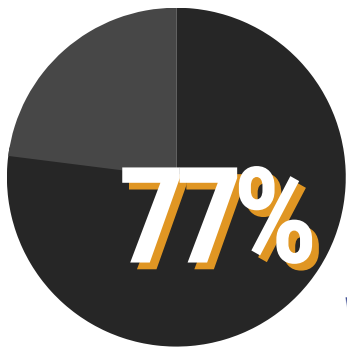
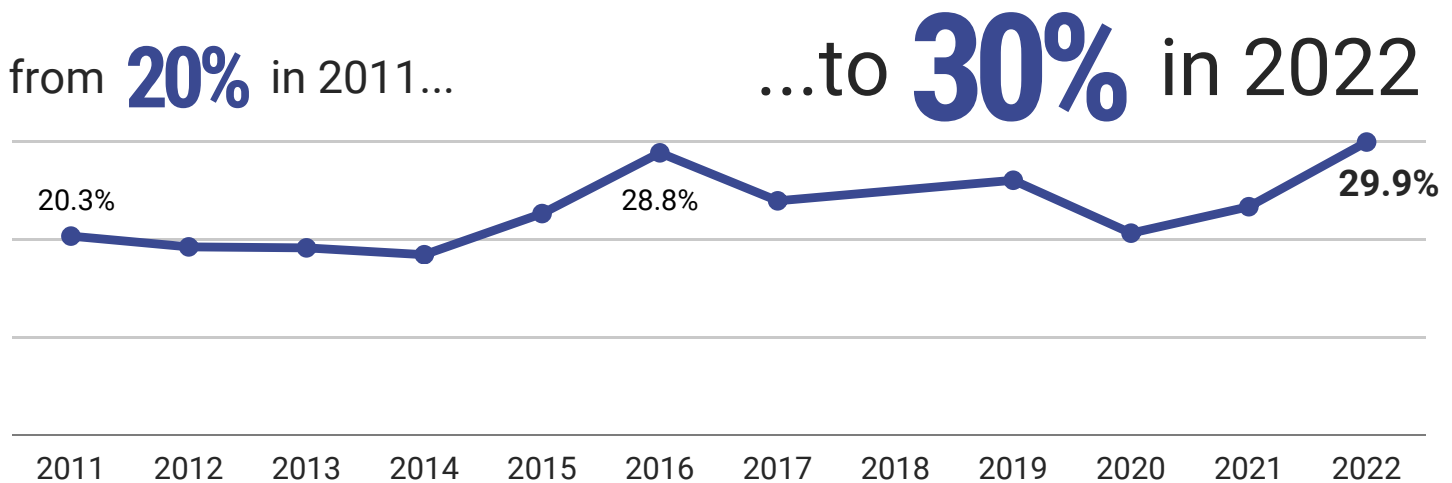


# ACDS SURVEY 2022

## COMMUNITY DISABILITY SERVICES SECTOR TRAINING ISSUES AND NEEDS

2022 had the highest turnover rate recorded through the annual ACDS survey over the past 12 years

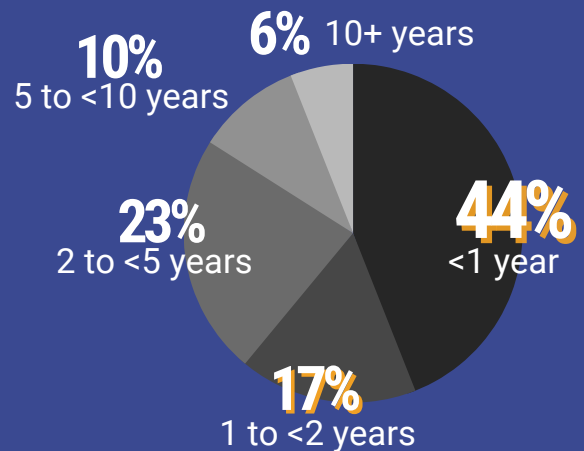


of all turnover in 2022 was **voluntary turnover** (resignations, retirees)

**23%** **involuntary turnover** (terminations, layoffs)

"This is the highest rate of turnover our agency has experienced in recent memory, possibly ever."

**61%** of all turnover in 2022 was for employees who had been with their organization for **less than 2 years**



# TRAINING ISSUES AND NEEDS

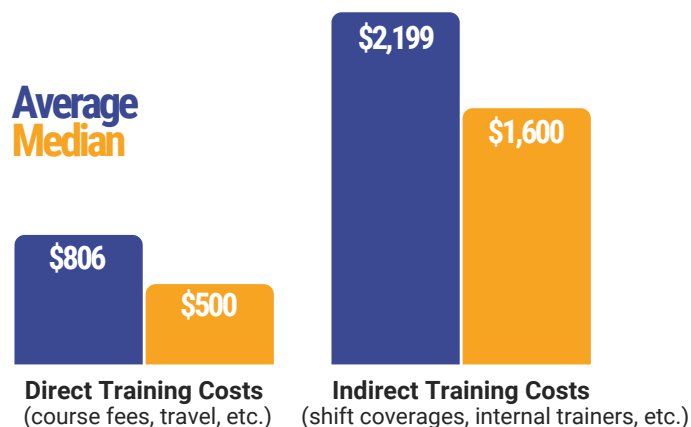
On average, 86% of organizations identified **availability** as a barrier to taking the listed training types, followed closely by **cost** at 80%.

