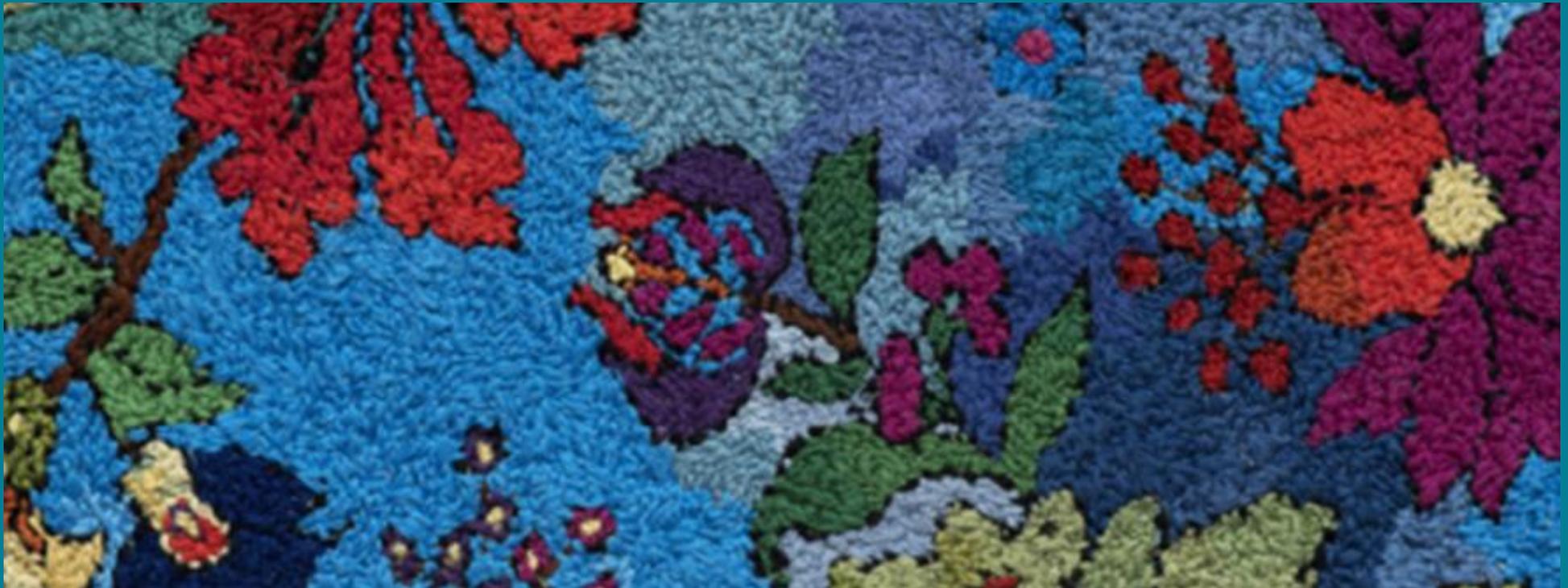




# 2017 Staff Stability Survey Report

January 2019



## NASDDDS

National Association of State Directors of Developmental Disabilities Services



Human Services  
Research Institute

## Introduction

### Collecting Comprehensive Data on the DSP Workforce

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 agencies<sup>1</sup> and to reduce the impact of turnover on the quality of supports and outcomes for consumers<sup>2,3</sup>.

Each year, National Core Indicators™ (NCI™)—a collaboration between the National Association of State Directors of Developmental Disabilities Services, the Human Services Research Institute, and participating states—works with member states to collect comprehensive data on the workforce providing direct 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.

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<sup>1</sup> 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>

<sup>2</sup> Ibid.

A total of 19 states plus the District of Columbia administered the **2017 NCI Staff Stability Survey**.

All told, **3,334 provider agencies responded to the survey**.

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<sup>3</sup> 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*.

## Executive Summary

A total of 19 states plus the District of Columbia participated in the **2017 NCI Staff Stability Survey**:

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

The data presented here refer to the period between Jan. 1, 2017 and Dec. 31, 2017. Most states administered the survey to all agencies that provided direct support services to adults with intellectual and developmental disabilities, but sampling methodologies varied; please see Appendix E for each state's method.

All told, **3,334 provider agencies responded to the survey**.

The data presented in this Executive Summary represent the Weighted NCI Results.

## Services Provided

Of the responding agencies:

- **73.2% provided residential supports**—such as community-based group homes, supported living services, or ICF/ID homes.
- **78.3% provided in-home supports**—such as homemaker/personal care services, in-home habilitation, and in-home respite.
- **77.0% provided non-residential supports**—such as day supports, community support programs, community-based employment supports, facility-based employment supports, or out-of-home habilitation.

## Tenure (Length of Employment) of DSPs

Of the DSPs employed by respondents as of Dec. 31, 2017:

- 19.5% had been employed for less than 6 months
- 15.8% had been employed between 6 and 12 months
- 64.7% had been employed for more than 12 months

Of the DSPs who left (separated from) employment between Jan. 1, 2017 and Dec. 31, 2017:

- 32.3% had been employed for less than 6 months
- 18.0% had been employed between 6 and 12 months
- 37.6% had been employed for more than 12 months

## Executive Summary (continued)

### Turnover

Across states, the turnover rate for DSPs in 2017 ranged from 24.4% to 68.8%; the **weighted average turnover rate was 43.8%**.

### Vacancy Rates

Among all respondents, 85.5% indicated that they distinguish between full-time and part-time DSP positions. Among these, vacancy rates for full-time positions ranged from 4.4% to 11.9% with an NCI Average of 8.1%. Vacancy rates for part-time positions ranged from 4.2% to 30.2% with an NCI Average of 17.3%.

These are point-in-time vacancy rates, not averages across the year.

### Wages

Across all service types, responding agencies paid a **median hourly wage of \$12.09**.

When broken out by service type, median hourly wages were:

- \$12.00 for DSPs providing residential supports
- \$12.00 for DSPs providing in-home supports
- \$12.50 for DSPs providing non-residential supports

### Benefits

A large majority of responding agencies offer some form of paid time off to employees. Paid time off is either tracked by type (vacation, sick, personal) or pooled. Pooled paid time off is a method for offering and tracking time off in which the provider agency offers employees a bank of hours with no further delineation of the purpose or the type of time off.

- 22.7% of responding providers offered pooled paid time off to some or all DSPs.

Of those not using the pooled method:

- 59.7% provided paid sick time to some or all DSPs.
- 64.6% provided paid vacation time to some or all DSPs.
- 30.4% provided paid personal time to some or all DSPs.

Among the responding agencies, 71.7% provide health insurance to some or all DSPs; 68.0% provide dental coverage to some or all DSPs; and 55.6% provide vision coverage to some or all DSPs.

### Recruitment and Retention

Slightly more than three-quarters (78.5%) of respondents reported offering a realistic job preview to candidates, and 53.5% reported offering a pay incentive or referral bonus program.

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## Full Results of the 2017 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 is direct support work, and more than half of their working hours are spent providing direct support.

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:

- 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

### 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**.
- **Weighting** affects the NCI averages (see page 4 for more information).
- **Consider the Ns** (number of responding provider agencies for each question); these vary by state and by question.
- Keep in mind that **some states only included HCBS Waiver-funded services** when establishing their sample of provider agencies.

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### Understanding Key Terms

In this report, you'll see the following statistics. These brief explanations are intended to help you interpret them:

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, to calculate the mean points per game by a basketball player, one adds up all the points made and divides the result by the number of games played.

What is a **MEDIAN**? The median is the value that separates the upper half of a dataset 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 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; a high standard deviation indicates that the data points are more spread out.

What is **MARGIN OF ERROR**? Margin of error is used to demonstrate the relative confidence one can have that the data will accurately represent the total population. For example, if the final sample from State A has a margin of error of 5% (and a 95% confidence level), you can say that 95% of the time, the statistics derived using that sample are within 5 percentage points, plus or minus, the actual statistics of the total population.

## Response Rates

### Number of Responses and Response Rates

A total of 3,334 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.

If no questions were answered, surveys were considered invalid; however, they were still included in the denominator when calculating the response rate.

Surveys were deleted from the dataset and not considered eligible for analysis 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.

See Appendix D for more information on each state’s sample.

	Valid responses	Total population <sup>4</sup>	Response rate	Margin of error for sample size based on valid responses <sup>5,6</sup>
<b>AL</b>	41	140	28.3%	12.92%
<b>AZ</b>	222	313	66.9%	3.55%
<b>CT</b>	43	179	23.2%	13.06%
<b>DC</b>	68	92	66.7%	6.10%
<b>GA</b>	152	307	48.6%	5.66%
<b>IL</b>	226	267	81.9%	2.56%
<b>IN</b>	98	177	54.1%	6.63%
<b>KY</b>	169	178	82.0%	1.70%
<b>MD</b>	43	187	22.4%	13.15%
<b>MO</b>	191	437	40.6%	5.33%
<b>NE</b>	43	45	91.5%	3.19%
<b>NY</b>	299	334	84.7%	1.84%
<b>OH*</b>	1211	1238	89.3%	0.42%
<b>OK*</b>	61	106	55.0%	8.21%
<b>OR</b>	198	224	81.5%	2.38%
<b>SC</b>	43	55	78.2%	7.04%
<b>SD</b>	20	20	100.0%	0.00%
<b>TN</b>	116	146	76.8%	4.23%
<b>UT</b>	75	90	82.4%	4.65%
<b>VT</b>	15	15	100.0%	0.00%
<b>Total</b>	<b>3334</b>	<b>4550</b>		

\*Only providers of HCBS-funded services received the survey.

<sup>4</sup> Total number of providers in the state minus those reported not to provide any of the requisite service types and/or reported not employing any DSPs.

<sup>5</sup> Assuming 50% response distribution

<sup>6</sup> Calculated using <http://www.raosoft.com/samplesize.html>

## New for 2017: Weights

### *Using Weights to Calculate Overall NCI Results*

The 2017 NCI Staff Stability data shows state data weighted by each state's margin of error.<sup>7</sup>

#### *What does this mean?*

- The data from states with lower margins of error contribute more weight to the NCI-wide results (for example, the NCI Average, or the NCI Median). States with higher margins of error have less effect on the overall NCI-wide results.

#### *Why do this?*

- States vary in terms of the proportion of providers that submit complete survey responses. This variability affects how confident we can be that the results of the survey are representative of the state. The state's margin of error reflects this.  
The margin of error calculation comes from the number of valid responses and the total number of agencies in the state eligible for the survey, regardless of whether they received and/or completed the survey. The higher the margin of error, the less confidence exists that the results are representative of the entire state.

- Weighting uses a statistical technique that includes each state's margin of error in calculating the overall NCI-wide numbers. This weighting technique ensures that states with high margins of error have less influence on the overall NCI results.
- In calculating the NCI-wide results, this approach has been demonstrated to account for the difference among states in how well their sample represents their entire population of provider agencies.
- **This weight does not affect state-specific results.**

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<sup>7</sup> **What is MARGIN OF ERROR?** Margin of error is a statistic that is used to demonstrate the relative confidence one can have that the data will accurately represent the total population. For example, if the final sample from State A has a margin of error of 5% (and a

95% confidence level), you can say that 95% of the time, the statistics derived using that sample are within 5% plus or minus of the actual statistics of the total population.

### Characteristics of Responding Agencies

The majority of responding provider agencies provide direct support exclusively to adults with intellectual and developmental disabilities (54.0%). Among those that also provide supports to other populations, most were able to report out separately on DSPs who worked with adults with IDD (see Table 2).<sup>8</sup>

Table 1. Does your agency ONLY support adults with intellectual/developmental disabilities?

	Yes	No	Number of responding agencies
<b>AL</b>	68.3%	31.7%	41
<b>AZ</b>	45.0%	55.0%	222
<b>CT</b>	76.7%	23.3%	43
<b>DC</b>	85.1%	14.9%	67
<b>GA</b>	77.0%	23.0%	152
<b>IL</b>	69.5%	30.5%	226
<b>IN</b>	48.0%	52.0%	98
<b>KY</b>	62.5%	37.5%	168
<b>MD</b>	79.1%	20.9%	43
<b>MO</b>	65.3%	34.7%	190
<b>NE</b>	51.2%	48.8%	43
<b>NY</b>	34.4%	65.6%	299
<b>OH</b>	66.7%	33.3%	1207
<b>OK</b>	75.4%	24.6%	61
<b>OR</b>	78.2%	21.8%	197
<b>SC</b>	62.8%	37.2%	43
<b>SD</b>	60.0%	40.0%	20
<b>TN</b>	76.7%	23.3%	116
<b>UT</b>	57.3%	42.7%	75
<b>VT</b>	20.0%	80.0%	15
	<b>Weighted NCI Average: 54.0%</b>	<b>Weighted NCI Average: 46.0%</b>	<b>Unweighted Total: 3326</b>

<sup>8</sup> 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 2. *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	Number of responding agencies
<b>AL</b>	72.7%	27.3%	11
<b>AZ</b>	55.8%	44.2%	120
<b>CT</b>	88.9%	11.1%	9
<b>DC</b>	80.0%	20.0%	10
<b>GA</b>	80.0%	20.0%	35
<b>IL</b>	82.1%	17.9%	67
<b>IN</b>	54.2%	45.8%	48
<b>KY</b>	60.0%	40.0%	60
<b>MD</b>	88.9%	11.1%	9
<b>MO</b>	45.2%	54.8%	62
<b>NE</b>	42.9%	57.1%	21
<b>NY</b>	69.2%	30.8%	195
<b>OH</b>	58.5%	41.5%	388
<b>OK</b>	73.3%	26.7%	15
<b>OR</b>	69.8%	30.2%	43
<b>SC</b>	86.7%	13.3%	15
<b>SD</b>	62.5%	37.5%	8
<b>TN</b>	77.8%	22.2%	27
<b>UT</b>	38.7%	61.3%	31
<b>VT</b>	58.3%	41.7%	12
	<b>Weighted NCI Average: 60.0%</b>	<b>Weighted NCI Average: 40.0%</b>	<b>Unweighted Total: 1186</b>

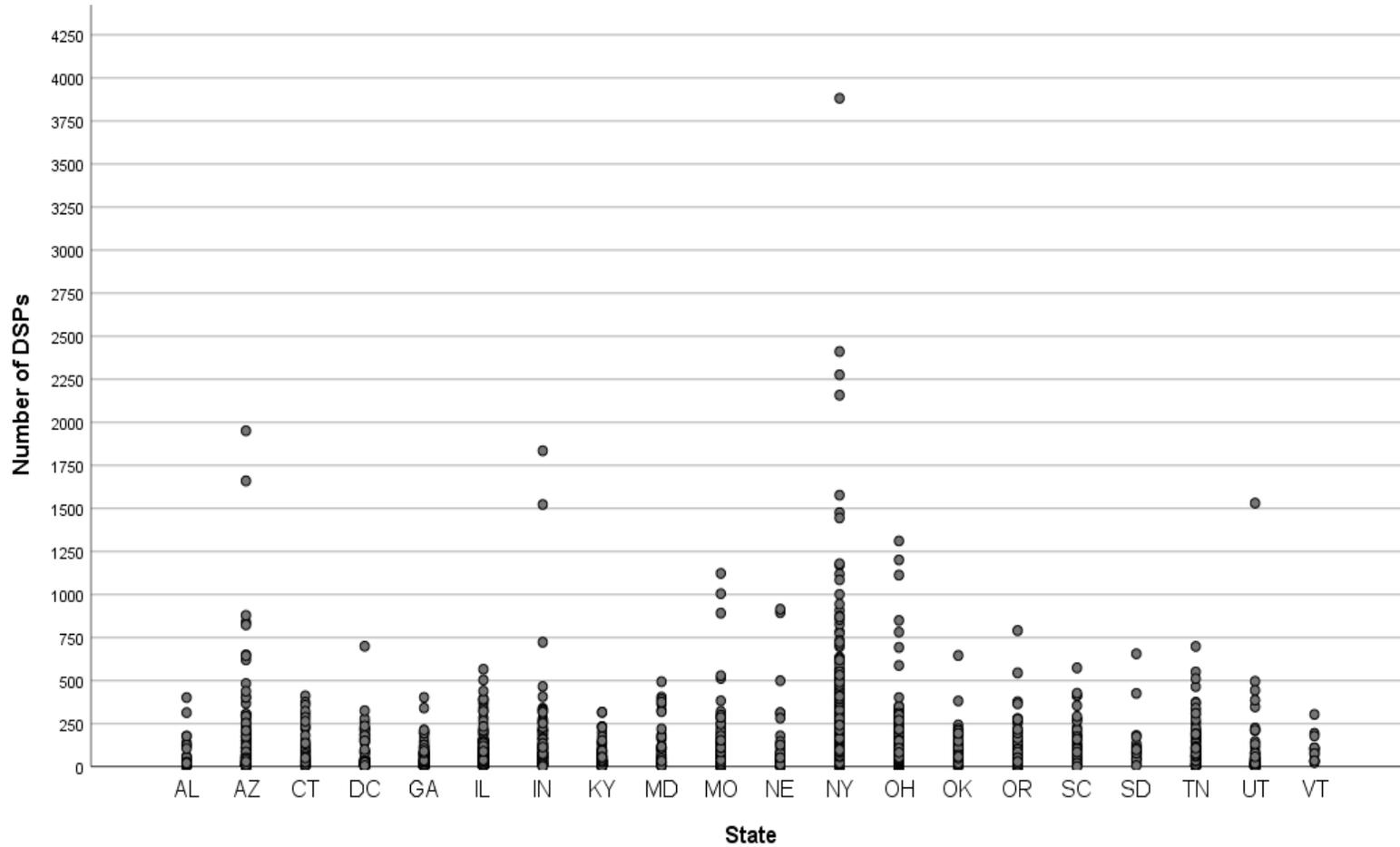
Table 3. How many DSPs providing support for adults with IDD were on your payroll as of December 31, 2017<sup>9</sup>?

