

WORKFORCE SURVEY REPORT

Incompass Michigan and Michigan Assisted Living Association (MALA) conducted a statewide workforce survey in April 2019.

The purpose of the survey is to obtain data on wage levels, turnover rates, open positions and other important workforce data related to direct support staff providing behavioral health services.

Our organizations are particularly concerned with the staffing crisis which currently exists in the recruitment and retention of direct support staff throughout the state.



The statewide network of mission-driven, comprehensive human service providers working to achieve community access and inclusion for all.



Nonprofit organization representing a broad range of providers supporting persons with disabilities.

Incompass Michigan and MALA appreciate all efforts to support increasing direct care wages, which is necessary to ensure the availability of quality behavioral health services and supports for persons with disabilities.

75 organizations employing approximately 11,000 direct support staff responded to the workforce survey. Key survey results are noted.

Direct Support Staff provide personal care, vocational services and community living supports to persons with disabilities.

Individuals receiving services from those surveyed include

- Developmental Disabilities - 97.3%
- Mental Illness - 79.73%
- Traumatic Brain Injury - 35.14%
- Substance Use Disorder - 29.73%
- Aging Adults - 29.73%

Survey respondents include Providers of the following services & supports:

- **Community Living Supports (79.73%):** assisting, reminding, observing, guiding or training individuals with meal preparation, laundry, household care and maintenance, money management, socialization and relationship building, non-medical care and activities of daily living
- **Personal Care (63.51%):** assisting individuals with eating/feeding, toileting, grooming, dressing, transferring, ambulation, personal hygiene and bathing
- **Residential Services in Licensed Settings (55.41%)**
- **Residential Services in Non-Licensed Settings (39.19%)**
- **Respite (31.08%)**
- **Vocational Services including Skill Building Services (44.59%):** designed to increase economic self-sufficiency and/or to engage in meaningful activities such as school, work, and/or volunteering
- **Supported Employment (50%):** includes activities needed to sustain paid work by individuals receiving services, including supervision and training, job coach, employment specialist services, personal assistance and consumer-run businesses

AVERAGE

Total Annual Revenue	\$10,441,176
Total Number of Full Time and Part Time Direct Support Staff	147
Starting Wage Rate <i>2018 Survey results</i>	\$10.70 / hour <i>\$10.46 / hour</i>
Current Wage Rate <i>2018 Survey results</i>	\$11.82 / hour <i>\$11.42 / hour</i>
Annual Turnover Rate <i>2018 Survey results</i>	37.1% <i>36.85%</i>
Seniority	5.37 years
Number of persons served	590

PERCENTAGE

Open Positions for Full-Time Direct Support Staff	13.5%
Open Positions for Part-Time Direct Support Staff	14.8%
Providers Discontinuing Programs Within the Past 6 Months	18.92%
Providers Refusing Opportunities for Additional Work or Programming in the Last year	45.21%
Providers Utilizing Other Revenue Streams to Subsidize Wages	42.4%
Providers seeing impact on retention rate from \$.50/hour wage increase	23.53%

Section 1009 Report (2016)

Recruitment and Retention Challenges from the Workforce Delivering the Most Frequently Used Supports and Services

The report produced from a MDHHS workgroup process established through legislative boilerplate language included: *The Michigan Legislature and Governor need to make additional investments into all the named Medicaid Covered supports and services to assure that: Direct support staff earn a starting wage of at least \$2.00 per hour above the state's minimum wage. These investments and the starting wage rate should increase as the state's minimum wage increases and should include the mandatory employer costs (FICA, worker's compensation, etc.) associated with employment.*

The average starting wage rate statewide of \$10.70 per hour from the survey findings is substantially less than \$2.00 per hour above the state's current minimum wage rate of \$9.45 per hour.

The survey also requested additional comments from respondents regarding the staffing crisis. The responses included the following comments:

- **Appropriate reimbursement rates for providers to attract candidates into the field, that keep up with increases in minimum wage**
- **Funding and state support for a DSP career ladder - a credentialing program or professional certificate program for direct care workers with training reciprocity which would result in a higher wage rate**

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