QSP Hub 2024 Annual Survey Results
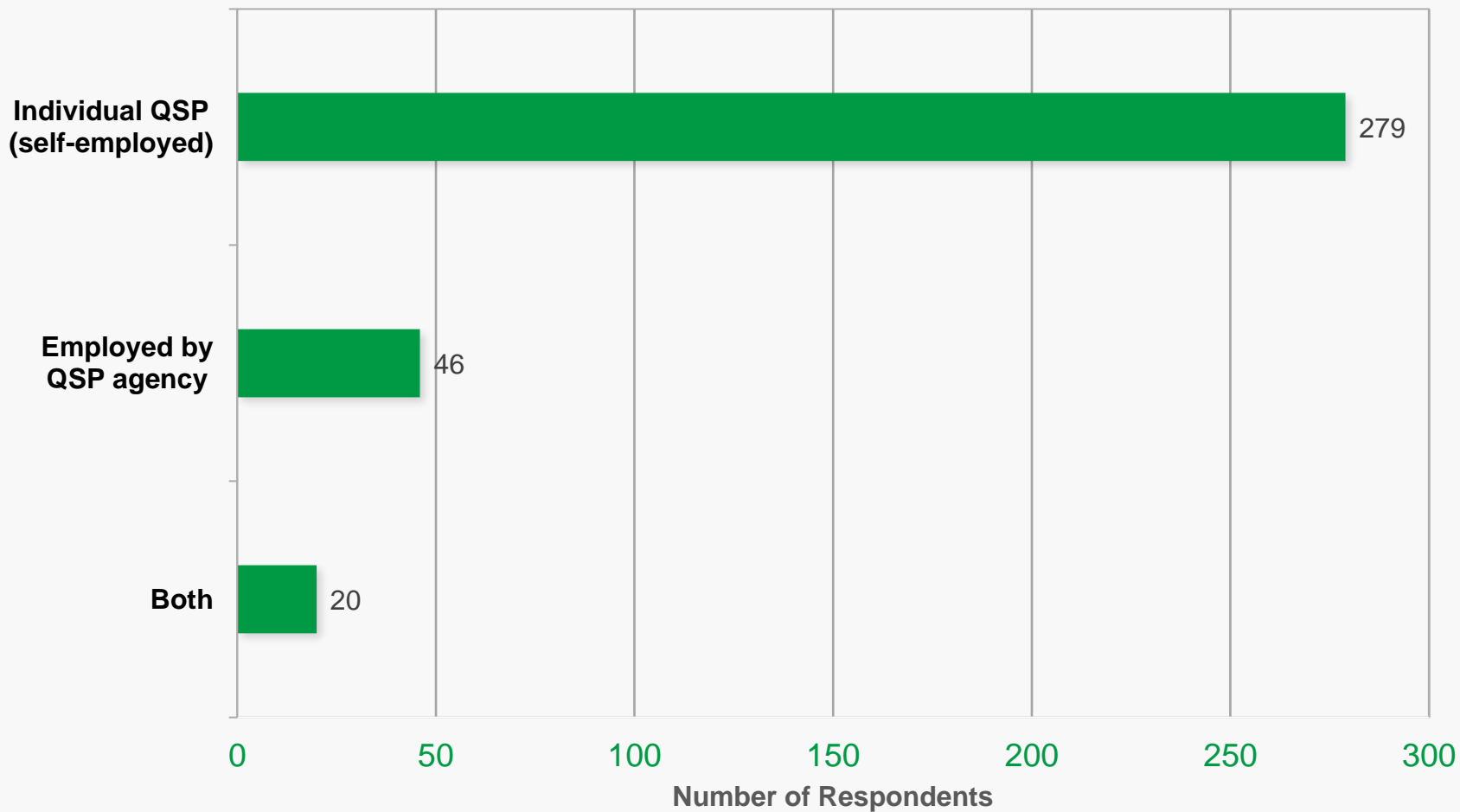
Karen Bernhardt, PhD

Research Analyst

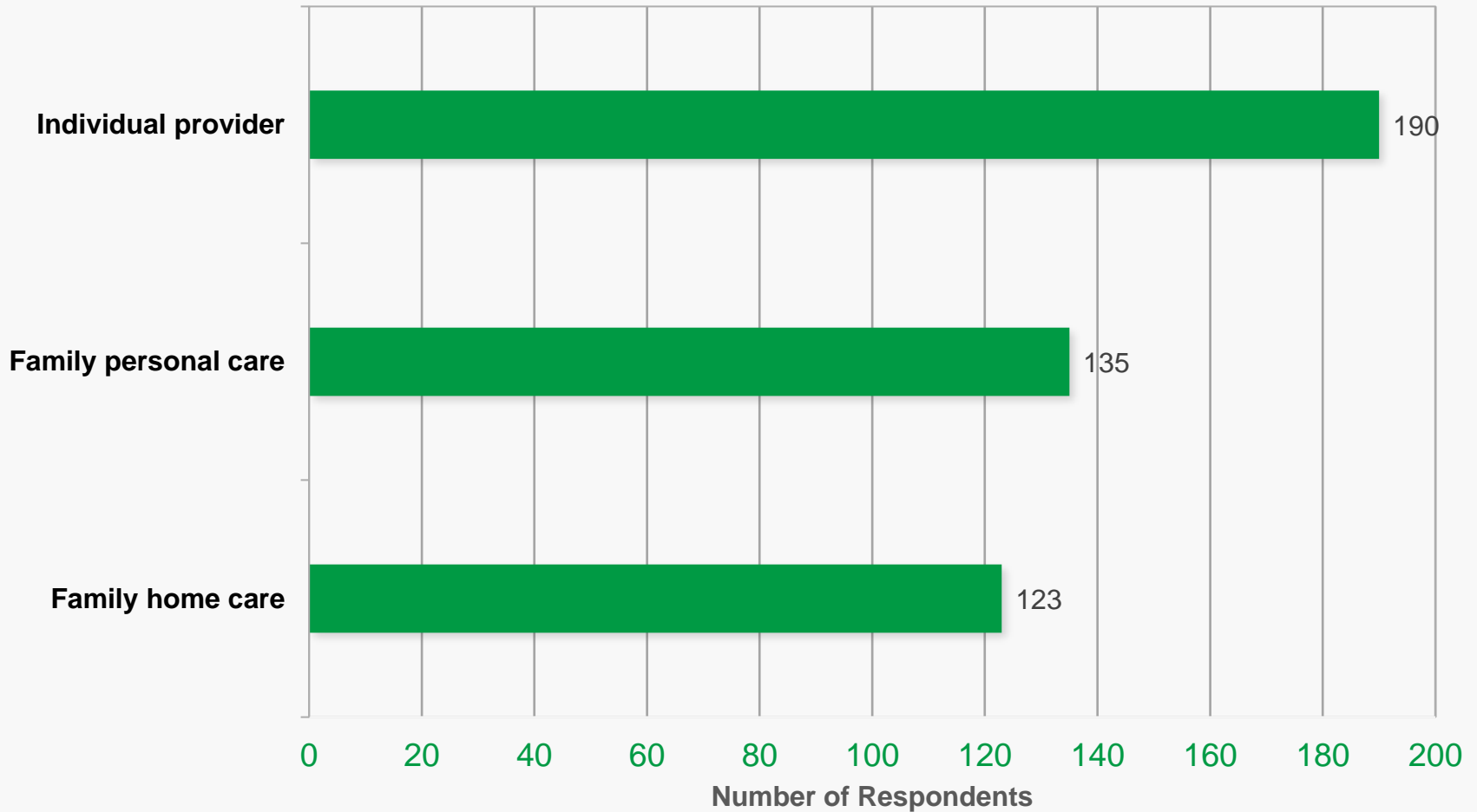**Healthcare Workforce Group**

October 1, 2024

RESPONSE RATE

o Survey invitation sent out to 1,224 individual QSPs via email listserv

o Total records received = 361

  o 359 in Qualtrics and 2 paper copies

o Valid responses used for analysis = 345

o Missing data were excluded using the pairwise method
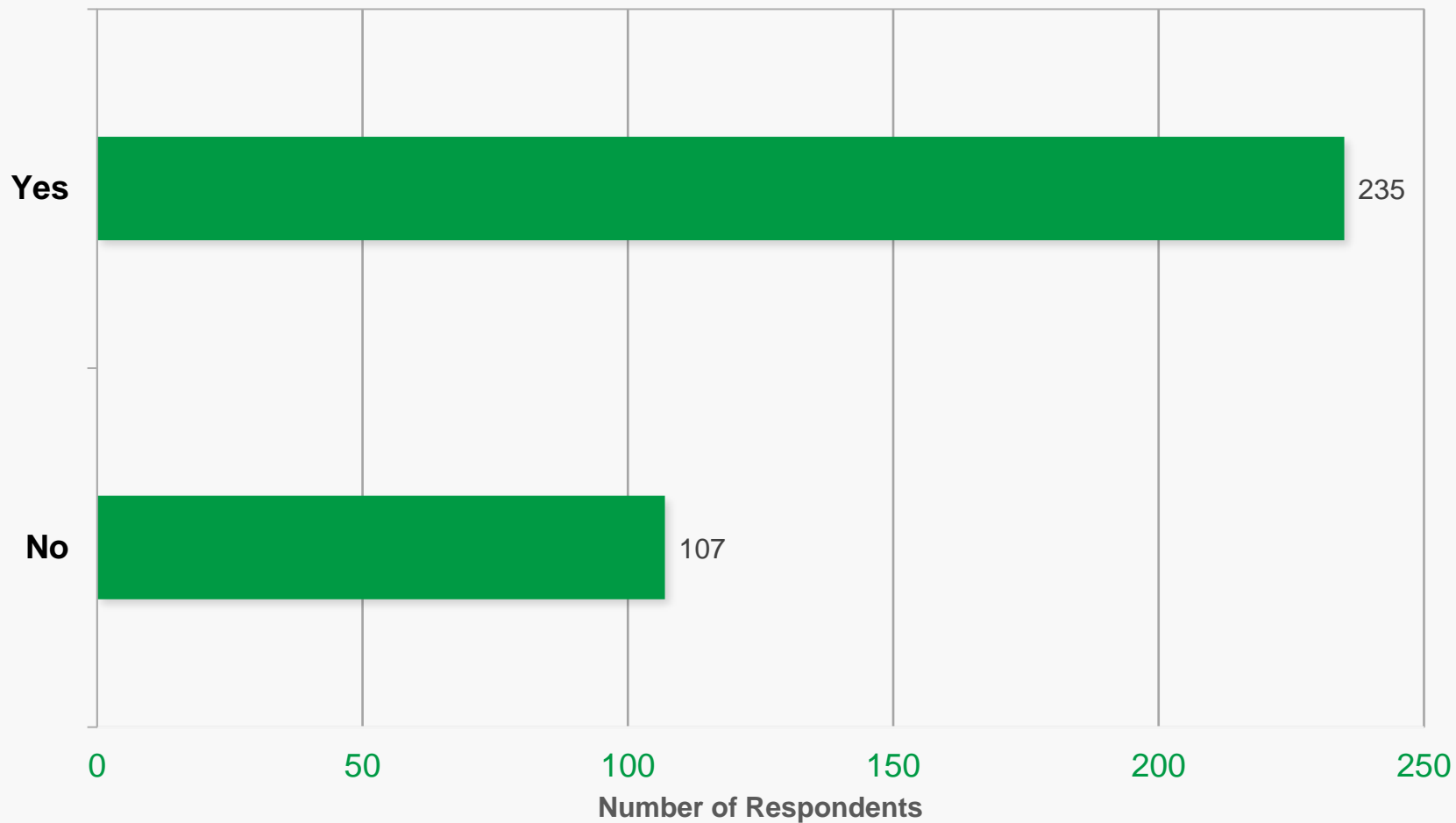
Q1. How do you provide services as a QSP?

UND

Number of Respondents

Category	Value
Individual QSP (self-employed)	279
Employed by QSP agency	46
Both	20

n = 345

Q2. What type(s) of individual QSP are you? (Check all that apply)

UND

Individual provider — 190
Family personal care — 135
Family home care — 123

Number of Respondents

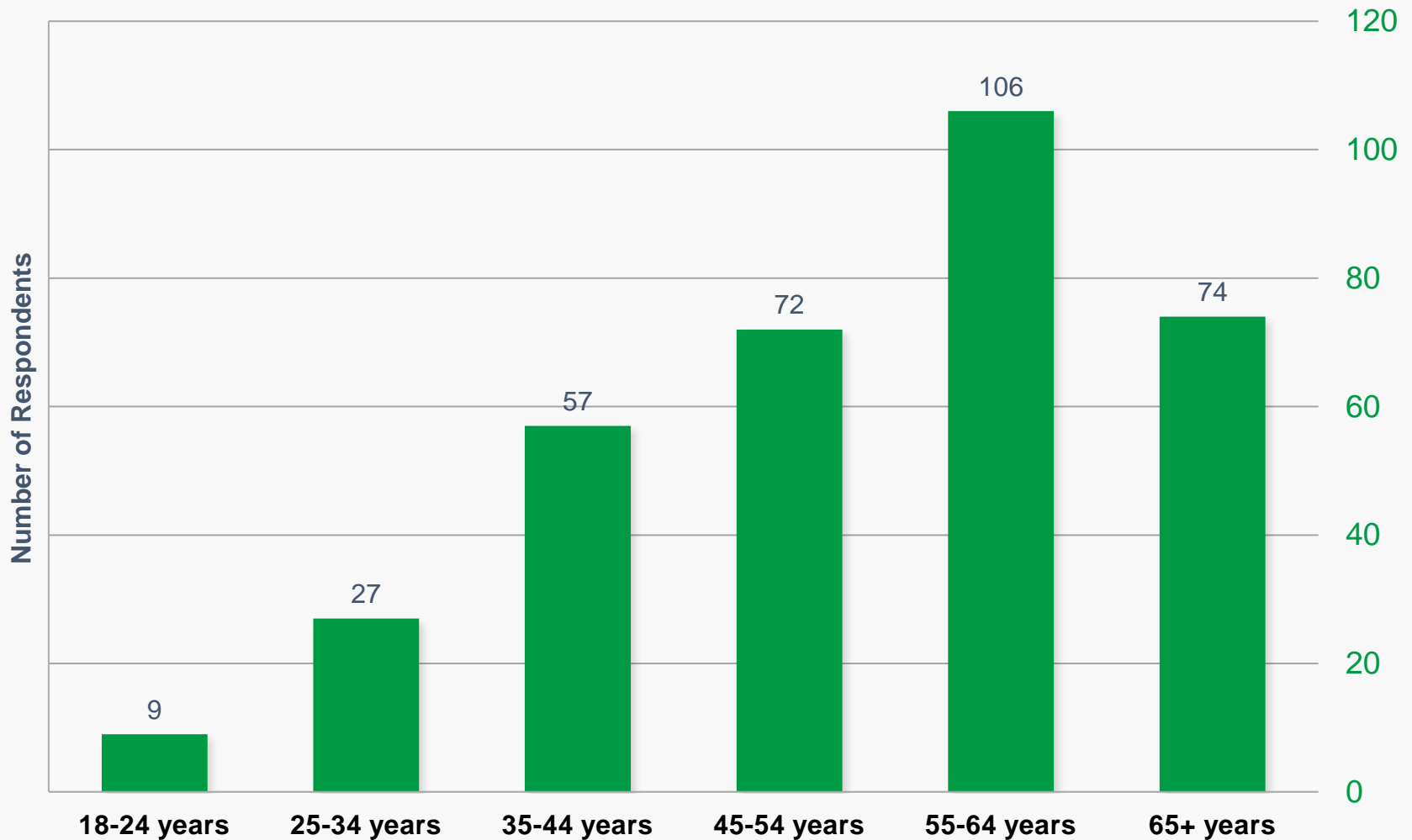n = 340

Q3. Do you have a close personal relationship with any of the people you provide care for that started <u>before</u> you became their QSP?

UN̄D

Yes — 235

No — 107

Number of Respondents

n = 342

Q4. What is your age?

UND

Number of Respondents

Age Range	Count
18-24 years	9
25-34 years	27
35-44 years	57
45-54 years	72
55-64 years	106
65+ years	74

n = 345

Q5. What is your highest level of education?

UND
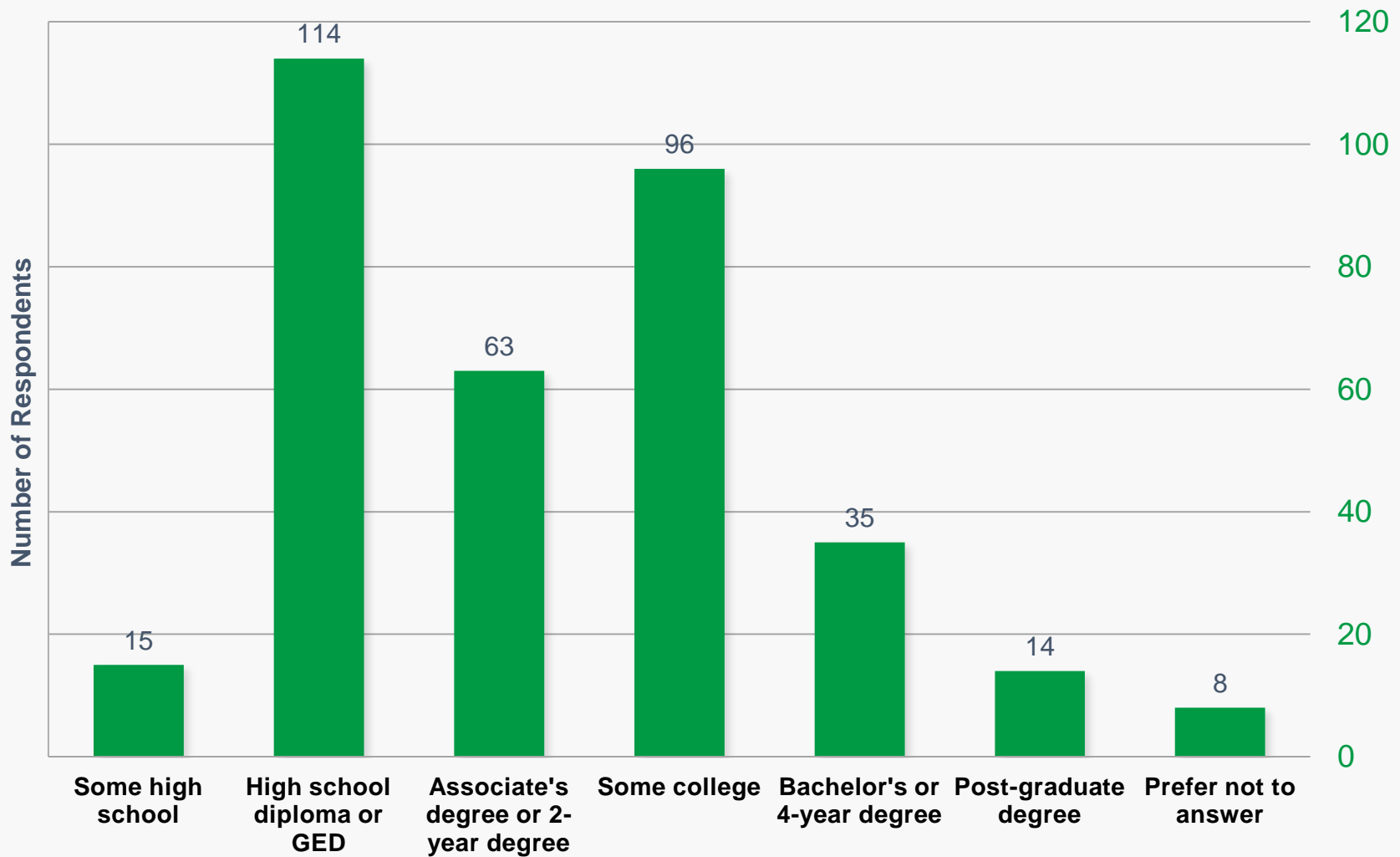
n = 345

Q6. What is your annual household income?

