

RPMI PROFESSIONAL CURRICULUM FRAMEWORK

Residential Program Manager Certificate Program

(RPM-CP)

Catalog-Ready Curriculum Document

Aligned with DDS, CMS, HCBS, residential quality, and human services leadership expectations

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| Issuing Institution | Residential Program Management Institute (RPMI) |
| Credential Awarded | RPMI Certified Residential Program Manager (RCRPM) |
| Recommended Contact Hours | 48 Hours |
| Delivery Format | Blended learning with LMS-based delivery and optional facilitated leadership instruction |

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



Formal Course Description

The Residential Program Manager Certificate Program prepares supervisory and mid-level residential leaders to direct, oversee, and continuously improve residential services in a manner that is person-centered, compliant, ethically grounded, operationally effective, and consistent with quality expectations associated with DDS systems and CMS-informed home and community-based service delivery.

Residential Program Managers occupy a critical role between direct care operations and organizational leadership. They are responsible not only for the day-to-day administration of residential programs, but also for staffing oversight, compliance execution, incident response, documentation integrity, health and safety monitoring, program quality, team development, family communication, and the implementation of person-centered supports across the residential environment.

This curriculum is designed for current and emerging program managers, assistant program managers, house managers, and supervisory staff who are accountable for the quality, safety, regulatory readiness, and operational integrity of residential services. The program emphasizes practical leadership within regulated service settings and prepares managers to supervise staff, uphold standards, mitigate risk, respond to incidents, lead with professionalism, and sustain a high-performing residential culture.

Program Profile

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| Program | Residential Program Manager Certificate Program (RPM-CP) |
| Credential | RPMI Certified Residential Program Manager (RCRPM) |
| Program Type | Supervisory and operational leadership certificate for residential management staff |
| Format | Blended: SCORM-based LMS with optional facilitated leadership sessions |
| Recommended Length | 48 contact hours |
| Target Audience | Program managers, assistant managers, house managers, and emerging residential leaders |
| Primary Use | Manager onboarding, leadership development, quality strengthening, and compliance readiness |

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| Program Purpose | Prepare residential managers to supervise staff, uphold compliance, oversee quality, lead incident response, and sustain person-centered program operations. |
| Instructional Level | Mid-level supervisory and program management personnel |
| Assessment | Module quizzes, leadership cases, applied exercises, oversight simulations, and final examination |
| Certification Standard | Minimum 75 percent cumulative score and completion of all required components |
| <ul style="list-style-type: none"> • Lead residential services in a manner consistent with person-centered, rights-based, and community-based service principles. • Supervise staff performance, accountability, communication, and professional conduct effectively. | |

- Maintain residential operations in compliance with organizational, DDS-oriented, and HCBS-informed standards.
- Oversee documentation systems, incident management, confidentiality, and reporting expectations.
- Promote health, safety, environmental readiness, and risk reduction across residential settings.
- Coordinate behavioral, clinical, and service plan implementation through sound supervision and follow-up.
- Use leadership, coaching, and quality assurance practices to improve program outcomes.
- Demonstrate strong ethical judgment, decision-making, and organizational stewardship.

| Credit and Contact Hour Table | | |
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| Module | Title | Hours |
| 1 | Foundations of the Residential Program Manager Role | 5 |
| 2 | Person-Centered Program Oversight and Rights Protection | 7 |
| 3 | Residential Operations, Compliance, and Documentation Oversight | 8 |
| 4 | Workforce Supervision, Staffing, and Performance Management | 8 |
| 5 | Health, Safety, Risk Management, and Incident Leadership | 8 |
| 6 | Behavioral Support, Crisis Mgmt., and Clinical Coordination | 7 |
| 7 | Quality Assurance, Ethics, Communication, and Leadership | 5 |
| Total Program Contact Hours | | 48 |

Module 1. Foundations of the Residential Program Manager Role

Contact Hours: 5

Module Description: Introduces the program manager role within residential services and establishes the managerial responsibilities associated with supervision, operations, quality, and compliance.

