Healthier Buckeye Grant

Presented by:
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July 18, 2017
Deb Yenrick – Superintendent
Lucas County Board of Developmental Disabilities

• Listened to Providers – there is a shortage of DSPs in Lucas County

• Providers need assistance to fill Direct Support Professional (DSP) positions
  – Worked with Lucas County Commissioners and Lucas County Development and Planning Commission to apply for the Healthier Buckeye Grant for eight providers within Lucas County
Grant Identification

• Grant called “Employee Retention Project”
  – Total amount awarded $750,000
  – Began July 1, 2016
  – Ends December 31, 2017
Employee Retention Project

• Grant awarded due to Lucas County Commissioners identifying needs in our community:
  – Identification of Americans with Disabilities Act (ADA)
  – Center for Medicare and Medicaid Services
  – Home and Community Based Services
  – Person-centered planning/inclusion
Employee Retention Project

• Rules from US Department of Labor (DOL) workforce
  – Set standards aimed at making inclusion and employment for people with DD
  – An essential part of their lives
  – Require more educated DSPs to meet needs of people with DD
Employee Retention Project

• DSPs need:
  – To be successful in their competencies and confidence
  – Ethical decision-making skills
  – Guidance necessary to provide quality supports
  – Compensation commensurate with duties
Employee Retention Project

• Since 1970, Lucas County has lost 10% of its population
• 11% have less than High School education
• 56% have High School Diploma
• Wages are too low
Employee Retention Project

Purpose/Objective

• Develop a stable workforce in the DSP job category
  – To gather partners in the community to work more effectively to help under-resourced persons/poverty level employees to a more improved life
    • Get them off assistance if on
    • Assist with career path/promotions
Employee Retention Project

Purpose/Objective

• Retain Direct Support Professionals already hired
  – Offer assistance with community resources
  – Lucas County has identified this job category
Employee Retention Project

• As many under-resourced people receive state assistance
  – Chain reaction
    • Interfering with work
    • Interfering with school
    • Improper healthcare
    • Absences in the workplace
  – Causes instability in work status
  – Results in poor health
Employee Retention Project

• Transportation/Car difficulties
  – Too expensive to repair
  – Insurance costs

• Childcare
  – Difficult to balance for many
    • One parent homes/lack support
Employee Retention Project

Purpose/Objective

• **Help Recruit**
• Need 600-700 DSP positions for eight providers within Lucas County, they are:

  – Anne Grady Corporation
  – Bittersweet Farms
  – Champaign Residential Services, Inc.
  – Epilepsy Center
Employee Retention Project
Purpose/Objective

– Josina Lott Residential & Community Services
– Community Residential Services
– Sunshine Communities
– Triad Residential Solutions
Employee Retention Project

• Assisting with Recruiting
• Lucas County Department of Planning and Development
  – Oversees project
  – Working directly with Lucas County Family and Children First Council members and partners in the community
  – Bringing together outside resources
  – e.g., Ohio Means Jobs (unemployment bureau)
  – Teaches work ready skills
Employee Retention Project

• Hospital Council of Northwest Ohio
  – Pathways Program – makes referrals to Providers
  – Provides pre-employment training
  – Will screen potential employees
    • Providers giving qualifications needed/open positions available
  – Teaches work ready skills
Employee Retention Project
Purpose/Objective

• **Provide Management and DSP Training**
  – To understand under-resourced people
  – To assist them with family/stresses
  • One thing can occur in employees’ lives that sets off chain reaction affecting their work/life balance
Employee Retention Project
Purpose/Objective

• Lessen turnover in DSP positions
  – Will need 600-700 DSPs by June 30, 2017 with consideration of turnover to fill positions
    • Most providers at 47% - 51% turnover
    • JLR&CS at 27%
    • **Nationally**, by 2022, will need 1 million DSPs
  – Individuals living longer
  – DD Population will need more care
Cost of Turnover

• Lack of continuity of care
  – Wages are too low for work expectations

• Employee burnout/increase in stress
  – Too much overtime/long hours
  – Poor family/work balance
Cost of Turnover

- Average dollar cost of turnover including processing new applicant:
  - $3000 - $5000 depending on Agency size
    - JLR&CS = $3000 - $4000
  - Includes:
    - Advertising costs
    - Screening time/reviewing candidate’s qualifications
    - Phone screening/Interviewing
    - Reference Checks
    - Background Checks
    - Fingerprints/Rapback
    - Lack of Training
Cost of Turnover

- Background Checks
  - Abuser Registry
  - Nurse Aide Registry
    - If out of Ohio, check state of residency
  - Sex Offender and Child Victim Offender Registry
  - Excluded Persons and Entities (OIG)
  - GSA Award Management Database
  - Database of Incarcerated and Supervised Offenders (Ohio)
Cost of Turnover

- Driving Record Check
- Proof of High School diploma/GED
- Proof of College Degrees (if required)
- Cost of Physical/2 step TB Test/Drug Screen
- Hepatitis B injections
- Approximately 30 hours of classroom training
  - Presenters and curriculum
- 40 hours a week on-the-job training/approximately 30-60 days to complete
Employee Retention Project

• OPRA Survey State of Ohio/OPRA HR Committee
  – Employees’ top 3 reasons for leaving
    • Unpleasant bosses
    • Lack of transportation
    • Lack of child care

Other issues
  – Unwelcoming work culture
  – No ladders to move up
  – Low pay
  – Lack of sufficient training
  – Too many regulations
Employee Retention Project

• Employee Resource Network (ERN) formed by eight providers

• Person overseeing ERN
  – Success Coach – Faith McCreary
  – Hired/works at the LCBDD
  – Oversees Community Health Workers
    • Hired by Hospital Council/called Pathways
Employee Retention Project

