

Missouri Association
of Rehabilitation Facilities



**Direct Support Professional Crisis
Presentation to the Mental Health Commission
April 12, 2018**

What is MARF?

- Statewide association of community providers serving individuals with developmental disabilities.
- Two working divisions include;
 - Community Living Division - Residential and Day Services
 - Employment Division
- Supports 92 members;
 - Providing support services statewide to over 12,500 Missourians
 - Annual DMH contracts over \$600M
 - Most agencies have been serving individuals with developmental disabilities in the community for over 30 years.



What does MARF do?

- ✓ Advocate to improve the lives of individuals with disabilities.
- ✓ Monitor and participate in State and Federal policy changes to programs and services that impact individuals with disabilities.
- ✓ Work closely with DMH - Division of Developmental Disabilities and DESE - Vocational Rehabilitation.
- ✓ Provide testimony and work with local legislators on issues.



Why is MARF here today?

Last month the Division of DD provided information on the Direct Care Professional Crisis Report that was recently delivered to the President.

Today MARF members will tell you how their agencies are being impacted by this crisis and how ultimately individuals and their families in Missouri are being impacted.



National News - Reports



DSP Crisis

- average DSP wages of \$10.72 per hour
- average DSP wages below the federal poverty level for a family of four
- half of DSPs relying on government-funded and means-tested benefits
- most DSPs working two or three jobs
- average annual DSP turnover rates of 45 percent (range 18–76 percent)
- average vacancy rates of more than 9 percent

Factors for Crisis

- high staff turnover;
- growing demand for services due to the growth and aging of the U.S. population in general;
- increased survival rates for people with ID;
- demographic shifts resulting in fewer people moving into the DSP workforce;
- persistently non-competitive aspects of direct support employment, including low wages, poor access to health insurance, and lack of paid time off (PTO) and other benefits;
- high stress and demands of direct support employment, including round-the-clock, seven-days-a-week work;
- insufficient training and preparation for DSP roles; and
- lack of professional recognition and status for skilled DSPs.



Report to the President 2017

America's Direct Support Workforce Crisis:

Effects on People with Intellectual Disabilities,
Families, Communities and the U.S. Economy





200+
EMPLOYEES



Alternative Community Training



\$10.25 /HR.
STARTING WAGE



53%
TURNOVER RATE



35
STAFF VACANCIES



\$500,000
IN OVERTIME



1,200+
EMPLOYEES



The Arc of the Ozarks



\$10.00/HR.
STARTING WAGE



61%
TURNOVER RATE



120
STAFF VACANCIES



\$1.2 MILLION
IN OVERTIME



200+
EMPLOYEES

Chariton Valley
Association, Inc.
Kirksville, MO



\$10.00 /HR.
STARTING WAGE



46%
TURNOVER RATE



25
STAFF VACANCIES



\$119,133
IN OVERTIME



336
EMPLOYEES



CDD
Nurture. Enrich. Thrive.



\$10.00/HR.
STARTING WAGE



61.4%
TURNOVER RATE



68
STAFF VACANCIES



\$362,062
IN OVERTIME



1,900
EMPLOYEES



\$10.50/HR.
STARTING WAGE



48%
TURNOVER RATE



200
STAFF VACANCIES



\$2 MILLION
IN OVERTIME



700+
EMPLOYEES



Emmaus



\$10.50/HR.
STARTING WAGE



46%
TURNOVER RATE




175
STAFF VACANCIES




\$1 MILLION
IN OVERTIME


**LOCAL
EMPLOYERS
OFFERING MORE
PAY, LESS
RESPONSIBILITY**




Amazon announces fulfillment center in Missouri, bringing 1,500+ jobs



Walmart raises hourly wage to \$11 and expands employee benefits



Target raises hourly wage to \$12 and will pay \$15 per hour by 2020



CVS boosts hourly starting pay to \$11 after tax cut

How is MARF addressing the issue?

- Since 2009 when the Department of Mental Health identified a rate rebasing problem that was projected to cost over \$45M in General Revenue, MARF has been a champion at the Capitol advocating for resources to address this issue.
 - HOUSE and SENATE leadership have supported budget recommendations to address the DD rate rebasing issue over the past years.
 - However, as you may recall these funds have typically been withheld, placed in reserve or core cut by the Governor's Budget Office.
- **Resources to address this problem today are projected by the Mercer Report to cost over \$78M in General Revenue using an hourly wage of \$12.** Mercer cost projections are understated because the figures used to prepare that report are now over 2 years old.



This Problem Must be Addressed

If we ignore the problem in another ten years it will cost over \$125M GR.

- Quality of care will continue to be impacted.
- DSP workforce will be reduced by other opportunities and providers will be forced to close their doors.
- Individuals and families currently served by DD community providers will no longer have those services available to meet their needs.
- DD community services system will implode if we continue to ignore the problem.

We must do something.

- Addressing this issue must be a priority of the Mental Health Commission and the Department of Mental Health.



Our Request to the Mental Health Commission

- **MARF members are asking the Mental Health Commission to support including a new decision item in the Fiscal Year 2020 DMH budget request next October to begin addressing this crisis.**
- **This must be a top priority for 2020 DMH budget. DD Community Providers cannot continue to operate at insufficient rates. They must be able to recruit and retain qualified DSPs to continue to be successful in meeting the needs of the individuals they serve.**



Questions?

Contact Information

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