



**NATIONAL CORE
INDICATORS**
NASDDDS & HSRI

The National Core Indicators Staff Stability Survey

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Human Services
Research Institute

NASDDDS

National Association of State Directors of Developmental Disabilities Services

Agenda

- Why is it important to collect data?
- Why should we collect data on DSPs and on the stability of the DSP workforce?
- 2014 NCI Staff Stability Survey results



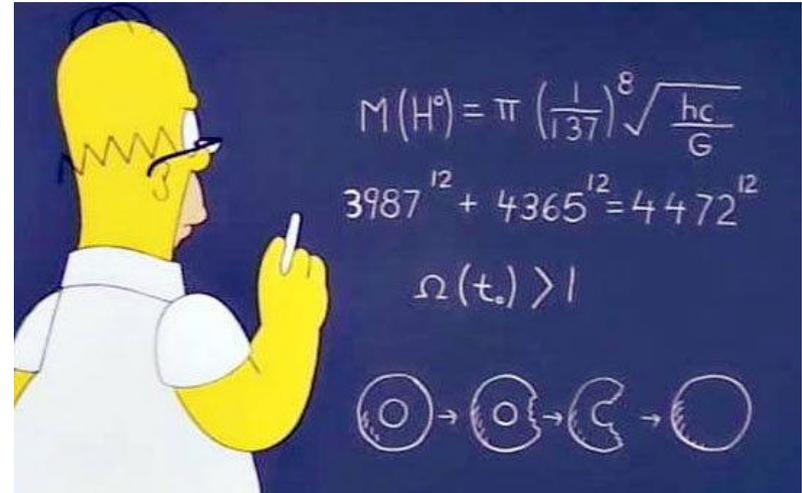
Data?

da·ta

/ˈdɑdə, ˈdādə/

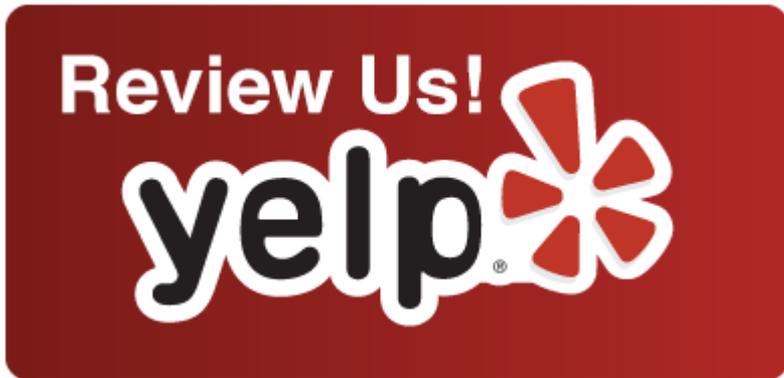
noun

facts and statistics collected together for reference or analysis.



Data can do cool things, too

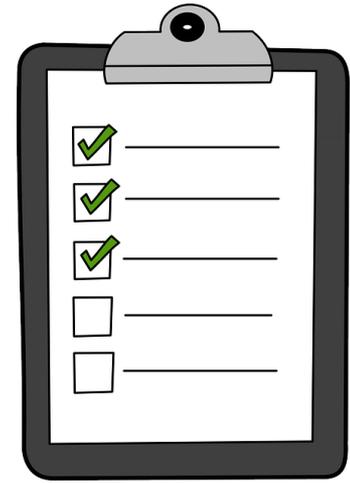
- Data can improve our lives in many ways