	Percentage of responding agencies that employ....				Mean number of DSPs employed by agencies per state	Std. deviation	Median number of DSPs	Number of responding agencies
	1-20 DSPs	21-40 DSPs	41-60 DSPs	61+ DSPs				
AL	41.5%	24.4%	12.2%	22.0%	56.24	82.80	22.00	41
AZ	36.0%	20.3%	12.2%	31.5%	101.42	216.54	30.00	222
CT	23.3%	16.3%	9.3%	51.2%	113.21	115.76	61.00	43
DC	38.2%	23.5%	5.9%	32.4%	78.53	112.11	30.00	68
GA	50.7%	18.4%	7.2%	23.7%	42.03	59.79	17.50	152
IL	31.4%	20.4%	9.3%	38.9%	71.70	90.33	39.00	226
IN	16.3%	8.2%	12.2%	63.3%	154.26	250.11	82.50	98
KY	42.6%	29.0%	10.1%	18.3%	40.66	53.19	25.00	169
MD	16.3%	18.6%	9.3%	55.8%	121.56	128.88	74.00	43
MO	39.8%	18.8%	7.9%	33.5%	76.93	145.84	28.00	191
NE	27.9%	20.9%	16.3%	34.9%	114.65	201.77	41.00	43
NY	14.4%	9.4%	7.7%	68.6%	261.45	396.01	136.00	299
OH	64.3%	15.6%	6.9%	13.2%	36.14	89.77	11.00	1211
OK	24.6%	16.4%	9.8%	49.2%	85.48	103.34	58.00	61
OR	52.0%	15.7%	9.6%	22.7%	52.83	92.47	17.50	198
SC	11.6%	4.7%	7.0%	76.7%	156.60	130.12	123.00	43
SD	10.0%	0.0%	20.0%	70.0%	130.95	148.21	89.00	20
TN	23.3%	7.8%	12.1%	56.9%	111.95	122.10	71.50	116
UT	61.3%	13.3%	6.7%	18.7%	72.36	196.80	15.00	75
VT	0.0%	33.3%	0.0%	66.7%	99.67	73.76	88.00	15
	<b>Weighted NCI Average: 32.3%</b>	<b>Weighted NCI Average: 15.1%</b>	<b>Weighted NCI Average: 9.4%</b>	<b>Weighted NCI Average: 43.3%</b>	<b>Weighted NCI Average: 84.36</b>	<b>Weighted NCI Std. Dev.: 133.84</b>	<b>Weighted Median: 43.00</b>	<b>Unweighted Total: 3334</b>

<sup>9</sup> Numbers do not include staff hired through a temporary personnel agency, contract or 1099 workers.

**Figure 1. Spread of agency size in 2017 (based on number of DSPs)**

Provider agencies in Kentucky, for example, are, as a whole, smaller (most under 250 DSPs) whereas New York has a broad range of agency sizes.



Each circle represents one agency.

Number of DSPs (as of 12/31/17) providing supports for adults with IDD

## Types of Supports Provided

Providers were asked to indicate the types of support they provide among three distinct service types: residential, in-home, and non-residential.

- 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 receiving fewer than 24 hours of support (if the provider agency owns the residential setting or operates the lease).
- In-home supports**—supports provided to a person in their home (only if their home is not owned or leased by the provider agency).
- Non-residential supports**—such as day supports, community support programs, community-based employment supports, facility-based employment supports, out-of-home habilitation.

Table 4. Number of service types provided—residential, in-home, and/or non-residential

	1 Type	2 Types	All 3 Types	Number of responding agencies
AL	46.4%	34.1%	19.6%	41
AZ	50.5%	30.6%	18.9%	222
CT	27.9%	37.3%	34.8%	43
DC	52.9%	36.8%	10.3%	68
GA	37.5%	30.3%	32.2%	152
IL	45.1%	27.4%	27.4%	226
IN	14.3%	28.6%	57.2%	98
KY	30.2%	39.6%	30.2%	169
MD	27.9%	32.5%	39.6%	43
MO	49.7%	30.4%	19.9%	191
NE	9.3%	32.6%	58.2%	43
NY	22.4%	31.4%	46.2%	299
OH	52.6%	32.5%	14.9%	1211
OK	23.0%	41.0%	36.0%	61
OR	56.1%	29.8%	14.1%	198
SC	18.7%	27.8%	53.5%	43
SD	0.0%	15.0%	85.0%	20
TN	12.9%	40.5%	46.6%	116
UT	38.7%	26.7%	34.7%	75
VT <sup>10</sup>	0.0%	6.7%	93.3%	15
	<b>Weighted NCI Average: 24.9%</b>	<b>Weighted NCI Average: 22.0%</b>	<b>Weighted NCI Average: 53.1%</b>	<b>Unweighted Total: 3334</b>

<sup>10</sup> Percentages edited to reflect services provided in VT

**Residential Supports**

Of the provider agencies that responded to the survey, 73.2% 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 receiving fewer than 24 hours of support (if the provider agency owns the residential setting or operates the lease).

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

	Yes	No	Number of responding agencies
<b>AL</b>	75.6%	24.4%	41
<b>AZ</b>	41.4%	58.6%	222
<b>CT</b>	69.8%	30.2%	43
<b>DC</b>	64.7%	35.3%	68
<b>GA</b>	70.4%	29.6%	152
<b>IL</b>	83.6%	16.4%	226
<b>IN</b>	69.4%	30.6%	98
<b>KY</b>	62.7%	37.3%	169
<b>MD</b>	76.7%	23.3%	43
<b>MO</b>	66.0%	34.0%	191
<b>NE</b>	69.8%	30.2%	43
<b>NY</b>	68.7%	31.3%	297
<b>OH</b>	42.3%	57.7%	1210
<b>OK</b>	75.4%	24.6%	61
<b>OR</b>	53.8%	46.2%	197
<b>SC</b>	93.0%	7.0%	43
<b>SD</b>	100.0%	0.0%	20
<b>TN</b>	86.1%	13.9%	115
<b>UT</b>	52.0%	48.0%	75
<b>VT<sup>11</sup></b>	100.0%	0.0%	15
	<b>Weighted NCI Average: 73.2%</b>	<b>Weighted NCI Average: 26.8%</b>	<b>Unweighted Total: 3329</b>

<sup>11</sup> Percentages edited to reflect services provided in VT

***In-Home Supports***

Of the provider agencies that responded to the survey, 78.3% 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 6. Does your agency provide in-home supports to individuals in their family home?*

	<b>Yes</b>	<b>No</b>	<b>Number of responding agencies</b>
<b>AL</b>	34.1%	65.9%	41
<b>AZ</b>	68.8%	31.2%	221
<b>CT</b>	51.2%	48.8%	43
<b>DC</b>	47.1%	52.9%	68
<b>GA</b>	47.7%	52.3%	151
<b>IL</b>	37.1%	62.9%	224
<b>IN</b>	86.7%	13.3%	98
<b>KY</b>	47.6%	52.4%	168
<b>MD</b>	62.8%	37.2%	43
<b>MO</b>	52.1%	47.9%	190
<b>NE</b>	83.3%	16.7%	42
<b>NY</b>	65.7%	34.3%	297
<b>OH</b>	71.3%	28.7%	1208
<b>OK</b>	68.3%	31.7%	60
<b>OR</b>	38.1%	61.9%	197
<b>SC</b>	58.1%	41.9%	43
<b>SD</b>	85.0%	15.0%	20
<b>TN</b>	69.0%	31.0%	116
<b>UT</b>	62.7%	37.3%	75
<b>VT</b>	93.3%	6.7%	15
	<b>Weighted NCI Average: 78.3%</b>	<b>Weighted NCI Average: 21.7%</b>	<b>Unweighted Total: 3320</b>

**Non-Residential Supports**

Of the provider agencies that responded to the survey, 77.0% 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 7. Does your agency provide non-residential supports and services outside of the home?

	Yes	No	Number of responding agencies
AL	63.4%	36.6%	41
AZ	58.8%	41.2%	221
CT	86.0%	14.0%	43
DC	45.6%	54.4%	68
GA	77.0%	23.0%	152
IL	62.2%	37.8%	225
IN	86.7%	13.3%	98
KY	89.9%	10.1%	169
MD	73.8%	26.2%	42
MO	52.4%	47.6%	191
NE	97.7%	2.3%	43
NY	90.3%	9.7%	299
OH	49.1%	50.9%	1207
OK	71.7%	28.3%	60
OR	67.0%	33.0%	197
SC	83.7%	16.3%	43
SD	100.0%	0.0%	20
TN	80.7%	19.3%	114
UT	81.3%	18.7%	75
VT	100.0%	0.0%	15
	<b>Weighted NCI Average: 77.0%</b>	<b>Weighted NCI Average: 23.0%</b>	<b>Unweighted Total: 3323</b>

## Numbers of Adults with IDD Supported

### Residential Supports

Table 8. Numbers Served: Size and Total of Populations of Adults with IDD Served With Residential Supports<sup>12</sup>

	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	Number of responding agencies
AL	51.6%	19.4%	6.5%	19.4%	3.2%	31
AZ	44.0%	17.6%	16.5%	11.0%	11.0%	91
CT	26.7%	6.7%	20.0%	30.0%	16.7%	30
DC	40.9%	9.1%	25.0%	22.7%	2.3%	44
GA	48.6%	16.8%	20.6%	7.5%	6.5%	107
IL	16.9%	19.6%	22.8%	21.2%	19.6%	189
IN	13.2%	20.6%	23.5%	16.2%	26.5%	68
KY	23.6%	28.3%	29.2%	14.2%	4.7%	106
MD	21.2%	9.1%	24.2%	9.1%	36.4%	33
MO	35.7%	17.5%	31.0%	7.9%	7.9%	126
NE	23.3%	13.3%	26.7%	16.7%	20.0%	30
NY	6.9%	7.9%	13.8%	23.2%	48.3%	203
OH	58.4%	11.9%	15.2%	8.0%	6.4%	512
OK	13.3%	26.7%	40.0%	8.9%	11.1%	45
OR	37.7%	16.0%	25.5%	13.2%	7.5%	106
SC	2.6%	10.5%	21.1%	28.9%	36.8%	38
SD	5.0%	5.0%	20.0%	35.0%	35.0%	20
TN	26.3%	16.2%	31.3%	14.1%	12.1%	99
UT	56.4%	7.7%	15.4%	5.1%	15.4%	39
VT	36.4%	9.1%	18.2%	18.2%	18.2%	11
	<b>Weighted NCI Average: 27.6%</b>	<b>Weighted NCI Average: 8.8%</b>	<b>Weighted NCI Average: 18.6%</b>	<b>Weighted NCI Average: 22.5%</b>	<b>Weighted NCI Average: 22.5%</b>	<b>Unweighted Total: 1928</b>

<sup>12</sup> As of Dec. 31, 2017. 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 receiving fewer than 24 hours of support (if the provider agency owns the residential setting or operates the lease).

**In-Home Supports**

Table 9. Numbers Served: Size and Total of Populations of Adults with IDD Served With In-Home Supports<sup>13</sup>

	<b>Serve 1-10 Adults with IDD</b>	<b>Serve 11-20 Adults with IDD</b>	<b>Serve 21-50 Adults with IDD</b>	<b>Serve 51-99 Adults with IDD</b>	<b>Serve 100+ Adults with IDD</b>	<b>Number of responding agencies</b>
<b>AL</b>	100.0%	0.0%	0.0%	0.0%	0.0%	14
<b>AZ</b>	42.1%	10.5%	23.0%	8.6%	15.8%	152
<b>CT</b>	63.6%	9.1%	22.7%	4.5%	0.0%	22
<b>DC</b>	65.6%	21.9%	9.4%	3.1%	0.0%	32
<b>GA</b>	48.6%	15.3%	26.4%	6.9%	2.8%	72
<b>IL</b>	45.8%	19.3%	15.7%	9.6%	9.6%	83
<b>IN</b>	22.4%	15.3%	25.9%	16.5%	20.0%	85
<b>KY</b>	64.6%	10.1%	19.0%	3.8%	2.5%	79
<b>MD</b>	51.9%	0.0%	18.5%	18.5%	11.1%	27
<b>MO</b>	52.5%	19.2%	16.2%	4.0%	8.1%	99
<b>NE</b>	45.7%	14.3%	25.7%	8.6%	5.7%	35
<b>NY</b>	13.5%	12.5%	21.9%	21.4%	30.7%	192
<b>OH</b>	71.2%	11.4%	10.8%	4.0%	2.7%	853
<b>OK</b>	48.8%	22.0%	17.1%	7.3%	4.9%	41
<b>OR</b>	49.3%	19.2%	21.9%	4.1%	5.5%	73
<b>SC</b>	43.5%	17.4%	17.4%	13.0%	8.7%	23
<b>SD</b>	23.5%	17.6%	17.6%	23.5%	17.6%	17
<b>TN</b>	53.8%	15.0%	23.7%	5.0%	2.5%	80
<b>UT</b>	57.4%	12.8%	21.3%	6.4%	2.1%	47
<b>VT</b>	21.4%	0.0%	57.1%	7.1%	14.3%	14
	<b>Weighted NCI Average: 41.7%</b>	<b>Weighted NCI Average: 10.6%</b>	<b>Weighted NCI Average: 25.4%</b>	<b>Weighted NCI Average: 11.3%</b>	<b>Weighted NCI Average: 11.0%</b>	<b>Unweighted Total: 2040</b>

<sup>13</sup> As of Dec. 31, 2017. In-Home Supports—supports provided to a person in their home (only if their home is not owned or leased by the provider agency).

**Non-Residential Supports**

Table 10. Numbers Served: Size and Total of Populations of Adults with IDD Served With Non-Residential Supports<sup>14</sup>

	<b>Serve 1-10 Adults with IDD</b>	<b>Serve 11-20 Adults with IDD</b>	<b>Serve 21-50 Adults with IDD</b>	<b>Serve 51-99 Adults with IDD</b>	<b>Serve 100+ Adults with IDD</b>	<b>Number of responding agencies</b>
<b>AL</b>	15.4%	7.7%	34.6%	34.6%	7.7%	26
<b>AZ</b>	17.7%	13.1%	32.3%	16.2%	20.8%	130
<b>CT</b>	24.3%	18.9%	10.8%	13.5%	32.4%	37
<b>DC</b>	9.7%	19.4%	22.6%	35.5%	12.9%	31
<b>GA</b>	22.2%	12.8%	23.9%	17.9%	23.1%	117
<b>IL</b>	4.4%	4.4%	19.7%	29.9%	41.6%	137
<b>IN</b>	15.5%	11.9%	16.7%	20.2%	35.7%	84
<b>KY</b>	17.9%	19.2%	37.7%	14.6%	10.6%	151
<b>MD</b>	19.4%	9.7%	22.6%	16.1%	32.3%	31
<b>MO</b>	25.0%	24.0%	21.0%	16.0%	14.0%	100
<b>NE</b>	26.2%	2.4%	31.0%	19.0%	21.4%	42
<b>NY</b>	6.0%	6.0%	16.4%	17.2%	54.5%	268
<b>OH</b>	33.7%	15.8%	20.8%	11.9%	17.7%	587
<b>OK</b>	23.8%	16.7%	35.7%	14.3%	9.5%	42
<b>OR</b>	12.9%	22.0%	29.5%	22.7%	12.9%	132
<b>SC</b>	2.9%	0.0%	14.7%	23.5%	58.8%	34
<b>SD</b>	20.0%	5.0%	10.0%	35.0%	30.0%	20
<b>TN</b>	33.7%	13.0%	20.7%	20.7%	12.0%	92
<b>UT</b>	34.4%	18.0%	16.4%	9.8%	21.3%	61
<b>VT</b>	0.0%	0.0%	26.7%	33.3%	40.0%	15
	<b>Weighted NCI Average: 17.4%</b>	<b>Weighted NCI Average: 7.1%</b>	<b>Weighted NCI Average: 18.8%</b>	<b>Weighted NCI Average: 27.1%</b>	<b>Weighted NCI Average: 29.6%</b>	<b>Unweighted Total: 2137</b>

<sup>14</sup> As of Dec. 31, 2017. Non-residential supports can include: 1) Day programs and community support programs (supports provided outside an individual’s home such as adult day program services and community supports), 2) 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)

## Turnover Rate

The turnover rate in this report is a point-in-time rate. The denominator (total number of employed DSPs at each agency) is taken from a specific point in time: Dec. 31, 2017. Some turnover rate calculations use the average number of people employed at each agency across 12 months as the denominator in the turnover rate calculation.

Please note that in this report, **calculations of the turnover rates use a different methodology than in previous years.**

This year, agency turnover rates were calculated **for each agency** by dividing the number of DSPs from that agency who separated from employment in the past year by the number of DSPs employed by that agency as of Dec 31, 2017. The NCI Average was weighted.

In previous years, the total number of employed DSPs **in an entire state** as of Dec. 31 were summed, and the total number of DSPs that had separated from employment in the past year in a state were summed. Then, the total number that had separated in the state was divided by the total number employed in the state to create a rate. Therefore, **please**

**use caution when comparing data from this year with past years' NCI Staff Stability reports.**

We made this change after conducting statistical analysis that demonstrated considerable within-state variability in turnover rates, suggesting that "turnover" is a characteristic of the agency as well as the state. Thus, calculating turnover rates separately for each responding agency is a more informative way of looking at the data.

**For turnover rates that are calculated in the same way as previous years, see Appendix A.**

Some agencies reported turnover rates exceeding 100%. This means that the number of DSPs that separated from the agency payroll in 2017 was greater than the number of DSPs employed as of Dec. 31, 2017. This may be a result of downsizing or agency restructuring. States with agencies reporting turnover rates that exceed 100% can use the information in this report to open discussions on the factors that contribute to turnover.

