

SOUTH CAROLINA COMMISSION ON DISABILITIES AND SPECIAL NEEDS

MINUTES

August 19, 2021

The South Carolina Commission on Disabilities and Special Needs met on Thursday, August 19, 2021, at 10:00 a.m. at the Department of Disabilities and Special Needs Central Office, 3440 Harden Street Extension, Columbia, South Carolina.

The following were in attendance:

COMMISSION

Present In-Person

Stephanie Rawlinson – Chairman

Barry Malphrus – Vice Chairman

Robin Blackwood – Secretary

Gary Kocher, M.D.

Gary Lemel

Eddie Miller

Present Microsoft Teams

David Thomas

DDSN Administrative Staff

Pat Maley, Chief Financial Officer and Deputy Director; Rufus Britt, Associate State Director of Operations; Lori Manos, Interim Associate State Director of Policy; Courtney Crosby, Internal Audit Director; Tommy Windsor, Public Information Officer and Legislative Liaison; Janet Priest, Program Manager, Policy and Special Projects; Ann Dalton, Quality Director; Robb McBurney, Emergency Operations and Special Projects; Michael Mickey, Information Technology Director; Kimberly Cochran, Administrative Coordinator; and Christie Linguard, Administrative Coordinator.

Notice of Meeting Statement

Chairman Rawlinson called the meeting to order and Secretary Blackwood read a statement of announcement about the meeting that was distributed to the appropriate media, interested persons, and posted at the Central Office and on the website in accordance with the Freedom of Information Act.

Welcome

Chairman Rawlinson welcomed three new staff members to the agency: Kimberly Cochran – Administrative Coordinator in the executive suite; Tommy Windsor – Legislative Liaison; and Courtney Crosby – Director of Internal Audit. She also congratulated Interim Director Constance Holloway on the birth of her new baby girl, McKenna.

Adoption of the Agenda

Commissioner Malphrus made a motion to adopt the August 19, 2021 agenda as presented. Commissioner Blackwood asked to amend the motion to allow for a hard-stop at 12:15 PM to enter into executive session. After the executive session is over, the commission will resume its regular agenda items. The amended motion was seconded by Commissioner Miller and unanimously approved by the Commission. (Attachment A)

Invocation

Commissioner Miller gave the invocation.

Approval of the Minutes from July 15, 2021 Commission Meeting

On a motion by Commissioner Miller, seconded by Commissioner Lemel and unanimously approved by the commission, the July 15, 2021 minutes were approved as presented. (Attachment B)

Commissioners' Update

Commissioner Miller welcomed Tommy Windsor again as the new Legislative Liaison. Chairman Rawlinson noted that she was able to tour Saleeby Regional Center. She noted that she was touched by a lot of the patient and the staff was amazing.

Public Input

There was one public input request from Mrs. Patricia Jennings.

Commission Committee Business

A. Finance and Audit Committee

The Finance and Audit Committee met on August 13, 2021. The following topics were presented for review and approval by the Commission:

There were no contracts to approve over \$200,000. (Attachment C)

The SC Department of Health and Human Services (DHHS) published their public notice yesterday regarding the Intellectual Disability/Related Disabilities (ID/RD) Waiver Renewal. There will be two webinars to share information regarding the proposed changes in the renewals. The webinars will take place on August 25, 2021 at 3:00 PM and August 30, 2021 at 11:00 AM; and the links can be found on DHHS' website.

B. Policy Committee

The Policy Committee met on August 9, 2021. The following topic was presented for review and approval by the Commission:

SC Commission on Disabilities and Special Needs (DSN) Bylaws - Commissioner Malphrus presented and made a motion to amend the bylaws to call a special meeting provided more than 48 hours' notice of the time and place of said meetings and subject be given by the Chairman. After further discussion, Commissioner Malphrus amended his motion to define emergency meetings of the commission as those meetings announced 48 hours or less before the said meeting. Commissioner Thomas seconded the amended motion, and the bylaws change was approved unanimously.

A second bylaws change is in Article V – Meetings, a sentence should be included to read, “The Chairman may approve the agenda for full Commission meetings”. Coming out of the Policy Committee as a motion and second, the commission unanimously approved this change in the bylaws. (Attachment D)

413-09-DD: Outside Employment – Commissioner Malphrus requested that that stated purpose of this directive be placed in these minutes: “The purpose of this directive is to prescribe the guidelines by which DDSN employees will request and obtain approval for outside employment. Where outside employment creates the appearance of impropriety, conflict of interest or interferes with an employee’s ability to perform their DDSN job duties satisfactorily, DDSN maintains the authority to disapprove such outside employment, withdraw approval for such outside employment, and take appropriate disciplinary action, up to and including termination”. Coming out of the Policy Committee as a motion and second, the commission unanimously approved the Outside Employment directive. (Attachment E)

Commissioner Malphrus made note that there will be a change in the Policy Committee directive; but there will be no vote on this today. Each committee will have to vote on whether they want to make changes to their committees. This will be placed on next month’s agenda. There are three directives out for external review right now. The video surveillance camera policy has been referred to the ICF Reform and Improvement Taskforce Committee. Once this task force has recommended changes, those changes will be presented to the Policy Committee and then the full commission will vote.

Special Commission Subcommittees and Taskforce Updates

Chairman Rawlinson asked if all committee chairs give an update on new members of their respective committees. Commissioner Miller was asked to give Commissioner Lemel committee member Mr. Holt's contact information. Chairman Rawlinson noted that while no decisions are made at these meetings; and they are not live broadcasted, the public can come in to watch in a separate conference room. Minutes will be taken at these meetings and posted on the DDSN website.

- A. Autism Taskforce - Commissioner Blackwood began by stating that a meeting with staff was held and that the purpose was outlined and discussed. The first meeting will be held in September. The date and time will be announced later. The members of this taskforce were announced.
- B. Communications Subcommittee – Chairman Rawlinson commended this subcommittee on the new chairs. Chair of the subcommittee, Commissioner Malphrus, noted that the first meeting will take place on this coming Tuesday.
- C. FMAP Oversight Subcommittee – Commissioner Blackwood noted that their first meeting will place on September 1, 2021, at 2:30 PM. The committee members were announced.
- D. ICF Reform and Improvement Taskforce – Chairman Rawlinson announced that their first taskforce meeting was held yesterday. The top six objectives were discussed. Their next meeting will be on October 20, 2021.
- E. Training Taskforce – Commissioner Lemel noted that their taskforce has not had a meeting yet. One suggested member of this taskforce is no longer with the Department on Aging; however, he has reached out to Long Term Care Ombudsman, Dale Watson, and the feedback has been positive. He is also looking for the contact information of one more taskforce member, Mr. Holt.
- F. Wage, Equity & Parity Subcommittee – Commissioner Thomas, Chair, has noted that he has been in conversation with Chairman Rawlinson on the purpose/scope of this subcommittee. He solicited membership from anyone listening today who is interested in the work of this subcommittee. Hopefully, the first meeting should be in mid-September

Chairman Rawlinson reminded Commissioners to not attend meetings that they are not a member of. She went on to state that if there are more than three commission members present at one meeting, then that

would constitute a FOIA violation. There will be a FOIA training for commission members in the next couple of weeks.

Old Business

A. Status Update on Transition Plan for Conflict Free Case Management

Ms. Manos reminded the commission that they approved a directive related to conflict free case management earlier this year in April. This directive essentially stated that the same person cannot receive the same direct services from that same provider. As of June 1, 2021, the agency stopped individuals from entering conflict. There is a percentage plan to remove all individuals who have a conflict to move them to a conflict free case management system by December 31, 2023. The agency provided lists to all providers who they feel have individuals who are potentially in conflict case management. These providers sent an updated list to include the services as well as transition plans to move these people into conflict free case management. As of today, we have approximately 3,724 individuals in conflict, which is approximately a 34% deduction from the initial amount of people reflected in the approved transition plan.

B. Intellectual Disability/Related Disabilities (ID/RD) Waiver Renewal Update

Ms. Manos restated that the public notice information is on DHHS' website and will be on the agency's website soon. Public comment will be open until September 19, 2021, and all commission members and viewing audience are asked to please provide input.

C. Status of Updated on Home and Community Based Services (HCBS) Transition Plan

Ms. Priest gave a brief background and overview of the HCBS Transition Plan (Plan) to include the new compliance required date by the Centers for Medicaid and Medicare Services (CMS) to be March 17, 2023. The purpose of the HCBS rule is "...to maximize opportunities for participants...to receive services in integrated settings and realize the benefits of community living including opportunities to seek employment and work in competitive, integrated settings." She also outlined key provisions of this Plan along with settings, implementation activities evidence packages, state level reviews and statewide Plan updates. Public comments will be accepted from August 23, 2021, to October 1, 2021.
(Attachment F)

D. Quarterly Incident Management Report

Ms. Dalton gave the Incident Management Report for community, residential, day service and regional centers. Questions were asked about the length of time an arrest is made following a report to SLED as well as what types of incidents are being reported.
(Attachment G)

E. Fee-for-Service Update

Mr. Maley commenced by stating the last remaining hurdle for fee-for-service was to add individual residential settings and individual rates in the ID/RD waiver renewal. He thanked DHHS' director, Robbie Kerr, and staff for assisting us in getting these residential tiers in the renewal.

F. Cost Report Update

Mr. Maley noted that the finance team has been working diligently to complete and submit FY19 Cost Report. FY13 and FY14 are complete and on his desk; however, adjustments need to be made to them. Cost Report FY15 should be finished at the end of September. Next, we will have to complete FY18. The last to complete are FY20 and FY21. Hopefully, February of the following year the agency will be able track cost reports annually.

G. COVID-19 Update

Mr. McBurney gave an updated of COVID-19 in our regional centers as well as statewide. The primary reason for an increase in cases is because of the Delta Variant. Emergency rooms are full and most hospitals statewide are under major stress. At the infection control meeting last week, it was reemphasized our guideline/plan to control the spread of COVID-19 in our regional centers. Mr. McBurney thanked Ms. Rebecca Walker, Nurse Consultant - Healthcare Associated Infections Section, and Dr. Brannon Traxler, Director of Public Health, at the SC Department of Health and Environmental Control (DHEC) for their input in our meeting and infection control plan.

Lastly, Mr. McBurney thanked Dr. Jane Kelly, Assistant State Epidemiologist from DHEC, for the hour and a half webinar. The agency will re-implement a weekly Emergency Operations Center (EOC) meetings for staff and providers.

Executive Session

At 12:13 p.m., Chairman Rawlinson requested a motion to begin executive session to receive legal counsel. On a motion by Commissioner Malphrus,

seconded by Commissioner Blackwood and unanimously approved by the commission, executive session began.

Upon rising out of executive session at 1:04 p.m., Chairman Rawlinson announced that no motions or decisions were made, and no votes were taken during executive session. Commission members received legal counsel from attorneys. Commissioner Blackwood made a motion to move item fourteen on the agenda, action item, to now and then resume where we left off on the agenda right before executive session. Commissioner Thomas seconded this motion. The motion was carried with one abstention from Commissioner Lemel.

Commissioner Malphrus made a motion pursuant to a hearing/court order of August 12, 2021 and S.C. Code Section § 44-20-220 which states in relevant part that, "The commission shall appoint and, in its discretion, remove a South Carolina Director of Disabilities and Special Needs who is the chief executive officer of the department." Therefore, I [Commissioner Malphrus] move to terminate the employment of Mary Poole as the State Director of the South Carolina Department of Special Needs effective immediately. Commissioner Blackwood seconded the motion. Commissioner Lemel noted that he is in opposition with this motion and further went on to state that the illegality of the action that was taken followed up by this vote, to him, could have nothing but a negative impact on the morale of our agency; Commissioner Kocher agreed. Commissioners Miller, Malphrus, Rawlinson, Thomas and Blackwood all voted yes; and Commissioners Lemel and Kocher both voted nay to this motion. By a vote of 5-2, the motion was carried to terminate Mary Poole as state director of the agency.

H. Regional Centers' Workforce Initiatives Update

Mr. Britt began by calling attention to the 2021 Relias DSP Survey packet in front of each Commission member. He noted that every week the agency is engaging parents and other members of the community to assist with workforce initiatives that have already been put in place. A major problem now is the current workforce that we have now; we must keep them intact and provide support whenever and wherever possible. We have a dedicated workforce in all regional centers. Mr. Britt asked the commission to approve a bonus of \$300 over the next thirty to sixty days to retain the workforce that we have. These bonuses will go to front line workers and ancillary staff members. This bonus will exclude facility administrators. Commissioner Miller noted that employees in leadership should receive this bonus as well; it should be across the board for the regional centers' staff. Commissioner Miller made a motion to approve a \$300 bonus for thirty days to all DDSN regional center employees at which time Mr. Britt will come back to the full commission to give an update on workforce retention. Commissioner Blackwood seconded the motion; and the \$300 bonus for all regional center workers was unanimously approved. (Attachment H)

New Business

A. Lambs Road Surplus Approval

Mr. Maley stated that Lamb's Road is a vacant two-story former 8-bed Community Residential Care Facility (CRCF) purchased by the agency in 1992. There are numerous life/safety and accessibility issues to this facility and the agency is thereby requesting that we approve to put this facility on state surplus. The property was appraised for \$230,000 on July 19, 2021. Proceeds from the eventual sale of this facility will be split between the agency and the state Proviso 93.15. This will not only reimburse the agency for its outlay in the past year for replacement homes, but also provide additional funds to reimburse the Disabilities Board of Charleston County via a capital grant for a portion of its outlay. Commissioner Malphrus made a motion to surplus Lambs Road facility, seconded by Commissioner Lemel and unanimously approved by the full commission. (Attachment I)

B. Respite Services Overview

Mr. Maley and Ms. Manos gave an in-depth overview of respite services and an analysis of waiver participants' respite budget. Ms. Manos noted that the agency provides a household employer assistance program to reimburse respite workers for such things as trainings and certifications. Commissioner Malphrus made a motion to increase both self-directed and in-home directed caregiver respite rates to \$12.00 and to also give Mr. Maley the authority to address this increase with the Department of Health and Human Services. This motion was seconded by Commissioner Blackwood and unanimously approved by the commission. (Attachment J)

C. FY22 Spending Plan

Mr. Maley spoke extensively about the FY22 Spending Plan to include revenues, expenditures, net operating deficit, cash carry forward, the 6.2% FMAP revenue and the 10% FMAP revenue. He proceeded to look closely at the itemized increases to the baseline spending plan budget. Commissioner Lemel made a motion to approve the spending plan as presented, seconded by Commissioner Miller and unanimously approved by the commission.
(Attachment K)

D. Financial Update

Mr. Maley presented the financial update, FY22 spending plan versus actual expenditures as of 7/31/2021. Commissioner Malphrus made a

motion to approve the updated as presented, seconded by Commissioner Blackwood and unanimously approved by the commission.

Commissioner Malphrus made a motion to approve the purchase of additional equipment of \$50,000 or less. He also asked if the number of days of retention of camera footage be extended from 60 to 90 days. Commissioner Lemel clarified the fact that we are speaking of two separate systems, one is to maintain camera footage past 60 days (preservation), and one is to bring to the office a full day's worth of footage for review (access). Mr. Maley suggested that the agency build requirements and then go to the vendor asking hard questions, then review requirements versus cost and go from there. Commissioners Miller and Chairman Rawlinson suggested that Michael Mickey and Kyla Schultz work on requirements for the cameras and then discuss with the vendor. To which, Mr. Mickey noted that the camera system has always been mandated by the agency's policies. Commissioner Malphrus reworded his motion to come up with a plan to preserve footage for a period of time and to access footage as soon as possible, seconded by Commissioner Blackwood and unanimously approved by the commission.
(Attachment L)

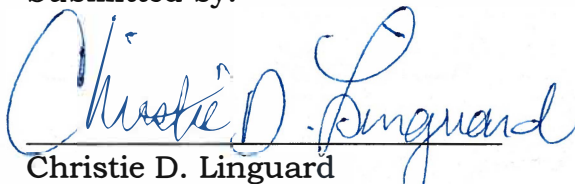
Next Regular Meeting

September 16, 2021

Adjournment

On a motion by Commissioner Blackwood, seconded by Commissioner Miller and unanimously approved by the commission, the meeting was adjourned at 2:52 p.m.

Submitted by:



Christie D. Linguard
Administrative Coordinator

Approved by:

DocuSigned by:
Robin Blackwood
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Commissioner Robin Blackwood
Secretary

SOUTH CAROLINA COMMISSION ON DISABILITIES AND SPECIAL NEEDS

A G E N D A

**South Carolina Department of Disabilities and Special Needs
3440 Harden Street Extension
Conference Room 251 (TEAMS)
Columbia, South Carolina**

August 19, 2021

10:00 A.M.

1. Call to Order *Chairman Stephanie Rawlinson*
2. Notice of Meeting Statement *Commissioner Robin Blackwood*
3. Welcome
4. Adoption of Agenda
5. Invocation *Chairman Eddie Miller*
6. Approval of July 15, 2021 Commission Meeting Minutes
7. Commissioners' Update *Commissioners*
8. Public Input
9. Commission Committee Business
 - A. Finance and Audit Committee *Committee Chair Robin Blackwood*
 1. Financial Approval & Threshold Report for August 2021
 2. Band B and I Report for August 2021
 - B. Policy Committee *Committee Chair Barry Malphrus*
 1. SC Commission on Disabilities and Special Needs (DSN) Bylaws
 2. 413-09-DD: Outside Employment
 3. Committee Updates
10. Special Commission Subcommittees and Taskforce Updates
 - A. Autism Taskforce *Chair Robin Blackwood*
 - B. Communications Subcommittee *Chair Barry Malphrus*
 - C. FMAP Subcommittee *Chair Robin Blackwood*
 - D. ICF Reform & Improvement Taskforce *Chair Stephanie Rawlinson*
 - E. Training Taskforce *Chair Gary Lemel*
 - F. Wage, Equity & Parity Subcommittee *Chair David Thomas*
11. Old Business:
 - A. Status Update on Transition Plan for Conflict Free Case Management *Ms. Lori Manos*
 - B. ID/RD Waiver Renewal Update *Ms. Lori Manos*
 - C. Status Update on HCBS Transition Plan *Ms. Janet Priest*
 - D. Quarterly Incident Management Report *Ms. Ann Dalton*
 - E. Fee-for-Service Update *Mr. Pat Maley*
 - F. Cost Report Update *Mr. Pat Maley*
 - G. COVID-19 Update *Mr. Robb McBurney*

12. New Business:

- A. Lambs Road Surplus Approval
- B. Respite Services Overview
- C. FY22 Spending Plan
- D. Financial Update

Mr. Pat Maley
Mr. Pat Maley
Mr. Pat Maley
Mr. Pat Maley

13. Executive Session

Receive Legal Advice

14. Enter into Public Session

Action Item: Personnel matter related to the position of State Director pursuant to hearing/court order of August 12, 2021 and S.C. Code Section § 44-20-220

15. Next Regular Meeting (September 16, 2021)

16. Adjournment

SOUTH CAROLINA COMMISSION ON DISABILITIES AND SPECIAL NEEDS

MINUTES

July 15, 2021

The South Carolina Commission on Disabilities and Special Needs met on Thursday, July 15, 2021, at 10:00 a.m. at the Department of Disabilities and Special Needs Central Office, 3440 Harden Street Extension, Columbia, South Carolina.

The following were in attendance:

COMMISSION

Present In-Person

Stephanie Rawlinson – Chairman

Barry Malphrus – Vice Chairman

Robin Blackwood – Secretary

Gary Kocher, M.D. (*Joined at 10:46 a.m.*)

Gary Lemel

Eddie Miller

Present Conference Call

David Thomas

DDSN Administrative Staff

Constance Holloway, Interim State Director and General Counsel; Pat Maley, Chief Financial Officer and Deputy Director; Rufus Britt, Associate State Director, Operations; Susan Beck, Associate State Director, Policy; Robb McBurney, Interim Public Information Officer and Legislative Liaison; Michael Mickey, Information Technology Director; Jacob Flowers, Attorney III; Andrew Tharin, Director of Engineering; and Christie Linguard, Administrative Coordinator.

Notice of Meeting Statement

Chairman Rawlinson called the meeting to order and Secretary Blackwood read a statement of announcement about the meeting that was distributed to the appropriate media, interested persons, and posted at the Central Office and on the website in accordance with the Freedom of Information Act.

Adoption of the Agenda

On a motion by Commissioner Blackwood, seconded by Commissioner Malphrus, the commission unanimously adopted the July 15, 2021 meeting agenda as presented. (Attachment A)

Invocation

Commissioner Miller gave the invocation.

Approval of the Minutes from June 17, 2021 Commission Meeting; June 30, 2021 Emergency Commission Meeting and the July 14, 2021 Special-Called Meetings

On a motion by Commissioner Blackwood, seconded by Commissioner Malphrus and unanimously approved by the commission, all three (3) sets of meeting minutes were approved as presented. (Attachment B)

Commissioners' Update

Commissioner Malphrus provided all commission members with a cartoon. Commissioner Blackwood announced that Governor Henry McMaster has proclaimed July 22, 2021 as Fragile X Awareness Day. She spoke briefly and candidly about this syndrome that her son inherited.

Public Input

There was no one public input requests.

Commission Committee Business

A. Finance and Audit Committee

The Finance and Audit Committee met on July 6, 2021. The following topics were presented for review and approval by the Commission:

Financial Approval & Threshold Reporting for July 2021 – there were three (3) solicitations that were presented in the sub-committee meeting that were approved as routine solicitations.

The Comprehensive Permanent Improvement Plan (CPIP) to replace twenty-six variable air volume (VAV) terminals, which the commission approved at the May 20th meeting this year, was presented at the sub-committee. These terminals will be placed at the Whitten Center, Dorm 205. Bids were advertised on June 8, 2021 through the South Carolina Business Opportunities (SCBO); and only one bid was received by Gregory Electric Company of Columbia, SC for a base bid of \$224,460.00. The sub-committee approved this bid and is bringing to the full commission for a vote. Chairman Rawlinson treated the approval from the subcommittee as a motion and second, the commission members unanimously approved the bid from Gregory Electric Company. (Attachment C)

B. Policy Committee

The Policy Committee met on July 13, 2021. The following topic was presented for review and approval by the Commission:

368-10-DD: Records Retention of Individual Service Records – This directive was referred to staff for revisions. Commissioner Lemel made a motion to amend the directive to replace his name for signature as Chairman with Stephanie Rawlinson's name; this motion to amend was seconded by Commissioner Malphrus and unanimously approved. Chairman Rawlinson treated the approval of the actual directive from the subcommittee as a motion and second, the commission members unanimously voted to approve this directive with the amendment. (Attachment D)

Commissioner Malphrus made note that the committee is still amending the Outside Employment directive and will bring it back to the commission once it has been fully vetted. The policy committee will be working hard to review and amend a goal of at least 45 directives this year.

Old Business

A. New Commissioner Committee Assignments

Chairman Rawlinson began by stating that she has spent a month working with staff, the interim director, legal counsel and members of the executive staff to develop committee-types and taskforces to use here at the agency. The goal is to set forth subcommittees and taskforces filled with both staff and persons in the community to work together for recommendations, ideas, etc. in an effort to better serve our consumers. These subcommittees and taskforces will not be able to take votes and the meetings will not be made public. Chairman Rawlinson went through each subcommittee and taskforce along with the purpose and members. Commissioner Malphrus noted that staff holding interim positions at the agency will be replaced on the subcommittees and/or taskforces with whomever is hired for that specific job. Interim State Director Holloway stated that the membership may change over the course of a year but the commission members serving will remain the same. Commission Malphrus made a motion to approve the subcommittees and taskforces presented, seconded by Commissioner Lemel and unanimously approved by the commission. (Attachment E)

B. ID/RD Waiver Renewal Update

Ms. Beck provided a briefing on the status and timeline of the Intellectual Disability/Related Disabilities Waiver renewal, which is due to be renewed on January 1, 2022. Acuity assessments will not be included at this time. The Department of Health and Human Services (DHHS) has given us their timeline to include a presentation with updates and last advisement at their August Medical Care Advisory Committee (MCAC); afterwards, there

will be a public comment posted no later than August 15, 2021 for two webinars between August 15 – September 15, 2021; September 30th is the last submission date for the Centers for Medicare and Medicaid Services (CMS); and October 2, 2021 is 90 days prior to the ID/RD Waiver expiration.

C. Band B & I Issue – Band Change & Outlier Recommendations

Mr. Pat Maley presented seven (7) submissions for outlier requests; staff recommends that all seven (7) not be approved. Commissioner Malphrus made a motion to deny all seven (7) requests, seconded by Commissioner Blackwood and unanimously approved by the commission. (Attachment F)

New Business

A. Regional Centers' Workforce Initiatives

Interim State Director Holloway announced that, with the support from the commission, plans are underway to strengthen services at our five (5) regional centers. In June of this year, all facility administrators were asked to share a memorandum from Ms. Holloway re-emphasizing a zero tolerance for abuse, mistreatment of individuals in our care. In an effort to re-emphasize this zero tolerance even more, our agency has partnered with the Department on Aging (DoA) through a Memorandum of Understanding (MOU) to produce content and training videos that will help to better train direct support care staff in the onboarding process. Ms. Holloway thanked DoA's director, Connie Munn and all of her staff who worked collaboratively for months to produce this MOU for training. Mr. Britt acknowledged and thanked the Long-Term Care Ombudsman, Ms. Dale Watson and General Counsel Nicole Hair at DoA for all of their assistance in establishing this MOU. Mr. Britt also spoke about workforce initiatives that have already been employed or will be employed in the future by the agency. Commissioner Miller made a motion to approve the initiative set forth by the agency, seconded by Commissioner Blackwood and unanimously approved by the commission. Commissioner Lemel would like for Dale Watson and/or Nicole Hair to be added to the Training Taskforce. (Attachment G)

B. Financial Update

Mr. Maley presented the financial update. He noted that the General Assembly and the Governor finalized the agency's budget. This means that DDSN will receive \$11 million in state funds which will turn into \$23 million in matched funding. Mr. Maley also noted that the FY19 cost report is at SCDHHS; it is expected to produce excess cost in the system.

FY13 and FY14 are awaiting Mr. Maley's review and the FY15 may be completed by the middle of August.
(Attachment H)

Executive Session

At 11:05 a.m., Chairman Rawlinson requested a motion to begin executive session to discuss personnel matters to include the hiring of a legislative liaison and a director of the internal audits division. On a motion by Commissioner Blackwood, seconded by Commissioner Miller and unanimously approved by the commission, executive session began.

Upon rising out of executive session at 3:58 p.m., Chairman Rawlinson announced that no motions or decisions were made and no votes were taken during executive session. Commissioners Kocher and Lemel had to leave executive session early.

Next Regular Meeting

August 19, 2021

Adjournment

On a motion by Commissioner Blackwood, seconded by Commissioner Miller and unanimously approved by the commission, the meeting was adjourned at 4:00 p.m.

Submitted by:

Approved by:

Christie D. Linguard
Administrative Coordinator

Commissioner Robin Blackwood
Secretary

Monthly DDSN Staff Report - Financial Approval & Threshold Reporting for July 2021

The purpose of this monthly report is to ensure staff comprehensively reports on all Executive Limitation Policy (800-CP-03) financial transactions for approval and financial threshold reporting requirements. The Finance and Audit Committee will decide which items require presentation to the Commission for a formal vote, as well as which items need only be reported via this monthly report to the Commission to ensure transparent reporting. After the Finance and Audit Committee's decisions, this report will highlight items in **green to notify Commission this will not need a formal vote** and highlight items in **yellow indicating item will require a formal Commission vote to approve**.

I. **New Non-Service Contracts \$200,000 or Greater:**

None.

II. **Existing Service Contracts Increasing \$200,000 or Greater (simple list if based on indiv. choice; detail summary if not):**

None.

III. **\$200,000 or Greater Increase in Personnel Positions for a Program or Division:**

None.

IV. **New CPIP, Re-Scoping of an Existing CPIP, or \$200,000 or Greater Contract within a CPIP:**

None.

V. **New Consulting Contract:**

None.

VI. **New Federal Grant:**

None.

(NOTE: In July of each year, a report of all prior FY non-service expenditures by vendor over \$200,000 will be presented as a "post-payment" review. This will add visibility for expenditures from contracts originated in prior FYs and vendors with separate purchases aggregating over \$200,000 in current FY.)

