



## Introduction

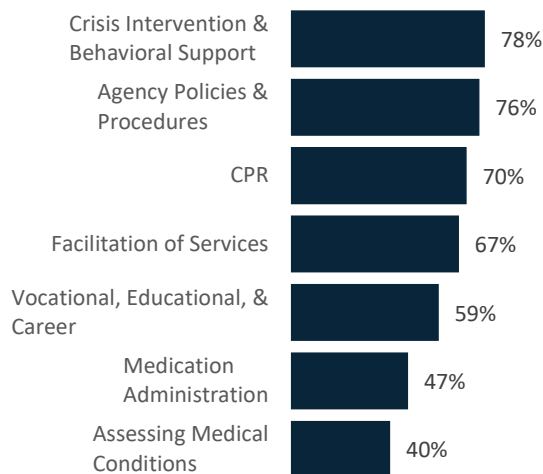
Across sectors of the U.S. labor force, training has been considered as a potential means by which workers may be retained and turnover may be reduced. Research has demonstrated the effectiveness of training at reducing turnover using mentorship-based models (Hegeman, 2005) and competency-based models (Bogenschutz, Nord & Hewitt, 2015).

Given the importance of training, a recent survey of direct support professionals (DSPs) asked about training received, desired, and satisfaction. One hundred and thirty-two DSPs employed in Utah responded to the survey.

## Results

On average, employees had received 4 types of trainings. Respondents were presented with a list of common trainings and asked to mark which ones they had received while employed in their current position. As presented in Figure 1, the most common training was “Crisis Intervention & Behavioral Support.”

**Figure 2. Trainings Received**



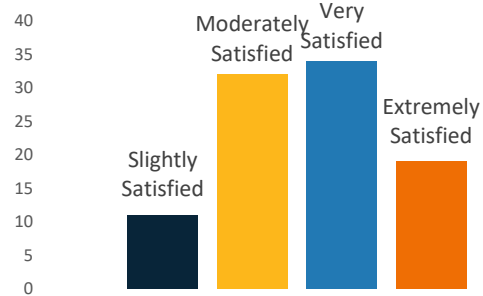
## “Other” Trainings Written In\*

- ACRE
- Food safety
- SOAR
- Independent Living
- Assistive Technology

In addition, survey respondents were prompted to suggest trainings they would like. Training topics that were noted two or more times in this section include: communication, person or disability specific trainings, seizures, behavioral support plans, customized employment, disability law, interagency coordination, and generally more training on topics they’ve already received training on.

As noted in Figure 2, the majority of respondents indicated that they were satisfied with the trainings they had received.

**Figure 2. Training Satisfaction**



## Conclusions

Training, career development, and professional recognition for direct support professionals (DSPs) has been recognized as a critical issue for several years for staff turnover, compensation, and professionalization of the field. Research has demonstrated that, among other factors, inadequate training is associated with higher

rates of turnover and intent to quit for direct support professionals (Castle et al., 2007; Ejaz et al., 2008). The National Alliance for Direct Support Professionals (NADSP) has worked tirelessly to improve the professional standing of DSPs at a national level. The current brief provides insight into the type of trainings received and desired by DSPs in Utah.

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However, the influence of training on the reduction of turnover is not universal. A large Canadian study found that employer-provided training actually related to higher turnover, leading to speculation that increased training may make workers more competitive in the open job market (Haines, Jalette, & Larose, 2010). Taken together, this may suggest that increases in training and wages should be linked to achieve the desired impacts on turnover.

## References

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