

Direct Support Professionals (DSP) Advisory Committee Meeting

February 26, 2024

2:00 – 3:00 pm

Tina Lanier Barrett, MA, LPA, HSP-PA

Division of Mental Health, Developmental Disabilities, and
Substance Use Services

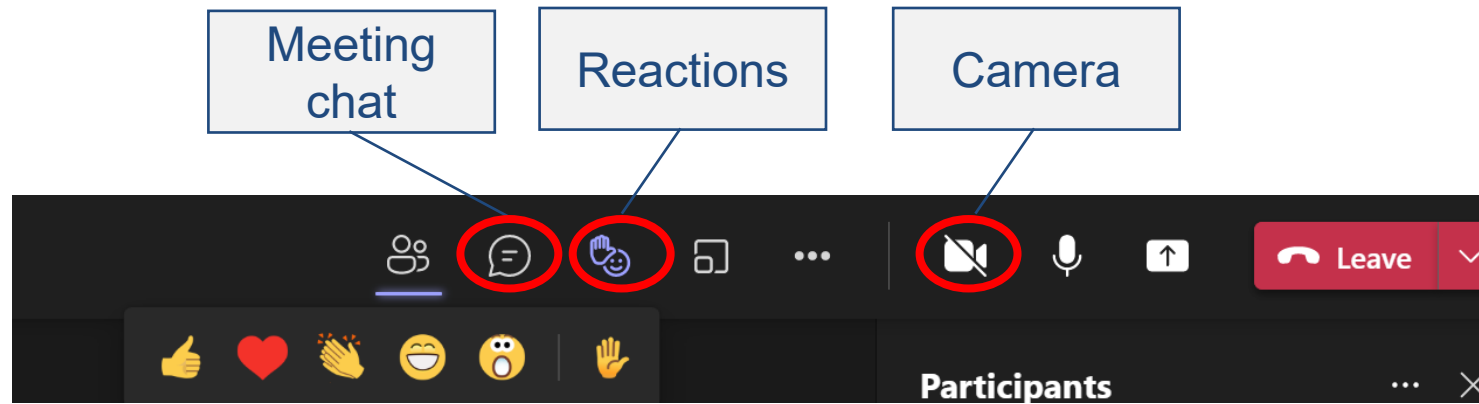
Welcome

Agenda

- DMH/DD/SUS Community Collaboration Model
- Background: Key Takeaways from the January Meeting
- Updates to Year 1 Design Initiatives
- Proposed DSP Outreach and Engagement Plan

Housekeeping

We encourage those who are able to turn on cameras, use reactions in Teams to share opinions on topics discussed, and share questions in the chat.

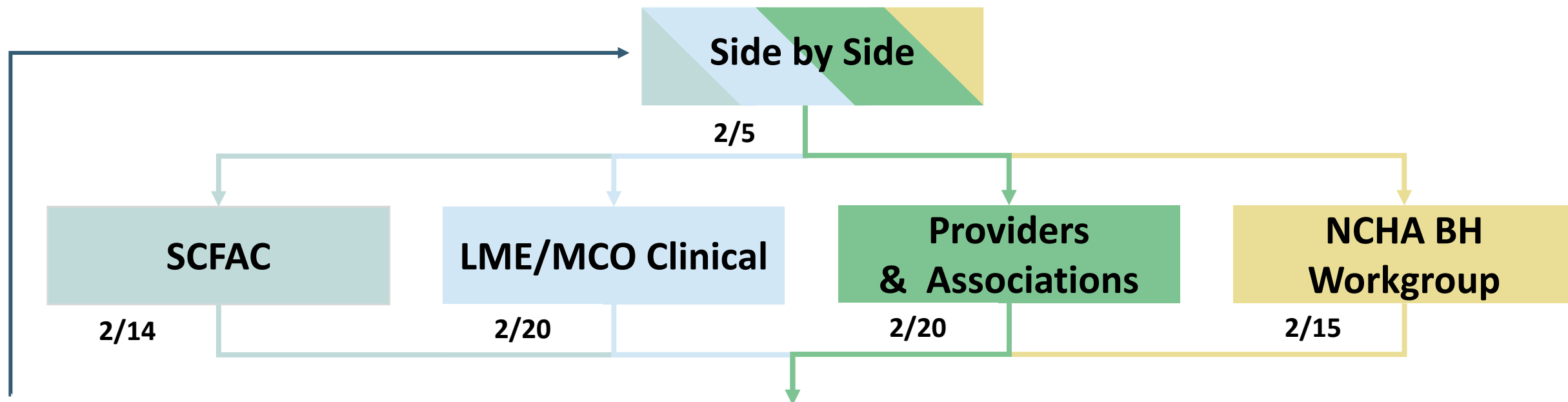


DMH/DD/SUS Community Collaboration Model



February Community Collaboration

Topic: Workforce (Peer Support)



