goodlife UNIVERSITY

PROOF THAT THE CAREGIVING CRISIS HAS A SOLUTION

A GoodLife University Impact Report

2026



A Multi-Agency Impact Study of Community Providers Across Nine States Implementing GoodLife U's Evidence-Based Strategies Designed To Improve Staffing, Wage, & Vacancy Management Practices



1

THE CRISIS YOU ALREADY KNOW

Every executive in the I/DD field is living the same math problem:

- **63 million Americans**[1] (1 in 4) are providing ongoing care for someone with a disability, chronic illness, or complex medical condition.
- **5.4 million direct care workers** make up one of the largest occupational groups in the country and yet demand is outpacing supply every year.
- **Turnover exceeds 50%** industry-wide. It has hovered between "concerning" and "bad" for three decades.

THE STATS

63M
Americans are caregivers

5.4M
Direct care workers exist in the nation

50%+
Average workforce turnover

1 EVERY 8 SEC
Americans turning 65 years old

And it's about to get harder:

- 10,000 Americans turn 65 **every single day**—one every 8 seconds.
- Smaller, higher-ratio living arrangements are becoming the norm.
- Waiting lists for services keep growing.
- Remote work is pulling potential caregivers toward easier, more flexible jobs.

You don't need another study telling you the problem is real.
You need something that changes it.

[1] *National Alliance for Caregiving, & AARP. (2025). Caregiving in the US 2025.* https://www.aarp.org/pri/topics/ltss/family-caregiving/caregiving-in-the-us-2025/

2 WHY

The Usual Fixes Fall Short

Most workforce interventions treat symptoms, not root causes. Career ladders and training programs help but they don't fix:

- Wages so low that many full-time caregivers qualify for public assistance.
- Schedules with too few days off.
- Heavy reliance on part-time staff who are harder to retain and supervise.
- Direct Support Professionals (DSPs) working alone, without real-time support.
- The ripple effect on DSPs' own lives—second jobs, transportation gaps, housing instability, and more.

Part-time positions (often 30-50% of a typical workforce) are open twice as often and twice as long as full-time roles[2], and disproportionately fall on evenings and weekends, exactly when managers are least available to help.



The problem isn't effort. It's design.

Consistently Low Caregiver Wages

Most Have Too Few Days Off

Most DSPs Are Part-Time Staff

DSPs Often Work Alone

Real Life Barriers for Caregivers

[2] *Braddock, D., & Mitchell, D. (1992). Residential services and developmental disabilities in the United States. A national survey of staff compensation, turnover, and related issues. Washington, DC: American Association on Mental Retardation.*

3 RESULTS

By The Numbers

Between 2023 and 2025, **10 provider agencies across 9 states**, ranging from $7M to $120M in annual revenue, implemented the Front/Back Model with GoodLife's support.

THE RESULTS, REPORTED DIRECTLY BY THEIR OWN IMPLEMENTATION TEAMS:



100%
of agencies reported an increase in hires



87.5%
reported fewer open shifts



3x
applications immediately post-implementation



100%
reported improved scheduling efficiency



2/3
reported substantial improvement in weekend coverage

Each agency implemented at a different time over 36 months resulting in a natural, staggered test across states, providing evidence of the incredible results attributed to GoodLife University's Workforce Strategies.

4

WHAT CHANGED?

Beyond The Headlines



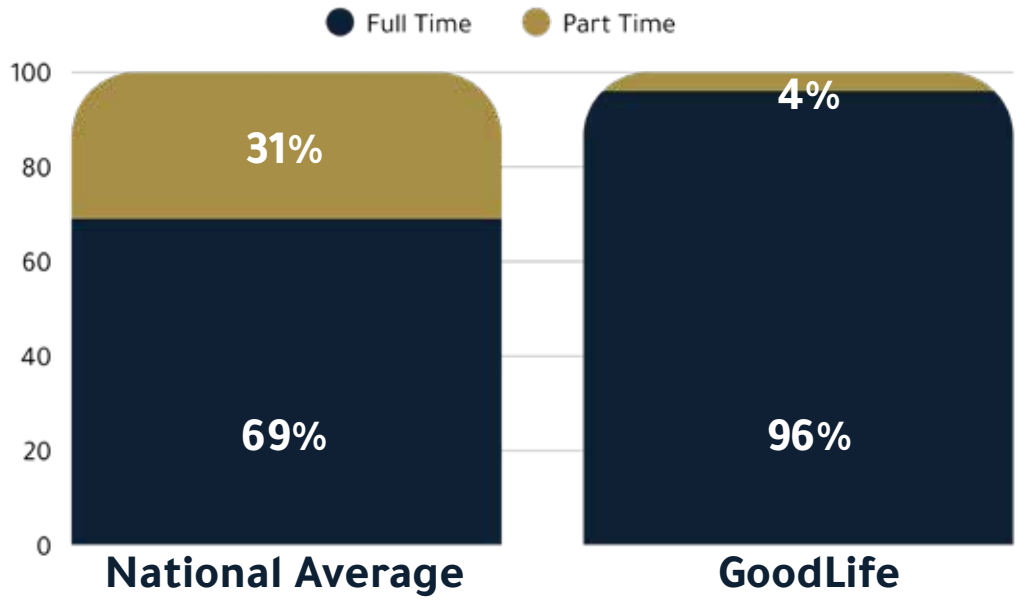
The top-line numbers hold up under closer inspection:

- **Full-time staffing** rose from 76% to 96% of the workforce (vs. a 69% national average), resulting in better, more consistent care for individuals.
- **DSP Wages rose** more than $3/hour on average.
- **Unbudgeted overtime fell** from 10.16% to 1.46%; payroll costs became predictable even as DSPs worked extra shifts.
- **Weekends stopped being the hardest days to staff**. After implementation, the toughest shifts to fill shifted to the Wednesday/Thursday handoff, not Saturday/Sunday.
- **Manager satisfaction increased;** 88.9% of managers worked fewer shifts, fewer weekends, and spent less time scheduling.

STAFFING:

National Average vs. GoodLife Innovations

**Reducing reliance on part-time staff reduces the number of people involved in care, lowers openings, and provides more experienced coverage on weekends.*



And 88% of agencies said the new model gave them the staffing capacity to expand services—something workforce instability had been quietly blocking for years.

5 THE MECHANICS
Behind The Results

Three design elements built into GoodLife U's Workforce Strategies make our approaches work financially and operationally:

1



Premium Pay for Weekends

Saturday/Sunday shifts pay 1.5x base, without counting toward overtime thresholds. DSPs can pick up extra weekend shifts and an additional weekday shift without triggering unbudgeted OT.

2



Superimposed DSPs

A dedicated pool of "floating" DSPs, sized to cover roughly 85% of anticipated openings, fills vacancies before home-based DSPs are asked to pick up extra shifts. It's a built-in, sustainable replacement-staffing system.

3



Compressed Schedules Reduce PTO Burden

3-day workweeks generate 208 days off per year, versus 104 for a 5-day workweek —savings that get redirected straight into hourly wages.

Together, these three levers do something most labor strategies can't: they raise pay, reduce turnover risk, and control payroll costs at the same time.

6 INTRODUCING:
GoodLife U's Front/Back Model

GoodLife's Front/Back Model is a workforce design strategy developed to improve the quality of caregiving jobs while simultaneously strengthening service stability. It restructures schedules, pay, and vacancy management to fix the root causes of workforce instability, **within existing agency budgets.**

THE CORE IDEA

DSPs work compressed, predictable schedules (most commonly 12-hour shifts across a 3-day (36-hour) workweek) organized into four teams: Front/Back and Day/Night[3].