SOUTH CAROLINA COMMISSION
ON DISABILITIES AND SPECIAL NEEDS

BYLAWS

The Commission expects the South Carolina Department of Disabilities and Special Needs, as the Regulatory agency, to utilize all available federal and state funds, and encourages local leaders to develop additional sources of supplementary support recognizing that:

- a. Resources may not be adequate for all needs and that funding priority must be based on severity of need and vulnerability;
- b. Funding is a resource to individuals to meet identified needs;
- c. Funding accountability will be maintained and enforced.

Article I - OFFICES

The principal office of the Commission shall be co-located with the Central Office of the State Department of Disabilities and Special Needs which is in Richland County at Columbia, South Carolina.

Article II - OFFICERS

1. Officers of the Commission shall consist of a Chairman, Vice Chairman, and Secretary. The Chairman shall preside at all meetings. The Vice Chairman shall preside in the absence of the Chairman, and if neither the Chairman nor Vice Chairman is present, the Secretary shall preside.
2. The Secretary or a designee shall record and keep minutes of all meetings for the permanent record; see that all notices are duly given in accordance with the provisions of these Bylaws or as required by law; be custodian of any and all such records or designate a party to do this; and perform all other duties incident to the office of the Secretary and such duties as from time to time may be assigned by the Commission.
3. No Commission Policy, Department Directive, Procedure or Regulation shall be interpreted to limit Commission members' rights as citizens or limit in any way their authority given by the governor or this Commission.

Article III - ELECTION OF OFFICERS

1. The Chairman, Vice Chairman, and Secretary shall be elected for terms of one year at a time. Provided, however, that the Chairman may not serve more than three consecutive terms (i.e., three years). If the office of Chairman, Vice Chairman, or Secretary shall become vacant, the remaining members shall elect a successor for the unexpired term at the next regularly scheduled Commission meeting. Election of a member to the unexpired term of Chairman shall not preclude the person so elected from being elected to serve three additional full terms of one year each.

2. Election of offices will be held at the June meeting of the Commission each year, with terms beginning at the conclusion of the June meeting, and ending at the conclusion of the next June meeting. At the June meeting the Chairman of the Commission shall open the floor to nominations, starting with the Chairman position and proceeding to Vice Chairman and Secretary. Any party nominated shall agree to serve in the office if elected.
3. Voting shall be by written ballot and shall proceed in the order of Chairman to Vice chairman to Secretary. A simple majority vote shall elect officers. The Chairman shall be entitled to vote once on all ballots for all offices.

In the event there is only one nominee for a given office, the Chairman may ask for a motion to elect by acclamation. In the event two or more nominees are presented for the same office, the following procedure shall apply. Voting shall continue and after each ballot the nominee with the fewest number of votes shall be dropped from the ballot for the next vote until there shall be only two candidates. Voting shall then continue until one nominee is elected by majority vote.

The Chairman shall designate two persons, commission members and/or others, who are not nominees for office to count the votes and report the results to the body.

Article IV - VOTING

1. A majority of the members shall constitute a quorum for the transaction of business at any meeting of the Commission. Any action of the majority present at a meeting at which a quorum is present shall be an act of the Commission. If less than a majority is present at a meeting, then a majority of those present may adjourn the meeting.
2. A member who is present at a meeting of the Commission at which action on any matter is taken shall be presumed to have assented to the action unless the dissent shall be noted at the time, or unless the member files a written dissent to such action with the person acting as Secretary of the meeting before the adjournment of the meeting. Such right to dissent shall not apply to a member who voted in favor of such action.
3. A simple voice vote will be appropriate to transact business.

Article V - MEETINGS

1. The Commission shall normally meet at the Central Office of the Department of Disabilities and Special Needs in Columbia, South Carolina. Meetings may be monthly or at other times and/or locations the Chairman or a majority of the Commission may direct. The Chairman may approve the agenda for full Commission meetings.
2. The Commission may meet in Executive Session in keeping with the reasons and principles set out in the Freedom of Information Act. A vote to enter executive session will be taken in public session. If the vote is favorable the presiding officer shall

announce the specific purpose of the executive session as stated in the Freedom of Information Act, S.C. Code Ann. § 30-4-70 (Supp. 2020). No action shall be taken in the executive session. All actions must take place in a public session.

3. Special meetings of the Commission may be held at any time upon call by the Chairman, or by request of any two members, provided more than 48 hour's notice of the time and place of said meetings and subject be given by the Chairman. Reasonable notice shall also be given to all Commission members for any regularly scheduled meeting.

Emergency Meetings of the Commission (those announced 24 hours or less before the meeting) may be held at any time upon call of two-thirds (2/3) of the Commission, so long as the parties make a reasonable effort to provide notice of the time, place, and subject of said meeting. This is consistent with notice requirements of the state Freedom of Information Act, S.C. Code Ann. § 30-4-80 (Supp. 2020).

4. Any member may waive notice of any meeting, and the attendance of a member at a meeting shall constitute the waiver of notice of such meeting, except where a member attends a meeting for the express purpose of objecting to the transaction of any business because the meeting is not lawfully called or convened.
5. Regularly scheduled and special called meetings will be preceded by proper notice to the public and other interested persons in accordance with the state Freedom of Information Act, S.C. Code Ann. § 30-4-80 (Supp. 2020).
6. Robert's Rules of Order shall be the standard of procedure for the transaction of business at each meeting of the Commission. The Commission shall also comply with the Freedom of Information Act (FOIA) in the conduct of its meetings FOIA supersedes in situations where a conflict may exist with these By-Laws/Robert's Rules of Order.

Article VI - RECORD OF MEETINGS

Within a reasonable time, copies of the minutes of each Commission meeting will be sent to each member as an executive record of the meeting for their study and approval or recommendations for correction at the next meeting. The minutes will be official when approved and countersigned by the Commission Secretary at the next Commission meeting for entering the minutes book and countersigned by the Chairman.

Article VII - COMMITTEES

1. The Commission may create standing and special committees with such powers and duties as the Commission may determine. The Chair will assign members to committees and SCDDSN will provide staff assistance as needed. Committee recommendations will be presented to the Commission for discussion and action. 800-07-CP: The DSN Commission Committee Procedures, details the procedures for each committee.

2. The Executive Committee of the whole will include all Commission members and will serve to consider and act on all Committee recommendations.

Article VIII - ROLE OF THE STATE DIRECTOR

The State Director of Disabilities and Special Needs may meet with the Commission and act in the capacity of Secretary Ex-Officio. The State Director will not have a vote except in the instance of being given a vote by the Commission, nor may the State Director make a motion, but the State Director can discuss and make suggestions to the Commission for its information where indicated in its deliberations.

Article IX - AMENDMENTS

These Bylaws may be amended at special meetings of the Commission, provided that notice of the proposed amendments be given in writing to all the members of the Commission at least five (5) days before said meeting. An affirmative vote of two-thirds (2/3) of the full Commission (or 5 affirmative votes) is necessary to amend these Bylaws.

APPROVED AND ADOPTED by the South Carolina Disabilities and Special Needs Commission this the 19th day of August, 2021.

Chairman

Secretary

Constance Holloway
Interim State Director
Patrick Maley
Chief Financial Officer
Rufus Britt
Associate State Director
Operations
Lori Manos
Interim Associate State Director
Policy



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COMMISSION
Stephanie M. Rawlinson
Chairman
Barry D. Malphrus
Vice Chairman
Robin B. Blackwood
Secretary
Gary Kocher, M.D.
Gary C. Lemel
Eddie L. Miller
David L. Thomas

Reference Number: 413-09-DD

Title of Document: Outside Employment

Date of Issue: August 19, 2021
Date of Last Revision: August 19, 2021 (**NEW**)
Effective Date: August 19, 2021 (30 days after approval)

Applicability: All Full-Time Equivalent (FTE), Temporary Grant, Time-Limited and Temporary Employees of the South Carolina Department of Disabilities and Special Needs.

THE LANGUAGE USED IN THIS DOCUMENT DOES NOT CREATE AN EMPLOYMENT CONTRACT BETWEEN THE EMPLOYEE AND THE SC DEPARTMENT OF DISABILITIES AND SPECIAL NEEDS (DDSN). THIS DOCUMENT DOES NOT CREATE ANY CONTRACTUAL RIGHTS OR ENTITLEMENTS. DDSN RESERVES THE RIGHT TO REVISE THE CONTENT OF THIS DOCUMENT, IN WHOLE OR IN PART. NO PROMISES OR ASSURANCES, WHETHER WRITTEN OR ORAL, WHICH ARE CONTRARY TO OR INCONSISTENT WITH THE TERMS OF THIS PARAGRAPH CREATE ANY CONTRACT OF EMPLOYMENT.

PURPOSE

The purpose of this directive is to prescribe the guidelines by which DDSN employees will request and obtain approval for outside employment. Where outside employment creates the appearance of impropriety, conflict of interest or interferes with an employee’s ability to perform their DDSN job duties satisfactorily, DDSN maintains the authority to disapprove such outside employment, withdraw approval for such outside employment, and take appropriate disciplinary action, up to and including termination.

POLICY

Employees of the South Carolina Department of Disabilities and Special Needs (DDSN) may not engage in outside employment except as indicated in this directive and associated procedures.

Outside employment is defined as any form of employment, business relationship or activity involving the provision of personal services for compensation, other than in the discharge of official DDSN duties. Activities may include, but are not limited to, consulting, advising, testing, performing analyses, or other similar work performed in addition to official DDSN duties or responsibilities.

This directive addresses outside employment, which is separate from dual employment (S.C. Code Ann. Regs. 19-700 (Supp. 2020)). This directive is in addition to and does not exclude Department employees' responsibilities in accordance with the S.C. Code Ann. § 8-13-700 (Supp. 2020).

General Guidelines

- A. DDSN employees shall not engage in outside employment which interferes with the needs of DDSN or which creates a conflict of interest with employment at DDSN. "Conflict of Interest" for purposes of this directive includes, but is not limited to:
 - 1. Outside employment activity that has an objective contrary to the mission of DDSN, or gives the appearance of having such an objective and/or
 - 2. Outside employment activity with an entity or person with whom DDSN has a business relationship and the employee could use his official office or DDSN employment to obtain economic interest for themselves, any family member, an individual with whom they are associated, or the business with which they are associated.
- B. DDSN employees shall engage in approved outside employment only during non-work hours or when the employee is on pre-approved annual leave, compensatory leave, or holiday leave. This provision in no way affects an employee's right to receive compensation for pre-approved annual leave, compensatory leave or holiday leave.
- C. Employees shall not use DDSN or other state facilities, funds, supplies, equipment, personnel, services, time, or other resources in the course of activities related to outside employment.
- D. Employee shall not represent, nor claim to represent, DDSN, or its employees while engaged in outside employment. The employee shall not claim to establish official DDSN directive or guidelines by participation in any form of outside employment.
- E. Employees shall not engage in outside employment as a consultant to any person or entity in an attempt to circumvent the above described conflicts of interest.

- F. Employees shall not engage in outside employment which constitutes an unauthorized practice for state employees under S.C. Code Ann. § 8-13-700 through § 8-13-785 (2019).
- G. The employee shall not use their position with DDSN, nor any information gained as a result of their DDSN position, to secure, continue, promote, or otherwise affect the outside employment.

Request Procedures

- A. To request approval for outside employment, the employee must submit a completed Outside Employment Request Form to DDSNoutsideemployment@ddsn.sc.gov. Upon submission, the Form will be subject to review by the Office of General Counsel. Approval or disapproval will be issued within five (5) calendar days. The Office of General Counsel may request additional information from the requesting employee, or other DDSN personnel, in order to carefully consider all necessary details concerning the request for approval of outside employment.
- B. If the employee was not engaged in outside employment prior to the effective date of this directive, the employee may accept outside employment; however, the employee must submit the Outside Employment Request Form to DDSNoutsideemployment@ddsn.sc.gov within 30 days of acceptance of any position. The requesting employee will receive written approval or disapproval from the Office of General Counsel within five (5) calendar days.
- C. If the employee was engaged in outside employment prior to the effective date of this directive, the employee must submit a request for approval within 30 calendar days of the effective date of the directive. The employee may not continue the outside employment if such employment is disapproved under this directive. If an employee's outside employment is approved, the employee must reapply for written permission through DDSNoutsideemployment@ddsn.sc.gov if the nature of the outside employment changes at any time. Examples of this include change in outside employment duties, significant work schedule changes, or employer status.
- D. Where the Office of General Counsel denies a request for outside employment, the requesting employee may submit for reconsideration with the DDSN State Director. The employee must submit their request and justification for reconsideration to DDSNoutsideemployment@ddsn.sc.gov within 14 calendar days of the Office of General Counsel's initial denial. Upon submission of a reconsideration request, the State Director shall provide the employee notice of decision to uphold or rescind within 10 calendar days. The decision of the State Director is final and not subject to appeal.

Abuse or Violation

- A. Outside employment is not a justification for poor performance, absenteeism, tardiness, deviation from DDSN's Alternate Work Schedule Directive and Guidelines, refusal to travel, to work overtime per the scope of the employee's position, or different work hours.
- B. Upon consideration of DDSN employment-related directives and all available information from the parties involved, DDSN's approval for outside employment may be withdrawn if the efficiency, effectiveness or productivity of the employee deteriorates. The decision of DDSN in such cases shall be made by the Office of General Counsel and is not considered a grievance or appeal under the State Employee Grievance Procedure Act or DDSN's Employee Grievance Directive and Procedures.
- C. Violation of the provisions of this directive and associated procedures may result in revocation of authorization of outside employment and/or disciplinary action, up to and including immediate termination.

Barry D. Malphrus
Vice Chairman

Stephanie M. Rawlinson
Chairman

Attachment: Outside Employment Request Form

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SOUTH CAROLINA DEPARTMENT OF DISABILITIES AND SPECIAL NEEDS

OUTSIDE EMPLOYMENT FORM

SECTION I: TO BE COMPLETED BY EMPLOYEE:

Name: _____

Office/Division: _____ Position Title: _____

Type of Business: _____ Phone Number (include area code): _____

Address (include zip code): _____

Number of Working Hours per Calendar Week (please include work schedule): _____

State Date: _____ End Date: _____

Does the Employer have a business relationship with SCDDSN?: Yes No

Detailed Description of Outside Employment Duties:

If employment involves any of the following, check the appropriate box and explain on an attachment, with a listing of your clients.

- Consulting/Advising on matters related to the business of the Department
- Interacting with or transacting business with South Carolina State Government
- Teaching, writing, or lecturing on matters relating to Department business
- Dealing with persons or firms with whom you may come into official contact on regulatory or procurement matters
- Canvassing or soliciting in which you initiate contact with others
- Any other activities that could create the appearance of a conflict with the Department

EMPLOYEE'S CERTIFICATION

I hereby request approval of outside employment and certify that my services in connection with the outside employment or business referred to above will not have a conflict with or infringe on my duties with or responsibilities to the Department. I understand the Department reserves the right to withdraw approval of my outside employment at any time. I further understand that if my outside employment is approved, I must:

1. Reapply for written permission if the nature of this employment changes at any time;

Employee's Signature

Date: _____

SECTION II: FINAL ACTION - OFFICE OF GENERAL COUNSEL:

Request is: Approved Not Approved

Comments or Special Conditions:

_____ Date: _____
General Counsel's Signature

RESPONSIBILITIES

Section I: Employee

1. Report any outside employment to the Office of General Counsel.
2. Complete an Outside Employment Form and obtain approval prior to performing duties related to outside employment.

Section II: Office of General Counsel

1. Review Outside Employment Form for possible conflict of interest.
2. Approve or disapprove Outside Employment Form.

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Home and Community- Based Services Settings Rule

August 19, 2021



Background

- **Issued by:** Centers for Medicaid and Medicare Services (CMS)
- **Settings:** Places where HCBS waiver services are delivered
- **Effective:** March 2014 with a multi-year transition period

Compliance Required by: March 17, 2023



About the Rule

- **Purpose:**

“...to maximize opportunities for participants ...to receive services in integrated settings and realize the benefits of community living including opportunities to seek employment and work in competitive, integrated settings.”

- **Focus:**

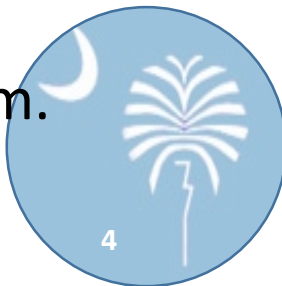
Quality of participants' experiences.



Key Provision: Characteristics of All Settings

All settings must have the following characteristics:

1. Be integrated in and supports full access to the greater community, including opportunities to seek employment and work in competitive settings, engage in community life, control personal resources, and receive services in the community.
2. Be selected by the individual from among setting options which includes non-disability specific settings.
3. Ensure an individual's rights of privacy, dignity and respect, and freedom from coercion and restraint.
4. Optimize autonomy and independence in making life choices, including but not limited to, daily activities, physical environment, and with whom to interact.
5. Facilitate choice regarding services and supports and who provides them.



Key Provision: Additional Conditions For Provider-Controlled Residential Settings

When services are delivered in a **provider-owned or controlled residential setting**, the following additional conditions must be met:

1. Unit...is a specific physical place that can be owned, rented, or occupied under a legally enforceable agreement by the individual receiving services. ^M
2. The individual has privacy in their unit including lockable doors, with only appropriate staff having keys; choice of roommates; and freedom to furnish or decorate the unit within the lease or agreement. ^M
3. The individual has freedom and support to control their own schedule, and activities, including access to food at any time. ^M
4. The individual can have visitors at any time. ^M
5. The setting is physically accessible.

^M can be modified based on the needs of the individual



Key Provision: Settings That Are Presumed To Have The Qualities Of An Institution

The Rule identifies settings that are **presumed** to have the qualities of an institution, which are settings:

- In a public or privately-owned facility that provides inpatient treatment.
- On the grounds of, or immediately adjacent to a public institution.
- That have the effect of isolating individuals receiving Medicaid HCBS from the broader community of individuals not receiving Medicaid HCBS.



Settings Presumed to Have Institutional Qualities Because They Have The Effect Of Isolating

For **South Carolina**, settings may have the effect of isolating are defined as:

- A Community Residential Care Facility (CRCF) that was formerly an ICF/IID, and is physically located next to another CRCF that was also formerly an ICF/IID.
- A disability specific apartment complex.
- A setting surrounded by a fence with a locked gate.
- Three (3) or more HCBS (waiver) settings clustered together operated by the same provider.



Required Actions:

States must:

- Ensure all settings have the required characteristics.
- Ensure all provider-owned or controlled settings meet the additional conditions.
- Identify any settings within the state that are presumed to have the qualities of an institution.
- Take a closer look at those identified settings to determine if the settings overcame the presumption that institutional qualities were present.
- Provide information about each of the identified settings, including the results of the closer look, to CMS.



Implementation Activities (2014 – Present)

- SC Department of Health and Human Services (SCDHHS) reviewed applicable sections of the SC Code of Laws, SC Code of Regulations, SCDHHS Policies, DDSN Service Standards, DDSN Service Manuals, and DDSN Directives.
 - Changes to DDSN Standards, Manuals, and Directives were completed when required.
- SCDHHS reviewed all Adult Day Health Care settings.
- On behalf of SCDHHS, the Public Consulting Group (PCG) completed on-site reviews of all DDSN Contracted Provider-operated settings (*n= 1321*).
 - Review results were shared with DDSN and with each provider agency.



Implementation Activities (2014 – Present)

- DDSN required each provider agency ($n= 54$) to complete an agency-wide Compliance Action Plan (CAP) to address the findings from their PCG review.
 - CAPs were reviewed by DDSN to determine if thorough and complete; providers were expected to implement their CAP.
- DDSN and SCDHHS identified the settings that were presumed to have the qualities of an institution.
 - The providers operating those settings were notified that each setting would require a closer look / additional scrutiny.



DDSN Settings Requiring A Closer Look

Category	Setting Type	Number of Settings
1	Settings in a public or privately-owned facility that provides inpatient treatment	0
2	Settings on the grounds of, or immediately adjacent to a public institution	7
3	Settings that have the effect of isolating ...: <ul style="list-style-type: none"> • A Community Residential Care Facility (CRCF) that was formerly an ICF/IID, located next to another CRCF that was also formerly an ICF/IID. • A disability specific apartment complex. • A setting surrounded by a fence with a locked gate. • Three (3) or more settings clustered together operated by the same provider. 	107
		114



Closer Look / State Level Review

SCDHHS, in partnership with DDSN, created a process / procedure for the review of each setting requiring a closer look, called:

State Level Review



State Level Review –Evidence Packages

For the State Level Review, a package of evidence that supported / proved the setting overcame the presumption that institutional qualities were present was prepared for each setting.

Evidence packages included:

- Information from the provider
- DDSN collected information



Evidence Packages

Provider's evidence could include:

- Information about the community and how people supported can access the community (e.g., transportation and staff support).
- Activity information – how are people are supported to learn about and engage in leisure / recreation activities of interest to them.
- Support Plans (sample) and other relevant information about the person.
- Pictures of the setting – exterior and interior.
- Documentation of other training/information sharing activities, information about Self-advocacy or Advisory groups available, etc.
- Information about training provided to staff.
- Quality assurance / improvement activities conducted by the provider.



Evidence Packages

DDSN collected information could include:

- ✓ The provider's agency-wide Compliance Action Plan (CAP).
- ✓ DDSN Contract Compliance Review results.
- ✓ DDSN Licensing Review results, if applicable.
- ✓ DDSN Residential Observation results, if applicable.
- ✓ DDSN Day Observation results, if applicable.



Evidence Packages

Per CMS, evidence **may not** include:

“Information that focuses on the aspects and /or severity of the disabilities of the individuals served in the setting.”



State Level Review

Evidence Packages were reviewed by:

- A five (5) member State Level Review Team (Team) comprised of:
 - Three (3) SCDHHS staff and
 - Two (2) DDSN staff
- A seven (7) member Stakeholder Advisory Committee was empaneled to review any setting on which the Team could not reach agreement; it was comprised of:
 - Three (3) IMPACT SC representatives
 - Two (2) stakeholder agency (e.g., DD Council, CDR, SC P&A) representatives
 - Two (2) DDSN provider agency representatives



State Level Review Process

- Each evidence package ($n= 114$) was independently reviewed by each Team member.
- After independent review, Team met to discuss each evidence package / setting and reach a decision regarding the setting.



State Level Review Team: Possible Decisions

Category 2 settings (n=7) which are those on the grounds of, or immediately adjacent to a public institution, the Team could determine either:

- The setting overcame the presumption.
 - If so, information about the setting will be submitted to CMS and the setting may be subjected to additional review by CMS; or
- The setting did not overcome the presumption.
 - If so, the state would no longer reimburse for Medicaid waiver services delivered in the setting after March 17, 2023.



State Level Review Team: Possible Decisions

Category 3 settings ($n=107$) which are those that may have the effect of isolating, the Team could determine that the setting:

- Overcame the presumption and full compliance was achieved by July 1, 2021.
 - If so, no further actions would be required.
- Did not overcome the presumption / was not fully compliant by July 1, 2021 but could be compliant by March 17, 2023.
 - If so, information about the setting will be submitted to CMS and the setting may be subjected to additional review by CMS.
- Did not overcome the presumption and cannot achieve compliance by March 17, 2023.
 - If so, the state would no longer reimburse for Medicaid waiver services delivered in the setting after March 17, 2023.



State Level Review Team Decisions

Category	Setting Type	Number of Settings	Decisions
1	Settings in a public or privately-owned facility that provides inpatient treatment.	0	Not Applicable
2	Settings on the grounds of, or immediately adjacent to a public institution.	7	<ul style="list-style-type: none"> • 7 settings were determined to overcome the presumption / be compliant.
3	Settings that have the effect of isolating ... <ul style="list-style-type: none"> • A Community Residential Care Facility (CRCF) that was formerly an ICF/IID, located next to another CRCF that was also formerly an ICF/IID. • A disability specific apartment complex. • A setting surrounded by a fence with a locked gate. • Three (3) or more settings clustered together operated by the same provider. 	107	<ul style="list-style-type: none"> • 84 settings were determined to be compliant by July 1, 2021. • 23 settings were determined to not be compliant by July 1, 2020 but could achieve compliance by March 2023.
	Total # of Settings	114	



Next Steps

- **Category 2:**
 - Information about the **7** settings has been included in the Statewide Transition Plan; a sample of these settings will be selected for review by CMS.
- **Category 3:**
 - **84** settings determined to be compliant by July 1, 2021; no additional actions are required or expected.
 - **23** settings determined to not yet compliant but could achieve compliance by March 2023; information about the settings is being included in the Statewide Transition Plan; a sample of these settings will be selected for review by CMS; **and...**



Next Steps For Settings Not Yet Compliant

SCDHHS has outlined specific actions to be taken by DDSN regarding the (23) settings not yet compliant:

- Create a team to dedicated to providing technical assistance to facilitate compliance and monitoring progress toward compliance.
- Require each of the five (5) providers to develop a compliance transition plan that details the actions to be taken to achieve full compliance by Dec. 30, 2022.
 - This plan must be submitted to DDSN no later than October 1, 2021 for DDSN's review and approval.
 - DDSN may only approve plans that are judged to be thorough and sufficient to ensure full compliance.
 - Each provider must have an approved plan by November 1, 2021.
- Require the each provider to submit to DDSN a quarterly report detailing the implementation / completion of the actions included in their compliance transition plan.



Next Steps For Settings Not Yet Compliant

- Submit to SCDHHS, in May 2022, a mid-year update detailing for each provider their progress toward compliance.
 - The update will be reviewed by the State Level Review Team.
 - As a result of the review, the Team may direct the provider to take specific actions and submit documentation showing the actions were taken.
- Require from each provider, no later than November 1, 2022, the submission of new evidence for each setting that supports full compliance.
 - Evidence may be submitted at any time prior to November 1, 2022.
- Submit to the State Level Review Team new and complete evidence packages for each for setting.
 - Review of and decisions about each setting will be made on or before Dec. 30, 2022.
 - Any setting not determined to be fully compliant by December 30, 2022 will be at risk of losing Medicaid waiver funding after March 17, 2023.



Statewide Transition Plan Updates:

South Carolina Home and Community-Based Services Statewide Transition Plan is being updated to include information about the Category 3 settings.

