Creating a 21ˢᵗ Century Direct Support Workforce - Post COVID-19

Joseph M. Macbeth
President/Chief Executive Officer
The National Alliance for
Direct Support Professionals

NADSP

NADSP VISION STATEMENT

A world with a highly qualified and professional direct support workforce that partners with, supports and empowers people with disabilities to lead a life of their choosing.

NADSP MISSION STATEMENT

To elevate the status of direct support professionals by improving practice standards, promoting system reform, and advancing their knowledge, skills and values.

Essential?   Non-Essential?

Health Care Worker?   Non-Health Care Worker?

Heroic?   Just Doing Their Job?

Eligible for Hazard pay?   Anonymous?

Confusion

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The O*NET database includes information on skills, abilities, knowledge, work activities, and interests associated with occupations. This information can be used to facilitate career exploration, vocational counseling, and a variety of human resources functions, such as developing job orders and position descriptions and aligning training with current workplace needs.

Information in o*net is available for over 840 occupations. Each occupational title and code is based on the most current version of the standard occupational classification system.

The database used in o*net online is based largely on data supplied by occupational analysts using sources such as the **dictionary of occupational titles (dot)**. To develop data for this database, analysts evaluated and refined existing occupational data, then applied these data to the O*NET content model.

The occupation - Direct Support Professional does NOT appear in the O*NET database

The direct support workforce is the human service system's moral equivalence to global climate change:

- the research is clear - we knew this was coming.
- the devastating effects are already being realized.
- the lack of any substantive efforts to improve it are absent.

Workforce issues such as recruitment, retention and training of direct support workers <u>have always plagued</u> community services to people with disabilities.

There is <u>no surplus</u> of people willing to become direct support workers.

It may be because the <u>job itself is not easy</u>, continues to have low social value, lacks any real professional recognition, no funded or incentivized career ladders and other limited opportunities for direct support workers to earn more than poverty level wages.

Implementation of supports in homes, schools, workplaces and communities require direct support workers to provide services in self-directed settings - often <u>without</u> "site" supervision and/or competency-based training requirements leading to professional isolation.

State budget cuts, insufficient rate setting models, ongoing threats to Medicaid and transitions to managed care models will require provider agencies to deliver services with <u>greater efficiency and focus on quality</u>.

There are no simple solutions and there is no magic wand to fix these systemic workforce challenges. It will require a complex approach to fix decades of wrong.

Any serious effort to address these issues will cost money – a lot of money. Let's not pretend that we can fix it with 3%, when we need 30%.

Any successful social justice movement throughout American history was led from within. This is a social justice movement and should be framed as such.

The current political climate is…

less than friendly to our collective mission.

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"Please save your praise, we don't want it. Don't invite us here to tell us how inspiring we are without doing anything about it. It doesn't lead to anything."

Greta Thunburg – September 17, 2019

(I think direct support professionals should take note)

KNOWLEDGE
Training Based on Sound Research

Ineffective Practice

Unethical Practice

QUALITY SUPPORT

VALUES
The NADSP Code of Ethics

Uninformed of Best Practice

SKILLS
Competency Areas

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Code of Ethics and Competency Areas Updated 2016

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Making a world of difference in people's lives

NADSP Code of Ethics

National Alliance for Direct Support Professionals, Inc.
1971 Western Avenue, #261
Albany, New York 12203
P 844-44NADSP
www.nadsp.org

Updated April, 2016

Embedded in all NADSP products and services are the Code of Ethics & Competency Areas.

They are the Foundation of our work and our most significant contributions to the field.

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Making a world of difference in people's lives

Direct Support Professional
Competency Areas
The Foundation of Direct Support Practice

National Alliance for Direct Support Professionals, Inc.
1971 Western Avenue, #261
Albany, New York 12203
P 844-44NADSP
www.nadsp.org

Updated March, 2016

"We have a situation that borders on a snake pit, children live in filth, our fellow citizens are suffering tremendously because of a lack of attention, lack of imagination, lack of adequate manpower".

Senator Robert M. Kennedy, 1968

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"I do not believe you can do today's job with yesterday's methods and be in business tomorrow."

- Horatio Nelson Jackson

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While considered a prestigious profession today, nurses in the 1960s were "treated as handmaidens of physicians" who were expected to carry out orders without question.

"THEN AND NOW". Business Insider, May 6, 2019

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Today, nursing requires extensive competency-based training and education.

"THEN AND NOW". Business Insider, May 6, 2019

Our Parallels with Nursing Professionals
& the Evolution of Our Work

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"THEN AND NOW". Business Insider, May 6, 2019

The National Council of State Boards of Nursing — the organization that administers national testing — was not even around until 1978.

