

Agenda/Objectives

- Gain national perspective on status of direct service workforce
- Identify three effective recruitment, selection or retention strategies
- Provider Case Scenario
- Discuss implementation and challenges to implementation
- Questions

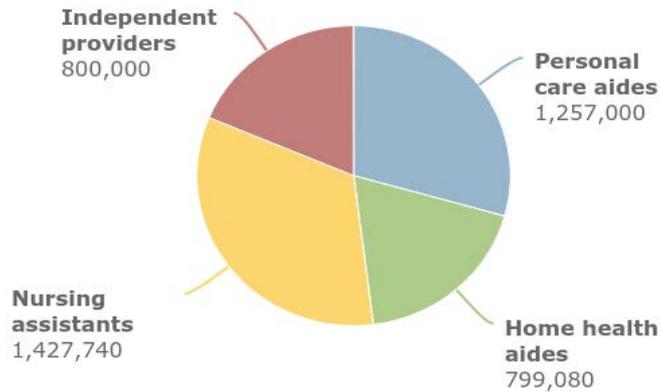


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Size of Direct Service Workforce

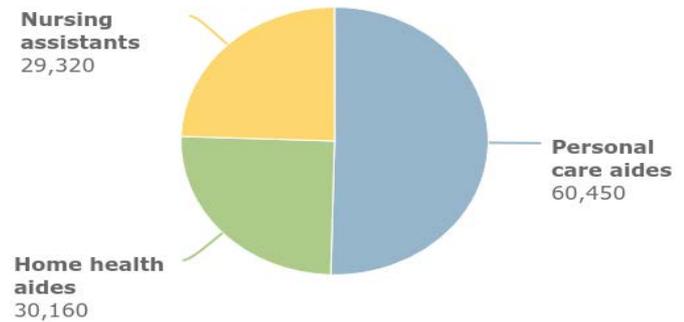
Workforce, 2014

Total: 4,283,820



Minnesota: Size of Direct-Care Workforce, 2014

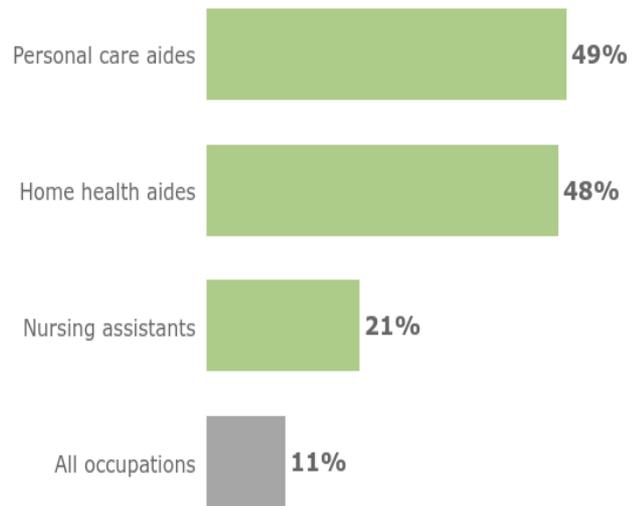
Total: 119,930



Source: PHInational.org

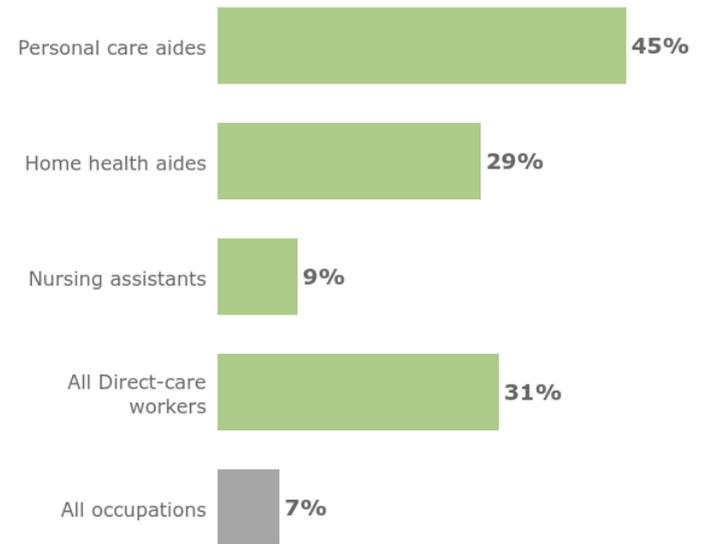
Projected Growth

United States: Occupational Growth Projections, 2012-2022



Source: PHInational.org

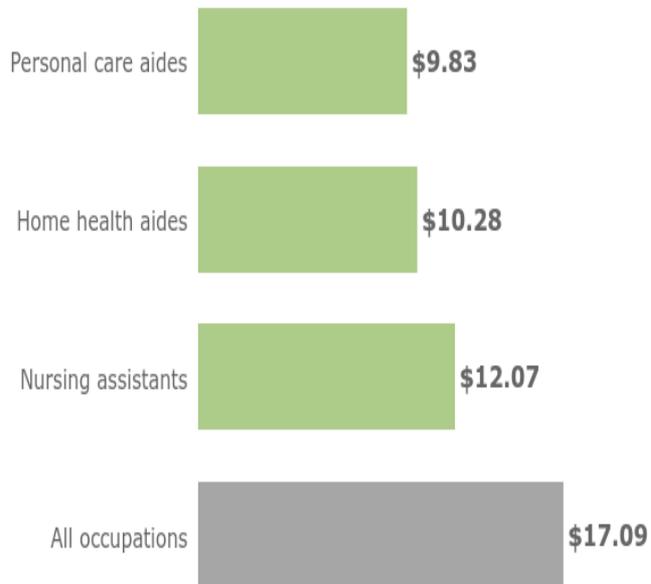
Minnesota: Occupational Growth Projections, 2012-2022