- Public comments will be accepted **Aug. 23 – Oct. 1, 2021**
- A webinar will be held Aug. 25, 2021, at 11:30 a.m. to explain the updates and receive comments; to register go to:
<https://scdhhs.webex.com/scdhhs/onstage/g.php?MTID=ec31144edd8d69c113a94afcaa3b879d9>
- Comments may be submitted in writing by mail to:
 - Office of Compliance
 - ATTN: Kelly Eifert, Ph.D.
 - South Carolina Department Health and Human Services
 - P.O. Box 8206
 - Columbia, South Carolina 29202-8206
- Comments may also be submitted online at:
<https://msp.scdhhs.gov/hcbs/webform/comments-questions>



More information

<https://msp.scdhhs.gov/hcbs/site-page/hcbs-statewide-transition-plan>

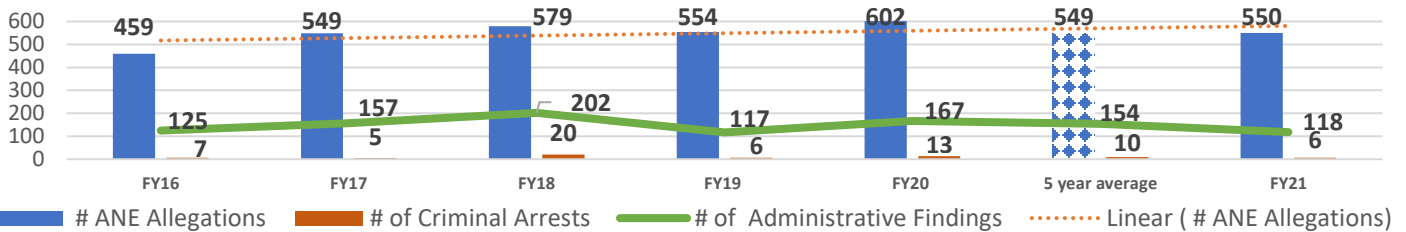


SCDDSN Incident Management Report 5-year trend data

for Community Residential Settings, Day Service Providers, and Regional Centers Thru 6/30/2021

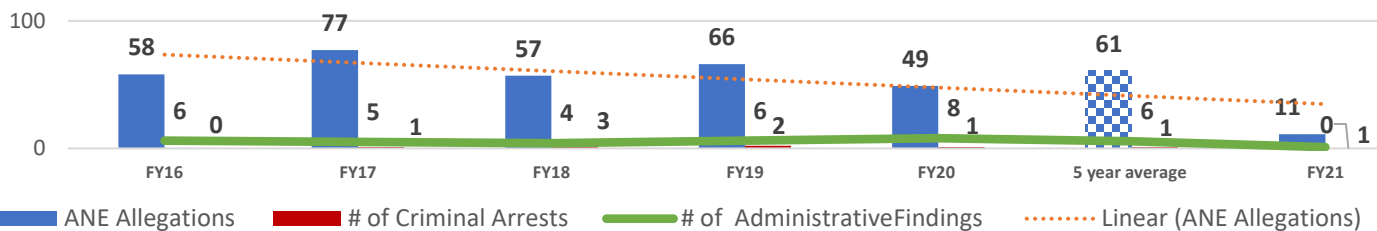
Community Residential	FY16	FY17	FY18	FY19	FY20	5 YEAR Average	FY21
# of Individual ANE Allegations	459	549	579	554	602	549	550
# of ANE Incident Reports (One report may involve multiple allegations)	370	399	404	359	396	386	376
Rate per 100	10.0	11.7	12.5	12.5	13.0	12.0	12.0
# ANE Allegations resulting in Criminal Arrest	7	5	20	6	13	10.2	6
# ANE Allegations with Administrative Findings from DSS or State Long-Term Care Ombudsman	125	157	202	117	167	154	118

ANE Allegations with Comparison to Arrest Data and Administrative Findings- Community Residential FY21



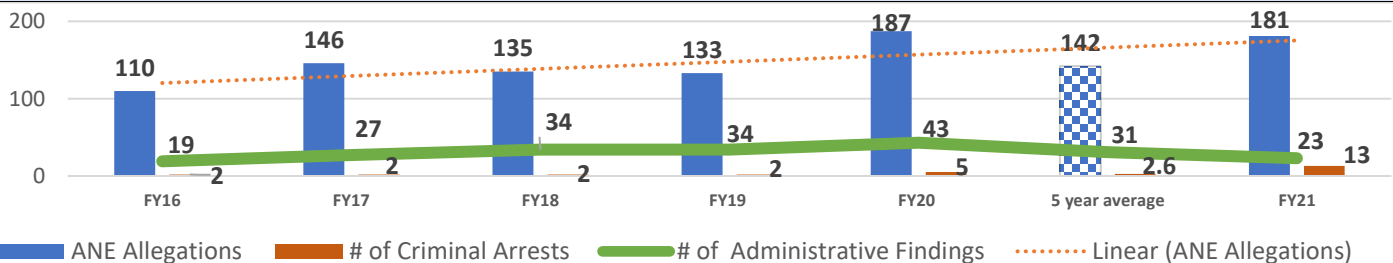
Day Services **	FY16	FY17	FY18	FY19	FY20	5 YEAR Average	FY21
# of Individual ANE Allegations	58	77	57	66	49	61	11
# of ANE Incident Reports (One report may involve multiple allegations)	49	56	46	56	40	49	9
Rate per 100	0.72	0.94	0.71	.89	.62	0.78	.1
# ANE Allegations resulting in Criminal Arrest	0	1	3	2	1	1.4	0
# ANE Allegations with Administrative Findings from DSS or State Long-Term Care Ombudsman	6	5	4	6	8	5.8	1

ANE Allegations with Comparison to Arrest Data and Administrative Findings- Day Services FY21



Regional Centers	FY16	FY17	FY18	FY19	FY20	5 YEAR Average	FY21
# of Individual ANE Allegations	110	146	135	139	187	143	181
# of ANE Incident Reports (One report may involve multiple allegations)	87	104	97	102	136	105	139
Rate per 100	15.4	17.1	19.2	20.9	28.9	20.7	27.9
# ANE Allegations resulting in Criminal Arrest	2	2	2	2	5	2.6	13*
# ANE Allegations with Administrative Findings from DSS or State Long-Term Care Ombudsman	19	27	34	34	41	30.4	23

ANE Allegations with Comparison to Arrest Data and Administrative Findings- Regional Centers FY21



*One staff was arrested for multiple charges/3 victims. In addition, the Solicitor's Office is currently reviewing charges for other 4th quarter reports investigated by SLED.

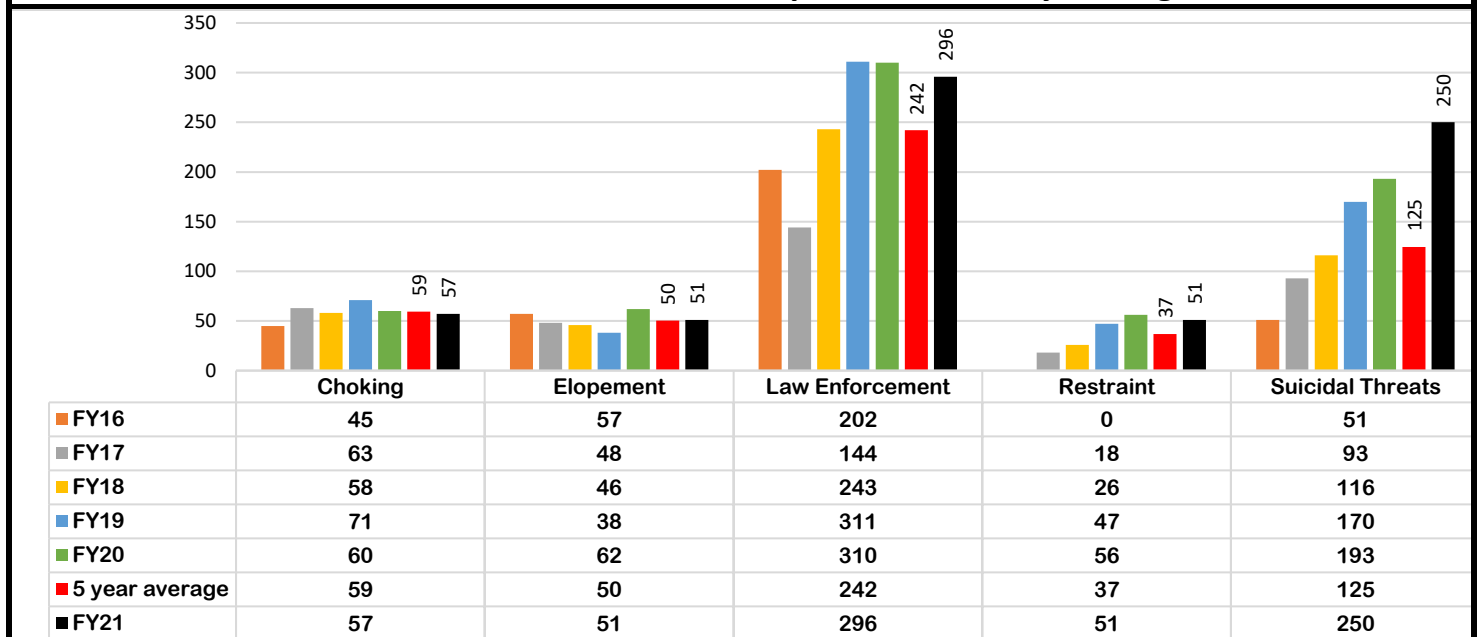
** Most Day Service locations were closed/partially closed during FY20Q4 through FY21Q3 due to COVID-19.

Report Date: 8/12/2021

Death Reporting	FY16	FY17	FY18	FY19	FY20	5 YEAR Average	FY21
# of Deaths Reported- Community Settings	63	78	73	78	86	76	130
Rate per 100	1.4	1.7	1.6	1.6	1.9	1.6	2.8
# of Deaths Reported - Regional Centers	26	24	27	33	22	26	48
Rate per 100	3.6	3.4	3.8	4.6	3.4	3.9	7.0

Community Settings Critical Incident Reporting	FY16	FY17	FY18	FY19	FY20	5 YEAR Average	FY21
# Critical Incidents ***	902	918	1071	916	982	958	974
Rate per 100	10.4	10.5	11.9	9.6	11.8	10.8	10.9
# Choking Events	45	63	58	71	60	59	57
# Law Enforcement Calls	202	144	243	311	310	242	295
# Suicidal Threats	51	93	116	170	193	125	250
# Restraints	Not Reported	18	26	47	56	37	51

5 Year Critical Incident Trend Report- Community Settings



Regional Center Critical Incident Reporting	FY16	FY17	FY18	FY19	FY20	5 YEAR Average	FY21
# Critical Incidents ***	78	108	144	132	135	119	124
Rate per 100	11.0	15.4	20.6	18.6	20.8	17.3	19.1
# Choking Events	2	7	5	6	3	5	5
# Law Enforcement Calls	4	9	5	8	9	7	9
# Suicidal Threats	0	0	16	60	56	26	73
# Restraints	Not Reported	17	26	22	24	22	13

Note: Total CI Reporting numbers for FY16, and FY17 have been adjusted for comparison due to a change in the criteria for reporting implemented in FY18. Major Medical events, hospitalizations related to general health care and business/operational events are no longer reflected in this data.

*** Critical Incident totals exclude COVID-19 Reports for Community Residential and Regional Centers.



2021

Relias DSP Survey

Authors:

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Arlene Bridges, BA

Direct support professionals (DSPs) working for intellectual and developmental disability service providers give their input on supervisor support, recognition, and career advancement.

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INTRODUCTION

High turnover and low retention of direct support professionals (DSPs) continues to be a top-of-mind concern for most intellectual and developmental disability (IDD) providers. While the national turnover rate for DSPs is **42.8%**, this rate can be as high as **64.8%** across individual states.¹

One common cause for this high rate of turnover is that DSPs continue to experience low wages, with a median hourly wage in 2019 of \$12.80 — only a **2%** increase since 2009.² However, the need for direct care is only expected to grow, with projected job growth of **26%** adding over 7 million job openings by 2029.³

While states and IDD providers continue to advocate for higher reimbursement rates for direct support services, what else can organizations do to combat the high turnover and create loyal employees?

In 2019, Relias conducted its first survey of DSPs working in IDD services. The survey was created with the goal of understanding different factors that contribute to DSP retention. The 2019 survey yielded several significant trends among DSPs, including the need for respect and appreciation, better-trained supervisors, and robust career advancement opportunities.

This survey sought to expand upon these themes and dive deeper into the meaning behind the numbers. With more targeted questions on job satisfaction, DSP supervision, showing appreciation, and thoughts on career advancement, the trends of this year's survey show that while many DSPs are satisfied with their current organizations, there is more that leaders could be doing to retain and engage their DSPs.

Who is this report for?

This report is intended to be a resource for organization leaders in IDD services who are seeking insight into different aspects that affect DSP turnover and retention.

This report is also beneficial for IDD and DSP advocates who wish to use this data to inform policies for better working conditions that will increase DSP satisfaction with their organizations and, ultimately, positively affect the individuals whom DSPs serve.

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KEY FINDINGS

Our survey of

679

DIRECT SUPPORT
PROFESSIONALS

across

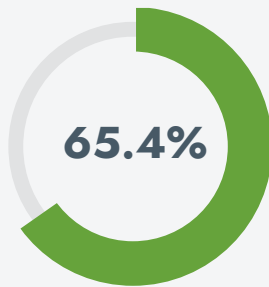
43

STATES

found the following:

Organization and Job Satisfaction

+

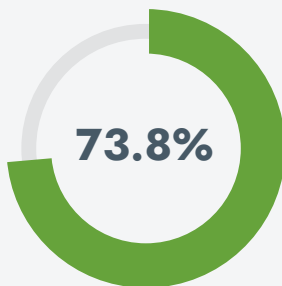


Survey respondents who reported they were somewhat satisfied or completely satisfied working at their current organization.

+ Overall, DSPs who had been working for their organization for less than one year, or who had one year or less total experience as a DSP, were more satisfied with their jobs, supervisors, and their organization's appreciation and recognition efforts. DSPs who had been working at their organization between one and six years, or who had a total of one to six years of experience as a DSP, were the least satisfied with their jobs, supervisors, organization appreciation and recognition efforts, and career advancement opportunities.

Supervision

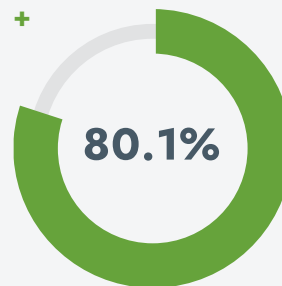
+



DSPs who were somewhat or completely satisfied with their supervisors.

+ DSPs who were satisfied with their supervisors were significantly more likely to report that they enjoyed working at their current organization.

+




A large majority of DSPs (**80.1%**) said having a safe platform to provide feedback about a supervisor was very or extremely important. But only **55.2%** said they had a current avenue to provide safe feedback.

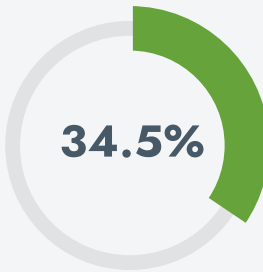
+ DSPs who were satisfied with their supervisors were significantly more likely to report having a safe avenue to provide feedback regarding their supervisors and more likely to report feeling comfortable talking to their supervisors about job-related stress and personal stress.

Appreciation and Recognition

+ Receiving direct recognition from a supervisor was the most valuable form of appreciation for the DSPs surveyed, followed by the organization providing professional development opportunities and providing new leadership or career opportunities.

+  59.8% The most common way organizations showed appreciation was through offering a reward of some kind such as gift cards.

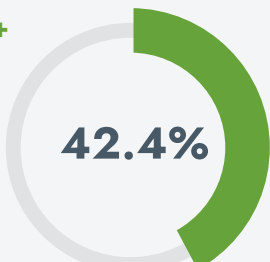
 54.6% The second most common way was by providing private recognition from a direct supervisor.

+  34.5%

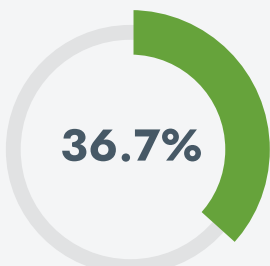
of the DSPs surveyed said they feel like they are not appreciated for their work.

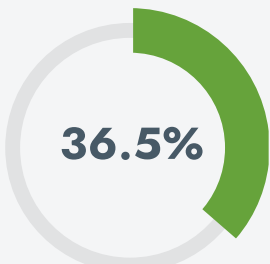
+  52.3% The majority of respondents said they would be “much more likely” to stay if their organization showed greater appreciation for their work.

Career Advancement

+  42.4% **PAY FOR EDUCATION TOWARD A DEGREE**
The most popular choice for career advancement programs that would be most impactful to DSPs was organizational opportunities to pay for education toward a degree.

OFFER A PROFESSIONAL LADDER TO A LEADERSHIP POSITION

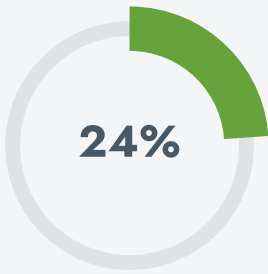
 36.7% **PAY FOR A CERTIFICATE PROGRAM**
The second most popular choice was the organization paying for a certificate program (e.g., CNA).

 36.5%

The third most popular choice was a professional ladder to a leadership position in the company.

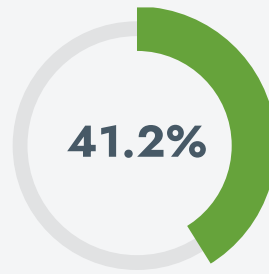
+ DSPs also identified the need for ongoing, in-service, or on-the-job training as desirable career advancement opportunities.

+



Almost one-quarter of respondents said their organization did not have any career advancement programs for DSPs.

+



When asked how much more likely DSPs would stay at their current organization if they provided strong career advancement programs, **41.2%** said they would be much more likely to stay.

+



of DSPs surveyed said they would be “very likely” or “extremely likely” to leave their current organization without the opportunity to advance in their career in the next one to two years.

SURVEY RESEARCH METHODOLOGY

In partnership with Hanover Research and the American Network of Community Options and Resources (ANCOR), the survey was distributed to direct support professionals in December 2020 and March 2021.

Statistical significance testing was performed across different groups with a **95%** confidence level using Chi squared or ANOVA tests with $p = \text{less than } 0.05$. Groups compared for the survey included:

- + DSPs who were satisfied vs. dissatisfied with their organization
- + DSPs who were satisfied vs. dissatisfied with their supervisor
- + DSPs who were satisfied vs. dissatisfied with their organization's appreciation efforts
- + DSPs based on years of experience
(LESS THAN ONE YEAR, BETWEEN ONE AND SIX YEARS, AND MORE THAN SEVEN YEARS)
- + DSPs based on tenure at current organization
(LESS THAN ONE YEAR, BETWEEN ONE AND SIX YEARS, AND MORE THAN SEVEN YEARS)

SURVEY RESPONDENT DEMOGRAPHICS

Total Respondents

+ **679**

direct support professionals responded to the survey.

Age

+ The average age of survey respondents was 44 years old. This is comparable with other reports that identify the median age across all direct care at 43 years old.⁴ There was a wide distribution in age, with the youngest respondents at age 18 and the oldest respondents at age 73.

Race and Ethnicity

+ The majority of survey respondents identified as white or Caucasian, with Black or African American respondents being the next largest group identified.

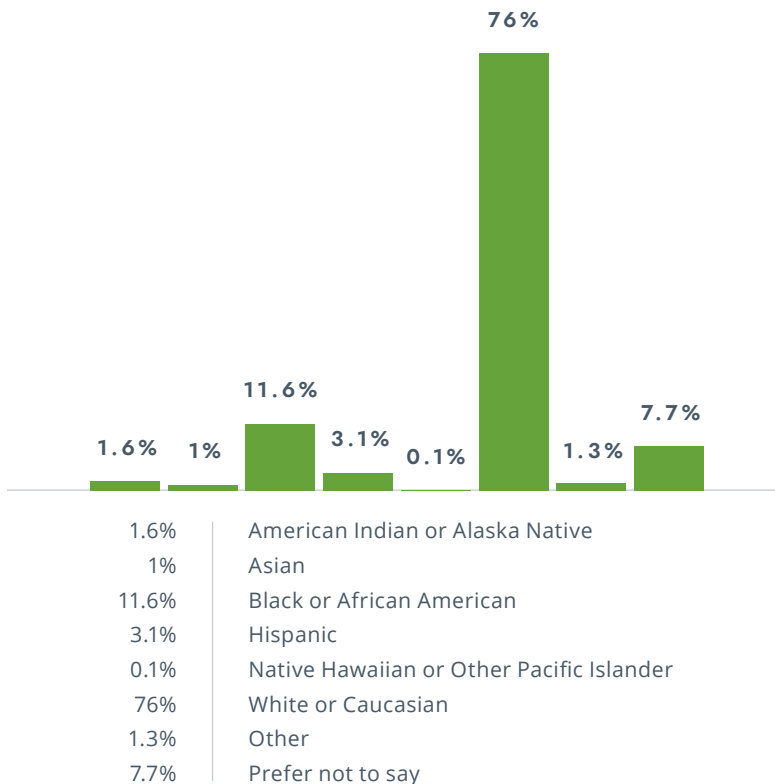
76%

WHITE OR CAUCASIAN

11.6%

BLACK OR AFRICAN AMERICAN

WHICH OF THE FOLLOWING BEST DESCRIBES YOUR RACE/ETHNICITY?

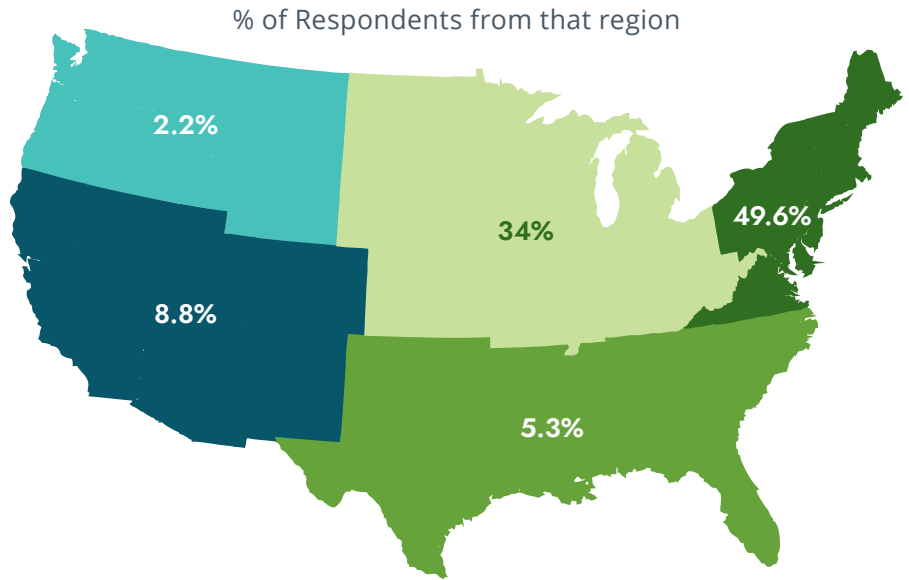


+ A [2018 survey of direct care workers](#) shows the race and ethnicity of DSPs in the United States to be much more varied, with more than half of all direct care workers identifying as people of color, and only **41%** identifying as white or Caucasian.⁵

Geographic Area

+ **43**

total states were represented in the survey. Most survey respondents resided in the Northeastern United States (49.6%). The region with the least amount of representation was the Northwestern United States (2.2%).



of Respondents from that region

15

60

231

36

337



NORTHWEST



WEST



MIDWEST



SOUTH



NORTHEAST

of States Represented

3

10

12

8

10

Length of Time as a DSP

- + Over half of those who responded to the survey, **52.5%**, had worked as DSPs for longer than seven years; **22.4%** of these individuals have worked as a DSP for 16 years or more.

The second largest group of respondents were those who had worked as DSPs between one and six years, **40.7%**. Only **6.8%** of survey respondents have worked as a DSP for less than a full year.

QUESTION: HOW LONG HAVE YOU BEEN WORKING AS A DSP?

6.8%

LESS THAN 1 YEAR

40.7%

BETWEEN 1 AND 6 YEARS

52.5%

7 YEARS OR MORE

Length of Tenure at Current Organization

- + The majority of respondents (**48.6%**) reported having worked at their current organization between one and six years. Within this group, the largest subgroup who responded had worked as DSPs between one and two years (**19.9%**). And **41%** of respondents had worked at their current organization for seven years or more, while **10.3%** had worked at their current organization for less than a year.

QUESTION: HOW LONG HAVE YOU BEEN A DSP AT YOUR CURRENT ORGANIZATION?

10.3%

LESS THAN 1 YEAR

48.6%

BETWEEN 1 AND 6 YEARS

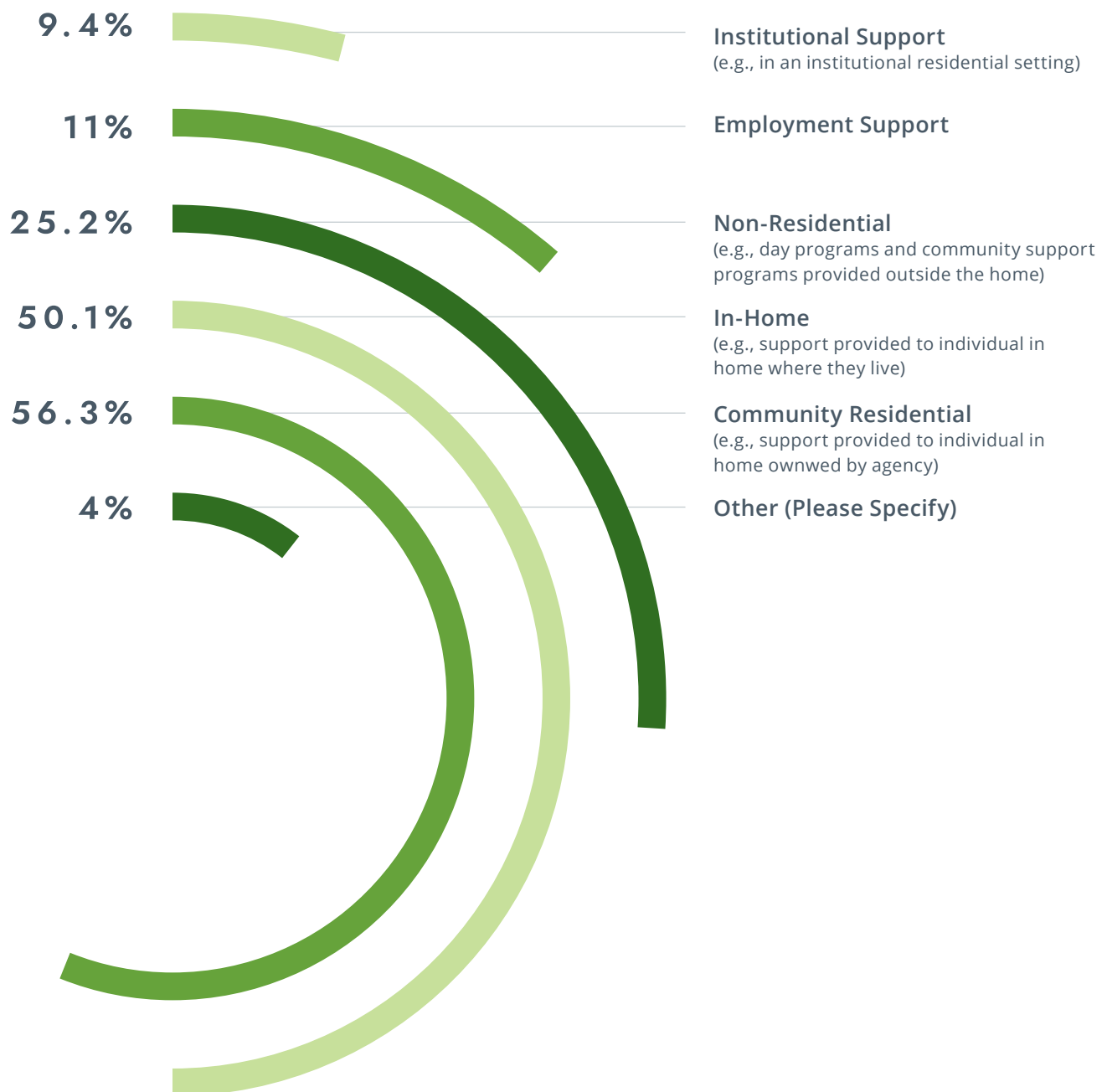
41%

7 YEARS OR MORE

Types of Support Provided

+ The majority of respondents (**56.3%**) reported that they work for in-home supports (support provided to individuals in their own home) or community residential supports (support provided in a home owned by a provider agency) (**50.1%**). “Other” lines of service included public schools, supports coordinators, and benefits coordinators.

QUESTION: WHICH OF THE FOLLOWING TYPES OF SUPPORT DO YOU PROVIDE AS A DIRECT SUPPORT PROFESSIONAL (DSP)?



ORGANIZATIONAL AND JOB SATISFACTION

The majority of respondents (**a total of 65.4%**) reported they were “somewhat satisfied” or “completely satisfied” working at their current organization, and **8.7%** were neither satisfied nor dissatisfied with their organization. Almost one-quarter of respondents (**23.9%**) reported they were “somewhat dissatisfied” or “completely dissatisfied” with their organization.

QUESTION: HOW SATISFIED ARE YOU WORKING AS A DSP AT YOUR CURRENT ORGANIZATION?

