

5123:2-5-02

Service and support administration registration and certification standards.**(A) Purpose**

The purpose of this rule is to establish minimum qualifications through registration and certification standards for staff working in service and support administration positions at county boards of mental retardation and developmental disabilities or their contract agencies.

(B) Application

These standards shall apply to persons in service and support administration positions who are employed by county boards of mental retardation and developmental disabilities or agencies contracting with a county board to provide service and support administration.

(1) Only a service and support administration supervisor, a service and support administrator, or a conditional status service and support administrator who meets the following certification requirements may provide service and support administration:

(a) A service and support administration supervisor shall have either a management 2 level or management 3 level service and support administration certification in accordance with this rule.

(b) A service and support administrator shall have a specialist 2 level service and support administration certification in accordance with this rule.

(c) A conditional status service and support administrator shall have a specialist 1 level service and support administration certification in accordance with this rule.

(2) Any person who is employed to assist a service and support administration supervisor, a service and support administrator, or a conditional status service and support administrator in the performance of their duties shall have a registered service level service and support administration registration in accordance with this rule.

(3) Notwithstanding paragraphs (B)(1) and (B)(2) of this rule, a person employed or under contract with a county board who meets the requirements established by the Ohio department of health for service coordinators in the HMG system may provide service and support administration in accordance with the service coordination requirements of 34 C.F.R. 303.23 to an individual under three years of age eligible for early intervention services under 34 C.F.R. part 303.

(C) Definitions

- (1) "Applicant" means a person submitting a completed application to the department for service and support administration registration or certification.
- (2) "College course" means department-approved instruction of a minimum of two semester hours or three quarter hours of credit offered by a college or university.
- (3) "College or university" means a state university or college as defined in section 3345.32 of the Revised Code, a state university or college of another state, or an institution that has received a certificate of authorization to confer degrees from the board of regents pursuant to Chapter 1713. of the Revised Code or from a comparable agency of another state.
- (4) "Continuing professional development" means department-approved training by approved providers used by applicants to renew provisional grade and professional grade service and support administration registration and certification. A unit of continuing professional development is fifty minutes of instruction.
- (5) "County board" means a county board of mental retardation and developmental disabilities as established under Chapter 5126. of the Revised Code.
- (6) "Department" means the Ohio department of mental retardation and developmental disabilities as established by section 121.02 of the Revised Code.
- (7) "Director" means the administrative head of the department as established by section 121.03 of the Revised Code.
- (8) "GED" means a general equivalency diploma.
- (9) "Grades" mean the designations within the levels of service and support administration registration and certification that differentiate the effective dates and minimum requirements (i.e., one-year temporary, five-year provisional, and ten-year professional).
- (10) "HMG" means "Help Me Grow," an Ohio family and children first initiative directed by the Ohio department of health and coordinated on the county level by the family and children first council. HMG is Ohio's birth through two system designed to create, nourish and maintain a coordinated, community-based infrastructure that promotes transdisciplinary, family-centered services and supports to eligible expectant parents, newborns, infants and toddlers, and their families.
- (11) "Levels" mean the categories used to differentiate employee positions within the validation of service and support administration (i.e., registered service

registration, specialist 1 certification, specialist 2 certification, management 2 certification, and management 3 certification).

- (12) "Orientation program" means that within ninety days of initial employment by a county board or by an agency contracting with a county board to provide service and support administration, an applicant shall successfully complete thirty clock hours of training which shall include, but is not limited to, the following areas: overview of developmental disabilities; board operations and table of organization; county board rules; roles, functions, and responsibilities of service and support administration personnel; Medicaid accountability; rights of individuals with mental retardation or other developmental disabilities; health, safety, and welfare of individuals with mental retardation or other developmental disabilities; confidentiality; techniques and philosophy of intervention and training; services and supports and service delivery settings; team processes; conflict management; communication; and service and support administration registration and certification standards.
- (13) "Seminar" means department-approved instruction of thirty clock hours offered by an approved provider.
- (14) "Service and support administration" has the same meaning as in section 5126.01 of the Revised Code, and pursuant to section 5126.15 of the Revised Code, includes a set of mandated functions to be provided by the county board. Service and support administration supports individuals in determining and pursuing life goals and maintains the individual as the focus while coordinating services across multiple systems.
- (15) "Superintendent" means a person certified by the department according to rule 5123:2-5-03 of the Administrative Code and employed in that capacity by a county board.

