

Oversight, Accountability & Transparency (OAT) Workgroup

February 10, 2022



HOUSEKEEPING



Interpretación en español: haga clic en el globo blanco en la parte inferior de la pantalla con la etiqueta "Interpretation." Luego haga clic en "Spanish" y seleccione "Mute original audio."



ASL interpreters have been "Spotlighted" and live closed captioning is active

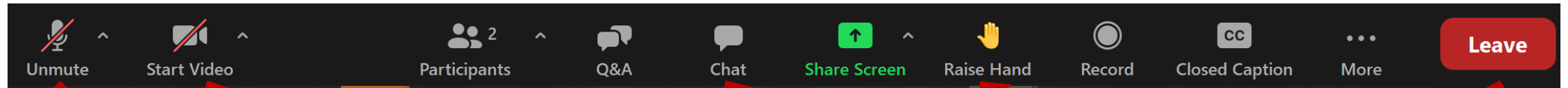


This meeting is being recorded



Materials are available at: <https://www.dds.ca.gov/initiatives/ds-task-force/>

ZOOM TIPS



Unmute mic only when it's your turn to speak



Turn your webcam on/off

All attendees can type questions/comments in the Q&A

Chat is available for Workgroup members only

Workgroup members can raise your hand when you want to speak

Leave the webinar at the end of the meeting



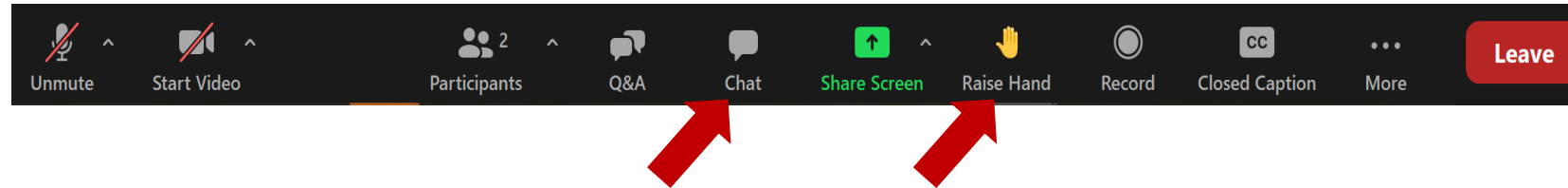
- For attendees, your video and microphone will not be available
- You will only see/hear workgroup members, DDS staff and presenters on screen



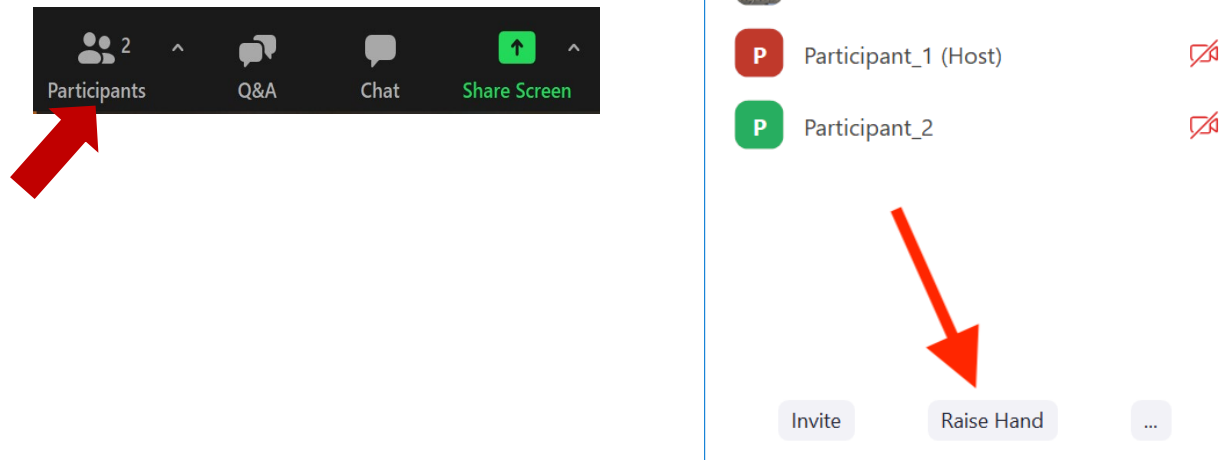
- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

