

# What Can We Do?

**“We have a DSP Problem.” We hear it all of the time.**

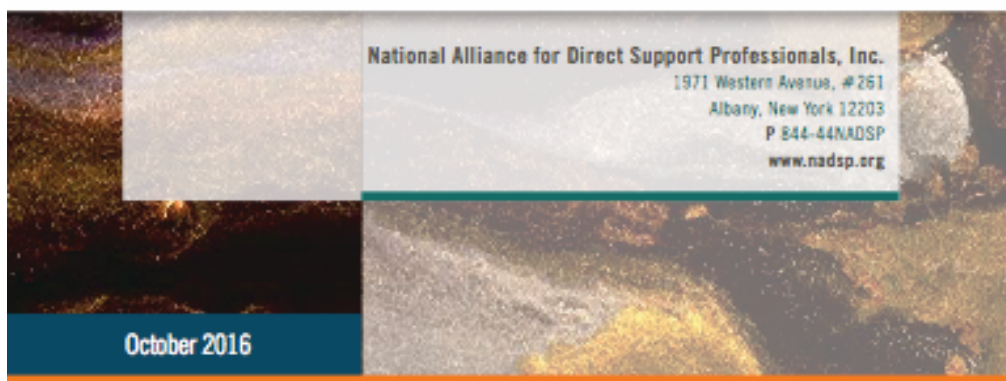
**Providers organizations experience a crushingly high percentage of staff turnover, poor morale, and an inability to provide the high quality supports that people with disabilities and their families want and deserve.**



## **The 80% Solution Creating a Culture of Competence**

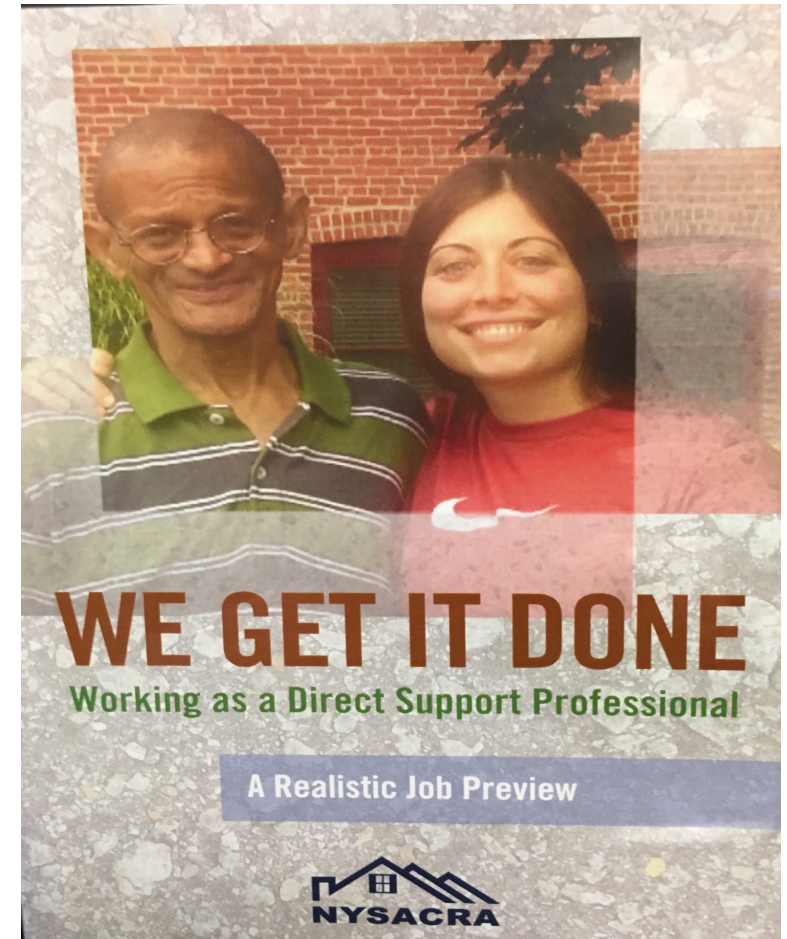
*In Community-Based I/DD Support Organizations*

**A NADSP Training and Technical Assistance package to comprehensively address the direct support workforce crisis**



# “The 80% Solution” Recruitment & Selection

Use Realistic Job Previews (RJP) that adequately addresses the rewards and challenges of the work; and asking the prospective employee meaningful questions derived from the RJP.



