

Workforce Transformation: A Brief Summary

Why?

- Service transformation = workforce transformation
- The world of services for IDD is changing dramatically: from congregate services to individualized supports
- Individualized supports requires
 - Knowledge & effective independent judgment (knowing what to do)
 - Skills to effect personal outcome measures (demonstrating what you know)
 - High ethical commitment to specific principles underlying what you do
- Providers in both the public and private sectors must adjust to these changes and raise performance levels accordingly.

How?

- Six Regional Centers for Workforce Transformation (RCWT), collaborations to transform DSP workforce
- NADSP Code of Ethics (Building commitment, now through 3/31/16)
- DSP Core Competencies (Building commitment, now through 3/31/16)
- DSP Performance evaluations (every DSP in NYS from 4/1/16 to 3/31/17)
- Rollout of Code and Core through cascading methodology because this is an organizational culture change,
- Personal Outcome Measures (POMs)
- Federal HCBS regulations
- DSP Credentialing Design Project, mandated by the NYS Legislature, will be completed by September 1, 2015.

What Does It Look Like?

- Roles of DSPs: tasking, caring, support professional
 - Professional Supporting: getting things done WITH people through Tasking + Caring + Competency (knowledge, skills, ethics)
- Outcomes for people served
 - Living a life valued by the person with IDD
 - Determining what s/he wants to do through informed decision making
 - Gaining desired, meaningful, enriching friendships and community involvement
 - Learning skills for valued social roles and inter-dependence
 - Enjoying self-esteem through positive relationships and focusing on abilities.
 - Organizational commitment to culture improvement change

When will this be a reality?

- OPWDD adopted the NADSP Code of Ethics
- The Talent Development Consortium—about 50 stakeholders composed of service recipients, family members, direct support professionals administrators, OPWDD staff, union officials, educators—wrote the DSP Core Competencies and the DSP Performance Evaluations.



- Timeline
 - July 1, 2014: implement the practice of the NADSP Code of Ethics and the NYS DSP Core Competencies;
 - April 1, 2016: begin using the NYS DSP Performance Evaluations as the evaluation tools for DSPs;
 - March 31, 2017: complete NYS DSP Performance Evaluations for DSPs according to the provider's written promulgated policy (e.g., some providers complete annual evaluations during a certain month of the year; other providers complete annual evaluations on each employee's anniversary date of hire; similarly, employee probation may be defined as three months or six months). A policy or practice of no written evaluations or untimely written evaluations is unacceptable.
 - April 1, 2017: OPWDD's Division of Quality Improvement will begin verifying the implementation of the NADSP Code of Ethics, the NYS DSP Core Competencies and the NYS DSP Performance Evaluations according to protocols they will develop on or after October 2016.