

North Dakota



2022

North Dakota's centralized source
of support and information for
Qualified Service Providers

North Dakota Qualified Service Provider Survey Report

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Executive Summary

The Aging Services Division within the North Dakota Department of Human Services partnered with the University of North Dakota (UND) Center for Rural Health (CRH) to create a centralized “hub” to support North Dakota’s Qualified Service Providers (QSPs). QSPs are individuals, such as friends, neighbors, and family members, who are committed to providing care for people who want to continue to live in their own homes and communities. QSPs do not need to have a special certificate or license, but they do need to prove they have the necessary skills to provide care. The purpose of the North Dakota QSP Hub is to provide support, educational tools, and training opportunities for independent QSPs and QSP agencies. As part of this effort, QSPs and QSP agencies were surveyed to determine their primary needs and to assist in directing the focus of the QSP Hub. This report provides an overview of the needs and experiences of independent QSPs and QSP agencies in North Dakota.

Key Findings

Independent QSP Survey

- Over half of independent QSPs reported serving clients younger than 65 years old
- 43.2% of independent QSPs reported living with a client that they serve and 50.4% of independent QSPs indicated they are related to a client whom they serve
- When asked what would make it easier to become a QSP, the most common response was applications and paperwork that are easier and simpler to complete
- When asked what would make it easier to stay a QSP, a higher rate for services provided was the most common response
- Billing was the most common response when independent QSPs were asked to indicate the most challenging aspect of working as a QSP

Agency QSP Survey

- 44.7% of QSP agencies reported they have been providing services for 16 or more years
- The most common services provided by QSP agencies were homemaker service and personal care service – Service Payments for the Elderly and Disabled (SPED) (15 min)
- When asked to report the average wage of QSPs employed by their agency, the most common response was \$16.00 - \$17.00 per hour
- A higher rate for services provided was the most common response when agencies were asked what would make it easier to hire QSPs and retain QSPs
- According to the opinions and experiences of the responding agencies, the most common reason that QSPs leave their role was because they found another job that pays more

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Introduction

Qualified Service Providers (QSPs) are individuals or agencies who provide care and services to adults with physical disabilities and older adults in their own homes. For example, this situation is often seen as one family member caring for another family member in need. QSPs can provide a wide range of services, including homemaking, transportation, case management, residential care, and personal care services.

There are two types of QSPs, which are differentiated by the source of employment. Individual or independent QSPs are self-employed independent contractors. As such, these QSPs are responsible for their own insurance, record keeping, billing, and taxes. Additionally, these QSPs are required to prove they have competency in all the standards to provide a particular service (North Dakota Department of Human Services, 2011). On the other hand, agency QSPs are individuals employed by an agency that is responsible for the training and financial components of the job. Agencies must verify that their employees have the specific skills needed to provide services.

In North Dakota, individuals are not required to have a certain degree or certification in order to work as a QSP. To become a QSP, individuals fill out the required paperwork and application and are contacted once they are approved. QSPs must have a current Authorization to Provide Services for each client before providing services. The recently established North Dakota QSP Hub serves a resource center to assist in this process for both QSP agencies and independent QSPs, as well as anyone who would like to become a QSP.

Methods

Survey Development

In order to gather information to direct the services of the newly established QSP Hub, two separate surveys were developed: one for QSP agencies and one for independent QSPs. The surveys gathered information about QSPs themselves, their clients, and their experiences as a QSP. The survey questions were developed through numerous meetings with stakeholders. Feedback was solicited from multiple entities to ensure the questions were appropriate for the designated audiences.

The surveys were created using Qualtrics survey software. A paper copy of each survey was also created and could be requested by participants who did not want to or were unable to complete the survey electronically.

Survey Dissemination

The surveys were disseminated via email to a listserv consisting of 753 independent QSPs and 82 QSP agencies. Participants had approximately three weeks to complete the survey that corresponded to their role (i.e., QSP agency or independent QSP). During this period, two reminder emails were sent out to the listserv. Participants also had the option to request a paper copy of the survey from the North Dakota Department of Human Services (DHS) and to mail in the completed survey.

Results

Independent QSP Survey

Response Rate

Out of the 753 invitations sent to independent QSPs, there were 290 records received (38.5%). Two-hundred eighty-seven of those were electronic records in Qualtrics, and three records were paper copies received via mail. Six of the records were excluded from analyses for only providing a response to the first question of the survey. Thus, 284 records were included in the analyses. Missing data were excluded, using the pairwise method, and the number of valid responses is indicated for each question. Some of the questions allowed participants to select more than one response option. Therefore, some of the questions may have response totals greater than the number of respondents or percentage totals greater than 100%.

Demographics Summary

Out of the 284 responses to the survey, some 74.3% (n = 211) of the respondents provided services as an independent QSP (i.e., self-employed), another 16.5% (n = 47) of respondents were employed by a QSP agency, and an additional 9.2% (n = 26) of respondents provided services as both.

Basic demographic information was collected from the survey respondents, such as their age, gender, race, and ethnicity. The age breakdown of survey respondents (n = 283) was as follows: 1.4% (n = 4) were 18-25 years old; 26.9% (n = 76) were 26-44 years old; 54.4% (n = 154) were 45-64 years old, and 17.3% (n = 49) were 65 years and older. The gender breakdown of respondents (n = 283) was as follows: 85.9% (n = 243) female, 12.4% (n = 35) male, 1.4% (n = 4) prefer not to say, and 0.4% (n = 1) two-spirited. The race breakdown of respondents (n = 281) was as follows: 76.5% (n = 215) White, 12.8% (n = 36) American Indian or Alaska Native, 4.6% (n = 13) Black, 2.8% (n = 8) Asian, and 3.2% (n = 9) other. The ethnicity breakdown of respondents (n = 282) was as follows: 95.7% (n = 270) were not Hispanic/Latino/a or Latinx, and 4.3% (n = 12) were Hispanic/Latino/a or Latinx.

Examining the highest level of education among respondents (n = 280) revealed that 3.6% (n = 10) completed some high school; 33.6% (n = 94) received a high school diploma or GED; 17.1% (n = 48) received an associate’s degree or 2-year degree; 27.5% (n = 77) completed some college; 13.9% (n = 39) received a bachelor’s or 4-year degree; 3.9% (n = 11) received a post-graduate degree, and 0.4% (n = 1) preferred not to answer.

Survey participants were asked to report their annual household income, and 276 QSPs responded. Some 20.3% (n = 56) of the participants preferred not to answer the question. The next most common responses were \$20,000 - \$29,999 (12.7%, n = 35) and \$40,000 - \$49,999 (12.3%, n = 34).

When asked if English was their second language, 278 participants responded. Some 83.1% (n = 231) of participants indicated English was not their second language, while another 16.9% (n = 47) of participants indicated English was their second language. The 47 individuals who reported English was their second language were asked to indicate their preferred language. An overwhelming majority of the 47 individuals who responded reported that English was their preferred language, followed by Bosnian and Nepali.

Participants were also asked if English was the second language of any of their QSP clients. Out of the 272 responses, some 89.7% (n = 244) indicated English was not the second language of any of their clients, while another 10.3% (n = 28) indicated that it was. The participants who reported English was the second language of any of their clients were asked to indicate the language(s) in which their clients prefer to speak. The majority of the 25 respondents reported that their clients’ preferred language was English, followed by Bosnian, Nepali, and Spanish.

Participants were asked if they had any other jobs aside from working as a QSP. Of the 278 responses, over half (57.9%, n = 161) indicated they did not have any other jobs, while 42.1% (n = 117) indicated they did have one or more other jobs. Those persons who reported having additional jobs were asked how many other jobs they had. Of the 116 responses to that follow-up question, some 84.5% (n = 98) reported having one additional job, and another 13.8% (n = 16) reported having two additional jobs; some 1.7% (n = 2) reported having three additional jobs.

Clients Served

Figure 1. Average Number of Public Pay (n = 270) and Private Pay/Other Third-Party Insurance (n = 269) Clients Served per Month

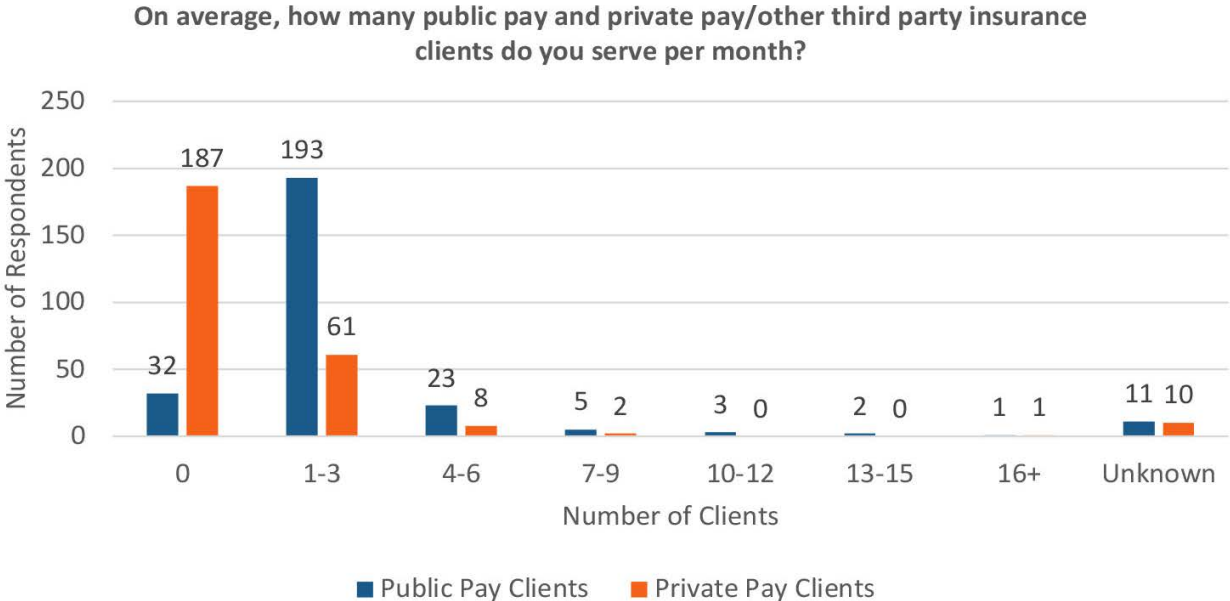
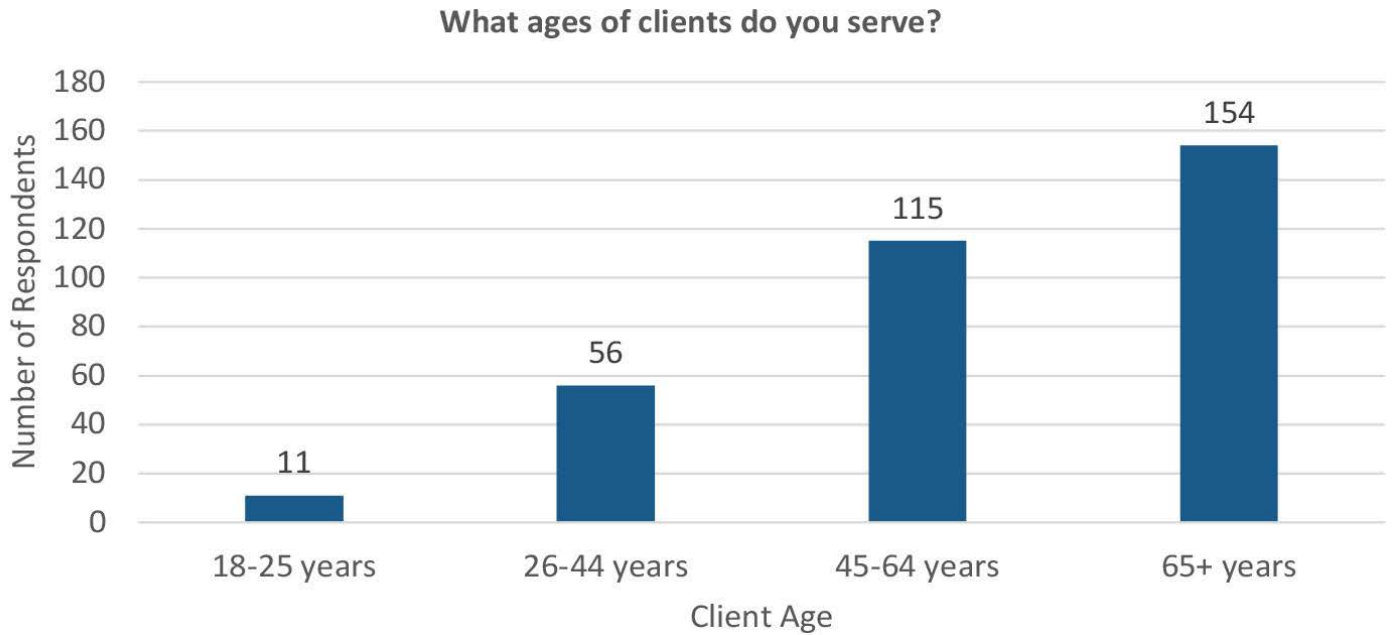
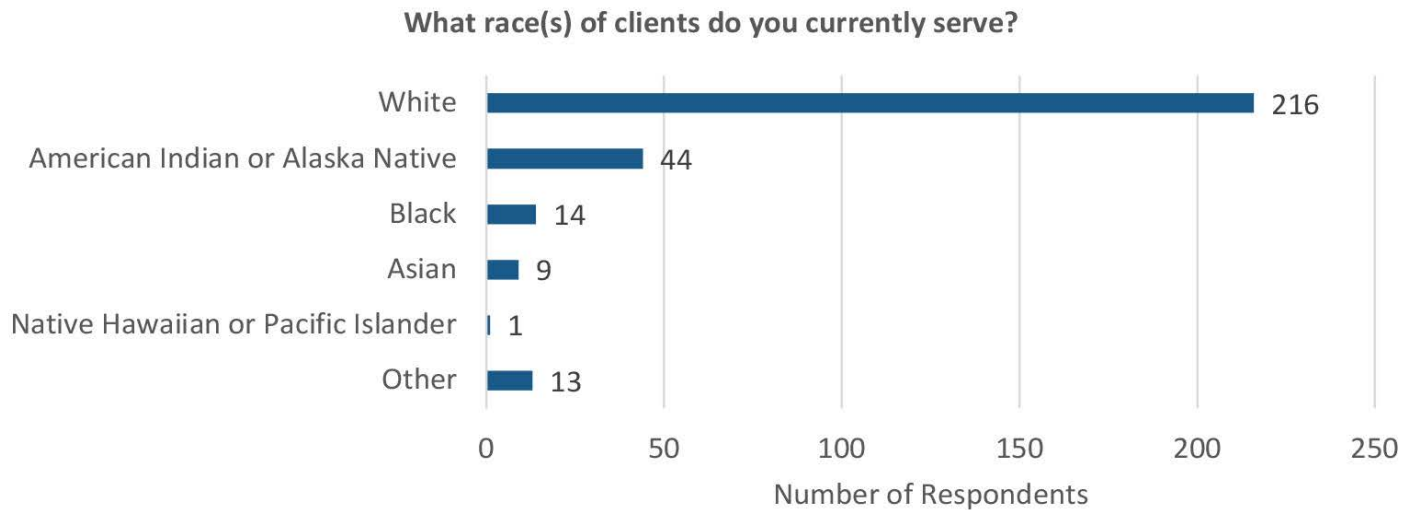


Figure 2. Ages of Clients Served (n = 266)*



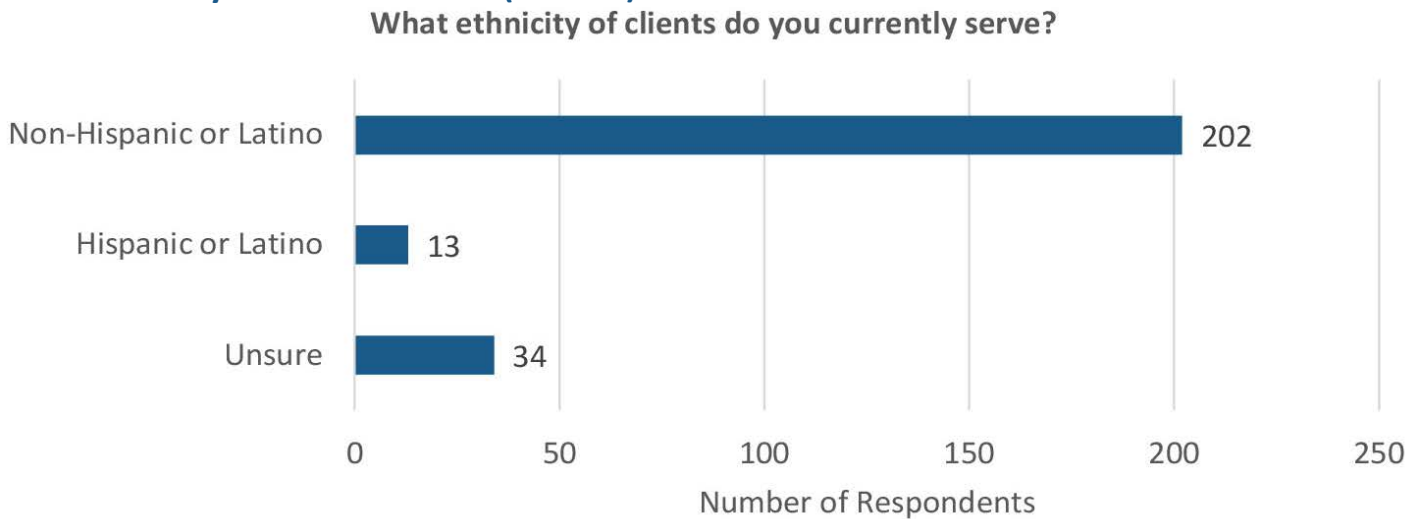
*Note: Participants were able to select more than one response option for this question.

Figure 3. Races of Clients Served (n = 265)*



*Note: Participants were able to select more than one response option for this question.

Figure 4. Ethnicity of Clients Served (n = 246)*



*Note: Participants were able to select more than one response option for this question.

