

Support Coordination Competency Requirements Fact Sheet

This Fact Sheet outlines **Support Coordination (SC) Competency Requirements** and the associated modified Division training requirements for SC staff.

Overview

The new SC Competency Requirements are the result of the Division's collaboration with the *Money Follows the Person (MFP) SC Competency and Capacity Stakeholder Committee*, which established SC competency priorities to ensure more universal training content and structure across Support Coordination Agencies.

Enhanced training ensures that Support Coordinators (SCs) and Support Coordination Supervisors (SCSs) are equipped with the knowledge and skills needed to successfully fulfill SC responsibilities and provide high quality services and supports to individuals served by the Division.

Requirements

SC Competency Requirements include trainings in specific categories:

- Prerequisites
- Required trainings, as detailed in [Appendix E](#) of the DDD policy manuals
- Coaching sessions
- Annual professional development hours

SC Competency Requirements will result in:

- Increases in total training hours for SCs and SCSs
- New timelines for training completion
- Addition of coaching session hours
- 12 hours of annual professional development for both full *and* part-time staff. Part-time staff must complete 12 hours annually beginning in 2026.

Training Hours

The table below compares the total hours pre-SC Competency Requirements and hours after implementation of the SC Competency Requirements. A detailed list of required trainings can be found in Appendix E of the Division policy manuals.

Training Category	Pre-SC Competency Requirements	SC Competency Requirements
Prior to Working with Individuals (includes prerequisites)	58 minutes	No requirement
Prior to Delivering Services to Individuals	905 minutes	1129 minutes
Within 90 days	886 minutes	626 minutes
Within Year	No requirement	1043 minutes

(includes coaching sessions)		
Totals	1849 min (30 hours 49 minutes)	2798 min (46 hours 38 minutes)
Annual Professional Development (for full and part-time staff)	12	12

- SC Competency Requirements include 4 hours of coaching. Coaching sessions, for which a certificate of attendance is issued, count towards meeting requirements and annual professional development hours.
- SCs and SCSs may complete trainings via live Division sessions and trainings from The Boggs Center or via The College of Direct Support. Certificates for trainings must be maintained in the Support Coordination Agency (SCA) personnel files.

Compliance Deadline

Date of Hire	Timeline
12/31/25 or earlier	• Trainings with the notation “<i>One-Time Completion</i>” are accepted from any date within the previously established timeframe requirements, as long as documentation of completion is available in the personnel file. • Completion dates beginning 1/1/2023 will be accepted for all other trainings. • All trainings are to be completed by 6/30/2027. • New prerequisites do not need to be completed, if documentation exists for completion of all five former prerequisites.
1/1/2026 to 6/30/2026	• SC Competency Requirements for the time intervals, <i>Prior to Delivering Services</i> and <i>Within 90 Days of Hire</i> must be completed according to the schedule outlined in Appendix E. All remaining trainings are to be completed by 6/30/2027
7/1/2026 and Beyond	• All trainings must be completed according to the schedule outlined in Appendix E.

SCA Actions

SCAs are advised to take the following steps to ensure compliance is achieved:

- Ensure all current training requirements are met.
- Register for The Boggs Center (available in 2025 and ongoing) and Division coaching sessions (available 2026 and 2027).
- Assign and complete available trainings in the College of Direct Support which are marked **DDD SC**, if live trainings have not/will not be completed.
- Utilize the [Staff Qualifications Tool for Support Coordination Agencies](#) to record and track training completion.
- Refer to [Appendix E](#) in the Division’s policy manuals to ensure updated training requirements are met.

- For new hires who completed requirements while working for a different agency, the hiring agency must maintain documentation to demonstrate that requirements are met. Please note that a provider-developed orientation must be present for current agency employment.

Coaching Sessions

Required coaching sessions are offered by The Boggs Center and DDD.

