

Florida QC Meeting

3/16/2023



Direct Support Professionals (DSPs)

- **Direct Support Professionals** play a CRITICAL role within the service system.
- The role of the DSP is
 - To help with skills development
 - To provide prescribed support and supervision
 - To support people to learn new things
 - To ensure optimal health and safety
 - To help with upkeep of the person's home to assure it is clean, safe, and hazard free
 - To support people with intellectual and developmental disabilities to experience the quality of life they desire



Challenges Faced by DSP Workforce



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 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



COVID-19 has increased the challenges faced by the workforce

Recruitment costs
Onboarding and Pre-Service Training
Additional costs associated with overtime



Data are needed to...

- Assess state's DSP workforce challenges and provide insight for potential improvement opportunities.
- Ensure all providers and states are collecting data and calculating indicators (turnover, for example) in the same standardized way.
- Create an opportunity for providers to speak in one, unified voice to the state DD system through these survey results.
- Communicate to the state about the experience during COVID-19 pandemic.

Why is the State of the Workforce (SoTW) Survey Needed?

The challenges faced by the DSP workforce have ripple effects and **impact the lives and work of**

- DSPs
- Provider agencies and staff
- People receiving supports and their families

With the NCI-IDD SoTW...



- Providers communicate their collective voice to the state
 - Where have providers faced challenges related to the DSP workforce?
 - Where might they be better supported?
- This voice is used to make decisions about the future of the system



29 states and D.C. participated in the NCI-IDD State of the Workforce in 2021 and includes information on 280,000+ DSPs

- **Number of responding providers agencies:**
 - 377 FL
 - 3,770 across states
- **Florida sample**
 - Florida pulled a list of active iBudget waiver provider agencies with service authorizations for at least one of the following selected services in state fiscal year 20-21: Companion, Supported Employment, Adult Day Training, Personal Supports, Supported Living, Coaching, and Residential Habilitation.