waze
OUTSMARTING TRAFFIC, TOGETHER



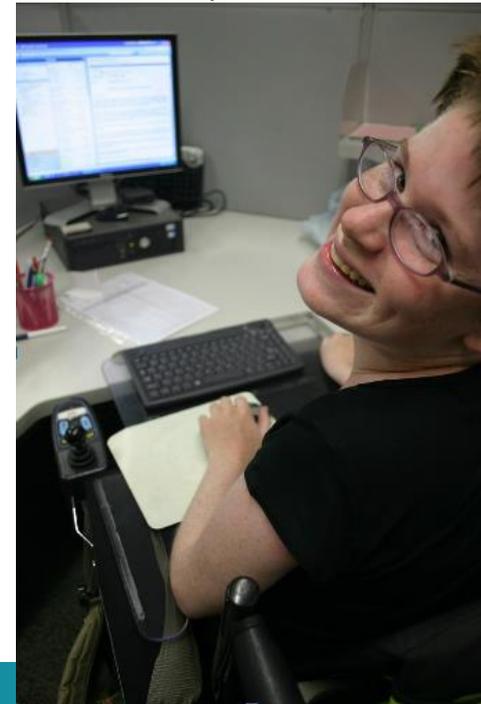
Data in your workplace



- Documentation
- Record and track critical health and safety
- Important for safeguarding the health and safety of those you serve

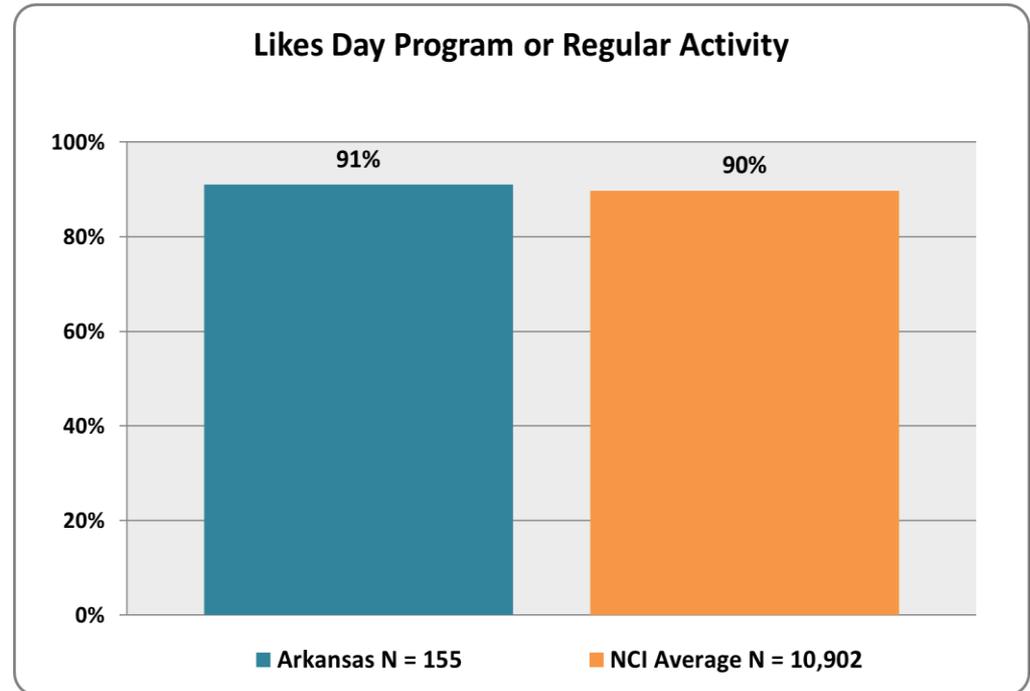
Data to help people you serve

- Not just numbers and figures.
- Data can also be used to assess subjective experiences
- Data can tell stories.



National Core Indicators

- What is NCI?



