

# The Key to Our Continued Human Services Challenge: Stabilizing the Workforce



**Presentation to the Prince George's County Council – April 12,  
2022 – 2:15 PM**



- Robert Baynard (*Executive Director, Opportunities Inc, Chair, Prince George's Provider Council, Board of Directors*)
- Lori Sedlezky (*Chief Executive Officer – Ardmore, Vice Chair, Prince George's Provider Council, Board of Directors*)
- James Stockton (*Parent of individual in services*)
- Deborah Nixon-Willis (*Parent and Aunt of individuals in services*)
- Omar Nicholson (*Advocacy and Membership Relations Coordinator – Prince George's Provider Council*)





- The Current Challenges faced by the Provider Community
  - The Cost of Maintaining Business at Current Staffing Levels
  - *Hearing their Stories: Parents' Reflection*
  - The Impact and Ripple Effects
  - How can Prince George's County help?





- 60+ Non-Profits and Social Service Organizations Serve Prince George's County



- Over 2,500 Individuals are Supported in the County
- In Excess of 3,600 Services are Regularly Provided



- 3,416,204.4 Hours of Support Were Provided in FY21
- Thousands of Individuals are Still Waiting for DDA Services with thousands of children also waiting for autism supports



- Service Numbers Grow Each Year Based on Expressed State and DDA Priorities





- Prior to the Pandemic, Serial Underfunding Led to Low Staff Pay and a Direct Support Professional (DSP) Workforce Crisis
- DSP Positions Require Numerous Hours of Training, and the Responsibilities associated with DSP jobs are immense (e.g. Documentation, Medication Administration, Delegated Nursing Tasks, Behavior Management, etc.)
- The Pandemic Created Workforce Challenges Across Numerous Industries, Further Exacerbating the DSP Workforce Crisis
- Providers Cannot Negotiate the Rate that We Receive and Do Not Have the Discretion to Adjust Required Staffing Levels
- The Workforce Crisis Threatens the Consistency and Continuity of Services for our Most Vulnerable Citizens, as well as the Capacity to Serve More People In Need

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# FACT SHEET

The county partnership with PGPC **POSITIVELY IMPACTS** citizens with disabilities.



## CONCERNS

### **500+ VACANT POSITIONS**

Higher wages are needed as demonstrated by 30% turnover and a doubled vacancy rate of 35% compared to 15% in 2021.

**PGPC**  
2022 WAGE SURVEY

### **CITIZENS' SERVICES ARE AT RISK**

The role of Direct Support Professionals (DSPs) is NOT a minimum wage position. Extensive training is required. DSPs are responsible for people's lives!

### **LIMITED FUNDS TO RECRUIT & RETAIN DSPS**

Critical DSPs are making low wages despite the level of responsibility.



**\$12.50-\$16.00 Starting wage for DSP  
in Prince George's County**

**Fast Food, Grocery Stores,  
Big Box stores, are all able  
to pay higher starting  
wages**

**Minimum Wage in  
Region is  
increasing**

## Summary of The Core Issue

- Providers Offering Millions of Hours of Support to Prince George's Residents with Intellectual and Developmental Disabilities
- Other Industries Offering Higher Wages, with Sign-on Bonuses, for Work that Requires Less Responsibility
- Minimum Wage in Washington D.C. is \$15.20/hour, in Montgomery County \$15.00/hour - with those minimum wages rising even higher over the next year
- Providers Are Unable to Attract Staff to Fill Vacancies



