

2018

National Core Indicators[®] Staff Stability Survey Report



NASDDDS

National Association of State Directors of Developmental Disabilities Services

Introduction

Collecting Comprehensive Data on the DSP Workforce

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 state developmental disability agencies—works with member states to implement the Staff Stability Survey. The NCI Staff Stability Survey collects comprehensive data on the Direct Support Professional (DSP) workforce providing direct supports to adults (age 18 and over) with intellectual and developmental disabilities. The goal of the survey and the resulting data is to help states examine workforce challenges, identify areas for further investigation, benchmark their workforce data, measure improvements made through policy or programmatic changes, and compare their state data to those of other states and the NCI average.

States across the country have used the NCI Staff Stability Survey data to demonstrate the critical nature of the DSP workforce crisis to legislators and policymakers. States are also engaging in deeper examinations of the data to determine the impetuses and causes of workforce challenges. Advocates and researchers are analyzing the data to inform research into the workforce crisis and determine strategies to address the issues. The release of the 2018 Staff Stability Survey data from 26 states and the District of Columbia marks another opportunity for state developmental disability agencies, advocates, and researchers to work together to determine the best strategies to address the DSP workforce crisis.

A total of 26 states and the District of Columbia administered the **2018 NCI Staff Stability Survey**.

All told, **4,400 provider agencies are included in this report**.

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Executive Summary

A total of 26 states and the District of Columbia participated in the **2018 NCI Staff Stability Survey**:

Alaska (AK)	Illinois (IL)	Ohio (OH)
Alabama (AL)	Indiana (IN)	Oklahoma (OK)
Arizona (AZ)	Louisiana (LA)	Oregon (OR)
Colorado (CO)	Massachusetts (MA)	South Carolina (SC)
Connecticut (CT)	Maryland (MD)	South Dakota (SD)
Washington DC (DC)	Missouri (MO)	Tennessee (TN)
Florida (FL)	North Carolina (NC)	Utah (UT)
Georgia (GA)	Nebraska (NE)	Wyoming (WY)
Hawaii (HI)	New Jersey (NJ)	
	New York (NY)	

All told, **4,400 provider agencies responded to the survey**.

The data presented in this report refer to the period between Jan. 1, 2018 and Dec. 31, 2018. 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 D for each state's method.

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

Tenure (Length of Employment) of DSPs

Of the DSPs employed by respondents as of Dec. 31, 2018, more than one third had only been employed there for a year or less. And of the DSPs who left employment at responding agencies in 2018, over one half had been employed there for less than one year.

Of those DSPs employed by respondents as of Dec. 31, 2018:

- 19.6% had been employed for less than 6 months
- 14.7% had been employed between 6 and 12 months
- 17.2% had been employed between 12 and 24 months
- 10.1% had been employed between 24 and 36 months
- 38.4% had been employed 36 months or more

Of the DSPs who left (separated from) employment between Jan. 1, 2018 and Dec. 31, 2018:

- 34.7% had been employed for less than 6 months
- 20.3% had been employed between 6 and 12 months
- 14.3% had been employed between 12 and 24 months
- 7.3% had been employed between 24 and 36 months
- 12.1% had been employed 36 months or more

Turnover

Across states, the turnover rate for DSPs in 2018 ranged from 30.7% to 62.7%; the weighted average **turnover rate was 51.3%**.

Executive Summary (continued)

Vacancy Rates

Among all respondents, 84.2% indicated that they distinguish between full-time and part-time DSP positions. Among these, vacancy rates¹ for full-time positions ranged from 3.3% to 14.7% with an NCI Average of 11.9%. Vacancy rates for part-time positions ranged from 5.8% to 23.3% with an NCI Average of 18.1%.

Wages

Across all service types, responding agencies paid a **median hourly wage of \$12.00**.

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

- \$12.57 for DSPs providing residential supports
- \$12.00 for DSPs providing in-home supports
- \$12.90 for DSPs providing non-residential supports

Services Provided

Of the responding agencies:

- **72.4% provided residential supports**—such as community-based group homes, supported living services, or ICF/ID homes.
- **74.4% provided in-home supports**—such as homemaker/personal care services, in-home habilitation, and in-home respite.
- **73.7% provided non-residential supports**—such as day supports, community support programs, community-based employment supports, facility-based employment supports, or out-of-home habilitation.

Benefits

A large majority, 77.5%, 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 type of time off.

- 16.1% of responding providers offered pooled paid time off to some or all DSPs.

¹ These are point-in-time vacancy rates, not averages across the year.

Of those not using the pooled method:

- 85.4% offered paid sick time to some or all DSPs.
- 89.0% offered paid vacation time to some or all DSPs.
- 30.7% offered paid personal time to some or all DSPs.

Among the responding agencies, 70.6% offered health insurance to some or all DSPs; 66.1% offered dental coverage to some or all DSPs; and 56.7% offered vision coverage to some or all DSPs.

Recruitment and Retention

Slightly more than three-quarters (80.5%) of respondents reported offering a realistic job preview to candidates, and 62.5% reported offering a pay incentive or referral bonus program.

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Full Results of the 2018 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 and for whom the responding agency defines wages and benefits directly.

DSPs work with individuals with IDD, helping them live fulfilling lives, make choices, and live and work in the community. DSP workforce instability is concerning because it affects continuity and consistency in the lives of people being served. DSP workforce instability also affects provider agencies, as they struggle to maintain an adequate workforce and ensure positive outcomes for consumers. The challenges faced by the DSP workforce also have implications for the lives people working as DSPs, who often work several jobs and receive public benefits.

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. They 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:

- Staff hired through a temporary personnel agency
- Those who **only** provide transportation, home modifications, and/or meal delivery
- Licensed health care staff (nurses, social workers, psychologists, etc.)
- Contract or 1099 workers
- On-call or PRN workers (there is one question that refers to these workers)

Agencies providing host/foster/family home arrangements did not include the primary care providers in their definition of a DSP; their data are not included in this report. However, care workers who were employed by these agencies in addition to the primary care provider were counted as DSPs and their data are included in this report.

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 section on "Weights" 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.

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 (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

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

Number of Responses and Response Rates

A total of 4,400 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 and not included in the denominator when calculating the response rate if:

- The provider agency reported that it did not provide any of the targeted service types or did not answer the questions about services provided.
- The provider agency reported that it did not employ DSPs or left the question blank about the number of DSPs employed.
- The provider agency had not been in operation for six continuous months in 2018.

	Valid responses	Total pop ²	Response rate	Margin of error ^{3,4,5}
AK	69	95	72.6%	6.20%
AL	71	167	42.5%	8.84%
AZ	275	384	71.6%	3.15%
CO	126	425	29.6%	7.33%
CT	85	177	48.0%	7.69%
DC	65	97	67.0%	7.02%
FL⁶	414	1768	23.4%	4.22%
GA	174	311	55.9%	4.94%
HI	45	48	93.8%	3.69%
IL	193	332	58.1%	4.57%
IN⁷	99	141	70.2%	5.39%
LA	120	473	25.4%	7.74%
MA	83	187	44.4%	8.04%
MD	85	192	44.3%	7.96%
MO	214	432	49.5%	4.76%
NC	120	535	22.4%	7.89%
NE	36	38	94.7%	3.80%
NJ	92	242	38.0%	8.06%
NY	303	357	84.9%	2.19%
OH⁸	1219	1321	92.3%	0.78%
OK	32	113	28.3%	14.73%
OR	161	223	72.2%	4.08%
SC	57	66	86.4%	4.83%
SD	20	20	100.0%	0.00%
TN	115	134	85.8%	3.45%
UT	74	96	77.1%	5.48%
WY	53	260	20.4%	12.03%
Total	4400	8634		

² 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. If a provider did not answer any questions in the survey, the provider was assumed to be eligible and thus included in the "total population" (and the denominator when calculating the response rate).

³ Margin of error for sample based on valid responses and "total population"

⁴ Assuming 50% response distribution

⁵ Calculated using <http://www.raosoft.com/samplesize.html>

⁶ Only included providers providing HCBS Waiver Funded Services

⁷ Only included providers providing HCBS Waiver Funded Services

⁸ Only included providers providing HCBS Waiver Funded Services

Weights

Using Weights to Calculate Overall NCI Results

The 2018 NCI Staff Stability data shows state data weighted by each state's margin of error.

What does this mean?

- The data from states with lower margins of error contribute more weight to the NCI-wide results (for example, the Average, or 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 confident we can be that the results are representative of the entire state. We calculated the margin of error using a 95% confidence level.

- 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.**

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

Characteristics of Responding Agencies

The majority of responding provider agencies provide direct support exclusively to adults with intellectual and developmental disabilities (**59.4%**).

As shown in Table 2 on the following page, among those agencies that also provide supports to other populations, most were able to report out separately on DSPs who worked with adults with IDD (**60.3%**). 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 1. Does your agency *ONLY* support adults with intellectual/developmental disabilities?

	Yes	No	N
AK	44.9%	55.1%	69
AL	77.5%	22.5%	71
AZ	42.7%	57.3%	274
CO	61.1%	38.9%	126
CT	55.3%	44.7%	85
DC	87.5%	12.5%	64
FL	80.1%	19.9%	413
GA	78.6%	21.4%	173
HI	46.7%	53.3%	45
IL	73.6%	26.4%	193
IN	49.5%	50.5%	99
LA	50.0%	50.0%	120
MA	50.0%	50.0%	82
MD	72.9%	27.1%	85
MO	62.1%	37.9%	214
NC	57.1%	42.9%	119
NE	55.6%	44.4%	36
NJ	68.5%	31.5%	92
NY	35.3%	64.7%	303
OH	52.1%	47.9%	1181
OK	75.0%	25.0%	32
OR	80.0%	20.0%	160
SC	56.1%	43.9%	57
SD	65.0%	35.0%	20
TN	77.4%	22.6%	115
UT	57.5%	42.5%	73
WY	56.6%	43.4%	53
AVG.	59.4%	40.6%	Total 4354

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

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	N
AK	34.2%	65.8%	38
AL	73.3%	26.7%	15
AZ	51.3%	48.7%	154
CO	75.5%	24.5%	49
CT	73.0%	27.0%	37
DC	62.5%	37.5%	8
FL	62.3%	37.7%	77
GA	78.4%	21.6%	37
HI	60.9%	39.1%	23
IL	84.3%	15.7%	51
IN	66.0%	34.0%	50
LA	64.3%	35.7%	56
MA	80.5%	19.5%	41
MD	82.6%	17.4%	23
MO	48.7%	51.3%	78
NC	58.8%	41.2%	51
NE	56.3%	43.7%	16
NJ	82.8%	17.2%	29
NY	64.1%	35.9%	195
OH	47.9%	52.1%	530
OK	75.0%	25.0%	8
OR	67.7%	32.3%	31
SC	84.0%	16.0%	25
SD	71.4%	28.6%	7
TN	65.4%	34.6%	26
UT	43.3%	56.7%	30
WY	43.5%	56.5%	23
AVG.	60.3%	39.7%	Total 1708

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Table 3. How many DSPs providing support for adults with IDD were on your payroll as of December 31, 2018⁹?
Percentage of responding agencies that employ...

	1-20 DSPs	21-40 DSPs	41-60 DSPs	61+ DSPs	Mean number of DSPs employed by agencies in the state	Std. deviation	Median number of DSPs	N
AK	66.7%	8.7%	7.2%	17.4%	41.67	84.784	11.00	69
AL	33.8%	25.4%	15.5%	25.4%	58.96	82.050	31.00	71
AZ	34.5%	16.0%	12.0%	37.5%	111.69	274.024	40.00	275
CO	65.9%	15.9%	4.0%	14.3%	27.94	41.197	12.00	126
CT	21.2%	11.8%	15.3%	51.8%	117.35	145.804	63.00	85
DC	36.9%	26.2%	6.2%	30.8%	72.86	93.297	31.00	65
FL	81.1%	8.2%	3.6%	7.0% ¹⁰	20.16	59.480	6.00	413
GA	54.6%	20.1%	8.0%	17.2%	39.14	61.869	17.00	174
HI	31.1%	24.4%	15.6%	28.9%	49.60	48.758	34.00	45
IL	32.6%	18.1%	8.3%	40.9%	74.01	98.791	37.00	193
IN	17.2%	12.1%	9.1%	61.6%	175.82	356.982	79.00	99
LA	38.3%	11.7%	4.2%	45.8%	85.91	123.804	39.50	120
MA	21.7%	14.5%	2.4%	61.4%	182.34	205.221	111.00	83
MD	12.9%	12.9%	10.6%	63.5%	130.75	133.004	90.00	85
MO	44.9%	16.4%	10.7%	28.0%	73.45	150.749	28.50	214
NC	35.0%	28.3%	6.7%	30.0%	110.57	273.441	32.00	120
NE	22.2%	16.7%	16.7%	44.4%	137.22	207.161	52.50	36
NJ	33.7%	14.1%	5.4%	46.7%	127.40	250.083	50.50	92
NY	17.5%	10.2%	4.0%	68.3%	238.46	385.232	131.00	303
OH	65.1%	15.0%	6.4%	13.5%	34.96	87.978	12.00	1219
OK	12.5%	37.5%	9.4%	40.6%	72.06	77.607	37.00	32
OR	50.3%	12.4%	12.4%	24.8%	52.43	73.592	20.00	161
SC	17.5%	7.0%	5.3%	70.2%	136.51	122.528	102.00	57
SD	10.0%	10.0%	10.0%	70.0%	105.20	96.775	82.50	20
TN	17.4%	14.8%	10.4%	57.4%	119.53	149.583	77.00	115
UT	54.1%	18.9%	8.1%	18.9%	81.28	223.051	19.00	74
WY	64.2%	13.2%	11.3%	11.3%	23.74	35.069	6.00	53
AVG.	35.1%	12.5%	8.3%	44.1%	80.23	133.916	41.00	4399

⁹ Numbers should not include staff hired through a temporary personnel agency, contract or 1099 workers, PRN or on-call workers.

