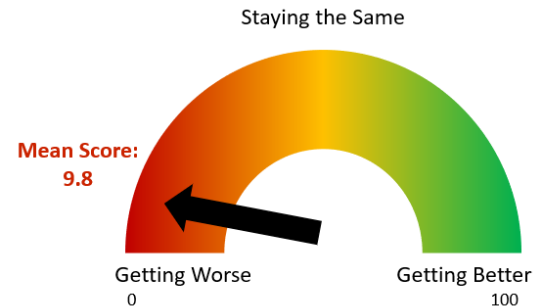


Direct Support Provider Survey Report

(January 11-17, 2022)

Executive Summary:

In 2021, Division of Services for People with Disabilities (DSPD) received concerns from support coordinators, providers, families, and other stakeholders, that Utah is experiencing direct support staffing shortage. DSPD developed the Direct Support Provider Survey to gather more information to understand the extent of the situation. All current support coordinators were emailed on January 11th, 2022 and asked to voluntarily participate in the survey. Due to the response rate (approximately 52%), we are confident that the survey results are representative of support coordinators (SCs). In fact, approximately two-thirds (64%) of DSPD clients were represented in this survey. Notable results are summarized below:



- Creating a total score from the survey items that used rating scales (Getting Worse: 0-Getting Better: 100), the average score was 9.8. The overall sentiment is that issues have gotten worse in the past six months.
- 68% of the clients represented in this survey have been reportedly impacted by at least one of the six general issues (see Figure 3).
- The top three issues rated as getting 'a lot worse' in the past 6 months include:
 - i. Direct support professionals (DSPs) feeling frustrated or burned out (85% of responses; n=123)
 - ii. Programs being understaffed (85% of responses; n=123)
 - iii. DSPs working extra shifts to the point of exhaustion (83% of responses; n=120*)
- The services most impacted were day programs, residential, and in-home.
- The overwhelming majority of respondents suggested that an increase in compensation would help mitigate staffing shortages in the next six months.
- 18% of the clients represented have reportedly relocated to access services.
- 50% of clients represented have reportedly been unable to access services they are funded for.
- 19% of the clients represented have reportedly had to wait more than 90 days for a service they need.
- 3% of clients represented have been discharged from residential settings (75 clients).
- The total and sub scores did not significantly differ between experienced SCs (6+ years) versus less experienced SCs (1-5 years).
- Wasatch Front Counties' (Davis, Weber, Morgan, Salt Lake, Utah) and non-Wasatch Front Counties' total and sub scores were compared; the Wasatch Front group scored significantly worse on health and safety items and choice items compared to the non-Wasatch Front group.

Responses (N): 123 Support Coordinators

Median Duration (minutes): 12 [Min: 2, Max: 3951]

Limitations: This survey used a convenience sample and was available to fill out for less than a week; however the response rate was high and we are confident that the results are representative of the population. Much of the survey asks SCs about DSPs, and SCs may not accurately relay the true experiences and thoughts of DSPs. To further understand any inferences from the subsequent report, additional research may be required.

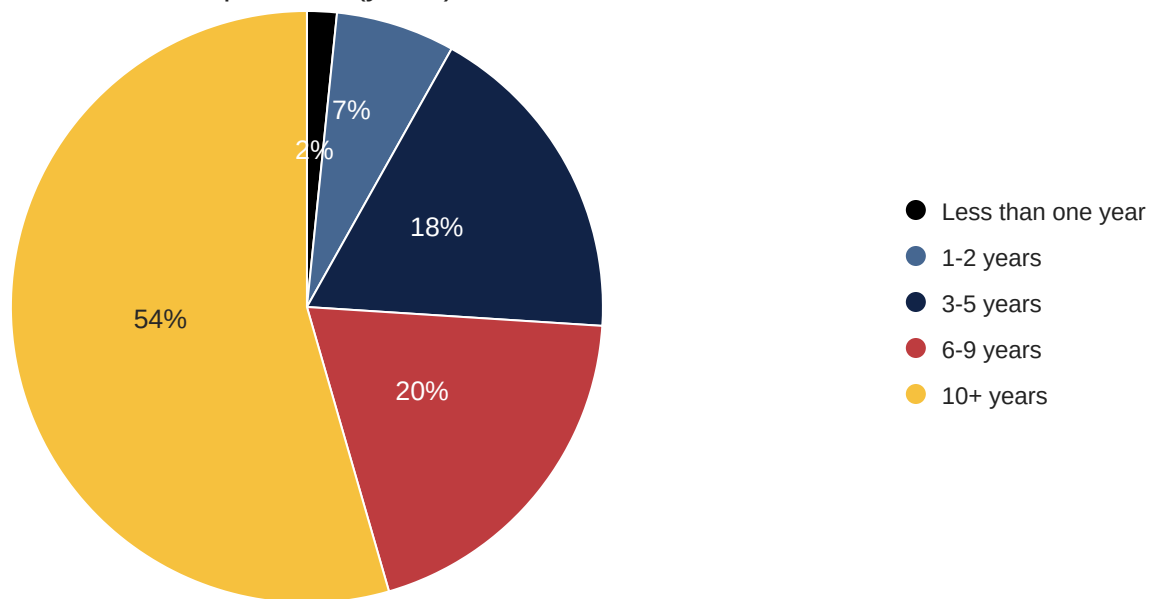
* 3 missing or not applicable responses

Significance Level: $p < 0.05$

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<https://www.qualtrics.com>

Demographics

Figure 1: Support Coordination Experience (years)



Caseload

Field	Min	Max	Mean	Standard Deviation	Responses	Sum
How many clients do you have on your caseload?	2.00	46.00	31.74	11.25	123	3904.00

