



# Connecting The Dots: *People Receiving Services, Staffing Decisions, & DSP Turnover*

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## Vision

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A world of dignity, opportunity, and community for **all** people.



## Mission

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CQL is dedicated to the definition, measurement, and improvement of **personal** quality of life.





Data

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Drives Us.



When people  
experience DSP turnover

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Emergency department visits

**Increase by 61%**



When people  
experience DSP turnover

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Injuries

**Increase by 60%**

When people  
experience DSP turnover

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Abuse and neglect incidents

**Increase by 68%**





When people  
experience DSP turnover

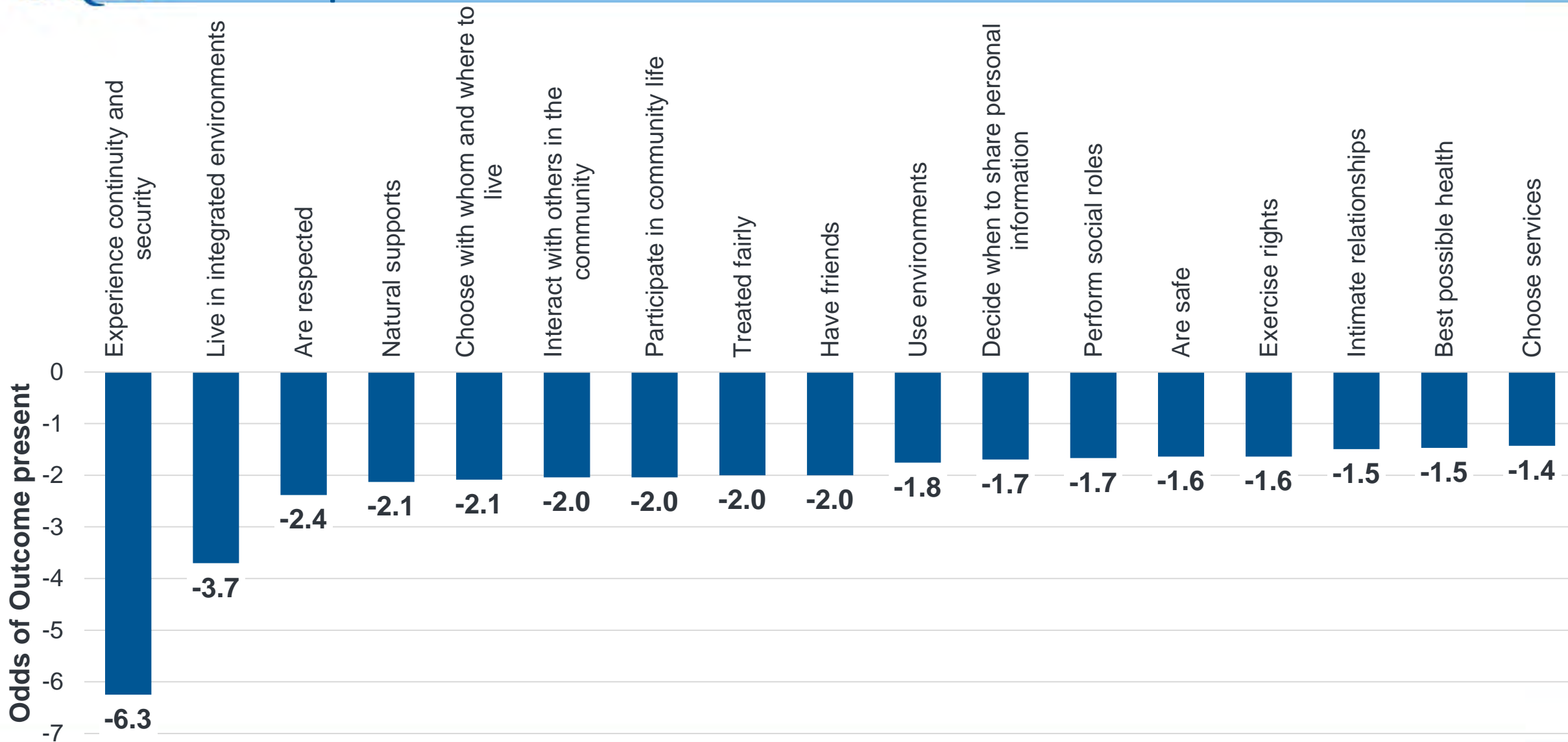
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**‘Challenging’ behavior  
events**

