

Wisconsin

2021 State of the Workforce Survey Report | Data Glance

Special Guests today

Laura Vegas|

*Director of Quality Initiatives and
Supporting Families*

**National Association of State Directors of
Developmental Disabilities Services**

Dorothy Hiersteiner

*Research Associate, Co-Director of
National Core Indicators*

Human Services Research Institute

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

COVID-19 has increased the challenges faced by the 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

- 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.



Plan to Address the Workforce Crisis

- Use American Rescue Plan (ARPA) Home and Community-Based Services (HCBS) funding to help address the workforce crisis
 - Staff Stability Surveys
 - Certified Direct Care Professional initiative
 - Workforce Connections IT platform

www.dhs.wisconsin.gov/arpa/hcbs.htm

State of the Workforce (SoTW) Survey: WHY?

- 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 Survey:

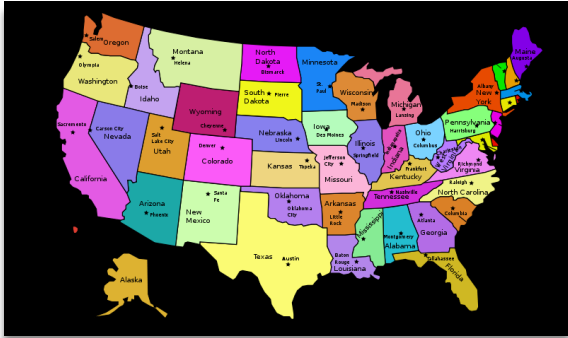
- Providers communicate their collective voice to the state
 - Where have providers faced challenges related to the DSP workforce?
 - Where might they be better supported?
- This voice is used to make decisions about the future of the system



Wisconsin's Goals

- Learn firsthand the challenges Wisconsin providers and direct care workers are facing
- Establish a benchmark so we can see if we are improving with subsequent staff stability surveys
- Leverage insights to support other workforce initiatives to improve and enhance HCBS services

National NCI-IDD State of the Workforce in 2021: Survey Basics



29 States + DC



3,770 Provider Agencies



Estimate
280,000+ DSPs
represented

NCI-IDD Avg. is weighted



NCI-IDD State of the Workforce in 2022: Survey Basics

Agencies and providers included in the sample:

- Providers and agencies serving Wisconsin's Electronic Visit Verification system (EVV)
- Certified 1-2 bed adult family homes
- Licensed personal care agencies
- Supportive home care agencies
- Licensed and certified assisted living facilities
- DHS listserv groups

Implementation strategies included:

- Provider recruitment
- Two informational two webinars
- Stakeholder presentations
- Listserv communications
- Dedicated workforce webpage
- Incentives ranging from \$250 - \$1,000 per agency (\$71,250)

	Valid responses	Total population	Response rate	Margin of Error
WI	204*	933	21.9%	6.07