FL Frontline Workers More Diverse Than Average

Frontline supervisors

Black

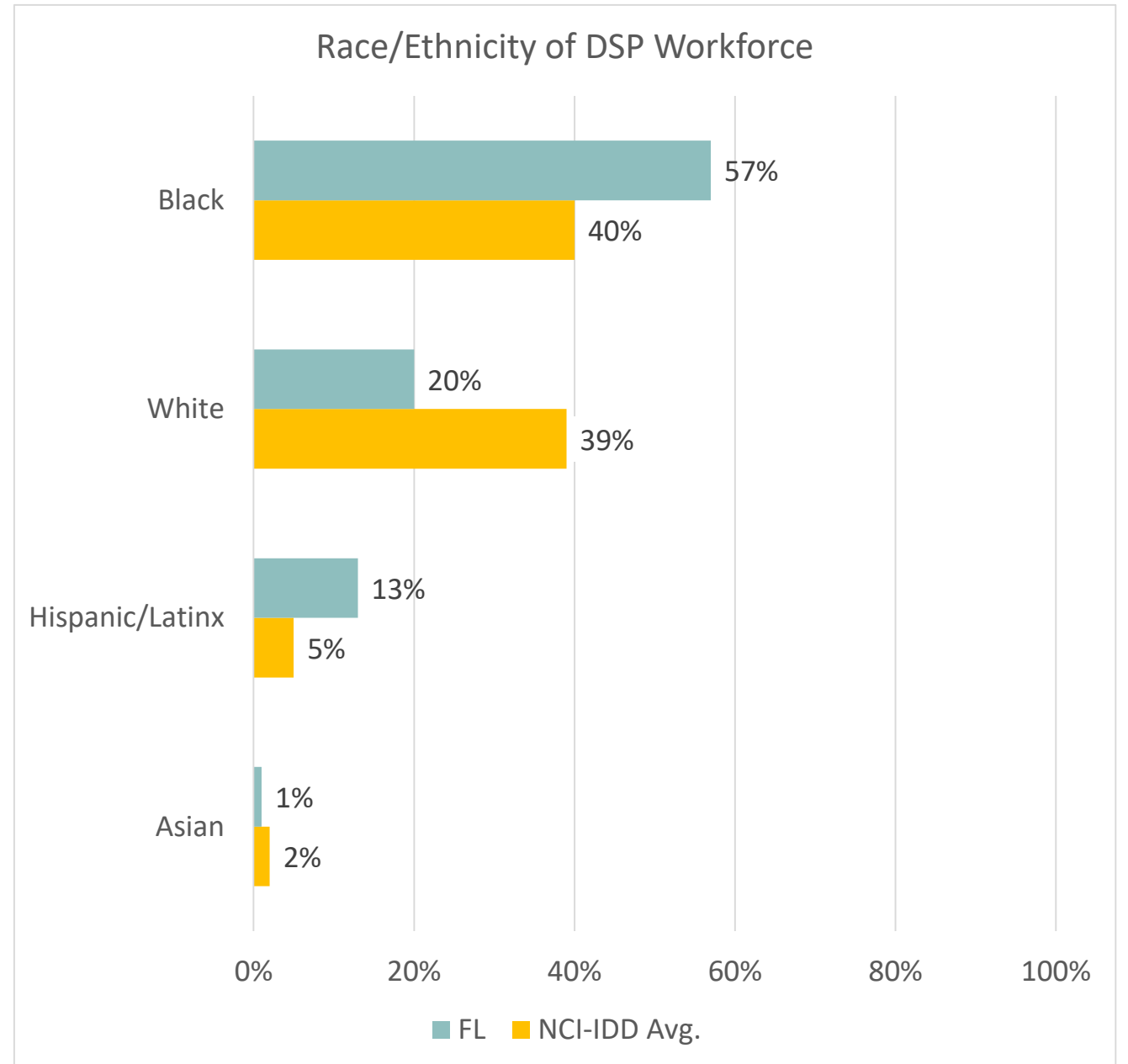
- 53% FL
- 37% NCI-IDD

White

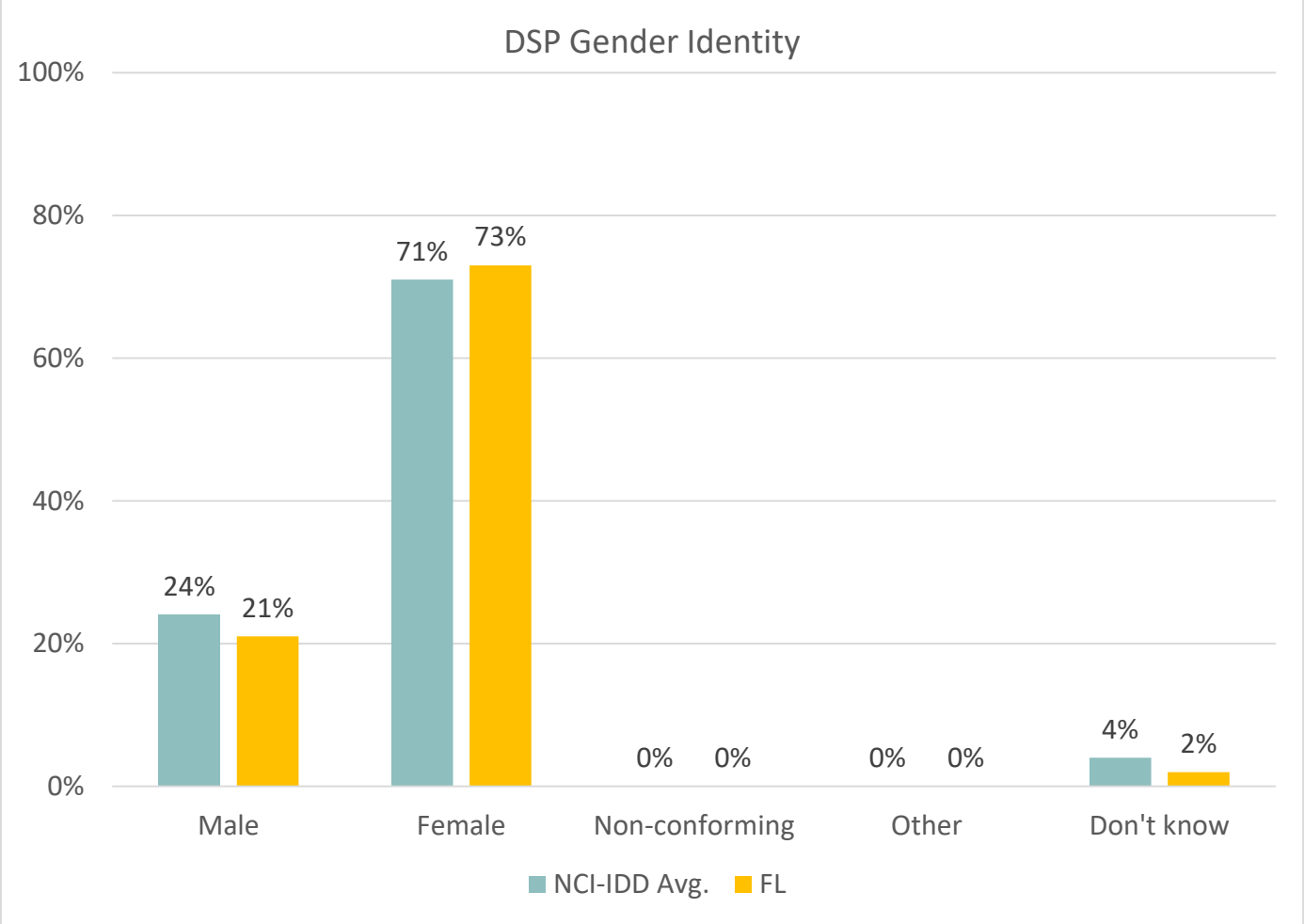
- 27% FL
- 47% NCI-IDD

