



**DISABILITY
SERVICES IN
MINNESOTA
ARE ON THE VERGE
OF COLLAPSE**

GENE LEISTICO, COO, ACR HOMES

**ACR HOMES
A PROVIDER OF
RESIDENTIAL SERVICES
FOR 40 YEARS**



ACR Homes was established in 1981 and currently provides residential services for over 200 people with disabilities who need 24/7 care at 45 locations around the 5-county metro area.

ACR homes are licensed as Community Residential Services (CRS) and Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF-IID), with typically four individuals with disabilities living in each residential home.

We are capable and willing to do this great work, we just don't have enough staff to do it.

PROVIDERS LIKE ACR HAVE A SEVERE STAFFING CRISIS

Funding for people with disabilities does not allow group home providers to effectively compete with other employers that can offer significantly more pay for less-challenging, less-demanding jobs.

Unless this problem is addressed immediately and aggressively, the system that supports some of the most vulnerable people in Minnesota will continue to fail.



PROVIDERS ACROSS MN ARE REDUCING CAPACITY



- Data from ARRM through November of 2021- conditions have significantly worsened since then.
- Over 50% of residential providers are reducing capacity
- Over 28% are temporarily closing programs / facilities / licenses
- In 2020, a total capacity of 58 beds were reduced, the number greatly increased to 347 for the first 10.5 months of 2021.

TIMELINE OF ACR'S UNFOLDING STAFFING DISASTER

- 2018: Closed 4-bed CRS due to inability to retain staff
- 2019: Closed 4-bed CRS due to inability to retain staff
- 2020: Short-lived staffing improvement due to pandemic
- May 2021: Stopped filling openings due to staffing; 302 people on waiting list
- 2021: Summer shifts not filled for the first time in 40 years
- June 2021: Asked families to help with appointments and weekend care due to staffing
- July 2021: Began offering hiring bonuses up to \$5000 for direct care staff
- August 2021: Reached out to former employees urging them to return and help fill shifts



2021 TIMELINE

- September: Averaging 5,000 hours open per week of direct care, roughly 90 shifts per day
- September: Implemented the anticipated 1/1/22 funding increase to boost wages
- September: Asked administrative and nursing staff to work most of their hours doing direct care, which impacted other responsibilities
- September: Began offering unprecedented incentives up to \$75 / hour to fill critical shifts
- September: Canceled a DHS licensing review due to administrative staff working direct care

2021 CONTINUED

- October: Announced permanent closure of a 4-person ICF-IID and a 1-person in-home 245D services
- October: Approached DHS to discuss emergency planning including dropping medically fragile residents off at an emergency room and temporary consolidation measures such as using 5th bed exceptions and a larger setting
- November: Disaster declared in message to staff and ACR began operating under disaster plan
- November 16: Sent first letter to Gov. Walz with urgent request for assistance from National Guard
- November: Notified care teams of the continued crisis and asked some families to take their loved one home for 3 months – none were able
- November: Temporarily closed a 4-person CRS using 5th bed exceptions

2021 - 22

December 2021: Urgent notification of DHS and Ombudsman about holiday staffing crisis

December 2021: Informed all administrative office staff to prepare to work direct care

December through January: Temporarily consolidated six+ CRSs to a larger setting

January 3, 2022: Second letter sent to Gov. Walz requesting emergency assistance from National Guard

January 2022: 60-day notice of termination of services delivered to 17 individuals notifying them of closure of four CRS homes. Only 4 of the 17 have definitive placement plans with less 4 weeks left