**Increase by 63%**



# Impact of DSP Turnover on Personal Outcomes





When people  
experience DSP turnover

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**2x less likely to**  
**Be Respected**





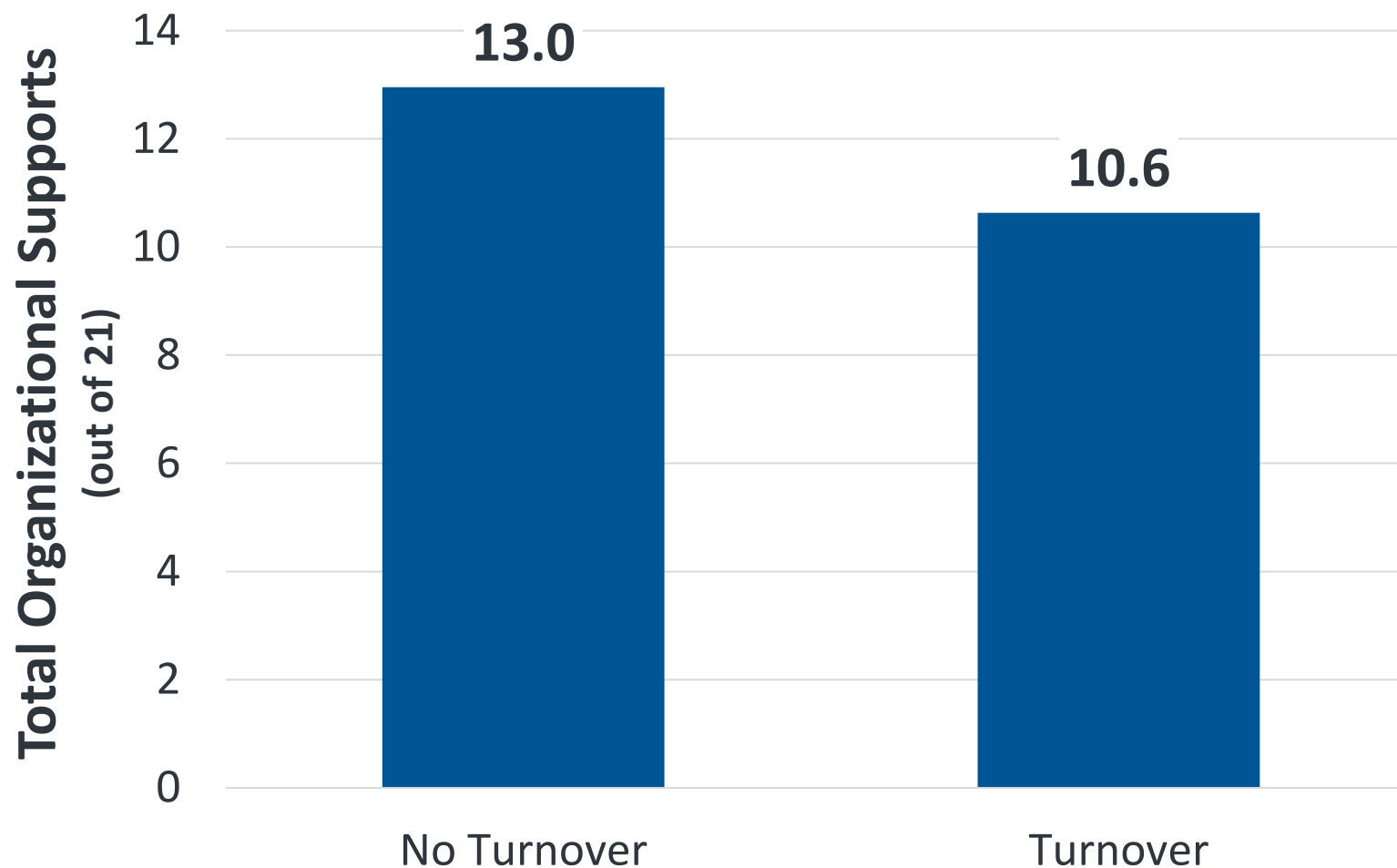
When people  
experience DSP turnover

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**2x less likely to**

**Have natural support  
networks**

## Impact of DSP Turnover on Total Organizational Supports



When people  
experience DSP turnover

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**2x less likely to  
Be supported to  
Have Friends**



When people  
experience DSP turnover

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**4x less likely to**  
**Be supported to**  
**Live in integrated environments**





# Now What?

When support needs of individuals  
shape the hiring, training, and  
assignment of all staff  
**Organizations are**