Hispanic/Latinx

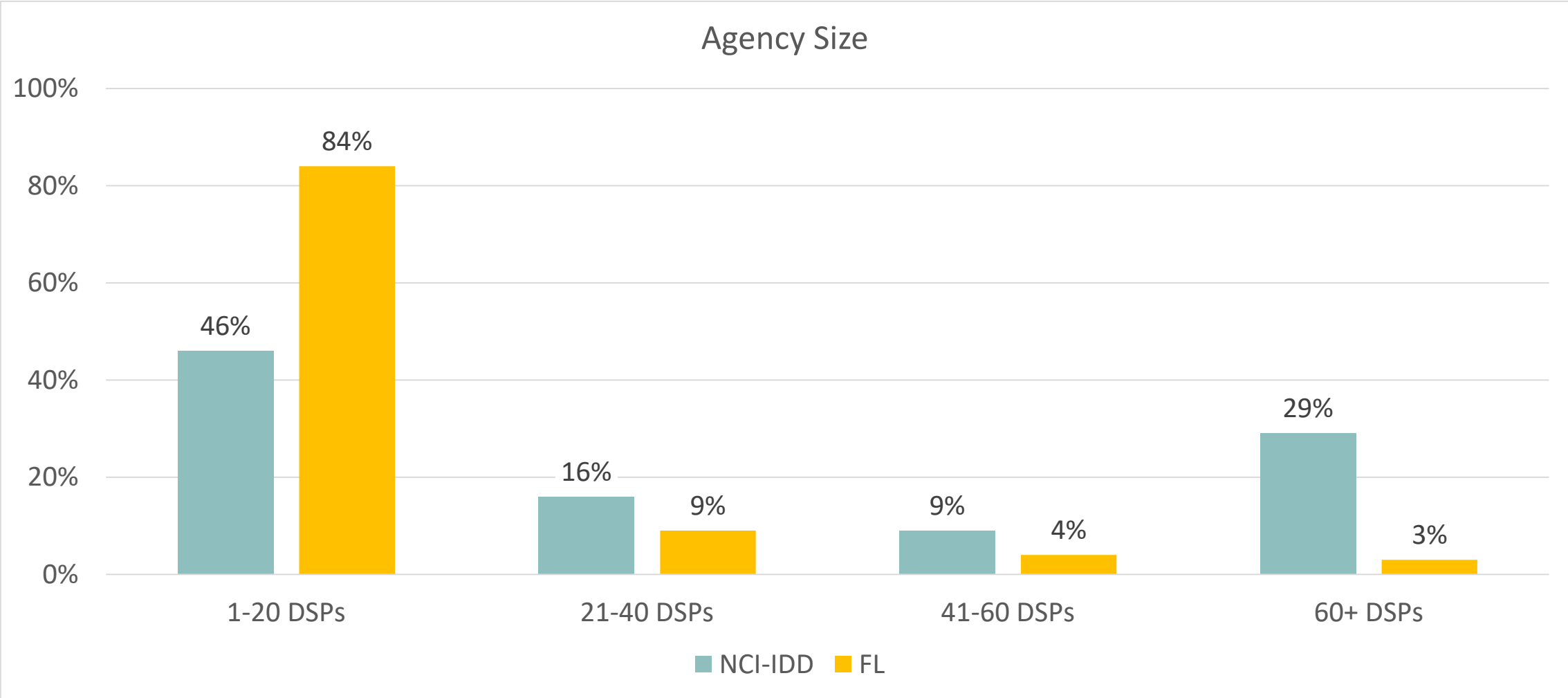
- 10% FL
- 4% NCI-IDD



Three-quarters of DSP Workforce Identify as Female



Agency Size Based on Number of DSPs on Dec. 31, 2021



Turnover Ratios for DSPs as of Dec. 31, 2021