Only 172 college-based nursing programs existed in 1960, compared to the 674 bachelor's programs today.

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"THEN AND NOW". Business Insider, May 6, 2019

Nurses also had to care for patients for much longer periods of time than today.

30 years ago, a cataract surgery patient would stay in the hospital for seven days...

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"THEN AND NOW". Business Insider, May 6, 2019

Today, that same patient leaves the day of the surgery.

Shorter stays mean nurses must be more efficient about educating and caring for patients.

Our Parallels with Nursing Professionals
& the Evolution of Our Work

Record keeping also became more efficient than it was 50 years ago.

After the US government allocated $19.2 billion to increase the use of electronic health records in 2009, digital notes have become commonplace.

"THEN AND NOW". Business Insider, May 6, 2019

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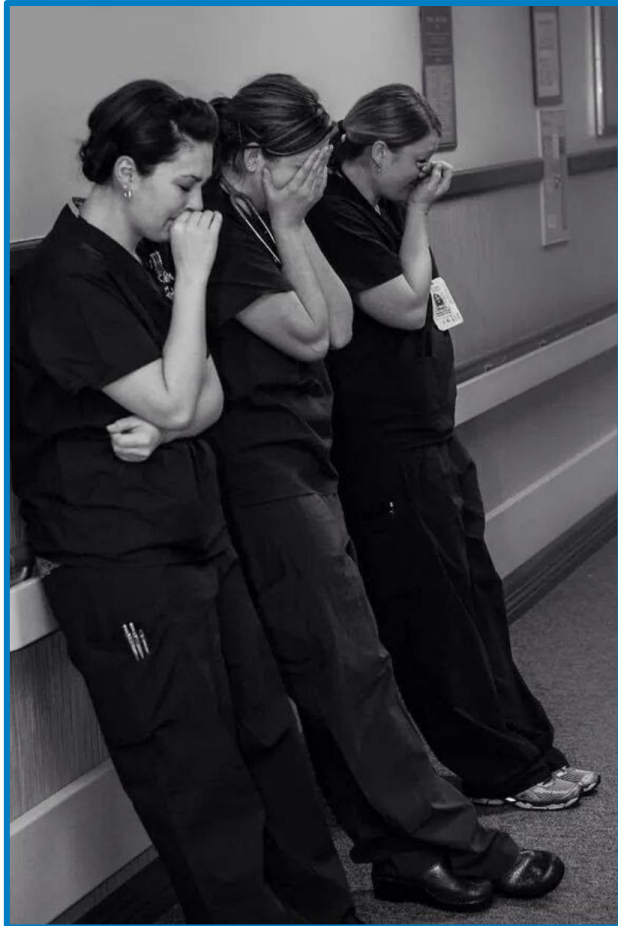# Our Parallels with Nursing Professionals
& the Evolution of Our Work.

More men are entering the profession.

As of 2017, about 19% of registered nurses were minorities and 9.1% were men...

"THEN AND NOW". Business Insider, May 6, 2019

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THE EVOLUTION OF OUR FIELD
CONTINUOUS QUALITY IMPROVEMENT

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)