# “The 80% Solution” Recruitment & Selection

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Give prospective direct support professionals information on the historical nature of the work; our responsibility to uphold the civil & human rights for people with disabilities, and to underscore the significance of life in and of the community.





# “The 80% Solution” Recruitment & Selection

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Adequately match a direct support professional's interests, personality and strengths with those who will be receiving support.



# “The 80% Solution” Recruitment & Selection

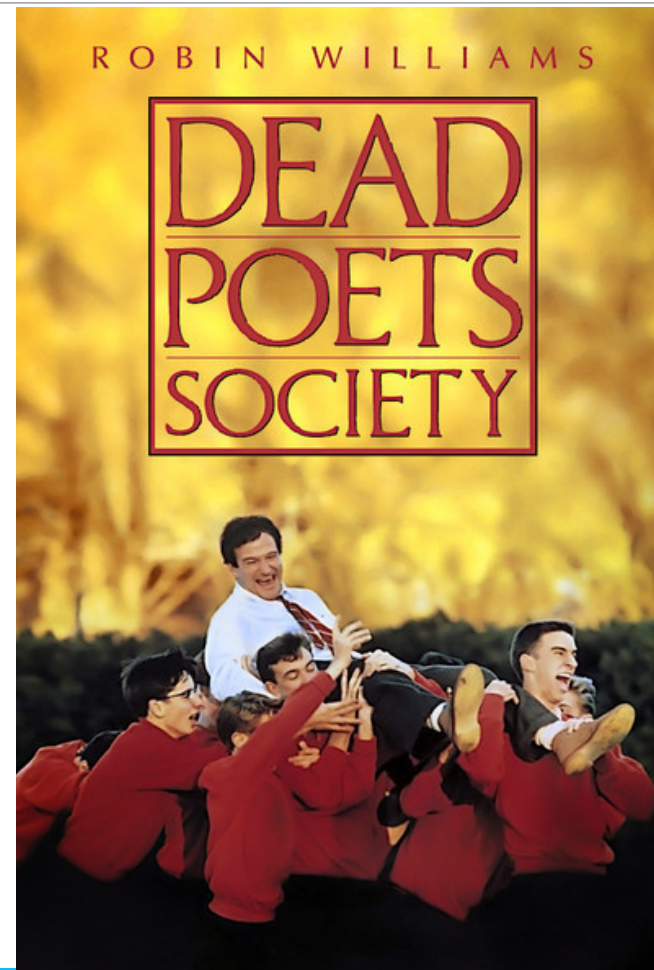
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Include the people who will be receiving support in the interview and hiring process.



# “The 80% Solution” On-Boarding & Staff Development

Conduct dynamic pre-service and in-service trainings that stimulate adult learners to engage, provoke and pursue critical discussion.



# “The 80% Solution” On-Boarding & Staff Development

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**CFO to CEO:** What happens when we invest in training and our employees leave?

**CEO to CFO:** What happens if we don't and they stay?

# Training the Direct Support Workforce

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“State requirements for training vary greatly....Most states require training related to **health and safety** such as first aid, CPR, bloodborne pathogens...and confidentiality. **No state**, however has training requirements that cover all the skill areas outlined in the National Skill Standards.....Of the states that do require training or certification, **few require workers to demonstrate competence in the skills...**”



# “The 80% Solution” On-Boarding & Staff Development

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Provide access for direct support professionals to engage with their colleagues via professional conferences and build a community of practice for direct support professionals.



