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## **Home and Community Support Professional Training Program and Registry Frequently Asked Questions**

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This FAQ addresses the most common questions and concerns raised by providers, individuals, and stakeholders.

### **GENERAL**

**Q: What is applicable Indiana Legislation for the Home and Community Support Professional Training and Registry?**

**A:** Indiana Code Section 12-11-16.

**Q: What is the name of the contractor that has contracted with the State to assist in developing, implementing, and managing the training and registry?**

**A:** The state's contractor partner is Syra Health. Syra Health is a healthcare technology company, powering better health in critical areas such as mental health, population health, and the healthcare workforce. The company's leading-edge technology and innovative services focus on prevention, access, and affordability. For more information, please visit [www.syrahealth.com](http://www.syrahealth.com).

**Q: Does the HCSP training curricula meet the requirements for DSP training in 460 IAC 6?**

**A:** Yes, it does.

**Q: Where will the HCSP training link and registry link be located?**

**A:** The applicable links will be located on the main DDRS webpage.

**Q: Is DDRS drafting applicable administrative rules for the HCSP training and registry to align with the legislation?**

**A:** Yes.



**Q: How does this impact Self-Directed Services?**

**A:** Self-directed services will continue to require HCSP employment through fiscal intermediaries for reimbursement.

**TRAINING REQUIREMENTS & COMPLIANCE**

**Q: What is a Home and Community Support Professional?**

**A:** The term Home and Community Support Professional (HCSP) is utilized to denote a trained professional who supports and partners with an older adult or a person with a disability to provide person-centered support across a range of home and community-based settings. These supports may include but are not limited to facilitating personal and household daily living activities and accompaniment, as well as support to achieve individuals identified goals, such as independence and community integration. Please see applicable Indiana Code Section 12-11-16-1 for further clarification. An HCSP would include Direct Support Professionals (DSPs); Personal Care Assistants (PCAs), etc.

**Q: What Home and Community-Based Support (HCBS) Waivers are impacted by this training?**

**A:** The HCSPs required to complete this training and receive their HCSP certification are providing services under the following two HCBS waivers: Family Supports (FS) and Community Integration and Habilitation (CIH).

**Q: What if my title is not HCSP or DSP, do I still need to successfully complete this training and become certified?**

**A:** Possibly. A person's job title is not what is important, what matters is do they ever provide or are they going to provide the applicable services under the CIH and/or FS waivers. If they are or will, then they must successfully complete the training and become certified.

**Q: What are the important dates related to this HCSP training?**

**A:**

- HCSP Training Platform launches: July 1, 2025
- When are providers required to begin using the training platform: August 1, 2025.
- When do ALL HCSPs have to be certified: ALL impacted HCSPs staff have until January 1, 2026, to successfully complete the required training and receive their HCSP certification.

**Q: Does every HCSP have to take this training initially, no matter how long they have been a HCSP?**

**A:** Yes, every single HCSP providing the applicable services under the one or both waivers is required to take the initial training.

**Q: What if the HCSP's start date is July 3, 2025. How should they be trained?**

**A:** If your organization hires someone July 3, they can utilize the HCSP training platform or your organization's own current training platform. However, if they are trained on the provider's current training platform, they will need to be re-trained using the HCSP platform before January 1, 2026. Please note this could mean that applicable HCSP staff are taking two trainings prior to January 1, 2026; their employer's required training and this required HCSP training.

**Q: What if the HCSP's start is August 2, 2025. How should they be trained.**

**A:** If your organization hires someone August 2, 2025, they should be trained using the new HCSP training system.

**Q: What happens if HCSPs don't successfully complete training by the January 1, 2026 deadline?**

**A:** After January 1, 2026, they will not be able to provide services until they have successfully completed the HCSP Training and become certified.

## **TRAINING DETAILS & TIMELINE**

**Q. What is the required curricula for the HCSP Training?**

**A.** The first curriculum is titled Foundations. This curriculum category includes foundational principles that govern the delivery of home and community-based services. Foundations curriculum shall be delivered through web accessible e-learning modules, with HCSPs' knowledge assessed through online competency exams. The objective of this curriculum is to provide HCSPs with a shared understanding of the values, principles, and thinking behind home and community-based support work. The second curriculum is called Fundamentals. This curriculum category addresses fundamental knowledge which provides HCSPs with skills to fulfill their regular responsibilities. Fundamentals curriculum shall be delivered through web accessible e-learning modules, with HCSPs' knowledge assessed through online competency exams. The objective of this curriculum is skill building.

**Q: What core competencies are covered in the Foundational and Fundamental Curricula?**

**A:** The HCSP Training covers twelve (12) core competencies:

- Community Inclusion and Networking
- Communication
- Community Living Skills and Supports
- Crisis Prevention and Intervention
- Cultural Competency
- Education, Training, and Self-Development
- Empowerment and Advocacy
- Evaluation and Observation
- Health and Wellness
- Person-Centered Practices
- Professionalism and Ethics
- Safety.