*Represents all 72 counties



Data at a Glance

Wages

- \$13.53 overall average wage
- NCI-IDD average \$14.41

Health Insurance

- 39.9% of agencies offer
- NCI-IDD average 59.9%

Paid Time Off

- 62.3% provide some
- NCI-IDD average 73.7%

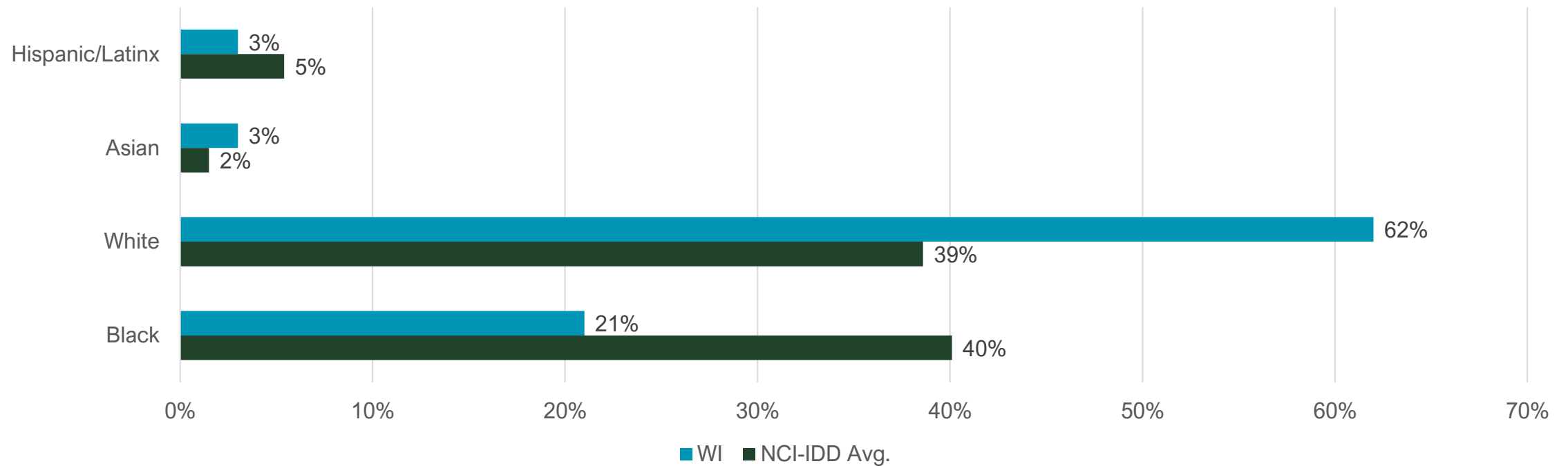
Turnover Ratio

- 49.9%
- NCI-IDD average 43.3%

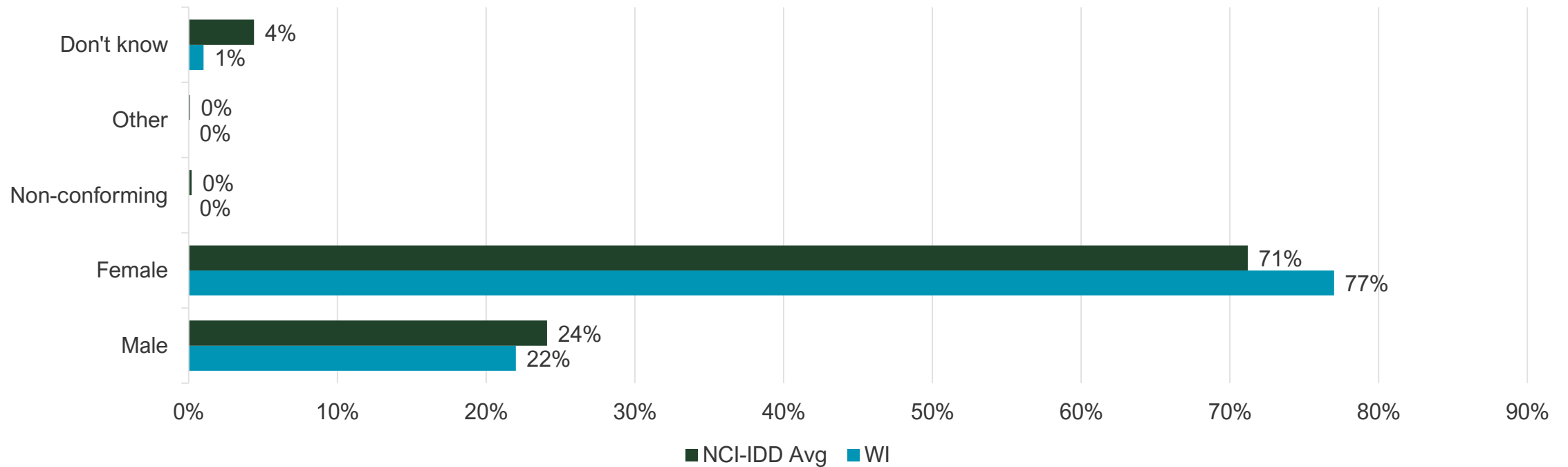
Vacancy Rate

- 15.7% full-time and 16.8% part-time
- NCI-IDD average 16.5% and 20.3%

DSP Workforce Demographics: Race/Ethnicity

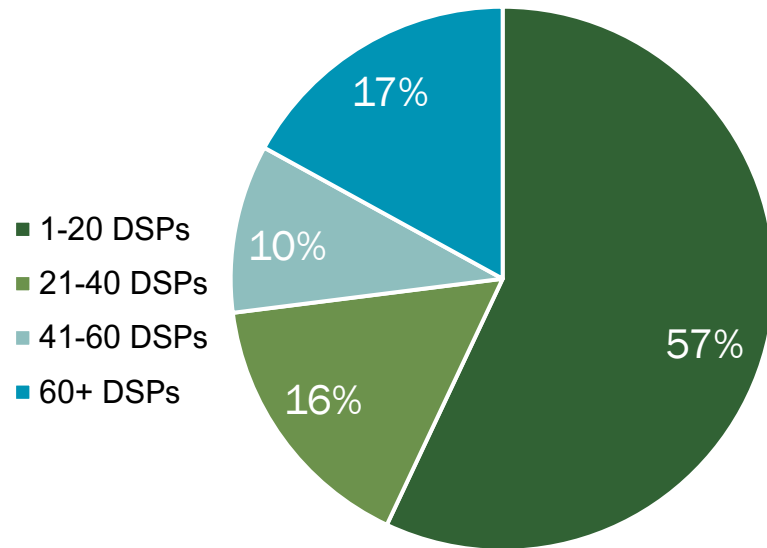


DSP Workforce Demographics: Gender Identity

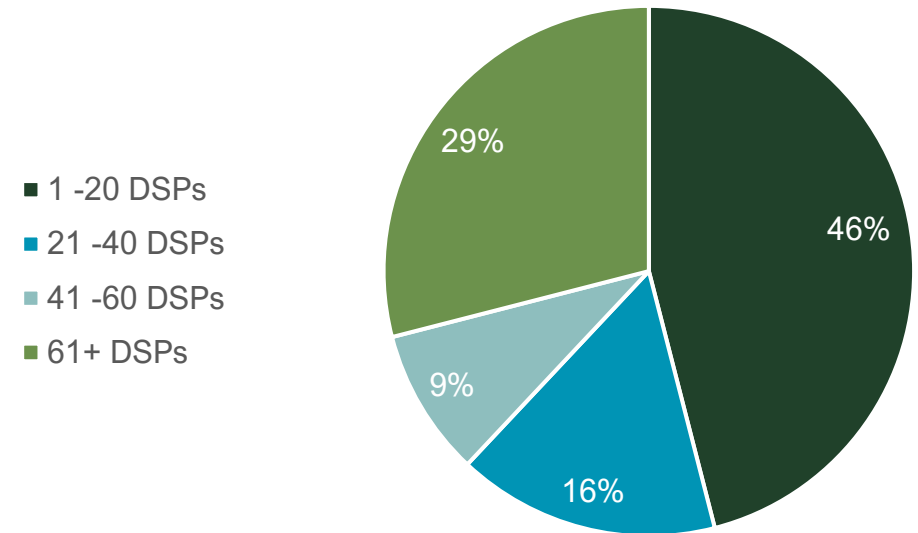


Agency Size Based on Number of DSPs on Dec. 31, 2021

% Wisconsin Agencies

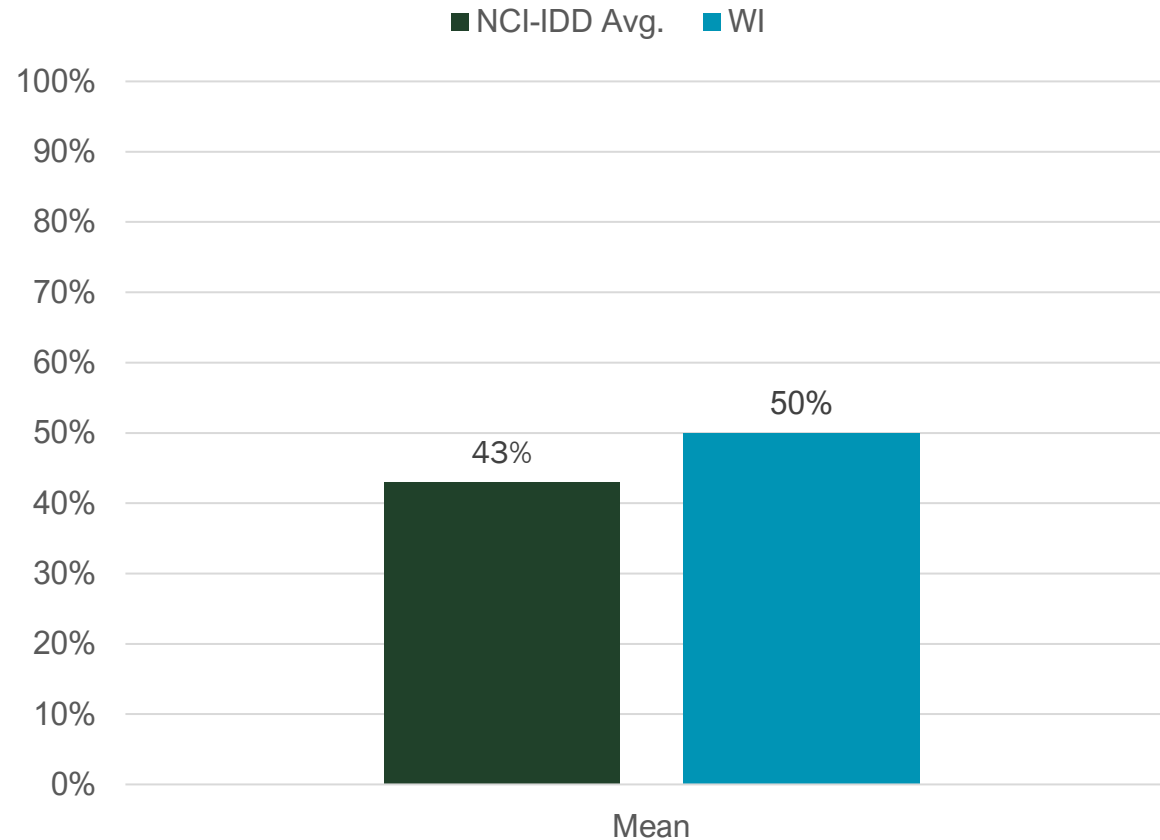


NCI-IDD Avg.



