



2016 Staff Stability Survey Report

January 2018

A COLLABORATION OF

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NASDDDS

National Association of State Directors of Developmental Disabilities Services



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COVER ART:

Untitled, by Carl Phillips



Whether using paint, clay, or drawing materials, the art of Carl Phillips is informed by the popular images, logos and advertising he sees around him every day. He carries around a spiral bound notebook with lined paper in which he stores hundreds of tiny images that he has drawn as inspiration for future artworks. He appropriates comic book characters using tracing methods to make composite drawings in his “crossover” works. Phillips is dedicated to making art, and his work is very important to him.

Phillips’ work has been shown in Massachusetts at the Gateway Gallery in Brookline, Berenberg Gallery in Boston, Drive-By Projects in Watertown, Fuller Craft Museum in Brockton, and Concord Art in Concord. His work has also been shown at the Outsider Art Fair in New York City.

For more information, see www.gatewayarts.org

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INTRODUCTION	2
EXECUTIVE SUMMARY	4
FULL RESULTS OF THE 2016 SURVEY.....	6
RESPONSE RATES	7
CHARACTERISTICS OF RESPONDING AGENCIES	8
TYPES OF SUPPORTS PROVIDED	11
NUMBERS OF ADULTS WITH IDD SUPPORTED	17
TURNOVER RATES	23
TENURE (LENGTH OF EMPLOYMENT) OF DSPs	25
VACANCY RATES	27
WAGES	30
BENEFITS	39
RECRUITMENT AND RETENTION	48
APPENDIX A: THE EVOLUTION OF THE NCI STAFF STABILITY SURVEY.....	49
APPENDIX B: SAMPLING METHODS AS REPORTED BY STATES.....	51
APPENDIX C: COMPARABLE WAGE TABLES	55
APPENDIX D: LIVING WAGE TABLE BY STATE.....	57
APPENDIX E: INSTRUCTIONS PROVIDED TO SURVEY RESPONDENTS	58

Introduction

Around the country, state developmental disability agencies focus on improving the quality and stability of the workforce of direct support professionals (DSPs) who assist adults with intellectual and developmental disabilities. These efforts come at a time of escalating demand for long-term services and supports in home and community-based settings. Importantly, states also seek to reduce the costs associated with staff turnover at provider agencies¹ and to reduce the impact of turnover on the quality of supports and outcomes for consumers^{2,3}.

National Core Indicators™ (NCI™) works with member states to collect comprehensive data on the workforce of DSPs providing supports to adults (age 18 and over) with intellectual and developmental disabilities. The goal is to help states benchmark their workforce data to those of other states so they can measure improvements made through policy or programmatic changes. (For a detailed history of the project, please see [Appendix A.](#))

A few notes about the survey results...

- When comparing results from year to year, please keep in mind that the **survey questions may have changed**. For example, in 2016, we added descriptive text to many questions to assist respondents in selecting the correct response. This may complicate comparisons to previous years.
- Take into account the **margin of error** (see the table on page 8), particularly when making state-to-state comparisons.
- **Consider the Ns** (number of responding provider agencies for each question); these vary by state and by survey question.
- Keep in mind that “**NCI Average**” refers to the **average of the state averages**.
- **Ohio Data – Ohio opted to examine DSPs providing supports in ICF/ID facilities separately from DSPs providing HCBS waiver funded supports**. Therefore, the report considers the two groups separate entities (OH_ICF and OH_HCBS). If an agency provided both ICF and HCBS supports, they were asked to respond to the survey twice—once in reference to DSPs providing ICF/ID funded supports and once in reference to DSPs providing HCBS waiver funded supports. Thirty-three agencies in Ohio reported separately on their ICF-and Waiver-funded DSP workforce. Some agencies providing both ICF-and Waiver-funded supports were unable to differentiate between these for the purposes of this survey.

¹ U.S. Department of Health and Human Services (2006). The supply of direct support professionals serving individuals with intellectual disabilities and other developmental disabilities: Report to Congress. Retrieved from <http://aspe.hhs.gov/daltcp/reports/2006/DSPsupply.htm>

² Ibid.

³ Larson, S.A., Hewitt, A. & Lakin, K.C. (2004). A multi-perspective analysis of effects on recruitment and retention challenges on outcomes for persons with intellectual and developmental disabilities and their families. *American Journal on Mental Retardation*.

Understanding Key Terms:

What is a MEAN? What is a MEDIAN? What is STANDARD DEVIATION?

In some tables in this report, you will see statistics called the “mean,” the “median” and the “standard deviation.”

What is a **MEAN**? The mean (also known as arithmetic average) is the sum of all data entries divided by the number of entries. For example, in order to calculate the mean points per game by a basketball player, one adds up all the points made, and divides by the number of games played.

What is a **MEDIAN**? The median is the value that separates the upper half of a data set from the lower half. It can be thought of as the “middle” value. Compared to the mean, the median is less influenced by outliers (or extreme values that lie far outside the pattern established by the rest of the data). Because of this, the median is sometimes a better measure of what is a "typical" value.

What is **STANDARD DEVIATION**? Standard deviation is a measure of how consistent the data are. A low standard deviation indicates that the data points tend to be close to the mean, while a high standard deviation indicates that the data points are more spread out.

Executive Summary

20 States plus the District of Columbia participated in the 2016 NCI Staff Stability Survey:

Alabama (AL)	Indiana (IN)	Pennsylvania (PA)
Arizona (AZ)	Maryland (MD)	South Carolina (SC)
Connecticut (CT)	Missouri (MO)	South Dakota (SD)
Washington DC (DC)	Nebraska (NE)	Tennessee (TN)
Georgia (GA)	New York (NY)	Texas (TX)
Hawaii (HI)	Ohio (OH)*	Utah (UT)
Illinois (IL)	Oregon (OR)	Vermont (VT)

**Ohio examined DSPs providing ICF/ID funded supports separately from those providing HCBS waiver funded supports. These are treated as separate entities in this report.*

The data gathered refer to the period between Jan. 1, 2016 and Dec. 31, 2016. Most states administered the survey to all agencies that provided direct support services to adults with intellectual and developmental disabilities. However, sampling methodologies varied; please see [Appendix B](#) for each state's method. All told, 3,022 provider agencies responded to the survey.

Services Provided

Of the responding agencies:

- **70.7% provided residential supports**—such as community-based group homes, supported living services, or ICF/ID homes—to 99,673 adults.
- **58.6% provided in-home supports**—such as homemaker/personal care services, in-home habilitation, and in-home respite—to 59,863 adults.
- **75.4% provided non-residential supports**—such as community-based employment supports, facility-based employment supports, out-of-home habilitation, and/or respite—to 201,226 adults.

Tenure (Length of Employment) of DSPs

Of the DSPs employed by respondents as of Dec. 31, 2016:

- 19.1% had been employed for less than 6 months
- 15.7% had been employed between 6 and 12 months
- 65.2% had been employed for more than 12 months

Of the DSPs who left (separated from) employment between Jan. 1, 2016 and Dec. 31, 2016:

- 38.2% had been employed for less than 6 months
- 21.0% had been employed between 6 and 12 months
- 40.8% had been employed for more than 12 months

Turnover

Across states, the turnover rate for DSPs in 2016 ranged from 24.1% to 69.1%; the NCI average was 45.5%.

Vacancy Rates

Among all respondents, 87.8% indicated that they distinguish between full- and part-time DSP positions. Among these, vacancy rates for full-time positions ranged from 4.4% to 14.6% with an NCI Average of 9.8%. Vacancy rates for part-time positions ranged from 5.1% to 27.8% with an NCI Average of 15.4%. These are point-in-time vacancy rates, not averages across the year.

Wages

Across all service types, DSPs received a median hourly wage of \$11.41.

When asked separately by service type, median hourly wages were:

- \$11.19 for DSPs providing residential supports
- \$11.22 for DSPs providing in-home supports
- \$11.49 for DSPs providing non-residential supports

Benefits

In terms of benefits that respondents offer to **all DSPs** (both full-time and part-time DSPs):

- **35.2% offer paid time off** (defined as a bank of hours in which the employer pools sick, vacation, and personal days together)
 - Of those agencies who reported offering distinguishing between type of time off (for example, time off for vacation, sick and/or personal time are tracked separately), 13.2% offer paid sick time to all DSPs
 - 10.6% offer paid time off for vacation to all DSPs
 - 4.4% offer paid personal time off to all DSPs

Among the responding agencies, 14.5% provide health insurance to all DSPs; 17.5% provide dental coverage to all DSPs; and 16.2% provide vision coverage to all DSPs.

A large proportion of respondents (60.8%) offer employer-paid job-related training, and 53.9% offer employer-sponsored retirement plans.

Recruitment and Retention

Three-quarters (75.4%) of respondents reported offering a realistic job preview to candidates, and 37.3% reported using a direct support professional ladder to retain highly skilled workers. DSPs at 89.0% of responding agencies receive training on and are required to sign a Code of Ethics.

Full Results of the 2016 Survey

NCI works with member states to collect comprehensive data on the workforce of **DSPs providing supports to adults (age 18 and over) with intellectual and developmental disabilities.**

For the purposes of this survey, what is a DSP?

This survey asks about people employed as **Direct Support Professionals (DSPs)**. This includes all paid workers whose primary job responsibility is direct support.

More specifically, DSPs include:

- All people whose primary job responsibility is to provide support, training, supervision, and personal assistance to adults with intellectual and developmental disabilities.
- All full-time and part-time DSPs.
- All paid staff members who spend at least 50% of their hours doing direct service tasks. These people may do some supervisory tasks, but their primary job responsibility and more than 50% of their hours are spent doing direct support work.

For example, the DSP workforce includes the following job titles and those in similar roles (*this list is NOT exhaustive*):

- Personal Support Specialists (PSSs)
- Home Health Aides (HHAs)
- Homemakers
- Residential Support Workers (RSWs)
- Community Habilitation Specialists
- Personal Attendants/Personal Care Aides
- DSPs working in job or vocational services
- DSPs working at day programs or community support programs

The following types of workers are not considered DSPs and are not included in this report:

- PRN workers
- Temporary workers
- Licensed health care staff (nurses, social workers, psychologists, etc.)
- Administrative staff, or full-time managers or directors, unless they spend 50% or more of their hours providing direct hands-on support and personal assistance or supervision to individuals with disabilities

Response Rates

Number of Responses and Response Rates

A total of 3,022 surveys were included in this report. However, not every respondent answered every question, so we provide a 'Number of Responses' (N) figure for each state on each question.

Surveys were considered invalid (but included in denominator when calculating the response rate in the table below) if no questions were answered.

Surveys were deleted from the dataset and not considered eligible for the survey if:

- The provider agency reported that it did not provide any of the targeted service types.
- The provider agency reported that it did not employ DSPs.
- The provider agency was state-operated (DSP's were state employees); the state determined the wages.

Table 1: Sample Sizes

	Valid responses	Total # of provider agencies who received the survey	Response rate	# Responses needed to reach 95% confidence level and 5% margin of error [^]	Meets 95% confidence level and 5% margin of error?	Margin of error for sample size based on valid responses (assuming 50% response distribution) [^]
AL	45	143	31.5%	105		12.14%
AZ	108	291	37.1%	166		7.49%
CT	29	182	15.9%	125		16.7%
DC	81	101	80.2%	81	YES	4.87%
GA	184	301	61.1%	170	YES	4.51%
HI*	17	23	73.9%			
IL	215	261	82.4%	156	YES	2.81%
IN	98	100	98.0%	80	YES	1.41%
MD	88	176	50.0%	121		7.41%
MO*	116	181	64.1%			
NE	41	52	78.8%	46		7.11%
NY	280	354	79.1%	185	YES	2.68%
OH-HCBS	1104	1206	91.6%	292	YES	0.85%
OH-ICF	99	99	100.0%	79	YES	0.00%
OR	107	145	73.8%	106	YES	4.87%
PA	115	656	17.5%	243		8.31%
SC	42	47	89.4%	42	YES	4.99%
SD	19	19	100.0%	19	YES	0.00%
TN*	114	155	73.5%			
TX*	39	138	28.3%			
UT	66	74	89.2%	63	YES	3.99%
VT	15	15	100.0%	15	YES	0.00%
TOTAL	3022	4719	AVG: 68.8%			

* States were instructed to provide NCI with a list of all provider agencies in the state providing direct support to adults with IDD. These states did not provide NCI with the email addresses of all provider agencies providing direct support to adults with IDD in the state. See [Appendix B](#) for sampling information.

[^] Calculated using <http://www.raosoft.com/samplesize.html>

Characteristics of Responding Agencies

The majority of responding provider agencies provide direct support exclusively to adults with intellectual and developmental disabilities (58.3%). Among those that also provide supports to other populations, most were able to report out separately on DSPs who worked with adults with IDD.⁴

Table 2: Does your agency ONLY support adults with intellectual/developmental disabilities?

	Yes	No	N
AL	75.6%	24.4%	45
AZ	43.5%	56.5%	108
CT	62.1%	37.9%	29
DC	83.5%	16.5%	79
GA	77.7%	22.3%	184
HI	29.4%	70.6%	17
IL	66.2%	33.8%	213
IN	43.9%	56.1%	98
MD	73.9%	26.1%	88
MO	66.4%	33.6%	116
NE	40.0%	60.0%	40
NY	30.4%	69.6%	280
OH-HCBS	64.2%	35.8%	1100
OH-ICF	64.6%	35.4%	99
OR	68.2%	31.8%	107
PA	47.8%	52.2%	115
SC	59.5%	40.5%	42
SD	68.4%	31.6%	19
TN	76.1%	23.9%	113
TX	64.1%	35.9%	39
UT	56.1%	43.9%	66
VT	20.0%	80.0%	15
NCI Average	58.3%	41.7%	Total: 3012

⁴ If an agency was able to report separately on the DSPs providing support to adults with IDD, they were instructed to report on that population for the remainder of the survey. If an agency was unable to report separately on the DSP workforce working with adults with IDD, they were asked to continue with the survey and report on all DSPs.

Table 3: If your agency also provides supports to other populations, can you isolate out and report separately on the wage information, vacancy rates, benefits of DSPs who work exclusively with adults with IDD?