Table 11. Turnover Rates for DSPs in 2017 (as of Dec. 31, 2017)

	<b>Average Turnover Rates<sup>15</sup></b>	<b>Median</b>	<b>Std. Deviation</b>	<b>Minimum</b>	<b>Maximum</b>	<b>Number of responding agencies</b>
<b>AL</b>	31.0%	25.9%	27.0%	0.0%	125.6%	38
<b>AZ</b>	42.0%	33.2%	42.4%	0.0%	300.0%	216
<b>CT</b>	31.0%	31.1%	19.5%	0.0%	100.0%	39
<b>DC</b>	24.4%	20.4%	21.8%	0.0%	95.0%	65
<b>GA</b>	39.7%	31.8%	42.3%	0.0%	269.2%	132
<b>IL</b>	49.5%	40.9%	40.7%	0.0%	300.0%	215
<b>IN</b>	51.6%	44.0%	40.8%	0.0%	295.5%	95
<b>KY</b>	46.0%	33.3%	50.2%	0.0%	400.0%	161
<b>MD</b>	36.1%	33.4%	18.5%	0.0%	95.3%	40
<b>MO</b>	46.4%	42.3%	34.6%	0.0%	164.3%	177
<b>NE</b>	68.8%	50.0%	65.3%	4.0%	327.3%	39
<b>NY</b>	33.4%	29.5%	26.0%	0.0%	271.6%	286
<b>OH</b>	39.0%	25.6%	46.7%	0.0%	400.0%	1084
<b>OK</b>	54.4%	45.2%	48.4%	0.0%	289.5%	58
<b>OR</b>	47.4%	41.8%	40.5%	0.0%	250.0%	190
<b>SC</b>	32.0%	29.8%	16.6%	0.0%	83.3%	41
<b>SD</b>	57.3%	49.5%	30.6%	15.2%	146.5%	19
<b>TN</b>	51.4%	42.2%	37.4%	0.0%	193.3%	106
<b>UT</b>	41.5%	38.1%	33.5%	0.0%	149.0%	69
<b>VT</b>	34.6%	40.0%	16.1%	5.7%	67.0%	14
	<b>Weighted NCI Average: 43.8%</b>	<b>Weighted NCI Average: 40.0%</b>	<b>Weighted NCI Average: 37.8%</b>	<b>Overall Minimum 0.0%</b>	<b>Overall Maximum 400.0%</b>	<b>Unweighted Total: 3084</b>

Please use caution when comparing data from this year with past years' NCI Staff Stability reports. See Appendix A for more information.

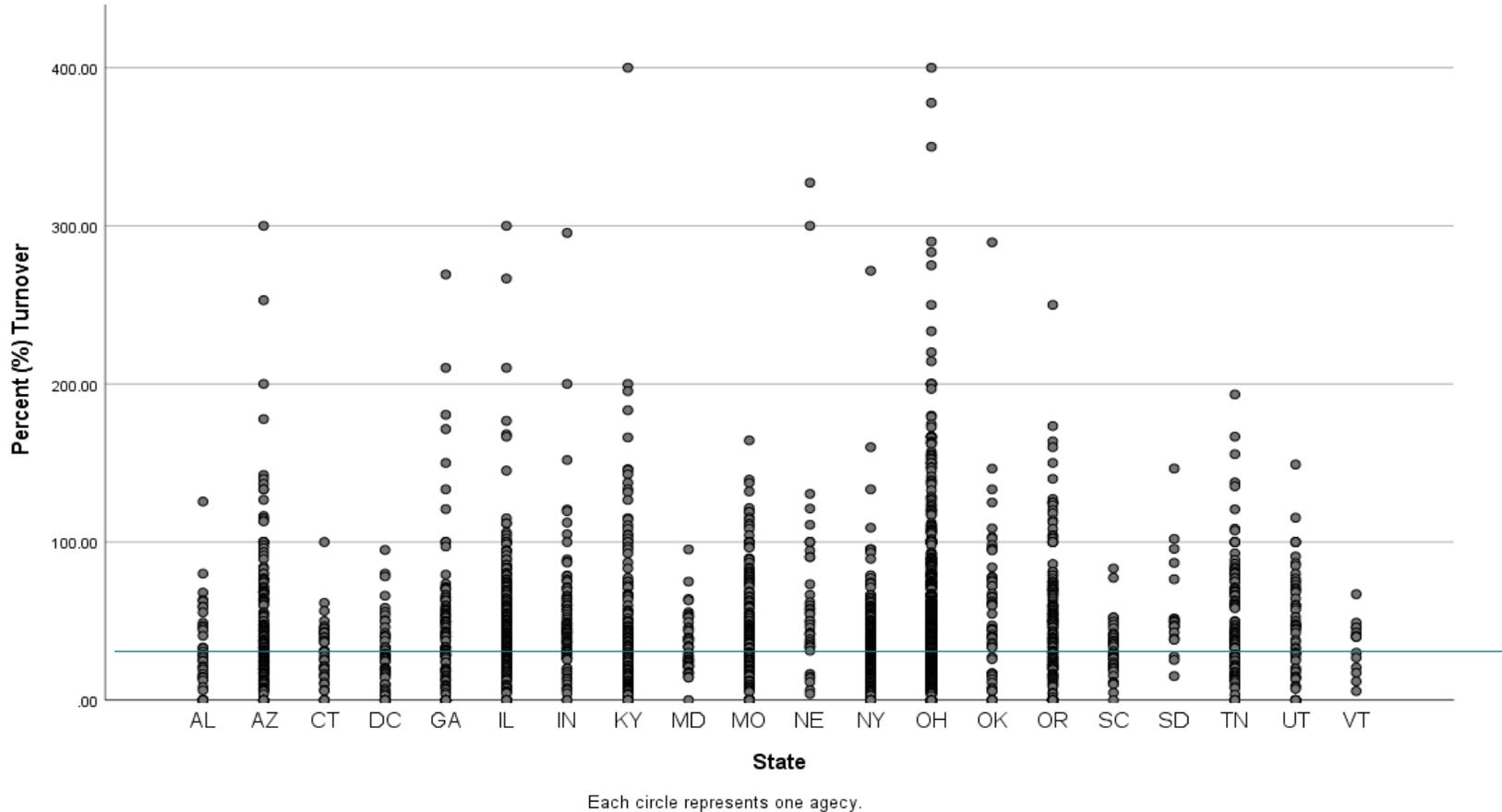
<sup>15</sup> Please note that the turnover rate in this report is a point-in-time turnover rate. NEW FOR 2017: This number only includes data reported by agencies that also reported on separated DSPs (and if there were no separated DSPs, "0" was noted). In addition, the state turnover rates are now an average of the turnover rates of all providers in the state with valid data. Each agency's turnover rate is calculated as (total separated DSPs in past year)/(total direct support staff as of December 31, 2017). Agencies with turnover rates that exceeded 500% were excluded from this analysis.

A rate over 100% means that the number of DSPs who separated from the agency in 2017 was larger than the number of DSPs employed by the agency as of December 31, 2017.

This may be a result of downsizing or other agency restructuring. More research is needed into the specific causes of turnover rates that exceed 100%.<sup>16,17</sup>

**Figure 2. Spread of agency turnover rates in each state in 2017,**

*Turnover at Ohio agencies ranged widely, whereas agencies in South Carolina reported relatively similar rates of turnover.*



<sup>16</sup> Each agency's turnover rate is calculated as (total separated DSPs in past year)/(total direct support staff as of December 31, 2017).

<sup>17</sup> Agencies with turnover rates that exceeded 500% were excluded from this analysis.

## Tenure (Length of Employment) of DSPs

Tenure rates were calculated using a different methodology than in previous years. Therefore, please use caution when comparing data from this year with past years' NCI Staff Stability reports. This year, each state's average is an average of its provider data.

To calculate tenure rate, the number of DSPs employed in each agency for less than 6 months is divided by the total number of DSPs employed as of Dec 31, 2017. This created an agency-wide percentage of DSPs employed less than 6 months. We then calculated the average agency percentage for each state and calculated a Weighted NCI Result.

The same was done for DSPs employed between 6-12 months and those employed for 12+ months.

In previous years, the total number of employed DSPs (as of Dec. 31) in a state were summed and the total number of DSPs that had been employed for fewer than 6 months in the state was divided by the total number of employed DSPs (as of Dec. 31) in a state to create a rate. The same was done for DSPs employed between 6-12 months and those employed for 12+ months.

We made this change after conducting statistical analysis that demonstrated considerable within-state variability in length of employment, suggesting that this is a characteristic of the agency as well as the state. Thus, calculating length of employment measures separately for each responding agency is a more informative way of looking at the data.

For tenure rates that are calculated in the same way as previous years, see Appendix B.

Table 12. Tenure Among DSPs Employed as of Dec. 31, 2017 – NEW METHOD<sup>18</sup>

	<b>Total number DSPs employed as of 12/31/17</b>	<b>Number of responding agencies</b>	<b>% of DSPs on staff employed for &lt; 6 months</b>	<b>% of DSPs on staff employed for 6-12 months</b>	<b>% of DSPs on staff employed for 12+ months</b>
<b>AL</b>	2288	40	19.9%	14.7%	65.5%
<b>AZ</b>	22430	215	24.8%	18.6%	56.6%
<b>CT</b>	4501	39	15.2%	13.9%	70.9%
<b>DC</b>	4355	63	17.4%	19.6%	63.1%
<b>GA</b>	5959	132	16.5%	19.0%	64.5%
<b>IL</b>	15905	216	18.6%	14.2%	67.1%
<b>IN</b>	14579	93	22.5%	17.3%	60.3%
<b>KY</b>	6460	160	20.0%	17.0%	63.0%
<b>MD</b>	4819	41	19.1%	18.7%	62.2%
<b>MO</b>	13353	175	20.1%	18.0%	61.9%
<b>NE</b>	4738	40	24.7%	14.7%	60.6%
<b>NY</b>	75540	285	16.5%	14.9%	68.6%
<b>OH</b>	41962	1092	19.7%	19.1%	61.2%
<b>OK</b>	4912	58	17.8%	11.4%	70.8%
<b>OR</b>	10036	190	22.8%	19.8%	57.4%
<b>SC</b>	6395	41	13.6%	14.3%	72.0%
<b>SD</b>	2520	19	22.6%	12.5%	64.9%
<b>TN</b>	12654	108	23.5%	19.5%	56.9%
<b>UT</b>	5326	69	26.2%	15.8%	57.9%
<b>VT</b>	1191	14	14.8%	13.8%	71.4%
	<b>Unweighted Total: 259923</b>	<b>Unweighted Total: 3090</b>	<b>Weighted NCI Average: 19.5%</b>	<b>Weighted NCI Average: 15.8%</b>	<b>Weighted NCI Average: 64.7%</b>

Please use caution when comparing data from this year with past years' NCI Staff Stability reports. See Appendix B for more information.

<sup>18</sup> This table only includes agencies that provided information on both the total number of separated DSPs and the tenure of those separated DSPs. This year, state tenure rates are an average of all cases in the state. Previous years used statewide totals to calculate a statewide rate. For tenure rates that are calculated in the same way as previous years, see Appendix B.

Table 13. Tenure Among Separated DSP Employees (Left Between Jan. 1, 2017 and Dec. 31, 2017) – NEW METHOD<sup>19</sup>

	<b>Total number of DSPs separated from agency between 1/1/17 and 12/31/17</b>	<b>Number of responding agencies</b>	<b>DSPs separated from employment who were employed &lt; 6 months</b>	<b>DSPs separated from employment who were employed 6-12 months</b>	<b>DSPs separated from employment who were employed 12+ months</b>
<b>AL</b>	891	36	31.6%	20.9%	28.0%
<b>AZ</b>	10383	209	35.7%	18.9%	30.1%
<b>CT</b>	1467	37	31.6%	18.9%	41.4%
<b>DC</b>	1174	65	23.3%	22.6%	32.6%
<b>GA</b>	2871	129	30.7%	20.1%	28.3%
<b>IL</b>	8398	207	38.2%	20.9%	34.2%
<b>IN</b>	7005	93	41.4%	19.5%	35.8%
<b>KY</b>	2922	158	35.1%	23.4%	30.7%
<b>MD</b>	1769	40	34.0%	18.3%	45.2%
<b>MO</b>	7472	171	40.6%	22.0%	25.1%
<b>NE</b>	2288	39	40.9%	21.9%	37.2%
<b>NY</b>	22928	278	26.3%	18.2%	49.1%
<b>OH</b>	20978	1049	31.3%	17.3%	22.9%
<b>OK</b>	3270	56	40.6%	14.4%	34.3%
<b>OR</b>	5699	187	35.8%	20.0%	28.6%
<b>SC</b>	2311	41	28.5%	20.5%	48.6%
<b>SD</b>	1153	19	40.2%	18.3%	41.5%
<b>TN</b>	6607	105	42.4%	22.8%	29.1%
<b>UT</b>	3633	66	35.9%	15.9%	28.5%
<b>VT</b>	411	14	22.8%	17.8%	59.4%
	<b>Unweighted Total: 113630</b>	<b>Unweighted Total: 2999</b>	<b>Weighted NCI Average: 32.3%</b>	<b>Weighted NCI Average: 18.0%</b>	<b>Weighted NCI Average: 37.6%</b>

Please use caution when comparing data from this year with past years' NCI Staff Stability Reports. See Appendix B for more information.

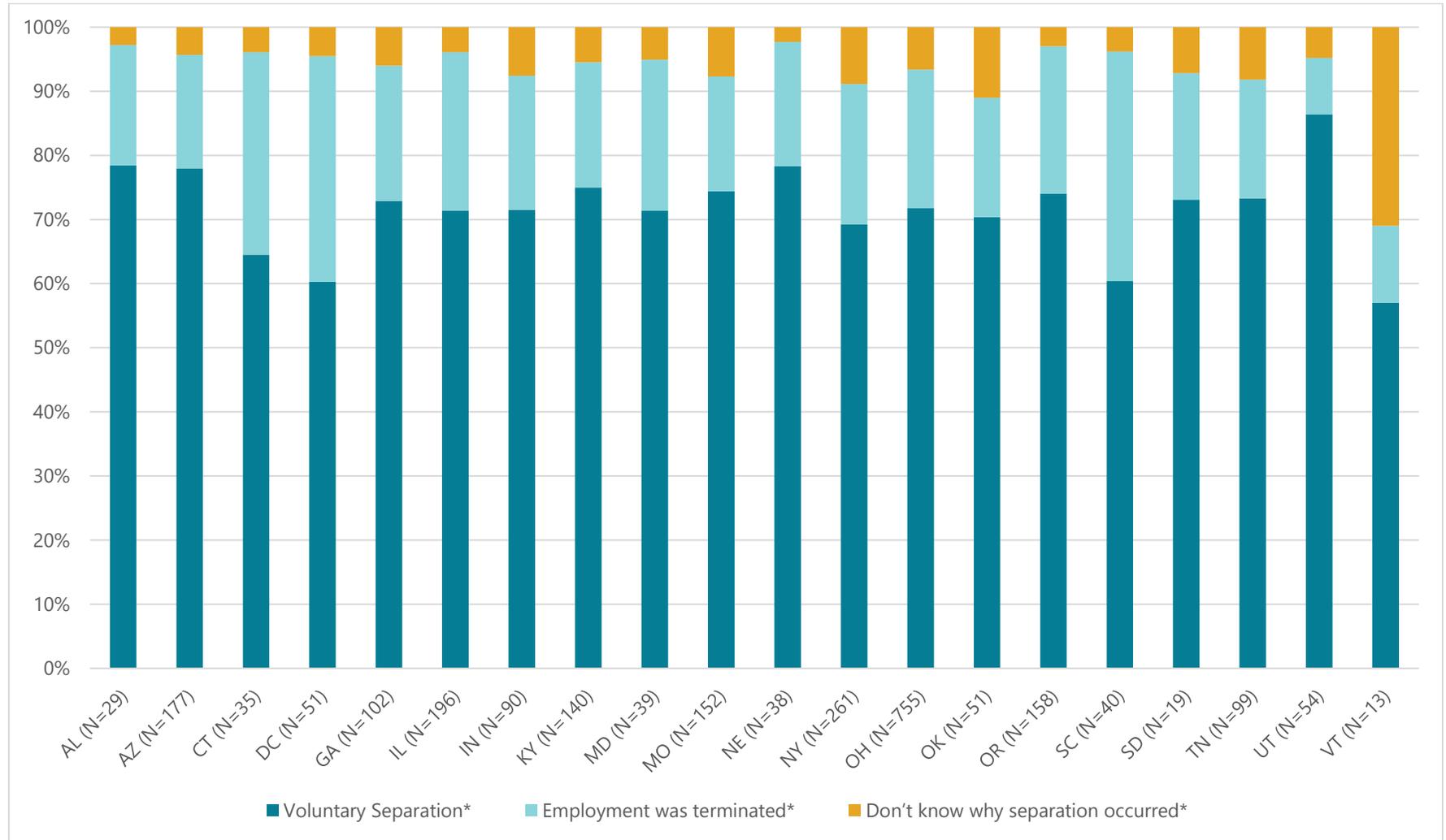
<sup>19</sup> This table only includes agencies that provided information on both the total number of separated DSPs and the tenure of those separated DSPs. This year, state tenure rates are an average of all cases in the state. Previous years used statewide totals to calculate a statewide rate. For tenure rates that are calculated in the same way as previous years, see Appendix B.

