



CENTER FOR HUMAN SERVICES RESEARCH
UNIVERSITY AT ALBANY State University of New York

OPWDD Direct Care Employee Trust Survey

The Center for Human Services Research (CHSR) worked with the New York State [Office for People with Developmental Disabilities \(OPWDD\)](#) to examine the challenges faced by direct care employees working with people with developmental disabilities. This research specifically focused on state-run services, which comprised approximately 20 percent of all services provided.

OPWDD coordinated services for more than 126,000 New Yorkers with developmental disabilities by providing services both directly and through a network of approximately 700 non-profit service providers throughout the state.

EVALUATION & RESEARCH

CHSR conducted a mail and web-based worker survey and a series of worker focus groups to obtain insights and perceptions of direct care staff. Both methods focused on employee skills and support in dealing with safety issues facing their clients.