Examples of data telling stories

- Medications
- Employment
- Choice



Superheroes

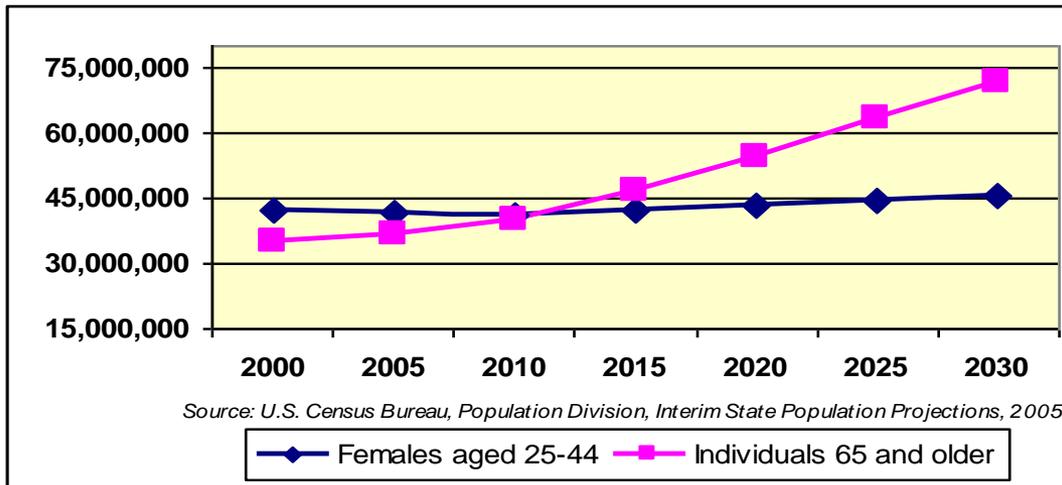
- DSPs = heavy lifting in ensuring the QoL of individuals receiving supports.



- DSP workforce faces numerous challenges

Issues Being Faced By DSP Workforce

- Escalating demand for support within home and community settings
 - Growing aging population creates high demand



The Department of Health and Human Services (HHS) estimates:

- 2020, the nation will require approximately **1.2 million FTE DSPs** to meet the needs of roughly **1.4 million people with developmental disabilities**

Larson,
Edelstein,
2006



Issues Being Faced by DSP Workforce

- Low supply and high demand for DSPs accentuated by:
 - Low salaries
 - Erratic/unpredictable hours: Part time
 - Few benefits
 - High levels of emotional and physical stress
 - High injury rate



Issues

- DSPs going without beneficial trainings.
- High vacancy rates/turnover rates
- People unprepared for the realities of the job
- High turnover rates: extra incurred costs to providers:
 - Overtime for workers to cover
 - Training
- Most likely impact outcomes and QoL for individuals receiving services.



Collect Data on DSPs

- Time to look systematically and in a standardized way at DSP workforce





NCI Staff Stability Survey

Information

- Types of services being provided
 - Residential
 - In-home
 - Non-residential
- Turnover/vacancy rates
- Length of employment
- Wages
- Benefits

- DSPs supporting adults with ID/DD



How Can States Use the NCI Staff Stability Data?

- **State level:**
 - Compare state workforce data to other states.
 - Inform policy and program development regarding direct support workforce improvement initiatives
 - Benchmark!
 - 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

- 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.



Presentation of the Data

- Data will be aggregated at state level.

