

Direct Support Professionals (DSP) Advisory Committee Meeting

March 18, 2024

2:00 – 3:00 pm

Tina Lanier Barrett, MA, LPA, HSP-PA

Division of Mental Health, Developmental Disabilities, and
Substance Use Services

Agenda

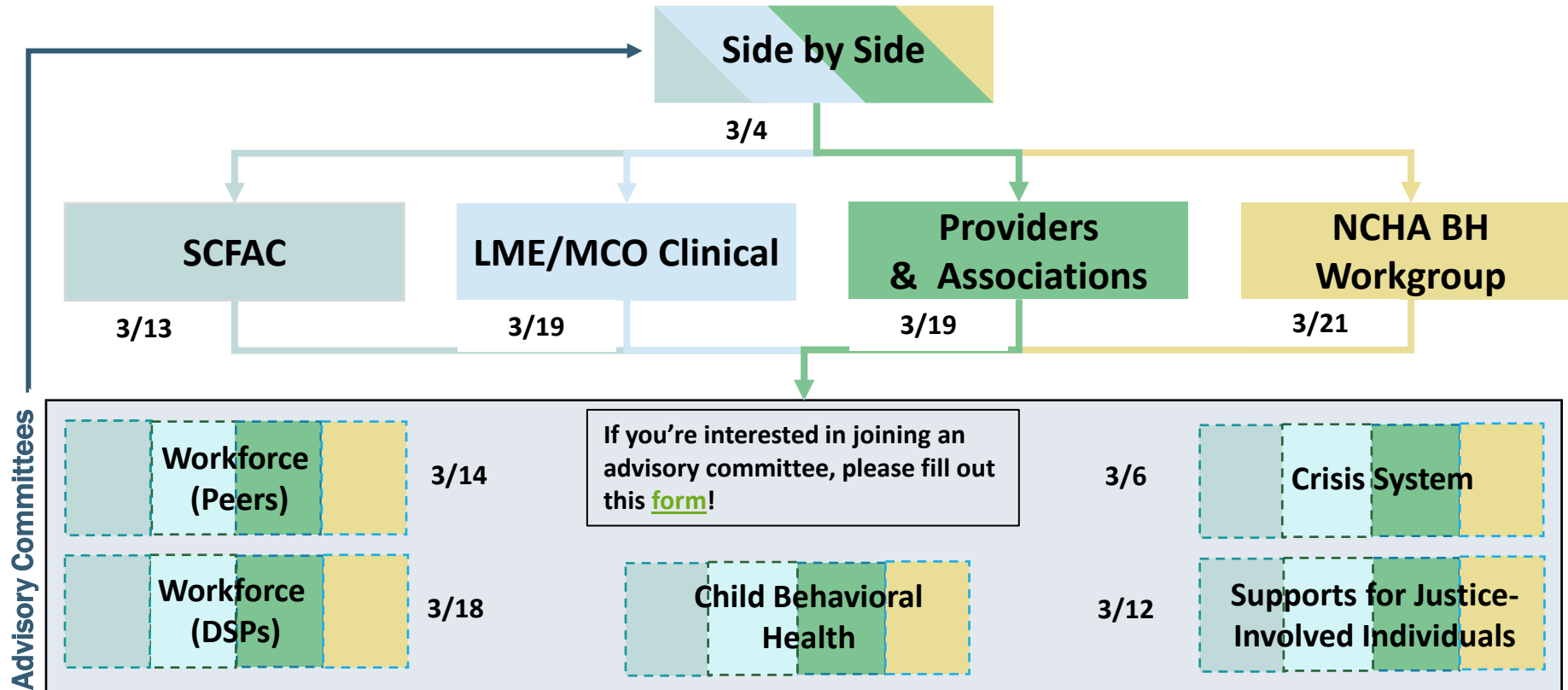
- DMH/DD/SUS Community Collaboration Model
- Background: Key Takeaways from the February Meeting
- Updates to Year 1 Design Initiatives Strategy
 - Recruitment & Training Pilot
 - DSP Survey Questions and Dissemination Strategy

