



1 - Staffing Shortages and Staff Turnover

The INABC Risk Management Committee conducted a brief survey of Behavior Consultants to identify the top risk areas that impact the people to whom they provide Behavior Support Services. From these results, the RMC determined the goal of providing the membership with resources in the form of a “one-sheet” for the top risks identified on a quarterly basis.

Staffing Shortages and Staff Turnover were identified as the top risks that impact the people we support. So much of these risks identified are out of our control so this one-sheet will be dedicated to finding ways to manage these risks and do what is in our control as we accept that reality. The concept this resource is based on is that trained staff are more satisfied with their jobs and less likely to leave. Below are tips and information offered with this objective in mind:

- Upon each weekly visit, talk with the DSP on shift about whether any new staff have been hired. If so, seek out the new DSP’s contact info and begin attempts to set up a training.
- Always have training sheets with you and be prepared to do an impromptu training if you walk into a person’s home and there is a new DSP on shift.
- Check in with the program director weekly for staffing developments.
- Develop good working relationships with the Program Director for people supported and offer a variety of methods for training. Methods of training could include one-on-one, group and or over the phone.
- The use of technology is another method of training that is on the horizon. Offering a training video that the provider will have available during their orientation is another option to consider. Following up with new DSPs in person to review the BSP in this case would be recommended.
- Asking the DSP's we encounter in the home for their feedback regarding how the BSP is working and if it is addressing the behavioral issues they tend to face on shift may be that something special that lets a DSP know they have support. This can impact their job satisfaction even if to small degree.
- While making changes can be a lengthy process, it may be the thing that signals to staff that they have a partner in addressing the issues they face on shift.

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- DSPs are truly our eyes and ears in homes in which we only are able to spend 1-2 hours per week. Letting DSPs know how important their jobs are by acknowledging their ideas will go a long way with rapport building and lending again to the contentment they have in their jobs supporting people.
- An additional measure to ensure DSPs feel supported by Behavior Consultants is to write down on a calendar or in a communication log the date of your next scheduled visit.