Table 14. Reasons for Separations

	<b>Voluntary separation*</b>	<b>Employment was terminated*</b>	<b>Don't know why separation occurred*</b>	<b>Number of responding agencies</b>
<b>AL</b>	78.4%	18.8%	2.8%	29
<b>AZ</b>	77.9%	17.7%	4.3%	177
<b>CT</b>	64.5%	31.6%	3.9%	35
<b>DC</b>	60.2%	35.2%	4.5%	51
<b>GA</b>	72.9%	21.1%	6.0%	102
<b>IL</b>	71.4%	24.7%	3.9%	196
<b>IN</b>	71.5%	20.9%	7.6%	90
<b>KY</b>	74.9%	19.5%	5.5%	140
<b>MD</b>	71.3%	23.5%	5.1%	39
<b>MO</b>	74.3%	17.9%	7.7%	152
<b>NE</b>	78.3%	19.4%	2.3%	38
<b>NY</b>	69.3%	21.9%	8.9%	261
<b>OH</b>	71.8%	21.6%	6.6%	755
<b>OK</b>	70.4%	18.6%	11.0%	51
<b>OR</b>	74.0%	23.0%	3.0%	158
<b>SC</b>	60.4%	35.8%	3.8%	40
<b>SD</b>	73.1%	19.7%	7.2%	19
<b>TN</b>	73.3%	18.5%	8.2%	99
<b>UT</b>	86.4%	8.8%	4.8%	54
<b>VT</b>	57.0%	12.0%	31.0%	13
	<b>Weighted NCI average: 68.9%</b>	<b>Weighted NCI average: 18.7%</b>	<b>Weighted NCI average: 12.5%</b>	<b>Unweighted total: 2499</b>

\*% of total separations between 1/1/17 and 12/31/17

Chart 1: Reasons for separations between 1/1/17 and 12/31/17



\*% of total separations between 1/1/17 and 12/31/17

## Vacancy Rates

In this report, the vacancy rates have been calculated using a different methodology than in previous years. Therefore, please use caution when comparing data from this year with past years' NCI Staff Stability reports.

This year, a vacancy rate was calculated for each agency; these figures were then used to calculate the average for all agencies in a state (statewide average). Agency vacancy rates are calculated as follows: (vacant positions at the agency as of Dec. 31, 2017) divided by (total number of full-time or part-time direct support positions at the agency as of Dec. 31, 2017).

In previous years, statewide totals of filled positions and vacant positions were used to calculate a statewide rate.

We made this change after conducting statistical analysis that demonstrated considerable within-state variability in vacancy rates, suggesting that this is a characteristic of the agency as well as the state. Thus, calculating vacancy measures separately for each responding agency is a more informative way of looking at the data. For vacancy rates that are calculated in the same way as previous years, see Appendix C.

Table 15. Full-Time DSP and Part-Time DSP Vacancy Rates (as of Dec. 31, 2017)<sup>20</sup>

	<b>Average full-time vacancy rate</b>	<b>Number of responding agencies</b>	<b>Average part-time vacancy rate</b>	<b>Number of responding agencies</b>
<b>AL</b>	6.0%	27	6.8%	27
<b>AZ</b>	7.4%	150	6.9%	153
<b>CT</b>	7.3%	32	18.9%	35
<b>DC</b>	4.4%	49	6.4%	51
<b>GA</b>	7.6%	99	12.1%	104
<b>IL</b>	9.0%	189	16.2%	194
<b>IN</b>	10.0%	85	14.6%	86
<b>KY</b>	6.5%	120	7.9%	122
<b>MD</b>	8.6%	37	14.4%	38
<b>MO</b>	7.5%	132	12.7%	136
<b>NE</b>	5.5%	39	12.0%	39
<b>NY</b>	11.5%	272	16.8%	278
<b>OH</b>	6.6%	667	9.2%	733
<b>OK</b>	7.7%	46	4.2%	48
<b>OR</b>	9.6%	136	9.2%	143
<b>SC</b>	5.3%	41	13.3%	41
<b>SD</b>	9.8%	19	30.2%	19
<b>TN</b>	11.9%	84	19.2%	88
<b>UT</b>	8.4%	43	6.2%	45
<b>VT</b>	7.0%	14	11.6%	14
	<b>Weighted NCI average: 8.1%</b>	<b>Unweighted Total: 2281</b>	<b>Weighted NCI average: 17.3%</b>	<b>Unweighted Total 2394</b>

<sup>20</sup> The table on vacancy rates includes only those provider agencies that indicated they differentiated between full-time and part-time employees. This is a point-in-time vacancy rate, not cumulative or an average across the year. Vacancy rates are calculated as follows:

Vacant full-time or part-time positions divided by total number of full time or part-time direct support positions as of Dec. 31, 2017. For vacancy rates that are calculated in the same way as previous years, see Appendix C.

## Hourly Wages<sup>21</sup>

This year, the wages paid to all DSPs regardless of setting are demonstrated in two ways.

1) **Method I:**

These tables do not take into consideration the size of each agency when determining the average wage in the state, and each agency's average wage contributes equally to the state average. This set of wage tables demonstrates the **average starting wage** (avg. hourly wage paid to new DSPs), the **median starting wage**, as well as the **minimum** and **maximum starting hourly wages** paid by provider agencies. The tables also demonstrate 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** paid by provider agencies. (The overall NCI results in these wage tables are weighted by states' margins of error like the other tables in this report).

2) **Method II:**

This set of wage tables applies weights to each agency's data so that those with larger workforces contribute more to the state's average wage. In other words, each agency's average wage contributes to the state average based on the number of DSPs they employ. This second set of wage tables demonstrates the **average wage** received by DSPs in the state.

**For further clarification on the difference between these two interpretations of average wage, see the visualization on the next page.**

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<sup>21</sup> For all wage tables, we deleted all values of \$0, <\$5 and greater than or equal to \$30

**Figure 3. Visualization of the difference between the two average wage calculation methodologies in this report**

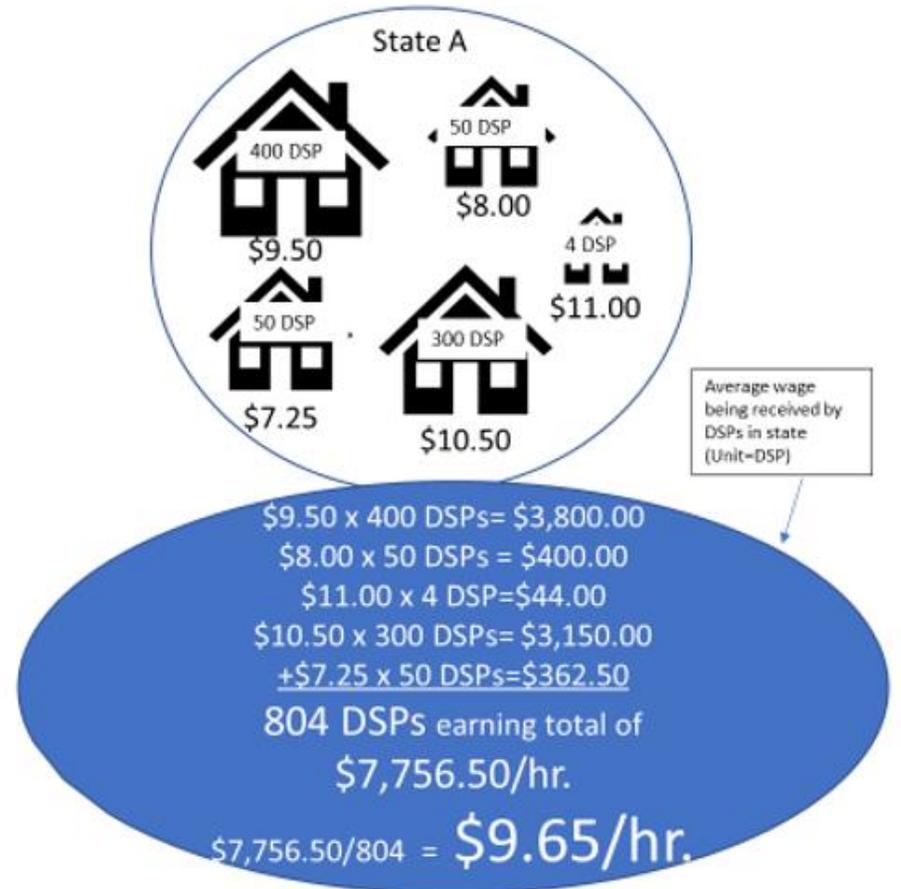
The wages in this graphic are for demonstration purposes only, and not based on actual wages at agencies reported in this survey.

**Method I of reporting wages**

(as has been reported in past reports)



**Method II of reporting wages**



## Method I of reporting wages – All DSPs (same methodology as previous years)

Table 16. Average Hourly Wage<sup>22</sup> - All DSPs

	State Minimum Wage <sup>23</sup> (\$)	Avg. Hourly Wage (\$)	Std. Deviation	Median Hourly Wage (\$)	Minimum Hourly Wage (\$)	Maximum Hourly Wage (\$)	Number of responding agencies
AL	7.25	9.40	1.30	9.00	7.75	13.50	28
AZ	10.00	11.24	1.17	11.00	9.50	17.60	184
CT	10.10	14.47	2.16	13.93	10.98	20.00	36
DC	11.50	14.03	0.94	13.95	11.71	18.00	46
GA	7.25	11.03	2.37	10.14	7.75	19.30	112
IL	8.25	11.47	1.61	11.25	8.25	18.00	183
IN	7.25	11.27	1.32	11.23	8.54	15.00	90
KY	7.25	10.54	2.04	10.45	7.25	20.00	139
MD	8.75	12.33	1.28	12.21	9.50	15.17	36
MO	7.70	10.88	1.85	10.50	7.75	20.73	150
NE	9.00	12.74	2.04	12.49	9.45	20.00	40
NY	9.70 <sup>24</sup>	13.69	2.11	13.31	9.70	27.60	251
OH	8.15	11.29	2.35	10.75	6.00	29.55	895
OK	7.25	9.49	1.24	9.03	7.25	13.00	50
OR	9.75 <sup>25</sup>	13.86	2.12	13.40	10.19	25.13	148
SC	7.25	11.55	0.76	11.30	10.92	14.15	35
SD	8.65	12.29	1.28	12.05	10.43	14.67	18
TN	7.25	9.58	0.75	9.50	8.00	12.40	106
UT	7.25	12.48	1.67	12.27	9.50	19.16	64
VT	10.00	14.72	0.85	14.68	13.00	16.83	15
	<b>Federal Minimum Wage: \$7.25</b>	<b>Weighted NCI Results: \$12.52</b>	<b>Weighted NCI Std. Dev: 2.22</b>	<b>Weighted NCI Median: \$12.09</b>	<b>Overall Minimum: \$6.00</b>	<b>Overall Maximum: \$29.55</b>	<b>Unweighted Total: 2626</b>

<sup>22</sup> For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 45 agencies for which the reported average starting wage was higher than the reported average hourly wage for all DSPs were excluded from this analysis.

<sup>23</sup> <https://www.dol.gov/whd/state/stateMinWageHis.htm>

<sup>24</sup> In 2017 NY had differing minimum wages across the state (1) NYC- Big Employers (of 11 or more) \$11.00 (2) NYC- Small employers (10 or less) \$10.50 (3) Long Island & Westchester \$10.00 (4) Remainder of NYS \$9.70

<sup>25</sup> In 2017 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.

Table 17. Percentage of Agencies Reporting Average Hourly Wages at Increments Above the State Minimum Wage<sup>26,27</sup>

	State Minimum Wage	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	Number of responding agencies
AL	7.25	0.0%	0.0%	35.6%	39.4%	21.3%	0.0%	3.7%	0.0%	28
AZ	10.00	1.1%	11.4%	71.7%	13.6%	1.6%	0.5%	0.0%	0.0%	184
CT	10.10	0.0%	0.0%	13.8%	41.7%	25.0%	11.2%	8.3%	0.0%	36
DC	11.50	0.0%	0.0%	15.3%	82.6%	2.1%	0.0%	0.0%	0.0%	46
GA	7.25	0.0%	0.0%	10.7%	39.3%	18.8%	13.4%	7.1%	10.7%	112
IL	8.25	0.0%	0.5%	14.2%	42.6%	30.1%	7.7%	3.8%	1.1%	183
IN	7.25	0.0%	0.0%	1.1%	21.1%	40.0%	31.1%	4.4%	2.2%	90
KY	7.25	0.0%	2.2%	18.7%	26.6%	25.2%	18.7%	5.8%	2.9%	139
MD	8.75	0.0%	0.0%	5.5%	47.3%	36.3%	11.0%	0.0%	0.0%	36
MO	7.70	0.0%	0.0%	15.3%	39.3%	30.7%	8.7%	2.7%	3.3%	150
NE	9.00	0.0%	0.0%	10.0%	50.0%	25.0%	10.0%	0.0%	5.0%	40
NY	9.70 <sup>28</sup>	0.0%	0.4%	8.8%	47.4%	31.1%	8.4%	1.6%	2.4%	251
OH	8.15	0.2%	0.1%	16.9%	48.8%	21.6%	4.9%	3.8%	3.7%	895
OK	7.25	0.0%	2.0%	30.0%	43.9%	18.0%	6.1%	0.0%	0.0%	50
OR	9.75 <sup>29</sup>	0.0%	0.0%	9.5%	45.3%	28.4%	12.2%	3.4%	1.4%	148
SC	7.25	0.0%	0.0%	0.0%	0.0%	74.4%	20.0%	5.6%	0.0%	35
SD	8.65	0.0%	0.0%	0.0%	55.6%	27.8%	16.7%	0.0%	0.0%	18
TN	7.25	0.0%	0.0%	10.4%	69.8%	17.9%	1.9%	0.0%	0.0%	106
UT	7.25	0.0%	0.0%	0.0%	1.6%	31.2%	37.5%	21.9%	7.8%	64
VT	10.00	0.0%	0.0%	0.0%	20.0%	73.3%	6.7%	0.0%	0.0%	15
<b>Weighted NCI Results</b>	<b>Federal Minimum Wage: \$7.25</b>	<b>0.1%</b>	<b>0.2%</b>	<b>7.6%</b>	<b>42.7%</b>	<b>36.8%</b>	<b>9.4%</b>	<b>1.7%</b>	<b>1.5%</b>	<b>Unweighted Total: 2626</b>

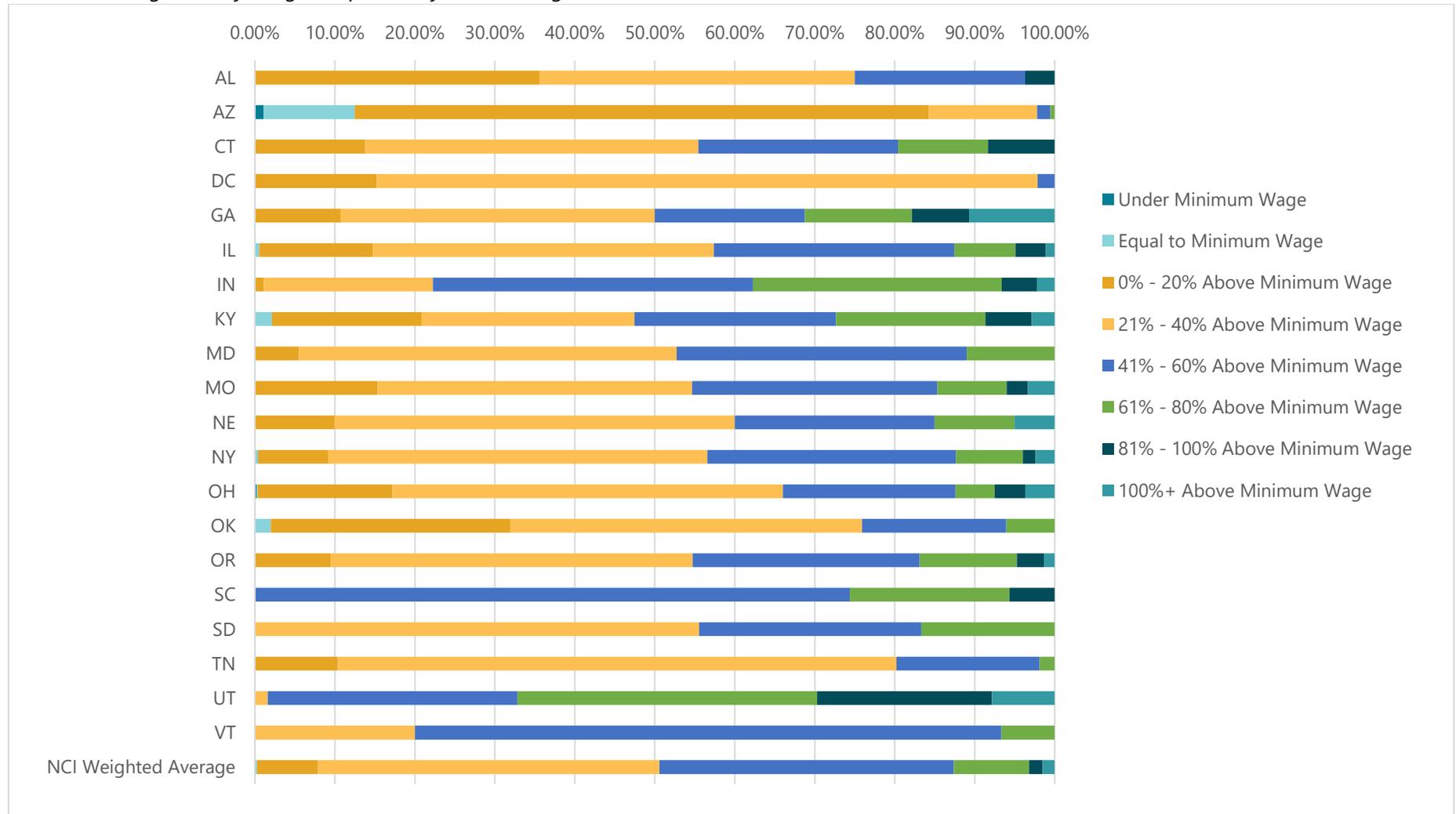
<sup>26</sup> The wages used in this table were calculated using Method I as described on page 16

<sup>27</sup> For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 45 agencies for which the reported average starting wage was higher than the reported average hourly wage for all DSPs were excluded.

<sup>28</sup> In 2017 NY had differing minimum wages across the state (1) NYC- Big Employers (of 11 or more) \$11.00 (2) NYC- Small employers (10 or less) \$10.50 (3) Long Island & Westchester \$10.00 (4) Remainder of NYS \$9.70

<sup>29</sup> In 2017 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.

Chart 2: Average Hourly Wages Reported by Provider Agencies<sup>30,31</sup>



<sup>30</sup> The wages used in this table were calculated using Method I as described on page 25.

<sup>31</sup> For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 45 agencies for which the reported average starting wage was higher than the reported average hourly wage for all DSPs were excluded.