6.5%

COMPLETELY DISSATISFIED

29.9%

COMPLETELY SATISFIED

17.4%

SOMEWHAT DISSATISFIED

35.5%

SOMEWHAT SATISFIED

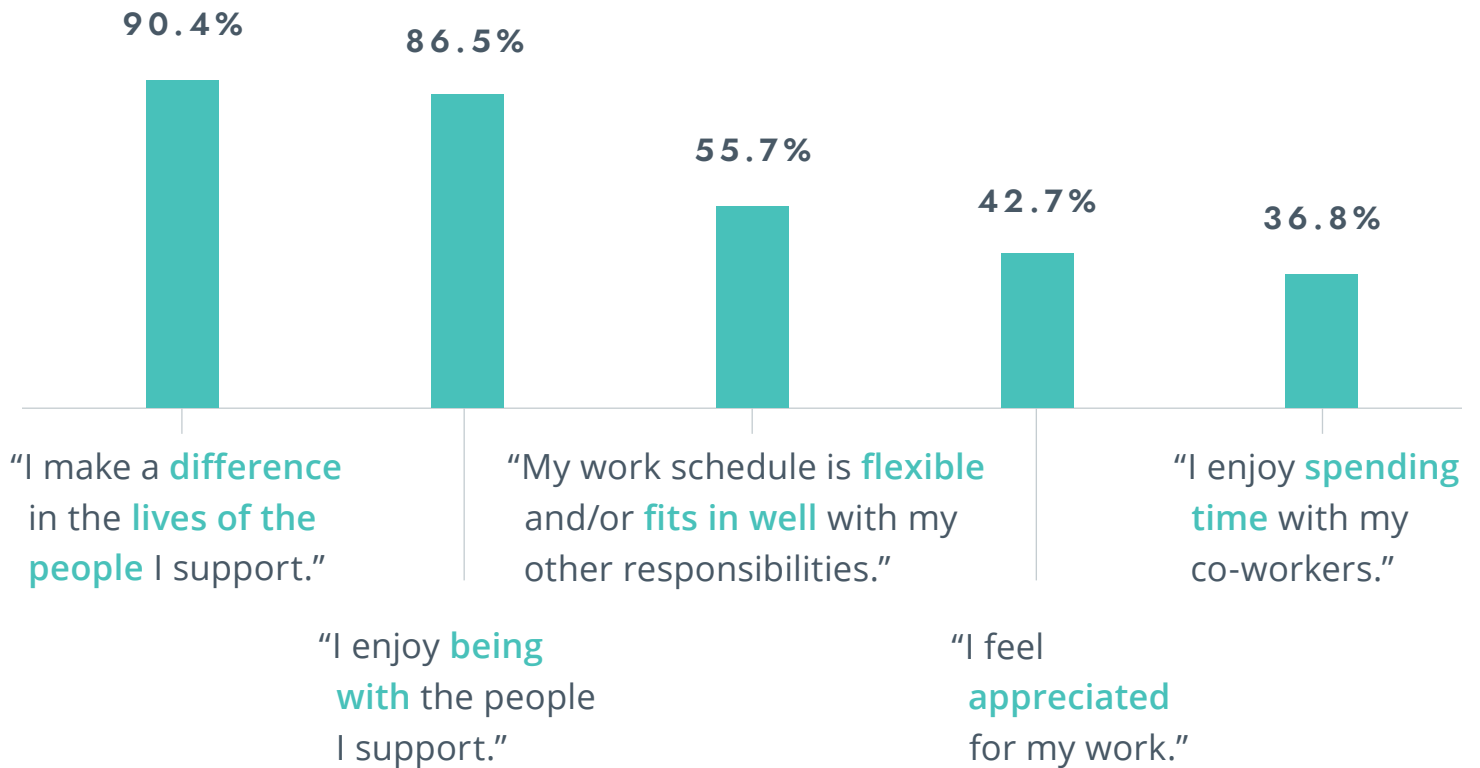
8.7%

NEITHER SATISFIED
NOR DISSATISFIED

Looking at DSPs who had been at their organization for less than one year, **72.8%** were satisfied with their current organization. That is more than those who had been at their organization for seven or more years (**66%**) or between one and six years (**63.4%**).

What DSPs Enjoy About Their Work

+ When asked to choose which aspects of work they enjoyed as a DSP, the following were the most common answers:



There were several significant differences when comparing DSPs who were satisfied with their organizations against those who were dissatisfied with their organizations.

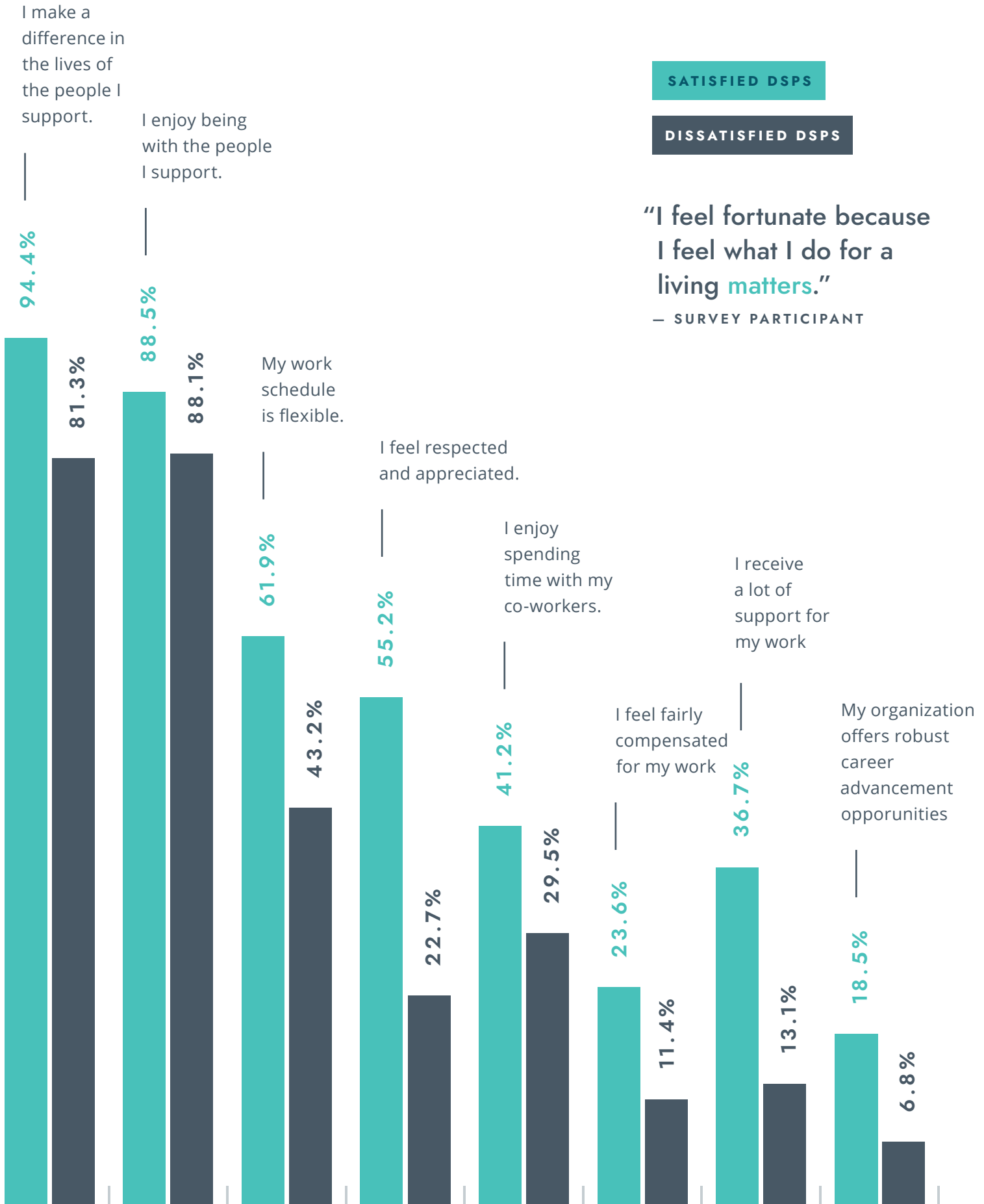
DSPs who were satisfied working at their organizations **were more likely to report that they feel like they make a difference in the lives of the people they support, enjoy being with the people they support, and feel respected and appreciated.**

They were also significantly more likely than their dissatisfied counterparts to report that they enjoy spending time with co-workers and feel they are fairly compensated.

DSPs who were satisfied with their organizations were also more likely than dissatisfied DSPs to report that they received a lot of support for their work and that their organizations offered robust career advancement opportunities.

What DSPs Enjoy About Their Work

COMPARING DSPS WHO WERE SATISFIED VS. DISSATISFIED WITH THEIR ORGANIZATION: WHAT DO YOU LIKE ABOUT WORKING AS A DSP?



SATISFIED DSPS

DISSATISFIED DSPS

“I feel fortunate because I feel what I do for a living matters.”

— SURVEY PARTICIPANT

What DSPs Dislike About Their Work

+ When asked to choose which aspects of work they least enjoyed as a DSP, the following were the most common answers:

50.7%

49.3%

34.5%

25.9%



"I **do not** receive enough support for my work."

"I feel like I **am not appreciated** for my work."

"I **am not fairly compensated** for my work."

"**COVID-19** has made my job significantly harder."

Write-in commentary from respondents identified other areas that caused them to dislike their jobs. Some of these included challenging behavior from persons served (e.g., "being abused and hit by my clients"), management turnover, lack of ongoing training, high volume of work, and low pay.

Between DSPs who were satisfied vs. dissatisfied with their organization, there continued to be several significant differences between the groups when it came to what they disliked about their work. Overall, dissatisfied DSPs were more likely to report that they did not feel like they were making a difference in the lives of the people they support.

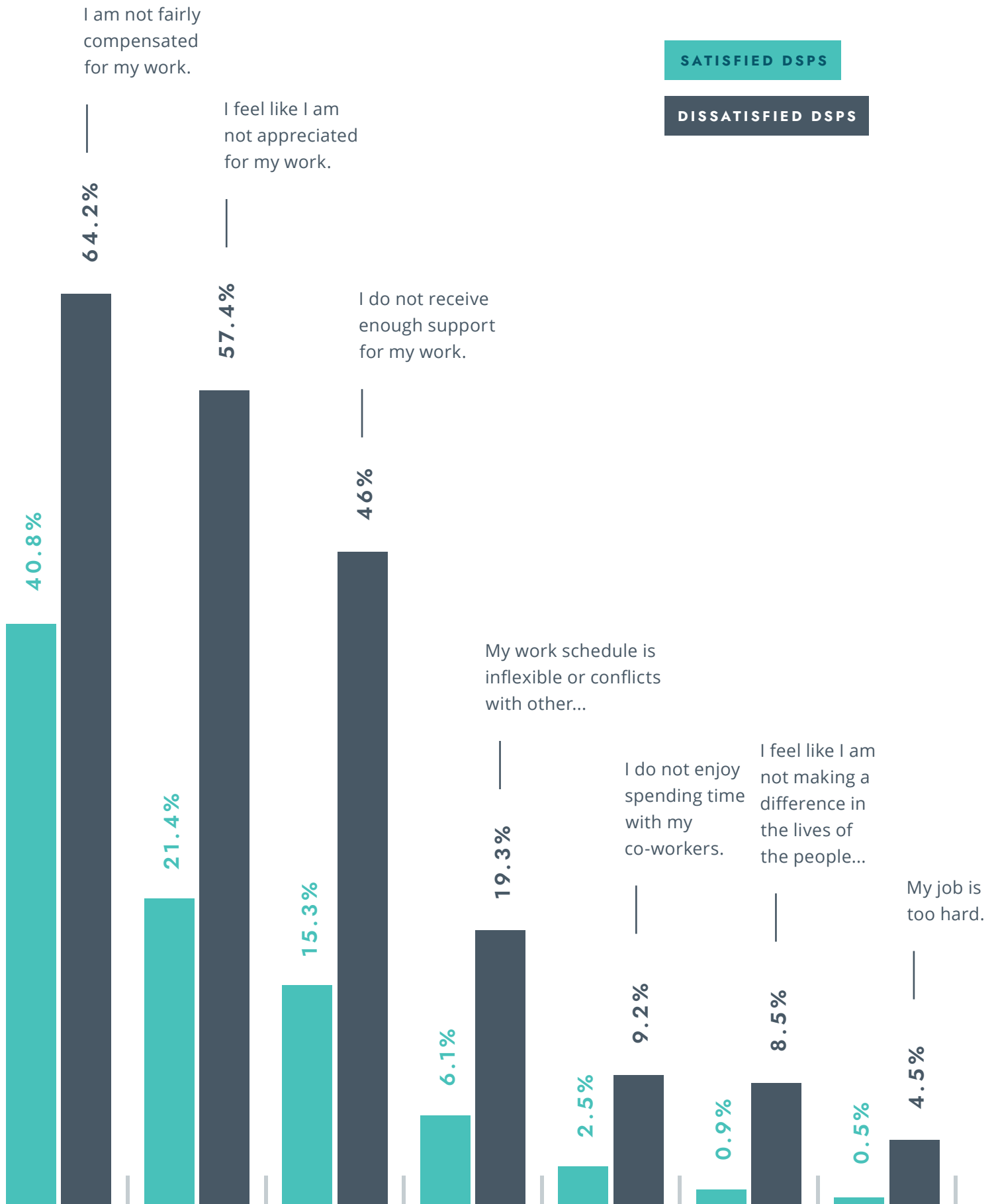
They were also more likely to report that they did not enjoy their co-workers, did not feel appreciated for their work, felt like their job was hard, did not receive enough support for their work, or felt they were

fairly compensated for their work. Dissatisfied DSPs were much more likely to report that their work schedule was inflexible or conflicted with other responsibilities outside of work.

There was no significant difference between satisfied and dissatisfied DSPs who dislike working at their current organization because they do not enjoy spending time with the people they support, or who marked that COVID-19 had made their job significantly harder.

What DSPs Dislike About Their Work

COMPARING DSPS WHO WERE SATISFIED VS. DISSATISFIED WITH THEIR ORGANIZATION: WHAT DO YOU LIKE ABOUT WORKING AS A DSP?

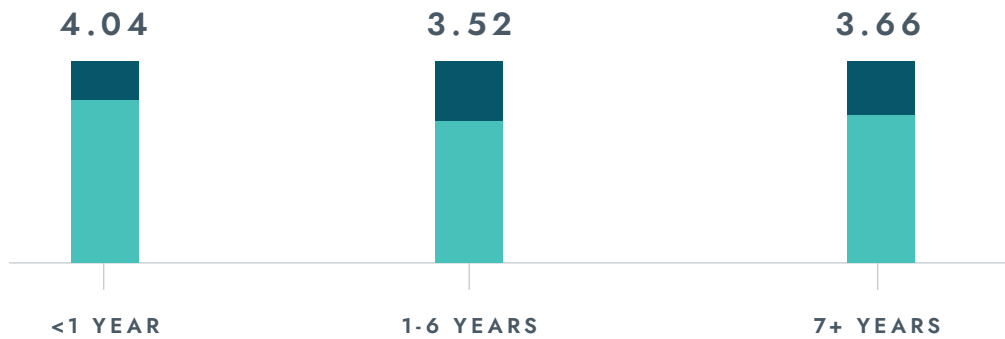


Comparing Years of Experience

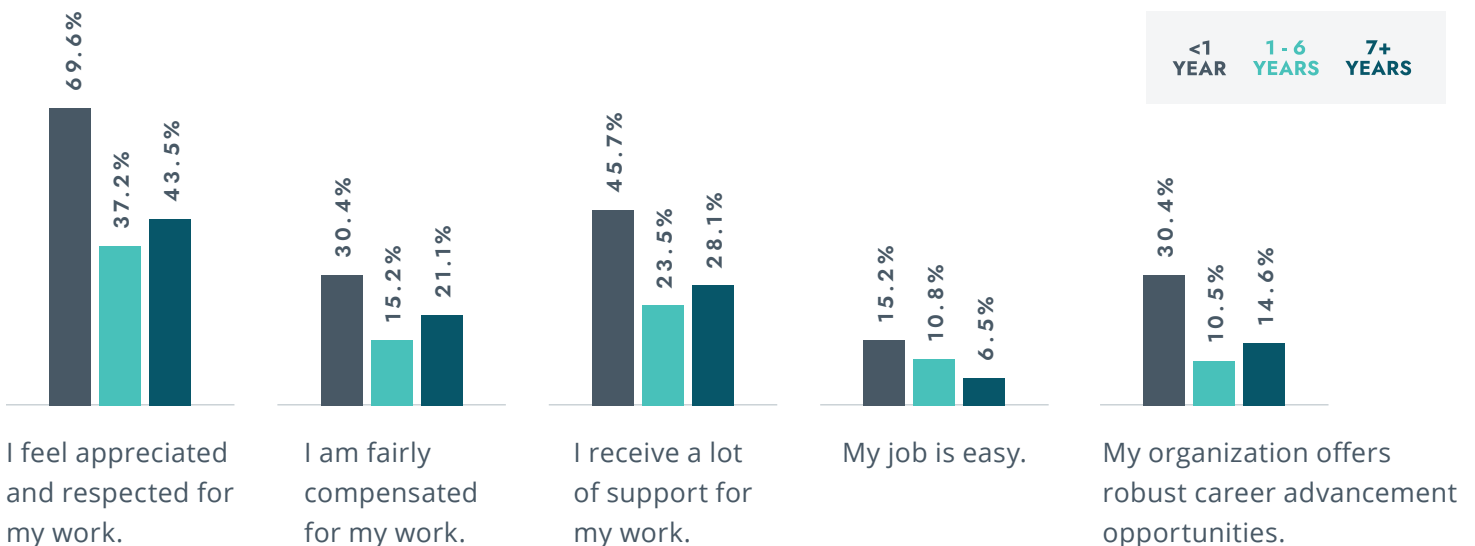
+ DSPs with less than one year of experience were significantly more likely than DSPs with one to six years of experience to say they were satisfied with their current organization. They were also more likely to be satisfied with their current organization than those with more than seven years of experience.

+ DSPs with less than one year of experience were significantly more likely to say they felt fairly compensated, felt like their job was easy, and felt like they received a lot of support for their work. They also were significantly more likely to report that they liked working at their current organization because of robust career advancement opportunities and that they felt appreciated for their work.

QUESTION: HOW SATISFIED ARE YOU WORKING AS A DSP AT YOUR CURRENT ORGANIZATION? (RATED OUT OF 5)



QUESTION: WHAT DO YOU LIKE ABOUT WORKING AT YOUR CURRENT ORGANIZATION? (BY YEARS OF EXPERIENCE)



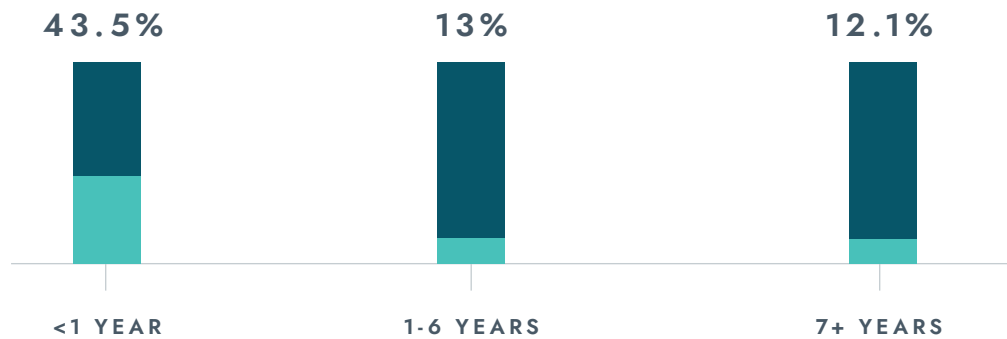
- + There were no significant differences between the groups regarding the following reasons for enjoying their job: I enjoy being with the people I support, I make a difference in the lives of the people I support, I enjoy spending time with my co-workers, or my work schedule is flexible and/or fits well with my other responsibilities.

DSPs with less than one year of experience were significantly more likely to report that they did not dislike anything about their job.

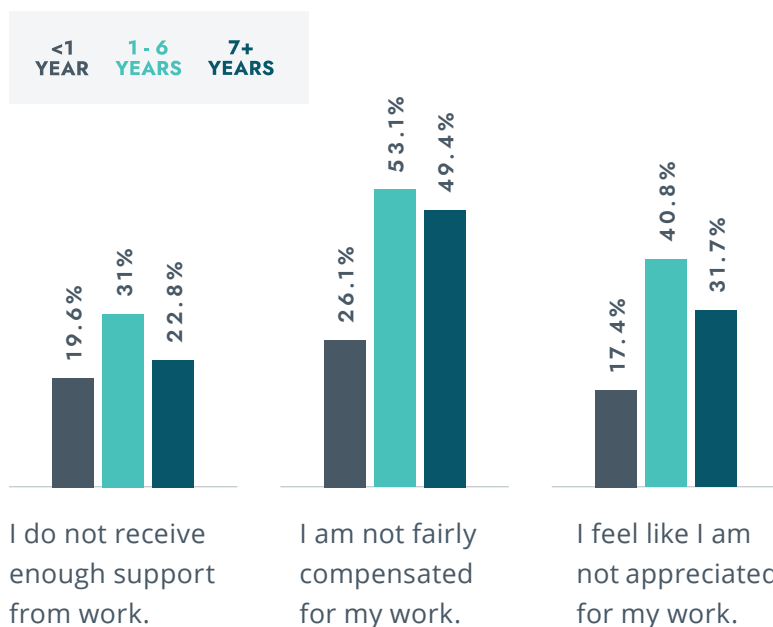
- + There were some significant differences between the groups in regard to what they disliked about working at their current organization, specifically for DSPs who had been working between one and six years.

DSPs with one to six years of experience were significantly more likely to report they disliked working at their current organization because they did not feel appreciated for their work. They were also significantly more likely to report that they did not feel fairly compensated for their work, and that they did not receive enough support for their work.

PERCENT OF DSPS WHO DON'T DISLIKE ANYTHING ABOUT THEIR JOB, BY YEARS OF EXPERIENCE



QUESTION: WHAT DO YOU DISLIKE ABOUT WORKING AS A DSP AT YOUR CURRENT ORGANIZATION? (BY YEARS OF EXPERIENCE)



- + There were no significant differences between the groups regarding the following reasons for disliking working as a DSP at their current organization: I feel like I am not making a difference in the lives of the people I support, I do not enjoy spending time with my co-workers, my job is too hard, and my work schedule is not flexible.

COVID-19 CONSIDERATIONS

One important consideration for this year's report, which certainly cannot be overlooked, is the impact of the COVID-19 pandemic on DSPs and IDD services. Difficulty with COVID-19 was the most reported reason for disliking working as a DSP, with **50.7%** of respondents reporting this.

Other studies from IDD service industry leaders found comparable results. The National Association for Direct Support Professionals (NADSP) and the Institute on Community Integration (ICI) released a joint national survey regarding the DSP workforce and COVID-19 in April 2020 and issued a six-month follow-up in November 2020. In the follow-up report, respondents indicated that the pandemic had made staffing more difficult and increased the stress, expectations, and risk for those who remained in their positions. Over half of the respondents (**54%**) said their work life was getting worse.⁶

When asked to elaborate on the difficulties of the job, some of the comments DSPs provided in our survey included the following:

"It's upsetting. Especially since with COVID, my life has become work."

Respondents also indicated that the pandemic was hampering organizations' ability to provide employee appreciation and support:

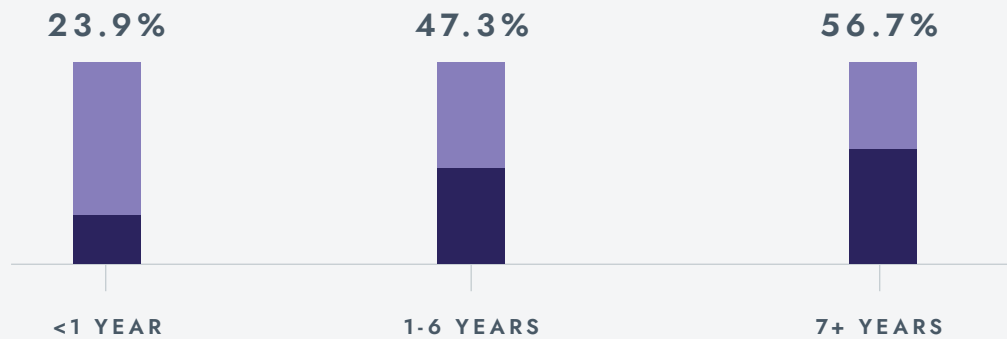
"[Employee appreciation] is lacking with the pandemic."

Some DSPs reported that difficulty with regulations and safety during COVID-19 and barriers created by policies and procedures were hard to handle:

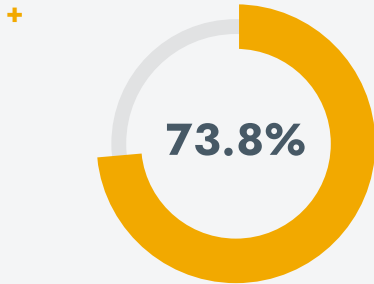
"The sheer volume and complication of providing needed services is MUCH too strict and with the pandemic, those rules and regulations are causing undue harm to service providers and the individuals."

When comparing years of experience, DSPs who had been working at their organization for seven or more years were significantly more likely to report that they dislike working as a DSP because COVID-19 has made their job significantly harder. DSPs who had been working at their organization for less than one year were the least likely to report this.

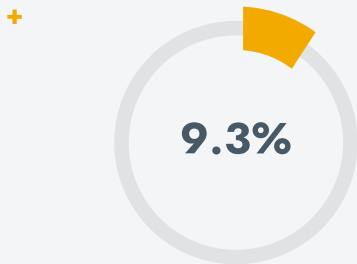
PERCENT OF DSPS WHO DISLIKE WORKING AS A DSP AT THEIR CURRENT ORGANIZATION BECAUSE COVID-19 HAS MADE THEIR JOB SIGNIFICANTLY HARDER, BY YEARS OF EXPERIENCE AT THEIR CURRENT ORGANIZATION.



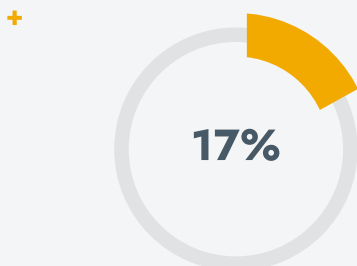
Supervisor Satisfaction



of survey respondents said they were “somewhat satisfied” or “completely satisfied” with their current supervisors.

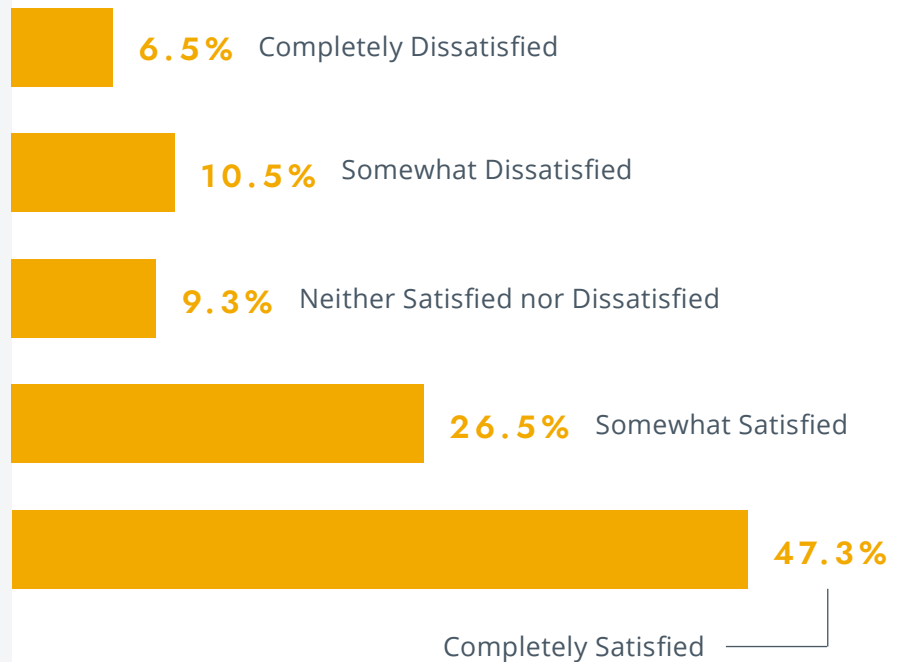


reported they were neither satisfied or dissatisfied with their supervisors.



reported they were “somewhat dissatisfied” or “completely dissatisfied” with their current supervisors.

