

# WORKFORCE SURVEY REPORT

MARO and Michigan Assisted Living Association (MALA) conducted a statewide workforce survey in March 2018.

The purpose of the survey is to obtain data on wage levels, turnover rates, open positions and other important workforce data related to direct support staff providing behavioral health services.

Our organizations are particularly concerned with the staffing crisis which currently exists in the recruitment and retention of direct support staff throughout the state.



The statewide network of mission driven businesses promoting community access and inclusion.



Nonprofit organization representing a broad range of providers supporting persons with disabilities.

**MARO and MALA are appreciative of** the efforts of the Michigan Legislature and the Governor's Administration including the Michigan Department of Health and Human Services (MDHHS) for their support in funding a \$0.50 per hour staff wage increase in the 2017-18 MDHHS budget. Investment in direct care wages is necessary to ensure the availability of quality behavioral health services and supports for persons with disabilities.

**Direct Support Staff** working in licensed and non-licensed residential settings provide personal care services and/or community living supports to persons with disabilities.

**Survey respondents consist of Providers of the following services and supports:**

- **Community Living Supports:** assisting, reminding, observing, guiding or training individuals with meal preparation, laundry, household care and maintenance, money management, socialization and relationship building, non-medical care and activities of daily living
- **Personal Care:** assisting individuals with eating/feeding, toileting, grooming, dressing, transferring, ambulation, personal hygiene and bathing
- **Residential Services in Licensed Settings**
- **Residential Services in Non-Licensed Settings**
- **Respite**
- **Facility Based Services including Skill Building Services:** designed to increase economic self-sufficiency and/or to engage in meaningful activities such as school, work, and/or volunteering
- **Supported Employment:** includes activities needed to sustain paid work by individuals receiving services, including supervision and training, job coach, employment specialist services, personal assistance and consumer-run businesses

**105** organizations employing approximately **14,000** direct support staff responded to the workforce survey. Key survey results are noted.

## AVERAGE

Total Annual Revenue	\$8,428,653
Total Number of Full-Time and Part-Time Direct Support Staff	133
Starting Wage Rate	\$10.46 / hour
<i>Note: The staffing crisis referenced above is largely the result of a starting wage rate which is not competitive. In many instances, retail companies, health care providers and other potential employers have a starting wage rate of at least \$11.00 per hour.</i>	
Current Wage Rate	\$11.42 / hour
Annual Turnover Rate	36.85%
Seniority	5.36 years

## PERCENTAGE

Open Positions for Full-Time Direct Support Staff	12.2%
Open Positions for Part-Time Direct Support Staff	20.2%
Providers Discontinuing Programs Within the Past 6 Months	21.36%
<i>Note: Staffing shortages are the primary reason for 26.09% of the discontinued programs.</i>	
Providers Refusing an Opportunity to Take Additional Work or Programming in the Last 12 Months	47.06%
<i>Note: The inability to recruit direct support staff is the reason for 76% of the decisions not to take additional work or programming.</i>	

### Section 1009 Report - Recruitment and Retention Challenges from the Workforce Delivering the Most Frequently Used Supports and Services - 2016

The Section 1009 Report produced from a MDHHS workgroup process established through legislative boilerplate language included the following statement.

*The Michigan Legislature and Governor need to make additional investments into all the named Medicaid Covered supports and services to assure that:*

*Direct support staff earn a starting wage of at least \$2.00 per hour above the state's minimum wage. These investments and the starting wage rate should increase as the state's minimum wage increases and should include the mandatory employer costs (FICA, worker's compensation, etc.) associated with employment.*

As indicated above, MARO and MALA acknowledge and appreciate the additional Medicaid funding in the current MDHHS budget bill for the \$0.50 per hour staff wage increase. **Notwithstanding this additional funding, the average starting wage rate statewide of \$10.46 per hour from the survey findings is substantially less than \$2.00 per hour above the state's current minimum wage rate of \$9.25 per hour.**

**Todd Culver**  
 Chief Executive Officer  
 MARO  
 tculver@maro.org • 517-484-5588

**Robert Stein**  
 General Counsel  
 Michigan Assisted Living Association  
 rstein@miassistedliving.org • 734-525-2400