National Core Indicators®

**Staff Stability Survey 2018 Results
Florida**

NATIONAL ASSOC. OF STATE DIRECTORS OF DEVELOPMENTAL DISABILITIES SERVICES

AND

HUMAN SERVICES RESEARCH INSTITUTE

NASDDDS and HSRI

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

  ▶ Looking at scope of DSP crisis helps address this goal

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Direct Support Professionals (DSPs)

DSP Crisis

Demand for home-based care increases demand for quality DSP workforce; hcbs settings rule will impact further

Aging population also require direct support-competing for the same demographic of paid support workers

High vacancy rates/turnover rates impact service delivery – staffing ratios, access, trust and delays in progress

High turnover rates: extra incurred costs to providers

Recruitment costs

Onboarding and Pre-Service Training

Additional costs associated with overtime

Staff Stability Survey: WHY?

Lack of data about direct support workforce

- Data are needed to assess state's DSP workforce changes, provide insight to potential improvement opportunities.

- Standardized methods for collecting and calculating the data impact credibility and comparability of final results

- Speaking as one voice is facilitated by collecting the same data

Notes on the data

Variation is the key to improvement
- we provide averages and median, we encourage states to look at variation

▶ In general, survey is voluntary

  ▶ several states set participation as a requirement (OR, OH)

▶ Agencies may not have answered all questions

  ▶ N (sample size) important to note

▶ Data for NCI average is weighted by Margin of Error

  ▶ Higher margin of error = less impact on NCI Average;

  ▶ Weighting does not effect a state's specific results.

Results from 2018 NCI Staff Stability Survey

Staff Stability 2018 Basics
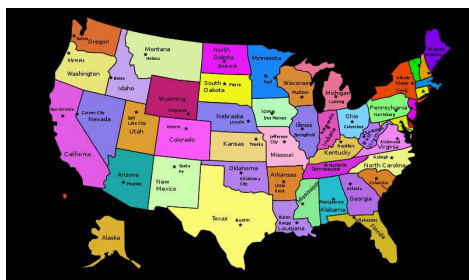
26 States + DC

AK, AL, AZ, CO, CT, DC, FL, GA, HI, IL, IN, LA, MA, MD, MO, NC, NE, NJ, NY, OH, OK, OR, SC, SD, TN, UT, WY

4400 Service Providers

Median number of DSPs employed by agencies in the participating states: 41

Medians range from 6-131

Estimate 200,000+ DSPs represented

Florida Response

▶ Total population of eligible providers: 1768 (only HCBS)

  ▶ Total number of providers in the state minus those reporting not providing any of the requisite service types and/or reported not employing any DSPs

▶ # valid responses: 414

▶ Response rate 23.4%

▶ Margin of error: 4.22%

  ▶ States' margins of error ranged from 0.00% to 14.73%

  ▶ 13 states had <5% margin of error

Florida pulled a list of active iBudget waiver provider agencies with service authorizations for at least one of the following selected services in FY17-18 and/or FY18-19: Companion, Supported Employment, Adult Day Training, Personal Supports, Supported Living Coaching, and Residential Habilitation. Additional follow-up and outreach was made to update the email contact information in advance of releasing survey.

Results from 2018 NCI Staff Stability Survey

Leadership and guidance from the State Agency demonstrates a dedication to addressing the problem, a commitment to partnership and a shared recognition of the significant contribution of DSPs in delivery of quality services.

Results from 2018 NCI Staff Stability Survey

FL Provider Characteristics

In FL, 80.1% of responding providers reported ONLY supporting adults with IDD.

