

# Post- Summit Action Plan Survey Report

PLANTING THE SEEDS FOR WORKFORCE DEVELOPMENT:  
EDUCATION, INNOVATION, AND COLLABORATION



September 28, 2017 | Turf Valley Resort, Ellicott City, Maryland

*Paul R. Willging Endowment - The Erickson School, UMBC*

## Background

The “Planting the Seeds for Direct Care and Para-Professional Workforce Development Summit” was held on September 28, 2017, by the Paul R. Willging Endowment and The Erickson School, UMBC. The Summit’s goals were to elevate attention to the critical issue related to the shortage of direct care workers in Maryland and to lay the foundation for an action plan to assure the availability of trained direct care workers needed in the care of older adults and persons with disabilities.

Key note speakers and panelists highlighted a range of the themes, barriers and opportunities they believed to be influencing factors affecting the availability of a well-trained workforce. To prioritize projects, these themes and issues have been used to guide the survey questions.

## Survey Purpose and Methodology

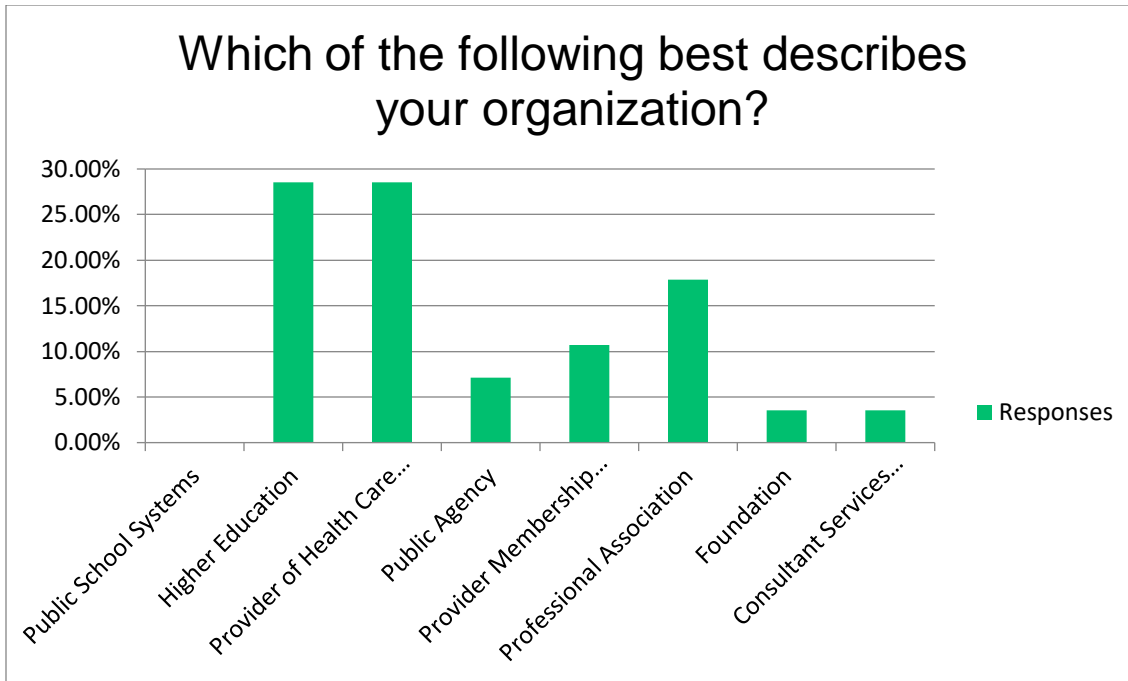
This survey’s purpose was to prioritize action plan items that developed from the Area Wide Summit on Workforce Training and Development of Direct Care Workers. Based on the results of this survey Steering Committee members will identify and prioritize the issues survey participants believe should receive immediate attention.

It is also an invitation for attendees and others to be involved in the planning and development of an Action Plan required to address those issues. A Steering Committee composed of representatives from provider, education, and other stakeholder organizations will be convened by the Willging Endowment and the Erickson School of Aging in early January that will use the results of this survey in putting the Action Plan in place by May of next year.

