



**NATIONAL CORE  
INDICATORS**  
NASDDDS & HSRI

# The National Core Indicators Staff Stability Survey 2017



Human Services  
Research Institute

**NASDDDS**

National Association of State Directors of Developmental Disabilities Services

# Agenda



- What is the Staff Stability Survey?
  - Why is it important?
- 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)
- Goal: Measure performance of public systems for people with intellectual and developmental disabilities

[www.nationalcoreindicators.org](http://www.nationalcoreindicators.org)



# Direct Support Professionals (DSPs)



# DSP Crisis

- Demand for home-based care increases demand for quality DSP workforce
- Aging population also require direct support
- High vacancy rates/turnover rates impact service delivery – staffing ratios and access
- High turnover rates: extra incurred costs to providers
  - Overtime for workers to cover
  - Recruitment costs
  - Onboarding and Pre-Service Training



# Staff Stability Survey: WHY?

- 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



# “I just did this last year. Why should I do it again?”

- States are using data to track progress.
- Continuous data collection aids in more evidence-based interventions—
  - For example, tracking whether a rate increase has indeed increased wages for DSPs in the state.
  - Understanding the characteristics of agencies with low turnover rates/high turnover rates
  - Tracking trends

Here are the data that can be tracked with the Staff Stability Survey based on results from 2016:



NUMBER/STATUS OF DSPs

Of the **224,818** DSPs employed in the 2,364 reporting organizations:



**34%** were part-time



**66%** were full-time

There was variance by state ranging from 23% - 74% of the DSP workforce being part-time.

TURNOVER

**46%** state average turnover rate for DSPs



**24%** Range state average turnover rate for DSPs **69%**

Of DSPs who left positions in calendar year 2016:



TENURE

Of DSPs employed within these organizations:





# Wide Audience



## Report to the President 2017

America's Direct Support Workforce Crisis:  
Effects on People with Intellectual Disabilities,  
Families, Communities and the U.S. Economy



- NCI Staff Stability Data figured prominently in the 2017 President's Committee for People with Intellectual Disabilities report



# Examples of How States Will Use Staff Stability Data

- The data from this survey will:
  - Provide data to inform policy and program development at the state level
  - Monitor and evaluate the impact of workforce policies and initiatives
  - Compare state DSP stability data with those of other states



# Presentation of the Data

- Data will be aggregated at state level.

Table 14: Does your agency provide respite services?

	Yes	No	N
AL	34.9%	65.1%	43
AZ	71.8%	28.2%	103
CT	46.4%	53.6%	28
DC	46.8%	53.2%	79
GA	18.1%	81.9%	182
HI	43.8%	56.3%	16
IL	16.4%	83.6%	213
IN	82.7%	17.3%	98
MD	55.2%	44.8%	87
MO	33.3%	66.7%	114
NE	47.5%	52.5%	40
NY	67.7%	32.3%	279
OH-HCBS	34.8%	65.2%	1078
OH-ICF	52.6%	47.4%	97
OR	16.3%	83.7%	104
PA	50.0%	50.0%	114
SC	63.4%	36.6%	41
SD	27.8%	72.2%	18
TN	65.1%	34.9%	109
TX	66.7%	33.3%	39
UT	45.3%	54.7%	64
VT	57.1%	42.9%	14
NCI Average	47.4%	52.6%	Total: 2960

OR and MO; Data will be provided to the state disaggregated.

In other states, the state can see who completed the survey and who did not complete the survey, but they cannot see specific answers.



# Survey Instructions

# Directions:

- **The survey will ask about the following information for DSPs who were on payroll for any length of time during the period of January 1, 2017 to December 31, 2017 and for whom your agency defines wages and benefits directly.**
  - **Date of hire**
  - **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.**
- **Human Resources or Payroll departments. You may require information from program directors, so it is best if you review the survey questions and seek additional input as needed.**



# Types of DSPs

**Include** these workers in your responses:

- Paid staff members whose primary job responsibility is to provide support, training, supervision, and personal assistance to adults with IDD

**Regarding host/foster/family home arrangements:** Please respond only about DSPs who are employed and work in addition to the primary shared living/foster care provider.

**Do not include** these workers in your responses:

- Licensed healthcare staff (therapists, nurses, social workers, psychologists, etc.)
- Those who **only** provide transportation, home modifications, and/or meal delivery
- Contract or 1099 workers
- Staff hired through a temporary personnel agency
- Admin staff or supervisory staff, unless they spend 50% or more of their time doing direct support



# Settings to Consider

Residential Support	In-Home Supports	Non-Residential Supports
<p>Your agency owns and/or operates the home in which the person lives.</p> <p>Residential Supports are supports provided to a person who is living outside of the family home. This can include 24-hour supports such as a group home or ICF/ID.</p> <p>Supported housing, supported living, shared living, host home or foster home should be counted in this category only if your agency owns the home or operates the lease.</p>	<p>Your agency does not own and/or operate the home in which the person lives.</p> <p>Supports provided to a person in their home (only if their home is not owned and/or operated by your agency).</p>	<p>Non-residential supports can include:</p> <ul style="list-style-type: none"> <li>• Day programs and community support programs (supports provided outside an individual's home such as adult day program services and community supports)</li> <li>• 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)</li> </ul>



# Here is a summary of the changes from 2016 Survey Tool

- Introduction and instructions shortened and streamlined
- Removed questions about the types of residential, in-home or non-residential supports provided.
- The questions about numbers of adults with IDD served by each agency was changed to ranges.
- Added descriptions/clarifications regarding “type” of agency (public or government, etc.)
- Simplified question about type of funding received by agency
- Added question on reasons for separation of separated DSPs (asks whether they left voluntarily, were terminated etc.)
- Added a question on PRN/on-call DSPs
- Clarified the questions on bonuses
- Reworked the section on benefits with hopes of making it more accurate and comprehensive.







# ODESA (Online Data Entry Survey Application)

Questions?  
Email Dorothy  
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What did  
she say?



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