State range 42.7%-87.5%

Almost 90% of FL providers (89.3%) employ less than 40 DSPs

	1-20 DSP	21-40 DSP	41-60 DSP	61+ DSP
Florida	81.1%	8.2%	3.6%	7.0%
NCI avg	35.1%	12.5%	8.3%	44.0%

Figure 1. Spread of agency size in 2018 (based on number of DSPs)

Provider agencies in Hawaii, for example, are, as a whole, smaller (most under 250 DSPs) whereas New York has a broad range of agency sizes.
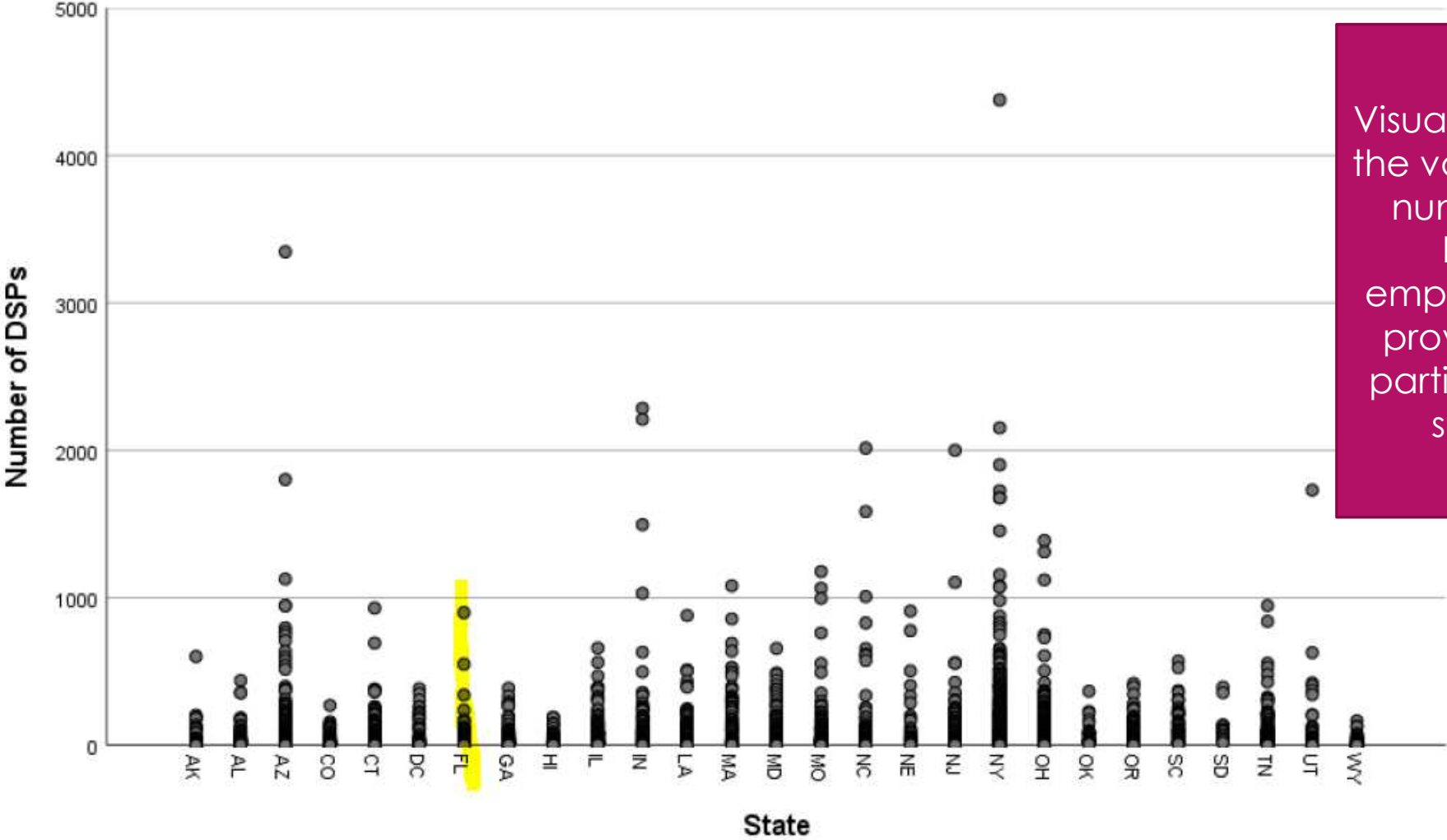
Visualization of the variation in number of DSPs employed by providers in participating states

Service type definitions

Residential Supports

Residential Supports are supports provided to a person in a home or apartment that is owned and/or operated by your provider.

