



# South Dakota Association of Community Based Services

A recipient of the 2009 Moving Mountains Award in recognition of transformative statewide efforts to build collaboration among organizations, advocate for policy change, and develop DSP excellence.

# Intervention Highlights

- Collaboration of all 19 organizations that provide community services in South Dakota.
- Directors meet frequently to discuss creative ways to increase retention and quality of DSPs, guided by surveys of DSPs.
- Statewide availability of *College of Direct Support*
  - Lessons done collaboratively by DSPs and people using supports at some sites.
- Comprehensive media and marketing campaign aimed at recruiting quality DSPs and enhancing DSP status in the community.
- Increased potential for legislative advocacy.



# Outcomes

- All 19 SDACBS organizations have achieved CQL accreditation.
- Average turnover rate among all SDACBS members has been reduced by 12% - from 49% in 2001 to 37%.
- 3,229 DSPs used the *College of Direct Support* in South Dakota. Another 111 individuals with IDD and 21 family members have completed lessons.
- SDACBS has taken a lead in promoting self-directed supports in the state, increasing choice in services.





# Catholic Community Services of Southern Arizona -The Community Living Program

Recipient of the 2009 Moving Mountains award for their innovative **Starfish Program** that empowers DSPs, builds morale, and promotes a community of cooperation in the Organization by having DSPs share in all aspects of the Agency.

# Intervention Highlights

- Challenged by high turnover, low morale, budget deficits, and declining monitoring scores.
- Implemented the “Open Books”/Great Game of Business management philosophy
  - Share budget information with all staff
  - Empower staff for make decisions that benefit consumers and the organization.
- Increase incentives for strong DSP performance and make the workplace fun and rewarding.
- Use of technology to enhance DSP training (CDS) and communication.



# Outcomes

- Steadily declining DSP turnover rates
  - 2003-2004 turnover: 54%
  - 2008-2009 turnover: 17%
- All DSPs are using the College of Direct Support and Therap to improve training and communication.
- Staff advisory council gives DSPs a stake in organizational decision making.
- Full compliance program monitoring in 2009.
- Staff are happier and morale is higher!





# The Arc of Delaware County

Recipient of the 2010 Moving Mountains Award for their comprehensive **Life and Career Model** that focuses on professional development through a highly specified career ladder designed to promote meaningful participation in society for people with disabilities.

# Intervention Highlights

- Needed a flexible, highly skilled, and committed workforce to support greater community participation for people supported at Delarc.
- Developed a comprehensive career ladder
  - Each level of Life Coach has specific duties, job description, coaching plan, and pay grade.
  - DSPs receive intensive training to perform both within the Delarc culture and in their specific Life Coach level.
- Weekly, hour-long meetings between each DSP and his/her supervisor promote coaching, mentorship, and support to succeed as a Life Coach and focus to move up the career ladder, if desired.





# Outcomes

- DSP Turnover rate is 12.97%, down from 22.75% in 2005.
- Salaries for Life Coaches have increased
  - Base Salary in 2005: \$16,398
  - Base Salary in 2008: \$18,274-\$39,475 (depending on position on the career ladder)
- Twice-yearly surveys of DSPs reveal steadily increasing satisfaction with working at Delarc.
- Philosophy of person-centeredness, positivity, and commitment permeates Delarc. Service users and family members report very high levels of happiness with supports.



# The Adirondack Arc

Recipient of the 2010

Moving Mountains Award

in recognition of their **tiered training program that supports DSPs to become Master Workers and pursue higher education**, leading to exemplary outcomes for people using supports.

# Intervention Highlights

- Developed career development model that take place over several years- participation is an optional “challenge” supported by the organization.
  - First part is on-site training: CDS, Master Worker training, plan facilitator. Transfers to 10 credits at local community college.
  - Second segment is 20 hours of coursework leading to Associates degree at community college.
  - Third tier leads to a Bachelor’s degree through Empire State College.
- Builds a sustainable leadership structure within the organization.



# Outcomes

- Continuously increasing retention rates among DSPs who have completed the Master Worker training.
- The turnover rate of Master Worker completers is 5% lower than the rest of the agency
- Performance indicators for CQL reveal exemplary consumer outcomes.
  - Consistently rated 2-5% higher than CQL “Best in Class” average for consumer outcomes.
  - Highly person-centered service delivery across all Adirondack Arc locations.

