

RPMI PROFESSIONAL CURRICULUM FRAMEWORK

Residential Program Director Certificate Program (RPD-CP)

Catalog-Ready Curriculum Document

Aligned with DDS and CMS person-centered, residential, HCBS, quality, and executive leadership expectations

Issuing Institution	Residential Program Management Institute (RPMI)
Credential Awarded	RPMI Certified Residential Program Director (RCRPD)
Recommended Contact Hours	56 Hours
Delivery Format	Blended learning with LMS-based delivery and optional facilitated leadership sessions

Prepared for institutional catalog, leadership onboarding, and residential systems development use



Formal Course Description

The Residential Program Director Certificate Program prepares senior residential leaders to oversee complex residential service operations in a manner that is person-centered, regulation-informed, operationally sound, ethically grounded, and accountable to quality and safety outcomes. The curriculum is designed for leaders who hold responsibility for multiple programs, multiple supervisors, organizational compliance performance, workforce management systems, incident oversight, quality improvement, and strategic residential operations.

Residential Program Directors serve as the bridge between executive leadership and direct service operations. Their role requires mastery not only of residential practice standards, but also of program governance, policy implementation, quality systems, staffing stabilization, budget awareness, corrective action planning, survey readiness, and leadership communication across internal and external stakeholders. Directors must be able to sustain service quality across teams and sites while responding effectively to operational risks, workforce pressures, regulatory demands, and the changing needs of individuals receiving services.

This curriculum prepares current and emerging directors to lead with authority, judgment, and institutional discipline. It emphasizes program stewardship, systems thinking, supervisory leadership, audit and incident oversight, and the advancement of person-centered residential services within DDS-oriented and CMS-informed service environments.

Program Profile

Program Type	Advanced supervisory and executive residential leadership certificate program
Target Audience	Residential Program Directors, senior managers, regional residential leaders, associate directors, and multi-site supervisory leaders
Instructional Level	Senior management and director-level residential leadership
Assessment	Module quizzes, executive case analyses, applied leadership exercises, and final examination
Certification Standard	Minimum 75 percent cumulative score and completion of all required components

Program Goals

- Lead residential systems in a manner consistent with person-centered, rights-based, and community-integrated service principles.
- Direct supervisors and managers effectively through structured leadership, accountability, and performance oversight.
- Maintain organization-wide residential compliance readiness through policy implementation, monitoring, and corrective action systems.
- Oversee incident management, risk identification, health and safety systems, and quality assurance processes.
- Use data, trend analysis, and program review methods to guide decision-making and service improvement.
- Coordinate staffing, workforce development, and leadership pipeline practices across residential operations.
- Manage interdepartmental communication and represent residential operations effectively to executive leadership, families, and regulatory stakeholders.
- Demonstrate strategic, ethical, and institutionally responsible leadership in complex service environments.

Credit and Contact Hour Table

Module	Title	Hours
1	Foundations of the Residential Program Director Role	6
2	Person-Centered Systems Leadership and Rights Governance	7
3	Residential Operations, Policy, and Regulatory Oversight	8
4	Director-Level Workforce Leadership and Supervision Systems	8
5	Health, Safety, Incident Oversight, and Risk Management	8
6	Documentation Systems, Quality Assurance, and Performance Improvement	7
7	Financial Stewardship, Resource Management, and Operational Planning	6
8	Ethics, Executive Communication, and Strategic Leadership Practice	6

Module 1. Foundations of the Residential Program Director Role

Contact Hours: 6

Module Description: Defines the Residential Program Director role as a senior leadership function responsible for program governance, systems oversight, managerial supervision, and institutional accountability.

Topics Covered

- The role and scope of the Residential Program Director
- Director versus manager responsibilities
- Multi-program and multi-site oversight
- Chain of command and executive reporting relationships
- Accountability for quality, staffing, compliance, and culture
- Leadership presence and decision-making authority
- Director as steward of systems, not only tasks
- Balancing mission, people, risk, and operations

Learning Objectives

- Define the scope and authority of the Residential Program Director role.
- Distinguish director-level responsibilities from program manager responsibilities.
- Describe how directors influence organizational quality, consistency, and compliance.
- Explain the importance of systems thinking in residential leadership.
- Identify the leadership disciplines required for effective director-level performance.

