

Sundae and Mr. B





National Core Indicators Tennessee 2019

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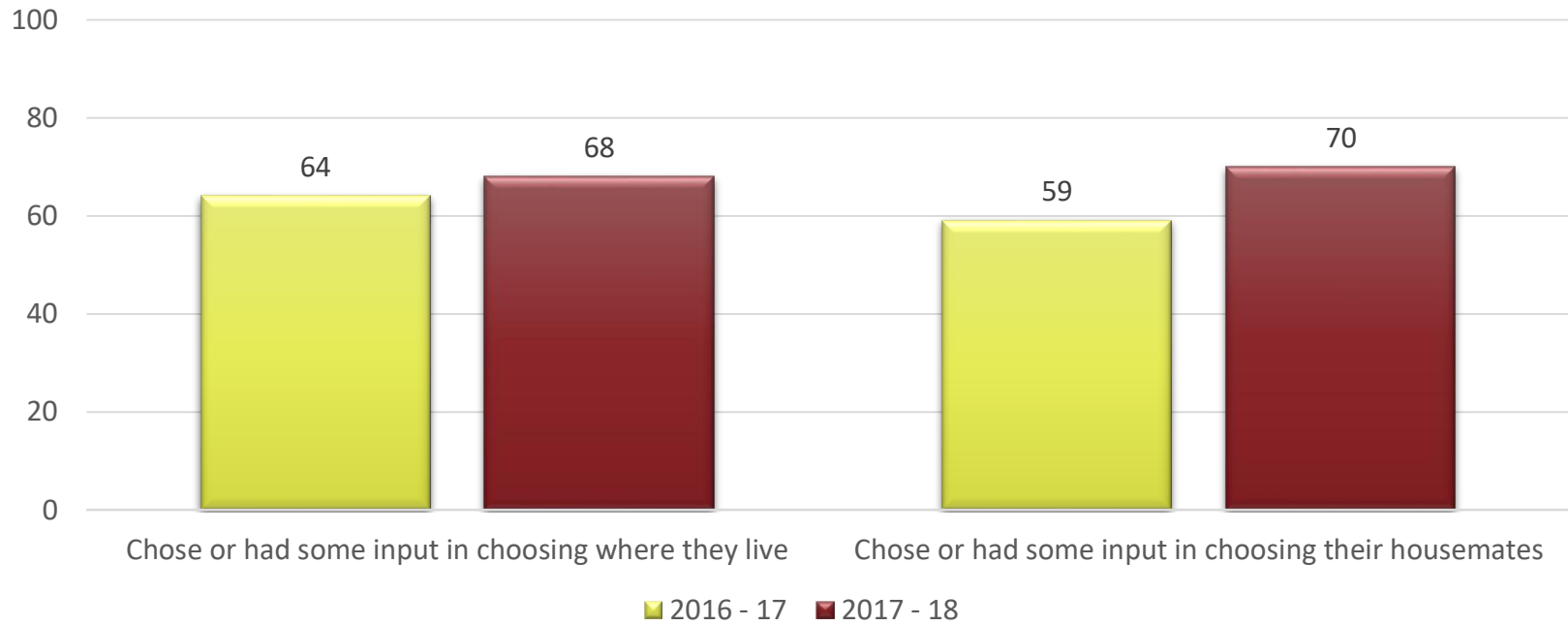
Sharing Data:

- within your agency
- across other divisions of state government
 - stakeholders and beyond

Within Your Agency

- Presentation of NCI information to individual groups who are affected or to the Subject Matter Experts (SME)
- Present measures that in direct relation to different departments or divisions for their future focus needs
- Ability to show annual increases or decreases to address areas for celebration or additional attention

NCI Adult Survey Outcome Tennessee Specific



Across other divisions of state government

The problem: a shortage of direct support professionals

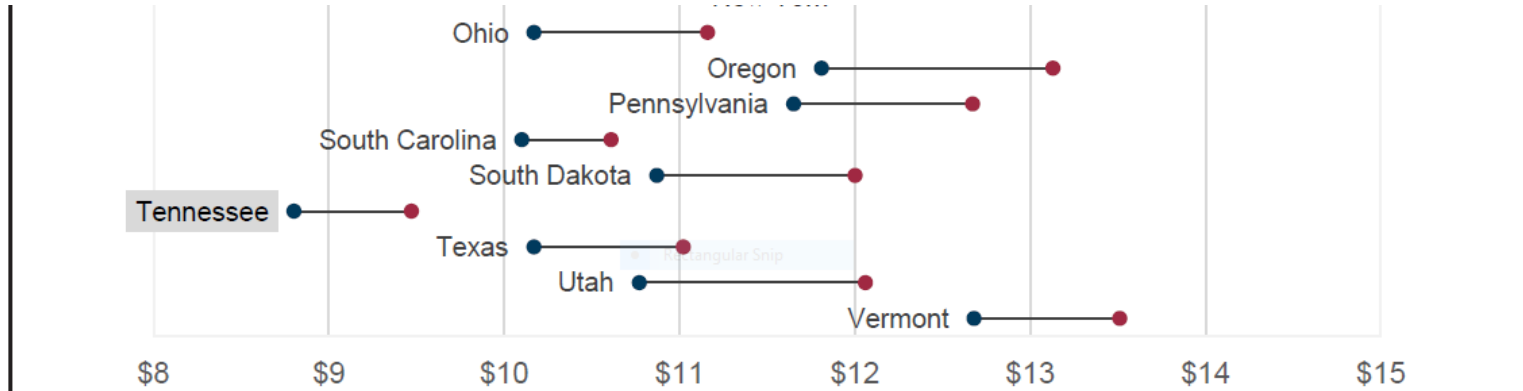
According to a 2016 national survey, Tennessee, like many other states, lacks a sufficient supply of DSPs.¹⁰ Factors driving the industry shortage include low wages, economic recovery from the Great Recession, and the physical and emotional difficulty of the work. Without reliable and consistent caregivers, supported individuals suffer diminished quality of care and risk losing access to life-sustaining services. The short supply of DSPs also puts pressure on the viability of private provider agencies, a key component of the state's service delivery system for individuals with disabilities.