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**6x more likely to**

Promote continuity and  
consistency of DSPs



When support needs of individuals  
shape the hiring, training, and  
assignment of all staff  
**people are**

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**4x more likely to**

**Be free from abuse, neglect,  
mistreatment, and  
exploitation**



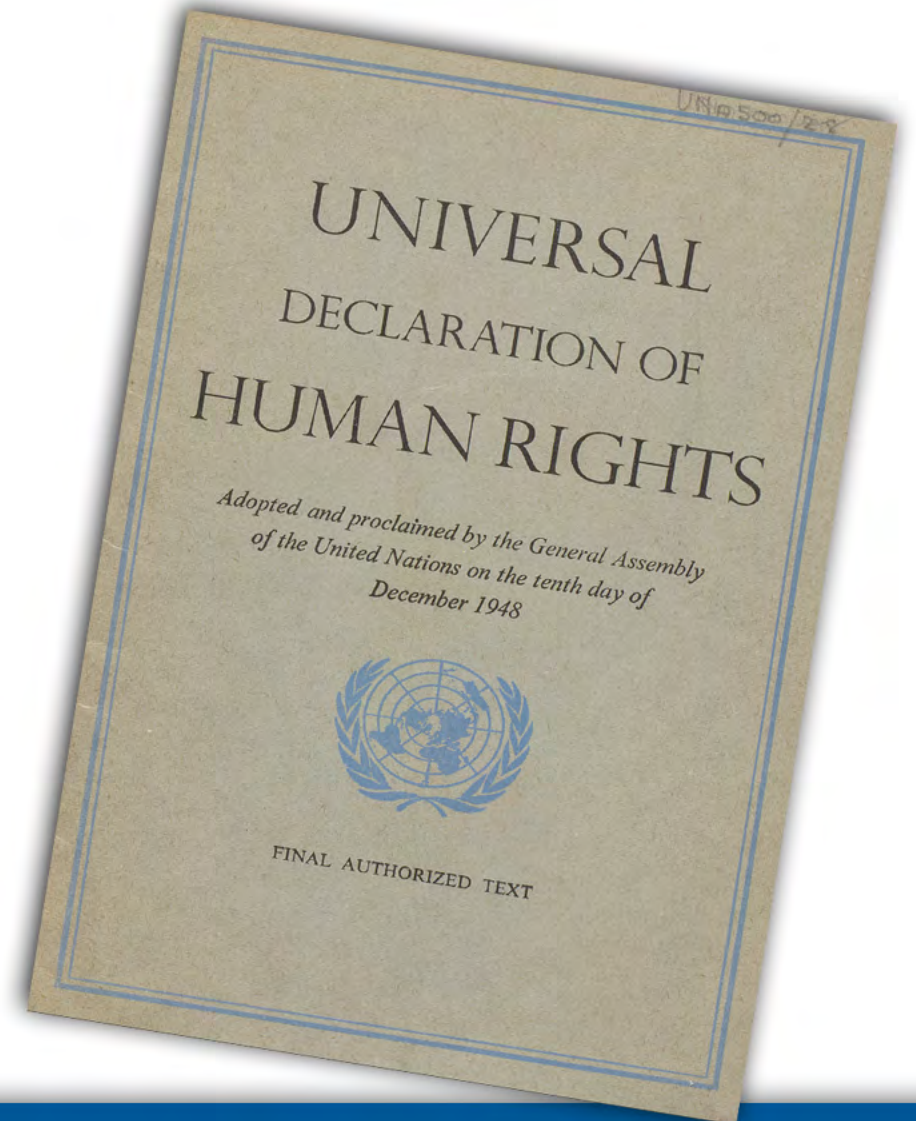


When support needs of individuals  
shape the hiring, training, and  
assignment of all staff  
**Organizations are**

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**3x more likely to**

**To support people to  
exercise their rights and  
responsibilities**



When support needs of individuals  
shape the hiring, training, and  
assignment of all staff  
**Organizations are**

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**3x more likely to**

**Have supports and services  
that enhance dignity and  
respect**





Expenditures were....