Table 18. Method II of reporting wages – All DSPs (NEW methodology): Average Hourly Wage Received – All DSPs

	<b>Average Wage Calculated Using Method II Methodology<sup>32</sup> (\$)</b>	<b>Number of responding agencies</b>
<b>AL</b>	9.31	28
<b>AZ</b>	10.84	184
<b>CT</b>	14.22	36
<b>DC</b>	13.99	46
<b>GA</b>	10.42	112
<b>IL</b>	11.60	183
<b>IN</b>	11.27	90
<b>KY</b>	10.45	139
<b>MD</b>	12.37	36
<b>MO</b>	10.90	150
<b>NE</b>	12.85	40
<b>NY</b>	13.81	251
<b>OH</b>	11.37	895
<b>OK</b>	9.15	50
<b>OR</b>	13.13	148
<b>SC</b>	11.43	35
<b>SD</b>	12.99	18
<b>TN</b>	9.61	106
<b>UT</b>	12.24	64
<b>VT</b>	14.98	15
	<b>Unweighted NCI Average<sup>33</sup>: \$11.85</b>	<b>Unweighted total: 2626</b>

<sup>32</sup> The data in this table were calculated by multiplying each agency’s average hourly wage by the number of DSPs employed at the agency as of Dec. 31, 2017, adding the results of all agencies up for the entire state. The result was then divided by the number of DSPs employed by responding providers in the given state as of Dec. 31, 2017.

<sup>33</sup> Average of averages

Table 19. Average **Starting Hourly Wage**<sup>34</sup> Paid by Responding Agencies – **All DSPs**<sup>35</sup> (Same methodology as previous years)

	<b>Avg. Starting Hourly Wage (\$)</b>	<b>Std. Deviation</b>	<b>Median Starting Hourly Wage (\$)</b>	<b>Minimum starting hourly wage (\$)</b>	<b>Maximum starting hourly wage (\$)</b>	<b>Number of responding agencies</b>
<b>AL</b>	8.63	1.07	8.00	7.50	12.00	28
<b>AZ</b>	10.56	0.84	10.50	8.05	15.75	188
<b>CT</b>	13.02	1.98	12.54	10.00	19.67	36
<b>DC</b>	13.90	0.87	13.95	11.16	18.00	48
<b>GA</b>	10.01	1.84	9.76	7.25	17.00	114
<b>IL</b>	10.49	1.70	10.28	8.25	24.39	184
<b>IN</b>	10.43	1.10	10.25	7.93	15.00	89
<b>KY</b>	9.76	1.76	9.75	7.25	18.00	141
<b>MD</b>	11.46	1.29	11.39	9.75	14.18	36
<b>MO</b>	9.95	1.57	10.00	7.75	19.23	151
<b>NE</b>	11.48	1.86	11.00	9.00	20.00	40
<b>NY</b>	12.45	1.64	12.21	9.35	20.00	258
<b>OH</b>	10.30	1.61	10.00	6.00	27.00	922
<b>OK</b>	8.66	0.83	8.50	7.25	10.70	50
<b>OR</b>	12.50	1.81	12.00	9.75	19.83	147
<b>SC</b>	11.02	0.57	11.00	10.11	14.15	37
<b>SD</b>	11.09	0.94	11.00	9.95	12.98	19
<b>TN</b>	9.09	0.69	9.00	7.37	11.07	106
<b>UT</b>	11.14	1.24	11.00	8.22	15.00	64
<b>VT</b>	13.66	1.04	14.00	11.00	15.60	15
	<b>Weighted NCI Average: \$11.44</b>	<b>Weighted Std. Dev.: 1.88</b>	<b>Weighted NCI median: \$11.00</b>	<b>Overall Minimum: \$6.00</b>	<b>Overall Maximum: \$27.00</b>	<b>Unweighted Total: 2673</b>

<sup>34</sup> For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 45 agencies for which the reported average starting wage was higher than the reported average hourly wage for all DSPs were excluded.

<sup>35</sup> This table was calculated using the methodology "Method I" as described on page 25.

Table 20. Wages<sup>36</sup> Paid by Responding Agencies – DSPs Providing Residential Supports<sup>37</sup> (Same methodology as previous years)

	<b>Avg. Starting Hourly Wage (\$)</b>	<b>Std. Deviation</b>	<b>Median Starting Hourly Wage (\$)</b>	<b>Minimum Starting Hourly Wage (\$)</b>	<b>Maximum Starting Hourly Wage (\$)</b>	<b>Number of responding agencies</b>	<b>Avg. Hourly Wage (\$)</b>	<b>Std. Deviation</b>	<b>Median Hourly Wage (\$)</b>	<b>Minimum Hourly Wage (\$)</b>	<b>Maximum Hourly Wage (\$)</b>	<b>Number of responding agencies</b>
<b>AL</b>	8.32	0.84	8.00	7.25	10.49	29	8.91	1.00	8.75	7.25	11.09	29
<b>AZ</b>	10.43	0.81	10.00	8.05	14.00	82	11.02	0.98	10.90	10.00	15.50	82
<b>CT</b>	12.51	1.26	12.51	9.00	15.00	25	14.03	1.63	13.92	10.98	17.00	25
<b>DC</b>	13.79	0.76	13.95	10.50	14.80	42	13.99	0.63	13.95	11.50	15.80	41
<b>GA</b>	9.49	1.36	9.00	7.25	15.00	100	10.39	1.89	10.00	7.25	16.67	97
<b>IL</b>	10.28	1.12	10.25	8.25	14.25	180	11.23	1.37	11.10	8.50	16.00	180
<b>IN</b>	10.10	0.82	10.00	8.00	13.00	66	10.94	1.10	11.00	8.50	13.54	65
<b>KY</b>	9.17	1.45	9.00	7.25	15.00	100	9.89	1.71	10.00	7.25	15.00	98
<b>MD</b>	11.07	1.17	10.79	9.50	13.95	29	11.97	1.09	11.91	9.50	14.09	27
<b>MO</b>	9.68	1.18	9.80	7.75	15.00	120	10.60	1.45	10.50	7.75	16.00	116
<b>NE</b>	11.05	1.46	10.53	9.02	16.00	28	11.94	1.58	11.30	9.37	16.25	28
<b>NY</b>	12.01	1.32	11.83	9.70	17.78	197	13.31	1.85	13.00	9.70	22.00	192
<b>OH</b>	9.86	1.00	10.00	6.00	15.16	443	10.76	1.52	10.50	6.00	20.00	426
<b>OK</b>	8.42	0.65	8.43	7.25	10.00	40	9.34	1.09	9.00	7.93	13.00	40
<b>OR</b>	11.78	1.38	11.50	9.75	20.00	102	13.10	1.78	12.64	10.50	20.00	101
<b>SC</b>	10.94	0.26	11.00	10.11	11.50	39	11.39	0.60	11.18	10.50	14.00	38
<b>SD</b>	11.01	0.83	11.00	9.95	12.59	19	12.02	1.13	12.00	10.09	14.41	19
<b>TN</b>	9.09	0.72	9.00	7.37	11.07	97	9.61	0.77	9.50	8.00	12.40	97
<b>UT</b>	10.76	0.70	10.75	9.00	12.10	35	11.92	1.08	11.91	9.80	14.50	35
<b>VT</b>	13.70	1.55	13.50	11.00	16.65	8	14.92	1.74	14.54	12.00	18.07	8
	<b>Weighted NCI average: \$11.20</b>	<b>Weighted Std. Dev.: 1.74</b>	<b>Weighted NCI median: \$11.00</b>	<b>Overall Minimum: \$6.00</b>	<b>Overall Maximum: \$20.00</b>	<b>Unweighted Total: 1781</b>	<b>Weighted NCI average: \$12.24</b>	<b>Weighted Std. Dev.: 2.04</b>	<b>Weighted NCI median: \$12.00</b>	<b>Overall Minimum: \$6.00</b>	<b>Overall Maximum: \$22.00</b>	<b>Unweighted Total: 1744</b>

<sup>36</sup> For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 27 agencies for which the reported average starting wage was higher than the average hourly wage for all DSPs were excluded.

<sup>37</sup> This table was calculated using the methodology "Method I" as described on page 25.

Table 21. Wages<sup>38</sup> Paid by Responding Agencies – DSPs Providing In-Home Supports<sup>39</sup> (Same methodology as previous years)

	Avg. Starting Hourly Wage (\$)	Std. Deviation	Median Starting Hourly Wage (\$)	Minimum Starting Hourly Wage (\$)	Maximum Starting Hourly Wage (\$)	Number of responding agencies	Avg. Hourly Wage (\$)	Std. Deviation	Median Hourly Wage (\$)	Minimum Hourly Wage (\$)	Maximum Hourly Wage (\$)	Number of responding agencies
AL	8.55	0.74	8.25	8.00	10.58	12	9.13	0.91	8.88	8.00	10.92	12
AZ	10.58	1.08	10.50	8.05	20.00	145	11.19	1.43	11.00	9.75	24.00	140
CT	12.82	2.02	12.50	10.10	19.50	19	14.18	2.04	13.57	10.98	19.50	19
DC	13.79	0.64	13.95	12.00	14.50	32	13.97	0.76	13.95	12.00	16.00	31
GA	9.48	1.23	9.03	7.25	14.00	64	10.14	1.50	10.00	7.75	15.00	64
IL	11.15	1.79	11.00	8.25	16.70	71	12.18	2.33	11.56	8.50	21.70	71
IN	10.31	1.03	10.16	8.00	14.45	80	11.04	1.20	11.00	8.78	14.67	79
KY	9.88	1.98	10.00	7.25	18.00	65	10.46	2.06	10.10	7.75	18.15	63
MD	11.65	1.31	12.00	9.50	14.18	21	12.25	1.19	12.02	9.50	14.42	22
MO	9.71	1.14	9.83	8.00	13.00	88	10.74	1.75	10.31	8.25	19.83	88
NE	11.80	2.30	11.00	9.00	20.00	35	12.76	2.13	12.29	9.45	20.00	35
NY	12.60	1.84	12.50	9.70	20.05	175	13.55	1.92	13.24	9.80	20.05	173
OH	9.98	1.14	10.00	7.25	20.00	808	10.75	1.55	10.50	8.25	20.00	777
OK	8.47	0.67	8.50	7.25	10.00	38	9.21	0.84	9.00	7.25	12.00	38
OR	12.67	1.42	12.22	10.25	16.00	70	13.81	1.52	13.57	11.32	19.13	71
SC	10.78	0.51	11.00	9.25	11.30	18	11.42	1.45	11.07	9.81	17.00	18
SD	10.96	0.92	10.88	9.95	12.65	14	12.49	1.38	12.55	10.47	14.97	14
TN	9.09	0.81	9.00	7.37	12.00	75	9.52	0.78	9.50	8.00	12.00	74
UT	10.88	0.89	10.83	9.13	13.40	44	11.73	0.98	11.66	9.50	13.47	43
VT	13.37	1.18	14.00	11.00	15.23	9	14.57	0.90	14.50	13.00	16.39	9
	<b>Weighted NCI average: \$11.04</b>	<b>Weighted Std. Dev.: 1.71</b>	<b>Weighted NCI median: \$10.50</b>	<b>Overall Minimum: \$7.25</b>	<b>Overall Maximum: \$20.05</b>	<b>Unweighted Total: 1883</b>	<b>Weighted NCI average: \$12.16</b>	<b>Weighted Std. Dev.: 2.04</b>	<b>Weighted NCI median: \$12.00</b>	<b>Overall Minimum: \$7.25</b>	<b>Overall Maximum: \$24.00</b>	<b>Unweighted Total: 1841</b>

<sup>38</sup> For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 31 agencies for which the reported average starting wage was higher than the reported average hourly wage for all DSPs were excluded.

<sup>39</sup> This table was calculated using the methodology "Method I" as described on page 25.

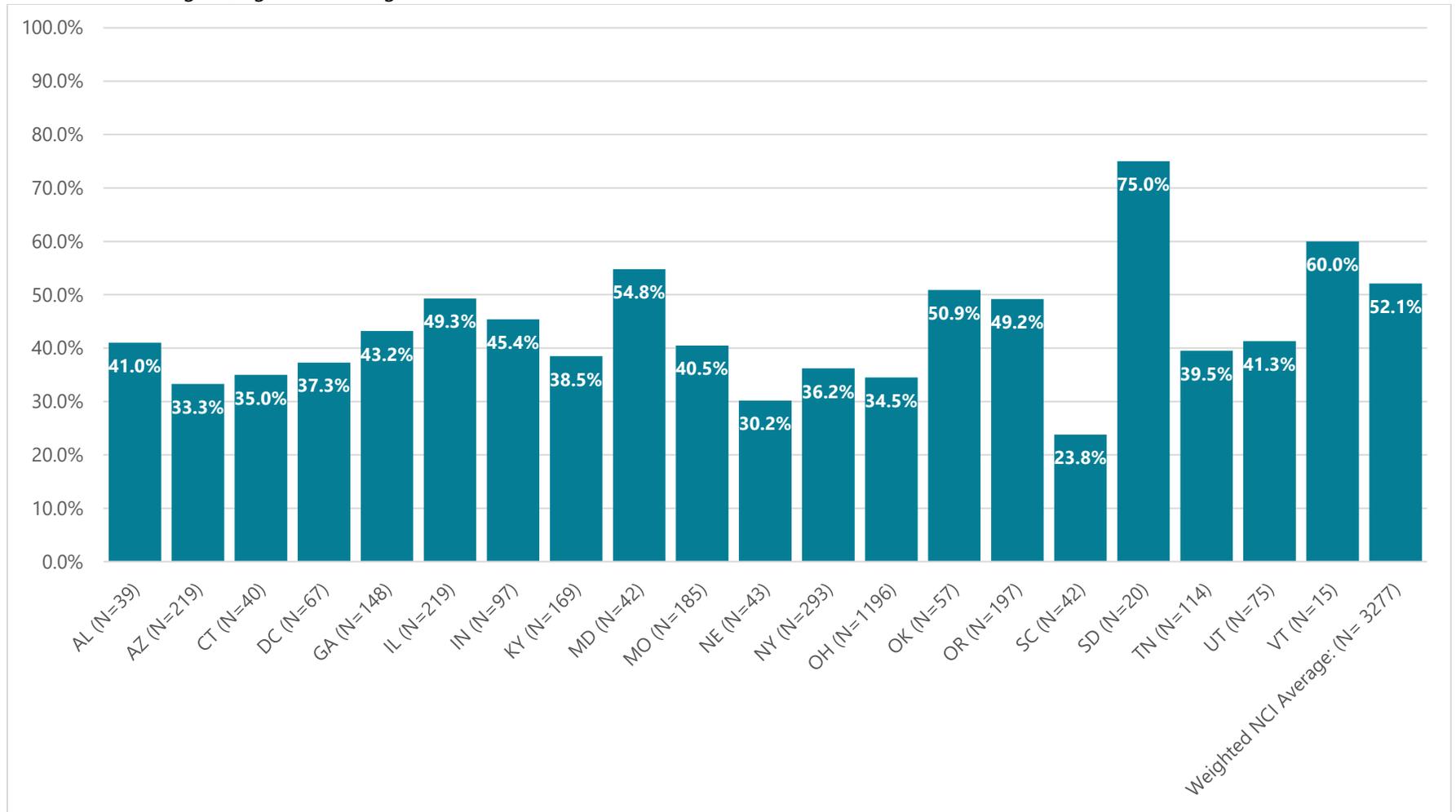
Table 22. Wages<sup>40</sup> Paid by Responding Agencies – DSPs Providing Non-Residential Supports<sup>41</sup> (Same methodology as previous years)

	Avg. Starting Hourly Wage (\$)	Std. Deviation	Median Starting Hourly Wage (\$)	Minimum Starting Hourly Wage (\$)	Maximum Starting Hourly Wage (\$)	Number of responding agencies	Avg. Hourly Wage (\$)	Std. Deviation	Median Hourly Wage (\$)	Minimum Hourly Wage (\$)	Maximum Hourly Wage (\$)	Number of responding agencies
AL	9.26	1.98	8.24	7.75	15.03	23	10.37	1.93	9.99	7.75	14.50	22
AZ	10.64	1.03	10.50	8.05	15.75	123	11.47	1.42	11.00	9.00	17.60	120
CT	13.03	2.01	12.50	10.00	19.67	32	14.54	2.27	13.78	10.98	20.00	32
DC	13.81	1.25	13.92	11.00	18.00	28	14.14	1.13	13.98	11.64	18.00	28
GA	10.04	1.94	9.82	7.25	17.00	107	11.09	2.41	10.50	7.75	19.30	103
IL	10.58	1.71	10.25	8.25	19.77	125	11.86	1.95	11.61	8.50	19.77	125
IN	10.38	1.20	10.00	7.75	14.45	77	11.22	1.39	11.00	8.37	14.51	76
KY	9.71	1.76	9.50	7.25	18.00	140	10.65	2.09	10.48	7.25	18.00	136
MD	11.72	1.43	11.60	9.75	15.06	27	13.02	2.35	12.57	10.00	23.00	27
MO	10.33	2.05	10.00	7.80	19.23	86	11.32	2.18	10.95	8.26	20.73	80
NE	11.58	1.94	11.00	9.00	20.00	39	12.82	1.92	13.00	9.45	20.00	39
NY	12.51	1.90	12.12	6.42	20.00	245	13.95	2.30	13.73	6.87	27.60	237
OH	10.69	1.96	10.00	8.15	27.00	538	12.04	2.78	11.25	8.50	29.55	520
OK	8.80	1.07	8.50	7.25	12.50	38	9.84	1.47	9.23	8.38	14.71	38
OR	12.84	1.93	12.06	9.75	19.83	116	14.41	2.36	14.03	10.19	25.13	118
SC	10.91	0.25	11.00	10.11	11.25	31	11.52	0.64	11.45	11.00	14.00	30
SD	10.93	0.87	10.88	9.95	12.59	17	12.59	1.74	12.00	10.62	16.73	16
TN	9.15	0.88	9.00	7.37	12.25	85	9.75	1.00	9.51	8.00	14.00	84
UT	11.27	1.31	11.00	8.22	15.00	58	12.97	2.36	12.52	10.27	25.00	56
VT	13.34	1.12	13.50	11.00	15.23	10	14.60	0.88	14.49	13.00	16.39	10
	<b>Weighted NCI average: \$11.43</b>	<b>Weighted Std. Dev.: 1.80</b>	<b>Weighted NCI median: \$11.00</b>	<b>Overall Minimum: \$6.42</b>	<b>Overall Maximum: \$27.00</b>	<b>Unweighted Total: 1945</b>	<b>Weighted NCI average: \$12.88</b>	<b>Weighted Std. Dev.: 2.28</b>	<b>Weighted NCI median: \$12.50</b>	<b>Overall Minimum: \$6.87</b>	<b>Overall Maximum: \$29.55</b>	<b>Unweighted Total: 1897</b>

<sup>40</sup> For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 35 agencies for which the reported average starting wage was higher than the reported average hourly wage for all DSPs were excluded.