(D) Description

Registered service, specialist 1, specialist 2, management 2, and management 3 levels are designated within the service and support administration validation. Temporary, provisional, and professional grades are designated within each level.

(1) Registered service level registration

(a) Temporary grade

- (i) The temporary grade registration shall be issued to an applicant hired into a position requiring registered service level registration who meets the following requirements:

(a) The applicant shall be at least eighteen years of age.

(b) The applicant shall hold a high school diploma or GED.

(ii) During the effective period of the initial temporary grade registration, the applicant shall successfully complete an orientation program (as verified by the superintendent of the employing county board) and a minimum of one seminar or college course required for provisional grade registration.

(iii) Provided the applicant completes the requirements as specified in paragraph (D)(1)(a)(ii) of this rule, the temporary grade registration may be renewed one time.

(iv) During the effective period of the second temporary grade registration, the applicant shall successfully complete the remaining seminar or college course required for provisional grade registration.

(v) If the applicant fails to complete the requirements as specified in paragraph (D)(1)(a)(ii) or (D)(1)(a)(iv) of this rule, no additional temporary grade registered service level registration shall be issued to the applicant.

(b) Provisional grade

(i) The provisional grade registration shall be issued to an applicant who meets the following requirements:

(a) The applicant shall be at least eighteen years of age.

(b) The applicant shall hold a high school diploma or GED.

(c) The applicant shall have successfully completed one department-approved seminar or college course in each of the following areas:

(i) Introduction to developmental disabilities that includes behavior support and self-determination; and

(ii) Principles of group facilitation or principles of community supports and integration or interviewing and counseling techniques.

(ii) The superintendent may recommend and the department may approve the substitution of other seminars or college courses that are related to an applicant's position, in place of the seminars or college courses specified in paragraph (D)(1)(b)(i)(c) of this rule.

- (iii) The provisional grade registration may be renewed on the expiration date with the completion of sixty units of continuing professional development.
- (iv) An applicant requesting renewal of the first provisional grade registration, who, at the time of application, is employed by a county board or by an agency contracting with a county board to provide service and support administration, shall have successfully completed an orientation program (as verified by the superintendent of the employing county board). Provided the orientation program is completed subsequent to the effective date of the initial provisional grade registration, the applicant may use the orientation program as thirty units of continuing professional development toward renewal of the initial provisional grade registration.

(c) Professional grade

- (i) The professional grade registration shall be issued to an applicant who elects to upgrade the provisional grade registration by meeting the following requirements:
 - (a) The applicant shall meet both the initial and renewal requirements for provisional grade registration.
 - (b) The applicant shall have successfully completed a minimum of ten semester hours (or fifteen quarter hours) from a college or university.
 - (c) The applicant shall have worked five years in a position requiring provisional grade registered service level service and support administration registration.
- (ii) The professional grade registration may be renewed on the expiration date with the completion of one-hundred-twenty units of continuing professional development.

(2) Specialist 1 level certification

(a) Temporary grade

- (i) The temporary grade certification shall be issued to an applicant hired into a position requiring specialist 1 level certification who holds an associate's degree from a college or university
- (ii) During the effective period of the initial temporary grade

certification, the applicant shall successfully complete an orientation program (as verified by the superintendent of the employing county board) and a minimum of one seminar or college course required for provisional grade certification.

(iii) Provided the applicant completes the requirements as specified in paragraph (D)(2)(a)(ii) of this rule, the temporary grade certification may be renewed.

(iv) During the effective period of the second temporary grade certification, the applicant shall successfully complete two seminars or college courses required for provisional grade certification.

(v) Provided the applicant completes the requirements as specified in paragraph (D)(2)(a)(iv) of this rule, the temporary grade certification may be renewed.