Source: PHInational.org

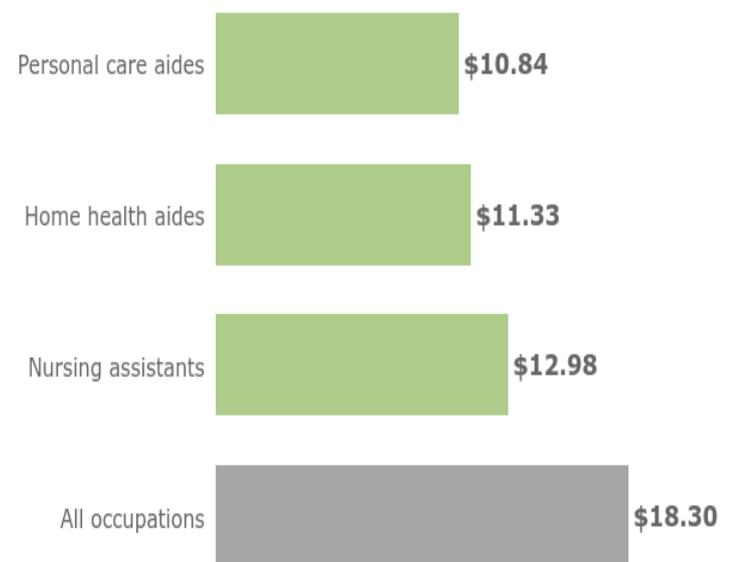
Median Hourly Wages

United States: Median Hourly Wages for Direct-Care Workers, 2014



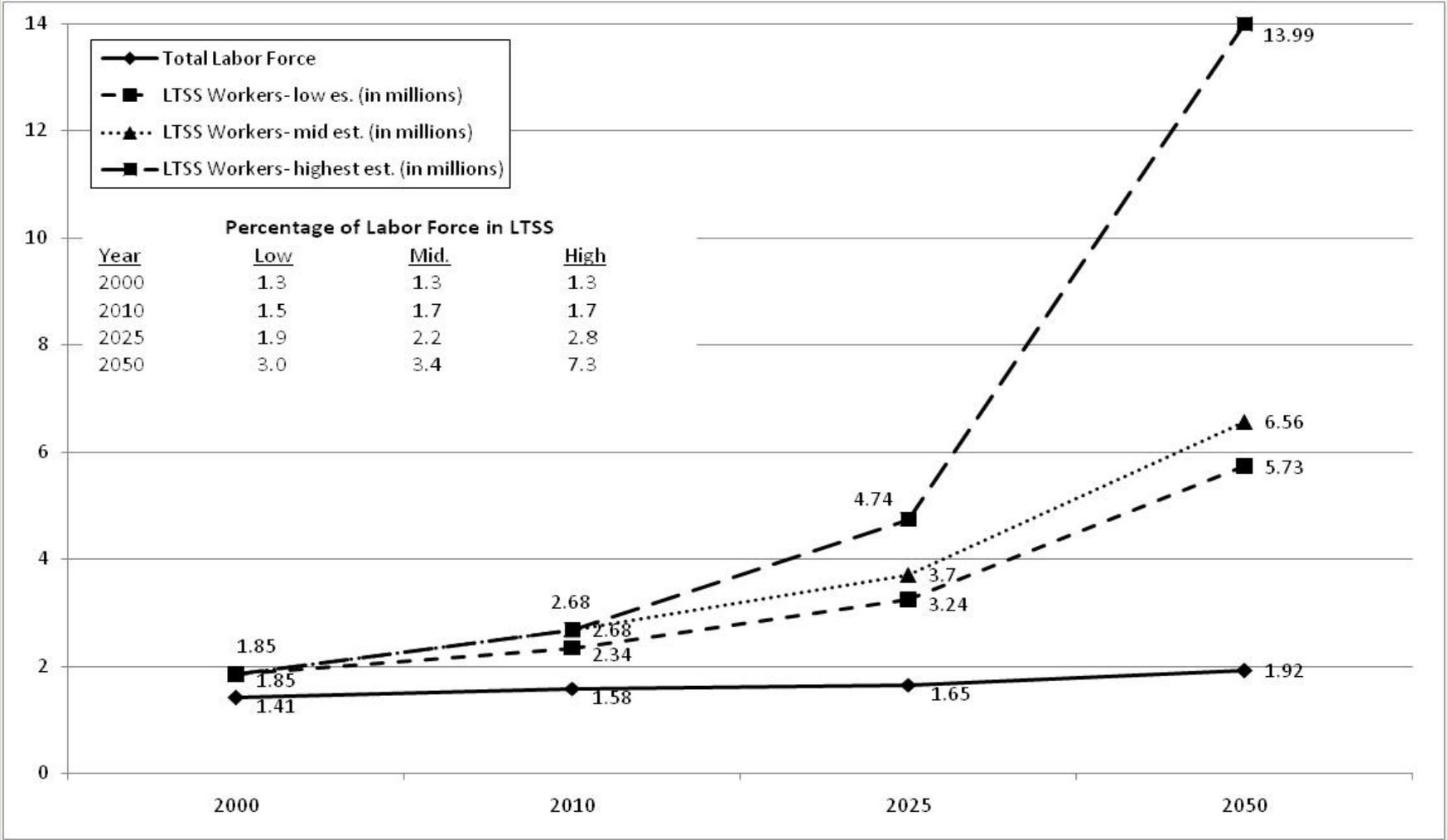
Source: PHInational.org

Minnesota: Median Hourly Wages for Direct-Care Workers, 2014



Source: PHInational.org

Projected Growth in U.S. Labor Force (in hundred millions) and Number of Persons Employed in LTSS (in millions)



A Supply and Demand Problem

- Increasing demand for long-term supports and services, especially in home and community-based settings
- Supply of workers not growing fast enough to keep up with demand
- Low wages, limited benefits, limited training opportunities
- Persistently high turnover and low retention
- Quality of services depends on the quality and stability of the workforce



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Niche Group Marketing



Direct Support Professional Recruitment Toolkit

Research and Training Center on Community Living
University of Minnesota

- Gen X and Y'rs
- Faith communities
- Retirees
- Students
- Displaced workers
- Stay at home parents



Research & Training Center on Community Living

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Effective Selection Strategies

- Structured/Behavioral interviews
- Realistic Job Previews
- Structured observations
- Cognitive ability tests
 - Writing exercises
 - English proficiency tests
- Interview with DSPs
- Interview with individuals and family members



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Why Structured Interviews?