Results from 2018 NCI Staff Stability Survey

In-Home Supports

In-home Supports—Your provider does not own and/or operate the home in which the person lives.

Non-residential supports

Non-residential Supports supports provided outside an individual's home such as adult day program services and community supports or job supports

Types of services provided

► FL:

	Residential	In Home	Non-Res
FL	60.1%	50.6%	43.8%
NCI Avg.	72.4%	74.4%	73.7%

	1 type	2 types	3 types
FL	57.7%	30.4%	11.8%
NCI Avg.	27.6%	24.6%	47.8%

As a whole, FL has more 1-service-type providers than the NCI average.

Numbers of adults with IDD served

In all settings, in FL there is a trend towards smaller settings than the NCI average

Residential

	1-10	11-20	21-50	51-99	100-499	500-999	N
FL	57.7%	19.8%	14.9%	2.8%	4.4%	0.4%	248
NCI Avg	15.6%	12.0%	19.2%	32.9%	20.0%	0.3%	2563

In-home

	1-10	11-20	21-50	51-99	100-499	500-999	N
FL	70.7%	12.0%	13.0%	2.4%	1.9%	0.0%	208
NCI Avg	51.8%	6.5%	16.9%	6.4%	18.1%	0.3%	2681

Non-residential

	1-10	11-20	21-50	51-99	100-499	500-999	N
FL	43.0%	14.5%	16.2%	13.4%	11.7%	1.1%	179
NCI Avg	23.0%	12.5%	14.7%	28.2%	20.4%	0.7%	2729

Now we understand the FL provider landscape…..

## LET'S LOOK AT IMPACT

Turnover

Each provider's turnover rate is calculated as:

(total separated DSPs in past year) divided by (total direct support staff as of December 31, 2018).

The state turnover rate is an average of the turnover rates of agencies in each state.

▶ **FL Turnover rate: 32.5%**

▶ Across states, the turnover rate for DSPs in 2018 ranged from **30.7%** to **62.7%;**

▶ the weighted NCI average turnover rate was **51.3%.**

▶ 10 states reported >50% turnover rate.