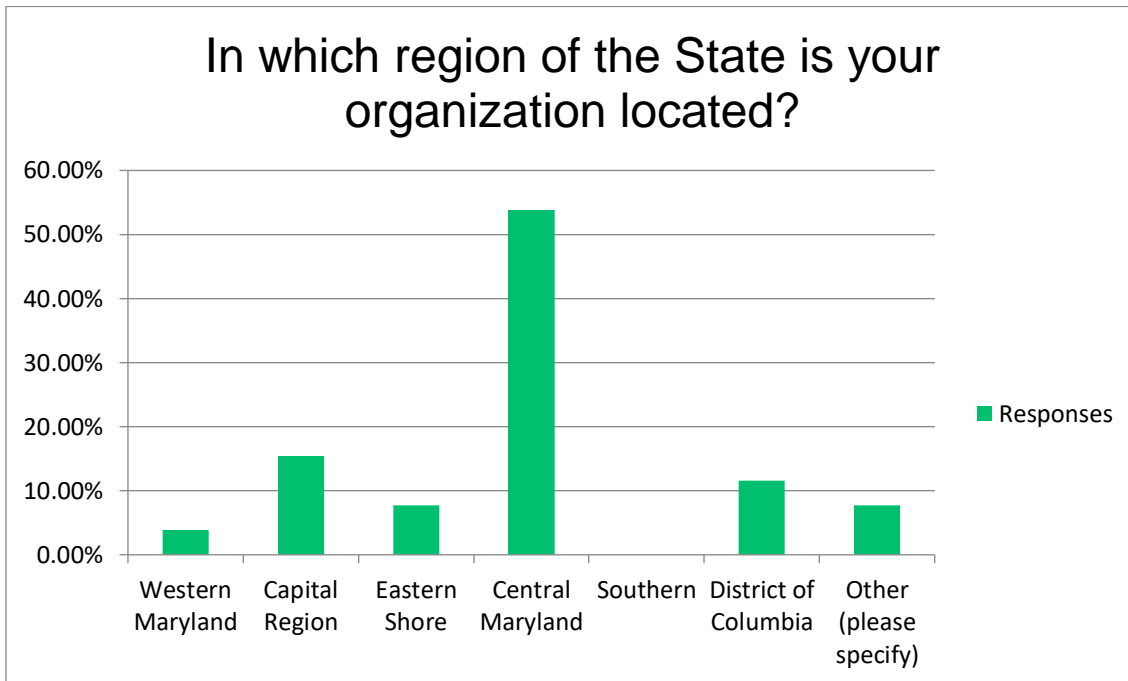
## Survey Results

Participants were asked a series of 15 questions. Below are the Overall, the data showed that participants hold overwhelming support for the convening of a Statewide coalition.