Total clients in services (as of 1-17-2022): 6124

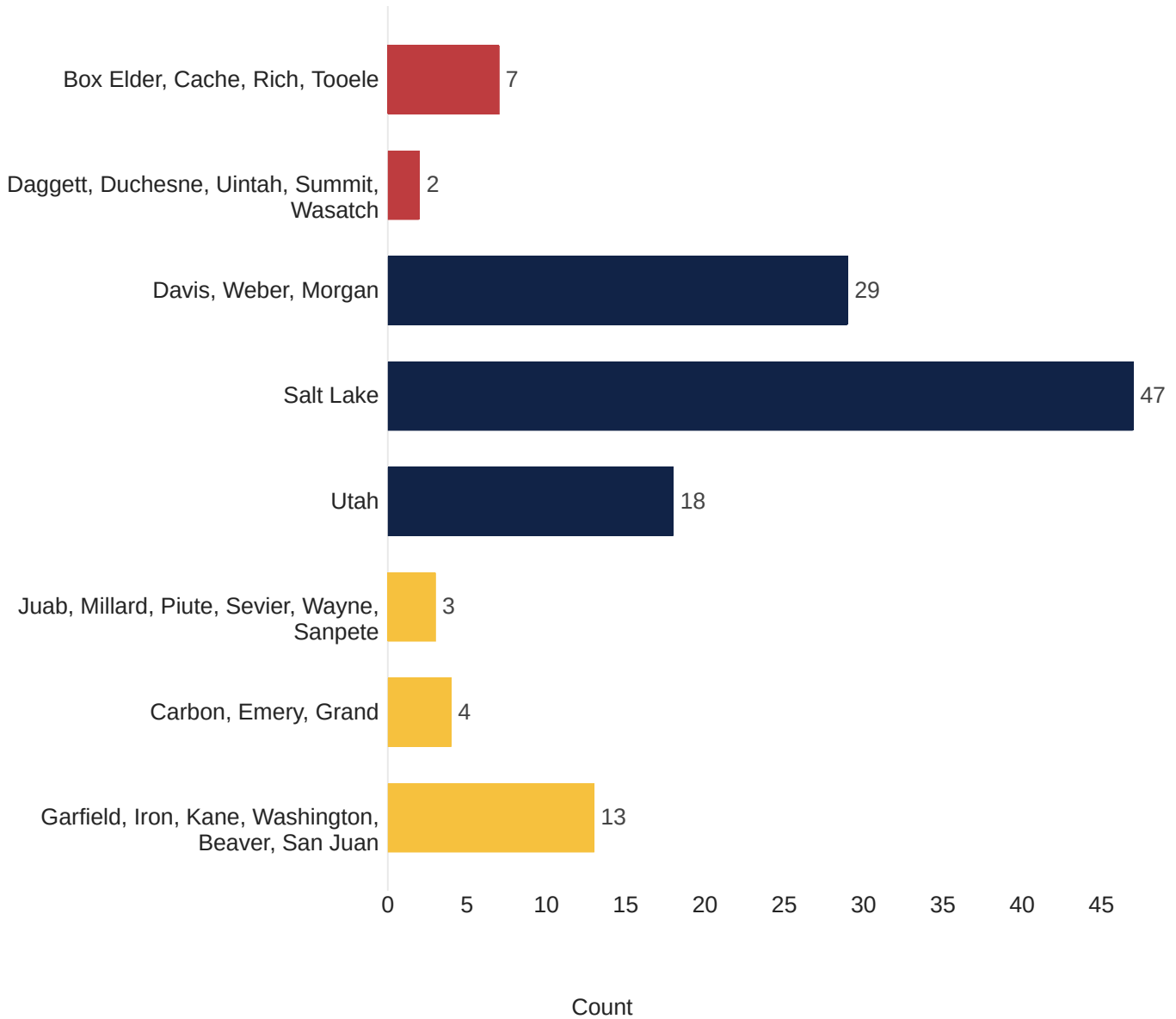
Approximately **64% of clients in services are represented** in this survey (3904).

Total SCEs (as of 1-17-2022): 232

Approximately **52% of SCEs are represented** in this survey (123).

Figure 2: Counties Served

123 Responses



76% of respondents serve mostly clients along the **Wasatch Front**.

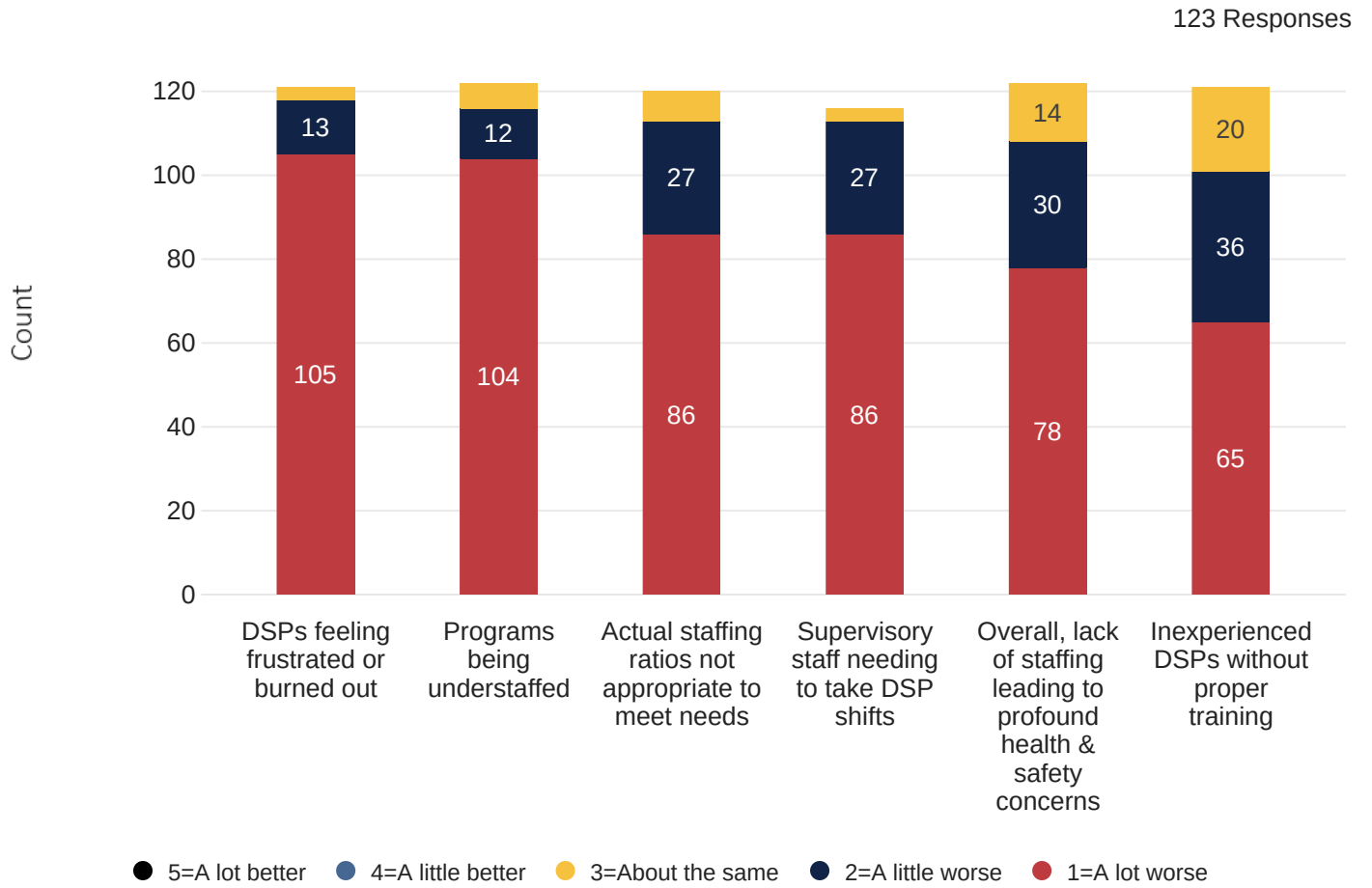
7% of respondents serve mostly clients in **Northern, non-Wasatch counties**.

16% of respondents serve mostly clients in **Southern, non-Wasatch counties**.