**Q: What is the total anticipated duration of the full training?**

**A:** No more than 8 hours in Foundational and no more than 8 hours in Fundamental.

**Q: How often do HCSPs need to be recertified?**

**A:** After completing the initial HCSP certification, HCSPs will be required to complete periodic recertification training to maintain their certification status. Specific recertification timelines, requirements, and details will be announced prior to the first recertification period.

**Q: What does successfully complete mean in order to receive your HCSP certification?**

**A:** This means the HCSP must successfully pass each module with a pass rate of 80%.

**Q: How many attempts are allowed for the module competency assessment?**

**A:** HCSPs have up to three (3) attempts per module assessment. If additional attempts are needed, the learner will work with their Provider Administrator who could reset test attempts.

**Q: Will Foundations and Fundamentals include any medication-related concepts?**

**A:** Yes, these curricula will include some high-level medication-related concepts.

**Q: Can providers preview the training content before rolling it out to staff?**

**A:** Yes, administrators and managers will have access to preview all training materials. Course transcripts and content overviews will be available to help with internal training coordination. Administrators can switch to learner view within the system to preview the curriculum content before assigning it to their staff.

**Q: What about the Medication Administration Curriculum?**

**A:** More information about Medication Administration training will be provided as implementation approaches. For now, Providers should continue using existing medication administration training processes as required by current regulations.

**SYSTEM ACCESS & ADMINISTRATION**

**Q: Will each Provider Organization have an Administrator account?**

**A:** Yes. Administrator accounts will be created for each provider organization. The number of administrators an organization is allowed will be dependent on the size of their organization.

**Q: What can a Provider “Administrator” do?**

**A:** Administrators (called “Managers” in the training system) can:

- Add and manage learner accounts;
- Monitor training progress and completion;
- Preview the training material;
- Access reports for their organization;
- Reset learner test attempts;
- Download certificates and training records.

**Q: Will training be available for Administrators?**

**A:** Yes. Administrator onboarding guides with step-by-step instructions for accessing and using the system will be created and available.

**Q: Can Providers add more Administrators after initial setup?**

**A:** Yes, additional administrators can be changed/added at any time based on the organization size.

**Q: Do Administrators see only their organization’s data?**

**A:** Yes, administrators will only see learners and data associated with their specific organization/group code.

**Q: How do Providers manage HCSPs who work for multiple Providers?**

**A:** The HCSP certification is portable and recognized across all enrolled providers of CIH and FSW waiver applicable services. The group code used for registration will be the primary group with which the HCSP employee is associated, and all reporting would be obtained through that group. Once a certification is granted, the record will be publicly visible in the HCSP Training Registry, allowing all providers to verify the employee’s certification status.

**Q: How do Providers handle Administrator changes when Administrators leave?**

**A:** You would contact technical support to remove departing administrators and add new ones.

## **TECHNICAL SUPPORT & SETUP**

**Q: When will Providers receive login credentials and setup instructions for the training platform?**

**A:** Provider organizations will begin receiving setup instructions and group codes as part of rollout prior to July 1, 2025 via email communications to their primary contact as provided in the Onboarding Administrator Survey. These detailed onboarding materials and support will be provided to help administrators get started with the system.

**Q: Who do we contact for technical support?**

**A:** Technical support is available through multiple channels:

- Support Email: [support@yeslms.com](mailto:support@yeslms.com)
- In-Platform Support: Zendesk support button available within the LMS
- Phone Support: Available 8 AM to 6 PM during business hours
- Chat Support: Available through the platform during support hours.

**Q: Will there be training on how to use the system?**

**A:** Yes, comprehensive support materials will be provided including:

- User guides based on user roles (administrators vs. learners);
- System navigation guides;
- Live support during initial rollout period;
- Step-by-step tutorials within the platform.

**Q: What if we need help with setup?**

**A:** Technical support will be available to assist with initial setup and ongoing system use. Support is accessible through the platform, email, phone, or chat during business hours.

## **COST & PAYMENT**

**Q: Is there a cost to HCSPs or Providers for the HSCP training and registry?**

**A:** There is not a cost to the individual or the provider if the individual is an HCSP providing one of the applicable services under the CIH and/or FS waiver.

**Q: Can a provider track time spent on training?**

**A:** Yes, the system will track time spent on each module. Administrators can access reports showing learner progress and time spent on training activities.

