



UNDERSTANDING THE PAST TO CHART THE FUTURE OF SUPPORTS & SERVICES



NADSP

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Executive Director
The National Alliance for
Direct Support Professionals



WORKFORCE CHALLENGES

PROMISE ONE: NOT SOMETHING NEW

Workforce issues such as recruitment, retention and training of direct support workers have always plagued community services to people with I/DD.

There is no surplus of people willing to become direct support workers.

The reasons vary, but it may be because the job itself is not easy or because the industry is challenged by high turnover rates, low social value, lack of professional recognition, severe staffing shortages, lack of career ladders and opportunities for direct support workers who earn near poverty level wages.



WORKFORCE CHALLENGES

PROMISE TWO: THE TIMES, THEY ARE A CHANGIN'

Implementation of supports in homes, schools, workplaces and communities requires direct support workers to provide services in scattered sites and isolated settings, often without “site” supervision.

Projected budget cuts, insufficient rate setting models, potential block grants to states and managed care models will require provider agencies to deliver services with greater efficiency.



NADSP

HOW QUALITY HAPPENS

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.



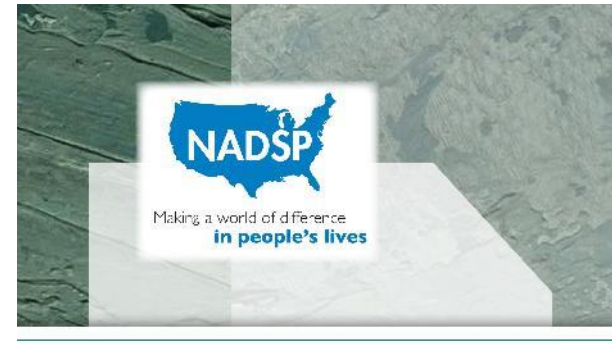
CODE OF ETHICS AND COMPETENCY AREAS

UPDATED 2016

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



NADSP Code of Ethics



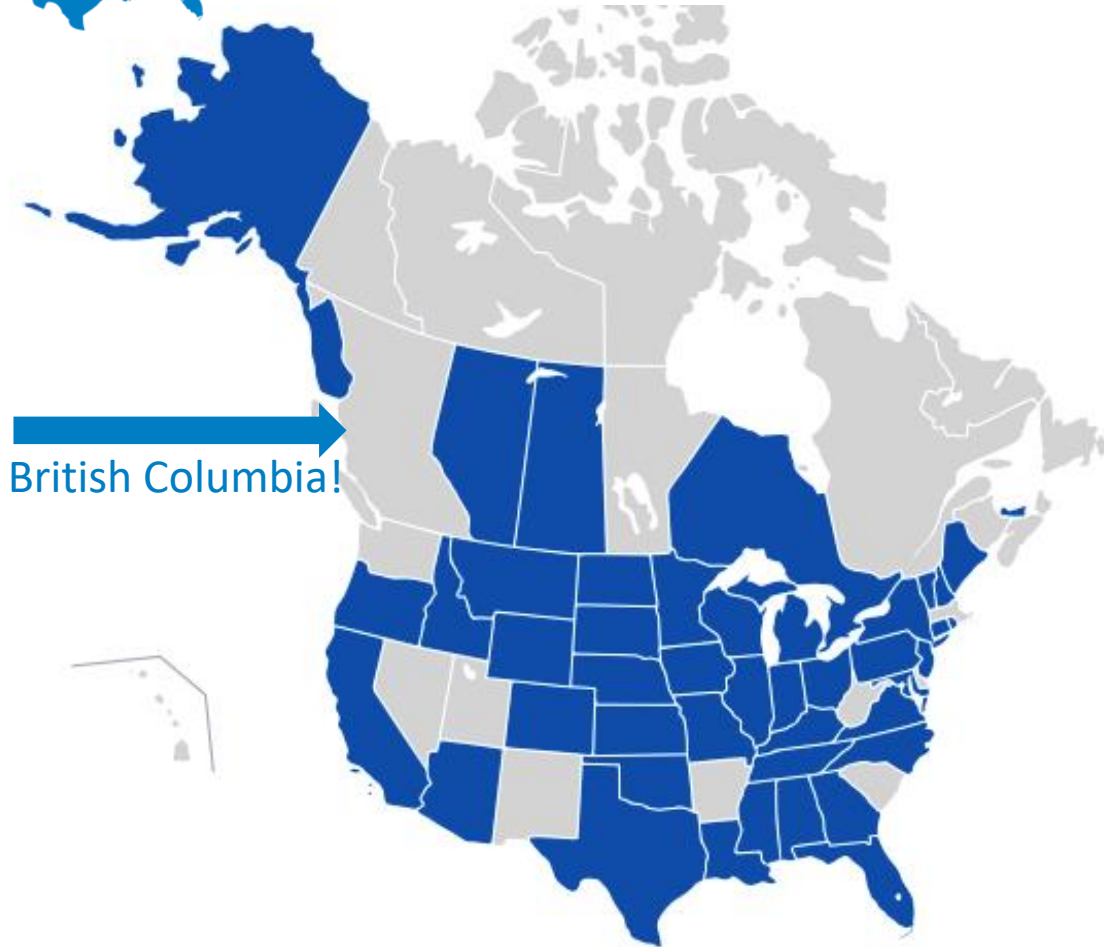
**Direct Support Professional
Competency Areas**