Topics Covered

- The role of the Residential Program Manager
- Leadership within residential services systems
- Distinctions between frontline and management responsibilities
- Program oversight and operational accountability
- Chain of command and organizational reporting structure
- Manager as supervisor, problem-solver, and compliance steward
- Balancing person-centered care with operational demands
- Foundational leadership expectations in regulated settings

Learning Objectives

- Define the responsibilities and scope of the Residential Program Manager role.
- Distinguish management functions from direct care functions.
- Describe the manager role in ensuring program consistency, safety, staffing, and compliance.
- Explain how management decisions influence service quality and workforce stability.

- Identify the core competencies required for effective residential program leadership.

Assessment

- Module quiz
- Leadership role analysis case

Module 2. Person-Centered Program Oversight and Rights Protection

Contact Hours: 7

Module Description: Prepares managers to oversee services in a way that protects individual rights, supports person-centered implementation, and promotes autonomy, dignity, community inclusion, and least restrictive practice across the residential environment.

Topics Covered

- Person-centered leadership at the program level
- Oversight of Individual Support Plan implementation
- Rights protection systems in residential settings
- Choice, privacy, dignity, and informed decision-making
- Restrictive practices awareness and least restrictive support
- Community inclusion and meaningful activity oversight
- Recognition and escalation of rights concerns
- Abuse, neglect, and exploitation prevention systems
- Managerial responsibilities in rights-related incidents
- Cultural responsiveness in program design and staff supervision

Learning Objectives

- Evaluate whether residential services are being delivered in a person-centered manner.
- Oversee implementation of individual support strategies at the staff level.
- Monitor the program environment for dignity, rights, and autonomy risks.
- Respond appropriately to rights concerns, allegations, or patterns of practice concern.
- Promote inclusive, respectful, and culturally responsive service environments.
- Reinforce staff accountability related to abuse prevention and protective reporting.

Assessment

- Module quiz
- Rights oversight case review

Module 3. Residential Operations, Compliance, and Documentation Oversight

Contact Hours: 8

Module Description: Focuses on the program manager role in maintaining day-to-day operational integrity, documentation quality, and compliance discipline so that service delivery remains audit-ready and policy-aligned.

Topics Covered

- Residential operations management fundamentals
- Policy implementation and compliance oversight

- Documentation review responsibilities
- Progress note quality and service documentation monitoring
- Incident report review and follow-up
- Confidentiality and information governance
- Record maintenance and audit readiness
- Staff correction and retraining related to documentation errors
- Internal monitoring systems and compliance checks
- Escalation procedures and organizational reporting expectations

Learning Objectives

- Oversee daily program operations with attention to consistency and accountability.
- Review staff documentation for quality, accuracy, timeliness, and compliance.
- Identify documentation trends that indicate training or performance problems.
- Ensure incidents are documented, escalated, and followed appropriately.
- Maintain records in a manner that supports internal oversight and external review.
- Strengthen program readiness for audits, surveys, and compliance inspections.

Assessment

- Module quiz
- Documentation oversight exercise
- Incident review scenario

Module 4. Workforce Supervision, Staffing, and Performance Management

Contact Hours: 8

Module Description: Prepares managers to supervise residential staff effectively through scheduling, coaching, accountability practices, communication, and performance improvement.

Topics Covered

- Supervisory responsibilities in residential programs
- Staff scheduling and coverage management
- Delegation and follow-up
- Coaching, feedback, and performance reinforcement
- Corrective action awareness and documentation
- Managing attendance, punctuality, and reliability issues
- New staff orientation support and training reinforcement
- Shift communication and team coordination
- Conflict management within staff teams
- Building accountability and morale

Learning Objectives

- Supervise and coordinate frontline staff in a structured and professional manner.
- Use scheduling and staffing practices to support continuity and safety.

- Provide effective coaching and performance feedback.
- Recognize when corrective intervention is required and escalate appropriately.
- Strengthen staff accountability, communication, and follow-through.
- Support onboarding and skill reinforcement for newer employees.
- Address common team dysfunction issues constructively.

Assessment

- Module quiz
- Supervisory coaching scenario
- Staffing problem-solving case

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

Contact Hours: 8

Module Description: Equips managers to oversee the health and safety conditions of residential programs, reduce preventable risks, and lead effectively during incidents, emergencies, and operational disruptions.