March 14, 2022: Effective closing date of four ACR Homes

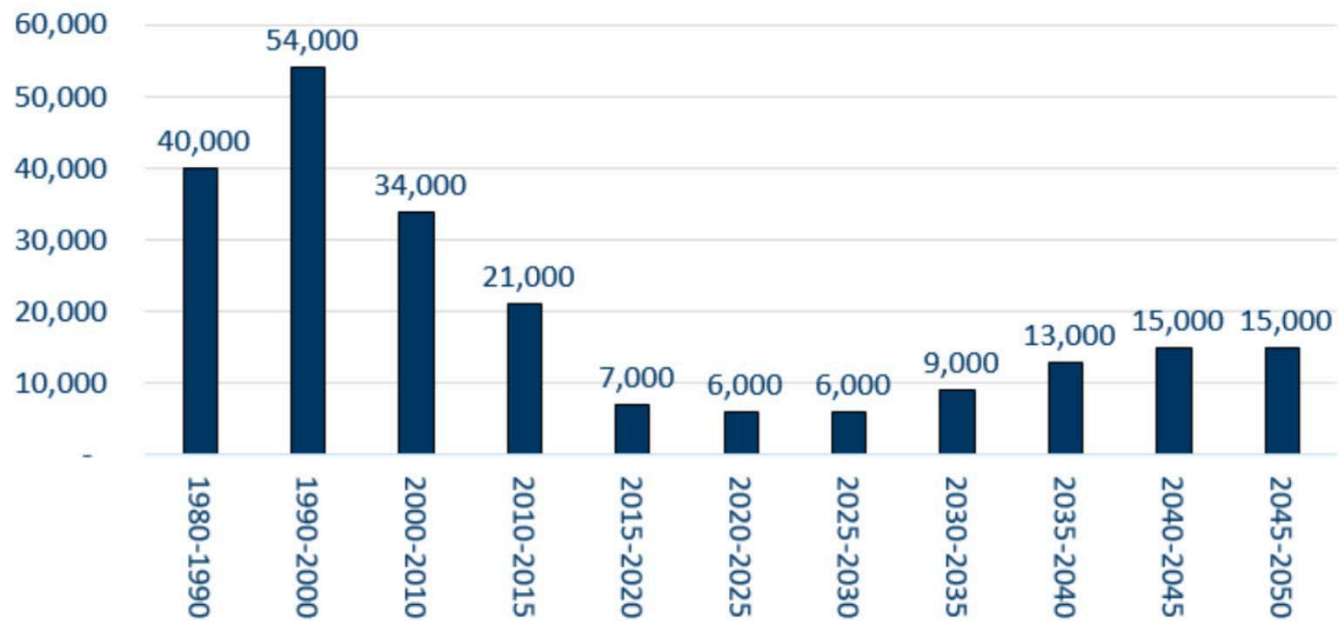
ACR HAS HAD A DISASTROUS STAFFING SHORTAGE SINCE SEPTEMBER '21

- 5,000 hours open per week – that's 90 shifts per day
- We need 1,150 DSPs to be fully staffed. We are 272 staff short (30%)
- In 2021, ACR hired 519 employees but 703 quit
- Retention dropped from 75% to 51.6% over the past ten years
- A recent survey by ARRM indicates that, across the state, two out of three DSPs leave the job in less than a year



AS THE LABOR FORCE TIGHTENS, STAFFING IS GETTING HARDER

Minnesota's labor force growth is projected to slow further between 2015 and 2030



Source: U.S. Census Bureau (1980—2015) & MN State Demographic Center Projections (2015-2045)

Staffing Shortage at ACR

- Staffing shortage started escalating in 2011
- No significant improvement in workforce availability is projected in the next 30 years



FUNDING UNDER THE DWRS FRAMEWORK ALLOWS FOR \$16.33/HOUR IN 2022

- The hourly amount actually available to pay staff is less than \$16.33 given that the framework significantly underfunds other areas such as recruiting and staff training
- The framework rate is not enough to effectively compete with other employers that can offer more pay for less demanding work

A healthcare professional, likely a nurse or doctor, is shown in a clinical setting. She is wearing a white lab coat and has a stethoscope around her neck. She is looking down at a handheld device, possibly a tablet or a specialized medical device, which is connected to various tubes and wires. The background is slightly blurred, showing what appears to be a hospital room with a poster on the wall that says "Botanical Garden".