	Yes	No	N
AL	90.0%	10.0%	10
AZ	58.2%	41.8%	55
CT	72.7%	27.3%	11
DC	66.7%	33.3%	12
GA	68.4%	31.6%	38
HI	66.7%	33.3%	12
IL	87.0%	13.0%	69
IN	54.9%	45.1%	51
MD	82.6%	17.4%	23
MO	54.3%	45.7%	35
NE	37.5%	62.5%	24
NY	66.8%	33.2%	190
OH-HCBS	55.0%	45.0%	371
OH-ICF	38.2%	61.8%	34
OR	71.9%	28.1%	32
PA	69.6%	30.4%	56
SC	81.3%	18.8%	16
SD	50.0%	50.0%	6
TN	54.2%	45.8%	24
TX	46.2%	53.8%	13
UT	57.1%	42.9%	28
VT	66.7%	33.3%	12
NCI Average	63.4%	36.6%	Total: 1122

Table 4: Size of Provider Agencies (Based on Number of DSPs)

	1-20 DSPs	21-40 DSPs	41-60 DSPs	61+ DSPs	Mean # of DSPs employed by agencies per state	Std. Deviation	Median # of DSPs	N
AL	44.4%	13.3%	15.6%	26.7%	56.84	79.359	21.00	45
AZ	35.2%	19.4%	7.4%	38.0%	120.18	259.921	35.00	108
CT	37.9%	10.3%	3.4%	48.3%	144.47	293.560	61.00	30
DC	40.7%	17.3%	7.4%	34.6%	67.73	80.260	30.00	81
GA	56.0%	20.7%	5.4%	17.9%	36.23	62.371	16.50	184
HI	35.3%	5.9%	11.8%	47.1%	74.82	94.858	55.00	17
IL	32.1%	20.0%	11.2%	36.7%	72.96	95.468	37.00	215
IN	20.4%	11.2%	12.2%	56.1%	162.61	329.406	77.00	98
MD	14.8%	11.4%	5.7%	68.2%	143.86	148.537	96.00	88
MO	31.0%	18.1%	12.9%	37.9%	86.46	151.239	44.00	116
NE	24.4%	22.0%	7.3%	46.3%	92.37	115.189	42.00	41
NY	18.2%	8.2%	6.4%	67.1%	214.01	301.370	112.50	280
OH-HCBS	62.3%	16.6%	6.6%	14.5%	35.63	77.300	12.00	1104
OH-ICF	19.2%	20.2%	15.2%	45.5%	109.99	154.336	51.00	99
OR	43.9%	17.8%	9.3%	29.0%	66.28	100.624	27.00	107
PA	33.9%	16.5%	10.4%	39.1%	132.70	223.841	40.00	115
SC	4.8%	14.3%	7.1%	73.8%	139.26	114.634	104.00	42
SD	5.3%	0.0%	21.1%	73.7%	124.42	106.180	106.00	19
TN	28.9%	5.3%	7.9%	57.9%	115.60	167.974	74.00	114
TX	38.5%	10.3%	10.3%	41.0%	90.79	116.198	51.00	39
UT	53.0%	19.7%	6.1%	21.2%	67.86	178.601	18.50	66
VT	0.0%	20.0%	20.0%	60.0%	100.67	83.921	83.00	15
NCI Average	30.9%	14.5%	10.0%	44.6%	102.5		54.3	Total: 3022



How to read Table 4: Size of Provider Agencies (Based on Number of DSPs)

Let's look at **Washington DC** (DC):

- In DC, of the 81 agencies that responded to this question (as seen in the column labeled “N”), 40.7% report employing between 1-20 DSPs. 17.3% report employing between 21-40 DSPs, etc.
- The mean (average) number of DSPs employed by the 81 responding agencies in DC is 67.73, while the median is 30.00 (see page 5 for a description of “mean” and “median.”)
- The NCI Average is the average of all state percentages, not the average of all agencies’ responses.

Types of Supports Provided

Of the respondents to the survey, 70.7% reported providing residential supports—supports provided to a person who is living outside of the family home. This can include 24-hour supports such as a group home or ICF/ID. It can also include people living in supported housing or supported living getting less than 24 hours of support (if the provider agency owns the residential setting or operates the lease).

Residential Supports

Table 5: Does your agency provide residential supports to adults with IDD?

	Yes	No	N
AL	82.2%	17.8%	45
AZ	36.1%	63.9%	108
CT	65.5%	34.5%	29
DC	66.7%	33.3%	81
GA	65.8%	34.2%	184
HI	23.5%	76.5%	17
IL	81.9%	18.1%	215
IN	73.5%	26.5%	98
MD	73.9%	26.1%	88
MO	81.0%	19.0%	116
NE	87.8%	12.2%	41
NY	67.5%	32.5%	280
OH-HCBS	43.4%	56.6%	1103
OH-ICF	99.0%	1.0%	99
OR	58.5%	41.5%	106
PA	55.7%	44.3%	115
SC	95.2%	4.8%	42
SD	100.0%	0.0%	19
TN	85.0%	15.0%	113
TX	74.4%	25.6%	39
UT	51.5%	48.5%	66
VT	86.7%	13.3%	15
NCI Average	70.7%	29.3%	Total: 3019

Table 6: Residential Services: Breakout by State and Type*

	Community-based 24-hr residential supports and services (e.g., group home, supported living arrangement, supervised living facility)—not including nursing home, ICF			Less than 24-hr residential supports (agency owns home or operates lease)	Foster Care/Host Home (agency owns home or operates lease)	Other residential supports	24-hour residential supports and services in a private institution, ICF-IID			N
	1-3 Residents (or agency-operated apartment)	4-6 Residents	7-15 Residents				4-6 Residents	7-15 Residents	16+ Residents	
AL	48.6%	35.1%	40.5%	5.4%	2.7%	5.4%	5.4%	10.8%	10.8%	37
AZ	51.3%	35.9%	15.4%	33.3%	12.8%	12.8%	10.3%	2.6%	5.1%	39
CT	57.9%	52.6%	26.3%	63.2%	5.3%	10.5%	10.5%	5.3%	15.8%	19
DC	59.3%	16.7%	25.9%	38.9%	14.8%	0.0%	16.7%	5.6%	11.1%	54
GA	41.3%	38.8%	25.6%^	18.2%	15.7%	2.5%	0.0%**	0.0%**	0.0%**	121
HI	50.0%	75.0%	0.0%	25.0%	0.0%	50.0%	25.0%	0.0%	0.0%	4
IL	27.8%	56.8%	59.7%	25.6%	5.7%	4.0%	11.4%	10.2%	20.5%	176
IN	68.1%	33.3%	27.8%	66.7%	6.9%	2.8%	16.7%	22.2%	6.9%	72
MD	83.1%	50.8%	18.5%	36.9%	6.2%	1.5%	6.2%	0.0%	3.1%	65
MO	44.7%	40.4%	33.0%	23.4%	9.6%	1.1%	6.4%	4.3%	7.4%	94
NE	55.6%	25.0%	25.0%	63.9%	41.7%	5.6%	13.9%	2.8%	5.6%	36
NY	46.0%	73.0%	68.8%	52.9%	4.2%	10.6%	22.8%	35.4%	19.0%	189
OH-HCBS	52.2%	28.2%	22.1%	40.7%	12.1%	4.0%	10.9%***	7.9%***	6.3%***	479
OH-ICF	18.4%***	24.5%***	12.2%***	18.4%***	2.0%***	0.0%	27.6%	43.9%	59.2%	98
OR	48.4%	50.0%	25.8%	41.9%	3.2%	3.2%	0.0%**	0.0%**	0.0%**	62
PA	68.8%	54.7%	17.2%	28.1%	18.8%	1.6%	14.1%	14.1%	12.5%	64
SC	37.5%	70.0%	30.0%	40.0%	2.5%	7.5%	7.5%	42.5%	12.5%	40
SD	42.1%	63.2%	100.0%	63.2%	0.0%	5.3%	0.0%	0.0%	0.0%**	19
TN	56.3%	12.5%	39.6%	35.4%	4.2%	7.3%	11.5%	7.3%	14.6%	96
TX	48.3%	48.3%	6.9%	13.8%	41.4%	3.4%	37.9%	20.7%	3.4%	29
UT	70.6%	35.3%	14.7%	50.0%	29.4%	0.0%	0.0%	0.0%	0.0%	34
VT	69.2%	53.8%	0.0%**	69.2%	38.5%	15.4%	7.7%**	0.0%	0.0%**	13
NCI Average	52.1%	44.3%	28.9%	38.8%	12.6%	7.0%	11.9%	10.7%	9.7%	Total: 1840

* Not all those who reported providing residential supports specified the type of residential supports provided.

**Percentages edited to reflect services provided in the state.

***Ohio has a number of agencies that provide both ICF- and Waiver-funded services. Some of these agencies were unable to differentiate between ICF- and Waiver-funded services for this survey.

^State policy does not pay for waiver services in community settings over 7 people.

In-Home Supports

Of the provider agencies that responded to the survey, 58.6% provide In-Home Supports—supports provided to a person in their home (only if their home is not owned or leased by the provider agency).

Table 7: Does your agency provide in-home supports to individuals in their family home?

	Yes	No	Total
AL	40.0%	60.0%	45
AZ	62.6%	37.4%	107
CT	44.8%	55.2%	29
DC	44.4%	55.6%	81
GA	46.4%	53.6%	183
HI	76.5%	23.5%	17
IL	36.9%	63.1%	214
IN	82.3%	17.7%	96
MD	62.8%	37.2%	86
MO	44.8%	55.2%	116
NE	80.5%	19.5%	41
NY	63.2%	36.8%	280
OH-HCBS	68.8%	31.2%	1101
OH-ICF	21.4%*	78.6%	98
OR	41.3%	58.7%	104
PA	55.7%	44.3%	115
SC	47.6%	52.4%	42
SD	68.4%	31.6%	19
TN	68.8%	31.3%	112
TX	84.6%	15.4%	39
UT	54.5%	45.5%	66
VT	93.3%	6.7%	15
NCI Average	58.6%	41.4%	Total: 3006

*Ohio has a number of agencies that provide both ICF- and Waiver-funded services. Some of these agencies were unable to differentiate between ICF- and Waiver-funded services for this survey.

Table 8: In-Home Supports: Breakout by State and Type

	Homemaker Services	Personal Care Services	In-Home Habilitation /Supported Living (home is not owned or leased by agency)	Family Support	Foster Care/Host Home (home is not owned or leased by agency)	Other	N
AL	5.6%	88.9%	5.6%	0.0%	0.0%	0.0%	18
AZ	34.3%	76.1%	91.0%	25.4%	11.9%	17.9%	67
CT	7.7%	61.5%	84.6%	15.4%	23.1%	38.5%	13
DC	11.1%	33.3%	86.1%	11.1%	13.9%	2.8%	36
GA	21.2%	78.8%	37.6%	27.1%	27.1%	12.9%	85
HI	38.5%	69.2%	76.9%	15.4%	15.4%	30.8%	13
IL	12.7%	43.0%	53.2%	35.4%	10.1%	26.6%	79
IN	20.3%	48.1%	83.5%	55.7%	15.2%	7.6%	79
MD	9.3%	61.1%	68.5%	31.5%	16.7%	16.7%	54
MO	7.7%	71.2%	44.2%	5.8%	11.5%	13.5%	52
NE	6.1%	12.1%	93.9%	6.1%	57.6%	0.0%	33
NY	5.1%	10.7%	81.4%	52.5%	2.8%	18.6%	177
OH-HCBS	92.1%	88.5%	29.0%	11.2%	9.2%	4.0%	758
OH-ICF	90.5%*	71.4%*	57.1%*	4.8%*	4.8%*	4.8%*	21
OR	30.2%	72.1%	79.1%	14.0%	0.0%	7.0%	43
PA	23.4%	29.7%	78.1%	6.3%	26.6%	15.6%	64
SC	5.0%	30.0%	45.0%	55.0%	20.0%	20.0%	20
SD	15.4%	23.1%	76.9%	30.8%	7.7%	15.4%	13
TN	22.1%	83.1%	46.8%	14.3%	6.5%	14.3%	77
TX	6.1%	39.4%	75.8%	9.1%	84.8%	18.2%	33
UT	33.3%	30.6%	80.6%	30.6%	30.6%	11.1%	36
VT	0.0%	57.1%	92.9%	35.7%	35.7%	7.1%	14
NCI Average	22.6%	53.6%	66.7%	22.4%	19.6%	13.8%	Total: 1785

*Ohio has a number of agencies that provide both ICF- and Waiver-funded services. Some of these agencies were unable to differentiate between ICF- and Waiver-funded services for this survey.

Non-Residential Supports

Of the provider agencies that responded to the survey, 75.4% provide non-residential supports and services outside of the home.

Non-residential supports can include:

- Day programs and community support programs (supports provided outside an individual's home such as adult day program services and community supports)
- Job or vocational services (supports to help individuals who are looking for work or on the job for which they are paid, e.g., work supports)

Table 9: Does your agency provide non-residential supports and services outside of the home?

	Yes	No	N
AL	62.2%	37.8%	45
AZ	60.4%	39.6%	106
CT	79.3%	20.7%	29
DC	45.7%	54.3%	81
GA	67.4%	32.6%	184
HI	82.4%	17.6%	17
IL	64.0%	36.0%	214
IN	88.8%	11.2%	98
MD	85.2%	14.8%	88
MO	52.6%	47.4%	114
NE	90.2%	9.8%	41
NY	92.9%	7.1%	280
OH-HCBS	50.5%	49.5%	1102
OH-ICF	49.0%	51.0%	96
OR	76.4%	23.6%	106
PA	72.2%	27.8%	115
SC	90.5%	9.5%	42
SD	100.0%	0.0%	19
TN	80.0%	20.0%	110
TX	82.1%	17.9%	39
UT	86.2%	13.8%	65
VT	100.0%	0.0%	15
NCI Average	75.4%	24.6%	Total: 3006

Of those providing non-residential supports, the following table presents the percentages that provide each type. These categories are not mutually exclusive.

Table 10: Non-residential Supports: Breakout by State and Type

	Community-based supported employment (individual or group/enclave)	Community-based non-work, such as “community integration” or “community participation”	Community-based job training (individual is unpaid)	Facility-based employment, such as a sheltered workshop in which the person with IDD gets paid	Facility-based non-work, such as a day program or day training	Other	N
AL	50.0%	50.0%	17.9%	14.3%	85.7%	0.0%	28
AZ	48.4%	35.9%	18.8%	20.3%	78.1%	3.1%	64
CT	73.9%	73.9%	52.2%	21.7%	78.3%	17.4%	23
DC	51.4%	81.1%	29.7%	0.0%*	54.1%	10.8%	37
GA	58.9%	79.0%	29.8%	23.4%	64.5%	3.2%	124
HI	35.7%	71.4%	35.7%	21.4%	50.0%	21.4%	14
IL	53.3%	54.0%	27.7%	67.2%	85.4%	5.8%	137
IN	51.7%	78.2%	31.0%	40.2%	69.0%	2.3%	87
MD	77.3%	82.7%	49.3%	33.3%	62.7%	2.7%	75
MO	43.3%	75.0%	23.3%	20.0%	58.3%	6.7%	60
NE	86.5%	78.4%	59.5%	54.1%	67.6%	0.0%	37
NY	59.6%	67.7%	41.9%	24.2%	64.6%	16.5%	260
OH-HCBS	42.7%	57.3%	22.3%	37.0%	67.5%	6.1%	557
OH-ICF	38.3%	46.8%	29.8%	51.1%	83.0%	4.3%	47
OR	72.8%	80.2%	40.7%	38.3%	48.1%	8.6%	81
PA	41.0%	54.2%	21.7%	31.3%	62.7%	12.0%	83
SC	78.9%	60.5%	31.6%	86.8%	89.5%	2.6%	38
SD	94.7%	89.5%	57.9%	89.5%	100.0%	5.3%	19
TN	65.9%	80.7%	21.6%	19.3%	36.4%	5.7%	88
TX	43.8%	59.4%	25.0%	34.4%	87.5%	9.4%	32
UT	64.3%	53.6%	23.2%	21.4%	57.1%	1.8%	56
VT	100.0%	100.0%	33.3%	0.0%*	26.7%	6.7%	15
NCI Average	60.6%	68.6%	32.9%	34.1%	67.1%	6.9%	Total: 1962

*Percentage edited to reflect services provided in VT and DC.

Numbers of Adults with IDD Supported

Responding agencies provided **residential supports** to 99,673 adults with IDD.



How to read Tables 11, 12 and 13: Numbers Served: Size and Total of Populations Served with Residential, In-Home and Non-Residential supports

- For example, let's look at Table 11 and refer to **Washington DC** (DC):
 - 51 agencies from DC responded to this question, as seen in the column labeled "N."
 - Of the 51 agencies in DC that reported providing residential supports and responded to this question, 45.1% reported providing residential supports to 1-10 adults with IDD. Of those same 51 agencies that reported providing residential supports, 9.8% reported providing residential supports to 11-20 adults with IDD, etc.
 - 27.88 is the mean (average) number of adults with IDD receiving residential supports from the 51 responding agencies, while the median is 18.00. (See page 5 for a description of "mean" and "median.")
 - The 51 provider agencies in DC who responded to this question together provided residential supports to 1,422 adults with IDD.

