

WORKFORCE SURVEY REPORT

Incompass Michigan and Michigan Assisted Living Association conducted our 5th annual statewide workforce survey in August 2022.

The purpose of the survey is to obtain data on wage levels, turnover rates, and other important workforce information related to direct support staff providing behavioral health services that demonstrates the depth and scope of the Direct Care Workforce crisis.

Nationwide, more than 3/4 of providers indicated they've turned away referrals, and more than half have discontinued programs, according to a survey from the American Network of Community Options and Resources.

64 organizations employing approximately 7,600 direct support staff responded to the workforce survey. Key survey results are noted.

Respondents Noted:

"Large amounts of overtime and longer shifts put strain on staff and supervisors, ultimately increasing risks."

"The current state is worse than it has ever been and the burnout and overtime are extremely concerning as it relates to quality of care."

In the last year, the ongoing impact of the COVID-19 pandemic and staggering levels of inflation are turning fears into reality, and agency leaders, who for years trudged along on limited funding, are beginning to consider what not long ago would have been unfathomable: closing their doors.

- Nearly 1/2 have health and/or safety concerns for individuals supported.
- Over 1/3 of those who refused additional work or programming in the last 12 months did so because of an inability to recruit staff.
- 1/3 discontinued programs within the past 6 months.
- More than 1/4 of those considering discontinuing programs cite inability to recruit staff as the reason.

Average Number of Full Time and Part Time Direct Support Staff	119
Average Starting Wage Rate <i>2021 Survey results</i>	\$14.35 / hour* \$14.00 / hour
Average Current Wage Rate <i>2021 Survey results</i>	\$15.87 / hour* \$14.98 / hour
Average Annual Turnover Rate <i>2021 Survey results</i>	44.7% 40.1%
Average Seniority <i>2021 Survey results</i>	5.71 years 5.68 years
<i>*Wages include the \$2.35 per hour premium pay increase.</i>	
Total Number of Front Line Supervisors	946
Average Starting Wage Rate	\$17.93 / hour
Average Current Wage Rate	\$20.78 / hour
Average Annual Turnover Rate	13.15%
Average Seniority	10.22 years

Direct Support Staff provide personal care, vocational services and community living supports to persons with disabilities.

Individuals receiving services from those surveyed include

- Developmental Disabilities - 90.6%
- Mental Illness - 75%
- Aging Adults - 21.8%
- Traumatic Brain Injury - 18.7%
- Substance Use Disorder - 6.2%

What happens to individuals when programs are closed or referrals cannot be accepted due to limited staffing?

They live with siblings or elderly parents, many of whom are in need of care themselves - or run the risk of returning to the kind of institutional-type settings our system of care moved away from nearly 50 years ago.

Many providers rely on state and federal Medicaid funding to pay employees and can't increase salaries to compete with the retail or food-services industries because their reimbursement rates are set based upon available Medicaid funding.

That's always been a challenge - but it's been exacerbated by the pandemic, high inflation, and increased wages in other sectors - making it impossible to compete in a labor market where employees leave to take a new job that pays a couple dollars more an hour.

The current level of compensation is just too low to keep DCWs on the job.

Today's labor market, coupled with inflationary pressures and gas prices, is pushing many DCWs away from the system.

Wages grew nearly 10 percent in leisure and hospitality over the last year, according to the Bureau of Labor Statistics, and roughly 5 percent in retail.

Without DCWs, Michigan's behavioral health framework quickly collapses.

- Often, people end up going without the much-needed personal care, training, emotional support and respite they urgently need.
- Across Michigan, people are entering emergency rooms - often for extended periods - when no DCWs can be found.



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A statewide network of human service providers committed to diversity, equity and inclusion, optimal independence and engagement in the community, with enhanced quality and fullness of life.



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Nonprofit organization representing community-based providers supporting individuals with disabilities in the behavioral health and long-term care systems.