Wages

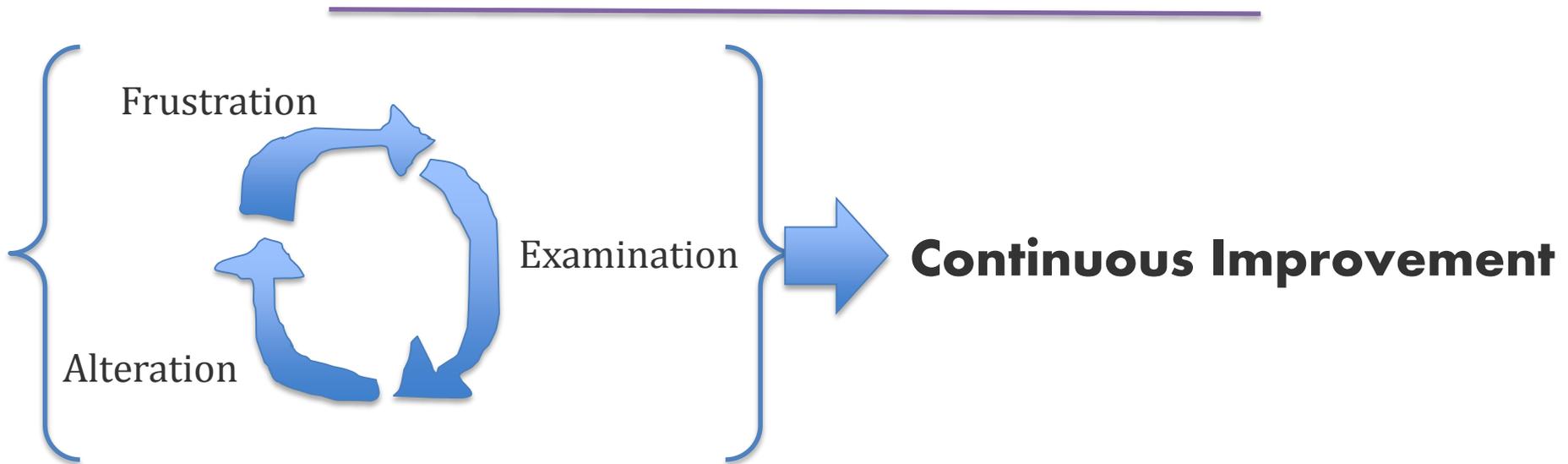
		Average Starting Hourly Wage	Average Hourly Wage	State Minimum Hourly Wage
AZ	Mean	\$9.05	\$9.62	\$7.90
	N*	17	19	
DC	Mean	\$13.68	\$13.70	\$9.50
	N*	10	10	
GA	Mean	\$11.32	\$12.31	\$7.25
	N*	21	23	
KY	Mean	\$10.16	\$10.88	\$7.25
	N*	66	63	
ME	Mean	\$9.45	\$10.51	\$7.50
	N*	8	8	
OH	Mean	\$9.78	\$10.96	\$7.95
	N*	132	150	
SC	Mean	\$9.98	\$10.27	\$7.25
	N*	9	8	
TX	Mean	\$9.18	\$9.90	\$7.25
	N*	34	35	
UT	Mean	\$9.09	\$10.18	\$7.25
	N*	16	17	
VT	Mean	\$11.84	\$12.73	\$8.73
	N*	13	13	
AVERAGE		\$10.35	\$11.11	Federal Minimum Hourly Wage: \$7.25
TOTAL N*		326	346	