QUESTION: HOW SATISFIED ARE YOU WITH YOUR CURRENT SUPERVISOR?



DSPs who were satisfied with their supervisors were significantly more likely to report that they were also satisfied working as a DSP at their current organizations.

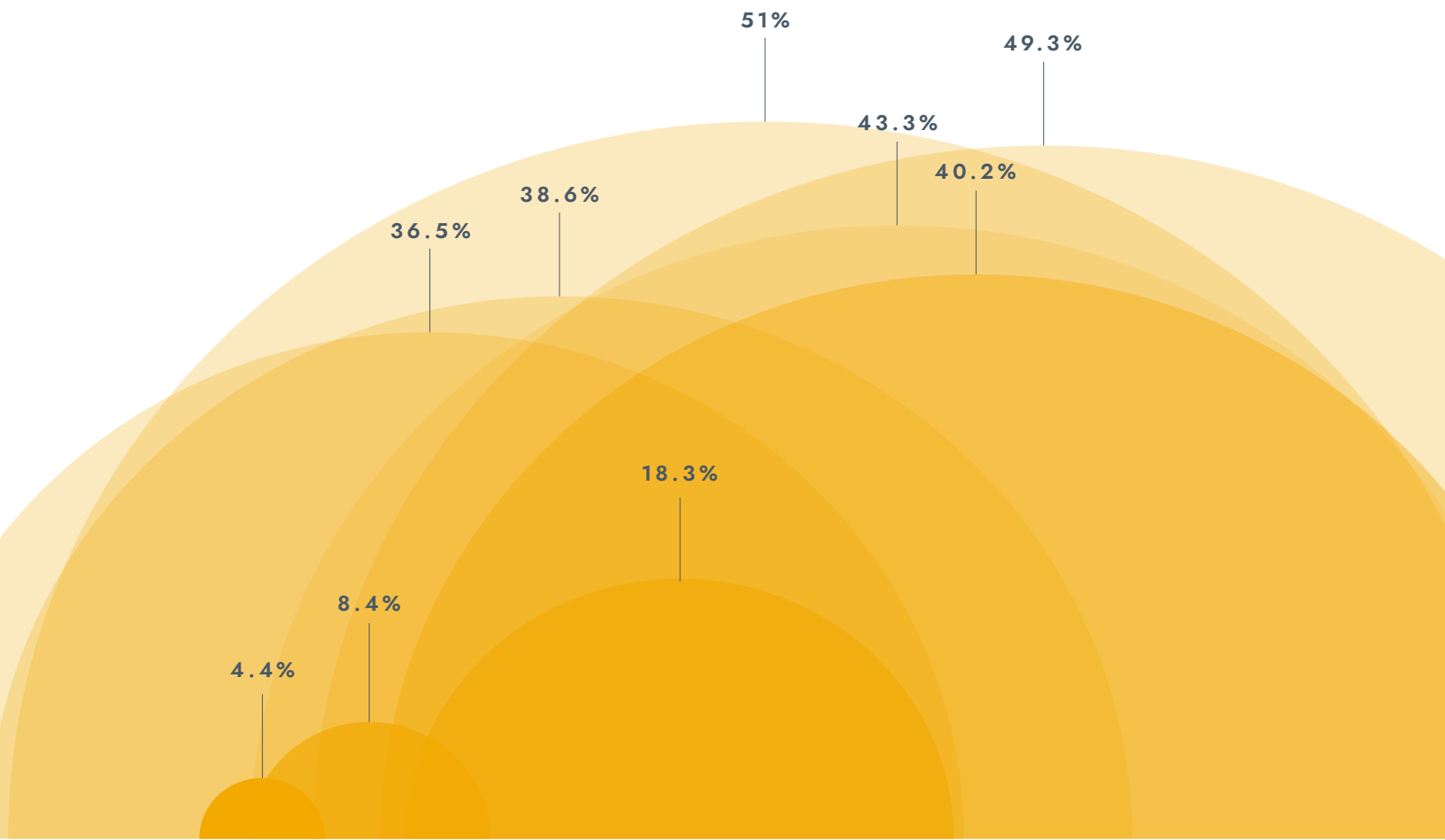
Supervisor Attributes

- + This survey asked DSPs to rank which attributes of a supervisor they found to be the most important. They were also asked to rank which attributes of a supervisor would most discourage them as a DSP.

Among positive supervisor attributes, most DSPs reported “Shows respect for staff as an individual,” “Open and transparent communication,” and “Shows appreciation for a job well done.”

QUESTION: AS A DSP, WHICH OF THE FOLLOWING ATTRIBUTES DO YOU FIND MOST IMPORTANT IN A SUPERVISOR? (SELECT UP TO 3)

4.4%	Other (Please Specify)
8.4%	Provides Emotional Support
18.3%	Provides Workplace Support
36.5%	Has a Positive Attitude
38.6%	Acts as a Mentor
40.2%	Shows Respect for Staff as an Individual
43.3%	Shows Appreciation for a Job Well Done
49.3%	Holds All Staff Accountable in an Equal Manner
51%	Open and Transparent Communication Surrounding Important issues



When asked to fill in a response for “other,” many respondents answered that “all of these” were important attributes. Some other comments on positive supervisor attributes included the following:

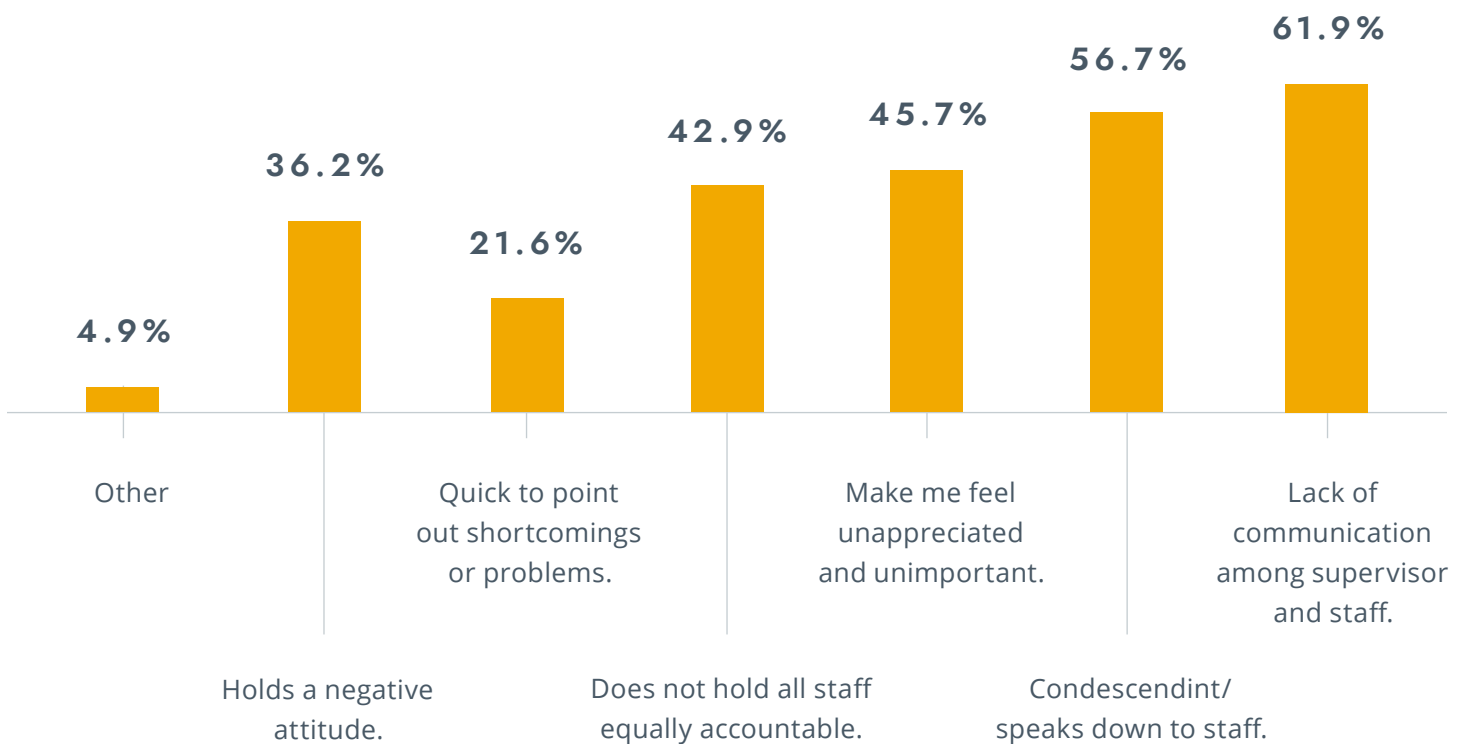
“Assists with day-to-day operations. Willing to step in and help!”

“Is honest and transparent about the decision they make, follows ethical and professional standards.”

“Willing to voice an opinion and stand up for their employees.”

Among negative supervisor attributes, most DSPs reported “Lack of communication among supervisors and staff,” “Condescending/speaks down to staff,” and “Makes me feel unappreciated and unimportant.” Again, when asked to fill in a response for “other,” many respondents reported that “all of these” attributes from a supervisor would discourage them.

WHICH OF THE FOLLOWING ATTRIBUTES IN A SUPERVISOR WOULD MOST DISCOURAGE YOU AS A DSP?



Attitude Is Everything

- + DSPs who were satisfied with their supervisors were more likely to value attitude in their supervisors. They rated “Has a positive attitude” significantly more in their top three most important supervisor attributes than those who were dissatisfied with their supervisors. They were also more likely to report “holds a negative attitude” in their top three most discouraging attributes in a supervisor.

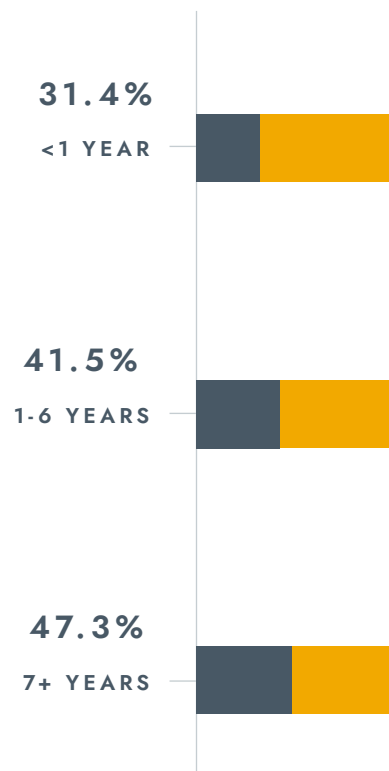
Holding Staff Accountable

- + DSPs who were dissatisfied with their supervisors seemed to value accountability as a supervision trait. They were more likely to rate “Holds staff accountable in an equal manner” in their top three most important attributes in a supervisor than DSPs who were satisfied with their supervisor. Conversely, they were more likely to rate “Does not hold all staff equally accountable” in their top three most discouraging attributes in a supervisor.

When comparing experience, DSPs who had been working at their organization for seven or more years were significantly more likely to report that supervisors who do not hold all staff equally accountable as a top discouraging attribute in a supervisor.

- + There was little statistical difference between DSPs based on years of experience and what attributes they found important or discouraging in a supervisor. The only difference was around accountability, with DSPs with less than one year of experience being less likely to report “holds all staff accountable in equal manner” as an important attribute in a supervisor.

PERCENT OF DSPS WHO FIND IT DISCOURAGING WHEN A SUPERVISOR DOES NOT HOLD ALL STAFF EQUALLY ACCOUNTABLE (BY YEARS OF EXPERIENCE AT THEIR CURRENT ORGANIZATION):



Supervisor Feedback

- + When asked “How important is having a safe platform to provide feedback about a supervisor?” most respondents (**80.1%**) answered this was “very important” or “extremely important.” However, when asked if they currently had a safe avenue to provide feedback about a supervisor, only **55.2%** said they “agree” or “strongly agree.”

DSPs who were satisfied with their supervisor were **more likely** to agree that they had a **safe avenue** to provide feedback about a supervisor at their organizations.

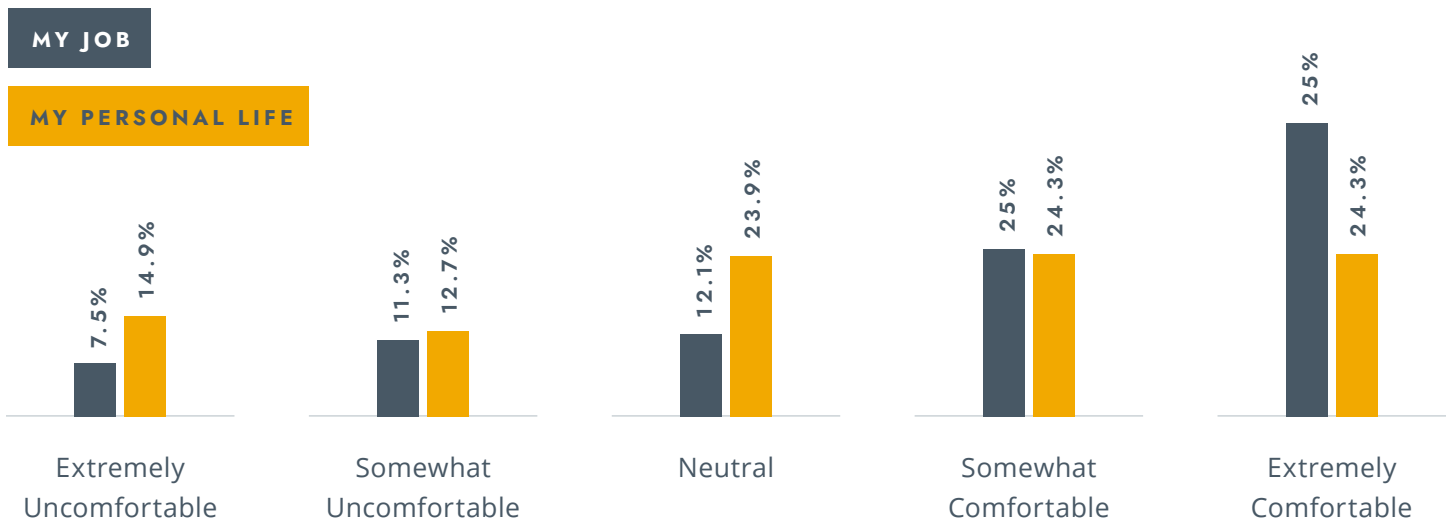
Comfort Speaking With a Supervisor

- + When asked, “How comfortable are you talking with your current supervisor about the stress/challenges you face at your job?” **69%** of respondents said they were “somewhat” or “extremely” comfortable.

However, when asked, “How comfortable are you talking with your current supervisor about the stress/challenges of your personal life?” only **48.6%** said they felt somewhat or extremely comfortable. And **23.9%** said they felt “neutral.”

COMFORT SPEAKING WITH MY SUPERVISOR ABOUT STRESS AND CHALLENGES OF MY JOB VS. MY PERSONAL LIFE

Comfort talking about stress and challenges of:



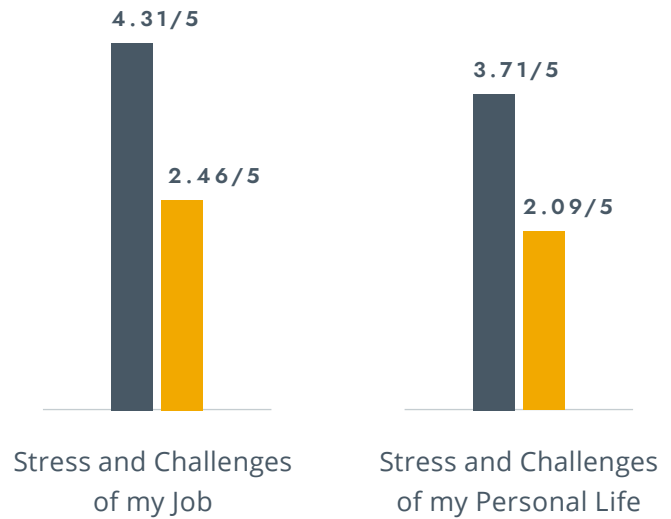
DSPs who were satisfied with their current organizations were significantly more likely to agree that they felt comfortable talking with their current supervisors about the stress and challenges faced at work. They were also more likely to agree that they felt comfortable talking with their current supervisor about the stress and challenges in their personal life.

When comparing DSPs who were satisfied or dissatisfied with their supervisors, it is not surprising that those who were satisfied with their supervisors were much more likely to agree that they felt comfortable speaking with their supervisors about the stress and challenges of their jobs as well as their personal lives.

DSPS' COMFORT TALKING WITH THEIR CURRENT SUPERVISORS ABOUT JOB STRESS OR PERSONAL LIFE, BASED ON SATISFACTION/DISSATISFACTION WITH CURRENT SUPERVISOR (AVERAGE SCORE OUT OF 5)

SATISFIED WITH SUPERVISOR

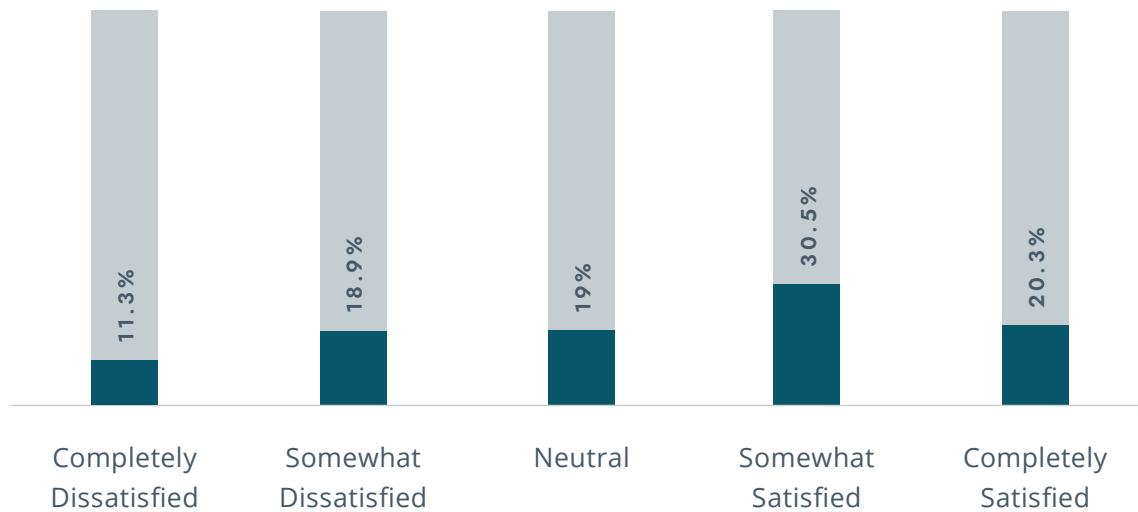
DISSATISFIED WITH SUPERVISOR



APPRECIATION AND RECOGNITION

- + About half of the survey respondents (**50.8%**) said they were “somewhat” or “completely satisfied” with how their organization was showing appreciation for their work. While **30.2%** reported they were “somewhat” or “completely dissatisfied” with how their organization showed appreciation at work, **19%** were neither satisfied nor dissatisfied.

QUESTION: HOW SATISFIED ARE YOU WITH YOUR ORGANIZATION AT SHOWING APPRECIATION FOR YOUR WORK?



BY AND LARGE,

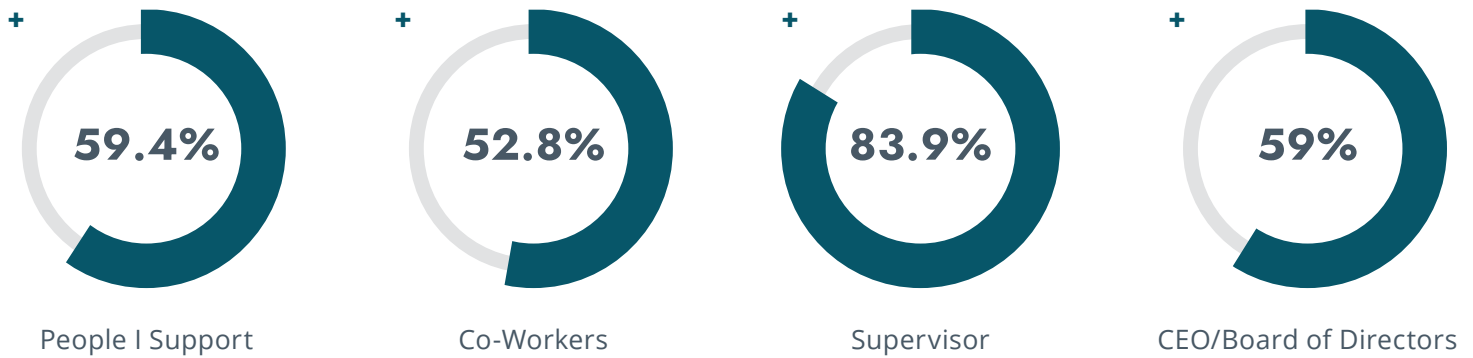
most DSPs who responded to the survey (**83.9%**) said it was “very important” or “extremely important” to receive appreciation from their supervisor.

A little over half (**52.8%**) said it was “very” or “extremely important” to receive feedback from co-workers. And **31.5%** said this was “moderately important.”

Note that **59%** of DSPs reported it was very or extremely important to hear appreciation from the CEO or board of directors at their organization. And **23.6%** said it was moderately important.

Receiving appreciation from the people they support was rated very or extremely important by **59.4%** of DSPs.

QUESTION: HOW IMPORTANT IS RECEIVING APPRECIATION FROM THE FOLLOWING INDIVIDUALS IN ENCOURAGING YOU TO WORK AS A DSP AT YOUR CURRENT ORGANIZATION? (RESPONSES "VERY" OR "EXTREMELY" IMPORTANT)



Types of Appreciation

+ DSPs in the survey were asked to rate how valuable they found different methods of showing appreciation. When asked how valuable public recognition in front of the team to show appreciation was, **32.5%** of DSPs said this was very or extremely valuable. While **30.6%** said it was moderately valuable, **36.8%** said it was slightly valuable or not valuable at all.

When asked about public recognition in front of the organization or CEO, **26%** said it was only moderately valuable, and **40.1%** said it was only slightly valuable or not at all valuable.

However, when it came to private recognition directly for a supervisor, **68.5%** of DSPs said this was very or extremely valuable. Only **2.2%** said it was "not at all" valuable.

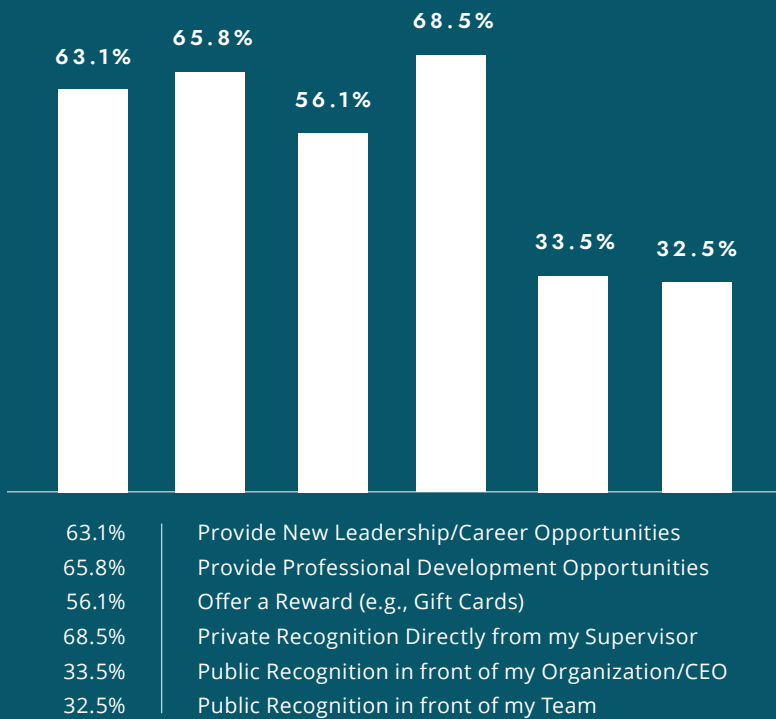
When asked how valuable a reward offer was (e.g., gift cards), **56.1%** said this was very or extremely valuable. It was rated moderately valuable by **26.4%**.

When asked about providing professional development to show appreciation, **65.8%** of DSPs said this was very or extremely valuable. While **21.9%** said it was moderately valuable, only **3.7%** said this was not at all valuable.

When asked how valuable providing new leadership/career opportunities to show appreciation was for their work as a DSP, **63.1%** said this was very or extremely valuable.

Receiving direct recognition from a supervisor was the most valuable form of appreciation for DSPs, followed by providing professional development opportunities and providing new leadership/career opportunities.

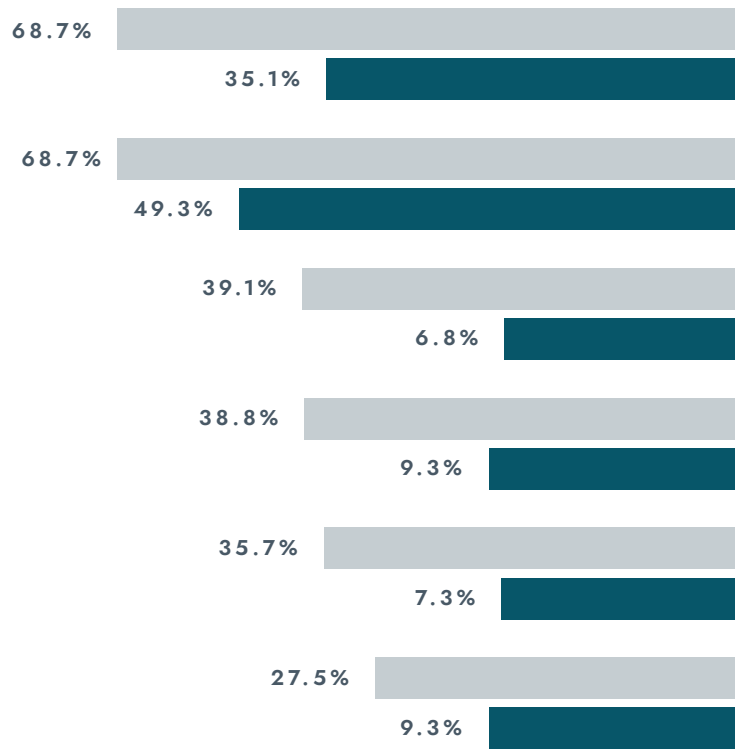
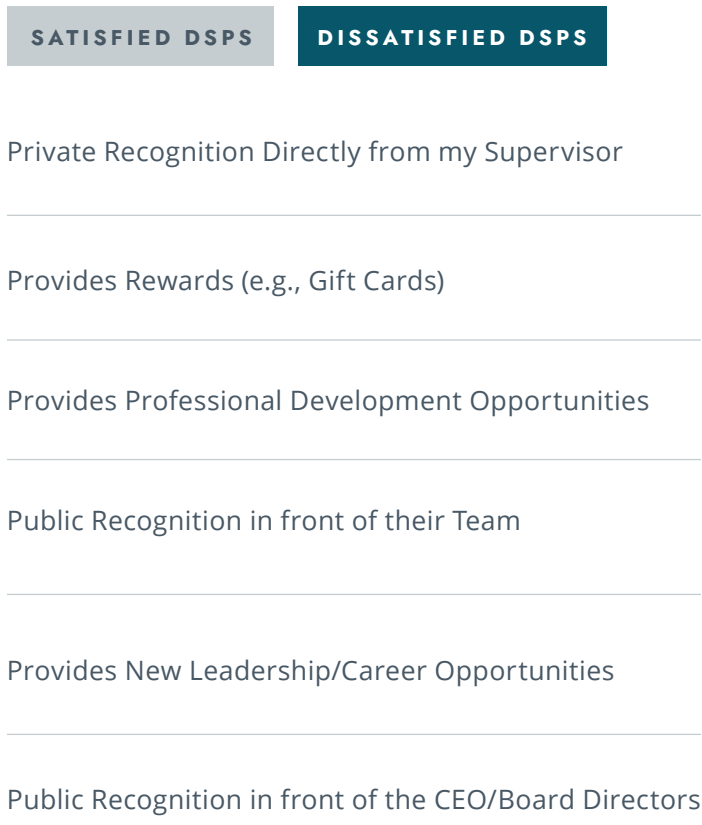
QUESTION: HOW VALUABLE ARE THE FOLLOWING WAYS TO SHOW APPRECIATION FOR YOUR WORK AS A DSP? (RESPONSES "VERY" OR "EXTREMELY" IMPORTANT)



DSPs who were satisfied with the way their organization showed appreciation for their work were significantly more likely to say that they received private recognition directly from their supervisor — this is consistent with the high number of DSPs who report that this is the most valuable form of recognition to receive.

