



Making a world of difference
in people's lives

Creating a Culture of Direct Support Competence & Meeting Future Demand

**CQL Annual Conference
October 21, 2015**

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National Alliance for Direct Support Professionals**

The Evolution of a Field

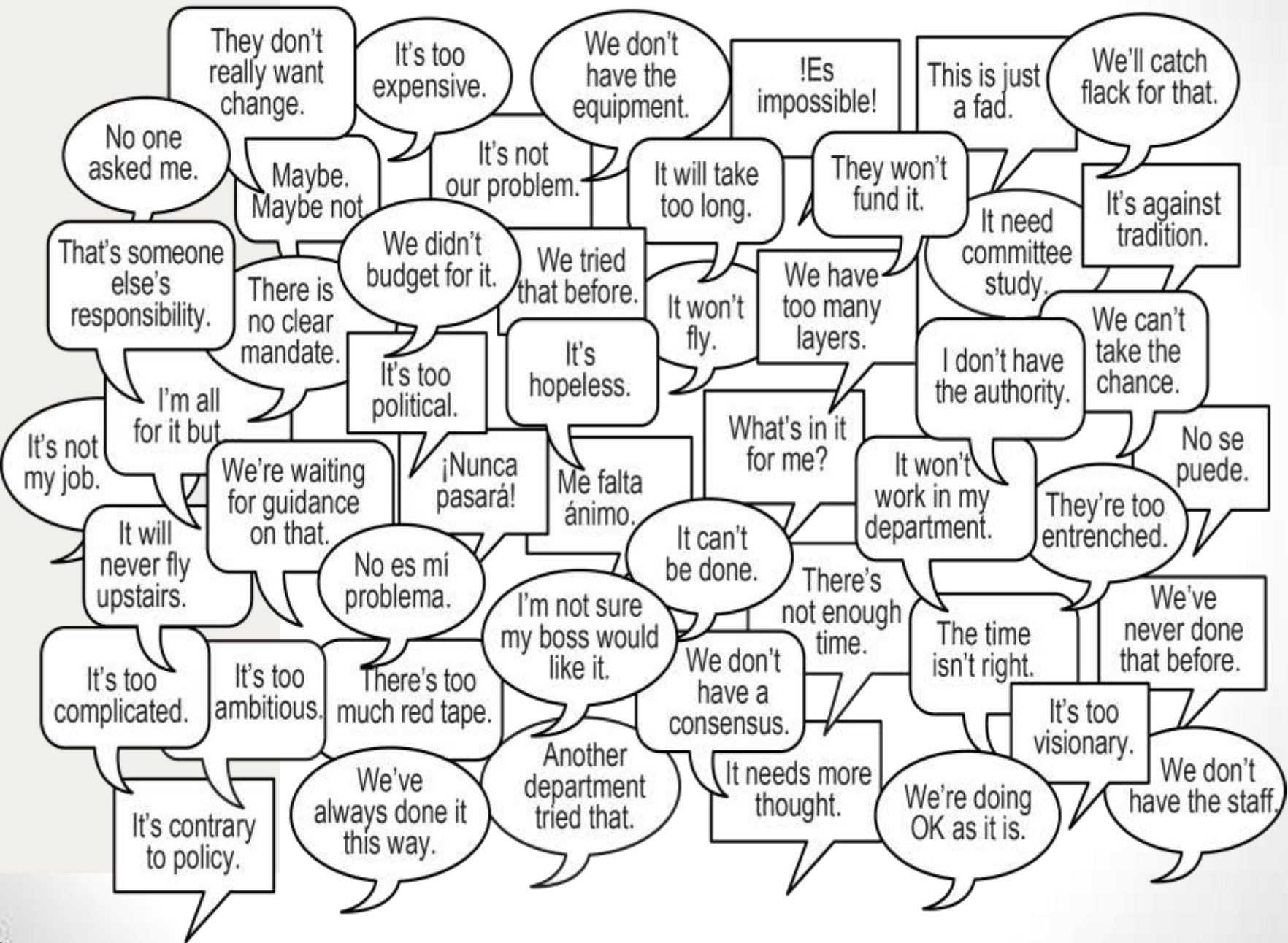
Focal Questions	I. Era of Institutions	II. Era of Deinstitutionalization	III. Era of Membership
Who is the person of concern?	The patient	The client	The citizen
What is the typical setting?	An institution	A group home, workshop, special school or classroom	A person's home, local business, neighborhood, etc.
How are services organized?	In facilities	In a continuum of options	Through a unique array of supports
What is the model?	Custodial/medical	Developmental/behavioral	Individual support
What are the services?	Care	Programs	Supports
How are services planned?	Through a plan of care	Through an individualized habilitation plan	Through a personal future plan
Who controls the planning decision?	A professional (usually MD)	An interdisciplinary team	The individual
What is the planning context?	Standards of professional practice	Team consensus	A circle of support
What has the highest priority?	Basic needs	Skill development, behavior management	Self-determination and relationships
What is the object?	Control or cure	To change behavior	To change environment and attitudes