43% NCI-IDD

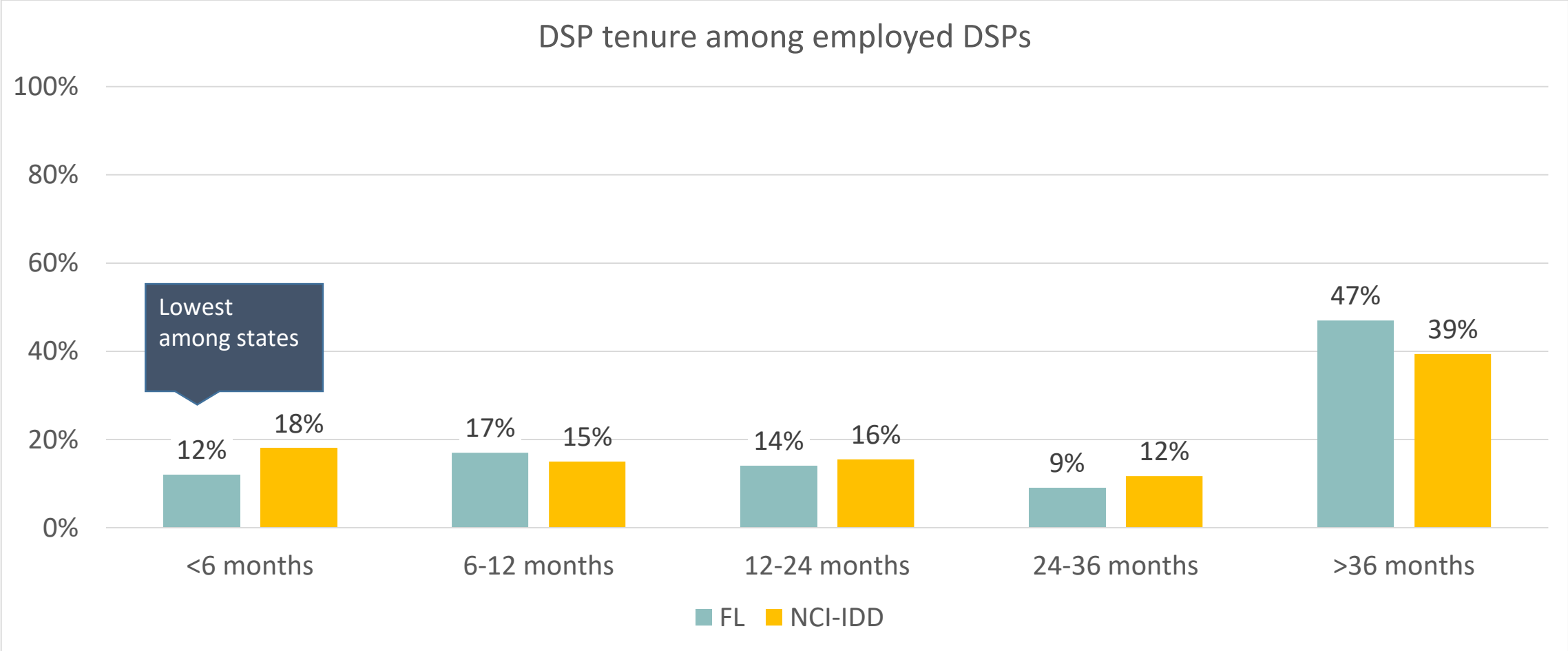


Category	Turnover Ratio
NCI-IDD	43%
FL	37%

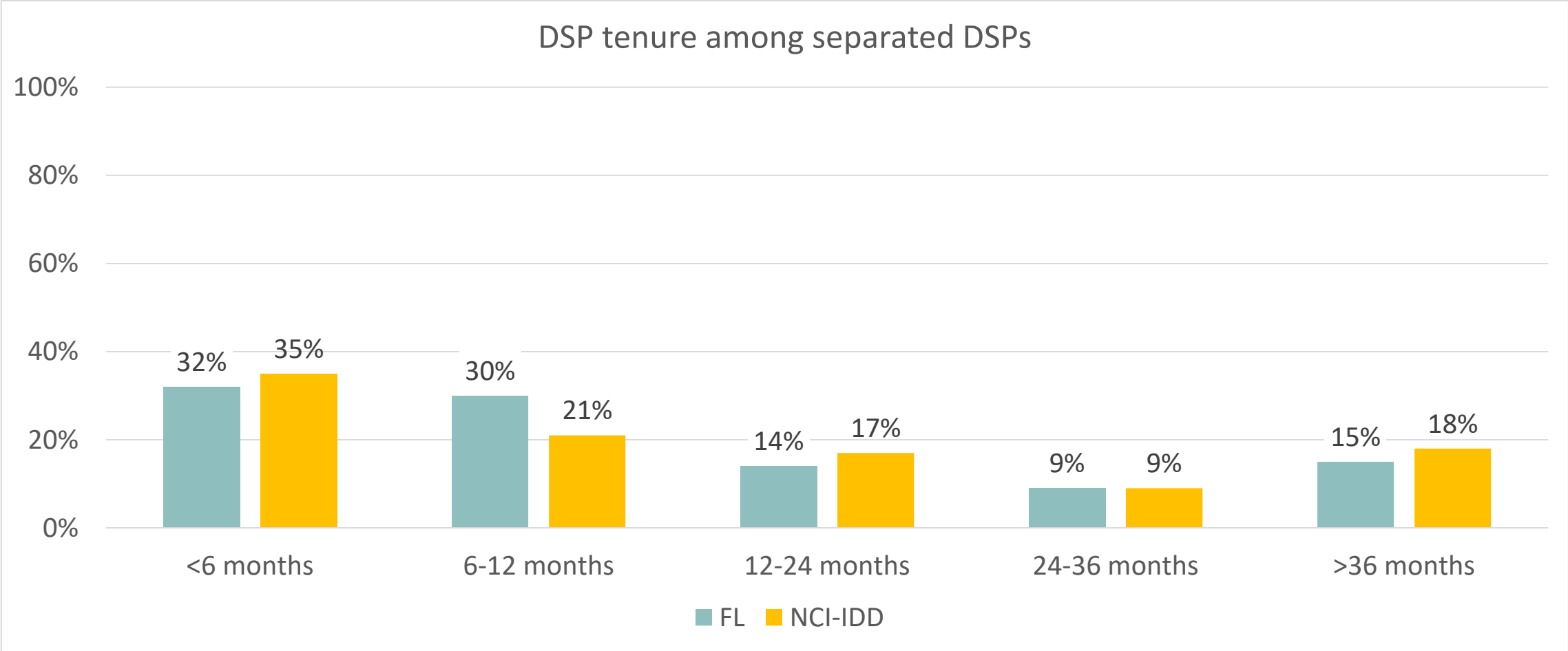
37% FL

- FL Providers Ranged from 0%-400%

Tenure Among Employed DSPs