*N = Number of responses



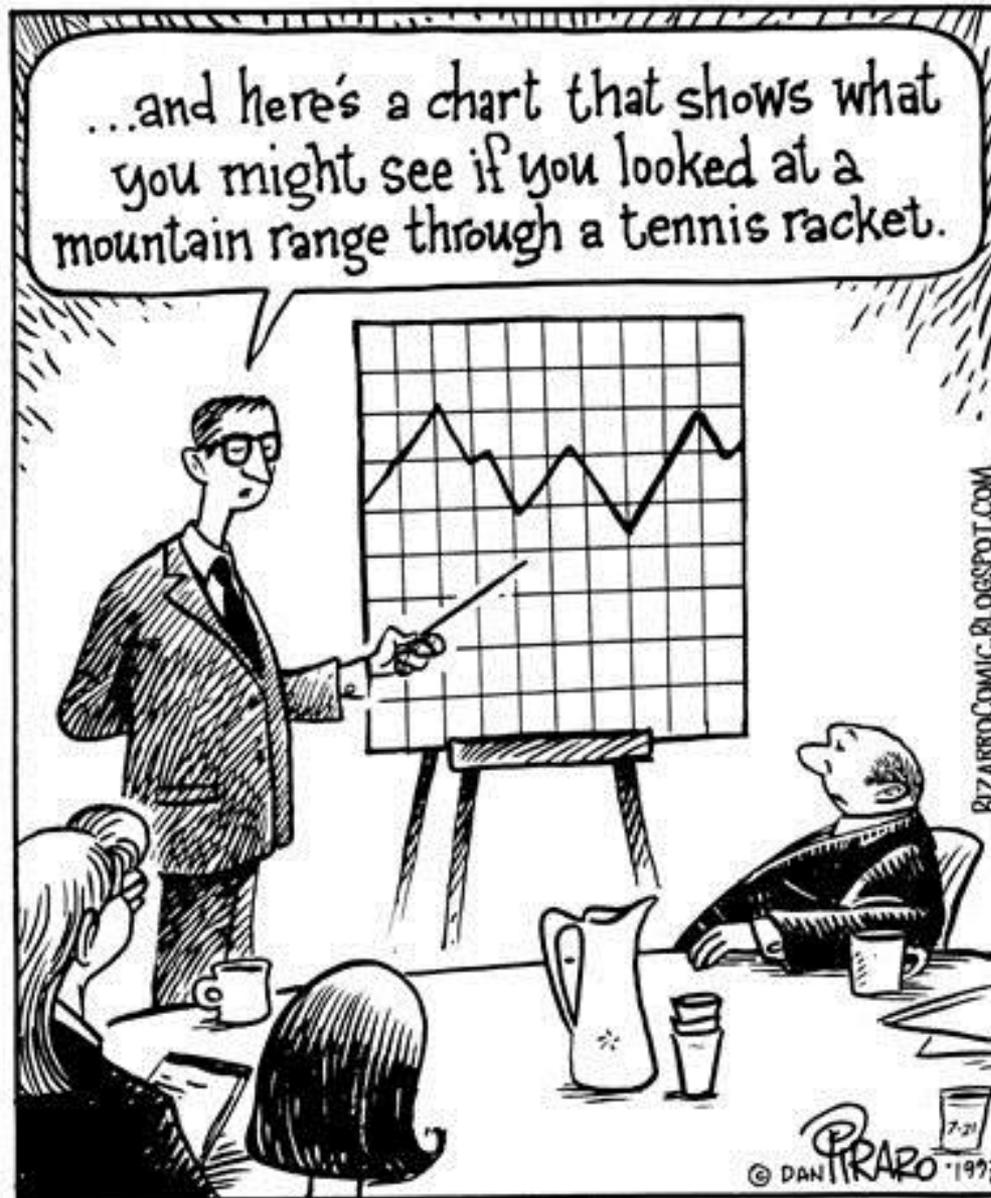
Use data at provider level

- Examine data in comparison to state and national data





Staff Stability Report, 2014



2014 Participating States

- Arizona (AZ)
- Washington, D.C. (DC)
- Georgia (GA)
- Kentucky (KY)
- Maine (ME)
- Ohio (OH)
- South Carolina (SC)
- Texas (TX)
- Utah (UT)
- Vermont (VT)

2015

AL
AZ
DC
GA
IN
KY
MN
MO
OH
OR
PA
SC
SD
TN
TX
UT
VT



Response rates

	Number of responses*	Valid responses **	Total number of providers	Response rate	Meets 95% confidence interval and 5% margin of error	# Responses needed to reach 95% confidence interval and 5% margin of error^
AZ	49	42	363	13%		187
DC	31	25	94	33%		76
GA	51	44	368	14%		189
KY	163	147	204	80%	YES	134
ME	18	16	84	21%		70
OH	365	292	1766	21%	YES	316
SC	16	15	57	28%		50
TX	53	49	535	10%		N/A
UT	31	28	97	32%		78
VT	16	15	16	100%	YES	16

