

Executive Summary

2005 Pennsylvania OMR Residential and In-Home Services Turnover and Vacancy Survey

OMR is pleased to provide feedback to Stakeholders regarding the Turnover and Vacancy survey sent to service providers early in 2006. On January 9, 2006 Deputy Secretary Kevin T. Casey wrote providers and asked them to participate in a survey titled "2005 Pennsylvania OMR Residential and In-Home Services Turnover and Vacancy Survey". The purpose of conducting the statewide survey was twofold:

- 1) Develop a baseline regarding Direct Support Professionals (DSP) and Front-Line Supervisors (FLS) vacancy and turnover rates in Pennsylvania for Residential and In-home services supporting people with developmental disabilities.
- 2) Based on the results of the survey identify priorities for activities to support providers and generate improvements related to recruitment and retention.

Attached are the survey tool and the report on its findings. Both were developed for OMR by Sheryl A. Larson, Ph.D. and Amy S. Hewitt, M.S.W., Ph.D. from the University of Minnesota.

Highlights of survey results and recommendations:

- The turnover rate in this sample is consistent with other studies of multi service providers
- Vacancy rates are high overall
- Recruitment and retention must be addressed together because they are related
- DSP turnover must be addressed along with strategies to address FLS competency and support
- Turnover is higher in organizations that provide in home support
- Multi service providers struggle more with early DSP leaving, and FLS turnover and vacancies
- High vacancy rates for FLS and DSP place additional pressures on supervisors which may be why FLS turnover is significantly higher in organizations with higher vacancy rates