Figure 2. Spread of agency turnover rates in each state in 2018
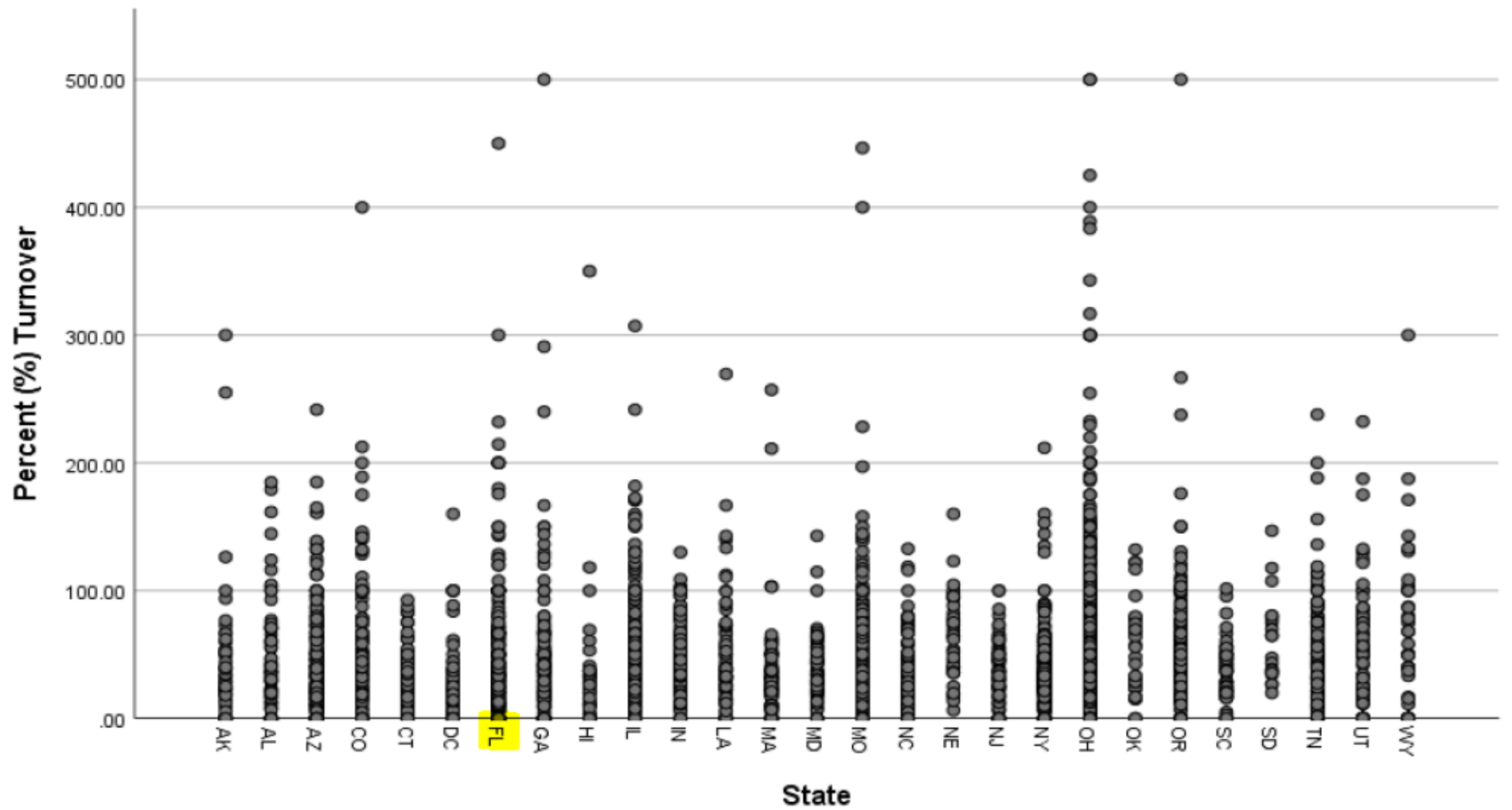
Tenure-__Employed__ DSPs

Formulas for tenure were based on the number of DSPs in each time range who were employed as of Dec. 31, 2018

Tenure among DSPs who **__were__ __employed__** as of Dec. 31, 2018 ranges:

▶ **Less than 6 months**

  ▶ **FL: 14.9%** NCI: 19.6%

▶ **6-12 Months**

  ▶ **FL : 17.6%** NCI: 14.7%

▶ **12-24 months**

  ▶ **FL : 16.8%** NCI: 17.2%

▶ **24-36 months**

  ▶ **FL : 10.0%** NCI: 10.1%

▶ **36 months or more**

  ▶ **FL : 40.8%** NCI: 38.4%

Tenure-Separated DSPs

Formulas for tenure were based on the number of DSPs in each time range who separated from employment between Jan 1 and Dec. 31, 2018

Tenure among DSPs who **separated from employment** as of Dec. 31, 2018:

- ► **Less than 6 months**
  - ► **FL : 22.8%** NCI: 34.7%
- ► **6-12 Months**
  - ► **FL : 11.9%** NCI: 20.3%
- ► **12-24 months**
  - ► **FL : 9.6%** NCI: 14.3%
- ► **24-36 months**
  - ► **FL : 3.3%** NCI: 7.3%
- ► **36 months or more**
  - ► **FL : 8.9%** NCI: 12.1%

In FL, 56.6% of responding providers reported at least 1 DSP separation in 2018.

The states ranged from **56.6%**-100.0%

Termination as a reason for separation

May be worth further investigation. Are there policies in place that are influencing this high termination rate?

On average across all reporting states, 17.7% of all separations were terminations. **FL: 25.2%**

State averages for terminations range from 11.2% to 34.0%

Agencies were asked to report the % of voluntary separations and the % of separation due to termination. 5.2% reported they were not able to report the reason.

Vacancy Rates

Agencies who reported tracking capabilities between full time and part-time employees were included in this data.

