



Continuity of Care in Supported Living is Essential for Individuals with Intellectual and Developmental Disabilities.

Over the past several years, turnover of staff within Supported Living agencies has increased to be between 50% - 70%. This is very disruptive to clients who are accessing this level of community residential care.

Clients rely heavily on personal care staff to meet their individual needs. The needs of each client are unique and important. Clients should have well trained and knowledgeable staff who can provide a consistent level of care. The level of personal care for those accessing Supported Living services is usually intensive.

Staff turnover creates constant training and retraining of new staff. This happens because once staff is hired, trained and then begins to work with their clients, they realize the scope of work they have been hired to perform is not equivalent to the hourly rate they are paid. This is not negotiable for them as the state sets the rates. They then leave to make more money doing less intensive work. Clients suffer because of this.

Clients also lose their choice of staff. There are not enough applicants and staff hires to make staff choices from. Clients must accept care from whomever is hired and showing up. Turnover rates indicate clients are subjected to this repeatedly. The lack of continuity of care is evident.

Supported living is a system in crisis! Funding for staff wages has been ignored for years and must be increased dramatically to stabilize this system and meet the needs of people with developmental disabilities currently being served, as well as those wishing to move out of costly institutional settings or from their family's homes.

SOLUTION: To meet minimum wage requirements, keep pace with cost of living increases in the minimum wage and address the turnover and staffing crisis, an appropriation of \$2 per hour is required in FY2017 and a cost of living increase in FY2018.