# “The 80% Solution”

## Developing & Enhancing Skills

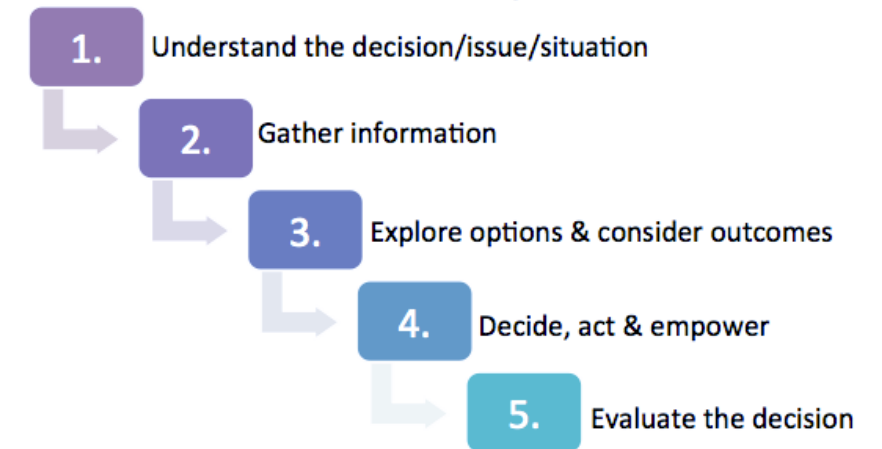
### Use the NADSP Tools:

- The Code of Ethics
- The Competency Areas
- Informed Decision Making (IDM) Train-the-Trainer
- Frontline Supervisors Train-the-Trainer



### Informed Decision-Making

#### The NADSP 5 Step Process



# The NADSP Competency Areas

## The Foundation of the Work

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Area 1: Participant Empowerment

Area 2: Communication

Area 3: Assessment

Area 4: Community and Service Networking

Area 5: Facilitation of Services

Area 6: Community Living Skills & Supports

Area 7: Education, Training & Self-Development

Area 8: Advocacy

Area 9: Vocational, Educational & Career Support

Area 10: Crisis Prevention and Intervention

Area 11: Organizational Participation

Area 12: Documentation

Area 13: Building and Maintaining Friendships  
and Relationships

Area 14: Person Centered Supports

Area 15: Supporting Health and Wellness

# “The 80% Solution”

## Developing & Enhancing Skills

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Create job descriptions and performance evaluations that are based on validated direct support professional competencies.

### Competencies For Evaluation

- Criterion based Evaluation
- Document the results
- Care plan revision
- Collaborating and evaluate effectiveness of intervention