Turnover Ratios for DSPs as of Dec. 31, 2021

Number of provider agencies who responded in Wisconsin (N) = 204



WI State Minimum = 0%

WI State Maximum = 393%

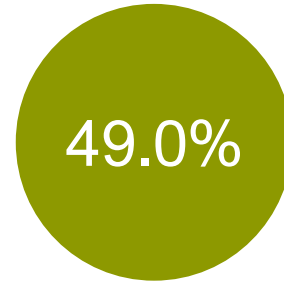
Each agency's turnover ratio is calculated as: (Total separated DSPs in past year) divided by (Total DSPs on payroll as of December 31, 2021). Notes: Agencies with turnover rates $\geq 500\%$ were excluded from this analysis (5 agencies). Agencies were included if they reported the length of tenure of all DSPs reported employed as of 12/31/2021 (or left it blank). Agencies were included if they reported the length of tenure of all DSPs reported to have separated in 2021 (or left it blank).



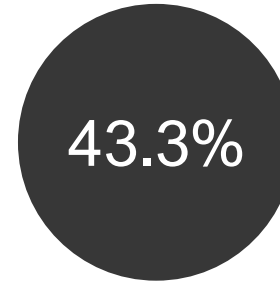
Turnover Ratio Benchmark: Mean



Wisconsin



Midwest
Peers

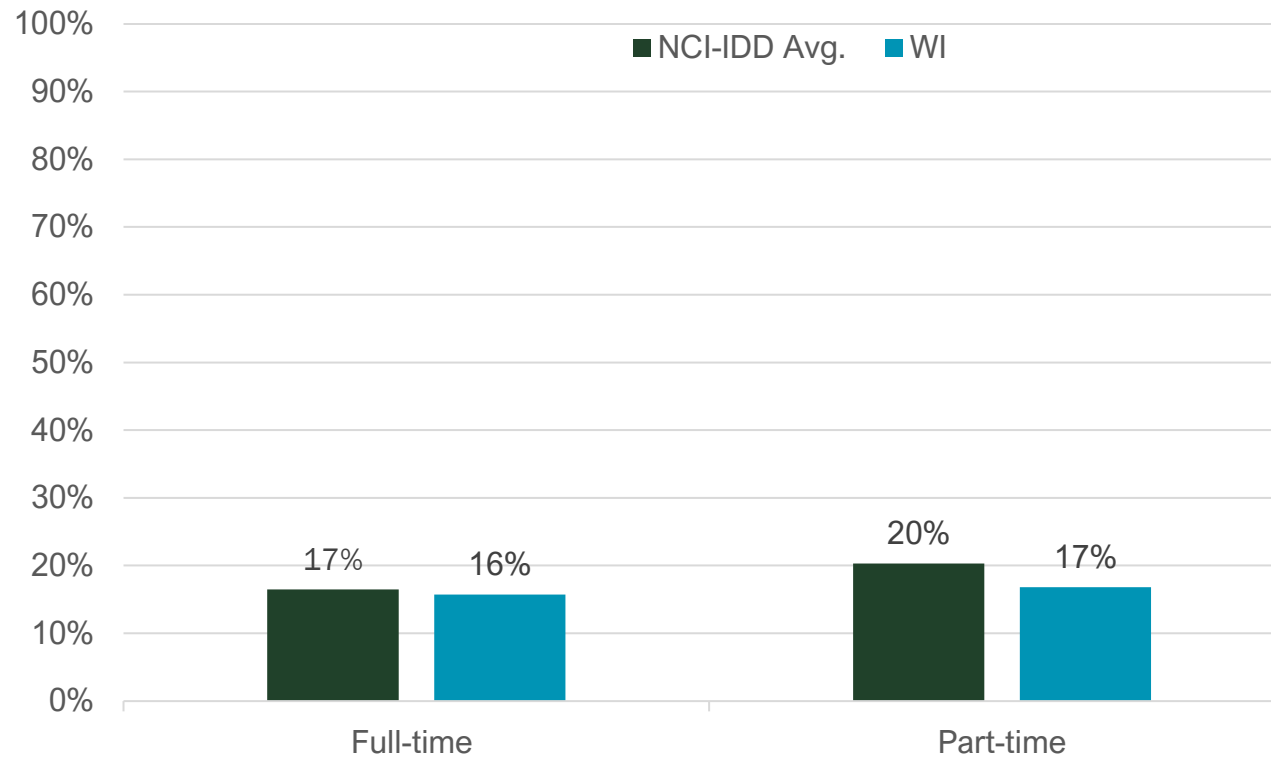


NCI-IDD

	Wisconsin	Illinois	Indiana	Missouri	NCI-IDD
Mean	49.9%	44.8%	50.6%	51.8%	43.3%
Median	34.0%	38.9%	45.1%	45.5%	33.3%

