



DISABILITY THRIVE INITIATIVE
Advancing Services and Supports for the IDD Community

HELPING CALIFORNIA ADDRESS THE DIRECT SUPPORT PROFESSIONAL WORKFORCE CRISIS

JUNE 8, 2022



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



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Chief of Data Analytics and Strategy

**California Department of
Developmental Services**

GATHERING DATA ON THE DSP WORKFORCE



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**California Department
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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
 - In-home supports, residential supports, non-residential supports
 - Active for at least 6 months in 2021
- Data submission is voluntary
 - An incentive (or bonus for doing something) of \$8,000 will be paid for complete data submission

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
 - For more information, go to [DSP workforce webpage](#) on DDS website
- Surveys must be completed by June 30th
 - Only one survey per agency
- An incentive of \$8,000
 - Must answer every question
 - Must submit their responses before June 30th
 - 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
**ALLIANCE FOR
INCLUSION & INNOVATION**

NEW YORK & NCI DATA

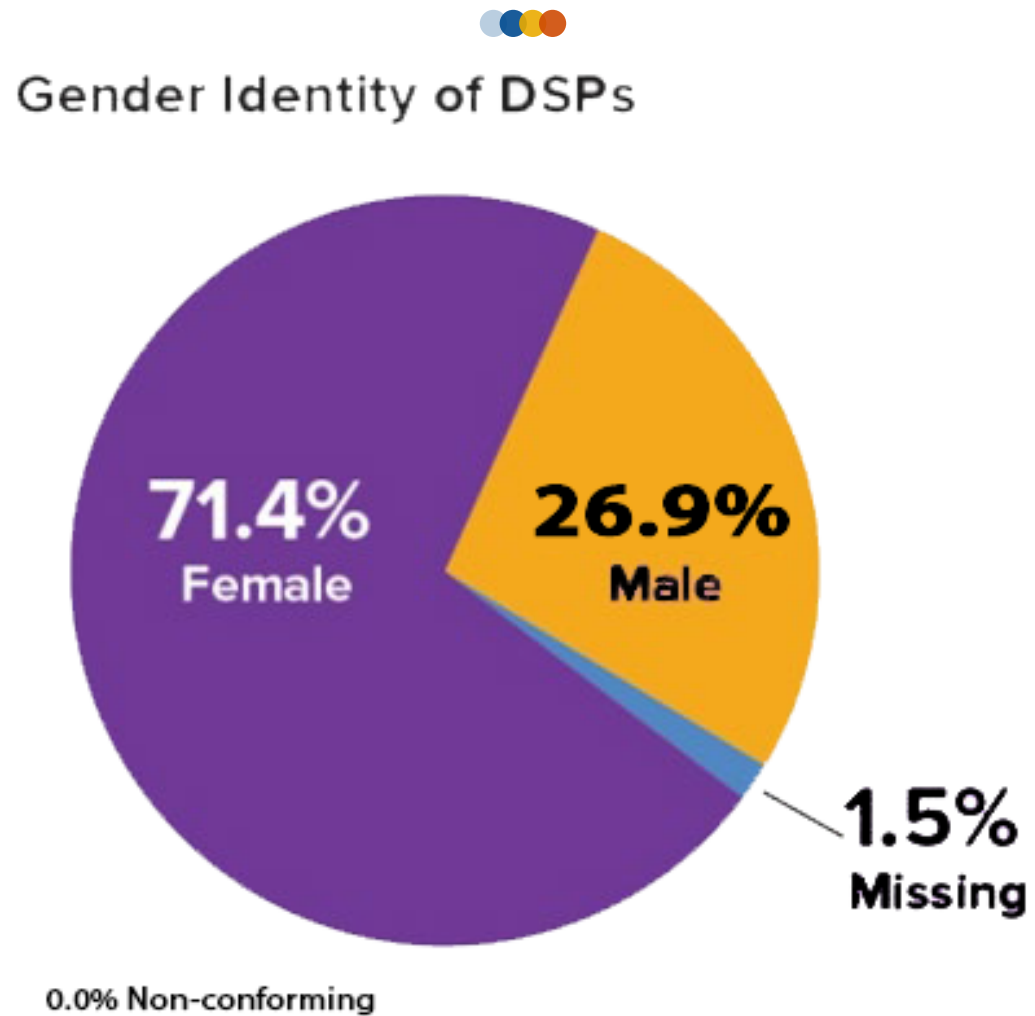


- Three straight years of data in New York (2018-2020)
- Helps us understand where we are as a State
- A way to compare individual agencies to statewide averages
- Data is useful in our advocacy campaigns (actions we take to support a desired change), but we need more comparable states like California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