<sup>41</sup> This table was calculated using the methodology "Method I" as described on page 25.

Chart 3: Percentage of agencies that gave bonuses to DSPs between Jan. 1, 2017 and Dec. 31, 2017 <sup>42</sup>



<sup>42</sup> A bonus is wage compensation supplemental to salary or wages. Bonuses are typically given at intervals less frequent than payroll. 'N' is the number of responding providers.

Table 23. Percentage of total hours paid to DSPs that were regular hours (i.e., not overtime) in the month of October 2017<sup>43</sup>

	Mean %	Std. Deviation	Median %	Minimum %	Maximum %	Number of responding agencies
<b>AL</b>	93.9%	5.9%	95.5%	80.0%	100.0%	36
<b>AZ</b>	95.6%	9.0%	98.7%	16.7%	100.0%	212
<b>CT</b>	94.2%	5.1%	96.0%	79.6%	100.0%	35
<b>DC</b>	95.2%	12.2%	99.8%	16.5%	100.0%	56
<b>GA</b>	93.8%	11.4%	99.8%	23.8%	100.0%	140
<b>IL</b>	92.7%	9.0%	95.1%	23.2%	100.0%	197
<b>IN</b>	90.8%	9.1%	93.2%	47.1%	100.0%	90
<b>KY</b>	89.7%	12.9%	95.5%	42.9%	100.0%	153
<b>MD</b>	91.9%	9.2%	94.1%	53.5%	100.0%	34
<b>MO</b>	92.8%	8.7%	95.2%	51.9%	100.0%	174
<b>NE</b>	92.6%	8.8%	94.6%	49.6%	100.0%	40
<b>NY</b>	92.7%	7.2%	93.8%	52.0%	100.0%	266
<b>OH</b>	94.2%	10.3%	99.4%	0.6%	100.0%	1106
<b>OK</b>	89.0%	10.0%	91.4%	63.1%	100.0%	53
<b>OR</b>	96.5%	5.6%	99.0%	66.1%	100.0%	174
<b>SC</b>	93.7%	5.0%	94.7%	77.0%	100.0%	38
<b>SD</b>	87.6%	10.1%	91.0%	57.8%	100.0%	17
<b>TN</b>	87.5%	10.3%	88.4%	50.0%	100.0%	104
<b>UT</b>	98.2%	4.1%	100.0%	75.9%	100.0%	71
<b>VT</b>	96.0%	4.6%	97.6%	86.2%	100.0%	12
	<b>Weighted NCI Average: 92.6%</b>	<b>Weighted NCI Std. Dev.: 9.8%</b>	<b>Weighted NCI Median: 96.1%</b>	<b>Overall Minimum: 0.6%</b>	<b>Overall Maximum: 100.00%</b>	<b>Unweighted Total: 3008</b>

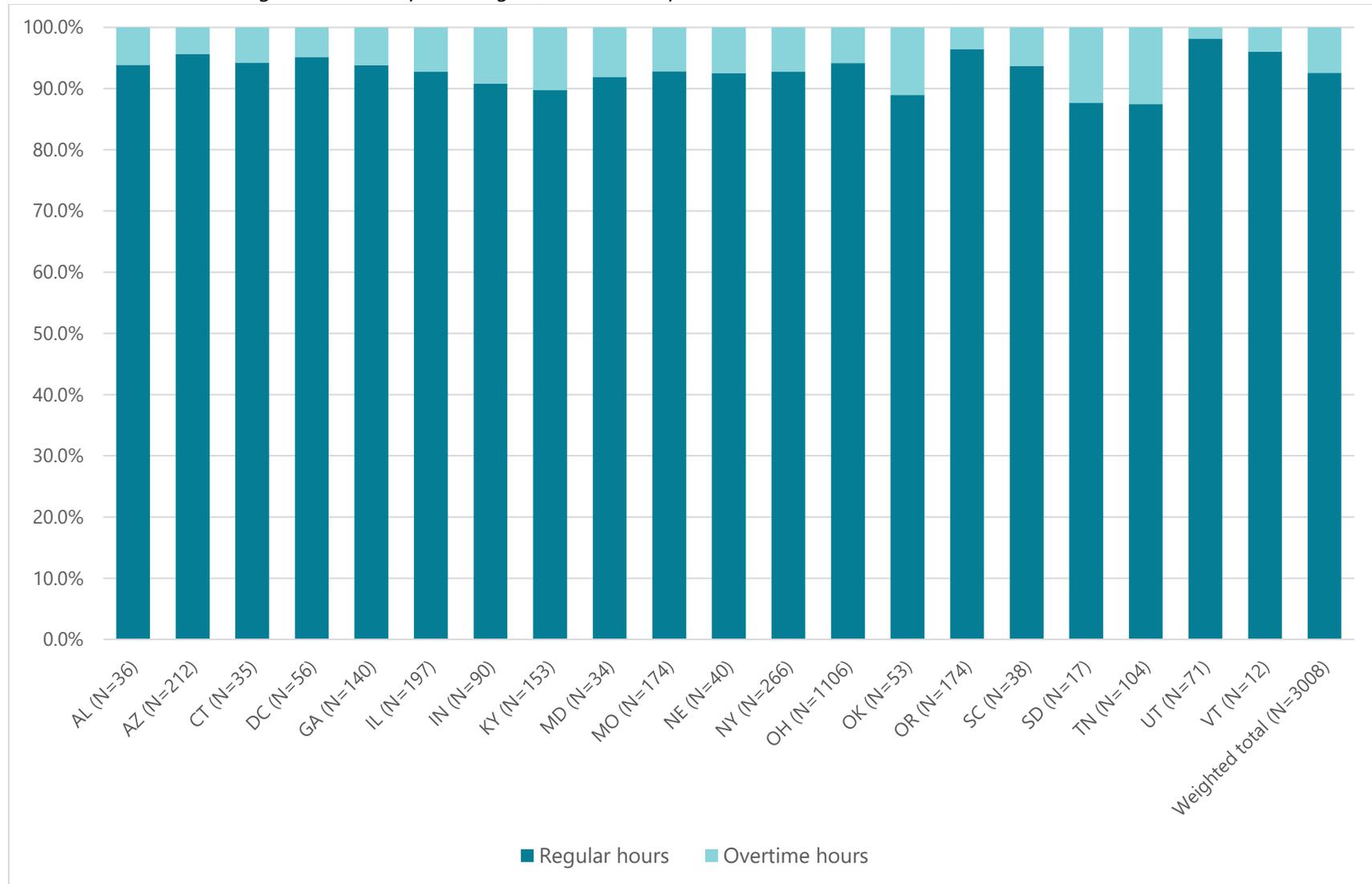
<sup>43</sup> Only reported for those cases for which regular and overtime hours were reported. Cases that reported 0% regular hours were not included in this table (3 cases).

Table 24. Percentage of total hours paid to DSPs that were overtime hours in the month of October 2017 <sup>44</sup>

	Mean %	Std. Deviation	Median %	Minimum %	Maximum %	Number of responding agencies
<b>AL</b>	6.1%	5.9%	4.5%	0.0%	20.0%	36
<b>AZ</b>	4.4%	9.0%	1.3%	0.0%	83.3%	212
<b>CT</b>	5.8%	5.1%	4.0%	0.0%	20.4%	35
<b>DC</b>	4.8%	12.2%	0.2%	0.0%	83.5%	56
<b>GA</b>	6.2%	11.4%	0.2%	0.0%	76.2%	140
<b>IL</b>	7.3%	9.0%	4.9%	0.0%	76.8%	197
<b>IN</b>	9.2%	9.1%	6.8%	0.0%	52.9%	90
<b>KY</b>	10.3%	12.9%	4.5%	0.0%	57.1%	153
<b>MD</b>	8.1%	9.2%	5.9%	0.0%	46.5%	34
<b>MO</b>	7.2%	8.7%	4.8%	0.0%	48.1%	174
<b>NE</b>	7.4%	8.8%	5.4%	0.0%	50.4%	40
<b>NY</b>	7.3%	7.2%	6.2%	0.0%	48.0%	266
<b>OH</b>	5.8%	10.3%	0.6%	0.0%	99.4%	1106
<b>OK</b>	11.0%	10.0%	8.6%	0.0%	36.9%	53
<b>OR</b>	3.5%	5.6%	1.0%	0.0%	33.9%	174
<b>SC</b>	6.3%	5.0%	5.3%	0.0%	23.0%	38
<b>SD</b>	12.4%	10.1%	9.0%	0.0%	42.2%	17
<b>TN</b>	12.5%	10.3%	11.6%	0.0%	50.0%	104
<b>UT</b>	1.8%	4.1%	0.0%	0.0%	24.1%	71
<b>VT</b>	4.0%	4.6%	2.4%	0.0%	13.8%	12
	<b>Weighted NCI Average: 7.4%</b>	<b>Weighted Std. Dev. 9.8%</b>	<b>Weighted NCI Median 3.9%</b>	<b>Overall Minimum 0.0%</b>	<b>Overall Maximum 99.4%</b>	<b>Unweighted Total: 3008</b>

<sup>44</sup> Only reported for those cases for which regular and overtime hours were reported. Cases that reported 100% overtime hours were not included in this table (3 cases).

Chart 4: Overtime and regular hours as percentage of total hours paid to DSPs in the month of October 2017



## Benefits

### *Paid time off*

Agencies offer and track paid time off in two distinct methods:

- One method is offering a bank of hours from which employees can take paid time off, with no further delineation of the purpose or the type of time off. This method we refer to as **Pooled Paid Time Off**.
- The second method, which is more traditionally used by the Department of Labor, is to offer and track paid time off in **three distinct types: paid vacation time, paid sick time, and paid personal time**.

Both methods are means for providing paid time off to DSPs when they need it.

Additionally, some states have statute requiring all employers to offer and track paid sick time. Therefore, it is possible for an agency to use pooled paid time off for vacation and personal time while also offering sick time as a discrete benefit. Therefore, interpretations of these data on benefits should be made with caution, and with the consideration of supplemental information on existing state statutes regarding time off requirements.

\*\* \*\* \*

**Please note that in the 2017 Staff Stability Survey tool the questions about benefits were revised (worded and formatted differently).**

**Please use caution when comparing the 2017 benefits data in this report to previous years' data**

Table 25. Offer Pooled Paid Time Off<sup>45</sup>

	Offer PTO to some or all DSPs	Number of responding agencies	Requirements for eligibility for pooled PTO				Number of responding agencies
			Must be full time <sup>46</sup>	Must work a minimum amount of time within a defined time period <sup>47</sup>	Must have been employed at the agency for a certain length of time	All DSPs are eligible	
AL	23.7%	38	44.4%	33.3%	66.7%	11.1%	9
AZ	26.9%	216	44.8%	17.2%	46.6%	29.3%	58
CT	42.5%	40	23.5%	58.8%	47.1%	23.5%	17
DC	20.6%	63	69.2%	0.0%	30.8%	23.1%	13
GA	26.0%	150	69.2%	20.5%	43.6%	15.4%	39
IL	26.7%	217	36.2%	31.0%	51.7%	22.4%	58
IN	37.8%	98	64.9%	40.5%	64.9%	10.8%	37
KY	38.2%	165	58.7%	28.6%	55.6%	7.9%	63
MD	24.4%	41	70.0%	30.0%	30.0%	10.0%	10
MO	23.2%	185	60.5%	34.9%	55.8%	4.7%	43
NE	45.2%	42	63.2%	21.1%	68.4%	5.3%	19
NY	25.7%	288	43.2%	48.6%	33.8%	12.2%	74
OH	20.9%	1202	45.0%	27.9%	42.6%	20.7%	251
OK	37.0%	54	70.0%	40.0%	65.0%	5.0%	20
OR	37.4%	195	17.8%	16.4%	43.8%	41.1%	73
SC	20.9%	43	88.9%	33.3%	22.2%	0.0%	9
SD	5.0%	20	0.0%	0.0%	0.0%	100.0%	1
TN	31.2%	109	73.5%	23.5%	52.9%	11.8%	34
UT	25.7%	74	42.1%	21.1%	42.1%	10.5%	19
VT	46.7%	15	14.3%	85.7%	0.0%	14.3%	7
	<b>Weighted NCI Average: 22.7%</b>	<b>Unweighted Total 3255</b>	<b>Weighted NCI Average: 28.9%</b>	<b>Weighted NCI Average: 51.8%</b>	<b>Weighted NCI Average: 21.8%</b>	<b>Weighted NCI Average: 22.5%</b>	<b>Unweighted Total 854</b>

<sup>45</sup> '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. In previous iterations of the survey, this was referred to as "Paid time off." The clarification added in this 2017 survey may account for differences in data when compared to previous years.

<sup>46</sup> There are 41 cases that did not report that they distinguish between full- and part-time DSPs but chose this option. They are included.

<sup>47</sup> For example, must work 35 hours/week, 18 days/month, etc.

Table 26. Offer Paid Sick Time<sup>48</sup>

	Offer paid sick time to some or all DSPs	Number of responding agencies	Requirements for eligibility for paid sick time				Number of responding agencies
			Must be full time <sup>49</sup>	Must work a minimum amount of time within a defined time period <sup>50</sup>	Must have been employed at the agency for a certain length of time	All DSPs are eligible	
AL	48.6%	35	70.6%	35.3%	35.3%	5.9%	17
AZ	87.4%	190	10.2%	10.2%	25.3%	62.7%	166
CT	58.8%	34	15.0%	65.0%	25.0%	25.0%	20
DC	67.2%	58	53.8%	23.1%	33.3%	23.1%	39
GA	42.4%	139	69.5%	33.9%	33.9%	8.5%	59
IL	67.4%	193	61.5%	26.9%	42.3%	13.8%	130
IN	40.7%	86	62.9%	45.7%	60.0%	5.7%	35
KY	40.3%	149	70.0%	21.7%	51.7%	11.7%	60
MD	82.1%	39	56.3%	37.5%	37.5%	15.6%	32
MO	42.9%	170	69.9%	27.4%	43.8%	6.8%	73
NE	46.2%	39	44.4%	38.9%	38.9%	22.2%	18
NY	84.3%	261	25.9%	45.0%	38.6%	24.5%	220
OH	23.9%	1075	43.6%	26.1%	38.1%	25.7%	257
OK	45.8%	48	81.8%	31.8%	63.6%	4.5%	22
OR	73.5%	155	10.5%	14.0%	21.9%	62.3%	114
SC	77.5%	40	87.1%	16.1%	22.6%	3.2%	31
SD	100.0%	18	83.3%	27.8%	33.3%	0.0%	18
TN	37.8%	98	75.7%	40.5%	51.4%	2.7%	37
UT	25.0%	68	64.7%	35.3%	41.2%	11.8%	17
VT	71.4%	14	20.0%	80.0%	10.0%	0.0%	10
	<b>Weighted NCI Average: 59.7%</b>	<b>Unweighted Total: 2909</b>	<b>Weighted NCI Average: 55.8%</b>	<b>Weighted NCI Average: 41.5%</b>	<b>Weighted NCI Average: 28.3%</b>	<b>Weighted NCI Average: 7.0%</b>	<b>Unweighted Total: 1375</b>

<sup>48</sup> Included in this calculation are agencies that reported either 1) Not providing 'pooled paid time off,' or 2) Providing 'pooled paid time off' but not all DSPs are eligible.

<sup>49</sup> There are 49 cases that provide paid sick time and did not report that they distinguish between full- and part-time DSPs but chose this option. They are included.

<sup>50</sup> For example, must work 35 hours/week, 18 days/month, etc.

Table 27. Offer Paid Vacation Time<sup>51</sup>

	Offer paid vacation time to some or all DSPs	Number of responding agencies	Requirements for eligibility for paid vacation time				Number of responding agencies
			Must be full time <sup>52</sup>	Must work a minimum amount of time within a defined time period <sup>53</sup>	Must have been employed at the agency for a certain length of time	All DSPs are eligible	
AL	58.8%	34	75.0%	35.0%	45.0%	10.0%	20
AZ	40.4%	188	57.9%	23.7%	53.9%	14.5%	76
CT	57.1%	35	30.0%	60.0%	45.0%	10.0%	20
DC	66.1%	56	62.2%	24.3%	40.5%	10.8%	37
GA	53.6%	138	64.9%	27.0%	41.9%	10.8%	74
IL	81.8%	192	59.9%	26.1%	52.9%	11.5%	157
IN	61.6%	86	71.7%	39.6%	60.4%	1.9%	53
KY	60.0%	145	60.9%	21.8%	63.2%	8.0%	87
MD	81.6%	38	71.0%	35.5%	41.9%	3.2%	31
MO	64.9%	171	71.2%	26.1%	55.0%	8.1%	111
NE	52.5%	40	52.4%	42.9%	66.7%	14.3%	21
NY	82.8%	256	33.5%	51.9%	51.4%	9.0%	212
OH	39.9%	1089	53.6%	28.3%	60.0%	8.7%	435
OK	65.3%	49	78.1%	34.4%	65.6%	6.3%	32
OR	55.4%	157	46.0%	24.1%	56.3%	16.1%	87
SC	85.4%	41	88.6%	14.3%	22.9%	2.9%	35
SD	94.4%	18	64.7%	41.2%	41.2%	5.9%	17
TN	48.5%	97	76.6%	36.2%	51.1%	0.0%	47
UT	32.4%	68	68.2%	31.8%	40.9%	9.1%	22
VT	71.4%	14	40.0%	60.0%	20.0%	0.0%	10
	<b>Weighted NCI Average: 64.6%</b>	<b>Unweighted Total: 2912</b>	<b>Weighted NCI Average: 54.8%</b>	<b>Weighted NCI Average: 41.9%</b>	<b>Weighted NCI Average: 41.9%</b>	<b>Weighted NCI Average: 5.5%</b>	<b>Unweighted Total: 1584</b>

<sup>51</sup> Included in this calculation are agencies that reported either 1) Not providing 'pooled paid time off,' or 2) Providing 'pooled paid time off' but not all DSPs are eligible

<sup>52</sup> There are 129 cases that provide paid vacation time and did not report that they distinguish between full- and part-time DSPs but chose this option. They are included.