PROVIDING COMMENTS – WORKGROUP MEMBERS

Workgroup Members: Please use the “Chat” or “Raise Hand” to comment

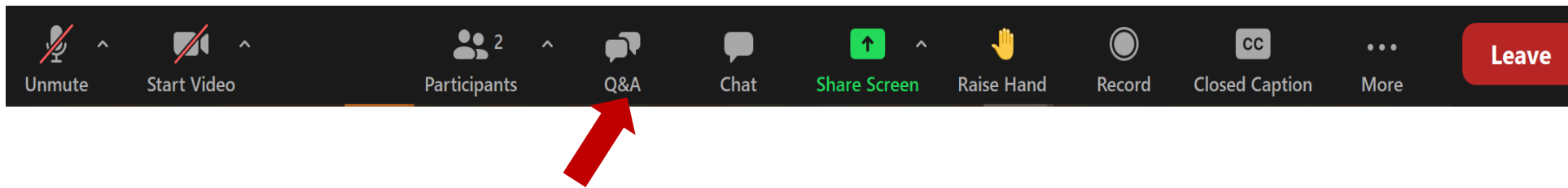


You may need to click on “Participants” and a new window will open where you can “Raise Hand”



PROVIDING COMMENTS – MEMBERS OF THE PUBLIC

For all attendees not on the Workgroup: Please use Zoom's Q&A function to comment



Please let DDS staff respond to the Q&A – we are monitoring and will provide comments/answers live or written when we can



Submit written comment via email to dstaskforce@dds.ca.gov

AGENDA

- I. Welcome & Housekeeping
- II. Direct Service Professional (DSP) workforce survey
 - I. Overview
 - II. Purpose
- III. Survey overview
- IV. Survey experience
- V. Input on Questions Specific to California
- VI. Next Steps

In Spring 2022: Survey of agencies employing DSPs

Participants:

One survey for each agency employing DSPs in 2021:

- In-home supports, residential supports, non-residential supports
- Survey is voluntary

Data Source:

Human resources and payroll data for calendar year 2021

WHY COLLECT DATA ON DSP WORKFORCE STABILITY?

- DSPs are a critical part of the IDD system.
- The DSP workforce is experiencing challenges such as turnover and vacancy rates. These challenges affect individuals and provider agencies.
- Multiple stakeholders have expressed support for learning more about the employment of DSPs.
- Reliable data will inform policy, design recruitment and retention efforts, and examine the impact of rate increases.
- Using a validated survey tool specific to IDD systems ensures credibility and comparability of results.



USE OF THE DATA

- Comparable data
- Regional variations
- Variations by service line
- Vendor self-awareness
 - Comparison within range of results
- Inform policy

****Provider-specific information will not be published****



WHO ARE THE DIRECT SUPPORT PROFESSIONALS (DSPS)?

- Primary job responsibility is to provide support, help with skills development, supervision, and personal assistance to IDD;
- Paid staff members who spend at least 50% of their hours doing direct service tasks;
- Full-time and part-time DSPs providing residential, in-home and/or non-residential supports.



DOES NOT INCLUDE:

- DSPs *not* funded through a regional center
- Contract or 1099 workers
- On-call or PRN workers
- Employees hired through a temporary personnel agency
- Clinically licensed or certified employees (therapists, nurses, social workers, psychologists, behavior specialists or behavior technicians)
- Employees only providing transportation, home modifications and/or meal delivery
- Administrative or supervisory employees whose primary job responsibility is to provide support, help with skills development, supervision, and personal assistance to IDD.



SURVEY INSTRUMENT

- Only national survey specifically about the DSP workforce
- Used in 26 other states
 - Allows for comparison with other states
- In use for more than 5 years
 - Survey has evolved based on provider input
- Can be tailored for California
 - Includes DSP workforce serving children
 - Impact of local minimum wage requirements
 - Other California specific questions



More information about the [NCI Staff Stability Survey](#)

WHAT TOPIC AREAS ARE COVERED?

Agency Profile

Compensation

Payroll Data

**Recruitment &
Retention**

**Front-Line
Supervisors**

Benefits

**Bonuses &
Overtime**

HOW IS THE SURVEY CONDUCTED?

- Survey is completed by the employing organization, not DSPs
- Email with link to survey sent to every agency identified as employing DSPs
- Survey respondents enter agency payroll and benefits data online for calendar year 2021
- Survey period ~ 6-8 weeks in Spring 2022
- Data are more reliable when more providers participate
- Publicly reported data will be aggregated results.

****Each agency's results will remain confidential****

Value and Experience

Harry Bruell

President and CEO
PathPoint

Claire Williamson

Senior Executive Director
The MENTOR Network

YOUR INPUT

The 2021 Survey was provided prior to the meeting.
It contains all of the questions used by participating states.
The California-specific questions are embedded, but...

Let's review those California- specific questions together.

WE WANT YOUR INPUT!

NEXT STEPS

- Collect input to finalize the survey
- Help get the word out to all agencies
 - Other groups we should be meeting with?
 - Make sure the survey goes to the right person!
- Issue the Survey in the Spring
- Results should be available for all states in the Fall

QUESTIONS?

THANK YOU!

For information and input, contact:

DSPWorkForce@dds.ca.gov