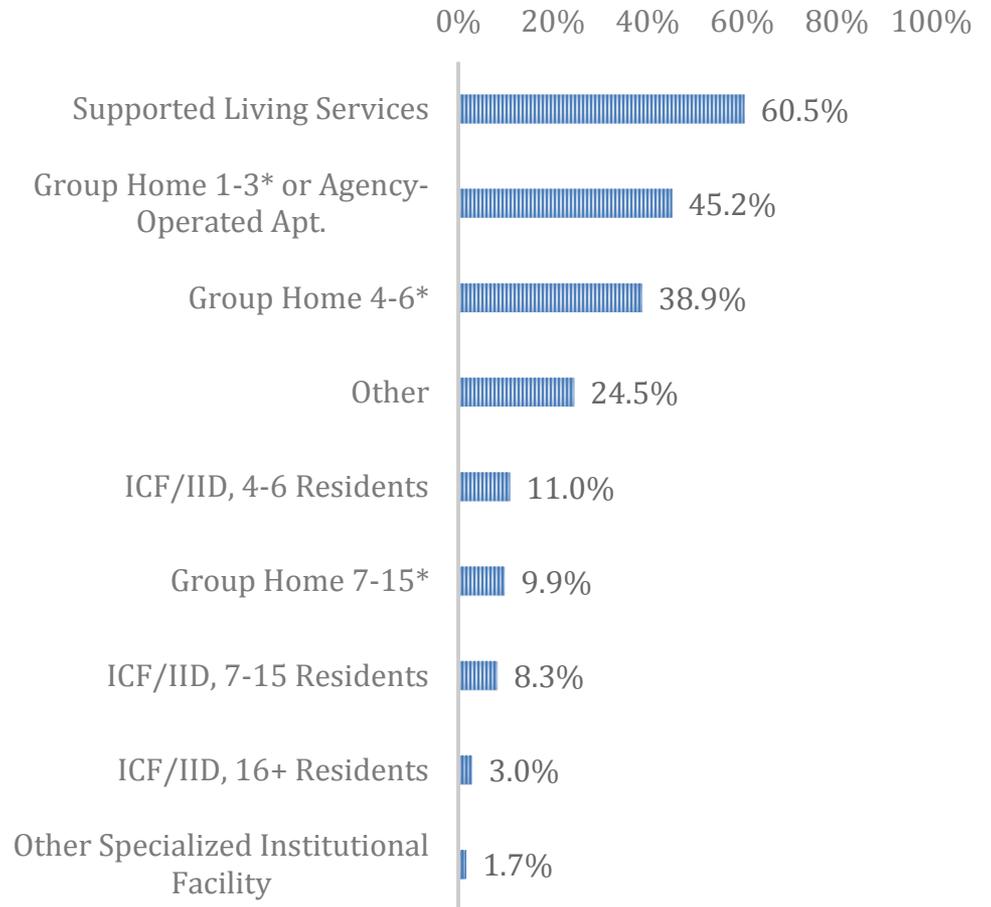
*Please note that the following cases were deleted and not included in this column: Those that had logged in to the data entry system but had answered no questions

**Please note that the following cases were considered invalid: Those that reported providing no services and those that reported employing no DSPs