UND

Number of Respondents

Category	Value
Less than $10,000	15
$10,000 - $19,999	16
$20,000 - $29,999	40
$30,000 - $39,999	47
$40,000 - $49,999	40
$50,000 - $59,999	35
$60,000 - $69,999	24
$70,000 - $79,999	19
$80,000 - $89,999	8
$90,000 - $99,999	8
$100,000 - $149,999	9
$150,000 or more	3
Prefer not to answer	81
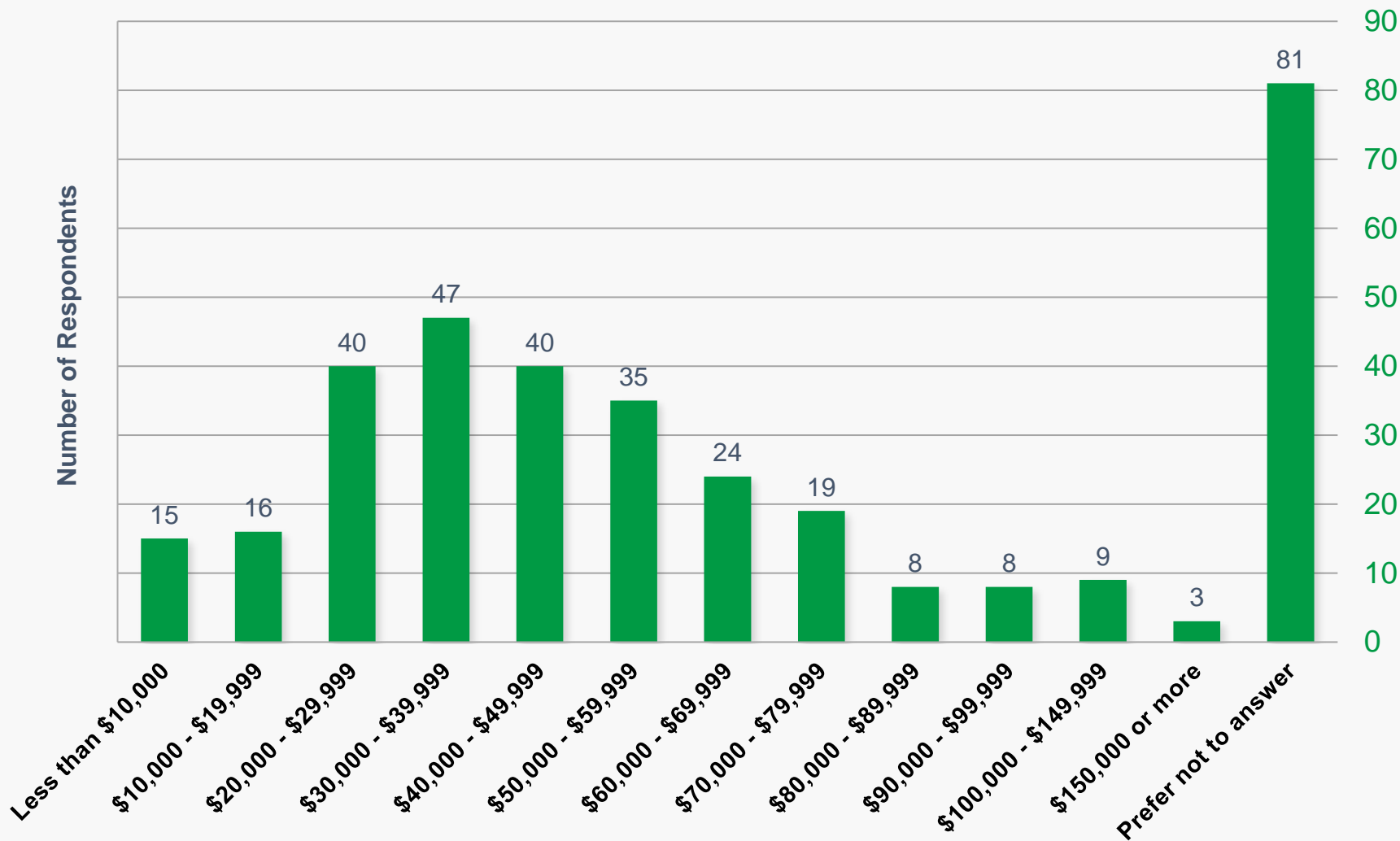
n = 345

Q7. Do you have any other jobs aside from working as a QSP?

UND

Yes — 124

No — 221

Number of Respondents
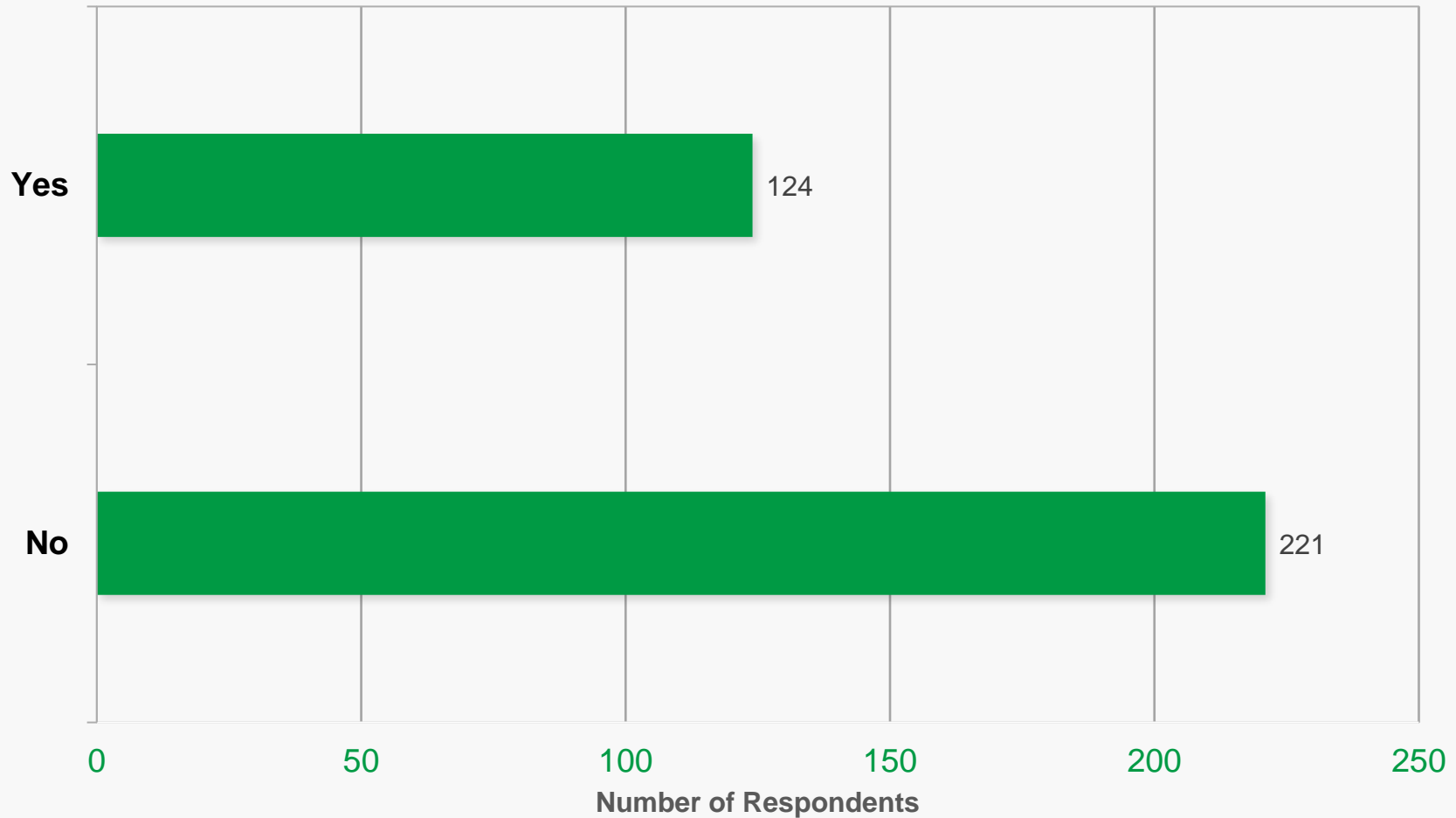
n = 345

*Q8. On average, how many hours per week do you work at your additional job(s)?

*Only shown to participants who answered 'Yes' to Q7 (n = 124)

n = 122
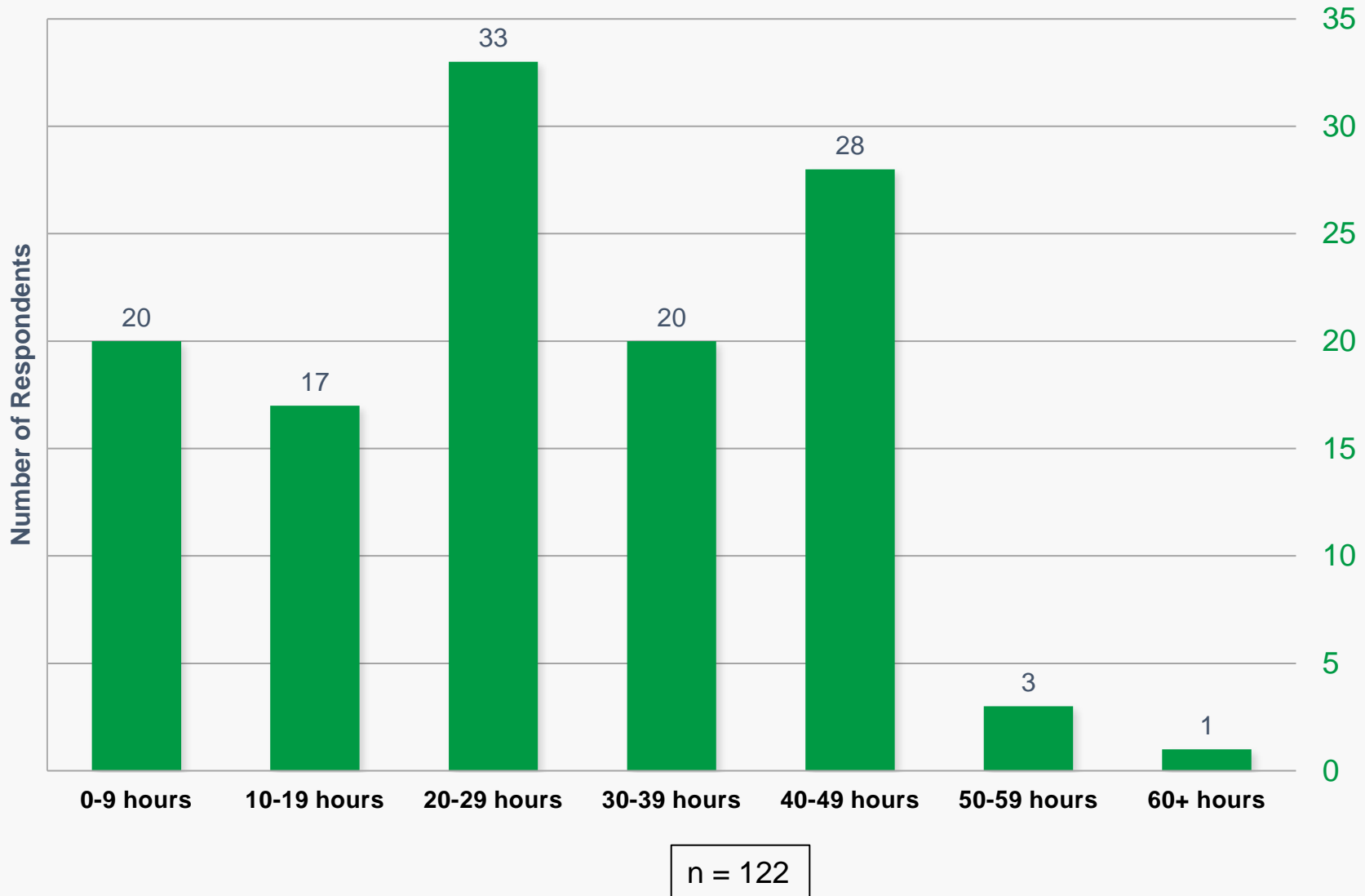
Q9. Where do you live? Please list the city and state

o *Most common responses:

- o Bismarck = 46
- o Fargo (including West Fargo) = 34
- o Minot = 22
- o Grand Forks = 21
- o Mandan = 19
- o Devils Lake = 13
- o Dickinson = 12
- o Belcourt = 10
- o Grafton = 7
- o Dunseith = 6
- o Wahpeton = 5

*Note: Only the most common responses are listed. The entire list of submitted responses is not shown.

n = 328

Q10. Where do you provide QSP services? Please list the city(ies) and state(s)

- o *Most common responses:
  - o Bismarck = 50
  - o Fargo (including West Fargo) = 35
  - o Mandan = 30
  - o Grand Forks = 26
  - o Minot = 21
  - o Dickinson = 13
  - o Devils Lake = 11
  - o Belcourt = 10
  - o North Dakota = 8
  - o Fort Totten = 6
  - o Wahpeton = 6

*Note: Only the most common responses are listed. The entire list of submitted responses is not shown.
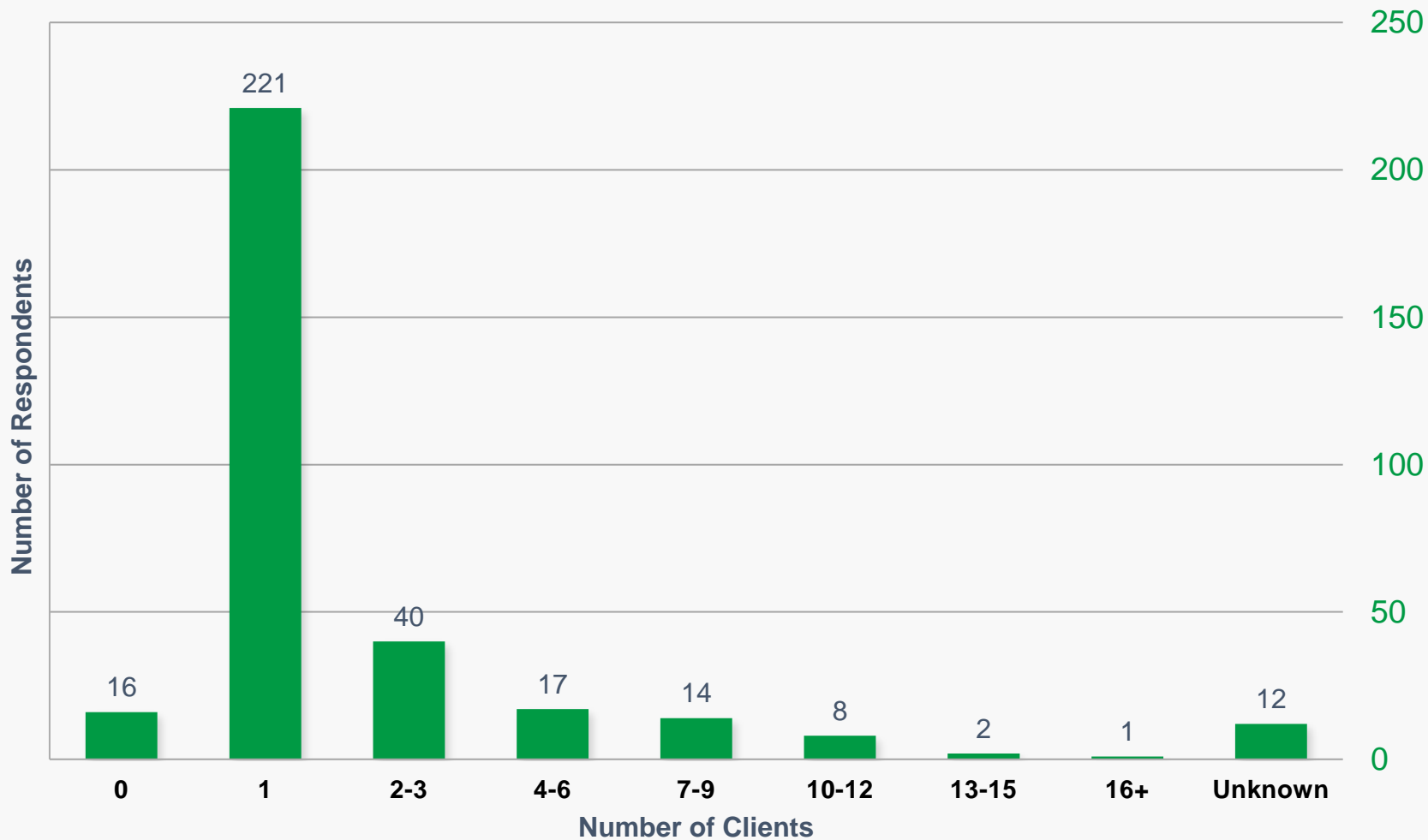
n = 327

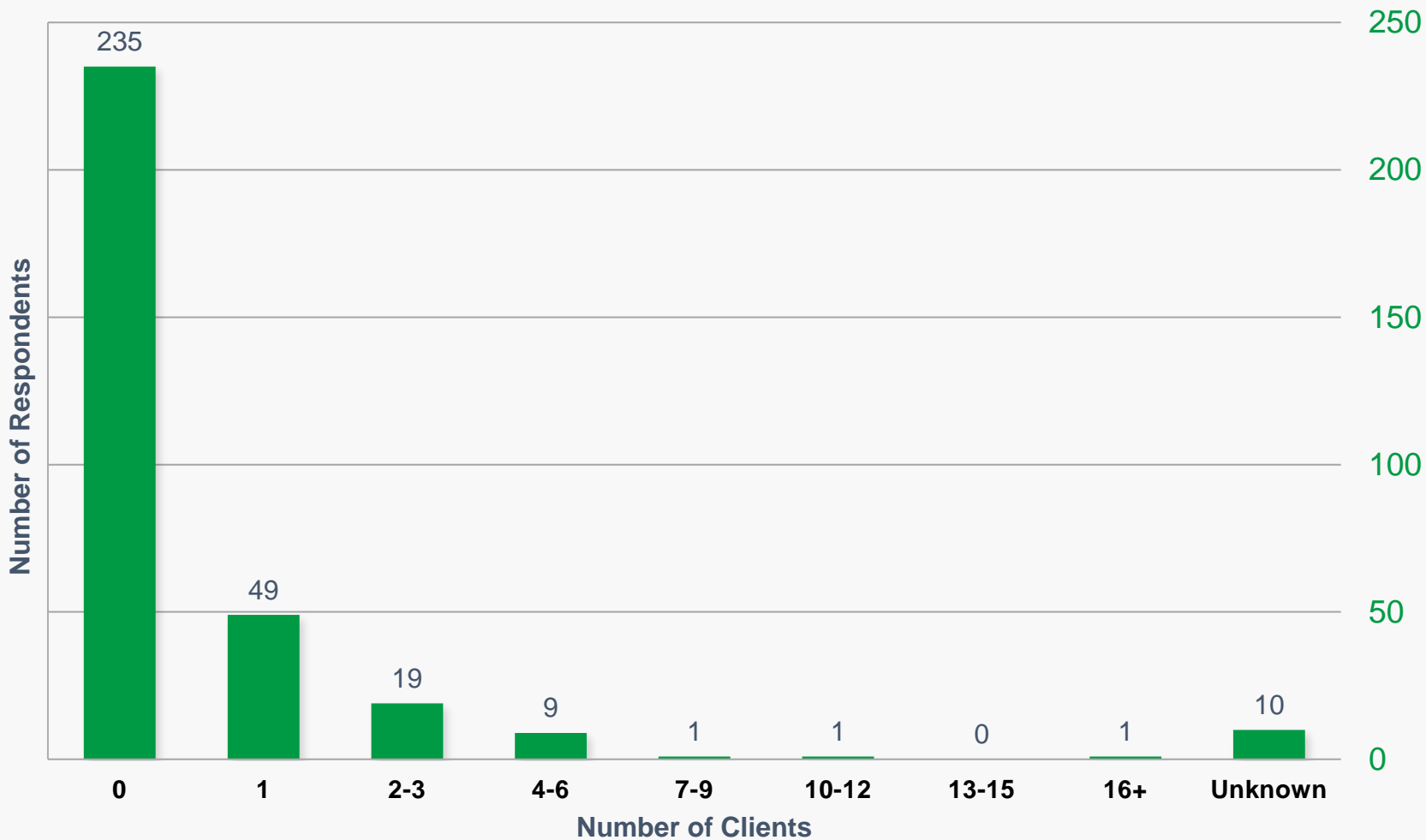# Q11. How long have you been providing QSP services?