ANA-2010

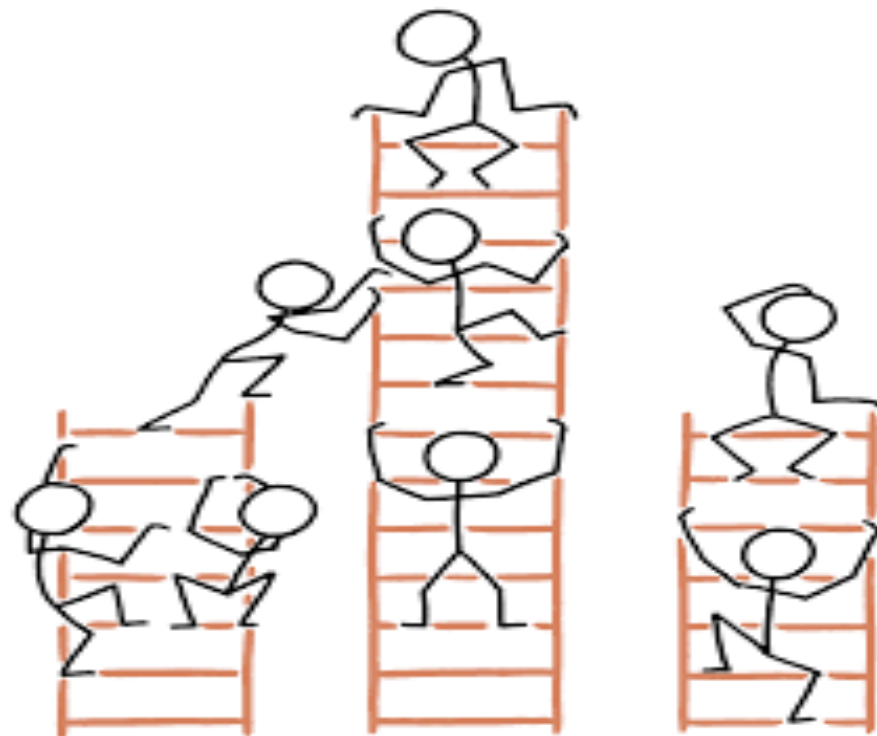


# “The 80% Solution”

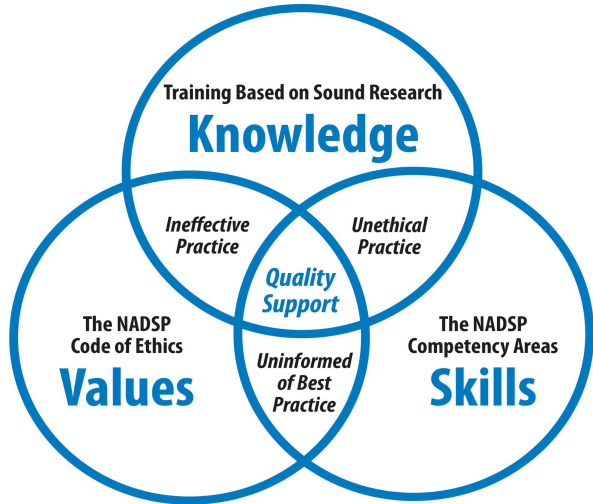
## Developing & Enhancing Skills

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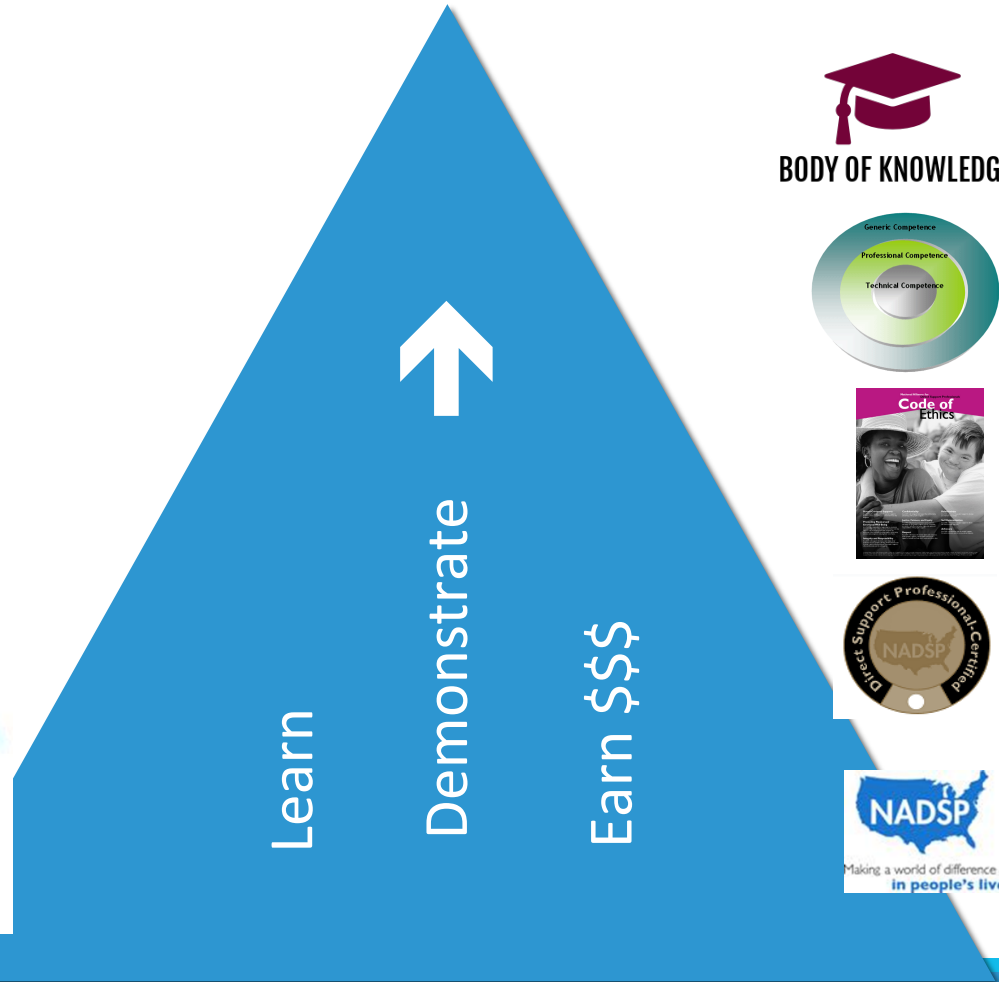
Create career ladders & lattices that provide incentives to remain in direct support while being compensated for demonstrating ethics, skill and competence.



