

***“MOVING MOUNTAINS” AWARD
FOR
BEST PRACTICE
IN
DIRECT SUPPORT
WORKFORCE DEVELOPMENT***

sponsored by
RTC & NADSP



BUILDING A COLLABORATIVE STRATEGY FOR RECRUITMENT, RETENTION, TRAINING AND UTILIZATION

This 8 year effort was initiated by the South Dakota Association of Community Based Services (SDACBS) and facilitated by past Executive Director, Tom Scheinost.

The initiative was nominated for the award by Judy Struck,
Executive Director of
the South Dakota Center for Disabilities.



In The Beginning...

The statewide initiative began when the Directors/CEOs of the 19 Community Support Providers in South Dakota participated in a strategic planning retreat.



The Directors/CEOs agreed that the likelihood of the system gaining sufficient additional funding to increase wages/benefits to attract more DSP employees was “not in the cards” due to SD’s economic condition and the political climate.

They agreed that SDACBS would continue its’ efforts to secure needed funding for the community system; BUT would also embark on a major initiative to benefit Direct Support Professionals in areas other than wages and benefits.



1st Steps...

A detailed survey of almost 2,000 DSPs with a 60% response rate set in motion a funding proposal to the SD Council on Developmental Disabilities that included the following goals:



Goal Number 1

To research, identify, develop and begin implementation of advanced high quality, cost effective and on-going training opportunities for supervisors to assist them in improving the recruitment, retention and training of DSPs.



Goal Number 2

To develop strategies to utilize the media to publicize the DSP workforce shortage issue and to improve the “professional image and status” of DSPs.

The ultimate goal being to attract more individuals who will choose to seek employment in the developmental disabilities community services field.



Getting Everyone at the Table...

Once funding was secured, a PROJECT WORKGROUP was established that included representation from

- Community Support Providers (administrators, supervisors, DSPs, people with disabilities & family members)
- SD Department of Human Services - Division of Developmental Disabilities
- University Center for Excellence in Developmental Disabilities
- Media consultant

The PROJECT WORKGROUP made recommendations that led to significant achievements.

These accomplishments enabled the statewide initiative to successfully obtain 10 additional grants from the DD Council.



The Proof is in the Pudding!

NATIONAL ACCREDITATION

The Division of Developmental Disabilities replaced the state's own quality monitoring program with the national accreditation program CQL: The Council on Quality and Leadership.

100% of SD's Community Support Providers have successfully achieved CQL national accreditation.



