



**NATIONAL CORE  
INDICATORS**  
NASDDDS & HSRI

# The National Core Indicators Staff Stability Survey 2018



Human Services  
Research Institute

**NASDDDS**

National Association of State Directors of Developmental Disabilities Services

# Agenda



- What is the Staff Stability Survey?
  - Why is it important?
- How to enter data into the online data entry system (ODESA)



# NATIONAL CORE INDICATORS (NCI)?

- NASDDDS, HSRI & State DD Directors
  - Multi-state collaboration of state DD agencies
  - Launched in 1997 in 13 participating states – now in 45 states (including DC)
- Goal: Measure performance of public systems for people with intellectual and developmental disabilities

[www.nationalcoreindicators.org](http://www.nationalcoreindicators.org)



# Direct Support Professionals (DSPs)



# DSP Crisis

- Demand for home-based care increases demand for quality DSP workforce
- Aging population also require direct support
- High vacancy rates/turnover rates impact service delivery – staffing ratios and access
- High turnover rates: extra incurred costs to providers
  - Overtime for workers to cover
  - Recruitment costs
  - Onboarding and Pre-Service Training



# Staff Stability Survey: WHY?

- Lack of data about direct service workforce
  - Data are needed to assess how state's DSP workforce is changing or improving and where challenges lie
  - Standardized methods for collecting and calculating the data loan credibility to the final results
  - Speaking as one voice is facilitated by collecting the same data



# “I just did this last year. Why should I do it again?”

- States are using data to track progress.
- Continuous data collection aids in more evidence-based interventions—
  - For example, tracking whether a rate increase has indeed increased wages for DSPs in the state.
  - Understanding the characteristics of agencies with low turnover rates/high turnover rates
  - Tracking trends and sharing the information across several years in your state can show if things are stagnating or improving (or getting worse!)

Here are the data that can be tracked with the Staff Stability Survey based on results from 2016:



NUMBER/STATUS OF DSPs

Of the **224,818** DSPs employed in the 2,364 reporting organizations:



There was variance by state ranging from 23% - 74% of the DSP workforce being part-time.

TURNOVER

**46%** state average turnover rate for DSPs



Of DSPs who left positions in calendar year 2016:



TENURE

Of DSPs employed within these organizations:





# Wide Audience



## Report to the President 2017

America's Direct Support Workforce Crisis:  
Effects on People with Intellectual Disabilities,  
Families, Communities and the U.S. Economy



- NCI Staff Stability Data figured prominently in the 2017 President's Committee for People with Intellectual Disabilities report



# Examples of How States Might Use Staff Stability Data

- The data from this survey can:
  - Provide data to inform policy and program development at the state level
  - Monitor and evaluate the impact of workforce policies and initiatives
  - Identify strategies for improvement among provider coalitions
  - Compare state DSP stability data with those of other states



# Presentation of the Data

Table 5. Does your agency provide residential supports to adults with IDD?

	Yes	No	Number of responding agencies
AL	75.6%	24.4%	41
AZ	41.4%	58.6%	222
CT	69.8%	30.2%	43
DC	64.7%	35.3%	68
GA	70.4%	29.6%	152
IL	83.6%	16.4%	226
IN	69.4%	30.6%	98
KY	62.7%	37.3%	169
MD	76.7%	23.3%	43
MO	66.0%	34.0%	191
NE	69.8%	30.2%	43
NY	68.7%	31.3%	297
OH	42.3%	57.7%	1210
OK	75.4%	24.6%	61
OR	53.8%	46.2%	197
SC	93.0%	7.0%	43
SD	100.0%	0.0%	20
TN	86.1%	13.9%	115
UT	52.0%	48.0%	75
VT <sup>11</sup>	100.0%	0.0%	15
	<b>Weighted NCI Average: 73.2%</b>	<b>Weighted NCI Average: 26.8%</b>	<b>Unweighted Total: 3329</b>

Data will be aggregated at state level.

*OR and MO; Data will be provided to the state disaggregated.*

In other states, the state agency cannot see specific answers provided by an agency



# Survey Instructions

# Directions:

- **If:**
  - **You think you've received the survey in error**
  - **You have questions**
  - **You don't provide any of the services specified or in any of the settings specified**
  - **You don't have DSPs for whom your agency defines wages/benefits**

**Please email your state contact (email address available at the top of the survey instructions page)**



# Directions:

Survey asks about DSPs on your payroll working with adults with IDD:

- How long they've been employed
- Whether they are current staff or separated staff
- Date of termination (if applicable)
- Whether they work full-time or part-time (current staff only)
- Hours and wages
- Benefits, such as paid time off, health insurance, etc



# Types of DSPs

Include these workers in your responses about DSPs:

- Paid staff members
  - On your payroll
  - primary job responsibility is to provide support, training, supervision, and personal assistance to adults with IDD.
  - spend at least 50% of their hours doing direct support tasks.

Do not include these workers in your responses about DSPs:

- Licensed healthcare staff (therapists, nurses, social workers, psychologists, etc.)
- Those who only provide transportation, home modifications, and/or meal delivery
- Contract or 1099 workers
- On call or PRN workers
- Staff hired through a temporary personnel agency
- Admin staff or supervisory staff, unless they spend 50% or more of their time doing direct support



# Types of DSPs

- **Regarding host/foster/family home arrangements:** Please respond only about DSP's who are employed by your agency (you process payroll and pay their required taxes) and work in addition to the primary shared living/foster care provider.
- **Regarding Fiscal Intermediaries or Employers of Record for DSPs working for people who are self-directing their own services:**
  - If your agency functions solely as a Fiscal Intermediary or Employer of Record, please do not respond to this survey and contact your NCI Staff Stability State Contact.
  - If your agency functions as a fiscal intermediary/employer of record and **also** provides direct support,
    - please respond regarding the DSPs who are employed by your agency, and do not consider those DSPs who are hired and managed by people/families who are self-directing their services.





# Settings to Consider

Residential Support	In-Home Supports	Non-Residential Supports
<p><b>Residential Supports are supports provided to a person in a home or apartment that is owned and /or operated by your agency.</b> <i>This includes residential services delivered to people who DO NOT live in their family's home or their own private home/apartment which they rent or own. Include in this category 24-hour supports such as a Group Home, Agency-Operated Apartments or ICFs/ID. Host home or foster home services should also be included in this category. If the service recipient holds a lease with your provider agency, this is considered a residential support or service.</i></p>	<p><b>Your agency does not own and/or operate the home in which the person lives.</b> <i>Supports provided to a person in their own private home or apartment, or a private home/apartment they live in with their family, (only if their home or apartment is not owned or operated by your agency). This category can include homemaker/personal care services in many states</i></p>	<p><b>Non-residential supports</b> can include: <i>Day programs and community support programs (supports provided outside an individual's home such as adult day program services and community supports) Job or vocational services (supports to help individuals who are looking for work or on the job for which they are paid, e.g., work supports)</i></p>





# ODESA (Online Data Entry Survey Application)