

## Frequently asked questions about the BIS Tiers to Success

### *For DSP and DHSS roles*

#### **What are DSP Tiers**

DSPs/DHSSs can earn up to \$.50 more per hour with the BIS Tiers to Success. The Department of Mental Health created a program to enhance the knowledge and skills of Missouri's DSPs. BIS has decided to use the DMH curriculum to give employees who complete the courses incentives in the form of pay increases. The Missouri Department of Mental Health (DMH) selected training courses for this program based upon 12 competencies that they consider most critical to the role of a successful DSP.

#### **How do I access the training plans?**

To access the training courses:

1. Access the portal by going to <https://moddcontent.training.reliaslearning.com> Bookmark the URL for ease of access.
2. Create an account.
3. Log into Relias.
4. Click on course library.
5. Filter by profession and go to non-licensed direct care.
6. Select the courses from the **Relias MODD DSP Competency** list that you want to take.
  - ❖ Relias MODD DSP Competency list is a separate attachment. Only courses from this list will be considered towards the training for the potential pay increase.
7. Complete each course and complete any required exams associated with the course.

#### **When will I start earning more per hour?**

The Path to BIS Tiers can be completed within one year, but we anticipate many will complete it sooner. You will earn increases as you go based upon the following milestones:

- \$.50 per hour-Upon completion of 50 hours of training and exams in Relias
- A second \$.50 per hour-Upon the second completion of 50 hours of training and exams in Relias.

When you complete the number of required training hours your base wage will increase accordingly.

#### **Why is BIS offering this program?**

Missouri is currently in 49th place when it comes to DSP retention. DMH believes providing enhanced DSP training will lead to better retention. They partnered with NADSP and Relias to create the online training platform that we are using for BIS Tiers. As you know, for now, the training is voluntary. However, there are good reasons for BIS to encourage employees to complete the training.

1. Employees who complete the training receive higher wages, which should translate to better retention.
2. Employees who complete the training will feel more equipped to perform their job functions and provide our clients with high quality services and should lead to better retention.
3. If training goals are met BIS will receive an incentive from the State of Missouri, called a Value Based Payment.

The Value Based Payment is a payment rendered to BIS twice a year when 90% +/- of its DSPs (with more than 6 months of tenure) complete the DMH curriculum. We are continuing to push for the training because, like DMH, we believe a well-trained workforce will lead to improved retention and better outcomes for our clients.

### **Do I need to complete this training annually to keep the additional base pay?**

There is no annual training requirement to maintain your new base wage.

*\*BIS and DMH require annual compliance training and recertification courses. Completion of these courses is a job requirement and has no impact on your hourly rate.*

### **How soon after completing the pay milestones will my pay be increased?**

Employees will submit the transcript once they have achieved a total of 50 hours.

- Log in to Relias.
- Go to transcript.
- Click print transcript.
- Email or turn in the transcript to the HR department.
- After review, pay will be increased starting with the next pay period after the transcript has been turned in.

### **Once I complete the Tiers will my role as a DSP change?**

Completion of the DSP Tiers is not required by BIS or the Department of Mental Health. In addition, we do not anticipate making any changes to our DSP job descriptions or titles based upon completion of the Tiers courses. Those who choose to enhance their knowledge and skills by taking these courses will increase their base pay but will not be assigned extra duties or responsibilities because they have completed the courses.

### **Do I have to complete the courses in the order they appear in Relias?**

You may complete the courses in any order. Some courses are only 15 minutes long, while others are several hours. The time it takes to complete each course is listed just under the course name. The goal is to complete all the courses in the training plan, but there is not a particular order in which to complete them.

### **Can I opt out of the training courses?**

We hope everyone will embrace ongoing training and development. Continued learning is an important part of providing the best services to our clients and they certainly deserve our best! However, we know doing additional training takes time and sacrifice. For that reason and for now, the training is self-paced and not required. You may choose not to complete the courses in the training plans and forgo the increases associated with each completion level.

### **Can I complete the courses at the office?**

You may work on your training courses at the BIS office workspace Monday through Friday from 9-4. **You need to reserve your space ahead of time.** Please email [frontdesk@bis-stl.com](mailto:frontdesk@bis-stl.com) or call 314-395-9375 for reservations.

**Do I have to complete part I before doing part II?**

There is no order for which to complete the training plans. You may complete them in whatever order you prefer.

**Do I need to notify someone once I have completed the training plan?**

Yes, you will send in your completed coursework sheet when you have reached 50 hours of Relias training.

**Do I get paid for taking courses?**

Because this is an elective course you are not paid for time to take the training. However, upon completion of the courses you pay will be increased according to the training completed.

**Can part-time or PRN employees get on the BIS Tiers path?**

All full-time, part-time, and PRN DSPs are encouraged to get on the DSP Tier path. Once you complete the number of hours required you will get the increases that correspond with the completion of training courses regardless of your status (full-time, part-time, or PRN).

**Can I take training courses while working in ratio?**

BIS clients should always be the primary focus of DSPs working in-ratio. Supporting BIS clients, completing DSP duties, and assisting coworkers are essential job functions. For that reason, we recommend DSPs complete training courses when they are not working in-ratio. However, there may be times when completing the training courses is permitted, but only with supervisor's approval.

**Can I complete training courses while I am on a Leave of Absence?**

Employees on leave of absence, including FMLA, should not complete training hours while on leave.

**Subject to Change** - The Department Mental Health is still seeking approval of this curriculum from the Center for Medicaid Services and the curriculum is subject to change prior to approval. Any changes to the curriculum may require additional courses for the employee; however, we do not anticipate the curriculum changing substantially.

**Who Do I Contact with Questions?**

If you have any questions about the DSP Tiers, you can contact Training Coordinator [Scole@bis-stl.com](mailto:Scole@bis-stl.com) or the Human Resources Director [Jklamert@bis-stl.com](mailto:Jklamert@bis-stl.com).