<sup>53</sup> For example, must work 35 hours/week, 18 days/month, etc.

Table 28. Offer Paid Personal Time<sup>54</sup>

	Offer paid personal time to some or all DSPs	Number of responding agencies	Requirements for eligibility for paid personal time				Number of responding agencies
			Must be full time <sup>55</sup>	Must work a minimum amount of time within a defined time period <sup>56</sup>	Must have been employed at the agency for a certain length of time	All DSPs are eligible	
AL	14.7%	34	60.0%	20.0%	40.0%	0.0%	5
AZ	22.5%	187	47.6%	26.2%	50.0%	26.2%	42
CT	44.1%	34	26.7%	80.0%	33.3%	13.3%	15
DC	29.8%	57	76.5%	35.3%	47.1%	5.9%	17
GA	24.1%	137	78.8%	30.3%	39.4%	6.1%	33
IL	52.3%	193	58.4%	29.7%	46.5%	11.9%	101
IN	25.6%	86	59.1%	40.9%	63.6%	4.5%	22
KY	29.3%	147	60.5%	11.6%	48.8%	14.0%	43
MD	48.7%	39	78.9%	36.8%	57.9%	0.0%	19
MO	25.9%	170	65.9%	36.4%	38.6%	11.4%	44
NE	30.0%	40	75.0%	41.7%	50.0%	0.0%	12
NY	64.1%	259	39.2%	49.4%	43.4%	6.6%	166
OH	19.6%	1074	48.3%	24.6%	44.1%	18.5%	211
OK	31.3%	48	93.3%	20.0%	66.7%	6.7%	15
OR	20.3%	153	51.6%	35.5%	45.2%	19.4%	31
SC	30.0%	40	66.7%	25.0%	25.0%	0.0%	12
SD	27.8%	18	80.0%	20.0%	40.0%	0.0%	5
TN	24.5%	98	83.3%	41.7%	50.0%	4.2%	24
UT	24.2%	66	62.5%	43.8%	62.5%	6.2%	16
VT	50.0%	14	28.6%	42.9%	0.0%	28.6%	7
	<b>Weighted NCI Average: 30.4%</b>	<b>Unweighted Total: 2894</b>	<b>Weighted NCI Average: 49.8%</b>	<b>Weighted NCI Average: 31.5%</b>	<b>Weighted NCI Average: 27.2%</b>	<b>Weighted NCI Average: 16.4%</b>	<b>Unweighted Total: 840</b>

<sup>54</sup> Included in this calculation are agencies that reported either 1) Not providing 'pooled paid time off,' or 2) Providing 'pooled paid time off' but not all DSPs are eligible

<sup>55</sup> There are 42 cases that provide paid personal time and did not report that they distinguish between full- and part-time DSPs but chose this option. They are included.

<sup>56</sup> For example, must work 35 hours/week, 18 days/month, etc.

Table 29. Offer Health Insurance

	Offer health insurance to some or all DSPs	Number of responding agencies	Requirements for eligibility for health insurance				Number of responding agencies
			Must be full time <sup>57</sup>	Must work a minimum amount of time within a defined time period <sup>58</sup>	Must have been employed at the agency for a certain length of time	All DSPs are eligible	
AL	60.5%	38	56.5%	34.8%	43.5%	21.7%	23
AZ	50.9%	214	58.7%	44.0%	50.5%	4.6%	109
CT	87.5%	40	71.4%	51.4%	48.6%	0.0%	35
DC	57.1%	63	58.3%	25.0%	33.3%	19.4%	36
GA	50.3%	149	66.7%	38.7%	38.7%	9.3%	75
IL	74.9%	219	72.0%	33.5%	47.0%	4.3%	164
IN	71.4%	98	65.7%	50.0%	60.0%	4.3%	70
KY	63.6%	165	74.3%	26.7%	50.5%	5.7%	105
MD	95.1%	41	56.4%	53.8%	56.4%	0.0%	39
MO	62.6%	182	71.1%	44.7%	46.5%	2.6%	114
NE	82.9%	41	76.5%	35.3%	64.7%	2.9%	34
NY	93.7%	287	50.6%	46.8%	46.5%	5.9%	269
OH	36.6%	1182	63.7%	38.3%	43.2%	7.6%	433
OK	81.5%	54	77.3%	47.7%	63.6%	4.5%	44
OR	64.4%	194	65.6%	44.8%	56.8%	2.4%	125
SC	95.3%	43	82.9%	31.7%	22.0%	2.4%	41
SD	100.0%	20	70.0%	45.0%	35.0%	0.0%	20
TN	71.3%	108	71.4%	42.9%	49.4%	2.6%	77
UT	39.2%	74	75.9%	41.4%	55.2%	3.4%	29
VT	100.0%	15	73.3%	46.7%	33.3%	0.0%	15
	<b>Weighted NCI Average: 71.7%</b>	<b>Unweighted Total: 3227</b>	<b>Weighted NCI Average: 69.1%</b>	<b>Weighted NCI Average: 43.7%</b>	<b>Weighted NCI Average: 37.5%</b>	<b>Weighted NCI Average: 2.0%</b>	<b>Unweighted Total: 1857</b>

<sup>57</sup> There are 104 cases that provide health insurance and did not report that they distinguish between full- and part-time DSPs but chose this option. They are included.

<sup>58</sup> For example, must work 35 hours/week, 18 days/month, etc.

Table 30. Offer Dental Insurance/vision coverage

	<b>Offered DENTAL coverage to some or all DSPs between 1/1/17 and 12/31/17</b>	<b>Number of responding agencies</b>	<b>Offered VISION coverage to some or all DSPs between 1/1/17 and 12/31/17</b>	<b>Number of responding agencies</b>
<b>AL</b>	63.2%	38	47.4%	38
<b>AZ</b>	39.5%	215	32.9%	216
<b>CT</b>	87.2%	39	65.0%	40
<b>DC</b>	54.7%	64	49.2%	63
<b>GA</b>	49.0%	147	41.4%	145
<b>IL</b>	61.3%	212	51.9%	216
<b>IN</b>	69.4%	98	62.5%	96
<b>KY</b>	63.6%	165	61.6%	164
<b>MD</b>	85.0%	40	75.6%	41
<b>MO</b>	51.1%	182	45.7%	184
<b>NE</b>	83.3%	42	54.8%	42
<b>NY</b>	89.5%	285	77.3%	286
<b>OH</b>	32.7%	1191	30.0%	1184
<b>OK</b>	72.2%	54	44.4%	54
<b>OR</b>	55.4%	193	49.5%	196
<b>SC</b>	100.0%	42	95.3%	43
<b>SD</b>	95.0%	20	75.0%	20
<b>TN</b>	71.0%	107	66.1%	109
<b>UT</b>	38.9%	72	27.0%	74
<b>VT</b>	100.0%	15	78.6%	14
	<b>Weighted NCI Average: 68.0%</b>	<b>Unweighted Total: 3221</b>	<b>Weighted NCI Average: 55.6%</b>	<b>Unweighted Total: 3225</b>

Table 31. Offer Other Types of Benefits

These categories are not mutually exclusive.

	Post-secondary education support*	Employer-paid job-related training	Employer-sponsored retirement plan	Employer-sponsored disability insurance	Flexible spending account	Health incentive programs	Other	Number of responding agencies
AL	10.5%	47.4%	44.7%	18.4%	10.5%	7.9%	15.8%	38
AZ	9.2%	56.0%	25.7%	12.4%	10.1%	6.4%	16.1%	218
CT	30.0%	57.5%	70.0%	60.0%	32.5%	12.5%	27.5%	40
DC	13.6%	50.0%	30.3%	18.2%	16.7%	12.1%	7.6%	66
GA	7.3%	53.3%	42.7%	26.7%	21.3%	11.3%	8.7%	150
IL	23.1%	50.7%	52.0%	33.9%	30.3%	10.0%	11.3%	221
IN	30.6%	51.0%	57.1%	35.7%	26.5%	19.4%	15.3%	98
KY	16.1%	44.6%	54.8%	33.9%	29.8%	23.2%	10.7%	168
MD	41.5%	65.9%	78.0%	51.2%	43.9%	24.4%	14.6%	41
MO	10.2%	61.3%	40.9%	22.0%	18.3%	11.8%	12.4%	186
NE	20.9%	55.8%	60.5%	44.2%	46.5%	30.2%	16.3%	43
NY	45.2%	60.3%	77.7%	63.0%	59.6%	30.8%	19.2%	292
OH	9.8%	55.0%	23.0%	14.0%	10.4%	8.5%	13.5%	1209
OK	7.3%	67.3%	23.6%	14.5%	14.5%	1.8%	16.4%	55
OR	11.2%	69.0%	38.1%	26.4%	19.8%	15.7%	19.3%	197
SC	9.3%	51.2%	83.7%	65.1%	79.1%	39.5%	7.0%	43
SD	20.0%	60.0%	85.0%	35.0%	70.0%	40.0%	20.0%	20
TN	12.4%	50.4%	42.5%	31.9%	15.0%	11.5%	10.6%	113
UT	14.7%	52.0%	22.7%	17.3%	17.3%	10.7%	13.3%	75
VT	40.0%	93.3%	93.3%	80.0%	86.7%	73.3%	13.3%	15
	<b>Weighted NCI Average: 20.3%</b>	<b>Weighted NCI Average: 64.7%</b>	<b>Weighted NCI Average: 58.4%</b>	<b>Weighted NCI Average: 36.2%</b>	<b>Weighted NCI Average: 45.7%</b>	<b>Weighted NCI Average: 32.2%</b>	<b>Weighted NCI Average: 15.4%</b>	<b>Unweighted total: 3288</b>

\*Paid time off, reimbursement or other support

## Recruitment and Retention

Table 32. Recruitment and Retention Strategies (table continues on following page)

	Pay incentive or referral bonus program	Number of responding agencies	Realistic job preview	Number of responding agencies	Train on Code of Ethics	Number of responding agencies
AL	39.5%	38	81.6%	38	89.5%	38
AZ	46.3%	216	76.6%	214	84.3%	216
CT	33.3%	39	67.5%	40	94.7%	38
DC	21.5%	65	80.0%	65	92.2%	64
GA	16.7%	150	73.0%	148	100.0%	147
IL	41.0%	217	75.5%	216	92.2%	218
IN	58.2%	98	68.0%	97	98.0%	98
KY	34.1%	167	74.3%	167	89.2%	166
MD	63.4%	41	65.0%	40	82.9%	41
MO	39.8%	181	74.6%	181	86.7%	181
NE	45.2%	42	82.9%	41	90.5%	42
NY	52.1%	288	78.3%	286	99.3%	284
OH	34.0%	1202	80.6%	1197	93.7%	1201
OK	40.7%	54	74.1%	54	70.4%	54
OR	40.0%	195	72.2%	194	84.1%	195
SC	32.6%	43	74.4%	43	86.0%	43
SD	90.0%	20	75.0%	20	95.0%	20
TN	53.2%	109	81.8%	110	95.4%	109
UT	31.1%	74	86.5%	74	98.6%	74
VT	46.7%	15	80.0%	15	93.3%	15
	<b>Weighted NCI Average: 53.5%</b>	<b>Unweighted total 3254</b>	<b>Weighted NCI Average: 78.5%</b>	<b>Unweighted total 3240</b>	<b>Weighted NCI Average: 93.8%</b>	<b>Unweighted total 3244</b>

\*Through a state or nationally recognized professional organization

Table 32: Recruitment and Retention Strategies (continued)

	<b>Sign Code of Ethics</b>	<b>Number of responding agencies</b>	<b>DSP ladder to retain highly skilled workers</b>	<b>Number of responding agencies</b>	<b>Staff supported to get credentialed*</b>	<b>Number of responding agencies</b>
<b>AL</b>	71.1%	38	36.1%	36	30.6%	36
<b>AZ</b>	71.5%	214	37.1%	213	35.2%	216
<b>CT</b>	82.1%	39	33.3%	39	32.5%	40
<b>DC</b>	80.0%	65	49.2%	63	50.8%	65
<b>GA</b>	91.8%	146	45.9%	146	47.3%	148
<b>IL</b>	79.9%	219	27.4%	212	43.5%	216
<b>IN</b>	88.8%	98	37.9%	95	22.4%	98
<b>KY</b>	67.3%	165	30.3%	165	45.2%	166
<b>MD</b>	70.7%	41	17.5%	40	27.5%	40
<b>MO</b>	79.2%	183	29.5%	183	38.3%	183
<b>NE</b>	69.0%	42	42.5%	40	42.9%	42
<b>NY</b>	96.5%	285	39.8%	284	37.2%	285
<b>OH</b>	84.7%	1195	41.3%	1186	46.4%	1202
<b>OK</b>	63.0%	54	27.8%	54	24.1%	54
<b>OR</b>	68.9%	193	35.1%	194	47.4%	196
<b>SC</b>	76.7%	43	29.3%	41	25.6%	43
<b>SD</b>	80.0%	20	35.0%	20	40.0%	20
<b>TN</b>	82.7%	110	42.7%	110	36.4%	110
<b>UT</b>	98.6%	73	42.5%	73	32.4%	74
<b>VT</b>	93.3%	15	40.0%	15	46.7%	15
	<b>Weighted NCI Average: 84.8%</b>	<b>Unweighted total 3238</b>	<b>Weighted NCI Average: 38.7%</b>	<b>Unweighted total 3209</b>	<b>Weighted NCI Average: 44.1%</b>	<b>Unweighted total 3249</b>

## Appendix A: 2017 Turnover Rates

This table demonstrates the 2017 Turnover Rate data calculated using the methodology used in 2016 and prior. The NCI Average is unweighted and is an average of state averages.

Table 33. Turnover Rates for DSPs in 2017 (as of Dec. 31, 2017)

	Number DSPs on payroll as of 12/31/17 statewide	Number DSPs separated in last 12 months statewide	Number of responding agencies	Turnover Rate***
AL	2161	981	38	45.4%
AZ	20794	10501	216	50.5%
CT	4501	1565	39	34.8%
DC	4396	1174	65	26.7%
GA	6031	2957	132	49.0%
IL	15907	8753	215	55.0%
IN	14685	7097	95	48.3%
KY	6496	2991	161	46.0%
MD	4811	1769	40	36.8%
MO	13841	7799	177	56.3%
NE	4738	2291	40	48.4%
NY	75661	24918	286	32.9%
OH	42083	21354	1085	50.7%
OK	4912	3277	58	66.7%
OR	10116	5724	190	56.6%
SC	6574	2318	42	35.3%
SD	2520	1153	19	45.8%
TN	12576	6650	107	52.9%
UT	5326	3640	69	68.3%
VT	1191	411	14	34.5%
<b>Total</b>	<b>259320</b>	<b>117323</b>	<b>3088</b>	<b>Unweighted Average: 47.0%</b>

The turnover rate = number of DSPs separated in last 12 months / number of DSPs on payroll as of December 31, 2017.

<https://www.medicaid.gov/medicaid/ltss/downloads/workforce/monitoring-dsw.pdf>. This is a point-in-time turnover rate.

\*\*\*NEW FOR 2017: This number only includes data reported by agencies that also reported on separated DSPs (and if there were no separated DSPs, "0" was noted)

## Appendix B: 2017 Tenure Rates

These tables (Tables 34 and 35) demonstrate the 2017 Tenure Rate data calculated using the methodology used in 2016 and prior reports. NCI Average is unweighted and is an average of state averages.

Table 34. Tenure rate of DSPs on payroll as of 12/31/17

	Number DSPs on payroll as of 12/31/17 statewide <sup>59</sup>	Number of responding agencies	Employed less than 6 months		Employed 6-12 months		Employed 12+ months	
			Number DSPs on payroll less than 6 months as of 12/31/17	Percent of total DSPs on payroll as of 12/31/17	Number DSPs on payroll 6 to 12 months as of 12/31/17	Percent of total DSPs on payroll as of 12/31/17	Number DSPs on payroll 12+ months as of 12/31/17	Percent of total DSPs on payroll as of 12/31/17
<b>AL</b>	2288	40	460	20.1%	384	16.8%	1444	63.1%
<b>AZ</b>	22430	215	6197	27.6%	3523	15.7%	12710	56.7%
<b>CT</b>	4501	39	709	15.8%	652	14.5%	3140	69.8%
<b>DC</b>	4355	63	605	13.9%	608	14.0%	3142	72.1%
<b>GA</b>	5959	132	1289	21.6%	1128	18.9%	3542	59.4%
<b>IL</b>	15905	216	3009	18.9%	2350	14.8%	10546	66.3%
<b>IN</b>	14579	93	3007	20.6%	2368	16.2%	9204	63.1%
<b>KY</b>	6460	160	1384	21.4%	1258	19.5%	3818	59.1%
<b>MD</b>	4819	41	771	16.0%	606	12.6%	3442	71.4%
<b>MO</b>	13353	175	2867	21.5%	2795	20.9%	7691	57.6%
<b>NE</b>	4738	40	741	15.6%	544	11.5%	3453	72.9%
<b>NY</b>	75540	285	11734	15.5%	10180	13.5%	53626	71.0%
<b>OH</b>	41962	1092	8876	21.2%	7305	17.4%	25781	61.4%
<b>OK</b>	4912	58	1016	20.7%	574	11.7%	3322	67.6%
<b>OR</b>	10036	190	2481	24.7%	1764	17.6%	5791	57.7%
<b>SC</b>	6395	41	956	14.9%	944	14.8%	4495	70.3%
<b>SD</b>	2520	19	454	18.0%	314	12.5%	1752	69.5%
<b>TN</b>	12654	108	2939	23.2%	2137	16.9%	7578	59.9%
<b>UT</b>	5326	69	1496	28.1%	872	16.4%	2958	55.5%
<b>VT</b>	1191	14	158	13.3%	163	13.7%	870	73.0%
<b>Total</b>	<b>259923</b>	<b>3090</b>	<b>51149</b>	<b>19.6%</b>	<b>40469</b>	<b>15.5%</b>	<b>168305</b>	<b>64.9%</b>

<sup>59</sup> Only those cases that also provided length of tenure data

Table 35. Tenure rate of DSPs separated between 1/1/17 and 12/31/17

NCI Average is unweighted and is an average of state averages.

