Direct Care Workforce Crisis
Session Topics

• Direct Care Workforce Challenges
• New York State and National Workforce Statistics
• Key Initiatives Supporting and Addressing the Crisis
• Next Steps
• Questions and Discussion
Challenges Leading to the Current Direct Care Workforce Crisis
Direct Care Workforce Challenges
• Report issued by the President’s Committee for People with Intellectual Disabilities (PCPID), est. in 1966.

• To examine areas “where the direct support workforce crisis can be corrected, and this workforce sustained, so people with intellectual disabilities are included and engaged in all aspects of society.”
  – Overview of the DSP workforce
  – Critical challenges faced by the industry
  – Effects of the workforce crisis
  – Economic and other factors that have influenced the crisis
  – Promising practices to address the workforce crisis

• Contains information and data contributed by authorities in the fields of IDD, disability research, workforce development, public policy and other related fields.*

*Not necessarily the views of federal/state agencies.
Direct Care Workforce Challenges

- Low wages
- Meager benefits
- Physically challenging work (high rate of injury)
- High accountability for actions
- Isolation from other workers and supervisors
- Lack of a career ladder
- Insufficient training and professional development

Data Source: 2017 Report to the President from the Committee For People With Intellectual Disabilities
Increase in Demand for Services
Changes in Overall Service Delivery Model
Increase in Job Responsibilities and Requirements
Working Conditions and Workplace Culture - OT
Ever Increasing Competitive Job Market

Data Source: 2017 Report to the President from the Committee For People With Intellectual Disabilities
Report Highlights: Decrease in Available Workforce and Increase in Need Nationally Over Ten Year Span (2003-2013)

State/Private DSPs: -19%
Individuals Served: 11%
Day Hab Participants: 30%

Data Source: 2017 Report to the President from the Committee For People With Intellectual Disabilities
New York State Workforce Statistics: NCI Survey Results
National Core Indictors (NCI) 
Annual Staff Stability Survey

- National survey developed by NASDDDs & HSRI, Survey launched in 2015.
- NYS participated in the NCI Staff Stability survey for the first time in 2017.
- NYS administered the survey to all agencies that provided direct support services to adults with intellectual and developmental disabilities in 2016.
- Twenty States plus the District of Columbia participated in 2016.
NYS NCI Staff Stability Survey Participation

The data gathered refer to the period between Jan. 1, 2016 and Dec. 31, 2016.
NCI Staff Stability Survey: NYS Statistics

TURNOVER AND VACANCY RATES

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<tr>
<th></th>
<th>NYS Turnover</th>
<th>U.S. Turnover</th>
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<tbody>
<tr>
<td>Percentage</td>
<td>31.2%</td>
<td>45.5%</td>
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<thead>
<tr>
<th></th>
<th>NYS Vacancy Full-Time Positions</th>
<th>U.S. Vacancy Full-Time Positions</th>
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<tr>
<td>Percentage</td>
<td>11.7%</td>
<td>9.8%</td>
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<tr>
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<th>NYS Vacancy Part-Time Positions</th>
<th>U.S. Vacancy Part-Time Positions</th>
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<tr>
<td>Percentage</td>
<td>18%</td>
<td>15.4%</td>
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NCI Staff Stability Survey: NYS Statistics

**TENURE FOR EMPLOYED DSPS**
- Employed for less than 6 months: 71.6%
- Employed between 6-12 months: 14.5%
- Employed for more than 12 months: 13.9%
- Total: 58,781 DSPs employed as of 12/31/16

**LENGTH OF EMPLOYMENT FOR SEPARATED DSPS**
- Employed for less than 6 months: 27.4%
- Employed between 6-12 months: 53.3%
- Employed for more than 12 months: 19.3%
- Total: 18,303 DSPs separated from employment between 1/1/16 - 12/31/16
Key Initiatives
Supporting the Workforce and Addressing the Crisis
Compensation and Quality of Work Life
Compensation

• NYS raised the bar in the FY17 Budget, approving a minimum wage increase of $15/hour by FY21.

• In the FY18 Budget, Governor Cuomo and the Legislature demonstrated their recognition of the dedicated DSP workforce, investing $190m to support wage increases in FY18 and FY19.
Supporting Staff: SS1 Workgroup

In 2015, Acting OPWDD Commissioner Kerry A. Delaney convened the Transformation Panel, to address challenges and opportunities facing individuals with disabilities and the people in their lives.