**\$25,412 *LOWER***  
**Per Person**  
**Supported**

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When support needs of individuals shape the hiring, training, and assignment of all staff



### What Does It Mean To Shape Hiring, Training And Assignment?

- Empowering people within your agency
- Listening to what is important
- Individuals drive decisions within the agency
- Opportunities to interact with potential employees before hiring
- Better understanding of the "why" training is important
- People interact and are respected by all stakeholders
- True Person-Centered Services





"After eliminating a 'one size fits all' approach by designing supports on a person-by-person basis, we realized that **happy people resulted in happier staff.**"

*- Susan Arwood, Core Services of Northeast Tennessee*



## Connecting The Dots Recruitment

- Marketing materials emphasize empowerment
- Website promotes positive program and interactions
- Positions and openings target person/persons interests, goals, and support needs (specific houses have different targets)
- YouTube Videos – should include person / persons affected by the open position
- Job announcement includes person's input





# Connecting The Dots

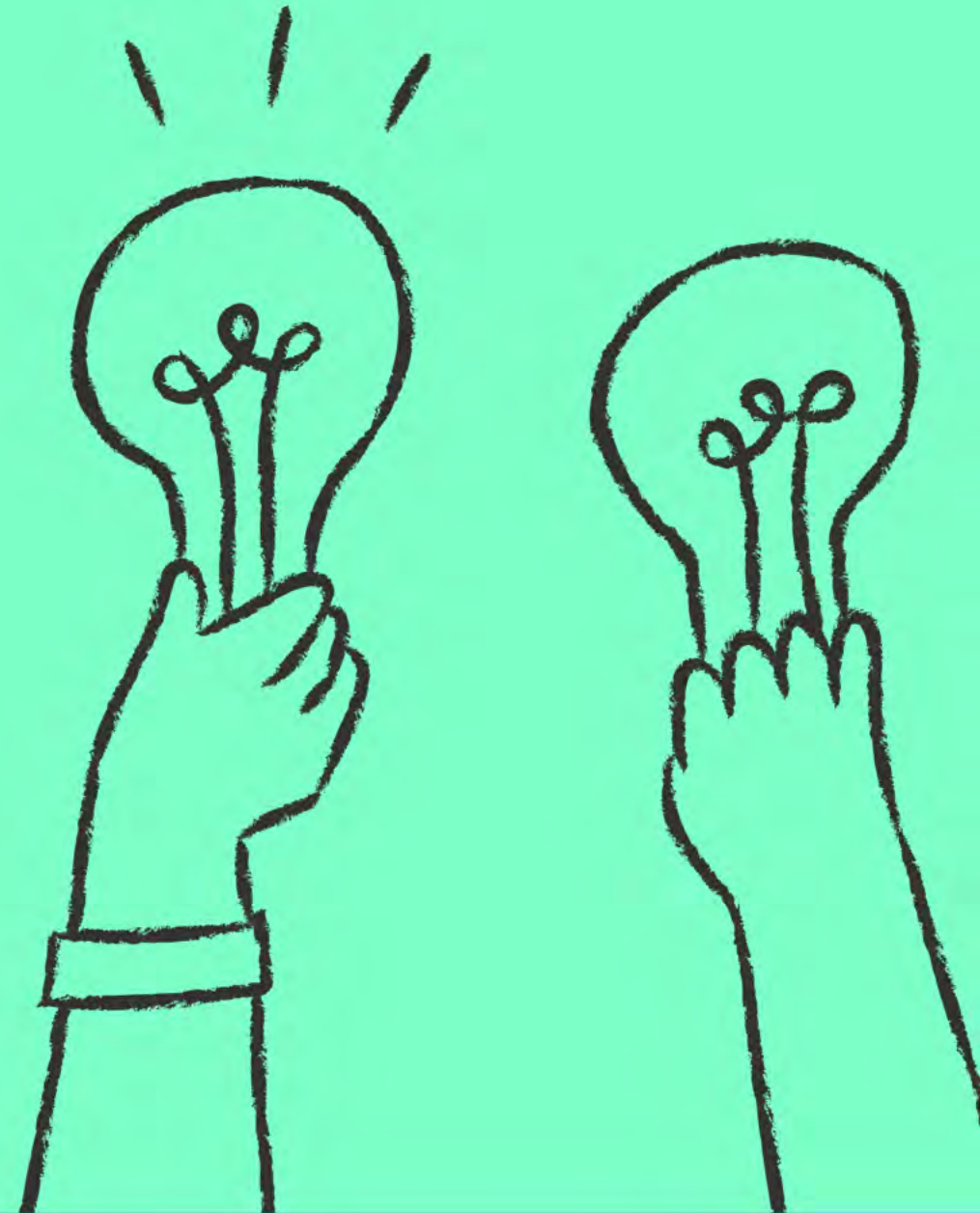
## Hiring

- Training/preparation for people on how to conduct an interview with a potential employee
- People supported give input into interview questions
- People are part of the interview – have a screening tool
- Discuss potential employee with the person after the initial interview
- Prospective employees visit person/house - gauge comfortableness
- The person provides input into the hiring decision and a decision is made together with the supervisor



“The onboarding training ensured that we were **well-equipped** to meet the expectations that were set during our hiring process.”

