Independent QSP Survey Results

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Response Rate

- Total records received = 290/753 (39%)
  - Qualtrics = 287, Paper copies = 3

- Number of responses used for analyses = 284
  - 6 responses removed from analyses for only responding to Q1

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

- As an individual QSP (self-employed): 211 respondents
- Employed by a QSP agency: 47 respondents
- Both: 26 respondents
Q2. What is your age?

Number of Respondents

- 18-25 years: 4
- 26-44 years: 76
- 45-64 years: 154
- 65+ years: 49

n = 283
Q3. Gender

Number of Respondents

- Female: 243
- Male: 35
- Prefer not to say: 4
- Two-spirited: 1
- Transgender woman: 0
- Transgender man: 0
- Non-binary/gender queer: 0
- Transgender man: 0
- Gender identity not listed: 0

n = 283
Q4. Race

- White: 215
- American Indian or Alaska Native: 36
- Black: 13
- Asian: 8
- Native Hawaiian or Pacific Islander: 0
- Other: 9

n = 281
Q5. Are you Hispanic/Latino/a (or Latinx)?

n = 282
Q6. What is your highest level of education?

- Some high school: 10
- High school diploma or GED: 94
- Associate's degree or 2-year degree: 48
- Some college: 77
- Bachelor's or 4-year degree: 39
- Post-graduate degree: 11
- Prefer not to answer: 1

n = 280
Q7. What is your annual household income?

![Bar chart showing the distribution of annual household incomes among respondents. The chart includes categories such as 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, and $150,000 or more. The number of respondents in each category is shown with corresponding bar heights. The total number of respondents is 276.]
Q8. Is English your second language?

Number of Respondents

- No: 231
- Yes: 47

n = 278
**Q9. What is your preferred language?**
(Check all that apply)

*Only shown to participants who answered ‘Yes’ to Q8 (n = 47)*

- English = 38
- Bosnian = 3
- Arabic = 2
- Filipino = 1
- French = 1
- Italian = 1
- Korean = 1
- Lakota = 1
- Michif = 1
- Ojibwe = 1
- Russian = 1
- Sign Language = 1

- Spanish = 1
- Tagalog = 1
- Ukranian = 1
- Other = 6
  - Nepali = 3
  - Dutch = 1
  - Kurdish = 1
  - Not specified = 1

n = 46
Q10. Do you have any other jobs aside from working as a QSP?

- Yes: 117 respondents
- No: 161 respondents

n = 278
*Q11. How many other jobs do you have aside from working as a QSP?*

*Only shown to participants who answered ‘Yes’ to Q10 (n = 117)*

- 98 respondents have only 1 job.
- 16 respondents have 2 jobs.
- 2 respondents have 3 jobs.
- No respondents have 4, 5, or 6 or more jobs.

\[ n = 116 \]
Q12. Is English the second language of any of your QSP clients?

Number of Respondents

<table>
<thead>
<tr>
<th></th>
<th>Number of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>244</td>
</tr>
<tr>
<td>Yes</td>
<td>28</td>
</tr>
</tbody>
</table>

n = 272
*Q13. If you have clients whose first language is not English, in what language do they prefer to speak? (Check all that apply)

*Only shown to participants who answered ‘Yes’ to Q12 (n = 28)

- English = 8
- Bosnian = 3
- Spanish = 3
- Ukranian = 2
- Dakota = 1
- Filipino = 1
- French = 1
- Russian = 1
- Sign Language = 1
- Tagalog = 1
- Vietnamese = 1
- Other = 5
  - Nepali = 3
  - Not specified = 2

n = 25
Q14. On average, how many public pay clients do you serve per month (i.e., Medicaid, SPED, etc.)?

Number of Public Pay Clients

- 0: 32
- 1-3: 193
- 4-6: 23
- 7-9: 5
- 10-12: 3
- 13-15: 2
- 16+: 1
- Unknown: 11

Number of Respondents: 270
Q15. 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)?
Q16. What ages of clients do you serve? (Check all that apply)

- Age of Clients
  - 18-25 years: 11
  - 26-44 years: 56
  - 45-64 years: 115
  - 65+ years: 154

n = 266
Q17. What race(s) of clients do you currently serve? (Check all that apply)

- **White**: 216
- **American Indian or Alaska Native**: 44
- **Black**: 14
- **Asian**: 9
- **Native Hawaiian or Pacific Islander**: 1
- **Other**: 13

**n = 284**
Q18. What ethnicity of clients do you currently serve? (Check all that apply)

- Non-Hispanic or Latino: 202
- Hispanic or Latino: 13
- Unsure: 34

n = 246
Q19. How long have you been providing QSP services?

