

Vermont Mental Health Performance Indicator Project

Agency of Human Services, Department of Mental Health
26 Terrace Street, Montpelier, VT 05609

TO: Vermont Mental Health Performance Indicator Project
Advisory Group and Interested Parties

FROM: John Pandiani and Emma Harrigan

DATE: April 27, 2012 **REVISED May 8, 2012**

RE: Direct Care Staff Leaving Designated Agency Programs FY2011

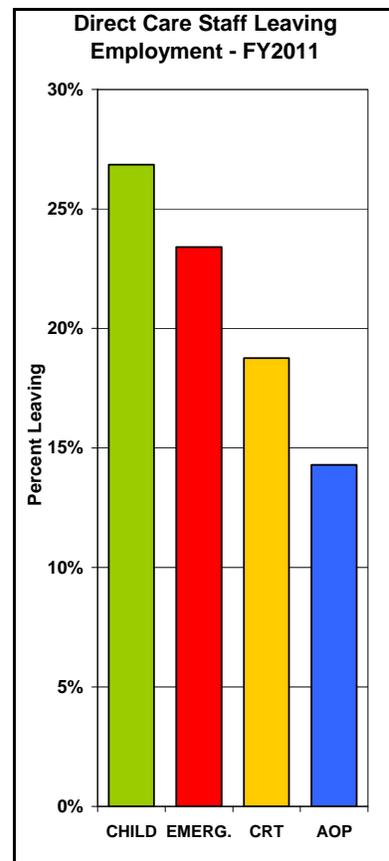
This week's brief report complements our previous report on employees leaving designated agencies¹ by providing information regarding the number of direct care employees who left employment in Children's Services, Adult Outpatient (AOP), Community Rehabilitation and Treatment (CRT), and Emergency Services programs, statewide, during FY2011. This analysis was conducted in response to a request from Dr. Matthew MacNeil, director of evaluation at the Howard Center.

Findings reported here are based on analysis of human resources data provided to the Vermont Department of Mental Health by each of its ten Designated Agencies during FY2011. The percent of direct care staff leaving employment is the number leaving employment during the year divided by the total number of direct care staff employed during the year.

As you will see, there were substantial differences among programs in the rate at which direct care staff left employment during FY2011, with Children's Services programs experiencing the greatest attrition (27%), followed by Emergency Services programs (23%), CRT programs (19%), and AOP programs (14%).

There were also substantial differences among job categories in the rates at which direct service staff left employment during FY2011, with other staff² and support staff³ and having the greatest attrition (30% and 28% respectively), followed by clinical staff⁴ (22%) and case management staff⁵ (18%).

We look forward to your questions, comments, and suggestions for further analysis at pip@state.vt.us or 802-828-1703.