Table 11: Numbers Served: Size and Total of Populations Served With Residential Supports

	Serve 1-10 Adults with IDD	Serve 11-20 Adults with IDD	Serve 21-50 Adults with IDD	Serve 51-99 Adults with IDD	Serve 100+ Adults with IDD	Mean # adults with IDD served by responding provider agencies*	Std. Deviation	Median # adults with IDD served by responding provider agencies*	Total # adults with IDD served by responding provider agencies*	N
AL	38.2%	26.5%	17.6%	14.7%	2.9%	29.47	52.743	15.00	1002	34
AZ	42.9%	22.9%	8.6%	14.3%	11.4%	34.74	47.311	13.00	1216	35
CT	26.3%	5.3%	26.3%	21.1%	21.1%	61.95	64.711	40.00	1177	19
DC	45.1%	9.8%	21.6%	23.5%	0.0%	27.88	27.732	18.00	1422	51
GA	55.6%	21.4%	17.1%	3.4%	2.6%	21.44	55.809	8.00	2508	117
HI	50.0%	0.0%	25.0%	0.0%	25.0%	44.50	55.525	27.50	178	4
IL	19.0%	18.5%	20.2%	17.9%	24.4%	75.88	98.939	36.50	12748	168
IN	14.9%	10.4%	26.9%	22.4%	25.4%	93.16	189.307	48.00	6242	67
MD	11.3%	8.1%	32.3%	22.6%	25.8%	74.94	75.072	46.50	4646	62
MO	27.5%	24.2%	30.8%	8.8%	8.8%	40.34	65.698	19.00	3671	91
NE	20.6%	23.5%	26.5%	14.7%	14.7%	65.29	118.108	25.00	2220	34
NY	6.8%	7.3%	14.7%	27.1%	44.1%	128.45	158.354	88.00	22735	177
OH-HCBS	53.7%	15.0%	17.9%	7.8%	5.6%	27.02	58.175	9.00	12080	447
OH-ICF	10.6%	11.7%	39.4%	22.3%	16.0%	64.91	82.945	40.00	6102	94
OR	21.3%	18.0%	32.8%	19.7%	8.2%	41.28	41.612	30.00	2518	61
PA	14.3%	15.9%	27.0%	12.7%	30.2%	89.19	138.245	38.00	5619	63
SC	0.0%	13.5%	21.6%	29.7%	35.1%	91.16	71.277	69.00	3373	37
SD	0.0%	5.6%	11.1%	38.9%	44.4%	99.83	61.489	91.00	1797	18
TN	23.6%	16.9%	36.0%	12.4%	11.2%	44.75	57.627	29.00	3983	89
TX	25.0%	10.7%	28.6%	14.3%	21.4%	58.18	63.246	34.00	1629	28
UT	51.5%	0.0%	24.2%	9.1%	15.2%	48.79	98.571	7.00	1610	33
VT	18.2%	18.2%	18.2%	0.0%	45.5%	108.82	123.758	49.00	1197	11
NCI Average	26.2%	13.8%	23.8%	16.2%	19.9%	62.36		35.48	99673	1740

*receiving residential supports

Responding agencies provided **in-home supports** to a total of 59,863 adults with IDD.

Table 12: Numbers Served: Size and Total of Populations Served With In-Home Supports

	Serve 1-10 Adults with IDD	Serve 11-20 Adults with IDD	Serve 21-50 Adults with IDD	Serve 51-99 Adults with IDD	Serve 100+ Adults with IDD	Mean # adults with IDD served by responding provider agencies*	Std. Deviation	Median # adults with IDD served by responding provider agencies*	Total # adults with IDD served by responding provider agencies*	N
AL	87.5%	12.5%	0.0%	0.0%	0.0%	5.38	5.702	3.00	86	16
AZ	38.6%	14.0%	14.0%	14.0%	19.3%	78.86	147.621	20.00	4495	57
CT	61.5%	7.7%	15.4%	15.4%	0.0%	20.92	27.226	8.00	272	13
DC	67.6%	14.7%	11.8%	5.9%	0.0%	13.32	19.984	7.00	453	34
GA	53.7%	15.9%	19.5%	7.3%	3.7%	26.12	54.666	9.50	2142	82
HI	63.6%	9.1%	9.1%	18.2%	0.0%	20.64	27.926	6.00	227	11
IL	35.5%	14.5%	21.1%	11.8%	17.1%	62.88	139.079	20.50	4779	76
IN	24.3%	16.2%	20.3%	17.6%	21.6%	81.88	204.983	30.00	6059	74
MD	30.6%	8.2%	36.7%	16.3%	8.2%	39.45	41.224	30.00	1933	49
MO	56.0%	8.0%	20.0%	12.0%	4.0%	25.92	40.704	9.00	1296	50
NE	35.5%	16.1%	45.2%	3.2%	0.0%	20.97	15.846	19.00	650	31
NY	22.3%	11.5%	20.4%	21.0%	24.8%	81.25	118.365	45.00	12757	157
OH-HCBS	70.9%	10.9%	12.3%	3.6%	2.2%	16.44	47.604	5.00	11735	714
OH-ICF	35.0%	5.0%	15.0%	25.0%	20.0%	84.35	133.276	35.00	1687	20
OR	57.5%	15.0%	17.5%	10.0%	0.0%	18.20	22.681	8.00	728	40
PA	36.5%	22.2%	15.9%	7.9%	17.5%	44.02	59.973	15.00	2773	63
SC	40.0%	10.0%	20.0%	10.0%	20.0%	78.25	146.994	19.50	1565	20
SD	41.7%	8.3%	16.7%	25.0%	8.3%	51.33	81.332	16.50	616	12
TN	61.6%	12.3%	16.4%	6.8%	2.7%	17.56	28.674	6.00	1282	73
TX	28.1%	15.6%	12.5%	25.0%	18.8%	68.13	86.965	46.50	2180	32
UT	44.1%	20.6%	26.5%	5.9%	2.9%	28.03	61.196	14.50	953	34
VT	30.8%	0.0%	23.1%	15.4%	30.8%	91.92	115.767	50.00	1195	13
NCI Average	46.5%	12.2%	18.6%	12.6%	10.1%	44.36		19.23	59863	1671

*Receiving in-home supports

Responding agencies provided **non-residential supports** to a total of 201,226 adults with IDD.

Table 13: Numbers Served: Size and Total of Populations Served With Non-Residential Supports

	Serve 1-10 Adults with IDD	Serve 11-20 Adults with IDD	Serve 21-50 Adults with IDD	Serve 51-99 Adults with IDD	Serve 100+ Adults with IDD	Mean # adults with IDD served by responding provider agencies*	Std. Deviation	Median # adults with IDD served by responding provider agencies*	Total # adults with IDD served by responding provider agencies*	N
AL	21.4%	7.1%	17.9%	32.1%	21.4%	70.86	83.537	52.50	1984	28
AZ	15.3%	13.6%	30.5%	20.3%	20.3%	95.19	261.185	41.00	5616	59
CT	4.5%	27.3%	27.3%	22.7%	18.2%	95.55	199.709	35.50	2102	22
DC	24.2%	24.2%	18.2%	21.2%	12.1%	43.91	44.701	23.00	1449	33
GA	21.0%	20.2%	16.0%	17.6%	25.2%	84.44	161.132	35.00	10048	119
HI	27.3%	0.0%	27.3%	18.2%	27.3%	80.82	97.355	50.00	889	11
IL	7.9%	8.7%	17.5%	26.2%	39.7%	131.28	150.352	83.00	16541	126
IN	9.9%	13.6%	14.8%	19.8%	42.0%	145.68	175.040	75.00	11800	81
MD	17.1%	14.3%	10.0%	20.0%	38.6%	122.10	152.762	75.00	8547	70
MO	14.0%	10.5%	38.6%	15.8%	21.1%	102.51	170.439	38.00	5843	57
NE	17.6%	14.7%	23.5%	17.6%	26.5%	85.82	130.548	41.50	2918	34
NY	8.9%	9.3%	18.2%	14.8%	48.7%	264.48	983.996	92.00	62418	236
OH-HCBS	37.3%	13.6%	20.4%	10.9%	17.9%	65.97	148.302	20.00	33976	515
OH-ICF	9.3%	7.0%	39.5%	18.6%	25.6%	95.65	134.597	48.00	4113	43
OR	9.1%	19.5%	27.3%	22.1%	22.1%	82.39	169.864	41.00	6344	77
PA	13.2%	11.8%	19.7%	18.4%	36.8%	92.54	98.353	58.50	7033	76
SC	2.8%	5.6%	16.7%	11.1%	63.9%	145.06	121.401	127.00	5222	36
SD	11.8%	11.8%	23.5%	17.6%	35.3%	98.06	128.465	70.00	1667	17
TN	37.5%	10.0%	25.0%	16.3%	11.3%	43.28	59.388	22.00	3462	80
TX	25.0%	9.4%	12.5%	12.5%	40.6%	104.47	105.316	65.50	3343	32
UT	26.9%	23.1%	13.5%	7.7%	28.8%	69.65	100.445	21.00	3622	52
VT	0.0%	0.0%	7.1%	42.9%	50.0%	163.50	163.552	103.50	2289	14
NCI Average	16.5%	12.5%	21.1%	19.3%	30.6%	103.78		55.36	201226	1818

*Receiving non-residential supports

Of the provider agencies that responded to the survey, 47.4% provided respite services.

Respite

Table 14: Does your agency provide respite services?

	Yes	No	N
AL	34.9%	65.1%	43
AZ	71.8%	28.2%	103
CT	46.4%	53.6%	28
DC	46.8%	53.2%	79
GA	18.1%	81.9%	182
HI	43.8%	56.3%	16
IL	16.4%	83.6%	213
IN	82.7%	17.3%	98
MD	55.2%	44.8%	87
MO	33.3%	66.7%	114
NE	47.5%	52.5%	40
NY	67.7%	32.3%	279
OH-HCBS	34.8%	65.2%	1078
OH-ICF	52.6%	47.4%	97
OR	16.3%	83.7%	104
PA	50.0%	50.0%	114
SC	63.4%	36.6%	41
SD	27.8%	72.2%	18
TN	65.1%	34.9%	109
TX	66.7%	33.3%	39
UT	45.3%	54.7%	64
VT	57.1%	42.9%	14
NCI Average	47.4%	52.6%	Total: 2960

Agency Characteristics

Agencies that Distinguish Between Full-Time and Part-Time DSP Positions

This table demonstrates the percentage of provider agencies that differentiate between positions that are full time and positions that are part time.

Table 15: Does your agency distinguish between full-time and part-time positions?

	Yes	No	N
AL	86.4%	13.6%	44
AZ	75.5%	24.5%	106
CT	93.1%	6.9%	29
DC	81.3%	18.8%	80
GA	72.5%	27.5%	182
HI	94.1%	5.9%	17
IL	89.2%	10.8%	212
IN	93.9%	6.1%	98
MD	98.9%	1.1%	87
MO	86.0%	14.0%	114
NE	92.7%	7.3%	41
NY	98.2%	1.8%	279
OH-HCBS	67.2%	32.8%	1096
OH-ICF	100.0%	0.0%	98
OR	83.0%	17.0%	106
PA	81.6%	18.4%	114
SC	95.2%	4.8%	42
SD	100.0%	0.0%	19
TN	85.5%	14.5%	110
TX	84.6%	15.4%	39
UT	72.7%	27.3%	66
VT	100.0%	0.0%	15
NCI Average	87.8%	12.2%	Total: 2994

Turnover Rates



How to read Table 16: Turnover Rates for DSPs in 2016 (as of Dec. 31, 2016)

For example, let's look at Table 16 and refer to **Washington DC (DC)**:

- A different number of agencies responded to each of the two questions that make up this table. The number of responding agencies to each question is represented in the columns labeled "N."
- As of December 31, 2016, the agencies from DC who responded to the questions included in this table had a total of 5,486 DSPs on payroll.
- As of December 31, 2016, the agencies from DC who responded to the questions included in this table had a total of 1,322 DSPs that had left (separated from) their agency in the past 12 months.
- This results in a turnover rate of 24.1% (1,322 divided by 5,486) as of December 31, 2016
- The final column demonstrates the 2016 average annual unemployment rate in DC: 6.0%

Table 16: Turnover Rates for DSPs in 2016 (as of Dec. 31, 2016)

	# DSPs on Payroll as of 12/31/16*	N	# DSPs Separated in Last 12 Months**	N	Statewide Turnover Rate***	2016 annual average unemployment rate^
AL	2558	45	1201	42	47.0%	6.0%
AZ	12979	108	6396	106	49.3%	5.3%
CT	2744	29	865	29	31.5%	5.1%
DC	5486	81	1322	79	24.1%	6.0%
GA	6666	184	2958	176	44.4%	5.4%
HI	1272	17	381	17	30.0%	3.0%
IL	15686	215	7770	211	49.5%	5.9%
IN	15936	98	7164	95	45.0%	4.4%
MD	12660	88	4290	85	33.9%	4.3%
MO	10029	116	6053	111	60.4%	4.5%
NE	3787	41	1975	41	52.2%	3.2%
NY	59922	280	18694	276	31.2%	4.8%
OH-HCBS	39336	1104	19977	1082	50.8%	4.9%
OH-ICF	10889	99	7521	95	69.1%	4.9%
OR	7092	107	4219	104	59.5%	4.9%
PA	15260	115	5842	112	38.3%	5.4%
SC	5849	42	2155	42	36.8%	4.8%
SD	2364	19	1171	19	49.5%	2.8%
TN	13178	114	6729	111	51.1%	4.8%
TX	3541	39	1680	39	47.4%	4.6%
UT	4479	66	3077	66	68.7%	3.4%
VT	1510	15	491	15	32.5%	3.3%
Total	253223	3022	111931	2953	NCI AVG: 45.5%	US rate: 4.9%

The turnover rate = number of DSPs separated in last 12 months / number of DSPs on payroll as of December 31, 2016. <https://www.medicaid.gov/medicaid/ltss/downloads/workforce/monitoring-dsw.pdf>. This is a point-in-time turnover rate.

*This number may differ from the table titled “Tenure Among DSPs Employed as of Dec. 31, 2016” because that table only includes those agencies that also reported on length of employment of current employees. ** This number may differ from the table titled “Tenure Among Separated DSP Employees (Left Between Jan. 1, 2016 and Dec. 31, 2016)” because that table only includes those agencies that also reported on length of employment of separated employees. ***Not all agencies that reported a total number of DSPs on payroll also reported on the # of DSPs separated in last 12 months. As a result, the two Ns (numbers of responding agencies) in this table may differ. If the Ns differ, the Statewide Turnover Rate reported here may be slightly lower than the actual Statewide Turnover Rate in the state. ^ <https://www.bls.gov/lau/lastrk16.htm>

Tenure (Length of Employment) of DSPs

Table 17: Tenure Among DSPs Employed as of Dec. 31, 2016*

	Total # DSPs employed as of 12/31/16	N	DSPs on staff employed for < 6 months	DSPs on staff employed for 6-12 months	DSPs on staff employed for 12+ months
AL	2357	39	17.9%	17.7%	64.4%
AZ	12454	100	31.2%	15.8%	52.9%
CT	2345	27	11.9%	13.9%	74.2%
DC	4591	70	15.7%	17.1%	67.2%
GA	6243	164	17.6%	17.8%	64.6%
HI	1244	16	20.3%	23.3%	56.4%
IL	14517	199	17.9%	14.1%	68.0%
IN	15610	91	19.6%	17.3%	63.1%
MD	11788	81	14.2%	12.3%	73.5%
MO	9679	108	23.2%	15.3%	61.5%
NE	3331	37	16.5%	13.4%	70.0%
NY	58781	272	14.5%	13.9%	71.6%
OH-HCBS	37219	996	19.9%	18.3%	61.8%
OH-ICF	10812	97	19.8%	15.5%	64.7%
OR	6827	94	26.0%	18.0%	56.1%
PA	15094	109	15.4%	12.9%	71.6%
SC	5485	40	14.0%	11.3%	74.7%
SD	2364	19	20.2%	12.2%	67.6%
TN	12534	103	19.2%	18.0%	62.8%
TX	3504	35	21.5%	13.5%	65.1%
UT	4444	64	28.7%	21.0%	50.3%
VT	1510	15	14.5%	12.5%	73.0%
Total	242733	2776	AVG: 19.1%	AVG: 15.7%	AVG: 65.2%



How to read Table 17: Tenure Among DSPs Employed as of Dec. 31, 2016

For example, let's look at Table 17 and refer to **Washington DC (DC)**:

- This table only includes the 70 agencies in DC that provided information on **both** the total number of DSPs and the tenure of those DSPs; DC's N for this question is 70.
- As of December 31, 2016, the 70 DC agencies included in this table had 4,591 DSPs on payroll.
- Of those 4,591 DSPs on payroll,
 - 15.7% had been employed for less than 6 months
 - 17.1% had been employed for 6-12 months
 - 67.2% had been employed for over 12 months.