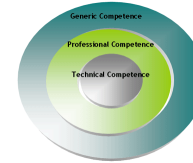
# The Five Elements of Any Profession



How Quality Happens...NADSP



A Dynamic Body of Knowledge



Validated Competency Areas  
(Skills)



Adopted Set of Professional Values  
(Code of Ethics)



Universally Recognized & Portable  
Certifications (**BADGES**)



Affiliation with Professional  
Organization

Career Ladders Keep People in a Job – Not Promote Them Into Another One

# “The 80% Solution” Organizational Culture

Develop a work culture where direct support is no longer seen as an entry-level job, but valued as the most important job in the organization.

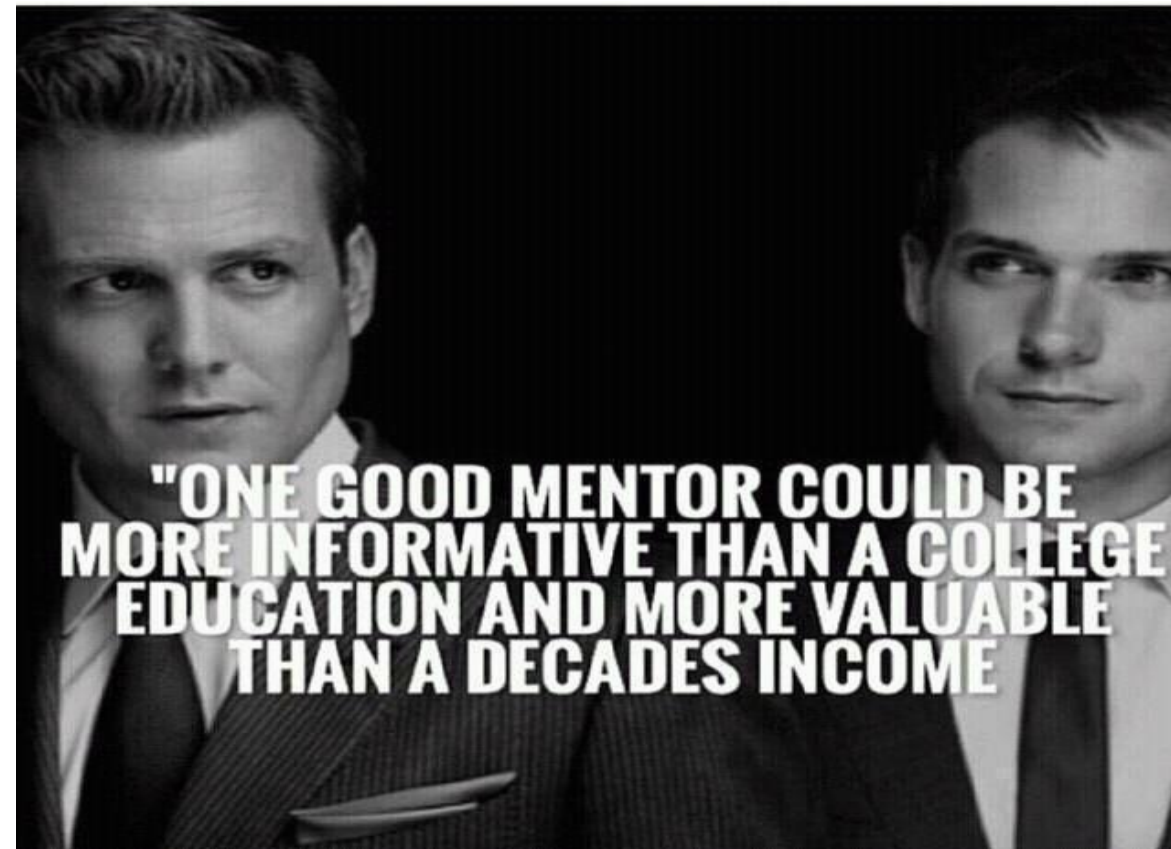
One in which they are regularly recognized for their work and given opportunities to lead the organization by participating at all levels of decision making.



