



HCBS
CONFERENCE
Home & Community-Based Services

Partnerships for Innovative Solutions to the Direct Support Workers Challenge

December 10, 2021



CASTLE HILL
CONSULTING



Meet the Roundtable Panelists



Erin Leveton
Director
Alvarez & Marsal
Public Sector



Leyla Sarigol
Project Manager
Long Term Care
Administration
DC DHCF



Robert Kennedy
Human Resources
Inclusion Specialist
RCM of Washington, Inc.



Susan Brooks
Chief Innovation Officer
RCM of Washington, Inc.

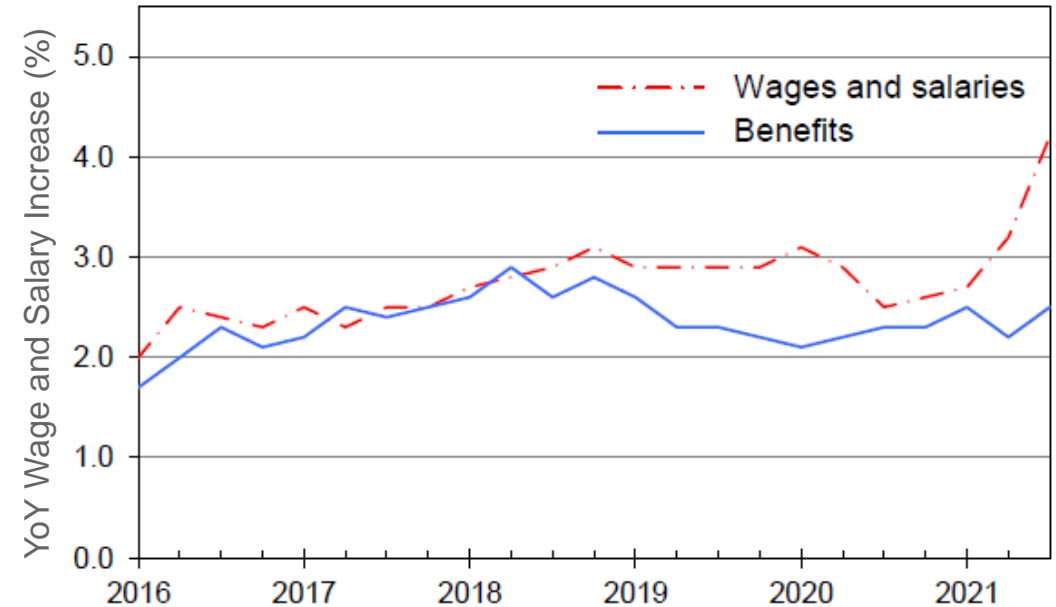


Claudia Scholsberg
Principle
Castle Hill Consulting, Inc.

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



Wages and salaries increased 4.2% percent for the 12-month period ending in September 2021 and increased 2.5 percent for the 12-month period ending in September 2020 (all civilian sectors).



ROUNDTABLE DISCUSSION