The National Core Indicators Staff Stability Survey

Mary Lee Fay
NASDDDS NCI Project Director

Dorothy Hiersteiner
NCI Project Coordinator for HSRI

NATIONAL CORE INDICATORS
NASDDDS & HSRI

HSRI Human Services Research Institute

NASDDDS
National Association of State Directors of Developmental Disabilities Services

Agenda

- Why we expanded the Staff Stability Tool
- Changes made to the 2014 tool for 2015
- State Portal
- Staff Stability 2014 Report
- Questions?

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

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 (**already being used in pilot states**!)
    - 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
  - Need for Monitoring the Long-Term Care Direct Service Workforce and Recommendations for Data Collection
    - National Direct Service Workforce Resource Center at UMN
- Consulted with Provider Focus groups (ANCOR)
- Put together draft
- Got feedback from:
  - State DD Directors
  - DSPs
  - Provider agency management

Survey Tool

Directions:

- Best completed by payroll or HR.
  - Have access to info on wages, benefits and length of employment
- Must be completed by June 30, 2016
- Online survey can be entered and exited as many times as needed. No need to finish all at once.
  - How does a provider get access to the survey? KEEP LISTENING! (description in a few slides)

Survey Tool Refers to:

- 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.

National Core Indicators (NCI)

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 (over age 18) 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 <u>include</u> in your responses Direct Support Professionals in the following settings (**<u>descriptions of settings on next slide</u>**):

- **Residential services**
- **In-home supports**
- **Non-residential Supports**
  - **Day programs and community support**
  - **Job or vocational**

<u>**Do not include**</u> 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.

Definitions of Settings

2015 clarified descriptions:

- **Residential services—** Supports provided to a person who is <u>living outside of the family home</u>. 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.

- **In-home supports—** Supports provided to a person <u>in the family home.</u>

- **Non-Residential Supports** can include
  - **Day programs and community support programs** (Supports provided outside an individual's home such as adult day program services and community supports) and/or
  - **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)).

Survey Tool

- Asks about:
  - Types of services provided
  - # adults to whom services are provided
  - # DSPs
    - Currently employed (as of Dec. 31, 2015)
    - Who left agency in past 12 months
  - Length of employment of DSPs
  - Vacant positions (full and part time)
  - Average starting wage and average wage of DSPs in different settings and roles
  - Benefits
  - Recruitment/retention

How the Survey is Administered

- State contacts providers and provider networks to explain survey, encourage support for the survey.

- Meanwhile, collects email addresses of HR/payroll department in each provider.

- An email gets sent to each address with a unique link to the survey (to be done online)

Dear Arizona Provider,

*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.

As you were made aware by a recent email, Arizona Department of Economic Security 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 Arizona Department of Economic Security:

- 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 January 1, 2014 and December 31, 2014.

Here is your unique link to the survey tool:

http://systems.hsri.org/NCISSS/Survey-Entry.asp?UID=TestUID

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

Patrick Volle

jpvolle@azdes.gov

520-628-6800

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

http://hsrieast-web/NCISSS/Survey-Entry.asp?UID=TestUID2

New this year!

State Portal

State Portals for Use By State Contacts

You'll be able to do the following:

- Upload excel sheet of email addresses
- Options to add new email addresses (invite automatically gets sent)
- For each email address, have options to
  - edit address
  - re-send invite
  - delete address
- Sort, search, filter email addresses
- Re-send invites again to all addresses that have not yet responded

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)

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

Supported Living Services	60.5%
Group Home 1-3* or Agency-Operated Apt.	45.2%
Group Home 4-6*	38.9%
Other	24.5%
ICF/IID, 4-6 Residents	11.0%
Group Home 7-15*	9.9%
ICF/IID, 7-15 Residents	8.3%
ICF/IID, 16+ Residents	3.0%
Other Specialized Institutional Facility	1.7%
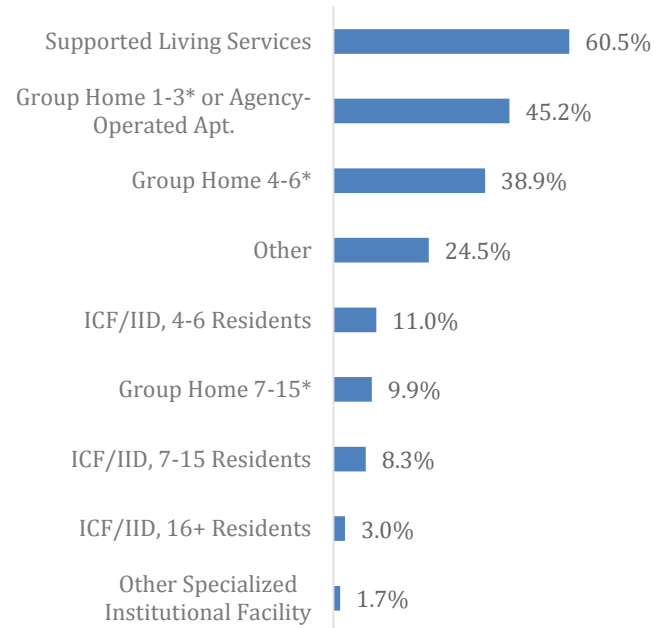
In-home