Disruptive Innovation

FEDERAL REGISTER

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Part II

Department of Health and Human Services

System-Transformation
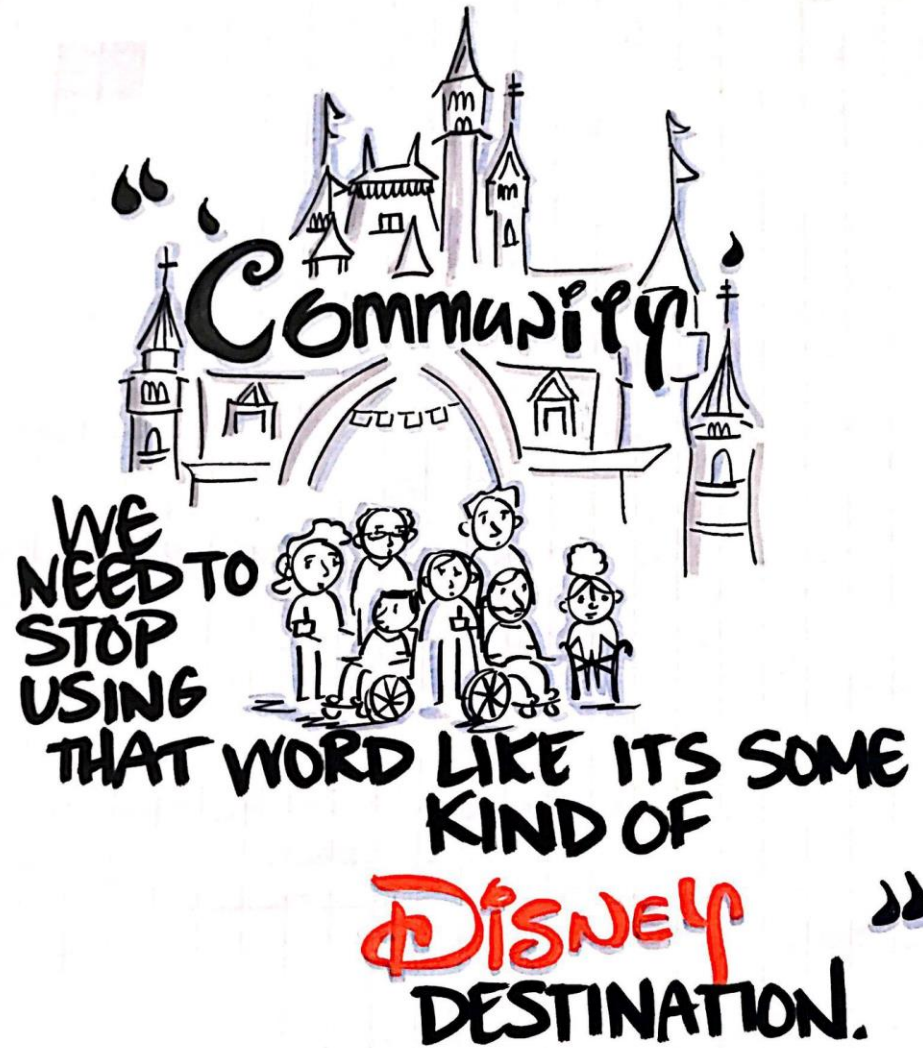
Transformation Plans

Person-Centered

Community

Quality

Choice

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in people's lives

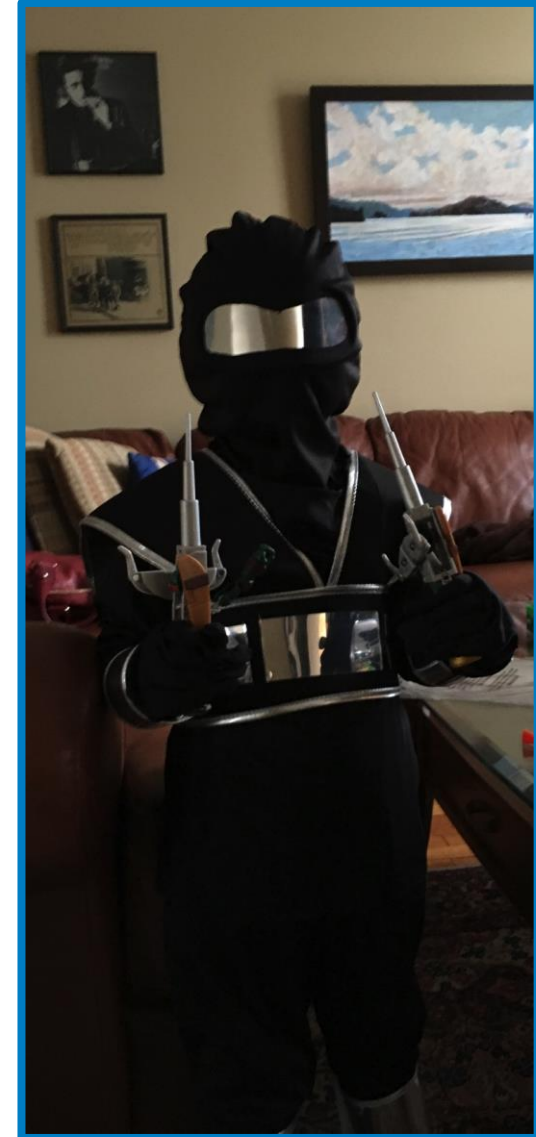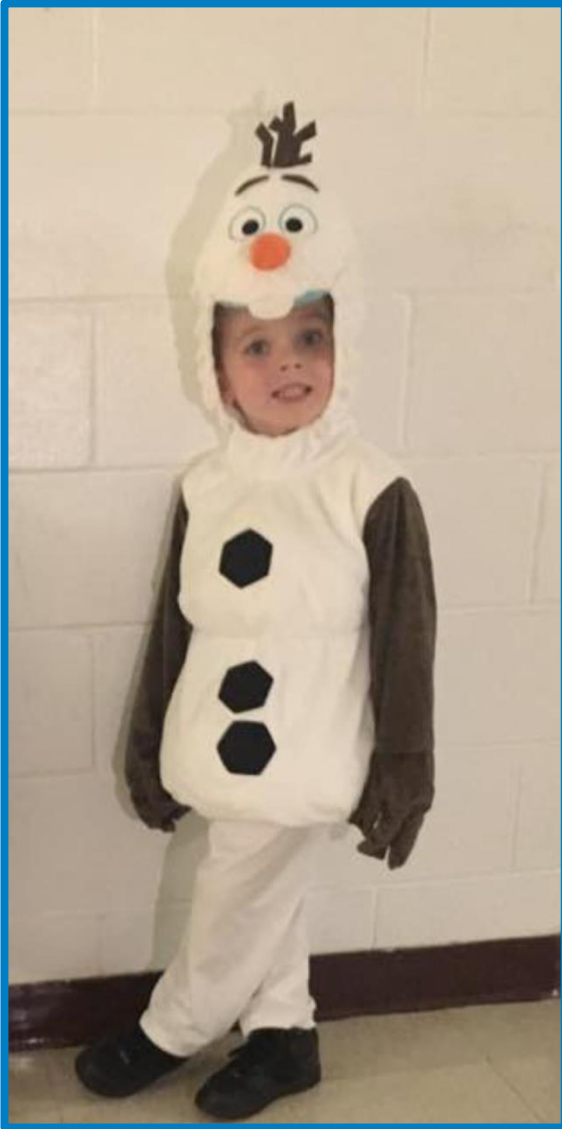"Community. We need to stop using that word like its some kind of Disney destination." -Joseph MacBeth