	Number DSPs separated between 1/1/17 and 12/31/17 <sup>60</sup>	Number of responding agencies	Employed less than 6 months		Employed 6-12 months		Employed 12+ months	
			Number DSPs on payroll less than 6 months when separated	Percent of total DSPs separated between 1/1/17 and 12/31/17	Number DSPs on payroll 6 to 12 months as of 12/31/17	Percent of total DSPs on payroll as of 12/31/17	Number DSPs on payroll 12+ months as of 12/31/17	Percent of total DSPs on payroll as of 12/31/17
AL	891	36	356	40.0%	211	23.7%	324	36.4%
AZ	10383	209	4731	45.6%	2571	24.8%	3081	29.7%
CT	1467	37	462	31.5%	297	20.2%	708	48.3%
DC	1174	65	279	23.8%	377	32.1%	518	44.1%
GA	2871	129	1207	42.0%	711	24.8%	953	33.2%
IL	8398	207	4008	47.7%	1587	18.9%	2803	33.4%
IN	7005	93	2797	39.9%	1640	23.4%	2568	36.7%
KY	2922	158	1394	47.7%	708	24.2%	820	28.1%
MD	1769	40	632	35.7%	291	16.4%	846	47.8%
MO	7472	171	3746	50.1%	1605	21.5%	2121	28.4%
NE	2288	39	647	28.3%	420	18.4%	1221	53.4%
NY	22928	278	6796	29.6%	3839	16.7%	12293	53.6%
OH	20978	1049	9688	46.2%	4404	21.0%	6886	32.8%
OK	3270	56	1727	52.8%	651	19.9%	892	27.3%
OR	5699	187	2493	43.7%	1196	21.0%	2010	35.3%
SC	2311	41	672	29.1%	505	21.9%	1134	49.1%
SD	1153	19	482	41.8%	204	17.7%	467	40.5%
TN	6607	105	2757	41.7%	1442	21.8%	2408	36.4%
UT	3633	66	1934	53.2%	679	18.7%	1020	28.1%
VT	411	14	90	21.9%	60	14.6%	261	63.5%
<b>Total</b>	<b>113630</b>	<b>2999</b>	<b>46898</b>	<b>39.6%</b>	<b>23398</b>	<b>21.1%</b>	<b>43334</b>	<b>39.3%</b>

<sup>60</sup> Only those cases that also provided length of tenure data

## Appendix C: 2017 Vacancy Rates

These tables (Tables 36 and 37) demonstrate the 2017 Vacancy Rate data calculated using the methodology used in NCI Staff Stability Report 2016 and prior.

Table 36. Full-time DSP Positions and Vacancy Rates (as of Dec. 31, 2017)

	Number full-time DSPs employed	Number of responding agencies	Number full-time position vacancies	Number of responding agencies	Total number full-time DSP positions	Number of responding agencies	Statewide full-time vacancy rate*
<b>AL</b>	1482	27	129	27	1611	27	8.0%
<b>AZ</b>	8631	153	969	147	9600	153	10.1%
<b>CT</b>	2320	35	214	34	2537	35	8.4%
<b>DC</b>	2634	51	130	47	2764	51	4.7%
<b>GA</b>	3492	104	448	102	3940	104	11.4%
<b>IL</b>	10923	194	1860	190	12783	194	14.6%
<b>IN</b>	8655	86	1431	85	10086	86	14.2%
<b>KY</b>	4224	121	386	121	4610	121	8.4%
<b>MD</b>	3143	38	313	38	3456	38	9.1%
<b>MO</b>	8485	136	805	133	9290	136	8.7%
<b>NE</b>	3192	39	322	39	3514	39	9.2%
<b>NY</b>	40396	278	5740	272	46136	278	12.4%
<b>OH</b>	23348	734	2754	720	26102	735	10.6%
<b>OK</b>	3087	48	358	48	3445	48	10.4%
<b>OR</b>	6196	144	824	142	7020	144	11.7%
<b>SC</b>	4560	41	343	40	4903	41	7.0%
<b>SD</b>	1830	19	188	19	2018	19	9.3%
<b>TN</b>	8098	88	1270	87	9368	88	13.6%
<b>UT</b>	2730	45	185	44	2915	45	6.3%
<b>VT</b>	710	14	48	14	758	14	6.3%
<b>Total</b>	<b>148136</b>	<b>2395</b>	<b>18717</b>	<b>2349</b>	<b>166856</b>	<b>2396</b>	<b>NCI Unweighted Average: 9.7%</b>

\*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 as of December 31, 2017.

Table 37. Part-time DSP Positions and Vacancy Rates (as of Dec. 31, 2017)

	Number part-time DSPs employed	Number of responding agencies	Number part-time position vacancies	Number of responding agencies	Total number part-time DSP positions	Number of responding agencies	Statewide part-time vacancy rate*
<b>AL</b>	280	27	90	27	370	27	24.3%
<b>AZ</b>	7359	153	612	149	7971	153	7.7%
<b>CT</b>	1191	35	396	33	1587	35	25.0%
<b>DC</b>	1170	51	135	47	1305	51	10.3%
<b>GA</b>	1672	104	287	100	1959	104	14.7%
<b>IL</b>	3636	194	997	191	4633	194	21.5%
<b>IN</b>	5030	86	752	84	5782	86	13.0%
<b>KY</b>	792	121	106	120	898	121	11.8%
<b>MD</b>	1104	38	348	35	1452	38	24.0%
<b>MO</b>	3808	136	746	130	4554	136	16.4%
<b>NE</b>	1124	39	148	39	1272	39	11.6%
<b>NY</b>	23402	278	4715	272	28117	278	16.8%
<b>OH</b>	12316	732	2181	710	14497	733	15.0%
<b>OK</b>	1184	48	98	46	1282	48	7.6%
<b>OR</b>	1731	143	261	141	1992	143	13.1%
<b>SC</b>	1742	41	409	39	2151	41	19.0%
<b>SD</b>	481	19	160	19	641	19	25.0%
<b>TN</b>	2604	88	571	86	3175	88	18.0%
<b>UT</b>	2169	45	212	44	2381	45	8.9%
<b>VT</b>	392	14	38	14	430	14	8.8%
<b>Total</b>	<b>73187</b>	<b>2392</b>	<b>13262</b>	<b>2326</b>	<b>86449</b>	<b>2393</b>	<b>Unweighted NCI Results: 15.6%</b>

\*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.

## Appendix D: Sampling Methods as Reported by States

### How states compiled their sample:

**Alabama** maintains, on an ongoing basis, an email list of all current providers and newly approved providers. This is the list that was included in the Staff Stability sample.

**Arizona** pulls data on newly approved and current providers along with corresponding email contact information, based on provider authorizations specific to the survey parameters given by HSRI. As undeliverable survey emails were received, additional investigation was done to identify the contact person at each agency. Generated list by pulling contact information for all providers in our Qualified Provider Database.

**Washington D.C.** collects the provider's email when the provider profile is developed in its consumer database. Providers that are actively offering services in day and residential facilities to people served by the D.C. Department on Disability Services (at the time the provider report was generated) are included.

**Georgia** used the email list from the Provider Network Management Unit in its central office. This list included all providers 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.

**Illinois** maintains, on an ongoing basis, an email list of all current providers and newly approved providers. 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 providers through its semi-monthly newsletter concerning the test emails, asking that those who did not receive the email to contact the State's office to correct their email address.

**Indiana** gave all providers the opportunity to participate in the survey through email outreach to leaders of provider organizations. Participation was voluntary, but the State encouraged all providers to participate and asked that they indicate by a certain date if they were willing to participate.

**Kentucky** maintains an online provider directory that includes services provided as well as contact information for each agency. Survey links were sent to every agency identified as providing direct services.

**Maryland** pulled names from their PCIS2 database, and then contacted all providers by phone and confirmed email.

**Missouri** pulled email addresses for providers from its Customer Information Management, Outcomes and Reporting system that were actively providing at least one of the following services: respite care, personal assistance services, employment services, day habilitation services, or group home services. The State 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, the State used the main agency contact as the point of contact.

**Nebraska** maintains a provider directory (electronically and hard copy). If the State received bounce-backs, it contacted the agency and verified the correct email address and updated the directory.

**NYS OPWDD** pulled a list of all provider agencies from the program certification unit. Agencies that exclusively provided case management, children's programs or other non-qualifying programs were removed from the list. NY announced participation in the survey through the Provider Associations and agencies were notified by email. Additional follow-up and outreach was done to update the contact list in advance of releasing survey. In April 2018 agencies were sent the invitation to participate by email. Statewide Provider Associations and OPWDD continued regular outreach by phone/email/newsletters encouraging participation. OPWDD continued to follow up with agencies to update contact information and verify eligibility to participate. All agencies on the list were contacted by phone or email.

**Ohio** completed the following steps:

1. Sent out a letter from the director to all eligible providers via email 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). Ohio also posted a notice on their website regarding the upcoming survey.
2. Made a document with all these responses, updating the email addresses of those who responded to the survey request
3. 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 we had a ton of bounce backs from incorrect email addresses
5. Made a list of those agencies with wrong contact information and called each agency one by one trying to talk to an HR Rep
6. Step # 5 was routinely updated over the months this survey was administered
7. Sent this list to NCI who then uploaded it in the Staff Stability program
8. Then began sending out the official staff stability emails through the online application
9. Every 2 or 3 weeks, would send out a separate mail merge letter asking people to check their inboxes for the Survey email
10. Throughout the survey cycle participants who have not yet completed the survey are reminded that they will be issued a citation if the survey is not completed. The last

week of May, all providers that had not yet completed the survey were called and informed that they would receive a citation for failure to complete the survey. Providers that did not complete the survey by May 31st were issued a citation and were given until June 30th to complete the survey.

11. Through this method, OH got many responses in which the email address to the HR or payroll department would be identified
12. Kept doing this until the deadline passed

Citations are given to those who did not complete the survey.

**Oklahoma** Quality Assurance Unit maintains a database with the contact information for all agencies contracted with the State to provide direct supports to individuals with developmental disabilities through the waiver program. The State used the primary contact email address for each agency in this database to compile its email address list.

**Oregon** went to licensing unit and gathered agency names of all agencies in the state providing the supports specified in the survey parameters. (There was a 6% increase in providers added to the previous year's sampling.) Initially an email was sent to all providers about every two (three) weeks. Personal emails were sent after the survey had been out for two months, to those who had not clicked on the link, or who had opened it but nothing further. Reminders (phone calls to verify correct email addresses) and follow-up personal emails increased in frequency the last month of the survey.

**South Carolina** used a listing of all service providers, then backed-out those that did not provide services to adults. The listing includes all adult services providers contracted with DDSN. There may be other providers that contract with DHHS (Medicaid agency) but do not have a contract with SC DDSN.

**South Dakota** got the list from Community Support Provider Association Director. The list includes all 20 Community Support Providers.

**Tennessee** contacted all eligible providers; those that volunteered to participate contacted the state for the survey. Tennessee DIDD staff notified all providers in each of the three regions of Tennessee by presenting at quarterly regional meetings. Tennessee addressed the upcoming survey in DIDD online weekly newsletter, the benefits of the survey as well as documented progress of agencies completions throughout the survey.

**Utah** 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.

**Vermont** obtained the email addresses for the key agency contacts from the DDS Directors of each agency in Vermont. The list includes all providers.

## Appendix E: Comparable Wage Tables

From the Bureau of Labor Statistics Occupational Employment Statistics, May 2017

### 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 F: Living Wage Table by State

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

	<b>1 adult</b>	<b>1 adult and 1 child</b>	<b>2 adults (one working) and 2 children</b>	<b>2 working adults and 2 children</b>
<b>AL</b>	\$10.48	\$21.62	\$24.38	\$15.00
<b>AZ</b>	\$10.74	\$23.15	\$25.33	\$16.27
<b>CT</b>	\$12.51	\$27.63	\$27.64	\$17.86
<b>DC</b>	\$15.71	\$32.88	\$30.49	\$21.84
<b>GA</b>	\$11.35	\$22.52	\$24.96	\$15.12
<b>IL</b>	\$11.72	\$23.91	\$25.23	\$16.67
<b>IN</b>	\$10.23	\$21.14	\$23.48	\$14.21
<b>KY</b>	\$10.82	\$22.68	\$23.92	\$15.39
<b>MD</b>	\$13.84	\$28.25	\$29.30	\$17.93
<b>MO</b>	\$10.16	\$20.82	\$23.93	\$14.31
<b>NE</b>	\$9.97	\$22.02	\$24.35	\$15.56
<b>NY</b>	\$13.56	\$28.01	\$27.88	\$19.28
<b>OH</b>	\$9.88	\$21.16	\$22.93	\$14.68
<b>OK</b>	\$10.95	\$23.12	\$24.37	\$15.48
<b>OR</b>	\$11.90	\$24.98	\$27.06	\$16.66
<b>SC</b>	\$10.60	\$21.10	\$24.40	\$13.94
<b>SD</b>	\$9.62	\$20.03	\$22.88	\$13.69
<b>TN</b>	\$10.10	\$19.88	\$22.97	\$13.13
<b>UT</b>	\$10.78	\$22.33	\$24.95	\$15.71
<b>VT</b>	\$11.74	\$24.48	\$25.69	\$16.38

## Appendix G: Instructions Provided to Survey Respondents

# STAFF STABILITY SURVEY 2017



DECEMBER 2017

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THIS PAPER VERSION OF THE SURVEY IS FOR REFERENCE. PLEASE NOTE THAT RESPONSES TO THIS SURVEY **MUST BE ENTERED IN THE ONLINE PORTAL**. PAPER OR SCANNED COPIES WILL NOT BE ACCEPTED OR COUNTED.

**Survey must be completed in the online data entry system by **June 30, 2018****

Your state contact is **[name]**. Please email him/her with any questions at: **[email]**.

### Before You Start

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

This survey is being administered by National Core Indicators (NCI) on behalf of your state. Results of this survey will be reported only in the aggregate; **your agency will not be identified in any way**. The information you provide is important to state policy-makers and advocates who will use the data to guide decisions.



If you believe you have received this survey in error, please contact the state contact: **[email]** and explain why

### Directions

#### Overview

- 1) The survey will ask about the following information for DSPs who were on payroll for any length of time during the period of January 1, 2017 to December 31, 2017 and for whom your agency defines wages and benefits directly. (For further information on what is considered a DSP, see below under "**Types of Workers to Consider**")
  - 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.
- 2) This survey is best completed by employees from your Human Resources or Payroll departments. You may require information from program directors, so it is best if you review the survey questions and seek additional input as needed.

### Important Definitions

#### *Types of workers to consider*

This survey is about people who are employed as **Direct Support Professionals**.

This includes paid workers whose primary job responsibility is direct support work and for whom your agency defines wages and benefits directly. (Note: do not include staff hired through a temporary personnel agency, contract or 1099 arrangement):



**Include** these workers in your responses:

- Paid staff members whose primary job responsibility is to provide support, training, supervision, and personal assistance to adults with intellectual/developmental disabilities.
- Paid staff members who spend at least 50% of their hours doing direct support 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:

- Licensed healthcare staff (therapists, nurses, social workers, psychologists, etc.)
- Those who **only** provide transportation, home modifications, and/or meal delivery
- Contract or 1099 workers
- Staff hired through a temporary personnel agency
- Admin staff or supervisory staff, unless they spend 50% or more of their time doing direct support

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

*Types of supports*

Please include DSPs providing one or more of the following supports

<b>Residential Support</b>	<b>In-Home Supports</b>	<b>Non-Residential Supports</b>
<p><b>Your agency owns and/or operates the home in which the person lives.</b></p> <p><i>Residential Supports are 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. Supported housing, supported living, shared living, host home or foster home should be counted in this category only if your agency owns the home or operates the lease.</i></p>	<p><b>Your agency does not own and/or operate the home in which the person lives.</b></p> <p><i>Supports provided to a person in their home (only if their home is not owned and/or operated by your agency).</i></p>	<p><i>Non-residential supports can include:</i></p> <ul style="list-style-type: none"> <li>• <i>Day programs and community support programs (supports provided outside an individual's home such as adult day program services and community supports)</i></li> <li>• <i>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)</i></li> </ul>

## COVER ART

Untitled, by Laurie Maguire



Laurie Maguire, born in 1972 in Maine, currently resides in Dorchester, MA. She has been attending Gateway Arts since early 2012. Maguire came to Gateway with a repertoire of art making skills, including the know-how to make complex tapestries and necklaces designs. She continues to employ and broaden her skill set. The results of her focused labor are formulaic and graphic. Maguire's bold use of color and geometric patterning is consistent throughout her entire body of work.

For more information, see [www.gatewayarts.org](http://www.gatewayarts.org)



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