## Limited Availability of Sector-Specific or Program-Focused Training

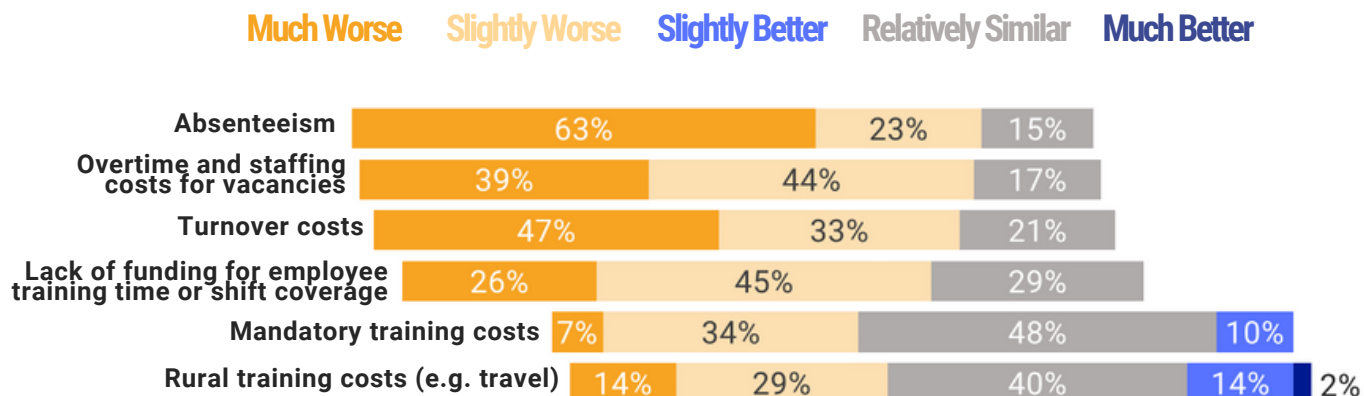
Training specific to the disability community and the CDS sector can be difficult to access, or in some cases, not exist. Though a subject may be important to disability practice, training may not be available specific for supporting individuals with developmental disabilities; training without this lens is often insufficient to instruct new employees in the CDS sector.

## High Costs of Training New Frontline Staff

How much does it cost to train one new frontline worker?



## Compared to pre-COVID, how are the following issues impacting organizations' finances?



# UNINTENDED CONSEQUENCES OF TRAINING COSTS

## Impact on Intake for Complex Needs Supports

Individuals with complex needs, who require high levels of expertise and skills in the staff who support them, are less likely to be accepted into service if organizations do not have the means to train their staff to these levels.

**44% of respondents indicated they would provide services for individuals with greater complex needs if funding for training was increased.**

## Managerial Training Becomes Lower Priority

High training costs for frontline staff limit organizations' abilities to provide training for mid-level and other management positions. This is reflected in the overall low uptake of training in areas such as staff mentoring and succession planning.

**When organizational leaders (current or potential) are restricted in their growth, organizational sustainability is at risk.**

## OTHER TRAINING ISSUES

### Shift Coverages

One of the most commonly mentioned issues was the difficulty of covering the shifts of employees attending training. Furthermore, staff holding multiple jobs are often unable or unwilling to attend training outside of their standard hours, making shift coverage more challenging.

**"One of our greatest struggles is ensuring we have adequate staffing available to cover employees attending training, as the individuals still require support.**

### Changes in Recertification and Mandatory Requirements

Timelines and requirements for recertifications are set by training bodies and change based on improvements in practice standards. Shorter recertification timelines increase training costs. Similarly, as accreditation standards change, mandatory training requirements also tend to increase.

**Costs associated with changes to training and certifications are unsustainable for organizations without subsequent changes to funding.**

### Organizations Providing In-House Training

Many agencies develop their own hands-on training. Though these courses have the benefit of being customized to the organization's practice standards and the needs of specific individuals in service, in-house course development and delivery can be costly or divert organizational attention and resources away from the core task of service delivery.

**67% of respondents indicated that, for at least one training type that they provided themselves, they would prefer to access that training externally.**

### Travel and Rural Considerations

Most rural organizations stated that training costs associated with rural access, such as travel, have remained relatively the same (48%) or even slightly better than pre-COVID costs (10%) due to increased online options.

**However, 43% of rural organizations report that costs are slightly or much worse, likely due to inflation and difficulties with shift coverages.**