Residential

- Residential supports: 77% of responding agencies

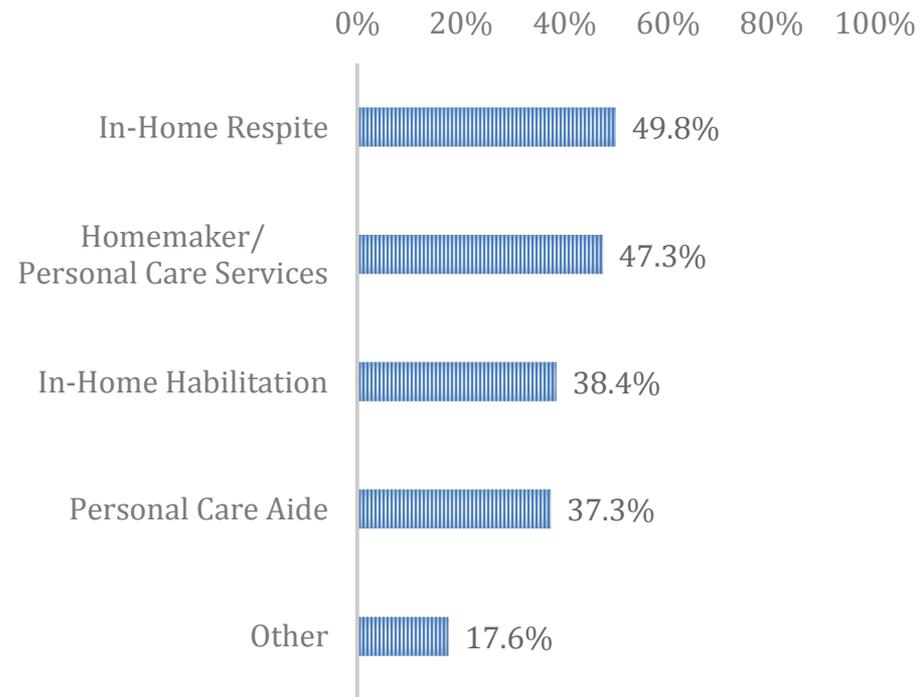


* range refers to # of people with disabilities living in residence



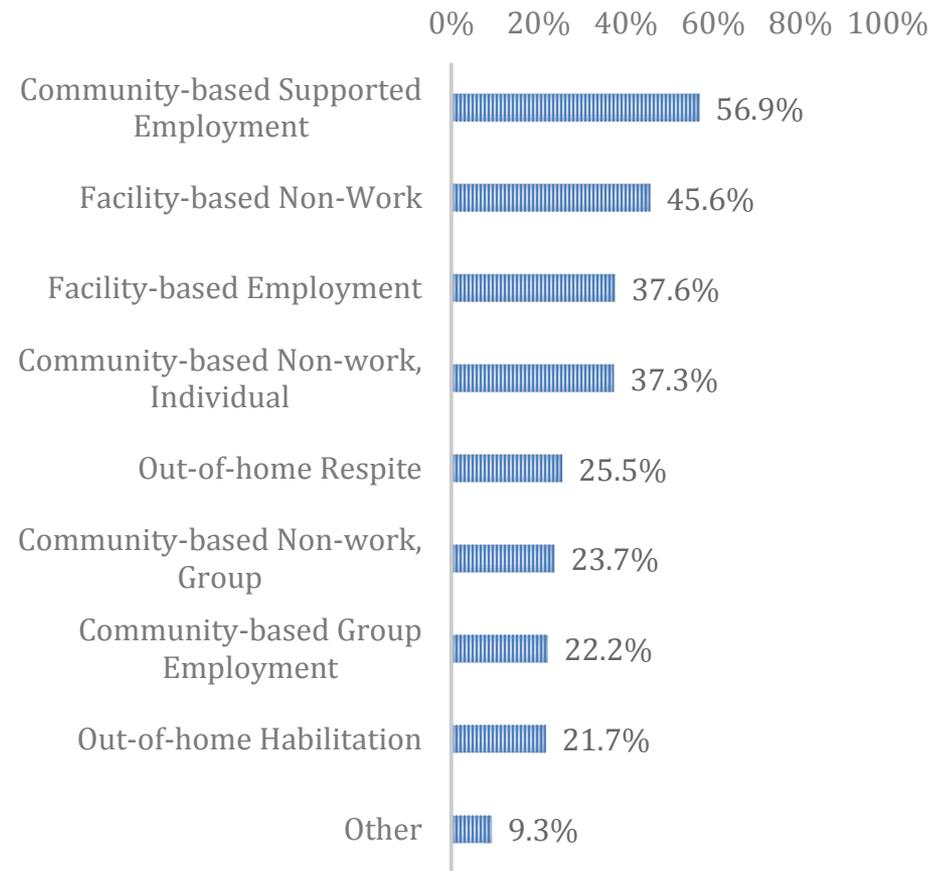
In-home

- In-home supports: 59% of responding agencies



Non-residential

- Non-residential supports: 76% of responding agencies



Tenure: Current DSPs

		# of DSPs Employed	Less Than 6 Months of Tenure	6-12 Months of Tenure	More than 12 Months of Tenure
AZ		6419	19.1%	16.4%	63.4%
	N*	42	32	31	34
DC		2165	12.6%	24.7%	62.0%
	N*	25	19	18	21
GA		2167	14.3%	17.7%	68.6%
	N*	44	34	39	36
KY		7280	20.0%	15.9%	61.5%
	N*	147	122	125	134
ME		1550	12.0%	11.1%	76.5%
	N*	16	14	14	14
OH		24276	21.6%	13.9%	64.8%
	N*	292	193	185	243
SC		2412	13.7%	14.4%	63.8%
	N*	15	14	15	15
TX		3674	22.5%	18.3%	59.4%
	N*	49	36	39	41
UT		3160	33.5%	20.3%	46.3%
	N*	28	22	22	26
VT		1505	19.3%	13.1%	66.2%
	N*	15	14	14	14
TOTAL		54608	AVERAGE: 18.9%	16.6%	63.3%
	N*	673	500	502	578