The Foundation of Direct Support Practice





STARTING OUT A LESSON LEARNED



2011 – 2018

- We've worked in 43 States and 5 Canadian Provinces and traveled more than 300,000 miles.
- Engaged with nearly 90,000 Direct Support Professionals.
- Our budget went from \$50,000 (2011) to \$750,000 (2018).



NADSP

MEMBERSHIP

- Two monthly webinars
- Access to information
- Members-only website
- Annual Conference

80% SOLUTION

- Comprehensive Technical Assistance Solutions

INFORMED DECISION-MAKING CURRICULUM

- HCBS Settings Rules

E-BADGE ACADEMY

- Career Ladders
- Digital Credentialing

CULTURE OF COMPETENCE SEMINARS

- Code of Ethics
- Competency Areas

FLS TRAINING CURRICULUM

- From Management ... To Leadership.



UNDERSTANDING OUR PAST & HOW FAR WE'VE COME



“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



CHANGING THE LANDSCAPE

LONG-TERM SUPPORTS AND SERVICES

- HCBS Settings Rule
- Olmstead Act
- Department of Justice Litigation and Settlement Agreements
- Transitions to Managed Care
- Budget Implications
- Growth in demand and shift to individualized supports
- Focus on recovery and community inclusion
- Supported Decision-Making





THE ATLANTIC

WHO DECIDES WHERE AUTISTIC ADULTS LIVE?

The Atlantic

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Who Decides Where Autistic Adults Live?

For many intellectually and developmentally disabled people, large campuses or farmsteads may be better options than small group homes. But new state laws could make it hard for big facilities to survive.

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UNITED NATIONS CONVENTION ON THE RIGHTS OF PEOPLE WITH DISABILITIES – ARTICLE 12

States that persons with disabilities have the right to recognition everywhere as persons before the law.

States Parties shall recognize that persons with disabilities enjoy legal capacity on an equal basis with others in all aspects of life.

States Parties shall take appropriate measures to provide access by persons with disabilities to the support they may require in exercising their legal capacity. (United Nations, 2006)



WHERE IS QUALITY DEFINED? THE POINT OF INTERACTION

“It is defined at the point of interaction between the staff member and the individual with a developmental disability.”

- John F. Kennedy, Jr. (1995)
Chair, President’s Committee for
People with Intellectual Disabilities



ALSO AT THE POINT OF INTERACTION ABUSE AND NEGLECT

Wednesday, June 27, 2018 | Today's Paper

The Inquirer
DAILY NEWS philly.com

NEWS SPORTS BUSINESS OPINION POLITICS ENTERTAINMENT LIFE FOOD HEALTH REAL ESTATE OBITS JOBS

Falling Off the Cliff

As children with disabilities age into adulthood and well beyond, their families face a crisis that will impact us all.

Part 1: A Crisis for the Disabled

By Ronnie Polaneczky / Staff Writer
Dec. 2, 2017

npr set station news arts & life music programs

SPECIAL SERIES
abused and betrayed

NPR Investigation Finds Hidden Epidemic Of Sexual Assault

4:20
+ QUEUE
DOWNLOAD
EMBED
TRANSCRIPT

January 8, 2018 - 7:36 AM ET
Heard on Morning Edition
JOSEPH SHAPIRO

People with intellectual disabilities are sexually assaulted at seven times the rate of people without disabilities. It's a crime that often goes unrecognized and unpunished.

