



Improving lives THROUGH
supports and services
THAT FOSTER self-determination.

National Core Indicators(NCI) Staff Stability Survey

Mental Health Commission Presentation

03/08/2018



National News - Reports

DSP Crisis

- average DSP wages of \$10.72 per hour
- average DSP wages below the federal poverty level for a family of four
- half of DSPs relying on government-funded and means-tested benefits
- most DSPs working two or three jobs
- average annual DSP turnover rates of 45 percent (range 18–76 percent)
- average vacancy rates of more than 9 percent

Factors for Crisis

- high staff turnover;
- growing demand for services due to the growth and aging of the U.S. population in general;
- increased survival rates for people with ID;
- demographic shifts resulting in fewer people moving into the DSP workforce;
- persistently non-competitive aspects of direct support employment, including low wages, poor access to health insurance, and lack of paid time off (PTO) and other benefits;
- high stress and demands of direct support employment, including round-the-clock, seven-days-a-week work;
- insufficient training and preparation for DSP roles; and
- lack of professional recognition and status for skilled DSPs.



Report to the President 2017

America's Direct Support Workforce Crisis:

Effects on People with Intellectual Disabilities,
Families, Communities and the U.S. Economy



National News - Reports

Report to the President 2017

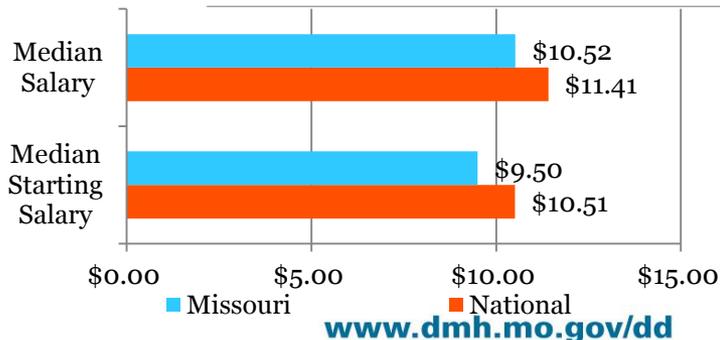
America's Direct Support Workforce Crisis:
Effects on People with Intellectual Disabilities,
Families, Communities and the U.S. Economy

Recommendations

- Require states that utilize waivers to include sufficient DSP compensation in their rate setting methodologies
- USDOL should recognize DSP as a distinct occupation and provider for routine labor statistical reporting

The Division contracted with Mercer to develop rates for all services that include sufficient DSP compensation.

Occupational Code	Occupational Title	Job Position Weighting	Lower Bound Hourly Wage ^{1,2}	Upper Bound Hourly Wage ^{1,2}
21-1093	Social and Human Service Assistants	15%	\$ 14.36	\$ 17.83
31-1011	Home Health Aides	85%	\$ 11.34	\$ 12.07
Direct Care Wages			\$ 11.80	\$ 12.93



General Revenue needed to fully fund Lower Bound Rate Study **\$76.2M.**

- \$27M GR = 80% of rate study rate**
- \$49M GR = 90% of rate study rate**

Wyoming rate study just recommended a DSP wage of **\$13.62/hour.**

Report to the President 2017

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

Recommendations

- 📍 Promote through technical assistance and financial or programmatic incentives remote supports, sensors, robotics and smart homes
- 📍 Expand the use of self-direction so that family, friends and neighbors can be hired as DSPs
- 📍 Promote support for CBO's to improve business acumen
- 📍 Create grant programs and financial incentives for states to expand the pool of DSPs through recognition programs, grassroots campaigns and training efforts that expand awareness of the profession and encourage greater participation by people with disabilities, men, retirees and young adults
- 📍 Require states that utilize waivers to identify provider qualifications that recognize DSP as skilled practitioners
- 📍 CMS and USDOL implement specialized credentials and professional development opportunities
- 📍 USDOL support community colleges and job centers to invest in career training and credentialing of DSPs
- 📍 Match.com-like for individuals and potential employees