Vacancy Rates as of Dec. 31, 2021

Number of provider agencies who responded in Wisconsin (N) = 136





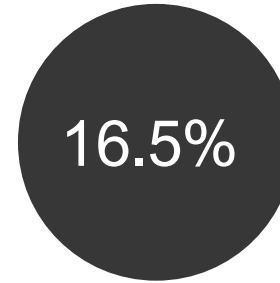
Vacancy Rates Benchmark: Full-Time



Wisconsin



Midwest
Peers

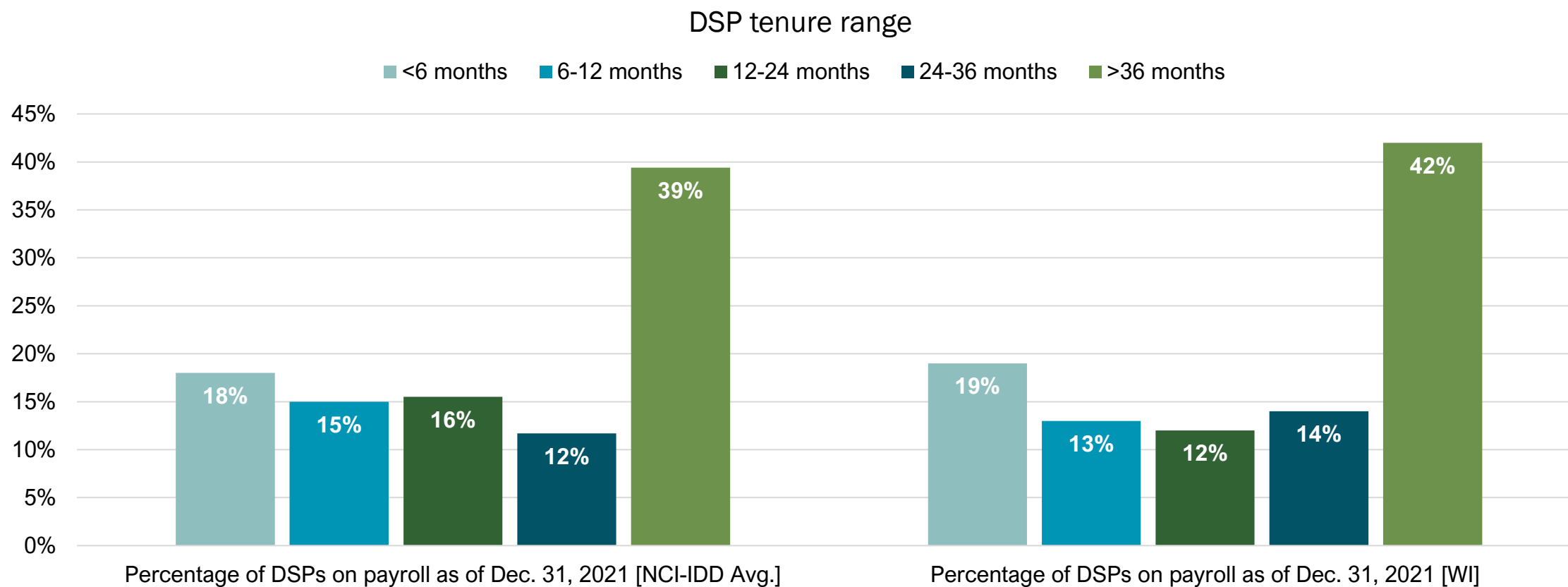


NCI-IDD

	Wisconsin	Illinois	Indiana	Missouri	NCI-IDD
Full-time	15.7%	17.3%	15.8%	14.7%	16.5%
Part-time	16.8%	22.5%	16.4%	18.0%	20.3%

Tenure Among Employed DSPs

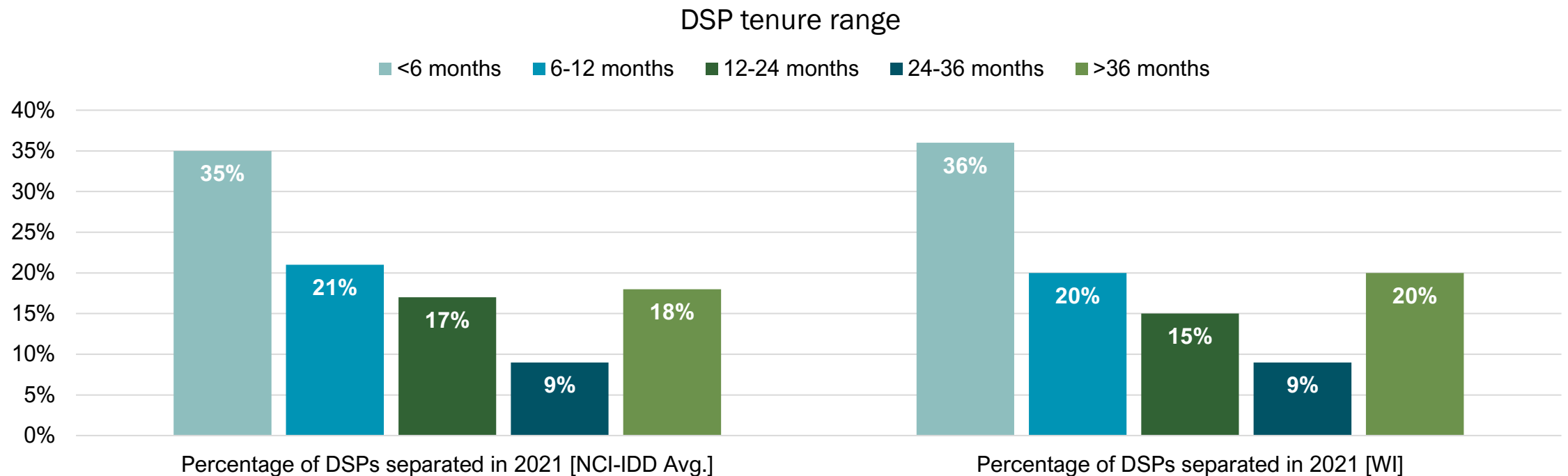
DSPs on payroll statewide = 9,230



Only includes agencies that provided information on both the total number of DSPs employed as of Dec. 31, 2021, and the tenure of those DSPs. State tenure rates are an average of all cases in the state. Only includes the number of DSPs reported by respondents that also reported the tenure of those DSPs.

Tenure Among Separated DSPs

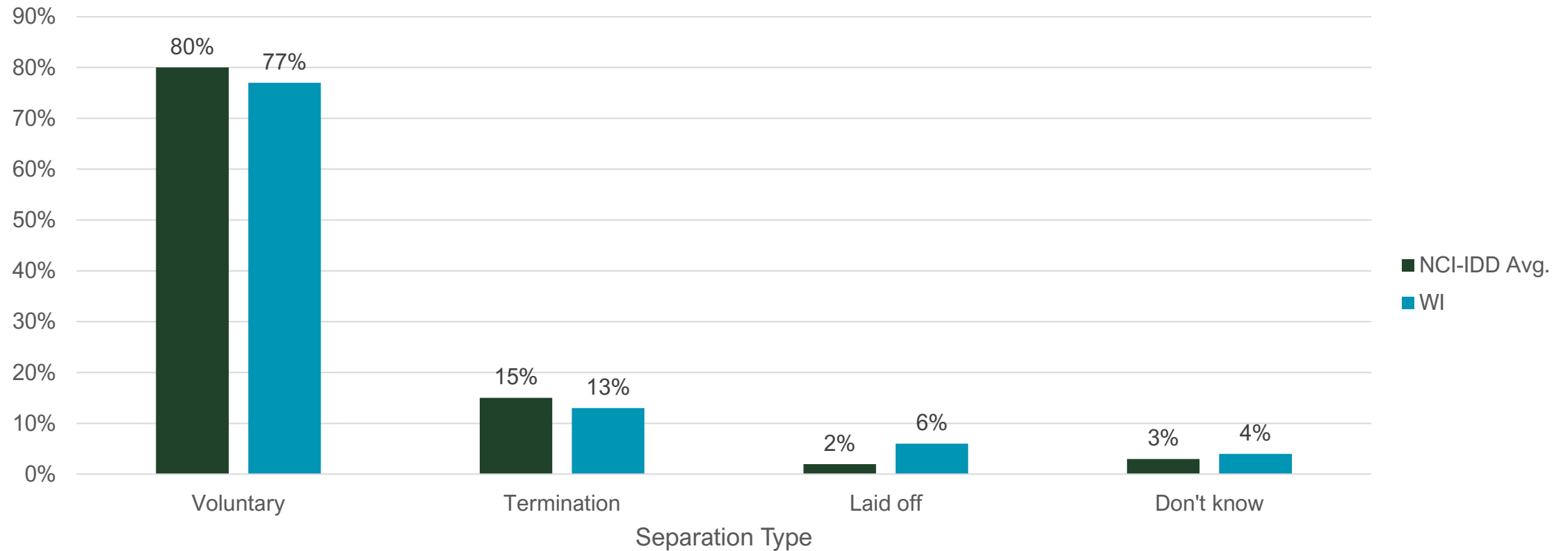
DSPs separated statewide = 5,848



Only includes agencies that provided information on both the total number of DSPs employed as of Dec. 31, 2021, and the tenure of those DSPs. State tenure rates are an average of all cases in the state. Only includes the number of DSPs reported by respondents that also reported the tenure of those DSPs.

