The National Core Indicators Staff Stability Survey

Agenda

• What is the Staff Stability Survey?
  ▪ Why is it important?

• How to enter data into the online data entry system (ODESA)
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) and 22 sub-state areas
- Goal: Measure performance of public systems for people with intellectual and developmental disabilities
  - Help state DD systems assess performance by benchmarking, comparing to other states
  
  www.nationalcoreindicators.org

Direct Support Professionals (DSPs)
Staff Stability Survey: WHY?

• Escalating demand for LTC Services oriented towards home and community based settings
  ▪ DSPs = critical to increasing services in least restrictive settings
• Growing body of research demonstrates that stability of workforce has direct impact on consumer outcomes
• Lack of data about direct service workforce
  ▪ Data are needed to assess how state’s DSP workforce is changing or improving and where challenges lie

Examples of How States Will Use Staff Stability Data

• The data from this survey will:
  ▪ Provide data to inform policy and program development
  ▪ Monitor and evaluate the impact of workforce policies and initiatives
  ▪ Compare state DSP stability data with those of other states
Presentation of the Data

• Data will be aggregated at state level.

<table>
<thead>
<tr>
<th>NCI</th>
<th>Average Hourly Wage</th>
<th>Average Hourly Wage</th>
<th>State Minimum Hourly Wage</th>
</tr>
</thead>
<tbody>
<tr>
<td>X2</td>
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<tr>
<td>AVERAGE</td>
<td>$9.35</td>
<td>$9.50</td>
<td>$9.75</td>
</tr>
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</table>

*N* = Number of responses

ILLINOIS STATE PORTAL
(what the state can see)
You are receiving this email because your agency NFI provides direct support to adults age 18+ with intellectual and developmental disabilities in Illinois.

*Please forward this email to the employee within your organization who is most familiar with Human Resources and Payroll information.

**Please do not forward outside of your organization.**

Here is your unique link to the online survey:

***PLEASE REFER TO HELP WHEN RESPONDING TO THE SURVEY USING THE LINK IN THIS EMAIL***

You can access the survey as many times as necessary to add responses, edit responses or complete the survey at a later date (before June 30, 2017).

The survey responses will only be counted if they are entered into the online system using the link:


The National Core Indicators™ (NCI) Staff Stability Survey gathers data on the workforce of Direct Support Professionals (DSPs) serving adults with intellectual and developmental disabilities age 18 and older. Illinois needs accurate data on the DSP workforce in order to make meaningful predictions and programs to benefit DSPs and the people they serve.

It is critical that all provider agencies in Illinois provide data for this survey in order to have accurate information on the DSP workforce in Illinois (such as average ages, turnover, vacancy rates and benefits).

This survey will ask about the status of your agency’s DSP workforce employed between January 1, 2014 and December 30, 2014.

The survey will ask about:

1. Impact of services your organization provides,
2. Length of DSP employment,
3. Number of DSPs employed,
4. Turnover incentives,
5. Turnover rates,
6. Benefits and
7. Retention strategies.

Results of this survey will be reported in the aggregate (as a state average), and your organization will not be identified in any way in the survey reports or in the dataset.

This survey must be completed by June 30, 2017.

If you have any questions regarding the Staff Stability Survey, please contact:

access@nci.org

[Access NCI Online]
Directions:

- Direct support staff who were on payroll for any length of time during the period of January 1, 2016 to December 31, 2016:
  - How long they’ve been employed
  - Whether they are current staff or separated staff
  - Date of termination (if applicable)
  - Whether they work full-time or part-time (current staff only)
  - Hours and wages
  - Benefits, such as paid time off, health insurance, etc.

Types of Agencies should NOT Participate

If your agency works EXCLUSIVELY with children (under age 18), please do not reply to this survey.

*However, if your agency provides services and supports to adults and children, please refer to staff whose primary job is to provide supports to adults with ID/DD age 18 and over:

If your agency provides the following supports EXCLUSIVELY, please do not reply to this survey:

- transportation services
- home modifications
- meal delivery
- social work
- fiscal intermediary/employer of record services
- therapy services, such as occupational therapy

PLEASE NOTE: For host/foster/family home arrangements: Please respond only about DSPs who are working in addition to the primary shared living/foster care provider.

PLEASE NOTE: If you are a state operated provider agency, please let your state NCI contact know.
Types of Workers to Consider:
Direct Support Professionals:

- The direct support workforce includes the following job titles and those in similar roles (this list is NOT exhaustive):
  - Personal Support Specialists (PSSs)
  - Home Health Aides (HHAs)
  - Direct Support Professionals (DSPs)
  - Certified Nursing Assistants (CNAs)
  - Homemakers
  - Personal Attendants/Personal Care Aides
  - Direct Support Professionals working in job or vocational services
  - Direct Support Professionals working at day programs or community support programs

Whom to Consider

- **Please include in your responses:**
  - All paid staff members who spend at least 50% of their hours doing direct service tasks. These people may do some supervisory tasks, but their primary job responsibility and more than 50% of their hours are spent doing direct service work.