The Front Teams

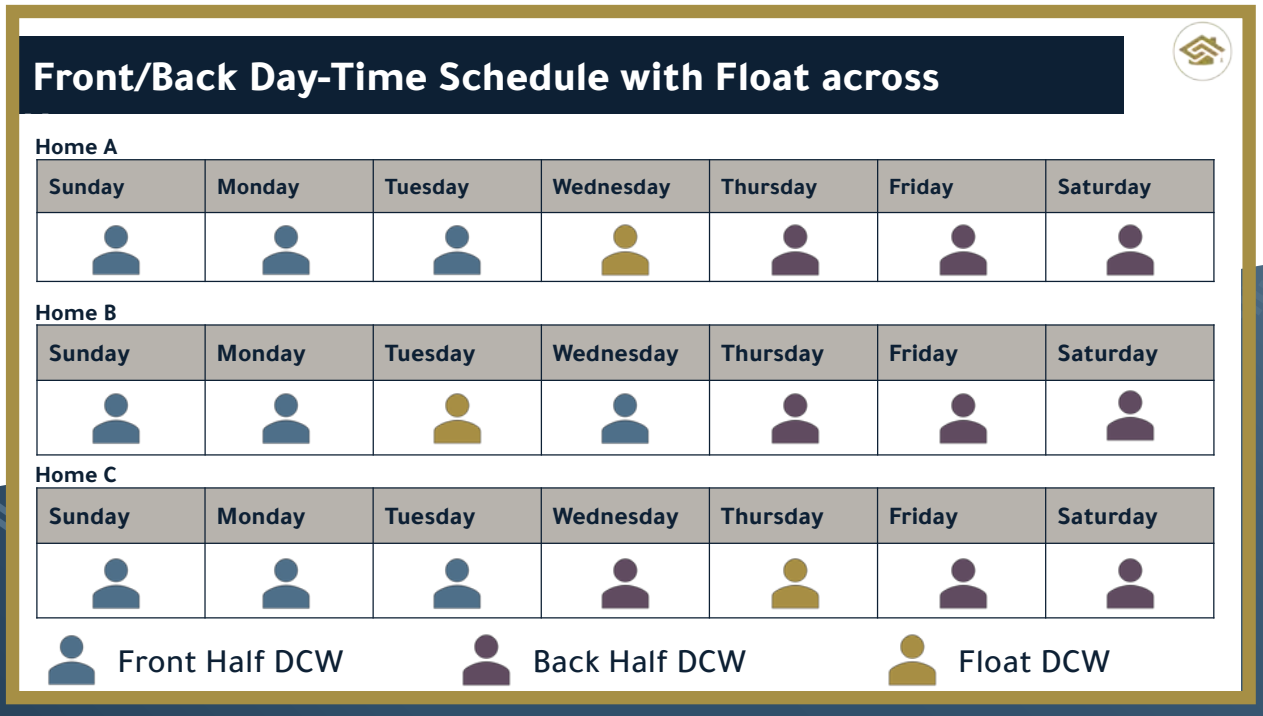
- Sunday-Wednesday

The Back Teams

- Wednesday-Saturday

THE RESULT

DSPs typically work **13 days a month and have 17-18 days off**—the equivalent of 5 months on, 7 months off, annually. Teams can freely trade shifts within a home, giving DSPs real flexibility without destabilizing coverage.



[3] *Strouse, M. C., & DiGennaro Reed, F. D. (2022). Employee turnover and workforce stability. In J. K. Luiselli et al. (Eds.), Organizational behavior management approaches for intellectual and developmental disabilities (pp. 210–234). Routledge.*

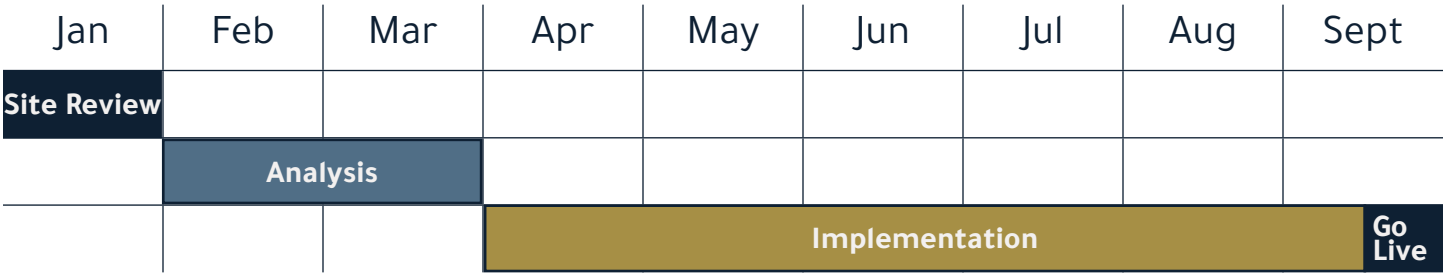
7 The Path To IMPLEMENTATION

GoodLife doesn't hand providers a binder and walk away. Implementation is a structured, phased partnership:

PHASE:	***WHAT HAPPENS:***
1 Site Review	GoodLife studies your services, staffing, compensation, and geography to identify where the model fits.
2 Analysis	Predictive modeling compares current vs. proposed schedules, pay, and staffing before anything changes.
3 Implementation	4-8 months of hands-on coaching: policy development, payroll setup, training, and weekly progress check-ins

Agencies choose whether to proceed after each phase.
This is a low-risk, evidence-based path, not an all-or-nothing leap.

Timeline:



Full implementation of this model can take anywhere from six to eight months of technical support, depending on project scope. GoodLife's goal is to use a cohort of homes and programs to* **demonstrate and teach agencies *how the model works and then empower them to expand implementation internally across additional services.*

8 THE CRISIS IS A DESIGN PROBLEM
and Design Problems Can Be Solved

The agencies in this study didn't have unlimited budgets, easier labor markets, or fewer regulations than you do. What they had was a different design and a dedicated partner to implement it carefully, with data guiding every step.

GoodLife University exists to bring this same evidence-based process to your agency and your state. Whether you're leading a single provider organization or shaping policy across a state system, the Front/Back Model offers a proven, low-risk way to:

- Strengthen your DSP pipeline.
- Stabilize weekend and evening coverage.
- Improve pay without breaking your budget.
- Free your managers from constant shift-filling.

The quest for a better life is a lifelong mission, and there is always more to do. It is necessary to be pioneers together—not settlers—and continue to push forward, forging new pathways and striving for innovation. *Remember:*

Pioneers Aren't Settlers.

LET'S GO.

*To read the full, in-depth Impact Study by Dr. Mike Strouse and the GoodLife University team, click **here**.*

CONTACT

Ready to see what GoodLife U could do for your agency?

Start A Conversation.

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