



Improving lives THROUGH
supports and services
THAT FOSTER self-determination.

National Core Indicators(NCI) Staff Stability Survey

Mental Health Commission Presentation

03/14/2019

2017 NCI Staff Stability Survey

- 🕒 The National Core Indicators (NCI) Staff Stability Survey initiated in 2014 with 10 participating states.
- 🕒 19 states (including MO) and the District of Columbia participated in the 2017 NCI Staff Stability Survey.
In MO, 437 providers received the survey, and 191 responses were validated (40.6% response rate).
- 🕒 3,334 provider agencies completed the survey from all participating states.
- 🕒 Data gathered in this survey cycle refers to the period between January 1, 2017 and December 31, 2017
- 🕒 2017 Staff Stability Survey results are now available.
https://www.nationalcoreindicators.org/upload/core-indicators/2017_NCI_StaffStabilitySurvey_Report.pdf



How States Can Use Staff Stability Data

The NCI Staff Stability Survey data will help Missouri...				
Develop policy and programs regarding Direct Service Professionals (DSP) workforce improvement initiatives	Monitor and evaluate the impact of workforce initiatives	Compare state's workforce outcomes to other states' outcomes	Provide context for consumer and family outcomes	Build systems to more effectively collect, analyze, and use DSP workforce data

2017 NCI Staff Stability Survey

Tenure

Of the Direct Support Professionals (DSPs) employed at responding agencies as of December 31, 2016:

	NCI Average	Missouri
Employed for less than 6 months.	20%	20%
Employed between 6 and 12 months.	16%	18%
Employed for more than 12 months.	64%	62%

Of the DSPs who left employment at responding agencies between January 1, 2016 and December 31, 2016:

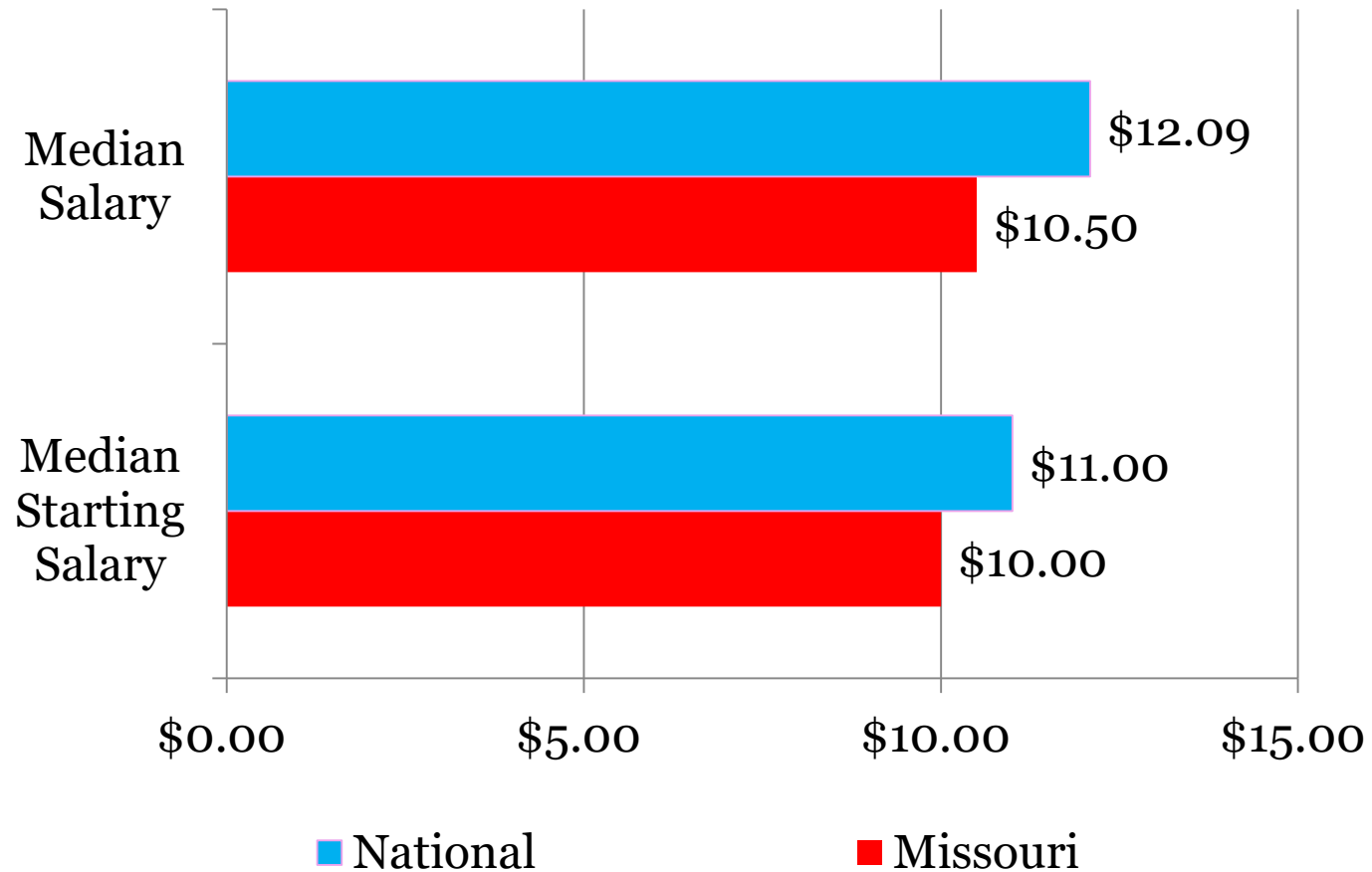
	NCI Average	Missouri
Employed for less than 6 months.	32%	41%
Employed between 6 and 12 months.	18%	22%
Employed for more than 12 months.	38%	25%