(vi) During the effective period of the third temporary grade certification, the applicant shall successfully complete the remaining seminar or college course required for provisional grade certification.

(vii) If the applicant fails to complete the requirements as specified in paragraph (D)(2)(a)(ii), (D)(2)(a)(iv), or (D)(2)(a)(vi) of this rule, no additional temporary grade specialist 1 level certification shall be issued to the applicant.

(b) Provisional grade

(i) The provisional grade certification shall be issued to an applicant who meets the following requirements:

(a) The applicant shall hold an associate's degree from a college or university.

(b) The applicant shall have successfully completed one department-approved seminar or college course in each of the following areas:

(i) Introduction to developmental disabilities that includes behavior support and self-determination;

(ii) Principles of group facilitation;

(iii) Principles of self-determination; and

- (iv) Principles of community supports and integration or interviewing and counseling techniques.
- (ii) The superintendent may recommend and the department may approve the substitution of other seminars or college courses that are related to an applicant's position, in place of the seminars or college courses specified in paragraph (D)(2)(b)(i)(b) of this rule.
- (iii) The provisional grade certification may be renewed on the expiration date with the completion of sixty units of continuing professional development.
- (iv) An applicant requesting renewal of the first provisional grade certification, who, at the time of application, is employed by a county board or by an agency contracting with a county board to provide service and support administration, shall have successfully completed an orientation program (as verified by the superintendent of the employing county board). Provided the orientation program is completed subsequent to the effective date of the initial provisional grade certification, the applicant may use the orientation program as thirty units of continuing professional development toward renewal of the initial provisional grade certification.

(c) Professional grade

- (i) The professional grade certification shall be issued to an applicant who elects to upgrade the provisional grade certification by meeting the following requirements:
 - (a) The applicant shall meet both the initial and renewal requirements for the provisional grade certification.
 - (b) The applicant shall hold an associate's degree plus have successfully completed a minimum of ten post-associate semester hours (or fifteen post-associate quarter hours) from a college or university.
 - (c) The applicant shall have worked five years in a position requiring provisional grade specialist 1 level service and support administration certification.
- (ii) The professional grade certification may be renewed on the expiration date with the completion of one-hundred-twenty units of continuing professional development.

(3) Specialist 2 level certification

(a) Temporary grade

- (i) The temporary grade certification shall be issued to an applicant hired into a position requiring specialist 2 level certification who holds a bachelor's degree from a college or university.
- (ii) During the effective period of the initial temporary grade certification, the applicant shall successfully complete an orientation program (as verified by the superintendent of the employing county board) and a minimum of one seminar or college course required for provisional grade certification.
- (iii) Provided the applicant completes the requirements as specified in paragraph (D)(3)(a)(ii) of this rule, the temporary grade certification may be renewed.
- (iv) During the effective period of the second temporary grade certification, the applicant shall successfully complete two seminars or college courses required for provisional grade certification.
- (v) Provided the applicant completes the requirements as specified in paragraph (D)(3)(a)(iv) of this rule, the temporary grade certification may be renewed.
- (vi) During the effective period of the third temporary grade certification, the applicant shall successfully complete the remaining seminar or college course required for provisional grade certification.
- (vii) If the applicant fails to complete the requirements as specified in paragraph (D)(3)(a)(ii), (D)(3)(a)(iv), or (D)(3)(a)(vi) of this rule, no additional temporary grade specialist 2 level certification shall be issued to the applicant.

(b) Provisional grade

- (i) The provisional grade certification shall be issued to an applicant who meets the following requirements:
 - (a) The applicant shall hold a bachelor's degree from a college or university.
 - (b) The applicant shall have successfully completed one

department-approved seminar or college course in each of the following areas:

(i) Introduction to developmental disabilities that includes behavior support and self-determination;

(ii) Principles of group facilitation;

(iii) Principles of self-determination; and

(iv) Principles of community supports and integration or interviewing and counseling techniques.

(ii) The superintendent may recommend and the department may approve the substitution of other seminars or college courses that are related to an applicant's position, in place of the seminars or college courses specified in paragraph (D)(3)(b)(i)(b) of this rule.

