



Research & Training Center on Community Living

Raising Expectations: The Direct Support Professional Workforce

The Arc National Conference

Seattle, Washington

August 4, 2013

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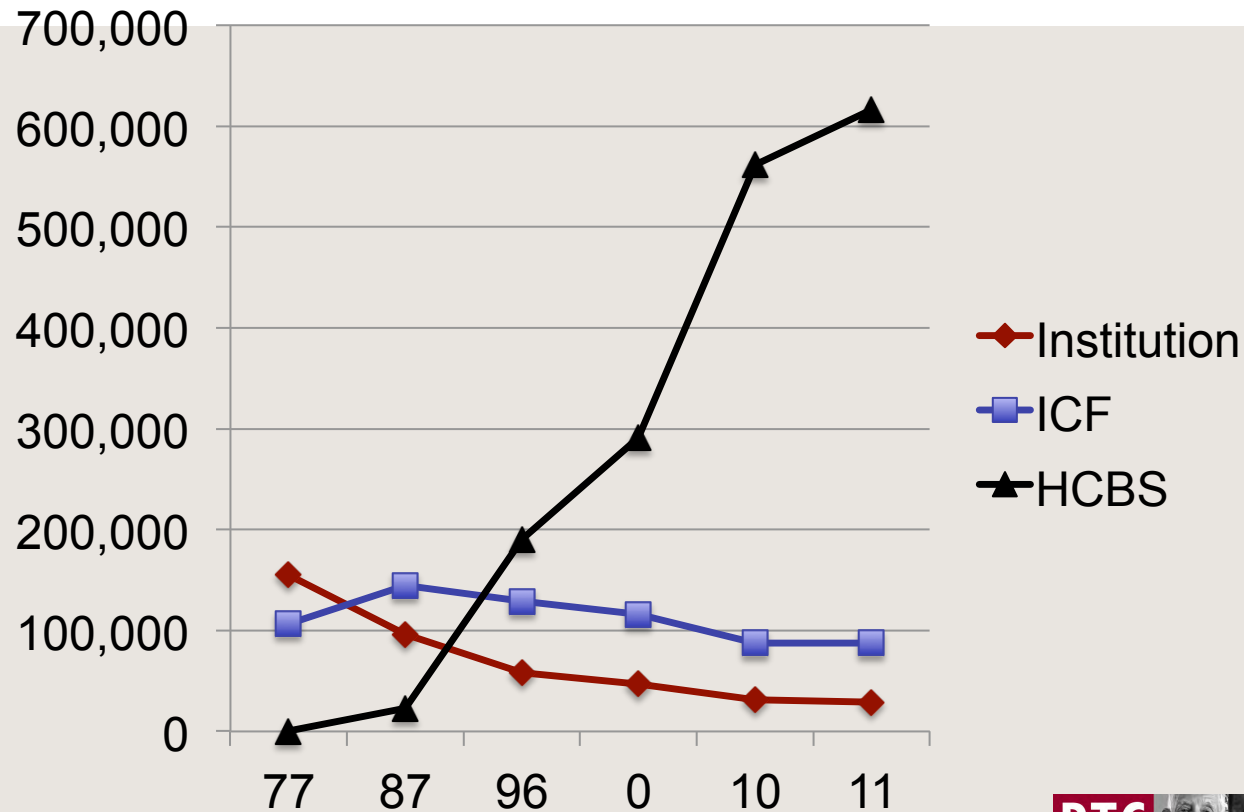
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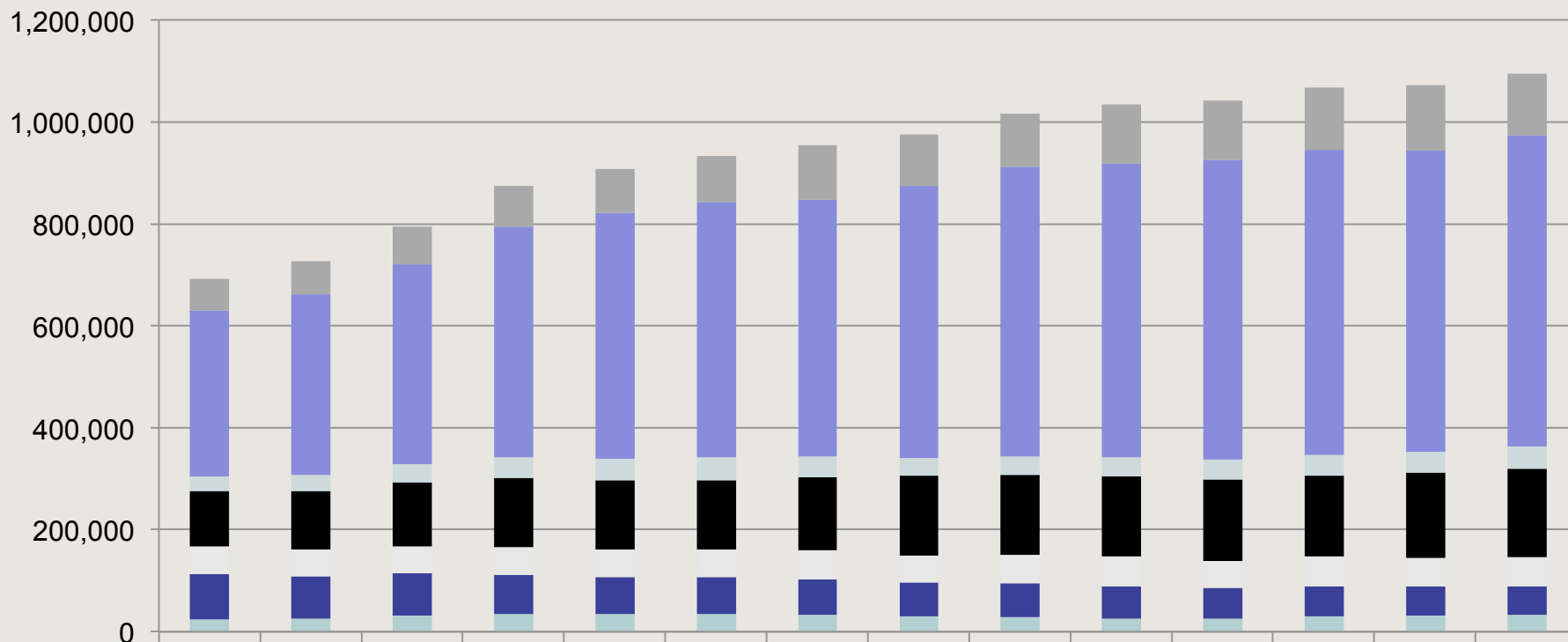
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Institution, ICF/IDD & HCBS Recipients 1977-June 2011