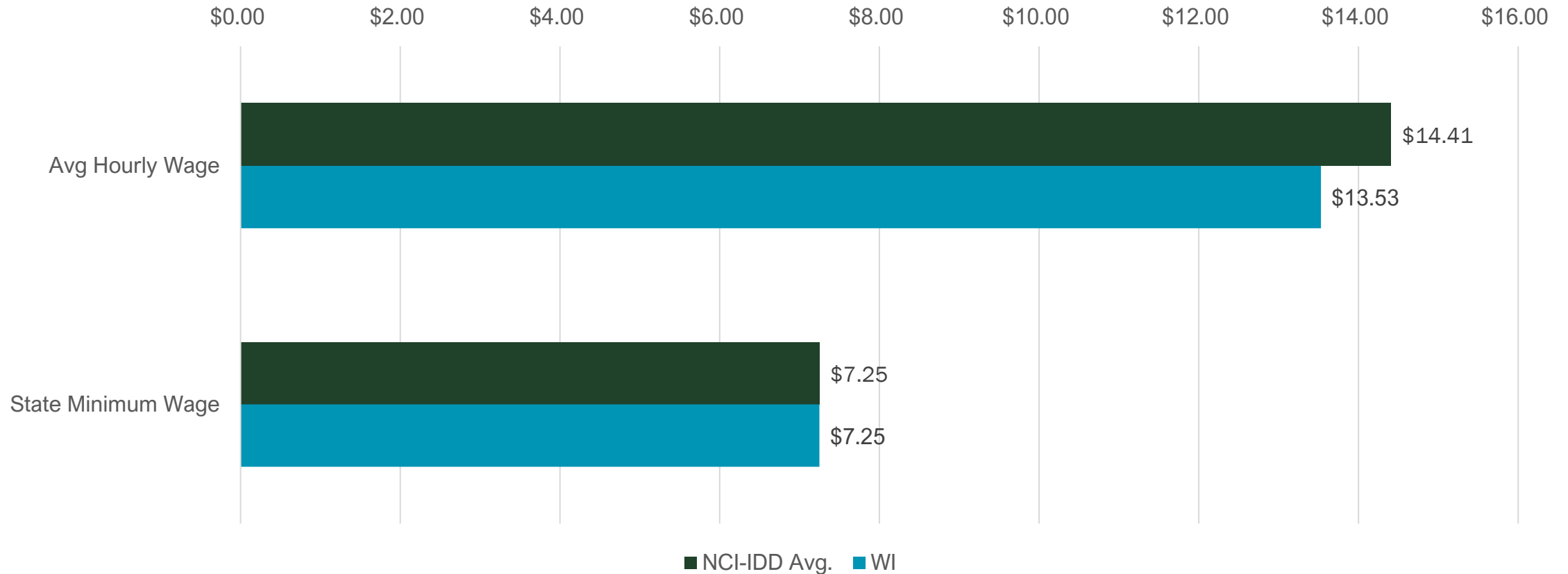
Circumstances for DSP Separation

Percentage of total separations between Jan. 1 and Dec. 31, 2021



“Termination” = Due to performance issues or violation of agency policy. “Laid off” = DSPs were terminated because their position was eliminated

Average Hourly Wage of All DSPs



\$7.25/hour is the federal minimum wage



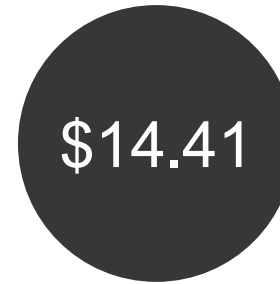
Wages Benchmark: Overall Average Hourly



Wisconsin



Midwest
Peers



NCI-IDD

	Wisconsin	Illinois	Indiana	Missouri	NCI-IDD
State Minimum	\$7.25	\$11.00	\$7.25	\$10.30	\$7.25*
Average Starting	\$12.90	\$13.97	\$13.24	\$12.84	\$13.61
Overall Average	\$13.53	\$14.87	\$13.93	\$13.69	\$14.41
Median	\$13.50	\$15.00	\$14.14	\$13.46	\$14.50

