TODAY’S AGENDA

• Purpose of the DDS Direct Support Professional (DSP) Workforce Survey

• Gathering Data on the DSP Workforce: Topics, Benefits and Provider Incentives

• National Core Indicators: Staff Stability Survey – Perspectives from New York

• Practical Experience Participating in the California DSP Workforce Survey
PURPOSE OF THE DDS DIRECT SUPPORT PROFESSIONAL WORKFORCE SURVEY

Pete Cervinka
Chief of Data Analytics and Strategy
California Department of Developmental Services
GATHERING DATA ON THE DSP WORKFORCE

Leslie Morrison
Division Chief, Office of Quality Assurance & Risk Management
California Department of Developmental Services

Department of Developmental Services
OVERVIEW

California has started collecting data about agencies employing Direct Support Professionals (DSPs)

What:
• Agencies employing DSPs were asked by email to submit quantitative information (information based on numbers) about things affecting this workforce in 2021
• Data Collection Instrument: National Core Indicator (NCI) Staff Stability Survey tool collects data

Why:
• Establish quantitative baseline information about things affecting the DSP workforce
• Provide ideas for possible improvement
• Evaluate impact of current initiatives (things we are doing to make a change)

Who:
• Over 4,500 agencies that employed DSPs
  o In-home supports, residential supports, non-residential supports
  o Active for at least 6 months in 2021
• Data submission is voluntary
  o An incentive (or bonus for doing something) of $8,000 will be paid for complete data submission

Presented by California Disability Services Association & Easterseals of Southern California | DisabilityThriveInitiative.org
WHY COLLECT DATA ON DSP WORKFORCE STABILITY?

Why DSPs?

• DSPs are a critical part of the intellectual and developmental disability (IDD) service system
• The DSP workforce is having difficulty keeping and hiring employees. This can negatively affect individuals who need support
• The DSP workforce challenges affect provider agencies
• Many people involved want to learn more about the employment of DSPs

Benefit

• Reliable data will help make better policy and find ways to hire and keep employees. It will also show what happens if rates go up over time
• A data collection tool just for IDD systems will make results reliable and easier to compare
WHO ARE DIRECT SUPPORT PROFESSIONALS (DSPS)

• Main job responsibility is to provide support, help with skills development, supervision, and personal assistance to people with IDD

• Paid staff members who spend at least half their time on direct service tasks

• Full-time and part-time DSPs providing residential, in-home and/or non-residential supports
DOES NOT INCLUDE:

- DSPs *not* funded through a regional center
- Contract or 1099 workers
- On-call or PRN workers
- Employees hired through a temporary staffing agency
- Clinically licensed or certified employees (therapists, nurses, social workers, psychologists, behavior specialists or behavior technicians, etc.)
- Employees only providing transportation, home modifications and/or meal delivery
- Administrative or supervisory employees whose main job responsibility is to provide support, help with skills development, supervision, and personal assistance to people with IDD
WHAT TOPIC AREAS ARE COVERED?

- Agency Profile
- Payroll Data
- Compensation
- Bonuses and Overtime
- Benefits
- Finding & Keeping Employees
- Front-line Supervisors
- COVID Impact
HOW IS THE SURVEY DONE?

- Data is submitted by provider organization, not DSPs
- Human Services Research Institute (HSRI) emailed a portal link to every agency that employs DSPs
- Respondents enter agency payroll and benefits data online for 2021
- Data collection period closes June 30th
- Data are more reliable when more providers participate
- Publicly reported data will be combined results
- Each agency’s results will remain confidential
WHAT ARE THE NEXT STEPS?

• Help encourage all agencies to participate
  o For more information, go to [DSP workforce webpage](#) on DDS website

• Surveys must be completed by June 30th
  o Only one survey per agency

• An incentive of $8,000
  o Must answer every question
  o Must submit their responses before June 30th
  o Only one data submission per agency
THANK YOU!