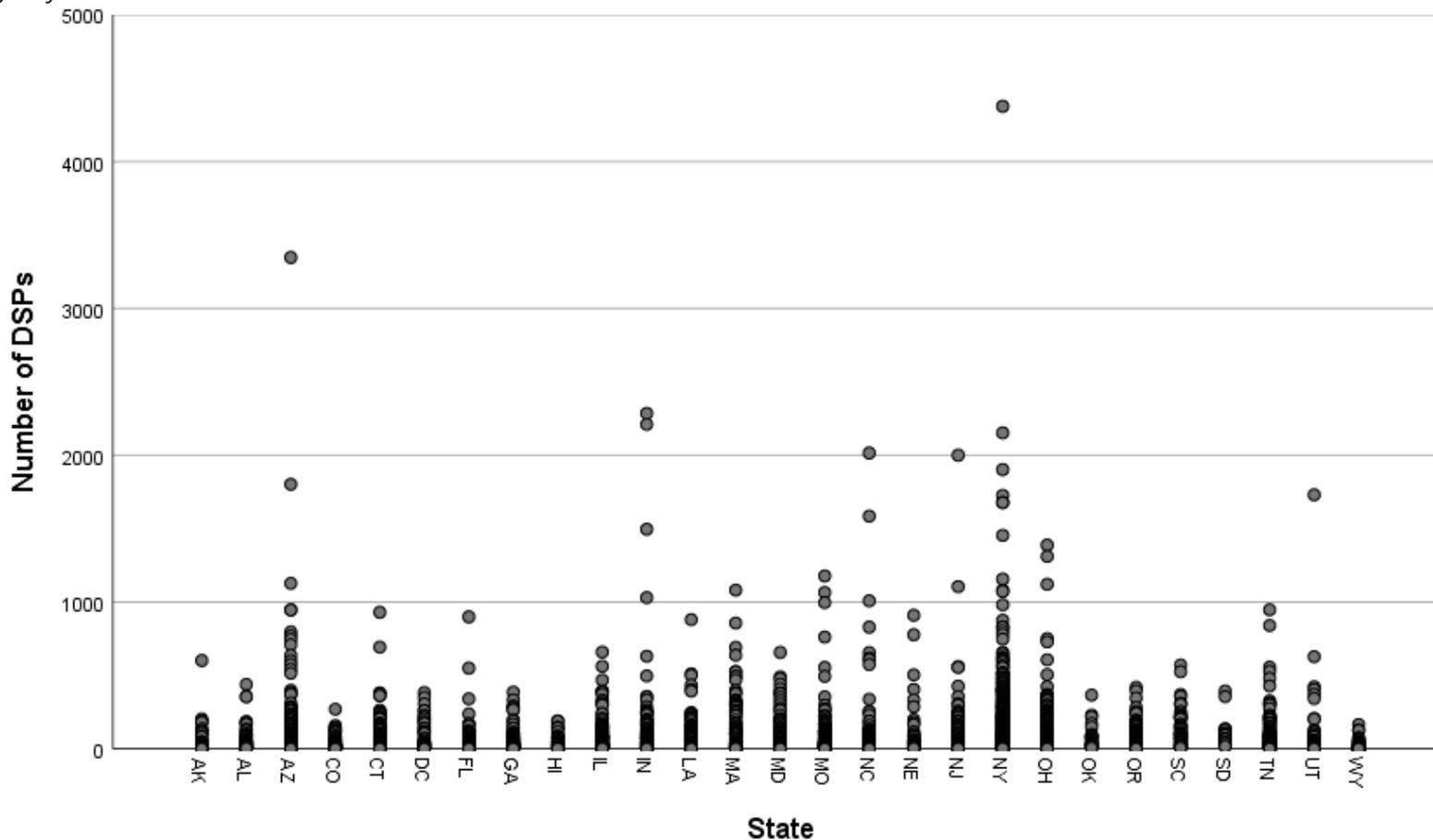
¹⁰ Excluded data on one agency that reported 15,113 DSPs on payroll.

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Figure 1. Spread of agency size in 2018 (based on number of DSPs)

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



Number of DSPs (as of 12/31/18) providing supports for adults with IDD. Each circle represents one responding agency. Excluded data on one agency that reported 15,113 DSPs on payroll.

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

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. *Please note that the definitions of these support types were clarified in 2018; comparisons to previous years' data should be made with caution.*

- **Residential Supports** are supports provided to a person in a home or apartment that is owned and/or operated by your agency.
 - This includes residential services delivered to people who DO NOT live in their family's home or their own private home/apartment which they rent or own.
 - Include in this category 24-hour supports such as a Group Home, Agency-Operated Apartments or ICFs/ID.
 - Host home or foster home services should also be included in this category.
 - If the service recipient holds a lease with your provider agency, this is considered a residential support or service.
- **In-home Supports**—Your agency does not own and/or operate the home in which the person lives.
 - Supports provided to a person in their own private home or apartment, or a private home/apartment they live in with their family, (only if their home or apartment is not owned or operated by your agency).
 - This category can include homemaker/personal care services in many states.
- **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)

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

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

	1 Type	2 Types	All 3 Types	N
AK	24.6%	43.5%	31.9%	69
AL	46.5%	32.4%	21.1%	71
AZ	45.5%	36.7%	17.8%	275
CO	23.8%	38.9%	37.3%	126
CT	27.1%	37.6%	35.3%	85
DC	58.5%	33.8%	7.7%	65
FL	57.7%	30.4%	11.8%	414
GA	42.0%	29.9%	28.2%	174
HI	31.1%	40.0%	28.9%	45
IL	47.7%	28.5%	23.8%	193
IN	20.2%	28.3%	51.5%	99
LA	55.0%	27.5%	17.5%	120
MA	32.5%	31.3%	36.1%	83
MD	25.9%	30.6%	43.5%	85
MO	47.7%	27.1%	25.2%	214
NC	38.3%	30.8%	30.8%	120
NE	5.6%	19.4%	75.0%	36
NJ	42.4%	31.5%	26.1%	92
NY	24.1%	32.3%	43.6%	303
OH	51.7%	33.4%	14.9%	1219
OK	21.9%	40.6%	37.5%	32
OR	52.2%	31.1%	16.8%	161
SC	24.6%	29.8%	45.6%	57
SD	5.0%	15.0%	80.0%	20
TN	11.3%	40.9%	47.8%	115
UT	36.5%	31.1%	32.4%	74
WY	7.5%	47.2%	45.3%	53
AVG.	27.6%	24.6 %	47.8%	Total 4400

Notes: Missing data for a service type was treated as 'NO' for this calculation.

The definitions of these support types were clarified from previous years.

Comparisons to previous years' data should be made with caution.

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Residential Supports

Of the provider agencies that responded to the survey, **72.4%** 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).

(The definition of residential supports was clarified from previous years. Comparisons to previous years' data should be made with caution.)

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

	Yes	No	N
AK	71.0%	29.0%	69
AL	84.3%	15.7%	70
AZ	41.6%	58.4%	274
CO	62.7%	37.3%	126
CT	63.5%	36.5%	85
DC	61.5%	38.5%	65
FL	60.1%	39.9%	414
GA	73.4%	26.6%	173
HI	33.3%	66.7%	45
IL	90.7%	9.3%	193
IN	61.6%	38.4%	99
LA	42.5%	57.5%	120
MA	77.1%	22.9%	83
MD	74.1%	25.9%	85
MO	72.3%	27.7%	213
NC	68.3%	31.7%	120
NE	83.3%	16.7%	36
NJ	53.3%	46.7%	92
NY	69.3%	30.7%	303
OH	40.2%	59.8%	1218
OK	65.6%	34.4%	32
OR	65.8%	34.2%	161
SC	91.2%	8.8%	57
SD	100.0%	0.0%	20
TN	81.7%	18.3%	115
UT	54.1%	45.9%	74
WY	62.3%	37.7%	53
AVG.	72.4%	27.6%	Total 4395

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

In-Home Supports

Of the provider agencies that responded to the survey, **74.4%** provided in-home supports, supports provided to a person in their own private home or apartment, or a private home/apartment they live in with their family, (only if their home or apartment is not owned or operated by your agency).

(The definition of in-home supports was clarified from previous years. Comparisons to previous years' data should be made with caution.)

Table 6. Does your agency provide in-home supports to individuals in their family home?

	Yes	No	N
AK	60.9%	39.1%	69
AL	33.8%	66.2%	71
AZ	70.5%	29.5%	275
CO	59.5%	40.5%	126
CT	62.4%	37.6%	85
DC	40.0%	60.0%	65
FL	50.6%	49.4%	413
GA	43.1%	56.9%	174
HI	84.4%	15.6%	45
IL	30.2%	69.8%	192
IN	86.9%	13.1%	99
LA	75.8%	24.2%	120
MA	48.2%	51.8%	83
MD	65.9%	34.1%	85
MO	51.4%	48.6%	214
NC	50.4%	49.6%	119
NE	88.9%	11.1%	36
NJ	44.6%	55.4%	92
NY	59.7%	40.3%	300
OH	75.2%	24.8%	1216
OK	75.0%	25.0%	32
OR	41.0%	59.0%	161
SC	49.1%	50.9%	57
SD	80.0%	20.0%	20
TN	73.9%	26.1%	115
UT	55.4%	44.6%	74
WY	83.0%	17.0%	53
AVG.	74.4%	25.6%	Total 4391

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Non-Residential Supports

Of responding agencies, **73.7%** provided non-residential supports.

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)

(The definition of non-residential supports was clarified from previous years. Comparisons to previous years' data should be made with caution.)

Table 7. Does your agency provide non-residential supports and services outside of the home?

	Yes	No	N
AK	75.4%	24.6%	69
AL	58.6%	41.4%	70
AZ	60.6%	39.4%	274
CO	91.3%	8.7%	126
CT	82.4%	17.6%	85
DC	47.7%	52.3%	65
FL	43.8%	56.2%	411
GA	70.1%	29.9%	174
HI	80.0%	20.0%	45
IL	56.3%	43.7%	190
IN	82.8%	17.2%	99
LA	44.2%	55.8%	120
MA	78.3%	21.7%	83
MD	77.6%	22.4%	85
MO	54.5%	45.5%	213
NC	74.2%	25.8%	120
NE	97.2%	2.8%	36
NJ	86.8%	13.2%	91
NY	91.4%	8.6%	302
OH	48.2%	51.8%	1216
OK	77.4%	22.6%	31
OR	58.1%	41.9%	160
SC	80.7%	19.3%	57
SD	95.0%	5.0%	20
TN	80.9%	19.1%	115
UT	86.5%	13.5%	74
WY	92.5%	7.5%	53
AVG.	73.7%	26.3%	Total 4384

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Numbers of Adults with IDD Supported – Residential Supports

Table 8. Numbers Served: Number of Adults with IDD Served With Residential Supports

	Serve 1-10 Adults	Serve 11-20 Adults	Serve 21-50 Adults	Serve 51-99 Adults	Serve 100-499 Adults	Serve 500-999 Adults	Serve 1000+ Adults	N
AK	61.2%	14.3%	16.3%	4.1%	4.1%	0.0%	0.0%	49
AL	42.4%	18.6%	25.4%	10.2%	3.4%	0.0%	0.0%	59
AZ	42.5%	15.9%	18.6%	12.4%	9.7%	0.9%	0.0%	113
CO	34.6%	7.7%	29.5%	17.9%	10.3%	0.0%	0.0%	78
CT	16.7%	11.1%	29.6%	29.6%	13.0%	0.0%	0.0%	54
DC	30.0%	15.0%	20.0%	35.0%	0.0%	0.0%	0.0%	40
FL	57.7%	19.8%	14.9%	2.8%	4.4%	0.4%	0.0%	248
GA	47.2%	20.0%	20.0%	6.4%	6.4%	0.0%	0.0%	125
HI	46.7%	20.0%	13.3%	13.3%	6.7%	0.0%	0.0%	15
IL	12.2%	25.6%	23.8%	19.2%	18.0%	1.2%	0.0%	172
IN	18.0%	8.2%	26.2%	23.0%	23.0%	0.0%	1.6%	61
LA	31.4%	23.5%	23.5%	5.9%	15.7%	0.0%	0.0%	51
MA	12.5%	4.7%	15.6%	23.4%	40.6%	1.6%	1.6%	64
MD	11.3%	16.1%	22.6%	35.5%	14.5%	0.0%	0.0%	62
MO	42.5%	15.7%	28.1%	8.5%	5.2%	0.0%	0.0%	153
NC	46.3%	13.4%	24.4%	7.3%	4.9%	2.4%	1.2%	82
NE	10.0%	30.0%	23.3%	16.7%	13.3%	6.7%	0.0%	30
NJ	6.1%	6.1%	24.5%	32.7%	30.6%	0.0%	0.0%	49
NY	9.6%	5.3%	14.4%	21.1%	43.5%	4.8%	1.4%	209
OH	55.1%	16.8%	15.5%	6.8%	5.2%	0.4%	0.2%	483
OK	14.3%	19.0%	42.9%	23.8%	0.0%	0.0%	0.0%	21
OR	41.5%	12.3%	26.4%	13.2%	6.6%	0.0%	0.0%	106
SC	3.8%	11.5%	23.1%	23.1%	38.5%	0.0%	0.0%	52
SD	0.0%	10.0%	20.0%	45.0%	25.0%	0.0%	0.0%	20
TN	23.4%	16.0%	26.6%	20.2%	13.8%	0.0%	0.0%	94
UT	52.5%	7.5%	15.0%	7.5%	15.0%	2.5%	0.0%	40
WY	45.5%	21.2%	21.2%	9.1%	3.0%	0.0%	0.0%	33
AVG.	15.6%	12.0%	19.2%	32.9%	20.0%	0.3%	0.1%	Total 2563

Notes: Data represent numbers served as of Dec. 31, 2018. Residential Supports = Supports provided to a person in a home or apartment that is owned and /or operated by the agency. This includes residential services delivered to people who DO NOT live in their family's home or their own private home/apartment which they rent or own. Included in this category are 24-hour supports such as a Group Home, Agency-Operated Apartments or ICFs/ID. Host home or foster home services are also be included in this category. If the service recipient holds a lease with provider agency, this is considered a residential support or service. | The categories 100-499, 500-999 and 1000+ are new in 2018.