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Place of Residence for Service Recipients with IDD 1998 to 2011



	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011
Own Home	62,669	65,006	73,147	80,242	86,694	90,597	107,157	101,143	104,386	115,659	115,873	122,088	127,455	120,313
Family	325,650	355,192	391,859	451,677	482,479	500,004	503,641	533,048	569,020	576,163	588,594	599,152	592,180	610,299
Host Home	28,122	31,884	37,367	40,688	42,272	45,759	39,857	35,386	35,302	36,972	38,262	40,967	40,060	44,214
1 to 6	108,844	114,546	124,469	135,322	135,571	135,569	142,918	156,610	157,082	157,765	160,477	158,621	167,874	172,769
7 to 15	53,940	52,863	52,818	54,333	54,031	54,325	58,503	52,888	56,572	59,002	53,198	58,235	55,682	57,486
16+	89,348	82,718	82,582	77,180	72,742	72,474	69,148	66,501	66,125	62,496	59,447	59,604	57,028	55,572
Nursing Home	24,144	25,533	32,195	35,155	34,820	35,005	32,899	30,027	28,206	26,013	26,080	29,608	31,832	33,661

National Service Need Projections

By 2020 it is estimated that:

- 640,000 individuals will need supported employment services
- Almost 700,000 individuals will be receiving services in their family home



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Growth of Community Based Services

■ Deinstitutionalization

- Community based settings
- Smaller in size
- Increase in variety and difference in places
- Geographic dispersion of service delivery location

■ Implications

- DSW roles requiring greater skill, judgment, and accountability
- Greater autonomy and responsibility
- More independent problem-solving, decision-making
- Need for adequate supervision and co-worker interaction



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DSP Expectations

Specialized knowledge

Culturally competent

Teach

Comply with rules and regs.

Support Choice

Problem-solve



Work well with others

Person-centered

End shift neat & tidy

Medical Support

Maintain health & safety

Respect rights

Document



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DSP Support



Who Are We Talking About?

■ Direct Support Professionals

- Personal Care Attendant
- direct care worker
- direct support staff
- community living specialist
- job coach
- employment specialist
- ETC.....



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DSP Workforce Challenges

- High Turnover / Low wages
- Poor access and utilization of benefits
- Limited access to training and education
- Increasingly absent or ineffective supervision
- Status and Image



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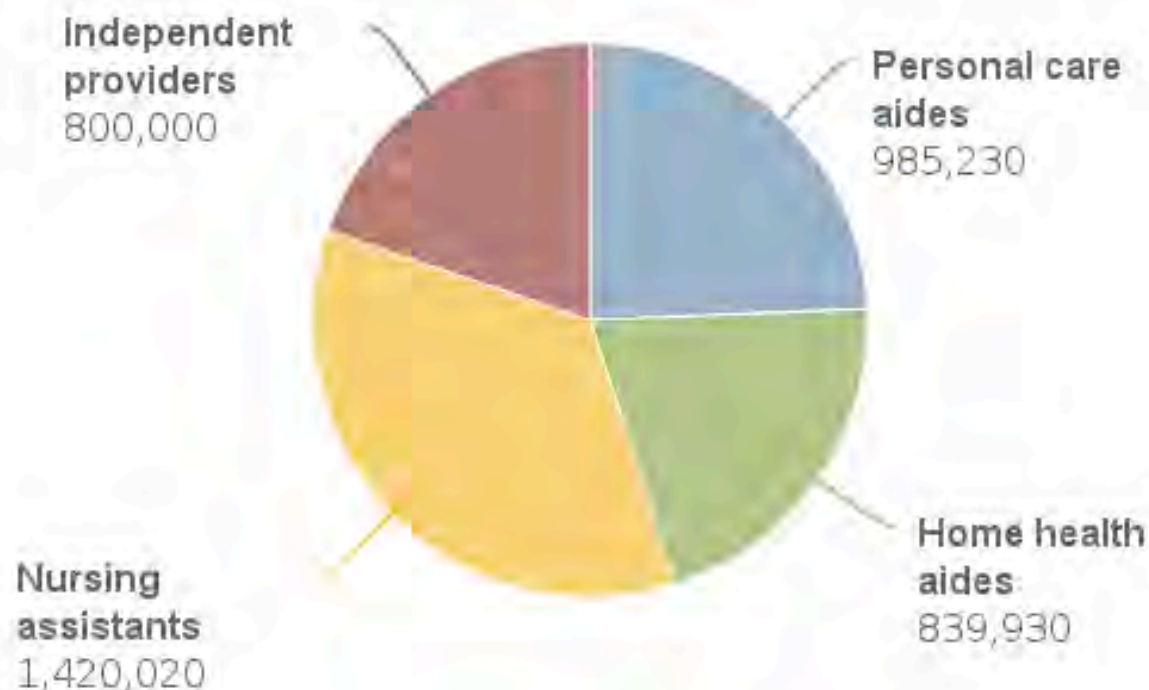
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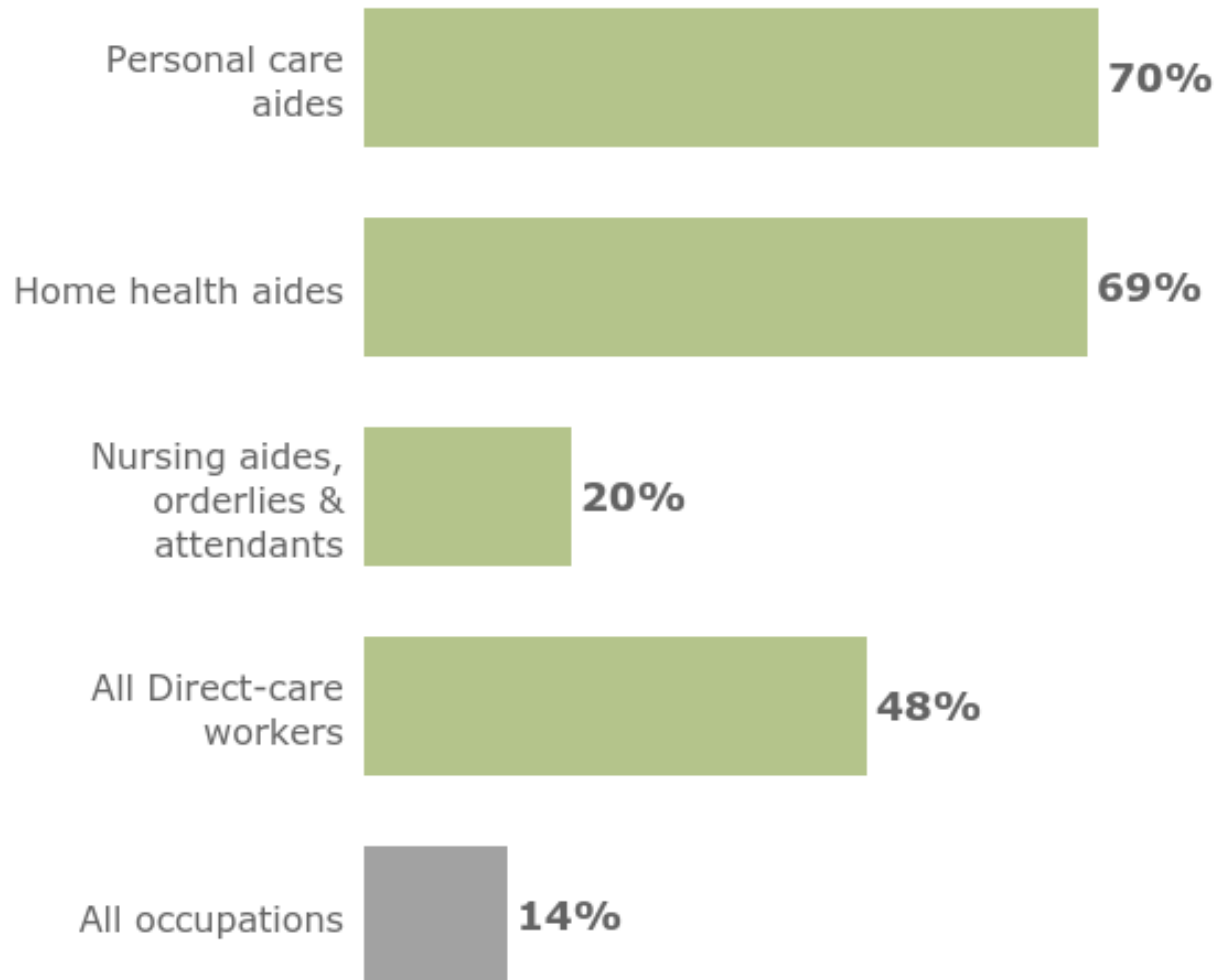
United States: Size of Direct-Care Workforce, 2012

