

January 2022

MCBDDS DSP Workforce Crisis Response 2022

Continued Response by MCBDDS

Montgomery County Board of Developmental Disabilities Services (MCBDDS) will communicate to families, guardians and those served about the DSP workforce crisis and the impact on providers and potential impact on services. We will communicate support of the providers as they deal with the DSP workforce crisis.

MCBDDS will continue working with families to see if there are additional natural supports that can be offered.

MCBDDS will continue promotion of remote supports as appropriate.

MCBDDS will offer DSP training at no cost to providers – or will reimburse the cost to providers:

- DSP Initial and Renewal
- Medication Administration Initial and Renewal
- Medication Administration Category B and C as needed which is G-Tube and Insulin injection trainings.
- CPR/First Aid Initial and Renewal
- Crisis Prevention Intervention (CPI) Preventative Techniques and CPI Physical Intervention Techniques only if a hold has been approved in the Individualized Plan

MCBDDS will offer the 60 hour training for DSP Competency Add-On in order to receive the additional \$1.00 per hour; and will cover the cost of their pay during those 60 hours by giving the provider \$1,000 when the DSP completes training.

MCBDDS will offer finger printing/background checks at no cost to providers; or will reimburse providers for cost of those services.

MCBDDS will promote as possible provider job postings and will direct applicants to our website and other avenues for application.

MCBDDS will assist to develop and implement a Regional DSP awareness campaign through SWOCOG.

MCBDDS will have Board staff dedicate time each month to provide encouragement and moral boosters to homes to show staff appreciation.

MCBDDS will coordinate efforts to reach out to ADS providers to request staff that may be available to work overtime in residential sites.

MCBDDS to alert Independent Providers (IP) of needs of agency provider. Offer the following incentive bonus to independent providers:

Offer IP a bonus, such as \$500 to sign up for 32 hours with a provider and \$500 per quarter for working all scheduled shifts.

Providers would report to County Board, IP who qualify for incentive bonus.

If IP is no longer needed at one agency they could qualify to do this again at a different agency.

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MCBDDS will continue and increase ongoing DSP recognition – DSP of the month program.

MCBDDS will continue provider agency recognition to promote provider agencies and services.

MCBDDS will educate and assist providers with the Education Waiver.

MCBDDS to offer \$1000 recruitment bonus for County Board staff, families, DSPs and independent providers for a set amount as determined by the County Board; which will be paid quarterly to the person who made the referral (in four equal incentives) when the new DSP completes each quarter.

MCBDDS will reimburse travel and hotel for DSPs that travel from one county to another to provide services during a critical staff shortage (requires prior approval from County Board).

MCBDDS to offer vaccination incentive for provider staff at \$400 per staff person who receives the full series of initial COVID-19 vaccinations.

Critical Workforce Crisis as Determined by MCBDDS

MCBDDS to pay OT costs; basically, the overtime portion of the provider staff cost. This will be granted quarter by quarter so that MCBDDS can determine if another quarter is possible.

MCBDDS will offer grants for provider agencies to use to support their efforts for DSP recruitment, hiring, retention and incentives. The grants require a description and projected cost for the project. Beginning January 2022, Small agencies may ask for up to \$5,000; mid-size agencies up to \$15,000; and larger agencies up to \$30,000. If you have a question about the size of your agency – please reach out to Mitch Snyder.

MCBDDS will contract with local Staffing Agencies – whose staff will cost approximately \$29 - \$40 an hour to the Temp Agency (the worker is not earning the full cost of this initiative) and this intervention is only after MCBDDS has agreed to the level of critical need at the provider location:

MCBDDS to pay the temp staff for initial 8 hours of required training.

Providers would demonstrate crisis and request this assistance. If MCBDDS agrees with crisis determination then they will authorize provider to schedule a specific number of hours for 30 day. The cost beyond the provider's typical DSP rate will be paid by MCBDDS.

Provider could request an additional 30 days of staffing for up to 90 days at which time they should have increased staff or worked towards a solution.

MCBDDS Plan Overview

The intent of MCBDDS is to support provider agencies in a meaningful, methodical and substantial manner as they face a possible DSP Workforce Crisis. Our goal is to provide this plan to providers so that they can better understand what we are able to do to support their DSP processes during the current crisis.

We realize that each Provider Agency in our county is not facing the same level of a workforce crisis, so this plan was designed so that immediate ongoing support in the first section is applied to our entire

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county system while the more costly and specific supports in section two are only authorized as MCBDDS realizes that we have a provider agency (agencies) in a workforce crisis.

Invoices have to be submitted in a timely manner so that we can meet invoicing requirements set in place by our County Auditor's Office and to allow our finance team to understand where we are financially at with each incentive offered. If there are questions about when to submit requests, please reach out to Mitch Snyder. Please know that sooner is always better than later. We have had to reject requests that came in after our set timeframe.