DMH/DD/SUS
Community Collaboration Model



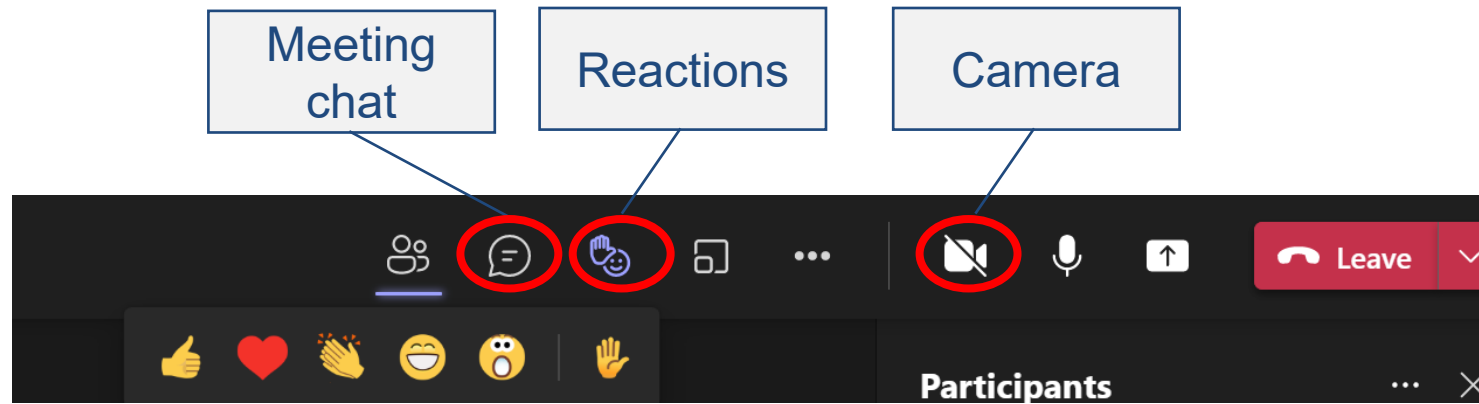
March Community Collaboration

Topic: Child BH



Housekeeping

We encourage those who are able to turn on cameras, use reactions in Teams to share opinions on topics discussed, and share questions in the chat.



Key Takeaways from February's DSP Advisory Committee

During the February meeting, DMH/DD/SUS received feedback from stakeholders on the proposed structure of the Recruitment and Training Pilot.

Awareness and Recruitment Campaign

- Recruitment efforts should describe the broad range of settings and populations DSPs work in and with.
- Populations that should be targeted include: retired individuals (particularly those with previous social service/health careers), college and health professional students, teachers, college programs for people with I/DD, relevant volunteer organizations (e.g., Best Buddies)
- Predictable hours are an important factor in recruiting and retaining DSPs.