Adapted from "The New Paradigm" (Val Bradley, 1994, HSRI, PCMR Chair)

“System Transformation”

YOU CAN'T DO
TODAY'S JOB WITH
YESTERDAY'S
METHODS AND BE IN
BUSINESS TOMORROW.

50 Reasons Not To Change



New Federal Requirements

Actions To Complete For Compliance

441.301(c) (4) – Optimizes, but does not regiment, **individual initiative, autonomy, and independence** in making life **choices**, including but not limited to: daily activities, physical environment, and with whom to interact.

Proposed State Transition Plan Deliverables:

“Identify, develop, and distribute training tools and policy updates that are needed for compliance”

New Federal Requirements

Providers must ensure that services are furnished:

- (i) Under a written person-centered service plan (also called plan of care) that is based on a person-centered approach:
 - Reflect **risk factors** and measures in place to minimize them, including individualized back-up plans and strategies when needed.
 - The **individual will lead** the person-centered planning process where possible
 - Includes people **chosen** by the individual.
 - Individual **directs the process** to the maximum extent possible
 - Reflects **cultural considerations** of the individual

New Federal Requirements

Direct Support Professional Must Understand:

1. People will have the freedom and support to control their own schedules and activities, and have access to food at any time.
1. People will be able to have visitors of their choosing at any time.
1. People will have the freedom to furnish and decorate their sleeping or living units

ARE THEY PREPARED?

The Emerging Role of Direct Support Professionals

Historically....

- Primarily Seen as Caretaker
- Focus on Custodial Care
- Providing Companionship
- Providing Coverage
- Primarily Focused on Health & Safety Issues
- Entry-Level Job

Now and in the Future....

- Ambassador, Mentor & Coach
- Culturally Competent
- Close Interactions with Families - often in Family Settings
- Supporting Informed Decisions – Assessing RISK
- Possession of Complex Skills

High Expectation Discrepancy

Specialized
knowledge

Work
well with
others

Comply
with
rules and
regulations

Teach

End shift
neat &
tidy

Document

Support
choice

Maintain
health
& safety

Medical
support

Culturally
competent

Respect
rights

Problem-
solve

Person-
centered



Raising the Expectations of the Direct Support Workforce

Historically....

- Follow the Plan
- Filling shifts
- Rely on readily available supervision
- Community Outings
- System-Centered Identification

Now and in the Future....

- Creating plans **with** People they support
- Building meaningful friendships & relationships
- Inclusion – not recreation
- Advocating **WITH** – not FOR people with disabilities
- Person-Centered Identification

Building & Maintaining Friendships



Loneliness

is the only real disability.

Beth Mount

openfuturelearning.org

Five Million Direct-Care Workers Needed by 2020



The Financial Cost of Turnover

“Decreasing turnover is about sustaining quality”

- Cost per hire
 - Long-term Supports and Services(2005):
\$3,278 (UMN)
 - Long-term Supports and Services(2011):
\$6,000 (PHI)

Good Turnover? Bad Hiring...

The Other Costs of Turnover

Impact on People with Disabilities

- Services are fractured
- Personal growth is disrupted
- Activities and events are canceled
- Trusting relationships are broken
- Unsafe situations are created impacting health & safety
- Revolving door of strangers performing the most intimate interactions of daily life

Impact on Direct Support Professional Workforce

- Forced overtime
- Increased medication errors and other incidents
- Increased job stress
- Reduced productivity
- Deteriorating job satisfaction
- Burn Out
- Ultimately....More Turnover

“Preparing” Direct Support Professionals: How Have We Done?

“Tell me and I will forget.

Teach me and I might remember.

Involve me and I will learn”.

- Chinese Proverb

Invest in Direct Support Professionals

CFO: What happens if we invest in developing our employees and they leave?

