How can states learn from state and national NCI results from the Staff Stability Survey to address the workforce challenges facing providers of intellectual and developmental disabilities

In the 2017 Staff Stability Survey, **providers reported an average turnover rate of 43*% in the past year.***

Why does it matter? Direct support professionals are the backbone of community residential and day supports for people with intellectual and developmental disabilities. DSPs have challenging jobs that have only become more challenging as more and more individuals with severe disabilities are served in community programs or supported at home. The stability, quality and continuity of the DSP workforce is critical to the sustainability and integrity of long term supports and to the achievement of positive outcomes for those being served

Questions to ask: How does your state collect accurate and comparable data regarding the recruitment and retention of direct supports professionals? How does retention differ between agencies that use competency-based training for DSPs and those that do not? Have any providers in your area linked wage increases to training, and if so, what can be learned from their experience?   What has the state agency done to understand any relationship between wages, benefits, turnover and quality of outcomes for people supported? What projects are taking place in your state to explore the relationship between DSP wage increases and vehicles such as wage pass-throughs, setting wage floors, and rate setting activities which require a minimum ratio of direct labor costs to other administrative and indirect costs? Is there a DSP recognition day or conference in your state? How does your state infrastructure support the use of realistic job previews or mentorship programs for DSPs?

Want to know more?

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