



**NATIONAL CORE
INDICATORS**
NASDDDS & HSRI

The National Core Indicators Staff Stability Survey

Mary Lee Fay
NASDDDS NCI Project Director

Dorothy Hiersteiner



Human Services
Research Institute

NASDDDS

National Association of State Directors of Developmental Disabilities Services

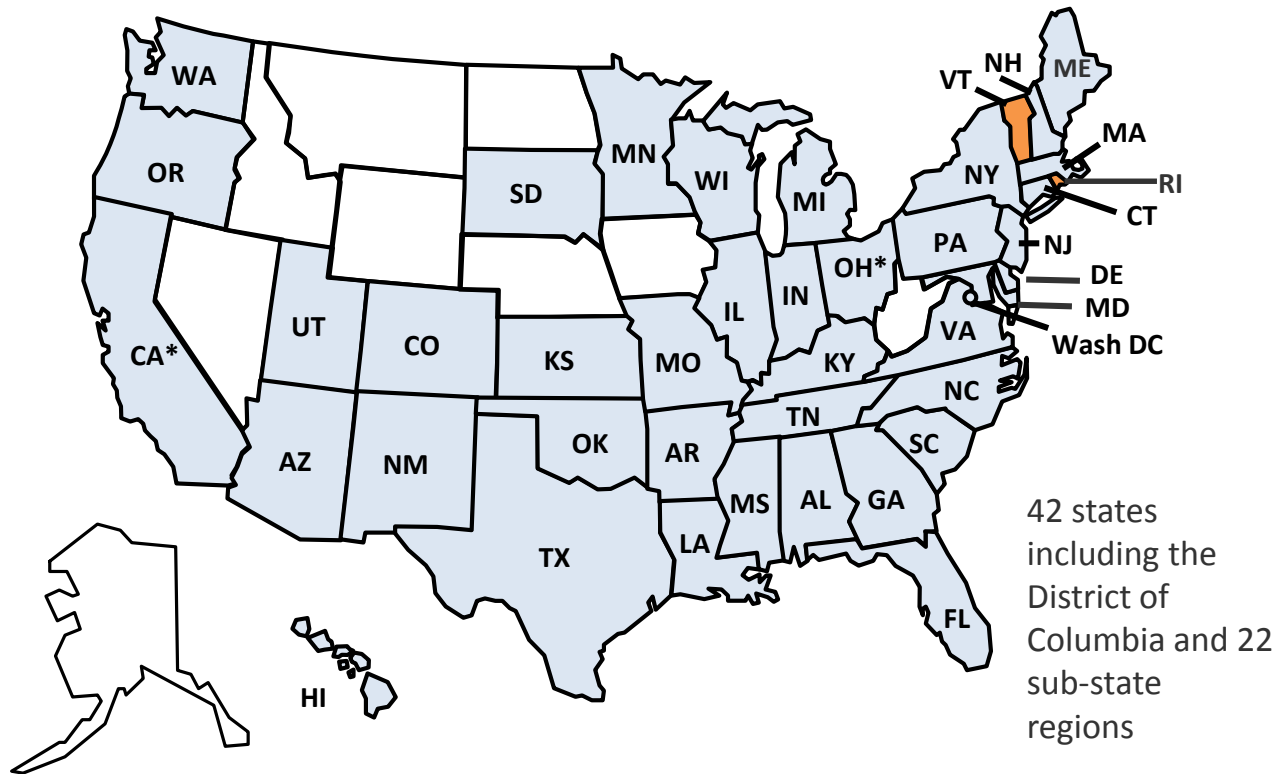
Agenda



- Why we expanded the Staff Stability Tool
- Process for revisions
- Why might your state want to participate?
- Survey directions and specifics
- Next steps
- Questions?



NCI State Participation 2014-15



■ State contract awarded in 2014-15 through AIDD funding

CA*- Includes 21 Regional Centers

OH*- Also includes the Mid-East Ohio Regional Council





Why did we decide to expand the NCI Staff Stability Survey?