UND
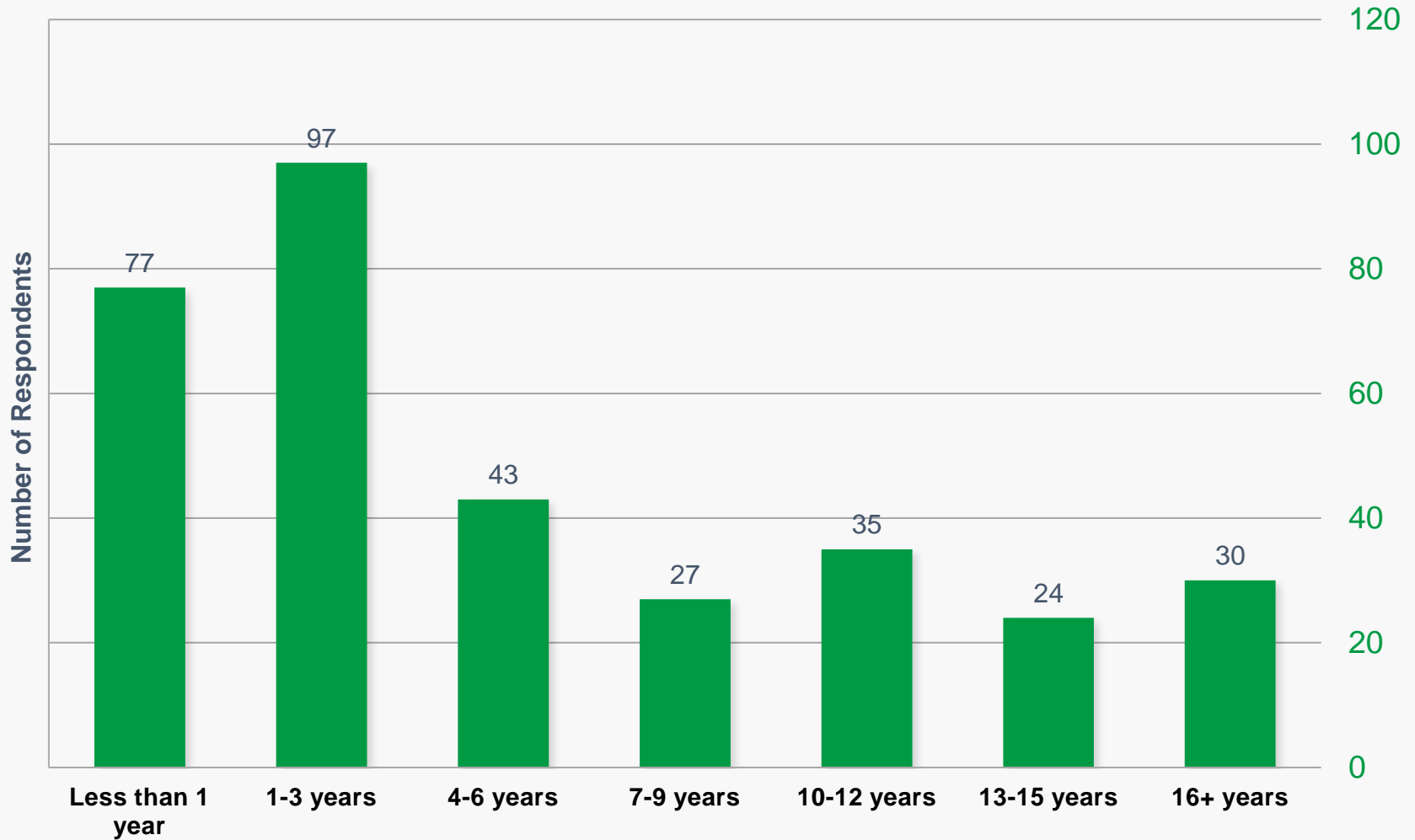
n = 333

Q12. On average, how many publicly funded HCBS recipients do you serve per month as a QSP (i.e., Medicaid waiver, SPED, Ex-SPED, and Medicaid State Plan – Personal Care)?

n = 331

Q13. On average, how many private pay or other third party insurance clients do you serve per month (i.e., not funded by the state or Medicaid)?

n = 325

Q14. What ages of clients do you serve? (Check all that apply)

Number of Respondents

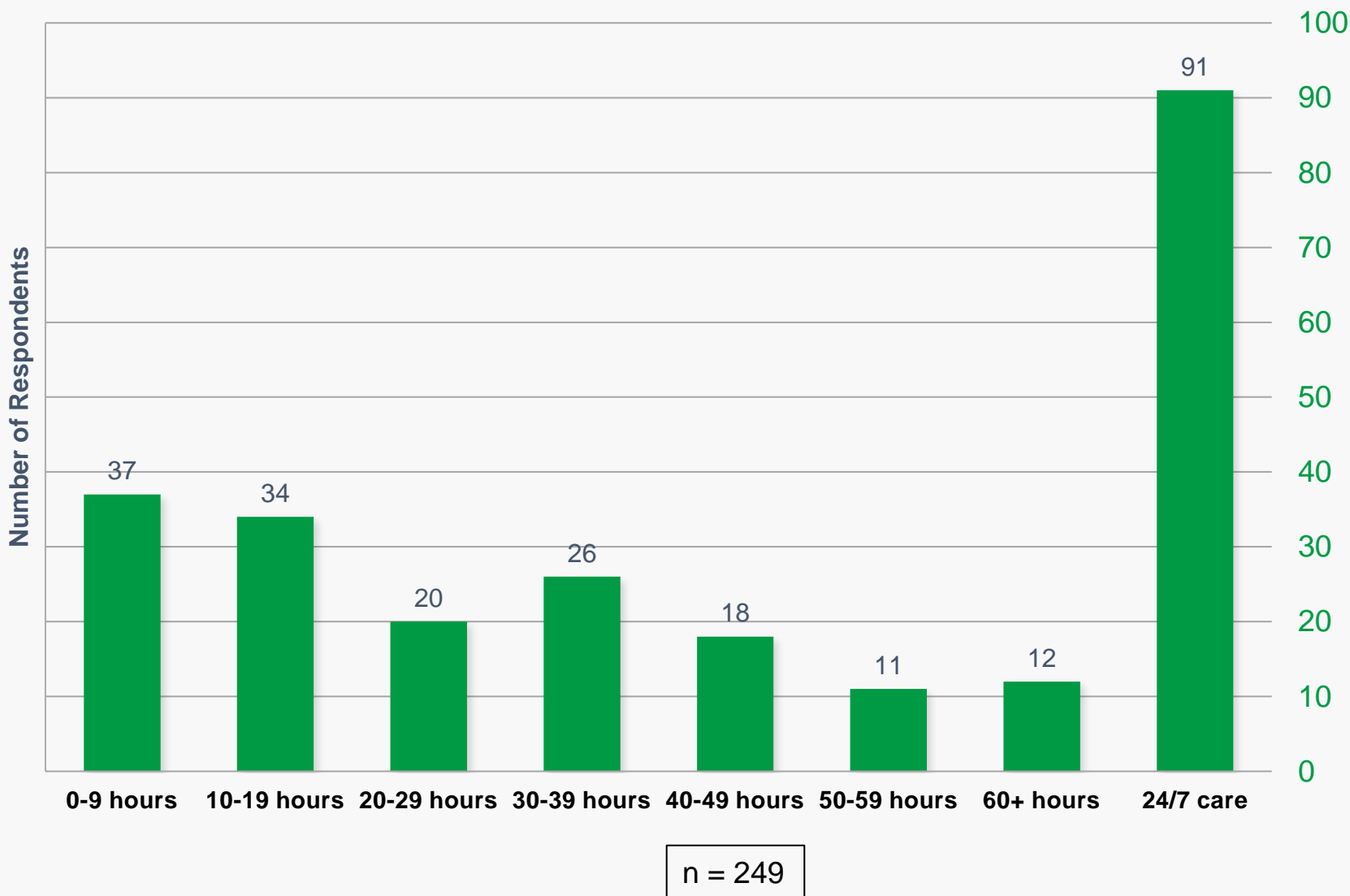| Age Group	Respondents
18-24 years	16
25-34 years	26
35-44 years	57
45-54 years	58
55-64 years	112
65+ years	195
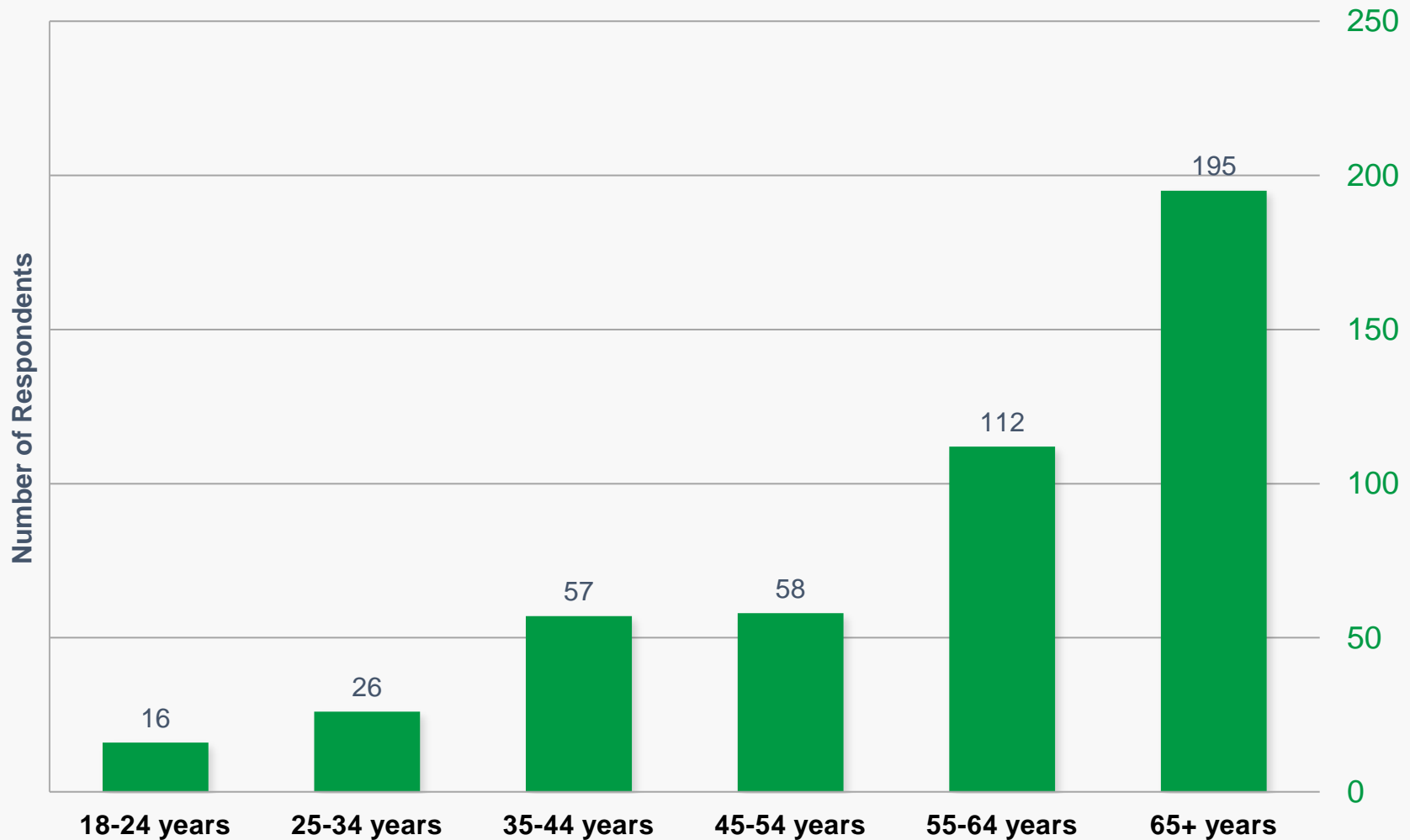
n = 327

*Q15. Typically, how many hours do you work per week as a family/individual QSP?

*Only shown to participants who indicated they were an individual QSP in Q1 (n = 299)

n = 249

*Q16. Typically, how many hours do you work per week for a QSP agency?

UND

*Only shown to participants who indicated they were employed by a QSP agency in Q1 (n = 66)

Number of Respondents

0-9 hours	10-19 hours	20-29 hours	30-39 hours	40-49 hours	50-59 hours	60+ hours	24/7 care
6	6	6	9	14	0	4	6
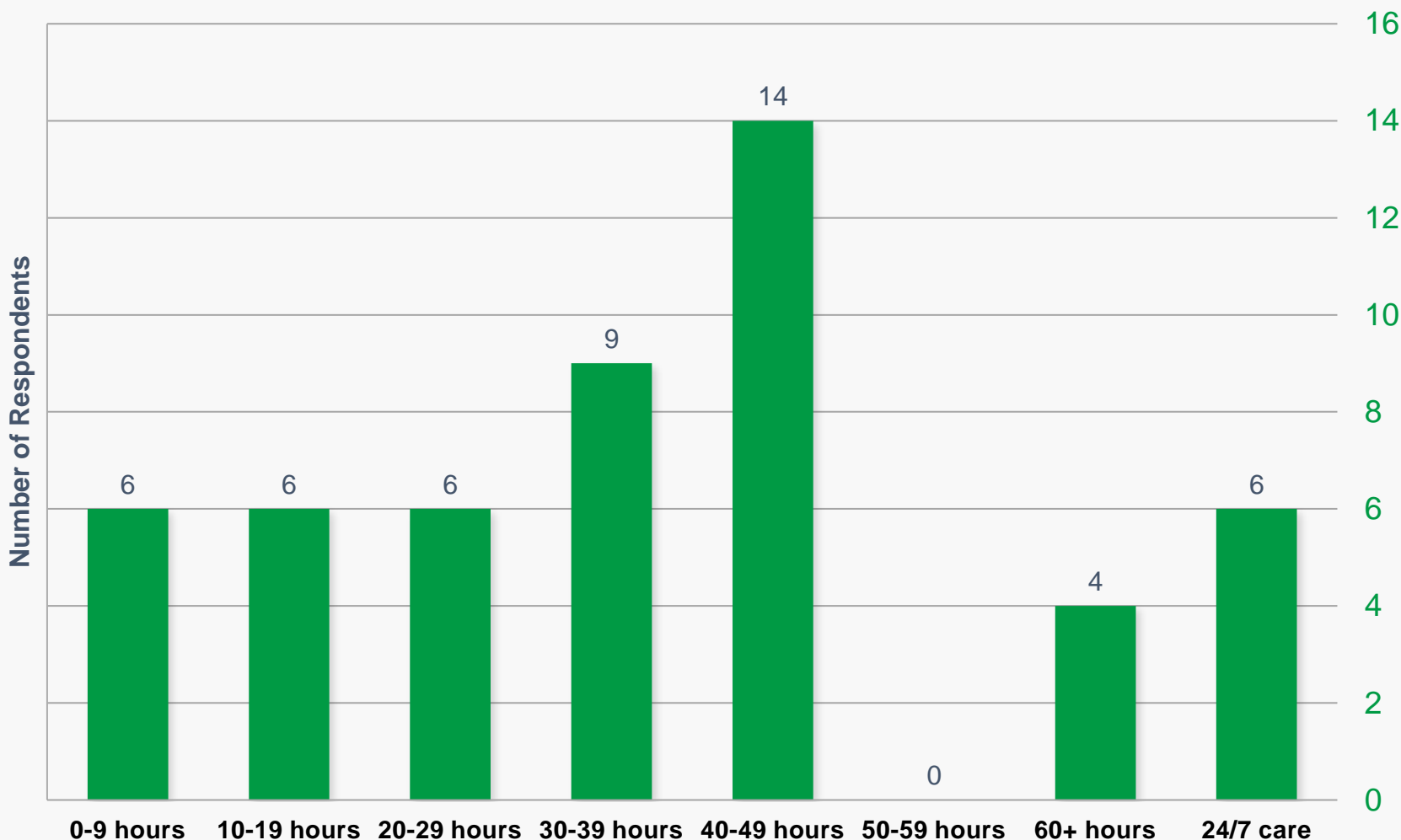
n = 51

Q17. What services do you provide to clients? (Check all that apply)

- Homemaker service = 143
- Personal care service – SPED (15 min) = 115
- Non-medical transportation – Escort = 93
- Non-medical transportation – Local and out of town = 85
- Family personal care = 80
- Personal care service – SPED (daily) = 75
- Family home care = 72
- Companionship services = 59
- Chore – Labor (includes snow removal) = 50
- Respite care = 50

- Extended personal care = 45
- Supervision = 44
- Adult day care = 16
- Environmental modification = 13
- Specialized equipment = 11
- Adult foster care = 8
- Extended personal care – Nurse = 3
- Home delivered meals = 3
- Nurse education care = 1
- Other = 20

Note: Installation ERS was not selected by any respondents.

n = 320

Q18. Are there any services that you are enrolled to provide that you do not currently carry out with your client(s)?

Yes — 18
No — 235
Don't know/unsure — 64

Number of Respondents
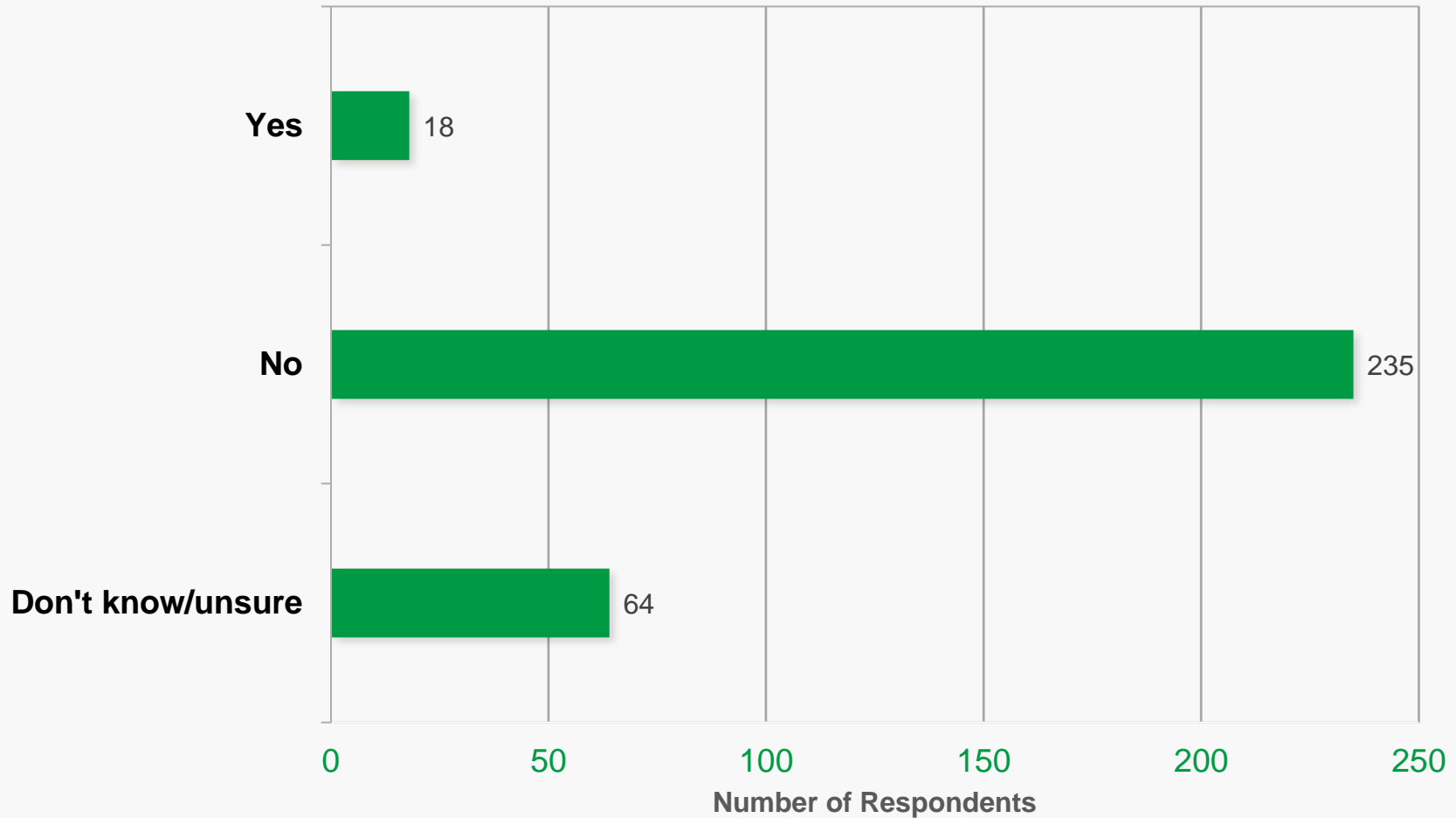
n = 317

Q19. How influential is each of these items in becoming a QSP?

