Developmental Disabilities Administration (DDA)

National Core Indicators (NCI) Staff Stability Survey

Frequently Asked Questions

**BACKGROUND:**

The National Core Indicators’ Staff Stability Survey is operated by the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and Human Services Research Institute (HSRI). This survey collects information about direct service support staffing levels, job stability, wages, and compensation.

**PURPOSE:**

• To provide state Developmental Disability Program Offices with reliable data which can help inform their decisions on policy or practice within their statewide programs

• To offer providers of service within a state’s developmental disability system an opportunity to contribute factual information to the discussion of workforce challenges impacting their service delivery capabilities.

**PARTICIPATION:**

National Core Indicators (NCI) requests that all Maryland Developmental Disabilities Administration (DDA) providers who provide direct support staffing participate in this survey.

**FREQUENTLY ASKED QUESTIONS AND ANSWERS (FAQs&A):**

**Q: Why did Maryland join the NCI Staff Stability Survey Data Collection Project?**

A: As the Developmental Disabilities Administration (DDA) works to build strong and robust home and community based service systems, increasing attention has been paid to the role that our Direct Support Professionals (DSPs) play in the provision of supports for individuals with Intellectual and Developmental Disabilities. Unfortunately, this workforce experiences high rates of instability including high turnover and vacancy rates. The DDA would like to address the instability of the DSP workforce, but there is a lack of reliable, comprehensive, data to aid in these efforts. Therefore, the Maryland DDA is participating in the National Core Indicators Staff Stability Survey.

**Q: Which surveys will Maryland be distributing this year and who will receive them?**

A: The Adult Family, Family Guardian and Staff Stability Surveys. The Adult Family Survey will be sent to the parent or guardian of an adult (ages 18 and older) waiver recipient, who lives in the family home and receives at least one service from DDA outside of case management. The Family Guardian Survey will be sent to the parent or guardian of an adult (ages 18 and older) waiver recipient, who **does not** live in the family home and received at least one service from DDA outside of case management. The Staff Stability Survey is sent to provider agencies, who employ Direct Support Professionals (DSPs) that provide supports to adults (ages 18 and older) with a DD.

**Q: How do providers access the survey and who within the agency will receive the survey?**

A: An invitation to participate in the Staff Stability Survey will be sent (via email) to all DDA licensed providers that provide direct support care staffing. More specifically, to the provider’s Payroll or Human Resources.

**Q: How do providers access the survey?**

A: A

**Q: When should my agency expect to receive the survey?**

A: During March of the of the current year (2019)

**Q: How will MD DDA use with the survey responses?**

A: The information received will help the MD DDA identify areas where additional legislation or policy may need to be adopted to better support waiver recipients and their families.

**Q: When is the deadline to submit the completed survey?**

A: The deadline to complete and submit the data is June 30,2019.

**Q: What happens if I pauses mid-way through completing the survey; do I have the option of completing the remainder of the survey at a later date/time?**

A: Yes. The NCI Database is setup for a person to save their entries once completing a screen. The system will also periodically save the entries as it is being entered into the screens. Additional instructions on how to navigate the system will be provided upon entering the survey.

**Q: Who should I call if I have any additional questions?**

A: For questions regarding the NCI surveys, please contact Angela Clark, Director of Quality Enhancement at [Angela.clark2@maryland.gov](mailto:Angela.clark2@maryland.gov) or (410)747-5614.