Topics Covered

- Managerial oversight of health and safety systems
- Environmental safety monitoring
- Infection prevention oversight
- Medication systems awareness and supervisory boundaries
- Emergency preparedness and evacuation leadership
- Incident response leadership
- Internal reporting and notification pathways
- Root cause awareness and risk trend analysis
- Preventive action planning
- Safety culture and household readiness

Learning Objectives

- Monitor residential environments for safety, sanitation, and risk exposure.
- Lead timely and organized responses to incidents and emergencies.
- Ensure appropriate internal notifications and follow-up actions occur.
- Recognize patterns of risk that require corrective action or retraining.
- Support a culture of prevention across residential operations.
- Coordinate safety-related follow-up with staff and leadership as needed.

Assessment

- Module quiz
- Incident leadership simulation
- Environmental risk review exercise

Module 6. Behavioral Support, Crisis Mgmt., and Clinical Coordination

Contact Hours: 7

Module Description: Prepares managers to oversee behavior support implementation, guide staff response to challenging behavior, coordinate with interdisciplinary supports, and maintain appropriate leadership during crises.

Topics Covered

- Managerial oversight of behavior support plans
- Monitoring staff implementation fidelity
- Behavioral trends and service impact
- Trauma-informed management approaches
- Escalation prevention at the program level
- Crisis leadership and support deployment
- Staff debriefing and post-incident review
- Coordination with clinicians, nurses, or behavioral specialists
- Documentation and follow-up after behavioral incidents
- Supporting staff confidence and readiness in behaviorally intensive settings

Learning Objectives

- Monitor staff implementation of behavior support strategies.
- Evaluate behavioral incidents for patterns, gaps, or follow-up needs.
- Lead staff response during behavioral crises using approved procedures.
- Coordinate effectively with interdisciplinary and clinical supports.
- Apply trauma-informed principles in program oversight and coaching.
- Conduct appropriate review and learning after incidents occur.

Assessment

- Module quiz
- Behavior support leadership case
- Post-incident review exercise

Module 7. Quality Assurance, Ethics, Communication, and Leadership

Contact Hours: 5

Module Description: Integrates quality management, ethics, communication, and leadership practice while emphasizing the manager role in creating a professional residential culture and sustaining standards.

Topics Covered

- Quality assurance fundamentals in residential settings
- Internal monitoring and continuous improvement
- Corrective action and follow-up
- Ethical decision-making in supervision and service oversight
- Professional communication with families, staff, and leadership

- Managing complaints and concerns
- Cultural responsiveness in leadership
- Professional judgment and organizational representation
- Leadership presence, credibility, and accountability

Learning Objectives

- Use quality assurance principles to strengthen program performance.
- Respond to concerns, complaints, and deficiencies professionally.
- Apply ethical reasoning to management decisions.
- Communicate effectively with families, supervisors, and interdisciplinary partners.
- Demonstrate leadership behaviors that support trust, accountability, and consistency.
- Contribute to a continuous improvement culture within residential services.

Assessment

- Module quiz
- Quality improvement reflection
- Ethics and leadership scenario

Assessment and Certification Standards

Formative assessment includes module quizzes, supervisory scenarios, documentation review exercises, incident response analyses, reflection prompts, and applied leadership cases. The recommended minimum passing score per module is 70 percent.

Summative assessment includes a comprehensive final examination and a multi-domain management case study. The recommended program completion threshold is 75 percent overall.

To earn the credential RPMI Certified Residential Program Manager (RCRPM), participants must complete all required modules, complete all assigned leadership exercises and case activities, achieve passing scores on module assessments, pass the final examination, and meet participation expectations for any facilitated component, where applicable.

Institutional Notes and Quality Alignment

- This curriculum is intended to support manager onboarding, leadership development, residential quality strengthening, and compliance readiness.
- Completion of this curriculum does not replace employer policy training, jurisdiction-specific managerial requirements, human resources procedures, state-mandated certifications, or clinical credentials that may independently apply.
- The curriculum should be reviewed periodically and adapted to agency policy, state requirements, payer expectations, and quality assurance findings.
- Organizations may add applied validation tools such as director evaluation, program file review, audit-readiness demonstration, staff coaching observation, and quality improvement plan submission to strengthen implementation.