Informing Recruitment & Retention Efforts: Minnesota Direct Support Workforce Survey Data

Julie Kramme & Rachel Freeman
Overview

Understand the critical link between finding and keeping DSPs and effective systems change efforts that impact peoples’ quality of life.
Who are Direct Support Professionals?

“We’ll need a million new workers in the next 10 years. Where are they going to come from and how will we keep them?”

https://www.youtube.com/watch?v=WvWNYp_JPM
DSP Scope of Practice - Multidisciplinary

- Direct Support Professional
- Teacher
- Nurse
- Psychologist
- Occupational Therapist
- Physical Therapist
- Counselor
- Dietician
- Chauffeur
- Personal Trainer
Workforce
Key to Quality
National DSP Wages


$11.44 Starting Wage
$12.52 Overall Wages
Direct Care Worker Median Hourly Wage Comparison

- Parking Enforcement Workers: $18.76
- Refuse and Recyclable Material Workers: $17.39
- Nursing Assistants: $13.23
- Orderlies: $13.07
- Other Personal Care and Health Service Workers: $12.45
- Home Health Aides: $11.16
- Personal Care Aides: $11.11
- Parking Lot Attendants: $10.76

United States DSP Wages Over Time
(Median wage adjusted for inflation 2016/17 BLS)

WAGE GROWTH:
Home +$0.37
Nursing +$0.06
Total -$0.24

PHI. “Workforce Data Center.” Last modified December 17, 2018.
DSP Health Insurance Benefits

44% Average Turnover Rate
40% of those left in six months tenure or less
Increasing need for direct support workers
Largest occupational groups
Minnesota Direct Support Workforce Projects
Organization Survey
Worker Survey
Why are these reports important?

Better understand the workforce

Engage in data driven decision making to address workforce shortage and other issues
With collaboration from The Arc Minnesota, Association of People Supporting EmploymentFirst (APSE), Minnesota Families and Advocates Coalition (MnFAC)
Development of surveys & sample

**Organization survey**
- Draft from ICI
- Circulated to DHS & trade organizations
- Stratified random sample across sectors
- Internal pilot (ICI)
- External pilot (7 Providers)
- Release to full sample
- Communications & follow up

**Direct Support Worker survey**
- Drafts from ICI
- Circulated to DHS & trade organizations
- Randomized convenience sample
- Internal Pilot (ICI)
- External Pilot (NADSP)
- Release to full sample
- Communications & follow up
Percentage of people receiving supports by primary diagnosis type

444 Providers across regions and service types that employ Direct Support Workers

- Intellectual & Developmental Disabilities: 44%
- Mental Health: 18%
- Physical Disability: 17%
- Aging: 10%
- Other Diagnosis: 8%
- Brain Injury: 3%
Regions

**Metro**
Anoka, Carver, Dakota, Hennepin, Ramsey, Scott, Washington

**Regional Centers**
Blue Earth, Clay, Olmsted, St. Louis, Sterns
*Includes Duluth, Mankato, Rochester, St. Cloud, and Moorhead*

**Greater Minnesota**
Remaining 65 Greater Minnesota counties
Minnesota Organization and Worker Surveys

KEY FINDINGS
Most DSW positions are part-time

54% were part-time
DSW Wages are Lower than Statewide Cost of Living

$12.61 average hourly wage

Statewide Cost of Living
Family of Three:
$15.39 (2 FT adults, 1 child)
$38.25 (1 FT adult, 2 children)

(OES Data Tool, MN DEED, 2019)
Percentage of DSWs utilizing government subsidies

- Health benefits: 71.2%
- Energy assistance: 30.1%
- Food assistance: 23.3%
- Child care assistance: 6.8%
- Housing assistance: 5.5%
- Other: 1.4%

N = The number of participants endorsing response options and the total.
% = The percent out of the total.
Limited health insurance access

56% of organizations offered health insurance to full-time DSWs

10.6% of organizations offered health insurance to part-time DSWs

When organizations offered health insurance, on average, 38% of DSWs in the organization were enrolled.

Average monthly cost to DSW for individual coverage: $142
DSWs source of health insurance

- Government paid programs (Medicare, Medicaid, Tricare): 30.2%
- Primary employer: 27.5%
- Significant other/spouse: 15.5%
- Other: 13.6%
- Do not have health insurance: 10.1%
- Parent: 5.0%
- Other employer: 1.6%

N = The number of DSW endorsing response options and the total.
% = The percent out of the total.
Percentages add to more than 100 because participants were allowed to check more than one option.
Lots of turnover

39% annual turnover rate 61% annual retention rate

Of those DSWs who left their position, 46% left within 6 months of hire
High vacancy rates

15% of positions were vacant

Minnesota vacancy rate was 4.4% for all positions
## Top 10 reasons DSWs leave their job?

1. **90%** Found another job that pays more
2. **64%** Found another job that offered better benefits
3. **43%** Found another job with hours that worked better for their family
4. **38%** No opportunity for promotion
5. **35.5%** Supporting people is a difficult job
6. **33%** Not recognized for the work they did
7. **33%** Found another job closer to home
8. **18%** Could not get along with co-workers
9. **17%** Too little time with and/or poor quality from supervisors
10. **16%** Training and support were inadequate and/or poor
What did we learn about who our DSWs are?