2016 NCI Staff Stability Survey

- 🕒 The National Core Indicators (NCI) Staff Stability Survey initiated in 2014 with 10 participating states.
- 🕒 20 states (including MO) and the District of Columbia participated in the 2016 NCI Staff Stability Survey.
In MO, 181 providers received the survey, and 116 responses were validated (64% response rate).
- 🕒 3,022 provider agencies completed the survey from all participating states.
- 🕒 Data gathered in this survey cycle refers to the period between January 1, 2016 and December 31, 2016.
- 🕒 2016 Staff Stability Survey results are now available.
https://www.nationalcoreindicators.org/upload/core-indicators/2016_Staff_Stability_Survey_Report_Final.pdf



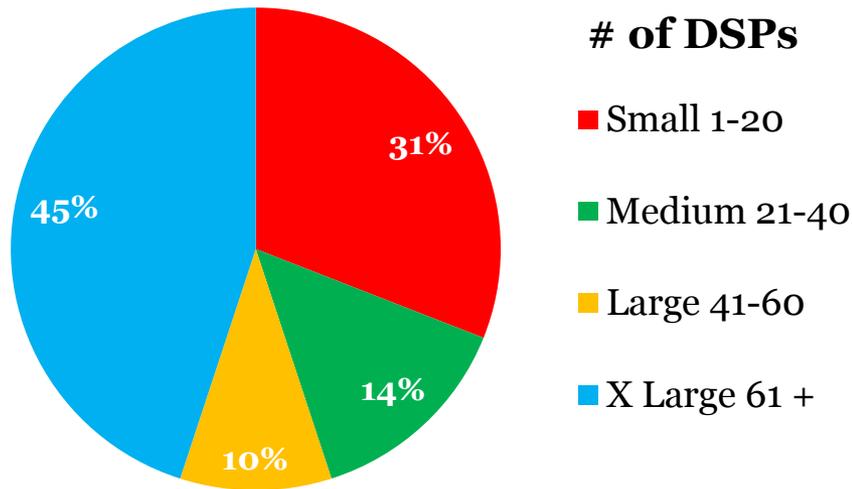
How States Can Use Staff Stability Data

The NCI Staff Stability Survey data will help Missouri...				
Develop policy and programs regarding Direct Service Professionals (DSP) workforce improvement initiatives	Monitor and evaluate the impact of workforce initiatives	Compare state's workforce outcomes to other states' outcomes	Provide context for consumer and family outcomes	Build systems to more effectively collect, analyze, and use DSP workforce data

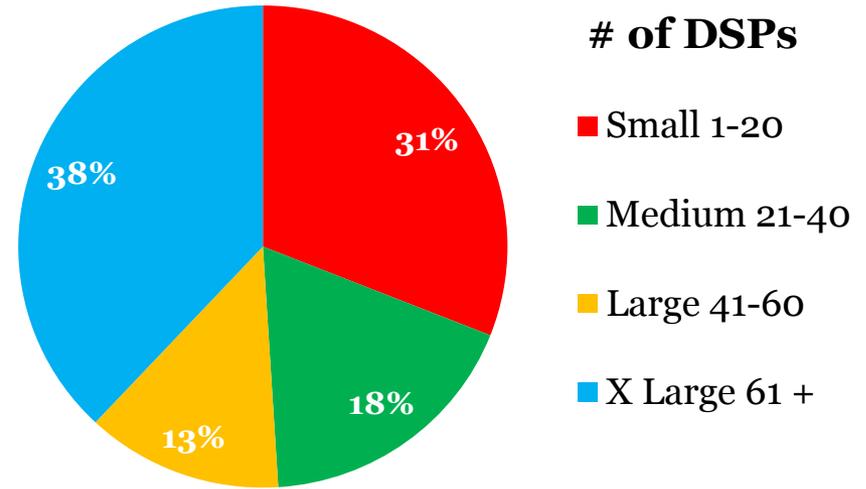
2016 NCI Staff Stability Survey

Number of Direct Support Professionals (DSPs)

NCI Average



Missouri



For this survey, the definition of DSP includes:

All people whose primary job responsibility is to provide support, training, supervision, and personal assistance to adults with intellectual/developmental disabilities.