Assessment

- Module quiz
- Executive leadership case analysis

Module 2. Person-Centered Systems Leadership and Rights Governance

Contact Hours: 7

Module Description: Prepares directors to govern residential systems in a way that protects individual rights, strengthens person-centered implementation, and sustains dignity, autonomy, and community inclusion across programs.

Topics Covered

- Person-centered service as a system responsibility
- Oversight of ISP implementation at scale
- Rights governance and accountability systems
- Monitoring dignity, privacy, and informed choice across homes and teams
- Least restrictive service environments
- Community integration and quality-of-life oversight
- Program review for rights-related risk

- Abuse, neglect, and exploitation prevention systems
- Executive review of rights concerns and patterns
- Culture-building for respectful and person-centered care

Learning Objectives

- Evaluate whether residential programs are operationalizing person-centered principles consistently.
- Oversee systems that protect rights, autonomy, and dignity.
- Identify program-level risks related to restrictive or non-person-centered practices.
- Strengthen managerial accountability for rights protection.
- Promote organization-wide standards for respectful and inclusive service delivery.
- Direct corrective responses when patterns of rights concern emerge.

Assessment

- Module quiz
- Rights governance review exercise

Module 3. Residential Operations, Policy, and Regulatory Oversight

Contact Hours: 8

Module Description: Focuses on the director's responsibility for residential operations across programs, including policy implementation, compliance structure, operational consistency, and readiness for internal and external review.

Topics Covered

- Director-level residential operations oversight
- Policy deployment and operational standardization
- Regulatory readiness across multiple programs
- Program monitoring systems
- Survey, review, and audit preparation
- Escalation pathways and reporting structures
- Residential record oversight and policy compliance
- Managing deficiencies, corrective actions, and follow-through
- Coordination with compliance and quality departments
- Leading consistency across homes, managers, and teams

Learning Objectives

- Oversee residential operations using policy-driven and performance-based methods.
- Maintain readiness for audits, surveys, and compliance reviews.
- Recognize system-level operational inconsistencies and intervene effectively.
- Direct managers in the implementation of corrective actions.
- Establish monitoring structures that support reliable program oversight.
- Strengthen consistency across multiple service locations or teams.

Assessment

- Module quiz
- Compliance oversight case
- Corrective action planning exercise

Module 4. Director-Level Workforce Leadership and Supervision Systems

Contact Hours: 8

Module Description: Prepares directors to lead through managers and supervisors by creating strong performance systems, staffing structures, accountability practices, and workforce development strategies.

Topics Covered

- Leading through subordinate leaders
- Supervisory infrastructure and management expectations
- Staffing stabilization and coverage strategy
- Performance oversight systems
- Coaching managers and developing leadership capacity
- Onboarding and training infrastructure oversight
- Retention, morale, and workforce culture
- Accountability systems and escalation practices
- Succession planning and leadership pipeline development
- Managing organizational strain and workforce pressure

Learning Objectives

- Supervise managers using structured expectations and follow-up systems.
- Strengthen workforce accountability through clear leadership practices.
- Identify staffing vulnerabilities and respond strategically.
- Support leadership development among program managers and emerging leaders.
- Promote retention and stability through sound workforce management.
- Align staffing and supervision systems with service quality and compliance goals.

Assessment

- Module quiz
- Workforce leadership scenario
- Leadership development planning activity

Module 5. Health, Safety, Incident Oversight, and Risk Management

Contact Hours: 8

Module Description: Equips directors to oversee incident systems, emergency response readiness, health and safety monitoring, and organizational risk reduction across residential operations.

Topics Covered

- Executive oversight of residential health and safety systems
- Monitoring environmental and operational risk
- Incident trend review and severity analysis
- Leadership responsibilities during serious incidents
- Emergency preparedness systems across programs
- Infection prevention oversight and readiness
- Risk escalation and executive notification pathways
- Root cause analysis and corrective response
- Preventive planning and systems improvement
- Building a proactive safety culture

Learning Objectives

- Oversee residential risk systems across multiple programs.
- Evaluate incidents for severity, patterns, and organizational implications.
- Lead or direct high-level incident response and follow-up.
- Use trend analysis to identify systemic vulnerabilities.
- Strengthen emergency preparedness and safety infrastructure.
- Develop prevention-oriented strategies that reduce recurring risks.