QSP Work/Services Provided

Figure 5. Length of Time Providing QSP Services (n = 264)

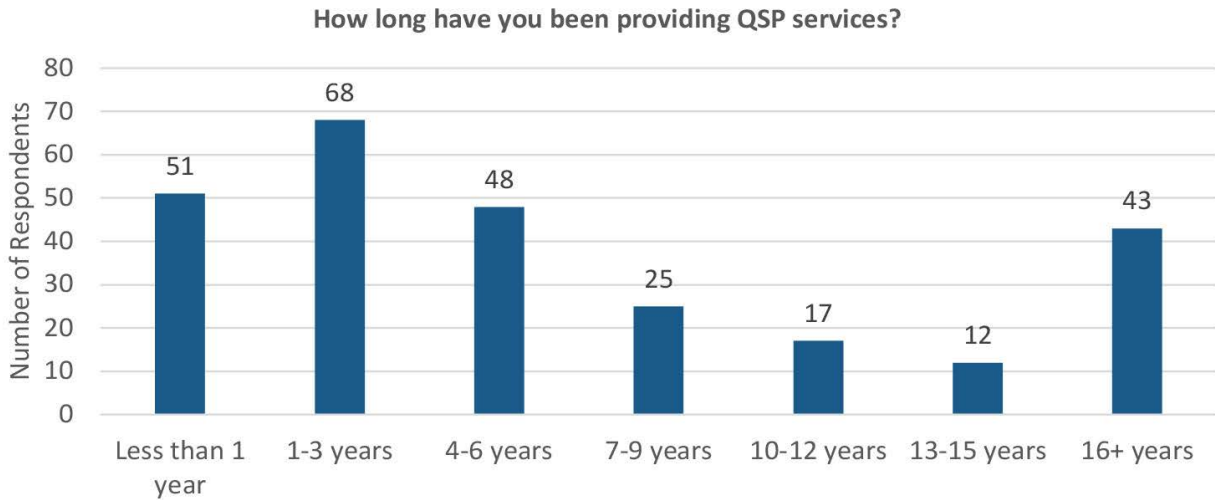
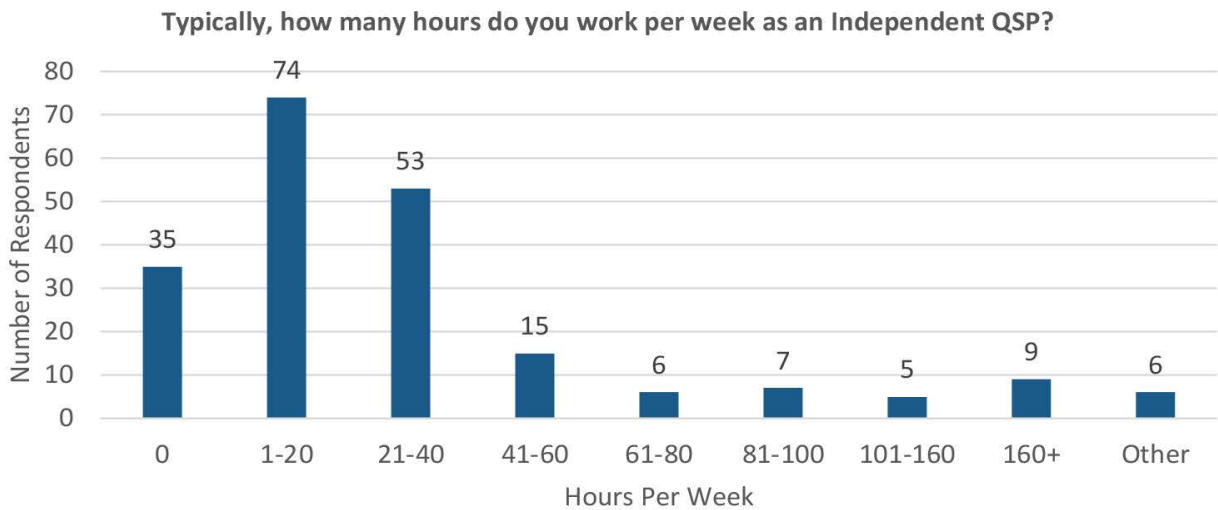


Figure 6. Typical Number of Hours Worked per Week as an Independent QSP (n = 210)*



*Note: Three responses were excluded for exceeding the total number of hours in a week (i.e., 168 hours).

Figure 7. Typical Number of Hours Worked per Week for a QSP Agency (n = 114)



Table 1. Services Provided to Clients by QSPs (n = 259)*

Service	Number of Respondents Providing Service
Personal care service – SPED (15 min)	106
Homemaker service	104
Personal care service – MSP (15 min)	54
Non-medical transportation – local and out of town	50
Non-medical transportation – escort	49
Respite care	42
Family home care	41
Companionship services	36
Family personal care	30
Chore – labor (includes snow removal)	28
Personal care service – SPED (Daily)	23
Extended personal care	19
Adult residential service	18
Supervision	18
Personal care service – MSP (Daily)	10
Adult foster care	9
Adult day care	8
Personal care – assisted living – SPED	5
Home delivered meals	4
Community supports service	3
Specialized equipment	3
Emergency response system	2
Environmental modification	2
One-time transition costs	2
Respite care – institutional	2
Supported employment	2
Transitional living	1
Case management – other	1
Other	12

*Note: Participants were able to select more than one response option for this question.

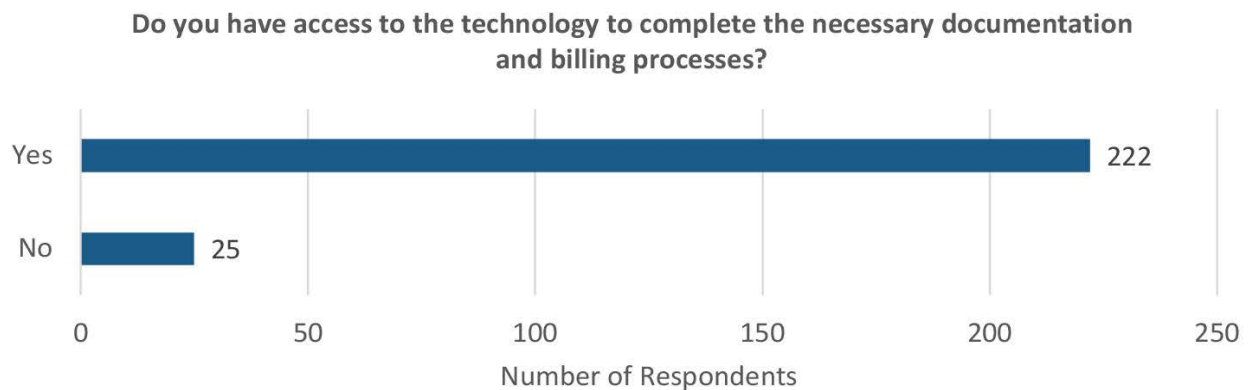
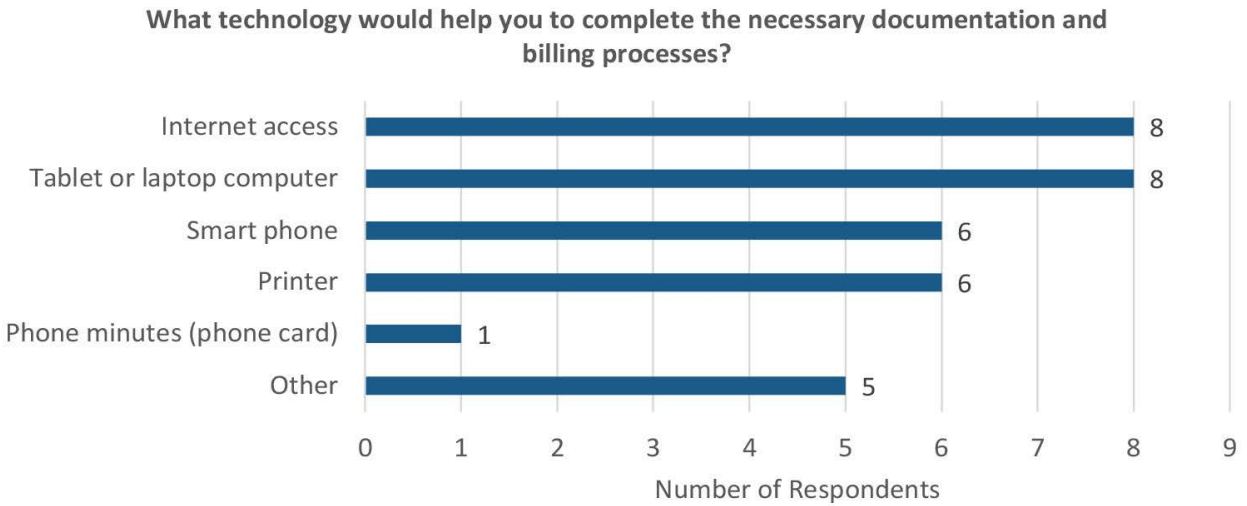
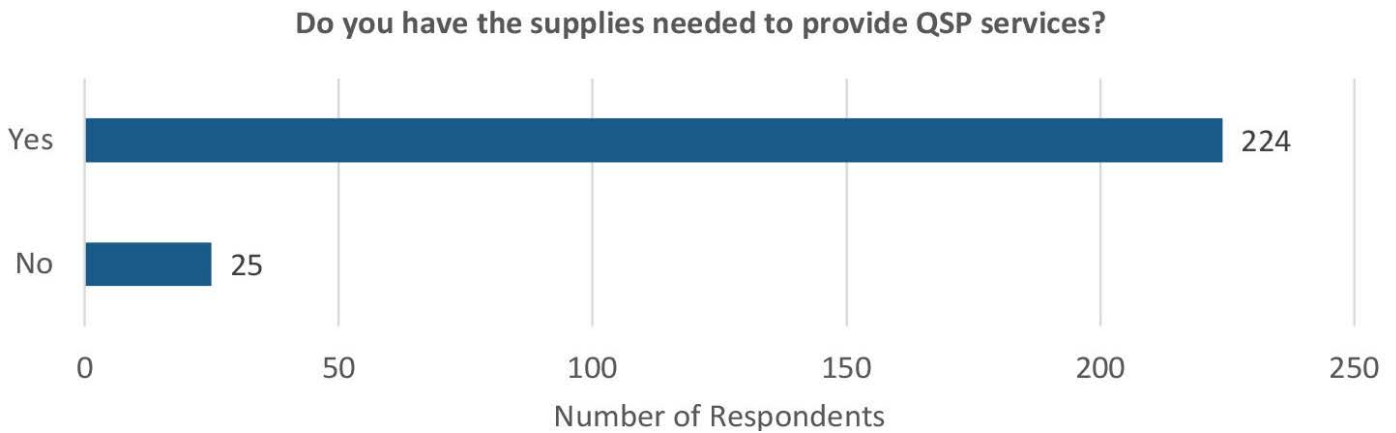
Figure 8. Breakdown of Access to Necessary Technology (n = 247)

Figure 9. Technology That Would Help Complete Necessary Processes (n = 19)*



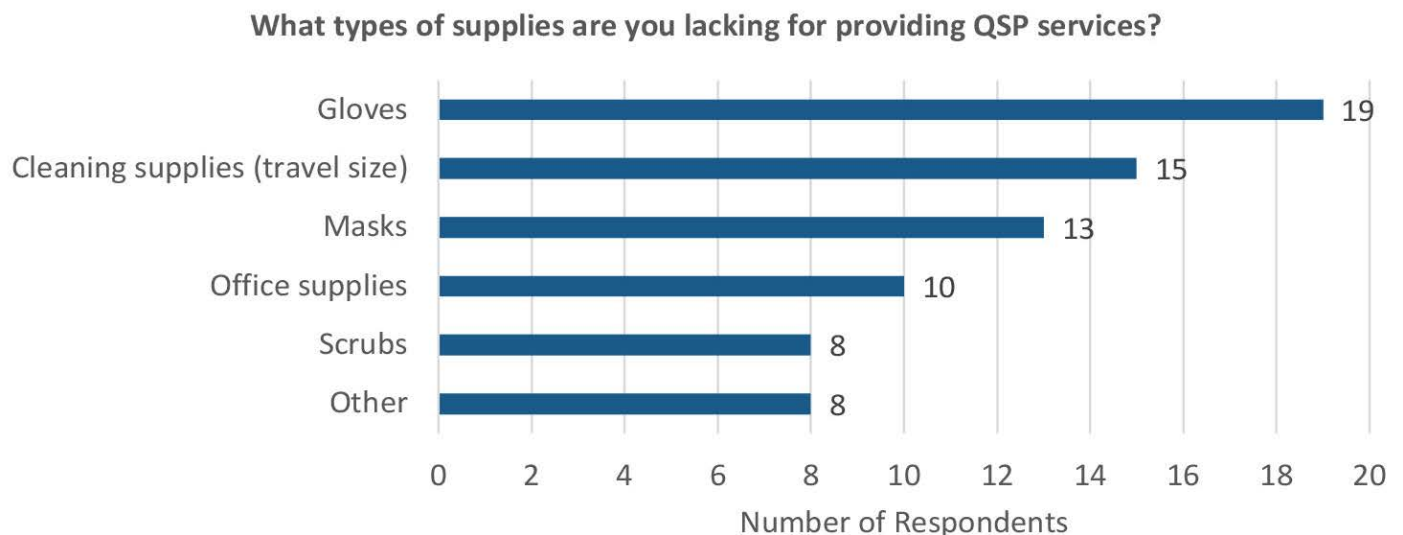
*Note: Participants were able to select more than one response option for this question. This question was only displayed to the 25 participants who answered 'No' in Figure 8.

Figure 10. Breakdown of Access to Supplies Needed (n = 249)



In order to identify the types of supplies that QSPs need the most, the 25 participants who responded 'No' in Figure 10 were asked to indicate specifically what supplies they are lacking for providing QSP services. The results of that follow-up question are shown below in Figure 11.

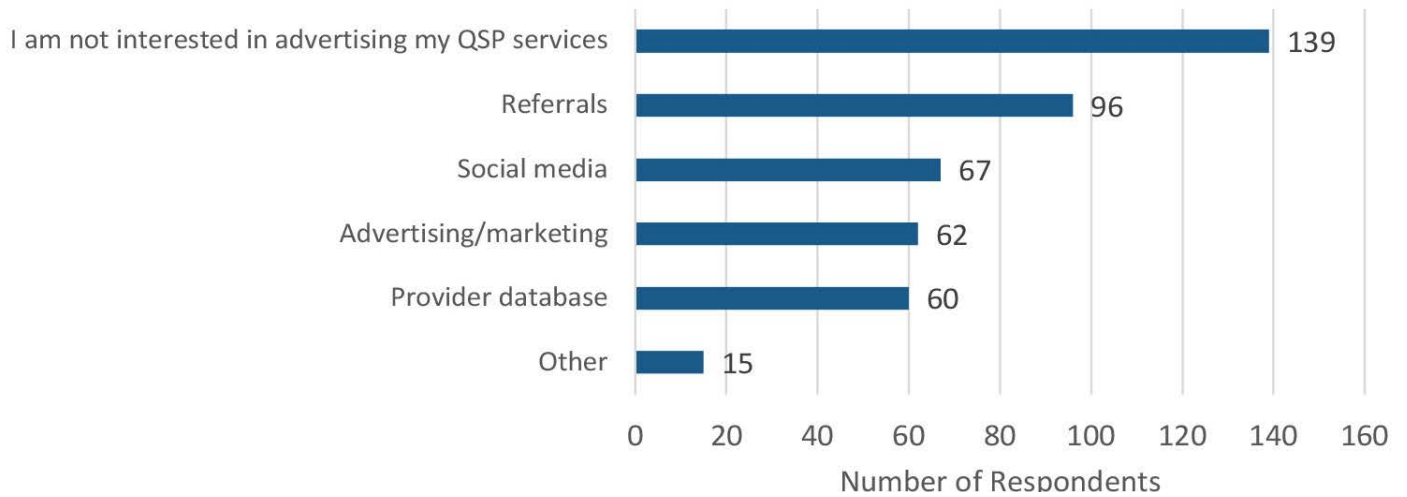
Figure 11. Types of Supplies That are Lacking (n = 24)*



*Note: Participants were able to select more than one response option for this question. This question was only displayed to the 25 participants who answered 'No' in Figure 10.

Figure 12. Factors to Make People More Aware of QSP Services (n = 243)*

What would help make people more aware of your availability of QSP services?



*Note: Participants were able to select more than one response option for this question.

Client Relationships

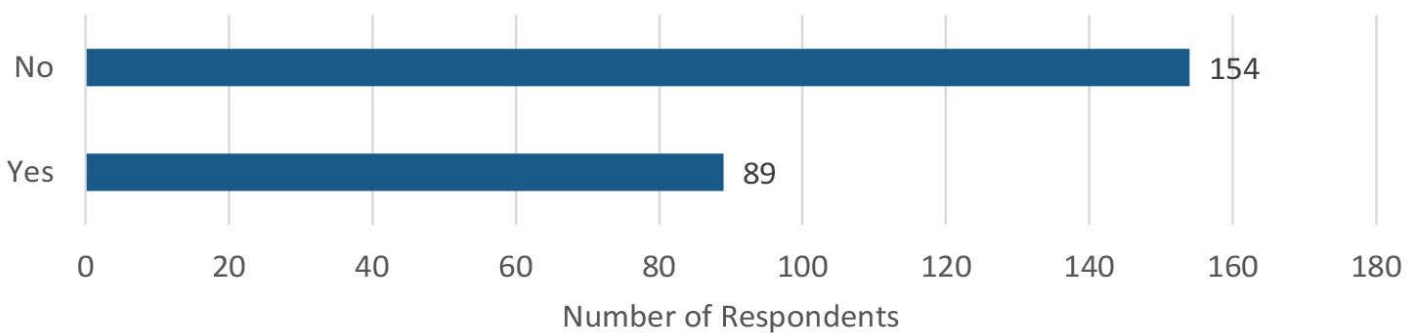
Table 2. Client Relationships

Question	Yes (n)	Yes (%)	No (n)	No (%)	Missing (n)
Do you live with any of the clients that you serve?	111	43.2%	146	56.8%	27
Are you related to any of the clients that you serve?	129	50.4%	127	49.6%	28
Did you have a close personal relationship with any of the individuals you serve that started before you became their QSP?	119	46.1%	139	53.9%	26

Trainings

Figure 13. Breakdown of QSPs Who Believe There Are Skills Trainings That Could Help Improve or Expand the Services They Provide (n = 243)

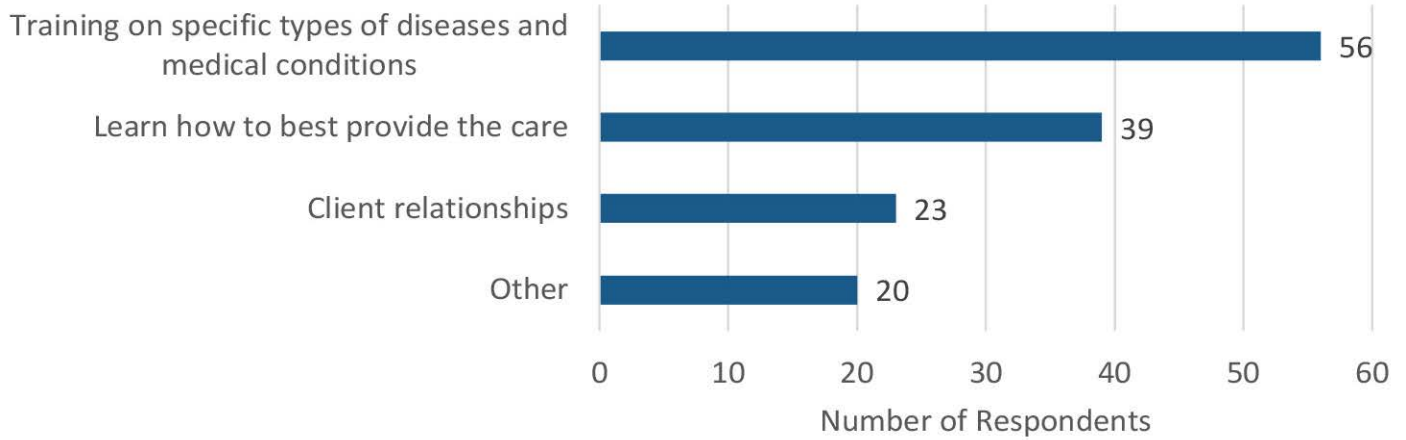
Are there skills trainings that could help you improve or expand the services that you provide?