# “The 80% Solution” Organizational Culture

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Does your organization  
nurture mentor  
relationships that promote  
professional growth?



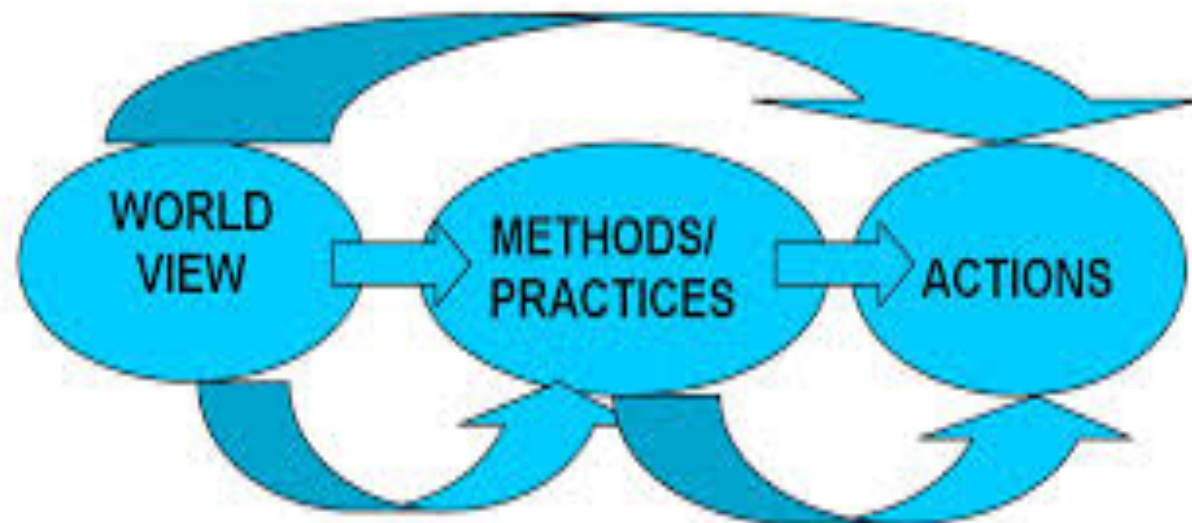


# “The 80% Solution” Organizational Culture

Does your organization promote a more global worldview of direct support?

