

CREWMEMBER'S PORTFOLIO

*How to become a licensed
Direct Service Worker through the
Globe Star Professional Standards Board*

All Globe Star caregivers must become licensed through the Quality of Life Institute. To receive a license, the caregiver must complete—and maintain—the following:

- * **Initial Teaching**
 - ▶ QoL-044 – Competencies for a Direct Service Worker — Practicum
 - ▶ QoL-039 – Competencies for a Direct Service Worker — Office Teaching
 - ▶ QoL-033 – Individualized Support Plan Teaching (one form per Individual served)
- * **Personal Teaching Plan for the Individual**
- * **Crewmember's Portfolio**

This document explains the licensing process in more detail and provides information for developing a Portfolio.

“Portfol-what? What’s a Portfolio?”

A Portfolio is a place to display your best work and a tool to show others your skills and responsibilities. It is a scrapbook of papers and photographs, essays and movies, and reflections and dreams. It is an opportunity for you to showcase the quality of the services you provide.

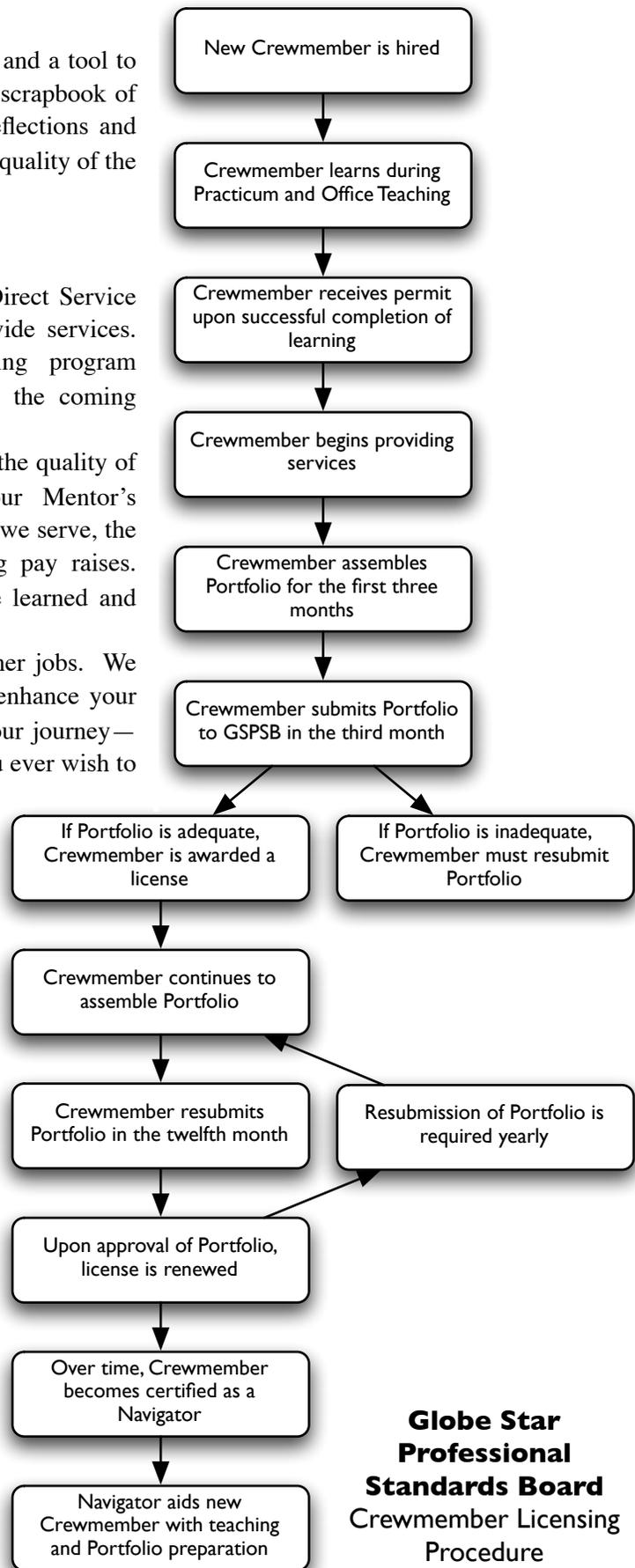
“Why must I do this?”