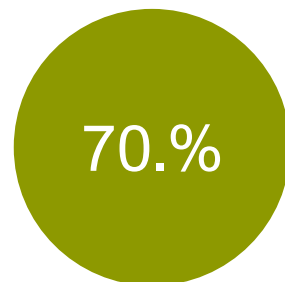
*Federal minimum wage



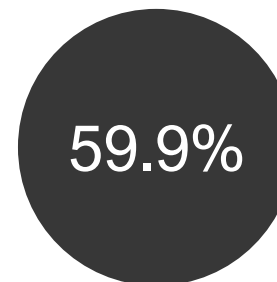
Health Insurance Benchmark



Wisconsin



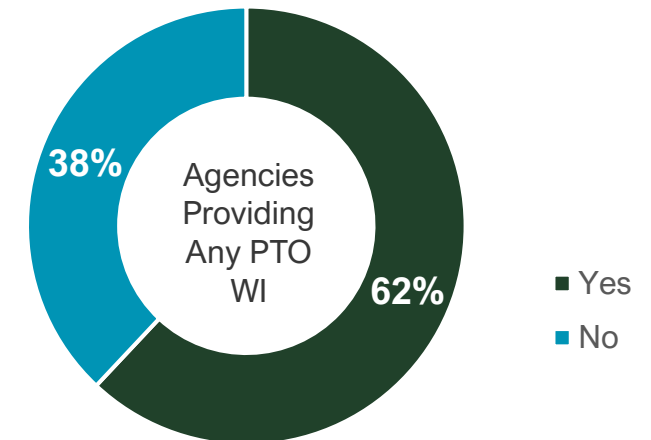
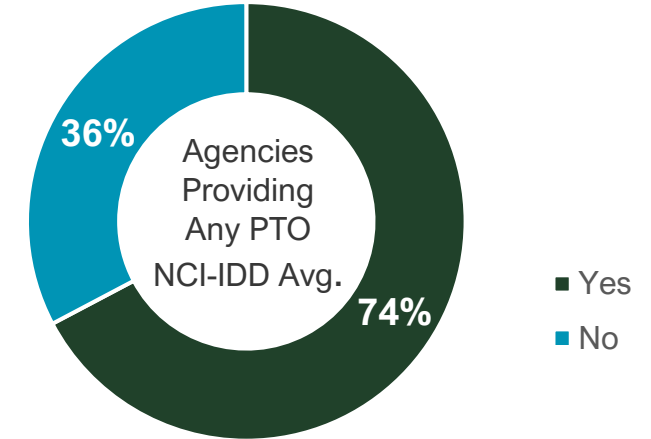
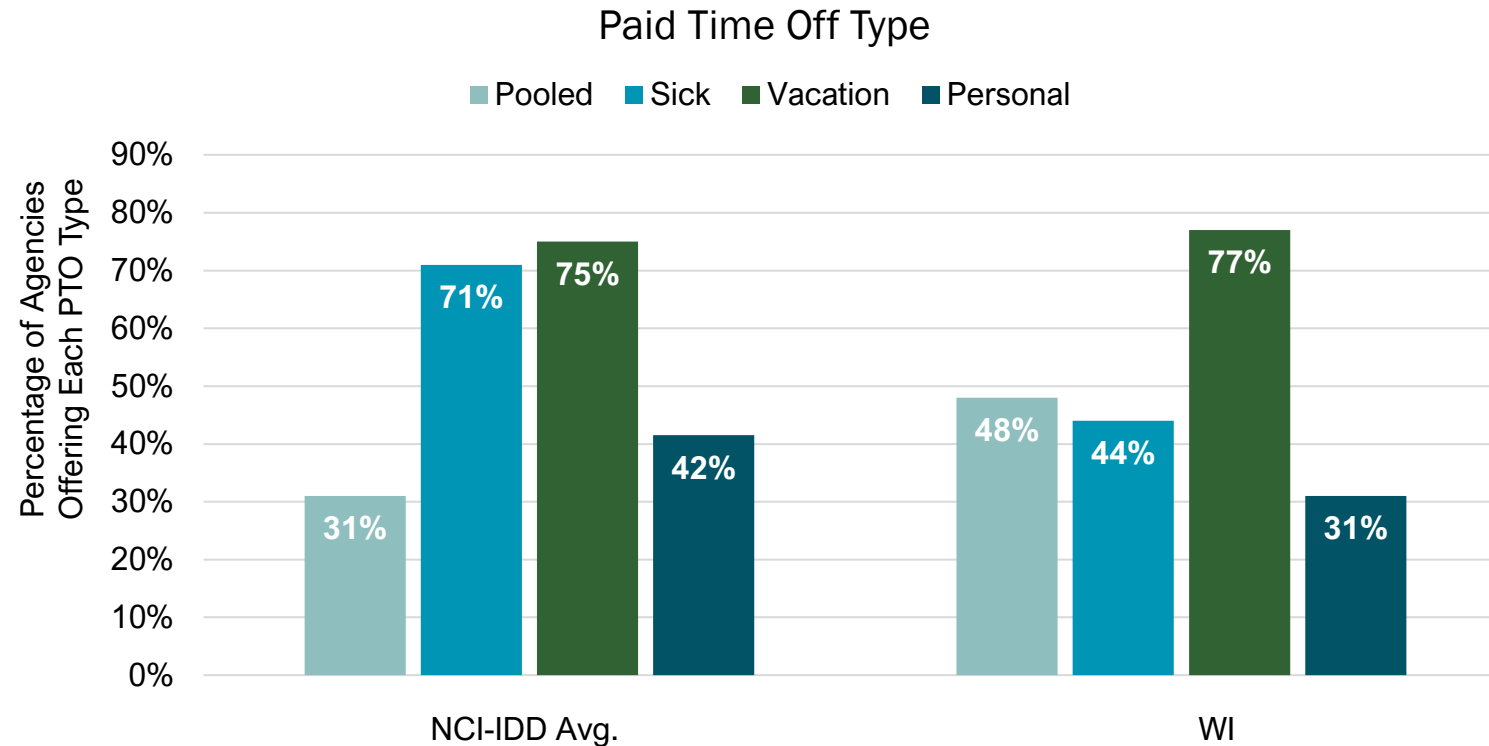
Midwest
Peers



NCI-IDD

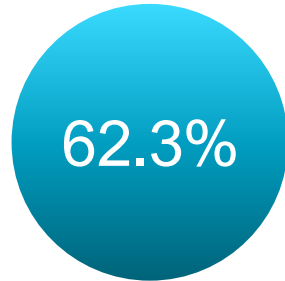
Wisconsin	Illinois	Indiana	Missouri	NCI-IDD
39.9%	78.8%	61.7%	71.0%	59.9%