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Numbers of Adults with IDD Supported – In-Home Supports

Table 9. Numbers Served: Number of Adults with IDD Served With In-Home Supports

	Serve 1-10 Adults	Serve 11-20 Adults	Serve 21-50 Adults	Serve 51-99 Adults	Serve 100-499 Adults	Serve 500-999 Adults	Serve 1000+ Adults	N
AK	54.8%	21.4%	14.3%	9.5%	0.0%	0.0%	0.0%	42
AL	70.8%	25.0%	4.2%	0.0%	0.0%	0.0%	0.0%	24
AZ	37.5%	13.0%	22.9%	11.5%	13.5%	1.0%	0.5%	192
CO	54.7%	10.7%	17.3%	10.7%	6.7%	0.0%	0.0%	75
CT	48.1%	26.9%	19.2%	5.8%	0.0%	0.0%	0.0%	52
DC	65.4%	19.2%	11.5%	0.0%	3.8%	0.0%	0.0%	26
FL	70.7%	12.0%	13.0%	2.4%	1.9%	0.0%	0.0%	208
GA	49.3%	15.1%	27.4%	6.8%	1.4%	0.0%	0.0%	73
HI	57.9%	15.8%	7.9%	18.4%	0.0%	0.0%	0.0%	38
IL	54.4%	8.8%	22.8%	8.8%	3.5%	1.8%	0.0%	57
IN	19.8%	9.3%	29.1%	20.9%	18.6%	2.3%	0.0%	86
LA	34.1%	14.3%	22.0%	23.1%	6.6%	0.0%	0.0%	91
MA	25.0%	25.0%	15.0%	15.0%	17.5%	2.5%	0.0%	40
MD	36.4%	20.0%	23.6%	10.9%	9.1%	0.0%	0.0%	55
MO	56.0%	12.8%	19.3%	7.3%	4.6%	0.0%	0.0%	109
NC	41.7%	16.7%	13.3%	11.7%	13.3%	1.7%	1.7%	60
NE	43.8%	6.2%	31.3%	6.2%	12.5%	0.0%	0.0%	32
NJ	33.3%	12.8%	25.6%	12.8%	12.8%	2.6%	0.0%	39
NY	16.3%	8.1%	23.3%	18.0%	31.4%	1.7%	1.2%	172
OH	66.2%	13.0%	13.2%	5.0%	2.2%	0.4%	0.0%	908
OK	33.3%	37.5%	16.7%	4.2%	8.3%	0.0%	0.0%	24
OR	44.6%	18.5%	23.1%	9.2%	4.6%	0.0%	0.0%	65
SC	42.9%	7.1%	14.3%	21.4%	10.7%	3.6%	0.0%	28
SD	43.8%	0.0%	18.8%	6.3%	31.3%	0.0%	0.0%	16
TN	46.4%	20.2%	21.4%	4.8%	7.1%	0.0%	0.0%	84
UT	48.8%	24.4%	14.6%	9.8%	2.4%	0.0%	0.0%	41
WY	77.3%	13.6%	9.1%	0.0%	0.0%	0.0%	0.0%	44
AVG.	51.8%	6.5%	16.9%	6.4%	18.1%	0.3%	0.0%	Total 2681

Notes: Data represent numbers served as of Dec. 31, 2018. In-Home Supports = Supports provided to a person in their own private home or apartment, or a private home/apartment they live in with their family (only if their home or apartment is not owned or operated by a provider agency). | The categories 100-499, 500-999 and 1000+ are new in 2018.

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Numbers of Adults with IDD Supported – Non-Residential Supports

Table 10. Numbers Served: Number of Adults with IDD Served With Non-Residential Supports

	Serve 1-10 Adults	Serve 11-20 Adults	Serve 21-50 Adults	Serve 51-99 Adults	Serve 100-499 Adults	Serve 500-999 Adults	Serve 1000+ Adults	Number of responding agencies
AK	49.0%	19.6%	19.6%	3.9%	7.8%	0.0%	0.0%	51
AL	17.1%	2.4%	29.3%	34.1%	17.1%	0.0%	0.0%	41
AZ	15.2%	19.5%	31.1%	20.7%	12.2%	1.2%	0.0%	164
CO	29.6%	9.6%	27.8%	16.5%	16.5%	0.0%	0.0%	115
CT	8.7%	11.6%	21.7%	20.3%	36.2%	1.4%	0.0%	69
DC	9.7%	22.6%	22.6%	32.3%	12.9%	0.0%	0.0%	31
FL	43.0%	14.5%	16.2%	13.4%	11.7%	1.1%	0.0%	179
GA	16.0%	24.4%	18.5%	23.5%	16.8%	0.0%	0.8%	119
HI	13.9%	19.4%	22.2%	19.4%	25.0%	0.0%	0.0%	36
IL	3.8%	5.7%	18.1%	24.8%	41.9%	5.7%	0.0%	105
IN	14.6%	8.5%	12.2%	20.7%	37.8%	4.9%	1.2%	82
LA	13.2%	13.2%	37.7%	11.3%	24.5%	0.0%	0.0%	53
MA	7.7%	9.2%	16.9%	24.6%	40.0%	1.5%	0.0%	65
MD	12.5%	14.1%	12.5%	21.9%	37.5%	1.6%	0.0%	64
MO	26.7%	16.4%	29.3%	13.8%	12.1%	1.7%	0.0%	116
NC	21.8%	13.8%	21.8%	23.0%	14.9%	2.3%	2.3%	87
NE	8.6%	11.4%	22.9%	31.4%	20.0%	5.7%	0.0%	35
NJ	7.8%	19.5%	24.7%	11.7%	36.4%	0.0%	0.0%	77
NY	5.2%	7.4%	18.5%	14.1%	44.1%	5.9%	4.8%	270
OH	32.5%	17.2%	20.4%	12.7%	14.9%	1.4%	0.9%	582
OK	29.2%	20.8%	12.5%	25.0%	12.5%	0.0%	0.0%	24
OR	12.9%	17.2%	29.0%	23.7%	17.2%	0.0%	0.0%	93
SC	2.2%	0.0%	21.7%	17.4%	50.0%	8.7%	0.0%	46
SD	21.1%	10.5%	10.5%	36.8%	21.1%	0.0%	0.0%	19
TN	20.4%	19.4%	26.9%	20.4%	11.8%	1.1%	0.0%	93
UT	25.0%	18.8%	21.9%	9.4%	25.0%	0.0%	0.0%	64
WY	53.1%	12.2%	20.4%	12.2%	2.0%	0.0%	0.0%	49
AVG.	23.0%	12.5%	14.7%	28.2%	20.4%	0.7%	0.4%	Total 2729

Notes: Data represent numbers served as of Dec. 31, 2018. 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) and/or 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). | The categories 100-499, 500-999 and 1000+ are new in 2018.

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Turnover Rate

Each agency's turnover rate is calculated as:

(total separated DSPs in past year) divided by (total direct support staff as of December 31, 2018).

The state turnover rate is an average of the turnover rates of agencies in each state.

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, 2018. *Some other 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 2016 and prior – so please use caution when comparing data from this year with past years' reports.** In prior years, turnover was calculated as the total number of DSPs employed in an entire state divided by the total number of DSPs that had separated in the state. Beginning with the 2017 report, we began calculating turnover rates for each agency, not state.

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 2018 was greater than the number of DSPs employed as of Dec. 31, 2018. 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.

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Table 11. Turnover Rates for DSPs in 2018 (as of Dec. 31, 2018)

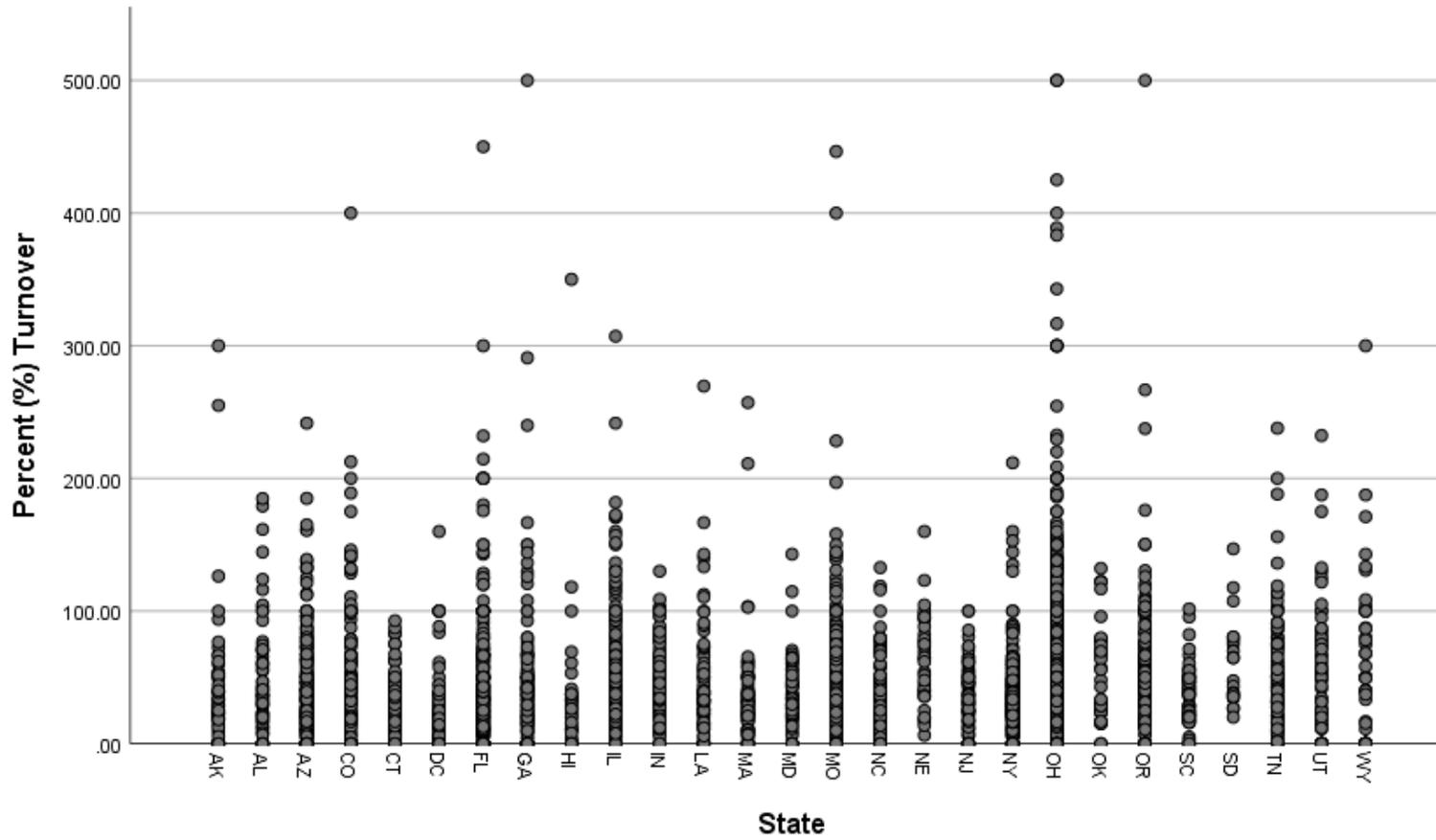
	Turnover	Median	Std. Deviation	Minimum	Maximum	N
AK	35.8%	22.9%	53.1%	0.0%	300.0%	61
AL	48.0%	36.4%	43.2%	0.0%	184.8%	67
AZ	38.4%	27.9%	37.2%	0.0%	241.7%	265
CO	51.2%	41.7%	56.8%	0.0%	400.0%	120
CT	36.1%	34.7%	20.4%	0.0%	92.7%	82
DC	30.7%	22.2%	31.8%	0.0%	160.0%	59
FL	32.5%	16.7%	48.5%	0.0%	450.0%	378
GA	39.1%	32.5%	43.2%	0.0%	290.9%	158
HI	35.0%	26.3%	55.9%	0.0%	350.0%	41
IL	53.7%	42.9%	44.4%	0.0%	307.1%	182
IN	46.8%	42.8%	28.3%	0.0%	130.1%	98
LA	40.3%	32.4%	41.3%	0.0%	269.6%	102
MA	35.2%	28.6%	38.5%	0.0%	257.1%	78
MD	38.1%	34.4%	24.5%	0.0%	142.9%	80
MO	53.4%	47.8%	53.9%	0.0%	446.4%	198
NC	32.0%	25.0%	29.0%	0.0%	132.7%	109
NE	62.7%	63.1%	34.2%	6.4%	160.0%	34
NJ	34.9%	33.3%	23.7%	0.0%	100.0%	85
NY	35.3%	30.7%	26.6%	0.0%	211.8%	288
OH	41.8%	30.3%	49.9%	0.0%	425.0%	1132
OK	53.7%	48.0%	36.5%	0.0%	132.1%	31
OR	51.4%	47.4%	42.0%	0.0%	266.7%	153
SC	37.0%	37.1%	21.7%	0.0%	101.5%	56
SD	61.5%	56.1%	32.9%	20.0%	146.9%	20
TN	51.8%	43.5%	41.8%	0.0%	237.8%	111
UT	51.5%	45.5%	47.4%	0.0%	232.3%	72
WY	55.6%	40.0%	62.1%	0.0%	300.0%	47
	51.3%	40.0%	42.1%	0.0%	450.0%	Total: 4107

Notes: Each agency's turnover rate is calculated as (total separated DSPs in past year)/(total direct support staff as of December 31, 2018).
 More research is needed into the specific causes of turnover rates that exceed 100%.
 Agencies with turnover rates that exceeded 500% were excluded from this analysis.