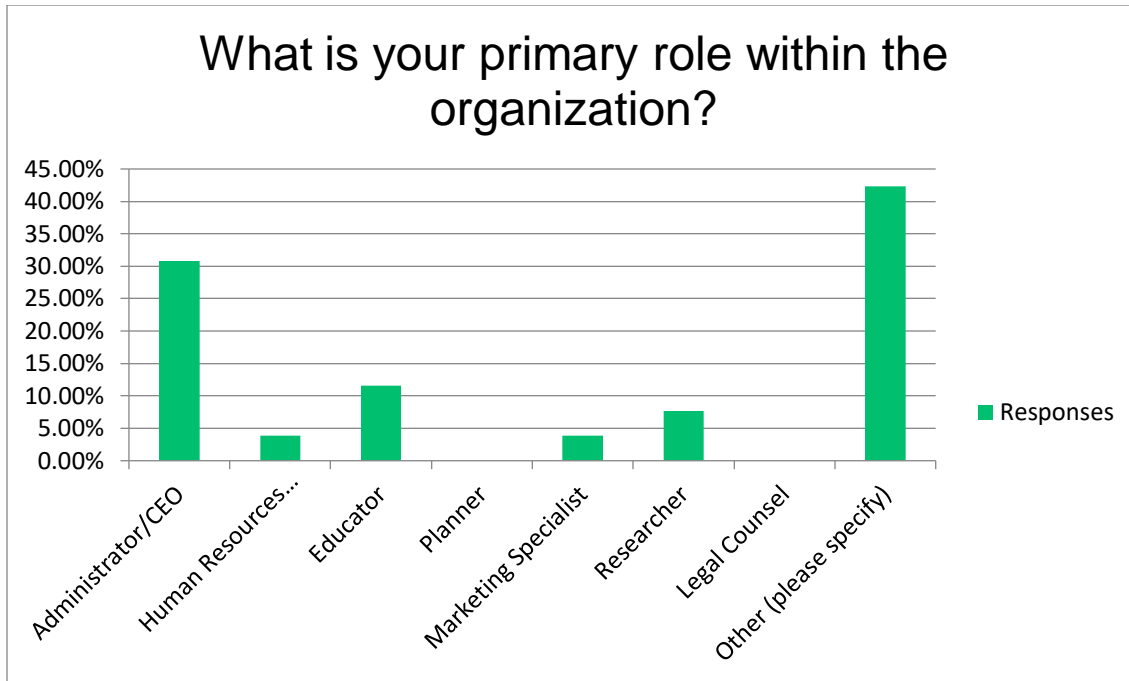
Question One:



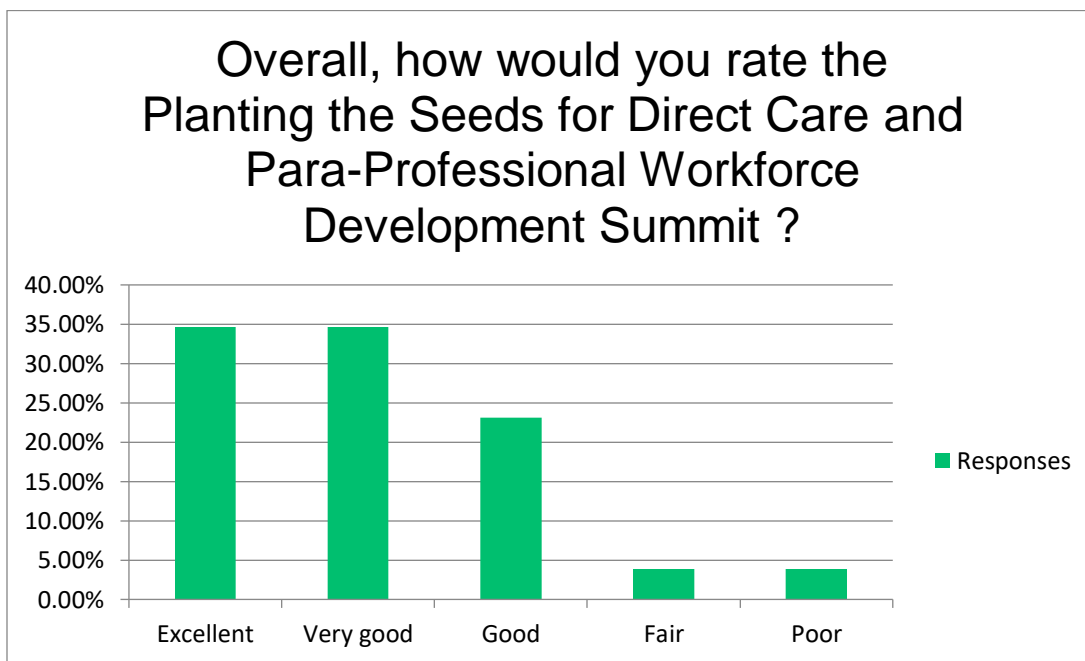
Question Two:



Question Three:



Question 4:

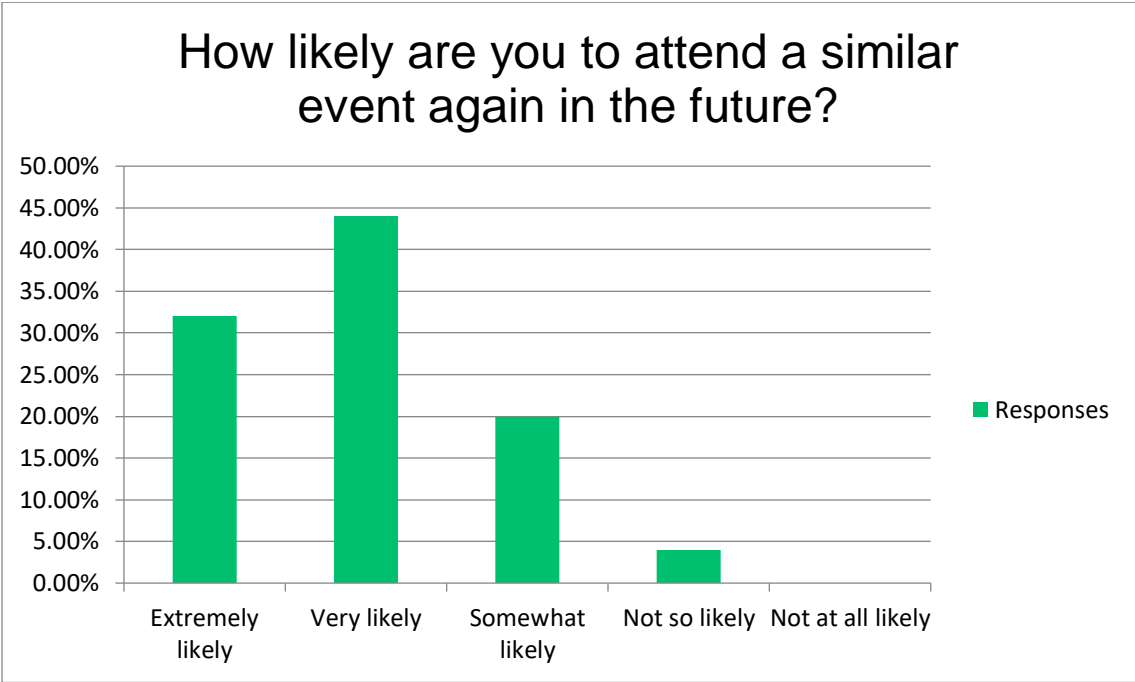


Question Five:

The Summit identified opportunities and solutions that my organization can use.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Total
Percentage	7.69%	3.85%	7.69%	53.85%	23.08%	3.85%	
Total Answered	2	1	2	14	6	1	26

Question Six:



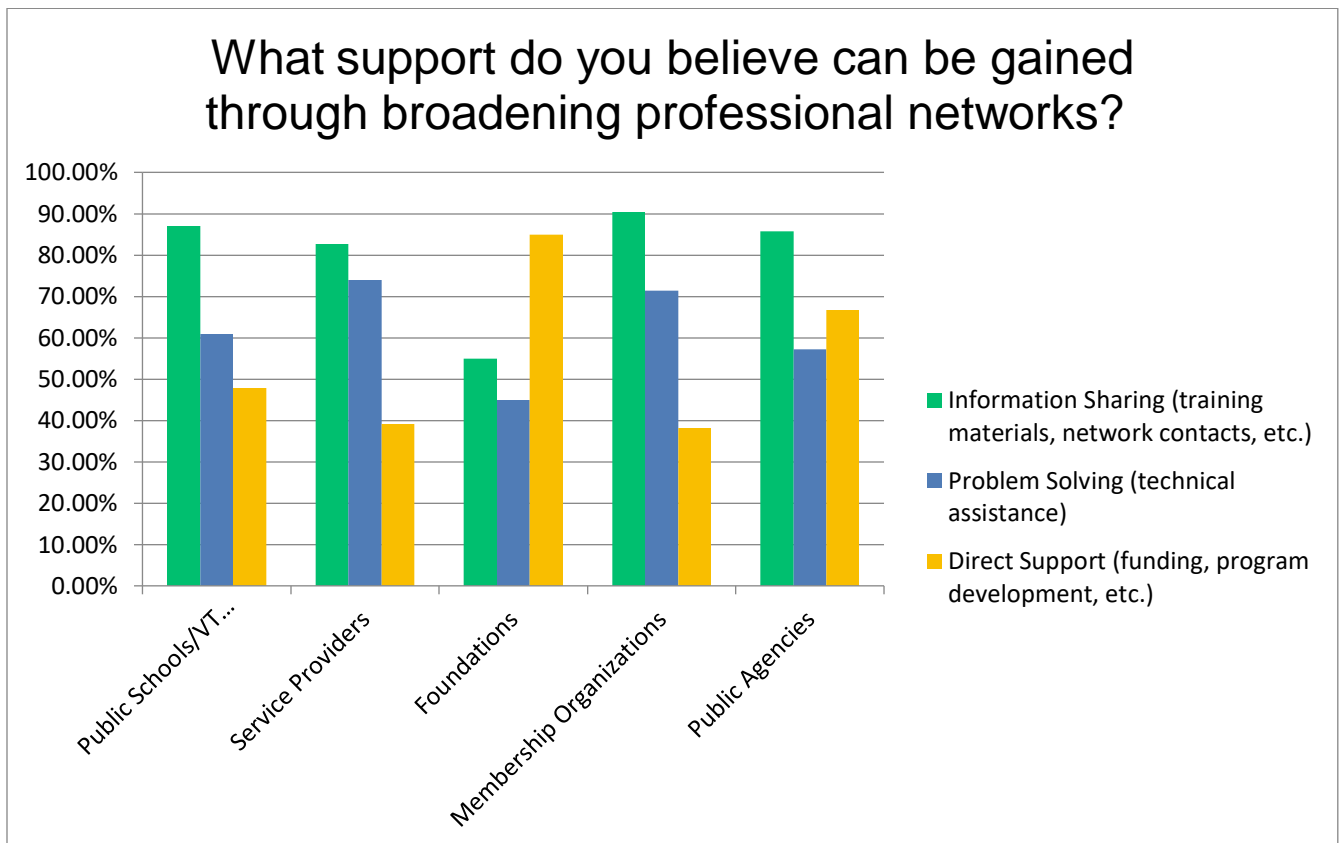
Question Seven:

## Please list any vendors that you would like to see at future Summits or Conferences.

Answered: 9 Skipped: 19 N/A: 4

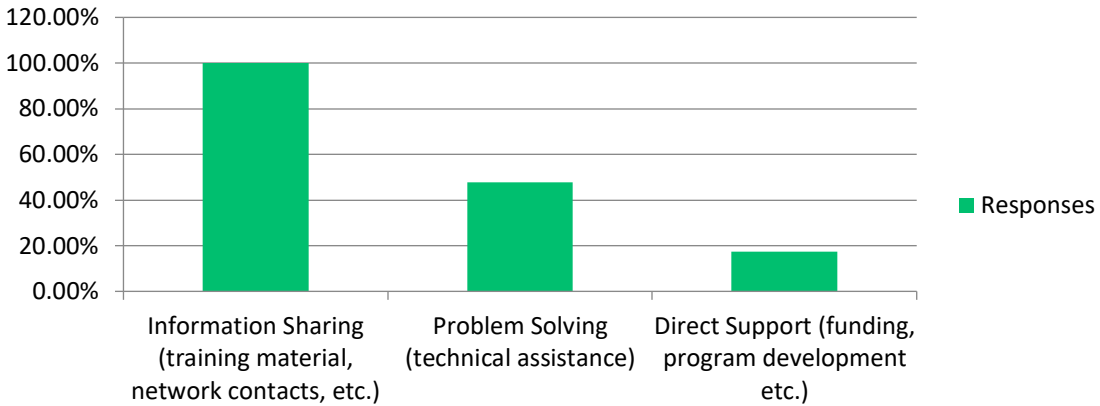
- Information about educational programs and services.
- Organizations that engage the target workforce in any way.
- Same range of participants.
- Not interested in vendors.
- Not important to me.
- Government and State Agencies; Grant maker organizations
- Background Checks; Cyber Security
- Other Aging Services educational organization and Long Term Care Chain organizations.
- PHI