![Bar chart showing the number of respondents for different time periods.]

- Less than 1 year: 51
- 1-3 years: 68
- 4-6 years: 48
- 7-9 years: 25
- 10-12 years: 17
- 13-15 years: 12
- 16+ years: 43

n = 264
Q20. Typically, how many hours do you work per week as a QSP? (as an independent QSP)

- 0 hours: 35 respondents
- 1-20 hours: 74 respondents
- 21-40 hours: 53 respondents
- 41-60 hours: 15 respondents
- 61-80 hours: 6 respondents
- 81-100 hours: 7 respondents
- 101-160 hours: 5 respondents
- 160+ hours: 9 respondents
- Other: 6 respondents

Total respondents: 210
Q20. Typically, how many hours do you work per week as a QSP? (for a QSP agency)

Number of Respondents

Hours Worked per Week

- 0: 41
- 1-20: 40
- 21-40: 24
- 41-60: 2
- 61-80: 2
- 81-100: 2
- 101-160: 2
- 160+: 0
- Other: 1

n = 114
Q21. What services do you provide to clients? (Check all that apply)

- 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

n = 259
Q22. Do you live with any of the clients that you serve?

Number of Respondents

- No: 146
- Yes: 111

Total: 257
Q23. Are you related to any of the clients that you serve?

- Yes: 129 respondents
- No: 127 respondents

n = 256
Q24. 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?

Number of Respondents

- Yes: 119
- No: 139

n = 258
Q25. Is the agency you work for able to provide opportunities for growth/education/development for their employees?

*Only shown to participants who indicated they are employed by a QSP agency (n = 73)

n = 60
*Q26. Please describe the professional development resources, programs, and/or opportunities provided by the agency you work for:

*Only shown to participants who indicated they are employed by a QSP agency and answered ‘Yes’ to Q25 (n = 47)

Response Themes:

- Continuing education/training (including classes, webinars, in-services, etc.) = 12
  - Training topics include: how to better care for individuals, dementia/Alzheimer’s, fraud prevention, defensive driving
- CPR/First aid = 2
- Other = 2
  - Adult care giver
  - Work with the Burleigh county

n = 16
*Q27. 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.)

*Only shown to participants who indicated they are employed by a QSP agency and answered ‘No’ to Q25 (n = 13)

3 responses received:

• 1. Central Prairie Human Service Zone
• 2. Not sure how growth could really happen and education is hard because not much education on giving baths and cleaning
• 3. The whole reporting system is very difficult to understand, and not much support out there to make sure you are doing it right.

n = 3
Q28. What would make it easier to become a QSP? (Check all that apply)

- Applications and paperwork that are easier and simpler to complete (144)
- A higher rate for services provided (92)
- Responsive support or assistance with other administrative processes and requirements (92)
- Assistance filling out applications (91)
- Orientation to being a QSP (74)
- More competency training (44)
- Other (37)

n = 230
Q29. What would make it easier to stay a QSP? (Check all that apply)

- A higher rate for services provided: 117
- More streamlined recertification processes: 102
- Responsive support or assistance with other administrative processes and requirements: 98
- More competency training: 42
- Other: 41

n = 227
Q30. Are there skills trainings that could help you improve or expand the services that you provide?