## **SPECIFIC POPULATIONS & ACCOMMODATIONS**

### **What accessibility accommodations and language options are available for the HCSP training?**

The training platform includes built-in accessibility features such as screen reader compatibility, dyslexia support, ADHD assistance tools, and specialized profiles for HCSPs who are blind, color blind, visually impaired, or have cognitive disabilities. Text size, contrast, and other display settings can be customized to meet individual needs. Training is currently available in English, with Spanish planned for August 2025. For accommodations not covered by the standard accessibility features or other special needs, contact BDS Help ([bds.help@fssa.in.gov](mailto:bds.help@fssa.in.gov)) for individual review and support options.

## **REGISTRY**

### **Q: Can the HCSP Registry be used as a hiring platform?**

**A:** No. The registry provides a public profile of HCSP credential status but is NOT a hiring platform.

### **Q: Can individuals directly hire HCSPs through the registry?**

**A:** No, individuals cannot directly hire HCSPs through the registry. All services must still be provided through enrolled provider entities or fiscal intermediaries.

### **Q: Will the HCSP certification be displayed in the public facing registry?**

**A:** Yes.

## **MULTI-LOCATION ORGANIZATIONS**

### **Q: How does a Provider manage training for multiple locations?**

**A:** Organizations with multiple locations can:

- Have separate administrators for each location OR
- Use a centralized administrator for all locations.

### **Q: Can Provider Administrators monitor only their location's staff?**

**A:** Yes, the system supports location-based reporting and management through group codes and administrator assignments.

## **CERTIFICATION & REPORTING**

**Q: Will the HCSP be able to download and/or print their HCSP Certificate from the system?**

**A:** Yes. The certificate will be in PDF format and be printable.

**Q: Where are HCSP training certificates stored?**

**A:** Certificates are stored in:

- The learner's individual account (downloadable); and
- The public HCSP Training Registry (searchable by employers).

**Q: Will the HCSP contact information be publicly displayed?**

**A:** No. While the HCSP credential status is public, their contact information will not be public.

**Q: Can other Providers verify an HCSP's certification?**

**A:** Yes, the public HCSP Training Registry allows all employers to verify a HCSP's certification status and training completion dates.

**Q: Is the HCSP Certification portable?**

**A:** Yes. In other words, the certification is recognized across all enrolled providers of CIH and FS waiver services.

**Q: How do Providers provide proof of training?**

**A:** Administrators can export training records and certificates. The public HCSP Training Registry also provides verification for compliance purposes.

**Q: What Reports are available for Administrators?**

**A:** Available reports include:

- Individual learner progress and completion;
- Organizational completion rates;
- Training time tracking;
- Certificate status and expiration dates.

**Q: If a HCSP's name changes, will they be able to change that information in the system?**

**A:** Yes, they will be able to change their name through the profile section of the training platform.

**Q: Will there be a way for a Provider to upload additional documents into an HCSP's profile in the platform?**

**A:** Yes. There will be the option to upload additional documentation into the platform, for example, their CPR certification.

## **ONGOING MANAGEMENT**

### **Q: How does a Provider enroll new HCSP employees?**

**A:** New employees can be enrolled by:

1. Administrators adding them to the system;
2. Providing them with the organization's group code for self-registration;
3. Following the standard onboarding process.

### **Q: Can we assign specific retraining to individual employees?**

**A:** This feature is currently in development and should be available within a couple of weeks of go-live. Once available, administrators will be able to assign specific modules for remedial or refresher training to individual employees.

### **Q: How do we manage staff turnover in administrator roles?**

**A:** Contact technical support to add/remove administrators as needed. The system supports ongoing administrator management changes throughout your organization's participation in the program.

## **INTEGRATION WITH EXISTING PROGRAMS**

### **Q: Can this HCSP training be incorporated into other programs or other training initiatives?**

**A:** No, not at this time.

### **Q: Will there be a way to transfer current user data from a currently used LMS programs into the new platform?**

**A:** No, not at this time.

## **NEXT STEPS & CONTACT INFORMATION**

### **Q: What should we do now?**

**A:**

1. Prepare for go-live on July 1, 2025;
2. Identify your organization's administrators;
3. Prepare your HCSP staff list (full names and emails);
4. Review this FAQ with your team.

### **Q: Who can we contact with additional questions?**

**A:**

- State Policy Questions: BDS Help ([bds.help@fssa.in.gov](mailto:bds.help@fssa.in.gov))
- Technical Support: [support@yeslms.com](mailto:support@yeslms.com)
- General Program Questions: [hcsptesting@syracusehealth.com](mailto:hcsptesting@syracusehealth.com)

**Q: Where can I find additional information about Indiana's Direct Service Workforce initiative?**

**A:** Visit the FSSA's [Indiana Direct Service Workforce Plan](#) website for more information.

**Q: Will this training be available to those providing services outside of the CIH and FS waiver?**

**A:** Yes. Those providing services outside the applicable services who are not required to use the training and registry will be able to take the training by paying a fee per interested learner. This process will not be implemented until after the go-live July 1, 2025 date.

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