Tenure Among Separated DSPs



Circumstances Under Which DSP Separation Occurred

Voluntary separation

- 78% FL
- 80% NCI-IDD

Employment was terminated

- 12% FL
- 15% NCI-IDD

Laid off

- 5% FL
- 2% NCI-IDD

Don't know

- 4% FL
- 3% NCI-IDD



Average Hourly Wage of DSPs

- \$11.80 FL
- \$14.41 NCI-IDD

Florida state minimum wage: \$10.00

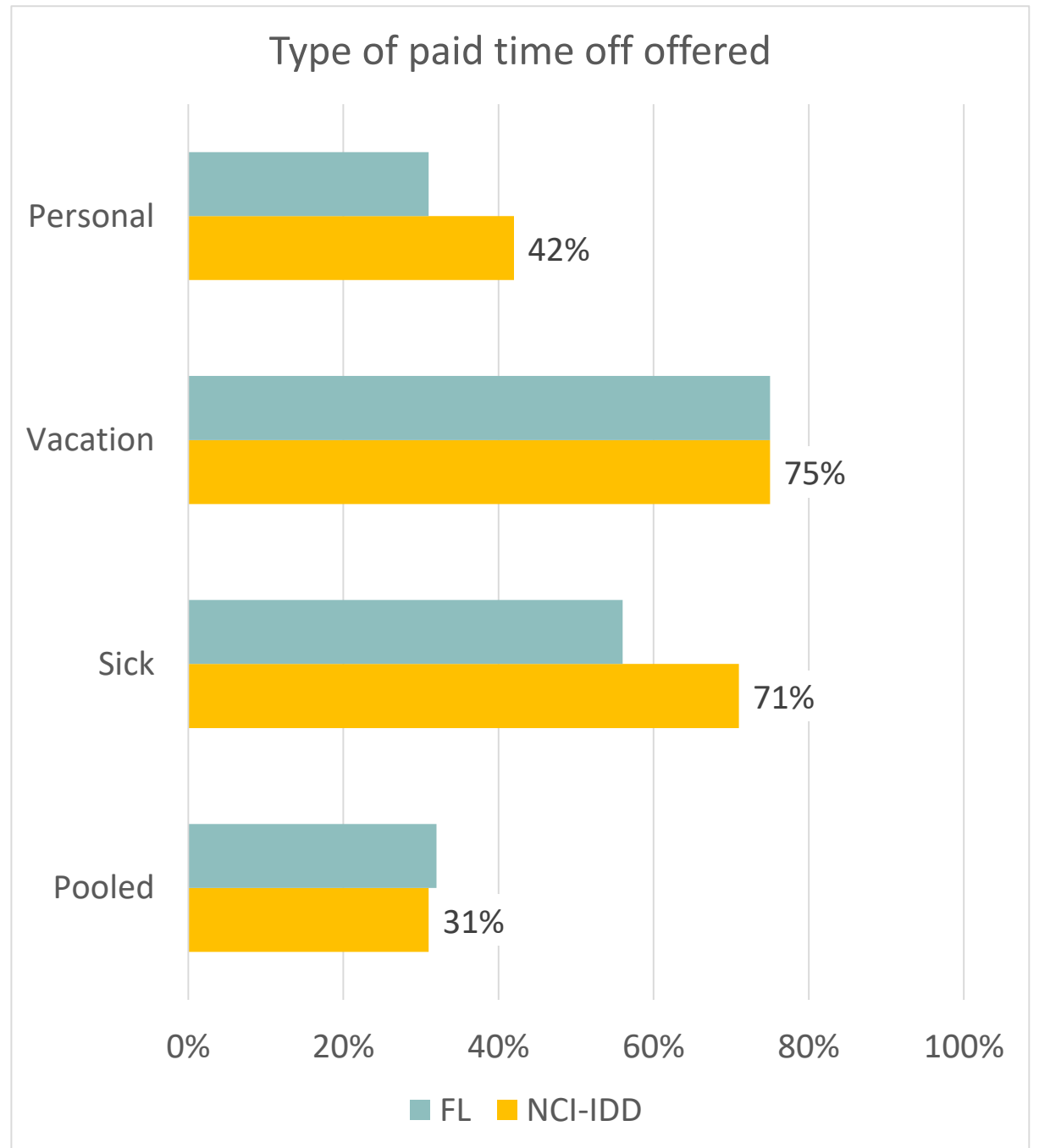
Average Starting wage of FL DSPs: \$11.48



