



Health Workforce Planning Stakeholder Update

March 27, 2024

Rhode Island Statewide Workforce Initiative



Paul V. Sherlock Center

On Disabilities / Rhode Island College

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

Coordinating council

Advisory group

Data and reporting

Marketing and recruitment

Policy guidance and worker voice

Selection and retention

Training and professional development

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