Core Competency Training and Certificate Coursework

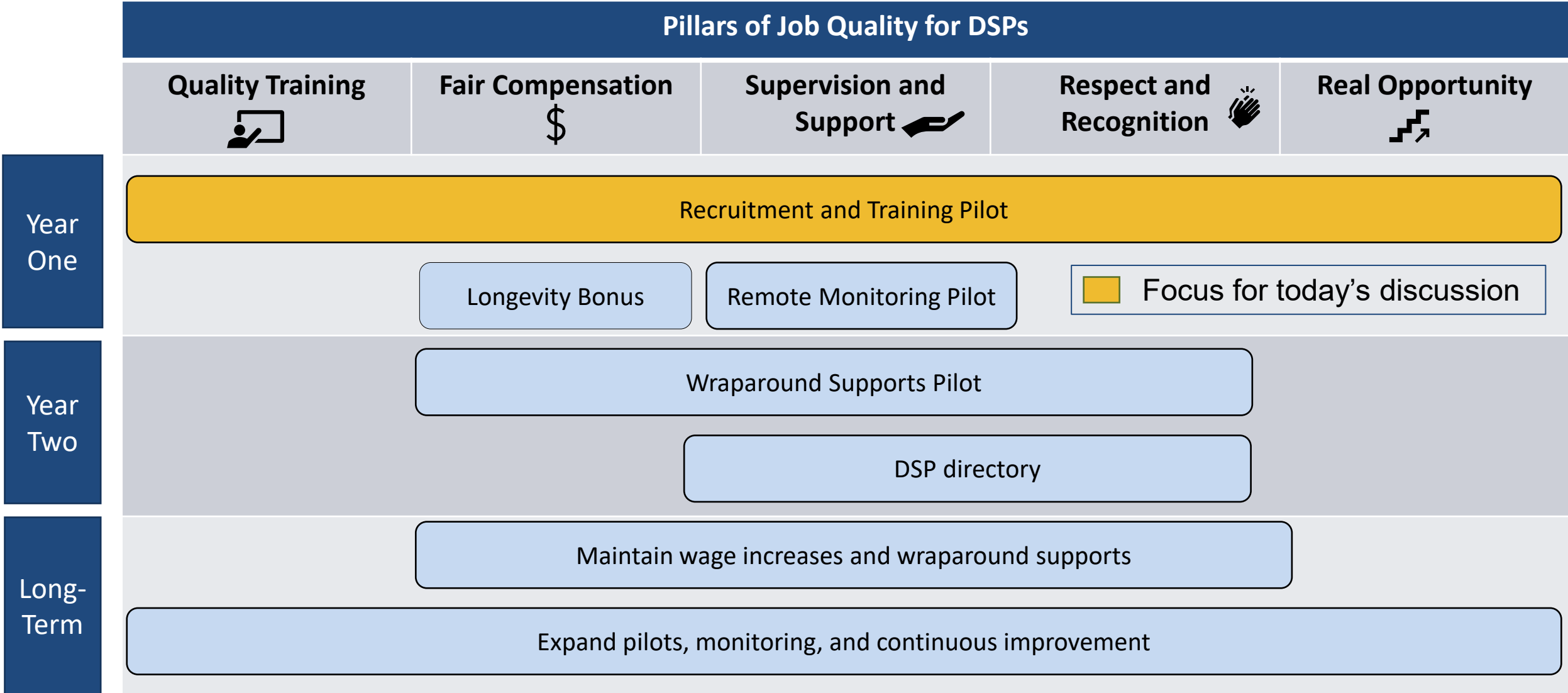
- DSPs with significant field experience should be able to test out of the core competency curriculum.
- Suggestions for certificate program content included: hands-on experience, leadership and professionalization, disability studies/history of disability, NADSP core standards; consider a specialization in behavioral health.
- Providers noted mixed success with previous internship and apprenticeship programs.
- Some prior training initiatives have lacked hands-on experience and haven't improved staff quality.

DSP Engagement

- The state should pay DSPs for their participation in focus groups.
- Advisory Committee members offered to share the DSP survey with their networks and encourage participation.

Updates on Year 1 Design Initiatives: DSP Recruitment and Training Pilot

Ongoing DSP Initiative Planning Is Aimed at Addressing the Pillars of DSP Job Quality



Recruitment and Training Pilot Summary

The Department will partner with a community college to pilot a recruitment and training program with three complementary components: (1) an awareness and recruitment campaign, (2) a core competency curriculum, and (3) a certificate program with practicum. The apprenticeship was removed based on this group's feedback.

Pilot Overview		
Awareness and Recruitment Campaign	Core Competency Curriculum	DSP Certificate
<p>New Updates:</p> <ul style="list-style-type: none"> DMH/DD/SUS identified additional populations for the campaign to target based on this group's feedback: <ul style="list-style-type: none"> Teachers and Teacher Aides Retired Individuals College and Health Professional Students College programs for people with I/DD Relevant volunteer organizations (e.g., Best Buddies) 	<p>New Updates:</p> <ul style="list-style-type: none"> DMH/DD/SUS is working on a messaging strategy to inform providers about the core competency curriculum. 	<p>New Updates:</p> <ul style="list-style-type: none"> The proposal for a separate apprenticeship program was removed, and a new proposal is being presented today to add a practicum to the certificate program. DMH/DD/SUS plans to solicit feedback from this group on which specializations to include in the pilot: <ul style="list-style-type: none"> Traumatic Brain Injury (TBI) Behavioral Health Others TBD