*New for 2016: This table only includes agencies that provided information on both the total number of DSPs and the tenure of employees.

Table 18: Tenure Among Separated DSP Employees (Left Between Jan. 1, 2016 and Dec. 31, 2016) *

	Total # DSPs separated from agency between 1/1/16 and 12/31/16	N	DSPs separating from employment who were employed < 6 months	DSPs separating from employment who were employed 6-12 months	DSPs separating from employment who were employed 12+ months
AL	1188	32	37.6%	24.8%	37.5%
AZ	6062	86	49.5%	19.0%	31.5%
CT	697	24	28.8%	21.8%	49.4%
DC	1263	56	26.3%	26.8%	46.9%
GA	2833	123	36.4%	20.0%	43.6%
HI	363	10	41.9%	23.4%	34.7%
IL	7397	182	46.4%	18.1%	35.5%
IN	7042	84	34.5%	24.6%	40.9%
MD	4055	75	24.7%	19.1%	56.2%
MO	5738	98	50.4%	20.7%	28.9%
NE	1829	35	41.0%	17.9%	41.1%
NY	18303	252	27.4%	19.3%	53.3%
OH-HCBS	19323	720	47.6%	21.0%	31.4%
OH-ICF	7511	91	49.6%	17.2%	33.2%
OR	4201	89	41.5%	23.7%	34.8%
PA	5827	89	32.0%	18.8%	49.2%
SC	2080	39	28.9%	17.9%	53.1%
SD	1171	19	41.6%	17.3%	41.1%
TN	6364	91	42.6%	24.7%	32.7%
TX	1678	30	38.6%	23.3%	38.1%
UT	3065	51	49.5%	22.8%	27.7%
VT	483	14	23.2%	20.5%	56.3%
Total	108473	2290	NCI AVERAGE: 38.2%	NCI AVERAGE: 21.0%	NCI AVERAGE: 40.8%



How to read Table 18: Tenure Among Separated DSP Employees (Left Between Jan. 1, 2016 and Dec. 31, 2016)

For example, let's look at Table 18 and refer to Washington DC (DC)

- This table only includes the 56 agencies in DC that provided information on both the total number of separated DSPs and the tenure of those separated DSPs
- Between 1/1/16 and 12/31/16, the 56 DC agencies included in this table had a total of 1,263 DSPs separate from their agencies.
- Of those 1,263 separated DSPs,
 - 26.3% had been employed for less than 6 months
 - 26.8% had been employed for 6-12 months
 - 46.9% had been employed for over 12 months.

*New for 2016: This table only includes agencies that provided information on both the total number of separated DSPs and the tenure of separated DSPs.

Vacancy Rates

Tables 19 and 20 include only those provider agencies that indicated they differentiated between full-time and part-time employees.



How to read Table 19 and 20: Full- and Part-time DSP Positions and Vacancy Rates (as of Dec. 31, 2016)

For example, let's look at Table 19 and refer to **Washington DC (DC)**:

- Tables 19 and 20 include only those provider agencies that indicated they differentiated between full-time and part-time employees.
- A different number of agencies responded to each of the three questions that make up this table. The number of responding agencies to each question is represented in the columns labeled "N."
- The responding agencies from DC reported employing a total of 3,528 full-time DSPs.
- They also reported that there were 164 full-time positions vacant.
- This adds up to 3,692 total full-time positions (filled positions and vacant positions together)
- This represents an 4.4% full-time vacancy rate (164 full-time position vacancies out of 3,692 full time positions)

Table 19: Full-time DSP Positions and Vacancy Rates (as of Dec. 31, 2016)

	# Full-Time DSPs Employed	N	# Full-Time Position Vacancies	N	Total # Full-Time DSP Positions	N	Statewide Full-Time Vacancy Rate*
AL	1697	38	155	38	1852	38	8.4%
AZ	4078	78	581	77	4659	79	12.5%
CT	1538	27	125	27	1663	27	7.5%
DC	3528	64	164	65	3692	65	4.4%
GA	3614	132	365	130	3979	132	9.2%
HI	284	15	14	13	298	15	4.7%
IL	10615	185	1809	182	12424	186	14.6%
IN	9844	90	1324	86	11168	90	11.9%
MD	7938	83	696	82	8634	83	8.1%
MO	6517	95	581	94	7098	95	8.2%
NE	2472	36	236	32	2708	37	8.7%
NY	36568	271	4848	267	41416	272	11.7%
OH-HCBS	19811	732	1896	720	21707	732	8.7%
OH-ICF	6802	97	960	95	7762	97	12.4%
OR	5076	85	631	82	5707	85	11.1%
PA	10340	92	1303	89	11643	92	11.2%
SC	4277	40	396	39	4673	40	8.5%
SD	1612	19	196	19	1808	19	10.8%
TN	6910	92	1137	91	8047	92	14.1%
TX	1943	33	262	32	2205	33	11.9%
UT	2119	48	197	47	2316	48	8.5%
VT	938	15	77	15	1015	15	7.6%
Total	148521	2367	17953	2322	166474	2372	NCI AVERAGE: 9.8%

*This is a point-in-time vacancy rate, not cumulative or an average across the year. Vacancy rates are calculated as follows: Vacant positions/total number of full-time direct support positions.

Table 20: Part-Time DSP Positions and Vacancy Rates (as of Dec. 31, 2016)

	# Part-time DSPs Employed	N	# Part-time Position Vacancies	N	Total # Part-time DSP Positions	N	Statewide Part-time Vacancy Rate*
AL	572	38	180	36	752	38	23.9%
AZ	6280	78	342	77	6622	79	5.2%
CT	965	27	165	27	1130	27	14.6%
DC	1281	63	214	64	1495	64	14.3%
GA	1826	132	348	129	2174	132	16.0%
HI	797	15	43	13	840	15	5.1%
IL	3424	183	1062	182	4486	184	23.7%
IN	5217	90	626	86	5843	90	10.7%
MD	4055	83	848	82	4903	83	17.3%
MO	2787	95	570	93	3357	95	17.0%
NE	761	36	80	32	841	37	9.5%
NY	19691	270	4331	264	24022	271	18.0%
OH-HCBS	11706	731	1791	711	13497	732	13.3%
OH-ICF	3724	97	1017	94	4741	97	21.5%
OR	1495	85	170	81	1665	85	10.2%
PA	3687	92	695	87	4382	92	15.9%
SC	1433	40	375	38	1808	40	20.7%
SD	594	19	229	18	823	19	27.8%
TN	2765	92	591	91	3356	92	17.6%
TX	747	33	98	32	845	33	11.6%
UT	2015	48	263	48	2278	48	11.5%
VT	472	15	78	15	550	15	14.2%
Total	76294	2362	14116	2300	90410	2368	NCI AVERAGE: 15.4%

*This is a point-in-time vacancy rate, not cumulative or an average across the year. Vacancy rates are calculated as follows: Vacant positions/total number of part-time direct support positions.

Wages

This section provides data on *hourly wages*⁵. The wage tables demonstrate the **average starting wage** (the average hourly wage paid to new DSPs), the **median starting wage**, as well as the **minimum** and **maximum starting hourly wages** as reported by provider agencies. The table also demonstrates the **average wage** (the average hourly wage paid to all DSPs regardless of how long they've been working), **median wage** and the **minimum** and **maximum hourly wages** as reported by provider agencies.

Please Note: In the calculation of average and median hourly wages, reported wages less than \$4 or greater than or equal to \$30/hour were excluded.

⁵ For all wage tables, we deleted all values of \$0, <\$4 and over \$30

Table 21: Average Hourly Wage - All DSPs

	State Minimum Wage ⁶	Avg. Hourly Wage	Std. Deviation	Median Hourly Wage	Minimum hourly wage	Maximum hourly wage	N
AL	\$7.25	\$9.53	1.74923	\$9.20	\$7.25	\$14.00	31
AZ	\$8.05	\$10.53	1.45087	\$10.25	\$8.50	\$17.72	75
CT	\$9.60	\$14.06	1.98704	\$13.85	\$11.43	\$18.50	24
DC	\$11.50	\$14.27	2.11654	\$13.86	\$11.80	\$25.00	59
GA	\$7.25	\$10.39	2.19995	\$10.00	\$7.50	\$23.68	122
HI	\$8.50	\$12.10	1.97601	\$12.50	\$8.50	\$15.17	12
IL	\$8.25	\$10.95	1.69754	\$10.68	\$8.25	\$19.77	175
IN	\$7.25	\$10.73	1.20125	\$10.60	\$8.10	\$14.00	85
MD	\$8.75	\$12.62	3.11125	\$11.90	\$9.50	\$25.31	70
MO	\$7.65	\$10.95	2.37187	\$10.52	\$8.29	\$22.00	86
NE	\$9.00	\$12.41	1.70014	\$11.92	\$10.42	\$19.00	39
NY	\$9.00	\$13.40	1.91925	\$13.04	\$9.96	\$22.02	239
OH-HCBS	\$8.10	\$11.16	2.42265	\$10.50	\$8.10	\$28.80	854
OH-ICF	\$8.10	\$11.18	1.68362	\$10.83	\$8.77	\$19.00	75
OR	\$9.75**	\$13.13	2.30394	\$12.33	\$9.50	\$20.00	80
PA	\$7.25	\$12.67	2.85004	\$12.00	\$8.25	\$25.00	87
SC	\$7.25	\$10.61	0.65518	\$10.40	\$9.95	\$12.58	31
SD	\$8.55	\$12.00	1.23299	\$11.92	\$10.09	\$14.43	19
TN	\$7.25	\$9.47	0.96437	\$9.33	\$7.95	\$12.57	97
TX	\$7.25	\$11.02	3.31584	\$10.00	\$8.00	\$20.00	31
UT	\$7.25	\$12.06	1.91398	\$11.76	\$9.00	\$18.62	56
VT	\$9.60	\$13.51	1.14417	\$13.59	\$12.01	\$16.44	14
	FEDERAL: \$7.25	NCI Avg.: \$11.76		NCI Avg.: \$11.41	NCI Avg.: \$9.14	NCI Avg.: \$19.26	Total: 2361

**In 2016 OR had two minimum wages: \$9.75/hour for those living in Portland Urban Growth Boundary (UGB); Nonurban areas had a \$9.50/hour minimum wage; and “other areas” were \$9.75/hour.

⁶ <https://www.dol.gov/whd/state/stateMinWageHis.htm>

Table 22: Average Hourly Wage – All DSPs (cont.)

	State Minimum Wage ⁷	Under Minimum Wage	Equal to Minimum Wage	0% - 20% Above Minimum Wage	21% - 40% Above Minimum Wage	41% - 60% Above Minimum Wage	61% - 80% Above Minimum Wage	81% - 100% Above Minimum Wage	100%+ Above Minimum Wage	N
AL	\$7.25	0.0%	6.5%	32.3%	32.3%	16.1%	6.5%	6.5%	0.0%	31
AZ	\$8.05	0.0%	0.0%	25.3%	52.0%	18.7%	1.3%	1.3%	1.3%	75
CT	\$9.60	0.0%	0.0%	4.2%	37.5%	33.3%	16.7%	8.3%	0.0%	24
DC	\$11.50	0.0%	0.0%	15.3%	79.7%	0.0%	0.0%	3.4%	1.7%	59
GA	\$7.25	0.0%	0.0%	16.4%	45.9%	18.9%	10.7%	3.3%	4.9%	122
HI	\$8.50	0.0%	8.3%	16.7%	16.7%	33.3%	25.0%	0.0%	0.0%	12
IL	\$8.25	0.0%	2.3%	21.7%	49.1%	18.3%	5.1%	1.7%	1.7%	175
IN	\$7.25	0.0%	0.0%	1.2%	34.1%	43.5%	14.1%	7.1%	0.0%	85
MD	\$8.75	0.0%	0.0%	17.1%	45.7%	21.4%	7.1%	2.9%	5.7%	70
MO	\$7.65	0.0%	0.0%	15.1%	40.7%	32.6%	3.5%	3.5%	4.7%	86
NE	\$9.00	0.0%	0.0%	2.6%	66.7%	17.9%	10.3%	0.0%	2.6%	39
NY	\$9.00	0.0%	0.0%	4.2%	33.1%	38.5%	17.6%	3.8%	2.9%	239
OH-HCBS	\$8.10	0.1%	0.1%	20.2%	48.8%	16.4%	6.7%	3.7%	4.0%	855
OH-ICF	\$8.10	0.0%	0.0%	12.0%	54.7%	21.3%	8.0%	1.3%	2.7%	75
OR	\$9.75**	1.3%	0.0%	26.3%	46.3%	10.0%	8.8%	5.0%	2.5%	80
PA	\$7.25	0.0%	0.0%	1.1%	8.0%	31.0%	33.3%	11.5%	14.9%	87
SC	\$7.25	0.0%	0.0%	0.0%	32.3%	61.3%	6.5%	0.0%	0.0%	31
SD	\$8.55	0.0%	0.0%	5.3%	47.4%	36.8%	10.5%	0.0%	0.0%	19
TN	\$7.25	0.0%	0.0%	21.6%	61.9%	12.4%	4.1%	0.0%	0.0%	97
TX	\$7.25	0.0%	0.0%	12.9%	54.8%	12.9%	3.2%	0.0%	16.1%	31
UT	\$7.25	0.0%	0.0%	0.0%	8.9%	39.3%	33.9%	10.7%	7.1%	56
VT	\$9.60	0.0%	0.0%	0.0%	42.9%	50.0%	7.1%	0.0%	0.0%	14
	FEDERAL: \$7.25	NCI Avg: 0.1%	NCI Avg: 0.8%	NCI Avg: 12.3%	NCI Avg: 42.7%	NCI Avg: 26.5%	NCI Avg: 10.9%	NCI Avg: 3.4%	NCI Avg: 3.3%	Total: 2362

**In 2016 OR had two minimum wages: \$9.75/hour for those living in Portland Urban Growth Boundary (UGB); Nonurban areas had a \$9.50/hour minimum wage; and “other areas” were \$9.75/hour.

