

# 11 Core Competency Modules

1. Introduction
2. Participant and Family Empowerment
3. Communication
4. Assessment
5. Community Supports and Service Networking
6. Supporting Skills Development
7. Advocacy
8. Vocational, Educational, and Career Support
9. Crisis Intervention
10. Documentation
11. Health and Safety

*Modules can be assigned together through the credential or individually.\**



The Human Services Credentialing Program is an additional set of courses available through Providers' eAcademy. Providers' eAcademy provides comprehensive training to over 30,000 learners at more than 60 organizations across Massachusetts.

Providers' eAcademy and the Human Services Credentialing Program are Social Enterprises of the



The Providers' Council is a statewide association of health and human service agencies that works to promote a healthy, productive and diverse human services industry in Massachusetts. To learn more, visit [www.providers.org](http://www.providers.org).

To learn more about Providers' eAcademy®, please visit the Council's website at [www.providers.org/pages/eacademy](http://www.providers.org/pages/eacademy).

You can also call the Council at 617.428.3637 or email the organization at [eacademy@providers.org](mailto:eacademy@providers.org).

Providers' Council  
88 Broad Street, 5th Floor  
Boston, MA 02110  
617.428.3637 (p)  
617.428.1533 (f)  
[eacademy@providers.org](mailto:eacademy@providers.org)

## The Human Services Credentialing Program

*Online Learning for health and human service professionals available through Providers' eAcademy.*

**Their future is your mission.  
And your mission starts here.**



[www.providers.org/pages/human-services-credentialing-program](http://www.providers.org/pages/human-services-credentialing-program)

\*Award of Providers' Council Credential Certificate or completion of training classes does not automatically result in the issuance of certification by NADSP. Information on NADSP certifications can be found at [nadsp.org/about-dsp-credentialing](http://nadsp.org/about-dsp-credentialing).

# The Human Services Credentialing Program

This innovative program consists of seven credentials, all accredited by the National Alliance of Direct Support Professionals (NADSP) for 14 CEUs each.

Developed by a Professional Standards Board made up of credential experts, human services sector CEOs and executive staff at Providers' Council member agencies, these credentials enhance and standardize the skill set of staff working in the field of human services. The credentials give staff the tools to efficiently and effectively deliver the best care possible to clients.

All seven credentials include 11 core competency modules and an exam at the end for a total of 14 credit hours.

Learners who successfully complete all 11 interactive modules within a credential are eligible to receive a credential certificate from the Providers' Council.



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## Did you know...

- Employment in the health care and social assistance sectors are projected to increase **at least 21% over the next decade.\***
- **72% of Massachusetts providers** reported having trouble filling open positions in the past three years.\*
- Millennials comprised one-third of the prime working-age population in 2015. This is expected to increase to **81% by 2025.\***
- The health and human services sector provides the majority of personal care services and has a **major impact on both the health status and quality of life of individuals and families they support.** (HHS.gov)

Effective training directly impacts client care and satisfaction.

Online training can decrease the cost of turnover and re-training.

Millennials value career development and training opportunities when job searching.\*

(\*Who Will Care: The Workforce Crisis in Human Services. Providers' Council, Donahue Institute. 2017)

## Human Services Credentials

**Autism Spectrum Disorder**

**Child Welfare, Level I**

**Child Welfare, Level II**

**Intellectual & Developmental Disabilities**

**Leadership & Frontline Supervision**

**Mental Health**

**Substance Use and Addictive Disorders**

### Credentials include:

Updated DSM V terminology.

Inclusion of new technology and mechanisms for communication including social media, texting, etc.

Introduction of evidence-based interventions.

Interactivity, reality-based scenarios, and engaging visuals.