

# Direct Support Professional Workforce Crisis

With growing concern surrounding the shortage of Direct Support Professionals (DSP) in the State of Wyoming, the Wyoming Institute for Disabilities (WIND) held two community listening sessions in October 2021 to develop a better understanding of the issues. A summary of the responses highlight the need for increased professionalization and changes to the organization structure of the field.

Priorities were higher pay, better benefits, increased education and training...



**HIGHER PAY**

The most prominent theme across all groups was the need to professionalize the occupation.



**BETTER BENEFITS & RECOGNITION**

Many attendees expressed that professionalization would make more people interested in becoming a DSP and increase the likelihood that individuals remain in the workforce.



**EDUCATION & TRAINING**

... mentorship and apprenticeship opportunities and increased public awareness of the profession.



**INCREASE PUBLIC AWARENESS OF THE PROFESSION**

To assure a wide range of perspectives on the issue, attendees varied in their role and experiences with DSPs and included direct support professionals, service providers, case managers, waiver clients, family members, community members, state agency administrators, policy makers, and elected officials.



**MENTORSHIPS & APPRENTICESHIPS**

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Infrastructure: Many attendees mentioned that the hiring process may be too long, and many potential DSPs lose interest.



**REDUCE THE LENGTH OF THE HIRING PROCESS**

Decrease the length of the hiring process so that DSPs can begin training and working sooner. Reduce the age requirement so that individuals can get experience and exposure at a younger age and use that to begin a career as a DSP.



**LOWER MINIMUM AGE REQUIREMENT**

Many attendees also were concerned about the difficulty receiving information or services that are needed to adequately complete the job.



**SIMPLIFY BILLING PROCEDURES**



**PROVIDE CENTRALIZED INFORMATION SITE**



**PROVIDE A CONTACT FOR GUIDANCE & SUPPORT**

