Partnerships for Innovative Solutions to the Direct Support Workers Challenge

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Meet the Roundtable Panelists

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Direct Support Professional Workforce Challenge

The longstanding Direct Service Worker (DSW) workforce crisis has been exacerbated by the COVID-19 pandemic and increased wages in multiple sectors.

- Workforce shortages are one of the most significant issues facing LTSS systems.
  - With a pre-pandemic full-time vacancy rate of 8% and part-time rate of 11%, combined with a turnover rate of 43%, I/DD services are in crisis.¹
  - Likewise, for aging and disability service providers, nearly 90% of LTC facilities are reporting staffing shortages.²
  - This impacts safety, quality and availability of services.
  - It also comes at significant cost: roughly $5,400/ Direct Service Worker (DSW).³
- The pandemic has placed additional pressure on the workforce generally. Employers nationally are responding with increased spending for wages and benefits.⁴

Sources: 1 - National Core Indicators, Staff Stability Survey: America’s Direct Support Workforce Crisis and Direct Support Workforce and COVID-19 National Report: 6 Month Follow-Up; 2 - State of the Long Term Care Industry; 3 - The Staffing Struggle is Real; 4 - Employment Cost Index (BLS Sept 2021);