DSPs employed (MO) – 13,353
DSPs separated (MO) – 7,472

Turnover Rate: **NCI Avg 47.0%, MO 56.3%**
Full Time Vacancy Rate: **NCI Avg 8.1%, MO 7.5%**

2017 NCI Staff Stability Survey

Hourly Wage Comparison



2017 NCI Staff Stability Survey

Benefits

National	Missouri
23% offer pooled paid time off	23% offer pooled paid time off
60% offer paid sick time	43% offer paid sick time
65% offer paid vacation time	65% offer paid vacation time
30% offer paid personal time	26% offer paid personal time
72% offer health insurance	63% offer health insurance
68% offer dental insurance	51% offer dental insurance
56% offer vision insurance	46% offer vision insurance

Represents both full-time and part-time DSPs.

2017 NCI Staff Stability Survey

Other Benefits

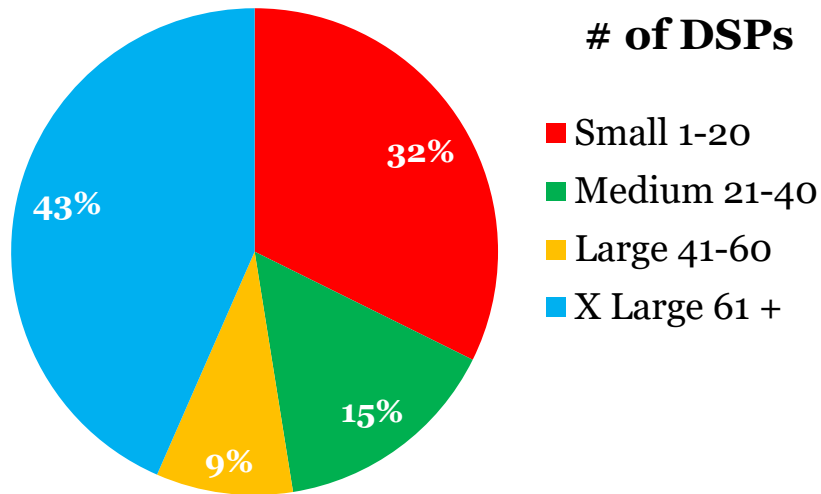
National	Missouri
20% offer post-secondary education support	10% offer post-secondary education support
65% offer employer-paid job-related training	61% offer employer-paid job-related training
58% offer employer-sponsored retirement plan	41% offer employer-sponsored retirement plan
36% offer employer-sponsored disability insurance	22% offer employer-sponsored disability insurance
46% offer flexible spending account	18% offer flexible spending account
32% offer health incentive programs	12% offer health incentive programs

Represents both full-time and part-time DSPs.