Agencies Providing Paid Time Off to DSPs

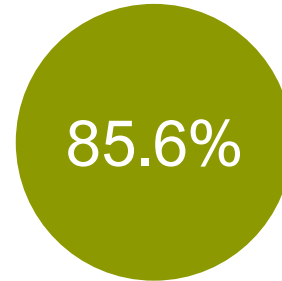




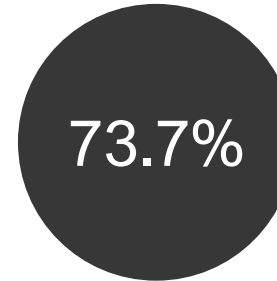
Paid Time Off Benchmark: Any Type



Wisconsin



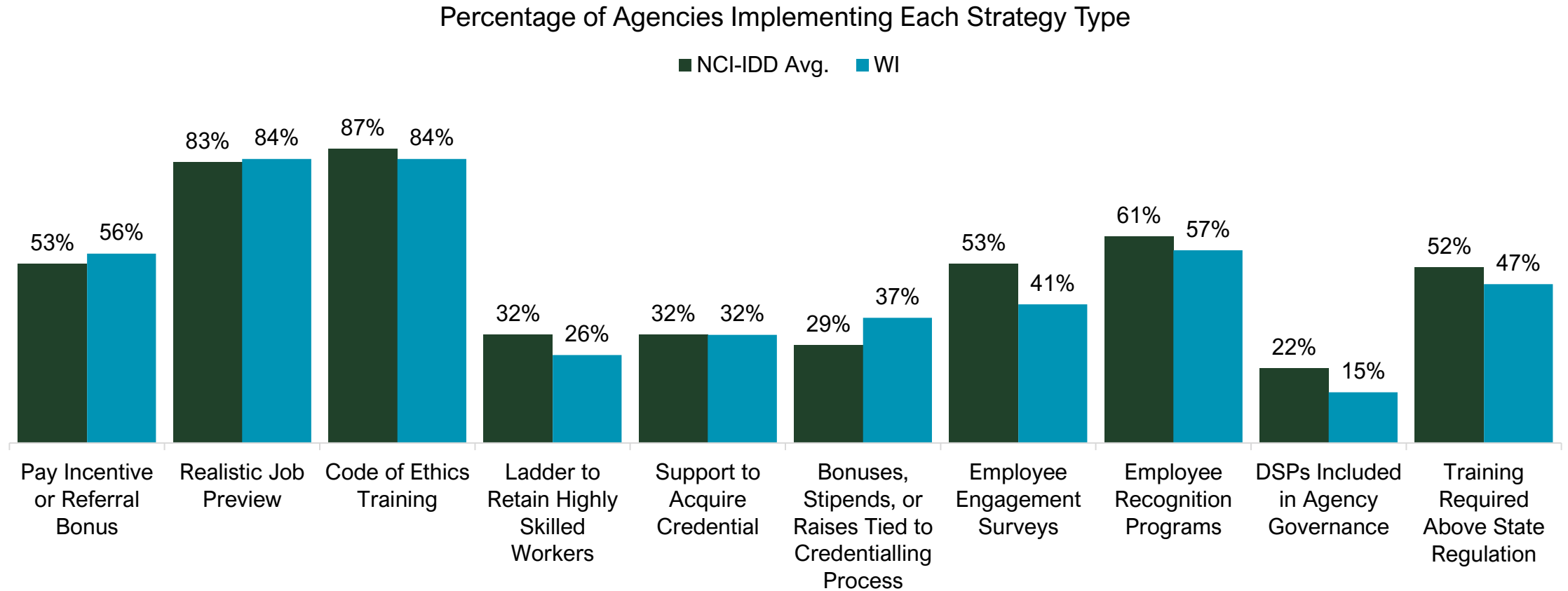
Midwest
Peers



NCI-IDD

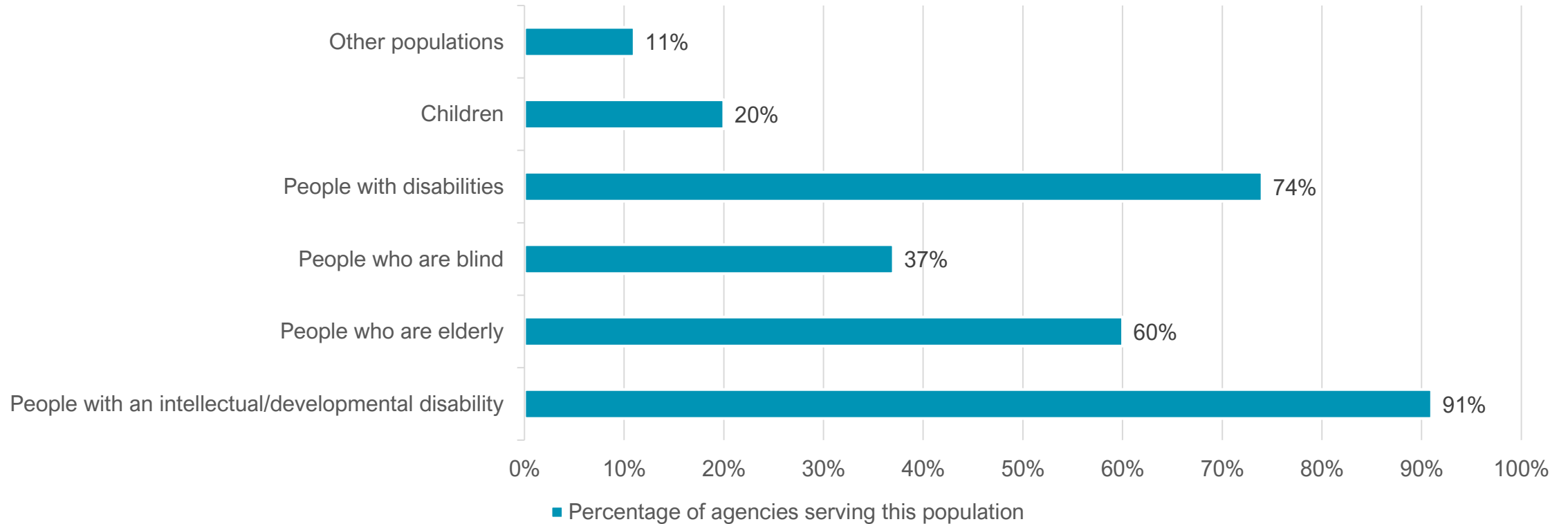
Wisconsin	Illinois	Indiana	Missouri	NCI-IDD
62.3%	92.4%	81.9%	82.6%	73.7%

Agency Recruitment and Retention Strategies





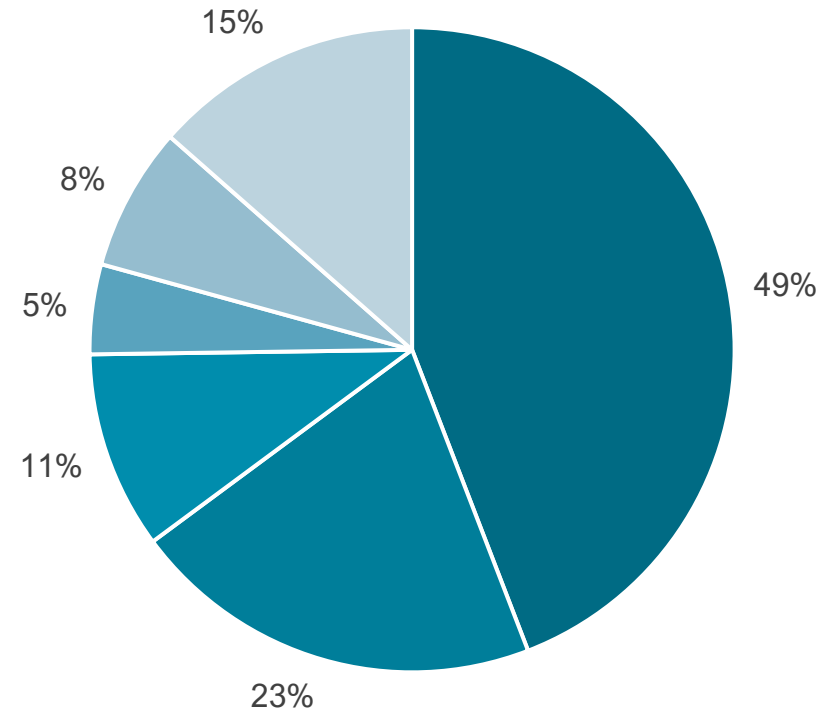
“What client groups do you serve?”






“At the end of 2021, please indicate your agency’s business considerations.”


- No changes to business model
- Anticipate expanding
- Anticipate contracting
- Anticipate Closing
- Don't know
- Other





“Have you increased wages for your DCWs during 2021?”

- **77%** reported increased wages



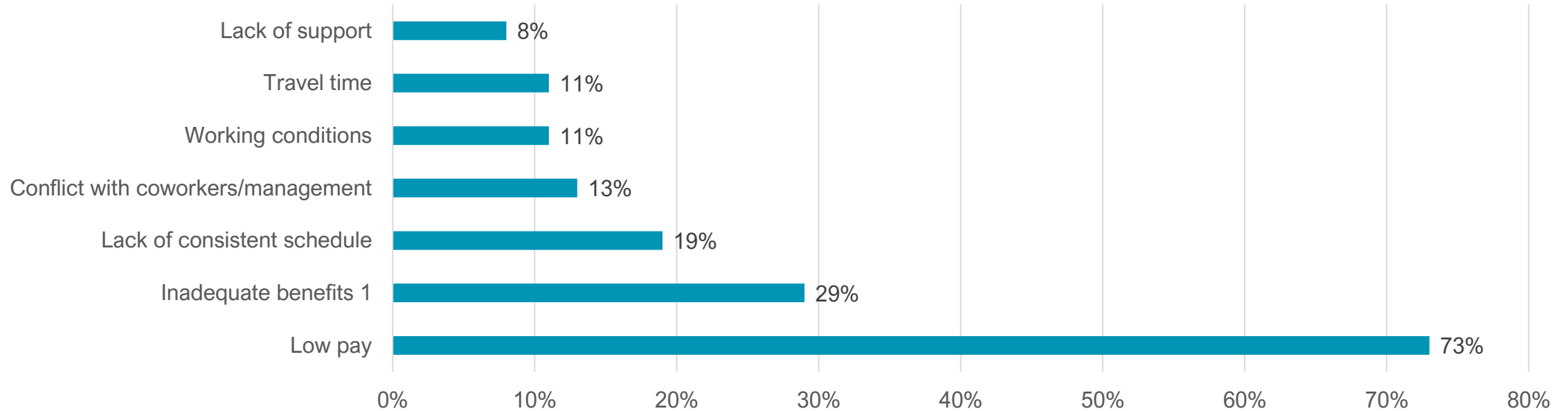
“What is the longevity of your DCW workforce?”

- Agencies report an average of **5.3 years of service**



“In your opinion, why are DCWs leaving their jobs?”