(iii) The provisional grade certification may be renewed on the expiration date with the completion of sixty units of continuing professional development.

(iv) An applicant requesting renewal of the first provisional grade certification, who, at the time of application, is employed by a county board or by an agency contracting with a county board to provide service and support administration, shall have successfully completed an orientation program (as verified by the superintendent of the employing county board). Provided the orientation program is completed subsequent to the effective date of the initial provisional grade certification, the applicant may use the orientation program as thirty units of continuing professional development toward renewal of the initial provisional grade certification.

(c) Professional grade

(i) The professional grade certification shall be issued to an applicant who elects to upgrade the provisional grade certification by meeting the following requirements:

(a) The applicant shall meet both the initial and renewal requirements for the provisional grade certification.

(b) The applicant shall hold a bachelor's degree plus have successfully completed a minimum of ten post-baccalaureate semester hours (or fifteen post-baccalaureate quarter hours) from a college or

university.

(c) The applicant shall have worked five years in a position requiring provisional grade specialist 2 level service and support administration certification.

(ii) The professional grade certification may be renewed on the expiration date with the completion of one-hundred-twenty units of continuing professional development.

(4) Management 2 level certification

(a) Temporary grade

(i) The temporary grade certification shall be issued to an applicant hired into a position requiring management 2 level certification who meets the following requirements:

(a) The applicant shall hold a bachelor's degree from a college or university.

(b) The applicant shall have completed two years full-time, supervised, paid work experience related to the position (as determined by the superintendent of the employing county board).

(ii) During the effective period of the initial temporary grade certification, the applicant shall successfully complete an orientation program (as verified by the superintendent of the employing county board) and a minimum of one seminar or college course required for provisional grade certification.

(iii) Provided the applicant completes the requirements as specified in paragraph (D)(4)(a)(ii) of this rule, the temporary grade certification may be renewed.

(iv) During the effective period of the second temporary grade certification, the applicant shall successfully complete a minimum of two seminars or college courses required for provisional grade certification.

(v) Provided the applicant completes the requirements as specified in paragraph (D)(4)(a)(iv) of this rule, the temporary grade certification may be renewed.

(vi) During the effective period of the third temporary grade certification, the applicant shall successfully complete a minimum

of two seminars or college courses required for provisional grade certification.

(vii) Provided the applicant completes the requirements as specified in paragraph (D)(4)(a)(vi) of this rule, the temporary grade certification may be renewed.

(viii) During the effective period of the fourth temporary grade certification, the applicant shall successfully complete the remaining two seminars or college courses required for provisional grade certification.

(ix) If the applicant fails to complete the requirements as specified in paragraph (D)(4)(a)(ii), (D)(4)(a)(iv), (D)(4)(a)(vi), or (D)(4)(a)(viii) of this rule, no additional temporary grade specialist level certification shall be issued to the applicant.

(b) Provisional grade

(i) The provisional grade certification shall be issued to an applicant who meets the following requirements:

(a) The applicant shall hold a bachelor's degree from a college or university.

(b) The applicant shall have completed two years full-time, supervised, paid work experience related to the position (as determined by the superintendent of the employing county board or by the department, if the applicant is not employed by a county board).

(c) The applicant shall have successfully completed one department-approved seminar or college course in each of the following areas:

(i) Introduction to developmental disabilities that includes behavior support and self-determination;

(ii) Principles of group facilitation;

(iii) Principles of self-determination; and

(iv) Principles of community supports and integration or interviewing and counseling techniques.

(d) The applicant shall have successfully completed department-approved college courses in two of the

following ten areas:

- (i) Business, health care, public, or social agency administration;
- (ii) Public or administrative law;
- (iii) Budgeting/finance;
- (iv) Principles of supervision;
- (v) Information management or statistical analysis;
- (vi) Human resources management;
- (vii) Marketing/public relations;
- (viii) Organizational theory and development;
- (ix) Negotiation, conflict resolution, and mediation; or
- (x) Strategic planning, management, and implementation.