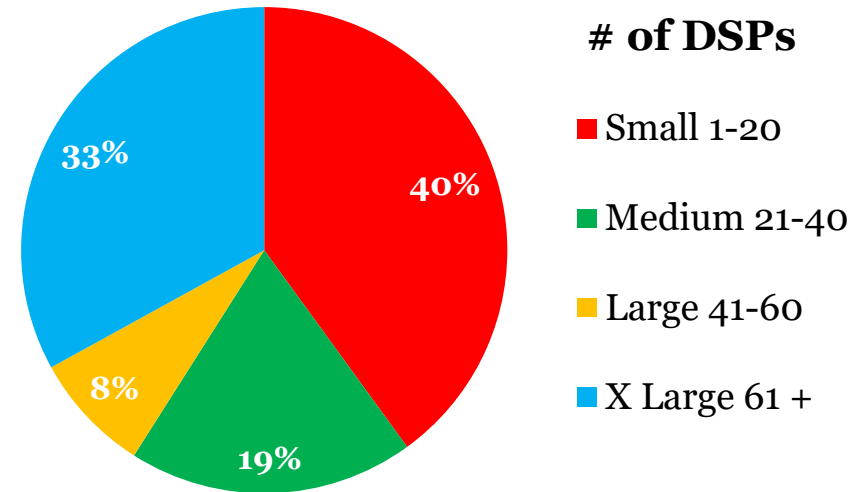
2017 NCI Staff Stability Survey

Number of Direct Support Professionals (DSPs)

NCI Average



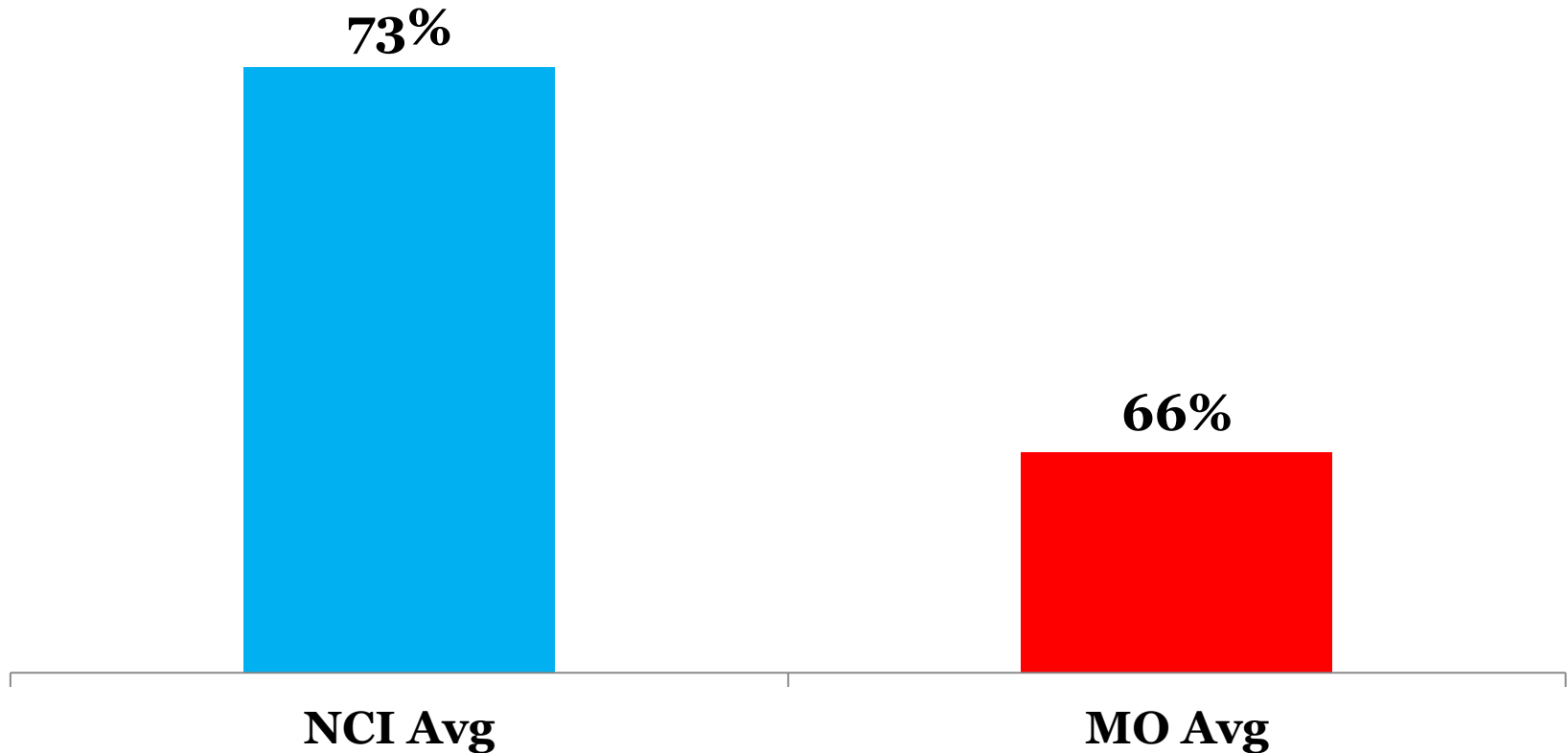
Missouri



For this survey, the definition of DSP includes:

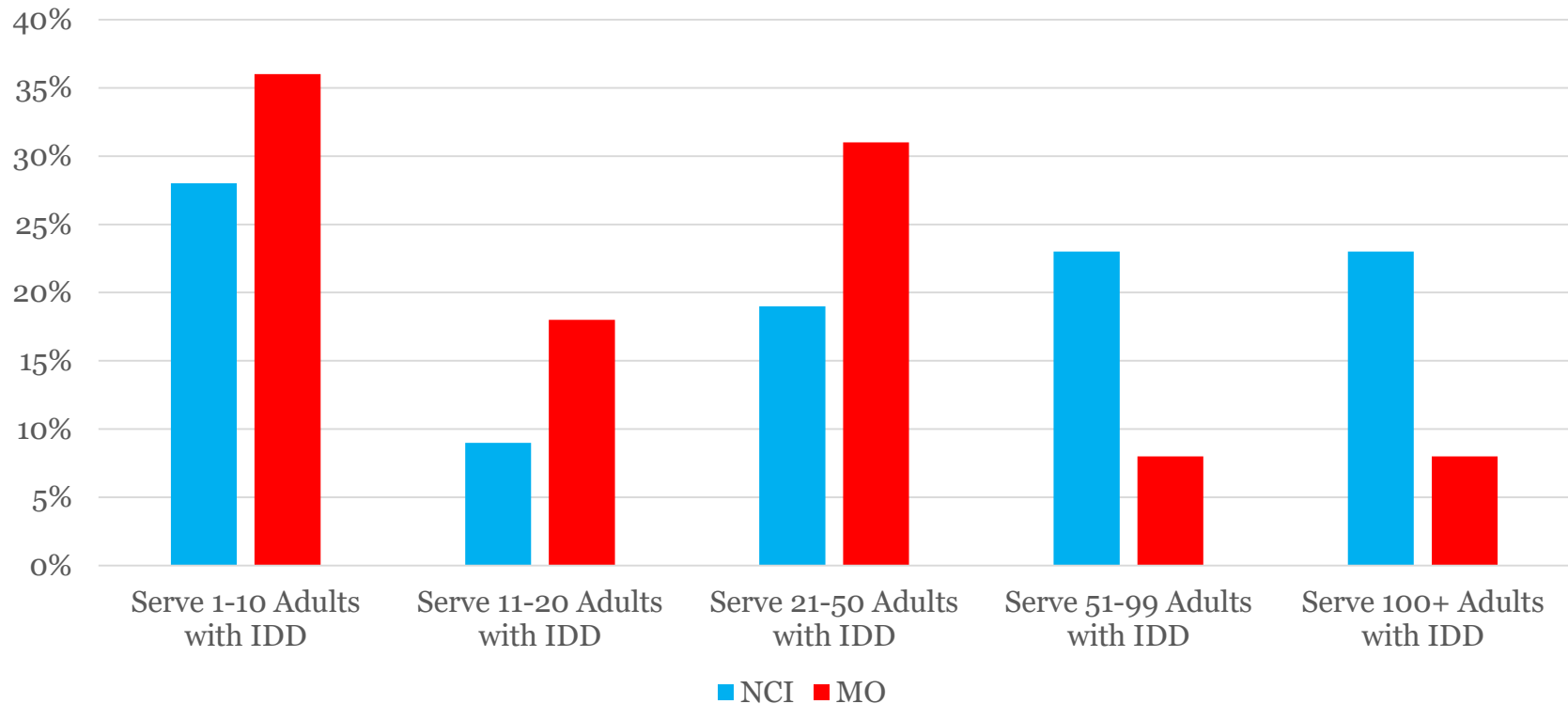
All people whose primary job responsibility is to provide support, training, supervision, and personal assistance to adults with intellectual and developmental disabilities.