2016 NCI Staff Stability Survey



Tenure

Of the Direct Support Professionals (DSPs) employed at responding agencies as of December 31, 2016:

	NCI Average	Missouri
Employed for less than 6 months	19%	23%
Employed between 6 and 12 months	16%	15%
Employed for more than 12 months	65%	62%

Of the DSPs who left employment at responding agencies between January 1, 2016 and December 31, 2016:

	NCI Average	Missouri
Employed for less than 6 months	38%	50%
Employed between 6 and 12 months	21%	21%
Employed for more than 12 months	41%	29%

DSPs employed (MO) – 10,029
 DSPs separated (MO) – 6,053

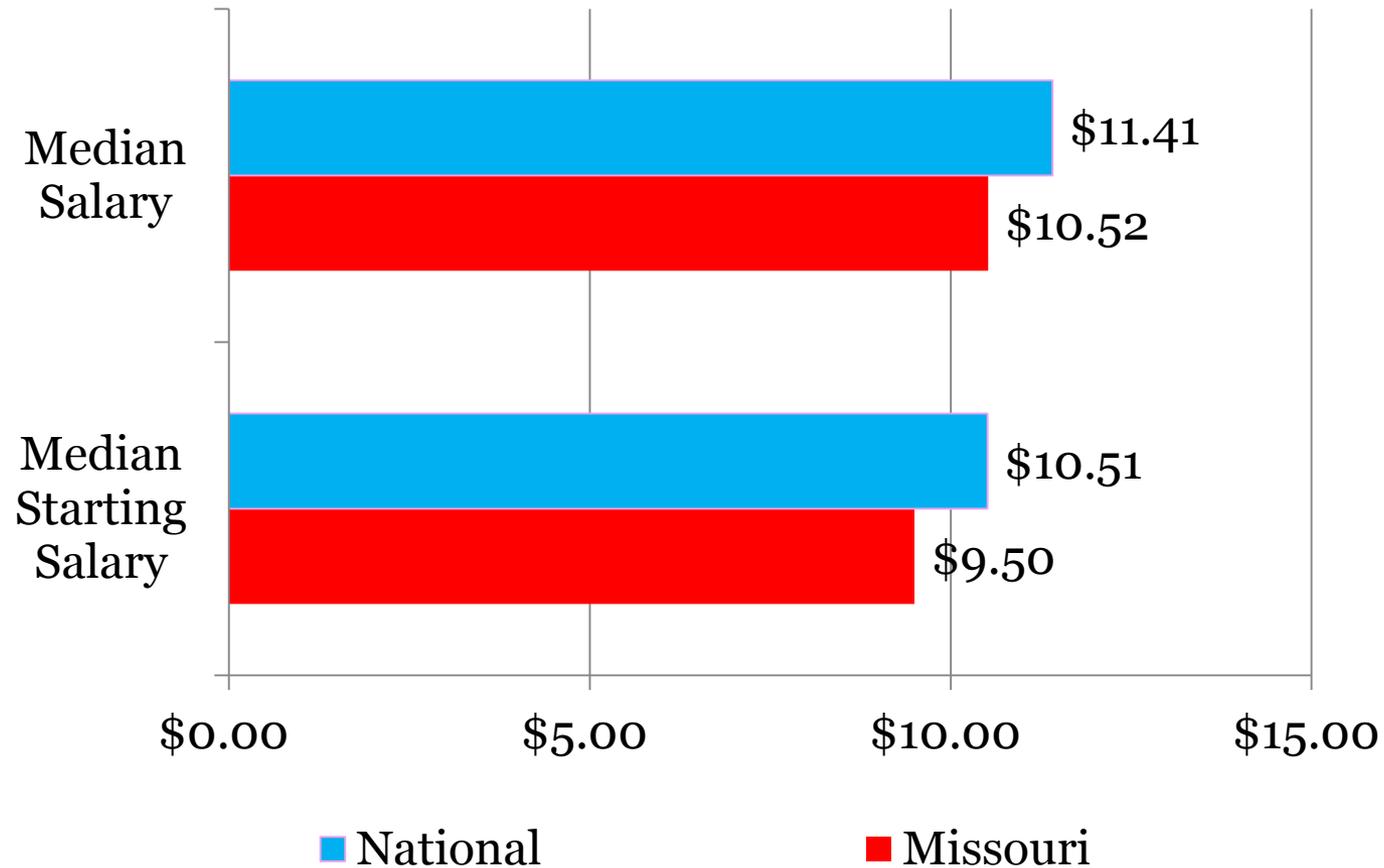


Turnover Rate: **NCI Avg 45.5%, MO 60.4%**
 Full Time Vacancy Rate: **NCI Avg 9.8%, MO 8.2%**