- ▶ Vacancy rates for **full-time positions**
  - ▶ **FL: 6.6%**
  - ▶ ranged from **3.3% to 14.7%** with an NCI Average of **11.9%.**
- ▶ Vacancy rates for **part-time positions**
  - ▶ **FL: 10.3%**
  - ▶ ranged from **5.8% to 23.3%** with an NCI Average of **18.1%.**
- ▶ These are **point-in-time** vacancy rates, not averages across the year.

Now let's look at contributing factors

Wages

The formula for calculating average wages was described in the survey; agencies were asked to use the formula to calculate consistent wage averages.

▶ Across all service types, responding agencies paid a **median hourly wage of**
- ▶ **FL: $10.00**
- ▶ **NCI: $12.00.**

▶ Median hourly wages by service type:
- ▶ DSPs providing **residential** supports
  - ▶ FL $10.00
  - ▶ NCI: $12.57
- ▶ DSPs providing **in-home** supports
  - ▶ FL: $10.00
  - ▶ NCI: $12.00
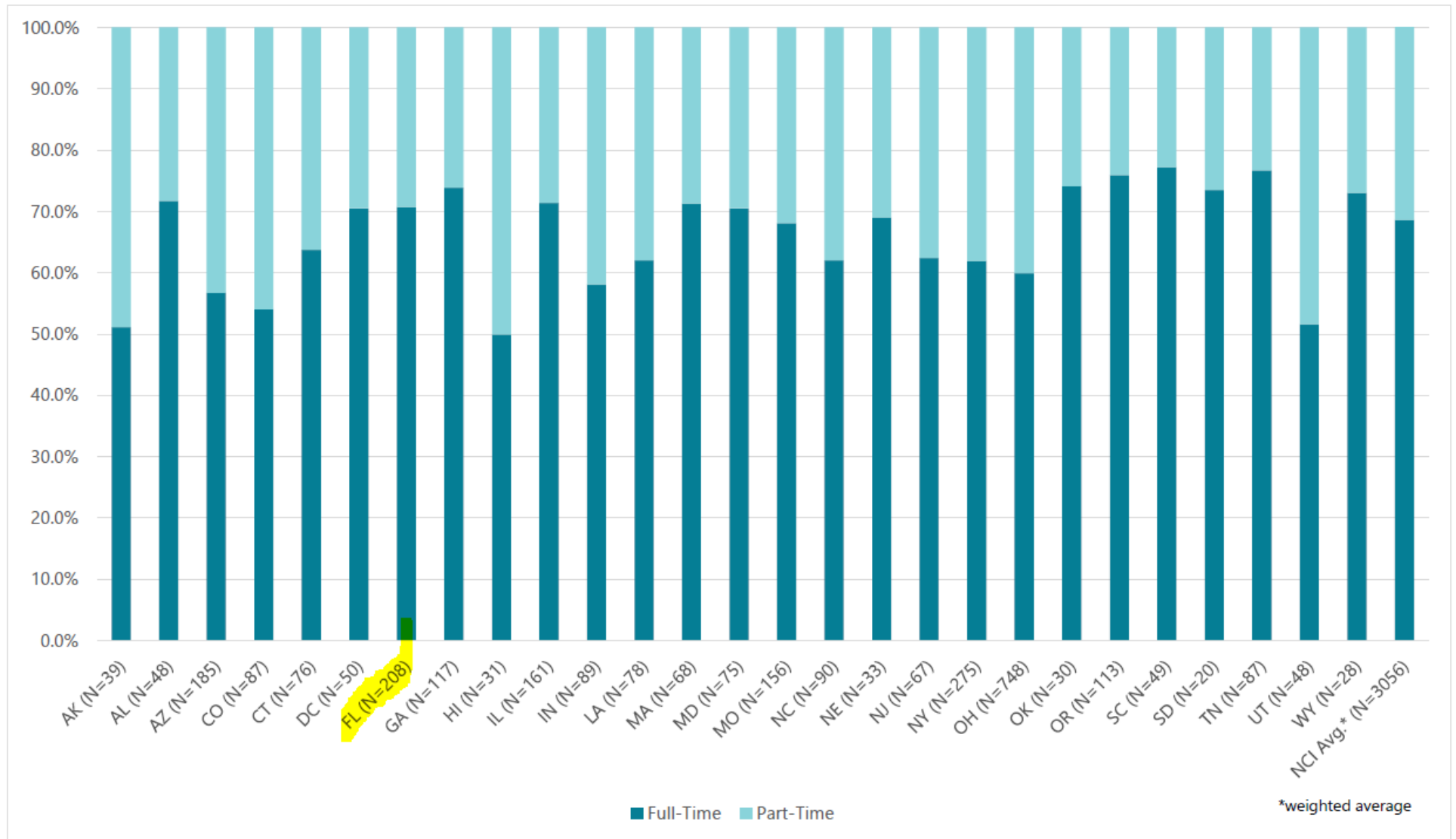- ▶ DSPs providing **non-residential** supports
  - ▶ FL: $10.12
  - ▶ NCI: $12.90