⁷ <https://www.dol.gov/whd/state/stateMinWageHis.htm>

Chart 1: Average Hourly Wage for All DSPs

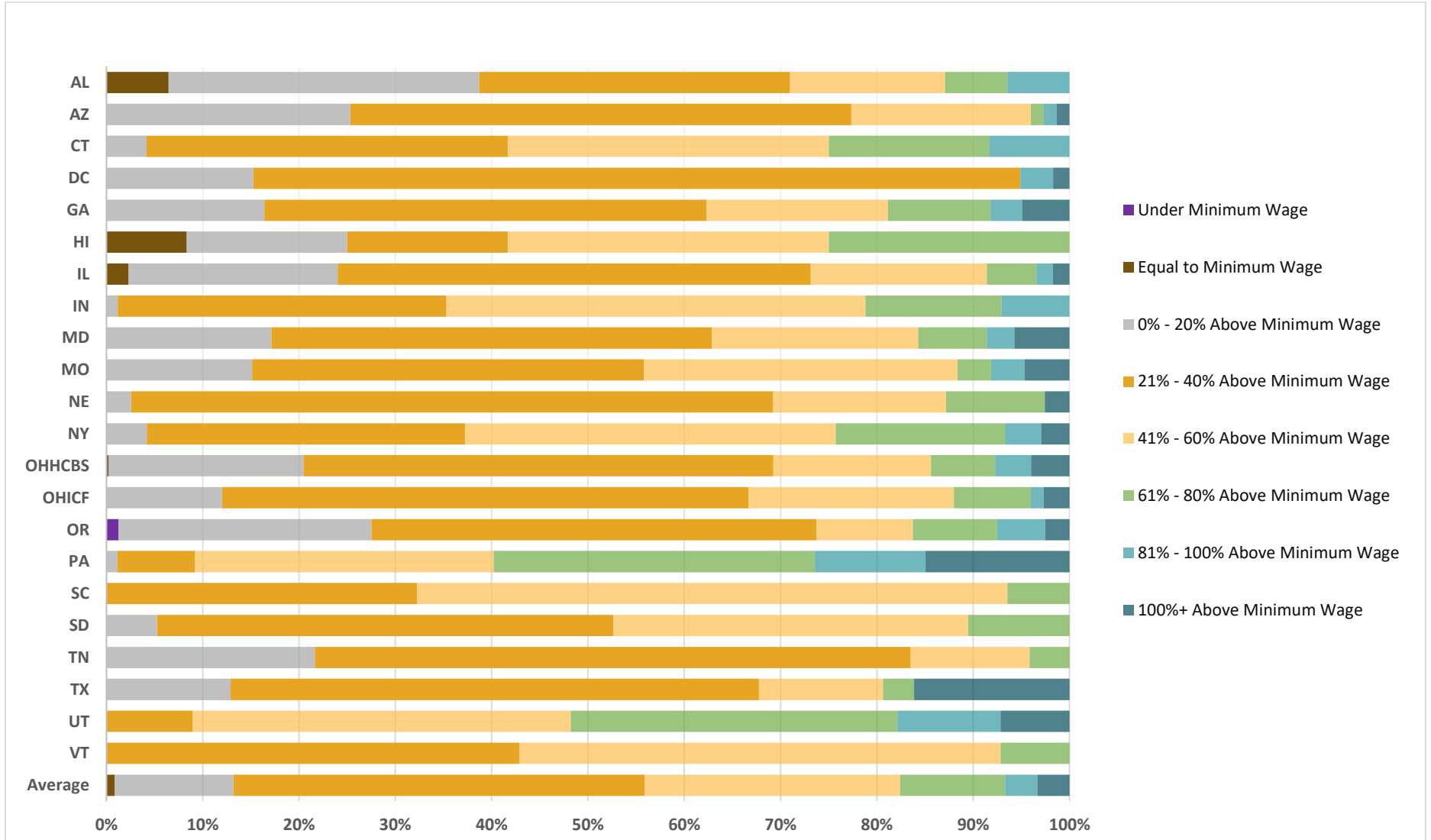


Table 23: Average *Starting Hourly Wage* – All DSPs

	Avg. Starting Hourly Wage	Std. Deviation	Median Starting Hourly Wage	Minimum starting hourly wage	Maximum starting hourly wage	N
AL	\$8.79	1.54802	\$8.00	\$7.25	\$14.00	33
AZ	\$9.78	0.99190	\$10.00	\$8.05	\$15.00	80
CT	\$12.73	1.28336	\$12.50	\$11.00	\$15.89	25
DC	\$13.87	1.71716	\$13.85	\$10.83	\$21.91	60
GA	\$9.80	1.97516	\$9.50	\$7.25	\$23.68	130
HI	\$10.93	1.57607	\$10.54	\$8.50	\$14.00	12
IL	\$10.07	1.52956	\$9.98	\$8.25	\$19.77	180
IN	\$9.91	1.05369	\$10.00	\$7.63	\$14.00	87
MD	\$11.66	2.11725	\$11.08	\$9.00	\$21.92	72
MO	\$9.71	1.63336	\$9.50	\$7.65	\$17.00	84
NE	\$11.26	1.89402	\$10.62	\$9.00	\$19.00	39
NY	\$11.99	1.48389	\$11.89	\$9.25	\$19.00	240
OH-HCBS	\$10.17	1.65359	\$10.00	\$7.25	\$22.00	905
OH-ICF	\$9.94	1.10810	\$9.75	\$8.15	\$15.08	75
OR	\$11.81	1.97581	\$11.00	\$9.25	\$20.00	83
PA	\$11.65	2.82631	\$11.00	\$8.25	\$25.00	92
SC	\$10.10	0.60576	\$10.11	\$7.62	\$12.13	31
SD	\$10.87	0.94049	\$10.81	\$9.58	\$12.61	17
TN	\$8.80	0.74250	\$8.92	\$7.25	\$11.00	99
TX	\$10.17	2.42534	\$9.30	\$7.40	\$17.67	35
UT	\$10.77	1.24238	\$10.38	\$8.50	\$15.00	55
VT	\$12.68	1.09944	\$12.57	\$10.50	\$15.00	15
NCI Average	\$10.79		\$10.51	\$8.52	\$17.30	2449

Table 24: Wages – DSPs Providing Residential Supports

	Avg. Starting Hourly Wage	Std. Deviation	Median Starting Hourly Wage	Minimum Starting Hourly Wage	Maximum Starting Hourly Wage	N	Avg. Hourly Wage	Std. Deviation	Median Hourly Wage	Minimum Hourly Wage	Maximum Hourly Wage	N
AL	\$8.31	0.72818	\$8.00	\$7.25	\$10.45	33	\$9.07	1.37165	\$8.75	\$7.25	\$12.60	32
AZ	\$9.61	1.47194	\$9.00	\$8.05	\$15.00	35	\$10.33	1.66838	\$10.00	\$8.50	\$16.30	32
CT	\$12.44	0.93427	\$12.50	\$11.00	\$14.85	17	\$14.09	1.98647	\$13.91	\$11.43	\$18.11	17
DC	\$13.57	0.84315	\$13.85	\$10.50	\$14.50	50	\$13.85	0.50801	\$13.85	\$12.05	\$16.00	49
GA	\$9.32	1.44710	\$9.00	\$7.25	\$15.00	110	\$9.94	1.65088	\$9.96	\$7.25	\$15.00	106
HI	\$12.40	0.85560	\$12.40	\$11.79	\$13.00	2	\$13.44	1.90295	\$13.00	\$11.79	\$15.52	3
IL	\$9.73	1.02741	\$9.74	\$8.25	\$13.83	168	\$10.58	1.37153	\$10.50	\$8.25	\$17.00	161
IN	\$9.69	0.77589	\$9.60	\$8.25	\$11.93	67	\$10.48	1.00417	\$10.40	\$8.74	\$13.54	66
MD	\$10.88	1.29281	\$10.75	\$9.00	\$14.82	64	\$11.70	1.41506	\$11.50	\$9.00	\$15.44	61
MO	\$9.54	1.20841	\$9.63	\$7.65	\$15.48	84	\$10.63	1.52282	\$10.50	\$8.27	\$16.00	84
NE	\$11.12	1.70629	\$10.50	\$9.00	\$15.87	32	\$12.25	1.47284	\$11.99	\$10.42	\$15.87	32
NY	\$11.67	1.32471	\$11.50	\$9.25	\$17.17	185	\$12.96	1.62305	\$12.63	\$9.73	\$21.00	180
OH-HCBS	\$9.71	1.02660	\$9.50	\$7.25	\$15.08	437	\$10.55	1.32266	\$10.27	\$8.10	\$18.50	415
OH-ICF	\$9.88	1.02362	\$9.75	\$8.15	\$15.08	97	\$11.13	1.56238	\$10.86	\$8.50	\$19.00	96
OR	\$10.91	0.75419	\$11.00	\$9.50	\$14.00	58	\$12.00	1.32108	\$11.81	\$9.50	\$17.99	57
PA	\$10.69	1.09223	\$10.50	\$8.50	\$14.00	58	\$11.86	1.23042	\$11.50	\$9.33	\$15.04	57
SC	\$10.04	0.41405	\$10.11	\$7.62	\$10.33	38	\$10.49	0.51750	\$10.36	\$9.95	\$12.56	35
SD	\$10.92	1.01713	\$10.97	\$9.50	\$13.37	19	\$11.82	1.16374	\$11.89	\$10.06	\$14.43	19
TN	\$8.77	0.71418	\$8.75	\$7.25	\$11.00	90	\$9.43	0.94141	\$9.28	\$7.95	\$12.50	86
TX	\$9.07	1.42673	\$9.00	\$7.40	\$14.71	25	\$9.48	1.38827	\$9.25	\$8.00	\$14.90	23
UT	\$10.70	1.10291	\$10.44	\$9.00	\$13.60	30	\$11.61	1.32301	\$11.41	\$9.87	\$14.52	29
VT	\$12.45	1.40909	\$12.10	\$10.50	\$15.00	10	\$13.42	1.70507	\$12.52	\$11.92	\$16.44	9
NCI Average	\$10.52		\$10.39	\$8.72	\$14.00	Total: 1709	\$11.41		\$11.19	\$9.36	\$15.83	Total: 1649

Table 25: Wages – DSPs Providing In-Home Supports

	Avg. Starting Hourly Wage	Std. Deviation	Median Starting Hourly Wage	Minimum starting hourly wage	Maximum starting hourly wage	N	Avg. Hourly Wage	Std. Deviation	Median Hourly Wage	Minimum hourly wage	Maximum hourly wage	N
AL	\$8.49	0.73291	\$8.37	\$7.25	\$10.00	16	\$9.03	1.05900	\$8.94	\$7.25	\$11.00	16
AZ	\$9.93	2.19860	\$9.75	\$8.05	\$25.00	58	\$10.57	2.27964	\$10.00	\$8.50	\$25.00	55
CT	\$12.98	2.67240	\$12.38	\$11.00	\$20.00	10	\$13.64	2.44889	\$12.88	\$11.43	\$20.00	10
DC	\$13.61	0.66874	\$13.84	\$11.00	\$14.00	35	\$13.70	0.69663	\$13.85	\$11.88	\$16.00	34
GA	\$9.73	1.35474	\$9.50	\$7.50	\$15.00	70	\$10.13	1.53865	\$10.00	\$8.00	\$17.00	67
HI	\$11.73	2.79362	\$11.00	\$8.50	\$18.00	10	\$13.47	4.04105	\$12.95	\$8.50	\$23.00	11
IL	\$10.45	1.62407	\$10.00	\$8.25	\$16.19	58	\$11.21	1.71728	\$11.00	\$8.46	\$17.81	57
IN	\$9.90	1.03819	\$9.95	\$8.00	\$14.37	72	\$10.52	1.13792	\$10.27	\$8.25	\$14.37	71
MD	\$11.55	1.58097	\$11.16	\$9.00	\$15.74	43	\$12.30	2.04788	\$11.83	\$10.00	\$20.50	40
MO	\$9.88	1.58019	\$10.00	\$7.82	\$17.00	42	\$10.88	2.53687	\$10.34	\$8.00	\$22.00	41
NE	\$11.22	1.82471	\$10.85	\$9.00	\$18.00	28	\$12.37	1.85052	\$11.97	\$10.42	\$20.00	28
NY	\$12.22	1.86083	\$12.00	\$9.00	\$19.66	155	\$13.37	2.15251	\$12.93	\$9.70	\$24.48	150
OH-HCBS	\$9.84	1.25111	\$10.00	\$7.50	\$20.40	696	\$10.48	1.47685	\$10.00	\$8.10	\$23.00	644
OH-ICF	\$9.76*	0.42745	\$9.77*	\$9.00*	\$10.68*	16*	\$10.73*	0.74329	\$10.71*	\$9.48*	\$12.12*	16*
OR	\$11.30	1.09999	\$11.00	\$9.50	\$14.00	37	\$12.36	1.31650	\$12.08	\$10.50	\$16.12	37
PA	\$12.42	3.30966	\$11.45	\$8.50	\$25.00	52	\$13.42	3.34204	\$12.54	\$9.54	\$25.00	50
SC	\$10.55	0.88402	\$10.11	\$9.95	\$12.90	11	\$10.84	1.07491	\$10.41	\$9.97	\$12.90	10
SD	\$10.57	0.79577	\$10.38	\$9.50	\$12.28	10	\$12.04	2.25700	\$11.18	\$10.06	\$17.36	10
TN	\$8.77	0.70733	\$8.98	\$7.25	\$11.14	72	\$9.33	0.93794	\$9.02	\$7.95	\$12.50	70
TX	\$9.72	2.04715	\$9.03	\$7.86	\$15.78	26	\$10.20	2.64094	\$9.58	\$8.00	\$19.50	23
UT	\$10.78	1.24754	\$10.25	\$9.00	\$15.00	31	\$11.61	1.29408	\$11.30	\$9.92	\$14.52	31
VT	\$12.72	1.46797	\$12.13	\$10.50	\$15.00	9	\$13.50	1.57315	\$13.10	\$11.72	\$16.44	8
NCI Average	\$10.82		\$10.54	\$8.77	\$16.14	Total: 1557	\$11.62		\$11.22	\$9.35	\$18.21	Total: 1479

*Ohio has a number of agencies that provide both ICF- and Waiver-funded services. Some of these agencies were unable to differentiate between ICF- and Waiver-funded services for this survey.