2016 NCI Staff Stability Survey



Hourly Wage Comparison

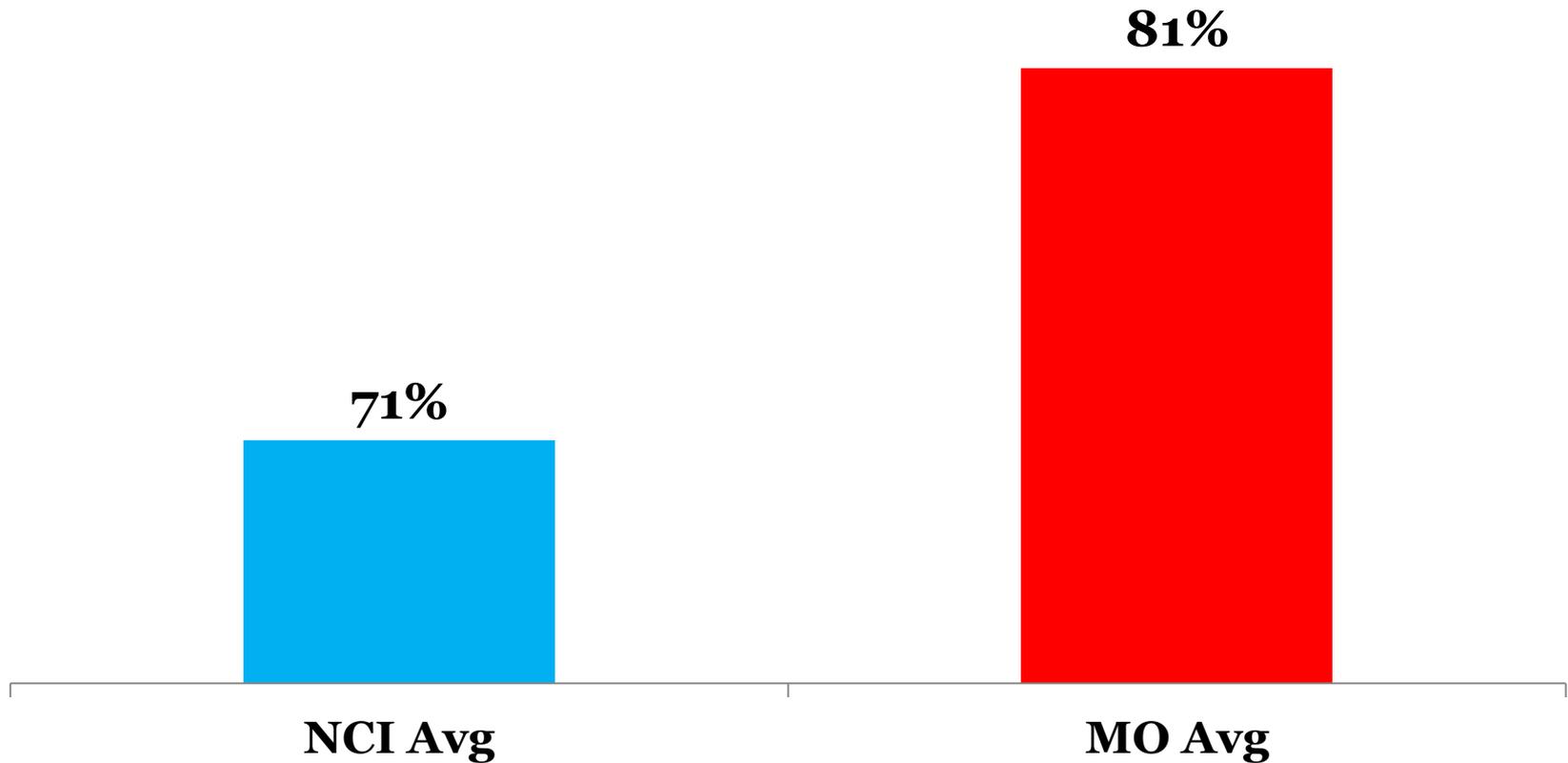


Benefits

National	Missouri
13% offer paid sick time	3% offer paid sick time
11% offer paid vacation time	4% offer paid vacation time
4% offer paid personal time	0% offer paid personal time
15% offer health insurance	5% offer health insurance