These same satisfied DSPs were also significantly more likely to report that their organization uses public recognition in front of teammates, show appreciation in front of the CEO or board of directors, provide professional development or career opportunities to show appreciation, and offer rewards.

COMPARING DSPS WHO WERE SATISFIED OR DISSATISFIED WITH THE WAY THEIR ORGANIZATION SHOWED SUPPORT AND THE TYPES OF SUPPORT MOST OFTEN RECEIVED.

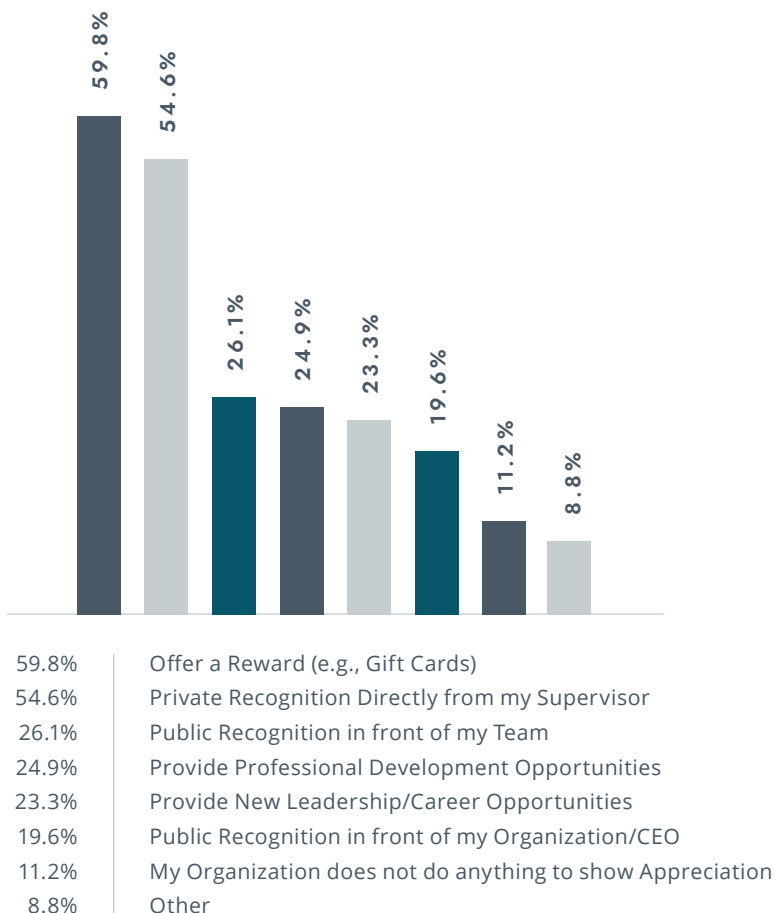


How Organizations Show Appreciation

+ The most common way organizations showed appreciation was through offering a reward of some kind such as gift cards (**59.8%**). The second most common way was by providing private recognition by a direct supervisor (only **54.6%**, despite this being the most valuable form of appreciation by DSPs).

Unfortunately, **11.2%** of respondents said their organization did not do anything to show appreciation for their work. DSPs who were dissatisfied with the way their organization showed appreciation were significantly more likely to report that their organization did not do anything to show appreciation for their work (**23.9%** of dissatisfied DSPs vs. only **2%** of satisfied DSPs).

QUESTION: WHICH OF THE FOLLOWING METHODS HAS YOUR ORGANIZATION USED TO SHOW APPRECIATION FOR YOUR WORK? (SELECT ALL THAT APPLY.)



The Impact of Showing Appreciation

+ The satisfaction DSPs had regarding their organization’s appreciation efforts influenced other aspects of their work and the organization.

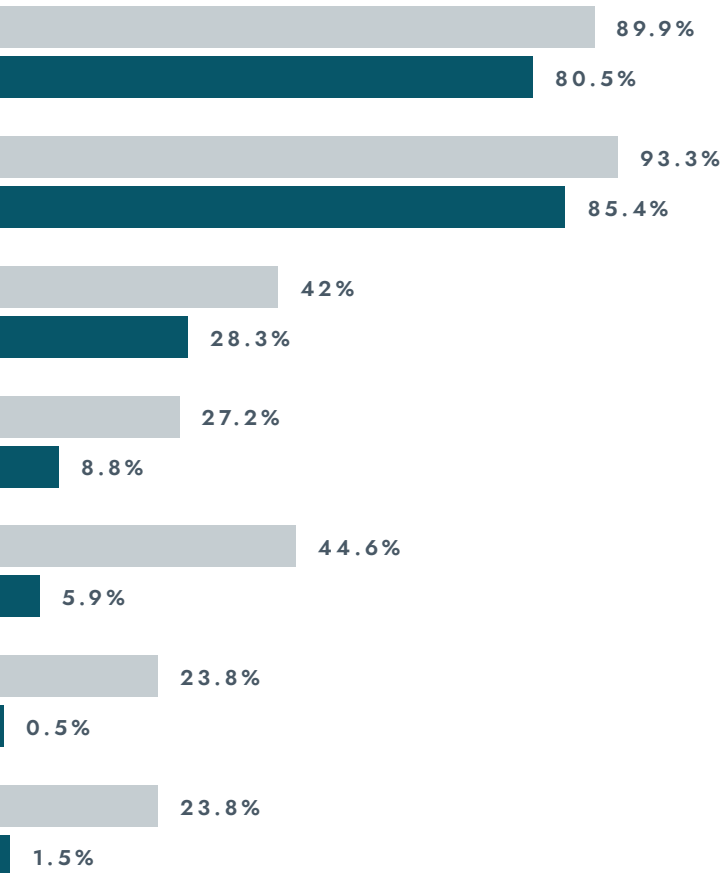
Overall, DSPs who were satisfied with how their organization showed support for their work were more likely to report that they were satisfied working at their organization.

For the question “What do you most enjoy about being a DSP?,” there were significant differences between those who were satisfied with how their organizations showed appreciation and those who were dissatisfied.

DSPs who were satisfied with the ways their organizations showed appreciation were significantly more likely to report that they enjoy being with the people they support and feel like they were making a difference in the lives of the people they support.

Additionally, DSPs who were satisfied with how their organizations showed support for their work were significantly more likely to enjoy their co-workers, feel like they were fairly compensated and feel like they were receiving support for their work. These DSPs were also more likely to report that their organizations also offered robust career advancement programs, and they were more likely to say they did not dislike anything about their jobs.

COMPARING DSPS WHO WERE SATISFIED OR DISSATISFIED WITH THE WAY THEIR ORGANIZATION SHOWED APPRECIATION FOR THEIR WORK AND WHAT THEY ENJOY ABOUT THEIR JOB.



I enjoy being with the people I support.

I make a difference in the lives of the people I support.

I enjoy spending time with my co-workers.

I am fairly compensated for my work.

I receive a lot of support for my work.

My organization offers robust career advancement programs.

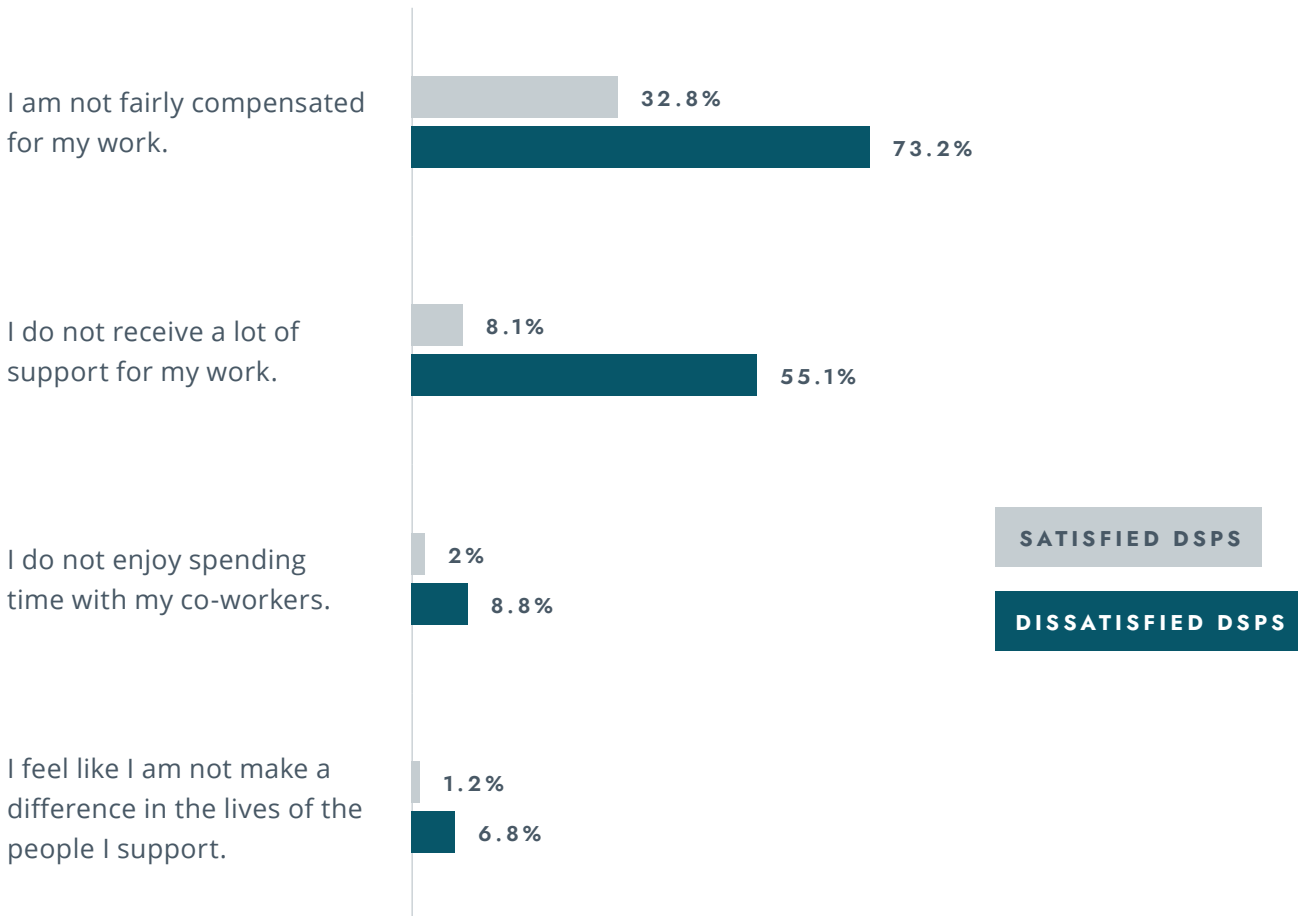
I do not dislike anything about my job.

Conversely, for the question “What do you most dislike about being a DSP?,” there were significant differences between those who were satisfied with how their organizations showed appreciation and those who were dissatisfied.

DSPs who were dissatisfied with the appreciation their organizations showed were more likely to report that they do not feel like they are fairly compensated for their work. They were also more likely to report that they did not feel like they receive enough support for their work. They were also significantly more likely to report that they did not feel like they were making a difference in the lives of the people they support and did not enjoy spending time with co-workers.

There were no significant differences between these groups regarding whether they enjoyed spending time with the people they support.

COMPARING DSPS WHO WERE SATISFIED OR DISSATISFIED WITH THE WAY THEIR ORGANIZATION SHOWED APPRECIATION FOR THEIR WORK AND WHAT THEY DISLIKE ABOUT THEIR JOB (AVERAGE SCORE OUT OF 5)



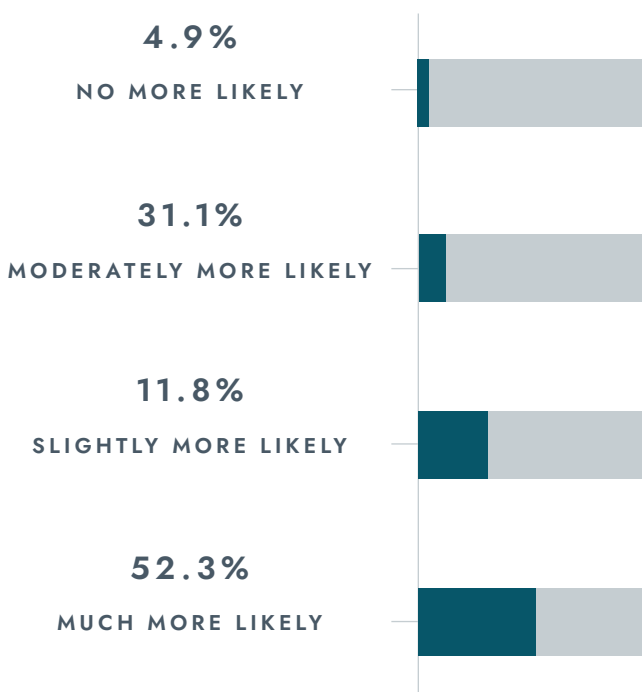
DSPs in the survey were asked to write in an answer to the question “How do you feel about your organization not taking action to show appreciation for your work?” Some of the responses included the following:

“I am burnt out. 90% of the time I feel I want to walk away...I need my position for my children.”

“I am happy to be able to make a difference in the people I serve. Seeing them happy and knowing I have made someone happy and helped someone in need is enough for me.”

“I’ve been here a long time and rarely, if ever, get recognition for work, showing up on time, covering extra shifts, etc. It is very disheartening.”

QUESTION: HOW MUCH MORE LIKELY WOULD YOU BE TO STAY AT YOUR ORGANIZATION IF YOUR ORGANIZATION SHOWED GREATER APPRECIATION FOR YOUR WORK?



The majority of respondents (**52.3%**) said they would be “much more likely” to stay if their organization showed greater appreciation for their work.

DSPs who were dissatisfied with their organization’s appreciation efforts were more likely to agree that they would be likely to leave their organization in the next one to two years unless offered an opportunity to move into a position with more authority.

CAREER ADVANCEMENT AND LEADERSHIP

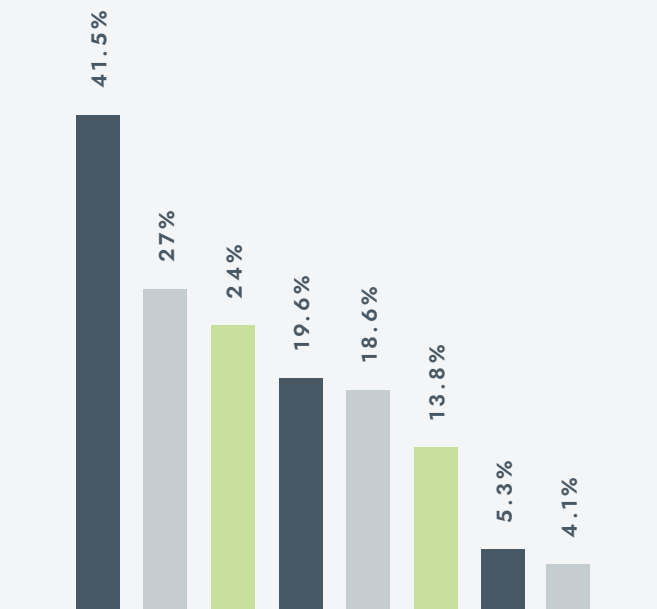
- + DSPs were asked to describe the types of career advancement opportunities at their current organizations, how satisfied they were with these opportunities at their organizations, and which career advancement opportunities would be most valuable to them.

Most DSPs reported that becoming a mentor or supervisor was available at their organization (41.5%). A little over a quarter of respondents (27%) reported a professional ladder to a leadership position, and 19.6% said their organization pays for educational opportunities toward a degree.

UNFORTUNATELY,

almost one-quarter of respondents (24%) said their organizations did not have a career advancement program for DSPs.

QUESTION: WHICH OF THE FOLLOWING CAREER ADVANCEMENT PROGRAMS ARE AVAILABLE AT YOUR CURRENT ORGANIZATION? (SELECT ALL THAT APPLY.)

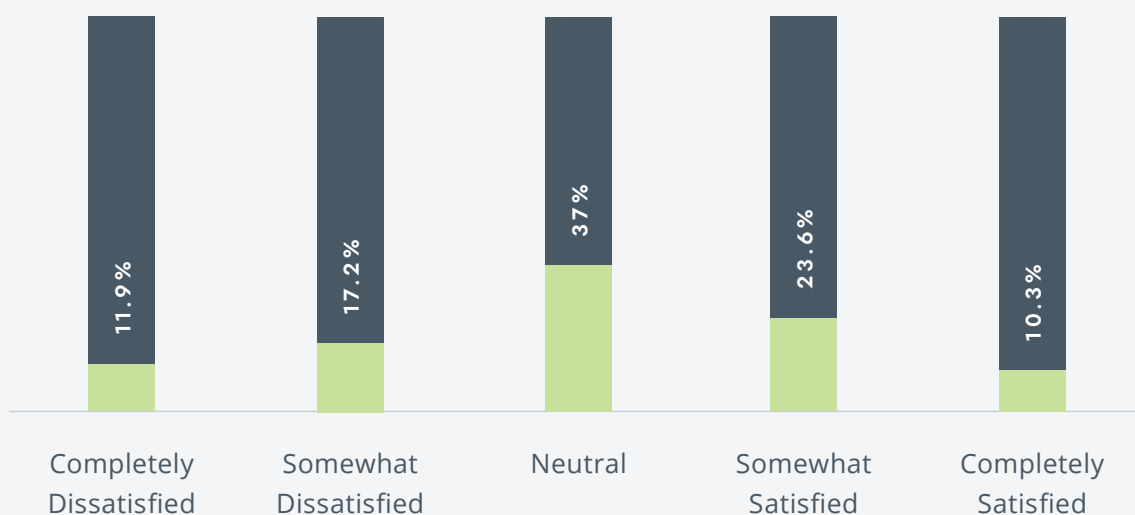


41.5%	Becoming a DSP Mentor/Supervisor
27%	Professional Ladder to a Leadership Position
24%	My Current Organization does not have a Career Advancement Program for DSPs.
19.6%	Organization pays for Educational Opportunities toward a Degree.
18.6%	Participation in a Professional Conference.
13.8%	Organization pays for a Certificate Program
5.3%	I Don't Know
4.1%	Other

Satisfaction With Career Advancement Programs

- + The satisfaction with current organizational career advancement opportunities was dispersed fairly evenly — **33.9%** of DSPs said they were “somewhat” or “completely satisfied,” while **37%** said they were “neither satisfied or dissatisfied,” and **29.1%** said they were “somewhat” or “completely dissatisfied.” DSPs who had less than one year of total experience were the most likely to be satisfied with their organization’s career advancement programs.

QUESTION: HOW SATISFIED ARE YOU WITH THE CAREER ADVANCEMENT PROGRAMS AVAILABLE AT YOUR CURRENT ORGANIZATION?



DSPs who were satisfied with their organizations were significantly more likely to agree that they were satisfied with the career advancement programs at their organizations. There was no significant difference between satisfied and dissatisfied DSPs on their satisfaction with other career advancement opportunities (such as the organization paying for education toward a degree, paying for a certificate program, or professional ladder to leadership position.)

Satisfied DSPs were also more likely to report that becoming a mentor or supervisor was available at their current organization (**47.3%**) vs. dissatisfied DSPs (**31.3%**). Dissatisfied DSPs were significantly more likely to report that their organizations did not offer any career advancement programs — **32.4%** of dissatisfied DSPs vs. **20%** of satisfied DSPs.

Our survey analysis also compared DSPs who were satisfied with their current supervisors and how this impacted how they view their own career advancement. DSPs who were satisfied with their current supervisors were significantly more likely to report that their organizations offer the opportunity to become a mentor or supervisor as a career advancement program — **45.5%** vs. only **22.6%** of DSPs who were dissatisfied with their current supervisors.

DSPs who were dissatisfied with their current supervisors were also more likely to report that their current organizations did not offer any career advancement programs.

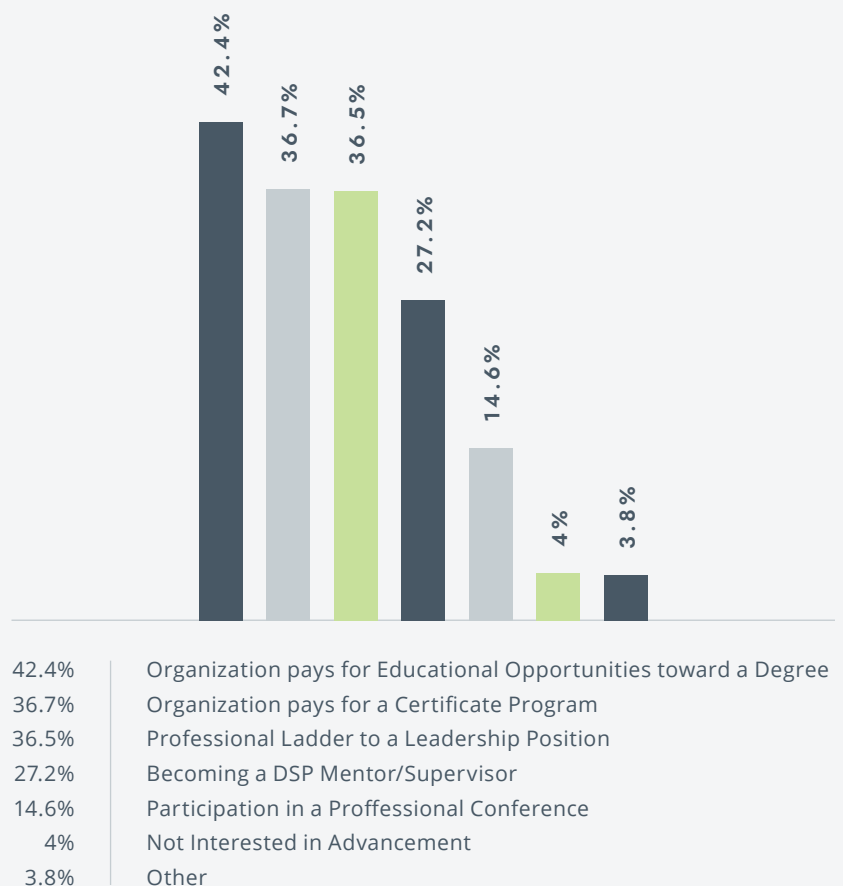
The Impact of Career Advancement Programs

+ DSPs were asked to choose which types of career advancement programs would be most impactful to them continuing to work as a DSP at their current organization.

The most popular choice for career advancement programs that would be most impactful to DSPs was organizational opportunities to pay for education toward a degree (**42.4%**). The second most popular choice was the organization paying for a certificate program (e.g., CNA) (**36.7%**), and the third most popular choice was a professional ladder to a leadership position in the company (**36.5%**).

A few of those DSPs who indicated “Not interested in advancement” were more likely to be more experienced DSPs (seven or more years) who were close to retirement age and therefore did not want to seek advancement.

QUESTION: WHICH CAREER ADVANCEMENT PROGRAMS WOULD BE MOST IMPACTFUL TO YOU CONTINUING TO WORK AS A DSP AT YOUR CURRENT ORGANIZATION? (SELECT ALL THAT APPLY.)



Respondents provided an array of “other” career advancement programs that would be impactful to them. Many of the DSPs who responded to the survey identified the need for ongoing, in-service, or on-the-job training as desirable career advancement opportunities:

“In-service training.”

“Computer training.”

“On-the-job training for the management positions.”

“Trainings to advance more to help people we support the right way.”

“Ongoing, in-house training for issues we may face (especially medical and behavioral).”

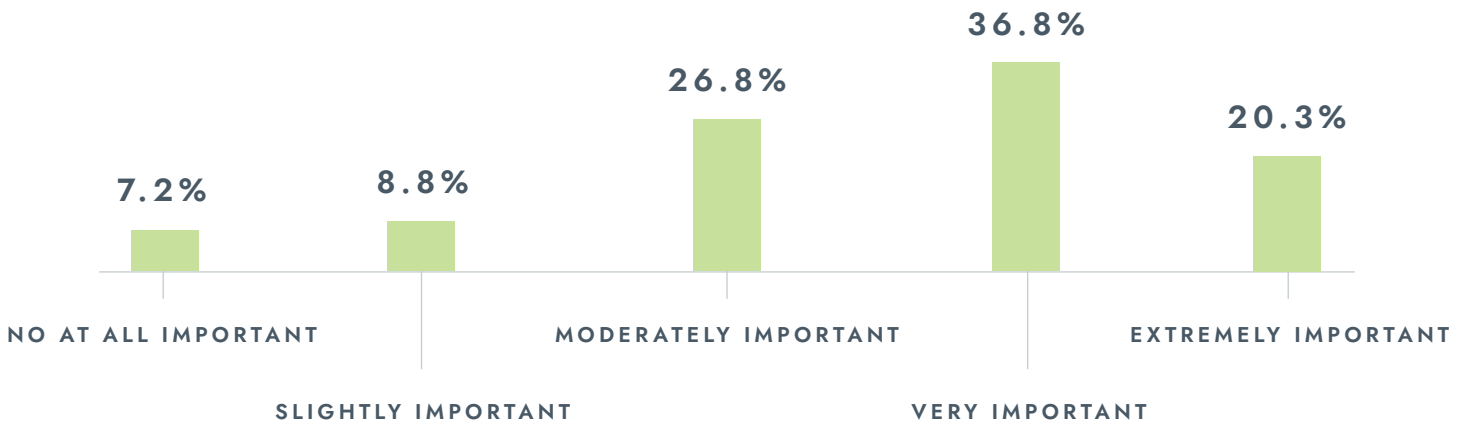
Organizational Satisfaction and Career Advancement Opportunities

- + When comparing DSPs who were satisfied with their organization vs. those who were dissatisfied, the satisfied DSPs were significantly more likely to report that becoming a mentor would be an impactful career advance program and encourage their work as a DSP at their current organization.

However, this was the only significant difference between satisfied and dissatisfied DSPs — there was no difference of opinion regarding the importance of other career advancement programs (paying toward an educational degree, paying for a certificate program, participation in professional conferences, or professional ladder to leadership positions.)

When asked how important it was that DSPs are involved in creating career advancement programs, **57.1%** said this was very or extremely important to them. DSPs who were satisfied with their organization overall were much more likely than dissatisfied DSPs to agree that involving DSPs in career advancement opportunities was important.

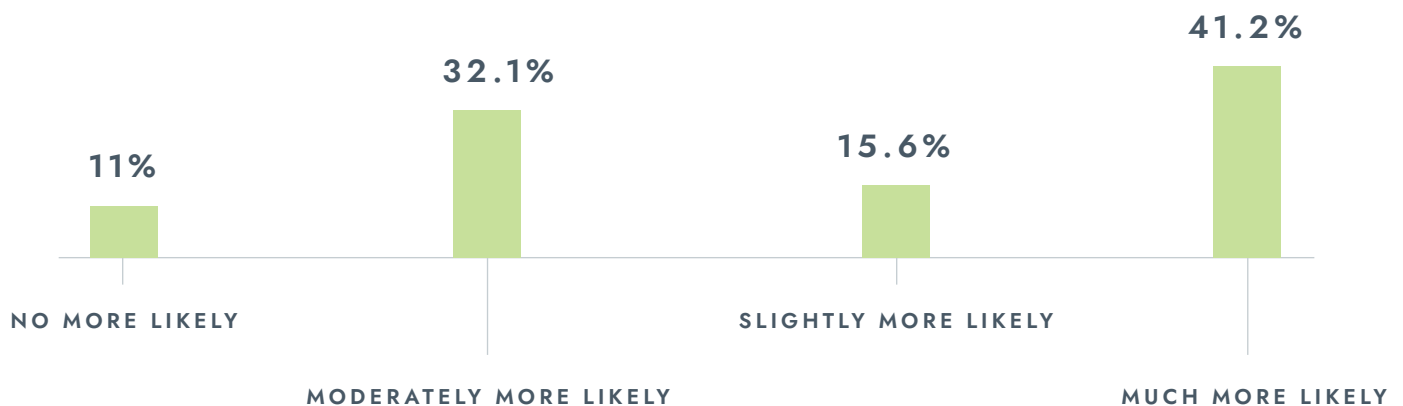
QUESTION: HOW IMPORTANT IS IT THAT DSP ARE INVOLVED IN CREATING CAREER ADVANCEMENT PROGRAMS AT YOUR CURRENT ORGANIZATION?