Why Did We Want A Tool To Look At Staff Stability?

- Escalating demand for LTC Services oriented towards home and community based settings
 - DSPs are critical to increasing services in least restrictive settings
- Growing body of research demonstrates that stability of workforce has direct impact on consumer outcomes
- 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



Prior NCI Staff Turnover Survey

- Asked about vacancy rates and turnover
 - Cumbersome instrument
 - Not utilized frequently
 - Didn't provide info that states need in order to assess workforce stability



Examples of How States Can Use Staff Stability Data

- We wanted to create a tool that would help states:
 - Inform policy and program development regarding direct support workforce improvement initiatives
 - Monitor and evaluate the impact of workforce initiatives
 - Compare state workforce outcomes with those of other states
 - Provide context for consumer and family outcomes
 - Build systems to more effectively collect, analyze, and use DSP workforce data





How we designed the survey

Process

- Survey of state staff on old Staff Turnover tool
 - Assess interest in new survey
- Literature review
- Consulted with Provider Focus groups (ANCOR)
- Put together draft
- Got feedback from:
 - State DD Directors
 - DSPs
 - Provider agency management



Pilot

- Piloted the draft with two states.
- Received positive feedback on survey and survey administration methods.
 - Descriptions/directions are clear
 - ODESA survey entry system (discussed later) was easy to use
 - Took short amount of time to complete.





**Why might your state
want to participate?**

Why are states interested in this Survey

- Inform policy and program development regarding direct service workforce (DSW) improvement initiatives
- Monitor and evaluate the impact of workforce initiatives
- Compare state workforce outcomes with those of other states
- Provide context for consumer and family outcomes
- Build systems to more effectively collect, analyze, and use DSW workforce data



The NCI Staff Stability Survey

Survey

- **Assesses:**
 - **Types of service provided**
 - **Residential** (ICFs-ID, Group Homes, Supported Living, Residential Respite, etc.)
 - **In-Home** (Homemaker/Personal Care, Personal Care Aides, In-Home Habilitation, In-Home Respite)
 - **Non-Residential** (Employment Services, Non-Work Services, Facility-Based Services, Out-Of-Home Habilitation, Out-Of-Home Respite)



Survey Continued...

- **Numbers of DSPs employed/separated in past year.**
 - Length of tenure
- **Wages**
 - starting average hourly and current average hourly
- **Benefits**
 - health insurance, dental insurance, paid time off, etc.
- **Recruitment and retention**
 - incentives, realistic job previews, etc.



Directions:

- Direct support staff who were on payroll for any length of time during the period of **January 1, 2014 to December 31, 2014:**
 - Date of hire
 - Whether they are current staff or separated staff
 - Date of termination (if applicable)
 - Whether they work(ed) full-time or part-time
 - Hours and wages
 - Benefits, such as paid time off, health insurance, etc.



Types of Direct Support Professionals:

- The direct support workforce includes the following job titles and those in similar roles (this list is NOT exhaustive):
 - Personal Support Specialists (PSSs)
 - Home Health Aides (HHAs)
 - Direct Support Professionals (DSPs)
 - Certified Nursing Assistants (CNAs)
 - Homemakers
 - Personal Attendants/Personal Care Aides
 - Direct Support Professionals working in job or vocational services
 - Direct Support Professionals working at day programs or community support programs



Whom to Include

- **Please include in your responses:**
 - All people whose primary job responsibility is to provide support, training, supervision, and personal assistance to adults with intellectual/developmental disabilities.
 - All full-time and part-time Direct Support Professionals.
 - All paid staff members who spend at least 50% of their hours doing direct service tasks. These people may do some supervisory tasks, but their primary job responsibility and more than 50% of their hours are spent doing direct service work.
- **Only include** supervisors if more than 50% of their hours are spent doing direct service tasks.
- **Do not include:**
 - licensed health care staff (nurses, social workers, psychologists, etc.),
 - administrative staff, or full-time managers or directors, unless they spend 50% or more of their hours providing direct hands-on support and personal assistance or supervision to individuals with disabilities



Whom to Include

Please **include** in your responses Direct Support Professionals in the following settings:

- **Residential services**
- Supported living **In-home**
- **Day programs and community support**
- **Job or vocational**

Do not include employees in the following settings:

- **People who are hired directly by the person or the person's family** for whom your agency's role is limited to being a fiscal intermediary/employer of record.
- **People only working in school settings** for children through 12th grade.
- **People providing therapy services.**
- **People providing seasonal services**, such as summer camp counselors.