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Figure 2. Spread of agency turnover rates in each state in 2018



Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.
 N = the number of provider agencies who responded to a question or subset of questions

Tenure (Length of Employment) of DSPs

To calculate tenure, 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, 2018. 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, those employed for 12+ months, etc.

New in 2018: We've added the following categories to further identify length of tenure for employed and separated DSPs:

- 12-24 months
- 24-36 months
- More than 36 months.

Please use caution when comparing tenure rates from Staff Stability Survey Reports from 2016 or prior as methodology has changed. For data to compare to tenure rates from Staff Stability Survey Reports from 2016 or prior, see APPENDIX B.

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Table 12. Tenure Among DSPs Employed as of Dec. 31, 2018¹¹
 Percentage of agencies' DSPs who have been on the payroll...

	Less than 6 months	6-12 months	12-24 months	24-36 months	36+ months	DSPs on payroll statewide	N
AK	22.1%	15.4%	22.0%	12.7%	27.9%	2848	63
AL	16.3%	16.2%	18.2%	14.7%	34.5%	4053	66
AZ	18.1%	17.7%	19.9%	10.8%	33.4%	29894	266
CO	19.9%	16.6%	15.6%	13.8%	34.1%	3376	121
CT	17.6%	11.4%	13.6%	14.2%	43.2%	9591	81
DC	12.5%	25.2%	17.2%	13.5%	31.6%	4666	60
FL	14.9%	17.6%	16.8%	10.0%	40.8%	7998	367
GA	16.3%	17.4%	19.7%	10.4%	36.1%	6591	159
HI	11.7%	15.9%	11.5%	11.0%	50.0%	2059	42
IL	18.4%	13.1%	15.5%	11.5%	41.6%	13410	182
IN	18.2%	16.3%	19.0%	12.7%	33.9%	17314	98
LA	17.0%	17.1%	16.7%	10.9%	38.3%	9315	105
MA	12.9%	13.1%	16.9%	12.9%	44.2%	13857	78
MD	18.1%	15.5%	17.3%	11.6%	37.4%	10149	77
MO	20.0%	17.2%	17.8%	10.4%	34.6%	15050	200
NC	14.0%	13.5%	11.2%	11.3%	50.1%	13008	110
NE	25.4%	15.5%	14.5%	9.7%	35.0%	4836	34
NJ	18.9%	17.0%	17.8%	11.9%	34.4%	11519	88
NY	15.2%	14.1%	17.6%	11.9%	41.2%	69913	288
OH	18.8%	17.5%	18.3%	11.3%	34.2%	41291	1135
OK	18.9%	13.3%	16.7%	9.1%	41.9%	2275	31
OR	21.6%	19.8%	20.4%	10.1%	28.0%	8020	151
SC	13.8%	11.6%	17.2%	12.1%	45.4%	7691	55
SD	20.9%	12.3%	16.3%	8.8%	41.7%	2104	20
TN	18.4%	16.5%	18.2%	12.6%	34.3%	13493	111
UT	22.3%	18.9%	16.4%	10.9%	31.5%	5996	73
WY	20.2%	22.7%	11.5%	10.9%	34.6%	1195	48
AVG.	19.6%	14.7%	17.2%	10.1%	38.4%	Total 331512	Total 4109

¹¹ This table only includes agencies that provided information on both the total number of DSPs employed as of December 31, 2018 and the tenure of those DSPs. State tenure rates are an average of all cases in the state. **In the 2016 report and previous reports Staff Stability Survey tenure used statewide totals to calculate a statewide rate. For tenure rates that are calculated in the same way as 2016 and prior, see Appendix B.**

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Table 13. Tenure Among Separated DSP Employees (Left Between Jan. 1, 2018 and Dec. 31, 2018) ¹²
Percentage of DSPs who separated between 1/1/18 and 12/31/18 who were employed...

	Less than 6 months	6-12 months	12-24 months	24-36 months	36+ months	% of agencies reporting at least 1 DSP separation	Number of DSPs separated statewide	N
AK	24.9%	12.7%	11.1%	6.9%	11.6%	67.2%	1094	61
AL	32.9%	16.0%	17.5%	6.1%	14.6%	87.1%	2298	62
AZ	33.9%	21.0%	14.4%	5.6%	10.5%	85.4%	12803	261
CO	29.0%	16.1%	11.6%	8.9%	10.4%	75.9%	1962	116
CT	29.2%	16.6%	17.1%	10.9%	19.9%	93.8%	3412	80
DC	29.3%	22.5%	11.7%	11.2%	14.7%	89.5%	1158	57
FL	22.8%	11.9%	9.6%	3.3%	8.9%	56.6%	2934	350
GA	28.6%	20.4%	11.5%	6.4%	10.9%	77.8%	3104	153
HI	16.9%	18.8%	14.0%	12.0%	20.2%	82.1%	491	39
IL	38.4%	23.6%	14.6%	6.3%	13.8%	96.6%	6918	177
IN	39.2%	18.8%	16.4%	7.3%	13.0%	94.8%	9960	96
LA	31.8%	21.2%	10.5%	6.7%	13.5%	83.7%	3300	98
MA	24.3%	18.2%	17.1%	8.7%	23.7%	92.1%	4015	76
MD	29.2%	19.6%	19.3%	8.0%	17.3%	93.4%	3533	76
MO	40.5%	17.8%	15.1%	6.3%	9.3%	89.0%	8497	191
NC	23.5%	19.4%	15.0%	8.6%	18.6%	85.0%	6188	107
NE	43.4%	17.2%	13.2%	7.4%	18.7%	100.0%	2203	32
NJ	27.9%	20.8%	16.3%	7.9%	14.5%	87.3%	3683	79
NY	28.4%	17.3%	18.7%	9.4%	19.5%	93.2%	22419	280
OH	32.0%	16.5%	11.8%	5.2%	9.1%	74.6%	21985	1088
OK	50.2%	15.7%	11.8%	8.5%	7.1%	93.3%	1170	30
OR	37.7%	19.2%	13.9%	6.4%	9.6%	86.9%	4848	145
SC	25.9%	19.4%	18.0%	10.2%	21.1%	94.6%	3181	56
SD	37.7%	23.6%	16.0%	8.9%	13.7%	100.0%	1146	20
TN	41.5%	21.9%	12.3%	7.5%	11.1%	94.4%	7747	107
UT	37.4%	16.5%	14.0%	3.7%	9.9%	81.4%	4461	70
WY	32.7%	13.9%	7.2%	3.2%	8.2%	65.2%	934	46
AVG.	34.7%	20.3%	14.3%	7.3%	12.1%	88.8%	Total 145444	Total 3953

¹² This table only includes agencies that provided information on both the total number of separated DSPs and the tenure of those separated DSPs. State tenure rates are an average of all cases in the state. Previous to 2016, Staff Stability Survey tenure used statewide totals to calculate a statewide rate. For tenure rates that are calculated in the same way as 2016 and prior, see Appendix B.

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Table 14. *Reasons for Separations*

	Voluntary separation¹³	Employment was terminated¹²	Don't know reason¹²	N¹⁴
AK	81.7%	15.7%	2.6%	40
AL	74.1%	21.0%	4.9%	55
AZ	79.1%	14.2%	6.7%	223
CO	79.7%	16.2%	4.1%	89
CT	69.0%	24.8%	6.2%	74
DC	67.5%	28.0%	4.4%	50
FL	72.1%	25.2%	2.7%	202
GA	65.8%	30.3%	3.9%	119
HI	77.7%	11.2%	11.0%	32
IL	68.9%	23.6%	7.5%	171
IN	71.1%	21.6%	7.3%	91
LA	76.4%	17.8%	5.8%	83
MA	66.1%	21.2%	12.7%	72
MD	63.8%	28.3%	7.8%	71
MO	72.7%	19.1%	8.2%	173
NC	74.5%	19.2%	6.4%	92
NE	76.7%	16.5%	6.8%	33
NJ	61.6%	32.0%	6.5%	69
NY	68.4%	25.9%	5.6%	263
OH	74.0%	19.6%	6.4%	808
OK	78.7%	16.4%	4.9%	27
OR	72.8%	24.1%	3.1%	131
SC	62.5%	34.0%	3.5%	53
SD	80.1%	15.4%	4.5%	20
TN	72.0%	18.7%	9.4%	99
UT	81.3%	13.1%	5.6%	60
WY	73.1%	26.9%	0.0%	30
AVG.	77.1%	17.7%	5.2%	Total: 3230

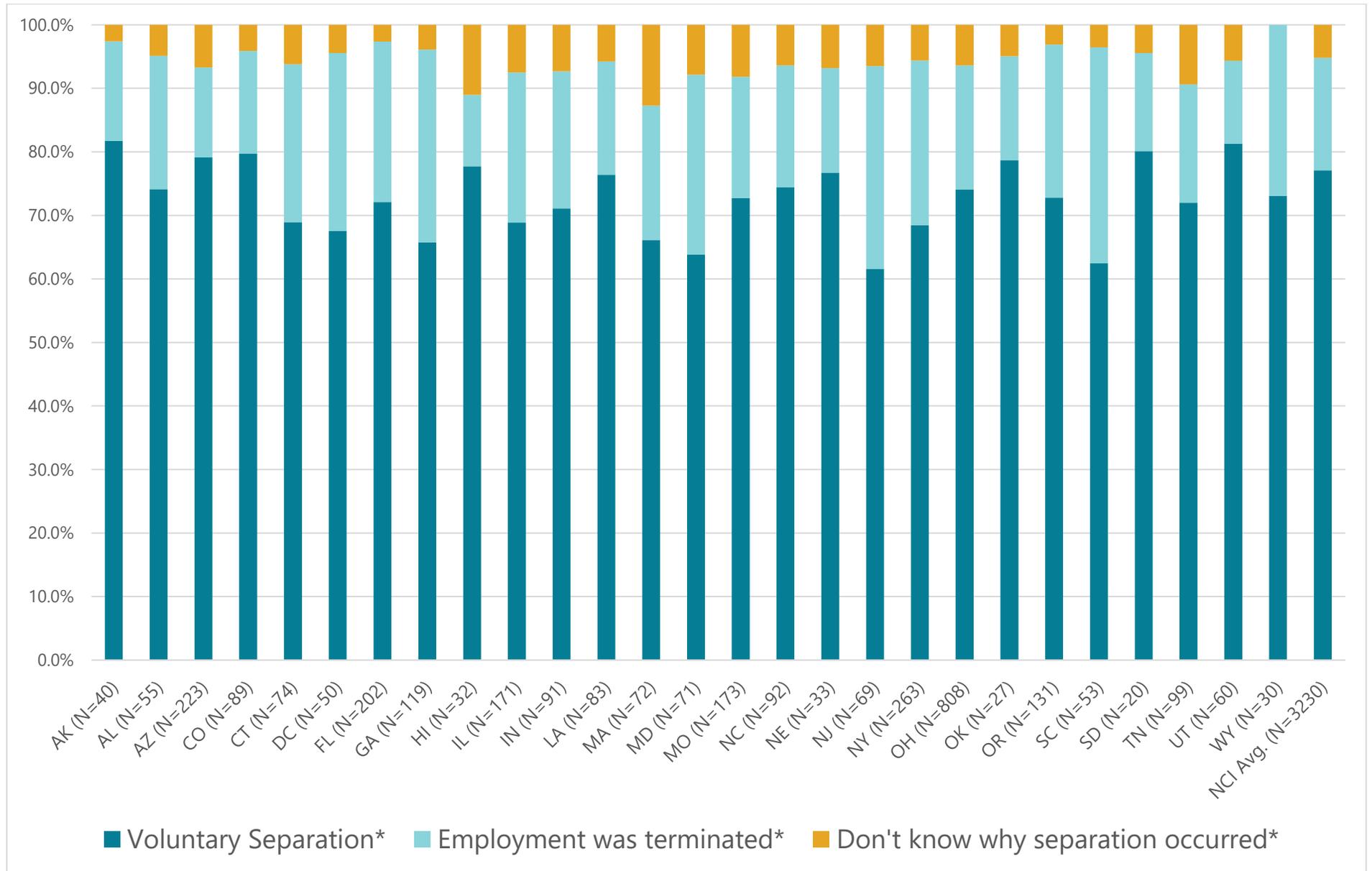
¹³ % of total separations between 1/1/18 and 12/31/18

¹⁴ Does not include agencies that noted "0" DSP separations in 2018

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Chart 1: Reasons for separations between 1/1/18 and 12/31/18



*% of total separations between 1/1/18 and 12/31/18, N does not include agencies that noted "0" DSP separations in 2018

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Full-time and Part-time workforce

Table 15. Percentage of responding agencies that distinguish between full- and part-time DSPs