CEO: What happens if we don't, and they stay?



Where is Quality

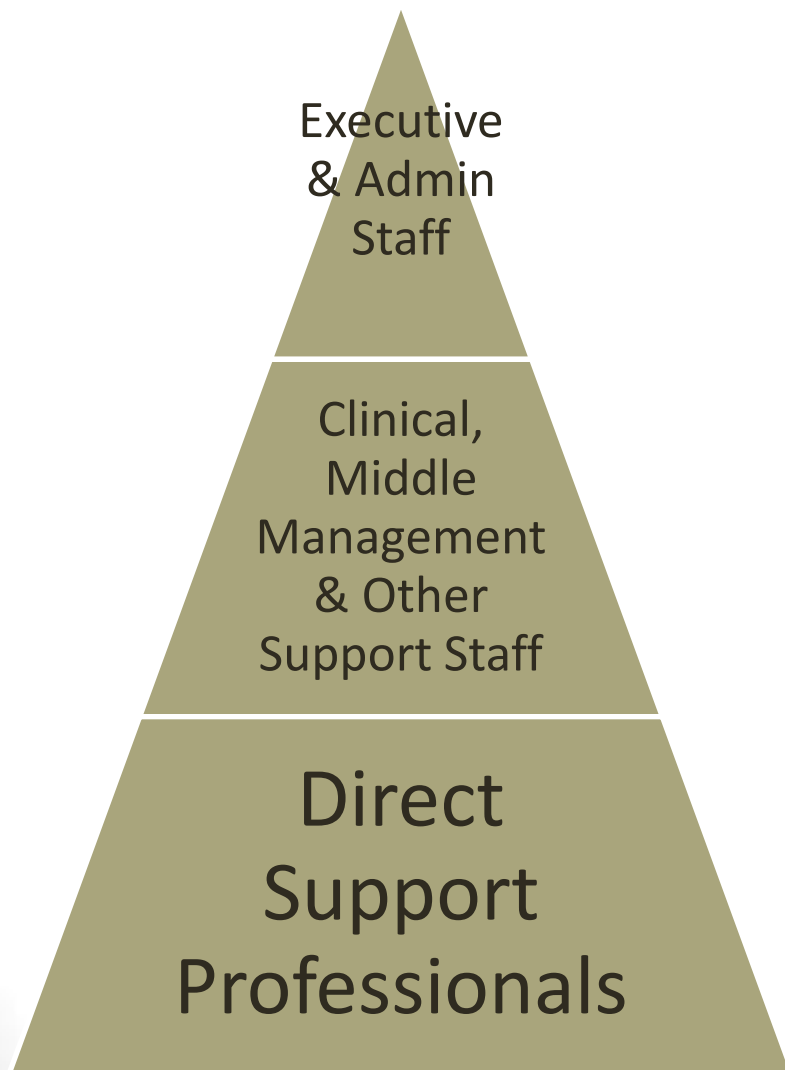
***“It is defined at the point
between the staff member and
with a developmental***

John F. Kennedy, Jr. (1995)

***Chair, President’s Committee on
Developmental Disabilities***

*Where are those at the point of interaction of service delivery
typically found on organizational charts?*

Typical Organizational Chart



Future Organizational Chart



Direct Support Professionals and the Media

NADSP Monitors the News...

Another Reason **Why** We're Here Today

*“At state-run homes,
abuse and impunity”*



The New York Times, New York, March 13, 2011

Media Dictating Public Policy....again.

Which led to.....

“Legislative Leaders Announce Agreement on Legislation to Protect People with Special Needs and Disabilities”

(New York Times, June 18, 2012)