Total: 4,045,180



Source: PHInational.org

United States: Occupational Growth Projections, 2010-2020



Source: PHInational.org

A man with a surprised or shouting expression, wearing a purple baseball cap with a logo, a red jacket with yellow trim, and a white t-shirt. He is outdoors, with trees and foliage in the background. His right hand is raised near his face.

- [illegible]



Percentage of Full-Time and Part-Time Workers in HCBS Settings (Employer Organization Surveys)



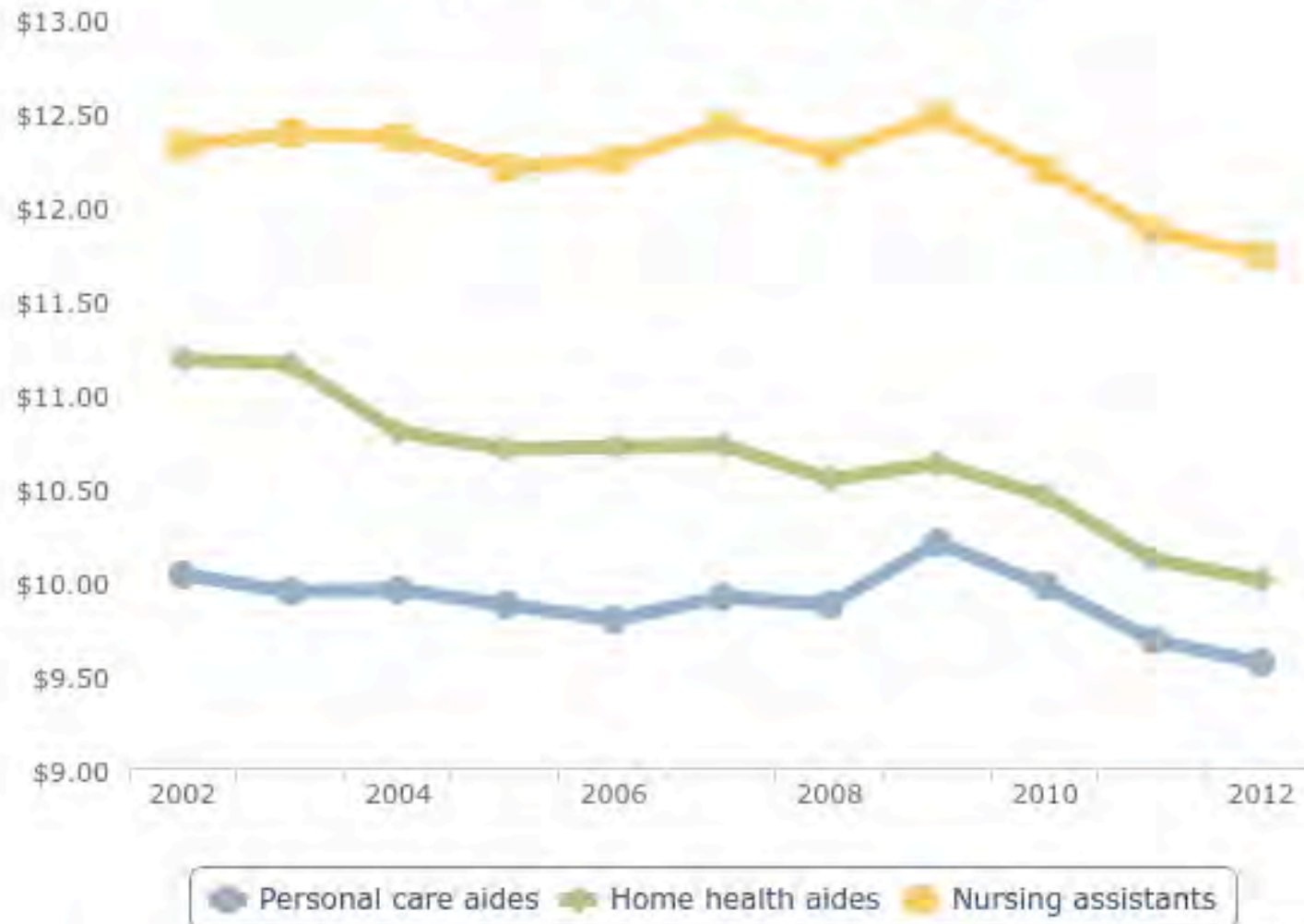
United States: Median Hourly Wages for Direct-Care Workers, 2012



