

Easterseals-Goodwill's business model assessment on developmental disability and home and community based services from 2017-2023

Currently, Easterseals-Goodwill is challenged to recruit, hire, and retain employees that provide direct services support to adults with intellectual disabilities, the elderly, veterans, and others through home based services.

2017 vs 2022*:

- 45% fewer employees
- 44% fewer hours of services
- Nearly 20% increase in wages

Easterseals-Goodwill has spent its own funds to attract and retain disability direct support staff, which are particularly difficult positions to fill:

- Raised wages 5 times since 2019
- Increased wages by up to 30%
- Expanded referral bonus to \$1500
- Implemented quarterly stay bonuses

Today's snapshot:

- Approximately 20% of Easterseals-Goodwill disability program jobs are currently open

The potential impact of this challenge is the risk of limiting day programs, home based services, and other critical services to our most vulnerable community members.