Advisory Committees

Workforce (Peers)	2/8	If you're interested in joining an advisory committee, please fill out this form!	2/7	Crisis System
Workforce (DSPs)	2/19		TBD	Child Behavioral Health

Key Takeaways from January's DSP Advisory Committee

During the January meeting, DMH/DD/SUS received feedback from stakeholders on the proposed core competency curriculum. The Division is working to modify its proposed initiatives to support a more holistic approach to improving DSP job quality using a person-centered approach.

Workforce Shortage

- Participants validated data presented showing a growing shortage of DSPs that is particularly acute in rural and underserved parts of the state.

DSP Wages

- Participants noted that wages play an important role in both recruiting and retaining DSPs.

DSP Training

- Participants described prior training efforts the state has piloted and stressed the importance of ensuring any new training program will be reflective of what DSPs encounter in the field.
- The group raised concerns around the barriers training can create for an already over-stretched field.

Recruitment

- Participants suggested that different DSP recruitment strategies will be required to appeal to different demographics throughout the state.

Updates to Budget Investment Initiatives Under Consideration

Workforce Investments in the Fiscal Year 2023-2025 Budget

North Carolina's budget enacted last September includes \$18 million for behavioral health workforce initiatives.

Provision		FY24	FY25
	Crisis System (e.g. mobile, FBCs)	\$30M	\$50M
	Crisis Stabilization (short-term shelter)	~\$3M	~\$7M
	Non-Law Enforcement Transportation Pilot Program	\$10M	\$10M
	BH SCAN	\$10M	\$10M
	Justice-Involved Programs	\$29M	\$70M
Workforce	Behavioral Health Workforce Training <ul style="list-style-type: none"> Establish a workforce training center that would provide no-cost training to public sector BH providers Administer grants to community colleges to enhance BH workforce training programs 	~\$8M	\$10M
	NC Psychiatry Access Line (NC PAL)	~\$4M	~\$4M
	Behavioral Health Rate Increases	\$165M	\$220M
	State Facility Workforce Investment	\$20M	\$20M
	Electronic Health Records for State Facilities		\$25M
	Child Welfare and Family Well-Being	\$20M	\$60M
		\$299M	\$486M

Addressing the Pillars of DSP Job Quality

In designing initiatives to address the challenges in the DSP workforce, North Carolina is looking across all aspects of job quality to understand how each initiative will contribute to overall job quality for DSPs.



Initiative Under Development: DSP Recruitment and Training Pilot

The Department is exploring partnering with a community college to pilot a recruitment and training program with four three complimentary components: (1) an awareness and recruitment campaign, (2) core competency curriculum, (3) DSP certificate, and (4) apprenticeships for on-the-job training and job placement.

Pilot Proposal Overview			
Awareness and Recruitment Campaign	Core Competency Curriculum	DSP Certificate	Apprenticeships
The community college would incorporate content on career pathways for DSPs into its existing career education program.	A DSP core competency curriculum would be developed and delivered by a community college.	A DSP certificate program would be developed and administered by a community college.	A DSP apprenticeship program would be stood up by a community college and would be available in different settings and with different HCBS populations, to allow for specialization.

DSP Awareness and Recruitment Campaign

Proposal Overview

- The career pathways for DSPs content would be incorporated into an existing 2.5 hour course available to high school students, and underemployed or unemployed adults.
- The Department would also work with the community college's career services on additional outreach opportunities.
- The pilot could eventually be scaled statewide via the state's network of community colleges.

Discussion Question:

- Are there specific populations of focus that the Department should target for recruitment as a part of this proposal?

Core Competency Curriculum

Proposal Overview

- A community college, in partnership with the Department, would develop and deliver a core competency curriculum that, upon completion, would lead to a DSP certificate.
- The Department will explore supporting a stipend (amount TBD) for individuals who complete the core competency curriculum.
- The Department will also explore supporting wage differentials tied to the completing the curriculum.
- The Department will explore with the community college partner how credits obtained through the curriculum or apprenticeship could be put towards an associate's degree.