	Distinguish between full- and part-time DSPs	N
AK	63.6%	66
AL	71.4%	70
AZ	69.1%	269
CO	73.8%	122
CT	92.8%	83
DC	83.9%	62
FL	56.8%	377
GA	73.9%	165
HI	71.1%	45
IL	86.8%	190
IN	91.9%	99
LA	75.2%	105
MA	87.7%	81
MD	92.8%	83
MO	76.4%	208
NC	83.0%	112
NE	94.4%	36
NJ	79.1%	86
NY	95.0%	299
OH	65.9%	1168
OK	96.8%	31
OR	72.8%	158
SC	87.7%	57
SD	100.0%	20
TN	78.3%	115
UT	64.9%	74
WY	62.5%	48
AVG.	84.2%	Total 4229

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.
 N = the number of provider agencies who responded to a question or subset of questions

Table 16. Average percentage of agency DSPs that are **full-time**¹⁵

	Percentage that are full-time	Std. Deviation	Median percentage that are full-time	Minimum percentage that are full-time	Maximum percentage that are full-time	N
AK	51.1%	30.3%	50.0%	0.0%	100.0%	39
AL	71.7%	27.6%	80.6%	0.0%	100.0%	48
AZ	56.7%	29.0%	58.3%	0.0%	100.0%	185
CO	54.0%	34.9%	58.3%	0.0%	100.0%	87
CT	63.7%	25.6%	64.9%	0.0%	100.0%	76
DC	70.5%	25.4%	71.8%	0.0%	100.0%	50
FL	70.7%	29.9%	80.0%	0.0%	100.0%	208
GA	73.9%	24.5%	78.4%	0.0%	100.0%	117
HI	49.9%	29.0%	52.4%	0.0%	100.0%	31
IL	71.4%	25.4%	78.9%	0.0%	100.0%	161
IN	58.1%	26.5%	65.3%	0.0%	100.0%	89
LA	62.0%	25.6%	62.9%	0.0%	100.0%	78
MA	71.3%	25.7%	78.7%	0.0%	100.0%	68
MD	70.5%	20.3%	74.1%	14.3%	100.0%	75
MO	68.1%	24.4%	72.9%	0.0%	100.0%	156
NC	62.0%	28.6%	66.7%	0.0%	100.0%	90
NE	69.0%	25.6%	76.2%	10.0%	100.0%	33
NJ	62.4%	28.8%	63.0%	0.0%	100.0%	67
NY	61.9%	29.2%	66.7%	0.0%	100.0%	275
OH	59.9%	31.1%	66.7%	0.0%	100.0%	748
OK	74.1%	25.0%	83.0%	0.0%	100.0%	30
OR	75.9%	22.6%	81.4%	0.0%	100.0%	113
SC	77.2%	18.0%	80.0%	25.4%	100.0%	49
SD	73.5%	18.3%	77.6%	32.7%	100.0%	20
TN	76.7%	19.3%	80.0%	22.0%	100.0%	87
UT	51.6%	28.5%	48.3%	0.0%	100.0%	48
WY	73.0%	30.6%	84.8%	0.0%	100.0%	28
Avg.	68.6%	24.8%	76.5%	0.0%	100.0%	Total: 3056

¹⁵ Includes agencies that reported differentiating between full- and part-time DSPs and agencies that reported number of full-time and number of part-time DSPs (or reported “0”)

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Table 17. Average percentage of DSPs that are **part-time**¹⁶

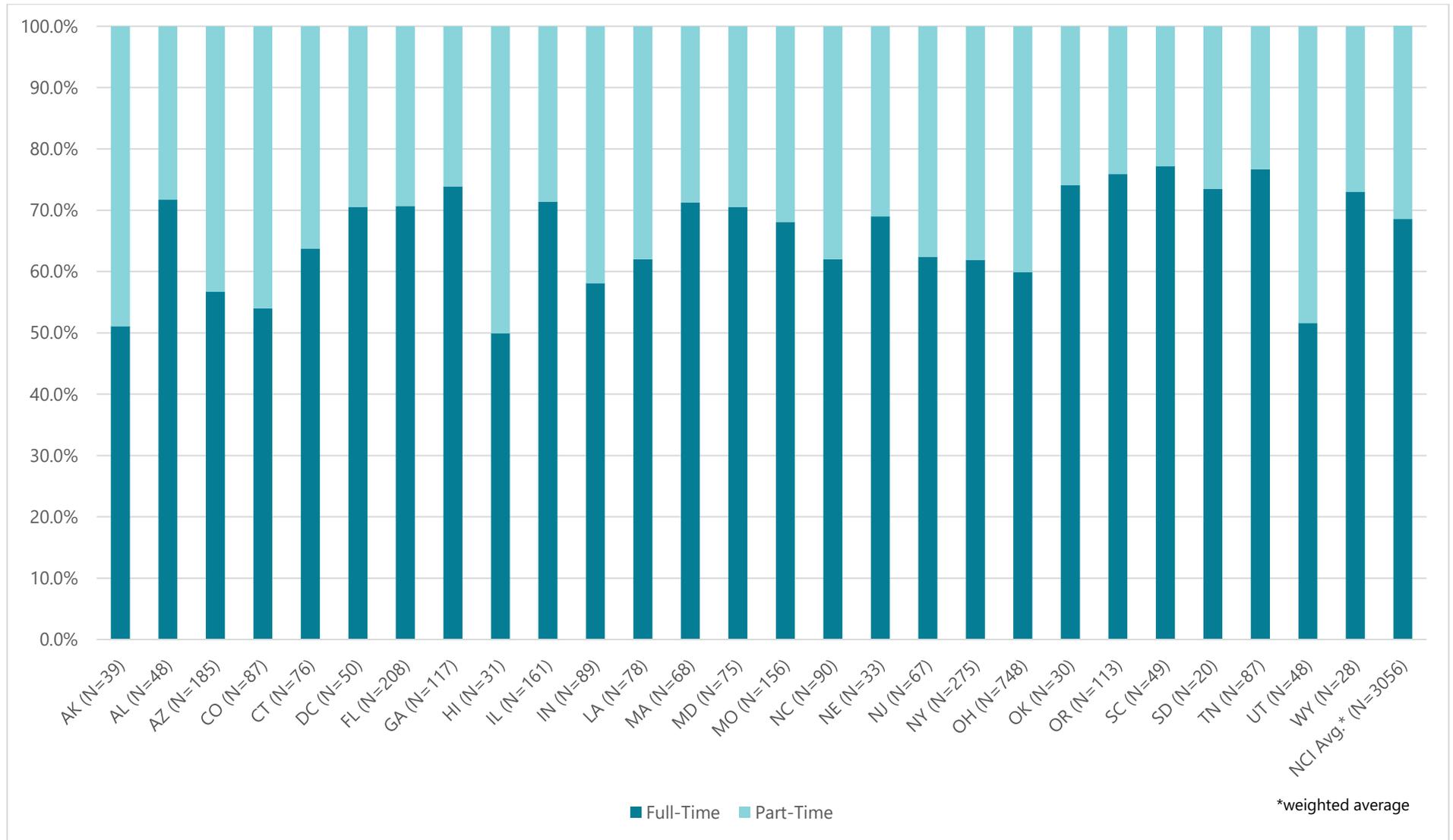
	Percentage that are part-time	Std. Deviation	Median percentage that are part-time	Minimum percentage that are part-time	Maximum percentage that are part-time	N
AK	48.9%	30.3%	50.0%	0.0%	100.0%	39
AL	28.3%	27.6%	19.4%	0.0%	100.0%	48
AZ	43.3%	29.0%	41.7%	0.0%	100.0%	185
CO	46.0%	34.9%	41.7%	0.0%	100.0%	87
CT	36.3%	25.6%	35.1%	0.0%	100.0%	76
DC	29.5%	25.4%	28.2%	0.0%	100.0%	50
FL	29.3%	29.9%	20.0%	0.0%	100.0%	208
GA	26.1%	24.5%	21.6%	0.0%	100.0%	117
HI	50.1%	29.0%	47.6%	0.0%	100.0%	31
IL	28.6%	25.4%	21.1%	0.0%	100.0%	161
IN	41.9%	26.5%	34.7%	0.0%	100.0%	89
LA	38.0%	25.6%	37.1%	0.0%	100.0%	78
MA	28.7%	25.7%	21.3%	0.0%	100.0%	68
MD	29.5%	20.3%	25.9%	0.0%	85.7%	75
MO	31.9%	24.4%	27.1%	0.0%	100.0%	156
NC	38.0%	28.6%	33.3%	0.0%	100.0%	90
NE	31.0%	25.6%	23.8%	0.0%	90.0%	33
NJ	37.6%	28.8%	37.0%	0.0%	100.0%	67
NY	38.1%	29.2%	33.3%	0.0%	100.0%	275
OH	40.1%	31.1%	33.3%	0.0%	100.0%	748
OK	25.9%	25.0%	17.0%	0.0%	100.0%	30
OR	24.1%	22.6%	18.6%	0.0%	100.0%	113
SC	22.8%	18.0%	20.0%	0.0%	74.6%	49
SD	26.5%	18.3%	22.4%	0.0%	67.3%	20
TN	23.3%	19.3%	20.0%	0.0%	78.0%	87
UT	48.4%	28.5%	51.7%	0.0%	100.0%	48
WY	27.0%	30.6%	15.2%	0.0%	100.0%	28
Avg.	31.5%	24.8%	23.5%	0.0%	100.0%	Total: 3056

¹⁶ Includes agencies that reported differentiating between full- and part-time DSPs and agencies that reported number of full-time and number of part-time DSPs (or reported “0”)

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Chart 2: Average percentage of agency workforce that is full-/part-time¹⁷



¹⁷ Includes agencies that reported differentiating between full- and part-time DSPs and agencies that reported number of full-time and number of part-time DSPs (or reported “0”)

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Vacancy Rates

Agency vacancy rates are calculated as follows: (vacant positions at the agency as of Dec. 31, 2018) divided by (total number of full-time or part-time direct support positions at the agency as of Dec. 31, 2018).

In 2016 and previous years, statewide totals of filled positions and vacant positions were used to calculate a statewide rate.

For vacancy rates that are calculated in the same way as 2016 and previous years, see Appendix C.

Table 18. Average Full-Time and Part-Time DSP Vacancy Rates (as of Dec. 31, 2018)¹⁸

	Full-time vacancy rate	Part-time vacancy rate	N
AK	7.6%	8.5%	39
AL	8.1%	12.3%	48
AZ	7.3%	9.3%	185
CO	7.9%	5.9%	87
CT	8.9%	15.1%	76
DC	5.6%	5.8%	50
FL	6.6%	10.3%	208
GA	7.0%	13.3%	117
HI	3.7%	6.7%	31
IL	11.8%	11.4%	161
IN	13.0%	12.7%	89
LA	3.3%	7.8%	78
MA	10.4%	12.4%	68
MD	8.5%	13.9%	75
MO	6.6%	11.0%	156
NC	4.8%	9.5%	90
NE	6.4%	11.9%	33
NJ	9.2%	16.1%	67
NY	11.8%	16.7%	275
OH	7.8%	10.7%	747
OK	8.4%	5.9%	30
OR	9.3%	11.2%	113
SC	8.7%	18.6%	49
SD	14.7%	23.3%	19
TN	9.9%	14.7%	87
UT	4.7%	11.5%	48
WY	8.6%	10.8%	28
AVG.	11.9%	18.1%	Total 3054

¹⁸ 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, 2018. If an agency did not have full-time or part-time positions, they were considered to have 0% vacancy rate and were included in the denominator. For vacancy rates that are calculated in the same way as previous years, see Appendix C.

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

PRN/On-Call DSPs

This section demonstrates the data on the numbers of PRN/On-Call DSPs employed by agencies to support adults with IDD. This includes only those PRN/On-Call DSPs for whom the agency defines the wages. (Those hired through temp agencies are excluded from these calculations.)

A PRN/On-Call rate was calculated for each agency; these figures were then used to calculate the average for all agencies in a state (statewide average).

Agency PRN/On-Call rates are calculated as follows: (Total number of PRN or On-Call DSPs employed by the agency as of Dec. 31, 2018) **divided by** (total number of DSPs employed PLUS the total number of PRN or On-Call DSPs employed by the agency as of Dec. 31, 2018).

Table 19. Mean percentage of agency DSP workforce that is PRN or on-call

	Mean percentage that is PRN or on-call	Median	Std. Deviation	Minimum	Maximum	N
AK	4.4%	0.0%	11.4%	0.0%	50.0%	57
AL	3.2%	0.0%	5.8%	0.0%	23.1%	66
AZ	4.5%	0.0%	10.6%	0.0%	86.9%	259
CO	3.6%	0.0%	9.3%	0.0%	50.0%	114
CT	6.0%	0.0%	9.0%	0.0%	33.3%	78
DC	6.7%	0.0%	11.9%	0.0%	50.0%	62
FL	7.5%	0.0%	15.7%	0.0%	80.0%	364
GA	4.8%	0.0%	11.5%	0.0%	50.0%	156
HI	6.5%	0.0%	14.5%	0.0%	50.0%	37
IL	2.4%	0.0%	5.8%	0.0%	50.0%	179
IN	4.7%	0.0%	11.0%	0.0%	66.7%	95
LA	5.0%	0.0%	10.9%	0.0%	50.0%	94
MA	11.6%	4.8%	13.7%	0.0%	51.4%	73
MD	5.5%	0.0%	8.5%	0.0%	38.4%	78
MO	4.8%	0.0%	8.9%	0.0%	52.3%	200
NC	6.2%	0.0%	13.2%	0.0%	79.0%	106
NE	6.4%	0.0%	9.2%	0.0%	44.4%	33
NJ	4.6%	0.0%	8.9%	0.0%	50.0%	84
NY	9.9%	2.6%	13.0%	0.0%	87.0%	271
OH	4.2%	0.0%	10.7%	0.0%	66.7%	1112
OK	1.5%	0.0%	4.5%	0.0%	21.2%	31
OR	4.1%	0.0%	9.0%	0.0%	50.0%	152
SC	5.3%	0.0%	9.4%	0.0%	58.7%	56
SD	8.9%	7.4%	8.9%	0.0%	27.0%	20
TN	6.1%	0.0%	9.4%	0.0%	50.0%	107
UT	2.6%	0.0%	7.5%	0.0%	50.0%	71
WY	6.0%	0.0%	13.5%	0.0%	50.0%	46
	6.8%	0.0%	10.3%	0.0%	87.0%	Total 4001

Notes: "Agency DSP Workforce" is defined here as DSPs **plus** PRN or on-call DSPs.