18% offer dental insurance	14% offer dental insurance
16% offer vision insurance	12% offer vision insurance
3% offer life insurance	2% offer life insurance
61% offer employer-paid job-related training	60% offer employer-paid job-related training

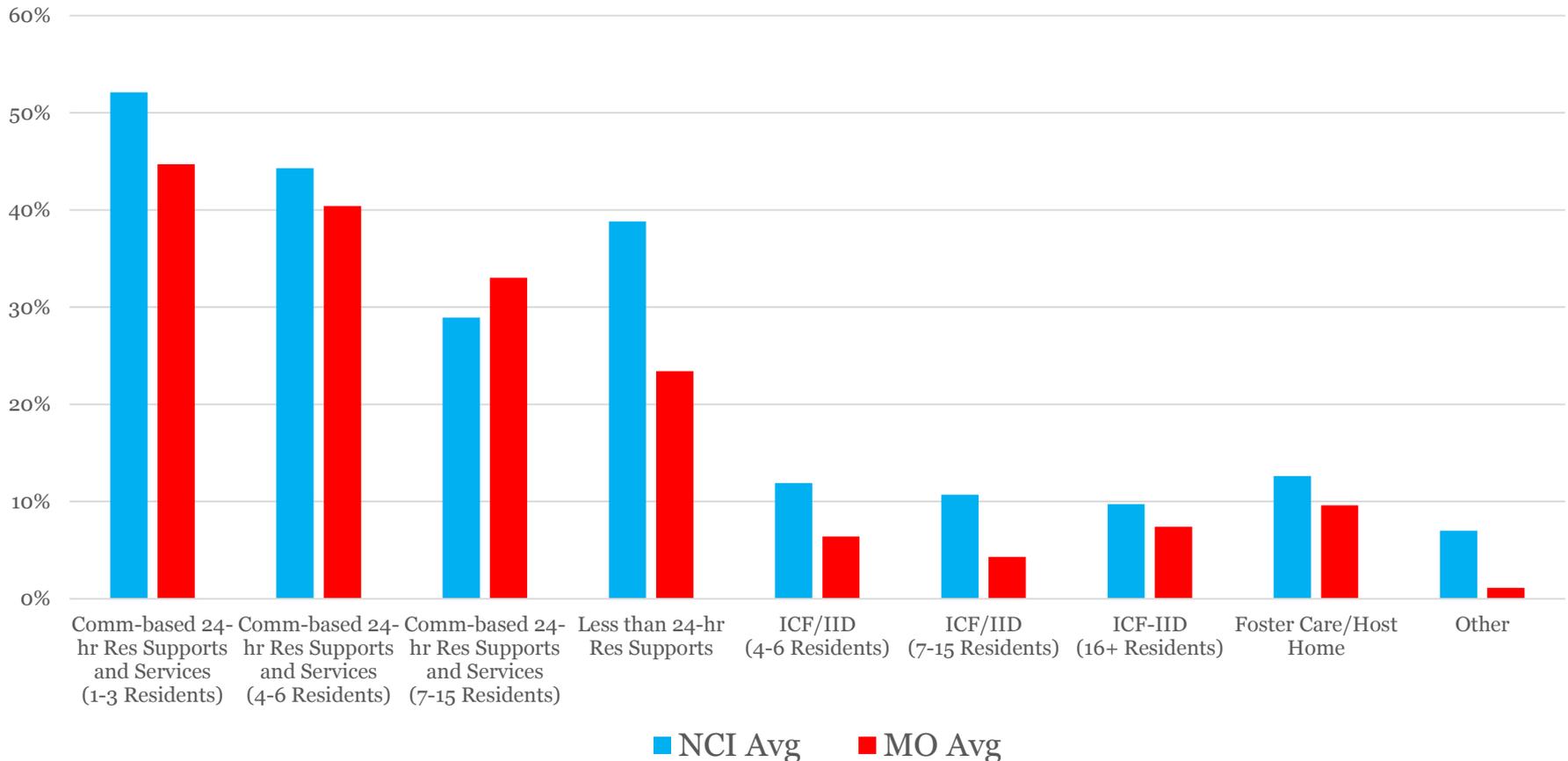
Represents both full-time and part-time DSPs.