Percentages do not add up to 100% due to rounding.

General Questions

Figure 3: Over the past 6 months, the issue is getting...



Field	Min	Max	Mean	Standard Deviation	Responses	Sum
In the last 6 months, how many people on your caseload have been impacted by any of the issues you indicated above?	1.00	46.00	21.55	12.61	123	2651.00

The majority of respondents reported all issues in [Figure 3](#) as being a lot worse than 6 months ago. The General issues that the most respondents reported was "a lot worse" are **DSP burnout and understaffing**.

68% of the clients represented have been reportedly impacted by at least one of the issues in Figure 3.

Figure 4: In the last 6 months, which services were impacted by the issues indicated in above (see Figure 3)...

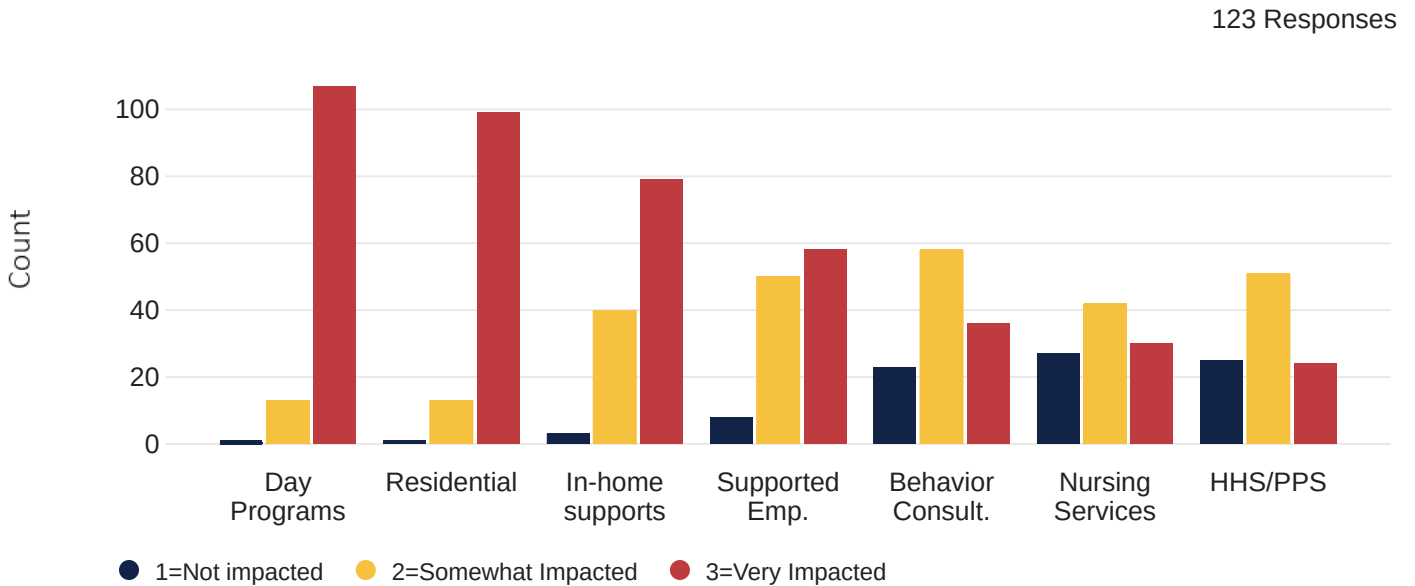


Figure 4 orders the most impacted services (left) to the least impacted services (right). The **most impacted services are reportedly day programs, residential, and in-home supports**, respectively.

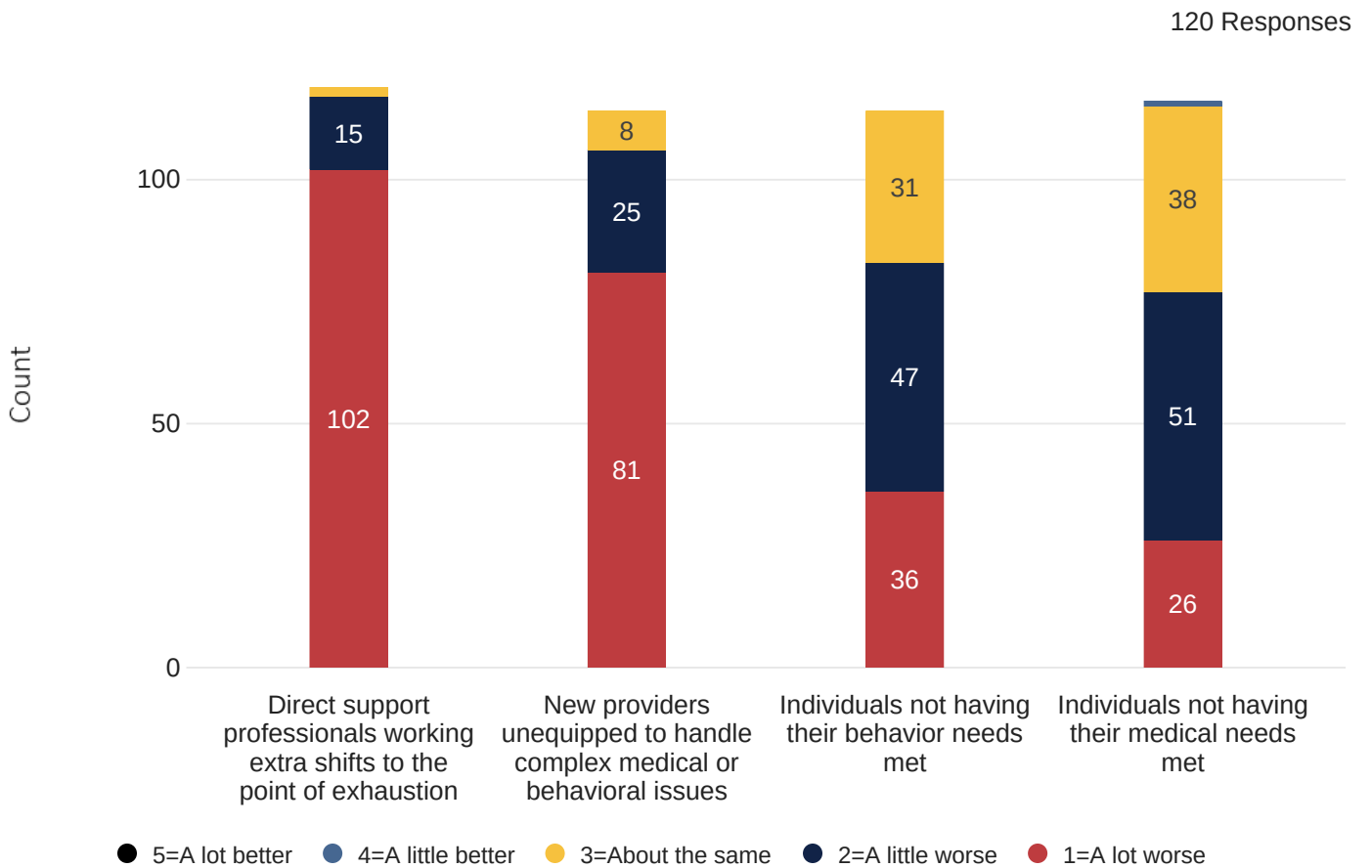
Figure 5: What ideas do you have to address the issues you indicated above in the next 6 months? 99 Responses



The majority of the ideas mentioned **higher pay**, benefits, mileage, bonuses, etc.--increase compensation to be more competitive with other jobs requiring similar or lower skill and stress (e.g. fast-food). Other ideas included **simplify** and speed up documentation/processes; **reduce duplication** of work; **increase training** and "professionalization"; **partner with the community** (e.g. increase partnerships with universities to create internships and pipelines for employment).