A TYPICAL CLIENT OF ACR

- is non-ambulatory and requires an accessible home and 24/7 care
- has 7-15 diagnoses
- needs 30-80+ medications and treatments each day
- has 40-80+ doctor's appointments per year

To care for these clients, staff receive about 70 hours of training to learn not only ADLs and community inclusion, but also how to pass meds and use specialized equipment and procedures such as patient lifts, seizure management, feeding tubes and pumps, ostomy care, supplemental oxygen, diabetes care, advanced airway suctioning and catheterization.

DHS RECOGNIZES HIGHER WAGES ARE NEEDED TO BE COMPETITIVE

- \$19.91-26.23 / hour
- \$2500 Sign-On Bonus
- Paid vacation and sick time
- Full benefit package

m MINNESOTA **DEPARTMENT OF HUMAN SERVICES**
People of all kinds. Helping all kinds of people.

\$2500 Sign-On Bonus!!!

Direct Care positions starting @
\$19.91-\$26.23 /hourly

We're Hiring in the South Metro Area
*Direct care positions are available throughout the metro area and surrounding area's

Contact Jeremy Anderson via call/text: 651.231.8564
Apply online at [#45330](http://www.mn.gov/careers)

Why Work for Us?

- Paid vacation and sick time
- 12 paid holidays per year
- Pension & retirement plans
- Life insurance
- Long-term care insurance
- Disability insurance
- Pre-tax benefits
- Health care savings plan

<ul style="list-style-type: none">• Behavior Modification Assistant• \$19.91-\$26.23 /hourly• Job ID: 45330	<p>Qualifications required:</p> <ul style="list-style-type: none">• 18 years old and valid driver's license• Experience working with individuals with intense behavior, intellectual disabilities, mental illness, and/or co-occurring diagnosis
---	--

DHS Contact: Jeremy Anderson
text: 651.231.8564
email: jeremy.w@state.mn.us
www.mn.gov/careers Job ID 45330

DHS Contact: Jeremy Anderson
text: 651.231.8564
email: jeremy.w@state.mn.us
www.mn.gov/careers Job ID 45330

DHS Contact: Jeremy Anderson
text: 651.231.8564
email: jeremy.w@state.mn.us
www.mn.gov/careers Job ID 45330

DHS Contact: Jeremy Anderson
text: 651.231.8564
email: jeremy.w@state.mn.us
www.mn.gov/careers Job ID 45330

DHS Contact: Jeremy Anderson
text: 651.231.8564
email: jeremy.w@state.mn.us
www.mn.gov/careers Job ID 45330

DHS Contact: Jeremy Anderson
text: 651.231.8564
email: jeremy.w@state.mn.us
www.mn.gov/careers Job ID 45330

DHS Contact: Jeremy Anderson
text: 651.231.8564
email: jeremy.w@state.mn.us
www.mn.gov/careers Job ID 45330

DHS Contact: Jeremy Anderson
text: 651.231.8564
email: jeremy.w@state.mn.us
www.mn.gov/careers Job ID 45330