Source: PHInational.org

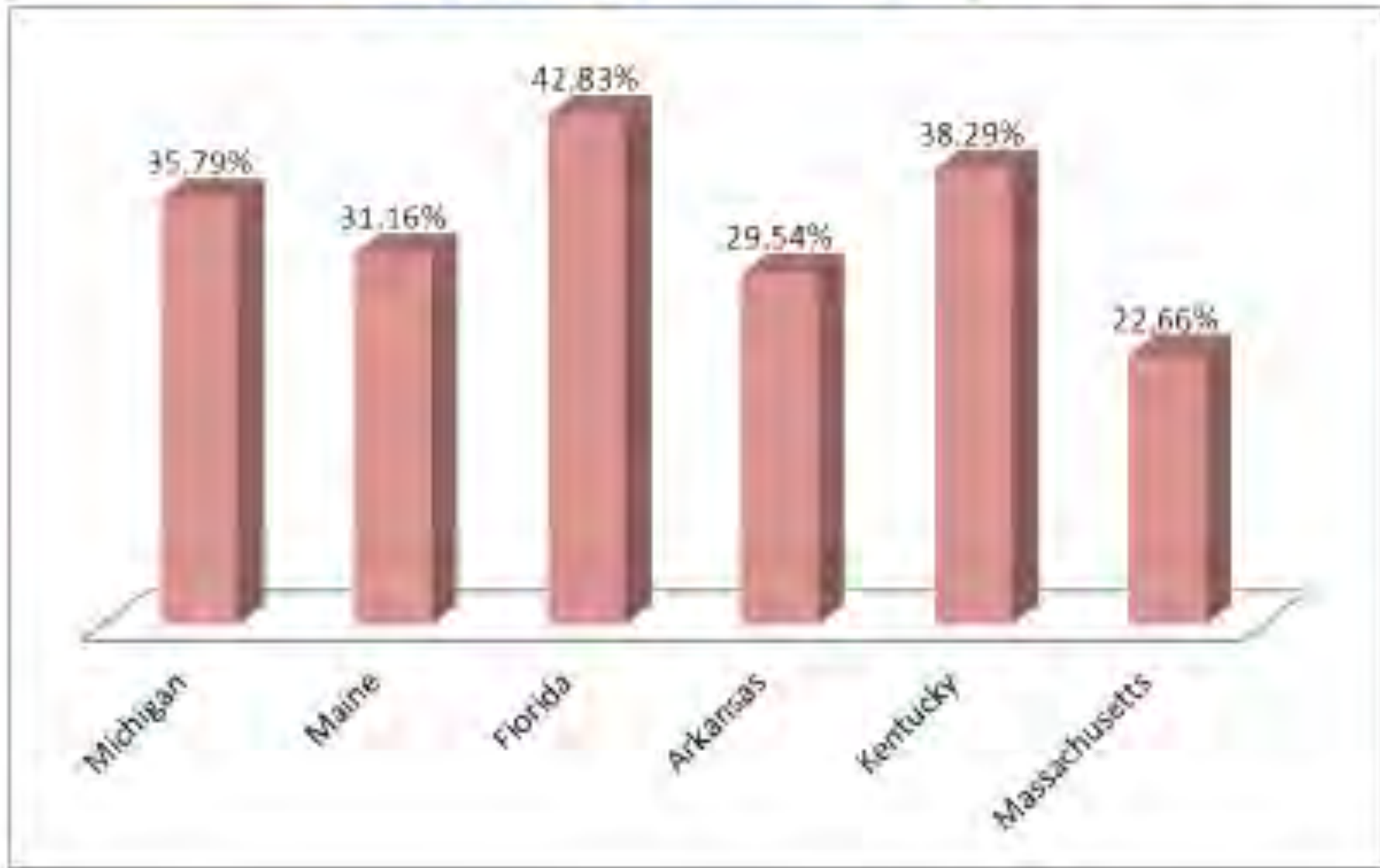
United States: Median Hourly Wages for Direct-Care Workers, 2002 - 2012

Adjusted for Inflation (2012 dollars)