Health & Safety

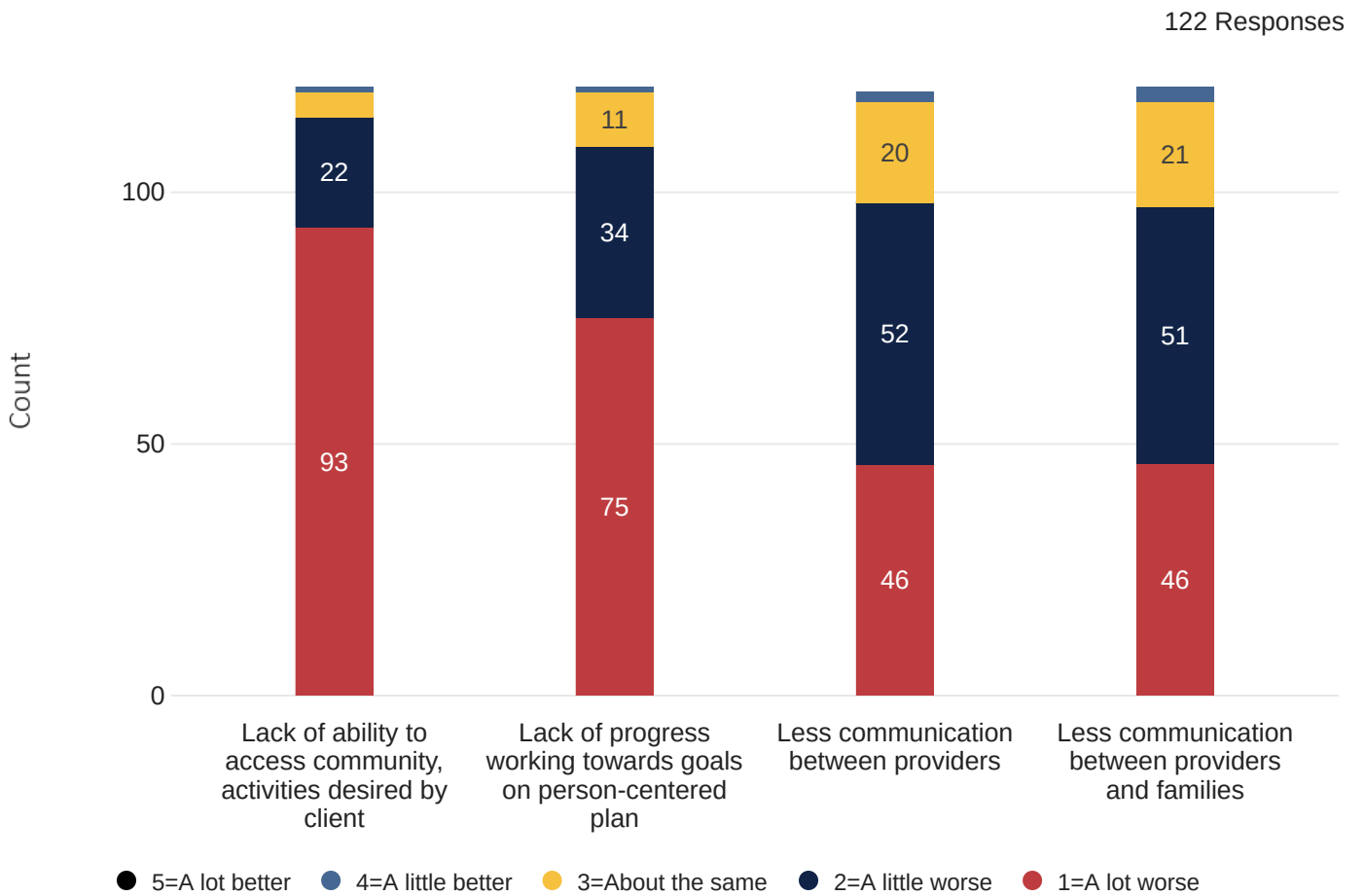
Figure 6: Over the past 6 months, the issue is getting...



The majority of respondents reported all issues in [Figure 6](#) as being a lot or a little worse than 6 months ago. The Health & Safety issues that the most respondents reported was "a lot worse" are **DSP working to exhaustion and new providers are unequipped to handle complex issues.**

