

DSP TURNOVER WHO IS MOST AT RISK?

Recent estimates suggest the average organization supporting people with disabilities or older adults may see anywhere from 30% to 70% direct support professional (DSP) turnover a year^{1,2}. This tremendous turnover negatively impacts people with disabilities as DSPs are critical for the community integration and quality of life of people with disabilities.³

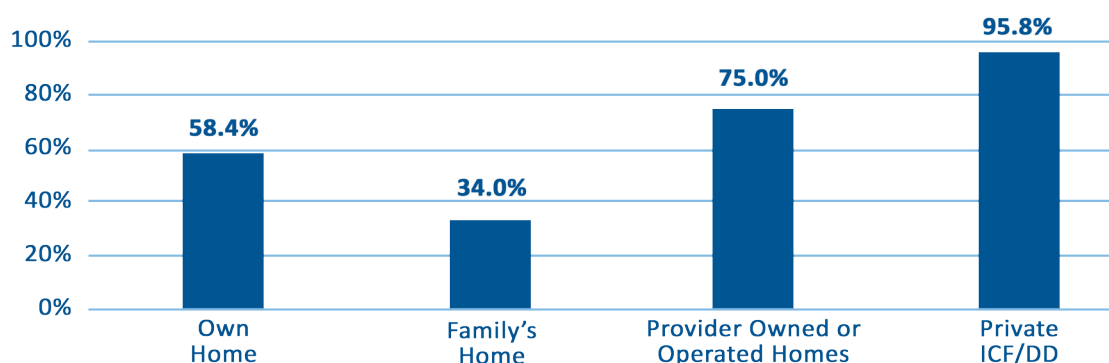
The aim of a recent study³ conducted by CQL | The Council on Quality and Leadership was to examine who among people with intellectual and developmental disabilities (IDD) is the most vulnerable to DSP turnover. To do so, CQL analyzed Personal Outcome Measures[®] interviews from approximately 1,300 people with IDD.

Findings revealed there were a number of factors that increased the likelihood that people with IDD would experience DSP turnover.

Disability type and support needs

- People with behavioral challenges are 3 times more likely to experience DSP turnover than people with other disabilities.
- The more daily support someone needs, the more likely they are to experience DSP turnover.

LIKELIHOOD TO EXPERIENCE DSP TURNOVER BY SETTING



Residence type

- People in provider owned and operated homes and private ICF/DD are more to experience turnover than people living in their own homes or family homes (see figure).
- In terms of residence size, as the number of housemates increases, the likelihood of experiencing turnover increases.

By paying attention to disparities and adjusting services, organizations can ensure people with disabilities who experience turnover receive the same quality of services as those who do not.



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References

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2. Taylor SJ. (2008). *The direct support workforce crisis: Can unions help resolve this?* Syracuse, NY: Center on Human Policy, Syracuse University.
3. Friedman C. (2018). Direct support professionals and quality of life of people with intellectual and developmental disabilities. *Intellectual and Developmental Disabilities*, 56(4), 234-250.