Many valuable recommendations came forth from the Panel, one of which was entitled the “Supporting Staff: SS1 Recommendation” – to undertake a review of the compensation system and to examine critical issues surrounding staffing.
Supporting Staff: SS1 Workgroup

To implement the Supporting Staff recommendation, the SS1 Workgroup was formed. The objective of the Group was to advance the field of Direct Support as a valued career in order to ensure the stability of the workforce.

The Work Group focused on critical issues, including:

- recruitment
- retention
- compensation
- the pursuit of strategies to reduce overtime
- the promotion of employee work-life balance
Supporting Staff: SS1 Workgroup

Workgroup was comprised of representatives from diverse Backgrounds including: provider reps, experts in the field

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<th>COARC</th>
<th>Salute Veteran Services</th>
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<tr>
<td>FREE, Inc.</td>
<td>Anderson Center for Autism</td>
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<td>New York Alliance for Careers in Healthcare</td>
<td>Services for the Underserved</td>
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<tr>
<td>National Alliance of Direct Support Professionals</td>
<td>Unique People Services</td>
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<tr>
<td>New York State Rehabilitation Organization, Inc.</td>
<td>Heritage Christian Services</td>
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<tr>
<td>New York State Association of Community and Residential Agencies</td>
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<td>Adapt Community Network</td>
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<td>Wildwood Programs</td>
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<td>IAC</td>
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<td>Franziska Racker Centers</td>
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<td>ARC of Dutchess</td>
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<td>Regional Centers for Workforce Transformation</td>
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<td>New Horizons</td>
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<td>CDS Monarch, Unistel Industries, and Warrior</td>
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Supporting Staff: SS1 Workgroup

Workgroup met monthly throughout 2017 to:

- gather and analyze wage data
- research available workforce analytics tools
- study state/national surveys and indicators
- explore various funding sources
- meet with internal/external stakeholders and experts in field
- research trends, policies and practices in comparable states
- research technology solutions
- strategize on marketing campaigns
SS1 Workgroup Priority Recommendations

Ensure Stable Direct Support Workforce

- Develop Reliable/Robust Data Sources
- Occupational Code for DSPs
- Frontline Supervisor Competencies
- Develop Shared Resources/Tools for Recruitment & Retention
- Increased Recognition & Candidate Pipeline
Credentialing
Credentialing To Promote Retention and Quality

- NYS Credentialing Efforts
- 2015 - Implementing Direct Support Professional Credentialing in NY

https://opwdd.ny.gov/opwdd_about/commissioners_page/DSP-CredentialingReport
Provider Credentialing Initiatives

- New Horizons – NADSP Credentialing 2008
- Mid-Hudson Collaborative FLS Development
- Wildwood Programs
- Arc of Orange County
- Arc of Ulster-Greene
- The Training Collaborative - FLS
  - ADAPT, SUS, HeartShare, CP of NYS
- NADSP Credential
NYS Credential Stakeholder Group

- 2014- NYS Credential Stakeholder Advisory Group Established

- Advising on the U of Minnesota study and recommendations on a statewide credential

- OPWDD Transformation Panel Recommends ongoing commitment to exploring a credential

- 2016 – Credential Stakeholder Group Reconvened
  - Tasked with recommending next steps
Credentialing Comparative Analysis

• 2017 NYS Workforce Credentialing Programs Comparative Analysis

• Wildwood Programs
• Arc of Monroe
• Arc of Orange County
• Arc of Ulster-Greene
• The Training Collaborative - FLS
  • ADAPT, SUS, HeartShare, CP of NYS
# Preliminary Data

**Table 24. Summary of outcome data on credentialed DSPs and non-credentialed DSPs in organizations that are implementing a DSP credentialing program**