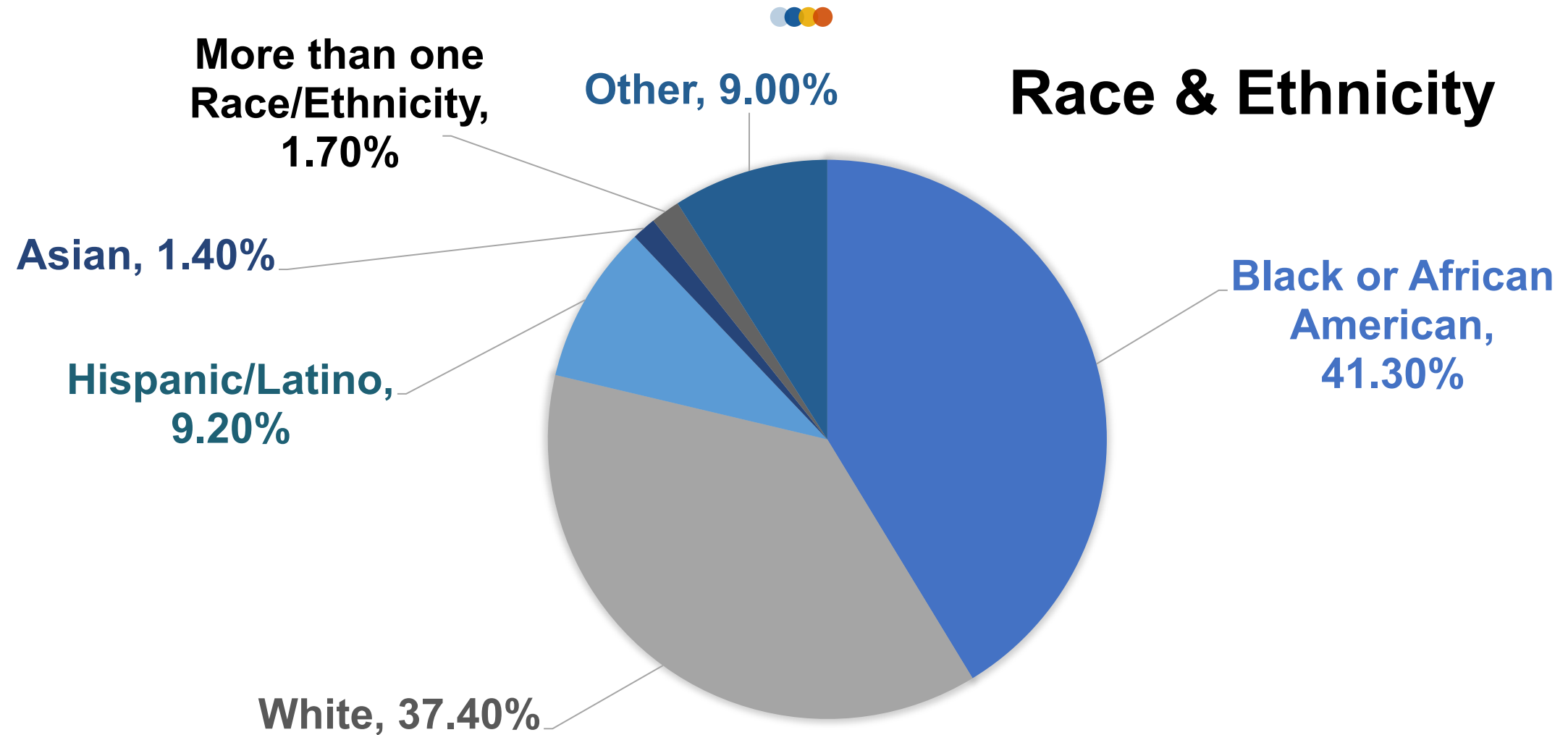
2020 Survey Results:

- 73.4% Response Rate = 223 providers and more than 55,000 DSPs
- Other important data points include:

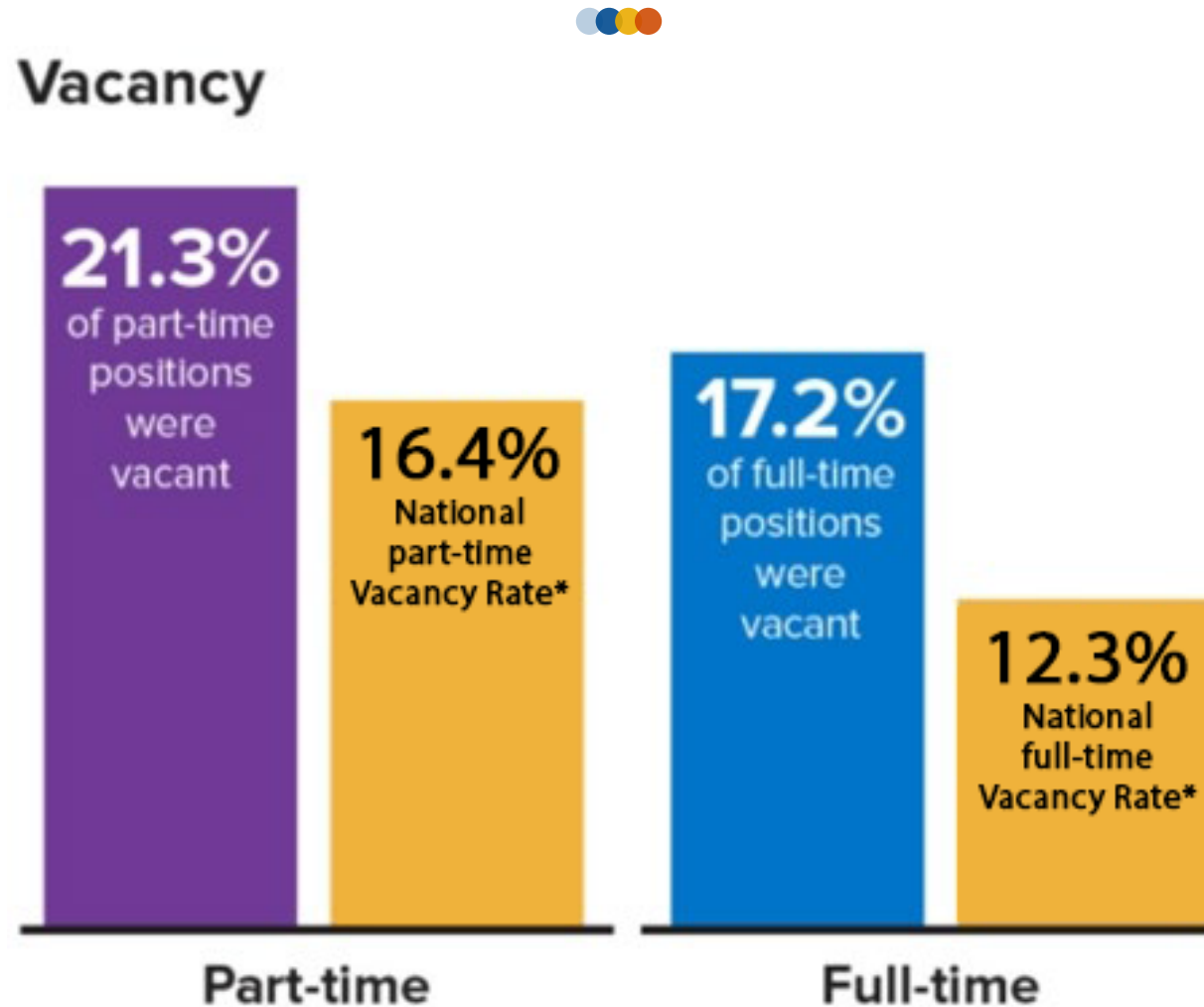
NEW YORK - DSP GENDER



NEW YORK - DSP RACE & ETHNICITY



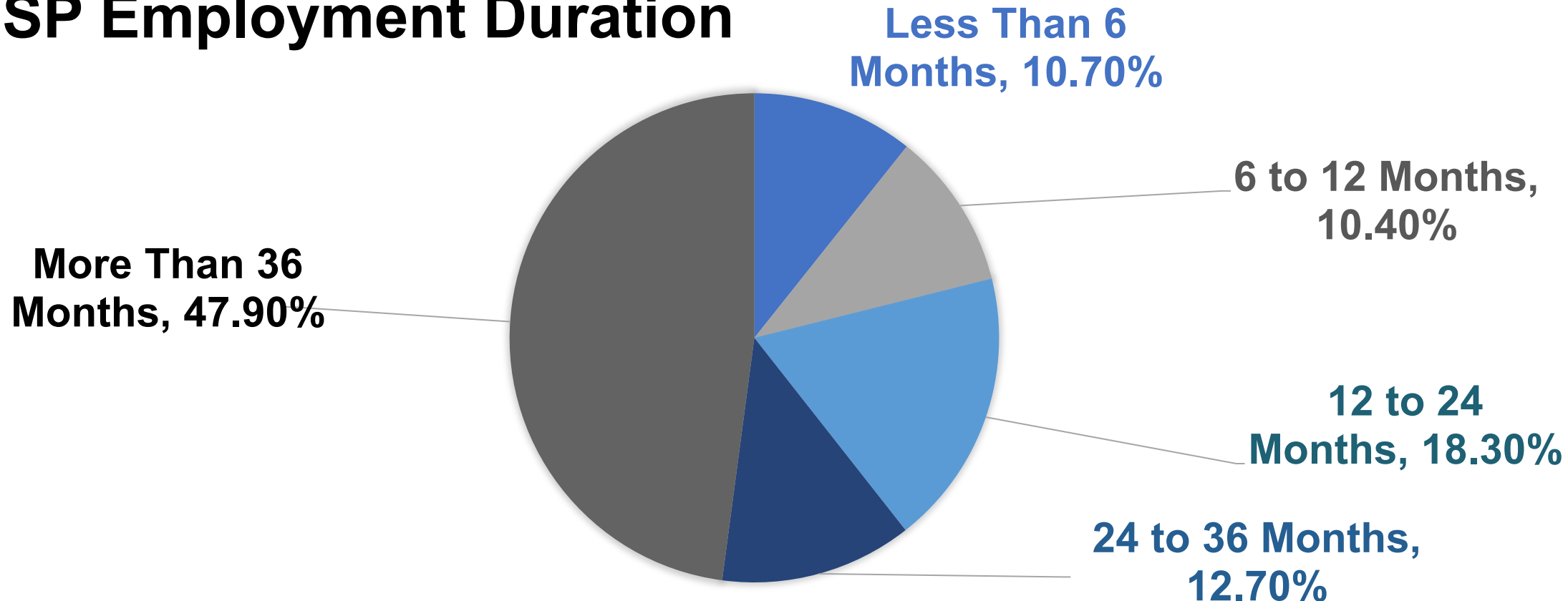
NEW YORK – VACANCY RATE



NEW YORK – LENGTH OF EMPLOYMENT



DSP Employment Duration



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
 - 10+ years ago, wages 150% of minimum wage
 - 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

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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



- Founded in 1964
- \$29 Million Annual Budget

Services

Developmental Disabilities

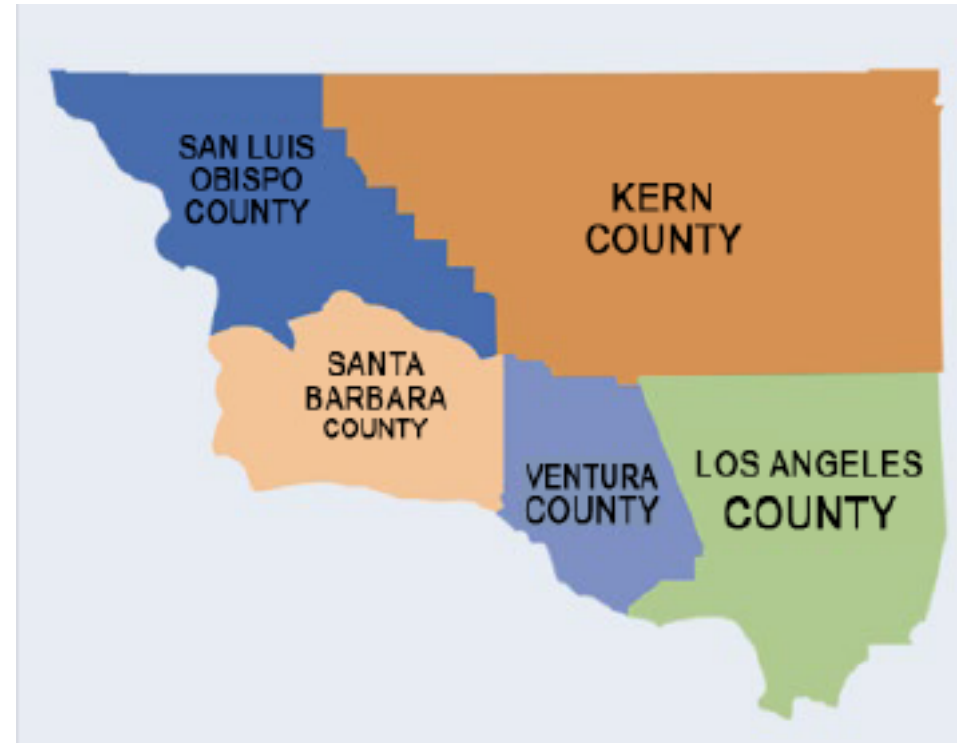
Employment Services
Independent Living Services
Community Integration Services

Mental Health Diagnoses

Counseling Center
Rehabilitation Services
Residential Supportive Housing

Young Adults

Employment Services



PATHPOINT SERVICES HIGHLIGHTS



Assistive Tech Lending Library



Project SEARCH



Flexibility (Self- Determination, Tailored Day Services, Alternative Services.)



SURVEY: WHAT WORKED FOR US



Start Start early

Download Download the PDF

Plan Create a plan

Access Make sure you have access to the data (e.g. payroll provider, Human Resources Information System)

Teamwork Allow time for Human Resources and Program departments to work together

THANK YOU!