To better understand the skills trainings that QSPs think would be most helpful, the 89 participants who responded ‘Yes’ in Figure 13 were asked to indicate specifically what skills training would be helpful to improve or expand their ability to meet the needs of those to whom they provided services at this time. The results of that follow-up question are shown below in Figure 14.

Figure 14. Breakdown of Skills Trainings That Would Be Helpful to Improve or Expand Ability to Meet Clients’ Needs (n = 85)*

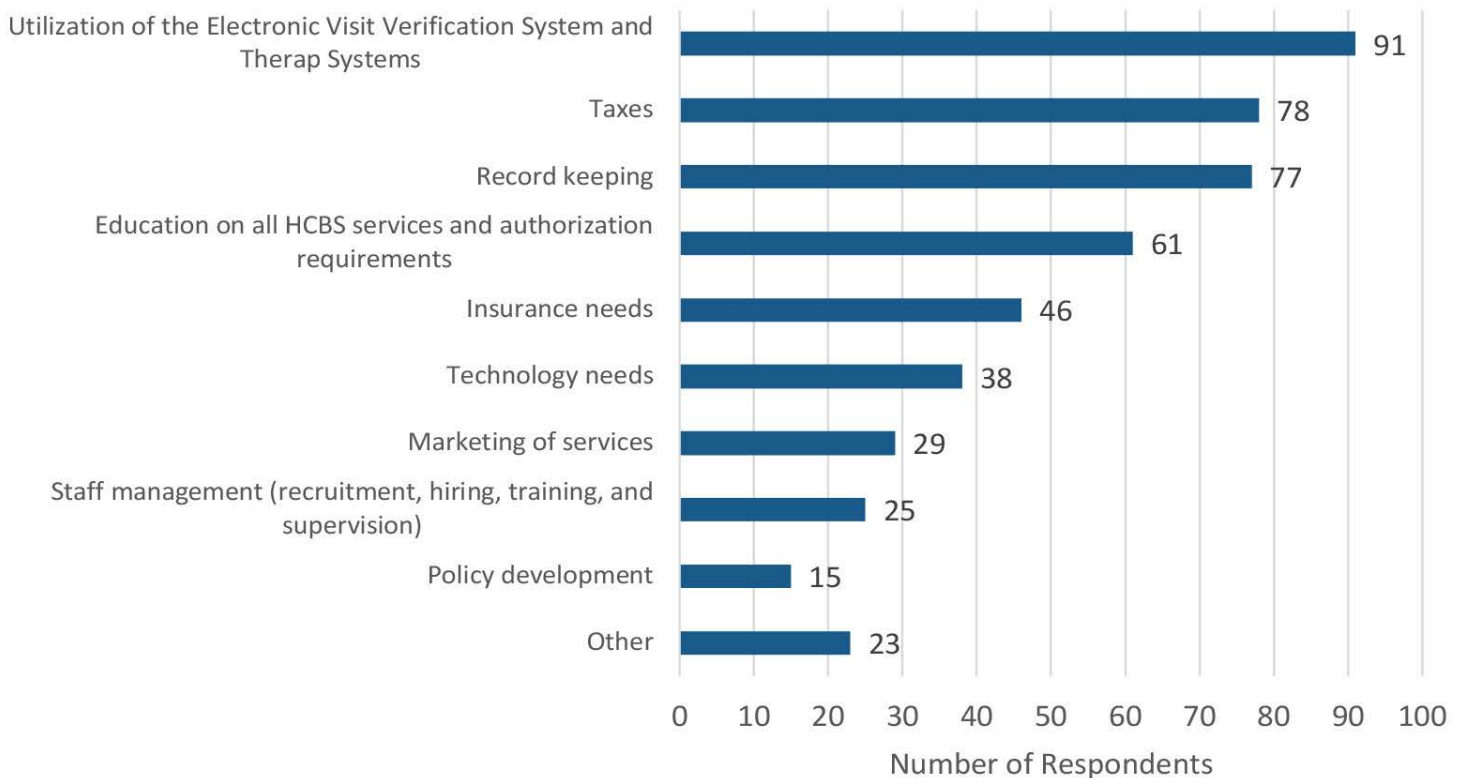
What skill training would be helpful to you and improve or expand your ability to meet the needs of the people you provide services to at this time?



*Note: Participants were able to select more than one response option for this question. This question was only displayed to the 89 participants who answered ‘Yes’ in Figure 13.

Figure 15. Types of Training and Assistance That Would Help QSPs Better Manage Their Business (n = 203)*

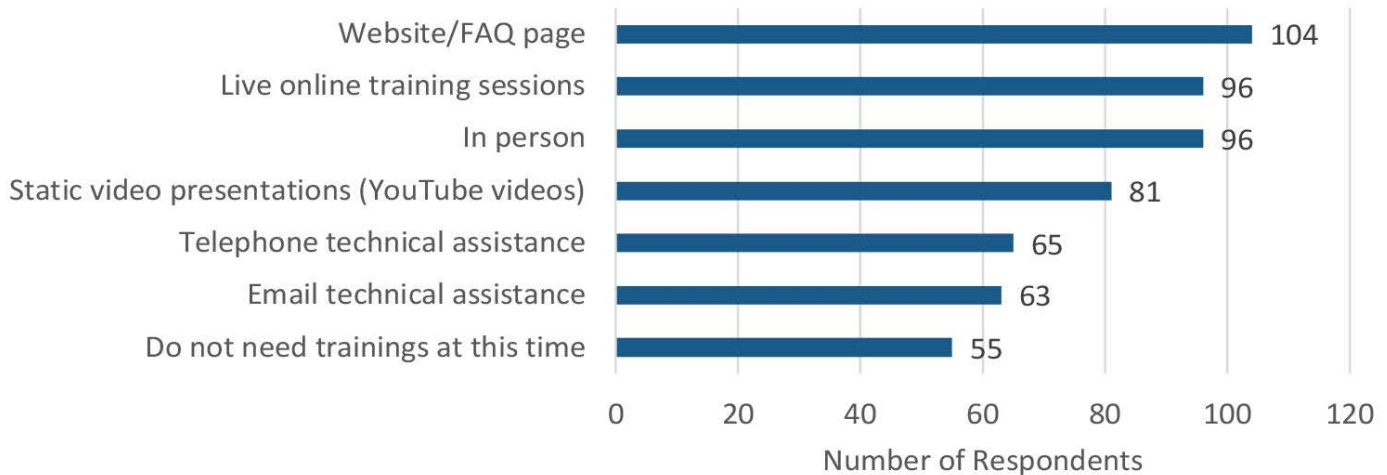
What types of training and assistance would help you to better manage your QSP business?



*Note: Participants were able to select more than one response option for this question.

Figure 16. Preferred Method of Accessing Information/Training (n = 238)*

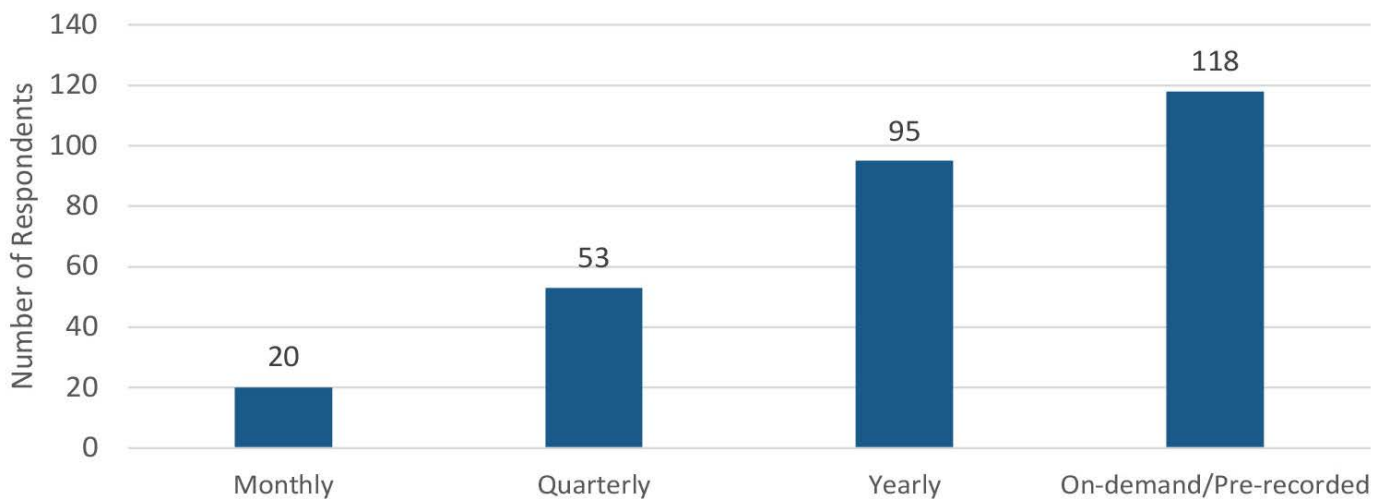
If additional information or training opportunities were provided, how would you prefer to access the information/training?



*Note: Participants were able to select more than one response option for this question.

Figure 17. Desired Frequency to Attend Training Sessions (n = 228)*

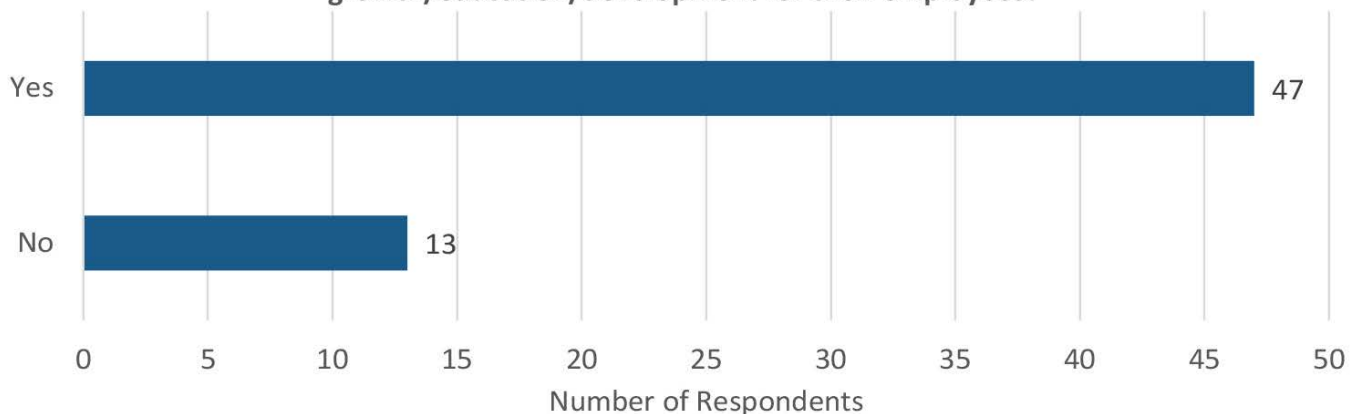
How often would you like to attend training sessions?



*Note: Participants were able to select more than one response option for this question.

Figure 18. Breakdown of QSPs Who Work for an Agency that Provides Opportunities for Growth/Education/Development (n = 60)*

Is the agency you work for able to provide opportunities for growth/education/development for their employees?



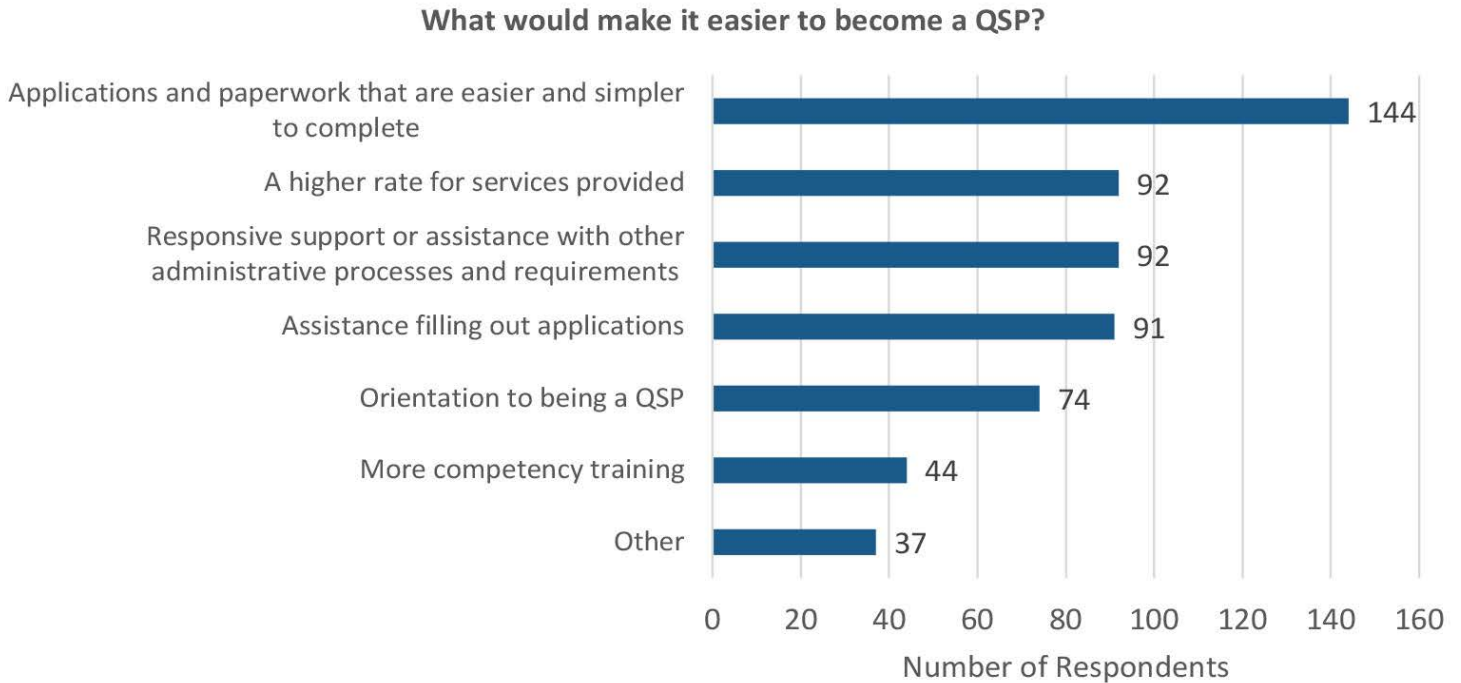
*Note: This question was only displayed to the 73 participants who indicated they are employed by a QSP agency.

The individuals who responded 'Yes' to the question above (n = 47) were asked to describe the professional development resources, programs, and/or opportunities provided by the agency for which they work. Qualitative analysis was conducted on the 16 responses to this question, and two themes emerged. The most cited type of professional development opportunity was continuing education/training (n = 12). This included classes, webinars, and in-services on topics, such as dementia/Alzheimer's, fraud prevention, defensive driving, and how to better care for individuals. The next most common response was CPR/first aid (n = 2).

The individuals who responded 'No' to the question above (n = 13) were asked what would make it easier to provide opportunities for growth/education/development for the employees in the agency for which you work. Only three individuals responded to the question, and there were no common themes among the responses.

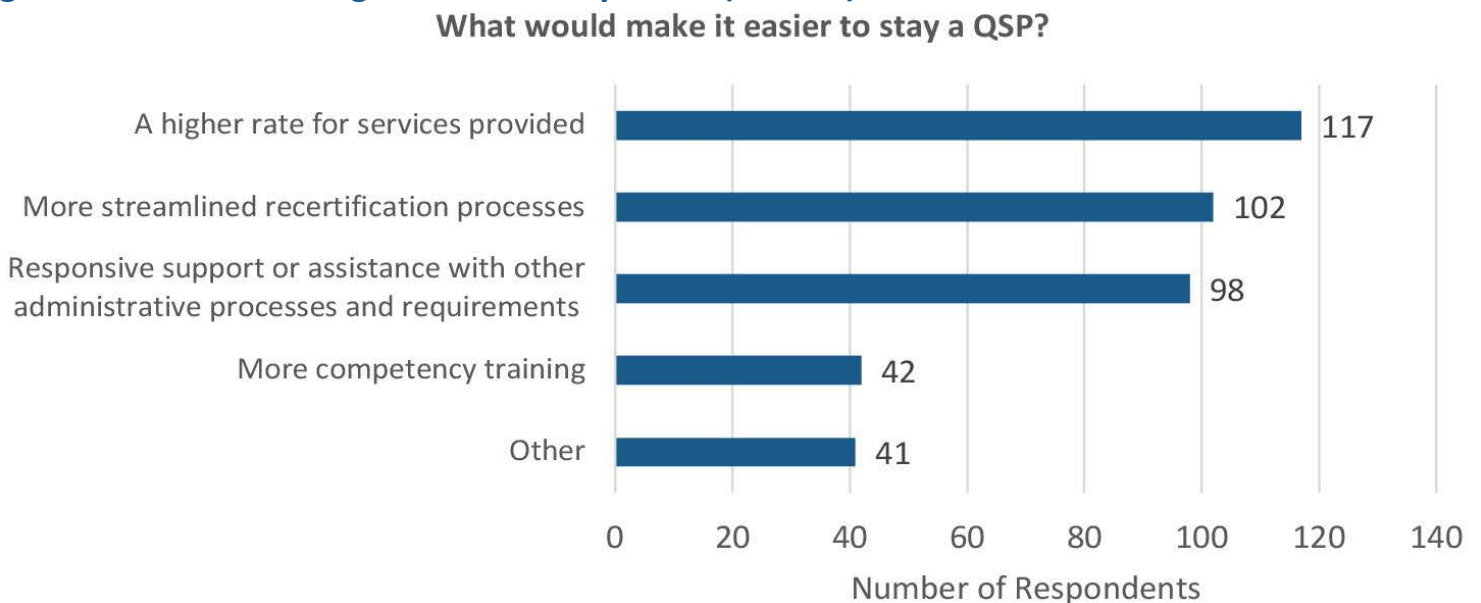
General

Figure 19. Factors Making it Easier to Become a QSP (n = 230)*



*Note: Participants were able to select more than one response option for this question.