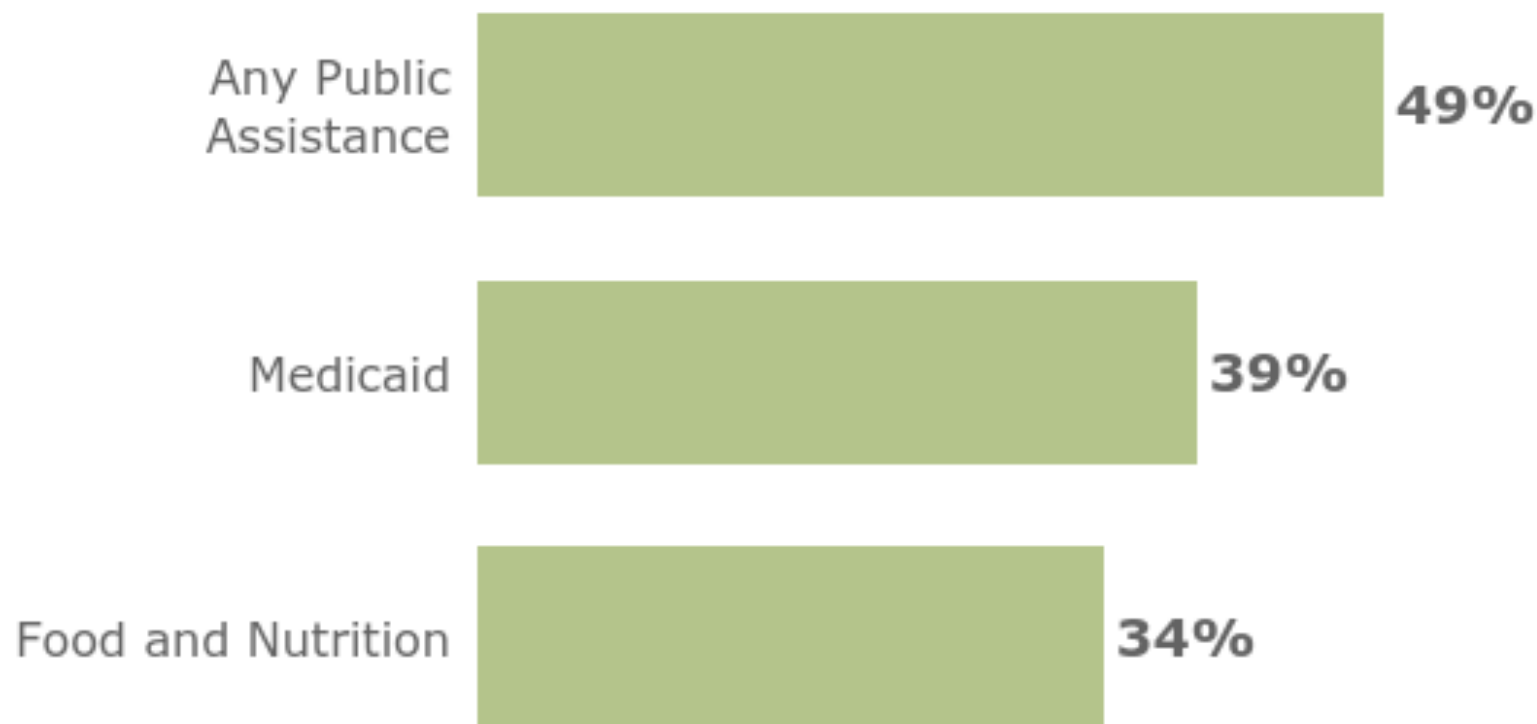
Source: PHInational.org

Absolute Turnover Rates in HCBS Settings (Employer Organization Surveys)



Source: DSW Resource Center, 2012

United States: Direct-Care Worker Households Relying on Means-Tested Public Assistance, 2011



Source: PHInational.org

United States: Direct-Care Workers Without Health Insurance, 2011

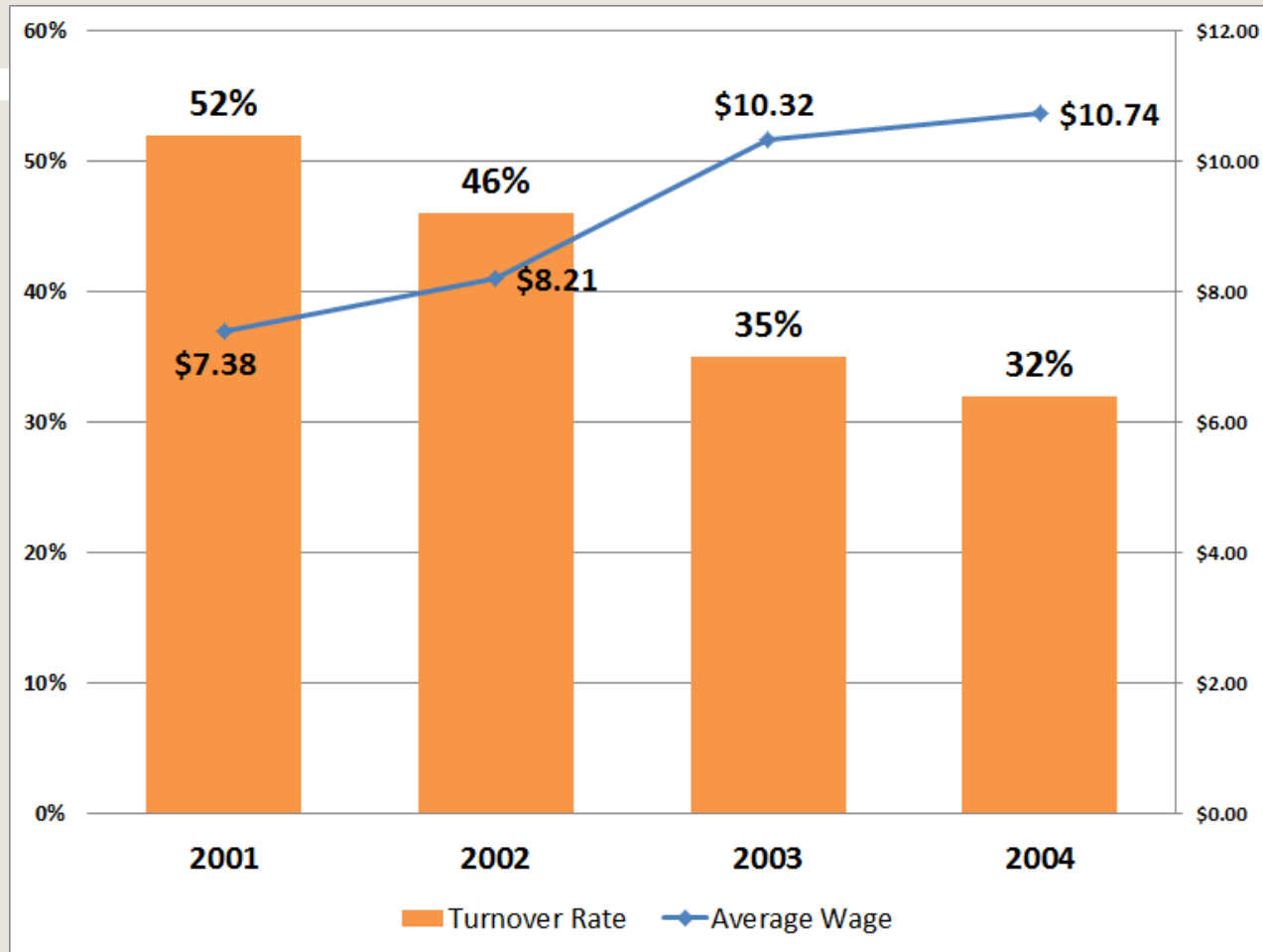


United States: Direct-Care Workers Covered by Employer-Sponsored Health Insurance, 2011



Wages matter...

