

THEY DESERVE MORE

Illinois I/DD Community Provider Status Survey Questionnaire

This brief survey will capture critical data regarding the staffing shortages facing I/DD community agencies in Illinois. The results will inform ongoing advocacy and discussion regarding the state of the Illinois I/DD community system. If any question does not apply to your organization or you do not have data to respond, mark NA.

1. Agency
 - a. Agency Name
 - b. Email Address
2. Current residential program census (# of people you are serving today).
3. Current residential program capacity (# of people you are licensed to serve in all certified settings, inclusive of any non-operational sites).
4. Current FTE CDS program census
5. CDS Program capacity census (how many people could attend full-time)
6. Number of FTE DSPs in your staff plan
7. Current number of FTE DSPs
8. Number of agency staff unavailable to work today due to omicron circumstances (exposure, awaiting test results, symptoms, etc.)
9. Number of FTE DSPs employed on 1/1/21
10. Number of FTE DSPs employed on 1/1/20
11. Is your organization actively planning for any of the below contingencies in response to the DSP staffing shortage?
 - a. Closing a program site(s)
 - b. Consolidating residential sites
 - c. Suspending new admissions
 - d. Discharging residents
 - e. Relocating residents to a CDS location
 - f. Agency closure
 - g. Other (please specify)

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Illinois I/DD Community Provider Status Survey Summary of Results

January 2022

- 67 Respondents

Current Residential Census	Residential Capacity	Current CDS Census	CDS Capacity
61 Organizations		56 Organizations	
7,105	7,988	5,737	10,262
89%		56%	

- DSP in Staff Plan = 9,412
- Current Actual DSP = 6,898
- Unfilled DSP positions = 2,514
- DSP Vacancy Rate = 27%
- Staff unavailable to work due to omicron = 1,164
- % of current staff affected by omicron = 17%
- Undelivered DSP care due to vacancy = 100,543 unfilled weekly DSP hours
- Undelivered DSP care due to omicron = 46,560 unfilled weekly DSP hours

Contingency Plans:

- Site Closure(s) = 41%
- Consolidating Residential Sites = 54%
- Suspending Admissions = 59%
- Discharge Current Resident(s) = 16%
- Relocating Residents to a CDS Location = 14%
- Other = 40% (See next page with responses)

Responses to Question 11 (Is your organization actively planning for any of the below contingencies in response to the DSP staffing shortage?)

Other, please specify:

- We have had to boost DSP, front-line supervisor, & QIDP pay significantly beyond current reimbursement rates to try and hold on to DSPs and program management staff. We have also instituted perks like gym memberships and paying for a local community college class for full-time staff who have worked more than 6-months with us. These efforts seemed to be helping in recruiting and retaining DSPs until this current wave of covid hit us. We are seeing more staff out due to covid than at any other time of the pandemic. Only about 50% of our staff are vaccinated and covid is spreading like wildfire through unvaccinated staff. We have already closed 6 homes (3 CGHs and 3 CILAs) consolidating people served and putting more people served in homes. We have emergency discharged 3 people served from our CGH program due to not being able to meet their behavioral support needs. Our QIDPs and front-line supervisors have become DSPs for more than half of their work hours (there have been multiple weeks when they work primarily as DSPs). If our local schools and CDS programs close again, I don't know if we can hold it together due to needing so many more full-time DSPs to cover those hours.
- Off Site CDS should/could be seen as a resource. Every agency is different and in different situations. Our staffing issue is still not being able to hire to expand and bring more participants back and increase days of service.
- Developed CDS waitlists.
- Converting a 24-hour to an ICILA home.
- Live-in residential model.
- Two sites will be closed by January 31, 2022.
- We're just being forced to pay an incredible amount of OT.

- 24-hour CILA or 12-hour shifts. Closing CDS to redeploy those DSP's to provide 37U; will be union issues to come.
- Temporary closures based on COVID exposure and staffing levels, currently hiring for several roles/onboarding new staff.
- We had plans to build 2 more cilas but have put that on hold as we are at least 6-8 dsp's short all the time. Plus we have been looking for a residential Q for over a year.
- Suspending CDS services to individuals residing in the community.
- Reassigning qualified staff/Qs to DSP open shifts/positions.
- Training administrative staff to fill DSP shifts.
- Stay in place staffing model for safety.
- Closed CDS to community people, no group respite programs, no CILA visitations the month of January, implementing COVID DSP CILA bonuses to help with staffing challenges.
- We are having to consolidate homes on weekends given staff shortages.