Assessment

- Module quiz
- Incident trend analysis exercise
- Risk management case study

Module 6. Documentation Systems, Quality Assurance, and Performance Improvement

Contact Hours: 7

Module Description: Focuses on documentation governance, internal monitoring, performance review systems, and continuous quality improvement within residential operations.

Topics Covered

- Documentation as a leadership and quality issue
- Oversight of documentation standards across programs
- Internal audits and monitoring systems
- Quality assurance tools and review processes
- Performance dashboards and trend analysis

- Identifying systemic documentation deficiencies
- Corrective action design and implementation
- Continuous quality improvement models
- Using data for program decisions
- Building a culture of quality and accountability

Learning Objectives

- Establish systems to monitor documentation quality and compliance.
- Interpret patterns in quality, incident, and service delivery data.
- Lead internal review processes and respond to identified deficiencies.
- Design corrective action plans tied to measurable improvement.
- Use quality assurance findings to inform training and operational decisions.
- Foster continuous improvement across residential services.

Assessment

- Module quiz
- QA review exercise
- Performance improvement plan assignment

Module 7. Financial Stewardship, Resource Management, and Operational Planning

Contact Hours: 6

Module Description: Prepares directors to exercise sound financial and operational stewardship in residential services through budget awareness, staffing utilization, and resource allocation.

Topics Covered

- Financial responsibility within residential leadership
- Budget awareness for directors
- Staffing utilization and cost-conscious scheduling
- Overtime, vacancy, and coverage impact
- Resource allocation and operational prioritization
- Planning for residential supplies, maintenance, and household needs
- Linking budget performance to program stability
- Operational planning and contingency management
- Fiscal judgment in mission-driven environments

Learning Objectives

- Explain the director's role in residential financial stewardship.
- Use staffing and operational information to support responsible resource decisions.
- Identify cost pressures that affect program stability and quality.
- Balance fiscal discipline with service quality and safety obligations.
- Support operational planning that reflects both mission and resource realities.
- Contribute to efficient and accountable residential operations.

Assessment

- Module quiz
- Operational planning exercise
- Resource stewardship case

Module 8. Ethics, Executive Communication, and Strategic Leadership Practice

Contact Hours: 6

Module Description: Integrates the ethical, communicative, and strategic dimensions of director-level leadership and prepares leaders to represent residential operations with professionalism and institutional maturity.

Topics Covered

- Ethical leadership in residential operations
- Executive judgment and institutional accountability
- Communication with executive leadership
- Family communication and issue resolution
- Interdepartmental collaboration
- Managing complaints, concerns, and sensitive situations
- Cultural responsiveness in senior leadership
- Strategic planning mindset
- Leadership credibility, consistency, and influence
- Mission-centered decision-making

Learning Objectives

- Apply ethical reasoning to complex residential leadership decisions.
- Communicate effectively with executives, managers, families, and cross-functional teams.
- Manage sensitive issues with professionalism and sound judgment.
- Demonstrate strategic thinking in residential operations leadership.
- Strengthen trust, credibility, and accountability through executive communication.
- Lead in a manner that aligns daily operations with organizational mission and standards.

Assessment

- Module quiz
- Executive communication scenario
- Strategic leadership reflection or capstone case

Assessment Framework

Formative Assessment: Module quizzes, leadership case analyses, compliance review exercises, staffing and quality planning activities, incident trend interpretation tasks, and reflective prompts. Recommended passing threshold per module: 70 percent.

Summative Assessment: Comprehensive final examination, multi-domain director-level capstone case, and completion of all required learning activities. Recommended program completion threshold: 75 percent overall.

Optional Applied Validation: Executive supervisor review, program oversight portfolio, quality improvement plan submission, incident systems review presentation, multi-site operational analysis, and director readiness evaluation checklist.

Certification Requirements

- Complete all required modules.
- Complete all required applied leadership assignments.
- Achieve passing scores on module assessments.
- Pass the final examination.
- Earn a cumulative score of at least 75 percent.
- Meet participation expectations for facilitated components, where applicable.

Quality and Compliance Alignment

- Person-centered governance of residential services
- Rights protection and system-wide accountability
- Multi-program compliance readiness
- Executive oversight of staffing and supervision systems
- Incident review, risk management, and emergency readiness
- Documentation governance and audit preparation
- Quality assurance and corrective action leadership
- Financial and operational stewardship
- Strategic communication and stakeholder leadership
- DDS-oriented and HCBS-informed residential leadership expectations