### Question Eight:



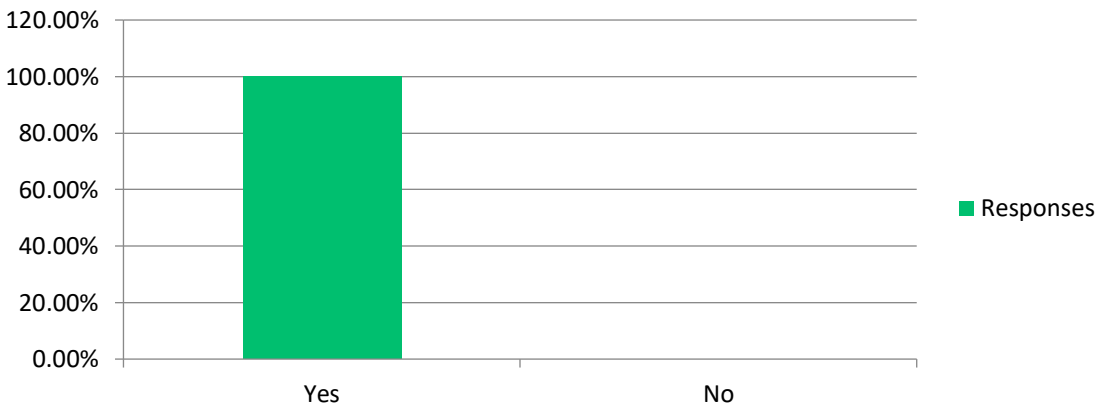
### Question Nine:

### What services and support would your organization be able and willing to provide that would enhance professional networks?



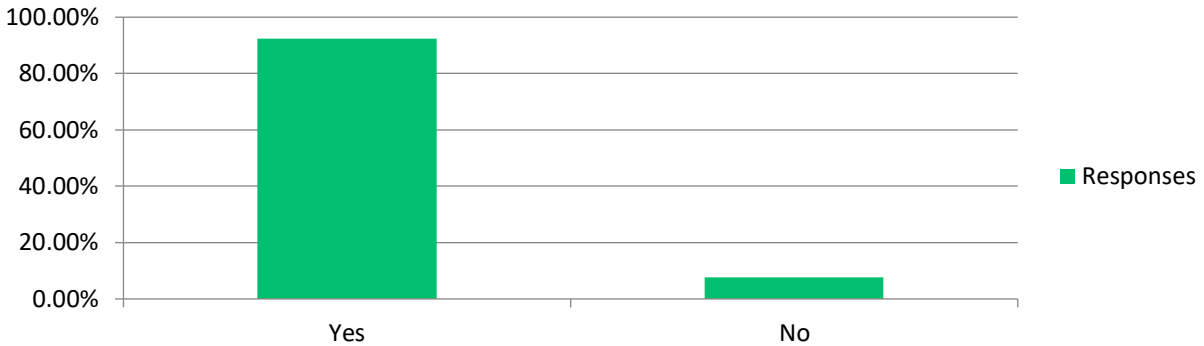
#### Question Ten:

### Do you believe it would be beneficial to establish a statewide coalition or alliance geared to enhancing the development and training of direct care workers?