Agency PRN/On-Call rates are calculated as follows: (Total number of PRN or on-call DSPs employed by the agency as of Dec. 31, 2018) **divided by** (total number of DSPs employed PLUS the total number of PRN/On-Call DSPs employed by the agency as of Dec. 31, 2018).

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Hourly Wages¹⁹

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** (average 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). This method was used in the 2017 report and in all previous reports.

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. Results of analysis using this methodology were first reported in the 2017 report.

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

For comparable wage tables see Appendix E. For state living wage comparisons see Appendix F.

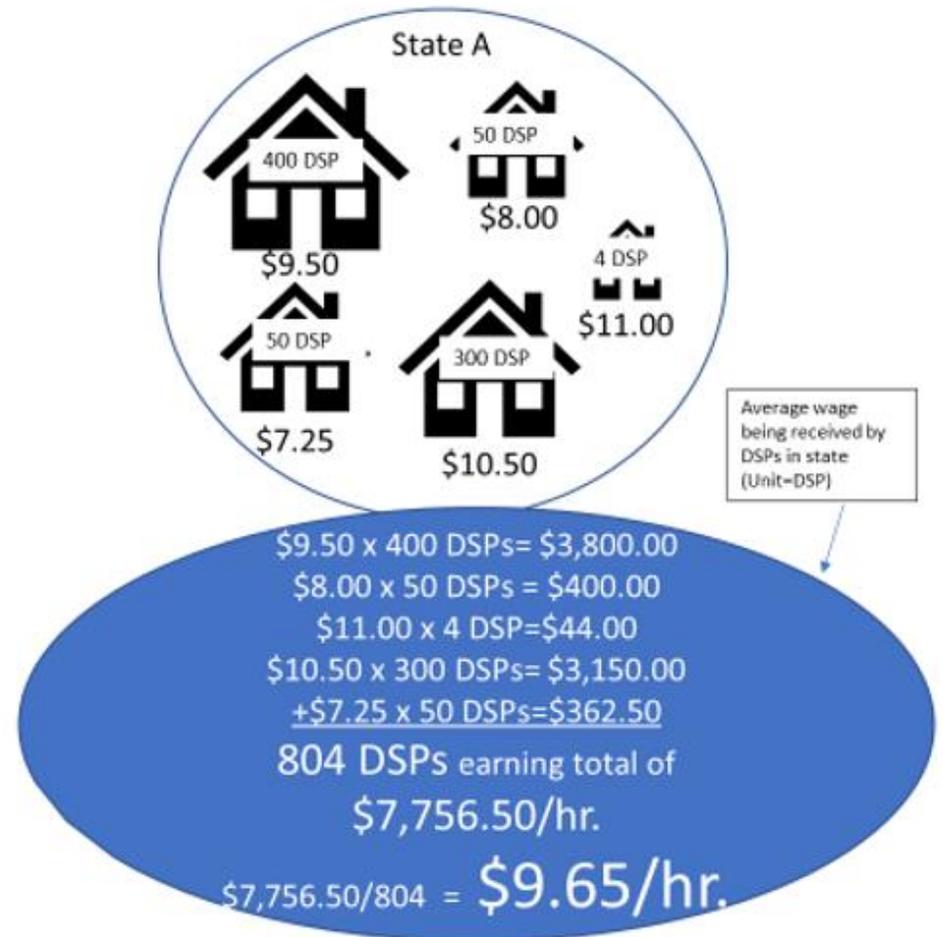
¹⁹ For all wage tables, we deleted all values of \$0, <\$5 and greater than or equal to \$30

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 are 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



Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Method I of reporting wages – All DSPs

Table 20. Average Hourly Wage²⁰ - All DSPs

	State Minimum Wage (\$) ²¹	Average Hourly Wage (\$)	Std. Deviation	Median Hourly Wage (\$)	Minimum Average Hourly Wage (\$)	Maximum Average Hourly Wage (\$)	N
AK	9.84	16.15	2.37	16.00	10.75	26.62	63
AL	7.25	9.33	1.57	8.85	7.25	14.84	65
AZ	10.50	11.71	1.25	11.50	10.00	22.00	252
CO	10.20	14.59	2.99	14.00	10.40	25.00	115
CT	10.10	14.61	2.09	14.19	11.00	25.00	80
DC	13.25	14.42	1.37	14.20	12.29	23.45	53
FL	8.25	10.82	2.09	10.00	8.25	21.00	325
GA	7.25	10.85	2.43	10.07	7.25	28.00	152
HI	10.10	13.77	2.25	13.76	10.25	21.95	43
IL	8.25	11.90	1.69	11.69	9.00	20.00	171
IN	7.25	11.50	1.29	11.39	8.79	15.39	92
LA	7.25	8.58	1.51	8.05	7.25	19.00	99
MA	11.00	15.55	2.91	14.45	12.50	26.50	74
MD	10.10	12.73	1.43	12.50	10.50	18.05	73
MO	7.85	11.19	1.91	11.00	7.85	20.85	192
NC	7.25	11.60	2.10	11.10	8.00	17.71	96
NE	9.00	12.84	1.43	12.64	10.75	16.60	34
NJ	8.60	14.32	3.17	13.47	9.46	24.00	75
NY	10.40 ²²	14.50	1.92	14.27	11.00	24.21	270
OH	8.30	11.31	2.17	11.00	7.25	29.90	1104
OK	7.25	9.60	1.05	9.37	8.00	12.50	29
OR	10.75	14.16	2.19	13.85	10.25	25.00	149
SC	7.25	12.66	1.34	12.50	11.00	20.00	50
SD	8.85	12.85	1.37	12.88	10.02	15.46	20
TN	7.25	10.28	1.18	10.00	8.33	18.23	108
UT	7.25	13.21	1.71	12.90	10.13	19.32	68
WY	7.25	12.87	3.28	12.00	8.00	25.00	37
	Federal: 7.25	12.26	2.03	12.00	7.25	29.90	Total 3889

²⁰ For all wage tables, values of \$0, <\$5 and >= \$30 were not included. Also, 113 agencies for which the reported average starting wage was higher than the reported average hourly wage for all DSPs were excluded from this analysis.

²¹ <https://www.dol.gov/whd/state/stateMinWageHis.htm>

²² In 2018 NY had differing minimum wages across the state (1) NYC- Big Employers (of 11 or more) \$13.00 (2) NYC- Small employers (10 or less) \$12.00 (3) Long Island & Westchester \$11.00 (4) Remainder of NYS \$10.40

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Table 21. Percentage of Agencies Reporting Average Hourly Wages at Increments Above the State Minimum Wage^{23,24}

	State Minimum Wage (\$) ²⁵	More than 50¢ below min wage	Within 50¢ above or below min wage	Between 50¢ above - 20% above min wage	Between 21%-40% above min wage	Between 41%-60% above min wage	Between 61%-80% above min wage	Between 81%-100% above min wage	More than 100% above min wage	N
AK	9.84	0.0%	0.0%	1.6%	9.5%	33.3%	36.5%	11.1%	7.9%	63
AL	7.25	0.0%	4.6%	43.1%	24.6%	20.0%	4.6%	1.5%	1.5%	65
AZ	10.50	0.0%	38.1%	45.6%	14.3%	1.6%	0.0%	0.0%	0.4%	252
CO	10.20	0.0%	1.7%	21.7%	29.6%	24.3%	11.3%	7.0%	4.3%	115
CT	10.10	0.0%	0.0%	7.5%	38.8%	38.8%	10.0%	2.5%	2.5%	80
DC	13.25	1.9%	13.2%	81.1%	1.9%	0.0%	1.9%	0.0%	0.0%	53
FL	8.25	0.0%	6.5%	22.8%	46.5%	12.3%	6.2%	3.4%	2.5%	325
GA	7.25	0.0%	2.0%	7.2%	41.4%	25.7%	14.5%	3.9%	5.3%	152
HI	10.10	0.0%	9.3%	16.3%	34.9%	30.2%	4.7%	2.3%	2.3%	43
IL	8.25	0.0%	0.0%	7.0%	40.9%	35.7%	12.9%	2.3%	1.2%	171
IN	7.25	0.0%	0.0%	0.0%	12.0%	42.4%	34.8%	7.6%	3.3%	92
LA	7.25	0.0%	30.3%	35.4%	25.3%	6.1%	2.0%	0.0%	1.0%	99
MA	11.00	0.0%	0.0%	13.5%	48.6%	18.9%	12.2%	1.4%	5.4%	74
MD	10.10	0.0%	2.7%	34.2%	47.9%	12.3%	2.7%	0.0%	0.0%	73
MO	7.85	0.0%	1.0%	13.0%	32.8%	36.5%	11.5%	2.1%	3.1%	192
NC	7.25	0.0%	0.0%	4.2%	22.9%	31.3%	19.8%	9.4%	12.5%	96
NE	9.00	0.0%	0.0%	2.9%	44.1%	35.3%	14.7%	2.9%	0.0%	34
NJ	8.60	0.0%	0.0%	5.3%	21.3%	28.0%	16.0%	8.0%	21.3%	75
NY	10.40 ²⁶	0.0%	0.0%	10.0%	47.4%	31.9%	7.0%	2.6%	1.1%	270
OH	8.30	0.1%	0.9%	13.1%	56.9%	17.3%	6.2%	2.4%	3.1%	1104
OK	7.25	0.0%	0.0%	13.8%	62.1%	20.7%	3.4%	0.0%	0.0%	29
OR	10.75	0.0%	1.3%	26.8%	50.3%	14.8%	4.0%	1.3%	1.3%	149
SC	7.25	0.0%	0.0%	0.0%	0.0%	4.0%	84.0%	6.0%	6.0%	50
SD	8.85	0.0%	0.0%	5.0%	35.0%	45.0%	15.0%	0.0%	0.0%	20
TN	7.25	0.0%	0.0%	3.7%	58.3%	32.4%	1.9%	1.9%	1.9%	108
UT	7.25	0.0%	0.0%	0.0%	1.5%	13.2%	42.6%	25.0%	17.6%	68
WY	7.25	0.0%	0.0%	2.7%	13.5%	24.3%	27.0%	16.2%	16.2%	37
	Federal: 7.25	0.0%	1.4%	9.9%	42.8%	31.8%	11.2%	1.4%	1.5%	3889

²³ The wages used in this table were calculated using Method I as described on page 43

²⁴ For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 113 agencies for which the reported average starting wage was higher than the reported average hourly wage for all DSPs were excluded.

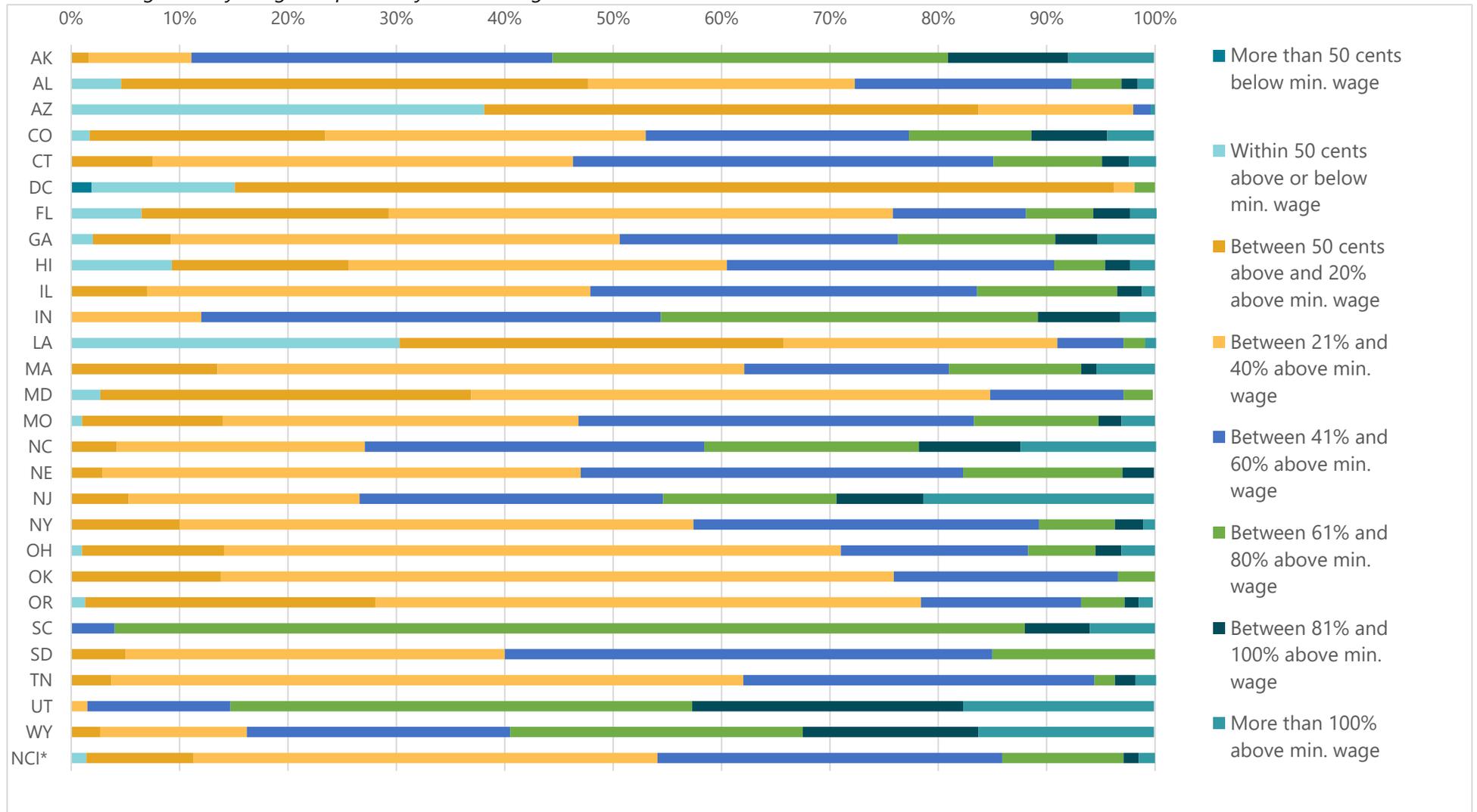
²⁵ <https://www.dol.gov/whd/state/stateMinWageHis.htm>