Residential Supports



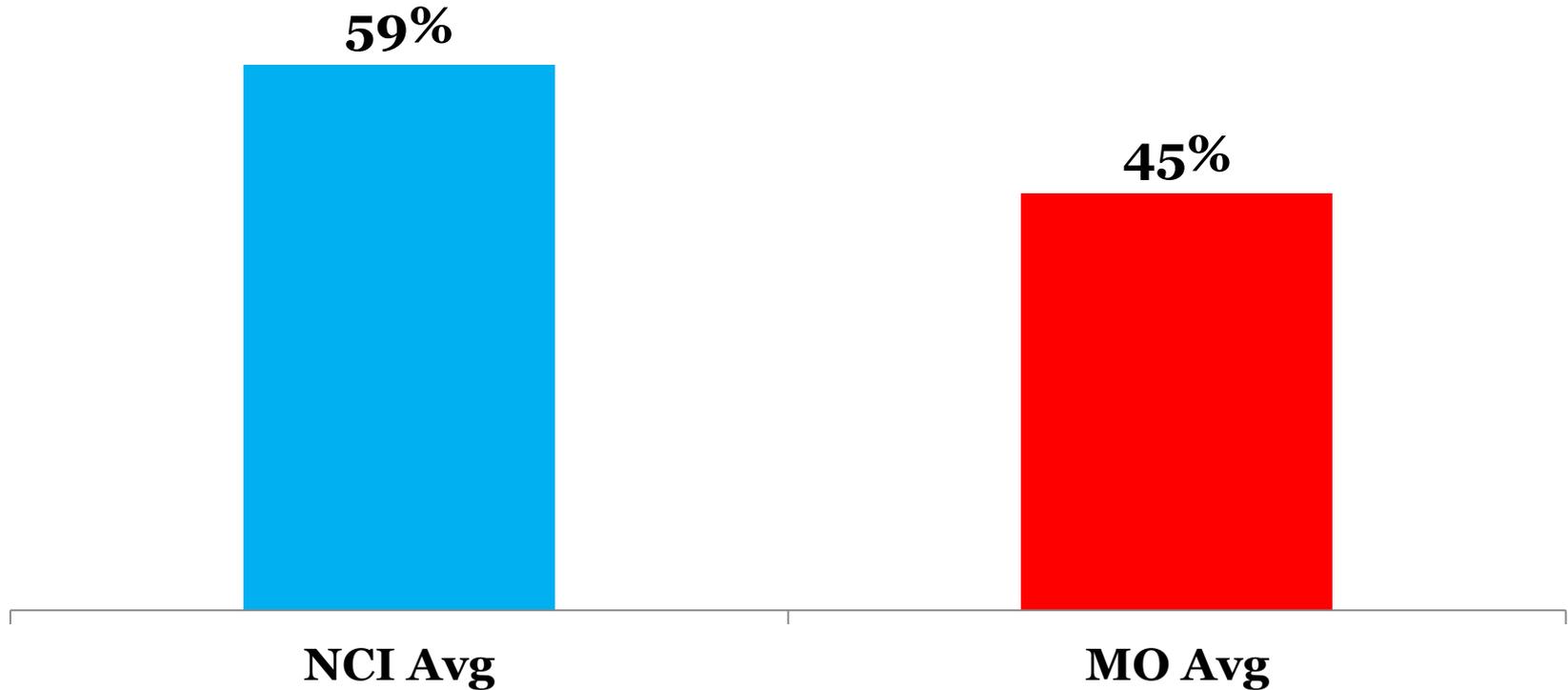
2016 NCI Staff Stability Survey

Residential Services: Breakout by State and Type



2016 NCI Staff Stability Survey

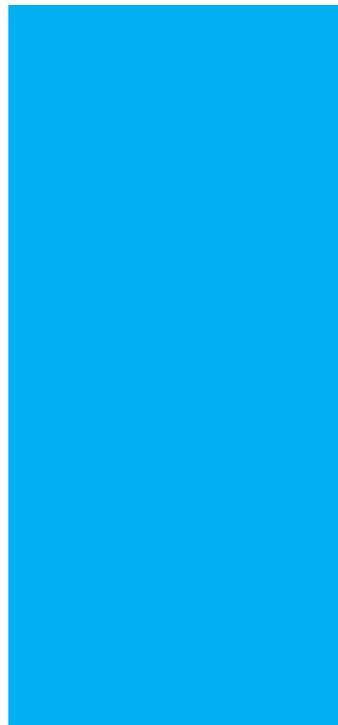
Agencies Providing In-Home Supports



2016 NCI Staff Stability Survey

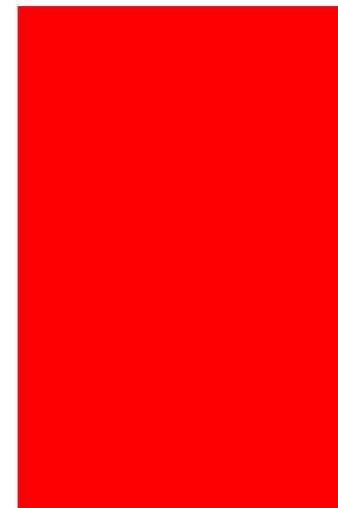