Table 26: Wages – DSPs Providing Non-Residential Supports and Services Outside the Home

	Avg. Starting Hourly Wage	Std. Deviation	Median Starting Hourly Wage	Minimum starting hourly wage	Maximum starting hourly wage	N	Avg. Hourly Wage	Std. Deviation	Median Hourly Wage	Minimum hourly wage	Maximum hourly wage	N
AL	\$8.97	1.95433	\$8.25	\$7.25	\$15.00	22	\$10.35	2.70012	\$9.89	\$7.25	\$18.00	22
AZ	\$9.59	1.12703	\$9.75	\$8.05	\$15.00	57	\$10.65	1.61113	\$10.28	\$8.50	\$17.72	52
CT	\$13.15	1.83111	\$13.00	\$10.00	\$17.00	21	\$14.51	2.78378	\$13.84	\$11.55	\$22.00	18
DC	\$13.85	2.42432	\$13.84	\$10.00	\$21.91	35	\$14.42	2.86600	\$13.95	\$10.00	\$25.00	35
GA	\$9.74	1.59692	\$9.50	\$7.25	\$15.80	110	\$10.67	2.10445	\$10.00	\$8.00	\$18.22	105
HI	\$11.03	1.54510	\$10.57	\$8.50	\$14.00	11	\$11.90	2.21906	\$11.79	\$8.50	\$16.00	11
IL	\$10.09	1.67238	\$9.79	\$8.25	\$19.77	117	\$11.11	1.93098	\$10.75	\$8.25	\$19.77	111
IN	\$9.84	1.14011	\$10.00	\$7.62	\$15.26	80	\$10.75	1.47981	\$10.50	\$7.83	\$16.83	75
MD	\$11.90	2.23760	\$11.50	\$9.00	\$21.92	69	\$13.05	3.25627	\$12.30	\$9.71	\$25.31	66
MO	\$10.03	1.89356	\$10.00	\$7.50	\$17.00	52	\$11.48	2.93495	\$10.66	\$8.00	\$22.00	49
NE	\$11.55	2.25103	\$10.88	\$9.00	\$20.00	32	\$12.79	1.95022	\$12.07	\$10.42	\$20.00	32
NY	\$12.13	1.90622	\$11.93	\$9.25	\$25.00	233	\$13.60	2.25329	\$13.11	\$9.86	\$22.35	228
OH-HCBS	\$10.62	2.04090	\$10.00	\$8.00	\$22.00	502	\$11.97	2.94544	\$11.00	\$8.00	\$28.80	474
OH-ICF	\$10.04	1.03709	\$9.83	\$8.50	\$13.41	36	\$11.50	1.87092	\$11.00	\$9.00	\$17.45	36
OR	\$11.81	2.04101	\$11.02	\$9.25	\$19.00	72	\$13.47	2.54896	\$12.68	\$9.50	\$22.00	71
PA	\$11.22	2.13967	\$10.90	\$8.25	\$22.35	72	\$12.52	2.45396	\$12.14	\$8.25	\$22.50	67
SC	\$10.13	0.63264	\$10.11	\$7.62	\$12.13	32	\$10.71	0.75081	\$10.43	\$9.95	\$12.58	29
SD	\$10.85	0.94778	\$10.75	\$9.75	\$12.79	19	\$12.25	1.34899	\$12.20	\$10.25	\$14.43	19
TN	\$8.74	0.83260	\$8.75	\$7.25	\$11.75	79	\$9.49	0.99219	\$9.40	\$7.50	\$12.50	77
TX	\$11.08	4.52872	\$9.00	\$7.25	\$27.08	27	\$11.84	4.74998	\$10.00	\$7.25	\$27.08	25
UT	\$11.06	1.68792	\$10.44	\$8.50	\$17.50	52	\$12.42	2.28849	\$12.00	\$9.00	\$18.62	51
VT	\$12.36	1.20087	\$12.06	\$10.50	\$15.00	10	\$13.32	1.38640	\$12.76	\$11.94	\$16.44	9
NCI Average	\$10.90		\$10.54	\$8.48	\$17.76	Total: 1740	\$12.04		\$11.49	\$9.02	\$19.80	Total: 1662

Table 27: Bonuses

	Percentage of agencies that gave bonuses to DSPs between Jan. 1, 2016 and Dec. 31, 2016	N
AL	46.3%	41
AZ	33.0%	103
CT	44.8%	29
DC	32.5%	80
GA	35.6%	174
HI	23.5%	17
IL	48.1%	208
IN	38.1%	97
MD	58.1%	86
MO	46.8%	109
NE	22.0%	41
NY	40.8%	277
OH-HCBS	37.9%	1091
OH-ICF	52.5%	99
OR	57.3%	103
PA	36.1%	108
SC	22.0%	41
SD	47.4%	19
TN	48.2%	110
TX	35.1%	37
UT	43.8%	64
VT	40.0%	15
NCI Average	40.5%	Total: 2949

Table 28: Frequency of Bonuses between Jan. 1, 2016 and Dec. 31, 2016

	Quarterly	Twice a year	Once a year	Other	N
AL	5.6%	16.7%	77.8%	0.0%	18
AZ	6.1%	0.0%	72.7%	21.2%	33
CT	0.0%	23.1%	69.2%	7.7%	13
DC	4.2%	12.5%	79.2%	4.2%	24
GA	6.6%	8.2%	80.3%	4.9%	61
HI	0.0%	0.0%	75.0%	25.0%	4
IL	4.0%	14.1%	75.8%	6.1%	99
IN	10.8%	5.4%	51.4%	32.4%	37
MD	2.0%	20.4%	57.1%	20.4%	49
MO	5.9%	11.8%	62.7%	19.6%	51
NE	0.0%	11.1%	66.7%	22.2%	9
NY	1.8%	15.2%	72.3%	10.7%	112
OH-HCBS	5.4%	13.4%	65.3%	15.8%	404
OH-ICF	5.8%	7.7%	63.5%	23.1%	52
OR	3.4%	5.2%	69.0%	22.4%	58
PA	2.6%	13.2%	71.1%	13.2%	38
SC	0.0%	0.0%	77.8%	22.2%	9
SD	11.1%	22.2%	55.6%	11.1%	9
TN	3.8%	11.5%	75.0%	9.6%	52
TX	0.0%	7.7%	84.6%	7.7%	13
UT	7.1%	17.9%	53.6%	21.4%	28
VT	0.0%	33.3%	66.7%	0.0%	6
NCI Average	3.9%	12.3%	69.2%	14.6%	Total: 1179

"Other" responses included: referral, performance based, employee of the month, longevity, as funds allow, more frequently than quarterly.

Benefits

Table 29: Offer Pooled Paid Time Off

(These responses include only those provider agencies that indicated they differentiated between full-time and part-time employees (N=2,400).)

“Pooled Paid time off” is defined as a bank of hours in which the employer pools sick days, vacation days, and personal days together and the agency doesn’t distinguish between category of time off.

	To All DSPs	To FT DSPs Only	To PT DSPs Only	Do Not Offer	Don't Know	N
AL	21.2%	36.4%	0.0%	30.3%	12.1%	33
AZ	28.8%	30.1%	0.0%	32.9%	8.2%	73
CT	68.0%	16.0%	0.0%	8.0%	8.0%	25
DC	37.7%	26.2%	0.0%	27.9%	8.2%	61
GA	16.3%	43.1%	0.0%	36.6%	4.1%	123
HI	25.0%	25.0%	0.0%	31.3%	18.8%	16
IL	35.2%	32.4%	0.0%	28.5%	3.9%	179
IN	31.9%	42.9%	1.1%	20.9%	3.3%	91
MD	39.0%	40.2%	0.0%	19.5%	1.2%	82
MO	30.2%	45.3%	0.0%	23.3%	1.2%	86
NE	26.3%	47.4%	0.0%	18.4%	7.9%	38
NY	50.6%	23.3%	0.8%	21.0%	4.3%	257
OH-HCBS	31.8%	27.4%	0.1%	36.4%	4.3%	720
OH-ICF	71.3%	22.3%	0.0%	6.4%	0.0%	94
OR	63.0%	9.9%	0.0%	19.8%	7.4%	81
PA	38.1%	39.3%	1.2%	14.3%	7.1%	84
SC	25.0%	44.4%	0.0%	22.2%	8.3%	36
SD	29.4%	29.4%	5.9%	35.3%	0.0%	17
TN	16.3%	46.5%	0.0%	33.7%	3.5%	86
TX	24.1%	58.6%	0.0%	10.3%	6.9%	29
UT	24.4%	26.7%	0.0%	37.8%	11.1%	45
VT	40.0%	20.0%	0.0%	40.0%	0.0%	15
NCI Average	35.2%	33.3%	0.4%	25.2%	5.9%	Total: 2271



How to read Table 29: Offer Pooled Paid Time Off

For example, let’s look at Table 29 and refer to **Washington DC (DC)**:

“Pooled Paid time off” is defined as a bank of hours in which the employer pools sick days, vacation days, and personal days together and the agency doesn’t distinguish between category of time off.

- Of the 61 DC agencies that responded to this question (represented in the column labeled “N”), 63.9% reported providing pooled paid time off to at least some DSPs.
 - 37.7% reported providing pooled paid time off to all DSPs
 - 26.2% reported providing paid pooled time off to FT DSPs only
- 27.9% reported that they didn’t provide paid pooled time off at all, and
- 8.2% didn’t know whether pooled paid time off was offered.



How to read Tables 30, 31 and 32: Offer Paid Sick Time, Paid Vacation Time, Paid Personal Time

For example, let's look at Table 30 and refer to **Washington DC (DC)**:

- This table demonstrates only responses from DC agencies that reported:
 - *Not providing 'pooled paid time off,'*
 - *Providing 'pooled paid time off' to FT DSPs only,*
 - *Providing 'pooled paid time off' to PT DSPs only,*
 - *Not knowing whether they provided "pooled paid time off".*
- Of those agencies, 23 responded to this question
- 17.3% of the 23 DC provider agencies who responded to this question reported providing paid sick time to some DSPs.
 - 4.3% provided paid sick time to ALL DSPs
 - 13.0% provided paid sick time to FT DSPs only
- 52.2% did not offer paid sick time to any DSPs
- 30.4% did not know whether paid sick time was offered.

Table 30: Offer Paid Sick Time

Agencies offering 'pooled paid time off' to all DSPs were excluded from this calculation

Included in this calculation are agencies that reported

- Not providing 'pooled paid time off,'
- Providing 'pooled paid time off' to FT DSPs only,
- Providing 'pooled paid time off' to PT DSPs only,
- Not knowing whether they provided "pooled paid time off".

	To All DSPs	To FT DSPs Only	To PT DSPs Only	Do Not Offer	Don't Know	N
AL	0.0%	50.0%	0.0%	42.9%	7.1%	14
AZ	5.0%	10.0%	0.0%	72.5%	12.5%	40
CT	50.0%	0.0%	0.0%	0.0%	50.0%	4
DC	4.3%	13.0%	0.0%	52.2%	30.4%	23
GA	1.6%	14.5%	0.0%	77.4%	6.5%	62
HI	0.0%	12.5%	0.0%	75.0%	12.5%	8
IL	7.7%	52.3%	0.0%	33.8%	6.2%	65
IN	0.0%	28.6%	0.0%	65.7%	5.7%	35
MD	23.8%	38.1%	0.0%	38.1%	0.0%	21
MO	3.4%	37.9%	0.0%	55.2%	3.4%	29
NE	6.3%	37.5%	0.0%	56.3%	0.0%	16
NY	37.2%	32.1%	3.8%	16.7%	10.3%	78
OH-HCBS	5.4%	9.7%	0.0%	77.0%	8.0%	352
OH-ICF	23.1%	23.1%	0.0%	53.8%	0.0%	13
OR	60.0%	20.0%	12.0%	8.0%	0.0%	25
PA	8.7%	26.1%	0.0%	43.5%	21.7%	23
SC	0.0%	76.9%	0.0%	7.7%	15.4%	13
SD	0.0%	100.0%	0.0%	0.0%	0.0%	7
TN	0.0%	9.3%	0.0%	79.1%	11.6%	43
TX	0.0%	33.3%	0.0%	66.7%	0.0%	12
UT	3.6%	17.9%	0.0%	75.0%	3.6%	28
VT	50.0%	50.0%	0.0%	0.0%	0.0%	6
NCI Average	13.2%	31.5%	0.7%	45.3%	9.3%	Total: 917

Table 31: Offer Paid Vacation Time

Agencies offering ‘pooled paid time off’ to all DSPs were excluded from this calculation

Included in this calculation are agencies that reported

- *Not providing ‘pooled paid time off,’*
- *Providing ‘paid time off’ to FT DSPs only,*
- *Providing ‘paid time off’ to PT DSPs only,*
- *Not knowing whether they provided “paid time off”.*

	To All DSPs	To FT DSPs Only	To PT DSPs Only	Do Not Offer	Don't Know	N
AL	7.1%	42.9%	0.0%	42.9%	7.1%	14
AZ	0.0%	11.4%	0.0%	74.3%	14.3%	35
CT	50.0%	25.0%	0.0%	0.0%	25.0%	4
DC	8.7%	13.0%	0.0%	47.8%	30.4%	23
GA	1.7%	15.0%	0.0%	76.7%	6.7%	60
HI	0.0%	12.5%	0.0%	75.0%	12.5%	8
IL	14.3%	61.9%	0.0%	17.5%	6.3%	63
IN	6.5%	35.5%	0.0%	54.8%	3.2%	31
MD	22.7%	40.9%	0.0%	36.4%	0.0%	22
MO	3.7%	51.9%	0.0%	40.7%	3.7%	27
NE	6.3%	37.5%	0.0%	50.0%	6.3%	16
NY	24.7%	41.6%	0.0%	22.1%	11.7%	77
OH-HCBS	6.4%	20.9%	0.0%	63.6%	9.1%	330
OH-ICF	9.1%	45.5%	0.0%	45.5%	0.0%	11
OR	8.7%	60.9%	0.0%	26.1%	4.3%	23
PA	10.0%	35.0%	0.0%	30.0%	25.0%	20
SC	0.0%	76.9%	0.0%	7.7%	15.4%	13
SD	14.3%	85.7%	0.0%	0.0%	0.0%	7
TN	2.4%	14.3%	0.0%	71.4%	11.9%	42
TX	0.0%	36.4%	0.0%	63.6%	0.0%	11
UT	3.6%	32.1%	3.6%	57.1%	3.6%	28
VT	33.3%	66.7%	0.0%	0.0%	0.0%	6
NCI Average	10.6%	39.2%	0.2%	41.1%	8.9%	Total: 871

Table 32: Offer Paid Personal Time

Agencies offering ‘pooled paid time off’ to all DSPs were excluded from this calculation

Included in this calculation are agencies that reported

- *Not providing ‘pooled paid time off,’*
- *Providing ‘paid time off’ to FT DSPs only,*
- *Providing ‘paid time off’ to PT DSPs only,*
- *Not knowing whether they provided “paid time off”.*

	To All DSPs	To FT DSPs Only	To PT DSPs Only	Do Not Offer	Don't Know	N
AL	0.0%	11.8%	0.0%	82.4%	5.9%	17
AZ	0.0%	2.7%	0.0%	78.4%	18.9%	37
CT	50.0%	0.0%	0.0%	0.0%	50.0%	4
DC	0.0%	7.7%	0.0%	65.4%	26.9%	26
GA	0.0%	4.6%	0.0%	87.7%	7.7%	65
HI	0.0%	12.5%	0.0%	75.0%	12.5%	8
IL	12.3%	35.4%	0.0%	46.2%	6.2%	65
IN	0.0%	14.3%	2.9%	77.1%	5.7%	35
MD	0.0%	27.3%	0.0%	72.7%	0.0%	22
MO	0.0%	17.2%	0.0%	79.3%	3.4%	29
NE	0.0%	23.5%	0.0%	64.7%	11.8%	17
NY	6.3%	43.0%	1.3%	38.0%	11.4%	79
OH-HCBS	2.8%	9.1%	0.3%	80.1%	7.7%	352
OH-ICF	7.7%	15.4%	0.0%	76.9%	0.0%	13
OR	0.0%	11.5%	0.0%	80.8%	7.7%	26
PA	0.0%	18.2%	0.0%	59.1%	22.7%	22
SC	0.0%	25.0%	0.0%	68.8%	6.3%	16
SD	0.0%	37.5%	0.0%	62.5%	0.0%	8
TN	0.0%	6.8%	0.0%	81.8%	11.4%	44
TX	0.0%	18.2%	0.0%	81.8%	0.0%	11
UT	0.0%	14.8%	3.7%	74.1%	7.4%	27
VT	16.7%	66.7%	0.0%	16.7%	0.0%	6
NCI Average	4.4%	19.2%	0.4%	65.9%	10.2%	Total: 929