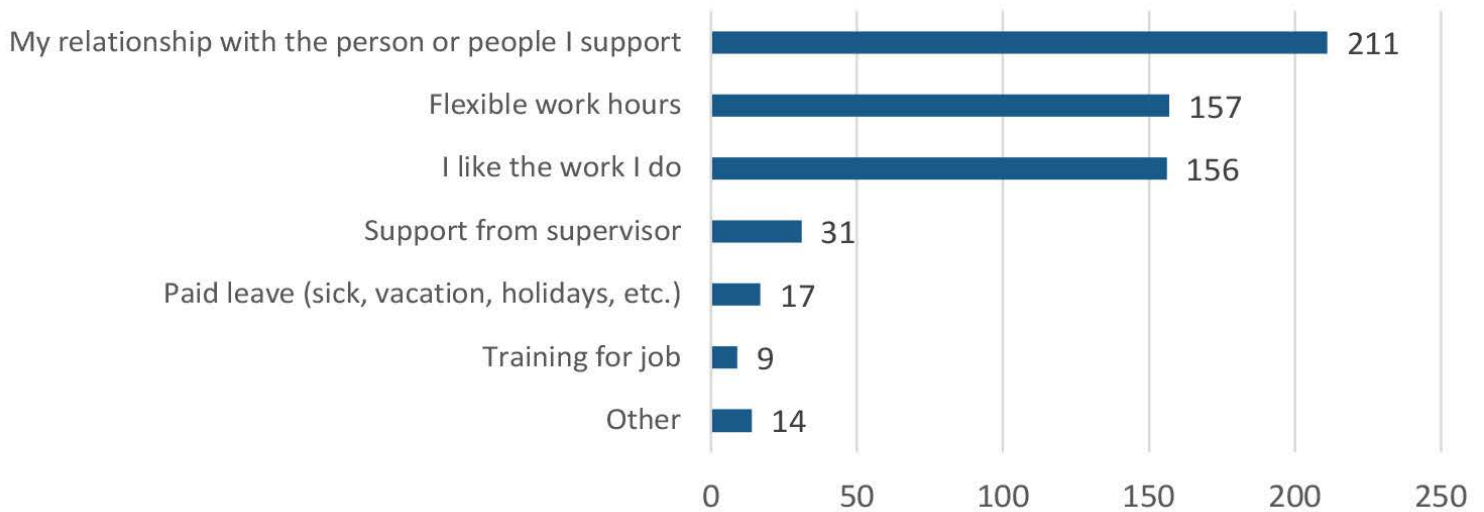
Figure 20. Factors Making it Easier to Stay a QSP (n = 227)*



*Note: Participants were able to select more than one response option for this question.

Figure 21. Factors Participants Enjoy About Being a QSP (n = 244)*

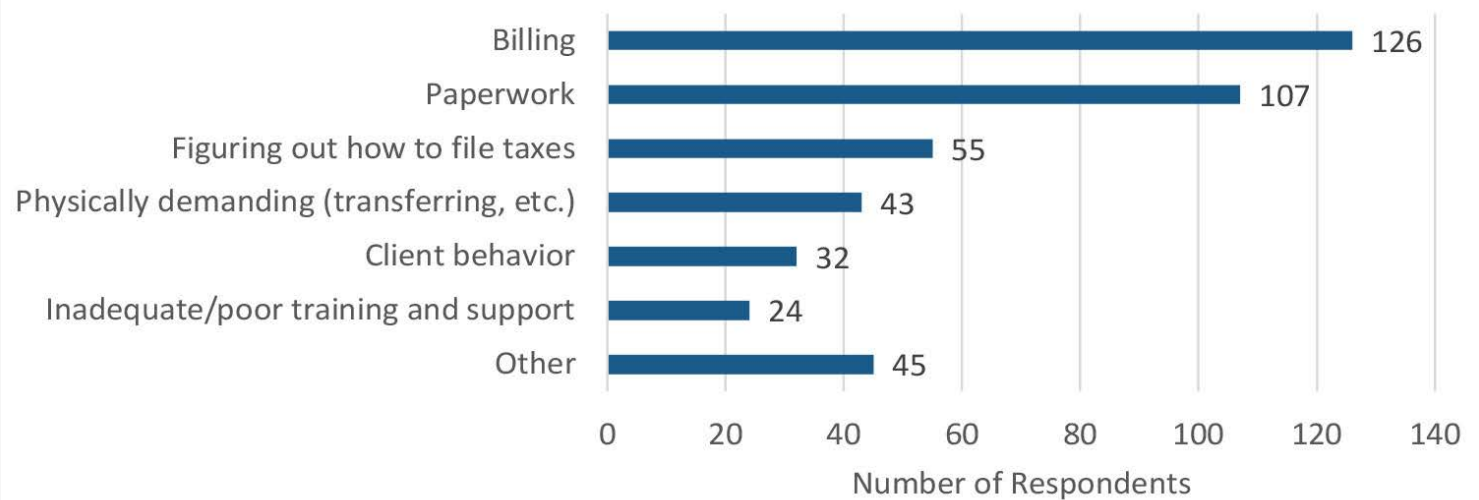
What do you enjoy about being a QSP?



*Note: Participants were able to select more than one response option for this question.

Figure 22. Most Challenging Aspect of Working as a QSP (n = 225)*

What is the most challenging aspect of working as a QSP?



*Note: Participants were able to select more than one response option for this question.

Qualitative analysis was conducted in order to determine the most prevalent themes among the open-ended survey questions. Participants were asked what motivated them to enroll as QSPs, and 213 individuals responded. Several common themes emerged, including someone important to them needed care (n = 87), love working with/helping people (n = 61), keeping individuals in their homes (n = 29), saw a gap in services that QSP could fill (i.e., client need) (n = 22), self-employment and the resulting flexibility (n = 14), and needed a job or additional income (n = 14).

When asked if they had any additional comments at the end of the survey, some 117 individuals provided a response. The most common topics mentioned were difficulty and issues with billing/payment/taxes/reporting (n = 24), insufficient compensation/benefits (n = 14), need help finding clients or an easier process to find clients (n = 7), love the job and work they do (n = 6), too much paperwork (n = 4), and lack of sufficient communication (n = 4).

Response Rate

Out of the 82 invitations sent to QSP agencies, there were 61 records received (74.4%). All 61 records were electronic records in Qualtrics. Nine records were excluded from analyses: three for being completely blank and six for only responding to the first question of the survey. Thus, 52 records were included in the analyses. Missing data were excluded, using the pairwise method, and the number of valid responses is indicated for each question. Some of the questions allowed participants to select more than one response option. Therefore, some of the questions may have response totals greater than the number of respondents or percentage totals greater than 100%.

Respondents' Demographics

Participants were asked to identify their role within the QSP agency. Of the 51 responses provided, some 25.5% (n = 13) of the participants identified as managers, 21.6% (n = 11) identified as owners, another 13.7% (n = 7) identified as directors, 9.8% (n = 5) identified as supervisors, an additional 5.9% (n = 3) identified as administrators, 3.9% (n = 2) identified as CEO/COO, and lastly, some 19.6% (n = 10) identified as a different role that did not fit into any of the above categories.

Demographics Summary of QSPs Employed by Agencies

When asked how many QSPs they employ in an average month, over half (56.5%, n = 26) of the 48 responding agencies reported employing 0-9 QSPs, followed by 21.7% (n = 10) of agencies reporting they employ 10-19 QSPs. Moreover, some 4.3% (n = 2) of agencies reported employing 20-29 QSPs, another 2.2% (n = 1) of agencies reported employing 30-39 QSPs, 6.5% (n = 3) agencies reported employing 40-49 QSPs, 6.5% (n = 3) agencies reported employing 50-59 QSPs, and some 2.2% (n = 1) of agencies reported employing 60 or more QSPs in an average month. Additionally, two agencies' responses did not fit into any of the above categories listed.

Basic demographic information was collected about QSPs employed by the agencies, such as their age, gender, race, and ethnicity. When asked to indicate the ages of QSPs that they employ, agencies were able to select more than one response option. Of the 51 responses, 60.8% agencies (n = 31) reported employing QSPs between 18 and 25 years old, another 82.4% agencies (n = 42) reported employing QSPs between 26 and 44 years old, 84.3% agencies (n = 43) reported employing QSPs between 45 and 64 years old, and some 31.4% agencies (n = 16) reported employing QSPs 65 years and older.

When asked to indicate the genders of QSPs that they employ, agencies were able to select more than one response option. Of the 51 responses, some 90.2% agencies (n = 46) reported employing female QSPs, another 37.3% agencies (n = 19) reported employing male QSPs, 9.8% (n = 5) reported employing transgender men, 9.8% (n = 5) reported employing transgender women, 9.8% (n = 5) reported employing non-binary/gender queer QSPs, 9.8% (n = 5) reported employing two-spirited QSPs, 9.8% (n = 5) indicated they do not have gender information, 5.9% (n = 3) preferred not to say, and 2.0% (n = 1) reported they employed individuals of a gender identity that was not listed.

When asked to indicate the races of QSPs that they employ, agencies were able to select more than one response option. Of the 49 responses, 91.8% (n = 45) of agencies reported employing White QSPs, another 57.1% (n = 28) of agencies reported employing Black QSPs, 34.7% (n = 17) of agencies reported employing American Indian/Alaska Native QSPs, 28.6% (n = 14) of agencies reported employing Asian QSPs, another 20.4% (n = 10) of agencies reported employing Native Hawaiian/Pacific Islander QSPs, and 32.7% (n = 16) of agencies reported employing QSPs of other races.

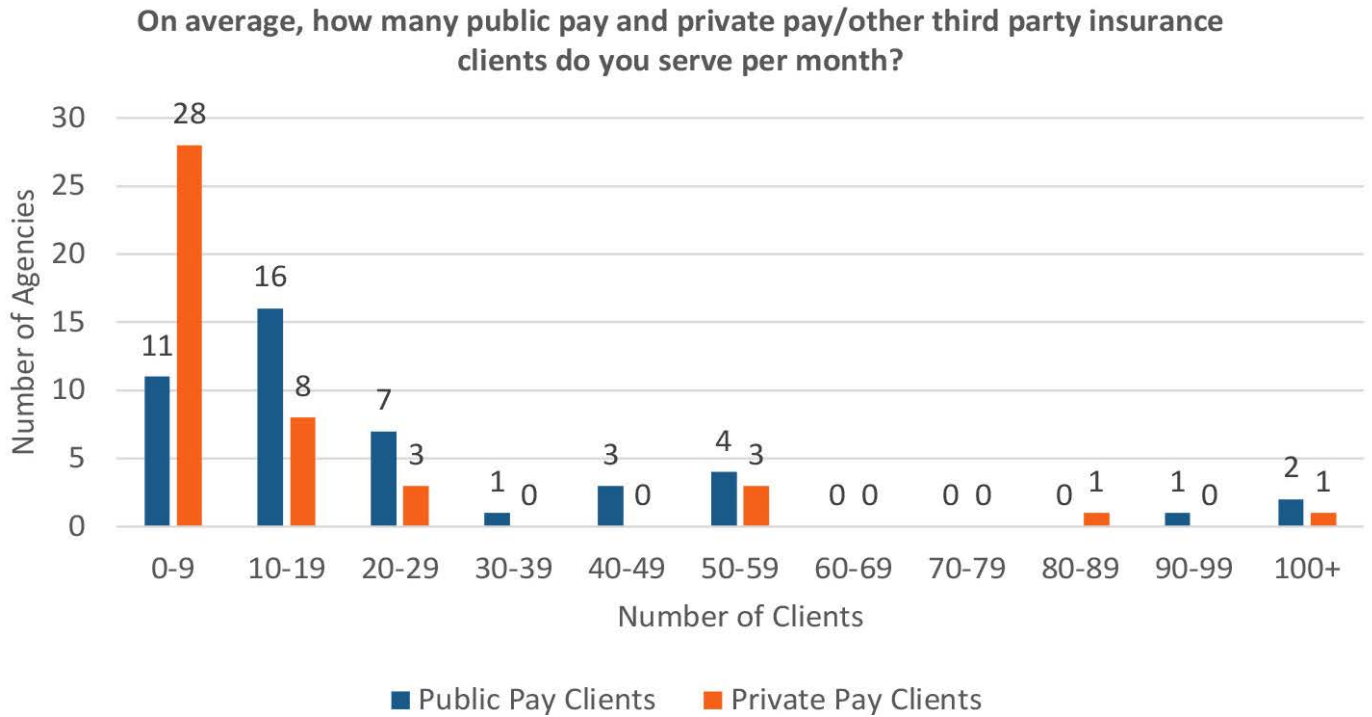
Agencies were also asked to indicate the ethnicity of QSPs that they employ. Of the 49 responses, 63.3% (n = 31) of agencies reported they do not employ Hispanic or Latino/a (or Latinx) QSPs, and another 36.7% of agencies (n = 18) reported they do employ Hispanic or Latino/a (or Latinx) QSPs.

When asked if English was the second language of any of their QSP clients 50 agencies provided responses. Some 74.0% (n = 37) of agencies indicated English was not the second language of any of their clients, while 26.0% (n = 13) of agencies indicated that it was. The agencies who reported English was the second language of any of their clients were asked to indicate the language(s) in which their clients prefer to speak. Of the nine responses, the most frequently selected languages were English (n = 4) and Spanish (n = 4). The next most commonly preferred languages were Arabic (n = 2), Bosnian (n = 2), Farsi (n = 1), Swahili (n = 1), Dakota (n = 1), and one other unspecified language.

The average length of time QSPs have worked at the agencies was also assessed. Of the 40 responses, 12.5% (n = 5) reported the average length of time QSPs worked at their agency was less than one year, some 35.0% (n = 14) of agencies reported the average time was one-five years, 17.5% (n = 7) reported the average time was 6-10 years, 5.0% (n = 2) reported the average time was 11-15 years, 5.0% (n = 2) reported the average time was 16-20 years, and another 25.0% (n = 10) of agencies reported other amounts of time.

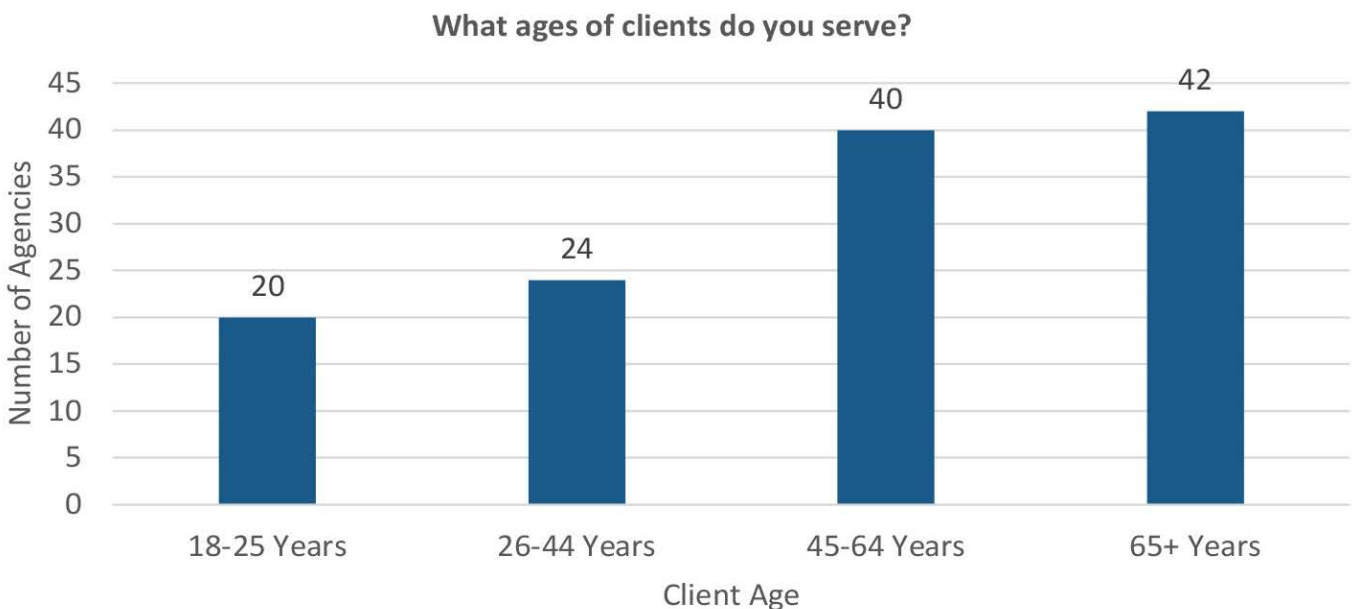
Clients Served

Figure 23. Average Number of Public Pay (n = 45)* and Private Pay/Other Third-Party Insurance (n = 44)* Clients Served per Month by Agencies



*Note: One public pay response was excluded for spanning multiple categories. One private pay/other third-party insurance response was also excluded for spanning multiple categories.