- ★ The State of Indiana may begin requiring all Direct Service Workers to become licensed in order to provide services. Globe Star is instituting its own licensing program proactively to prepare all Crewmembers for the coming changes.
- ★ The quality of your Portfolio helps demonstrate the quality of your work. Therefore, together with your Mentor’s assessments of your work with the Individuals we serve, the Portfolio is a major factor when considering pay raises. This is a place for you to show what you’ve learned and how you’ve grown.
- ★ Caregiving is a great way to learn skills for other jobs. We want you to grow professionally, in order to enhance your own quality of life. We want to aid you in your journey—whether within Globe Star or elsewhere. If you ever wish to take on a new role within Globe Star, we will look at the Portfolio for evidence of your skills and work ethic. Or, you can take your Portfolio to a future employer to show the quality of your work and the extent of your responsibility.

“Okay, give it to me straight. How do I get a license?”

See the flowchart to the right. Start with the “New Crewmember is hired” box at the top of the page.

You will receive teaching in the Individual’s house or apartment (Practicum) and in the office (Office Teaching). After successfully completing initial teaching, you will be issued a permit to provide services for three months. You should start developing your Personal Teaching Plan. You should start building your Portfolio (more information on this later) right away. During your third month, you submit your Initial Teaching documentation, Personal Teaching Plan, and your Portfolio for review by the Globe Star Professional Standards Board, which is based at



the Quality of Life Institute in Gary, IN. If your Portfolio does not pass, we will give you suggestions to improve it, and you will be asked to resubmit it. If your Portfolio passes, you will be issued a Direct Service Worker license. Your license must be renewed (by resubmitting your Personal Teaching Plan and Portfolio, and refreshing your training) again after 12 months of employment and yearly thereafter.

“What should my Portfolio show?”

The mission of the Globe Star Professional Standards Board is to enhance the quality of life for Individuals receiving services through establishing, maintaining, and ensuring adherence to performance-based standards for Globe Star’s professionals throughout their careers.

The Globe Star Professional Standards Board (GSPSB) was established in 2003 to govern the licensing of Globe Star’s Direct Service Workers. The GSPSB has written 12 Standards that we feel exemplify the most important concepts a crewmember must grasp. (See page 4.)

These standards emphasize the following concepts:

- ★ Gentle Teaching and other building blocks of caregiving.
- ★ Self-Reflection. We often need to change ourselves before hoping to help those we serve.
- ★ The Globe Star framework of “value, teach, protect, reciprocate,” which is the essence of the table on the the Daily QoL Sheet.
- ★ Each of the Quality of Life Values. You refer to these Values during every shift on the back side of the Daily QoL Sheet. Building your Portfolio will give you a fuller understanding of the importance of these values. Likewise, dedicating time to your daily writing will give you insight into these Standards.
- ★ Community Involvement. Everyone must work together to enhance the QoL for the Individuals we serve.

“How do I build a Portfolio?”

The purpose of the Portfolio is to show that you understand each of the 12 Standards. Carefully read the Standard. Talk about it with your Mentor. Then, think about how you can show us your understanding of that Standard.

Start by using the materials you already have. Include:

- ★ your Globe Star employment application
- ★ the Practicum Exam, and quizzes and worksheets from your Office Teaching
- ★ your Initial Teaching documentation (copies of QoL-044, QoL-039, QoL-033)
- ★ QoL sheets that demonstrate the quality of your teaching and writing
- ★ your Personal Teaching Plan for the Individual
- ★ assessments from your Mentor
- ★ Globe Star surveys you’ve completed
- ★ Copies of “Thank-you notes” from Individuals, families, or community members.

Then, get a little creative. Take photos of teaching moments and social activities that you shared with an Individual receiving services. Plan social activities for our Individuals to gather together in community. Write a short narrative or personal reflection. Film some video clips.

If you need help or want to arrange to have photos or video recorded, ask your Mentor. A fellow crewmember might be willing to help or plan an activity with you. Also, if you need advice on your Portfolio, feel free to contact the Quality of Life Institute (www.qoli.org).

On Page 4, all twelve Standards are listed. On Page 5, we’ve included examples of materials that show understanding of each standard. When assembling your Portfolio, be sure to include **at least two items** per Standard and **use a variety of materials**. Keep in mind that the following list of examples is not comprehensive. Use your imagination!