Recruitment and Training Pilot: Awareness and Recruitment Campaign

Initiative Overview

Targeted Launch: Summer 2024

Initiative Overview

- The community college will incorporate the DSP role into its existing health services career education programming.
- The community college will also promote the DSP role/education opportunities via billboards, mailings, social media, recruitment staff embedded in high schools, career fairs, and a multitude of other avenues.

Outstanding Design Work

- Develop outreach and messaging language and strategy, including populations to target.

Recruitment and Training Pilot: Core Competency Curriculum

Initiative Overview

Targeted Launch: Fall 2024

Initiative Overview

- The community college will develop (or procure, if possible) and administer a DSP core competency curriculum.
- The Department will consult with the community college on the curriculum to ensure it meets state standards.
- The Department will provide stipends to individuals who complete the curriculum and is exploring how it can implement wage differentials for DSPs who complete the curriculum.

Outstanding Design Work

- Community college to procure/develop curriculum and program plan.
- Determine stipend and wage differential amounts and distribution process.
- Develop messaging strategy.
- Sustainability planning for stipend and wage differentials.

Recruitment and Training Pilot: Certificate Program

Initiative Overview

Targeted Launch: Fall 2025

Initiative Overview

- The community college will develop and administer a 15-week DSP certificate program with stipends to cover forgone wages (during the program) and full tuition scholarships.
- The program will allow for DSP specialization (e.g., behavioral health) and would include a practicum to deliver hands-on training.
- Credits earned in certificate program could be put towards an associate's degree.
- The Department is exploring how it can implement wage differentials for DSPs with the certificate and incentives for employers to retain hire and retain these DSPs.

Outstanding Design Work

- Community college to develop certificate criteria and program plan.
- Identify provider partners for practicum.
- Determine stipend, tuition scholarship, employer incentive and wage differential amounts and distribution process.
- Develop messaging strategy.
- Sustainability planning for stipend, tuition scholarship, employer incentive and wage differential.

DSP Recruitment and Training Pilot: Monitoring Plan

The Department will want to evaluate each component of the pilot using a mix of existing data sources and new information collected in partnership with the community college.

Initial Proposal for Monitoring Plan		
Awareness and Recruitment Campaign	Core Competency Curriculum	DSP Certificate (with Practicum)
<ul style="list-style-type: none"> • Short-Term Metrics: Number of program participants recruited through the awareness campaign. • Longer-Term Metrics: Quarterly increase in the number of program participants and number of participating community colleges. • Evaluation Approach: The community college will collect and report data to DMH/DD/SUS. 	<ul style="list-style-type: none"> • Short-Term Metrics: Number of individuals who complete curriculum and/or certificate program. • Longer-Term Metrics: Year-on-year growth for number of individuals who complete curriculum and certificate, number of program alumni employed, job satisfaction among program alumni, turnover among program alumni <ul style="list-style-type: none"> • All longer-term KPIs would be measured annually for two years. • Evaluation Approach: <ul style="list-style-type: none"> • The community college will: <ul style="list-style-type: none"> • Collect and report data to DMH/DD/SUS on the number of individuals enrolled and the number of program alumni. • Survey participants every six months post-program regarding their employment setting and job satisfaction, for up to three years. • Collect qualitative feedback from program participants and agencies to better understand the pilot's impact and collect suggestions for improvement. 	

Discussion Question: Are there additional metrics that you would like to be considered?