OPENFUTURELEARNING.ORG

"Experience is the Teacher of All Things"
Julius Caesar

"There are two kinds of decisions; the right decision and a lesson learned".

Simon Sinek

The Emerging Roles of the Direct Support Workforce

Historically….

- Primarily Seen as Caretaker

- Focus on Custodial Care

- Providing Companionship

- Providing Coverage

- Primarily Focused on Health & Safety Issues

- Entry-Level & Dead-End Job

Now and in the Future….

- Ambassador, Mentor & Coach

- Culturally Competent

- Close Interactions with Medical Professionals

- Supporting Informed Decisions – Assessing RISK

- Using Technology to Support Human Growth & Independence

The Changing Expectations of the Direct Support Workforce

Historically….

- Blindly Follow the Written Plan

- Filling shifts

- Rely on readily available supervision

- Community Outings

- System-Centered Identification

Now and in the Future….

- Creating meaningful plans *with* People they support

- Helping people build meaningful friendships & relationships

- A distinct focus on Inclusion – not recreation

- Advocating WITH – not FOR people with disabilities

- Presuming Competence and Focusing on Skills, rather than Needs

Wage Compression: It's Time for Credentialing
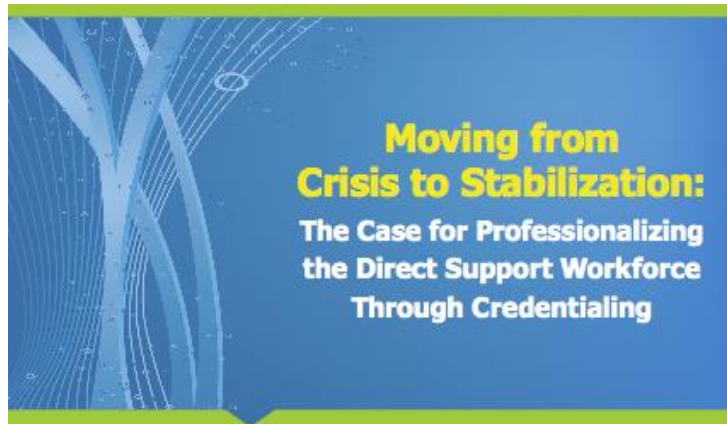
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The Six Elements of Any Profession and We Only Have Five

A Dynamic Body of Knowledge

Validated Competency Areas (Skills)

Adopted Set of Professional Values (Code of Ethics)

Universally Recognized & Portable Certifications (E-BADGE Academy)

Affiliation with Professional Organization

MISSING

A universally recognized Standard Occupational Code

Career Ladder

Learn | Demonstrate | Evaluate | Earn $$$ | Stay

Knowledge — Training Based on Sound Research

Values — The NADSP Code of Ethics

Skills — The NADSP Competency Areas

Ineffective Practice

Unethical Practice

Quality Support

Uninformed of Best Practice

How Quality Happens...NADSP

NADSP — Making a world of difference in people's lives

Join us to elevate the status of Direct Support Professionals.

www.nadsp.org/membership

- Discounts on NADSP offerings
- Login to NADSP's members-only website
- Participation in 'Learning Annex' webinars
- Access to Frontline Initiative newsletters
- E-Blasts about NADSP news and updates
- Feature your commitment to DSPs

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