MONTH THE GLOBE STAR PROFESSIONAL STANDARDS

The Foundation

January	Basics of Caregiving <i>The crewmember understands the core concepts of Gentle Teaching, the tools of teaching, and the framework of Quality of Life, and applies these principles in his/her daily interaction with Individuals, families, and other crewmembers.</i>
February	Self Reflection <i>The crewmember understands that we must assess our own interactions before attempting to teach, and uses the Personal Teaching Plan to continually evaluate the effects of his/her choices and actions on others.</i>
March	The Framework of Teaching <i>The crewmember understands that through our valuing, teaching, and protecting, the Individual learns to reciprocate. The crewmember documents this framework using the Daily QoL Sheet.</i>

Building on the Foundation: The Eight Quality of Life Values

April	Bodily Integrity <i>The crewmember understands that maintaining the Individual's health and physical safety is essential for enhancing his/her quality of life, and teaches and models the importance of cleanliness, exercise, and healthful eating.</i>
May	Feeling Safe <i>The crewmember understands that each Individual communicates differently and that all Individuals need to be understood to feel safe. The crewmember helps the Individual to effectively express his/her needs and wants.</i>
June	Feeling Self-Worth <i>The crewmember understands how to value each Individual, and provides learning opportunities that support his/her intellectual, social, and personal development.</i>
July	Having a Life Structure <i>The crewmember understands that Individuals need a routine and a feeling of control in their lives, and uses the daytimer to provide structure and choices for each Individual.</i>
August	A Sense of Belongingness <i>The crewmember understands that true community requires all members to be interdependent upon each other, and builds companionship and community by empowering Individuals to do things for others.</i>
September	Social Participation <i>The crewmember understands the elements of companionship, and creates a personalized learning environment that encourages positive social interaction, active engagement in learning, and self-motivation.</i>
October	Meaningful Daily Activities <i>The crewmember understands a variety of strategies for teaching, and creates opportunities to encourage an Individual's development of critical thinking, problem solving, and daily living skills.</i>

Expanding from the Foundation

November	Inner Contentment <i>The crewmember understands that learning can only occur when the Individual is free from traumatic experiences, feels protected, and knows that he/she will not be judged for making a mistake. The crewmember creates opportunities for new moral memories.</i>
December	Community Participation <i>The crewmember actively seeks out opportunities to grow professionally and fosters relationships with work colleagues, parents, and agencies in the larger community to support an Individual's learning and well-being.</i>

EXAMPLES OF HOW TO DEMONSTRATE STANDARD IN YOUR PORTFOLIO (2 per Standard)

Basics of Caregiving

- ★ Study guides and quizzes from your Practicum and Office Teaching.
- ★ Photos of you and the Individual together, showing the use of each of your four tools (hands, eyes, words, presence).
- ★ Brainstorm (and write out) specific ways that you can assist the Individual you serve with his/her ISP goals.
- ★ In your own words: “What is Gentle Teaching?”

Self Reflection

- ★ The Personal Teaching Plan that you filled out with our Mentor. How does it help you with your teaching?
- ★ Personal Reflection: “What have you done in your own life to enhance one of the QoL Values for yourself?”
- ★ Read Chapter Two of John McGee’s Mending Broken Hearts, and complete the “Self Assessment of the Care Giver.”
- ★ Your Globe Star employment application.

The Framework

- ★ Teach the framework to an Individual, and work together to draw four pictures that illustrate the four concepts.
- ★ Take a photo that illustrates the concept of “reciprocation.” Explain it.
- ★ Personal Reflection: “Discuss a time when your valuing, teaching, and protecting helped the Individual to reciprocate.”
- ★ Short Essay: “What does it mean to ‘protect’ an Individual?”

Bodily Integrity

- ★ Short Essay: “Why is it important to model good habits when you’re with the Individual?”
- ★ A Daily QoL Sheet that shows how you taught the Individual the importance of maintaining his/her own health.
- ★ Photos of you brushing your teeth with the Individual, doing laundry together, etc.

Feeling Safe

- ★ Personal Reflection: “What makes you feel safe?”
- ★ A Daily QoL Sheet that shows how you’ve aided the Individual’s ability to communicate.
- ★ Short Essay: “How does effective two-way communication promote a feeling of safety?”

Feeling Self-Worth

- ★ A Daily QoL Sheet that shows a learning opportunity that supported the Individual’s development.
- ★ Narrative: “Discuss an instance in which you helped an Individual to grow personally.”
- ★ Photos of the Individual doing something he/she loves.
- ★ Help the Individual to write his/her autobiography.

Having a Life Structure

- ★ Arrange to have a video recording made of you using the daytimer to structure the Individual’s day.
- ★ Personal Reflection: “Why is it important to provide both routine AND choice?”
- ★ A document that indicates your help with the Individual’s attendance at work, class, volunteering, etc.

A Sense of Belongingness

- ★ Notes you’ve taken when attending an Individual’s Community-Centered Celebration.
- ★ Personal Reflection: “Why do we strive for interdependency rather than independency?”
- ★ Work with the Individual to plan a social gathering with another Crewmember and Individual. Photograph the event.
- ★ Narrative: “Write about an inside joke (or other special memory) you share with the Individual you serve.”