¹ http://mentalhealth.vermont.gov/sites/dmh/files/pip/DMH-PIP_March_9_2012.pdf

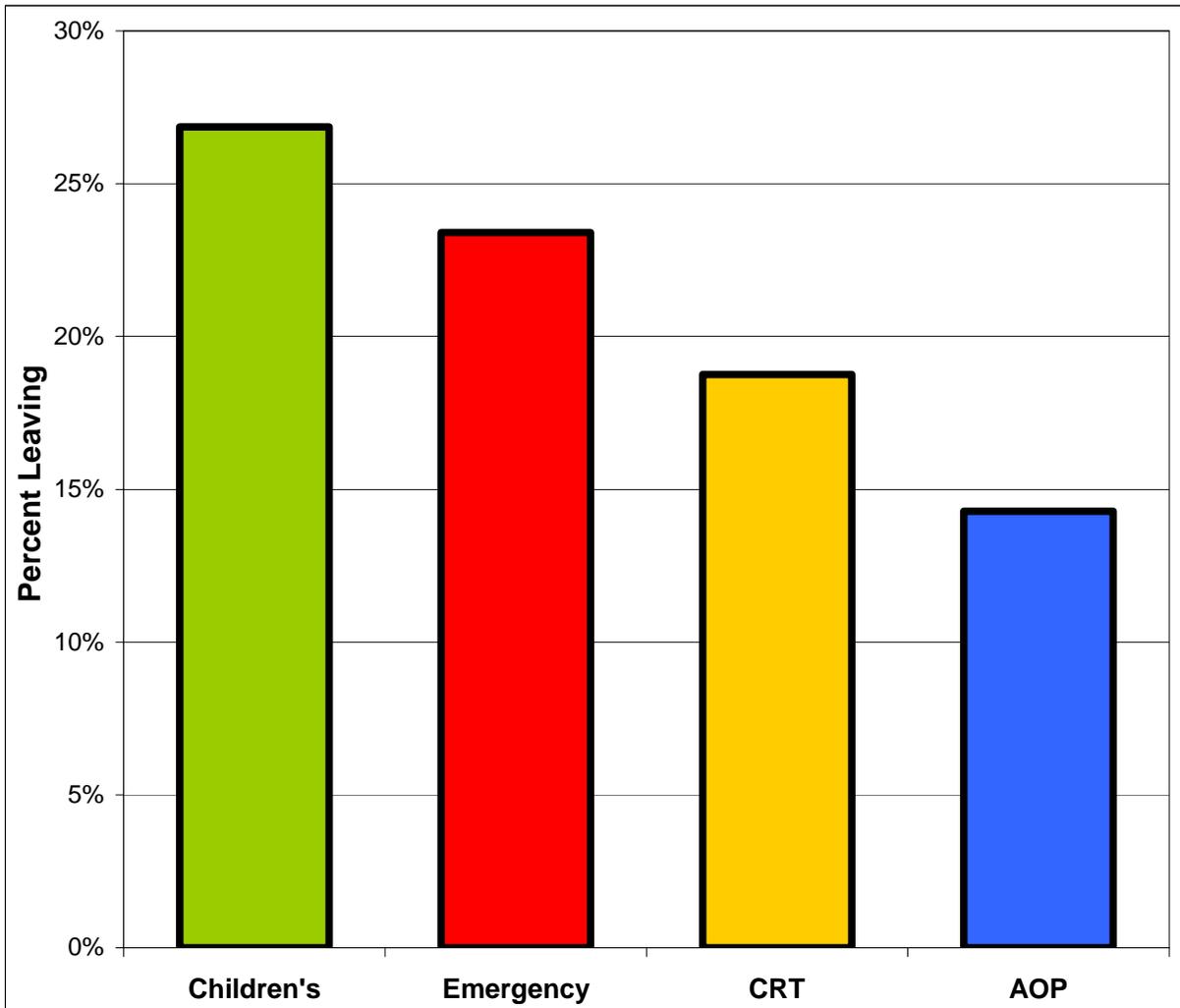
² Other staff includes Respite Worker or Other staff with direct client contact.

³ Support staff includes employees with a job category of Community Integration Specialist/Support Worker, Home/Residential Support Worker, or Employment Specialist/Vocational Support Worker.

⁴ Clinical staff includes employees with a job category of Psychiatrist, Nurse, or Clinician.

⁵ Case management staff includes employees with a job category of Case Manager.

