

“Hot Spot” Summary and Update

10-13-21

Purpose

- ▶ Take the pulse of the reality of the DSP shortage
- ▶ Identify fears and concerns
- ▶ Identify themes across the state
- ▶ Identify positive practices that are working
- ▶ Provide feedback to DODD Work Force Crisis Task Force for future planning
- ▶ Identify possible uses for emergency relief funds

Process

- ▶ The team visited 2 counties per day with 3 hours allocated per visit. The team spent one hour at each visit with people receiving services and their families, providers, and county boards.
- ▶ The Hot Spot team asked about Fears/Concerns, What type of support was needed and if you had a Magic Wand what would you do to solve the workforce crisis
- ▶ The completed visits are as follows.
 - ▶ August 19th Seneca & Marion
 - ▶ August 20th Perry & Licking
 - ▶ August 27th Mahoning & Portage
 - ▶ September 1st Warren & Montgomery

Summary/Themes of Visits

- ▶ The DSP crisis is real and growing
- ▶ The fears from Providers & Families are real & heartbreaking
- ▶ Family caregivers are struggling and in desperate need of supports
- ▶ Mental health needs of people receiving services and family caregivers are increasing due to the staffing shortage
- ▶ Collaboration and partnerships between DODD, CB's and Providers is essential
- ▶ The DD system has to immediately address issues of trust, the impact of increasing rules and the urgency for simplification for ISP's, documentation, billing, service monitoring and compliance reviews.

Summary/Themes of Visits cont.

- ▶ Collaboration & Partnership at all system levels is urgently needed
- ▶ The system must continue to explore ways to reform our system to ensure long-term sustainability
- ▶ The weight of the DSP shortage is creating a new crisis which is the severe physical and mental health toll on family caregivers, DSP's, house managers, front line supervisors, managers and administrative personnel.
- ▶ Bold steps have to be taken to address the issue with DSP's wages not being competitive.

Themes Across all Visits

- ▶ Collaboration & Partnership at all system levels is urgently needed
- ▶ The system must continue to explore ways to reform our system to ensure long-term sustainability
- ▶ The weight of the DSP shortage is creating a new crisis which is the severe physical and mental health toll on family caregivers, DSP's, house managers, front line supervisors, managers and administrative personnel.
- ▶ Bold steps have to be taken to address the issue with DSP's wages not being competitive.

Person Receiving Services

Fears and Concerns

- The staff I care about are leaving.
- I may have to move into a new home.
- My mental health is impacted. I've considered ending my life.
- Strangers are working with me.
- I need mature caregivers.
- I rarely get to go out anymore.

The Support We Need

- Listen
- Create crisis plans for those who are on the verge of crisis.
- Improve on the job training to improve quality.
- Consolidate services and staff with others to meet my needs.
- Focus on the basics of caregiving.



Family

Fears and Concerns

- The quality of staff has declined over the years.
- We've lost our provider.
- My mental health is negatively impacted.
- What happens when I die?
- I don't feel listened to.



The Support We Need

- Listen.
- Come up with a plan to help loved one manage/weather the crisis.
- Support the families who have become providers
- We need you to trust us...we know what we need.
- Improve wages to attract quality caregivers to our field.

DSPs/ Nurses

Fears and Concerns

- I've worked 70 hours this week.
- I miss my kids.
- I'm in crisis
- I can make more somewhere else and have less responsibility.
- I should make at least \$20/hour (DSP).
- Getting hurt



The Support We Need

- Listen.
- Retain as many staff as we can to keep our system alive.
- Develop a comprehensive plan to address long and short-term employee compensation.
- Improve the overall "DSP Compensation Package" to have pay and benefits fit the level of service provided.
 - Child care
 - Transportation
 - Housing
 - Mentoring and support

Providers



Fears and Concerns

- Does the system “get” the severity of the crisis?
- It’s hard to keep people safe with limited staff.
- Will our system survive this staffing crisis?
- We have lost our way when it comes to caring for people (paper over people).
- The virus has created fatigue and we are losing leaders!

The Support We Need

- Listen.
- A fresh approach to oversight (partnership vs. compliance).
- Improve rates for DSPs and Nurses and the infrastructure to support DSPs.
- Work on the overall updating of our system to make it easier to navigate while assisting with the improvement of Quality

Next Steps

- ▶ The system/WCTF work on solutions we can and will take.
- ▶ OACB to share (communicate) the Proactive Steps for CB's to take in responding to the DSP shortage
- ▶ Schedule possible follow up visits by the Hot spot team to complete a debrief of the visits and discovery summary, invite People Served / Families and Providers who participated in the initial Hot Spot visit to have their story recorded through video.
- ▶ Evaluate need for any new visits