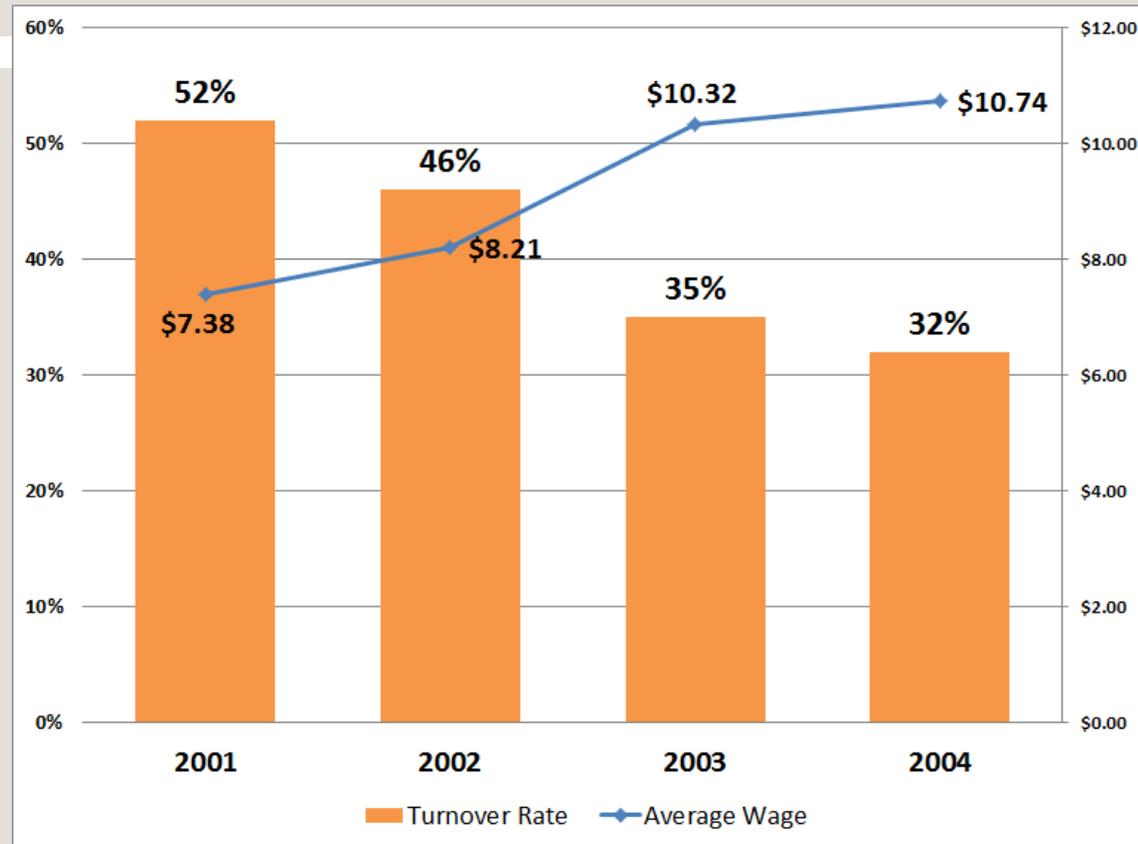
- The best predictor of future behavior is past behavior in similar circumstances that was recent or that reflected long-standing behavior patterns
- Ask candidates to describe situations they have faced and how they handled them.
 - Situation, Behavior, Outcome



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Wages matter...

