



## **Workforce Shortage Strategies and Solutions Update to the Dakota County Board**

Emily Schug, Social Services Director  
Megan Zeilinger, Program Coordinator  
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### **Overview**



- Review of Workforce and Provider Shortage Workgroup Strategies.
- Update on current progress and activity.

## Strategies



Four strategies:

1. Recruiting and Retaining Direct Support Professionals (DSP)
2. Maximizing Self-Direction and Program Flexibility
3. Increasing Assistive Technology and Remote Support
4. Promoting Inclusive Communities

## Recruit and Retain Staff



1. Direct Support Professional (DSP) and Provider focus groups to direct work
2. Hosting trainings for DSPs centered around disability and mental health
3. Excellence in Service Award
4. In contract negotiations with provider to create "gig-economy" app
5. Metropolitan Center for Independent Living continues to work towards creation of Support Worker Certification program



## Maximize Program Flexibility



### Aging & Disability News

Updates from Community Living Services



This e-newsletter provides information related to Dakota County Community Living Services. Each edition spotlights areas that serve older adults and individuals with disabilities. Let us know if there is a topic that you are interested in learning about by emailing [social.services@co.dakota.mn.us](mailto:social.services@co.dakota.mn.us).

### Spotlight

In 2023, the Dakota County Board of Commissioners created a [Workforce and Provider Shortage Workgroup](#) to help people with disabilities and their families. One strategy focused on recruiting and keeping Direct Support Professionals (DSP). Work has begun to provide training, learning, and mentorship opportunities for DSPs and informal caregivers.

We established the Excellence in Service Award to honor DSPs work in our community. To learn about each month's winner, visit our [Instagram](#) or [Facebook](#).

If you would like to learn more, reach out to Annelise Edsten at [annelise.edsten@co.dakota.mn.us](mailto:annelise.edsten@co.dakota.mn.us).

### Did you know?

Effective Jan. 1, 2025, the Minnesota Legislature authorized budget increases to the Consumer Directed Community Support (CDCS) program. This is to implement the labor agreement with the SEIU Healthcare Union.

1. Journey Mapping with Star Services
2. Monthly newsletter geared towards sharing resources and information for individuals accessing disability and older adult services
3. "Coffee with Caregivers" focus group held to solicit feedback and steer work

## Increase Assistive Technology



1. Community Living Services workgroup
2. Trainings with assistive technology experts
3. Department of Human Services Innovations Grant focusing on increasing use of technology in employment
4. Pilot use of Gig-Economy App



## Promote Inclusive Communities



### Disability Advisory Council

1. 23 members appointed in June 2024; monthly meetings began in September 2024.
2. Council feedback is being requested by both internal and external stakeholders.
3. Council has worked to prioritize issues of disability prevalent in our community as areas of focus.

### Communities for All

1. Community assessment being completed via a contract with Dendros.
2. Outreach to business and organizations to garner interest in joining efforts.
3. Currently in progress of executing 6 contracts for partner agencies.
4. Branding and marketing has been created and launched.

## Promote Inclusive Communities



### Communications materials include:

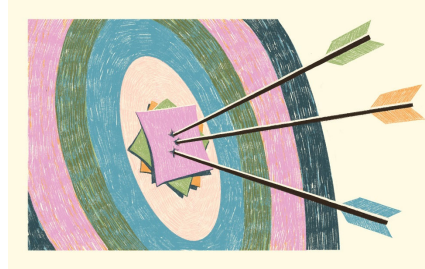
- News release
- Video
- Webpage with resources
- Program fact sheet
- Social media campaign
- Branding package



## Goals in 2025



- Implementing Communities for All
- Supporting Disability Advisory Council
- Trainings for DSPs
- Engaging with caregivers in meaningful (to them) ways
- Collaborating with MCIL on Support Worker Certification
- Developing and piloting gig-economy app
- Increasing use of Assistive Technology



Questions?