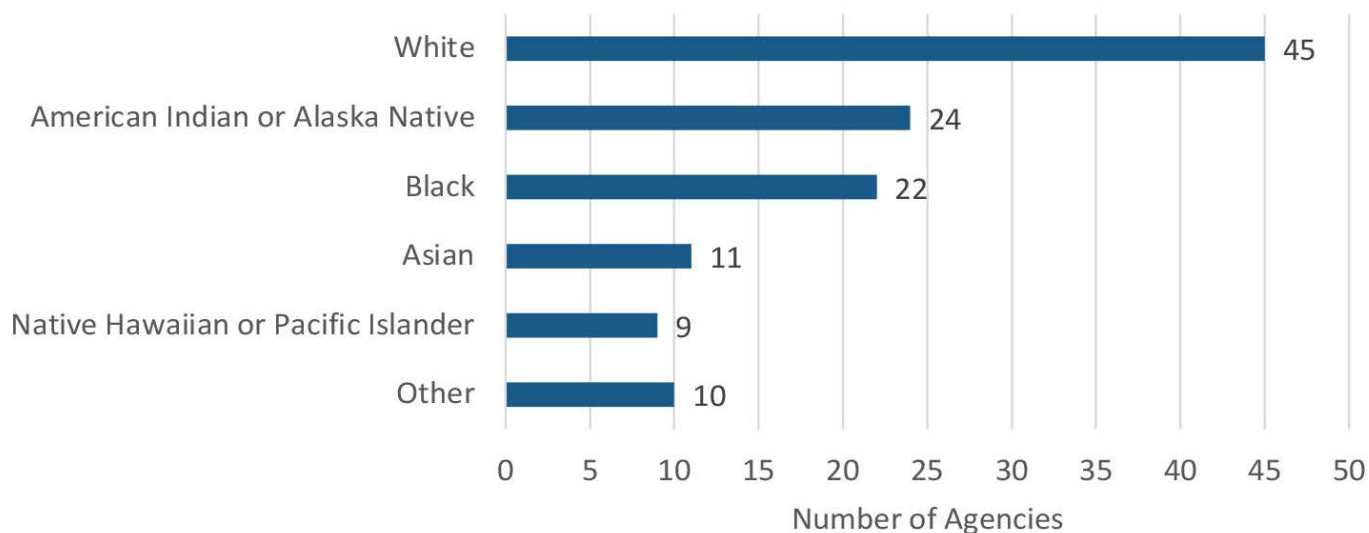
Figure 24. Ages of Clients Served by Agencies (n = 47)*



*Note: Participants were able to select more than one response option for this question.

Figure 25. Races of Clients Served by Agencies (n = 47)*

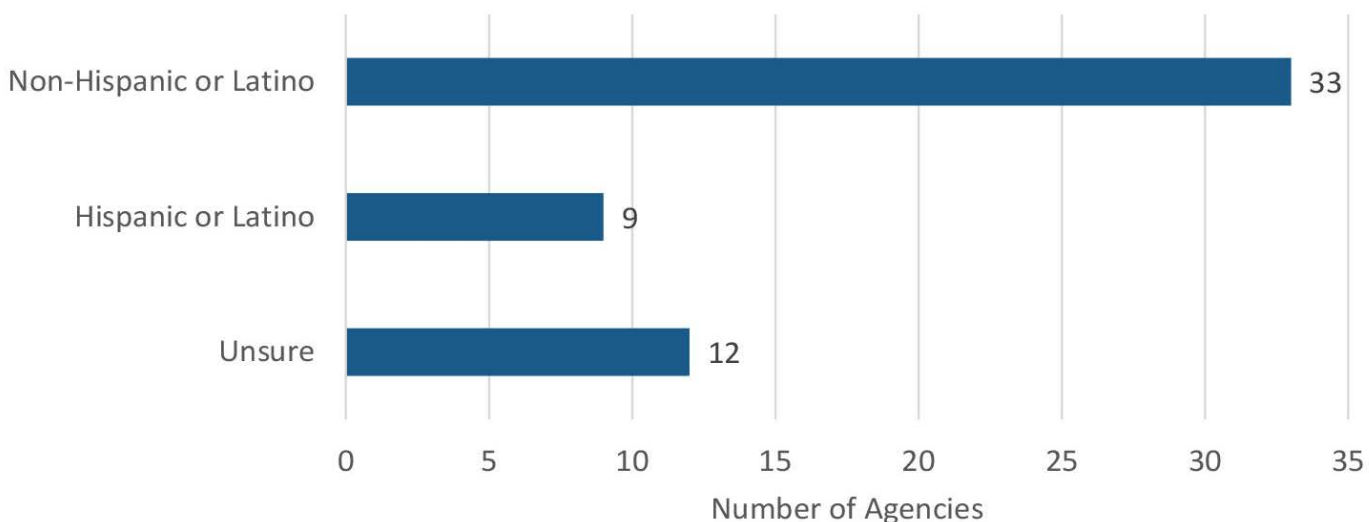
What race(s) of clients do you currently serve?



**Note: Participants were able to select more than one response option for this question.*

Figure 26. Ethnicity of Clients Served by Agencies (n = 46)*

What ethnicity of clients do you currently serve?



**Note: Participants were able to select more than one response option for this question.*

Services Provided

Figure 27. Length of Time Agencies Have Provided QSP Services (n = 47)

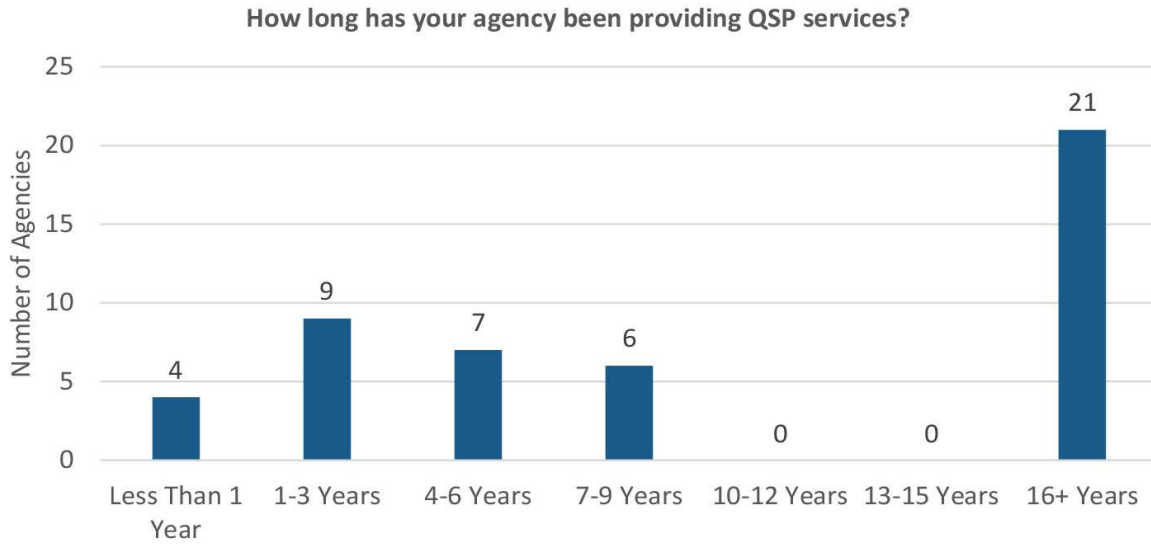


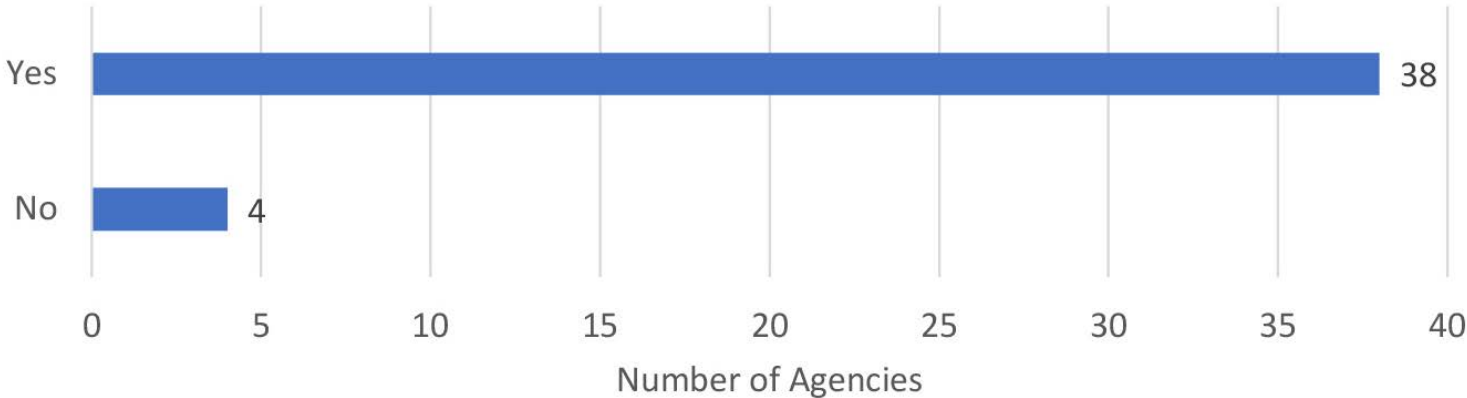
Table 3. Services Provided to Clients by Agencies (n = 45)*

Service	Number of Respondents Providing Service
Homemaker service	35
Personal care service – SPED (15 min)	35
Non-medical transportation – escort	25
Companionship services	24
Non-medical transportation – local and out of town	22
Respite care	21
Personal care service – MSP (15 min)	16
Chore – labor (includes snow removal)	13
Extended personal care	13
Supervision	13
Extended personal care – nurse	10
Nurse education care	9
Personal care service – SPED (Daily)	7
Non-medical transportation – carrier bus, taxi	5
Community supports service	4
Adult residential service	3
Family personal care	3
Personal care service – MSP (Daily)	3
Residential habilitation	3
Transitional living	3
Adult day care	2
Family home care	2
Personal care – assisted living – SPED	2
Supported employment	2
Emergency response system	1
Home delivered meals	1
Respite care – institutional	1
Other	7

When asked if they had access to the technology to complete the necessary documentation and billing processes, 100% of the agencies who responded to that question reported that they do (n = 42). No agencies indicated that they were lacking the technology to complete these necessary processes. Thus, the follow-up question, asking what specific technology would help them to complete necessary processes, was not shown to or answered by any agencies.

Figure 28. Breakdown of Agencies' Access to Supplies Needed (n = 42)

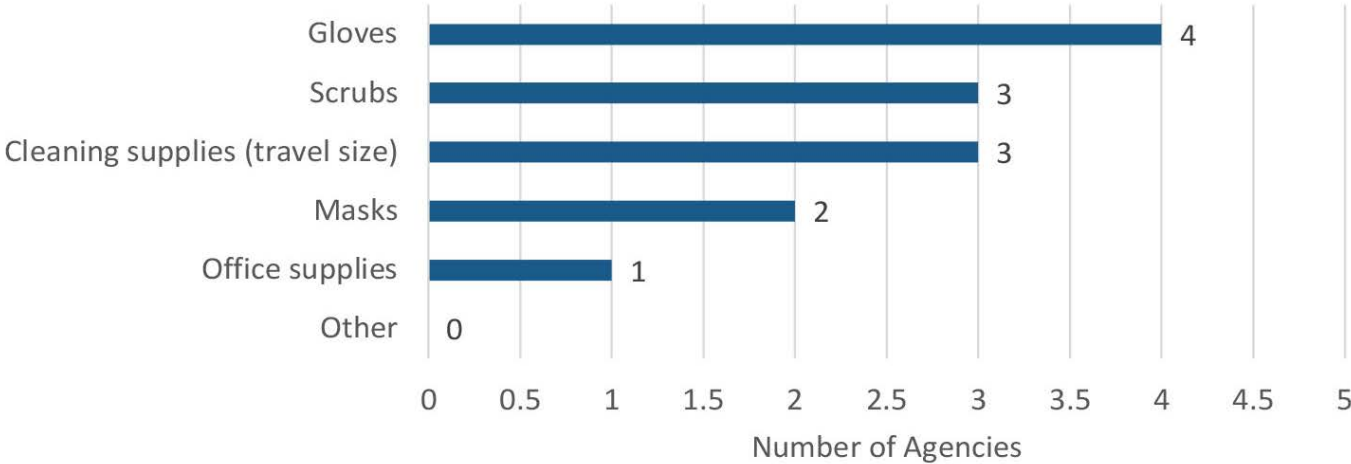
Does your agency have the supplies needed to provide QSP services?



In order to identify the types of supplies that agencies need the most, the four agencies who responded 'No' in Figure 28 were asked to indicate specifically what supplies their agency is lacking for providing QSP services. The results of that follow-up question are shown below in Figure 29.

Figure 29. Breakdown of Types of Supplies That Agencies are Lacking (n = 4)*

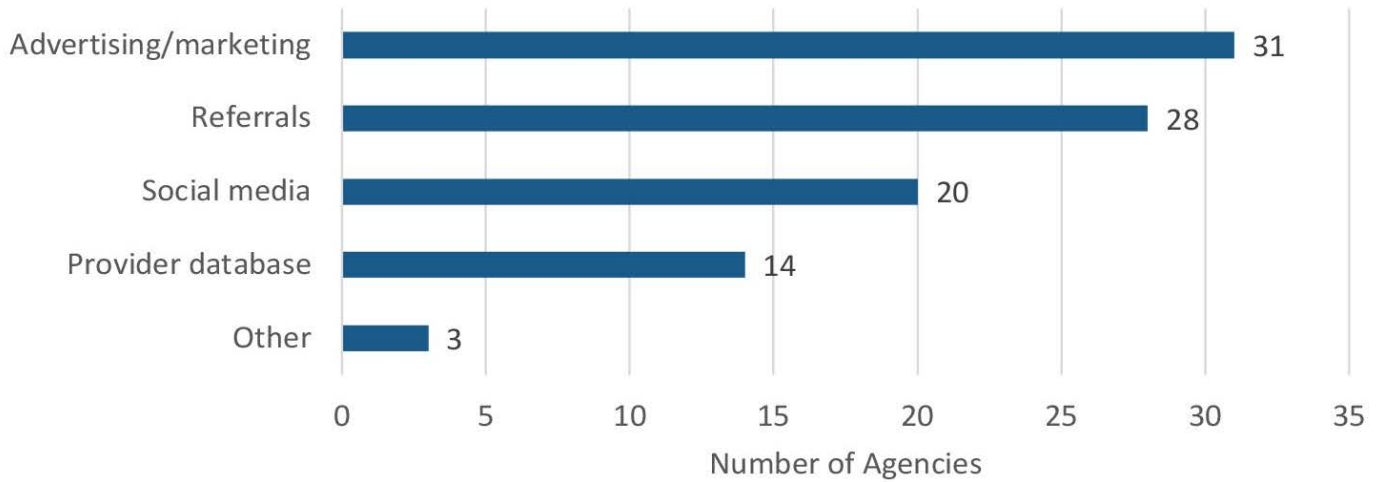
What types of supplies is your agency lacking for providing QSP services?



*Note: Participants were able to select more than one response option for this question. This question was only displayed to the four participants who answered 'No' in Figure 28.

Figure 30. Factors to Make People More Aware of Agencies' Services (n = 40)*

What would help make people more aware of your agency's availability of QSP services?



*Note: Participants were able to select more than one response option for this question. This question was only displayed to the four participants who answered 'No' in Figure 28.

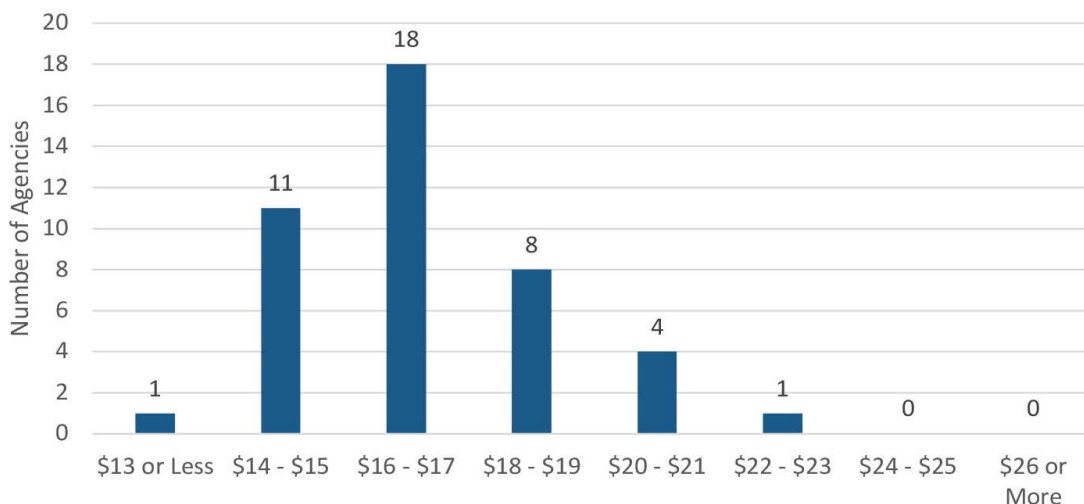
Compensation/Benefits

Table 4. Benefits Offered by QSP Agencies

Benefits	Yes (n)	No (n)	Missing (n)
Paid time off (PTO), not differentiating between sick and vacation time	19	23	10
Paid sick leave	20	22	10
Paid vacation	24	18	10
Your organization's health insurance	27	16	9
Your organization's dental insurance	25	18	9
Your organization's vision insurance	23	20	9
Your organization's life insurance	23	19	10
Your organization's retirement plan	28	15	9
Short-term disability	19	20	13
Long-term disability	17	23	12

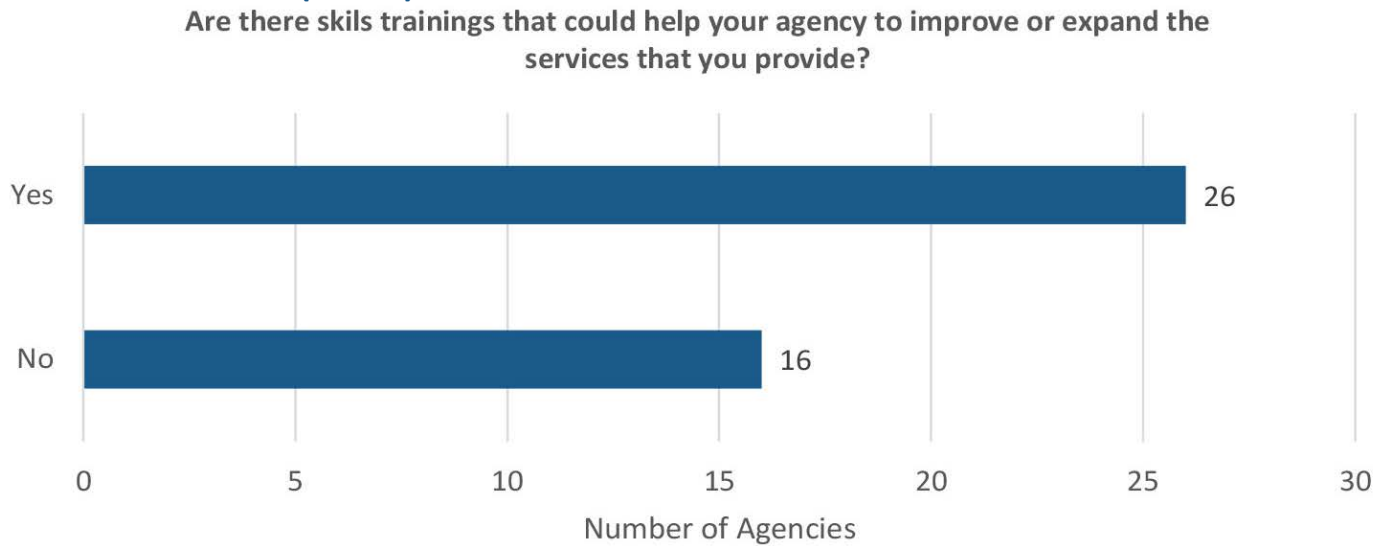
Figure 31. Average Hourly Wage of QSPs Employed by Agencies (n = 43)

What is the average hourly wage of QSPs employed by your agency?