Discussion Questions:

- How can the Department ensure the core competency training is reflective of what DSPs encounter in the field?
- What are recommended incentives for ensuring DSPs take the core competency training?
- What other considerations the Department should take into account?

DSP Certificate

Proposal Overview

- A community college partner would develop a DSP certificate program in partnership with the Department.
- The Department will support scholarships for the certificate program, building on the community college's financial aid infrastructure for certificate program students.
- The Department will also explore supporting wage differentials tied to obtaining the certificate.

Discussion Questions:

- Should the DSP certificate be connected to the core competency and/or apprenticeships programs or additional training requirements?
- What other considerations the Department should take into account?

Apprenticeships

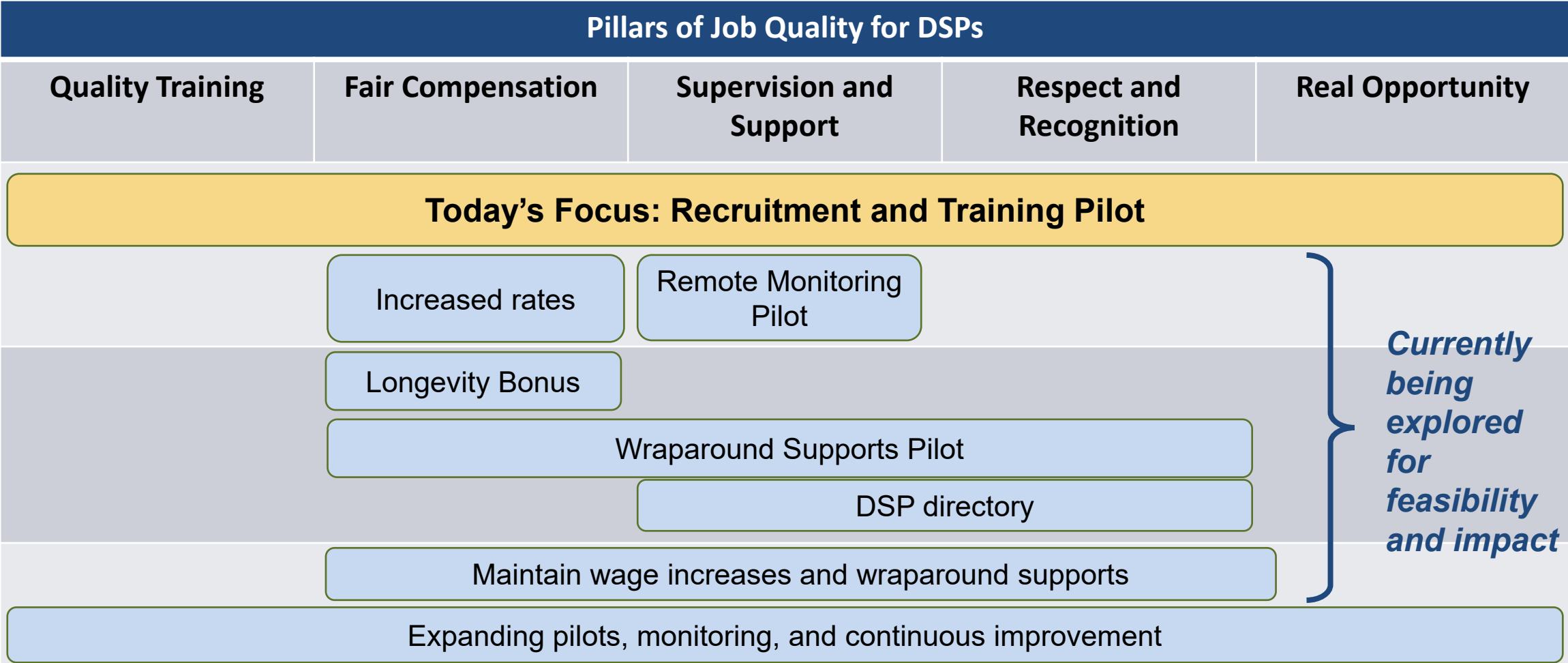
Proposal Overview

- A community college, in partnership with the Department, would add a DSP apprenticeship to its existing apprenticeships program.
- The apprenticeship program will incorporate the core competency curriculum and be available in different settings and with different HCBS populations.
- The apprenticeship could lead to full time opportunities for DSPs upon completion of the program.
- The Department would support funding for the community college to administer the program.

Discussion Questions:

- What concerns might providers, DSPs in training, and HCBS users have that the Department would need to address?
- What incentives need to be in place to make an apprenticeship program successful?

