

## DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

# WORKFORCE DEVELOPMENT PLAN TOOL SURVEY

Target Audience - Qualified Vendors and Providers

Transmittal Date - 03/04/2025

The Division's [Provider Manual Chapter 63 - Workforce Development](#) outlines the requirements for Qualified Vendors to develop and maintain an annual Workforce Development Plan. To support this requirement, in June 2024, the Division introduced the [Workforce Development Plan Tool](#), which is designed to assist Qualified Vendors in developing and maintaining an annual Workforce Development Plan. This resource was shared through the [DDD Workforce Development webpage](#) and in the [June 2024 Shout newsletter](#). The Division would like to thank those who have already utilized the tool and incorporated it into their planning efforts. As part of its continuous improvement efforts, the Division would like feedback on the tool to ensure it continues to meet Qualified Vendor needs.

The Division reviewed a random sample of provider Workforce Development (WFD) Plans, and after analyzing them, the WFD team identified several common threads. Many plans included valuable components such as agencies' mission and values, workforce goals, employee retention, and recruitment strategies, as well as detailed information on incentives, onboarding processes, and training schedules. These elements align closely with the intent of Provider Manual Chapter 63, demonstrating thoughtful planning and a strong commitment to workforce development. However, the review also highlighted critical areas for improvement. Several plans did not include key data required under Chapter 63, including the number of licensed and unlicensed direct care service personnel, employee turnover rates, and employee retention rates. By addressing these gaps, providers can ensure their Workforce Development Plans are more comprehensive, fully aligned with regulatory requirements, and better positioned to support a sustainable workforce.

The Division is requesting that all Qualified Vendors complete a brief survey to share their insights and experiences using the Workforce Development Plan Tool. This feedback will help the Division refine and enhance the tool to better support Qualified Vendor success. Complete the [Workforce Development Tool survey](#) before March 31, 2025.

Qualified Vendors' feedback is invaluable, and the Division appreciates their time and input in shaping resources that strengthen workforce development efforts.

Qualified Vendors who have not used the tool should review the [Workforce Development Plan Tool](#) and [complete the survey](#).

Questions related to Workforce Development should be sent to the [DDD Workforce Development Team](#).