Reasons for Leaving





“Please estimate the percentage of clients/participants you had to turn away because you did not have enough DCWs to provide services.”

- **24%** of respondents did not have to turn away any clients
- **33%** turned away 1-20% of clients
- **32%** turned away 21-50% of clients
- **11%** did not respond or did not know



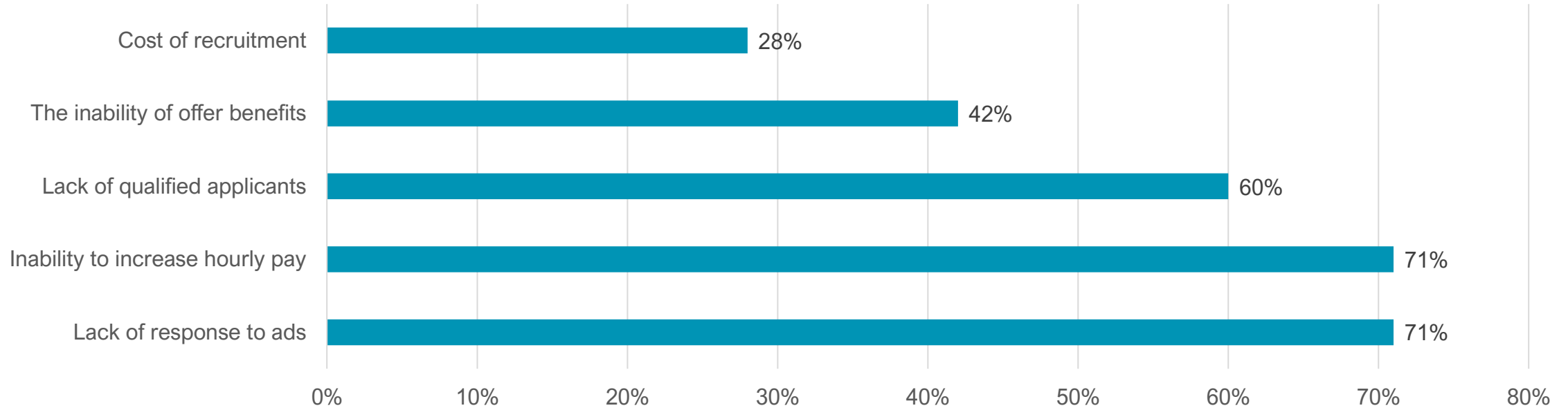
“What tools do you need to strengthen to build your DCW workforce?”

- 1 Standardized Training for DCWs
- 2 Recruitment tools/resources
- 3 Retention tools/resources
- 4 Support for DCW workforce such as transportation, childcare
- 5 More funding to offer higher wages/benefits

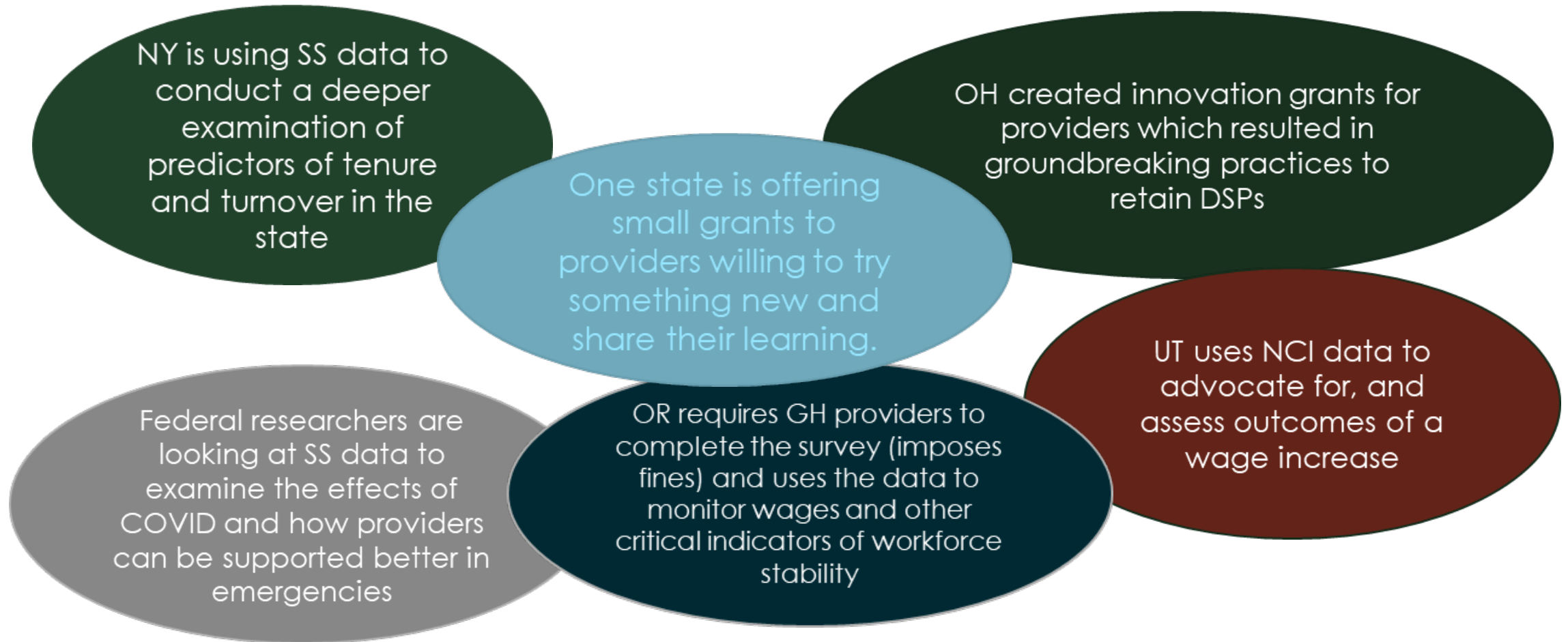


“What are your biggest barriers for recruitment?”

Recruitment Barriers
(multiple responses allowed)



How are SoTW data being used?



Going beyond anecdote.

What can states do with NCI-IDD data?

Learn	Organize	Work	Focus on
<p>State can learn from the variation in your state</p> <ul style="list-style-type: none">• How can smaller agencies be supported as system changes are anticipated?	<p>The state can organize a learning collaborative workgroup</p> <ul style="list-style-type: none">• 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.	<p>Work with service provider trade associations</p> <ul style="list-style-type: none">• 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.	<p>State can focus on the termination rates of DSPs.</p> <ul style="list-style-type: none">• identify possible state or local agency policies contributing to higher-than-average rates of termination when compared to other states.



Contact Us



- Email us if you have questions or to be added to the Staff Stability Survey mailing list:
- DHSDMSWIARPAHCBS@dhs.wisconsin.gov



- Sign up for general American Rescue Plan Act Home and Community-Based Services email updates:
www.dhs.wisconsin.gov/aboutdhs/alerts.htm



- Website: www.dhs.wisconsin.gov/arpa/hcbs.htm



WISCONSIN DEPARTMENT
of HEALTH SERVICES





Human Services
Research Institute

NASDDDS

National Association of State Directors of Developmental Disabilities Services

To see the
complete
report, click
[here](#)