UND

Item	Not at all influential (n)	Slightly influential (n)	Somewhat influential (n)	Very influential (n)	Extremely influential (n)	Total responses (n)
Compensation/pay	42	42	84	83	48	299
Benefits	114	37	37	58	36	282
Advancement opportunities	147	38	47	31	23	286
Payer reimbursement	94	43	49	58	44	288
Continuing education/training opportunities	107	40	64	51	28	290
Flexible work schedule	52	20	46	94	79	291
Applications and paperwork that are easier and simpler to complete	49	25	53	90	74	291
Assistance with ongoing application support (making error corrections, submitting missing documents)	51	28	68	79	63	289
Length of time it takes to get started working as a QSP	73	41	60	73	43	290
Desire to help others/make a difference in people's lives	13	8	16	89	164	290

# Q20. How influential is each of these items in staying a QSP?

UND

Item	Not at all influential (n)	Slightly influential (n)	Somewhat influential (n)	Very influential (n)	Extremely influential (n)	Total responses (n)
Compensation/pay	38	34	60	74	66	272
Benefits	101	29	37	48	42	257
Advancement opportunities	110	32	49	35	32	258
Payer reimbursement	82	29	43	54	47	255
Continuing education/training opportunities	88	37	50	43	39	257
Flexible work schedule	48	11	37	79	84	259
Streamlined recertification processes	40	26	56	77	59	258
Responsive support or assistance with EVV	48	16	59	71	61	255
Responsive support or assistance with billing	45	18	48	78	69	258
Responsive support or assistance with claim status	45	16	49	75	73	258
Responsive support or assistance with business acumen (e.g., finding clients, taxes, tracking expenses)	74	30	42	57	52	255

Q21. Are there skills trainings that could help you improve or expand the services that you provide?

UND

Yes 90

No 210

Number of Respondents

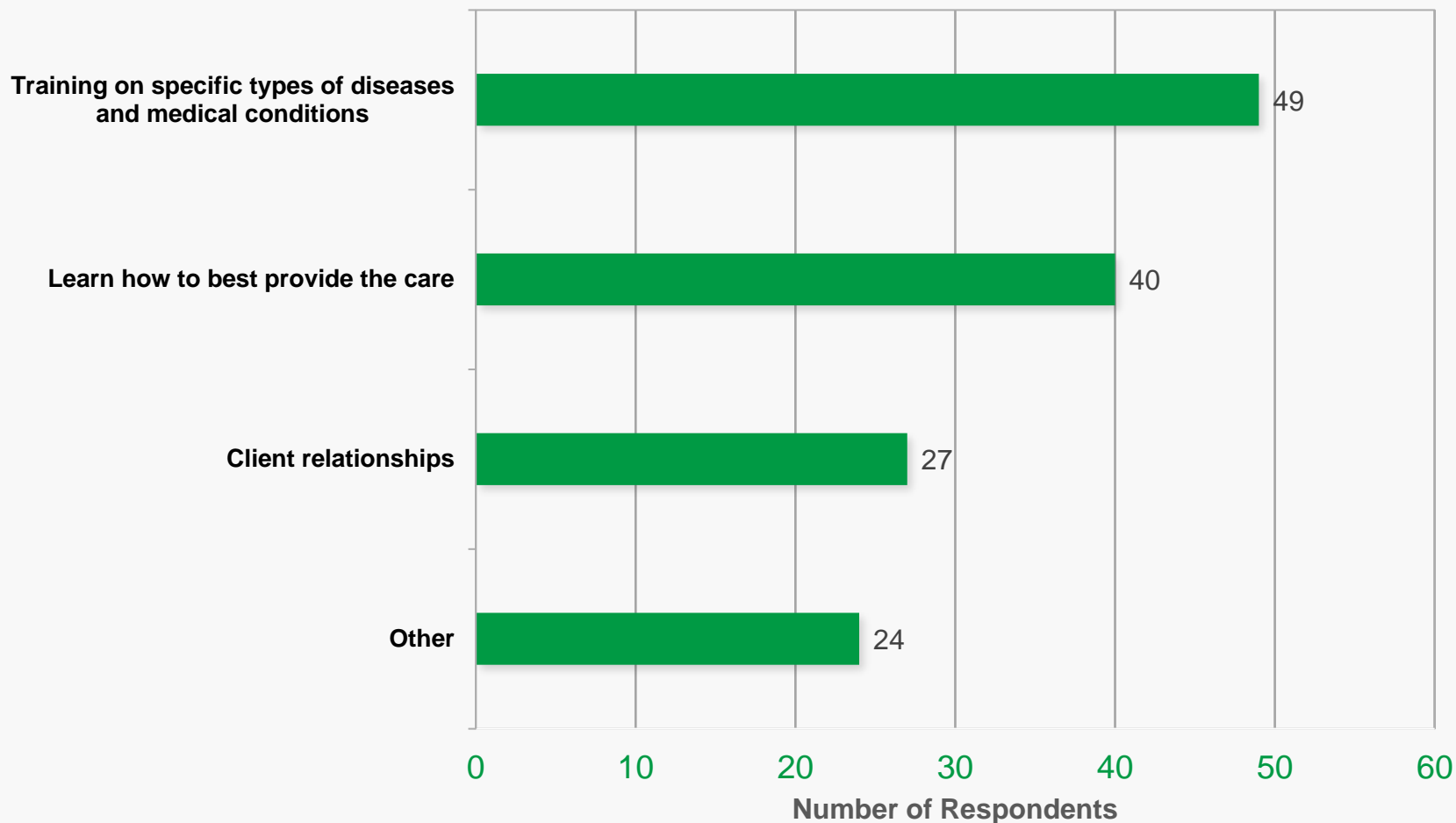0   50   100   150   200   250
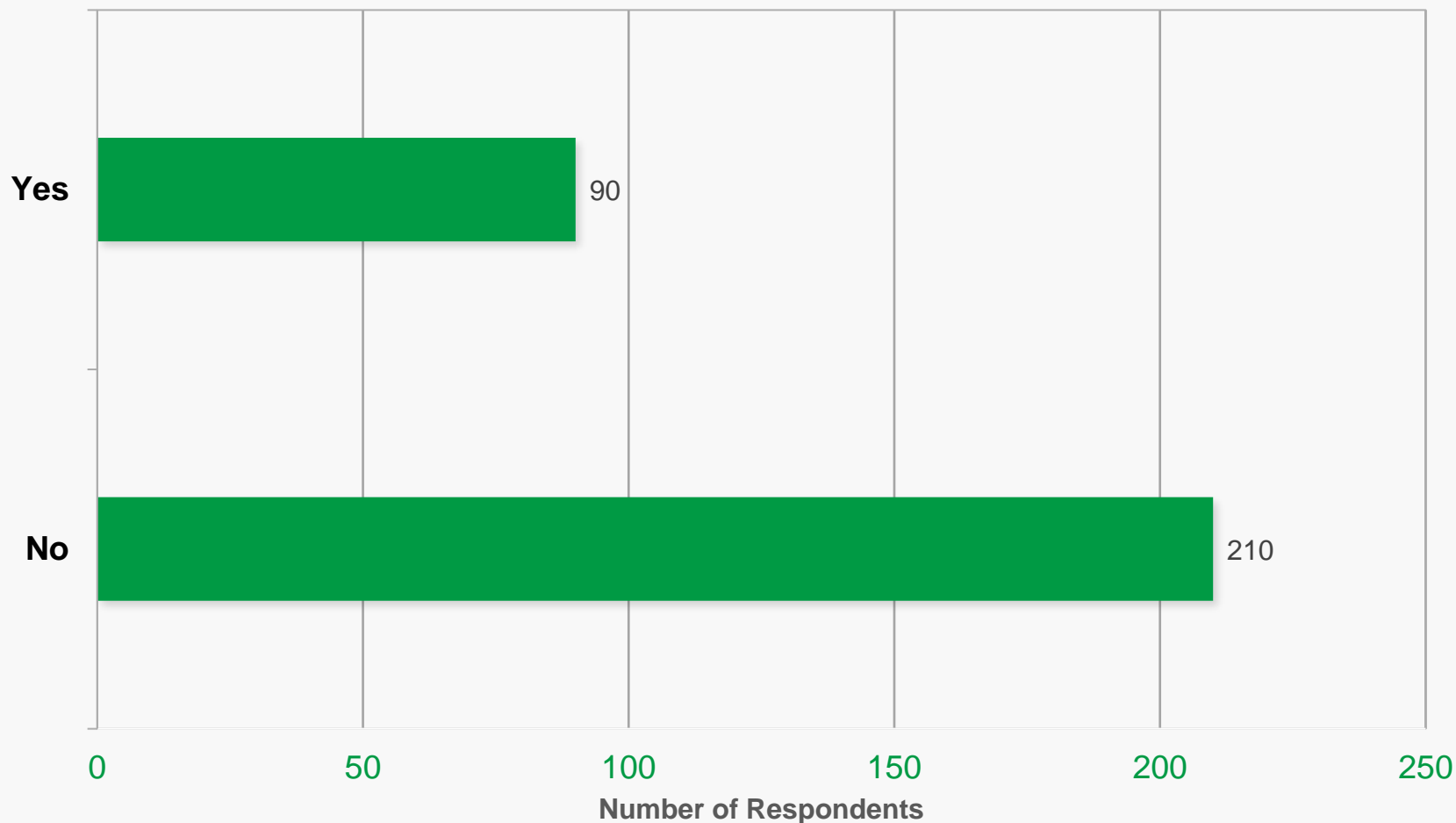
n = 300

*Q22. What skills training(s) would be helpful to you and improve or expand your ability to meet the needs of the people you provide services to at this time? (Check all that apply)

*Only shown to participants who answered 'Yes' to Q21 (n = 90)
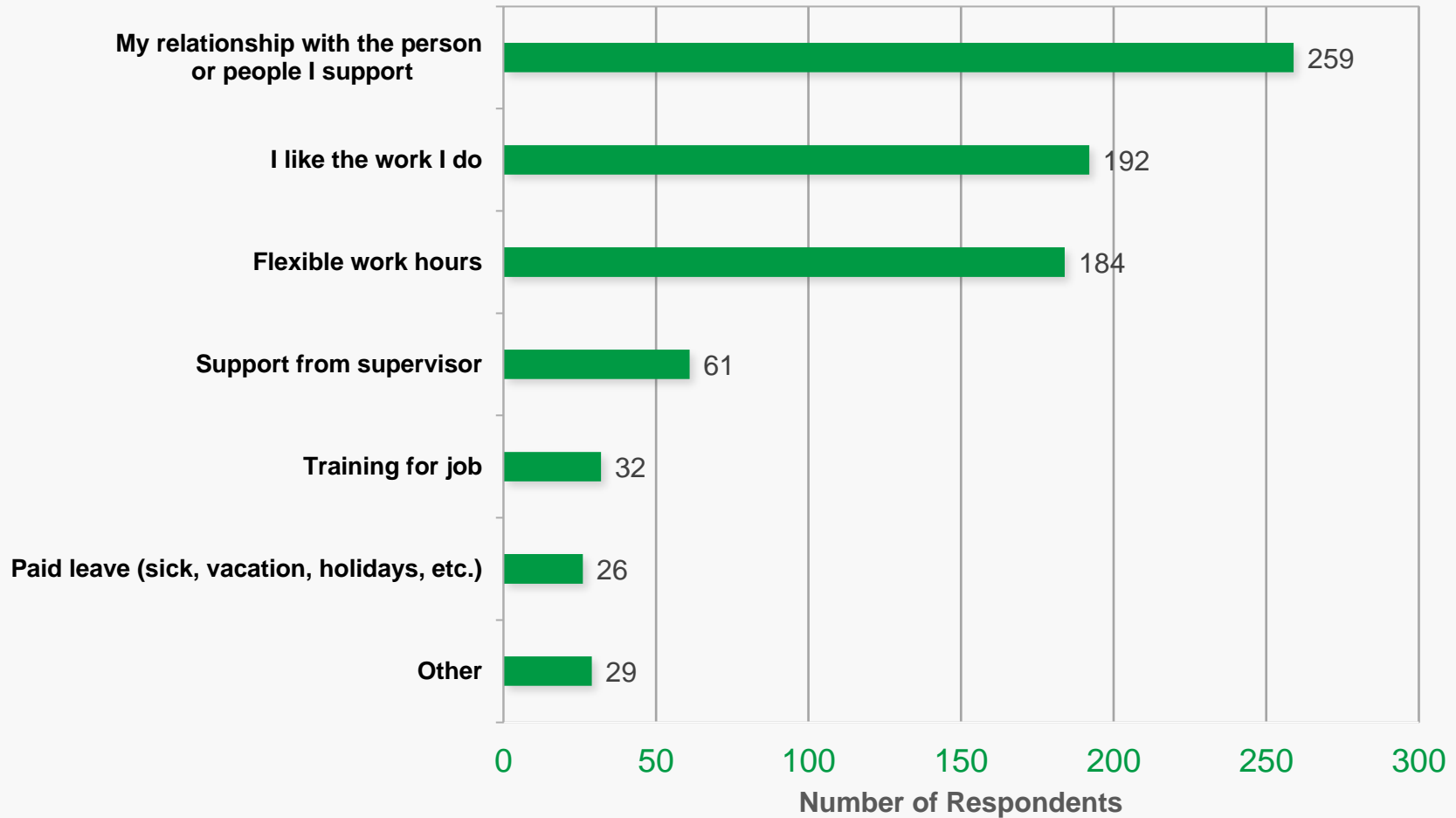
Category	Number of Respondents
Training on specific types of diseases and medical conditions	49
Learn how to best provide the care	40
Client relationships	27
Other	24

Number of Respondents

n = 84

Q23. What would help make people more aware of your availability of QSP services? (Check all that apply)

UND

Number of Respondents

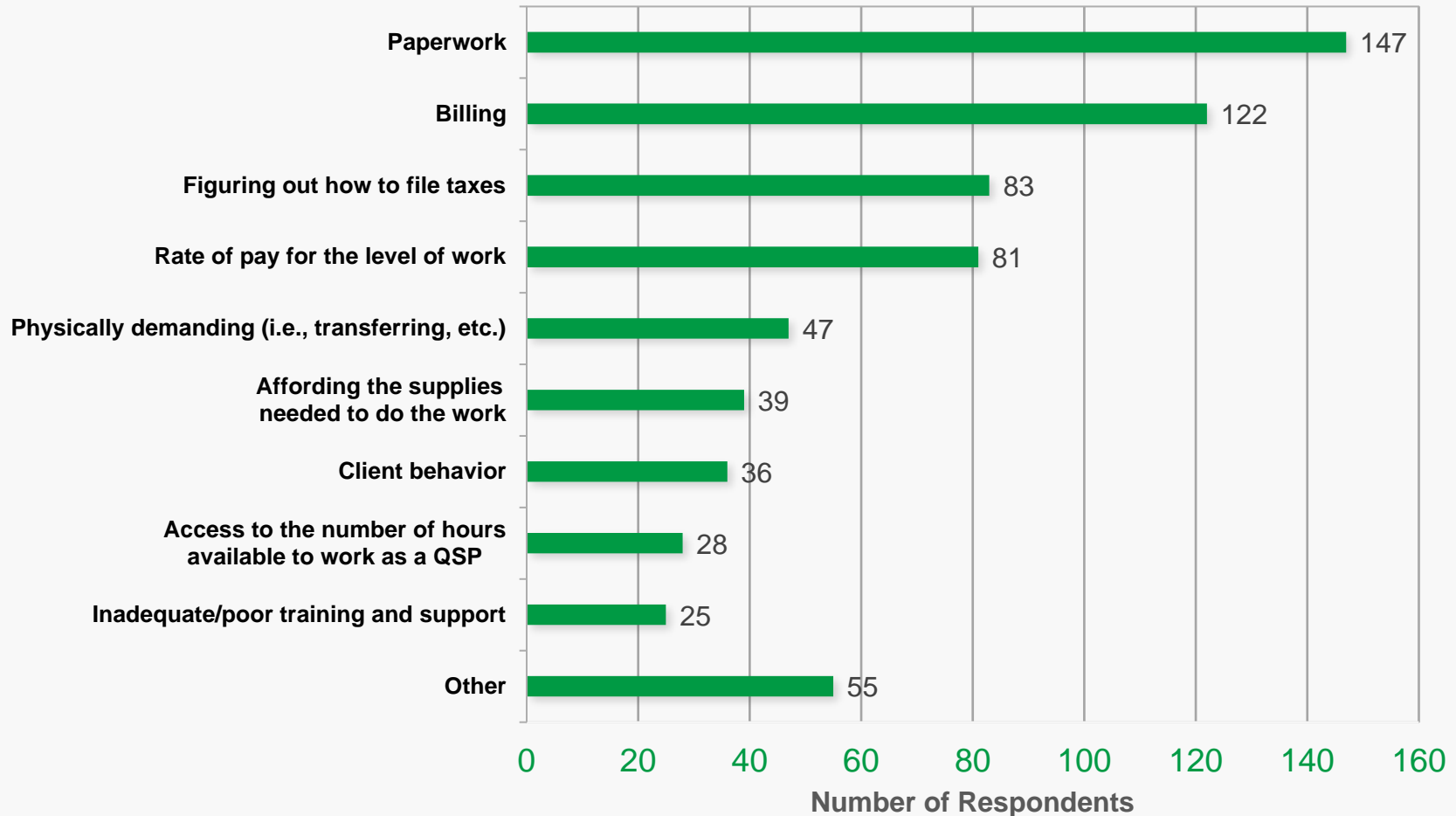| Category	Value
I am not interested in making people more aware of my QSP services	136
Referrals	113
Advertising/marketing	95
Social media	87
Provider database	85
QSP navigators	76
Other	13
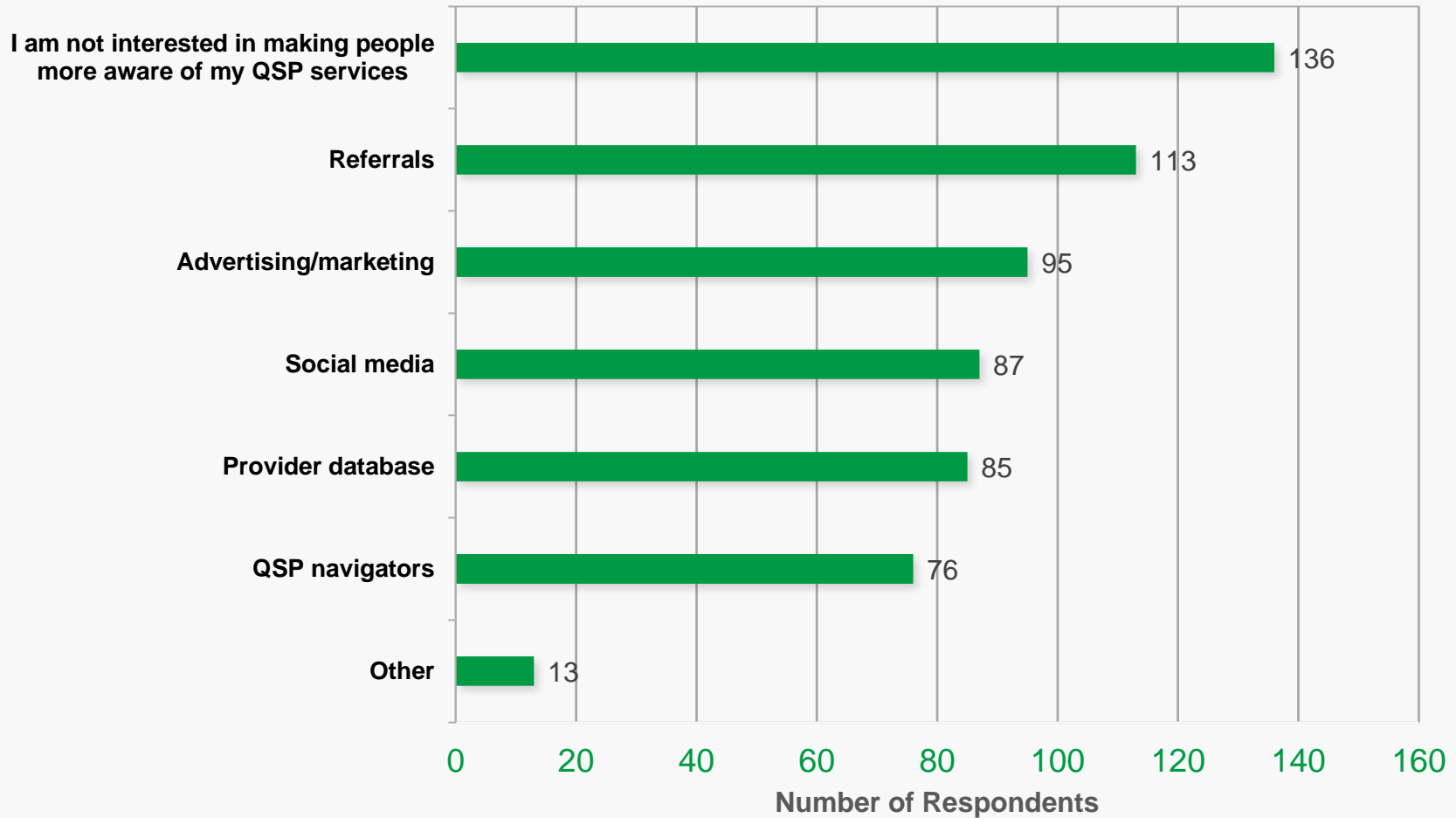
n = 296

Q24. What do you enjoy about being a QSP? (Check all that apply)

n = 294

# Q25. What are the top 3 challenges of working as a QSP? (Select up to 3 options)

Challenge	Number of Respondents
Paperwork	147
Billing	122
Figuring out how to file taxes	83
Rate of pay for the level of work	81
Physically demanding (i.e., transferring, etc.)	47
Affording the supplies needed to do the work	39
Client behavior	36
Access to the number of hours available to work as a QSP	28
Inadequate/poor training and support	25
Other	55

n = 283

Q26. What motivated you to enroll as a QSP?