- **Only include** supervisors if more than 50% of their hours are spent doing direct service tasks.
Whom NOT to Consider

- PRN workers
- Temporary workers
- Licensed health care staff (nurses, social workers, psychologists, etc.)
- Administrative staff, or full-time managers or directors, unless they spend 50% or more of their hours providing direct hands-on support and personal assistance or supervision to individuals with disabilities
- Regarding host/foster/family home arrangements: Please respond only about DSPs who are working in addition to the primary shared living/foster care provider.

Settings to Consider

Please include in your responses Direct Support Professionals in the following settings:

- Residential supports—
  - Supports provided to a person who is living outside of the family home.
  - This can include 24-hour supports such as a group home or ICF/IID.
  - It can also include people living in supported housing or supported living getting less than 24 hours of support (if your agency owns the residential setting or operates the lease).
  - If a person is in a shared living, host home or foster home, please include only those DSPs who are working in addition to the shared living/foster provider.

- In-home supports—
  - Supports provided to a person in their home (only if their home is not owned or leased by your agency. If the mortgage or lease of the home is the financial responsibility of your agency, the services you provide in the home would be considered residential supports).

- Non-residential supports such as:
  - Day programs and community support programs—Supports provided outside an individual’s home such as adult day program services, developmental training, and community supports.
  - Job or vocational services—Supports to help individuals who are looking for work or on the job for which they are paid (e.g., work supports).
Settings NOT to Include

- People working on services such as home modifications, transportation, meal delivery, social work or others who are not providing direct support and personal assistance or supervision to individuals with disabilities.
- People who are hired directly by the person or the person’s family for whom your agency’s role is limited to being a fiscal intermediary/employer of record.
- People only working in school settings for children through 12th grade.
- People providing therapy services, such as occupational therapists.
- People providing seasonal services, such as summer camp counselors.
You are receiving this email because your agency DES provides direct support to adults (age 18+) with intellectual and developmental disabilities in Illinois.

*Please forward this email to the employee within your organization who is most familiar with Human Resources and Payroll information.

*Please do not forward outside of your organization.

Here is your unique link to the online survey:

***PLEASE REFER TO THE SURVEY USING THE LINK IN THIS EMAIL.***

You can access the survey as many times as necessary to add responses, edit responses or complete the survey at a later date (before June 30, 2017).

The survey responses will only be counted if they are entered into the online system using this link:


The National Core Indicators (NCI) Staff Stability Survey gathers data on the workforce of Direct Support Professionals (DSPs) serving adults with intellectual and developmental disabilities age 18 and older. Illinois needs accurate data on the DSP workforce in order to look at creating policies and programs to benefit DSPs and the people they serve.

It is critical that all providers agencies in Illinois provide data for this survey in order to have accurate information on the DSP workforce in Illinois (such as average wages, turnover, vacancy rates and benefits). This survey will ask about the status of your agency’s DSP workforce employed between January 1, 2016 and December 31, 2016.

The survey will ask about:

1. Types of services your organization provides
2. Length of DSP employment
3. Number of DSPs employed
4. Vacant positions
5. Wages
6. Benefits
7. Recruitment and retention strategies

Results of this survey will be reported in the aggregate (as a state average), and your organization will not be identified in any way in the survey reports or in the dataset.

This survey must be completed by June 30, 2017.

If you have any questions regarding the Staff Stability Survey, please contact:

Jonna Bernard Page
jonna.bernard@illinois.gov

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IL NCI Staff Stability Survey 2016

Instructions: Agency Profile/Payment Data/Compensation and Benefits/Hirement and Retention/First Line Supervisors/Comments

The survey is part of the National Core Indicators (NCI) project, and the information you provide will not be identifiable, nor will it be used in any way except as described above.

Survey must be completed by June 30, 2017.

**NOTICE: PLEASE NOTE THAT ANY RESPONSES TO THIS SURVEY MUST ENTERED IN THE ONLINE PORTAL. PAPER CAPTURED COPIES WILL NOT BE ACCEPTED OR COUNTED.**

**NO STAFF shall also prepare a video guide to the survey. This guide will provide important**

**Survey must be completed in the online data entry system by June 30, 2017.**

Before you start:

Please refer to the survey page (https://nci.dwhen.org/) for more information.

Your agency will not be identified in any way in the aggregate.