Quality of Services

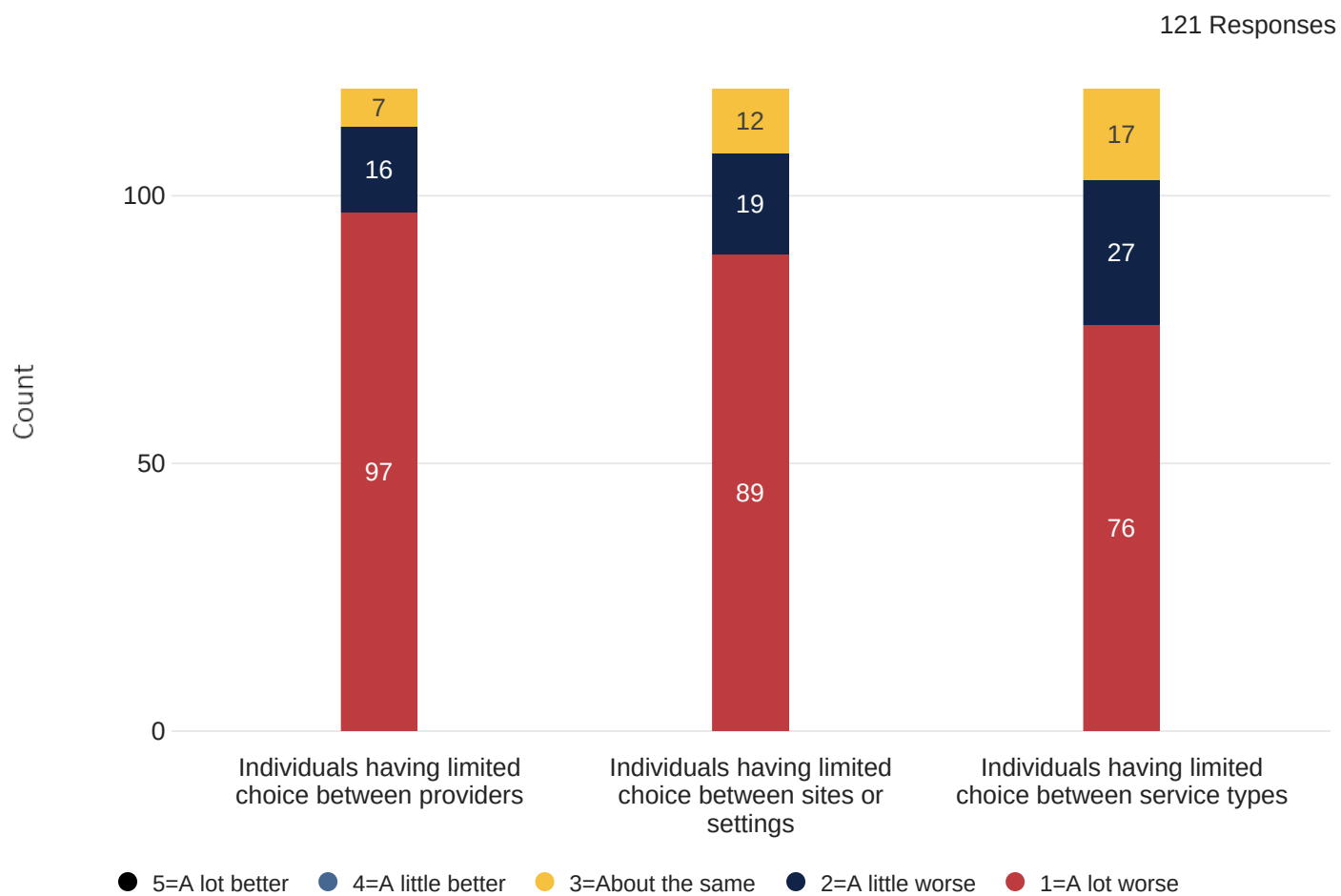
Figure 7: Over the past 6 months, the issue is getting...



The majority of respondents reported all issues in [Figure 7](#) as being a lot or a little worse than 6 months ago. The Quality of Service issues that the most respondents reported was "a lot worse" are **lack of ability to access community and lack of person-centered plan goals**.

Choice

Figure 8: Over the past 6 months, the issue is getting...

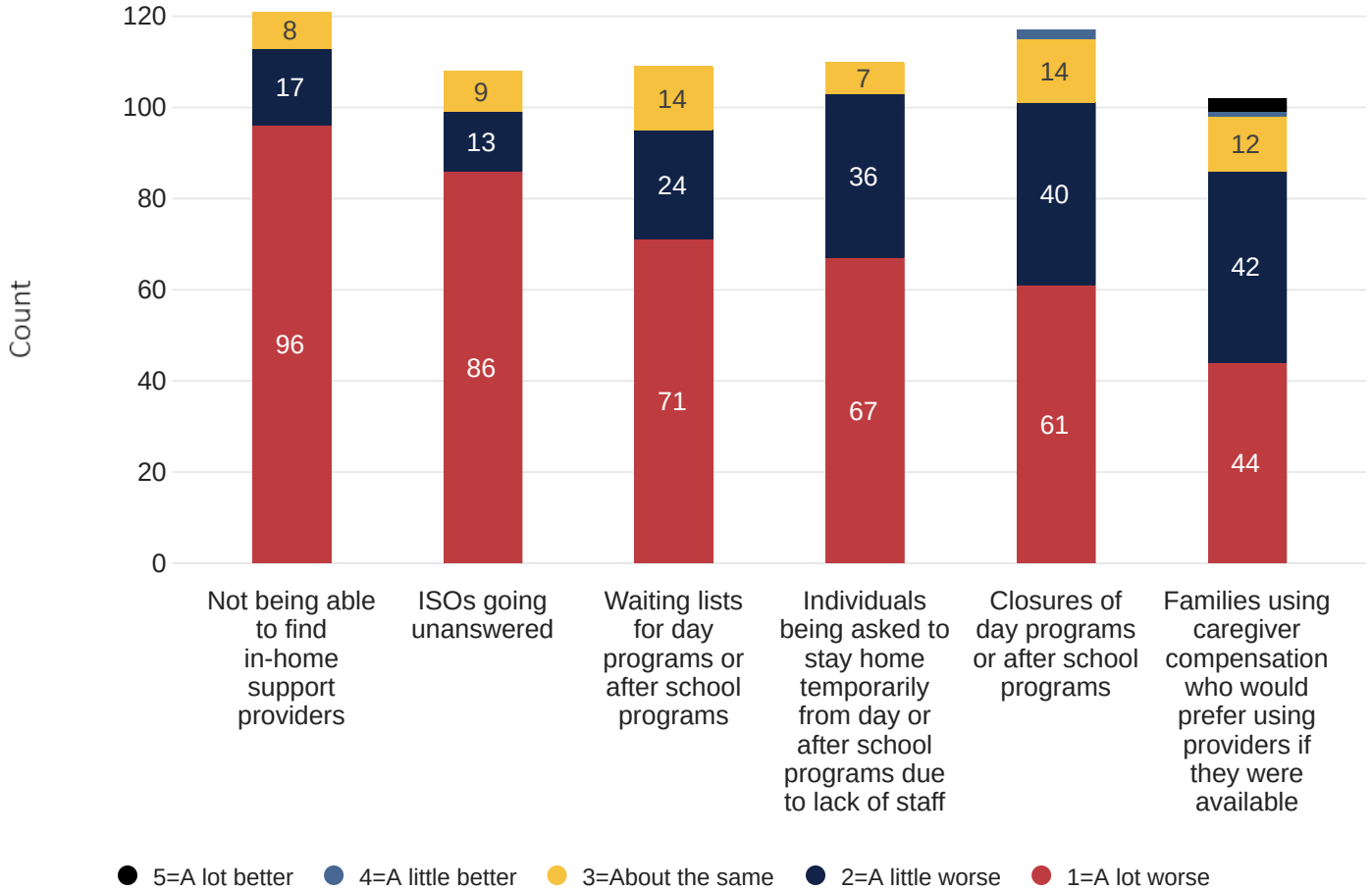


The majority of respondents reported all issues in [Figure 8](#) as being a lot or a little worse than 6 months ago. The [Choice](#) issues that the most respondents reported was "a lot worse" are **limited provider choice and limited site/setting choice**.

Provider Access

Figure 9: Over the past 6 months, the issue is getting...

123 Responses



The majority of respondents reported all issues in [Figure 9](#) as being a lot or a little worse than 6 months ago. The [Provider Access](#) issues that the most respondents reported was "a lot worse" are **unable to find in-home support providers and ISOs going unanswered**.

Field	Min	Max	Mean	Standard Deviation	Responses	Sum
In the last 6 months, how many Individuals on your caseload have been relocated to be able to access the services they need?	0.00	35.00	3.84	5.54	123	472.00

18% of the clients represented have reportedly relocated to access services.