Direct Care Staff Leaving Employment by Program FY2011

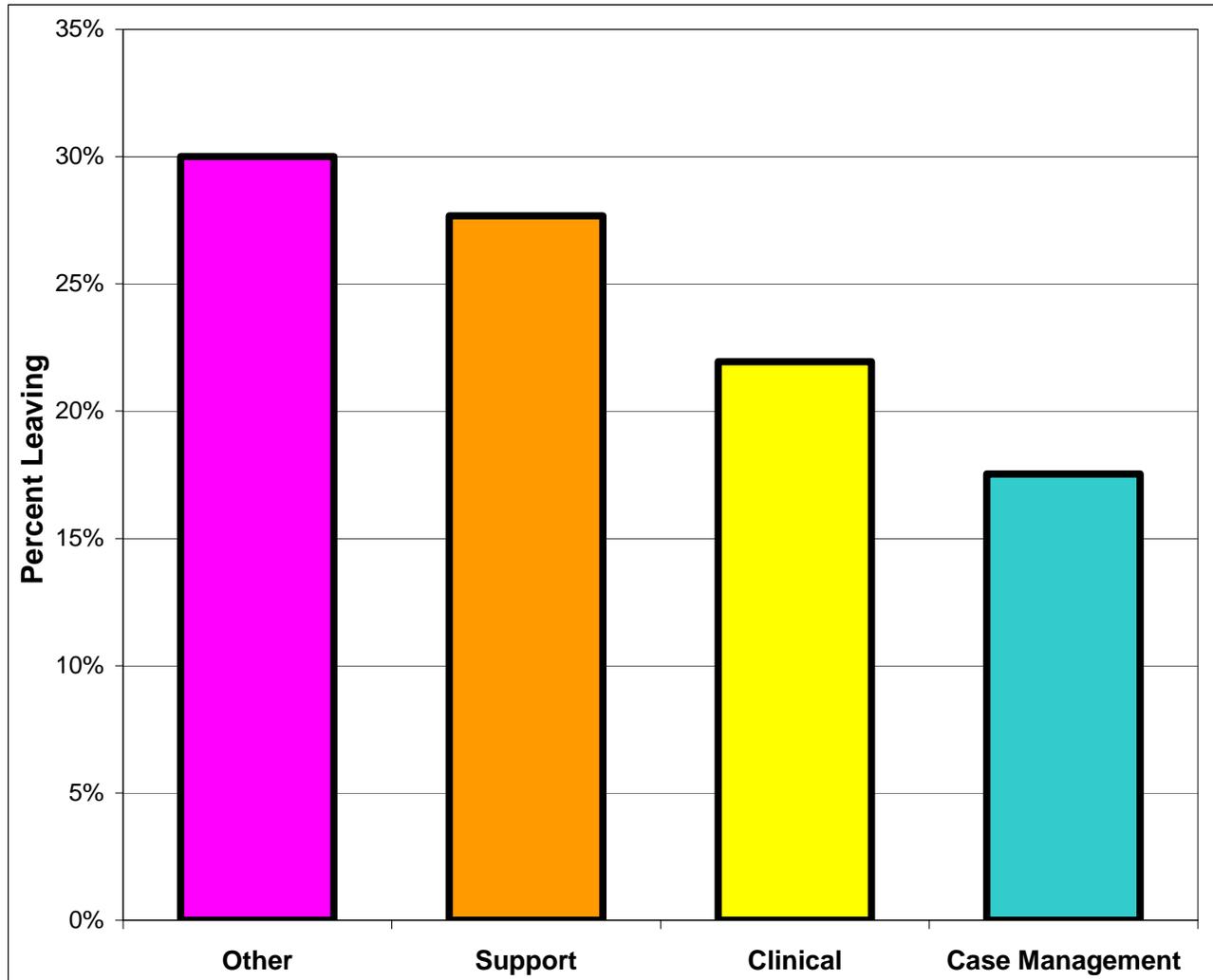


End of FY2011

<u>Program</u>	<u>Total Employed</u>	<u>Still Employed</u>	<u>Not Employed</u>	<u>Percent Leaving</u>
Children's	1430	1046	384	27%
Emergency	141	108	33	23%
CRT	517	420	97	19%
AOP	147	126	21	14%
Total	2,235	1,700	535	24%

Analysis is based on staffing data provided by Community Mental Health Designated Agencies to Vermont Department of Mental Health. Includes direct care staff employed to Children's Services, AOP, CRT, and Emergency Services programs during FY2011. The percent of employees leaving is the number of employees leaving employment divided by the total number of individuals employed during the fiscal year.

Direct Care Staff Leaving Employment by Job Category FY2011



End of FY2011

<u>Job Category</u>	<u>Total Employed</u>	<u>Still Employed</u>	<u>Not Employed</u>	<u>Percent Leaving</u>
Other	340	238	102	30%
Support	582	421	161	28%
Clinical	948	740	208	22%
Case Management	365	301	64	18%
Total	2,235	1,700	535	24%

Analysis is based on staffing data provided by Community Mental Health Designated Agencies to Vermont Department of Mental Health. Includes direct care staff employed to Children's Services, AOP, CRT, and Emergency Services programs during FY2011. The percent of employees leaving is the number of employees leaving employment divided by the total number of individuals employed during the fiscal year. Support staff includes employees with a job category of Community Integration Specialist/Support Worker, Home/Residential Support Worker, or Employment Specialist/Vocational Support Worker. Clinical staff includes employees with a job category of Psychiatrist, Nurse, or Clinician. Case management staff includes employees with a job category of Case Manager. Other staff includes Respite Worker or other staff with direct client contact.