- o *Response Themes:
  - o Someone important to them needed care = 127
  - o Love working with/helping people = 71
  - o Keeping individuals in their homes = 40
  - o Financial motivation = 31
  - o Self-employment/flexible schedule/working at home = 26
  - o Encouraged by someone they knew (client, social worker, etc.) = 12
  - o Fulfill a need in the community = 8
  - o No longer wanted to work in a nursing home = 3
  - o Other/uncategorized = 14

*Note: Some responses covered more than one theme, so the total adds up to greater than 261.

n = 261

Q27. Do you provide care for individuals that qualify for the Rural Differential rate?

UND

Yes — 72

No — 119

Don't know/unsure — 105

Number of Respondents
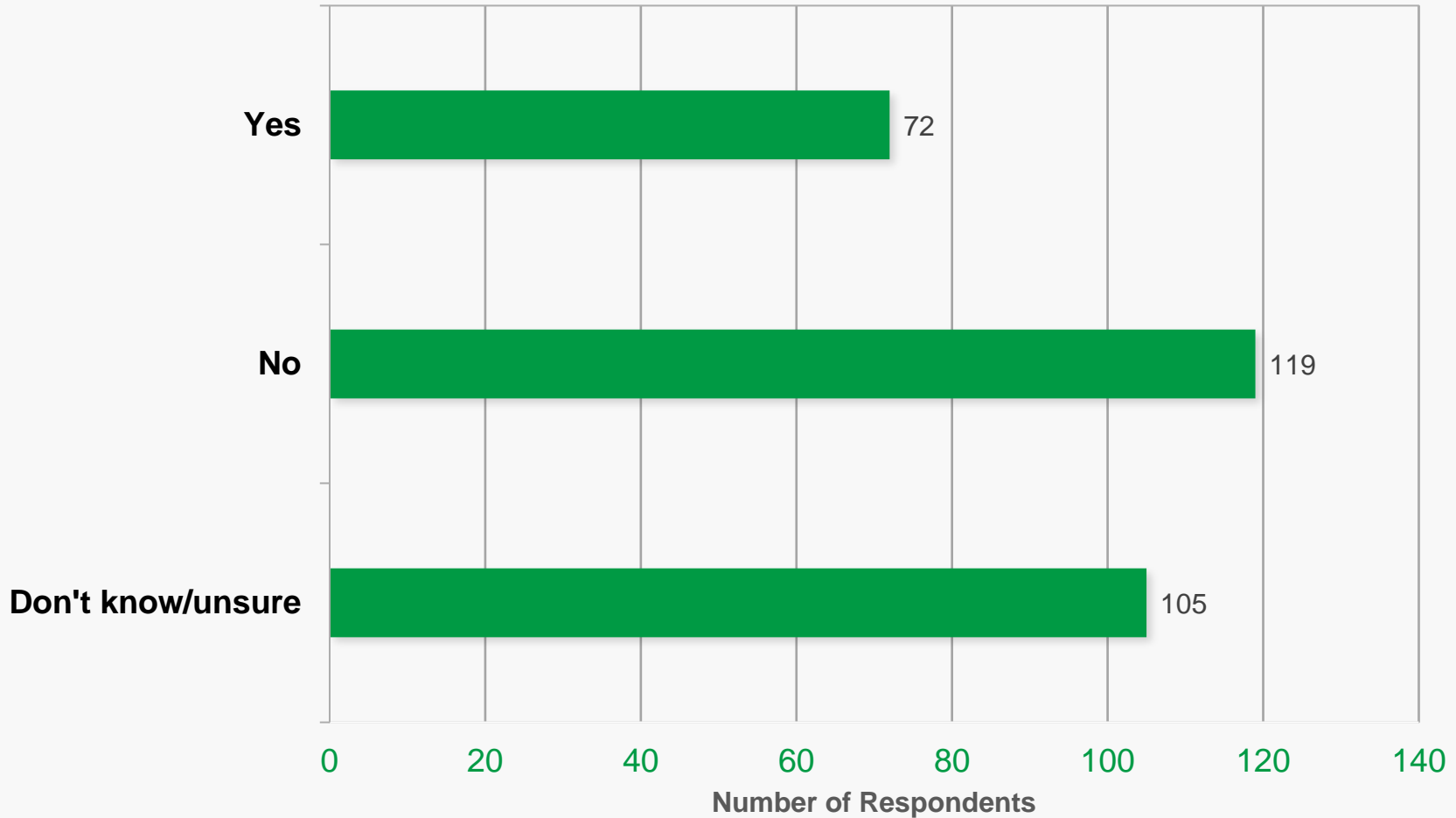
n = 296

*Q28. Does the Rural Differential rate help you serve more people/encourage you to drive to rural areas?

UND

*Only shown to participants who answered 'Yes' to Q27 (n = 72)

Number of Respondents

- Yes: 41
- No: 9
- Don't know/unsure: 19
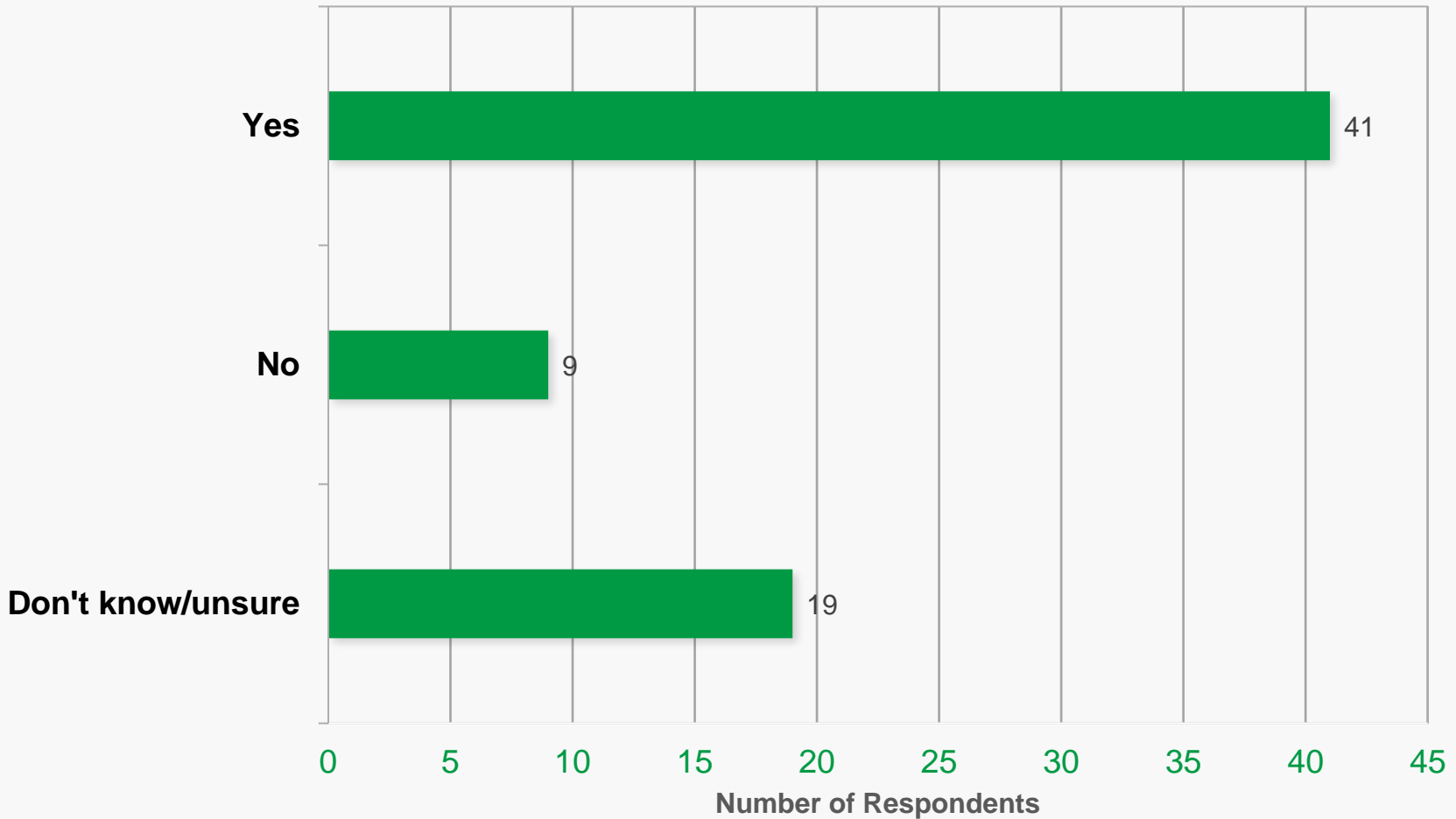
n = 69

Q29. Is there anything about the way the Rural Differential works that you would like to change?

- o Response Themes:
  - o No = 45
  - o Don't know/not sure = 18
  - o Do not know what the Rural Differential is = 16
  - o N/A = 14
  - o Higher pay = 9
  - o Include travel/drive time = 3
  - o Yes = 3
  - o Paid mileage = 2
  - o Other = 5

n = 115

Q30. Do you have any additional comments?

- *Response Themes:
  - No/NA = 65
  - Thankful for the program/had a positive experience = 20
  - Insufficient compensation/benefits = 13
  - Miscellaneous issues = 9
  - Enjoy being a QSP = 8
  - Technology struggles = 6
  - Desire for increased communication and/or in person assistance = 6
  - Billing/payment issues = 5
  - Other = 5

*Note: Some responses covered more than one theme, so the total adds up to greater than 133.

n = 133

RESPONSE RATE

o Survey invitation sent out to 194 QSP agencies via email listserv

o Total records received = 80

o Valid responses used for analysis = 71

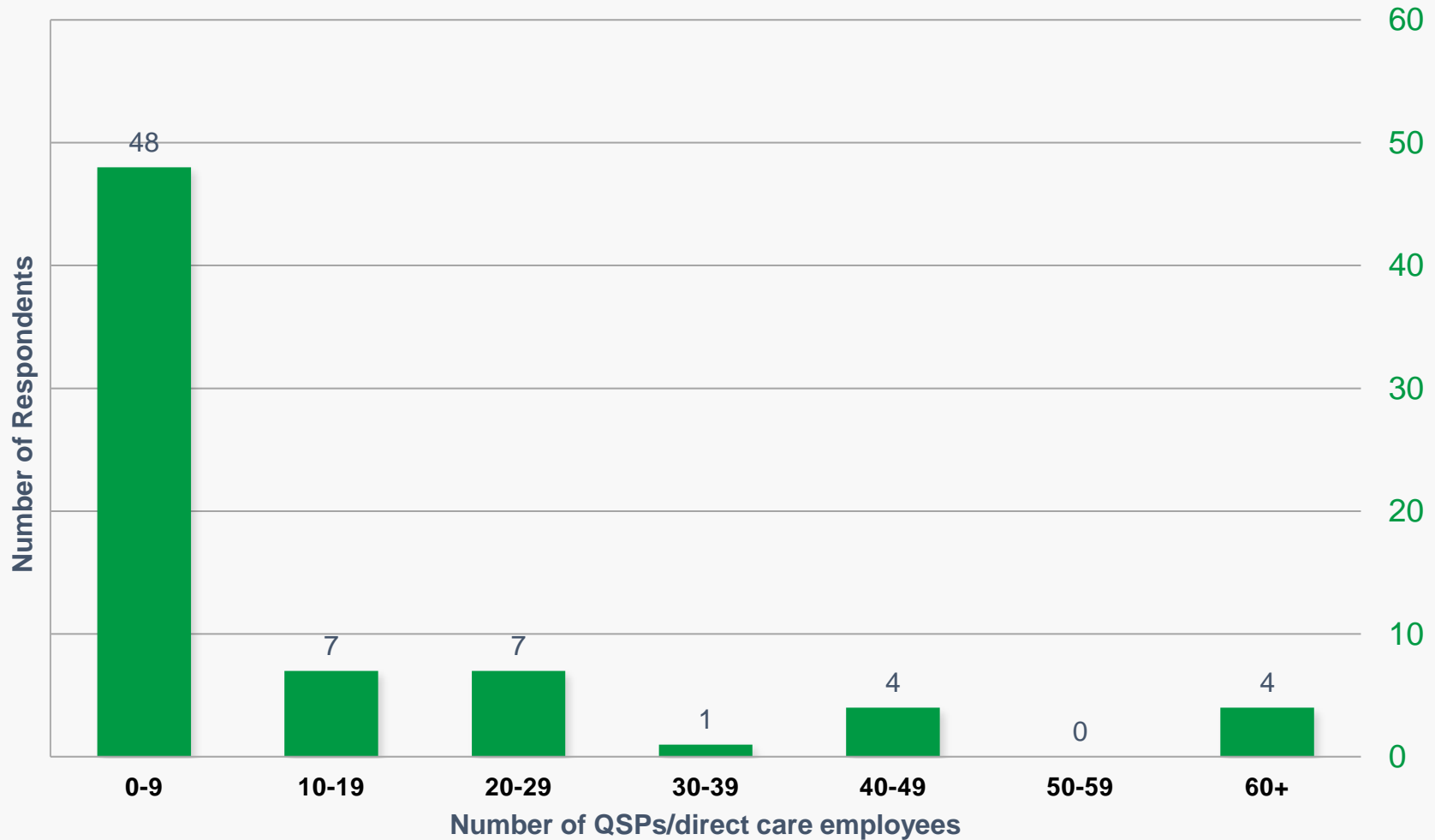o Missing data were excluded using the pairwise method

Q1. What is your role within the QSP agency?

- o *Responses:
    - o Owner or co-owner = 15
    - o Manager = 15
    - o Director or assistant director = 11
    - o Supervisor = 9
    - o CEO = 7
    - o Nurse = 5
    - o Administrator = 4
    - o Coordinator = 4
    - o Staff/direct care = 4
    - o Quality Assurance = 2
    - o Other = 6

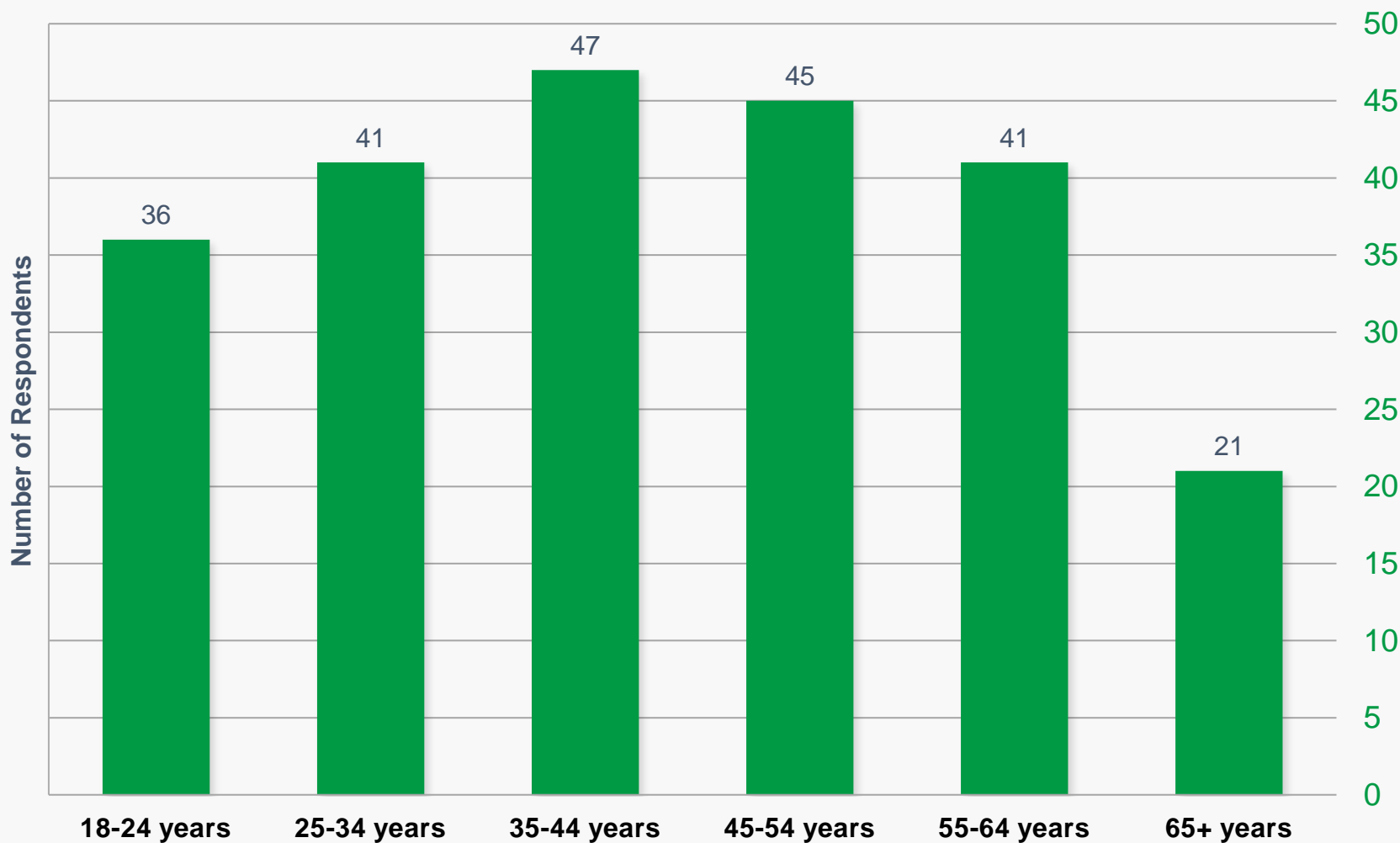*Note: Some respondents listed more than one role, so the total adds up to greater than 70

n = 70

Q2. Over the last year, how many QSPs/direct care employees did you employ in an average month?