Social Participation

- ★ Short Essay: “How does the use of the Elements of Companionship help to create a positive learning environment?”
- ★ Take pictures of the Individual actively engaged with others in a community activity.
- ★ Help the Individual get involved in a league, group, volunteering opportunity. Interview the Individual about his/her experience.

Meaningful Daily Activities

- ★ Personal Reflection: “What is a meaningful activity for you, and what is it about the activity that makes it meaningful?”
- ★ A Daily QoL Sheet detailing a meaningful activity that you created for the Individual.
- ★ Create a simple game that requires the Individual to problem solve.

Inner Contentment

- ★ Personal Reflection: “When the Individual makes a mistake, why is it important to forgive AND forget?”
- ★ A Daily QoL Sheet that shows a meaningful activity you shared with your Individual in which you believe new happy memories were formed for the Individual.
- ★ Assemble a photo collage that displays the joys of your Individual’s life.

Community Participation

- ★ Certificates from classes you’ve taken in the community related to the special needs of the Individuals we serve.
- ★ Letters that you’ve submitted to your Servant Leader regarding improvements you’d like to see occur at Globe Star.
- ★ Copies of letters you’ve written advocating on behalf of individuals with disabilities
- ★ Copies of “Thank-you notes” from Individuals, families, or community members.

“12 Standards – I got it. Now what?”

Don't worry; we don't expect you to tackle all of these Standards today. Instead, you will be focusing on one Standard per month. The Planner in your Caregiver Chartbook indicates the month's highlighted Standard. When you submit your portfolio for the first time, you need to address the Standards that have been highlighted during our three months at Globe Star. In your second and subsequent years, we expect you to show a deepening understanding of all 12 Standards.

“How is my Portfolio assessed?”

Two crewmembers review your Portfolio in regard to eight attributes:

- ★ *Purpose*
- ★ *Organization and Presentation*
- ★ *Relevance of Contents*
- ★ *Quality of Contents and Evidence of Accomplishment*
- ★ *Professional Sophistication and Elaboration*
- ★ *Critical Thought or Analysis and Scholarship*
- ★ *Honesty and Integrity*
- ★ *Self-Awareness and Self-Reflection*

Then, they assess each attribute on a scale of 0-4. Based on those scores, a total score is determined.

A score of 0 results from a missing or incomplete Portfolio. Submit a complete Portfolio.

A score of 1 results from a “complete” Portfolio that fails to show an understanding of the 12 standards. This score requires that you resubmit your Portfolio in order to receive your license. If you need help, you are encouraged to ask your Mentor or to contact the Quality of Life Institute. We're here to help you.

Scores of 2-4 all result in the issuance of a Direct Service Worker license. The higher the score, the more evident is your mastery of these concepts—and more likely that you could receive a pay raise.

LEVEL	COMPETENCE	RESULT
0	Inadequate	Resubmission of Portfolio
1	Conditional	Resubmission of Portfolio
2	Satisfactory	License
3	Proficient	License and possibility for a pay raise
4	Advanced	License and good possibility for a pay raise

“Can I show my Portfolio to others outside of Globe Star?”

Yes, we encourage you to use your Portfolio to show future employers the quality of your work. However, the Individuals we serve have a right to confidentiality. Please use a marker to black out Individual's names on paperwork that you include in your Portfolio. You can keep pictures in your Portfolio if we have a Photo Release for that Individual on record; check with your Mentor on this. Finally, ask your Mentor to review your Portfolio to be sure that it is HIPAA-compliant before showing it to outside persons or agencies.

“What was that about Navigating?”

After you feel you've mastered the Standards, talk to your Mentor about becoming certified at a Navigator. You must be nominated by your peers and approved by the Mentors and Servant Leaders of your office. As a Navigator, you can help new crewmembers with their initial teaching process. This is a great way to show your work ethic and your dedication to the learning and growth of the community.

“SO WHAT'S THE BOTTOM LINE?”

Globe Star requires that all its Caregivers are licensed. To get licensed, you must complete your Initial Teaching, develop a Personal Teaching Plan for the Individual, and assemble a Portfolio of your best work. The Portfolio must show with two independent items how you understand each of the Standards. This Portfolio gets reviewed by the Globe Star Professional Standards Board after your first 3 months, after 12 months, and yearly thereafter. Besides receiving your license, the quality of your Portfolio is a factor in determining pay raises.