WY 2002 DSP wage pass-through

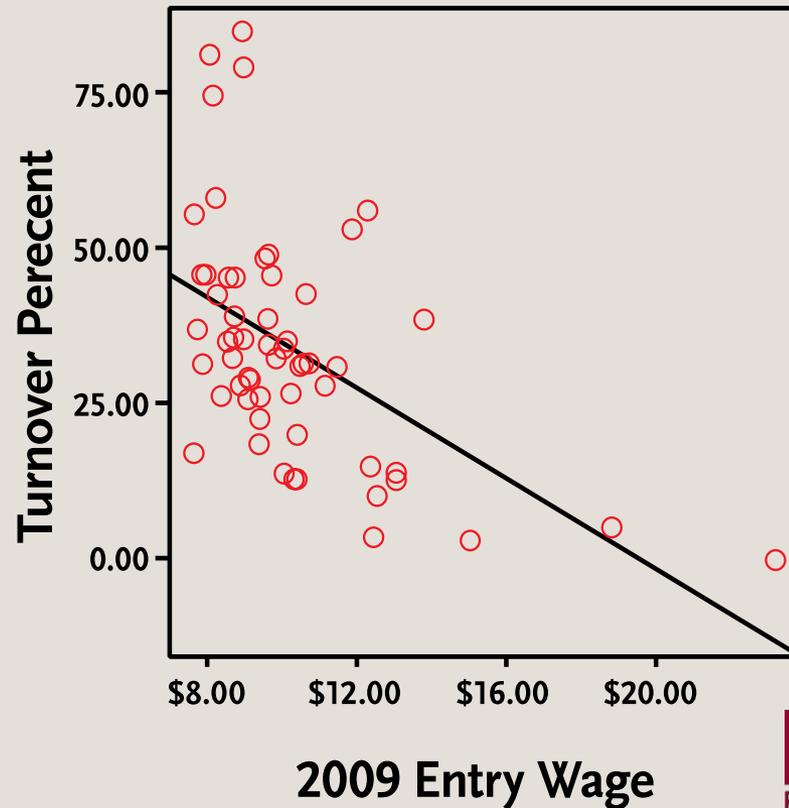


Source: Wyoming Department of Health, Developmental Disabilities Division (April 2005)
“Direct Service Professionals Wages and Retention.”



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Low Wages: Correlation of Entry Wage to Turnover



2009 DSP Wage Study, ANCOR



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DSP Support



NADSP Competency Areas

- Participant Empowerment
- Communication
- Assessment
- Community and Service Networking
- Facilitation of Services
- Community Living Skills and Supports
- Education, Training and Self-Development
- Advocacy
- Vocational, Educational & Career Support
- Crisis Prevention and Intervention
- Organizational Participation
- Documentation
- Building and Maintaining Friendships
- Person Centered Supports
- Health and Wellness

Why Is Competency Based Training Important?

Quality of services depends on the quality and stability of the workforce



National Alliance for Direct Support Professionals

NADSP
National Credential Program

NADSP

www.nadsp.org

A Quarterly Newsletter of the National Alliance for Direct Support Professionals

Frontline Initiative

Volume 4 • Number 1 • Winter 2008

Embracing Diversity: A Cornerstone to New Support Models

What's Inside

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Frontline Initiative provides information on news, employment, advocacy, diversity, and other topics. For more information, visit our website at www.nadsp.org.

National Alliance for Direct Support Professionals

Code of Ethics

Person-Centered Supports
The NADSP Code of Ethics provides support of all individuals and their families, friends, and communities, and where necessary to ensure the best possible quality of life for all.

Confidentiality
All NADSP staff and support professionals are bound by the confidentiality of all information and records of the people they support.

Justice, Fairness, and Equity
All NADSP staff and support professionals are bound by the principles of justice, fairness, and equity in all aspects of their work.

Self-Determination
All NADSP staff and support professionals are bound by the principles of self-determination and the right to choice for all people they support.

Advocacy
All NADSP staff and support professionals are bound by the principles of advocacy and the right to be heard for all people they support.

Respect
All NADSP staff and support professionals are bound by the principles of respect and the right to be treated with dignity and respect for all people they support.

Integrity and Responsibility
All NADSP staff and support professionals are bound by the principles of integrity and responsibility in all aspects of their work.

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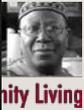
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Nominees for NH DSP of the Year



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Community Living

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