UND

Number of Respondents

Number of QSPs/direct care employees

0-9	10-19	20-29	30-39	40-49	50-59	60+
48	7	7	1	4	0	4

n = 71

Q3. What ages of QSPs/direct care employees do you employ? (Check all that apply)

UND

Number of Respondents (y-axis)

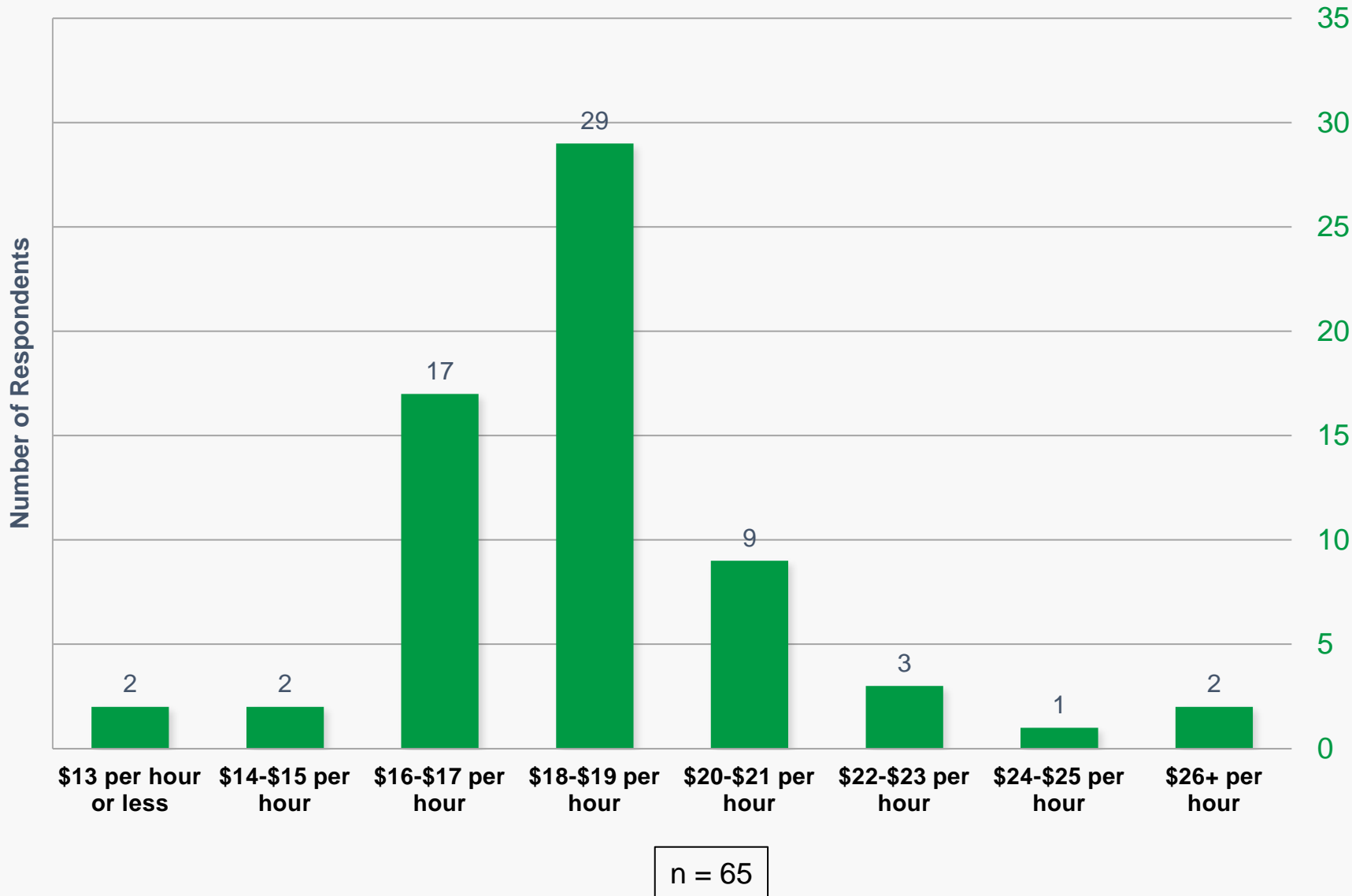| Age group	Number of Respondents
18-24 years	36
25-34 years	41
35-44 years	47
45-54 years	45
55-64 years	41
65+ years	21

n = 68

Q4. What is the average length of time QSPs/direct care employees have worked at your agency?
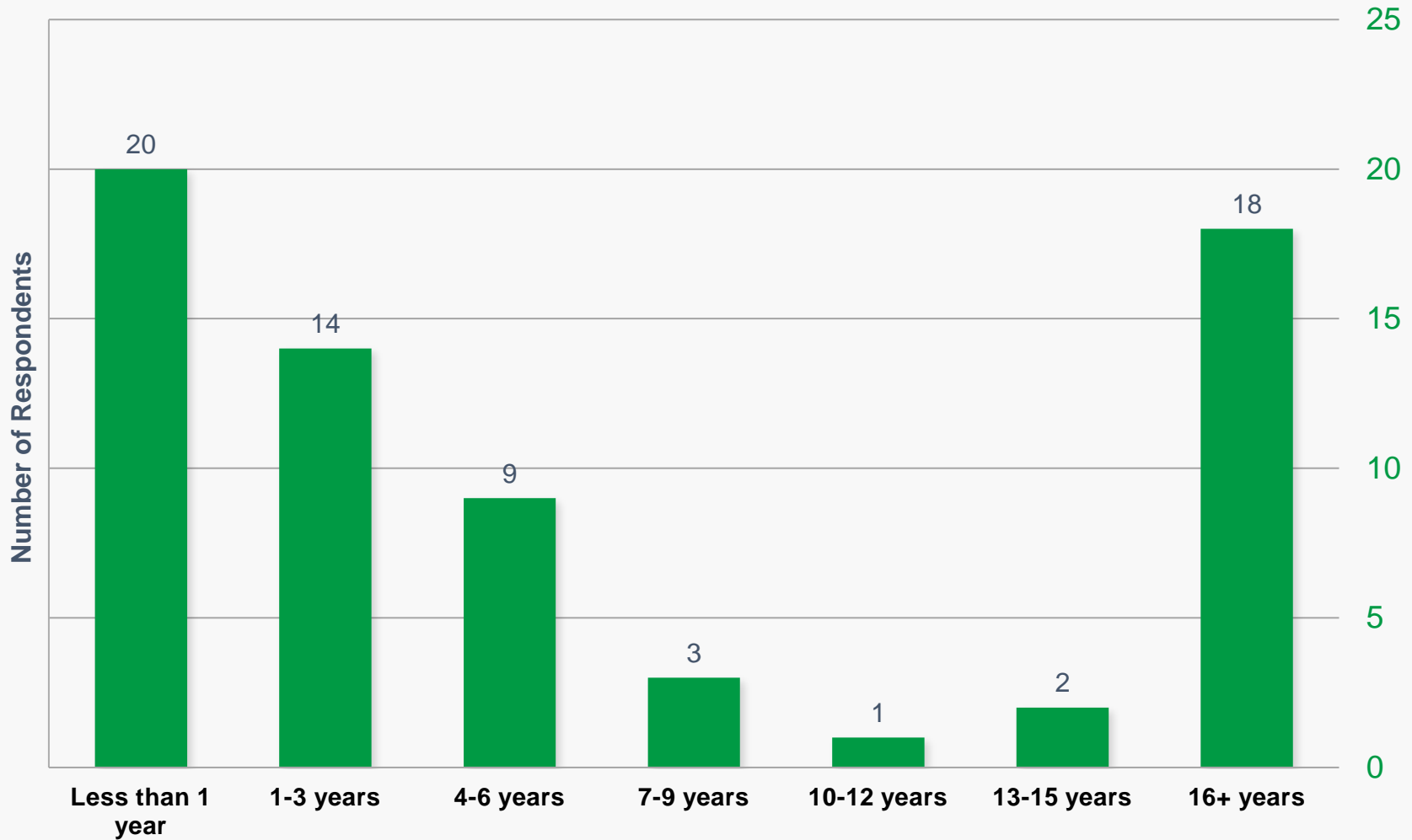
UND
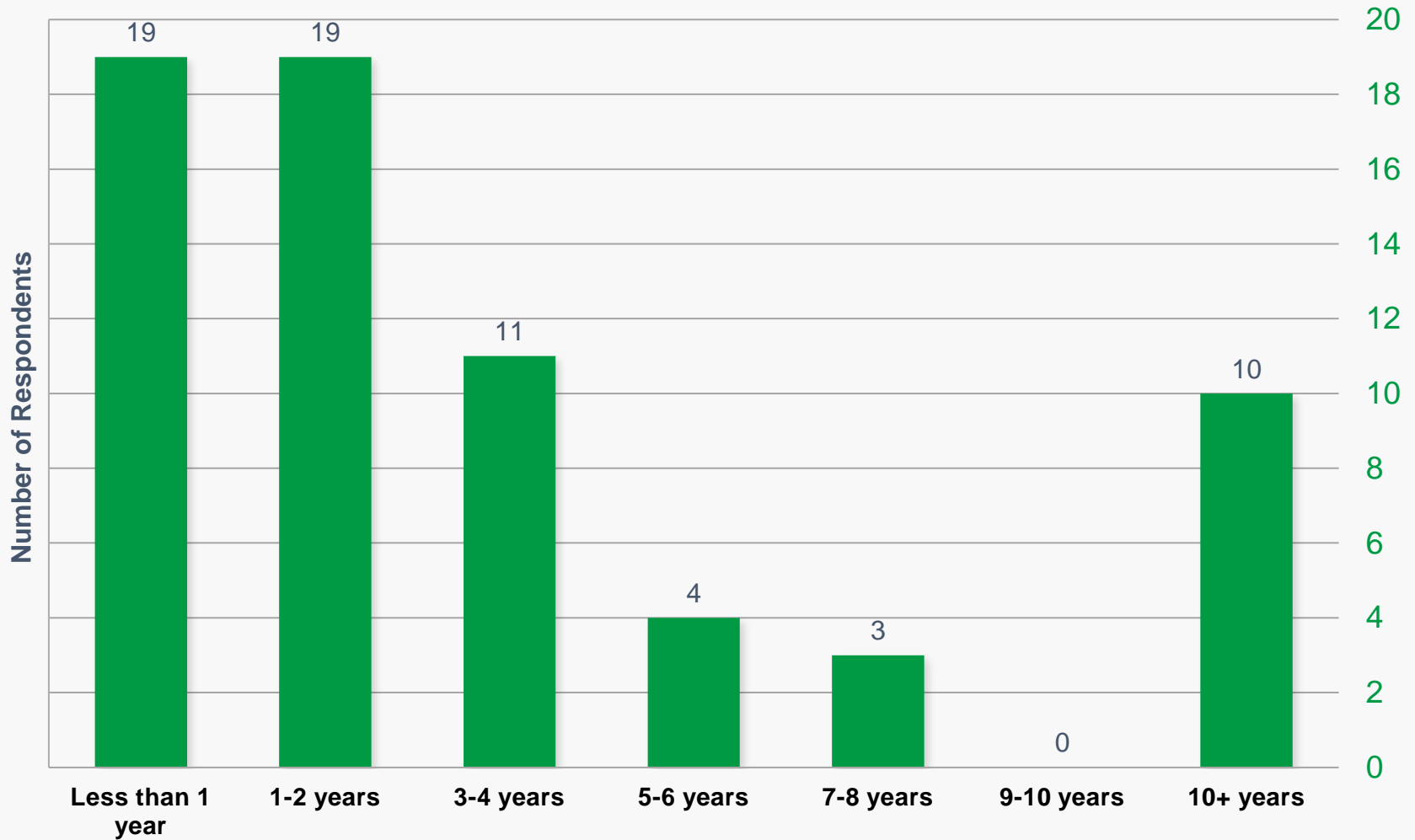
n = 66

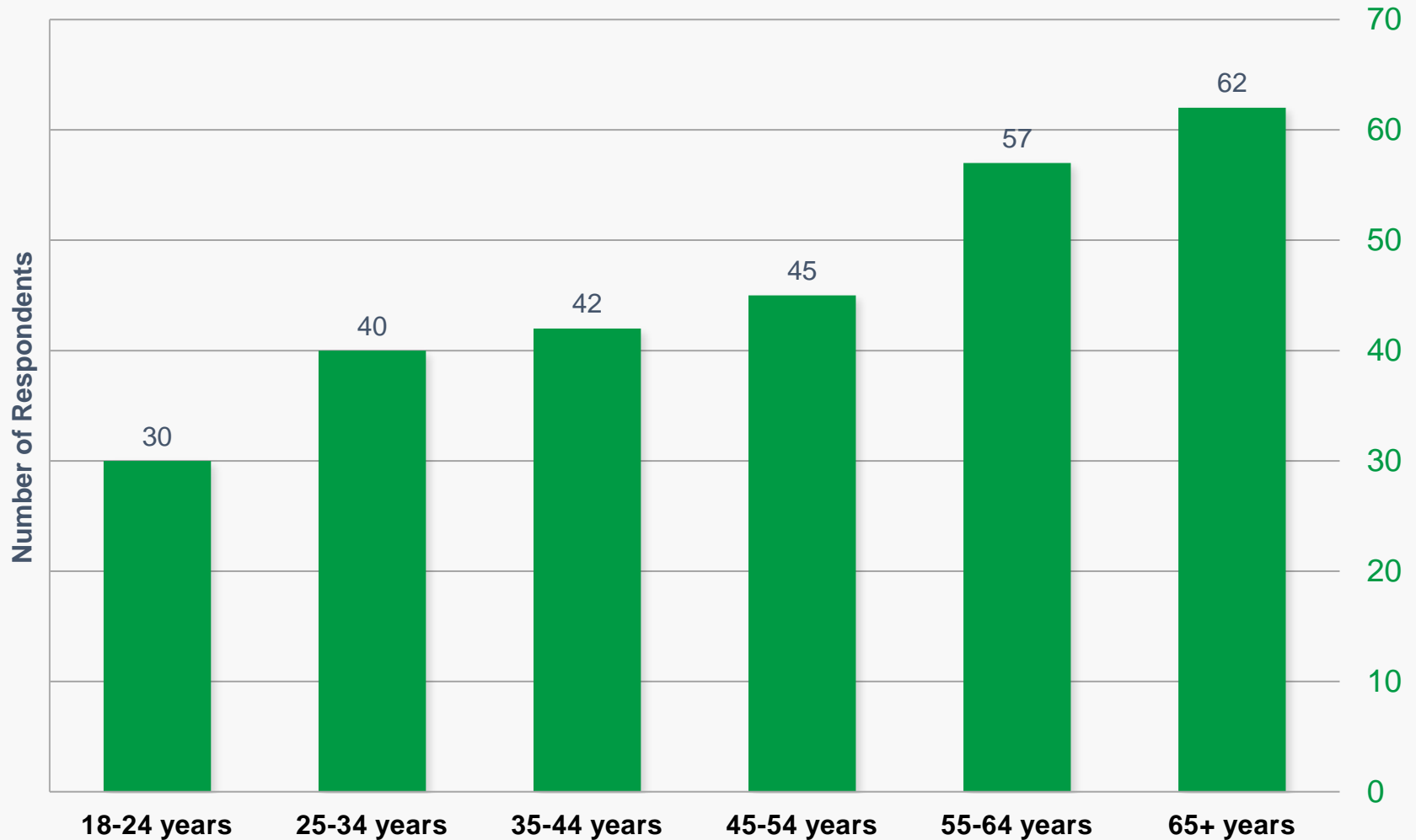**Q5. What is the average hourly wage of QSPs/direct care employees employed by your agency?**

n = 65

Q6. How long has your agency been providing QSP services?
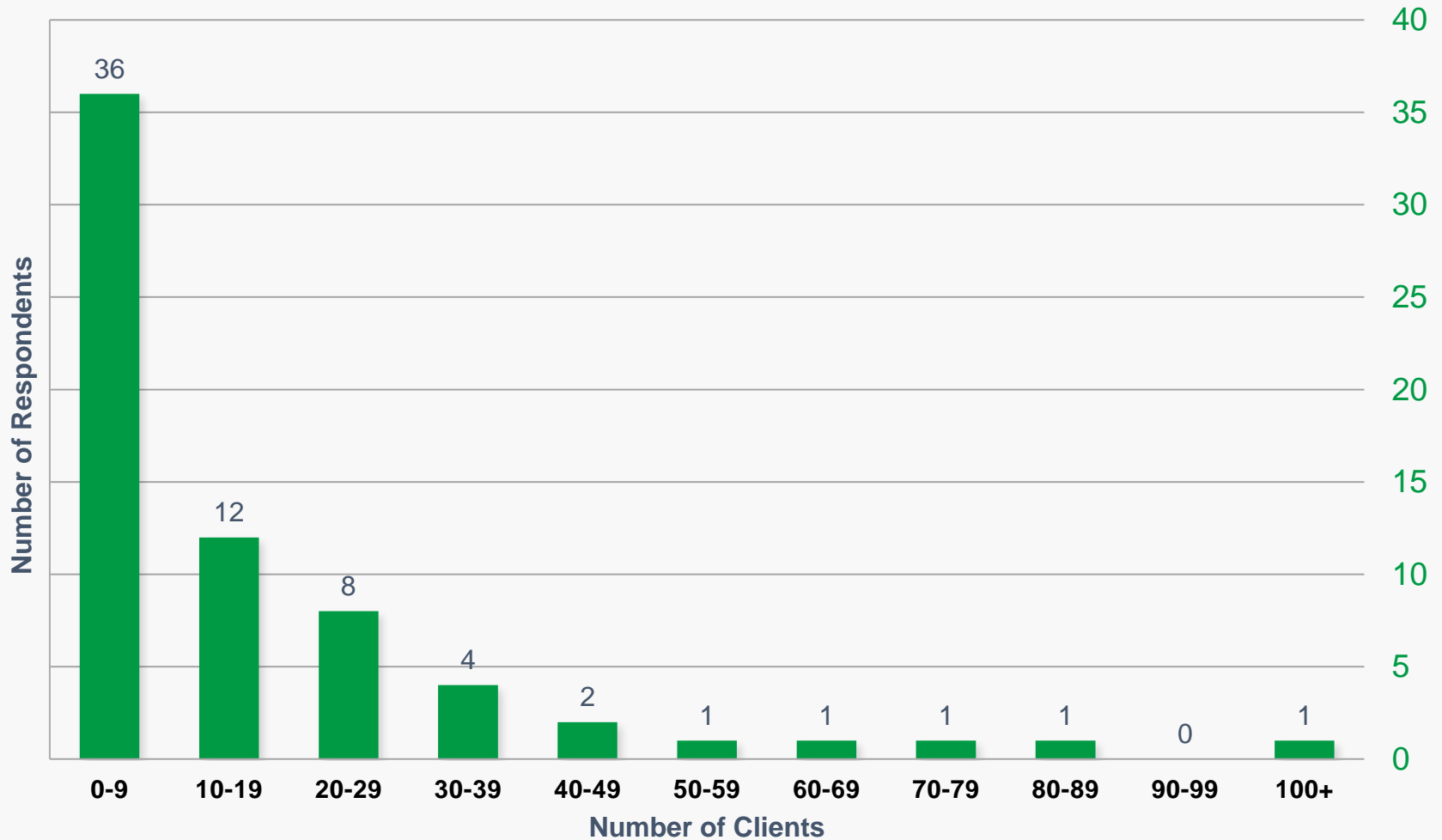
UND

n = 67

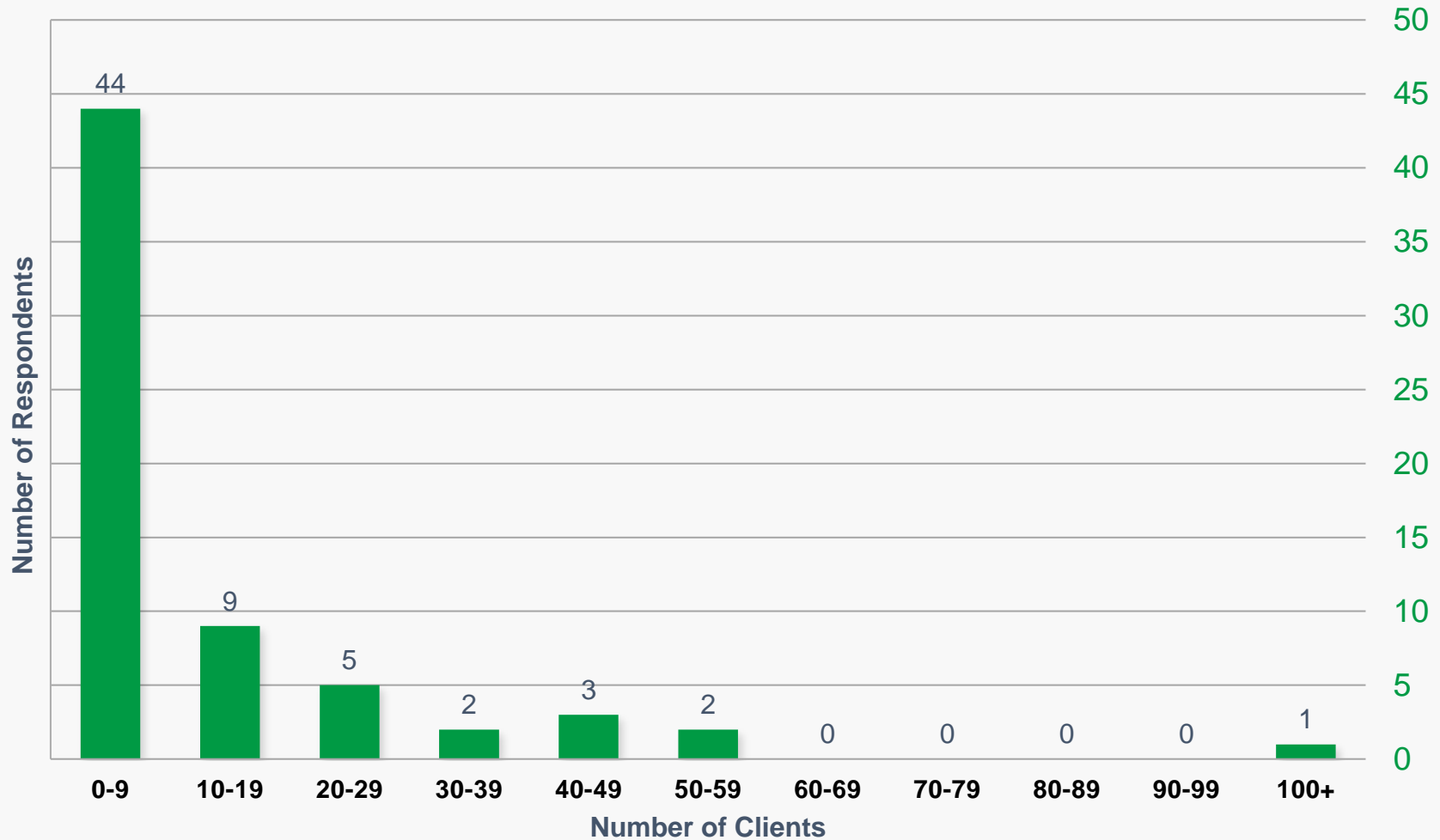# Q7. What ages of clients do you serve? (Check all that apply)

n = 67

Q8. On average, how many publicly funded HCBS recipients do you serve per month as a QSP agency (i.e., Medicaid waiver, SPED, Ex-SPED, and Medicaid State Plan – Personal Care)?

n = 67

Q9. On average, how many private pay or other third party insurance clients do you serve per month (i.e., not funded by the state or Medicaid)?