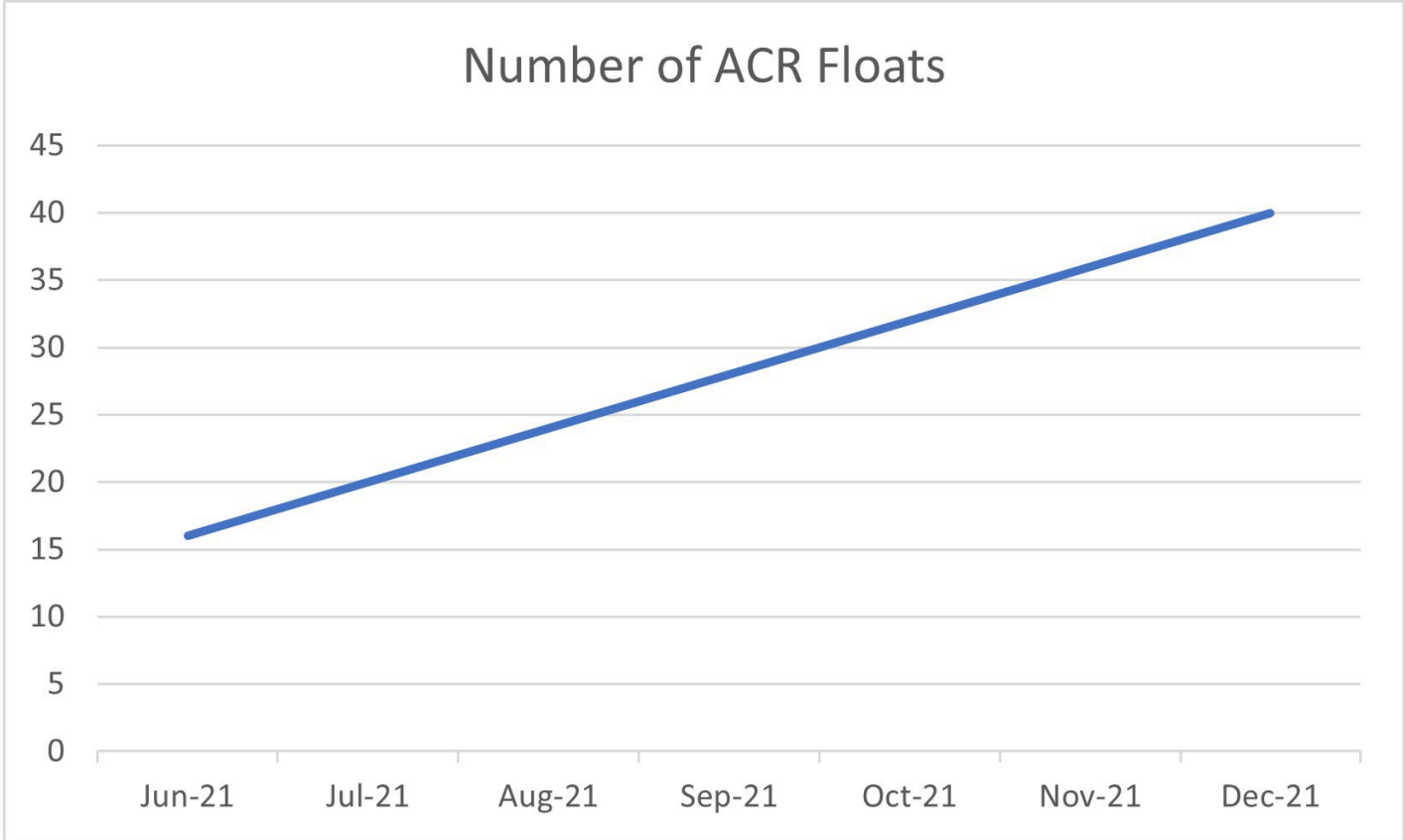
Flyer seen at Kwik Trip
in Eagan January 2022

ACR HAS DONE EVERYTHING POSSIBLE WITH CURRENT FUNDING TO HIRE AND RETAIN STAFF

- Recruiting efforts include an internship program, a transportation program, referral bonuses, and as of July 2021, hiring bonuses for direct care staff
- ACR has 3 full-time recruiters, 2 part-time recruiters including a high school recruiter, and 200+ employees doing on-campus and in-community recruiting in addition to direct care
- We advertise on 9 websites, 3 radio stations, in newspapers and school publications, on bus and light rail lines, on billboards, on 21 colleges and universities, at 12 high schools, at 22 different job fairs
- Incentives have increased our payroll expenses to unsustainable levels, creating large monthly losses



ACR BEGAN OFFERING \$20/HOUR FOR FLOAT STAFF IN JULY 2021



DISABILITY SERVICES NEED YOUR HELP NOW

- We've done everything we can with the funding provided
- With nursing homes also in crisis, there is no safety net
- Without more funding, the group home system will continue to collapse
- We need an increase in **permanent funding** to boost wages to at least \$20/hour
- Due to DWRS structure, any permanent increases in funding this year will take all of 2023 to be fully realized.
- **Immediate emergency funding** of large grants is necessary to bridge us until the permanent funding takes effect