DSP Survey Questions and Dissemination Initiative

Proposed DSP Survey Initiative – Questions (1/4)

Question	Question Type	Possible Answers
How long have you been working as a DSP?	Multiple Choice	Under 1 year 1-3 years 3-5 years More than 5 years
How did you learn about this job?	Multiple Choice Free text for Other	Job Posting Career Fair Social Media Other DSPs (current or former) Word of Mouth Other
How old are you?	Multiple Choice	18-25 26-35 Over 35
What is your gender identity?	Multiple Choice	Man Woman Transgender Non-binary/non-conforming Prefer not to respond

Proposed DSP Survey Initiative – Questions (2/4)

Question	Question Type	Possible Answers
Which is your race/ethnicity?	Multiple Choice	American Indian or Alaskan Native Asian / Pacific Islander Black or African American Hispanic White / Caucasian Multiple ethnicity/ Other Prefer not to respond
What is the highest degree or school level you have completed?	Multiple Choice	Some high school, no diploma High school graduate, diploma or the equivalent (for example: GED) Some college credit, no degree Trade/technical/vocational training Associate degree Bachelor's degree Master's degree
What counties do you currently work in?	Multiple Choice/ Drop Down	List of 100 counties
Are you currently employed by an agency?	Yes/No	Yes No
Do you think you have enough training to be good at your job?	Yes/No	Yes No

Proposed DSP Survey Initiative – Questions (3/4)

Question	Question Type	Possible Answers
Do you think you have enough training to do your job well?	Yes/No	Yes No
Would you rather have virtual/online or in-person training?	Multiple Choice	Virtual/Online Training In Person
How interested are you in getting additional credentials (e.g., a certificate, an associate's degree)?	Yes/No	Not Likely Somewhat Likely Very Likely
How likely are you to recommend the DSP role to someone else?	Multiple Choice	Not Likely Somewhat Likely Very Likely
Which of the following keep you from working more hours?	Multiple Choice – Can select multiple Answers Free text - Other	Childcare/Family Commitments Transportation Too Busy Lack of Opportunity from Employer Health Limitations I don't want to work more hours Other

Proposed DSP Survey Initiative – Questions (4/4)

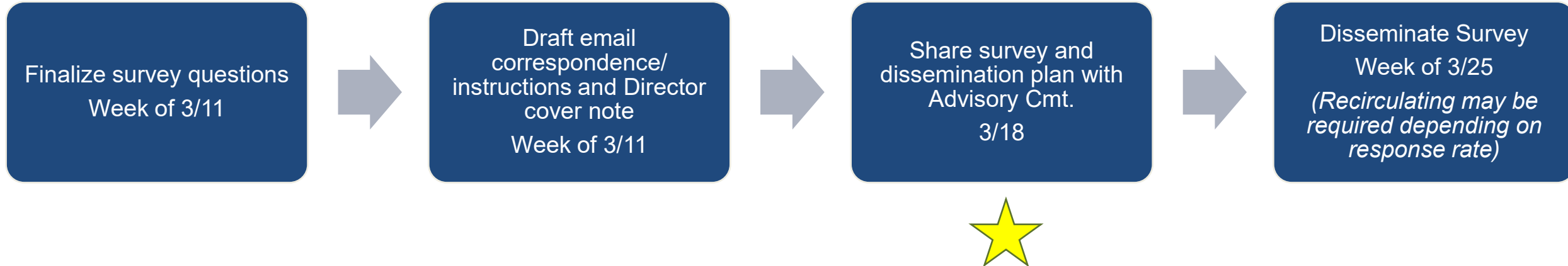
Question	Question Type	Possible Answers
Which of the following are most likely to impact your choice to keep working as a DSP?	Multiple Choice (Rank Order)	Wages Employee Benefits Training/Skill Development Employer Support Recognition Career Advancement Flexibility in scheduling/hours
Would you be interested in participating in a smaller focused group about improving the DSP job? Note: You will need to provide your contact information to be considered for participation.	Yes/No, If Yes (include free text for contact info)	Yes No

Proposed DSP Survey Dissemination Plan

Dissemination Plan Overview

- **Survey Distribution Channels:**
 - DMH/DD/SUS community partners email listserv; via LME-MCOs; via provider agencies; link posted to DMH/DD/SUS social media; MFP contact list; via Advisory Committee members' networks.
- **Messaging Strategy:**
 - Brief cover note from DMH/DD/SUS Director attached to survey directed at DSPs requesting participation and purpose of survey.
 - DMH/DD/SUS will draft cover notes to distribution partners with clear instructions on dissemination
 - Note: survey platform will need to be able to limit responses to one per person.