*Do DSP's see the big picture?*

Our Worldview Influences the Actions We Take



Methods are the Bridge Between View and Actions

# “The 80% Solution” Organizational Culture



Celebrate  
Share  
Recognize  
Support  
Reflect  
Laugh

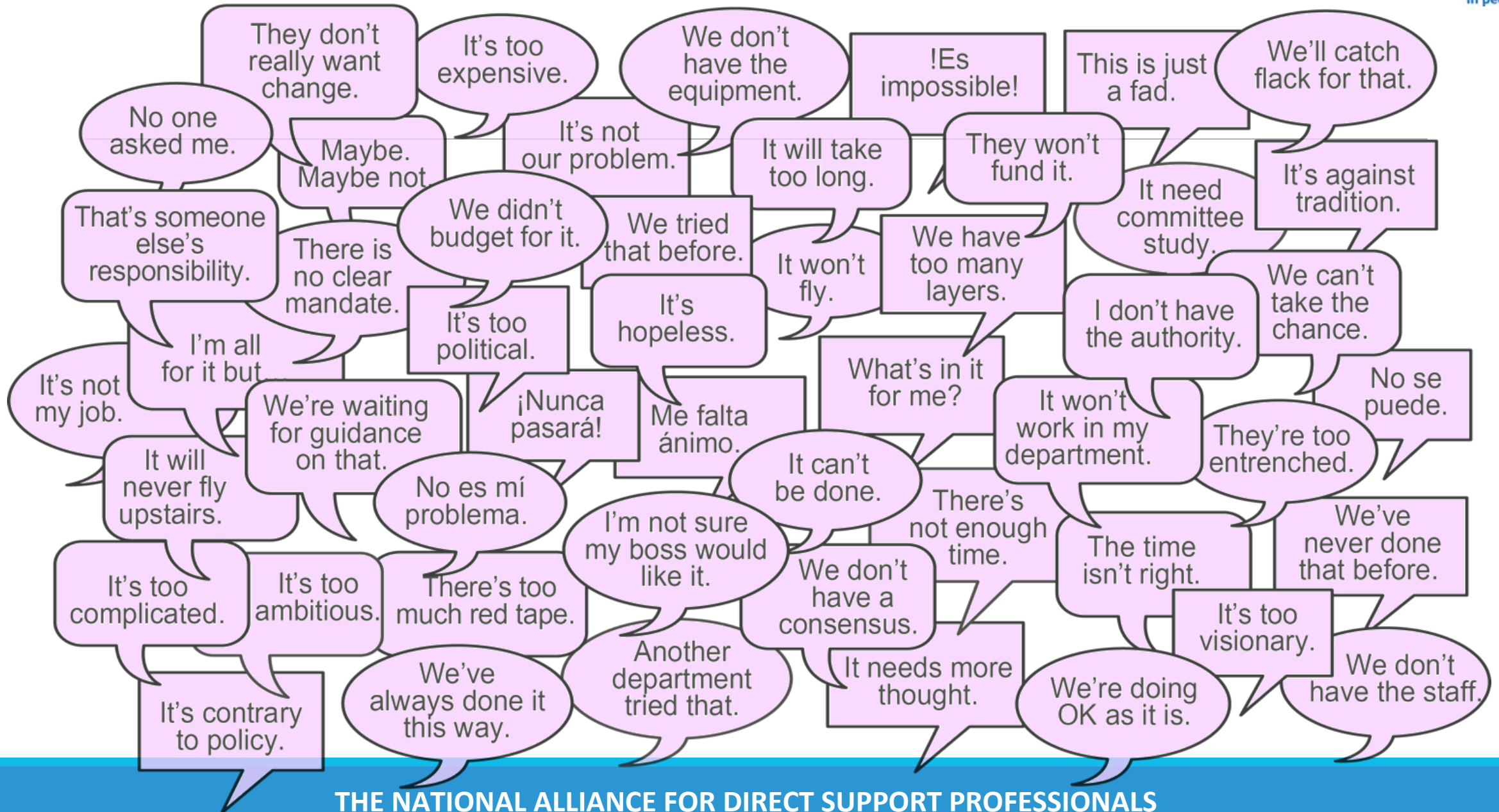
Listen  
Empower  
Discover  
Argue  
Hug it Out

# “The 80% Solution” Evaluate & Evolve

Collect data on direct support professional wages, job satisfaction, vacancy rates & turnover and evaluating the impact it has on service recipients quality and outcomes.



# 50 Reasons Not To Change





# Join Us In St. Louis for our National Conference – “The 4th One” September 7<sup>th</sup> and 8<sup>th</sup>, 2018 [www.nadsp.org](http://www.nadsp.org)

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Customized trainings in building Career Ladders; Informed Decision Making & Frontline Supervisor Curricula; Conference Workshops & Keynote Speeches. Join our Membership



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