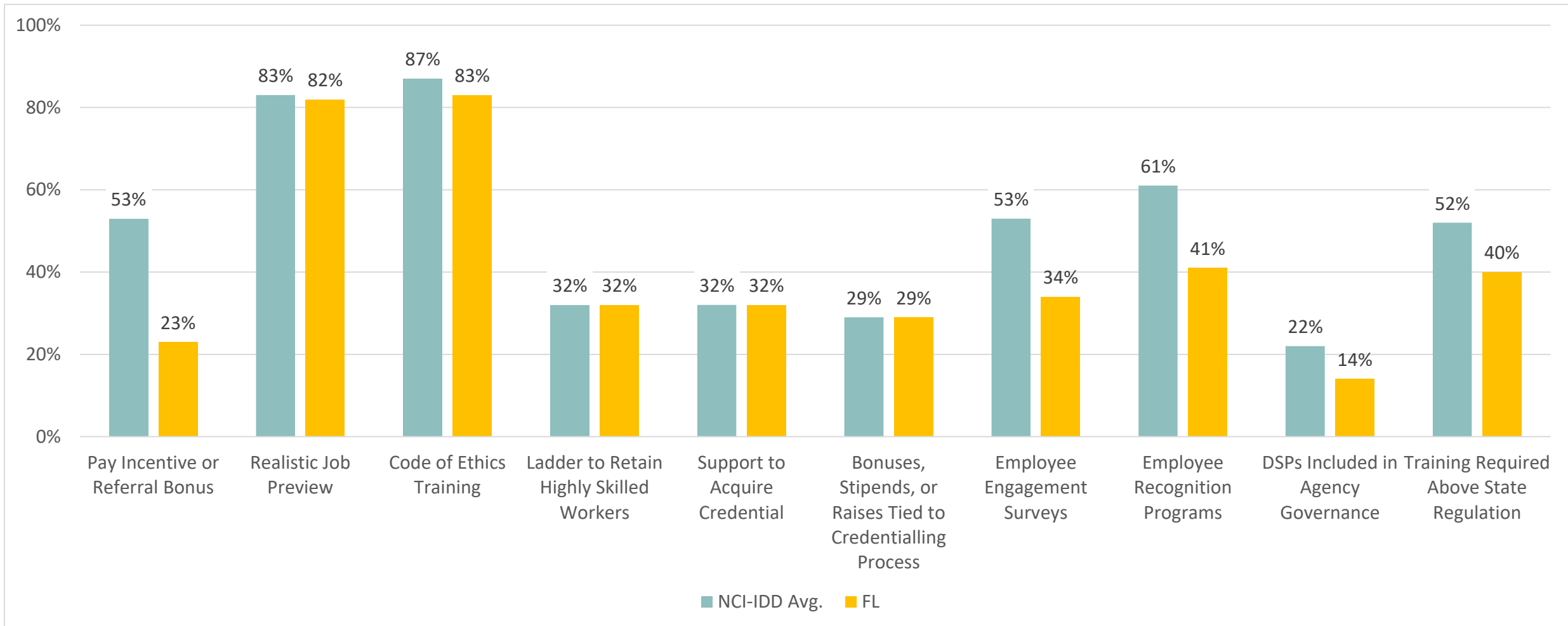
Agencies Providing Paid Time Off to DSPs

Offers any paid time off to employees:

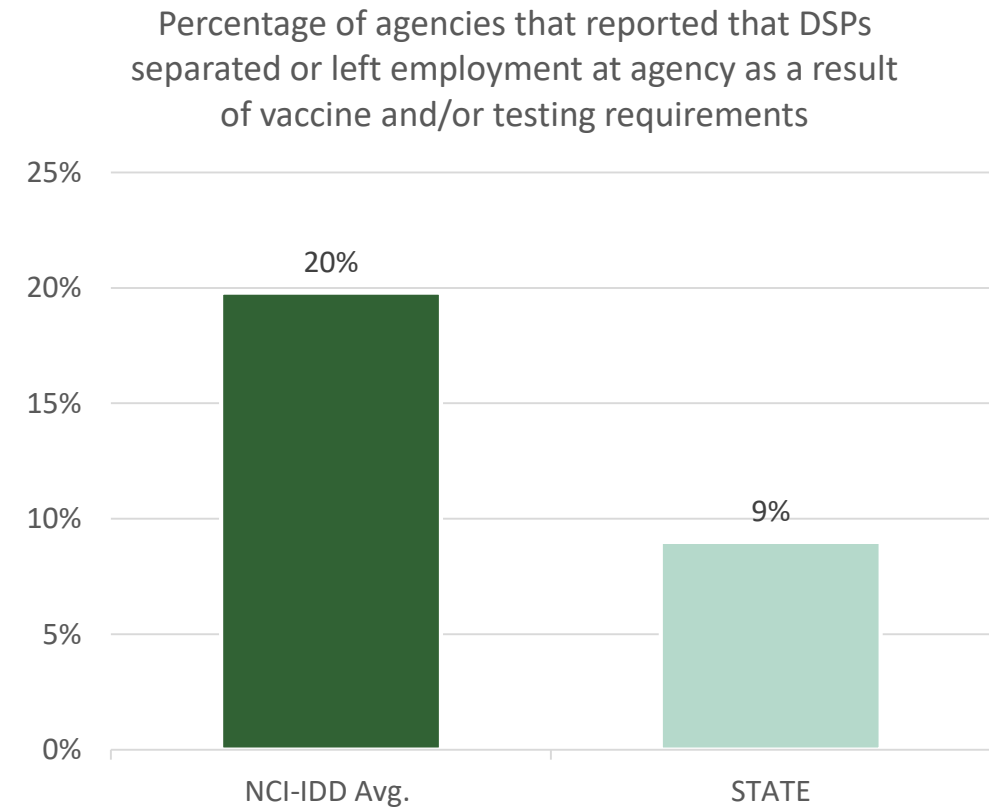
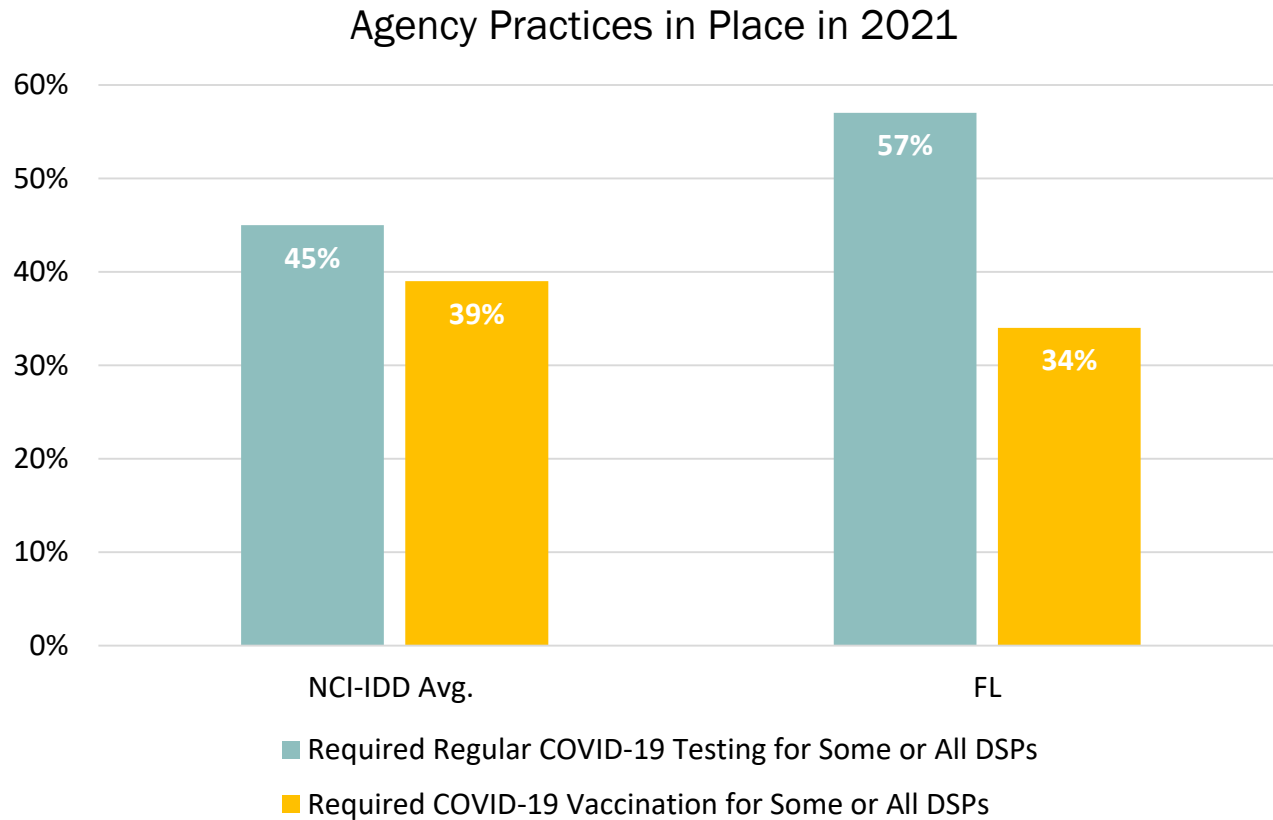
- 36% FL
- 74% NCI-IDD



Agency Recruitment and Retention Strategies



COVID-19 Vaccination & Testing Practices





COVID-19 Vaccination & Testing Practices

Required Regular COVID-19 Testing for Some or All DSPs

57% FL

45% NCI-IDD

Required COVID-19 Vaccination for Some or All DSPs

39% FL

34% NCI-IDD

Percentage of agencies that reported that DSPs separated or left employment at agency as a result of vaccine and/or testing requirements

9% FL

20% NCI-IDD



Question?
Comments?

Link to full report:

https://idd.nationalcoreindicators.org/wp-content/uploads/2023/02/2021StateoftheWorkforceReport_FINAL.pdf