Non-Residential Supports

75%



NCI Avg

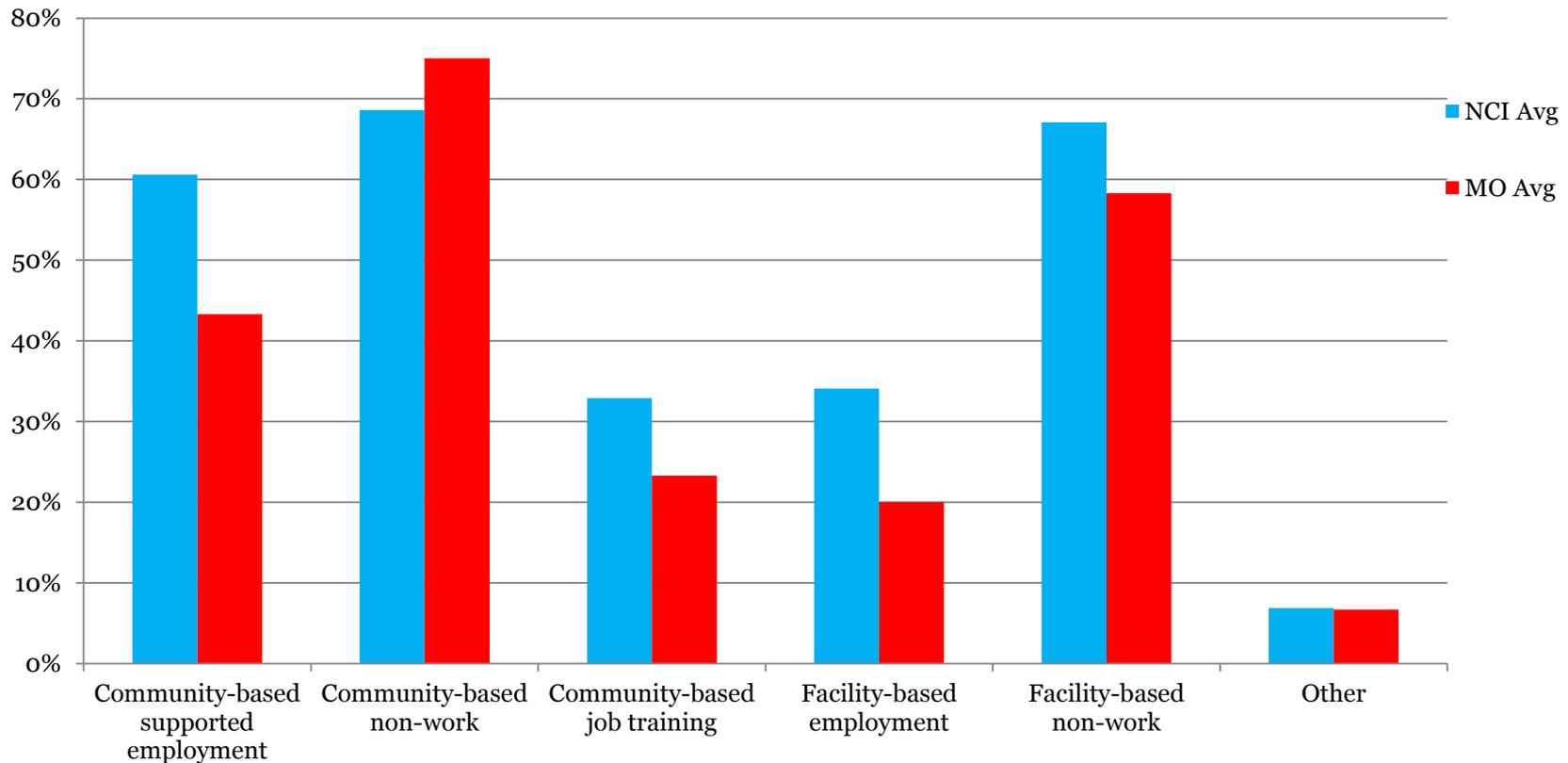
53%



MO Avg

2016 NCI Staff Stability Survey

Non-Residential Supports: Breakout by State and Type



2017 NCI Staff Stability Survey

- 👤 2017 Staff Stability Survey information will be e-mailed to applicable DMH DD contracted providers by NCI .
- 👤 NCI has been provided the e-mail information to directly notify applicable DMH DD contracted providers.
- 👤 The survey is voluntary and must be completed by June 30th 2018.
- 👤 Goal is to have participation to demonstrate a statistically valid sample for 2017 survey year.



Questions?