- Lyeisha, Support Coach  
Children's Aid and Family Services



## Connecting The Dots Onboarding

- People supported should be on the welcoming “committee” for employee’s first day
- People supported have a "get to know you" lunch with new staff
- People supported included as integral part of new staff orientation
  - Facilitate discussion on the mission and vision of the agency
  - Describe their life (directed by the person)
- Have a panel of people supported meet with all new employees



## Connecting The Dots

### Staff Assignment



- Compatibility study of people supported and new employees – think dating app match
- Guided by observations from initial interview and visit to home
- Continued observations within the home/program area to monitor compatibility
- Routine/regular meetings to allow for discussions on employees

# Connecting The Dots

## Ongoing Training

- Survey people supported to find out important topics to include
- People supported integral part of training team
- People supported integral part of committees within the agency
- Use data from the Personal Outcome Measures<sup>®</sup> to drive training topics
- Hands-on training



"Taking an active role in hiring and evaluating staff sends a **strong message** that they are accountable to us."

- *Advocates In Motion (AIM), Self-Advocacy Group, IL*



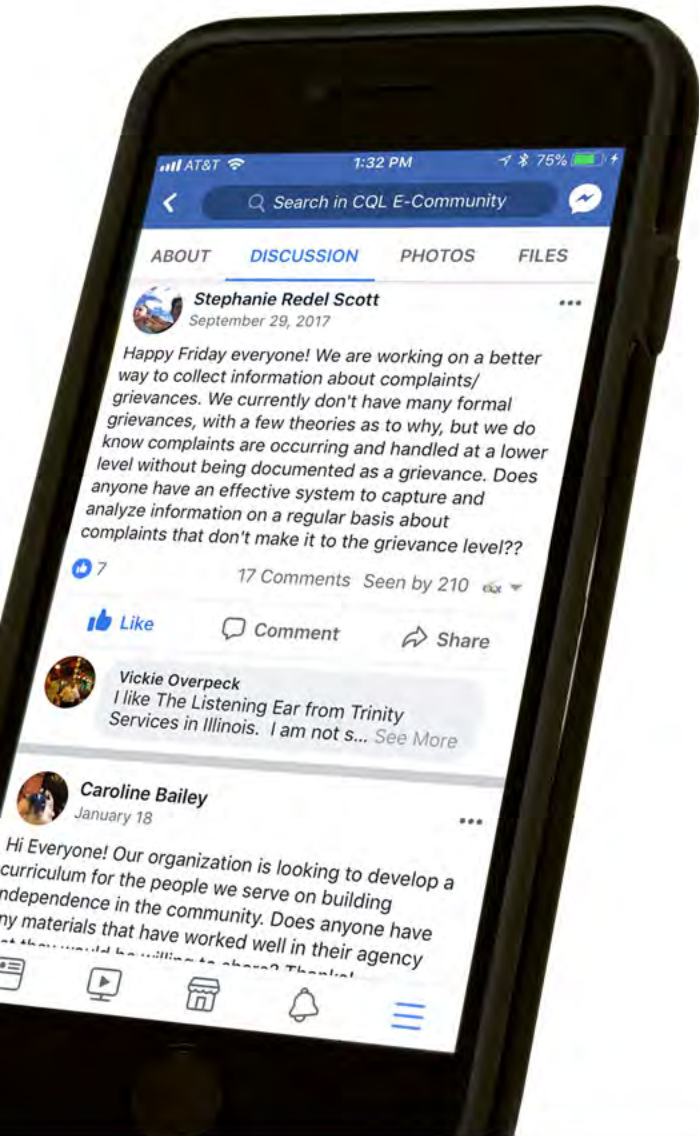


## Connecting The Dots Performance Evaluation

- DSP staff **work for** the person supported
- Persons served should have input on important criteria to be evaluated
- Training on the evaluation process-measuring standards
- Examples of criteria to be measured:
  - Treats me with respect
  - Listens to me
  - Helps me/does not do for me
  - Is happy to help me
  - Offers choices
  - Helps me reach me goals



# Connect With Us



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[www.facebook.com/groups/CQLeCommunity/](http://www.facebook.com/groups/CQLeCommunity/)



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