Bar chart. Y-axis: Number of Respondents (0 to 50). X-axis: Number of Clients.

| Number of Clients	Number of Respondents
0-9	44
10-19	9
20-29	5
30-39	2
40-49	3
50-59	2
60-69	0
70-79	0
80-89	0
90-99	0
100+	1

n = 66

Q10. What services do you provide to clients? (Check all that apply)

- Homemaker service = 59
- Personal care service – SPED (15 min) = 52
- Non-medical transportation – Escort = 42
- Companionship services = 40
- Non-medical transportation – Local and out of town = 37
- Respite care = 37
- Supervision = 34
- Chore – Labor (includes snow removal) = 28
- Extended personal care = 27
- Extended personal care – Nurse = 25
- Nurse education care = 21
- Community supports service = 18
- Residential Habilitation = 12

- Personal care – Assisted living – SPED = 10
- Non-medical transportation – Carrier, bus, taxi = 9
- Adult residential care = 5
- Home delivered meals = 3
- Transitional living = 3
- Adult day care = 2
- Specialized equipment = 2
- CHR assessment = 1
- Environmental modification = 1
- Respite care – Institutional = 1
- Transition coordination = 1
- Other = 7

Note: Emergency response system (ERS), installation ERS, one time transition costs, and supported employment were not selected by any agencies.

n = 68

# Q11. Are there any services that you are enrolled to provide that you do not currently carry out with your client(s)?

Number of Respondents
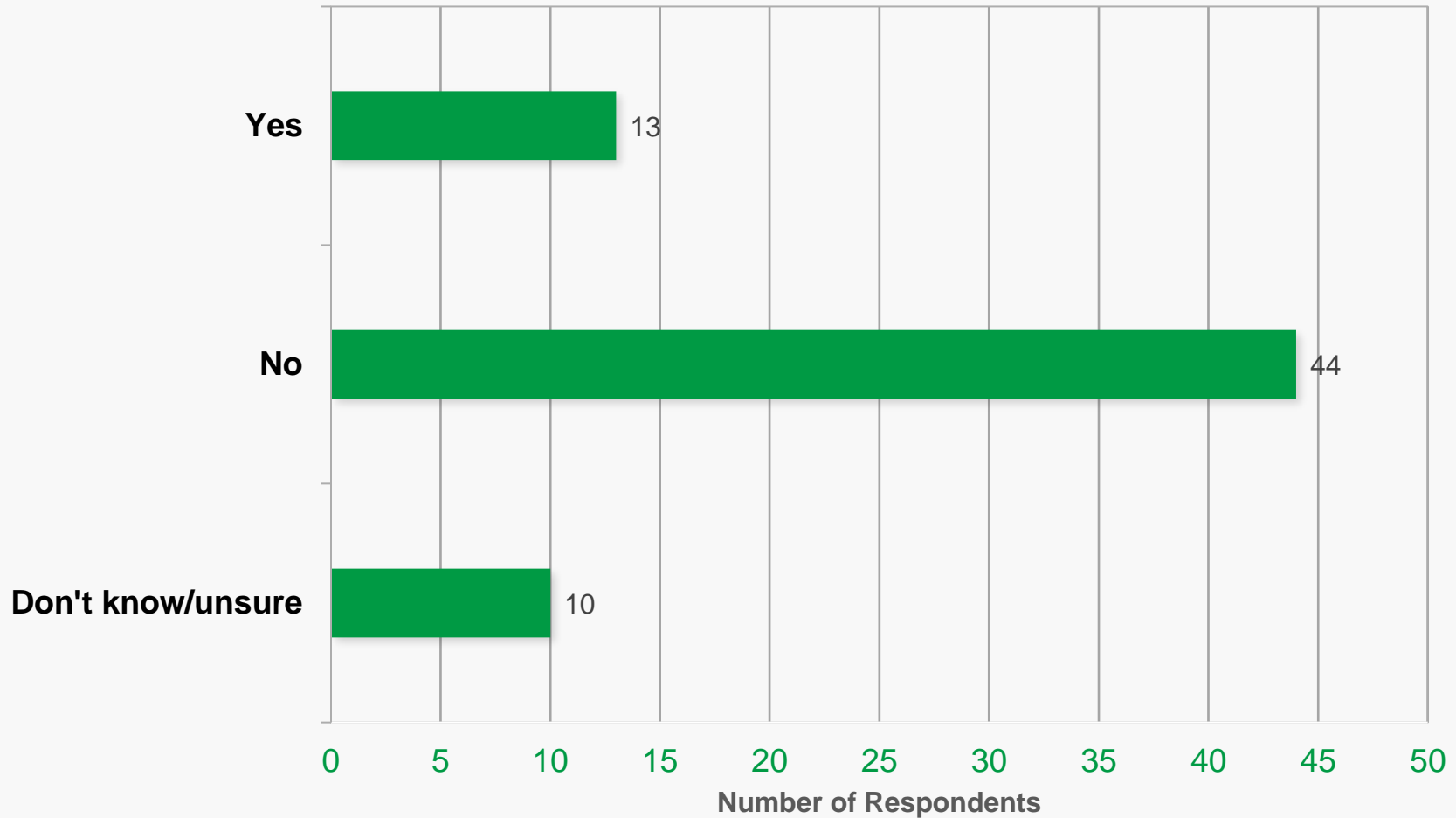
n = 67

Q12. Does your agency offer any of the following benefits?

Benefits	Yes (n)	Yes (%)	No (n)	No (%)	Total responses (n)
Paid time off (PTO), not differentiating between sick and vacation time	29	45.3%	35	54.7%	64
Paid sick leave	26	42.6%	35	57.4%	61
Paid vacation	33	54.1%	28	45.9%	61
Your organization's health insurance	33	50.8%	32	49.2%	65
Your organization's dental insurance	36	55.4%	29	44.6%	65
Your organization's vision insurance	36	55.4%	29	44.6%	65
Your organization's life insurance	30	47.6%	33	52.4%	63
Your organization's retirement plan	37	56.9%	28	43.1%	65
Short term disability	30	49.2%	31	50.8%	61
Long term disability	26	41.9%	36	58.1%	62

Q13. Do you have current staff capacity to serve more individuals?

UND

Yes — 41
No — 14
Don't know/unsure — 10

Number of Respondents
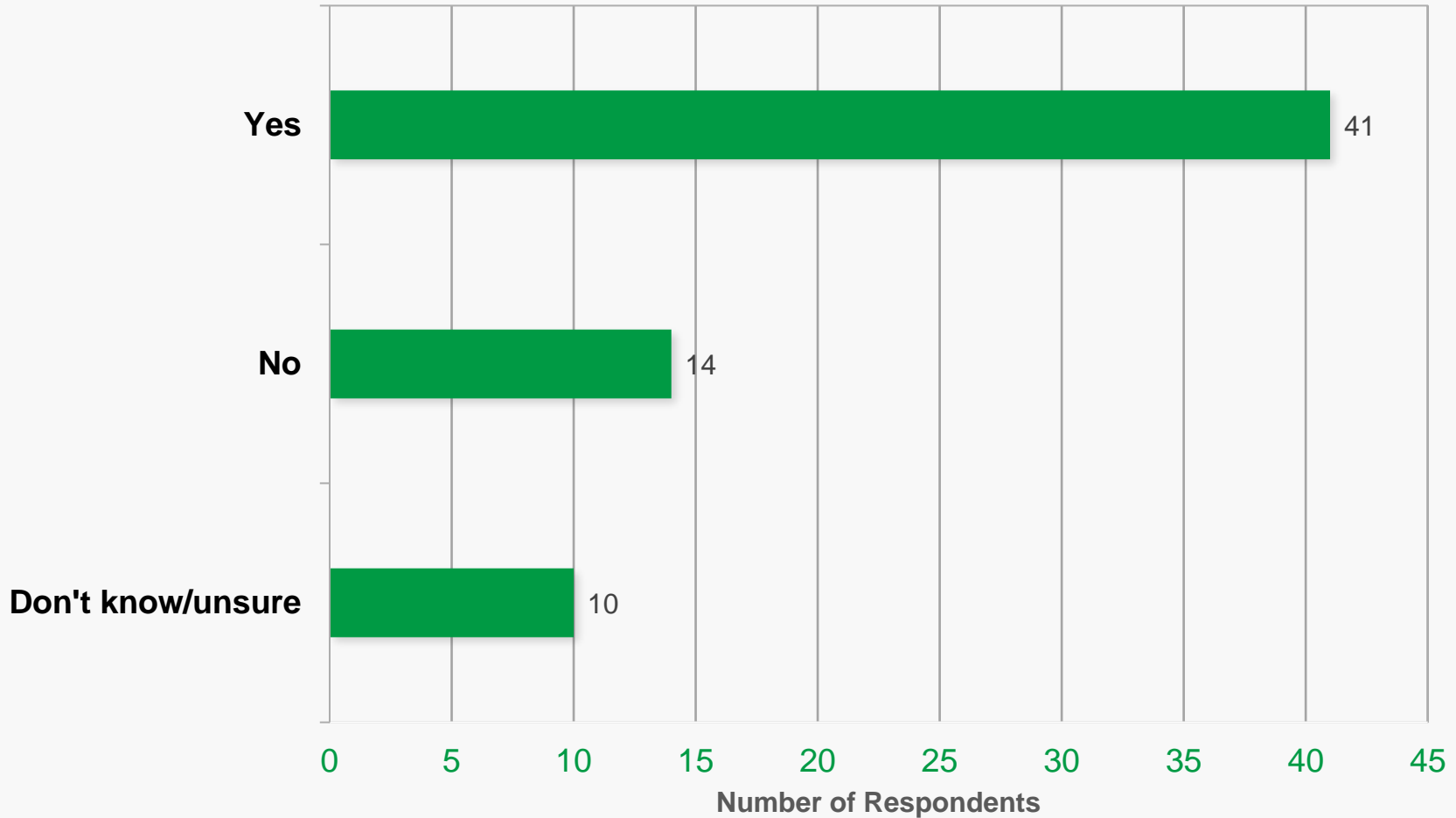
n = 65

Q14. Do you feel you are adequately staffed to meet demand in your service area?

UND

Number of Respondents

Yes: 36
No: 23
Don't know/unsure: 6
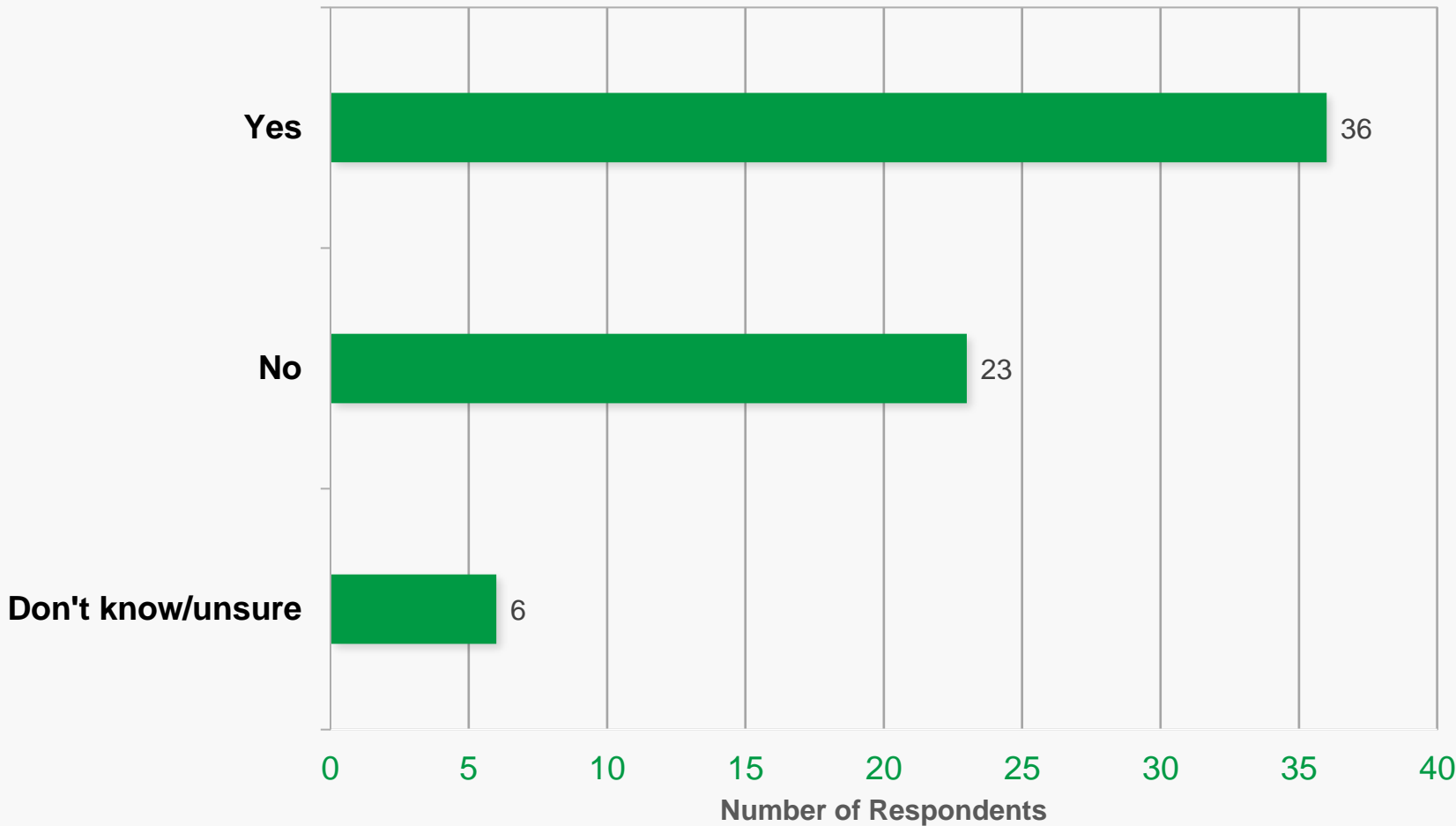
n = 65

Q15. Would you be willing to take on more clients if you had staffing?

Yes — 60

No — 2

Don't know/unsure — 3
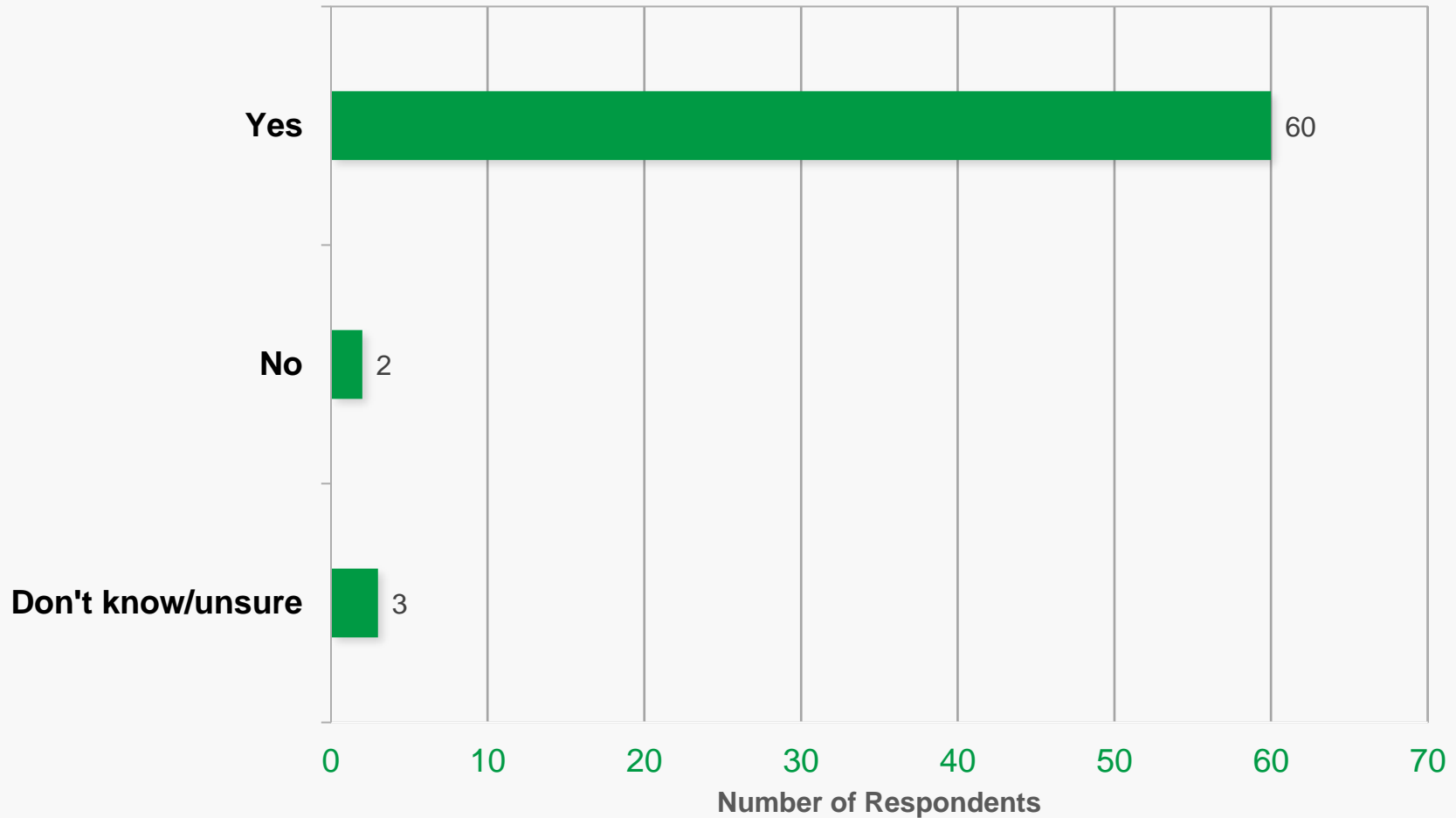
Number of Respondents
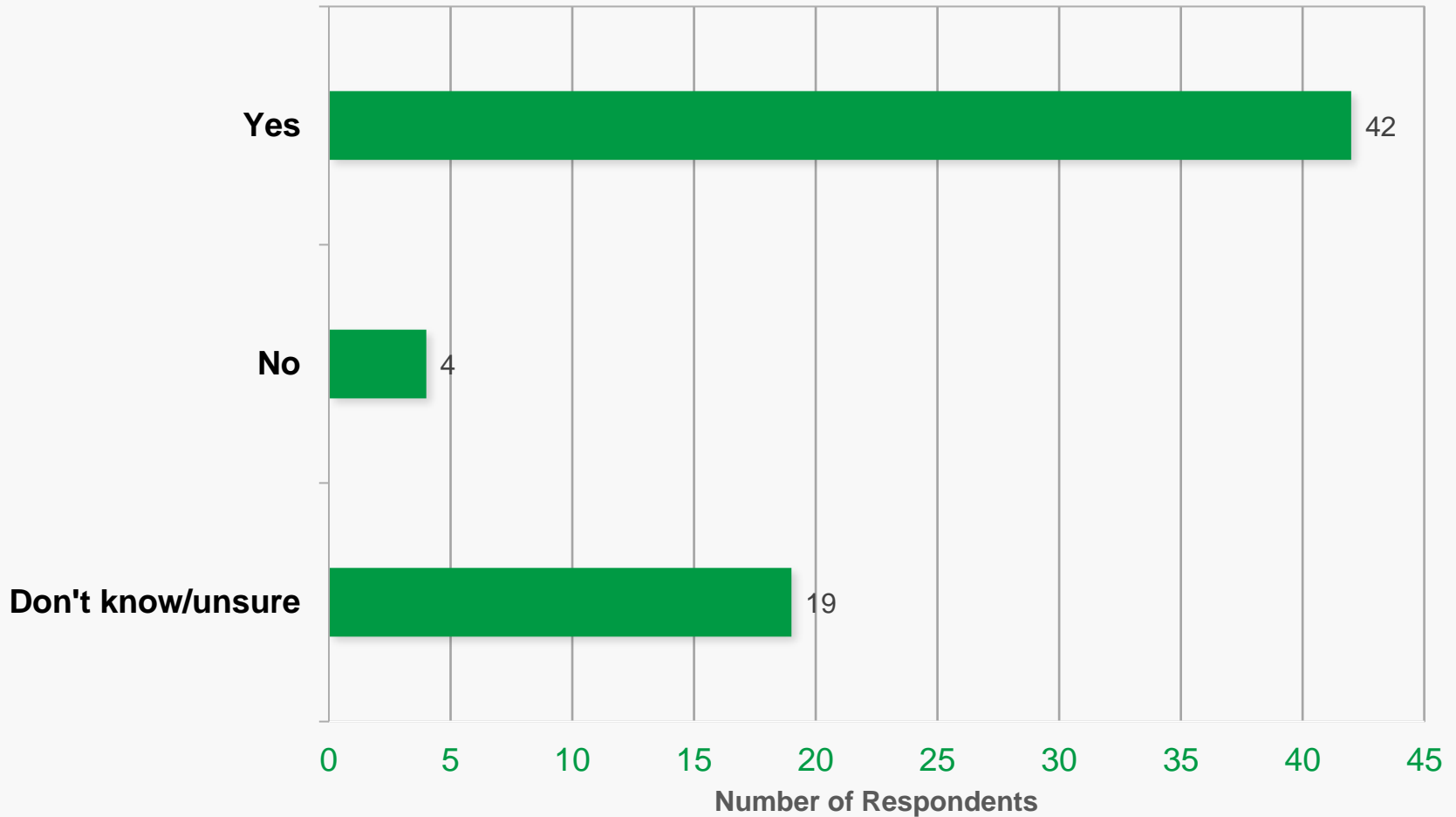
n = 65