High Level Survey Timeline



Looking Ahead- Next Steps

- Refine Recruitment and Training Initiatives
- Publish and distribute DSP survey
- Explore approaches for funding and designing DSP wraparound supports

Appendix

Introductions

Direct Support Professionals (DSP) Advisory Committee Membership (1/5)

Name	Organization
Providers	
Alicia Barfield	North Carolina Healthcare Association
Amy Miller	OE Enterprises, Inc.
Anita Daniels	actualities limited & Union Baptist Church
Baines Jamil	Archmade LLC
Barry Dixon	Dixon Social Interactive Services Inc.
Betsy MacMichael	First in Families of NC
Brandi Baker	Residential Services Inc.
Brittney Peters-Barnes	NC START
Bryan Dooley	Solutions for Independence
Carson Ojamaa	Children's Hope Alliance
Chris Faulkner	Family Solutions
Corie Passmore	Tammy Lynn Center
Corye Dunn	Disability Rights NC
Darlene Norton	Gaston Residential Services
Devon Cornett	Abound Health
Eileen Slade	NC START Central
English Albertson	Primary Health Choice, Inc
Erika Taylor	Brody School of Medicine at East Carolina University, Dept. of Family Medicine
Garcia Lourdes	Justice Services Department
Gerald Bernard	Charles Lea Center Inc.

Name	Organization
Providers	
Herb Whitesell	Davidson, Holland, Whitesell & Co., PLLC
Holly Richard	The Arc of North Carolina
Holly Watkins	The Arc of North Carolina
Jamie Tutor	All Ways Caring HomeCare
Janet Price-Ferrell	FIRST
Jemma Grindstaff	UNC TEACCH Autism Program
Jen Greveling	BAYADA Habilitation
Jennifer Street	Animo Sano Psychiatry
Joel Maynard	The North Carolina Provider Council & The Developmental Disabilities Facilities Association
John Nash	The Arc of North Carolina
Joseph Horrigan	Duke University
Joyce Harper	Freedom House Recovery Center, Inc.
Julia Adams-Scheurich	Oak City Government Relations, LLC
Karen McLeod	Benchmarks
Karin McDaniel	Adult Life Programs, Inc.
Kelly Husn	BAYADA Habilitation
Kelsey Parker	Carolina Outreach, LLC
Kelvin Barnhill SR	Flovi Services
Kerri Erb	Autism Society of NC
Kevin Anders	Children's Hope Alliance

Direct Support Professionals (DSP) Advisory Committee Membership (2/5)

Name	Organization
Providers	
Kimberly Mitchell	Boundless Miracles, LLC
Krista Zappia	Children's Hope Alliance
Laura McRae	Pinnacle Family Services
Leonard Shinhoster	Alexander Youth Network
Lisa Poteat	The Arc of NC
Luke McDonald	Novant Health
Luwanda Smith Daniels	Alternative Behavioral Solutions Inc.
Margaret Mason	CBCare
Margery Sved	self
Maria McLaughlin	Rainbow 66 Storehouse
Mary Butts	Carobell Inc
Mary Jones	El Futuro
Mebane Boyd	NC Partnership for Children
Michael Maybee	Watauga Opportunities Inc.
Michelle, Klutz	NC START East/West
Mike Chapman	UNC TEACCH Autism Program
Monica Long	Alpha Management Community Services, Inc.
Pablo Puente	ServiceSource
Pam Clark	FIRSTwnc
Richard Anderson	Horizons Residential Care Center
Richard Edwards	CBCare

