

The National Core Indicators Staff Stability Survey

Dorothy Hiersteiner NCI Project Coordinator for HSRI





Agenda



- DSP Workforce
- Why collect data
- States using Staff Stability data
- Results from 2014

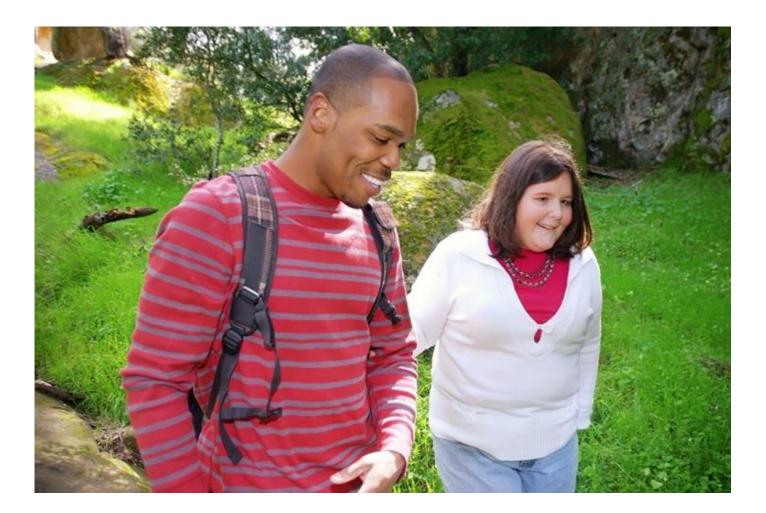




DSP Workforce

National Core Indicators (NCI)

Direct Support Professionals (DSPs)



Issues Being Faced by DSP Workforce

- Low supply and high demand for DSPs accentuated by:
 - Low salaries: working several jobs and relying on safety net
 - Erratic/unpredictable hours: Part time
 - Few benefits
 - High levels of emotional and physical stress
 - High injury rate
- Leads to high turnover rates
- Cost of turnover affects providers
- Turnover affects people receiving services



Why is Data Collection Important?

- Research demonstrates that <u>stability of</u> <u>workforce and relationships has direct impact</u> <u>on the lives of the people supported</u>
- Legislatures more frequently request data before approving increases based on the need for a competent, skilled workforce
- Lack of consistent national data about direct service workforce
- Encourage perspective that DSP is a career, beyond simply a job.

How Can States Use the NCI Staff Stability Data?

- NCI Project
- Generally, data gathered with this tool can be used on **state level** to:
 - Compare state workforce data with those of other states.
 - Benchmark!
 - Inform policy and program development regarding direct support workforce improvement initiatives
 - Monitor and evaluate the impact of workforce initiatives
 - Attempt to answer those two questions
 - Provide context for consumer and family outcomes
 - Build systems to more effectively collect, analyze, and use DSP workforce data

Oregon

- Information gained will increase Oregon's ability to:
 - Track the impact of the 4% rate increase that went into effect 1/1/2016 for 24 hour residential providers (provide baseline)
 - Evaluate Oregon's workforce status and trends compared to other states to provide context for workforce improvement strategies; and
 - Assess the impacts of federal and state policy changes, including implementation of the Department of Labor Administrative Rule.





 Ohio plans to use NCI Staff Stability Survey data to track workforce data pre- and post- a wage increase for HCBS providers.



Minnesota

- Providers will be seeking a rate increase this legislative session.
- Goal is to provide information for state legislators and provider organizations on the overall picture of DSPs in Minnesota.



• 2016

- Adding questions on front line supervisors
- Addressing overtime and bonuses

Questions?

Report: http://www.nationalcoreindicators.org/resources/reports/2015/

Very bottom of page



Contacts



- HSRI
 - Dorothy Hiersteiner: <u>dhiersteiner@hsri.org</u>
- NASDDDS
 - Mary Lou Bourne: <u>MLBourne@nasddds.org</u>
- NCI website: <u>www.nationalcoreindicators.org</u>



