NTI: DD Workforce Capacity

Developmental Disabilities Program (DDP)

March 21, 2024

MONTANA DPHHS

DEPARTMENT OF
**PUBLIC HEALTH &
HUMAN SERVICES**

DD Workforce Capacity | Problem Statement

- Individuals with intellectual and developmental disabilities (I/DD) often need **life-long supports and services** to ensure health and safety while also **promoting access to and participation in their local communities.**

- These supports and services are provided on a day-to-day basis by Direct Support Professionals (DSPs) and secondarily through the **broader healthcare system** – particularly in times of **acute or behavioral health crisis.**

DSP Workforce Stabilization

Montana average DSP wage:
$14.80

Estimated turnover cost to replace DSP:
$2,700 - $5,200 per exit

Continuity of care and services is critical in supporting individuals with I/DD to achieve quality of life outcomes. In fact,

"continuity and security not only significantly increased overall quality of life, it also positively impacted two-thirds of the different outcomes, ranging from health to relationships to rights."

By the Council on Quality and Leadership (CQL)

DSP Workforce Stabilization

IDD Continuum

Crisis Support

Healthcare Capacity for People with IDD
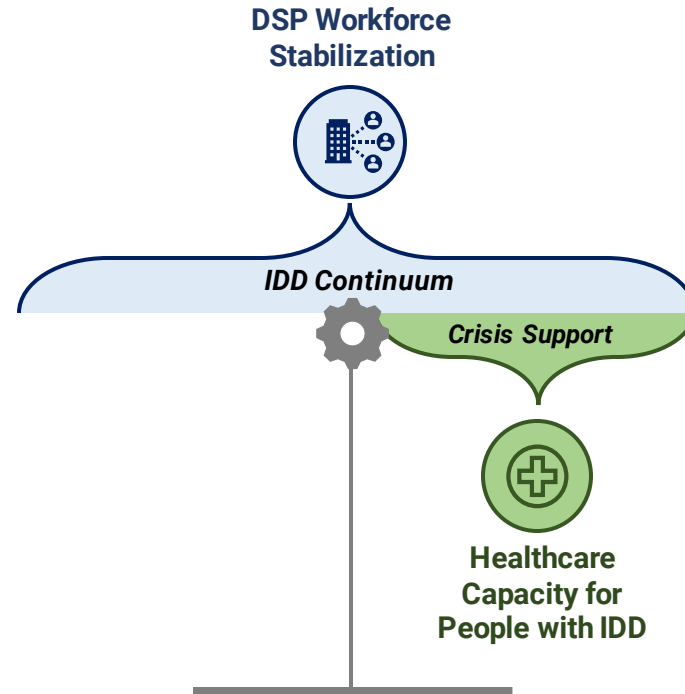
Healthcare Capacity for people with IDD

Montana needs a **robust support system of healthcare professionals** who have the **training and tools** needed to support the needs of people with I/DD appropriately and effectively in times of crisis.

DDP conducted a small pilot of the Curriculum in **IDD Healthcare eLearn in 2023 reaching 15 healthcare professionals.**

Significant **barriers** to healthcare **access** for individuals with I/DD is caused by **negative healthcare experiences** often attributed to providers who do **not** understand the **unique needs** of people with IDD.

DSP Workforce Capacity | Data

Montana participated in the CY2021 NCI staff stability survey and the data was collected through a sample of providers (n=15) in the State. The following was documented in comparison to the NCI state average.