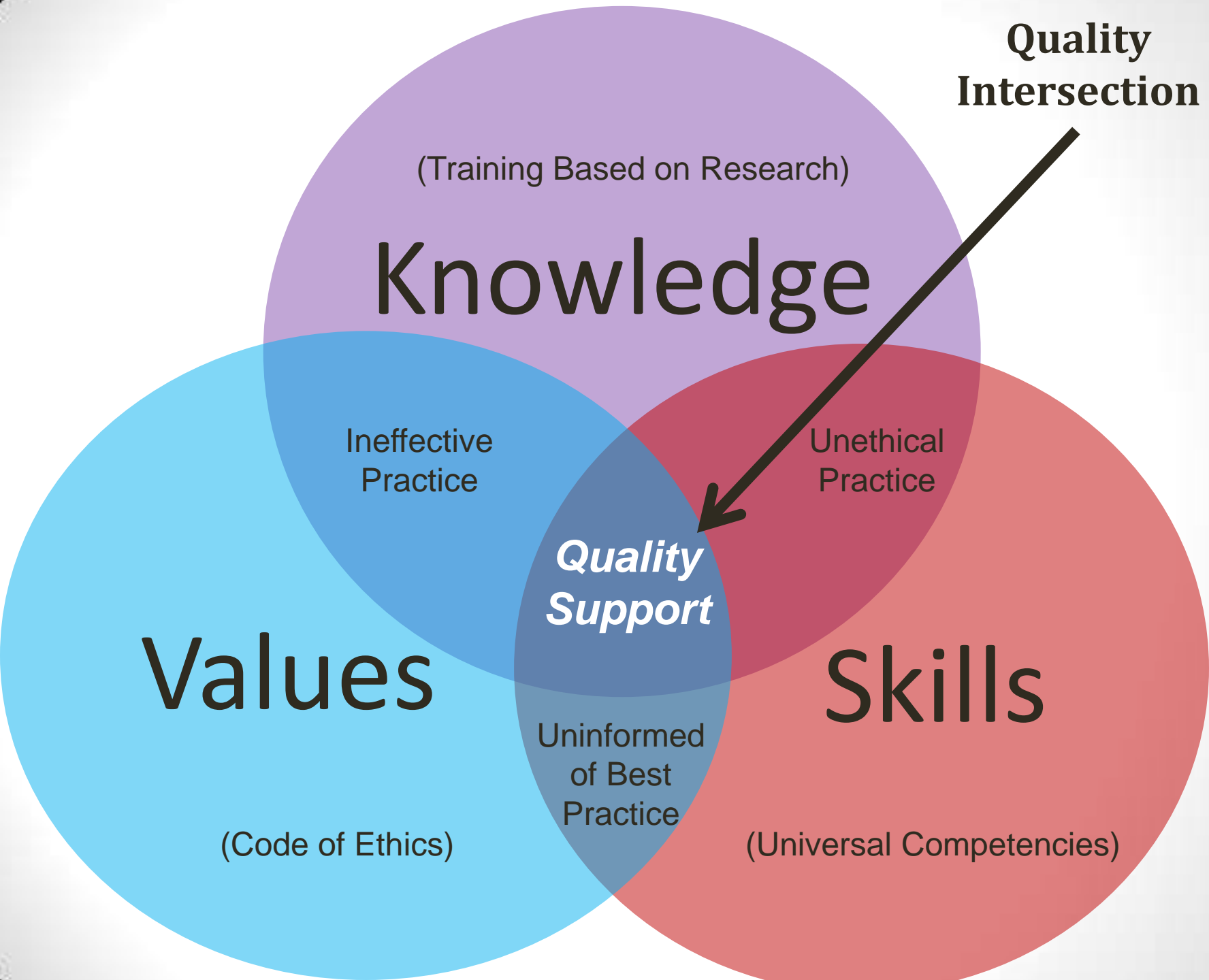
Legislation Establishes Justice Center for the Protection of People with Special Needs to Prevent, Investigate and Prosecute Abuse and Neglect of Vulnerable New Yorkers

But it also led to this....

“Direct Support jobs are compensated poorly, with many workers living at or near the poverty level or forced to work multiple jobs to make ends meet. One might summarize the job description of the direct support worker as requiring the wisdom of Solomon, the patience of Job and the caring of Florence Nightingale...

While much is said about the value of these direct support jobs, the traditional hallmarks of value are often missing – qualifying credentials, adequate pay, career ladders, attention to working conditions, adequate training, managerial and supervisory support and so on...”

The Measure of a Society: Protection of Vulnerable Persons in Residential Facilities Against Abuse & Neglect . Clarence J. Sundram, 2012



NADSP Universal Competency Areas

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

National Alliance for Direct
Support Professionals(NADSP)