Table 33: Offer Health Insurance

	To All DSPs	To FT DSPs Only	To PT DSPs Only	Do Not Offer	Don't Know	N
AL	12.1%	60.6%	0.0%	24.2%	3.0%	33
AZ	11.0%	56.2%	0.0%	27.4%	5.5%	73
CT	11.5%	80.8%	0.0%	3.8%	3.8%	26
DC	18.8%	48.4%	0.0%	25.0%	7.8%	64
GA	8.1%	43.9%	0.0%	44.7%	3.3%	123
HI	50.0%	43.8%	0.0%	6.3%	0.0%	16
IL	6.1%	72.6%	0.0%	19.6%	1.7%	179
IN	8.9%	68.9%	0.0%	21.1%	1.1%	90
MD	17.1%	79.3%	0.0%	3.7%	0.0%	82
MO	4.5%	75.3%	0.0%	20.2%	0.0%	89
NE	13.5%	73.0%	0.0%	10.8%	2.7%	37
NY	26.1%	69.7%	0.8%	3.0%	0.4%	264
OH-HCBS	8.5%	43.0%	0.0%	45.9%	2.6%	726
OH-ICF	24.5%	71.4%	0.0%	3.1%	1.0%	98
OR	10.5%	73.3%	1.2%	15.1%	0.0%	86
PA	9.2%	81.6%	1.1%	5.7%	2.3%	87
SC	12.8%	82.1%	0.0%	5.1%	0.0%	39
SD	15.8%	84.2%	0.0%	0.0%	0.0%	19
TN	13.5%	57.3%	1.1%	24.7%	3.4%	89
TX	16.7%	53.3%	0.0%	30.0%	0.0%	30
UT	6.5%	54.3%	0.0%	37.0%	2.2%	46
VT	14.3%	78.6%	7.1%	0.0%	0.0%	14
NCI Average	14.5%	66.0%	0.5%	17.1%	1.9%	Total: 2310

Table 34: Offer Dental Insurance

	To All DSPs	To FT DSPs Only	To PT DSPs Only	Do Not Offer	Don't Know	N
AL	12.1%	60.6%	0.0%	24.2%	3.0%	33
AZ	20.8%	45.8%	0.0%	30.6%	2.8%	72
CT	7.7%	80.8%	0.0%	11.5%	0.0%	26
DC	16.1%	50.0%	0.0%	27.4%	6.5%	62
GA	9.8%	42.6%	0.0%	44.3%	3.3%	122
HI	40.0%	46.7%	0.0%	13.3%	0.0%	15
IL	10.1%	63.1%	0.0%	24.6%	2.2%	179
IN	18.7%	58.2%	0.0%	22.0%	1.1%	91
MD	18.5%	71.6%	0.0%	8.6%	1.2%	81
MO	14.4%	54.4%	0.0%	30.0%	1.1%	90
NE	18.4%	63.2%	0.0%	15.8%	2.6%	38
NY	28.0%	64.0%	1.1%	5.7%	1.1%	264
OH-HCBS	12.2%	35.8%	0.1%	49.5%	2.4%	721
OH-ICF	21.6%	72.2%	0.0%	5.2%	1.0%	97
OR	20.0%	60.0%	0.0%	20.0%	0.0%	85
PA	17.2%	66.7%	0.0%	13.8%	2.3%	87
SC	15.4%	82.1%	0.0%	2.6%	0.0%	39
SD	21.1%	73.7%	0.0%	5.3%	0.0%	19
TN	26.7%	48.9%	0.0%	22.2%	2.2%	90
TX	13.3%	53.3%	0.0%	33.3%	0.0%	30
UT	8.7%	52.2%	0.0%	37.0%	2.2%	46
VT	14.3%	85.7%	0.0%	0.0%	0.0%	14
NCI Average	17.5%	60.5%	0.1%	20.3%	1.6%	Total: 2301

Table 35: Offer Vision Insurance

	To All DSPs	To FT DSPs Only	To PT DSPs Only	Do Not Offer	Don't Know	N
AL	9.1%	42.4%	0.0%	42.4%	6.1%	33
AZ	16.2%	43.2%	0.0%	37.8%	2.7%	74
CT	3.7%	55.6%	0.0%	33.3%	7.4%	27
DC	12.5%	43.8%	0.0%	34.4%	9.4%	64
GA	10.4%	36.0%	0.8%	48.8%	4.0%	125
HI	43.8%	43.8%	0.0%	12.5%	0.0%	16
IL	10.1%	48.0%	0.0%	40.2%	1.7%	179
IN	17.8%	53.3%	0.0%	27.8%	1.1%	90
MD	18.5%	71.6%	1.2%	7.4%	1.2%	81
MO	12.2%	48.9%	0.0%	36.7%	2.2%	90
NE	16.2%	37.8%	0.0%	40.5%	5.4%	37
NY	26.1%	52.3%	0.8%	18.2%	2.7%	264
OH-HCBS	11.3%	30.9%	0.1%	54.9%	2.8%	727
OH-ICF	22.1%	62.1%	0.0%	14.7%	1.1%	95
OR	14.1%	57.6%	0.0%	28.2%	0.0%	85
PA	18.4%	67.8%	0.0%	11.5%	2.3%	87
SC	15.4%	79.5%	0.0%	5.1%	0.0%	39
SD	15.8%	52.6%	0.0%	31.6%	0.0%	19
TN	27.0%	44.9%	0.0%	25.8%	2.2%	89
TX	13.3%	50.0%	0.0%	36.7%	0.0%	30
UT	8.7%	37.0%	0.0%	52.2%	2.2%	46
VT	14.3%	71.4%	0.0%	14.3%	0.0%	14
NCI Average	16.2%	51.4%	0.1%	29.8%	2.5%	Total: 2311

Table 36: Offer Other Types of Benefits

These categories are not mutually exclusive.

	Post-secondary education support*	Unpaid time off	Employer-paid job-related training	Employer-sponsored retirement plan	Employer-sponsored disability insurance	Flexible spending account	Health incentive programs	Life insurance	Other	N
AL	7.0%	25.6%	46.5%	44.2%	16.3%	7.0%	4.7%	4.7%	4.7%	43
AZ	20.2%	58.7%	53.8%	32.7%	16.3%	12.5%	7.7%	5.8%	8.7%	104
CT	37.9%	37.9%	79.3%	65.5%	44.8%	37.9%	20.7%	3.4%	17.2%	29
DC	28.4%	44.4%	53.1%	30.9%	25.9%	18.5%	4.9%	12.3%	8.6%	81
GA	17.4%	44.4%	51.7%	33.7%	20.8%	16.3%	12.4%	6.2%	7.9%	178
HI	29.4%	70.6%	47.1%	35.3%	41.2%	29.4%	29.4%	0.0%	11.8%	17
IL	30.2%	51.9%	61.8%	53.3%	34.4%	27.4%	10.4%	1.4%	10.8%	212
IN	30.9%	62.9%	57.7%	54.6%	40.2%	20.6%	23.7%	1.0%	17.5%	97
MD	40.2%	59.8%	72.4%	75.9%	55.2%	47.1%	24.1%	0.0%	10.3%	87
MO	20.2%	47.7%	59.6%	53.2%	25.7%	25.7%	13.8%	1.8%	13.8%	109
NE	36.6%	73.2%	61.0%	63.4%	41.5%	46.3%	34.1%	2.4%	12.2%	41
NY	55.6%	56.6%	69.2%	79.9%	71.0%	62.4%	31.5%	0.4%	11.8%	279
OH-HCBS	19.5%	49.2%	56.8%	24.2%	14.1%	10.6%	9.5%	8.2%	10.2%	1103
OH-ICF	48.5%	67.7%	64.6%	73.7%	48.5%	46.5%	37.4%	1.0%	14.1%	99
OR	25.2%	68.9%	73.8%	50.5%	24.3%	25.2%	17.5%	2.9%	19.4%	103
PA	27.9%	42.3%	55.9%	61.3%	41.4%	22.5%	17.1%	3.6%	7.2%	111
SC	14.3%	59.5%	54.8%	71.4%	61.9%	64.3%	31.0%	0.0%	9.5%	42
SD	21.1%	57.9%	84.2%	84.2%	31.6%	57.9%	42.1%	0.0%	15.8%	19
TN	18.9%	42.3%	50.5%	37.8%	25.2%	13.5%	14.4%	7.2%	12.6%	111
TX	37.8%	48.6%	51.4%	45.9%	18.9%	32.4%	21.6%	5.4%	8.1%	37
UT	16.9%	56.9%	58.5%	27.7%	21.5%	13.8%	12.3%	3.1%	4.6%	65
VT	53.3%	66.7%	73.3%	86.7%	66.7%	80.0%	60.0%	0.0%	13.3%	15
NCI Average	29.0%	54.3%	60.8%	53.9%	35.8%	32.6%	21.8%	3.2%	11.4%	Total: 2982

*Paid time off, reimbursement or other support

Note: "Other" benefits reported included bonuses, IRAs, cancer insurance, travel and mileage reimbursement, paid bonus days, profit sharing.

Recruitment and Retention

Table 37: Recruitment and Retention Strategies

	Pay incentive or referral bonus program	N	Realistic job preview	N	Train on and sign Code of Ethics	N	DSP ladder to retain highly skilled workers	N	Staff supported to get credentialed*	N
AL	22.5%	40	72.2%	36	87.2%	39	28.2%	39	30.0%	40
AZ	48.0%	100	76.2%	101	85.7%	98	38.1%	97	38.1%	97
CT	27.6%	29	75.9%	29	89.7%	29	27.6%	29	48.3%	29
DC	20.3%	79	81.3%	80	91.3%	80	58.2%	79	45.0%	80
GA	15.1%	172	80.7%	171	96.5%	171	50.0%	168	49.7%	171
HI	58.8%	17	87.5%	16	100.0%	16	50.0%	16	56.3%	16
IL	34.8%	207	76.2%	206	87.4%	206	31.2%	205	44.9%	205
IN	59.8%	97	76.0%	96	97.9%	96	37.1%	97	23.7%	97
MD	49.4%	85	71.8%	85	84.0%	81	34.1%	82	47.6%	84
MO	39.4%	104	70.2%	104	85.6%	104	33.3%	105	37.5%	104
NE	53.7%	41	80.5%	41	87.8%	41	55.0%	40	30.0%	40
NY	51.4%	276	70.4%	274	99.6%	274	35.9%	270	38.8%	273
OH-HCBS	31.3%	1091	79.6%	1081	92.9%	1087	44.4%	1081	49.2%	1088
OH-ICF	50.5%	97	78.4%	97	85.4%	96	38.5%	96	38.8%	98
OR	46.0%	100	67.0%	100	75.8%	95	33.3%	96	52.0%	98
PA	33.7%	104	73.1%	104	87.4%	103	25.2%	103	28.8%	104
SC	28.6%	42	69.0%	42	85.4%	41	22.0%	41	23.8%	42
SD	89.5%	19	68.4%	19	73.7%	19	15.8%	19	26.3%	19
TN	50.9%	108	85.2%	108	93.5%	108	45.8%	107	30.3%	109
TX	30.6%	36	75.0%	36	85.7%	35	29.4%	34	13.9%	36
UT	35.9%	64	76.9%	65	100.0%	64	47.6%	63	30.8%	65
VT	46.7%	15	66.7%	15	86.7%	15	40.0%	15	40.0%	15
NCI Average	42.0%	Total: 2923	75.4%	Total: 2906	89.0%	Total: 2898	37.3%	Total: 2882	37.4%	Total: 2910

*Through a state or nationally recognized professional organization

Appendix A: The Evolution of the NCI Staff Stability Survey

The Starting Point

National Core Indicators™ (NCI™) is a 20-year collaboration between the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI). The purpose of the program, which began in 1997, is to support NASDDDS member agencies to gather a standard set of performance and outcome measures that can be used to track their own performance over time, to compare results across states, and to establish national benchmarks.⁸ NCI had worked with a small number of states to collect data on DSP turnover and vacancy rates among provider agencies. In 2013, NCI decided to work with interested states and stakeholders to turn this NCI Staff Turnover Tool into a more useful tool to provide data on DSP employment.

To begin this process, in 2013, NCI contacted member states and asked them to complete a survey about the old NCI Staff Turnover Tool, its utility, and whether they would be interested in collecting more comprehensive information on the DSP workforce (such as wages, benefits and recruitment/retention strategies). Twenty-four states responded, and the overall response was positive. States were enthusiastic about the possibility of collecting this data and looked forward to being able to benchmark and compare their state's data to that of other states.

Drafting and testing a new tool

NCI staff spoke with experts from the University of Minnesota and the National Direct Service Resource Center.⁹ These experts offered insights and recommended resources¹⁰ to use as reference as NCI designed the new tool. Once the tool was drafted, NCI used a focus group composed of provider agencies and provider networks to gather feedback; using an online questionnaire, NCI received responses from several provider agencies on the feasibility, ease, and utility of the survey. When revisions were made based on that feedback, NCI convened another focus group over the phone with provider agencies and DSPs to garner additional feedback. The focus group agreed that the new Staff Stability Survey would provide critical and relevant information about DSP workforce stability, wages, benefits, and recruitment and retention strategies. The focus group participants provided clarification on terminology and estimated the amount of time it would take a provider to complete the survey. Participants also suggested possible additional data to collect in the future.

Two-state pilot

Two states agreed to pilot the survey. Online data collection (using HSRI's Online Data Entry System Administrator, or ODESA) began in December 2014. Participating states provided HSRI a list of all provider email addresses. States then sent communications to all provider agencies to inform them of

⁸ www.nationalcoreindicators.org/about/

⁹ <http://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Long-Term-Services-and-Supports/Workforce/Workforce-Initiative.html>

¹⁰ Edelstein, S., Seavey, D. (2009). The need for monitoring the long-term care direct service workforce and recommendations for data collection. Retrieved from http://phinational.org/sites/phinational.org/files/research-report/dsw_dcrptfeb09.pdf

the new survey and to explain why they had decided to administer it and how the data would be used. Next, HSRI sent an email to each address. Each email contained a unique access code that allowed the recipient to access the survey instrument in ODESA and to ensure anonymous responses. Follow-up emails were sent to all provider agencies at least twice before data collection was complete.

Overall, response rates were low. In discussions with state staff following data collection, the staff stated that the time of year (holiday season in December) and difficulty accumulating provider email addresses contributed to the low response rates. Overall, provider agencies who completed the survey communicated their satisfaction with the ease and accessibility of the survey, and felt that the state-level aggregate dataset will provide policymakers and lawmakers with valuable data.

Official rollout

Following the pilot, the survey and survey administration process was refined, and the survey tool was opened to 10 states. The 2014 data, collected during the period of January 2015 through June 2015, was presented in the 2014 Staff Stability Report, which can be found at:

http://www.nationalcoreindicators.org/upload/core-indicators/2014_Staff_Stability_Report_11_13_15.pdf

The 2015 Staff Stability Report can be found here: https://www.nationalcoreindicators.org/upload/core-indicators/2015_Staff_Stability_Survey_Report_V22.pdf

Please contact Dorothy Hiersteiner, NCI Project Coordinator, at dhiersteiner@hsri.org with any questions about the survey.

Appendix B: Sampling Methods as Reported by States

State	Was email list inclusive of all provider agencies in the state providing direct support to adults with IDD?	How email list was compiled, as reported by state
AL	Yes	AL maintains, on an ongoing basis, an email list of all current provider agencies and newly approved provider agencies. This is the list that was included in the Staff Stability sample.
AZ	Yes	AZ's central office was given the parameters of the survey. They then ran a report that identified just those agencies providing those services. As survey emails bounced, more in-depth investigation was done to identify the contact person at each agency.
CT	Yes	CT generated a list by pulling contact information for all provider agencies in its Qualified Provider Database.
DC	Yes	DC collects the provider's e-mail when they develop the provider profile in their consumer database. Provider agencies that are active in the database and have provided services/supports to people served by the District of Columbia Department on Disability Services are included in the sample.
GA	Yes	GA used the email list from the Provider Network Management Unit in its central office. This list included all provider agencies enrolled for IDD services. Provider agencies only providing services that did not meet the parameters of the survey were deleted from the list. Emails were updated based on information from provider organizations on preferred contacts for the survey.
HI	No	The HI State Department of Health-Community Resources Branch collected the email addresses from provider agencies interested in participating in the survey. During this survey cycle, participation from the agencies was voluntary.
IL	Yes	IL maintains, on an ongoing basis, an email list of all current provider agencies and newly approved provider agencies. This is the list that was included in the Staff Stability sample. In addition, prior to providing the list to NCI/HSRI for the sample, Illinois sent test emails to the list and provided notice to all provider agencies through its semi-monthly newsletter concerning the test emails, asking that those who did not receive the email should contact the office to correct their email address.
IN	Yes	IN listed all provider agencies that serve individuals in specified funding sources (e.g., waiver and ICF/ID) throughout the state. As survey emails bounced, more in-depth investigation was done to identify the contact person at each agency.