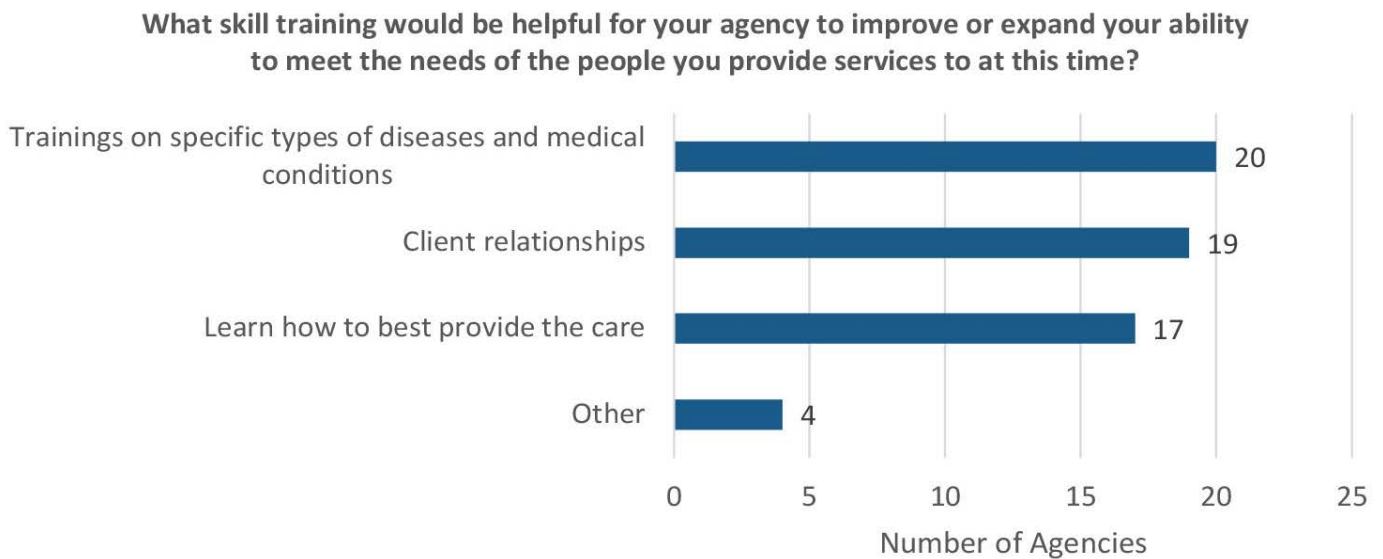
Trainings

Figure 32. Breakdown of Agencies Who Believe There Are Skills Trainings That Could Help Improve or Expand Their Services (n = 42)



To better understand the skills trainings that would be most helpful to agencies, the 26 participants who responded 'Yes' in Figure 32 were asked to indicate specifically what skills training would be helpful to improve or expand their ability to meet the needs of those to whom they provided services at this time. The results of that follow-up question are shown below in Figure 33.

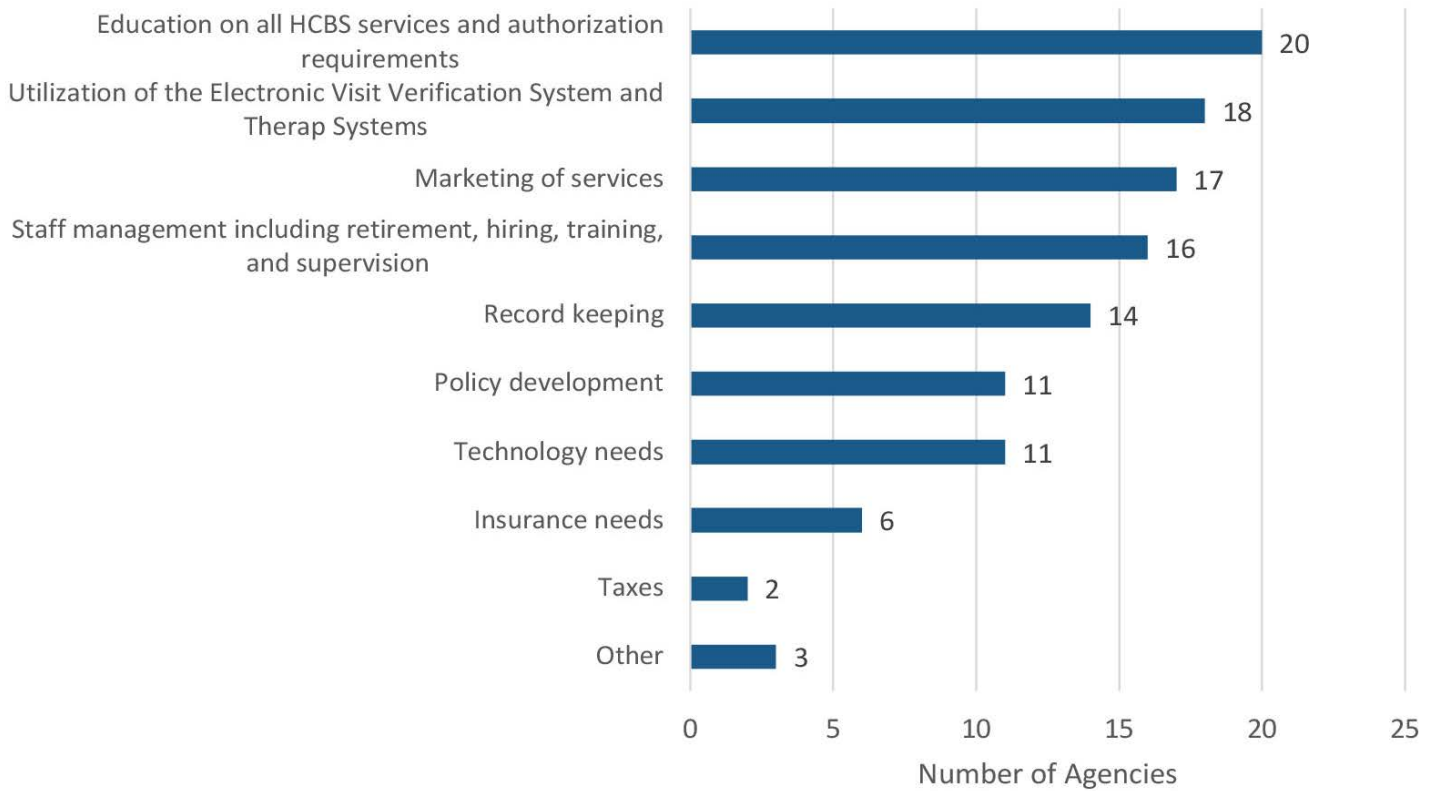
Figure 33. Breakdown of Skills Trainings That Would Be Helpful to Agencies to Improve or Expand Ability to Meet Clients' Needs (n = 24)*



*Note: Participants were able to select more than one response option for this question. This question was only displayed to the 26 participants who answered 'Yes' in Figure 32.

Figure 34. Types of Training and Assistance That Would Help Agencies Better Manage Their QSP Business (n = 34)*

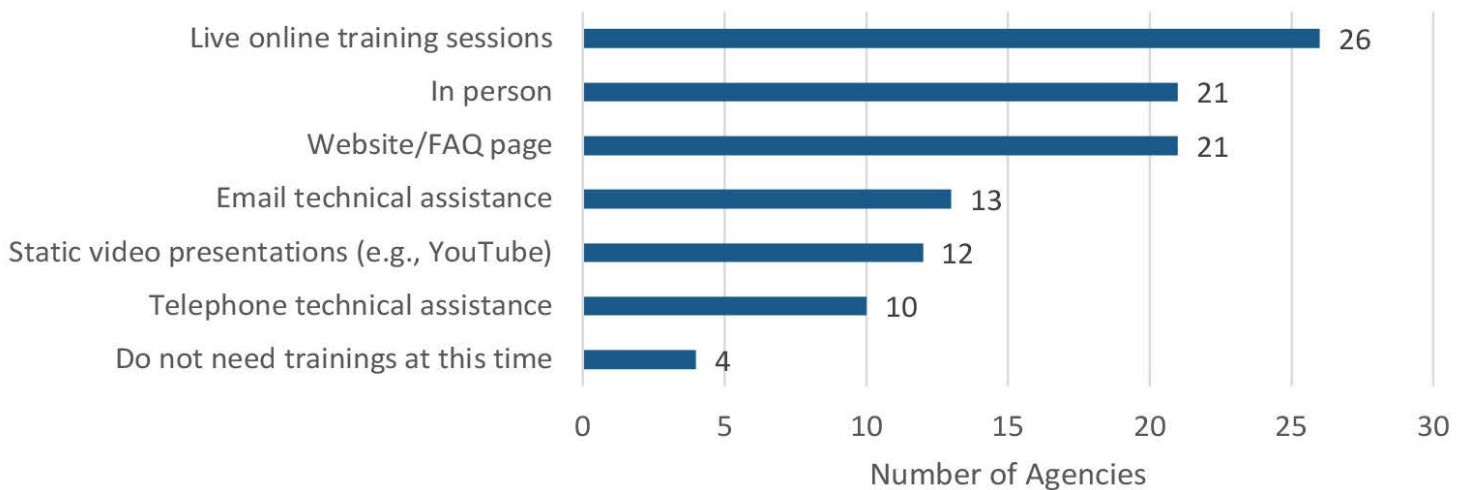
What types of training and assistance would help your agency to better manage your QSP business?



*Note: Participants were able to select more than one response option for this question.

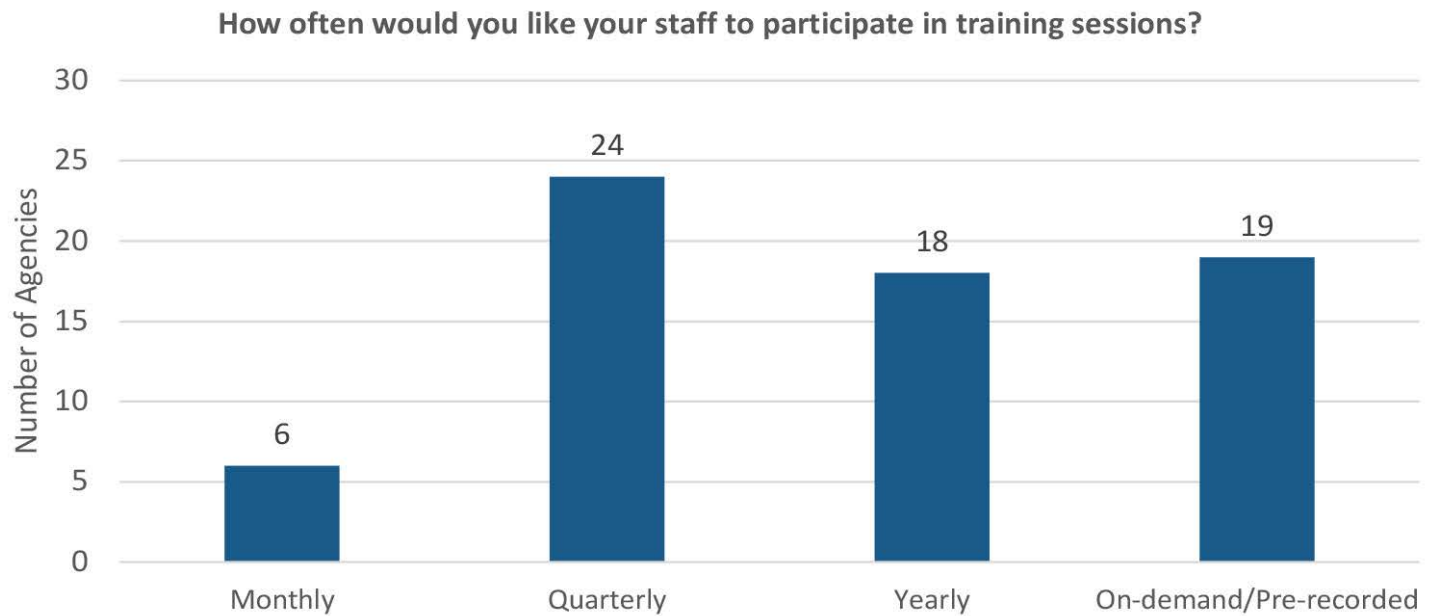
Figure 35. Preference for Method of Accessing Information/Training (n = 41)*

If additional information or training opportunities were provided, how would your agency prefer to access the information/training?



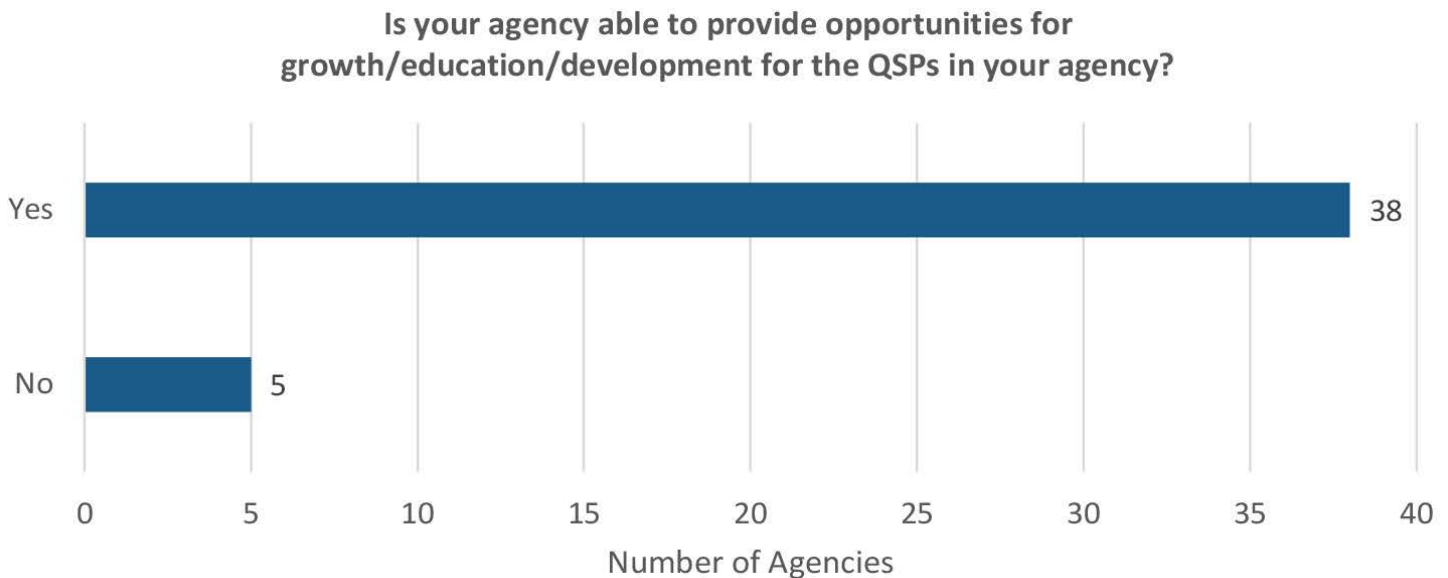
*Note: Participants were able to select more than one response option for this question.

Figure 36. Desired Frequency for Staff to Attend Training Sessions (n = 41)*



*Note: Participants were able to select more than one response option for this question.

Figure 37. Breakdown of Agencies That Provide Growth/Education/Development Opportunities for Their QSPs (n = 43)



*Note: Participants were able to select more than one response option for this question.

