**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)**](https://opwdd.ny.gov/) 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.