- In-home supports: 59% of responding agencies

Chart data:
- In-Home Respite: 49.8%
- Homemaker/Personal Care...: 47.3%
- In-Home Habilitation: 38.4%
- Personal Care Aide: 37.3%
- Other: 17.6%
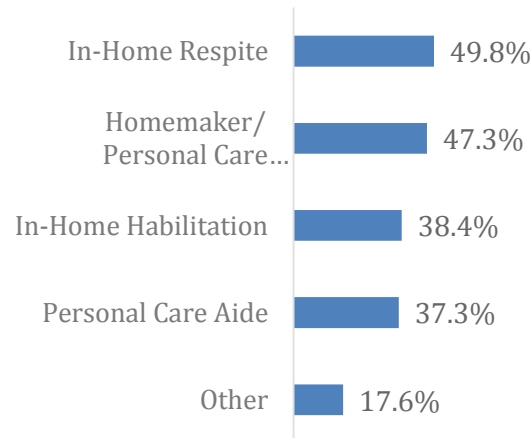
Non-residential

- Non-residential supports: 76% of responding agencies

Community-based Supported Employment	56.9%
Facility-based Non-Work	45.6%
Facility-based Employment	37.6%
Community-based Non-work, Individual	37.3%
Out-of-home Respite	25.5%
Community-based Non-work, Group	23.7%
Community-based Group Employment	22.2%
Out-of-home Habilitation	21.7%
Other	9.3%
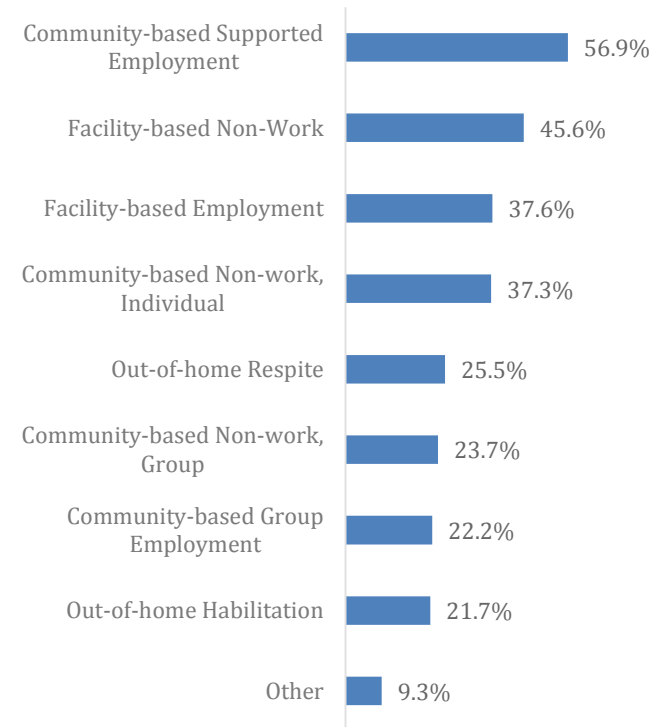
Tenure

		# 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

Separated Tenure

		# of DSPs Separated	Less than 6 Months of Tenure	6-12 Months of Tenure	More Than 12 Months of Tenure
AZ		2836	43.9%	30.0%	25.4%
	N*	37	28	27	24
DC		465	31.0%	29.3%	43.2%
	N*	25	16	17	17
GA		943	38.8%	20.3%	42.8%
	N*	41	27	27	29
KY		2773	42.0%	22.9%	38.4%
	N*	146	103	99	99
ME		524	29.5%	14.8%	55.9%
	N*	15	13	12	13
OH		9706	32.6%	20.3%	42.8%
	N*	281	166	144	170
SC		778	26.3%	25.2%	49.2%
	N*	15	13	11	11
TX		1940	49.8%	19.0%	33.5%
	N*	47	31	29	30
UT		2533	48.5%	24.3%	27.7%
	N*	28	18	18	20
VT		500	29.5%	15.6%	55.5%
	N*	15	14	14	13
TOTAL		22998	AVERAGE: 37.2%	22.2%	41.4%
	N*	650	429	398	426

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
DC	Mean	$13.68	$13.70
	N*	10	10
GA	Mean	$11.32	$12.31
	N*	21	23
KY	Mean	$10.16	$10.88
	N*	66	63
ME	Mean	$9.45	$10.51
	N*	8	8
OH	Mean	$9.78	$10.96
	N*	132	150
SC	Mean	$9.98	$10.27
	N*	9	8
TX	Mean	$9.18	$9.90
	N*	34	35
UT	Mean	$9.09	$10.18
	N*	16	17
VT	Mean	$11.84	$12.73
	N*	13	13
AVERAGE		**$10.35**	**$11.11**
	TOTAL N*	326	346

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:
    - $11.39 for DSPs working at public or government-funded provider agencies.
    - $11.08 for DSPs working at private, for-profit provider agencies.
    - $11.19 for DSPs working for private, nonprofit provider 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.

Questions?

What did they say?

Contents

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

- NCI website: www.nationalcoreindicators.org