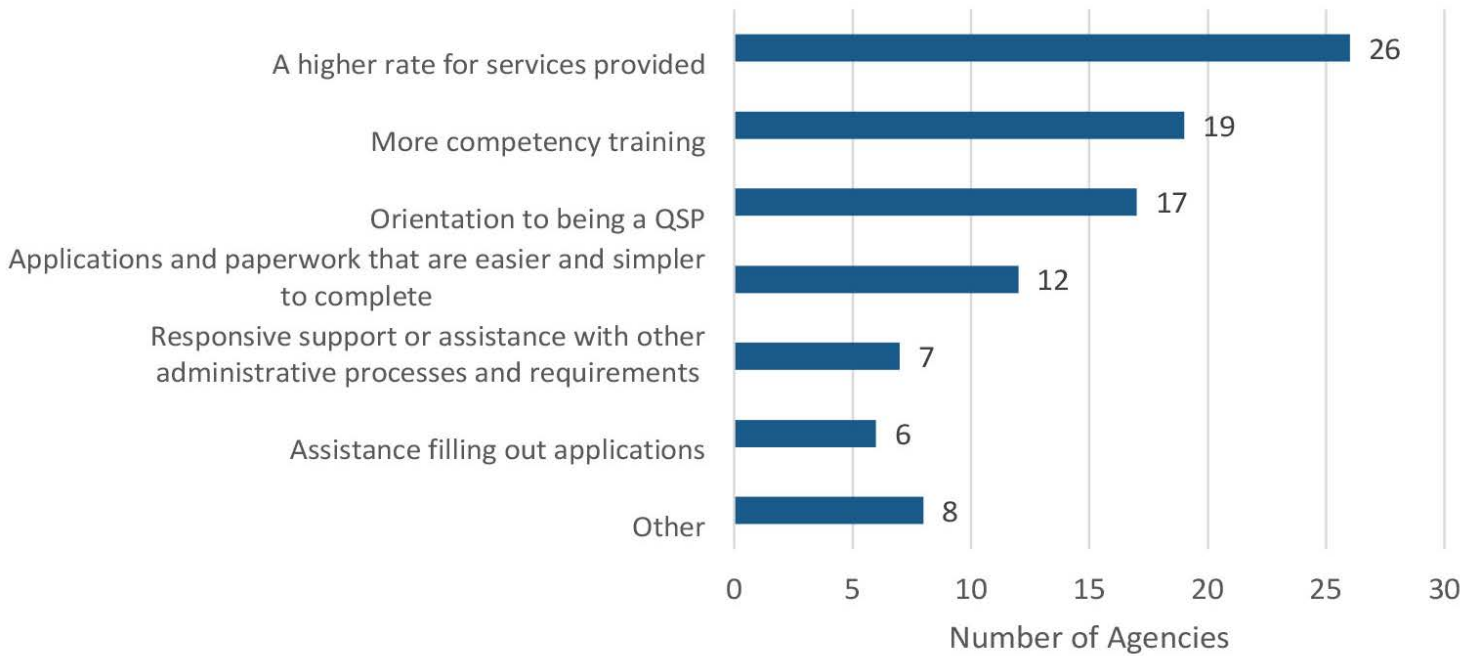
The participants who responded ‘Yes’ to the question in Figure 37 (n = 38) were asked to describe the professional development resources, programs, and/or opportunities offered to QSPs in their agency. Qualitative analysis was conducted on the 31 responses, and three main themes emerged. The most frequently noted type of professional development opportunity was continuing education/training (n = 22). Some of the topics covered included dementia/Alzheimer’s, Parkinson’s, HIPAA, aging and disability, ethics, and traumatic brain injury. The next most common response themes were the opportunity to become a nurse/CNA (n = 4), followed by CPR/first aid (n = 3), and tuition assistance/reimbursement (n = 2). Four other responses did not fit into any of the above categories.

All of the agencies were asked what would make it easier to provide opportunities for growth/education/development for the employees in their agencies. Qualitative analysis revealed three themes among the 31 responses. The most common response was reimbursement for trainings/tuition (n = 18), followed by increased number of relevant training/education opportunities offered (n = 9), and easier and more convenient training formats (i.e., virtual trainings or trainings in their local area) (n = 8). Five responses did not fit into any previously listed category.

General

Figure 38. Factors That Would Make Hiring QSPs Easier (n = 38)*

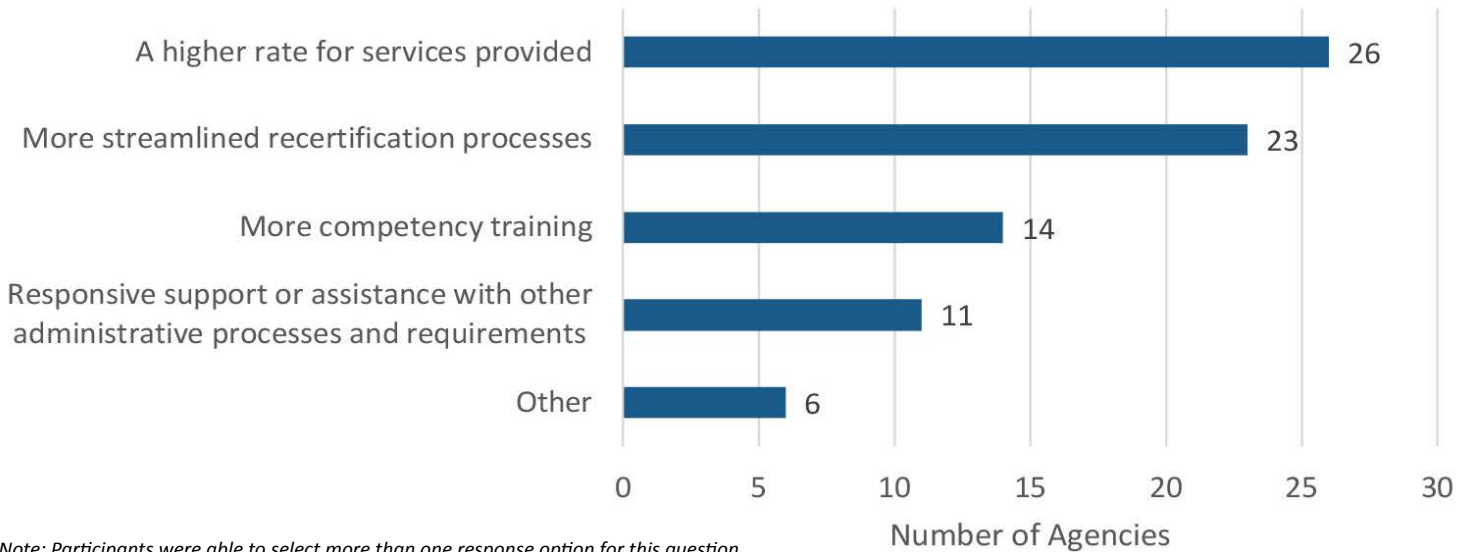
What would make it easier for your agency to hire QSPs?



*Note: Participants were able to select more than one response option for this question.

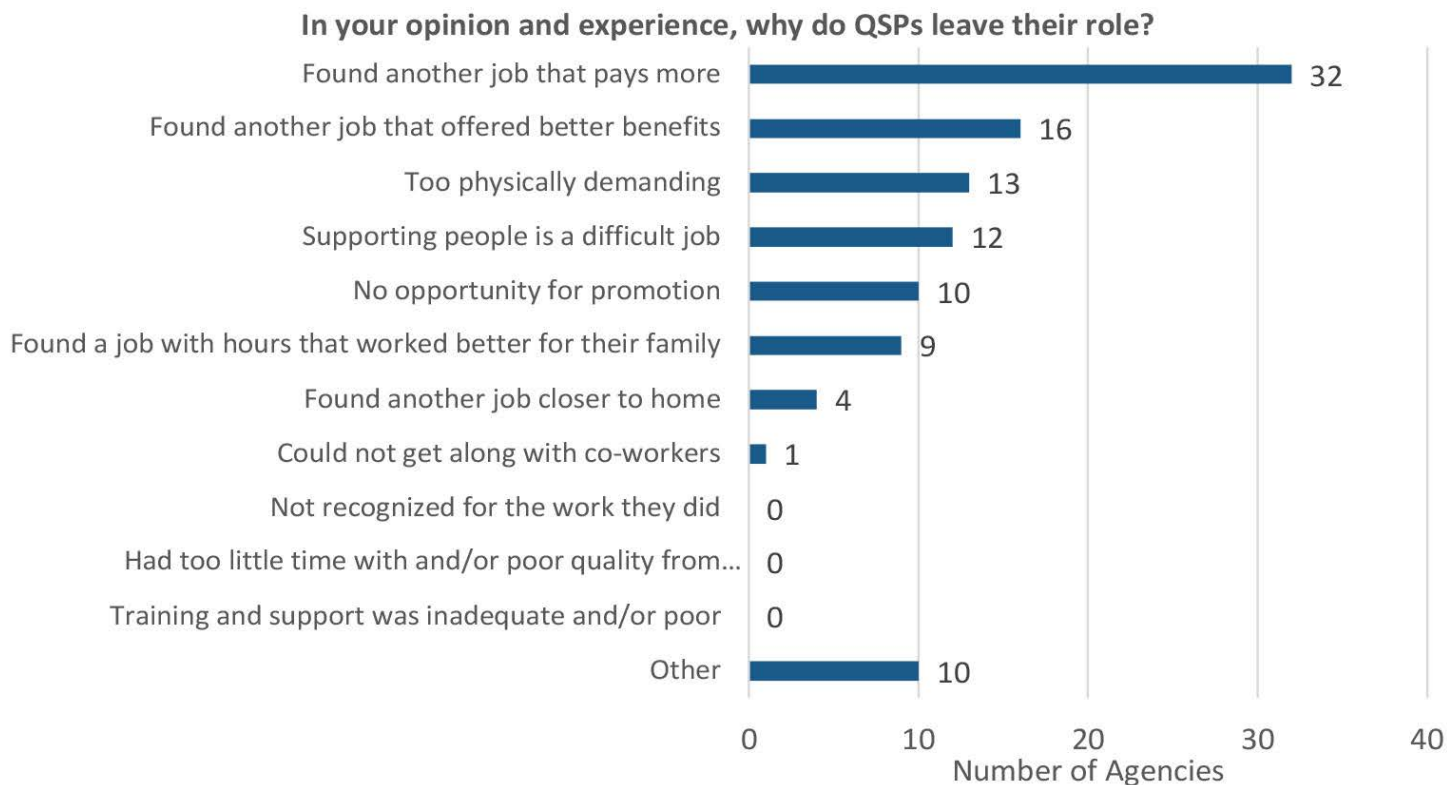
Figure 39. Factors That Would Make Retaining QSPs Easier (n = 34)*

What would make it easier for your agency to retain QSPs?



*Note: Participants were able to select more than one response option for this question.

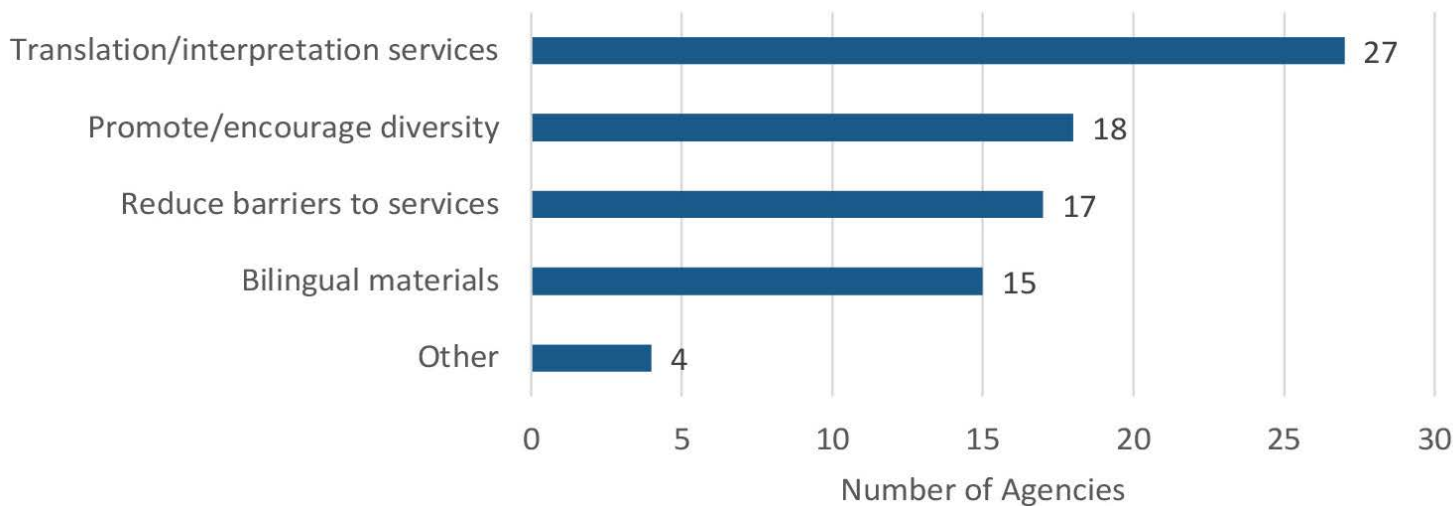
Figure 40. Reasons Why QSPs Leave Their Role (n = 40)*



**Note: Participants were able to select more than one response option for this question.*

Figure 41. Ways North Dakota Department of Human Services Could Help Non-English Speakers Start QSP Agencies (n = 34)*

How could the ND DHS help individuals who do not speak English start their own QSP agencies?



**Note: Participants were able to select more than one response option for this question.*

At the end of the survey, agencies were asked if they had any additional comments. Qualitative analysis on the 13 responses revealed that the most common topics mentioned were difficulty finding and retaining QSP employees (n = 5) and being happy with the job (n = 2). Four agencies responded, 'no comment,' and two other responses did not fit into any particular category.

Discussion

Clients Served

Although a common perception may be that QSP clients are primarily elderly, the survey results showed that a larger number of both independent QSPs and QSP agencies reported serving clients younger than age 65, compared to those who reported serving clients 65 years of age and older. The majority of clients served by QSPs were White and Non-Hispanic or Latino.

Services Provided

The majority of QSP agencies reported providing services for 16 years or longer, while the majority of independent QSPs reported having provided services for one to three years. The services most frequently reported as being provided by both independent QSPs and QSP agencies were personal care service – SPED (15 min) and homemaker service. The majority of independent QSPs reported having access to the technology and supplies necessary to perform their job duties. All of the QSP agencies reported having access to the technology needed and most of the agencies had access to the supplies needed to provide services. To make people more aware of their services, QSP agencies most frequently reported that advertising/marketing and referrals would be helpful. On the other hand, the majority of independent QSPs indicated they are not interested in advertising their QSP services.

Compensation/Benefits

When asked to indicate whether or not they offered particular benefits, over half of responding QSP agencies reported offering the following to their employees: paid vacation, the organization's health insurance, the organization's dental insurance, the organization's vision insurance, the organization's life insurance, and the organization's retirement plan. The most common average hourly wage for employees reported by QSP agencies was \$16.00 - \$17.00. One agency reported providing an average hourly wage of \$13.00 or less. The highest average wage reported by one agency was \$22.00 - \$23.00 per hour.

Client Relationships

The majority of independent QSPs reported they did not live with any of the clients whom they serve, nor did they have a close personal relationship with any of their clients prior to becoming their QSP. However, just over half of independent QSPs reported being related to clients they serve.

Trainings

Over half of QSP agencies indicated there are skills trainings that could help them provide or expand the services they provide. When asked what types of skills trainings would be helpful, the most common responses were trainings on specific types of diseases and medical conditions and client relationships. On the other hand, the majority of independent QSPs did not believe there were skills trainings that could help them improve or expand their services.

When asked what types of training and assistance would help to better manage their QSP business, the most common response among independent QSPs was utilization of the Electronic Visit Verification System and Therap Systems. The most common response among QSP agencies, on the other hand, was education on all HCBS services and authorization requirements.

Independent QSPs' preferred method of accessing information and training opportunities was a website/FAQ page. The preferred method for QSP agencies was live online training sessions.

The desired frequency of attending training sessions differed among independent QSPs and agencies. Independent QSPs most frequently indicated they would like to attend on-demand or pre-recorded training sessions, followed by attending trainings on a yearly basis. On the contrary, QSP agencies indicated they wanted staff to participate in trainings on a quarterly basis, followed by participating in on-demand/pre-recorded training sessions.

The majority of both independent QSPs and QSP agencies reported that agencies were able to provide opportunities for growth/education/development for their employees.

General

When asked what would make it easier to become a QSP, the most common response among independent QSPs was applications and paperwork that are easier and simpler to complete. Independent QSPs most commonly indicated that a higher rate for

services provided would make it easier to stay a QSP. When asked to indicate the most challenging aspect of working as a QSP, billing was the response option most commonly chosen by independent QSPs. The most common response to what independent QSPs enjoy about their work was the relationships with the people they support.

When agencies were asked what would make it easier to hire and retain QSPs, the most common response to both questions was a higher rate for services provided. Relatedly, agencies most commonly indicated finding another job that pays more as the reason why QSPs leave their role.

Conclusion

QSPs fill an important role in healthcare workforce. They allow clients to remain in their homes and communities while receiving vital services. The results of both the independent QSP survey and the agency QSP survey provide valuable insight into the needs of the current QSP workforce in North Dakota and will be used to guide the services provided by the North Dakota QSP Hub.

