

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

(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:<br/>           (b) The Superintendent shall ensure that service and support administration supervisors successfully complete, no later than ninety calendar days after hire, the orientation program described in paragraph (C)(1)(b) of this rule:</p> <p style="padding-left: 40px;">.....An orientation program of at least eight hours that addresses, but is not limited to:</p> <ul style="list-style-type: none"> <li>(i) Organizational background of the county board, or contracting entity, including:               <ul style="list-style-type: none"> <li>(a) Mission, vision, values, and organizational structure;</li> <li>(b) Policies, procedures, and work rules;</li> <li>(c) Ethical and professional conduct and practice; and</li> <li>(d) Avoiding conflicts of interest.</li> </ul> </li> <li>(ii) Components of quality care for individuals served, including:               <ul style="list-style-type: none"> <li>(a) Interpersonal relationships and trust;</li> <li>(b) Trauma-responsive care</li> <li>(c) Cultural and personal sensitivity;</li> <li>(d) Effective communication;</li> <li>(e) Roles and responsibilities of team members; and</li> <li>(f) Recordkeeping including progress notes and incident/accident reports.</li> </ul> </li> <li>(iii) Health and safety, including:               <ul style="list-style-type: none"> <li>(a) Signs and symptoms of illness or injury and procedure for response;</li> <li>(b) Building/site-specific emergency response plans; and</li> <li>(c) Program-specific transportation safety.</li> </ul> </li> </ul> |                         |                              |

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| <p>(iv) Positive behavior support, including:</p> <ul style="list-style-type: none"> <li>(a) Principles of positive culture;</li> <li>(b) Role of service and support administrator in creating a positive culture;</li> <li>(c) General requirements for intervention and behavioral support strategies and role of service and support administrator, including documentation;</li> <li>(d) Human rights committees established in accordance with rule 5123:2-2-06 of the Administrative Code; and</li> <li>(e) Crisis intervention techniques.</li> </ul> <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> <ul style="list-style-type: none"> <li>(i) Develop person-centered individual service plans;</li> <li>(ii) Coordinating services;</li> <li>(iii) Enhancing team effectiveness;</li> <li>(iv) Understanding Medicaid;</li> <li>(v) Overview of department administered home and community-based services wavier including self-directed services, budget authority, and employer authority;</li> <li>(vi) Targeted case management; and</li> <li>(vi) Employment navigation.</li> </ul> |                         |                              |

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

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date