Transcript

STEVE INSKEEP, HOST:

We are about to bring you voices of people who've hardly been heard in the national conversation about sexual harassment and assault. They are Americans who are exceptionally vulnerable. Yet, up to this moment, their experience has not been discussed. NPR's Investigations Unit spent a year reporting on the experiences of people with intellectual disabilities. Our report is based on interviews with dozens of people and previously undisclosed government records.

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ORGANIZATIONAL CHARTS

PEOPLE RECEIVING YOUR SERVICES AND THEIR FAMILIES

TYPICAL CHART



FUTURE CHART





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MAKING QUALITY HAPPEN





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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)



TRANSFORMING A SYSTEM OF CAREGIVING TO ONE OF PROVIDING DYNAMIC SUPPORT

“I do not believe you can do today’s
job with yesterday’s methods and be in
business tomorrow.”

- Horatio Nelson Jackson



HCBS SETTINGS RULES: A DISRUPTIVE INNOVATION?

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”



DISRUPTIVE INNOVATION HCBS FINAL SETTINGS RULE



FEDERAL REGISTER

Vol. 79 Thursday,
No. 11 January 16, 2014

Part II

Department of Health and Human Services

Centers for Medicare and Medicaid Services
42 CFR Part 430, 431 et al.
Medicaid Program; State Plan Home and Community-Based Services,
5-Year Period for Waivers, Provider Payment Reassignment, and Home
and Community-Based Setting Requirements for Community First Choice
and Home and Community-Based Services (HCBS) Waivers; Final Rule

Regulations

Medicare & Medicaid
Medicare Act of 2003 (Pub. L.

Periodic Screening,
Statement
Individual participation
by line
various
community-based
community-based

Department of Health and Human
Services
Activities of daily living
in care facility for
intellectual disabilities

Budget Reconciliation
Act, 97-35
therapy
by
excitability Act
treatments
Security Income
Social Security Income
in limit
nary

amends Medicaid
consistent with the
section 2601 of the
and Affordable Care
Act, 1912(h)(2) to the
authority for a 5-year
in demonstration
under sections 1115,
of the Act, at the
Secretary, when they
assistance to
are dually eligible for
Medicare benefits.
Also provides
(exception to the
that payment for
state plan must be
be individual
being a service when
plan is the primary
element for a class of
members. This exception
is to be made to other
the providers by
excitability, health and
services, and provide
to the state. We are
ment reassignment
to states' Medicaid
operate as the primary or
class of practitioners
S providers.

Regulations 2949

In principle, we believe the
issue were not
for the statute,
proposed that the direct
should not apply
Its application would
substantial purpose of
a apparent purpose of
a principle was to
arrangements, and not
licaid program that is
practitioner's primary
from fulfilling the
ties that are associated
before, we proposed
option to describe
do not see as within
o of the statutory
requirement, that would
claim as a provider
that are not directly
or, but are withhold
third party on behalf
health and welfare
costs, training costs, and
ternary for employees.

st Choice State Plan
Community-Based
Settings (Section 1915(k))

(1)(A)(ii) of the Act
and community-
services and supports
in a home and
setting. The statute
ie and community-
not include a nursing
a for mental diseases,
care facility for
intellectual
we adopted this
in our regulations,
provide greater clarity,
ed that home and
settings must exhibit
to be eligible sites for
and community-based

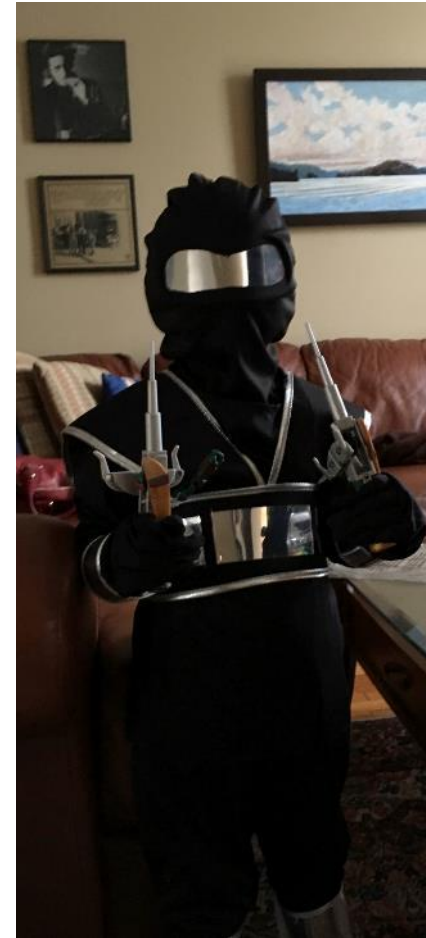
tion of comments
are to the Community
proposed rule
ederal Register (76
bruary 25, 2011, we
proposing provision

- System-Transformation
- Transformation Plans
- Person-Centered
- Community
- Quality
- Choice



WHAT I'VE LEARNED ABOUT CHOICE

THE FROZEN NINJA





PEOPLE WITH DISABILITIES AND THE RIGHT TO DECIDE

When people are supported to make decisions for themselves, they are seen as more capable by others.