Types of agencies that should not participate:

**If your agency works EXCLUSIVELY with children (under age 18), please do not reply to this survey. However, if your agency provides services and supports to adults and children, please provide supports to adults with IDD age 18 and older.**

- Transportation
- Home modifications
- Meals and feeding
- Medication
- Social work
- Intercultural language of local services
- Therapies services, such as occupational therapy
1. Agency name or code number (optional):

2. Does your agency ONLY support adults with intellectual/developmental disabilities (I/DD)?
   - Yes - Go to question 4
   - No - Go to question 3

3. If you replied “No” to question 2, can you indicate and report separately on the wage information, vacancy rates, benefits of DSPs who work exclusively with adults with I/DD?
   - Yes (please refer only to the DSPs who work exclusively with adults with I/DD when answering this survey)
   - No (please refer to all DSPs when answering this survey)

4. Does your agency provide residential supports to adults with I/DD?
   - Yes
   - No

5. If YES to Question 4, please check all residential supports your agency provides:
   - In-home support services (i.e., home care, homemaker services, personal care services, etc.)
   - Community-based residential supports (i.e., group homes, supported housing, shared living arrangements)
   - Community-based nonresidential supports (i.e., day programs, employment supports)

6. If YES to Question 6, please check all in-home supports your agency provides:
   - Homemaker Services
   - Personal Care Services
   - In-Home Habilitation/Supported Living (Home or setting is not owned or leased by your agency)
   - Family Support
   - Foster Care/Host Home/Shared Living/Shared Tenancy

7. Does your agency provide nonresidential supports and services outside of the home?
   - Yes
   - No

8. If YES to Question 6, please check all nonresidential or day supports and services outside the home that your agency provides:
   - Community-based day programs
   - Community-based nonresidential supports (i.e., community integration or "community participation"
   - Community-based employment (individual or group)
   - Facility-based employment, such as sheltered workshops
   - Other non-residential supports - Please explain

9. If YES to Question 6, please check all in-home supports your agency provides:
   - Homemaker Services
   - Personal Care Services
   - In-Home Habilitation/Supported Living (Home or setting is not owned or leased by your agency)
   - Family Support
   - Foster Care/Host Home/Shared Living/Shared Tenancy

10. If YES to Question 7, please check all nonresidential or day supports and services outside the home that your agency provides:
    - Community-based day programs
    - Community-based nonresidential supports (i.e., community integration or "community participation"
    - Community-based employment (individual or group)
    - Facility-based employment, such as sheltered workshops
    - Other non-residential supports - Please explain

IF YOU ANSWERED “NO” TO QUESTIONS 5, 8, AND 11, PLEASE DO NOT CONTINUE WITH THIS SURVEY.
At the bottom of each page, you’ll see:

- Survey is designed so you can go in and out as many times as you want
  - Be sure to click SAVE.
  - To access the survey, click link in email.

- Even when you click FINISH at the end of the survey, you can still go in and change/edit answers (until June 30, 2017)
22. Does your agency distinguish between full-time and part-time positions?
   • Yes
   □ No - skip to question 30

23. If yes, how is a full-time position defined? (the minimum number of hours per week required to qualify as full-time)

24. As of December 31, 2016, how many of your direct support staff members were considered full-time employees?

25. As of December 31, 2016, how many full-time positions were vacant?

26. Add your responses to Question 24 and Question 25 and enter the total here. This figure represents your total number of full-time direct support positions as of December 31, 2016.

27. As of December 31, 2016, how many of your direct support staff members were considered part-time employees?

28. As of December 31, 2016, how many direct support part-time positions were vacant?

29. Add your responses to Questions 27 and Question 28. Enter the total here. This figure represents your total number of part-time direct support positions as of December 31, 2016.

Note: The responses in Question 24 plus the response in Question 27 must equal the response in Question 18.

What was the average starting hourly wage and average hourly wage paid to all DSPs in each of the following types of services or settings? Please exclude overtime rates from your calculation. Do not include FTEs, on-call, temporary, and relief staff wages. Please refer to the period between January 1, 2016 and December 31, 2016.

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Average Starting Hourly Wages</th>
<th>Average Hourly Wages for DSPs regardless of length of employment</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) DSPs providing Residential services</td>
<td>$ (per hour)</td>
<td>$ (per hour)</td>
</tr>
<tr>
<td>b) DSPs providing In-Home services</td>
<td>$ (per hour)</td>
<td>$ (per hour)</td>
</tr>
<tr>
<td>c) DSPs providing Non-Residential supports and services</td>
<td>$ (per hour)</td>
<td>$ (per hour)</td>
</tr>
<tr>
<td>d) Average wages for DSPs across all services and settings</td>
<td>$ (per hour)</td>
<td>$ (per hour)</td>
</tr>
</tbody>
</table>

Accuracy is very important
• Make sure you understand what’s being asked and that you’re providing the correct information.
Also ask about
• Health insurance
• Whether dependents can be covered
• Dental coverage
• Vision coverage
• Other benefits
Questions?

IL State Contact:
Jayma.Bernhard@Illinois.gov

Dorothy
dhiersteiner@hsri.org

What did they say?