Number of Respondents

<table>
<thead>
<tr>
<th>Response</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>89</td>
</tr>
<tr>
<td>No</td>
<td>154</td>
</tr>
</tbody>
</table>

n = 243
**Q31.** 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)

*Only shown to participants who answered ‘Yes’ to Q30 (n = 89)*

<table>
<thead>
<tr>
<th>Skill Training</th>
<th>Number of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training on specific types of diseases and medical conditions</td>
<td>56</td>
</tr>
<tr>
<td>Learn how to best provide the care</td>
<td>39</td>
</tr>
<tr>
<td>Client relationships</td>
<td>23</td>
</tr>
<tr>
<td>Other</td>
<td>20</td>
</tr>
</tbody>
</table>

\[n = 85\]
Q32. What types of training and assistance would help you to better manage your QSP business? (Check all that apply)

- Utilization of the Electronic Visit Verification System and Therap Systems: 91
- Taxes: 78
- Record keeping: 77
- Education on all HCBS services and authorization requirements: 61
- Insurance needs: 46
- Technology needs: 38
- Marketing of services: 29
- Staff management including recruitment, hiring, training, and supervision: 25
- Policy development: 15
- Other: 23

n = 203
Q33. If additional information or training opportunities were provided, how would you prefer to access the information/training? (Check all that apply)

- Website/FAQ page: 104
- Live online training sessions: 96
- In person: 96
- Static video presentations (YouTube videos): 81
- Telephone technical assistance: 65
- Email technical assistance: 63
- Do not need trainings at this time: 55

n = 238
Q34. How often would you like to attend training sessions? (Check all that apply)

- Monthly: 20
- Quarterly: 53
- Yearly: 95
- On-demand/Pre-recorded: 118

n = 228
Q35. Do you have access to the technology to complete the necessary documentation and billing processes?

- Yes: 222
- No: 25

n = 247
*Q36. What technology would help you to complete the necessary documentation and billing processes? (Check all that apply)

*Only shown to participants who answered ‘No’ to Q35 (n = 25)

- Internet access: 8
- Tablet or laptop computer: 8
- Smart phone: 6
- Printer: 6
- Phone minutes (phone card): 1
- Other: 5

n = 19
Q37. Do you have the supplies needed to provide QSP services?

Yes: 224
No: 25

n = 249
**Q38. What types of supplies are you lacking for providing QSP services? (Check all that apply)**

*Only shown to participants who answered ‘No’ to Q37 (n = 25)*

<table>
<thead>
<tr>
<th>Supply Type</th>
<th>Number of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gloves</td>
<td>19</td>
</tr>
<tr>
<td>Cleaning supplies (travel size)</td>
<td>15</td>
</tr>
<tr>
<td>Masks</td>
<td>13</td>
</tr>
<tr>
<td>Office supplies</td>
<td>10</td>
</tr>
<tr>
<td>Scrubs</td>
<td>8</td>
</tr>
<tr>
<td>Other</td>
<td>8</td>
</tr>
</tbody>
</table>

n = 24
Q39. What would help make people more aware of your availability of QSP services? (Check all that apply)

- I am not interested in advertising my QSP services: 139
- Referrals: 96
- Social media: 67
- Advertising/Marketing: 62
- Provider database: 60
- Other: 15

n = 243
Q40. What motivated you to enroll as a QSP?

- Response Themes:
  - Someone important to them needed care = 87
    - E.g., spouse, child, parent, friend, etc.
  - Love working with/helping people = 61
  - Keep individuals in their homes = 29
  - Saw a gap in services that QSP could fill/client need = 22
  - Self-employment and the resulting flexibility = 14
  - Needed a job/additional income = 14
  - Other/uncategorized = 25

n = 213
Q41. What do you enjoy about being a QSP? (Check all that apply)

- My relationship with the person or people I support: 211 respondents
- Flexible work hours: 157 respondents
- I like the work I do: 156 respondents
- Support from supervisor: 31 respondents
- Paid leave (sick, vacation, holidays, etc.): 17 respondents
- Training for job: 9 respondents
- Other: 14 respondents

n = 244
Q42. What is the most challenging aspect of working as a QSP? (Check all that apply)

- Billing: 126
- Paperwork: 107
- Figuring out how to file taxes: 55
- Physically demanding (transferring, etc.): 43
- Client behavior: 32
- Inadequate/poor training and support: 24
- Other: 45

n = 225
Q43. Do you have any additional comments?

• Response Themes:
  • Difficulty and issues with billing/payment/taxes/reporting = 24
  • Insufficient compensation/benefits = 14
  • Need help finding clients/easier process to find clients = 7
  • Love the job and the work I do = 6
  • Too much paperwork = 4
  • Communication is lacking = 4
  • Other/uncategorized = 21

n = 117