• Community Health Workers (CHW)
  – Certified through the Ohio Board of Nursing
  – Knowledgeable about community resources
  – Build trusting relationships with DSPs
  – Help them with issues that keep them from being successful (transportation, housing, childcare, medical care, etc.)
Employee Retention Project

• Examples a CHW could assist with:
  – Retaining a primary care physician
  – Financial assistance
  – Transportation assistance
  – Childcare resources
  – Domestic violence issues
Employee Retention Project

• Examples CHW could assist with:
  – Clothing/Food/Shelter assistance
  – Medical Debt assistance
  – Utilities shut off notices
  – Parenting assistance
  – Legal assistance
Employee Retention Project

• Grant will:
  – Educate 320 staff and volunteers from the eight organizations and volunteers assisting with the grant in the *Bridges out of Poverty Course*
    • These employees/volunteers will be mentors and understand the resources DSPs need to succeed
  – Educate 48 DSPs (from 8 providers) in trainings called *Getting Ahead in the Workplace Training*
    – 22 sessions, 2 hours each
Employee Retention Project

• For employees who want more stability with their finances
• Emotionally and socially would like to do better
• Who want more doors/opportunities open for them
• Helps them develop a plan to increase all the above
Employee Retention Project

• Graduates of *Getting Ahead in the Workplace Training*
  – Become members of the Lucas County Healthier Buckeye Council
  – Training schedule to be completed by January 2017
Employee Retention Project

• Community Service Workers/training for DSPs
  – Hope to increase retention to 76%
  – The Ohio Alliance of Direct Support Professional Trainings
    • 75 DSPs to complete Direct Support Professional Advancement through Training and Education in Human Services (DSPATHS) credentialing program
    • 25 DSPs to complete and receive Certification of Initial Proficiency (CIP)
Employee Retention Project

• 10 individuals trained to facilitate Bridges out of Poverty Trainings
• 40 individuals trained to teach Getting Ahead classes
• Provide services from the Northwest Ohio Pathways program to 150 DSPs
  – Will help increase employees’ health, basic needs, food, shelter, etc.
  – They will become more self-sustaining
Employee Retention Project

• Improve community collaboration
• Examples of services in the community
  – East Toledo Family Center, Lutheran Social Services of Northwest Ohio, United North
  – All assist with savings plans, budgeting, debt resolution
Employee Retention Project

• ESSDLs – Employer Sponsored Small Dollar Loans
  – Range from $300 - $1000 with interest rates from 14-17%
  – Available to low- and moderate-income working people
  – $100/month repayment term eases burden on cash flow
  – Employees in good standing
  – at least 6 months employment
Employee Retention Project

- ESSDLs
  - Payment made to Toledo Federal Metro Credit Union
  - Available as an automatic payroll deduction
  - Loan payments are reported to credit bureau so employees can build their credit score
  - Once paid off, employees can continue with deduction into their own savings account
Statistics as of June 30

- 92 Success Coach/CHW Referrals
  - Auto Repair
  - Career Counseling
  - Coaching
  - Education
  - Employment/retention
  - Financial (general assistance)
  - Financial Literacy
  - Food Assistance
  - Government Agency Navigation
  - Health/Insurance
  - Home Repair
  - Housing
  - Legal Aid
  - Literacy
  - Soft Training
  - Transportation
  - Utilities

HELP Needed!
Statistics Cont......

• 153 Employer Sponsored Small Dollar Loans
• Building Savings Accounts for the First Time
• 11 Getting Ahead in the Workplace Graduates
• 20 participants scheduled for next GAW class
Provider Snapshot

- Staff retention @ 30 days from 78% to 87%
- Staff retention @ 90 days from 58% to 72%
- Projected annual savings of $160,000
- 35 fewer hires needed this year
What’s Next?

• OPRA is committed to the statewide application of HBCGPP and intends to replicate the process across the state utilizing information garnered from the project. OPRA’s HR and Workforce Committee members will be available to assist and advise, not just in Lucas County, but in all areas of the state. Lessons learned will be incorporated as we select future counties and regions in which to implement programs. There is the potential to positively affect hundreds of provider organizations and subsequently the DSP’s and the individuals to whom they provide services.
We Need

• Interested counties/COG’s to volunteer
• Interested providers to participate
• A time commitment from everyone!
Structure and Work Involved

• Structure will be based on county and provider demographics. We can customize!

• I won’t lie to you – these take real time, energy, commitment and creativity to develop

• There are on-going meetings, training sessions, conference calls, task assignments, brain storming sessions and resource identification/development with the participants

• And then.....there is internal work at the individual organizations
Establish an ERN

• There are different ERN models
• DD provider only
• Collaborate with other interested industries
• There is no right answer
• Model is determined by the ERN participants
• James Vanderhulst has committed to additional projects
Hire a Success Coach

• Success coach works for all ERN participants
• Different models for structure
• ERN agencies can collectively hire
• County board can pay for this position
• Agencies and county can split the cost
• Success Coach’s time with each agency is determined by the group
Locate and Develop Resources

- Analyze and determine resource needs
- Locate and nurture existing resources – make them aware of you and your needs
- Develop resources where none exist
- Help existing resources develop ways to meet unmet needs in your community
Other Components to Consider

• Community Health workers
• Bridges out of Poverty
• OADSP - DSP and Supervisor training sessions
• Need to determine necessary financial support
• Funding needed will depend on structure determined by participants
• Pursuing grants – State and local
We are Ready to Roll

- Contact me if you are interested in more information.

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