Supporting the NCI data, in separate data collected by the Montana Association of Community Disability Services (MACDS), in FY2023 its members[2] noted:
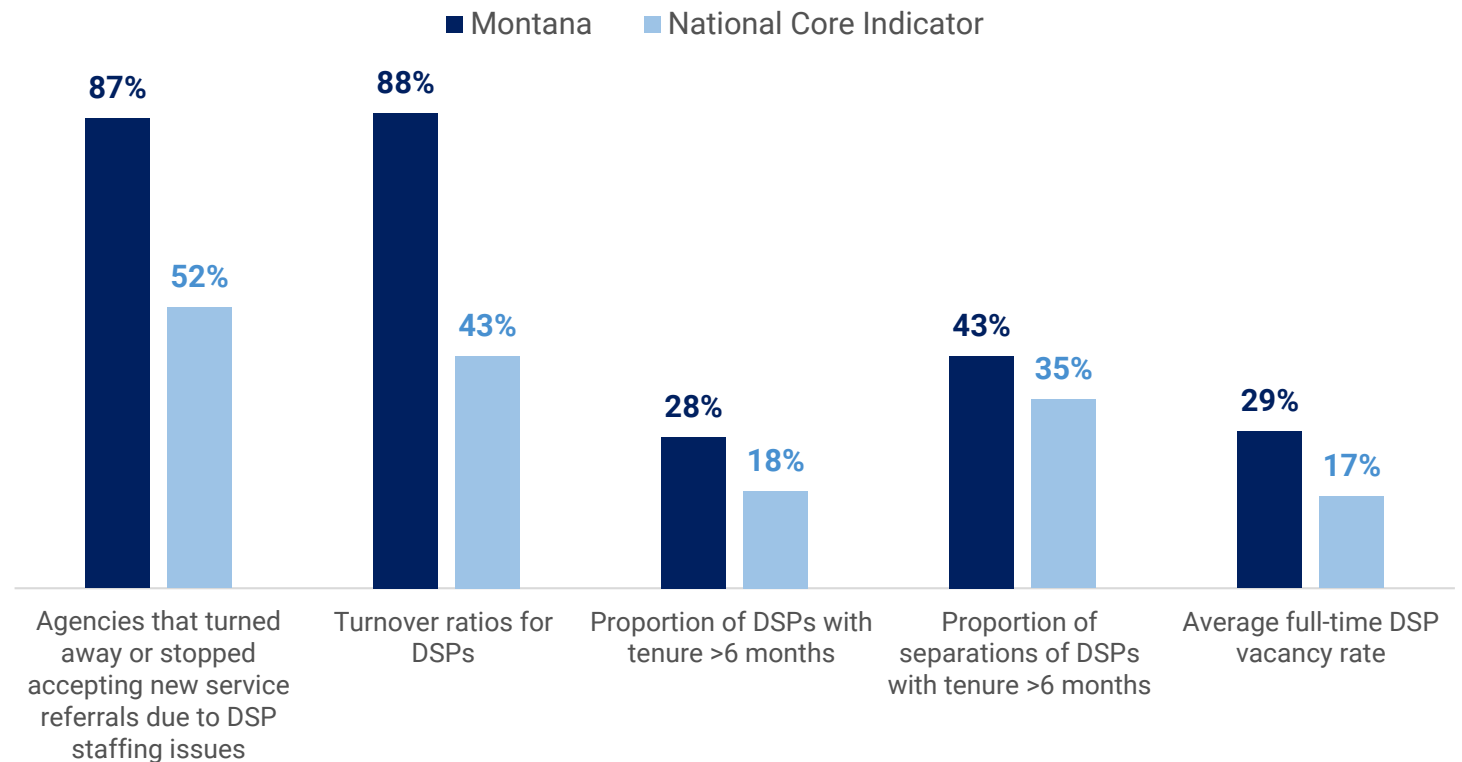
- **average DSP turnover rate: 42%**
- **highest agency rate: 75%**
- **lowest agency rate: 24%**

While supporting workforce wage growth is important, a survey conducted by Medisked[3] found that nearly **50% of DSP separations** were due to a **lack of advancement opportunities** within the field.

National Core Indicators (NCI): Staff Stability Survey[1]
December 31, 2021

■ Montana   ■ National Core Indicator

Category	Montana	National Core Indicator
Agencies that turned away or stopped accepting new service referrals due to DSP staffing issues	87%	52%
Turnover ratios for DSPs	88%	43%
Proportion of DSPs with tenure >6 months	28%	18%
Proportion of separations of DSPs with tenure >6 months	43%	35%
Average full-time DSP vacancy rate	29%	17%

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DD Workforce Capacity NTI | Recommendation

The funding will be used to pilot an innovative workforce initiative that improves workforce stabilization and enhances capacity development across Montana's healthcare delivery system to better support people with IDD.

Provide one-time grants to:

- Five (1 per DDP region) service providers for, on average, **25 DSPs to become credentialed**

DSP Credentialing and Bonuses

- **Funds will cover staff time** for DSPs participating in the credentialing program as well as "backfilled" staff to cover the shift time of staff enrolled in the credentialing program and other administrative costs for participating agencies

- **One-time incentive bonuses** to DSPs once they reach credentialing tiers, as modeled below:
    - Tier 1 – $1,000
    - Tier 2 – $1,500
    - Tier 3 – $2,000

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DD Workforce Capacity NTI | Impact

DSP Workforce Capacity

Target Outputs & Outcomes

DSP turnover is reduced in credentialed DSPs when compared to non-credentialed DSPs.

DSP turnover is reduced by 10% or more to consider statewide implementation.

Improved quality of life through continuity of care for people with I/DD.

Reduced financial impact of DSP turnover to improve systemic capacity.

Implementation Activities and Milestones

1. Procurement of credentialing platform.

2. Pilot grants developed.

3. Pilot providers selected.

4. Grants issued.

5. Initial and recurring data collection from provider organizations to demonstrate service stability, turnover, capacity growth, utilization, and satisfaction.

Application Criteria

DD Workforce Capacity NTI | Program Description and Purpose

Program Overview

Individuals with intellectual and developmental disabilities (IDD) often need life-long supports and services to ensure health and safety while also accessing and participating in their local communities. These supports and services are often provided on a day-to-day basis by Direct Support Professionals (DSPs).