- 77.5% women
- Average age 43 years old
- Average household size of 3
- 58.5% average annual household income <$40,000
- 28.4% have another job
- 63% have education beyond high school
  - 17% have 4 year Bachelor’s or graduate degree
Which racial/ethnic groups are over represented in the direct support workforce in Minnesota?

(American Community Survey, 2017; Pettingell, Kramme, & Hewitt, 2019)
Recall Tonya’s story.

What was similar to Minnesota Workforce trends?
Find the reports on ici.umn.edu

https://ici.umn.edu/projects/PHLA-EPtTgC7v3b39PKlaw
Best Practices in Recruitment, Selection & Retention

WORKFORCE SOLUTIONS
Training Layers
• Team Training
• Person-centered Thinking Trainers/Coach Training
• Picture of a Life Planners/Trainers
• PBS Facilitators

Learn more: www.mnpsp.org
Multi-Tiered Systems of Support

- Person Centered Thinking and Planning
- Positive Behavior Support
- Organizational Workforce Development
- Cultural Humility and Responsiveness
Building & strengthening the DSP workforce

Understanding your data

Recruitment & selection

Retention
Calculating costs of turnover: https://ici.umn.edu/products/docs/TurnoverCalculator.pdf
“We’ll need a million new workers in the next 10 years. Where are they going to come from and how will we keep them?”

INVALUABLE
THE UNRECOGNIZED PROFESSION OF DIRECT SUPPORT

Z.UMN.EDU/INVALUABLE

Recruitment & Selection Tools
Customizable marketing materials

New community = New opportunities

Become a Direct Support Professional

Work as a Direct Support Professional and support people to live valued lives in the community. Use the skills you have and expand your opportunities.

To explore more please visit thearc.org/dsp

Recruitment & Selection Tools

You’ve got a diploma, now what?

Become a Direct Support Professional

Find your passion in life, discover the opportunities ahead of you. Work with people who need you by becoming a Direct Support Professional.

To explore more please visit thearc.org/dsp

Don’t stop working. Work with someone new!

Become a Direct Support Professional

Direct Support Professionals work with people who need support and help them learn necessary skills for life.

To explore more please visit thearc.org/dsp

Institute on Community Integration | University of Minnesota
Structured Interviews

Behavioral Interviewing

Structured Interview Questions

Behavioral Interviewing

National Frontline Supervisor Competencies

Frontline Supervisor Structured Behavioral Interview Questions

April, 2013

Research & Training Center on Community Living
Institute on Community Integration (USICDI)

UNIVERSITY OF MINNESOTA
Driven to Discover

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Realistic Job Previews (RJPs)

ANCOR RJP Trailer
DSP & FLS Competencies

The NADSP Competency Areas: The Foundation of the Work

Area 1: Participant Empowerment
Area 2: Communication
Area 3: Assessment
Area 4: Community and Service Networking
Area 5: Facilitation of Services
Area 6: Community Living Skills and Supports
Area 7: Education, Training, and Self Development
Area 8: Advocacy
Area 9: Vocational, Educational, and Career Support
Area 10: Crisis Prevention and Intervention
Area 11: Organizational Participation
Area 12: Documentation
Area 13: Building and Maintaining Friendships and Relationships
Area 14: Person-Centered Supports
Area 15: Supporting Health and Wellness

Source: Based on NADSP (2018)
DirectCourse
Online Curricula for Life in Community

College of Direct Support
University of MN, Research & Training Center on Community Living

College of Employment Services
University of MA/Boston, Institute for Community Inclusion

College of Personal Assistance & Caregiving
University of California San Francisco, Center Community Living Policy

College of Recovery & Community Inclusion
University of MN, Research & Training Center on Community Living & Temple University Collaborative on Community Inclusion of Individuals with Psychiatric Disabilities

Person Centered Counseling Training
University of MN, Research & Training Center on Community Living & The Learning Community for Person Centered Practices

http://directcourseonline.com/

Retention Tools
Outcomes Associated with Competency-Based Training

- Quality Consumer Outcomes
- Increased DSW Competence
- Competency-Based DSW Training
- Higher Job Satisfaction
- Quality Service Delivery
- Higher Retention Rates
National Frontline Supervisor Tools

Retention Tools

College of Direct Support
University of MN, Research & Training Center on Community Living

College of Frontline Supervision & Management
University of MN, Research & Training Center on Community Living
Career Paths and Credentialing

Retention Tools

Professional Recognition & Networking

VISION STATEMENT
A world with a highly qualified and professional direct support workforce that partners with, supports and empowers people with disabilities to lead a life of their choosing.

MISSION STATEMENT
To elevate the status of direct support professionals by improving practice standards, promoting system reform, and advancing their knowledge, skills and values.

E-Badge Academy
Frontline Initiative
Self-Care for DSPs
z.umn.edu/FISelfCare
DSW Workforce Development Toolkits

ANCOR
http://www.nationaladvocacycampaign.org/welcome

The Arc of the United States
https://www.thearc.org/for-chapters/dsp-toolkit

Find, Choose and Keep Great DSPs (self-direction)
For more information contact:

Julie Kramme, Researcher
dahl0488@umn.edu

Rachel Freeman, Researcher
freem039@umn.edu

University of Minnesota
Institute on Community Integration
Research and Training Center on Community Living
I am driven to professionalize the direct support workforce.

I am driven to make home ownership a reality for people with disabilities.

I am driven to rethink what accessibility means.