When people are not allowed to make their own decisions or when someone else makes decisions for them, they are seen as less capable and as having less value in the community.

“Independent But Not Alone: A Global Report on the Right to Decide”
Inclusion International, World Congress, 2014



“EXPERIENCE IS THE TEACHER OF ALL THINGS”
JULIAS CAESER

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

- Simon Sinek



DIRECT SUPPORT PROFESSIONALS ARE THEY PREPARED?

policy
PROTOCOL
procedure
ORDINANCE
RULES
LAWYERS
COMPLIANCE
TEST
CODES
GUIDELINES
AUDIT
standards
review





DIRECT SUPPORT PROFESSIONALS

THE EMERGING ROLE

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



DIRECT SUPPORT PROFESSIONALS HIGH EXPECTATION DISCREPANCY

RIGHTS
 PREFERENCES
 WORK review
 CODES
 policy
 ASSISTING
 DSPS
 SUPPORT
 procedure
 ORDINANCE
 HELP
 respectful





DIRECT SUPPORT PROFESSIONALS

RAISING THE EXPECTATIONS

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



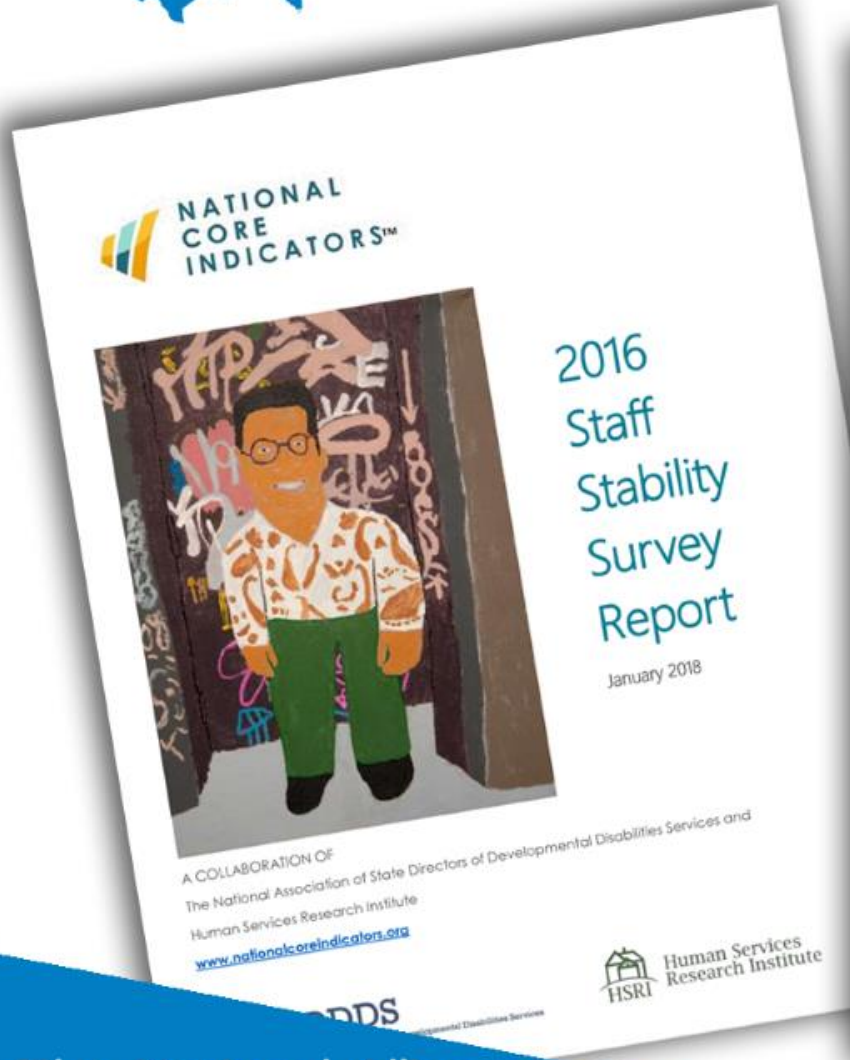
DIRECT SUPPORT PROFESSIONALS BUILDING AND MAINTAINING FRIENDSHIPS

“Loneliness and the feelings
of being unwanted is the
most terrible poverty.”

