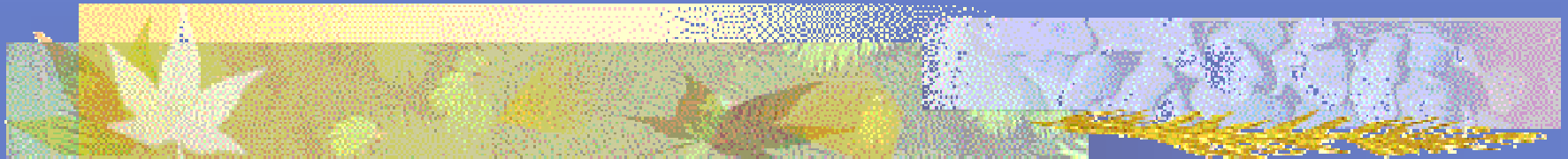


# Quality: Direct Support Competence and Continuity A Must



NADDDDS Reinventing Quality Conference

August 28 - 29

Chicago, Illinois

# Nathan

- Still employed
- New opportunity under HCBS
- Wage = \$18.00 + vacation, incentive bonus
- Nathan hires, policies & procedures
- Licensed & non-licensed





# Problems (aka crisis)

- High Turnover (45 - 78%)
- High Vacancies (7 - 13%)
- Low wages
- Limited access to benefits
- Low status
- Lack of career path and professional identify
- APATHY
- Provider vs. systems “problem”



# Quality Indicators: Agency Staffing

- Systemic intervention to address issues
- Agency can state/track turnover, retention, vacancies - provides training
- Turnover rates 20% or below
- Overtime
- Adequate wages/Access to benefits
- Empowered direct support staff
- People who receive services part of selection
- Comprehensiveness, access and outcomes of training - DSPs/FLSs
- Career path for DSPs



# Interventions

## ■ Systemic

- Wage and benefits
- Education/Training programs
- Social status/imagine
- Collaborations with healthcare, employment, education initiatives

## ■ Agency

- Recruitment
- Selection
- Supervisors
- Orientation/training
- Networking
- Pay and incentives
- Empowerment
- Participatory management