(e) The superintendent may recommend and the department may approve the substitution of other seminars or college courses that are related to an applicant's position, in place of the seminars or college courses specified in paragraph (D)(4)(b)(i)(c) or (D)(4)(b)(i)(d) of this rule.

(f) The provisional grade certification may be renewed on the expiration date with the completion of sixty units of continuing professional development.

(g) An applicant requesting renewal of the first provisional grade certification, who, at the time of application, is employed by a county board or by an agency contracting with a county board to provide service and support administration, shall have successfully completed an orientation program (as verified by the superintendent of the employing county board). Provided the orientation program is completed subsequent to the effective date of the initial provisional grade certification, the applicant may use the orientation program as thirty units of continuing professional development toward renewal of the initial provisional grade certification.

(c) Professional grade

- (i) The professional grade certification shall be issued to an applicant who elects to upgrade the provisional grade certification by meeting the following requirements:
 - (a) The applicant shall meet both the initial and renewal requirements for the provisional grade certification.
 - (b) The applicant shall hold a bachelor's degree and have successfully completed ten graduate semester hours (or fifteen graduate quarter hours) from a college or university.
 - (c) The applicant shall have worked five years in a position requiring provisional grade management 2 level service and support administration certification.
- (ii) The professional grade certification shall be renewed on the expiration date with the completion of one-hundred-twenty units of continuing professional development.

(5) Management 3 level certification

(a) Temporary grade

- (i) The temporary grade certification shall be issued to an applicant hired into a position requiring management 3 level certification who meets the following requirements:
 - (a) The applicant shall hold a master's degree from a college or university.
 - (b) The applicant shall have completed three years full-time, supervised, paid work experience in administration, supervision, instruction, or habilitation of individuals with mental retardation or other developmental disabilities, including one year in a management or supervisory capacity (as determined by the department).
 - (c) The applicant shall have successfully completed one department-approved seminar or college course in each of the following areas:
 - (i) Introduction to developmental disabilities that includes behavior support and self-determination;
 - (ii) Principles of group facilitation;

(iii) Principles of self-determination; and

(iv) Principles of community supports and integration or interviewing and counseling techniques.

(ii) During the effective period of the initial temporary grade certification, the applicant shall successfully complete an orientation program (as verified by the superintendent of the employing county board) and a minimum of one college course required for provisional grade certification.

(iii) Provided the applicant completes the requirements as specified in paragraph (D)(5)(a)(ii) of this rule, the temporary grade certification may be renewed.

(iv) During the effective period of the second temporary grade certification, the applicant shall successfully complete a minimum of two college courses required for provisional grade certification.

(v) Provided the applicant completes the requirements as specified in paragraph (D)(5)(a)(iv) of this rule, the temporary grade certification may be renewed.

(vi) During the effective period of the third temporary grade certification, the applicant shall successfully complete the remaining two college courses required for provisional grade certification.

(vii) If the applicant fails to complete the requirements as specified in paragraph (D)(5)(a)(ii), (D)(5)(a)(iv), or (D)(5)(a)(vi) of this rule, no additional temporary grade management 3 level certification shall be issued to the applicant.

(b) Provisional grade

(i) The provisional grade certification shall be issued to an applicant who meets the following requirements:

(a) The applicant shall hold a master's degree from a college or university.

(b) The applicant shall have completed three years full-time, supervised, paid work experience in administration, supervision, instruction, or habilitation of individuals with mental retardation or other developmental disabilities, including one year in a management or supervisory capacity

(as determined by the department).

(c) The applicant shall have successfully completed one department-approved seminar or college course in each in each of the following areas:

(i) Introduction to developmental disabilities that includes behavior support and self-determination;

(ii) Principles of group facilitation;

(iii) Principles of self-determination; and

(iv) Principles of community supports and integration or interviewing and counseling techniques

(d) The applicant shall have successfully completed department-approved college courses in four of the following ten areas:

(i) Business, health care, public, or social agency administration;

(ii) Public or administrative law;

(iii) Budgeting/finance;

(iv) Principles of supervision;

(v) Information management or statistical analysis;

(vi) Human resources management;

(vii) Marketing/public relations;

(viii) Organizational theory and development;

(ix) Negotiation, conflict resolution, and mediation; or

(x) Strategic planning, management, and implementation.

