DSPs serve as an integral part of the support continuum for individuals with IDD and co-occurring behavioral health needs. However, DSPs often have the least amount of formal training, which impacts job satisfaction, retention, morale, and the DSP's ability to interact with service users. When training is offered, the focus should be on identifying early signs of emotional distress through practical, realistic, generalizable engagement and intervention strategies.

**Background**

**DSP Training Pilot Aims**

Measure effects of a pilot training curriculum on:
1) DSP knowledge of how to improve emotional wellbeing of persons with IDD and behavioral health needs;
2) DSP attitudes toward service recipients, families and teams;
3) DSP confidence in supporting service recipients

**Using Technology**

Technology can be used to foster a positive, strengths-based culture for direct support professionals, improving their access to training from experts, colleagues, service users and families.

**Training Methods**

- Recorded trainings
- Web-based sessions
- Access to Quillo App
- In field coaching
- Tools for direct application

**Measures**

- Pre and post assessments of participant and supervisor re: training pilot aims
- Participant evaluation of training curriculum at conclusion of pilot
- Analysis of Quillo utilization and engagement

**Pilot Sites:** NC START Central; TX-START Tarrant County

---

"DSPs are the backbone that hold individuals & families up in hard times and promote success every step of the way. Well trained DSPs provide higher quality, individualized services that support individuals to live their best possible lives."

-Program Director, Supervisor, Former DSP; Pilot Participant