Gathering Data on the DSP Workforce

Agenda

- Overview of DSP workforce survey

- Reasons for conducting the survey

- Information about the survey instrument

- Using survey results

- Anticipated survey schedule

- Request for assistance getting the word out to all providers

Overview

In Spring 2022, California will conduct a survey of agencies
employing Direct Support Professionals (DSPs)

Participants:

- One survey for each agency employing DSPs 2021:
  - In-home supports, residential supports, non-residential supports
- Survey is voluntary

Where is data from within agency:

- Human Resources and Payroll data for calendar year 2021

Purpose:

- Collect quantitative information about factors impacting the DSP workforce
- Provide insight to potential improvement opportunities
- Evaluate impact of current initiatives

Who are Direct Support Professionals (DSPs)

- Primary job responsibility is to provide support, help with skills development, supervision, and personal assistance to IDD;

- Paid staff members who spend at least 50% of their hours doing direct service tasks;

- Full-time and part-time DSPs providing residential, in-home and/or non-residential supports.

Does NOT include:

- DSPs *not* funded through a regional center;

- Contract or 1099 workers;

- On-call or PRN workers;

- Employees hired through a temporary personnel agency;

- Clinically licensed or certified employees (therapists, nurses, social workers, psychologists, behavior specialists or behavior technicians, etc.);

- Employees only providing transportation, home modifications and/or meal delivery;

- Administrative or supervisory employees whose primary job responsibility is to provide support, help with skills development, supervision, and personal assistance to IDD.

Why collect data on DSP workforce stability?

Why DSPs?

- DSPs are a critical part of the IDD the service system.

- The DSP workforce is experiencing challenges such as turnover and vacancy rates which can impact the lives of individuals they serve.

- The DSP workforce challenges affect provider agencies.

- Multiple stakeholders have expressed support for learning more about the employment of DSPs.

Benefit

- Reliable data will inform policy, design recruitment and retention efforts, and examine the impact of rate increases over time.

- Using a validated survey tool specific to IDD systems ensures credibility and comparability of results.

Survey Instrument

➢ Only national survey specifically about the IDD DSP workforce

➢ Used in 26 other states
  ➢ Allows for comparison with other states

➢ In use for more than 5 years
  ➢ Survey has evolved based on provider input

➢ Has been tailored for California
  ➢ Includes DSP workforce serving children
  ➢ Impact of local minimum wage requirements
  ➢ Other issues of importance to California

More information about the NCI Staff Stability Survey

What Topic Areas are covered?

Agency Profile

Payroll Data

Compensation

Bonuses and Overtime

Benefits

Recruitment & Retention

Front-line Supervisors

Sample Questions

1. How many **adults** with IDD were receiving **residential supports** from your agency as of Dec. 31, 2021?
   - ❑ 1-10 Adults with IDD
   - ❑ 11-20 Adults with IDD
   - ❑ 21-50 Adults with IDD
   - ❑ 51-99 Adults with IDD
   - ❑ 100-499 Adults with IDD
   - ❑ 500-999 Adults with IDD
   - ❑ 1000+ Adults with IDD

   This question is repeated for non-resident supports and in-home supports and for children served in each of these three categories.

2. Please indicate the number of DSPs on your payroll as of Dec. 31, 2021 who were continuously employed in a direct support capacity for:

- Less than 6 months _____
- Between 6 and 12 months _____
- Between 12 and 24 months _____
- Between 24 and 36 months _____
- More than 36 months _____

3. Please indicate the number of DSPs on your payroll as of Dec. 31, 2021 who identified as:

- American Indian or Alaska Native _____
- Asian _____
- Black or African American _____
- Pacific Islander _____
- White _____
- Hispanic/Latino _____
- More than one race/ethnicity _____
- Other race/ethnicity _____
- Don't know _____

4. What was the average (mean) STARTING hourly wage paid to DSPs in each of the following types of services in 2021?

a) Average starting wages of DSPs across services and settings $___.___(per hour)
b) Average starting wages of DSPs provide **residential supports** $___.___(per hour)
c) Average starting wages of DSPs provide **in-home supports** $___.___(per hour)
d) Average starting wages of DSPs provide **non-residential supports** $___.___(per hour)

This question is repeated for average hourly wage

5. If your agency differentiates between full-time and part-time DSPs, do you use a different pay scale for full-time and part-time DSPs?

In other words, do starting wages and/or raise calculations differ for part-time DSPs versus full-time DSPs?

❑ Yes
❑ No

How is the Survey Conducted?

➢ Survey completed by provider organization, not DSPs

➢ Email with link to survey sent to every agency identified as employing DSPs

➢ Survey respondents enter agency payroll and benefits data online for calendar year 2021

➢ Survey period ~ 6-8 weeks in early/mid Spring 2022

➢ Data are more reliable when more providers participate

➢ Publicly reported data will be aggregated results.

➢ Each agency's results will remain confidential.

How to Use the Data?

- Comparable data
- Regional variations
- Variations by service line
- Vendor self-awareness
  - Comparison within range of results

** Published data will be de-identified of provider information**

What are the Next Steps?

- Help get the word out to all agencies
  - Other groups we should be meeting with?
  - Agency distribution list that goes to the right person?
- Expect a promotional mail about the survey in February
  - Confirm accurate and appropriate single email address for each agency

THANK YOU!

For more information contact:

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