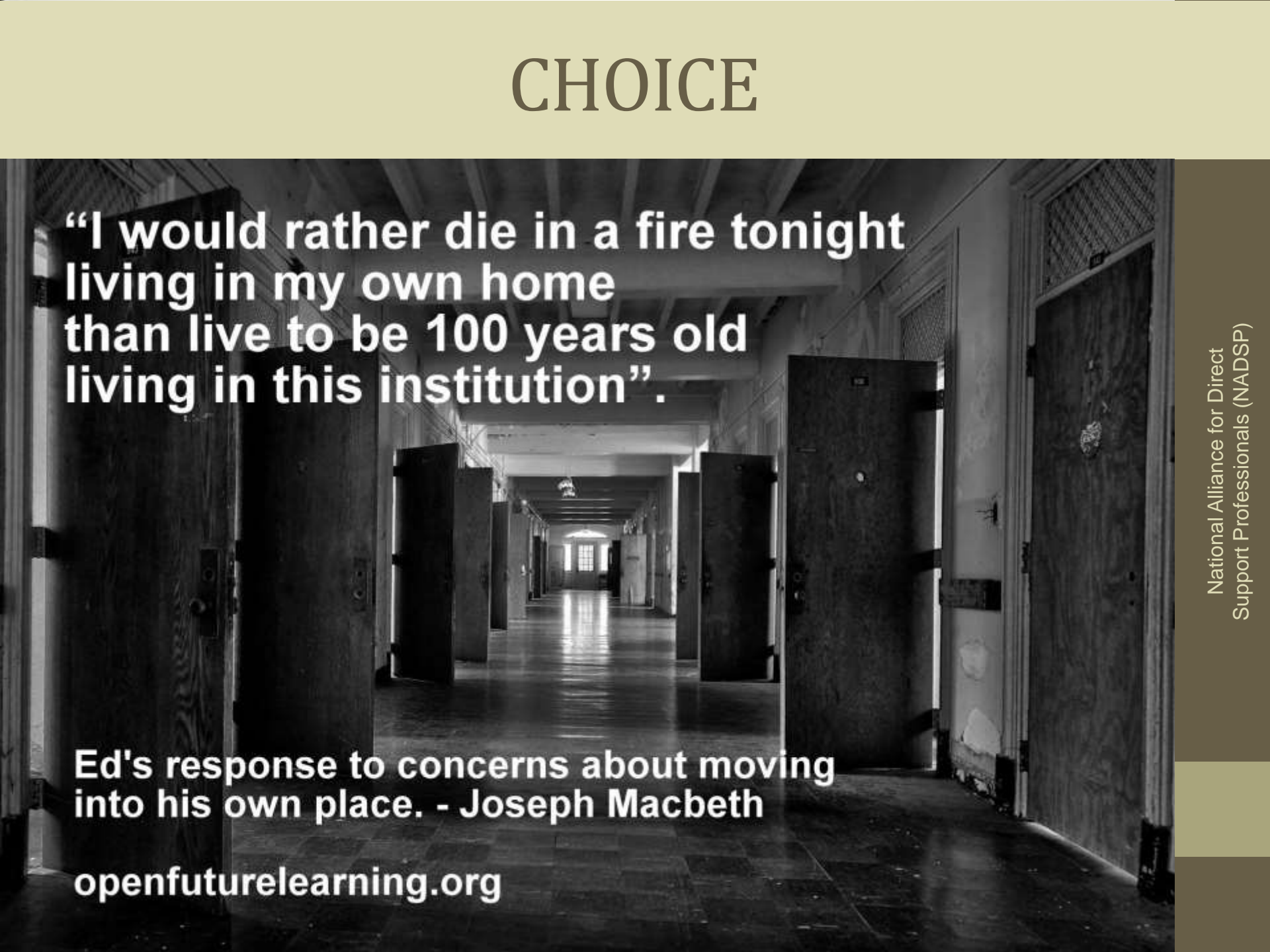
Universally Accepted



MEET ED BARTZ



CHOICE



**“I would rather die in a fire tonight
living in my own home
than live to be 100 years old
living in this institution”.**

**Ed's response to concerns about moving
into his own place. - Joseph Macbeth**

openfuturelearning.org

Ed: Nearly 22 Years Later



Working on writing
his autobiography

Getting tattoos

Taking Risks...

Living his life on his
own terms

“The System opens the door to community; direct support professionals help people go through that door”.

Choice and Risk

**THE "SYSTEM" DOESN'T MAKE "COMMUNITY
LIVING" HAPPEN...**



DIRECT SUPPORT PROFESSIONALS DO.

Join Join Us In Louisville, KY for our First National Conference – May 30 & 31



Customized Trainings, One-Day Workshops and Culture of Direct Support Competency Technical Assistance



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YES, We're on YouTube



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jmacbeth@nadsp.org