State	Was email list inclusive of all provider agencies in the state providing direct support to adults with IDD?	How email list was compiled, as reported by state
MD	Yes	MD pulled names from their PCIS2 database, contacted all 196 provider agencies by phone, and confirmed email addresses.
MO	No	MO gave all provider agencies the opportunity to participate in the survey through numerous outreach efforts (i.e., the Director promoting the survey at face-to-face meetings with provider organizations and through email outreach to leaders and members of provider organizations. Additionally, email “dings” were sent several times to the Division’s listserv to which members of provider organizations subscribe). Participation was voluntary, but the State encouraged all provider agencies to participate and asked that they provide their contact information via Survey Monkey by a certain date if they were interested.
NE	Yes	<p>NE used the provider email list maintained electronically by the State to contact all provider administrators (Executive Directors/CEOs) to seek specific provider contacts who would be knowledgeable to complete the survey. If a provider did not respond, we used the main agency contact as the point of contact.</p> <p>NE maintains a provider directory (electronically and hard copy). If they received email bounce-backs, they contacted the agency, verified the correct email address and updated the directory.</p>
NY	Yes	<p>NY first identified which OPWDD services would likely meet the criteria for the survey. NY pulled a list of provider agencies that billed for those services in 2016. Outreach was done to obtain contact information for all agencies on that list and in the process, any agency that did to not meet the criteria was removed.</p> <p>NY announced participation in the survey through the Provider Associations and sent an email to all eligible provider agencies notifying them of the survey. Agencies were sent the invitation to participate by email in April. OPWDD continued to follow up with agencies to update contact information and verify eligibility to participate. Statewide Provider Associations and OPWDD continued regular outreach by phone/email/newsletters encouraging participation.</p>
OH	Yes	<ol style="list-style-type: none"> 1) OH sent out a newsletter to all eligible provider agencies with the email addresses on file at DODD asking them to complete a survey (OH asked for the email address of their HR worker and their company name) 2) OH made a document with all these responses, updating the email addresses of those who responded to the survey request 3) OH sent an email to all these people saying that this was the address on file for them and to expect a survey link soon 4) Through that, they had a ton of bounce-backs from incorrect email addresses 5) OH made a list of those agencies with wrong contact information and called each agency to talk with an HR rep

Was email list inclusive of all provider agencies in the state providing direct support to adults with IDD?		How email list was compiled, as reported by state
		<ul style="list-style-type: none"> 6) Step # 5 was routinely updated over the months this survey was administered 7) OH sent this list to HSRI who then uploaded it in the Staff Stability program 8) OH then began sending out the official staff stability emails though the online application 9) Every 2 or 3 weeks OH would send out a separate mail merge letter asking people to check their inboxes for the Survey email 10) In the beginning of June participants who had yet to complete the survey were reminded they would be issued a citation if the survey was not completed 11) Through this method, OH got many responses in which the email address to the HR or payroll department would be identified 12) OH kept doing this until the deadline passed 13) Citations are given to those who did not complete the survey
OR	Yes	OR went to the licensing unit and gathered agency names of all agencies in OR providing the supports specified in the survey parameters. There was an additional database of provider agencies who received a 4% increase over the last year, which was cross referenced against the NCI list. Several additional provider agencies were added. State operated Stabilization and Crisis Unit were not included in the agency data pull. Initially an email was sent to all provider agencies about every two weeks. Personal emails were sent after the survey had been out for 2 months, targeting those who had not clicked on the link or who had opened it but nothing further. Reminders and follow up personal emails increased in frequency during the last month of the survey.
PA	Yes	PA's HCBS Waiver provider agencies are subject to monitoring to ensure compliance with waiver requirements. Provider agencies' email addresses are collected as part of the monitoring process; this list of emails was used for the Staff Stability Survey invitations. Additionally, nearly all HCBS provider agencies also operate private Intermediate Care Facilities for Individuals with an Intellectual Disability (ICF/ID). Prior to the release of the invitation to participate, Pennsylvania sent an announcement to "all Office of Developmental Programs (ODP)-enrolled provider agencies that employ direct-support professionals" encouraging them to participate in the survey. Following release of the invitation, some provider agencies responded that they do not employ direct-support professionals. These provider agencies were removed from the total population of potential respondents to ensure the integrity of the response rate.
SC	Yes	SC used a listing of all service provider agencies, then backed-out those that did not provide services to adults. The listing includes all adult services provider agencies contracted with DDSN. There may be other provider agencies that contract with DHHS (Medicaid agency), but do not have a contract with SC DDSN.

State	Was email list inclusive of all provider agencies in the state providing direct support to adults with IDD?	How email list was compiled, as reported by state
SD	Yes	SD got the list from the Community Support Provider Association Director. The list includes all 19 Community Support Provider agencies as well as the South Dakota Developmental Center and the Private Children’s ICF.
TN	No	For TN all eligible provider agencies were contacted and those that volunteered to participate contacted TN for the survey. Tennessee DIDD staff notified all provider agencies in each of the three regions of Tennessee by presenting at quarterly regional meetings. Tennessee addressed the upcoming survey in a DIDD online weekly newsletter, indicated the benefits of the survey, and documented progress of agencies’ completions throughout the survey.
TX	No	<p>The data was accumulated using a variety of methods.</p> <ol style="list-style-type: none"> 1. TX used the list from the prior year, which did not include all provider agencies in the state 2. TX sent an appeal out on the DADS website stating that if they did not receive a request to complete the survey to contact DADS 3. TX notified the provider association who sent out emails 4. TX got the email addresses from its contracts department <p>TX then put the list together, de-duplicated the list, and attempted to eliminate individual agencies that operate under larger provider agency umbrellas. DADS cannot guarantee that the list includes all provider agencies in TX.</p>
UT	Yes	UT collected email addresses initially through contract records. Email inquiries that were not responded to were followed up with a phone call to obtain the correct email address. Every contracted provider that provides services with the direct support staff element were included in the list.
VT	Yes	VT obtained the email addresses for the key agency contacts from the DDS Directors of each agency in Vermont. The list includes all provider agencies.

Appendix C: Comparable Wage Tables

From the Bureau of Labor Statistics Occupational Employment Statistics, May 2016

Residential Advisors

Coordinate activities in resident facilities in secondary and college dormitories, group homes, or similar establishments. Order supplies and determine need for maintenance, repairs, and furnishings. May maintain household records and assign rooms. May assist residents with problem solving or refer them to counseling resources.

Mean Hourly Wage Estimate: \$13.31

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$8.81	\$10.11	\$12.29	\$15.25	\$19.21

<http://www.bls.gov/oes/current/oes399041.htm>

Personal Care Aides

Assist the elderly, convalescents, or persons with disabilities with daily living activities at the person's home or in a care facility. Duties performed at a place of residence may include keeping house (making beds, doing laundry, washing dishes) and preparing meals. May provide assistance at non-residential care facilities. May advise families, the elderly, convalescents, and persons with disabilities regarding such things as nutrition, cleanliness, and household activities.

Mean Hourly Wage Estimate: \$10.92

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$8.32	\$9.22	\$10.54	\$11.95	\$14.31

<http://www.bls.gov/oes/current/oes399021.htm>

Home Health Aides

Provide routine individualized healthcare such as changing bandages and dressing wounds, and applying topical medications to the elderly, convalescents, or persons with disabilities at the patient's home or in a care facility. Monitor or report changes in health status. May also provide personal care such as bathing, dressing, and grooming of patient.

Mean Hourly Wage Estimate: \$11.35

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$8.65	\$9.56	\$10.87	\$12.39	\$14.72

<http://www.bls.gov/oes/current/oes311011.htm>

Psychiatric Aides

Assist mentally impaired or emotionally disturbed patients, working under direction of nursing and medical staff. May assist with daily living activities, lead patients in educational and recreational activities, or accompany patients to and from examinations and treatments. May restrain violent patients. Includes psychiatric orderlies.

Mean Hourly Wage Estimate: \$13.83

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$9.10	\$10.88	\$12.85	\$16.15	\$20.30

<http://www.bls.gov/oes/current/oes311013.htm>

Nursing Assistants

Provide basic patient care under direction of nursing staff. Perform duties such as feed, bathe, dress, groom, or move patients, or change linens. May transfer or transport patients. Includes nursing care attendants, nursing aides, and nursing attendants.

Mean Hourly Wage Estimate: \$13.29

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$9.64	\$10.80	\$12.78	\$15.08	\$18.22

<http://www.bls.gov/oes/current/oes311014.htm>

Appendix D: Living Wage Table by State

Figures retrieved from: <http://livingwage.mit.edu/>

	1 adult	1 adult and 1 child	2 adults (one working) and 2 children	2 working adults and 2 children
AL	\$10.48	\$21.62	\$24.38	\$15.00
AZ	\$10.74	\$23.15	\$25.33	\$16.27
CT	\$12.51	\$27.63	\$27.64	\$17.86
DC	\$15.71	\$32.88	\$30.49	\$21.84
GA	\$11.35	\$22.52	\$24.96	\$15.12
HI	\$14.97	\$30.33	\$31.91	\$20.48
IL	\$11.72	\$23.91	\$25.23	\$16.67
IN	\$10.23	\$21.14	\$23.48	\$14.21
MD	\$13.84	\$28.25	\$29.30	\$17.93
MO	\$10.16	\$20.82	\$23.93	\$14.31
NE	\$9.97	\$22.02	\$24.35	\$15.56
NY	\$13.56	\$28.01	\$27.88	\$19.28
OH-HCBS	\$9.88	\$21.16	\$22.93	\$14.68
OH-ICF	\$9.88	\$21.16	\$22.93	\$14.68
OR	\$11.90	\$24.98	\$27.06	\$16.66
PA	\$10.46	\$21.87	\$23.22	\$15.09
SC	\$10.60	\$21.10	\$24.40	\$13.94
SD	\$9.62	\$20.03	\$22.88	\$13.69
TN	\$10.10	\$19.88	\$22.97	\$13.13
TX	\$10.67	\$21.99	\$24.45	\$14.41
UT	\$10.78	\$22.33	\$24.95	\$15.71
VT	\$11.74	\$24.48	\$25.69	\$16.38

Appendix E: Instructions Provided to Survey Respondents

STAFF STABILITY SURVEY 2016

November 2016



Survey must be completed in the online data entry system by June 30, 2017

BEFORE YOU START

Your agency has been asked to complete this survey because you provide supports to **adults (18 and over) with intellectual and developmental disabilities**. We are interested in learning about your state's Direct Support Professional (DSP) workforce—individuals who provide direct hands-on services and support.

This survey is part of the National Core Indicators (NCI) project, and the information you provide—on staffing levels, job stability, wages, and compensation—will be used by policymakers and advocates to:

- Inform policy and program development regarding DSP workforce improvement initiatives
- Monitor and evaluate the impact of workforce initiatives
- Compare state workforce outcomes with those of other states
- Provide context for consumer and family outcomes
- Build systems to more effectively collect, analyze, and use DSP workforce data

Notice of Privacy: Filling out this survey is voluntary. Your answers to these questions will be kept private and will not affect your status as a [state] provider. Results of this survey will be reported only in the aggregate; **your agency will not be identified in any way.**

TYPES OF AGENCIES THAT SHOULD NOT PARTICIPATE

➔ **If your agency works EXCLUSIVELY with children (under age 18), please do not reply to this survey.** However, if your agency provides services and supports to adults **and** children, please refer to staff whose primary job is to provide supports to adults with IDD age 18 and over.

➔ If your agency provides the following supports EXCLUSIVELY, please do not reply to this survey:

- transportation services • home modifications • meal delivery • social work
- fiscal intermediary/employer of record services • therapy services, such as occupational therapy

Instead, please email [your state contact] and let him/her know.

PLEASE NOTE: For host/foster/family home arrangements: Please respond only about DSPs who are working in addition to the primary shared living/foster care provider.

DIRECTIONS

OVERVIEW

This survey is best completed by employees from your Human Resources or Payroll departments.

The survey will ask about the following information for all DSPs who were on payroll for any length of time during the period of January 1, 2016 to December 31, 2016:

- Date of hire
- Whether they are current staff or separated staff
- Date of termination (if applicable)
- Whether they work full-time or part-time (current staff only)
- Hours and wages
- Benefits, such as paid time off, health insurance, etc.

IMPORTANT DEFINITIONS

TYPES OF WORKERS TO CONSIDER

This survey is about people who are employed as **Direct Support Professionals**. This includes all paid workers whose primary job responsibility is direct support work. **Please consider *all* DSPs, not only those with a credential or job-specific training.**

For example, the DSP workforce includes the following job titles and those in similar roles (***this list is NOT exhaustive***):

- Personal Support Specialists (PSSs)
- Home Health Aides (HHAs)
- Certified Nursing Assistants (CNAs)
- Homemakers
- Residential Support Workers (RSWs)
- Community Habilitation Specialists
- Personal Attendants/Personal Care Aides
- DSPs working in job or vocational services
- DSPs working at day programs or community support programs

Please respond about the following workers:

- All people whose primary job responsibility is to provide support, training, supervision, and personal assistance to adults with intellectual/developmental disabilities.
- All full-time and part-time DSPs.
- All paid staff members who spend at least 50% of their hours doing direct service tasks. These people may do some supervisory tasks, but their primary job responsibility and more than 50% of their hours are spent doing direct support work.

Only include supervisors if more than 50% of their hours are spent doing direct support tasks.



Do not include these workers in your responses:

- PRN workers
- Temporary workers
- Licensed health care staff (nurses, social workers, psychologists, etc.)
- Administrative staff, or full-time managers or directors, unless they spend 50% or more of their hours providing direct hands-on support and personal assistance or supervision to individuals with disabilities

Regarding host/foster/family home arrangements: Please respond only about DSPs who are working in addition to the primary shared living/foster care provider.

WORKPLACE SETTINGS/SERVICES

Please include in your responses DSPs for whom your agency has control over setting wages and determining benefits. Please include DSPs working in the following settings:

- Residential supports**—Supports provided to a person who is living outside of the family home. This can include 24-hour supports such as a group home or ICF/ID. It can also include people living in supported housing or supported living getting less than 24 hours of support (if your agency owns the residential setting or operates the lease). If a person is in a shared living, host home or foster home, please include only those DSPs who are working in addition to the shared living/foster provider.
- In-home supports**—Supports provided to a person in their home (only if their home is not owned or leased by your agency. If the mortgage or lease of the home is the financial responsibility of your agency, the services you provide in the home would be considered residential supports).
- Non-residential supports** such as:
 - **Day programs and community support programs**—Supports provided outside an individual's home such as adult day program services, developmental training, and community supports.
 - **Job or vocational services**—Supports to help individuals who are looking for work or on the job for which they are paid (e.g., work supports).



Do not include employees in the following settings:

- People working on services such as home modifications, transportation, meal delivery, social work or others who are not providing direct hands-on support and personal assistance or supervision to individuals with disabilities.
- People who are hired directly by the person or the person's family for whom your agency's role is limited to being a fiscal intermediary/employer of record.
- People only working in school settings for children through 12th grade.
- People providing therapy services, such as occupational therapists.
- People providing seasonal services, such as summer camp counselors.

LENGTH OF EMPLOYMENT

For the purposes of this survey, please use the following definitions:

Current staff: Direct support staff (both full-time and part-time) on your payroll as of December 31, 2016.

Separated staff: Direct support staff who left your agency for any reason during the period of [January 1, 2016 to December 31, 2016]. Do not include workers who were promoted or transferred within the agency.