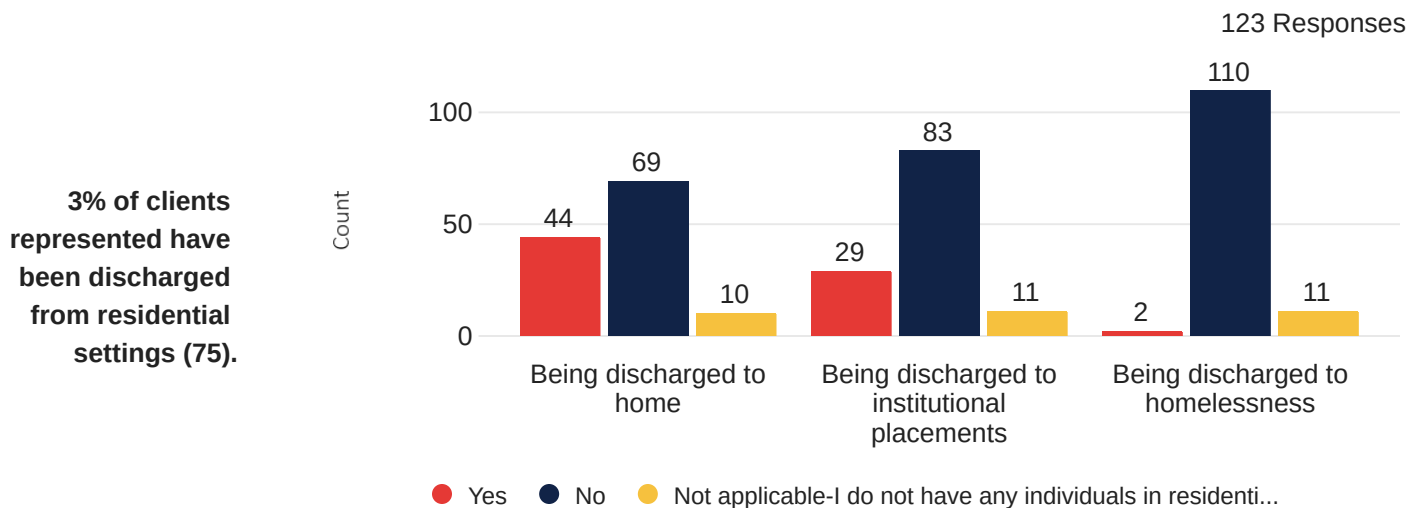
Field	Min	Max	Mean	Standard Deviation	Responses	Sum
In the last 6 months, how many Individuals on your caseload have not been able to access the services that they are funded for?	0.00	40.00	10.72	8.58	123	1319.00

50% of client represented have reportedly been unable to access service they are funded for.

Field	Min	Max	Mean	Standard Deviation	Responses	Sum
In the last 6 months, how many Individuals on your caseload had to wait more than 90 days to be placed in a service that they need?	0.00	24.00	4.12	4.95	123	507.00

19% of the clients represented have reportedly had to wait more than 90 days for a service they need.

Figure 10: In the last 6 months have you observed individuals in residential settings...



Scores

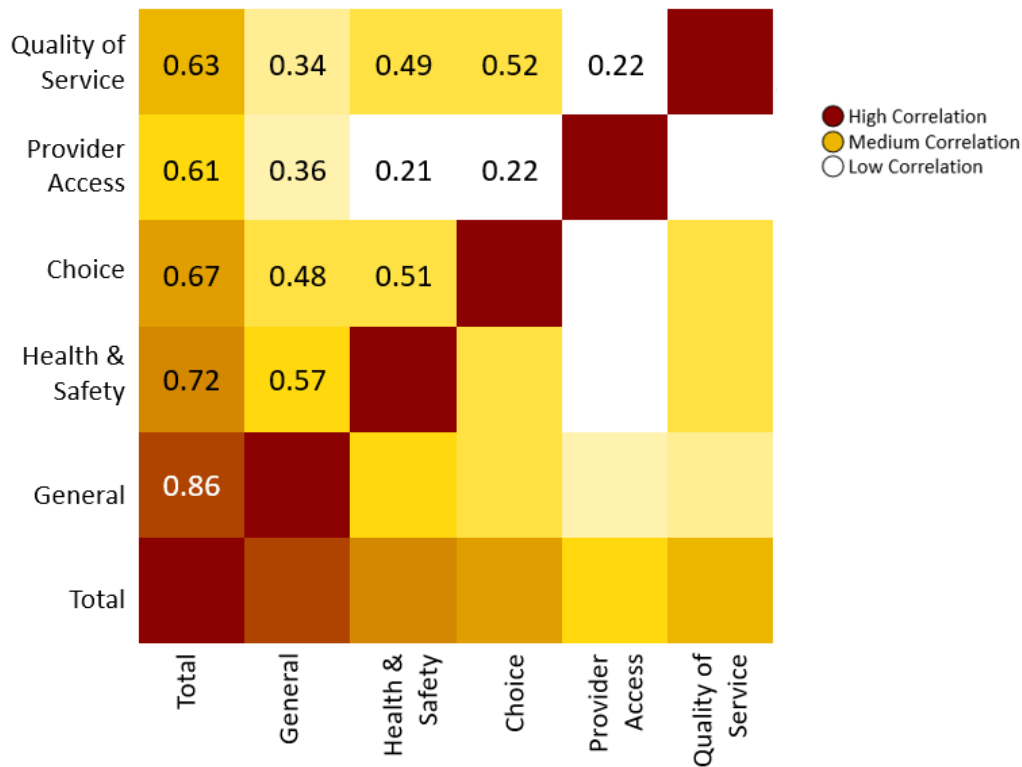
Scores were created by adding the item response values for each subcategory. The total and sub scores did not significantly differ between experienced SCs (6+ years) versus less experienced SCs (1-5 years). Two sub scores significantly differed between Wasatch Front Counties (Davis, Weber, Morgan, Salt Lake, Utah) versus non-Wasatch Front Counties: Health & Safety Scores (p=0.017) were worse for Wasatch Front Counties and Choice Scores were worse for Wasatch Front Counties (p=0.003).