References

North Dakota Department of Human Services. (2011). Qualified Service Providers (QSPs). Retrieved from <https://www.nd.gov/dhs/info/pubs/docs/medicaid/fact-sheet-qsp.pdf>

Appendix A

QSP Needs Survey – Individual/Independent QSPs

1. How do you provide services as a Qualified Service Provider?

- As an individual QSP (self-employed)
- Employed by a QSP agency
- Both

2. What is your age?

- 18-25 years
- 26-44 years
- 45-64 years
- 65 years or older

3. Gender

- Male
- Female
- Transgender man
- Transgender woman
- Non-binary/gender queer
- Two-spirited
- Prefer not to say
- Gender identity not listed (please specify): _____

4. Race

- White
- Black
- American Indian or Alaska Native
- Asian
- Native Hawaiian or Pacific Islander
- Other

5. Are you Hispanic/Latino/a (or Latinx)?

- Yes
- No

6. What is your highest level of education?

- Some high school
- High school diploma or GED
- Associate's degree or 2-year degree
- Some college
- Bachelor's or 4-year degree
- Post-graduate degree
- Prefer not to answer

7. What is your annual household income?

- Less than \$10,000
- \$10,000 - \$19,999
- \$20,000 - \$29,999
- \$30,000 - \$39,999
- \$40,000 - \$49,999
- \$50,000 - \$59,999
- \$60,000 - \$69,999
- \$70,000 - \$79,999
- \$80,000 - \$89,999
- \$90,000 - \$99,999
- \$100,000 - \$149,999
- \$150,000 or more
- Prefer not to answer

8. Is English your second language?

- Yes
- No

9. If you answered 'Yes' to Question 8, what is your preferred language? (Check all that apply)

- | | | |
|--------------------------------------------|----------------------------------|-------------------------------------|
| <input type="radio"/> Albanian | <input type="radio"/> Greek | <input type="radio"/> Stavic |
| <input type="radio"/> Arabic | <input type="radio"/> Hindi | <input type="radio"/> Sign Language |
| <input type="radio"/> Bangla | <input type="radio"/> Indian | <input type="radio"/> Spanish |
| <input type="radio"/> Bosnian | <input type="radio"/> Italian | <input type="radio"/> Taiwanese |
| <input type="radio"/> Cambodian/Kampuchean | <input type="radio"/> Japanese | <input type="radio"/> Swahili |
| <input type="radio"/> Chinese (Mandarin) | <input type="radio"/> Korean | <input type="radio"/> Syrian |
| <input type="radio"/> Cantonese | <input type="radio"/> Lakota | <input type="radio"/> Tagalog |
| <input type="radio"/> Czech | <input type="radio"/> Laotian | <input type="radio"/> Turkish |
| <input type="radio"/> Dakota | <input type="radio"/> Michif | <input type="radio"/> Ukrainian |
| <input type="radio"/> English | <input type="radio"/> Navajo | <input type="radio"/> Vietnamese |
| <input type="radio"/> Farsi | <input type="radio"/> Ojibwe | <input type="radio"/> Other (please |
| <input type="radio"/> Filipino | <input type="radio"/> Portuguese | specify): _____ |
| <input type="radio"/> French | <input type="radio"/> Romanian | |
| <input type="radio"/> German | <input type="radio"/> Russian | |

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

- Yes
- No

11. If you answered 'Yes' to Question 10, how many other jobs do you have aside from working as a QSP?

- 1
- 2
- 3
- 4
- 5
- 6 or more

12. Is English the second language of any of your QSP clients?

- Yes
- No

13. If you answered 'Yes' to Question 12, if you have clients whose first language is not English, in what language do they prefer to speak? (Check all that apply)

- | | | |
|--------------------------------------------|----------------------------------|-------------------------------------|
| <input type="radio"/> Albanian | <input type="radio"/> Greek | <input type="radio"/> Stavic |
| <input type="radio"/> Arabic | <input type="radio"/> Hindi | <input type="radio"/> Sign Language |
| <input type="radio"/> Bangla | <input type="radio"/> Indian | <input type="radio"/> Spanish |
| <input type="radio"/> Bosnian | <input type="radio"/> Italian | <input type="radio"/> Taiwanese |
| <input type="radio"/> Cambodian/Kampuchean | <input type="radio"/> Japanese | <input type="radio"/> Swahili |
| <input type="radio"/> Chinese (Mandarin) | <input type="radio"/> Korean | <input type="radio"/> Syrian |
| <input type="radio"/> Cantonese | <input type="radio"/> Lakota | <input type="radio"/> Tagalog |
| <input type="radio"/> Czech | <input type="radio"/> Laotian | <input type="radio"/> Turkish |
| <input type="radio"/> Dakota | <input type="radio"/> Michif | <input type="radio"/> Ukrainian |
| <input type="radio"/> English | <input type="radio"/> Navajo | <input type="radio"/> Vietnamese |
| <input type="radio"/> Farsi | <input type="radio"/> Ojibwe | <input type="radio"/> Other (please |
| <input type="radio"/> Filipino | <input type="radio"/> Portuguese | specify): _____ |
| <input type="radio"/> French | <input type="radio"/> Romanian | |
| <input type="radio"/> German | <input type="radio"/> Russian | |

14. On average, how many public pay clients do you serve per month (i.e., Medicaid, SPED, etc.)?

- 0
- 1-3
- 4-6
- 7-9
- 10-12
- 13-15
- 16+
- Unknown

15. 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)?

- 0
- 1-3
- 4-6
- 7-9
- 10-12
- 13-15
- 16+
- Unknown

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

- 18-25 years
- 26-44 years
- 45-64 years
- 65 years or older

17. What race(s) of clients do you currently serve? (Check all that apply)

- White
- Black
- American Indian or Alaska Native
- Asian
- Native Hawaiian or Pacific Islander
- Other

18. What ethnicity of clients do you currently serve? (Check all that apply)

- Hispanic or Latino
- Non-Hispanic or Latino
- Unsure

19. How long have you been providing QSP services?

- Less than 1 year
- 1-3 years
- 4-6 years
- 7-9 years
- 10-12 years
- 13-15 years
- 16 or more years

20. Typically, how many hours do you work per week as a QSP? Enter 0 if the category does not apply to you.

	Hours per week
Independent hours	
Hours for Agency	

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

- Adult Day Care (S5101)
- Adult Foster Care (S5140)
- Adult Residential Service (T2031)
- Case Management - Assessment (T2023 - TG)
- Case Management - Other (T2023)
- Chore - Labor (includes snow removal) (S5120)
- CHR Assessment (T1023)
- Community Supports Service (S5126)
- Companionship Services (S5135- TF)
- Emergency Response System (ERS) (S5161)
- Environmental Modification (S5165)
- Extended Personal Care (S5115)
- Extended Personal Care - Nurse (S5115 - TD)
- Family Home Care (00001)

- Family Personal Care (S5136)
- Higher Level Case Management - Assessment (T2024)
- Higher Level Case Management - Other (T2022)
- Home Delivered Meals (S5170)
- Homemaker Service (S5130)
- Installation ERS (S5160)
- Non-Medical Transportation - Local and out of town (T2001)
- Non-Medical Transportation - Escort (T2001-UC)
- Nurse Education Care (S5108)
- One Time Transition Costs (T5999)
- Personal Care Service - SPED (Daily) (T1020)
- Personal Care Service - SPED (15 min) (T1019)
- Personal Care - Assisted Living - SPED (T2031)
- Personal Care Service - MSP (15 min) (T1019)
- Personal Care Service - MSP (Daily) (T1020)
- Residential Habilitation (T2016)
- Respite Care (S5150)
- Respite Care - Institutional (S5151)
- Specialized Equipment (T2028)
- Supervision (S5135)
- Supported Employment (T2019)
- Transition Coordination (T2038)
- Transitional Living (T2021)
- Other _____
- Other _____
- Other _____

22. Do you live with any of the clients that you serve?

- Yes
- No

23. Are you related to any of the clients that you serve?

- Yes
- No

24. Did you have a close personal relationship (e.g., as a friend or a neighbor) with any of the individuals you serve that started before you became their QSP?

- Yes
- No

25. Is the agency you work for able to provide opportunities for growth/education/development for their employees? Please respond only if you are employed by a QSP agency. If you are not employed by a QSP agency, skip to Question 28.

- Yes
- No

26. If you answered 'Yes' to Question 25, please describe the professional development resources, programs, and/or opportunities provided by the agency you work for:

27. If you answered 'No' to Question 25, what would make it easier to provide opportunities for growth/education/development for the employees in the agency you work for? (e.g., reimbursement for trainings, easier training format, etc.)

28. What would make it easier to become a QSP? (Check all that apply)

- Assistance filling out applications
- Applications and paperwork that are easier and simpler to complete
- Responsive support or assistance with other administrative processes and requirements
- A higher rate for services provided
- More competency training
- Orientation to being a QSP
- Other (please specify): _____

29. What would make it easier to stay a QSP? (Check all that apply)

- More streamlined recertification processes
- Responsive support or assistance with other administrative processes and requirements
- A higher rate for services provided
- More competency training
- Other (please specify): _____

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

- Yes
- No

31. If you answered 'Yes' to Question 30, what skill training 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)

- Learn how to best provide the care
- Client relationships
- Training on specific types of diseases and medical conditions
- Other (please specify): _____

32. What types of training and assistance would help you to better manage your QSP business? Examples: Assist with marketing, hiring, training, policy development, record keeping, etc. (Check all that apply)

- Utilization of the Electronic Visit Verification System and Therap Systems
- Education on all HCBS services and authorization requirements
- Staff management including recruitment, hiring, training, and supervision
- Record Keeping
- Taxes
- Marketing of services
- Policy Development
- Insurance needs
- Technology needs
- Other (please specify): _____

33. If additional information or training opportunities were provided, how would you prefer to access the information/training? (Check all that apply)

- In person
- Website/FAQ page
- Email technical assistance
- Telephone technical assistance
- Live online training sessions
- Static video presentations (e.g., Youtube videos)
- Do not need trainings at this time

34. How often would you like to attend training sessions? (Check all that apply)

- Yearly
- Quarterly
- Monthly
- On-demand/Pre-recorded

35. Do you have access to the technology to complete the necessary documentation and billing processes?

- Yes
- No

36. If you answered 'No' to Question 35, what technology would help you to complete the necessary documentation and billing processes? (Check all that apply)

- Smart phone
- Internet access
- Phone minutes (phone card)
- Tablet or laptop computer
- Printer
- Other (please specify): _____

37. Do you have the supplies needed to provide QSP services?

- Yes
- No

38. If you answered 'No' to Question 37, what types of supplies are you lacking for providing QSP services? (Check all that apply)

- Office supplies
- Cleaning supplies (travel size)
- Masks
- Gloves
- Scrubs
- Other (please specify): _____

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

- Advertising/Marketing
- Provider database
- Social media
- Referrals
- Other (please specify): _____
- I am not interested in advertising my QSP services

40. What motivated you to enroll as a QSP?

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

- Flexible work hours
- Support from supervisor
- Paid leave (sick, vacation, holidays, etc.)
- Training for job
- I like the work I do
- My relationship with the person or people I support
- Other (please specify): _____

42. What is the most challenging aspect of working as a QSP? (Check all that apply)

- Billing
- Paperwork
- Physically demanding (i.e., transferring, etc.)
- Figuring out how to file taxes
- Inadequate/poor training and support
- Client behavior
- Other (please specify): _____

43. Do you have any additional comments?

Appendix B

QSP Needs Survey – Agency Survey

1. What is your role within the QSP agency?

2. In an average month, how many QSPs/direct care employees do you employ? Please write a number below:

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

- 18-25 years
- 26-44 years
- 45-64 years
- 65 years or older

4. What gender(s) of QSPs/direct care employees do you employ? (Check all that apply)

- Male
- Female
- Transgender man
- Transgender woman
- Non-binary/gender queer
- Two-spirited
- Prefer not to say
- Gender identity not listed (please specify): _____
- Do not have this information

5. What race(s) of QSPs/direct care employees do you employ? (Check all that apply)

- White
- Black
- American Indian or Alaska Native
- Asian
- Native Hawaiian or Pacific Islander
- Other

6. Do you employ Hispanic or Latino/a (or Latinx) QSPs/direct care employees?

- Yes
- No

7. Is English the second language of any of your QSP clients?

- Yes
- No

8. If you answered 'Yes' to Question 7, if you have clients whose first language is not English, in what language do they prefer to speak? (Check all that apply)

- | | | |
|--------------------------------------------|----------------------------------|-----------------------------------------------------|
| <input type="radio"/> Albanian | <input type="radio"/> Greek | <input type="radio"/> Stavic |
| <input type="radio"/> Arabic | <input type="radio"/> Hindi | <input type="radio"/> Sign Language |
| <input type="radio"/> Bangla | <input type="radio"/> Indian | <input type="radio"/> Spanish |
| <input type="radio"/> Bosnian | <input type="radio"/> Italian | <input type="radio"/> Taiwanese |
| <input type="radio"/> Cambodian/Kampuchean | <input type="radio"/> Japanese | <input type="radio"/> Swahili |
| <input type="radio"/> Chinese (Mandarin) | <input type="radio"/> Korean | <input type="radio"/> Syrian |
| <input type="radio"/> Cantonese | <input type="radio"/> Lakota | <input type="radio"/> Tagalog |
| <input type="radio"/> Czech | <input type="radio"/> Laotian | <input type="radio"/> Turkish |
| <input type="radio"/> Dakota | <input type="radio"/> Michif | <input type="radio"/> Ukrainian |
| <input type="radio"/> English | <input type="radio"/> Navajo | <input type="radio"/> Vietnamese |
| <input type="radio"/> Farsi | <input type="radio"/> Ojibwe | <input type="radio"/> Other (please specify): _____ |
| <input type="radio"/> Filipino | <input type="radio"/> Portuguese | |
| <input type="radio"/> French | <input type="radio"/> Romanian | |
| <input type="radio"/> German | <input type="radio"/> Russian | |

9. On average, how many public pay clients do you serve per month (i.e., Medicaid, SPED, etc.)? Please write a number below:

10. 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)? Please write a number below:

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

- 18-25 years
- 26-44 years
- 45-64 years
- 65 years or older

12. What race(s) of clients do you currently serve? (Check all that apply)

- White
- Black
- American Indian or Alaska Native
- Asian
- Native Hawaiian or Pacific Islander
- Other

13. What ethnicity of clients do you currently serve? (Check all that apply)

- Hispanic or Latino
- Non-Hispanic or Latino
- Unsure

14. How long has your agency been providing QSP services?

- Less than 1 year
- 1-3 years
- 4-6 years
- 7-9 years
- 10-12 years
- 13-15 years
- 16 or more years

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

- Adult Day Care (S5101)
- Adult Foster Care (S5140)
- Adult Residential Service (T2031)
- Case Management - Assessment (T2023 - TG)
- Case Management - Other (T2023)
- Chore - Labor (includes snow removal) (S5120)
- CHR Assessment (T1023)
- Community Supports Service (S5126)
- Companionship Services (S5135- TF)
- Emergency Response System (ERS) (S5161)
- Environmental Modification (S5165)
- Extended Personal Care (S5115)
- Extended Personal Care - Nurse (S5115- TD)
- Family Home Care (00001)
- Family Personal Care (S5136)
- Higher Level Case Management - Assessment (T2024)
- Higher Level Case Management - Other (T2022)
- Home Delivered Meals (S5170)
- Homemaker Service (S5130)
- Installation ERS (S5160)
- Non-Medical Transportation - Carrier bus, taxi (T2004)
- Non-Medical Transportation - Local and out of town (T2001)
- Non-Medical Transportation - Escort (T2001-UC)
- Nurse Education Care (S5108)
- One Time Transition Costs (T5999)
- Personal Care Service - SPED (Daily) (T1020)
- Personal Care Service - SPED (15 min) (T1019)
- Personal Care - Assisted Living - SPED (T2031)
- Personal Care Service - MSP (15 min) (T1019)
- Personal Care Service - MSP (Daily) (T1020)
- Residential Habilitation (T2016)
- Respite Care (S5150)
- Respite Care - Institutional (S5151)
- Specialized Equipment (T2028)
- Supervision (S5135)
- Supported Employment (T2019)
- Transition Coordination (T2038)

- Transitional Living (T2021)
- Other _____
- Other _____
- Other _____

16. Does your agency offer any of the following benefits? Please respond to each item in the matrix below.

	Yes	No
Paid Time Off (PTO), not differentiating between sick and vacation time	<input type="radio"/>	<input type="radio"/>
Paid sick leave	<input type="radio"/>	<input type="radio"/>
Paid vacation	<input type="radio"/>	<input type="radio"/>
Your organization's health insurance	<input type="radio"/>	<input type="radio"/>
Your organization's dental insurance	<input type="radio"/>	<input type="radio"/>
Your organization's vision insurance	<input type="radio"/>	<input type="radio"/>
Your organization's life insurance	<input type="radio"/>	<input type="radio"/>
Your organization's retirement plan	<input type="radio"/>	<input type="radio"/>
Short term disability	<input type="radio"/>	<input type="radio"/>
Long term disability	<input type="radio"/>	<input type="radio"/>

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

- \$13 per hour or less
- \$14 - \$15 per hour
- \$16 - \$17 per hour
- \$18 - \$19 per hour
- \$20 - \$21 per hour
- \$22- \$23 per hour
- \$24 - \$25 per hour
- \$26 per hour or more

18. Is your agency able to provide opportunities for growth/education/development for the QSPs/direct care employees in your agency?

- Yes
- No

19. If you answered 'Yes' to Question 18, please describe the professional development resources, programs, and/or opportunities that you offer:

20. What would make it easier to provide opportunities for growth/education/development for the employees in your agency? (e.g., reimbursement for trainings, easier training format, etc.)

21. What would make it easier for your agency to hire QSPs/direct care employees? (Check all that apply)

- Assistance filling out applications
- Applications and paperwork that are easier and simpler to complete
- Responsive support or assistance with other administrative processes and requirements
- A higher rate for services provided
- More competency training
- Orientation to being a QSP
- Other (please specify): _____

22. What would make it easier for your agency to retain QSPs/direct care employees? (Check all that apply)

- More streamlined recertification processes
- Responsive support or assistance with other administrative processes and requirements
- A higher rate for services provided
- More competency training
- Other (please specify): _____

23. Are there skills trainings that could help your agency to improve or expand the services that you provide?

- Yes
- No

24. If you answered 'Yes' to Question 23, what skill training would be helpful for your agency to improve or expand your ability to meet the needs of the people you provide services to at this time? (Check all that apply)

- Learn how to best provide the care
- Client relationships
- Trainings on specific types of diseases and medical conditions
- Other (please specify): _____

25. What types of training and assistance would help your agency to better manage your QSP business? Examples: Assist with marketing, hiring, training, policy development, record keeping, etc. (Check all that apply)

- Utilization of the Electronic Visit Verification System and Therap Systems
- Education on all HCBS services and authorization requirements
- Staff management including recruitment, hiring, training, and supervision
- Record Keeping
- Taxes
- Marketing of services
- Policy Development
- Insurance needs
- Technology needs
- Other (please specify): _____

26. If additional information or training opportunities were provided, how would your agency prefer to access the information/training? (Check all that apply)

- In person
- Website/FAQ page
- Email technical assistance
- Telephone technical assistance
- Live online training sessions
- Static video presentations (e.g., Youtube videos)
- Do not need trainings at this time

27. How often would you like your staff to participate in training sessions? (Check all that apply)

- Yearly
- Quarterly
- Monthly
- On-demand/Pre-recorded

28. Does your agency have access to the technology to complete the necessary documentation and billing processes?

- Yes
- No

29. If you answered 'No' to Question 28, what technology would help you to complete the necessary documentation and billing processes? (Check all that apply)

- Smart phone
- Internet access
- Phone minutes (phone card)
- Tablet or laptop computer
- Printer
- Other (please specify): _____

30. Does your agency have the supplies needed to provide QSP services?

- Yes
- No

31. If you answered 'No' to Question 30, what types of supplies is your agency lacking for providing QSP services? (Check all that apply)

- Office supplies
- Cleaning supplies (travel size)
- Masks
- Gloves
- Scrubs
- Other (please specify): _____

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

- Advertising/Marketing
- Provider database
- Social media
- Referrals
- Other (please specify): _____

33. What is the average length of time QSPs/direct care employees have worked at your agency?

34. How could the ND Department of Human Services help individuals who do not speak English start their own QSP agencies? (Check all that apply)

- Translation/interpretation services
- Bilingual materials
- Promote/encourage diversity
- Reduce barriers to services
- Other (please specify): _____

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

- Found another job closer to home
- Found another job that pays more
- Found another job that offered better benefits
- Found a job with hours that worked better for their family
- Not recognized for the work they did
- No opportunity for promotion
- Could not get along with co-workers
- Had too little time with and/or poor quality from supervisors
- Training and support was inadequate and/or poor
- Supporting people is a difficult job
- Too physically demanding
- Other (please specify): _____

36. Do you have any additional comments?