- There is a significant need to invest in DSP workforce stabilization.
- This initiative calls for piloting a **DSP credentialing structure** to test best practice approaches to DSP stabilization through career ladders.
- The DSP Workforce Capacity Grants provide **one-time grants to five (1 per DDP region) service providers** for, on average, **25 DSPs to become credentialed** through the National Alliance for Direct Support Professional platform eBadge Academy.
- The Developmental Disabilities Program (DDP) will purchase access to the credentialing platform on behalf of selected agencies.
- Grant funds will cover staff time for DSPs participating in the credentialing program as well as "backfilled" staff to cover the shift time of staff enrolled in the credentialing program; payroll processing, grant reporting and tracking and other administrative costs incurred by selected provider agencies; and **one-time incentive bonuses to DSPs** once they reach credentialing tiers, as modeled below:

  - **DSP – I** (Tier 1) – $1,000
  - **DSP – II** (Tier 2) – $1,500
  - **DSP – III** (Tier 3) – $2,000

DPHHS Priorities

- The primary goal of this grant program is to **stabilize the DSP workforce** in the state of Montana.
- DPHHS intends to select **one-time grants** to **five providers** across the different DDP regions of Montana.
- Providers will then pick **25 DSPs to become credentialed** through NADSPs eBadge Academy
- DSPs will receive one-time bonuses for **completing credentialing requirements**

DD Workforce Capacity NTI | Provider Eligibility Requirements

To be eligible for this grant, providers must ensure the following:

- Actively enrolled as a type 82 provider with Medicaid;
- Actively listed on at least one prior authorization for a 0208 wavier service;
- Commit to between 20 and 25 DSPs to complete the credentialing program for the duration;
- Be in good standing with DDP and the Office of Inspector General, including no unresolved Quality Assurance Observation Sheets;
- Must be able to attest that the organization has the administrative support infrastructure to meet the grant criteria, including ongoing reporting requirements, and that selected DSPs will be provided the time needed to complete credentialing activities. Click here for more information about the NADSP eBadge program, including expectations of local administrators.

DD Workforce Capacity NTI | Provider Reporting Requirements

Selected awardees will be required to participate in data sharing and surveying to gauge the progress of the grant funds. The Awardee must agree to:

Quarterly Agency Level Reporting
1. Narrative description of 1) progress made to date and 2) risks to successful project completion
2. Project budget, by month;
3. Project impact, including but not limited to:
   a. Pre, during and post intervention staff turnover rations
   b. Agency resourcing to participate in the program (i.e. level of complexity, cost, impact, etc.)
   c. Satisfaction with program implementation
   d. Recommendations for program continuation

DSP Level Reporting
1. Relevancy of program to day-to-day work
2. Satisfaction with pilot structure and credentialing platform
3. Satisfaction with bonus structure

Post Intervention Focus Groups

1. DDP may request support to conduct small, in-person focus groups with individuals receiving services from the Grantee organization to better understand impact on service quality based on the intervention.

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DD Workforce Capacity NTI | Application Review & Selection Process

To be eligible for this grant, providers must ensure the following:

- DDP will review applications on a **first come basis**.
- If only one applicant applies from a region and that applicant meets are eligibility requirements, DDP will award the grant to that agency.
- If multiple grant applications are received for a given region, DDP will review eligibility requirements as well as conduct a program level review to identify any other known program deficiencies and award to the grantee that meets all requirements and has none to least number of program deficiencies.
- In an instance where no applications are received for a given region, DDP may award multiple grants to a fewer number of regions. However, it is the intent to first promote applicants in all regions.
- Funding for the program is provided via the Behavioral Health System for Future Generations (BHSFG) Commission, as authorized under HB 872.
- A total of $332,500 is available to eligible providers under this program, **approximately $66,500** per grant award. All applications must be **submitted via Submittable**.

Submittable Process

Submittable Process | New Submitter

1 Create Your Account

2 Find an Opportunity

3 Submit an Application

Before you get started, you'll need to create a Submittable Account.

1. Select **Sign In** from the main ***Submittable.com*** page in the upper right corner.

2. You'll be taken to the Sign-in Manager page. Click the **Sign Up** tab.

3. Enter your email address, a password for Submittable, and your first and last name.

4. Select **Sign Up** when completed.

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Submittable Process | New Submitter

1 Create Your Account

2 Find an Opportunity

Once you have an account, you can find this opportunity by going directly to the link for this grant that will be published in the coming weeks. We will publicize this opportunity once the link is live.

3 Submit an Application

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Submittable Process | New Submitter

1 Create Your Account

2 Find an Opportunity

3 Submit an Application

By clicking an opportunity, a new window will open that has all of the details of the project.

When you are ready to begin your application, click Submit in the upper right of the screen.

Filling out the application
Each project you submit to will have a different set of questions. Any questions marked with an asterisk (*) are required, and you will not be able to finish your submission without answering them.

Save an application
If you want to save your application so you can complete it later, click the Save Draft button at the bottom of the application. You can access the saved draft from the control panel at the top of the screen.

Verify your email address
Once you have signed up for a project, you will receive an email requesting verification. This step keeps communications secure and prevents fraudulent submissions. If your email is not verified, you will not be able to submit to the project.

Note: Not all projects require email verification. If you do not see a message from the Project requesting email verification, you have either already verified your email or the project does not require it.

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Resources | Contact Information and Submittable Link

If you have technical issues with your forms or are locked out of your account, etc. DPHHS does not handle those questions. Please contact: **support@submittable.com**.

Questions regarding the program grant themselves will go to **Ryan Bonser** for fielding at BHDD: **ryan.bonser@mt.gov**.