For more information contact:
DSPWorkForce@DDS.CA.gov
PERSPECTIVES FROM NEW YORK

Michael Seereiter
President and CEO
New York Alliance for Inclusion and Innovation
NEW YORK & NCI DATA

- Three straight years of data in New York (2018-2020)
- Helps us understand where we are as a State
- A way to compare individual agencies to statewide averages
- Data is useful in our advocacy campaigns (actions we take to support a desired change), but we need more comparable states like California to participate

2020 Survey Results:
- 73.4% Response Rate = 223 providers and more than 55,000 DSPs
- Other important data points include:
NEW YORK - DSP GENDER

Gender Identity of DSPs

- 71.4% Female
- 26.9% Male
- 1.5% Missing
- 0.0% Non-conforming
NEW YORK - DSP RACE & ETHNICITY

- Hispanic/Latino, 9.20%
- White, 37.40%
- Black or African American, 41.30%
- Asian, 1.40%
- More than one Race/Ethnicity, 1.70%

Other, 9.00%
NEW YORK – VACANCY RATE

21.3% of part-time positions were vacant

16.4% National part-time Vacancy Rate*

17.2% of full-time positions were vacant

12.3% National full-time Vacancy Rate*
NEW YORK – LENGTH OF EMPLOYMENT

DSP Employment Duration

- More Than 36 Months, 47.90%
- 6 to 12 Months, 10.40%
- 12 to 24 Months, 18.30%
- 24 to 36 Months, 12.70%
- Less Than 6 Months, 10.70%
CULTURE OF DATA

• Making decisions based on data is important both for State agencies and providers
• Baseline of how things are now (or how we think they are)
• IDD sector in New York State is behind other human services sectors, and even further behind health/medical
• Important long-term tool for trend analysis (finding patterns of how things change over time)
DSP WORKFORCE CRISIS

• The situation before the pandemic was bad and it has gotten worse
• Impact of Minimum Wage Compression (the effect of differences in what workers are paid) Phasing up to $15 per hour in most places/industries
  o 10+ years ago, wages 150% of minimum wage
  o This job is more complex, but the pay is closer to minimum wage
ADVOCACY

• Data is necessary to advocate effectively. Others have been doing this for years
• Stories are not as useful as data based on numbers
• Confirms our survey data (i.e., DSP Wage Data)
• Helpful in advocating for quality initiatives related to DSPs – e.g., Standard Occupational Code
• Data can get you a seat at the table (so we aren’t on the menu)
SYSTEMIC CHANGE

• Data is key to systemic change - to set goals we need to see how things are now
• Might be necessary if changing to managed care and value-based payments
• Helpful in measuring quality differently – shift from compliance to outcomes
• Informs “community of practice”
• Diversity, Equity, and Inclusion
THANK YOU!

Michael Seereiter
MSeereiter@NYAlliance.org
PRACTICAL EXPERIENCE PARTICIPATING IN THE CALIFORNIA DSP WORKFORCE SURVEY

Harry Bruell
President and CEO
PathPoint

April Peterson,
SHRM-CP
Human Resources Manager
PathPoint
ABOUT PATHPOINT

2,589 individuals supported in 2020-21

Services

- Developmental Disabilities
  - Employment Services
  - Independent Living Services
  - Community Integration Services

- Mental Health Diagnoses
  - Counseling Center
  - Rehabilitation Services
  - Residential Supportive Housing

- Young Adults
  - Employment Services

- Founded in 1964
- $29 Million Annual Budget

Presented by California Disability Services Association & Easterseals of Southern California | DisabilityThriveInitiative.org
PATHPOINT SERVICES HIGHLIGHTS

Assistive Tech Lending Library

Project SEARCH

Flexibility (Self-Determination, Tailored Day Services, Alternative Services.)
## SURVEY: WHAT WORKED FOR US

<table>
<thead>
<tr>
<th>Start</th>
<th>Start early</th>
</tr>
</thead>
<tbody>
<tr>
<td>Download</td>
<td>Download the PDF</td>
</tr>
<tr>
<td>Plan</td>
<td>Create a plan</td>
</tr>
<tr>
<td>Access</td>
<td>Make sure you have access to the data (e.g. payroll provider, Human Resources Information System)</td>
</tr>
<tr>
<td>Teamwork</td>
<td>Allow time for Human Resources and Program departments to work together</td>
</tr>
</tbody>
</table>