A 2017 Comptroller audit of DIDD found that both providers and the department believe that low wages are the primary cause of the DSP shortage. While low wages for direct support professionals is a nationwide problem, Tennessee ranked last among 20 states and the District of Columbia in a 2016 survey of average hourly wages for experienced DSPs and next to last for entry-level DSPs, faring worse than socioeconomically comparable states like South Carolina and Georgia.¹¹ (See Exhibit 2.)

Across other divisions of state government

- In 2018, the Tennessee General Assembly appropriated \$49 million in state funds and federal matching funds to increase the hourly wages of direct support professionals (DSPs) working under the home and community-based services (HCBS) waivers program administered by the Department of Intellectual and Developmental Disabilities. The amount was calculated to raise the average wage of DSPs to \$10.

Across other divisions of state government



States of Note		Average Starting Hourly Wage	Average Hourly Wage
Alabama	Lowest Starting Wage	\$8.79	\$9.53
Washington DC	Highest Starting and Average Wage	\$13.87	\$14.27
Tennessee	Lowest Average Wage	\$8.80	\$9.47

Source: The National Association of State Directors of Developmental Disabilities Services and Human Services Research Institute, 2016 Staff Stability Survey Report.

Stakeholders and Beyond



tennessee**works**

AAA



Elevating Employment Outcomes for People with Disabilities

SELF-ADVOCATES &
FAMILIES

EMPLOYERS &
PROVIDERS

EDUCATORS

POLICYMAKERS

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COMMUNITY CONVERSATIONS

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National Core Indicators Tell How Well States Serve People with IDD; Providers' Surveys Vital

By Robin Wilmoth and Janet Shouse

Our aim today is twofold. One, we want to help make people aware of the National Core Indicators, and two, we want to encourage community provider agencies to tackle the time-consuming task of completing their National Core Indicators surveys.

So, what are the National Core Indicators? And why should you care?

National Core Indicators (NCI)TM is a voluntary effort by public developmental disabilities agencies to measure and track their own performance. While

About the Author



TN

Department of
**Intellectual &
Developmental Disabilities**

Stakeholders and Beyond

National Core Indicators Adult Survey

Your opportunity to speak
up....

Tell us what is important to
you....

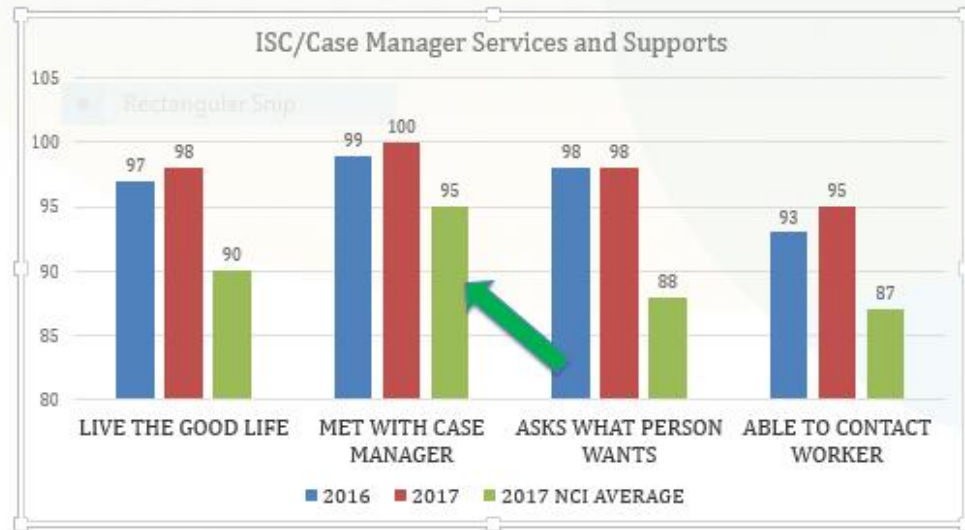
What is working, what is not
for you....

What do you need to live
the good life....



Stakeholders and Beyond

Comparison 2016 to 2017 Survey



Stakeholders and Beyond Providers Sample Updates

DIDD ON-LINE OPENLINE ARTICLE EXAMPLE

- DIDD has completed the NCI 2018 (2017 calendar year) staff stability survey.
- **109** day and residential providers completed the survey of the 150 providers were eligible to participate.
- This placed DIDD at a **73%** return rate with an increase of **9%** over the previous years **64%**.

2018 Staff Stability Survey

- DIDD voluntary provider responses have grown in the last three years from a first years **64%** return rate, the following year year an increase of **9%** with a **73%** return rate and for 2018 DIDD achieved an increase of **8%** for a **81%** return rate.

National Core Indicators Tennessee

Thank you for your time and comments.

Questions contact Robin Wilmoth

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National Core Indicators nationalcoreindicators.org