WY 2002 DSP wage pass-through



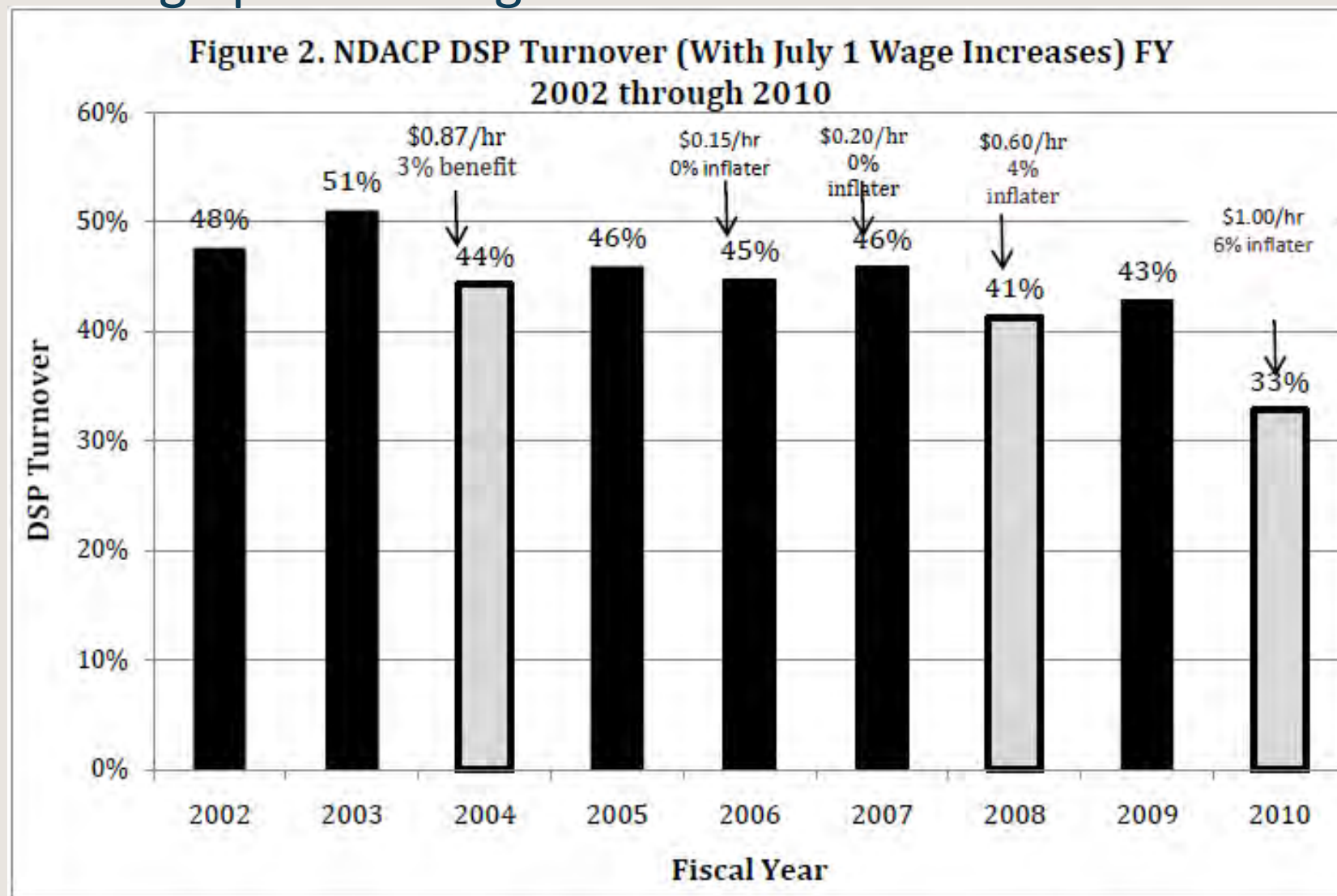
Source: Wyoming Department of Health, Developmental Disabilities Division (April 2005) "Direct Service Professionals Wages and Retention."

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2009 DSP Wage Study, ANCOR



ND wage pass-through



Source: DSW-RC for The North Dakota Association of Community Providers (NDACP) (2010) Recruitment and Retention of Direct Support Professionals in North Dakota: Analysis of 2010 NDACP Data, available at: <http://www.ndacf.org/legislatSouivetalkingpoints,wages,%20turnover.htm>



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DSP Recruitment and Retention: A Self-Advocate Perspective



- We want staff who show up on time and help us get the stuff done we need to get done
- We want people who are paid enough to stay so they like what they are doing
- We want people who respect us and are respected for what they do and the pay they earn

**Cliff Poetz,
Self Advocate Leader**

■ Recruitment & Selection

- ## ■ Retention

-
- A photograph of a man in a wheelchair wearing an orange t-shirt with a white logo and a white cowboy hat. He is sitting in a blue wheelchair and talking to a man standing next to him. The man standing is wearing a blue polo shirt and khaki shorts. They are in a room with a stainless steel elevator in the background.

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University of Minnesota Resources:
rtc.umn.edu



Direct Support Professional Workforce Toolkit

Coming to you
Fall 2013

The Arc and the RTC at the University of Minnesota are partnering to bring to you a collection of tools designed to build and promote a quality direct support workforce

Realistic Job Preview (RJP) Video

The RJP is a recruitment strategy used to give potential DSPs detailed and balanced information about the job. This video illustrates the real, everyday work of DSPs including both positive and negative information so potential staff can make an informed decision about accepting employment. This strategy has the potential to reduce turnover by as much as 20%.

Public Service Announcements

Public service announcements for state and local chapters to promote the work of DSPs in their local communities during DSP week. The PSAs will include examples of DSPs in action making a difference in their communities.

Structured Behavioral Interview Questions

A series of structured interview questions customized for use by Arc chapters and families who hire their own DSPs and designed to produce behavioral oriented responses tied to national core competencies for DSPs.

DSP and FLS Competency Sets

These competencies are an evidence-based set of knowledge, skills, and abilities that reflect best practice of DSPs and FLS who work with individuals with disabilities in residential, work, and community settings.