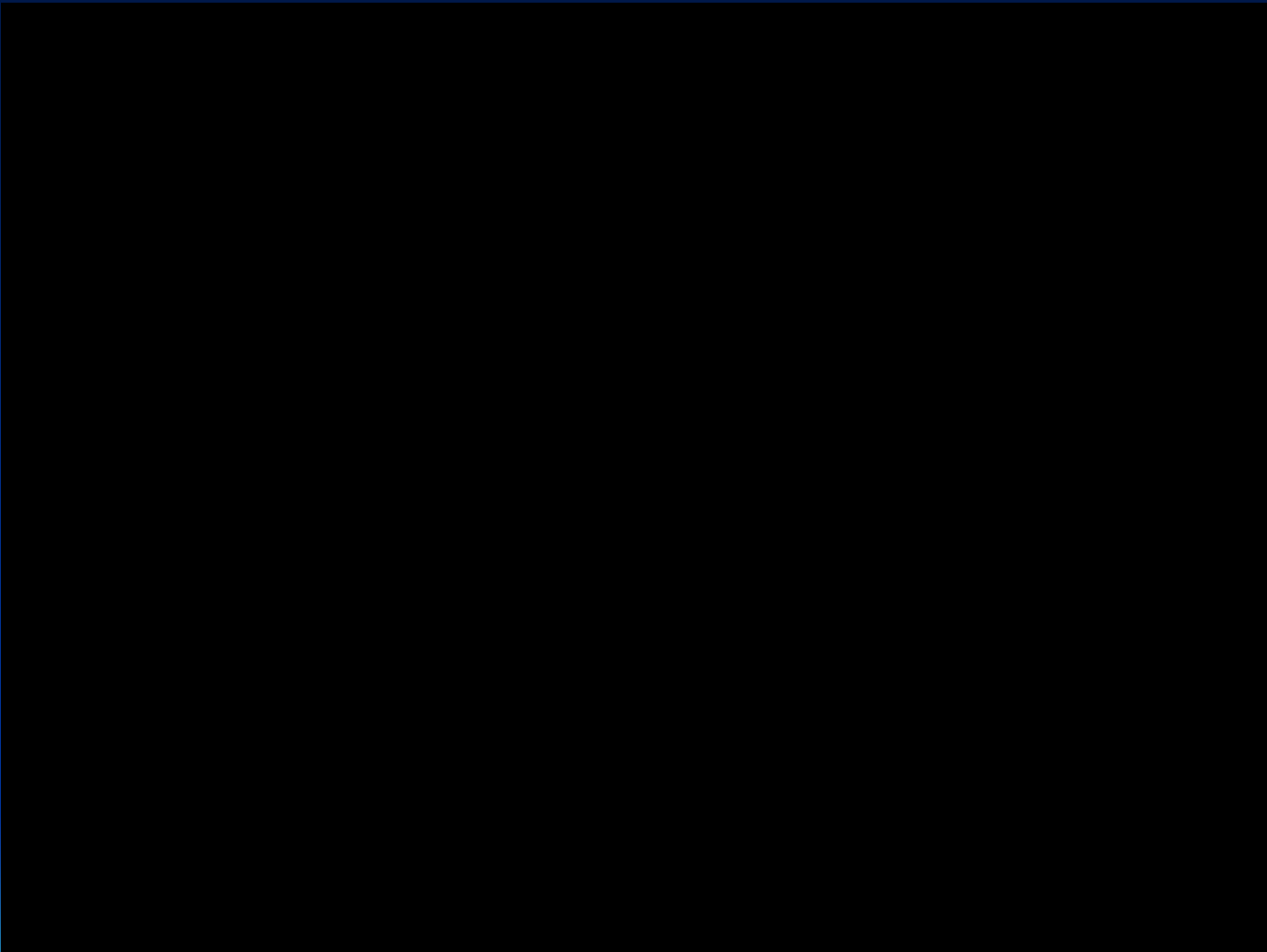
MEDIA CAMPAIGN

The theme of the media campaign was *“Put Your Heart In It”* and media kits were prepared for use by all CSPs.

Kits included radio and newspaper ads, posters, billboards and a video all designed to enhance the image of DSPs.







PERSON CENTERED THINKING

- A concerted effort was made to bring Person Centered Thinking (PCT) training and tools to the workforce.
- PCT is a dramatic shift in thinking about people with developmental disabilities as informed and active citizens rather than consumers of services.
- Efforts are being made to explore ways to merge PCT training into the College of Direct Support making it more accessible and usable to the workforce.



THE COLLEGE OF

DIRECT SUPPORT

The search for advanced, high quality, on-going and cost effective training resulted in the implementation of an on-line training option called the College of Direct Support (CDS).



- Implemented May 2004 in all community agencies and SDDC.
- Crank up meeting held in 3 locations in April.
- SDACBS has contract with CDS----**NOT state mandated.**
- SD CDS Project Workgroup meets 3-4 times per year---
critical for sharing, learning, problem solving, expanding utilization.
- **Workgroup Members:**
20 agency Learning Administrators
SDACBS
Division of DD
Family Support 360
- Statewide Administrator, 12 hours per week. Office located at
Center for Disabilities, Sanford School of Medicine of the University
of South Dakota
- SD CDS Brochure



Current Data

- All 19 providers and the state supported Developmental Center utilize CDS.
- Learners: 3,727 . . . includes 152 persons supported, 26 family members, etc.
- Lessons Completed: 51,772
- Hours to Complete Lessons: 44,752

Funding

- SD DD Council annual grants through April 30, 2010.
- Each agency annual fee -- \$2,800.00.
- Increased funding from Division of DD, nearly \$100,000.00 for May 1 2010-April 30, 2011.
- Goal---Long-Term funding through Division of DD along with annual agency fees.



In Summary...

This 8-year effort highlights the partnership between the:

- SD Department of Human Services -
Division of Developmental Disabilities
- Center for Disabilities
- Community Support Providers
- Other advocacy associations



It also acknowledges that our accomplishments have resulted in a better trained workforce that has gained an enhanced and more positive image.

Employees continue to work in an under-funded system with a greater sense of pride and accomplishment as they know the supports and services they provide are of the highest quality.



BUT, much work remains....

- DSP turnover rate continues to be around 50%
- DSP average hourly wage hovers around \$10



The time-honored South Dakota spirit of working together to achieve a common goal will continue.

We will continue to chisel away in our efforts to recruit and retain a well-trained workforce for the people we support and serve.



It is hard work to “move mountains”, but South Dakota has had great success in doing so and we are committed to continuing the tradition!



SOUTH DAKOTA CONTACT INFORMATION

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