Residential Supports

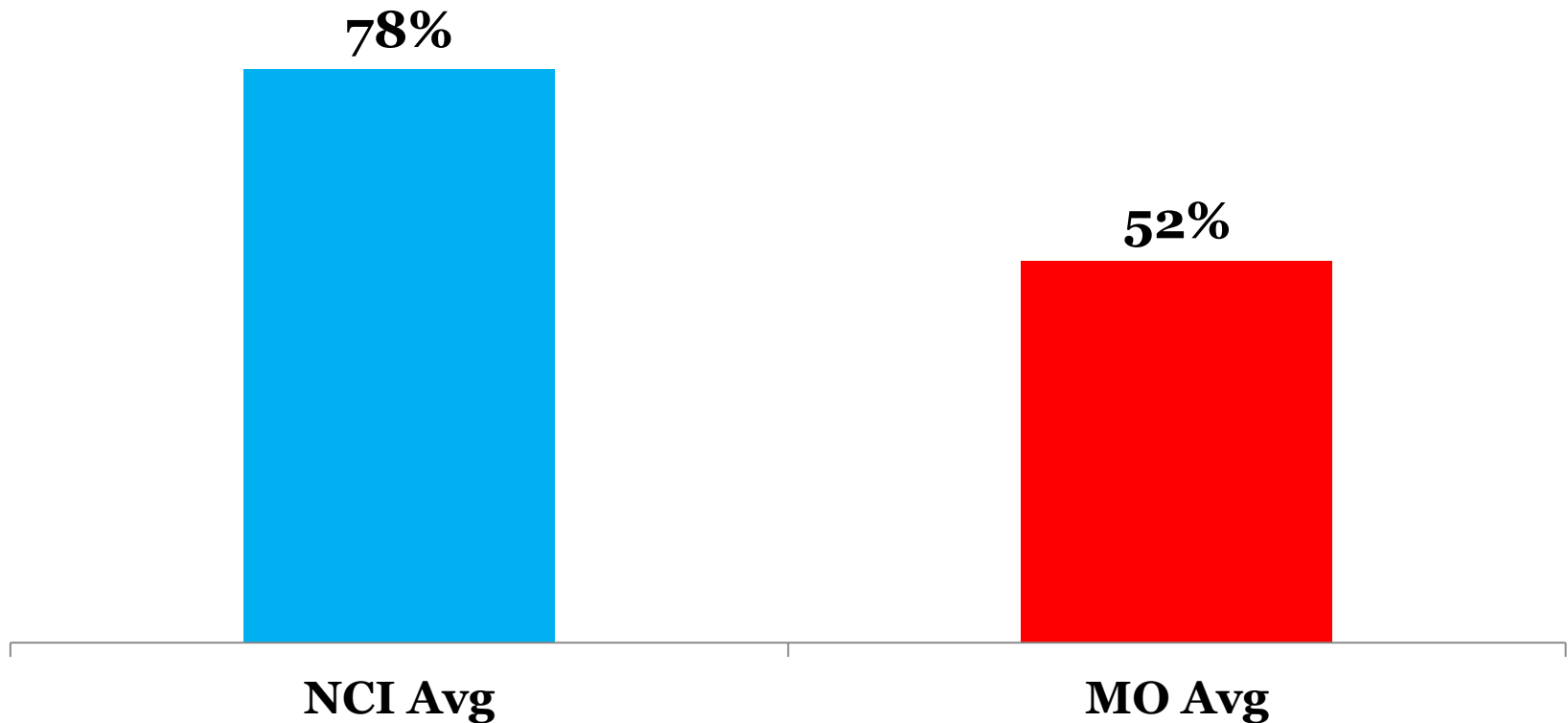


2017 NCI Staff Stability Survey

Residential Services: Number of Adults with IDD Supported

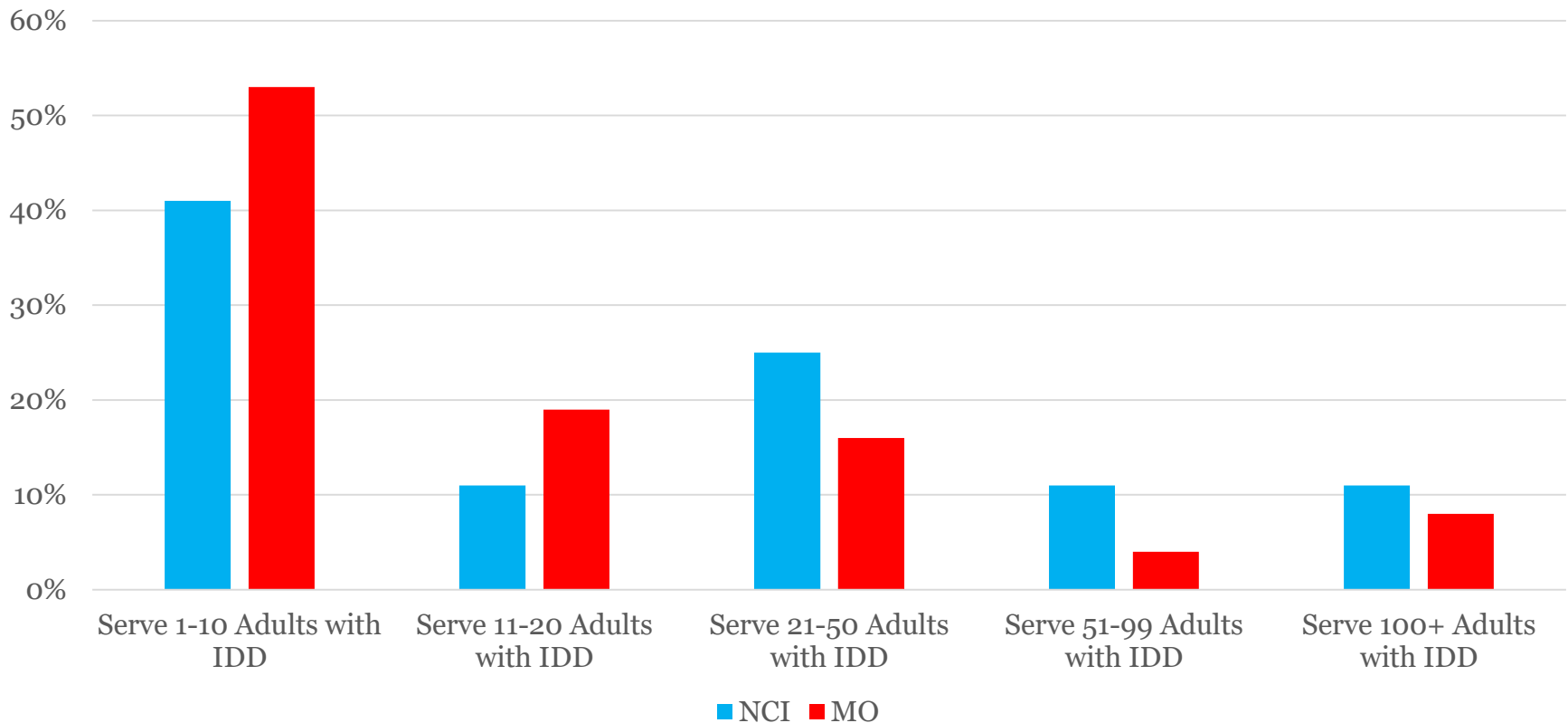


Agencies Providing In-Home Supports

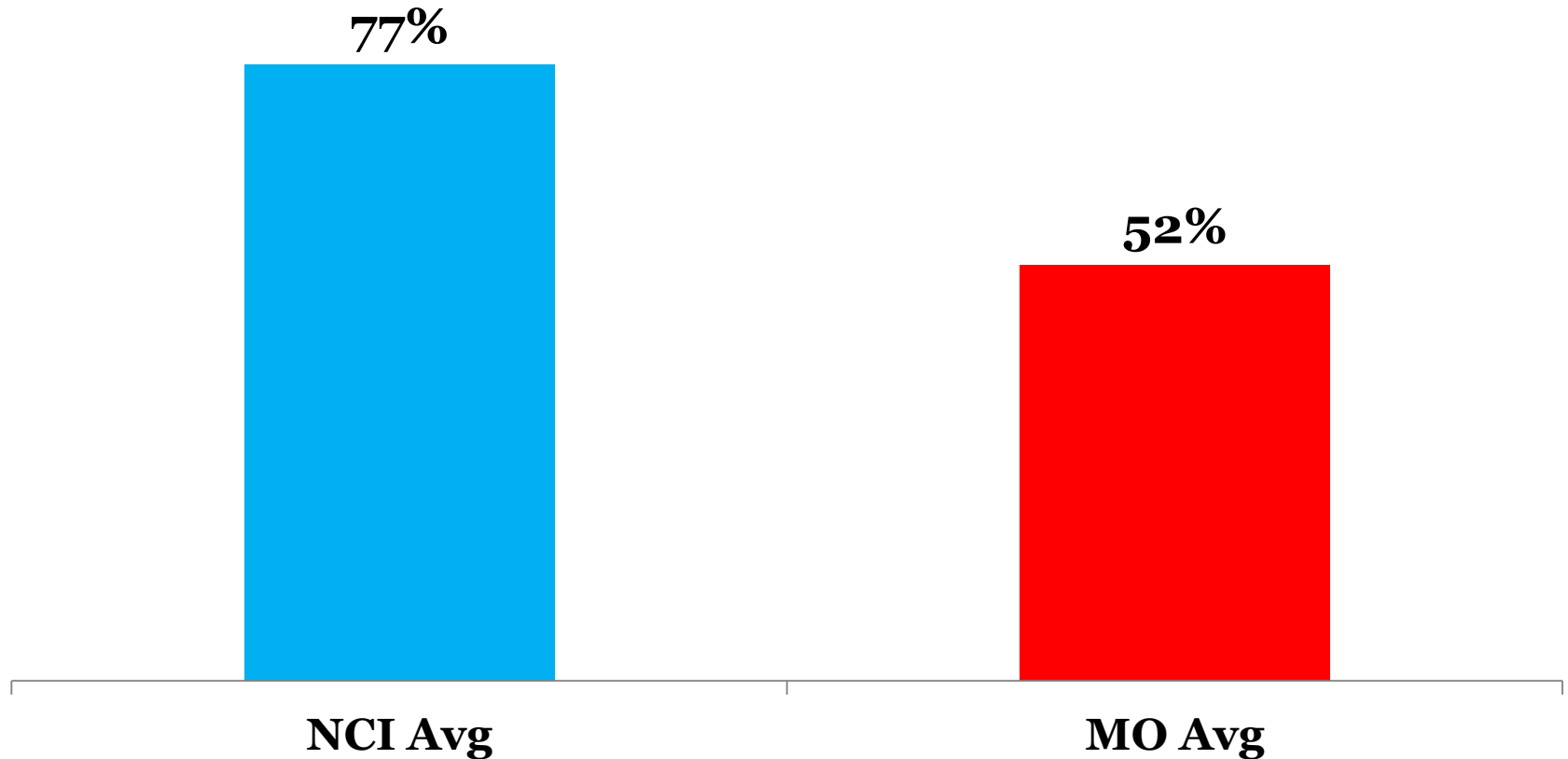


2017 NCI Staff Stability Survey

In-Home Supports: Number of Adults with IDD Supported

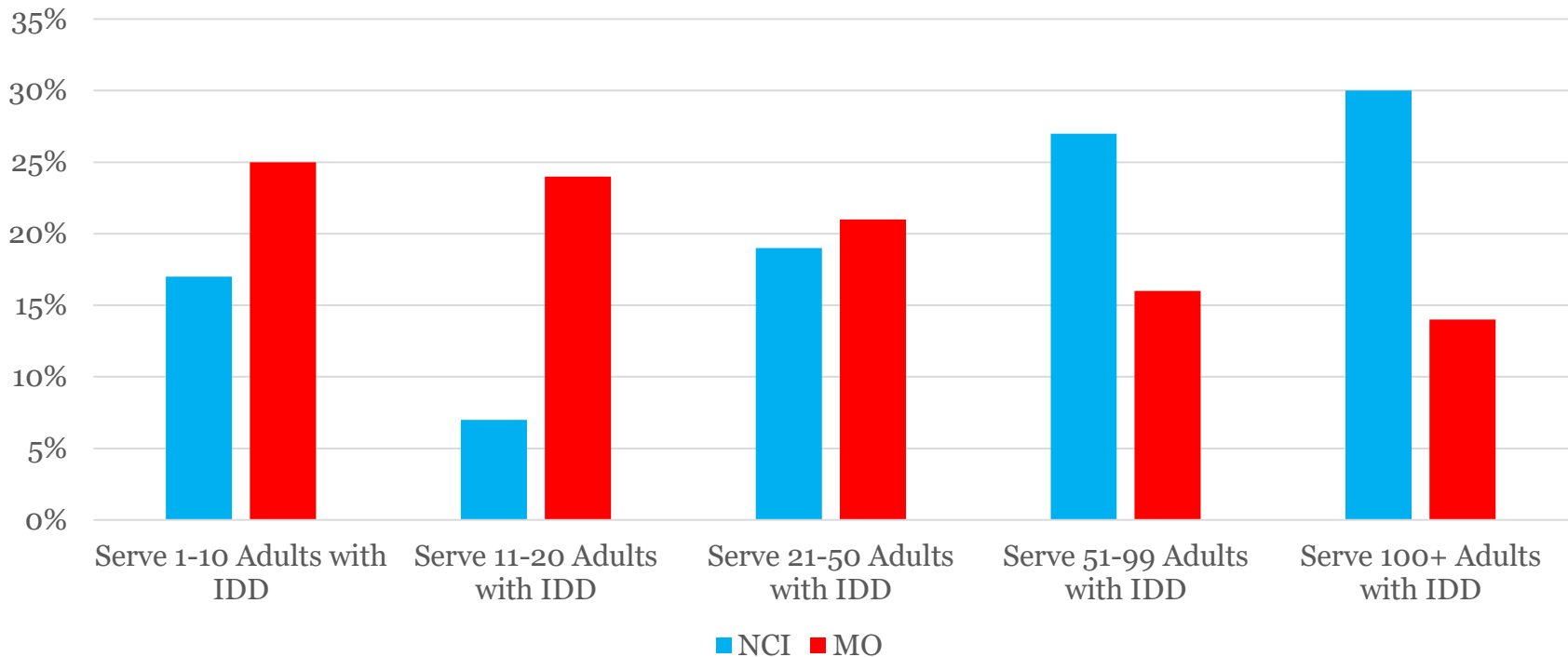


Non-Residential Supports



2017 NCI Staff Stability Survey

Non-Residential Supports: Number of Adults with IDD Supported



2017 NCI Staff Stability Survey