Career Opportunities and Retention

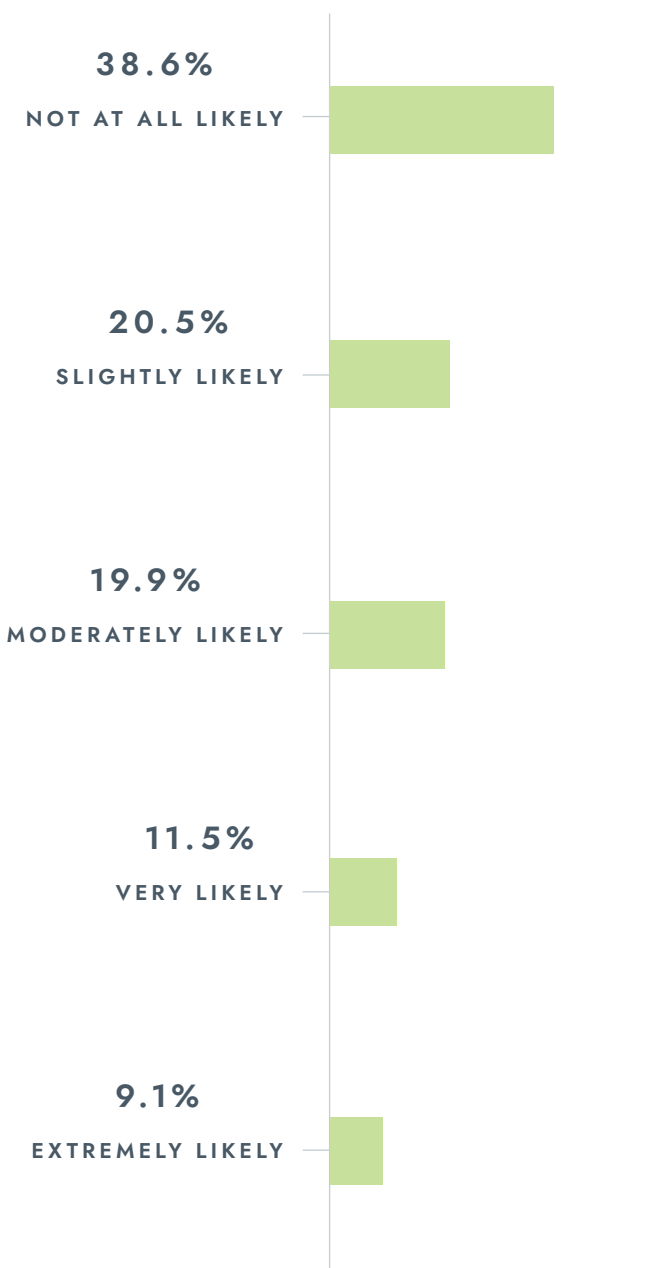
When asked how much more likely DSPs would be to stay at their current organizations if they provided strong career advancement programs, 41.2% said they would be much more likely to stay.

QUESTION: HOW MUCH MORE LIKELY WOULD YOU BE TO STAY AT YOUR ORGANIZATION IF YOUR ORGANIZATION PROVIDED STRONG CAREER ADVANCEMENT PROGRAMS?



Interestingly, if not provided with an opportunity to move into a position with more authority in the next one to two years, **38.6%** of DSPs said this would not likely affect the likelihood to leave their organizations. Only **20.6%** said they would be very or extremely likely to leave without these opportunities in the next one to two years.

QUESTION: IF YOU ARE NOT PROVIDED WITH AN OPPORTUNITY TO MOVE INTO A POSITION WITH MORE AUTHORITY IN THE NEXT ONE TO TWO YEARS, HOW LIKELY WOULD YOU BE TO LEAVE YOUR ORGANIZATION?



DSPs with one to six years of total experience were more likely to report that they would be more likely to stay at their current organization if provided the opportunity to move into a position of authority within the next one to two years. The same stood for DSPs who had between one and six years of experience at their current organization.

The survey analysis compared DSPs who were satisfied or dissatisfied with their organization’s appreciation and recognition efforts and how this impacted their views on career advancement.

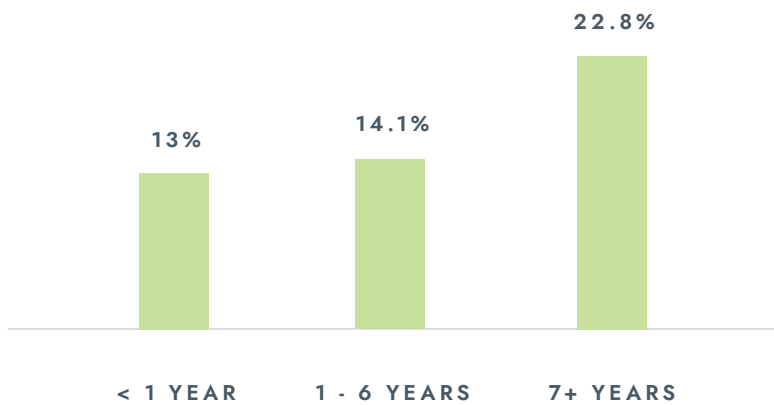
NOTABLY,
DSPs who were dissatisfied with their organization’s appreciation efforts were more likely to report that having their organization pay for a certificate program, like CNA certification, would be very impactful to continuing to work at their current organization.

Career Advancement and Years of Experience

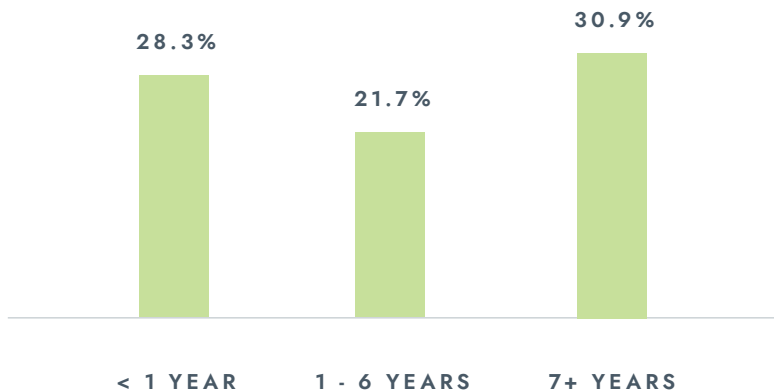
- + There were several notable differences between DSPs with differing years of experience in the field and the career advancement opportunities at their organizations.

DSPs with seven or more years of experience were more likely to report that their organization offers participation at professional conferences. These DSPs were also more likely to report that their organization offers a professional ladder to a leadership position in their company.

PERCENTAGE OF DSPS WHO REPORT THEIR ORGANIZATION OFFERS PARTICIPATION AT A PROFESSIONAL CONFERENCE, BY YEARS OF EXPERIENCE

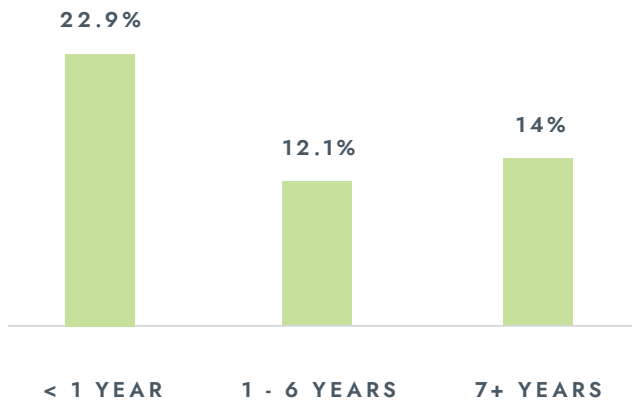


PERCENT OF DSPS WHO REPORT THEIR ORGANIZATION OFFERS A PROFESSIONAL LADDER TO A LEADERSHIP POSITION IN THEIR COMPANY, BY YEARS OF EXPERIENCE



DSPs with less than one year of tenure at their current organizations were more likely to report that they enjoy working at their organizations because of the robust career advancement opportunities.

PERCENTAGE OF DSPS WHO LIKE WORKING AT THEIR CURRENT ORGANIZATIONS BECAUSE OF THE ROBUST CAREER ADVANCEMENT OPPORTUNITIES, BY YEARS OF EXPERIENCE AT THEIR CURRENT ORGANIZATIONS.

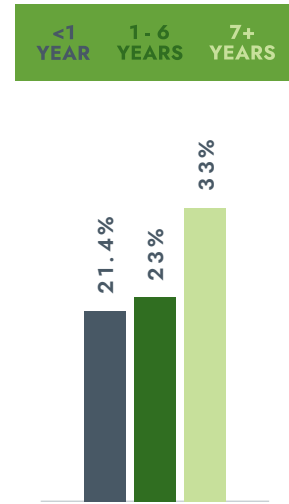


DSPs who had seven or more years of tenure at their current organizations were significantly more likely to report that their organizations pay for education toward a degree, provide opportunities for participation at professional conferences, and provide a professional ladder to leadership positions.

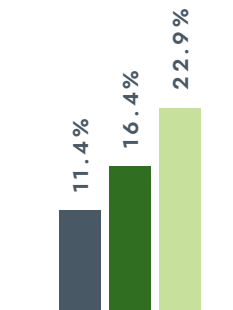
As mentioned previously, the availability of career advancement programs had a significant impact on the likelihood of DSPs with less tenure at their organization would stay at their jobs. DSPs with less than one year of tenure and DSPs with one to six years of tenure were significantly more likely to say they would stay with their organizations if provided with strong career advancement programs.

Additionally, DSPs with one to six years of tenure at their organization were significantly more likely to agree that they would leave their organizations if not provided the opportunity to move into a leadership position in the next one to two years.

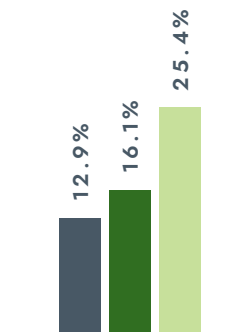
PERCENTAGE OF DSPS WHO REPORT THE FOLLOWING CAREER ADVANCEMENT OPPORTUNITIES, BY YEARS OF EXPERIENCE AT THEIR CURRENT ORGANIZATIONS



My Organization Provides a Professional Ladder to a Leadership Position.



My Organization Provides Opportunities to Participate in Professional Conferences.



My Organization Pays for Educational Opportunities toward a Degree.

Summary

- + The depth and breadth of the analysis available in this year's survey provides deeper understanding of the themes discovered in the previous DSP survey. This sample of DSPs offers organizations many lessons that can help inform DSP supervision best practices, appreciation and recognition efforts, and career advancement opportunities.

DSP Supervision

- + The majority of respondents in this survey reported that they were satisfied with their current supervisors. DSPs who were satisfied with their supervisors were significantly more likely to report that they enjoy working at their current organizations and were also more likely to report having a safe avenue to provide feedback to their supervisors.

However, while a large majority of DSPs reported that having a safe avenue to provide feedback to their supervisors was "very" or "extremely" important, a little over half reported actually having a current avenue to provide feedback. Organizations can take heed to ensure that their DSP staff has confidential or emotionally safe ways to provide feedback to their supervisors.

The survey also highlights the importance of having safety and camaraderie within the DSP-supervisor relationship, as DSPs who reported being satisfied with their supervisors were significantly more likely to report they felt comfortable talking with their supervisors about job stress as well as personal stress.

Appreciation and Recognition

- + Most commonly, organizations offered rewards to show appreciation and sought to offer public recognition in front of teammates or organizational leadership. However, overwhelmingly, DSPs who responded to this survey wanted (and most valued) private recognition provided directly by their supervisors. Again, this speaks to the importance of the DSP-supervisor relationship mentioned previously. DSPs also found professional development opportunities and opportunities for leadership or career advancement to be highly valuable forms of appreciation and recognition.

Unfortunately, appreciation and recognition efforts seemed to be lacking for many of the respondents. Over one-third of the DSPs in this survey said they feel like they are not appreciated for their work, with a smaller portion of the respondents saying their organizations did not do anything to show appreciation. The ability of organizations to show appreciation also seemed to wane significantly because of the COVID-19 pandemic.

The impact of organizational efforts to show appreciation seem to yield great results. DSPs who were satisfied with how their organizations showed support were significantly more likely to enjoy being with the people they support and feel like they were making a difference in their lives. These results highlight the importance of how feeling appreciated can trickle down to positively affect the lives of persons served.

DSPs who were satisfied with how their organizations showed support were happier with their organizations overall. The majority of respondents indicated that they would be "much more likely" to stay at their organizations if shown greater appreciation for their work. This supports themes from our previous DSP survey — that meaningful appreciation and recognition efforts can have a significant impact on your organization's DSP retention efforts.

Career Advancement Opportunities

- ✦ The most valuable career advancement opportunities to DSPs who responded to this survey included organizational opportunities to pay for education or certificate programs. Professional ladders to leadership positions were also highly valued. In addition to these opportunities, many DSPs also indicated in their comments that they desired ongoing, in-service, or on-the-job training as a career advancement opportunity.

These opportunities were somewhat reflected in what organizations were actually providing their DSPs. The majority reported that their organization offered becoming a DSP mentor or supervisor as a career advancement program, followed by a professional ladder to a leadership opportunity, and then paying for an educational program toward a degree. Those DSPs who were longest serving were significantly more likely to report that their organization offered professional ladders to leadership positions.

Similar to appreciation and recognition efforts, the actual availability of career advancement opportunities was lacking. Almost one-quarter of respondents said that their organizations did not offer any career advancement programs, with nearly one-third of DSPs who were dissatisfied with their organization reporting that there were no career advancement programs available to them. Overall satisfaction with organizational career advancement programs was lukewarm, with the majority saying they were neither satisfied nor dissatisfied with these programs.

The results of this survey deliver significant proof that providing robust career advancement opportunities can have several positive outcomes. In terms of retention, 40% of DSPs said they would be much more likely to stay at their organization if provided strong career advancement opportunities. This was much more significant for DSPs with one to six years of experience, who were much more likely to report that they would stay at their current organization if given these opportunities to advance in their career.



The profession of direct support in IDD services is critical to advancing the equity, inclusion, and human rights of people with disabilities. These individuals who give so much of their time and talent to improving the lives of those they support and upholding their dignity should be given our utmost respect.

Provide the best support and appreciation to your DSPs. To learn how Relias and ANCOR can help you support your DSPs, contact us today.

[LEARN MORE](#)

About Relias

- + **Relias** is a global software company that specializes in education and training solutions for healthcare and human service providers. For more than 11,000 organizations around the world, Relias continues to help its clients elevate the performance of teams to get better at maintaining compliance, developing staff, and promoting consistent, high quality care.

About ANCOR

- + The **American Network of Community Options and Resources (ANCOR)** is a national, nonprofit trade association representing more than 1,600 private community providers of services to people with disabilities. Our mission is to advance the ability of our members in supporting people with intellectual and developmental disabilities to fully participate in their communities.

About Hanover Research

- + **Hanover Research** provides high-quality, custom research and analytics through a cost-effective model that helps clients make informed decisions, identify and seize opportunities, and heighten their effectiveness.

2021 DSP Survey Questions

- + **How old are you? [Open-ended Numeric Response]**

- + **Are you currently working as a Direct Support Professional (DSP)?**
 - Yes
 - No

- + **In which state do you currently work as a Direct Support Professional (DSP)? [Answers from the United States only included]**

- + **What is the name of the organization where you work as a Direct Support Professional (DSP)? [open-ended response]**

- + **How long have you been working as a Direct Support Professional (DSP) at your current organization?**
 - Less than 1 full year
 - 1 to 2 years
 - 3 to 4 years
 - 5 to 6 years
 - 7 to 10 years
 - 11 to 15 years
 - 16 years or more

- + **For how many organizations have you been employed as a Direct Support Professional (DSP) since you began working as a Direct Support Professional (DSP)?**
 - 1
 - 2
 - 3
 - 4
 - 5 or more

- + **Thinking about all the organizations you have worked at as a Direct Support Professional (DSP) so far, what is the longest time you have worked at an organization?**
 - Less than 1 full year
 - 1 to 2 years
 - 3 to 4 years
 - 5 to 6 years
 - 7 to 10 years
 - 11 to 15 years
 - 16 years or more

Working Experience

The next questions will ask you about your experiences working as a Direct Support Professional (DSP).

+ Which of the following types of support do you provide as a Direct Support Professional (DSP)? Select all that apply.

Institutional Support (e.g., in an institutional residential setting)

Community Residential (e.g., support provided to individual in home owned by agency)

In-Home (e.g., support provided to individual in home where they live)

Non-Residential (e.g., day programs and community support programs provided outside the home)

Employment Support

Other (Please specify): _____

+ Which type of support do you provide the most as a Direct Support Professional (DSP)?

Institutional Support (e.g., in an institutional residential setting)

Community Residential (e.g., support provided to individual in home owned by agency)

In-Home (e.g., support provided to individual in home where they live)

Non-Residential (e.g., day programs and community support programs provided outside the home)

Employment Support

Other (Please specify): _____

+ How satisfied are you working as a Direct Support Professional (DSP) at your current organization?

Completely dissatisfied

Somewhat dissatisfied

Neither satisfied nor dissatisfied

Somewhat satisfied

Completely satisfied

+ Which of the following do you like about working as a Direct Support Professional (DSP) at your current organization? Select all that apply.

I enjoy being with the people I support

I make a difference in the lives of the people I support

I enjoy spending time with my co-workers

I am fairly compensated for my work

My job is easy

I receive a lot of support for my work

My work schedule is flexible and/or fits well with my other responsibilities

My organization offers robust career advancement programs (i.e., educational opportunities)
I feel appreciated and respected for my work
Other (Please specify): _____
I do not like anything about my job

+ Which of the following do you dislike about working as a Direct Support Professional (DSP) at your current organization? Select all that apply.

I feel like I am not making a difference in the lives of the people I support
I do not enjoy spending time with my co-workers
I feel like I am not appreciated for my work
I am not fairly compensated for my work
My job is too hard
I do not receive enough support for my work
My work schedule is not flexible and/or conflicts with my other responsibilities
I do not enjoy spending time with the people I support
COVID-19 has made my job significantly harder
Other (Please specify): _____
I do not dislike anything about my job

Supervisor Expectations

For the next set of questions, we are going to ask you about your expectations for a supervisor.

+ As a Direct Support Professional (DSP), which of the following attributes do you find most important in a supervisor? Select up to three (3).

Open and transparent communication surrounding important issues
Holds all staff accountable in an equal manner
Shows appreciation for a job well done
Shows respect for staff as an individual
Acts as a mentor
Has a positive attitude
Provides workplace support
Provides emotional support
Other (Please specify): _____

+ Which of the following attributes in a supervisor would most discourage you as a Direct Support Professional (DSP)? Select up to three (3).

- Lack of communication among supervisor and staff
- Condescending/speaks down to staff
- Make me feel unappreciated and unimportant
- Does not hold all staff equally accountable
- Quick to point out shortcomings or problems
- Holds a negative attitude
- Other (Please specify): _____

+ How important is having a safe platform to provide feedback about a supervisor to you?

- Not at all important
- Slightly important
- Moderately important
- Very important
- Extremely important

+ To what extent do you agree that you currently have a safe avenue to provide feedback about a supervisor?

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

Experience with Current Supervisor

Now, we are going to ask you about your experience with your current supervisor.

+ How satisfied are you with your current supervisor?

- Completely dissatisfied
- Somewhat dissatisfied
- Neither satisfied nor dissatisfied
- Somewhat satisfied
- Completely satisfied

+ How do you rate your current supervisor on the following attributes?

[Very Poor, Poor, Fair, Good, Excellent]

Open and transparent communication surrounding important issues

Holds all staff accountable in an equal manner

Shows appreciation for a job well done

Shows respect for staff as an individual

Acts as a mentor

Has a positive attitude

Provides workplace support

Provides emotional support

+ How comfortable are you talking with your current supervisor about the stress and challenges you face at your job?

Extremely uncomfortable

Somewhat uncomfortable

Neutral

Somewhat comfortable

Extremely comfortable

+ How comfortable are you talking with your supervisor about the stress and challenges you face in your personal life?

Extremely uncomfortable

Somewhat uncomfortable

Neutral

Somewhat comfortable

Extremely comfortable

Appreciation at Work

For the next set of questions, we are going to ask you about the appreciation you receive as a Direct Support Professional (DSP).

+ How important is receiving appreciation from the following individuals in encouraging you to work as Direct Support Professional (DSP) at your current organization? [Not at all, Slightly Important, Moderately Important, Very Important, Extremely Important]

Supervisor

Co-workers

CEO/Board of Directors

The people I support

+ How valuable are the following ways to show appreciation for your work as a Direct Support Professional (DSP)? [Not at all valuable, slightly valuable, moderately valuable, very valuable, extremely valuable]

Public recognition in front of my team

Public recognition in front of my organization/CEO

Private recognition directly from my supervisor

Offer a reward (e.g., gift cards)

Provide professional development opportunities

Provide new leadership/career opportunities

+ How satisfied are you with your organization at showing appreciation for your work?

Completely dissatisfied

Somewhat dissatisfied

Neither satisfied nor dissatisfied

Somewhat satisfied

Completely satisfied

+ Which of the following has your organization used to show appreciation for your work? Select all that apply.

Public recognition in front of my team

Public recognition in front of my organization/CEO

Private recognition directly from my supervisor

Offer a reward (e.g., gift cards)

Provide professional development opportunities

Provide new leadership/career opportunities

Other (Please specify): _____

My organization has not done anything to show appreciation for my work

+ How do you feel about your organization not taking action to show appreciation for your work? [open-ended response]

+ How much more likely would you be to stay at your organization if your organization showed greater appreciation for your work?

No more likely

Slightly more likely

Moderately more likely

Much more likely

Career Advancement

Now, we are going to ask you about the career advancement opportunities at your current organization.

+ How important is it that Direct Support Professionals (DSP) are involved in creating career advancement programs at your current organization?

- Not at all important
- Slightly important
- Moderately important
- Very important
- Extremely important

+ Which of the following career advancement programs would be most impactful to you continuing to work as a Direct Support Professional (DSP) at your current organization? Select up to two (2).

- Organization pays for educational opportunities toward a degree
- Organization pays for certificate program (e.g., CNA)
- Participation in a professional conference
- Professional ladder to a leadership position in my company
- Becoming a mentor/supervisor
- Other (Please specify): _____

+ How satisfied are you with the career advancement programs available at your current organization?

- Completely dissatisfied
- Somewhat dissatisfied
- Neither satisfied nor dissatisfied
- Somewhat satisfied
- Completely satisfied

+ Which of the following career advancement programs are available at your current organization? Select all that apply.

- Organization pays for educational opportunities toward a degree
- Organization pays for certificate program (e.g., CNA)
- Participation in a professional conference
- Professional ladder to a leadership position in my company
- Becoming a mentor/supervisor
- Other (Please specify): _____
- My current organization does not have any career advancement programs available Exclusive

+ How much more likely would you be to stay at your organization if your organization provided strong career advancement programs?

- No more likely
- Slightly more likely
- Moderately more likely
- Much more likely

+ If you are not provided with an opportunity to move into a position with more authority in the next 1 to 2 years, how likely would you be to leave your organization?

- Not at all likely
- Somewhat likely
- Moderately likely
- Very likely
- Extremely likely

Demographics

+ What year were you born? [Open-ended Numeric Response]

+ Which of the following best describes your race/ethnicity? Select all that apply.

- American Indian or Alaska Native
- Asian
- Black or African American
- Hispanic
- Native Hawaiian or Other Pacific Islander
- White or Caucasian
- Other (Please specify) _____
- Prefer not to say

+ How long have you been working as a Direct Support Professional (DSP)?

- Less than 1 full year
- 1 to 2 years
- 3 to 4 years
- 5 to 6 years
- 7 to 10 years
- 11 to 15 years
- 16 years or more

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Consideration of Surplus Property:

Disposition of 4788 Lambs Road, North Charleston 29418

Need approval from Commission to surplus Lambs Road (former CRCF) in Charleston County.

- Upon approval by Commission, the department will work with staff at the Department of Administration and the State Fiscal Accountability Authority to complete the approval to put this facility on state surplus.
- Once the property is fully approved as surplus property by all involved parties, the Department of Administration will move forward with using the state-contracted realtor (CBRE) for marketing and selling the property. The property has to be sold at or above the appraised value, unless extraordinary circumstances merit otherwise (per advice of Department of Administration).
- Lambs Road is a vacant two-story former 8-bed CRCF purchased by the department in 1992, as an existing home with two of the four bedrooms on the second level. Thus, it has presented various life/safety and accessibility issues to those served. Both second level bedrooms as well as two individuals to a bedroom are not considered advisable, although it met CRCF licensure standards.
- Lambs Road's home inspection of two years ago noted various physical deficiencies, including but not limited to roof life exceeded, cracked cement driveway, various exterior wood rotting, need for new windows, and various electrical and plumbing problems. Due to the accessibility and life/safety issues noted above, this house does not merit being repaired by the department.
- DDSN has worked with the Disabilities Board of Charleston County to procure 2 replacement homes for the 8 individuals served. In FYE21, DDSN provided \$38,000 cash capital grants and the SC Housing Trust Fund provided \$100,000 forgivable loan awards for each of the two replacement homes "Red Birch" and "Kendallock." In addition, it is estimated the DBCC has incurred an outlay of \$140,000 per house, including bank financing of roughly \$105,000 each.
- Appraised at \$230,000 as of July 19, 2021 (MAI full appraisal).
- Proceeds from the eventual sale of Lambs Road will be split between the department and the state per Proviso 93.15. Hopefully, this will not only reimburse the department for its outlay in the past year for replacement homes, but also provide additional funds to reimburse the DBCC via a capital grant for a portion of its outlay.

2021 Agency Disposition Evaluation Model Worksheet

Please complete and submit a separate Agency Disposition Evaluation Model worksheet for **each** property your agency identified as “Partially utilized,” “Vacant,” “Held,” or “Not being put to optimum use” in the Utilization Column of your agency’s land and/or building Real Property Management Data Report.

Agency Name: Department of Disabilities and Special Needs

Facility Name: Lambs Road CRCF Charleston #4713

Property RPMS Number: 10633

Utilization of Property (Select one):

Partially utilized – The property or facility is not fully utilized at this time, but a portion is being used by the agency.

Vacant – The property or facility is not being used and has no planned use for the next three years.

Held – The property or facility is not fully utilized, but is being held for future use.

Not being put to optimum use - Property that is used for current program purposes but the nature, value, or location of the property is such that it could be utilized for a different and significantly higher and better purpose or the costs of occupying are substantially higher than other suitable properties that could be made available through transfer, purchase, or lease with total net savings to the State, after considering property values, costs of moving, occupancy, operational efficiency, environmental effects, regional planning, and employee morale.



Questions

1. If the property is “partially utilized,” indicate how much of the facility is in use, why the remainder of the property is not currently in use, and if there are plans to fully utilize the facility in the future? If there are no plans to fully utilize the facility in the future, indicate if you anticipate relocating the current employees to a new location and selling the property or if you would be interested in leasing out the portion of the facility not in use to another entity.

2. If the facility is “vacant,” please provide a justification for why the agency is retaining the property.

3. If the facility is being “held” for future use, please indicate what that future use is and the associated timeline.

4. If the facility is “not being put to optimum use,” please explain why and answer the following additional questions:

As of spring 2021, the Lambs Road CRCF facility was vacated after the local provider who had managed this facility for 30 years purchased 2 replacement homes to provide a safer environment for the 8 individuals formerly served in this home. Not only does the house have deficiencies that would be cost-prohibitive to correct, but primarily the layout is not conducive to being a home serving those with physical and intellectual disabilities. Two of the four bedrooms are on the second level, and there are two individuals living in each of the four bedrooms.

