

# 21<sup>st</sup> Century Jobs – What Covid – 19 has done to the Workforce





## Direct Support Professional – National Crises

- There is an approximate **43% national turnover rate annually** for DSPs, and the average national wage is **less than \$11/ hour**, making it difficult to provide continuity in services, provide a family-sustaining wage, and threatening the quality of care for people with disabilities.
- PA DSP wages average between \$13.95 - \$14.38 per hour.

# Causes of Staff Shortages

- Mean wages of DSPs are below janitors
- Poor benefits and limited training/education opportunities
- COVID-19 pandemic impact – Fear of pandemic
- High student loans
- High cost of living/low unemployment rates in Massachusetts
- Increase in incidence rates of Autism Spectrum Disorder and people with IDD are living longer
- Poor status/image (unlike teachers/police officers/nurses)



# Not Just About Money – Although we Need to be Competitive.

Company Culture – What is it like to work at your organization?

What is the impact- beyond improving lives?

Survey current staff – Would they invite people they know to come work for you?





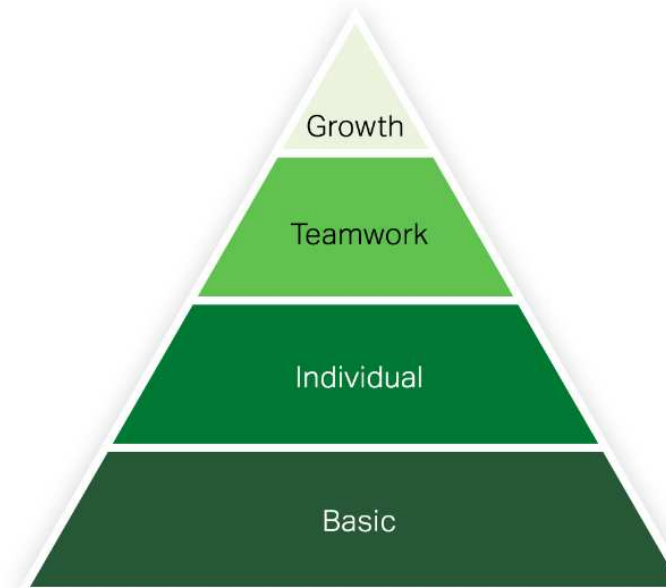
## Recruitment and Retention

### *What Can We Do?*

- Speak to employees interests
- Provide a visual – what does growth look like?
- Offer opportunities for professional development
- Assess and realign current staff – “Stay Interviews”
- Get to Know your Staff – Don’t be generic, be mindful.
- Stay open-minded – Does it have to look a particular way?

# Importance of an Engaged Workforce

- Gallup defines engaged employees as those who are highly involved in and enthusiastic about their work and workplace.
- Increasing engagement starts by meeting your employees' basic, individual, teamwork and growth needs.

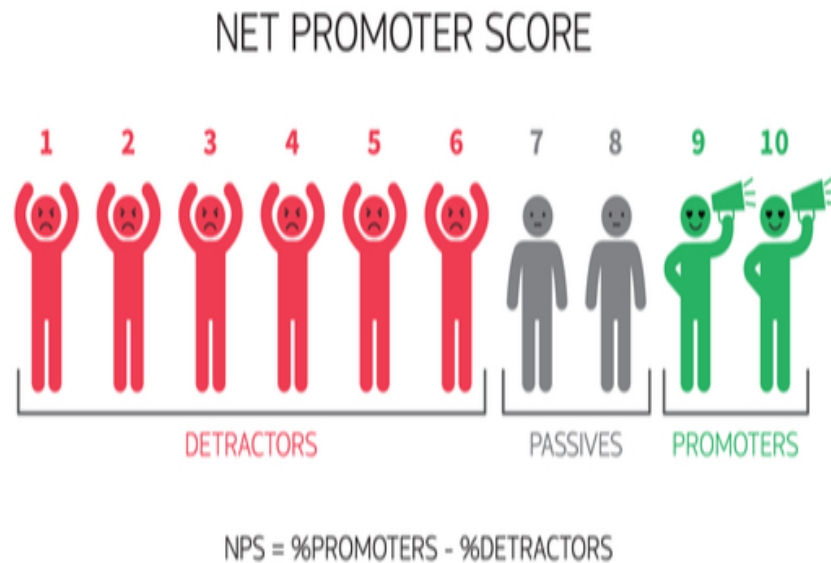




## Questions You May Want to Ask.

- **Q01.** I know what is expected of me at work.
- **Q02.** I have the materials and equipment I need to do my work right.
- **Q03.** At work, I have the opportunity to do what I do best every day.
- **Q04.** In the last seven days, I have received recognition or praise for doing good work.
- **Q05.** My supervisor, or someone at work, seems to care about me as a person.
- **Q06.** There is someone at work who encourages my development.
- **Q07.** At work, my opinions seem to count.
- **Q08.** The mission or purpose of my organization makes me feel my job is important.
- **Q09.** My associates or fellow employees are committed to doing quality work.
- **Q10.** I have a best friend at work.
- **Q11.** In the last six months, someone at work has talked to me about my progress.
- **Q12.** This last year, I have had opportunities at work to learn and grow.

# Employee Net Promoter Score - eNPS



- Is defined as a concept to measure employee loyalty. It is a method of measuring how willing your employees to recommend their workplace to their family or friends.



## What will 2022 Look Like?

- Trend #1: Flexibility rules – What can employees do remotely?
- Trend #2: The Covid-19 pandemic helped create a perfect storm where employees became more isolated, less connected, and felt less appreciated. Appreciation will become increasingly more important.
- Trend #3: Re-skill and up-skill current employees.
- Trend#4: Employees well – being needs to be a priority.



# What Have you Implemented ?

What new ideas might work for your organization?

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# New Demands

Need for more frequent feedback.

Need tools to complete work.

Increase use of technology.

Increase in staff training and development.





# Training of Mid-Level Managers

How can we prepare them?



# New Partnerships with Employers

Supplemental Wages, Virtual Job Coaching, Job Creation

Are our Staff Prepared?



# New Partnerships

- Workforce Investment Boards
  - Associated Business Industries
  - Business Networking International
  - Colleges – Student interns to assist with social media, feedback on on-boarding
- What tables are you sitting at?



Thoughts