- Mother Teresa



SUGGESTED READING MATERIALS ON WORKFORCE ISSUES

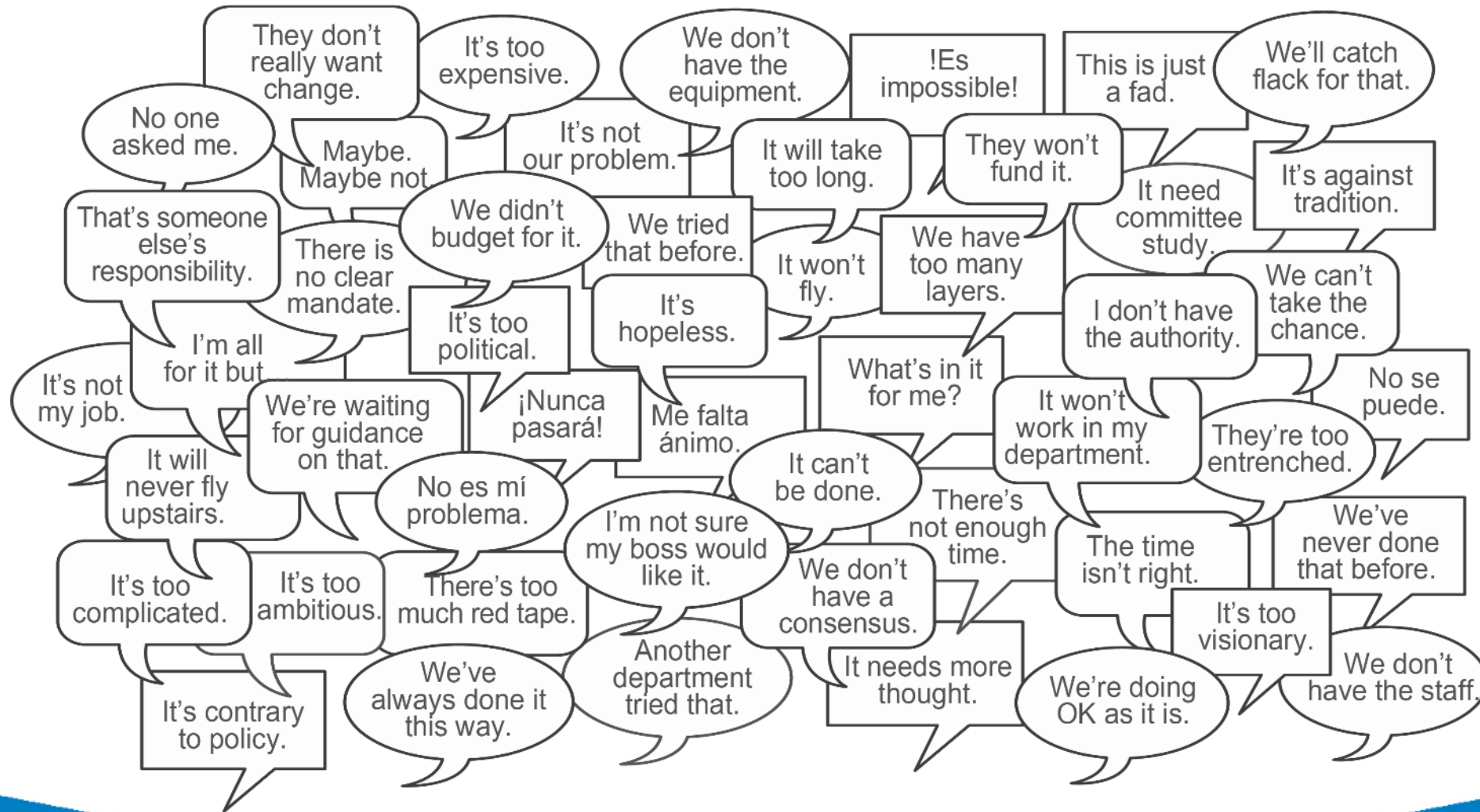


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50 REASONS NOT TO CHANGE





Making a world of difference
in people's lives



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www.nadsp.org



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['TheNADSP'](https://www.youtube.com/TheNADSP)