Name	Organization
Providers	
Richard Walker	Carobell, Inc.
Sandra Johnson	Primary Health Choice
Sherrell Gales	Abound Health
Talley Wells	NCCDD
Terri Bernhardt	Monarch NC
Therese Garrett	WellCare NC
Tom O'Brien	Industrial, Opportunities, Inc.
Tracy Smith	CBCare
Venkata Ravi Chivukula	Novant Health
Wendy Briggs	Ralph Scott Lifeservices, Inc.
Yasmin Gay	Atrium Health Wake Forest Baptist/ Wake Forest University School of Medicine

Direct Support Professionals (DSP) Advisory Committee Membership (3/5)

Name	Organization
Consumers/Family Members	
Amie T Brendle	CFAC and Advocacy / Advisory Groups and Committees
Angela-Christine, Rainear	Employer of Record
annika jeffries	MHA
Beth Field	LAND (Leadership Alliance for Neurodevelopmental Disabilities)
Carol Conway	PACID
Crystal White	Easterseals UCP
Katherine Fields	Employee of Record
Laura Radulescu	Wake Enterprises
Linda Campbell	CFAC
Lisa Carroll	Partners-CFAC Member
Lisa Roberson	EOR
Lorraine LaPointe	Orange County - CFAC Member
Marisa Kathard	N/A
Pamela Clark	Employee of Record
Poonam Pande	N/A
Ray Hemachandra	Vaya CFAC
Sarah Potter	PCFAC, MTN, NC WAT
Sherri McGimsey	NAMI
Velma Gaye	N/A
Zondra Moss	Abound Health

Name	Organization
Consumers/Family Members	
Angela-Christine Rainear	SCFAC
Annette Smith	SCFAC
Crystal Foster	SCFAC
Janet Breeding	SCFAC
Johnnie Thomas	SCFAC
Lilly Parker	SCFAC

Direct Support Professionals (DSP) Advisory Committee Membership (4/5)

Name	Organization
Community Partners	
Alicia Brunelli	NC Harm Reduction Coalition
Anna Ward	Carolina Institute for Developmental Disabilities
Betsey Zook	Forsyth Tech Community College
Debra Barnette	Community Care of the Lower Cape Fear
Ellen Carroll	NCHA
Jessica Aguilar	SCFAC
Lisa Jackman	NC START West
Martha Turner-Quest	NC Psychological Association
Michael Chapman	UNC TEACCH Autism Program
Robin Zeigler	Division of Public Health, Oral Health Section
Stephanie Walker	AHEC
Suresh Nagarajan	PCG
Tara Fields	Benchmarks
Tim Gallagher	Individual
Tracie Potee	Soar Parenting and Life Wellness Coaching Services Inc.
Troy Manns	CHPD/CHT Crisis Unit
William Edwards	Transitional Services Center, inc

Name	Organization
LME/MCOs	
Aimee Izawa	Alliance Health
Dr. Uzama Price	Alliance
Brian Perkins	Alliance Health
Claudette Johnson	Alliance Health
Emily Kerley	Alliance Health
Jocelyn Stephens	Alliance Health
Sandhya Gopal	Alliance Health
Sara Wilson	Alliance Health
Ann Gluf	Partners
Allison Crotty	Partners Health Management
Amilcar Blake	Partners Health Management
Doug Gallion	Partners Health Management
Michelle Stroebel	Partners Health Management
Cindy Ehlers	Trillium Health Resources

Direct Support Professionals (DSP) Advisory Committee Membership (4/5)

Name	Organization
<i>Internal</i>	
Tina Barrett- Lead	DMHDDSUS
Kelly Crosbie	DMHDDSUS
Charles Rousseau	DMHDDSUS
Saarah Waleed	DMHDDSUS
Ginger Yarbrough	DMHDDSUS
Elliot Krause	DMHDDSUS
Keith McCoy	DMHDDSUS
Betty Vines	DMHDDSUS
Karen Wade	Office of the Secretary
Michael Ganley	DSOHF
Nicholas Galvez	NC Office of Rural Health
Holly Riddle	Office of the Secretary - Olmstead/TCL
Melissa Swartz	NC Council on Developmental Disabilities