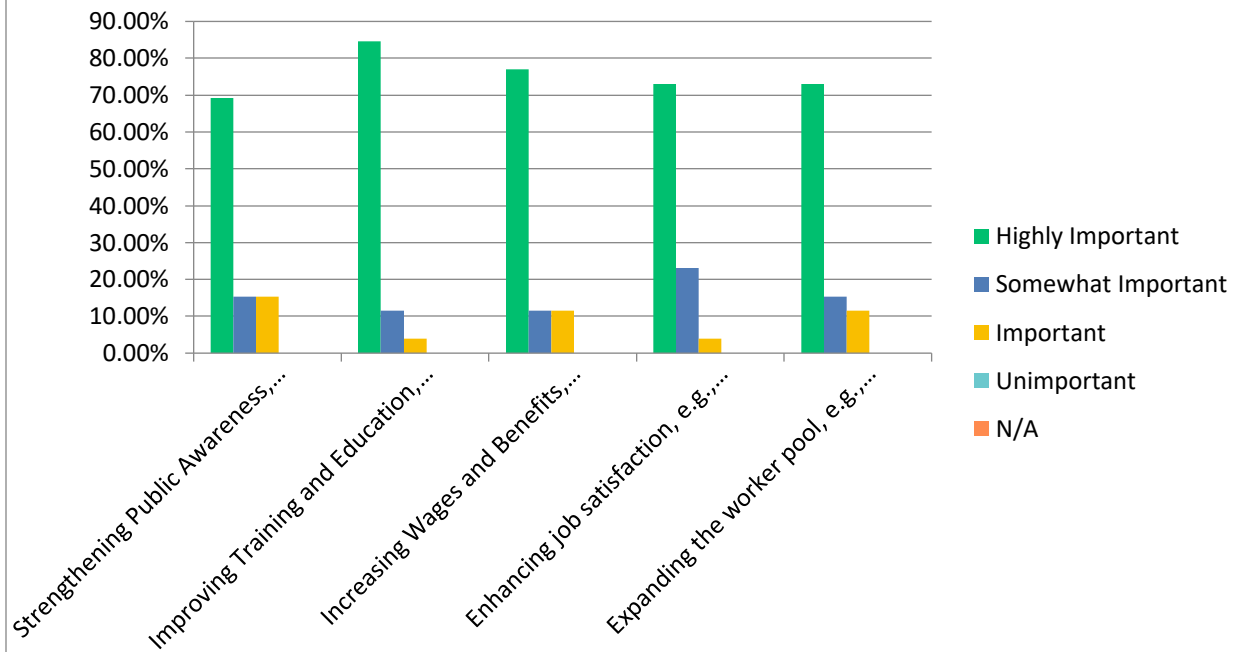
#### Question Eleven:

If you believe there's potential value in undertaking such an initiative, would you like to be kept informed and involved?



Question Twelve:

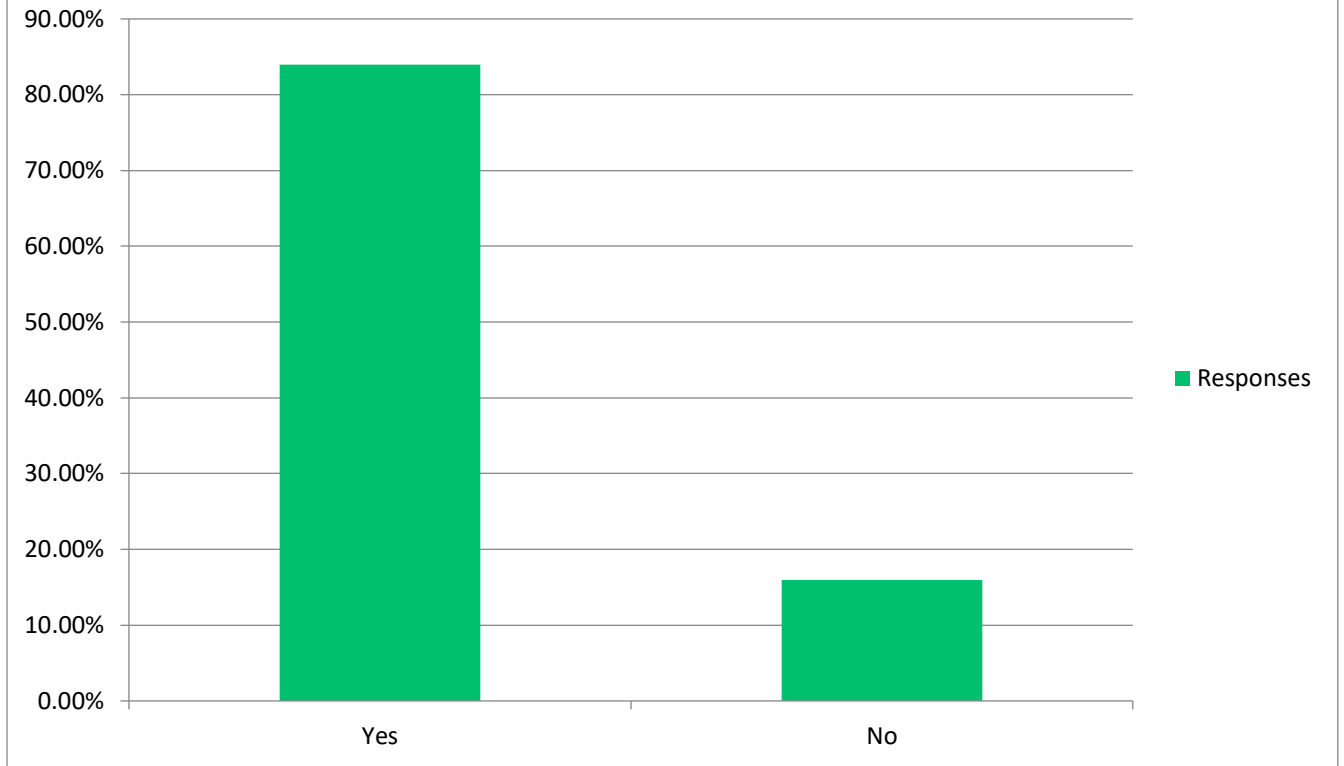
The Summit highlighted several key issues facing workforce development. How important are the cited issues to the work you do within your organization?



Question Thirteen:



If the Area Wide Training and Development Steering Committee extended an invitation for you to work on one of the above issue areas which you regard as highly important or somewhat important, would you be willing to participate as a member of a working group?



Question Fourteen:

Question Fourteen asked survey participants to provide contact information if they would like to participate in Steering Committee projects. Summit leaders will contact members who provided their contact information.

Question Fifteen:

## Additional Comments:

- “This is much needed work!”
- “As Chair of the Maryland Coalition on Mental Health and Aging, I offer the support of the coalition and its members to further workforce development and competencies pertaining to behavioral health”
- “The Maryland Respite Coalition was awarded a grant that is being used, in part, to develop training/education programs.”
- “The conference speakers stimulated lots of ideas and plans similar to Grand Rapids CC. I am working with GROWs (provider group with 200 members and Montgomery County Department of Aging staff to create a workforce plan to focus on expanding Montgomery College student internships, volunteer activities, jobs, training, observational opportunities and for employers to consider developing career ladders.”
- “MD Department of Disabilities was already invited to serve on the Steering Committee and is a committed partner.”
- “need to think about a "career ladder" for direct care providers that recognizes increased skills and knowledge and ability to mentor new providers. The cost of compensating experienced skilled workers is less than constantly training, placing, and replacing with new workers that may or may not stay”
- “Recognize this is a long-term problem in addressing direct care workforce shortages and wage problems and will take a sustained commitment to resolve the many issues that are involved in resolving this matter. I think the horizon should be about 10 years.”
- “The NASW-MD Committee on Aging is interested in staying involved and may rotate participation among several members of the committee.”
- Find ways to mobilize 2 year colleges in creating more certificate and training programs that are fluid with actual connective internships.

## Next Steps

The Steering Committee will be convened on January 16, 2018 to develop an Action Plan that addresses the several issues identified at the Summit. The Plan is expected to be completed for implementation by the Spring of 2018.

Meeting Minutes and updates of the Steering Committee proceedings will be available on the Willging website at <http://www.paulwillgindingowment.org/2017summit>.