Health & Safety: The Wasatch Front group had significantly lower scores (mean=6.10) compared to the non-Wasatch Front group (mean=7.18). **This suggests that the health and safety of the Wasatch Front group has gotten worse then the non-Wasatch Front group in the past 6 months.**

Choice: The Wasatch Front group had significantly lower scores (mean=3.78) compared to the non-Wasatch Front group (mean=5.07). **This suggests that the issues related to choice has gotten worse among the Wasatch Front group in relation to the non-Wasatch Front group in the past 6 months.**

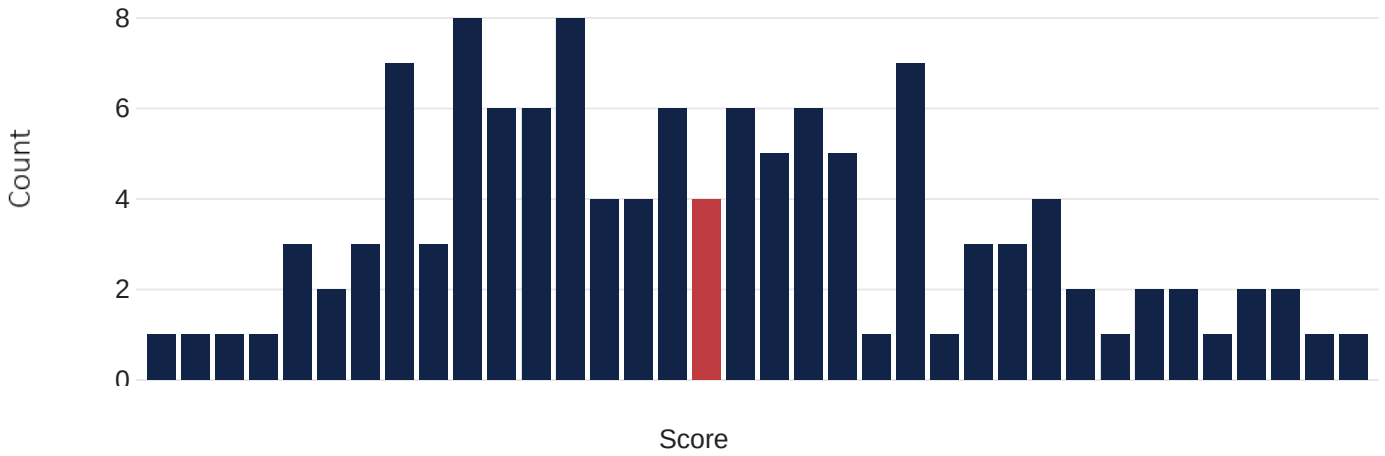
Figure 11 (below) demonstrates the relationships between the total and sub scores. The total score and general sub score had the highest correlation coefficient (r=0.86), but all scores are significantly related. **This suggests that future surveys could use the general questions only and be confident it would capture a general picture of the status of the issues in the other sub sections.**

Figure 11: Heatmap of Total and Subtotal Scores



Mean values: **Red**; Score indicating no change is issue over last 6 months: **Yellow**
 Scores less than (left of) the **Yellow** bar indicates issues are getting worse.

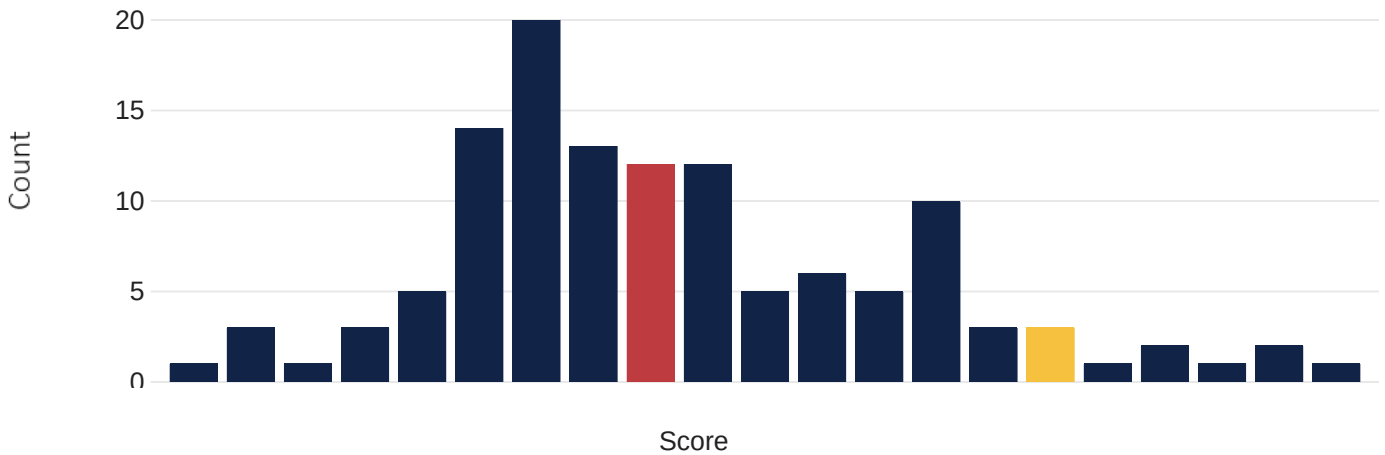
Figure 12: Total Score



Field	Min	Max	Mean	Median	Standard Deviation	Responses
Total Score	19.00	71.00	42.46	41.00	9.74	123

The score indicating that issues are staying the same is not included on the histogram (Figure 12). **This suggests that all respondents reported overall that issues presented in this survey have gotten worse in the last 6 months.**

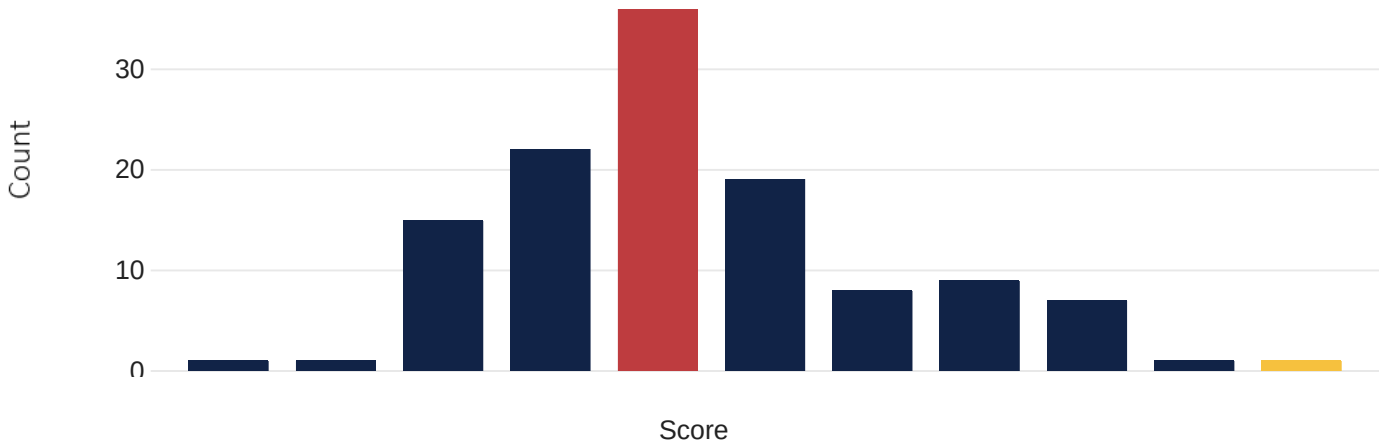
Figure 13: General Score



Field	Min	Max	Mean	Standard Deviation	Responses
General score	10.00	35.00	18.64	4.51	123