Ongoing DSP Initiative Planning Is Aimed at Addressing All the Pillars of DSP Job Quality



Source: [PHI Pillars of Job Quality for DSPs](#)

DSP Engagement Strategy

Proposal for Engaging DSPs Directly

The Department is considering directly engaging with DSPs to further understand the issues impacting their job quality and to inform both current and future initiatives.

Survey

- Anonymous
- Less than 20 questions
- Y/N, Multiple choice questions
- No free text questions
- Allow a survey period of 1 week

Focus Groups

- Completed virtually
- Small groups (5-10 people)
- Goal: 2-3 groups
- Mix of DSPs by location, new hire vs legacy, credentialed vs not-credentialed

Discussion Questions:

- How can the survey best be distributed (through agencies, LME-MCOs, directly to DSP staff)?
- How can the Department ensure a high survey participation rate?
- Do participants have suggestions for recruiting DSPs to participate in focus groups?

Advisory Committee Members

Direct Support Professionals (DSP) Advisory Committee Membership (1/4)

Name	Organization
Providers	
Devon Cornett	Abound Health
Sherrell Gales	Abound Health
Stephanie Walker	AHEC
Monica Long	Alpha Management Community Services, Inc.
Luwanda Smith Daniels	Alternative Behavioral Solutions Inc.
Jennifer Street	Animo Sano Psychiatry
Kerri Erb	Autism Society of NC
Kelly Husn	BAYADA Home Health Care
Tara Fields	Benchmarks
Margaret Mason	CBCare
Richard Edwards	CBCare
Tracy Smith	CBCare
Linda Campbell	CFAC
Carson Ojamaa	Children's Hope Alliance
Kevin Anders	Children's Hope Alliance
Krista Zappia	Children's Hope Alliance
Corye Dunn	Disability Rights NC
Michael Ganley	DSOHF
Katherine Fields	Employee of Record
Pamela Clark	Employee of Record
Chris Faulkner	Family Solutions

Direct Support Professionals (DSP) Advisory Committee Membership (2/4)

Name	Organization
Providers	
Janet Price-Ferrell	FIRST
Betsy MacMichael	First in Families of NC
Pam Clark	FIRSTwnc
Richard Anderson	Horizons Residential Care Center
Garcia Lourdes	Justice Services Department
Terri Bernhardt	Monarch NC
Marisa Kathard	N/A
Poonam Pande	N/A
Velma Gaye	N/A
Sherri McGimsey	NAMI
Nicholas Galvez	NC Office of Rural Health
Martha Turner-Quest	NC Psychological Association
Talley Wells	NCCDD
Julia Adams-Scheurich	Oak City Government Relations, LLC
Lorraine LaPointe	Orange County - CFAC Member
Carol Conway	PACID
Lisa Carroll	Partners-CFAC Member
Sandra Johnson	Primary Health Choice
Maria McLaughlin	Rainbow 66 Storehouse
Brandi Baker	Residential Services Inc.
Bryan Dooley	Solutions for Independence

Direct Support Professionals (DSP) Advisory Committee Membership (3/4)

Name	Organization
<i>Providers</i>	
Corie Passmore	Tammy Lynn Center
Holly Watkins	The Arc of North Carolina
John Nash	The Arc of North Carolina
Joel Maynard	The North Carolina Provider Council & The Developmental Disabilities Facilities Association
Jemma Grindstaff	UNC TEACCH Autism Program
Ray Hemachandra	Vaya CFAC
Laura Radulescu	Wake Enterprises

Name	Organization
<i>Consumers</i>	
Angela-Christine Rinear	SCFAC
Annette Smith	SCFAC
Crystal Foster	SCFAC
Janet Breeding	SCFAC
Jessica Aguilar	SCFAC
Johnnie Thomas	SCFAC
Lilly Parker	SCFAC

Direct Support Professionals (DSP) Advisory Committee Membership (4/4)

Name	Organization
<i>Internal</i>	
Tina Barrett- Lead	DMHDDSUS
Kelly Crosbie	DMHDDSUS
Charles Rousseau	DMHDDSUS
Saarah Waleed	DMHDDSUS
Ginger Yarbrough	DMHDDSUS
Elliot Krause	DMHDDSUS
Keith McCoy	DMHDDSUS
Karen Wade	Office of the Secretary
Rhian Carreker-Ford	Accenture
Alixandra Gould	Manatt
Beneque Martin	Manatt
Jacob Rains	Manatt