- 👤 2018 Staff Stability Survey information will be e-mailed to applicable DMH DD contracted providers by NCI .
- 👤 NCI has been provided the e-mail information to directly notify applicable DMH DD contracted providers.
- 👤 The survey is voluntary and must be completed by June 30th 2019.
- 👤 Goal is to have participation to demonstrate a statistically valid sample for 2018 survey year.

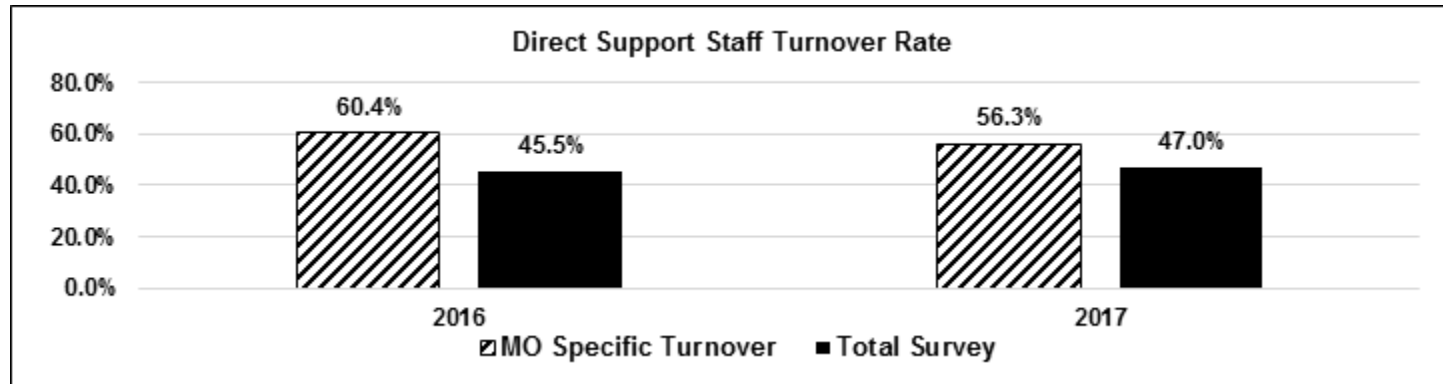
FY 2020 Budget Item Request

- 📍 Identified priority for providers to be able to secure qualified staff and retain them.
- 📍 Extremely difficult in the current labor market.
- 📍 Sufficient rates are needed to stem the turnover rate.
- 📍 In FY 2017, the Division of DD procured an independent rate study for residential service from Mercer, a contracted actuarial company, to determine the actual cost to provide these services. Mercer provided the Division of DD with rates from the 50th percentile (lower bound) to the 75th percentile (upper bound) of market rates. The Division of DD compared the current FY 2019 rates paid to each individual receiving residential services to the market rates from the rate study. The rate differential necessary to bring current rates up to the lower bound market cost was annualized, resulting in a request of \$76.5M GR.

FY 2020 Budget Item Request

Program Quality Measure:

- Impact quality of care for individuals served by lowering staff turnover.



Note: Individuals receiving supports develop familiarity and trust with their caregivers, and frequent turnover means that individuals are constantly adjusting to new caregivers.

NCI Staff Stability Survey Next Steps

- 👤 The division will be conducting additional analysis with the 2017 data to explore factors such as impact on turnover in rural vs. metropolitan areas.
- 👤 Address specific areas regarding capacity building at regional and county levels.



Questions?