

***Certification – Service and Support Administration
Supervisor OAC 5123:5-02 (C)(2)(b) and (c)
Effective 09/30/2025***

(Printed) Name: _____ Classification: _____

Date of Hire: _____

<i>Topic(s)</i>	<i>Date of Training</i>	<i>Signature of Verifier</i>
<p>(C) (2) Service and support administration supervisor: (b) The Superintendent shall ensure that service and support administration supervisors successfully complete, no later than thirty calendar days after hire, the orientation program described in paragraph (C)(1)(b) of this rule:</p> <p>.....An orientation program of at least eight hours that addresses, but is not limited to:</p> <p class="list-item-l1">(i) Organizational background of the county board, or contracting entity, including:</p> <p class="list-item-l2">(a) Mission, vision, values, and organizational structure;</p> <p class="list-item-l2">(b) Policies, procedures, and work rules;</p> <p class="list-item-l2">(c) Ethical and professional conduct and practice; and</p> <p class="list-item-l2">(d) Avoiding conflicts of interest.</p> <p class="list-item-l1">(ii) Components of quality care for individuals served, including:</p> <p class="list-item-l2">(a) Interpersonal relationships and trust;</p> <p class="list-item-l2">(b) Trauma-responsive care</p> <p class="list-item-l2">(c) Cultural and personal sensitivity;</p> <p class="list-item-l2">(d) Effective communication;</p> <p class="list-item-l2">(e) Roles and responsibilities of team members; and</p> <p class="list-item-l2">(f) Recordkeeping including progress notes and incident/accident reports.</p> <p class="list-item-l1">(iii) Health and safety, including:</p> <p class="list-item-l2">(a) Signs and symptoms of illness or injury and procedure for response;</p> <p class="list-item-l2">(b) Building/site-specific emergency response plans; and</p> <p class="list-item-l2">(c) Program-specific transportation safety.</p>		

***Certification – Service and Support Administration
Supervisor OAC 5123:5-02 (C)(2)(b) and (c)
Effective 6/5/2023***

<i>Topic(s)</i>	<i>Date of Training</i>	<i>Signature of Verifier</i>
<p>(iv) Positive behavior support, including:</p> <p>(a) Principles of positive culture;</p> <p>(b) Role of service and support administrator in creating a positive culture;</p> <p>(c) General requirements for intervention and behavioral support strategies and role of service and support administrator, including documentation;</p> <p>(d) Human rights committees established in accordance with rule 5123:2-2-06 of the Administrative Code; and</p> <p>(e) Crisis intervention techniques.</p> <p>(v) Services that comprise service and support administration.</p> <p>(c) The Superintendent shall ensure that service and support administration supervisors successfully complete, no later than one year after hire, the department-provided web-based training described in paragraph (C) (1) (c) of this rule:</p> <p>(i) Develop person-centered individual service plans;</p> <p>(ii) Coordinating services;</p> <p>(iii) Enhancing team effectiveness;</p> <p>(iv) Understanding Medicaid;</p> <p>(v) Overview of department administered home and community-based services wavier including self-directed services, budget authority, and employer authority;</p> <p>(vi) Targeted case management; and</p> <p>(vii) Employment navigation.</p>		

I have received the training as outlined on this orientation form.

Employee's Signature

Date