²⁶ In 2018 NY had differing minimum wages across the state (1) NYC- Big Employers (of 11 or more) \$13.00 (2) NYC- Small employers (10 or less) \$12.00 (3) Long Island & Westchester \$11.00 (4) Remainder of NYS \$10.40

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Chart 2: Average Hourly Wages Reported by Provider Agencies^{27,28}



*Weighted NCI Average

²⁷ The wages used in this table were calculated using Method I (see Figure 3)

²⁸ For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 113 agencies for which the reported average starting wage was higher than the reported average hourly wage for all DSPs were excluded.

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Table 22. **Method II of reporting wages – All DSPs: Average Hourly Wage Received – All DSPs²⁹**

	Average Wage (\$)	N
AK	16.07	63
AL	9.46	65
AZ	11.69	252
CO	13.83	115
CT	14.18	80
DC	14.30	53
FL	10.77	325
GA	10.35	152
HI	13.73	43
IL	12.03	171
IN	11.38	92
LA	8.53	99
MA	15.34	74
MD	12.82	73
MO	11.37	192
NC	10.85	96
NE	13.25	34
NJ	12.66	75
NY	14.86	270
OH	11.41	1104
OK	9.33	29
OR	13.61	149
SC	12.38	50
SD	13.30	20
TN	10.30	108
UT	12.62	68
WY	11.51	37
Unweighted Avg.:	12.29	Total 3889

²⁹ 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, 2018, 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, 2018.

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Table 23. Average **Starting** Hourly Wage³⁰ Paid by Responding Agencies – **All DSPs** (Calculated using Method I)

	Average Starting Hourly Wage (\$)	Std. Deviation	Median Starting Hourly Wage (\$)	Minimum Average Starting Hourly Wage (\$)	Maximum Average Starting Hourly Wage (\$)	N
AK	14.94	2.02	15.00	10.00	20.00	64
AL	8.52	1.10	8.00	7.25	13.50	67
AZ	11.21	1.05	11.00	10.00	22.00	255
CO	13.52	2.80	13.00	8.16	25.00	116
CT	13.23	1.48	13.00	10.10	18.00	81
DC	14.12	1.17	14.20	11.00	21.00	57
FL	10.24	1.80	10.00	8.10	20.00	347
GA	10.28	1.89	10.00	7.25	20.00	158
HI	12.97	2.24	12.50	10.00	21.04	45
IL	10.83	1.41	10.75	8.25	19.88	178
IN	10.63	1.11	10.50	8.20	14.92	93
LA	8.17	1.25	8.00	7.25	17.00	102
MA	14.51	2.38	13.51	11.00	25.00	74
MD	12.04	1.31	11.83	10.28	17.30	72
MO	10.15	1.59	10.00	7.70	18.62	195
NC	10.65	1.85	10.00	8.00	17.71	95
NE	11.57	1.50	11.26	9.00	16.35	34
NJ	13.07	2.52	12.46	9.00	20.00	79
NY	13.36	1.69	13.00	10.40	21.43	272
OH	10.51	1.67	10.00	6.14	28.00	1125
OK	8.86	0.71	8.75	7.96	10.81	29
OR	13.06	1.93	12.50	10.25	25.00	151
SC	12.24	1.27	12.00	11.00	20.00	50
SD	11.70	1.13	11.91	10.00	13.71	20
TN	9.57	0.76	9.72	7.50	13.00	110
UT	11.64	1.09	11.50	9.50	15.50	69
WY	11.85	3.01	11.00	8.00	21.00	37
	11.27	1.65	11.00	6.14	28.00	3975

³⁰ For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 113 agencies for which the reported average starting wage was higher than the reported average hourly wage for all DSPs were excluded.

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Table 24. Wages³¹ Paid by Responding Agencies – **DSPs Providing Residential Supports** (Calculated using Method I)

	Average Starting Hourly Wage (\$)	Std. Deviation	Median Starting Hourly Wage (\$)	Minimum average Starting Hourly Wage (\$)	Maximum average Starting Hourly Wage (\$)	N	Average Hourly Wage (\$)	Std. Deviation	Median Hourly Wage (\$)	Minimum average Hourly Wage (\$)	Maximum average Hourly Wage (\$)	N
AK	14.41	2.29	14.50	9.84	20.00	44	15.46	2.40	15.12	9.84	20.00	43
AL	8.30	0.78	8.00	7.25	10.90	58	8.95	1.16	8.56	7.25	12.00	53
AZ	10.91	0.52	10.75	10.00	12.50	95	11.40	0.90	11.19	10.15	15.11	94
CO	13.02	2.50	12.95	8.12	20.00	57	14.10	2.90	13.65	8.12	20.84	55
CT	12.97	1.25	12.75	11.00	16.00	50	14.23	1.52	14.01	11.70	18.63	49
DC	14.05	0.68	14.20	11.53	15.00	35	14.23	0.59	14.20	12.29	16.09	34
FL	10.10	1.63	10.00	8.00	20.00	208	10.71	1.86	10.00	8.25	20.00	188
GA	10.00	1.41	10.00	7.25	15.00	109	10.37	1.56	10.00	7.25	15.00	102
HI	13.55	1.68	13.76	10.50	16.00	11	14.49	2.30	14.94	10.50	19.00	11
IL	10.85	1.28	10.85	8.50	14.25	153	11.83	1.53	11.50	9.16	20.00	147
IN	10.41	0.80	10.50	8.34	12.00	54	11.08	0.85	11.25	9.25	12.70	53
LA	8.37	0.97	8.04	7.25	11.00	38	8.81	1.12	8.67	7.25	11.90	38
MA	13.95	1.46	13.50	12.00	20.00	55	14.80	1.73	14.22	12.50	20.00	55
MD	11.73	1.06	11.51	10.10	14.89	60	12.33	1.16	12.23	10.50	16.34	58
MO	10.13	1.35	10.00	7.85	17.00	136	11.09	1.59	11.00	7.85	17.00	134
NC	10.21	2.08	10.00	5.00	20.83	64	11.03	2.23	10.51	7.25	20.83	64
NE	11.38	1.62	11.03	9.00	16.35	26	12.61	1.71	12.00	9.55	16.60	27
NJ	11.50	1.05	11.50	9.00	14.00	42	12.33	1.30	12.46	9.46	14.88	40
NY	12.98	1.30	13.00	10.40	17.00	191	14.13	1.79	13.77	11.00	24.76	188
OH	10.28	1.49	10.00	7.20	28.00	429	10.94	1.79	10.62	8.20	28.00	407
OK	8.63	0.59	8.58	7.75	10.00	18	9.50	1.25	9.00	8.00	12.50	18
OR	12.28	1.09	12.00	10.25	16.00	98	13.29	1.41	13.20	10.25	18.20	98
SC	11.98	0.41	12.00	11.00	13.45	45	12.37	0.69	12.30	11.00	15.78	44
SD	11.74	1.05	11.82	10.00	13.77	19	12.62	1.23	12.67	10.02	15.14	19
TN	9.58	0.70	9.80	7.50	10.83	86	10.25	0.89	10.00	8.33	14.83	85
UT	11.51	1.07	11.50	9.00	15.50	37	12.61	1.24	12.62	9.00	15.50	36
WY	10.84	1.54	10.57	8.00	15.50	24	11.67	1.54	11.76	8.46	15.50	24
	11.40	1.42	11.40	5.00	28.00	2242	12.25	1.66	12.57	7.25	28.00	2164

³¹ For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 78 agencies for which the reported average starting wage was higher than the average hourly wage for all DSPs were excluded.

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Table 25. Wages³² Paid by Responding Agencies – **DSPs Providing In-Home Supports** (Calculated using Method I)

	Average Starting Hourly Wage (\$)	Std. Deviation	Median Starting Hourly Wage (\$)	Minimum Avg. Starting Hourly Wage (\$)	Maximum Avg. Starting Hourly Wage (\$)	N	Average Hourly Wage (\$)	Std. Deviation	Median Hourly Wage (\$)	Minimum Avg. Hourly Wage (\$)	Maximum Avg. Hourly Wage (\$)	N
AK	15.27	1.64	15.00	12.00	20.00	36	16.17	1.70	15.98	13.16	20.00	35
AL	8.48	0.88	8.00	7.25	11.50	23	9.24	1.31	9.00	8.00	12.07	21
AZ	11.21	0.75	11.00	10.00	14.00	177	11.56	0.92	11.50	10.00	15.55	174
CO	13.37	2.49	13.00	10.20	23.00	62	14.26	2.85	13.86	10.48	23.78	60
CT	13.29	1.62	13.00	10.10	19.50	49	14.59	1.67	14.66	11.70	19.50	50
DC	14.31	0.33	14.20	13.50	15.02	25	14.30	0.34	14.20	13.50	15.02	24
FL	10.25	1.84	10.00	8.10	20.00	174	10.59	2.18	10.00	8.25	21.00	163
GA	10.20	1.78	10.00	7.50	20.00	66	10.80	2.56	10.14	7.50	28.00	65
HI	12.88	1.85	12.50	10.00	17.54	32	13.55	2.02	13.00	10.25	19.10	32
IL	11.11	1.28	11.25	9.00	14.00	45	12.07	1.58	12.00	9.25	15.91	45
IN	10.75	1.12	10.78	8.00	14.92	75	11.41	1.30	11.30	9.00	14.99	73
LA	7.89	0.60	8.00	7.25	11.00	77	8.17	0.80	8.00	7.25	11.56	74
MA	14.82	2.59	14.21	12.00	25.00	34	15.53	2.78	15.02	12.00	25.00	34
MD	12.16	1.31	12.00	10.28	15.25	45	12.74	1.40	12.52	10.50	17.12	44
MO	10.15	1.37	10.00	8.00	17.00	99	11.08	1.86	10.66	8.53	17.78	96
NC	10.27	1.55	10.00	8.00	15.00	52	11.07	1.65	11.00	8.00	16.00	48
NE	11.55	1.38	11.25	9.00	15.25	29	12.89	1.53	12.62	10.70	16.00	29
NJ	13.12	2.64	12.61	9.00	20.00	35	14.03	3.28	13.22	10.00	21.77	32
NY	13.46	1.74	13.25	10.61	20.00	158	14.31	1.67	14.00	11.10	20.45	152
OH	10.35	1.29	10.00	7.25	21.00	844	10.88	1.54	10.56	7.25	21.00	833
OK	8.77	0.66	8.75	7.25	10.00	21	9.23	1.02	9.08	7.25	12.50	21
OR	13.29	1.50	13.00	10.50	16.50	59	14.19	1.43	14.17	11.50	17.13	61
SC	11.29	1.29	11.50	8.50	13.45	21	11.64	1.68	11.67	9.00	16.20	21
SD	11.68	1.19	11.61	10.00	13.88	12	13.10	1.57	12.79	10.02	16.22	12
TN	9.53	0.67	9.50	7.50	11.00	78	10.12	0.85	10.00	8.33	12.97	78
UT	11.32	0.88	11.38	8.00	13.00	38	12.41	1.12	12.32	10.13	15.17	37
WY	12.64	4.27	10.95	8.00	29.00	30	13.51	4.36	12.24	8.00	29.00	30
	11.13	1.56	10.86	7.25	29.00	2396	12.08	2.00	12.00	7.25	29.00	2344

³² For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 93 agencies for which the reported average starting wage was higher than the reported average hourly wage for all DSPs were excluded.