(e) The superintendent may recommend and the department may approve the substitution of other seminars or college courses that are related to an applicant's position, in place of the seminars or college courses specified in paragraph (D)(5)(b)(i)(c) or (D)(5)(b)(i)(d) of this rule.

- (f) The provisional grade certification may be renewed on the expiration date with the completion of sixty units of continuing professional development.
- (g) An applicant requesting renewal of the first provisional grade certification, who, at the time of application, is employed by a county board or by an agency contracting with a county board to provide service and support administration, shall have successfully completed an orientation program (as verified by the superintendent of the employing county board). Provided the orientation program is completed subsequent to the effective date of the initial provisional grade certification, the applicant may use the orientation program as thirty units of continuing professional development toward renewal of the initial provisional grade certification.

(c) Professional grade

- (i) The professional grade certification shall be issued to an applicant who elects to upgrade the provisional grade certification by meeting the following requirements:
 - (a) The applicant shall meet both the initial and renewal requirements for the provisional grade certification.
 - (b) The applicant shall have both a master's degree and ten post-graduate semester hours (or fifteen post-graduate quarter hours) from a college or university.
 - (c) The applicant shall have worked five years in a position requiring provisional grade management 3 level service and support administration certification.
- (ii) The professional grade certification may be renewed on the expiration date with the completion of one-hundred-twenty units of continuing professional development.

(E) Transition from case management registration and certification to service and support administration registration and certification for persons holding provisional grade or professional grade case management registration or certification

- (1) The department shall issue a comparable level and grade of service and support administration registration or certification to persons who hold, upon the effective date of this rule, currently valid provisional grade or professional grade case management registration or certification.

- (a) The expiration date of provisional grade registrations and certifications issued under this provision shall be no less than five years from the effective date of this rule.
 - (b) The expiration date of professional grade registrations and certifications issued under this provision shall be no less than ten years from the effective date of this rule.
 - (2) Persons who receive provisional grade or professional grade service and support administration registration or certification pursuant to paragraph (E)(1) of this rule shall be required to meet the requirements for renewal of the registration or certification pursuant to paragraph (D) of this rule.
- (F) Transition from case management registration and certification to service and support administration registration and certification for persons holding temporary grade case management registration or certification
 - (1) Persons who hold, upon the effective date of this rule, currently valid temporary grade case management registration or certification, shall obtain the comparable level of provisional grade service and support administration registration or certification by either:
 - (a) Completing the requirements for provisional grade service and support administration registration or certification pursuant to paragraph (D) of this rule; or
 - (b) Completing the requirements for provisional grade case management registration or certification pursuant to rule 5123:2-5-01 or 5123:2-5-02 of the Administrative Code that was in effect immediately prior to the effective date of this rule.
 - (2) Persons who obtain initial provisional grade service and support administration registration or certification pursuant to paragraph (F)(1) of this rule shall renew the registration or certification pursuant to paragraph (D) of this rule.
- (G) Renewal of expired provisional grade or professional grade registration or certification
 - (1) Registrations or certifications expired for less than one year may be renewed upon completion of all renewal requirements of the expired registration or certification
 - (2) Registrations or certifications expired for one or more years may be renewed upon completion of all renewal requirements of the expired registration or certification, completion of fifteen additional units of continuing professional development, and payment of the fees required by rule 5123:2-5-06 of the

Administrative Code.

(H) Right of appeal

An applicant whose application for registration or certification is disapproved based upon the applicant's failure to meet the requirements of this rule, may request in writing, within thirty days of the rejection, an administrative review by the director or the director's designee.

(I) Denial, suspension, or revocation

Registrations and certification under this rule are subject to denial, suspension, or revocation in accordance with rule 5123:2-5-04 of the Administrative Code.

Replaces: Part of 5123:2-5-01 and Part of 5123:2-5-02

Effective:

R.C. 119.032 review dates:

Certification

Date

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Statutory Authority: 5123.04, 5123.082, 5126.25,
section 75.04 of House Bill
94 of the 124th General
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