Living wages

Figures are in dollars ($) and were retrieved from:

http://livingwage.mit.edu/

	NCI Median Hourly Wage	1 adult	1 adult and 1 child	2 adults (1 working) and 2 children	2 working adults and 2 children
FL	$10.00	$12.17	$25.25	$26.13	$15.88

Results from 2018 NCI Staff Stability Survey

Chart 2: Average percentage of agency workforce that is full-/part-time[17]

Full-Time Part-Time

*weighted average

Paid Time Off

Two methods of paid time off are typically reported –

Pooled Time Off meaning the specific purpose or reason is not explicitly tracked

Tracked Time off, meaning the time is tracked as either sick time, vacation time, or personal time off. Agencies were asked to report their method and the specific data.

Results from 2018 NCI Staff Stability Survey

▶ **In FL: 31.1% of responding providers offered some sort of paid time off to DSPs (NCI Avg: 77.5% -- States ranged 31.1%-100.0%)**

POOLED paid time off

▶ **In FL, 36.8%** of responding providers offered pooled paid time off to some or all DSPs.

Of those not using the pooled method in FL:

▶ **58.9%** offered paid sick time to some or all DSPs. (NCI Avg: 85.4%)

▶ **78.9%** offered paid vacation time to some or all DSPs. (NCI Avg: 89.0%)

▶ **36.2%** offered paid personal time to some or all DSPs. (NCI Avg 30.7%)

IN FL: 23.3% of all responding agencies offered health insurance to some or all DSPs (NCI Avg 70.6%)

Additional Data Available

$ Wages as a % of state minimum wage

Offer Health Care Benefits and any eligibility requirements including dental/vision coverage offered.

Bonuses paid to employees

Employer sponsored retirement benefits offered / available

Other benefits- tuition reimbursement, flex spending accounts, health incentives,

Results from 2018 NCI Staff Stability Survey

How are other states using data?

NY is using SS data to compare outcomes before and after a DSP credentialing project

OH created innovation grants for providers which resulted in groundbreaking practices to retain DSPs

PA is offering small grants to providers willing to try something new, and share their learning.

TN used data as evidence to advocate for a rate increase. Then used NCI to determine whether rate increase went to wages.

UT uses NCI data to advocate for, and assess outcomes of a wage increase

Results from 2018 NCI Staff Stability Survey

What can FL do with these data?

Learn	Organize	Work	Focus on
State agency can learn from the variation in your state	The state agency can organize a learning collaborative workgroup	Work with service provider trade associations	State agencies can focus on the termination rates of DSPs.
• How can smaller agencies be supported as system changes are anticipated? • How is this significant in VBP?	• Look for patterns or trends by size of agency, region of the state, or other categories • Use quality tools to identify improvement opportunities • Share best or emerging practices.	• analyze trends by size of the agency or type of service provided (residential, in-home, and/or non-residential). • Comparison of wage and benefit similarities and differences can provide insight into potential factors that may impact turnover.	• identify possible state or local agency policies contributing to higher-than-average rates of termination when compared to other states.

Results from 2018 NCI Staff Stability Survey

Please contact NCI for more information

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