*Q17. How does your agency plan to grow/expand? (Check all that apply)

*Only shown to participants who answered 'Yes' to Q16 (n = 42)

Increase staff 38

Increase service area (physical locations served) 31

Increase qualified service areas (actual types of services provided as an agency) 28

Other 9

Number of Respondents
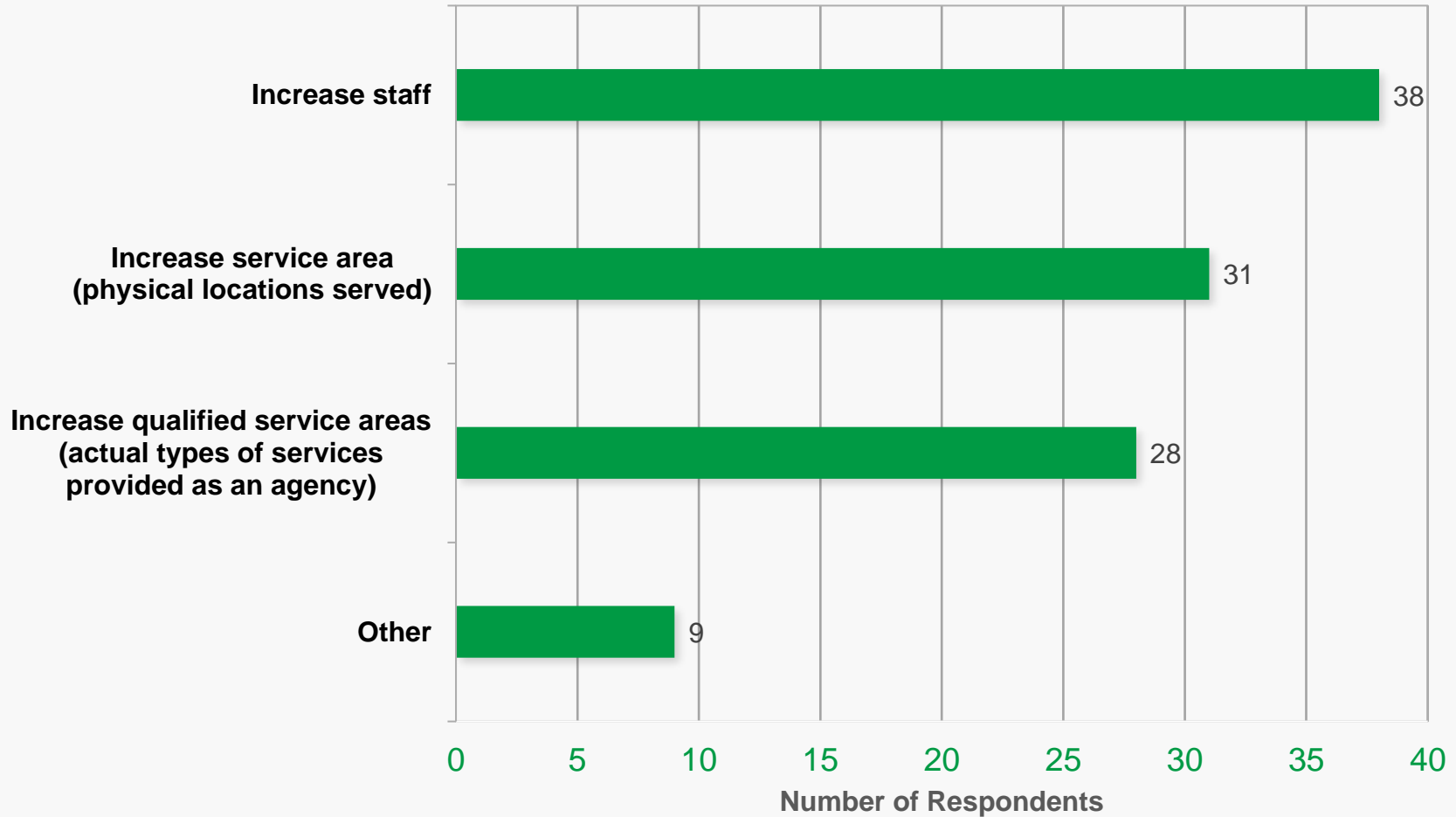
n = 42

Q18. On average, how long is a QSP/direct care employee position open before it is able to be filled?

- *Responses:
    - Less than one week = 5
    - 1-3 weeks = 15
    - 1-3 months = 21
    - 4-6 months = 2
    - 10-12 months = 2
    - Always hiring = 2
    - Don't know/unsure = 4
    - Other = 9

*Note: Some responses spanned multiple time frames, so the total adds up to greater than 58.

n = 58

Q19. How influential is each of these items in recruiting QSPs/direct care employees?
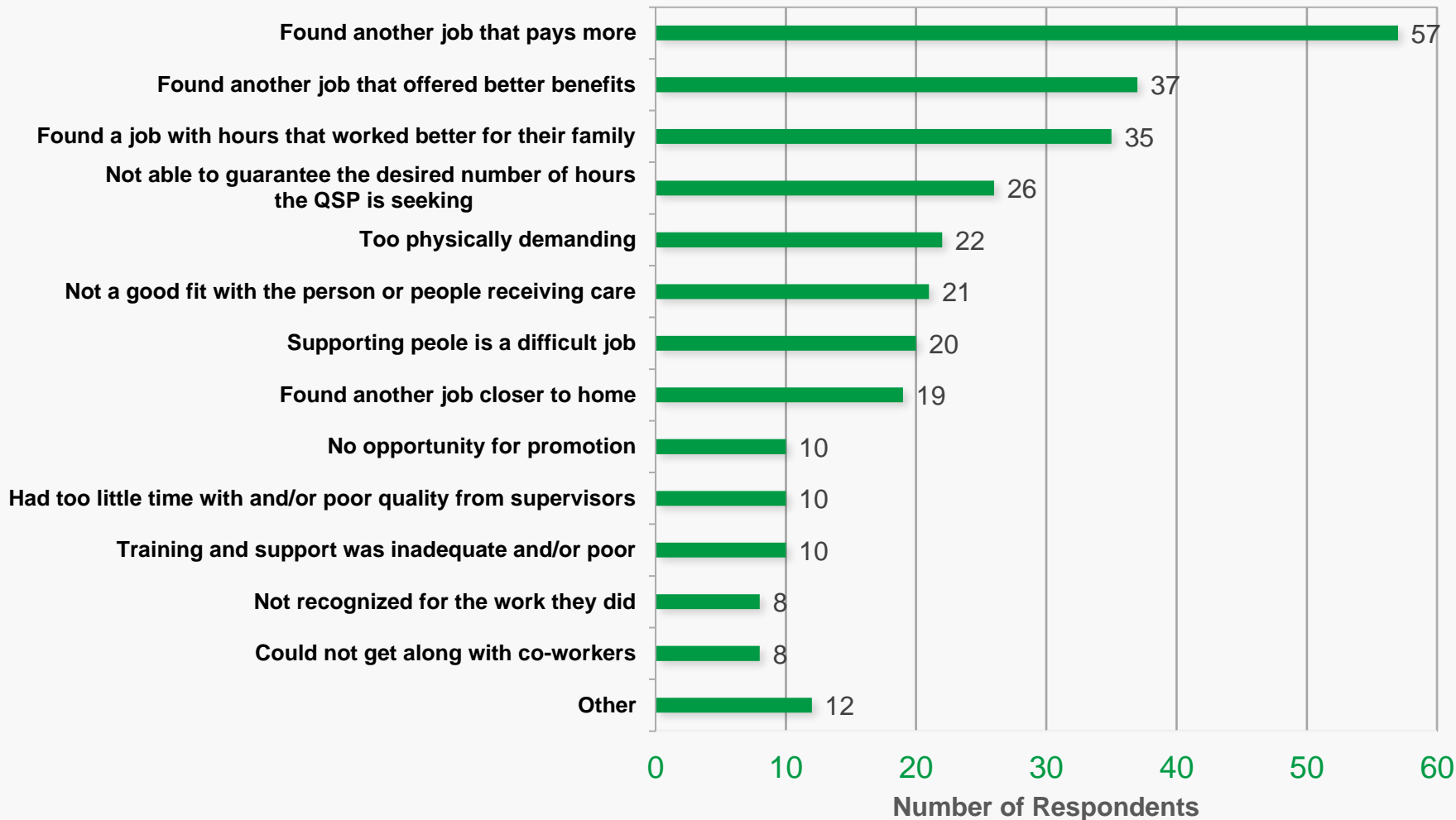
Item	Not at all influential (n)	Slightly influential (n)	Somewhat influential (n)	Very influential (n)	Extremely influential (n)	Total responses (n)
Compensation/pay	1	0	9	20	32	62
Benefits	1	4	15	22	19	61
Advancement opportunities	6	10	21	14	10	61
Payer reimbursement	11	3	15	11	20	60
Continuing education/training opportunities	4	13	17	16	12	62
Flexible work schedule	3	3	7	29	19	61
Responsive support or assistance with other administrative processes and requirements	5	6	15	22	14	62
Applications and paperwork that are easier and simpler to complete	2	6	17	25	11	61
Assistance with onboarding new agency employees	9	8	12	21	12	62

Q20. How influential is each of these items in retaining QSPs/direct care employees?

Item	Not at all influential (n)	Slightly influential (n)	Somewhat influential (n)	Very influential (n)	Extremely influential (n)	Total responses (n)
Compensation/pay	0	1	7	18	37	63
Benefits	0	4	9	22	27	62
Advancement opportunities	5	9	22	14	13	63
Payer reimbursement	10	6	13	15	18	62
Continuing education/training opportunities	5	6	21	18	13	63
Flexible work schedule	3	1	9	30	19	62
Responsive support or assistance with other administrative processes and requirements	7	6	16	21	13	63

Q21. In your opinion and experience, why do QSPs/direct care employees leave their role? (Check all that apply)

UND

Reason	Number of Respondents
Found another job that pays more	57
Found another job that offered better benefits	37
Found a job with hours that worked better for their family	35
Not able to guarantee the desired number of hours the QSP is seeking	26
Too physically demanding	22
Not a good fit with the person or people receiving care	21
Supporting peole is a difficult job	20
Found another job closer to home	19
No opportunity for promotion	10
Had too little time with and/or poor quality from supervisors	10
Training and support was inadequate and/or poor	10
Not recognized for the work they did	8
Could not get along with co-workers	8
Other	12

Number of Respondents

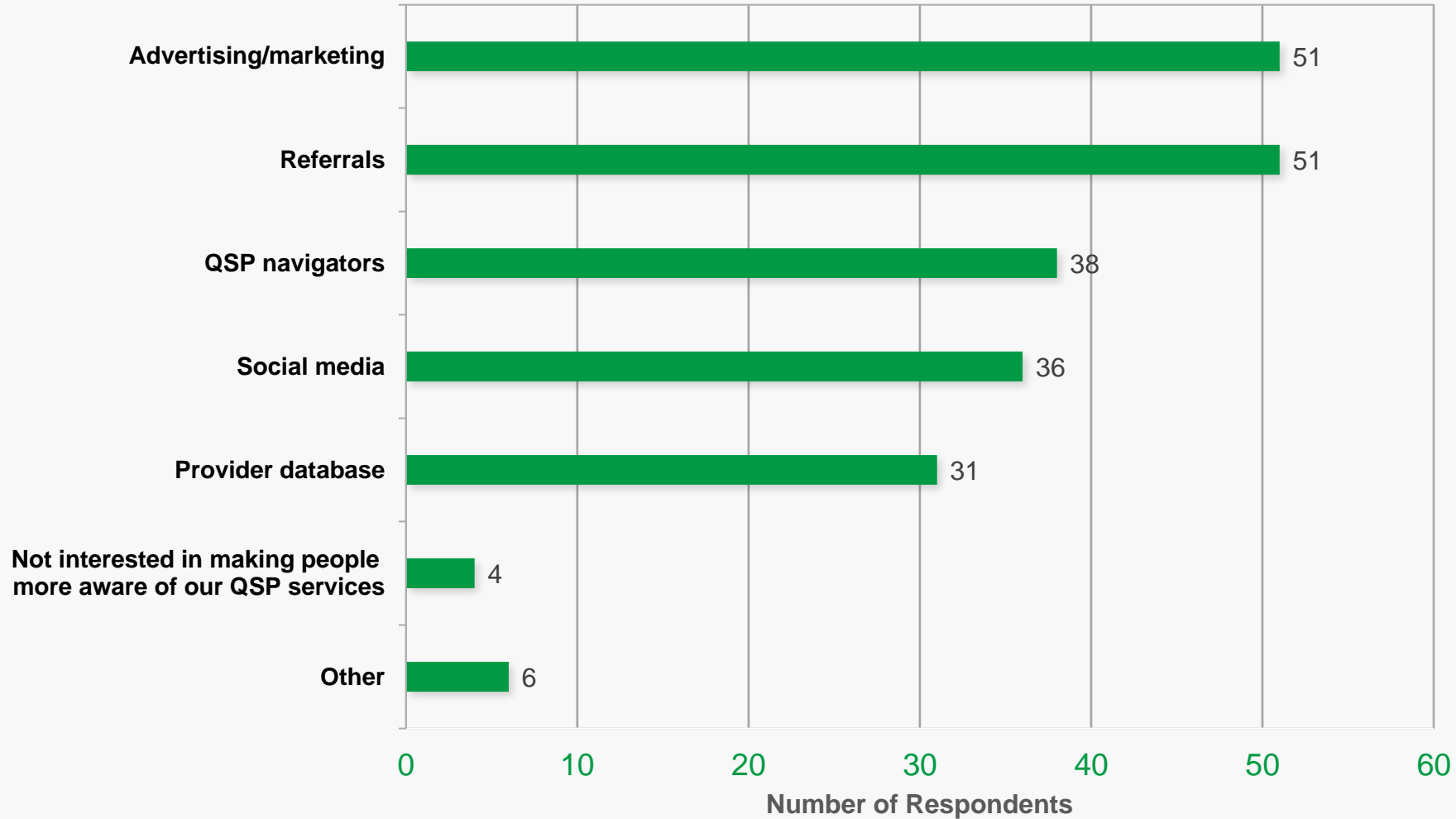n = 63

Q22. What types of training and assistance would help your agency to better manage your QSP business? (Check all that apply)
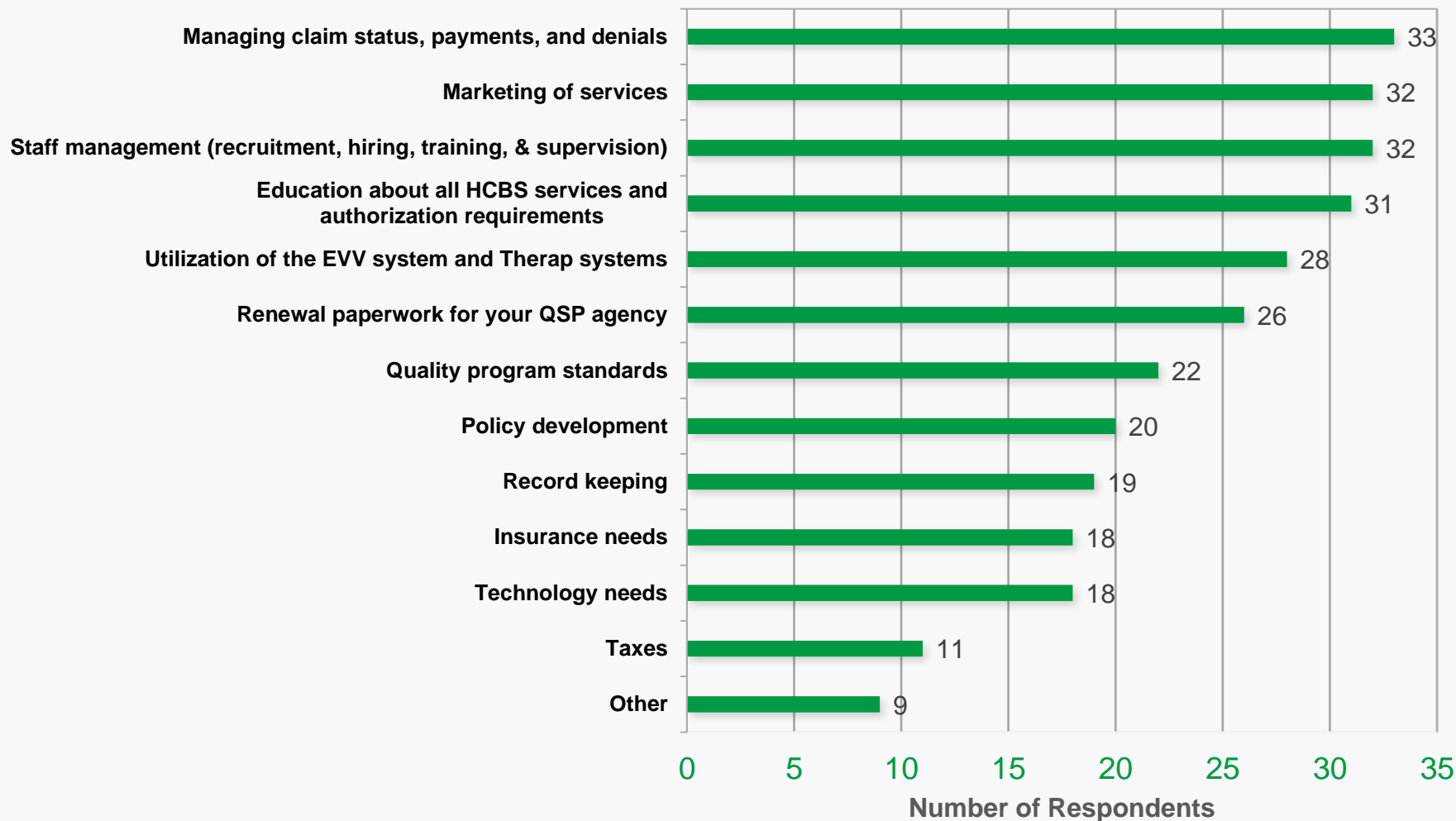
n = 58

Q24. Do you have any additional comments?

- *Response Themes:
  - Dissatisfied with current referral process = 8
  - Dissatisfied with Therap = 4
  - No/NA = 4
  - Insufficient pay/benefits = 3
  - Enjoy the work = 3
  - Need more training = 2
  - Struggle to find employees = 2
  - Claims issues = 2
  - Other = 5

*Note: Some responses covered more than one theme, so the total adds up to greater than 29.

n = 29