Turnover Calculator, Retention, Wage and Benefit Electronic Survey

This electronic tool provides a mechanism for organizations and families to easily calculate and trend over time their DSP turnover, retention, wage and benefit data.

Target Market Recruitment Flyers and Job Announcements

A set of job postings and recruitment flyers that target niche markets such as students, seniors, Spanish speakers, stay at home mom and dads, faith groups, and displaced workers. These materials are in electronic format and available for organizations or families to edit and customize for their own use.

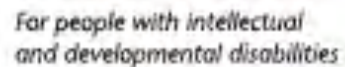
Direct Course: College of Direct Support and College of Frontline Supervision

The College of Direct Support, the College of Frontline Supervision and the College of Employment Services are on-line competency based training programs that target DSPs and FLSs. These curricula are used in 32 states and by approximately 270,000 DSPs each day and include 220+ lessons on topics relevant to learners who support individuals with IDD.

Created by the Research & Training Center on Community Living

Raise Expectations By:

- Using (or urging use) by providers and families
- Encouraging policies that promote practices aligned with tools
- Leading the way




Achieve with us.

Realistic Job Preview

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Present non-distorted information to job applicants

- # Direct Support
- ## A Realistic Job Preview
- 
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Why Use RJP's?

- RJP's improve retention rates by 9% - 17%
- RJP's increase retention of workers
 - ◆ 12% for agencies with annual retention rates of 50%, and
 - ◆ 24% for agencies with annual retention rates of 20%



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NY RJP

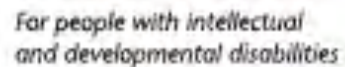


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Public Service Announcement

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PSAs

- Component of recruitment campaign
- Raise community awareness of DSPs
- Celebrate profession
- Combine with annual DSP national week

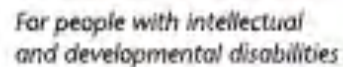
<http://directsupportprofessional.org/>



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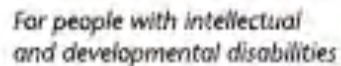
Structured Behavioral Interview Guides



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- The best predictor of future behavior is past behavior in similar circumstances that was recent or that reflected long-standing behavior patterns
- Ask candidates to describe situations they have faced and how they handled them.
 - Situation, Behavior, Outcome



Turnover Calculator, Retention, Wage and Benefit Survey

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The Arc DSP Data Collection

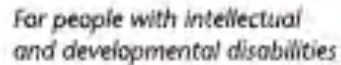
- Assist with understanding your organization's data
- Provide a national picture
- Support public policy
- Leverage external resources/grants to help



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Targeted Marketing and Recruitment Toolkit



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Niche Group Marketing



- Gen X and Y'rs
- Faith communities
- Retirees
- Students
- Displaced workers
- Stay at home parents



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Are You Called to Help Others?



Consider Working with People with Disabilities

Individuals with disabilities need support to work, live, and worship in their communities. You can help them live satisfying lives.



316-722-4554

<http://www.arrowheadwest.org>

Ready to Do More? *Ready to Be More?*



Consider Working with People with Disabilities

You have options! Make a difference in others' lives and your own. Experience a new adventure every day, starting today!



316-722-4554

<http://www.arrowheadwest.org>

FLS and DSP Competency Sets

Used as a guidepost for workforce development activities and tools:

- Recruitment, hiring, and selection
- Curriculum and training program development and implementation
- Job descriptions
- Performance evaluation
- Career pathways, ladders and lattices:
 - ✧ Apprenticeship programs
 - ✧ Credentialing and certification systems
- Continuing education and ongoing staff development



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What is Competency Based Training?

- Training that is focused on developing worker:
 - *Knowledge* (what a person knows)
 - *Skills* (what a person is able to do)
 - *Attitudes* (the way in which a DSP thinks about people with IDD, job and how they approach decision-making)
- Based on real work actions
- Goal of achieving required/desired outcomes



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- RTC**
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Initial Trends: DSP Performance (n = 505)

Overall trend of DSP skills:

- Intervention group had significantly higher ratings after 1-year in areas related to –
 - rights & choice
 - support in home & work
 - supporting relationships
 - safety & health

- On a 5-point scale:

0 = No skill; 1 = Introductory; 2 = Practice; 3 = Proficient; 4 = Advanced

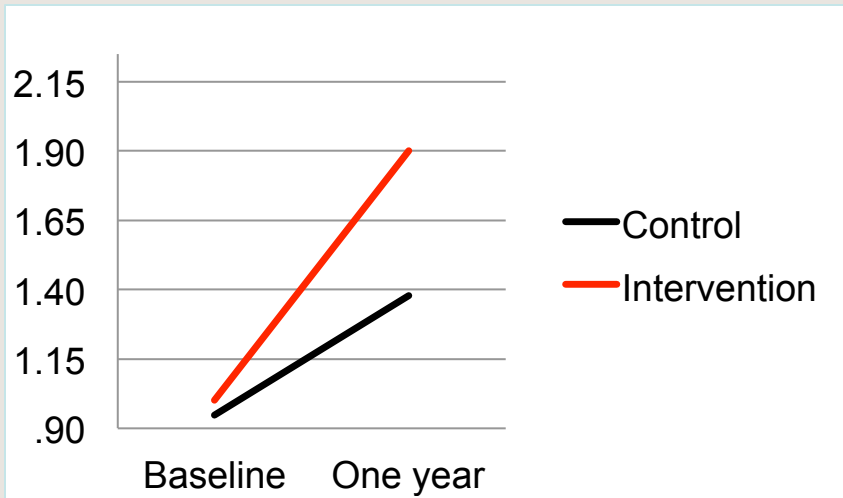


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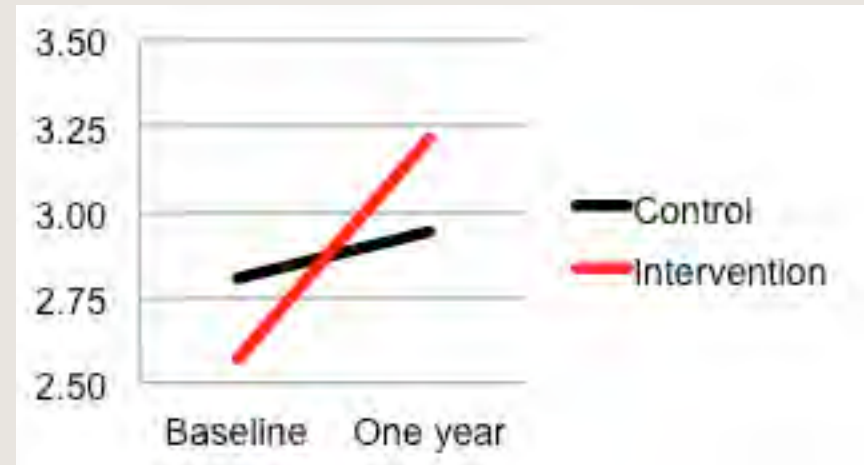
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DSP Performance

Teaches to live in community



Supports choice-making



(N = 140 from 9 orgs.)