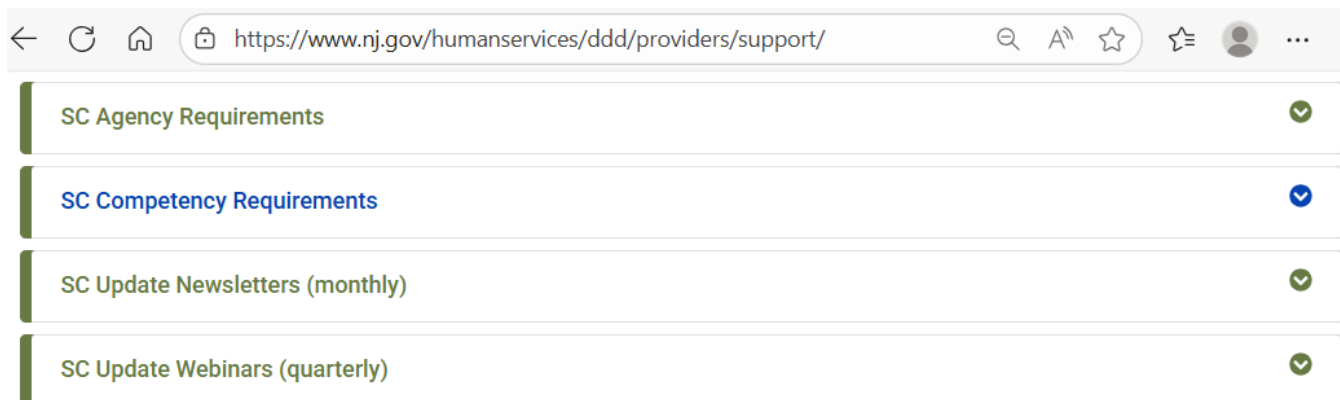
- Sessions are offered 3-4 times monthly by each entity
- Attendance is limited for each session
- 4 coaching sessions are required (1 hour per session)

Guidance for Coaching Session Participation

- Participants must log in on time.
- Active “on screen” engagement is required.
- Camera must be on and audio/microphone must be functional.
- Zoom or Microsoft Teams platforms must be up-to-date and fully accessible at the time of the session.
- Interactive participation is required. Ideally, participants come prepared to discuss effective practices, strategies, share resources and/or pose topic-related situations to share with the group, ready for facilitated coaching and problem-solving discussion.

Information and Related Documents

SC Competency Requirements information and related documents are available on the [Support Coordination Information](#) webpage, under the SC Competency Requirements tab.



All SCA staff are encouraged to attend the training, **SC Competency Requirements: Strengthening Skills and Supporting Success**, at one of the following times to gain a detailed understanding of the new requirements and timelines for compliance.

[Register Now for November 17](#) at 10 a.m.

[Register Now for November 19](#) at 2 p.m.

[Register Now for December 2](#) at 2 p.m.

[Register Now for December 11](#) at 10 a.m.

[Register Now for January 7](#) at 2 p.m.

[Register Now for January 26](#) at 10 a.m.

[Register Now for February 10](#) at 2 p.m.

Resources

- [Support Coordination Competency Requirements: a Guide for Support Coordination Agencies](#)
- [Overview of SC Competency Requirements](#) Video Summary
- [Staff Qualifications Tool for Support Coordination Agencies](#)
- [Quick Reference Guide to SCA Staff Requirements](#)
- [Appendix E](#) of the Division's [Community Care and Supports Program policy manuals](#)
- [The Boggs Center on Disability and Human Development](#)
 - [The Boggs Center Online Registration System](#)
- [The College of Direct Support \(CDS\)](#)
 - [CDS Learner's Guide](#)
- Monthly calendars of *DDD Trainings for Support Coordinators* posted on the [Support Coordination Information](#) page.
- Quarterly [SCA Update Webinars](#). Registration links and past recordings are found on the [Support Coordination Information](#) page.
- Subscribe to [DDD Communications](#) to receive communications from DDD.
- Subscribe to [Support Coordination Listserv](#) to receive Support Coordination-specific updates.