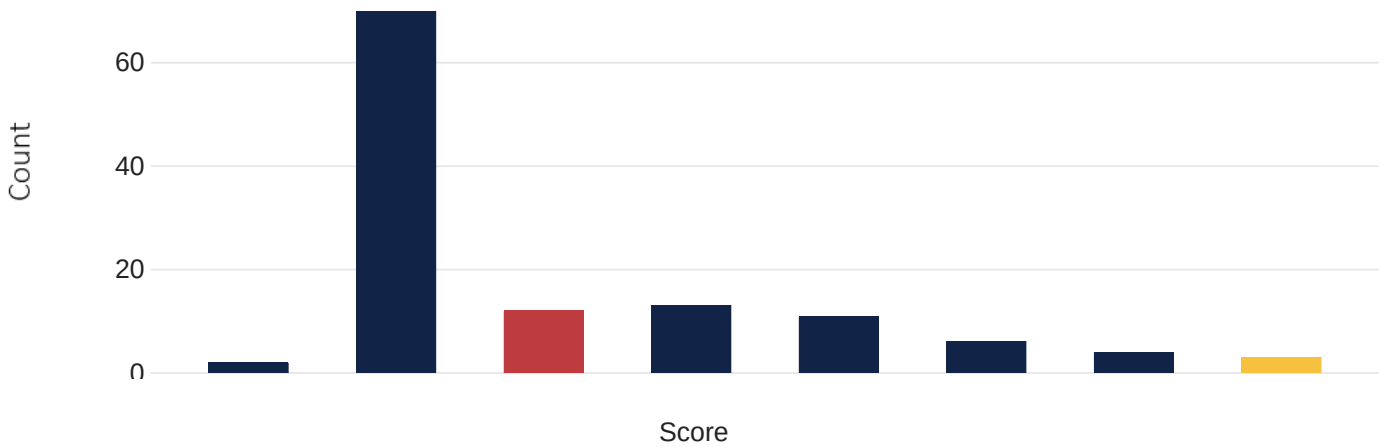
Mean values: **Red**; Score indicating no change is issue over last 6 months: **Yellow**
 Scores less than (left of) the **Yellow** bar indicates issues are getting worse.

Figure 14: Health & Safety Score



Field	Min	Max	Mean	Standard Deviation	Responses
Health & Safety score	2.00	12.00	6.35	1.82	120

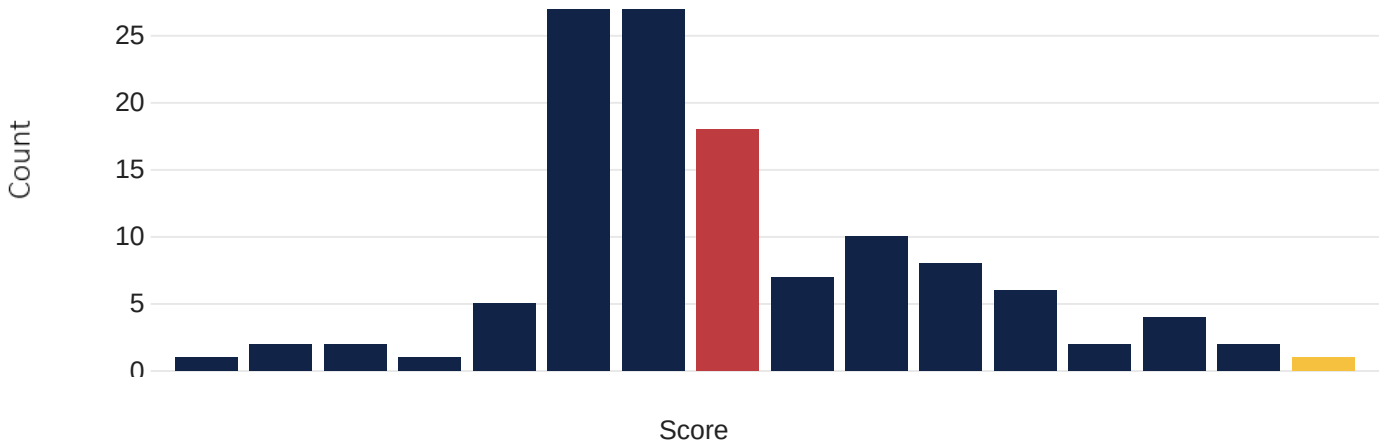
Figure 15: Choice Score



Field	Min	Max	Mean	Standard Deviation	Responses
Choice score	2.00	9.00	4.08	1.64	121

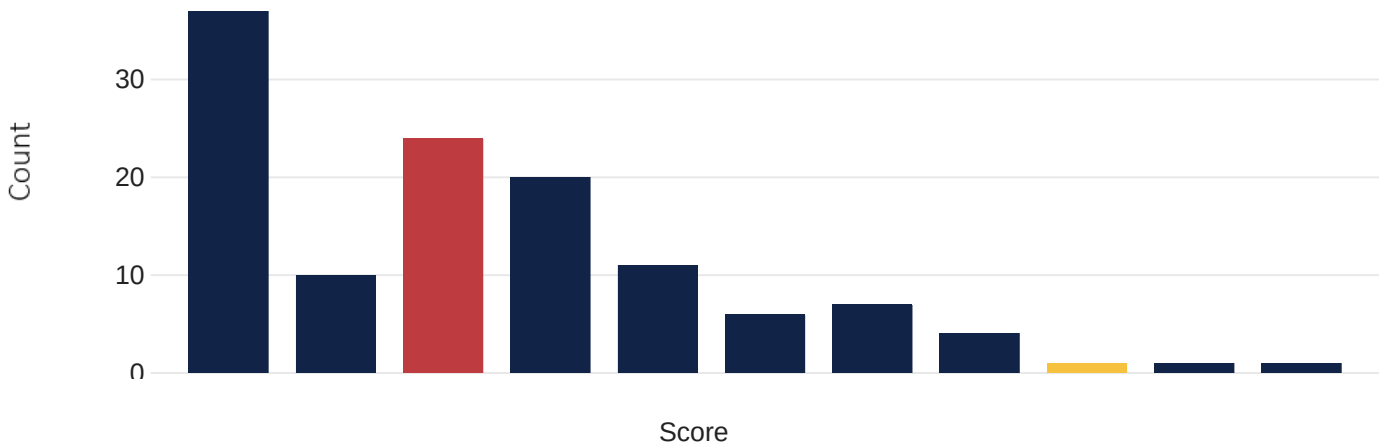
Mean values: **Red**; Score indicating no change is issue over last 6 months: **Yellow**
 Scores less than (left of) the **Yellow** bar indicates issues are getting worse.

Figure 16: Provider Access Score



Field	Min	Max	Mean	Standard Deviation	Responses
Provider Access score	1.00	18.00	8.03	2.81	123

Figure 17: Quality of Services Score



Field	Min	Max	Mean	Standard Deviation	Responses
Quality of Services score	4.00	14.00	6.37	2.26	122