

**NATIONAL CORE
INDICATORS**
NASDDDS & HSRI

The National Core Indicators Staff Stability Survey

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Agenda



- What is the Staff Stability Survey?
 - Overview of National Core Indicators Project
- Overview of the tool
- 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) and 22 sub-state areas
- Goal: Measure performance of public systems for people with intellectual and developmental disabilities
 - Help state DD systems assess performance by benchmarking, comparing to other states

www.nationalcoreindicators.org

- We realized the impact of DSP workforce stability on individual outcomes—Developed Staff Stability Survey.



Direct Support Professionals (DSPs)



Staff Stability Survey: WHY?

- Escalating demand for support within home and community settings
- Research demonstrates that stability of workforce and relationships has direct impact on the lives of the people supported
- 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.



Why Collect Data?

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



Ohio

- Ohio plans to use NCI Staff Stability Survey data to track workforce data pre- and post- a wage increase for HCBS providers.
- 6% rate increase
- Additional Ohio specific questions (bonus, OT, narrative)
- Look at 2015 data compared to 2016 data



Why is it Integral that All Providers Participate?

- OH needs accurate data on the DSP workforce in order to look at creating policies and programs to benefit DSPs and the people they serve.
- In order to have accurate information on the DSP workforce in OH (such as average wages, turnover, vacancy rates and benefits) **it is important that all provider agencies in OH provide data for this survey.**



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





Survey Instructions



Department of
Developmental Disabilities



*Please forward this email to the employee within your organization who is most familiar with Human Resources and Payroll information.

*Please do not forward outside of your organization.

PLEASE REFER TO DSPs WORKING AT [agency name] WHEN RESPONDING TO THE SURVEY USING THE LINK IN THIS EMAIL

If your agency operates BOTH waiver & ICF businesses, or you have multiple providers associated with a single email address, you will receive multiple email messages about this survey & will need to follow the directions on the email accordingly.

Dear Ohio Provider,

Increasing attention has been paid to the role that the **Direct Support Professional (DSP) workforce** plays in the provision of supports for adults aged 18 and over with intellectual and developmental disabilities (ID/DD). Unfortunately, **this workforce experiences high rates of instability including high turnover and vacancy rates.**

Ohio would like to examine the stability of the statewide DSP workforce, but there is a lack of reliable, comprehensive data to aid in these efforts. Therefore, Ohio is participating in the **National Core Indicators Staff Stability Survey.**

Ohio needs accurate data on the DSP workforce in order to look at creating policies and programs to benefit DSPs and the people they serve. In order to have accurate information on the DSP workforce in Ohio (such as average wages, turnover, vacancy rates and benefits) **it is important that all provider agencies in Ohio provide data for this survey.**

This survey will ask about **types of services your organization provides, length of DSP employment, number of DSPs employed, vacant positions, wages, benefits and recruitment and retention strategies.**

Results of this survey will be reported in the aggregate (as a state average), and your organization will not be identified in any way in the survey reports or in the dataset.

When completing this survey, please consider direct support professionals who were on the payroll during any period between January 1, 2015 and December 31, 2015.

This survey must be completed by June 30, 2016.

Here is your unique link to the survey tool:

PLEASE REFER TO DSPs WORKING AT [agency name] WHEN RESPONDING TO THE SURVEY USING THE FOLLOWING LINK

If your agency operates BOTH waiver & ICF businesses, or you have multiple providers associated with a single email address, you will receive multiple email messages about this survey & will need to follow the directions on the email accordingly.

<http://systems.hsri.org/NCISS2/Survey-Entry.asp?UID=60965211-144A-4254-A3FC-BFCC2F38B28D>

Received from dhiersteiner@hsri.org

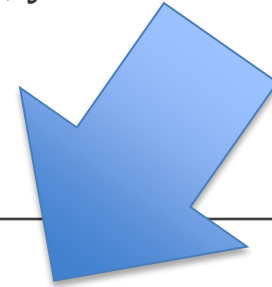
- Survey participation is MANDATORY in OH



National Core Indicators (NCI)

IMPORTANT!