- a. Are there any reasons why your agency could not move to another location? If yes, please explain. *Not applicable.*
- b. Would changing locations create a cost savings for your agency? *No.* If so, what is the estimated cost savings and what areas would the savings come from? *N/A.*
- c. Have you considered paying a commercial rent versus owning and maintaining this property? *No.* If yes, what was determined to be the best solution for your agency? *N/A.*
- d. Is there a location that would better serve your clients and visitors? *Yes!* If so, where?
The Disabilities Board of Charleston County has purchased two replacement homes in the same (North Charleston) area, each single-story and with four bedrooms, enabling each individual to have his/her own bedroom. These homes are in better neighborhoods and have no physical deficiencies, unlike Lambs Road.

REAL PROPERTY SERVICES

REAL PROPERTY TRANSACTION SUBMISSION & APPROVAL FORM

Please provide all of the following documents to our office, as applicable:

- Written notification declaring the property as surplus to the agency's needs, and, therefore, requesting Department of Administration and/or State Fiscal Accountability Authority approval to dispose of said property. Request letter should also include reason for disposing of the property, what is being proposed (downsizing, relocation, etc.), and benefits expected.
- Copy of any and all pertinent documentation (board/governing commission minutes, resolutions, etc.) indicating that the proposed sale has been approved by the governing body.
- Appraisal report (not more than one year old)
- Survey or plat of the property
- Copy of existing deed
- The questionnaire below

QUESTIONNAIRE

	YES	NO	N/A
Is the property subject to any deed restrictions which might negatively impact the sale of this property?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are there any easements of record affecting the property?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the property subject to any restrictive covenants?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the property subject to any leases, licenses or agreements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are you aware of any potentially contaminating substances in the building materials or elsewhere on the property, e.g. lead paint, asbestos?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are any hazardous substances used or stored on the property?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are there any above-ground or underground storage tanks on the property?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are there any monitoring wells on the property?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has the property currently, or in the past, been used for any activity that could cause soil or groundwater contamination?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has an environmental site assessment been performed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has the agency complied with governmental requirements, if any, in connection with the disposition of the property?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you have any expenses related to the disposal of the property? If so, please provide documentation of the expenditure.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NAME AND TITLE OF PERSON AUTHORIZED TO SIGN (PRINT)

SIGNATURE

DATE SIGNED

EMAIL:

PHONE:

REAL PROPERTY SERVICES

AUTHORIZATION AND APPROVAL

This form is required for submission of real property transactions for approval to the Department of Administration and/or the State Fiscal Accountability Authority. It is the responsibility of the agency or institution to complete this form and submit it to the Division of Facilities Management and Property Services. Upon approval of the transaction, a copy of this form with the authorizing signatures will be returned to the agency contact and serve as acknowledgement of the Department's and/or Authority's approval of the transaction as required. (Ref. SC Code Sections 1-11-58 and 1-11-65)

Controlling Agency: _____

Acreage: _____ Building Square Footage: _____


Street Address: _____

City/Town: _____ County: _____

Appraised Value: \$ _____ Date of Appraisal: _____

Sales Price: \$ _____ Purchaser: _____

Disposition of Proceeds: _____

Requesting Agency Official:	_____	
	Print Name/Title/Office	
	Signature	Date
Reviewed by (RPS):	_____	_____
	Signature	Date
Property Manager:	_____	_____
	Signature	Date
Legal Review:	_____	_____
	Signature	Date
Division Approval:	_____	_____
	Signature	Date
	_____	_____
	Signature	Date
Admin Approval:	_____	_____
	Signature	Date
Authority Approval:	SFAA Meeting Date* _____	
	*For transactions of more than \$1 Million, approval of the State Fiscal Accountability Authority is required in lieu of the Department of Administration.	

Respite Overview

Analysis of Waiver Participants' Respite Budgets	
Current Waiver Participants' Respite Approved Budgets	\$ 37,555,399
FY21 Respite Billings	\$ 25,406,370
Excess Waiver Unused Approved Budget Liability	\$ 12,149,029
% of Excess Waiver Budget Liability	47.82%

Analysis of Respite Program Provider Groups & Expenditures for FY19 - FY21							
Service Provider	FY19		FY20		FY21		% Change of Market from FY19 to FY21
	Dollars	% of Market	Dollars	% of Market	Dollars	% of Market	
Business Providers	\$ 7,895,155	38%	\$ 10,357,688	46%	\$ 12,006,108	47%	21% increase
Self-Directed	\$ 7,761,967	37%	\$ 8,292,852	37%	\$ 8,705,782	34%	(8% decrease)
Board Providers	\$ 5,273,250	25%	\$ 3,723,463	17%	\$ 4,694,479	18%	(28% decrease)
Total	\$ 20,930,372	100%	\$ 22,374,004	100%	\$ 25,406,370	100%	
% Dollar Increase from Prior FY			6.90%		13.60%		
In Home Supports	\$ 4,122,715		\$ 4,597,035		\$ 6,696,219		
% Dollar Increase from Prior FY			12%		46%		

Boards Respite Services
 10 of 38 Boards (26%) maintain a form of respite service; 3 have network of individuals serving more than one family & 7 appear to be family located caregiver.

Self-Directed Respite -- FY21 Respite Coalition Statistics
 1235 active caregivers of which 196 (14%) available to serve other families; appears 86% are family identified & exclusive caregiver.
 58% caregiver retention rate; 42% caregiver replacement rate.
 Approval time if everything goes as scheduled = 4 weeks; longer if gaps due to delay in submitting paperwork.

Analysis of Business Providers of Respite					
Providers	#	% of Total Providers	Avg. Annual Rev	% of Total \$s	Avg.Total \$s
Largest	5	6%	\$ 6,873,694	56%	\$ 1,374,739
All Other	72	94%	\$ 5,499,174	44%	\$ 76,377
Total	77	100%	\$ 12,372,868	100%	\$ 160,687

Service "Benchmarks" to Consider When New Minimum Self-Directed Caregiver Rate		
Service Benchmarks	Minimum Caregiver Rate	SCDHHS Rate to DDSN
Respite - Self Directed Caregiver	\$ 11.30	\$ 12.69
In-Home Self-Directed Caregiver	\$ 11.30	\$ 13.31
Attendant Care Self-Directed Caregiver	\$ 12.10	\$ 16.04
Direct Care Support	\$ 13.00	various Day & Residential
Companion Service	n/a	\$ 13.16
Personal Care I	n/a	\$ 14.00
Personal Care II	n/a	\$ 18.40
Nursing LPN	n/a	\$ 28.30

Respite Rate Analysis - Assume \$12/Hour Self-Directed Caregiver Rate

\$7.2 Million Respite Increase - Address Current Single Rate

Cost Category	Respite Self-Directed
Share of Direct Care Wages (6.2% Increase from \$11.30)	\$12.00
Share of Supervisor Wages	\$0.00
Share of Director Wages	\$0.00
Subtotal Wages	\$12.00
Employee Related Expenses (15.3% self-employment tax)	\$1.84
Subtotal	\$13.84
Training Time (0.6% prod)	\$0.00
Subtotal	\$13.84
Other Services	\$0.00
Subtotal	\$13.84
Administrative Costs (fiscal agent unit cost)	\$0.40
Subtotal	\$14.24
Vacancy Rate	\$0.00
Total Hourly Rate	<u>\$14.24</u>
Current Rate	12.69
Increase	\$1.55 (12.2%)
Current 15 minute unit = \$3.1725 ; Increase 15 minute unit = \$3.56	

Respite Rate Analysis

\$7.2 Million Respite Increase - Address Current Single Rate		\$7.2 Million Respite Increase - Address Current Business Rate in IDRD Waiver Renewal, Effective 1/1/22		
Cost Category	Respite Self-Directed	Cost Category	Respite Business	Details re Calculation/Assumption(s)
Share of Direct Care Wages (6.2% Increase from \$11.30)	\$12.00	Share of Direct Care Wages	\$11.30	\$11.30/1 consumers served (1:1 ratio) [Mercer rate \$13]
Share of Supervisor Wages	\$0.00	Share of Supervisor Wages	\$1.13	\$17/15 (1:15 ratio) [Mercer rate \$14 & ratio 1:8]
Share of Director Wages	\$0.00	Share of Director Wages	\$0.42	\$27.00/8 supervisors supervised by director/8 consumers served (1:8 ratio) [Mercer \$22.56]
Subtotal Wages	\$12.00	Subtotal Wages	\$12.85	
Employee Related Expenses (15.3% self-employment tax)	\$1.84	Employee Related Expenses	\$0.39	88% Part-time (15/17); 25% fringe rate
Subtotal	\$13.84	Subtotal	\$13.24	
Training Time (0.6% prod)	\$0.00	Training Time (0.5% prod)	\$0.07	10 hours
Subtotal	\$13.84	Subtotal	\$13.31	
Other Services	\$0.00	Other Services	\$0.67	5% Mercer rate
Subtotal	\$13.84	Subtotal	\$13.97	
Administrative Costs (fiscal agent unit cost)	\$0.40	Administrative %	\$1.40	10% Mercer rate
Subtotal	\$14.24	Subtotal	\$15.37	
Vacancy Rate	\$0.00	Vacancy Rate	\$0.77	5% Mercer rate
Total Hourly Rate	<u>\$14.24</u>	Total Hourly Rate	<u>\$16.14</u>	
Current Rate	12.69	Current Rate	\$12.69	
Increase	\$1.55 (12.2%)	Increase	\$3.45 (27.1%)	
Current 15 minute unit = \$3.1725 ; Increase 15 minute unit = \$3.56		Increase 15 minute unit = \$4.035		
		NOTE: Business Respite does not have mandatory \$11.30/hour rate like self-directed to permit business to operate in market conditions.		

Analysis of Impact of Rate Increases

Respite Service Category	FY21 Units	FY21 Dollars (\$3.1725/15 minute unit)	FY22 Estimated Units (assume 7% increase based on pre-Covid increase pattern)	FY22 Estimated Dollars 7/1/21-12/31/21 (\$3.56/unit)	FY22 Estimated Dollars 1/1/22 - 6/30/22 (\$3.56/unit for self-directed & \$4.034/unit for business)	Total FY22 Cost	Dollar Increase from FY21 to FY22 with rate increase	% Increase from FY21 to FY22 with rate increase
Self-Directed	1,564,223	\$4,962,497	1,673,719	\$2,979,219	\$2,979,219	\$5,958,438	\$995,941	20.07%
Board Billed	2,545,974	\$8,077,101	2,724,192	\$4,849,061	\$5,494,695	\$10,343,756	\$2,266,655	28.06%
Direct Billed to SCDHHS	3,953,372	\$12,542,073	4,230,108	\$7,529,593	\$8,532,128	\$16,061,721	\$3,519,648	28.06%
TOTAL	8,063,569	\$25,581,672	8,628,018	\$15,357,873	\$17,006,042	\$32,363,915	\$6,782,243	26.51%

FY22 appropriation with Medicaid match was \$7,173,733, while estimate FY22 increase costs are \$6,782,243 due to business rate not going into effect until 1/1/22. In FY23 with a full year of business rate, the estimated cost, not counting any utilization increase, will be \$8.4 million. Given the implementation of EVV on 1/1/22, this \$8.4 million will likely reduce. DDSN has ample reserves to address and likely a reduction of costs due to implementation of EVV on 1/1/22.

DDSN FY 22 Spending Plan Summary

Revenues:

State Funds - Recurring	\$	278,737,689
State Funds - Nonrecurring	\$	4,515,000
Medicaid Reimbursements	\$	534,509,691
SCDHHS Greenwood Admin Contract	\$	1,189,300
SCDHHS DDSN Admin Contract	\$	9,079,310
SCDHHS BabyNet Admin Contract	\$	129,436
SCDHHS DDSN 1st Filled Slots	\$	841,278
Reg. Center Care & Maint.	\$	4,812,000
FY22 COLA Appropriation & Medicaid Match	\$	12,815,000
Total Revenue	\$	<u>846,628,704</u>

Expenditures:

Waiver	\$	498,138,878
Waiver Participants - State Plan Medical	\$	98,573,859
Community ICF/DD	\$	51,918,714
Regional Centers	\$	102,914,863
Autism Community Homes	\$	1,950,114
Early Intervention	\$	13,200,000
Case Management	\$	17,548,000
State Funded Programs	\$	12,279,464
Prevention (Greenwood Genetic Center)	\$	10,318,600
Family Support Program (state funded)	\$	1,173,839
Miscellaneous Community Contracts	\$	2,016,038
Capital Improvement Regional Centers	\$	5,000,000
FY22 COLA for DDSN & Community Providers	\$	12,815,000
DDSN Administrative Costs	\$	<u>23,323,468</u>
Total Expenditures	\$	851,170,837
FY22 Net Operating Deficit	\$	(4,542,133)
FY22 Cash Carry Forward	\$	55,231,460
FY22 6.2% FMAP Revenue	\$	22,645,640
FY22 10% FMAP Revenue	\$	<u>42,500,000</u>
FY22 Cash Available (anticipated expenditures include 10% FMAP budget & fund state match for substantially enhanced IDR services in IDR Renewal, effective 1/1/22)	\$	<u>115,834,967</u>

DDSN "One-Pager" FY22 Spending Plan

Categories of Expenses & Revenues	FY22 Operating Baseline Budget		FY22 Appropriation Increase		FY22 Increase of Baseline Budget	FY22 Spending Plan	FY22 Estimated 6.2% FMAP Revenue "Walled Off" in Separate Account (estimated for six 6 months)	FY22 Estimated 10% FMAP Revenue "Walled Off" in Separate Account (estimated for full one year)	Included in June 2021 Community Contracts Approved by the Commission
	Expenditures	Revenues [Medicaid Reimbursement @ 70.74%]	Expenditures	Revenue [Medicaid Reimbursement @ 70.74%]					
Prospective Band Payments (Waiver Residential/Day & Community ICF)									
Band Payment: Residential Bundled Services (Waiver Res. & Community ICFs)	\$ 330,887,564	\$ -	\$ 10,000,000	\$ -		\$ 340,887,564	\$ -	\$ -	YES
Band Payment: Day Supports for Board Residential	\$ 46,500,000	\$ -	\$ -	\$ -		\$ 46,500,000	\$ -	\$ -	YES
Medicaid Waiver Fee-for-Service (includes Medicaid State Plan Benefits)									
Residential Habilitation - 15 minutes	\$ -	\$ 2,057,062	\$ -	\$ -		\$ -	\$ 90,149	\$ 290,802	
Residential Habilitation - Daily	\$ -	\$ 178,362,626	\$ -	\$ 6,974,864		\$ -	\$ 7,816,563	\$ 25,214,720	
Residential Habilitation - HASC Daily	\$ -	\$ 3,524,161	\$ -	\$ 99,036		\$ -	\$ 154,443	\$ 498,203	
Residential Waiver Services Subtotal	\$ -	\$ 183,943,849	\$ -	\$ 7,073,900	\$ -	\$ -	\$ 8,061,155	\$ 26,003,725	
Day Activity	\$ 11,315,333	\$ 18,444,423				\$ 11,315,333	\$ 808,308	\$ 2,607,446	
Career Preparation	\$ 11,134,024	\$ 18,148,883				\$ 11,134,024	\$ 795,357	\$ 2,565,666	
Community Services	\$ 2,146,034	\$ 3,498,118				\$ 2,146,034	\$ 153,301	\$ 494,521	
Support Center Services	\$ 329,292	\$ 536,759				\$ 329,292	\$ 23,523	\$ 75,880	
Employment Services - Group	\$ 6,020,011	\$ 9,812,847				\$ 6,020,011	\$ 430,038	\$ 1,387,220	
Day Waiver Services Subtotal	\$ 30,944,694	\$ 50,441,030	\$ -	\$ -	\$ -	\$ 30,944,694	\$ 2,210,527	\$ 7,130,734	
Employment Services - Individual	\$ 1,337,130	\$ 1,542,333				\$ 1,337,130	\$ 67,591	\$ 218,036	
Institutional Respite	\$ 43,703	\$ 30,914				\$ 43,703	\$ 1,355	\$ 4,370	
Environmental Modifications	\$ 898,080	\$ 635,279				\$ 898,080	\$ 27,840	\$ 89,808	
Private Vehicle Modifications	\$ 492,552	\$ 348,419				\$ 492,552	\$ 15,269	\$ 49,255	
Adult Companion Services	\$ 426,349	\$ 301,589				\$ 426,349	\$ 13,217	\$ 42,635	
Respite Care	\$ 29,000,000	\$ 20,513,875	\$ 7,173,733	\$ 5,686,105		\$ 36,173,733	\$ 899,000	\$ 2,900,000	
Attendant Care/Personal Assistance - UAP	\$ 5,968,888	\$ 4,222,242				\$ 5,968,888	\$ 185,036	\$ 596,889	
Attendant Care/Personal Assistance	\$ 22,624,484	\$ 16,003,994				\$ 22,624,484	\$ 701,359	\$ 2,262,448	
In-Home Support Services	\$ 6,991,693	\$ 4,945,749				\$ 6,991,693	\$ 216,742	\$ 699,169	
Personal Care 1	\$ 1,285,587	\$ 909,392				\$ 1,285,587	\$ 39,853	\$ 128,559	
Personal Care 2	\$ 30,775,292	\$ 21,769,672				\$ 30,775,292	\$ 954,034	\$ 3,077,529	
Nursing Services - LPN	\$ 3,993,933	\$ 2,825,208				\$ 3,993,933	\$ 123,812	\$ 399,393	
Nursing Services - RN	\$ 2,277,029	\$ 1,610,713				\$ 2,277,029	\$ 70,588	\$ 227,703	
At Home Waiver Services Subtotal	\$ 106,114,720	\$ 75,659,381	\$ 7,173,733	\$ 5,686,105	\$ -	\$ 113,288,453	\$ 3,315,696	\$ 10,695,795	
Assistive Technology/Specialized Medical Equip, Supplies	\$ 2,375,427	\$ 1,680,318				\$ 2,375,427	\$ 73,638	\$ 237,543	
Personal Emergency Response Systems (PERS)	\$ 112,680	\$ 79,707				\$ 112,680	\$ 3,493	\$ 11,268	
Audiology Services	\$ 1,365,624	\$ 966,008				\$ 1,365,624	\$ 42,334	\$ 136,562	
Incontinence Supplies	\$ 5,209,504	\$ 3,685,073				\$ 5,209,504	\$ 161,495	\$ 520,950	
Speech and Hearing Services	\$ 30,690	\$ 21,709				\$ 30,690	\$ 951	\$ 3,069	
Speech and Hearing Services	\$ 17,415	\$ 12,319				\$ 17,415	\$ 540	\$ 1,742	
Psychological Services	\$ 9,639	\$ 6,818				\$ 9,639	\$ 299	\$ 964	
Adult Dental Services	\$ 4,150,888	\$ 2,936,234				\$ 4,150,888	\$ 128,678	\$ 415,089	
Adult Vision Services	\$ 151,402	\$ 107,098				\$ 151,402	\$ 4,693	\$ 15,140	
Adult Day Health Care Services	\$ 6,311,485	\$ 4,464,587				\$ 6,311,485	\$ 195,656	\$ 631,148	
Adult Day Health Care Nursing	\$ 68,690	\$ 48,590				\$ 68,690	\$ 2,138	\$ 6,896	
Adult Day Health Care Transportation	\$ 794,424	\$ 561,956				\$ 794,424	\$ 24,627	\$ 79,442	
Behavior Support Services	\$ 94,725	\$ 67,006				\$ 94,725	\$ 2,936	\$ 9,473	
Pest Control Treatment	\$ 163,760	\$ 115,840				\$ 163,760	\$ 5,077	\$ 16,376	
Pest Control Bed Bugs	\$ 53,629	\$ 37,936				\$ 53,629	\$ 1,663	\$ 5,363	
(enhanced state plan & miscellaneous services paid for through bundled bands)	\$ (5,004,601)	\$ -				\$ (5,004,601)	\$ -	\$ -	
Enhanced State Plan & Miscellaneous Waiver Services Subtotal	\$ 15,905,381	\$ 14,791,199	\$ -	\$ -	\$ -	\$ 15,905,381	\$ 648,218	\$ 2,091,025	
State Plan Medical -- Children's PCA (Under 21)	\$ 12,559,174	\$ 8,884,046				\$ 12,559,174	\$ 389,334	\$ 587,000	
State Plan Medical -- Nursing Services - LPN (Under 21)	\$ 1,893,837	\$ 1,339,653				\$ 1,893,837	\$ 58,709	\$ 87,800	
State Plan Medical -- Nursing Services - RN (Under 21)	\$ 2,187,998	\$ 1,547,735				\$ 2,187,998	\$ 67,828	\$ 102,800	
State Plan Medical -- Drugs & Durable Medical Equipment	\$ 29,814,807	\$ 21,090,249				\$ 29,814,807	\$ 924,259	\$ 1,418,168	
State Plan Medical -- All Other	\$ 40,000,000	\$ 28,295,000				\$ 40,000,000	\$ -	\$ -	
State Plan Medical -- Medicare Part D	\$ 12,118,043	\$ 9,531,131				\$ 12,118,043	\$ -	\$ -	
State Plan Medical Services Subtotal	\$ 98,573,859	\$ 70,687,814	\$ -	\$ -	\$ -	\$ 98,573,859	\$ 2,878,298	\$ -	
Other Major Categories									
Community ICFs	\$ -	\$ 32,295,847			\$ 1,406,500	\$ 1,406,500	\$ 1,415,333	\$ -	
Case Management	\$ 17,548,000	\$ 13,440,125				\$ 17,548,000	\$ 589,000	\$ -	YES
Early Intervention	\$ 13,200,000	\$ 6,127,645				\$ 13,200,000	\$ 268,538	\$ -	YES
ICF/IDD Regional Centers	\$ 101,784,863	\$ 73,567,000			\$ 1,130,000	\$ 102,914,863	\$ 3,224,000	\$ -	
Autism Community Homes	\$ 1,950,114	\$ -				\$ 1,950,114	\$ -	\$ -	
New Waiver Enrollees - Estimate 300 @ \$7,500 for 6 months	\$ 1,125,000	\$ 795,797				\$ 1,125,000	\$ 34,875	\$ 112,500	
State Funded Services	\$ 12,279,464	\$ -				\$ 12,279,464	\$ -	\$ -	
Prevention (Greenwood)	\$ 8,318,600	\$ 1,189,300				\$ 8,318,600	\$ -	\$ -	YES
Individual Family Support Contracts (portion not included in DDSN Admin Costs)	\$ 1,173,839	\$ -				\$ 1,173,839	\$ -	\$ -	YES
Interagency Contracts (portion not included in DDSN Admin Costs)	\$ 250,000	\$ -				\$ 250,000	\$ -	\$ -	YES
Special Contracts (portion not included in DDSN Admin Costs)	\$ 273,038	\$ -			\$ 478,000	\$ 751,038	\$ -	\$ -	YES
DDSN Administrative Costs	\$ 22,379,468	\$ 9,079,310			\$ 944,000	\$ 23,323,468	\$ -	\$ -	
Capital Improvement Reg. Centers & Reg. Centers Care/Maintenance Revenue	\$ 3,500,000	\$ 4,812,000				\$ 3,500,000	\$ -	\$ -	
FY22: 2.5% COLA, 1% Retirement, Insurance Estimated			\$ 12,815,000	\$ 12,815,000		\$ 12,815,000	\$ -	\$ -	
Other Revenues - BabyNet; 1st Filled Slots;		\$ 970,714				\$ -	\$ -	\$ -	
Other Major Categories Subtotal	\$ 183,782,386	\$ 142,277,738	\$ 12,815,000	\$ 12,815,000	\$ 3,958,500	\$ 200,555,886	\$ 5,531,746	\$ 112,500	
FY22 Recurring State Appropriations	\$ -	\$ 273,747,689				\$ -	\$ -	\$ -	
FY22 Non-Recurring State Appropriations	\$ -	\$ -	\$ 4,515,000	\$ 4,515,000		\$ 4,515,000	\$ -	\$ -	
State Appropriations Recurring & Non-Recurring	\$ -	\$ 273,747,689	\$ 4,515,000	\$ 9,505,000	\$ 3,958,500	\$ 283,210,194	\$ -	\$ -	
Total	\$ 812,708,604	\$ 811,548,699	\$ 34,503,733	\$ 35,080,005	\$ 3,958,500	\$ 851,170,837	\$ 22,645,640	\$ 42,500,000*	
Annual Operating Surplus (Deficit)		-\$ 1,159,905		\$ 576,272	-\$ 3,958,500	\$ (4,542,133)			
					FY22 Cash Carry Forward	\$ 55,231,460			
* Actual 10% of estimated HCBS utilization totals \$46,033,770; reduced to a conservative \$42.5 million estimate; several services have components not HCBS					FY22 Cash Ending Balance	\$ 50,689,327			
					Total Cash net Estimated FY22 Operating Deficit	\$ 115,834,967			

FY 22 Spending Plan Itemized Increases to Baseline Spending Plan Budget

Division/Recipient	Need	Cost
IT	Penetration testing	\$10,000
IT	Cyber liability insurance	\$50,000
IT	Email archiving solution	\$115,000
IT	Microsoft licensing--\$60,000 for Business Intelligence license; \$120,000 for 810 individual licenses & emails; \$150,000 upgrade licenses for 40 servers.	\$330,000
IT	Rebuild Internet portal for providers' "one stop" information access	\$85,000
IT	Server replacement in data center	\$75,000
IT	DB2 Data migration	\$49,000
Finance	Temp/contract accountant for 10% FMAP project	\$60,000
Finance	Procurement Supervisor	\$70,000
Policy-Waiver	Continuation of Temporary Contact Update Project personnel (interns)	<u>\$100,000</u>
SUBTOTAL – Central Office Overhead		\$944,000
Community	Retire legacy loans for Chesco & Charleston Day Programs	\$478,000
Regional Centers	Additional cameras for Regional Centers	\$50,000
Regional Centers	Non-CPIP improvement projects (<\$100,000) – resident quality of life	\$800,000
Regional Centers	4 investigators for Abuse, Neglect & Exploitation cases	\$280,000
Community ICFs	DDSN pays bed fees for FY22	<u>\$1,406,500</u>
TOTAL		<u>\$3,958,500</u>

NOTES:

1. DDSN Policy/Risk are working with SCDHHS on new information technology applications for an Incident Management System; address OIG audit findings; and manage external audit (Alliant) data collection & reporting. Exact funding levels and the level of financial support from SCDHHS are not certain at the current time, so FY22 funding was not requested at this time. It is feasible SCDHHS engages in such a manner these systems can be funded with a 90/10 match rather than a 50/50 match DDSN can currently obtain.
2. The Kronos time keeping application for the Regional Centers has dropped in price (\$220,000), which makes it an attractive information technology investment that will pay for itself over a few years in overtime and personnel savings. However, given the stress the Regional Centers are currently facing, implementing this new application at the current time is not advisable. However, as FY22 progresses, DDSN will re-examine implementing Kronos and if advisable, present the business case and funding request later in FY22.

FY22 Spending Plan VS Actual Expenditures as of 7/31/2021

Category	Spending Plan *	Cash Expenditures YTD	SCDHHS Monthly "Wash" Expenditures with Revenue YTD **	Total Monthly Expenditures YTD	Remaining Spending Plan	Spending Plan Deviation with Actual
DDSN spending plan budget base + DDSN 2.5% to date	\$ 815,138,477	\$ 56,953,554	\$ 12,869,864	\$ 69,823,418	\$ 745,315,059	REASONABLE
Percent of total spending plan remaining	100.00%	6.99%	1.58%	8.57%	91.43%	
% of FY Remaining					91.66%	
Difference % - over (under) budgeted expenditures					-0.23%	

* FY22 spending plan base of \$812,708,604 + implementing 2.5% COLA & 1% retirement of \$2,429,873 = \$815,138,477; will increase spending plan as FY22 appropriations implemented and FY22 increases approved.

** \$17.01 million billed to SCDHHS (waiver services + state plan services) in July, 2021; DDSN paid state match of \$4.14 million as cash expenditure and \$12,869,863 in "wash" Medicaid reimbursement revenue & expense added to maintain "apples to apples" comparison to FY22 spending plan.