Among the promising trends:

- Across both settings—intervention group experienced:
 - Decreases in loneliness compared to increases with control group.
 - Greater proportion reporting best friends compared to a decrease in control group.
 - Greater increase in social roles than control group.
 - Greater increase in choice making compared to control group.



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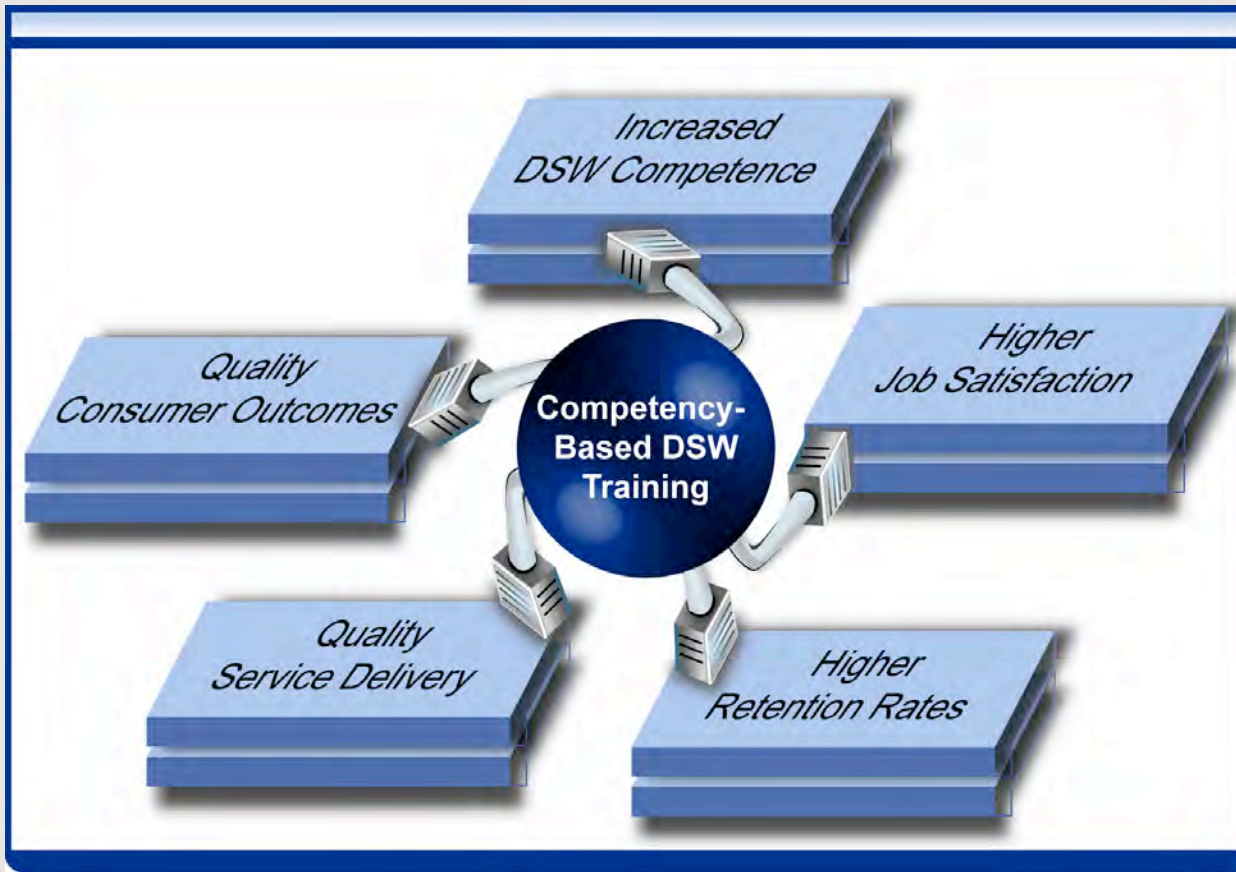
RTC, 2013 (preliminary data)

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CDS Evidence Base: Retention/Vacancy

State of org.	Approach to CDS	Outcome
NY	CDS & certification	Annual Retention: <ul style="list-style-type: none"> CDS Training Group = 94% No CDS Training Group = 66%
NH	CDS, seminar & portfolio	Annual Turnover: <ul style="list-style-type: none"> Before CDS turnover = 40-50% After CDS turnover = 15%
KS	CDS, two levels of certification & demonstration	Annual Turnover: <ul style="list-style-type: none"> Before CDS turnover = 40% After CDS turnover = 13%
NC – 9 orgs	Varied across organizations	Annual Turnover: <ul style="list-style-type: none"> Average reduction in turnover = 6.9% across 9 orgs.
MN – 5 orgs Prelim. data Sites: -16 intervention -15 control	CDS, group discussion, mentoring	Annual Turnover > 6 months tenure <ul style="list-style-type: none"> Intervention = 5% reduction Control = 8% increase Vacancy Rates <ul style="list-style-type: none"> Intervention = 2% decrease Control = No change

Outcomes Associated with Competency-Based Training



(Direct Service Workforce
Resource Center, in draft)

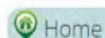


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education

Housing and Residential
Services

Frontline Initiative

Specific Life Stages

Highlighted projects

National Direct
Service Workforce
Resource Center

Something interesting
Other interesting link

National Residential
Information Systems
Project

Something interesting
Other interesting link
Something interesting

DirectCourse
Online Curricula for
Life in Community

Something interesting

Self-Advocacy Online

Something interesting
Other interesting link
Something interesting
Other interesting link

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