How it works

- All provider agencies, supporting adults in residential, work, day services and community integration are included.
 - State should send letter informing the agencies that the survey is coming.
- The state sends HSRI an email address for each agency
- HSRI sends an ODESA link to each provider who will input data directly
- The final dataset has no identification. Data are reported in aggregate.



Example Email with Unique Link



Department of
Developmental Disabilities



Dear Ohio Provider,

As you were made aware by a recent email, Ohio Department of Developmental Disabilities is partnering with the National Core Indicators Project to collect data on Direct Support Professionals. We will be collecting data on volume, stability, compensation and benefits of Direct Support Professionals serving adults with intellectual and developmental disabilities age 18 and older. The data gathered from this voluntary and anonymous survey will help Ohio Department of Developmental Disabilities

- Inform policy and program development regarding direct service workforce improvement initiatives
- Monitor and evaluate the impact of workforce initiatives
- Compare state workforce outcomes with those of other states
- Provide context for consumer and family outcomes
- Build systems to more effectively collect, analyze and use DSW workforce data

Results of this survey will be reported in the aggregate, and your organization will not be identified in any way.

When completing this survey, please consider direct support professionals who were on the payroll during any period between November 1, 2013 and October 31, 2014.

Here is your unique link to the survey tool:

<http://systems.hsri.org/NCISSS/Survey-Entry.asp?UID=TestUID4>

If you have any questions regarding the Staff Stability Survey, please contact:

Tina Evans
tina.evans@dodd.ohio.gov
614 752-9028

We thank you in advance for taking the time to complete this survey.

- Can be personalized with your state's logo
- Will come from an HSRI email address, but responses will be directed to state contact.
- Will have access to paper copy of survey



Next steps

Next Steps

- Inform HSRI that your state will be participating – by **March 13, 2015** (dhiersteiner@hsri.org)
- Provide email addresses of provider agencies
- Communicate with providers to inform them of survey.
- We will hold a webinar for providers to instruct how to use ODESA system
- All surveys are completed by June 30, 2015



Regarding Email Addresses

- Please provide email addresses to HSRI in an Excel Sheet with the following format:

State	Name of Provider	Email Address
MA	Sunny Valley Residential Services	dhiersteiner@hsri.org
MA	Full of Hope Home	mlfay@nasddd.org

- Should be email for HR or Personnel Dept.
- Provide email addresses ASAP.



Example Letter to Providers/Stakeholder Community

- Should inform providers:
 - What is the Staff Stability Survey
 - How it will be used
 - Who should be included? (types of providers, types of DSPs)
 - Results will be reported in aggregate; org. will not be identified in any way and results will not affect standing as a provider.
 - What will happen next:
 - HSRI will send email with unique link. Should go to HR or Personnel.
 - Survey will need to be completed by June 30, 2015
- We can provide you with a sample



Next Steps (again)

- Inform HSRI that your state will be participating – by **March 13, 2015** (dhiersteiner@hsri.org)
- Provide HSRI with email addresses of provider agencies
- Communicate with providers.
- We will discuss timeline regarding when emails with unique survey log-ins will be sent to providers
- We will hold a webinar for providers to instruct how to use ODESA system

- All surveys are completed by June 30, 2015



Questions?

What did they say?



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Contacts



- NASDDDS
 - Mary Lee Fay: MLFay@nasddds.org
- HSRI
 - Dorothy Hiersteiner: dhiersteiner@hsri.org
- NCI website: www.nationalcoreindicators.org



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