**Providers Must Still Support People with Disabilities, Even Without Sufficient Staffing**

**Without a DSP workforce, Middle Management is Tasked With Filling the Gaps, Causing Burnout**

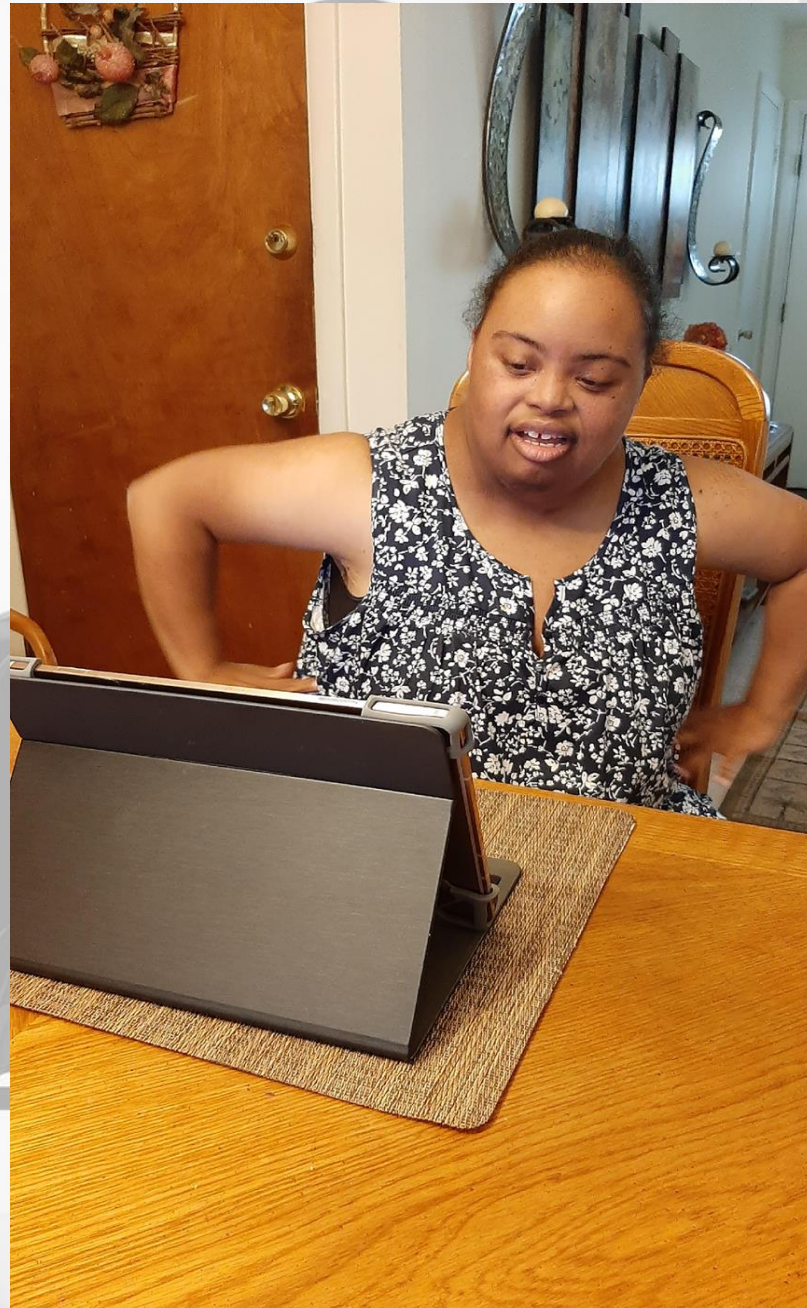
**Current DSPs Are Asked to Work More Hours - Causing Burnout and Increasing Risk of Loss**

**The Staffing Shortages Create More Costs for Providers**





## James Stockton, Parent of Alisha





## Deborah Nixon-Hillis, Parent of Kendall







- **Without Sufficient Funding and With the Increased Minimum Wage, Our Workforce Will Continue to Shrink as Workers Opt for Less Stressful and Less Demanding Employment Opportunities**
- **As Other Competitive Employment Opportunities in the County Rise, Many Dedicated DSPs Will Undoubtedly Seek Other Jobs to Better Manage Rising Costs**
- **Thousands of Children and Adults Will be Without Services as Providers are Unable to Build Capacity to Serve More People**
- **Thousands of County Citizens/Workers Will Have Employment Impacted as They Remain Home to Care for Loved Ones Due to Providers' Inability to Re-open and Bring People Back to Services**
- **Payroll Tax Income is likely to Decrease and the Use of County Assistance Programs (Food Stamps and other Subsidies) are likely to Increase as More People are Out of Work to Care for Loved Ones.**



- **The Provider Council Requests that the DSP Supplement Be Increased From \$3.8 Million to \$5 Million For FY2023**
- **This Will Help the Provider Community in Prince George's County Remain Competitive With Other Employers in the Region**
- **It Will Also Assist in Recruiting and Retaining Staff to Serve Prince George's County's Most Vulnerable Citizens**
- **Most Importantly, This Increase Will Help Us Stabilize the DSP Workforce**





*Thank You!*

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