Tenure: Separated DSPs

		# of DSPs Separated	Less than 6 Months of Tenure	6-12 Months of Tenure	Percent of DSPs employed less than 12 months before separation	More Than 12 Months of Tenure
AZ		2836	43.9%	30.0%	73.9%	25.4%
	N*	37	28	27		24
DC		465	31.0%	29.3%	60.3%	43.2%
	N*	25	16	17		17
GA		943	38.8%	20.3%	59.1%	42.8%
	N*	41	27	27		29
KY		2773	42.0%	22.9%	64.9%	38.4%
	N*	146	103	99		99
ME		524	29.5%	14.8%	44.3%	55.9%
	N*	15	13	12		13
OH		9706	32.6%	20.3%	52.9%	42.8%
	N*	281	166	144		170
SC		778	26.3%	25.2%	51.5%	49.2%
	N*	15	13	11		11
TX		1940	49.8%	19.0%	68.8%	33.5%
	N*	47	31	29		30
UT		2533	48.5%	24.3%	72.8%	27.7%
	N*	28	18	18		20
VT		500	29.5%	15.6%	45.1%	55.5%
	N*	15	14	14		13
TOTAL		22998	AVERAGE: 37.2%	22.2%	59.4%	41.4%



Turnover Rates for DSPs

State	# of DSPs on Payroll	# of DSPs Separated in Last 12 Months	Turnover Rate	Number of Responses
AZ	4752	2836	59.7%	37
DC	2165	465	21.5%	25
GA	2084	943	45.2%	41
KY	7171	2773	38.7%	146
ME	1290	524	40.6%	15
OH	23752	9706	40.9%	281
SC	2412	778	32.3%	15
TX	3597	1940	53.9%	47
UT	3160	2533	80.2%	28
VT	1505	500	33.2%	15
TOTAL	51888	22998	AVERAGE: 44.6%	650



Wages: Across Service Types

		Average Starting Hourly Wage	Average Hourly Wage
AZ	Mean	\$9.05	\$9.62
	N*	17	19
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	N*	10	10
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Wages

- Across all participating states and service types, DSPs received an average hourly wage of \$11.11.
 - \$10.55 for DSPs providing residential supports.
 - \$10.93 for DSPs providing in-home supports.
 - \$11.10 for DSPs providing non-residential supports.
- Broken out by organization type, average hourly wages were
 - higher for DSPs working at public/government provider agencies than for those working at private, for-profit and private, non-profit agencies.



Benefits

- 43% offer paid sick time:
 - 24% offer it as paid time off (defined as a bank of hours in which the employer pools sick, vacation, and personal days together).
 - 19% offer it as paid sick time.
- 43% offer paid vacation time:
 - 24% offer it as paid time off.
 - 19% offer it as paid vacation time.
- 30% offer paid personal time off:
 - 24% offer it as paid time off.
 - 6% offer it as paid personal time.



Challenges Encountered

- Accuracy and completeness of list of email addresses varied by state
 - Affected the “sampling.”
 - Affected ability to assess “representativeness” of data
- Terminology differences
- Lack of standardized method for follow up with providers
- We aren’t capturing some critical components of the DSP workforce
 - Overtime, awake rate
 - Subjective reasons why people leave jobs!



QUESTION

1) What do you wish the state DD agency knew about your job as a DSP?

2) What do you wish the state legislature knew about your job as a DSP?



QUESTION

3) What could they do with that information to improve the quality and stability of the DSP workforce?



Questions?

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Report:

<http://www.nationalcoreindicators.org/resources/reports/2015/>

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NASDDDS

