

Health Workforce Planning Stakeholder Update March 27, 2024

Rhode Island Statewide Workforce Initiative

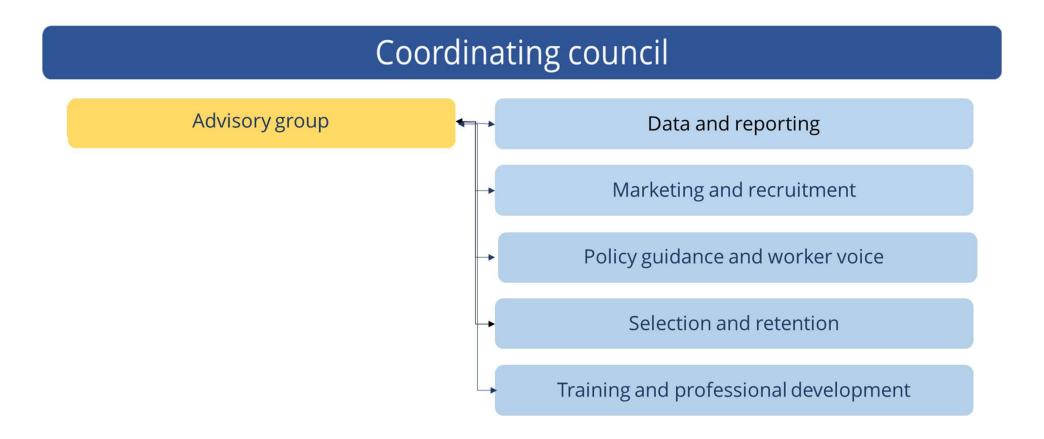


Workforce Development Plan



- The state and its partners organized three statewide workforce summits.
 - The goal for the first 2 summits was to gather stakeholder input to build sustainable workforce capacity in Rhode Island and set goals, objectives, priorities.
 - The 3rd summit focused on reviewing accomplishments and successes over the past 18 months and discuss plans.
 - Stakeholders included:
 - DSPs
 - People with I/DD and family members
 - Advocates
 - State team
 - Experts in the field (U of M and others)
 - Providers and self-directing employers

Current Rhode Island Statewide Workforce Initiative



Workgroups include DSPs, frontline supervisors, people with disabilities, family members, and other professionals.

Workgroups

- Data and reporting
- Marketing and recruiting
- Policy guidance and worker voice
- Selection and retention
- Training and professional development

Charge for Each Workgroup

- Establish goals and objectives related to the activities
- Set timeframe to complete the activity
- Determine when the activity is complete
- Identify the funding source
- Identify who will lead the activity

Coordinating Council

- Includes:
 - State leaders
 - BHDDH, higher and secondary education, labor and training, executive office
 - Key stakeholders
 - DSP, person with I/DD, advocate, family, provider, self-direction
- Helps the five workgroups work together and make decisions to meet goals and objectives
- Contributes to written progress report to Consent Decree Court Monitor quarterly



Advisory Committee

- Made up of DSPs, frontline supervisors, people with disabilities, and family members
- Provides advice and guidance to the Coordinating Council and workgroups



Intentionality of Self-Advocacy and Self-Direction

- Intentional outreach to self-directing community for the purpose of:
 - Participation in the RISWI process in all aspects.
 - Ensuring documents are distributed in plain language.
 - Engagement reaches the targeted population.
- Work with the self-directing person as an employer in the same manner that a provider is engaged as an employer.
- Establish standards that increase effectiveness for DSPs across the spectrum of the employment system.



Outcomes of Workgroups



Training and Professional Development

- Published a narrative employer walkthrough of the 2023 Direct Support Professional (DSP) Competencies Document
- Completed a Direct Support
 Professional Training and
 Onboarding Survey with a total of
 140 responses.
- Endorsed a template Direct Support Professional Onboarding and Training Framework



Selection and Retention

- Rich Discussion and review process based on an all-employer model approach to tools and strategies.
- Built a foundational understanding of selection and retention tools and strategies through a "deep dive" review process.
 - Stay Interviews
 - Realistic Job Previews (RJP)
 - Direct Support Professional and Frontline Supervisor Competencies
 - Competency-based tools
 - Job Descriptions
 - Skills Assessments
 - Structured Behavioral Interviewing
 - HUB Review and Feedback to Coordinating Council
- Resulted in emerging recommendations for a Selection and Retention "tool kit" open, available and functional for all employers.



Policy and Worker Voice

- Early phases of finding a place for DSPs to communicate with each other
- Learning how other states are partnering with and maintaining contact with DSPs
- Recruiting new workgroup members

Marketing and Recruitment

- Participated in Power the Future, a statewide career awareness and engagement event with United Way for middle and high school youth and their parents.
- Listening sessions were held on 10/25 and 11/11/23 to identify what was, and was not, working in recruiting and retaining DSPs in Rhode Island.



Data and Reporting

- U of M launched their workforce data portal, SupportWise Data, in October 2023.
- U of M and CPNRI hosted 3 in-person and 1 virtual Data Boot Camp.
- Met with 31 of 33 organizations.

SupportWise Workforce Data Portal —Type of data collected

- Workforce demographics
- Tenure and vacancy
- Wages and overtime.
- Benefits & utilization rates.
- Cost of turnover.
- Custom questions

Success to Date

- FY23 rate increases
 - Starting wage **\$18.00**
 - Average wage **\$18.97**
- FY24 rate increases
 - Starting wage **\$20.00**
 - Average wage **\$20.82**
- Net gain of DSP
 - July 2022 2,771
 - Dec. 2023 3,058

Success to Date Cont.

- Percentage of agencies who turned away referrals due to staffing
 - **63%** July Dec. 2022
 - 41% Jan.- June 2023
 - **35%** June Dec. 2023
- DSP turnover rate
 - 22.3 % July- Dec. 2022
 - 16.6% Jan. June 2023
 - 16.9% July Dec. 2023
- DSP vacancy rate
 - **17.1%** Dec 2022
 - **17.5%** June 2023
 - 14% Dec. 2023