<table>
<thead>
<tr>
<th>Organization</th>
<th>Credentialed DSPs</th>
<th>Non-Credentialed DSPs</th>
<th>Credentialed Annual Turnover</th>
<th>Non-Credentialed Annual Turnover</th>
<th>Average Credentialed Retention (yrs)</th>
<th>Average Non-Credentialed Retention (yrs)</th>
<th>Average Credentialed Hourly Wage</th>
<th>Average Non-Credentialed Hourly Wage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wildwood Programs</td>
<td>107</td>
<td>87</td>
<td>9.3%</td>
<td>60.9%</td>
<td>12.46</td>
<td>Not available</td>
<td>$11.70</td>
<td>$10.70</td>
</tr>
<tr>
<td>Arc of Orange County</td>
<td>3</td>
<td>306</td>
<td>0%</td>
<td>19.6%</td>
<td>15</td>
<td>4.3</td>
<td>$14.74</td>
<td>$12.21</td>
</tr>
<tr>
<td>Arc of Ulster-Greene</td>
<td>8</td>
<td>620</td>
<td>0%</td>
<td>11.6%</td>
<td>9.34</td>
<td>6.36</td>
<td>$13.62</td>
<td>$11.45</td>
</tr>
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Motivation to Foster Retention

• What Mattered to Participants
  • Being Recognized as a Professional
  • Recognition from Agency Leadership
  • Milestones Appreciated
  • DSP - Improving Supports for People
  • DSP - Improving Competency in Providing Support and Promoting
  • FLS – Better Understand Core Competencies
  • FLS - Hone communication skills to Train DSPs
  • Financial – But not primary motivator
Regional Centers for Workforce Transformation (RCWT)
The Mission

Build Professionalism, Competency, and Capacity of the Workforce

The Belief

Change must come FROM and IN the field

The competencies and evaluations are catalysts for grassroots change

The Strategy

Develop workforce champions in all the Regions

Increase provider engagement and collaboration

Support organizational commitment to DSP Core Competencies and Code of Ethics
The RCWT Team

2 North:
Jennifer Vogt (JRC)

2 South:
Jennifer Parsons

3:
Sonja Williams-Richardson (YAI)

4:
Perry Samowitz, Nancy Shea

5:
Denise Anghel, Pam Wolff-Stackowitz (YAI)

Project Director:
Kirsten Sanchirico (NY Alliance)

Self-Advocacy Consultant:
Tish Allcorn (SANYS)
RCWT Approach

Data-driven:
Approximately 242 data points collected
Measurable outcomes for every goal

Sustainability through:
Provider engagement
Online presence
Grassroots initiatives
System-wide projects (e.g. DSPconnect)
Statewide Engagement of Voluntary Providers

To date, we have engaged 81% of all providers in NYS (334 out of 410 providers)
# RCWT Events in 2017

<table>
<thead>
<tr>
<th>Event Type</th>
<th>Support Services</th>
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<tr>
<td>Regional Meetings</td>
<td>Written &amp; Interview Tool</td>
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<tr>
<td>1:1 Technical Assistance</td>
<td>SEMP</td>
</tr>
<tr>
<td>Workshops/Trainings</td>
<td>Community Hab</td>
</tr>
<tr>
<td>Presentations</td>
<td>Respite (children and adults)</td>
</tr>
<tr>
<td>Collaborations/Participation in Committees</td>
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<tr>
<td>Focus Groups</td>
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Responding to the Field

10-15 minutes webinars on the:

NYS DSP Core Competencies (23)

NADSP Code of Ethics (10)
Projects in Response to the Field

- Frontline supervisor discussions
- How to Retain Your Staff
- Presentation and planning with DQI surveyors
- Cultures of Intention
- Trainings for self-advocates
- Evaluation Support Workshop
Projects in Response to the Field

- Observation Video
- CCO/HHs What DSPs Need to Know webinar
- Analytic Rubric
- Focus groups for SEMP and community workers
- Guidance on evaluation tool
- DSP Connect
Welcome to DSPconnect

DSPconnect is a new private, online community where people who value supporting people with developmental disabilities can talk to each other, and build relationships, understanding, and ideas on the importance of Direct Support Professionals.
Why DSPconnect?

It is very difficult to engage/reach DSPs

Foster a profession of direct support

We need DSP voices to inform everything

RCWT is engaging provider agencies but there is a gap in reaching the workforce
Building Workforce Capacity and Competency

- RCWT is leading a **statewide effort to improve the quality of supports** for people with I/DD by transforming the DSP workforce

- RCWT is demonstrating a model of **sustainability** to other states

- RCWT will continue to use **data to show trends over time and improve strategies**
Next Steps

• Move forward the Supporting Staff: SS1 priority recommendations
• Bring together Human Services groups on workforce issues via workgroups and conferences
• Build partnerships within state and federal gov’t
• Leverage available funding resources
Questions and Discussion