- If you provide both ICF-funded and HCBS-funded services, you will receive two emails
 - one email for the DSPs providing HCBS services.
 - one email for the DSPs providing ICF services.



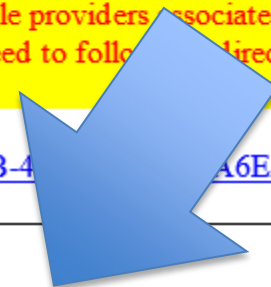
WAIVER:

Here is your unique link to the survey tool:

*****PLEASE REFER TO DSPs WORKING AT HSRI AND PROVIDING WAIVER FUNDED SERVICES WHEN RESPONDING TO THE SURVEY USING THE FOLLOWING LINK*****

If your agency operates BOTH waiver & ICF businesses, or you have multiple providers associated with a single email address, you will receive multiple email messages about this survey & will need to follow the directions on the email accordingly.

<http://systems.hsri.org/NCISSS2/Survey-Entry.asp?UID=2BA0F8BA-C5DB-4EE5-8118-E5A6EA2EE081>



ICF:

Here is your unique link to the survey tool:

*****PLEASE REFER TO DSPs WORKING AT HSRI AND PROVIDING ICF FUNDED SERVICES WHEN RESPONDING TO THE SURVEY USING THE FOLLOWING LINK*****

If your agency operates BOTH waiver & ICF businesses, or you have multiple providers associated with a single email address, you will receive multiple email messages about this survey & will need to follow the directions on the email accordingly.

<http://systems.hsri.org/NCISSS2/Survey-Entry.asp?UID=2BA0F8BA-C5DB-4EE5-8118-E5A6EA2EE081>



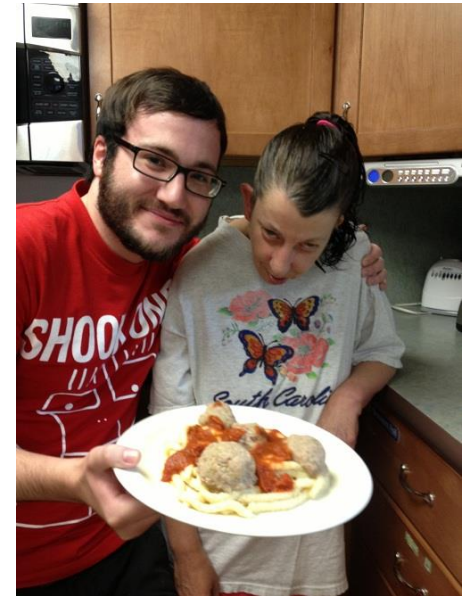
Directions:

- Direct support staff who were on payroll for any length of time during the period of January 1, 2015 to December 31, 2015:
 - 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 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 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.)



Whom to Include

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

- **Residential services**—Supports provided to a person who is living **outside of the family home**. This can include 24 hour supports such as group home or ICF/ID. It can also include people living in supported housing or supported living getting less than 24 hours of support. If a person is in a shared living, host home or foster home, please include only those Direct support professionals who are working in addition to the shared living/foster provider.
- **In-home supports**—Supports provided to a person in the family home.
- **Non-Residential Supports** such as:
 - **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).



Whom to Include

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.



OH Specific Questions

For the above referenced DSPs, please answer the following questions

30a_OH)	Did your agency give bonuses between Jan 1, 2015 and Dec 31, 2015?	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	
30b_OH)	How often does your agency give bonuses?	
30c_OH)	How many staff received bonuses?	
30d_OH)	Average amount of bonus given?	
30e_OH)	Please record the total number of hours you paid as REGULAR Hours :	_____Hours
30f_OH)	Please record the total number of hours you paid as OVERTIME Hours	_____Hours
30g_OH)	Adding 30e_OH) + 30f_OH) , total number of hours paid to DSP staff.	_____Hours





ODESA (Online Data Entry Survey Application)

Questions?
Email Dorothy
dhiersteiner@hsri.org

What did
she say?



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