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Table 26. Wages³³ Paid by Responding Agencies – **DSPs Providing Non-Residential Supports** (Calculated using Method I)

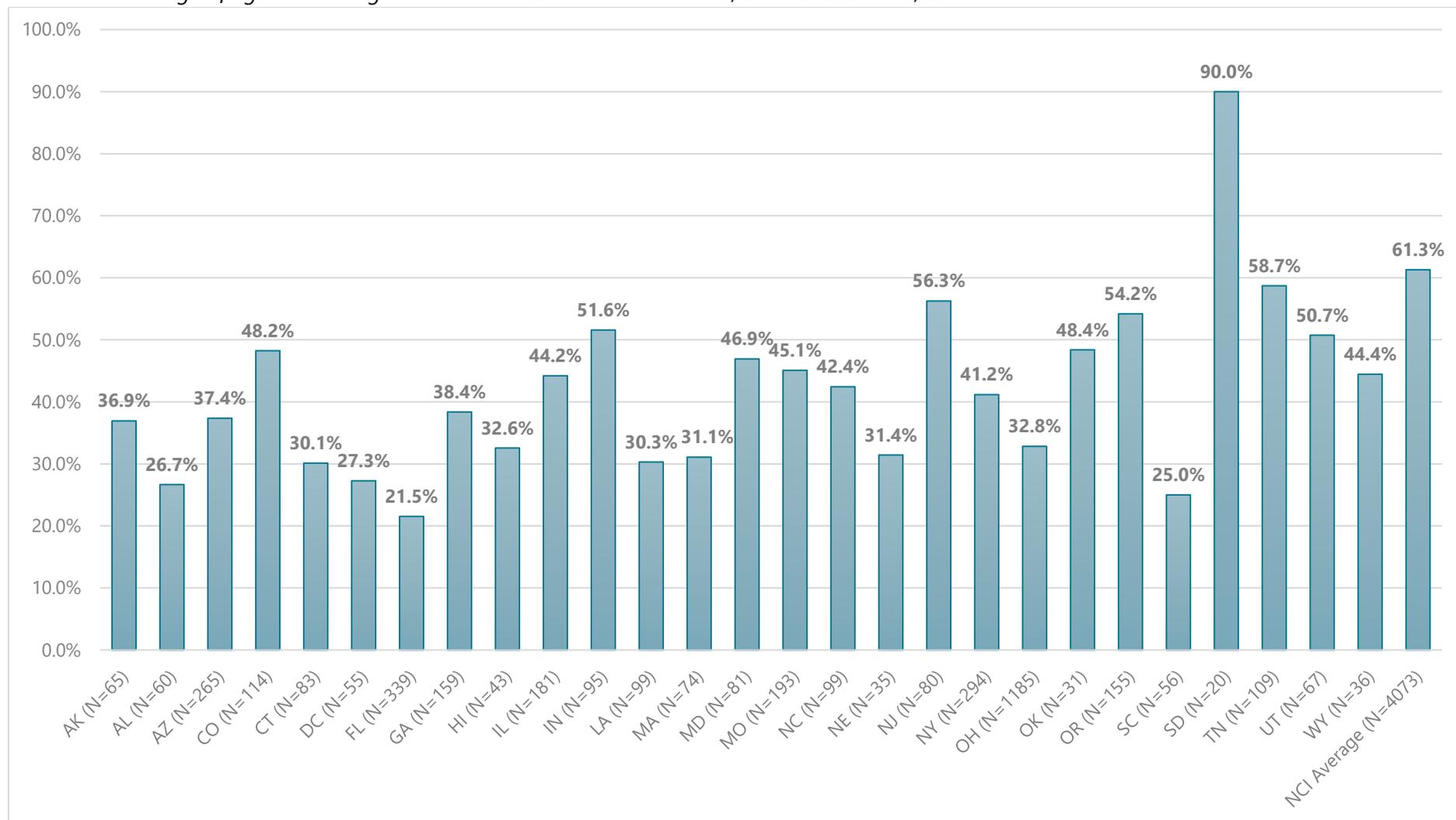
	Average Starting Hourly Wage (\$)	Std. Deviation	Median Starting Hourly Wage (\$)	Minimum Average Starting Hourly Wage (\$)	Maximum Average Starting Hourly Wage (\$)	N	Average Hourly Wage (\$)	Std. Deviation	Median Hourly Wage (\$)	Minimum Average Hourly Wage (\$)	Maximum Average Hourly Wage (\$)	N
AK	15.22	1.74	15.00	11.00	20.00	46	16.23	2.37	15.79	13.00	28.14	46
AL	9.02	1.84	8.00	7.25	15.33	37	10.51	2.93	10.00	7.25	24.50	37
AZ	11.25	1.25	11.00	10.00	22.00	150	11.87	1.53	11.50	10.00	22.00	149
CO	13.51	2.74	13.00	10.20	25.00	101	14.59	3.13	14.07	10.28	26.00	101
CT	13.19	1.50	13.00	10.10	18.00	66	14.70	2.24	14.13	11.00	25.00	66
DC	14.34	1.79	14.20	11.00	21.00	27	14.66	1.86	14.20	13.00	23.45	25
FL	10.42	2.31	10.00	8.10	22.00	150	11.20	2.57	10.12	8.25	22.00	148
GA	10.38	2.07	10.00	7.50	20.00	109	11.19	2.77	10.45	7.50	28.00	108
HI	12.80	2.11	12.94	10.00	18.00	33	13.64	2.09	13.48	10.25	19.00	32
IL	11.03	1.54	10.92	8.50	19.88	93	12.19	1.81	12.23	8.75	19.88	91
IN	10.71	1.41	10.50	8.00	16.82	74	11.56	1.57	11.25	8.77	16.82	72
LA	8.70	1.80	8.00	7.25	17.00	47	9.34	2.02	8.94	7.25	19.00	46
MA	14.52	2.40	13.51	12.00	21.90	59	15.67	3.25	14.88	12.50	26.50	57
MD	12.31	1.52	12.23	10.10	17.30	56	13.01	1.65	12.82	10.32	17.30	55
MO	10.52	1.86	10.00	7.70	18.62	108	11.64	2.23	11.18	8.53	20.85	109
NC	10.75	2.00	10.00	8.00	17.71	74	11.69	2.16	11.50	8.00	17.71	76
NE	11.45	1.21	11.31	9.00	15.00	32	12.76	1.44	12.62	10.75	16.64	33
NJ	13.11	2.45	12.61	9.00	20.00	63	14.63	3.12	14.28	9.46	24.00	60
NY	13.45	1.86	13.00	10.40	22.00	247	14.67	2.11	14.20	11.00	24.21	247
OH	10.95	2.00	10.50	8.55	27.00	522	12.10	2.63	11.50	8.55	29.90	520
OK	8.92	0.74	8.75	8.00	10.81	20	9.66	1.16	9.32	8.00	11.55	20
OR	13.46	1.81	13.43	10.50	21.00	83	14.90	2.18	14.60	11.50	24.92	82
SC	12.37	1.40	12.00	11.00	20.00	44	12.89	1.57	12.46	11.00	20.00	42
SD	11.84	1.00	11.76	10.18	14.00	18	13.32	1.42	13.51	10.77	16.60	17
TN	9.56	0.79	9.50	7.50	13.00	84	10.30	1.17	10.00	8.33	18.23	84
UT	11.63	1.23	11.50	9.00	15.50	59	13.29	1.85	13.00	10.00	19.32	58
WY	11.69	2.78	11.00	8.00	21.00	34	12.80	2.82	12.47	8.00	21.00	35
	11.65	1.59	11.69	7.25	27.00	2436	12.98	2.07	12.90	7.25	29.90	2416

³³ For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 90 agencies for which the reported average starting wage was higher than the reported average hourly wage for all DSPs were excluded.

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Chart 3: Percentage of agencies that gave bonuses to DSPs between Jan. 1, 2018 and Dec. 31, 2018 ³⁴



³⁴ 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.

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Table 27. Agency uses **different pay scale for part-time and full-time DSPs** (supporting adults with IDD)

For example, starting wages may differ for part-time and full-time DSPs, or raise calculations may differ³⁵

	Yes	No	N
AK	2.6%	97.4%	38
AL	13.0%	87.0%	46
AZ	5.0%	95.0%	179
CO	11.0%	89.0%	82
CT	5.4%	94.6%	74
DC	4.3%	95.7%	47
FL	10.0%	90.0%	180
GA	19.1%	80.9%	110
HI	3.2%	96.8%	31
IL	5.7%	94.3%	158
IN	9.1%	90.9%	88
LA	11.0%	89.0%	73
MA	4.5%	95.5%	66
MD	9.9%	90.1%	71
MO	9.9%	90.1%	152
NC	12.3%	87.7%	81
NE	8.8%	91.2%	34
NJ	11.1%	88.9%	63
NY	11.6%	88.4%	275
OH	8.2%	91.8%	752
OK	6.9%	93.1%	29
OR	7.2%	92.8%	111
SC	14.6%	85.4%	48
SD	30.0%	70.0%	20
TN	6.0%	94.0%	84
UT	8.9%	91.1%	45
WY	3.7%	96.3%	27
AVG.	20.9%	79.1%	Total 2964

³⁵ Only reported for those agencies that reported differentiating between full- and part-time DSPs

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Table 28. Agency uses a different pay scale for DSPs who provide **job development** or **job placement services** for adults with IDD to work in paid competitive or paid supported employment (compared to DSPs providing all other non-residential services)^{36,37}

	Yes	No	N
AK	14.3%	85.7%	21
AL	33.3%	66.7%	24
AZ	31.6%	68.4%	76
CO	34.6%	65.4%	52
CT	26.5%	73.5%	49
DC	35.7%	64.3%	14
FL	48.6%	51.4%	72
GA	33.3%	66.7%	60
HI	33.3%	66.7%	15
IL	47.8%	52.2%	67
IN	62.5%	37.5%	48
LA	36.4%	63.6%	33
MA	55.3%	44.7%	47
MD	62.0%	38.0%	50
MO	33.9%	66.1%	56
NC	31.7%	68.3%	41
NE	25.0%	75.0%	28
NJ	48.5%	51.5%	33
NY	51.1%	48.9%	184
OH	30.9%	69.1%	262
OK	12.5%	87.5%	16
OR	59.4%	40.6%	64
SC	41.2%	58.8%	34
SD	56.3%	43.8%	16
TN	30.9%	69.1%	68
UT	23.3%	76.7%	43
WY	27.8%	72.2%	18
AVG.	50.7%	49.3%	Total 1491

³⁶ Only reported for those agencies that reported providing non-residential supports

³⁷ New question in 2018

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Table 29. Agency uses a different pay scale for DSPs who provide **ongoing support in paid competitive or paid supported employment** for adults with IDD (compared to DSPs providing all other non-residential services)^{38,39}

	Yes	No	N
AK	8.3%	91.7%	24
AL	32.0%	68.0%	25
AZ	26.4%	73.6%	87
CO	28.8%	71.2%	59
CT	15.4%	84.6%	52
DC	28.6%	71.4%	14
FL	45.3%	54.7%	75
GA	34.4%	65.6%	61
HI	37.5%	62.5%	16
IL	38.1%	61.9%	63
IN	61.7%	38.3%	47
LA	37.5%	62.5%	32
MA	44.9%	55.1%	49
MD	44.9%	55.1%	49
MO	31.5%	68.5%	54
NC	32.7%	67.3%	49
NE	20.7%	79.3%	29
NJ	52.8%	47.2%	36
NY	48.8%	51.2%	172
OH	29.3%	70.7%	276
OK	25.0%	75.0%	20
OR	45.3%	54.7%	64
SC	40.0%	60.0%	35
SD	43.8%	56.3%	16
TN	27.0%	73.0%	74
UT	19.5%	80.5%	41
WY	25.0%	75.0%	20
AVG.	40.8%	59.2%	Total 1539

³⁸ Only reported for those agencies that reported providing non-residential supports

³⁹ New question in 2018

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Table 30. Percentage of total hours paid to DSPs that were **regular hours** (i.e., not overtime) in 2018

	Average Regular Hours	Std. deviation	Median	Minimum	Maximum	N
AK	86.8%	19.2%	97.5%	33.9%	100.0%	48
AL	85.2%	19.5%	91.7%	11.1%	100.0%	54
AZ	93.3%	15.0%	98.2%	1.6%	100.0%	240
CO	96.0%	9.4%	99.9%	50.0%	100.0%	92
CT	90.0%	17.8%	96.3%	4.5%	100.0%	72
DC	88.4%	20.0%	96.3%	20.5%	100.0%	43
FL	89.4%	20.2%	99.7%	6.2%	100.0%	272
GA	91.2%	18.3%	99.1%	1.9%	100.0%	140
HI	92.8%	18.2%	99.8%	7.7%	100.0%	34
IL	89.5%	14.8%	93.2%	7.1%	100.0%	160
IN	90.4%	14.2%	94.9%	33.8%	100.0%	91
LA	91.3%	14.9%	95.2%	0.2%	100.0%	82
MA	91.5%	11.0%	93.9%	44.1%	100.0%	62
MD	89.7%	13.3%	93.1%	14.1%	100.0%	63
MO	90.5%	14.3%	94.7%	19.6%	100.0%	176
NC	93.1%	13.1%	97.4%	7.7%	100.0%	83
NE	91.7%	16.5%	95.7%	8.1%	100.0%	29
NJ	93.4%	6.9%	94.1%	79.6%	100.0%	61
NY	90.4%	13.1%	92.9%	6.0%	100.0%	259
OH	89.7%	18.8%	98.0%	0.0%	100.0%	1028
OK	88.9%	9.3%	91.4%	67.7%	100.0%	30
OR	92.3%	15.1%	97.4%	5.9%	100.0%	137
SC	82.6%	25.5%	92.3%	0.0%	100.0%	51
SD	90.3%	7.8%	90.6%	64.1%	99.8%	19
TN	86.5%	12.2%	89.3%	42.5%	100.0%	93
UT	96.4%	12.0%	99.8%	7.7%	100.0%	63
WY	87.8%	24.0%	96.6%	12.3%	100.0%	26
	90.2%	13.8%	93.0%	0.0%	100.0%	Total 3508

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Table 31. Percentage of total hours paid to DSPs that were **overtime hours** in 2018⁴⁰

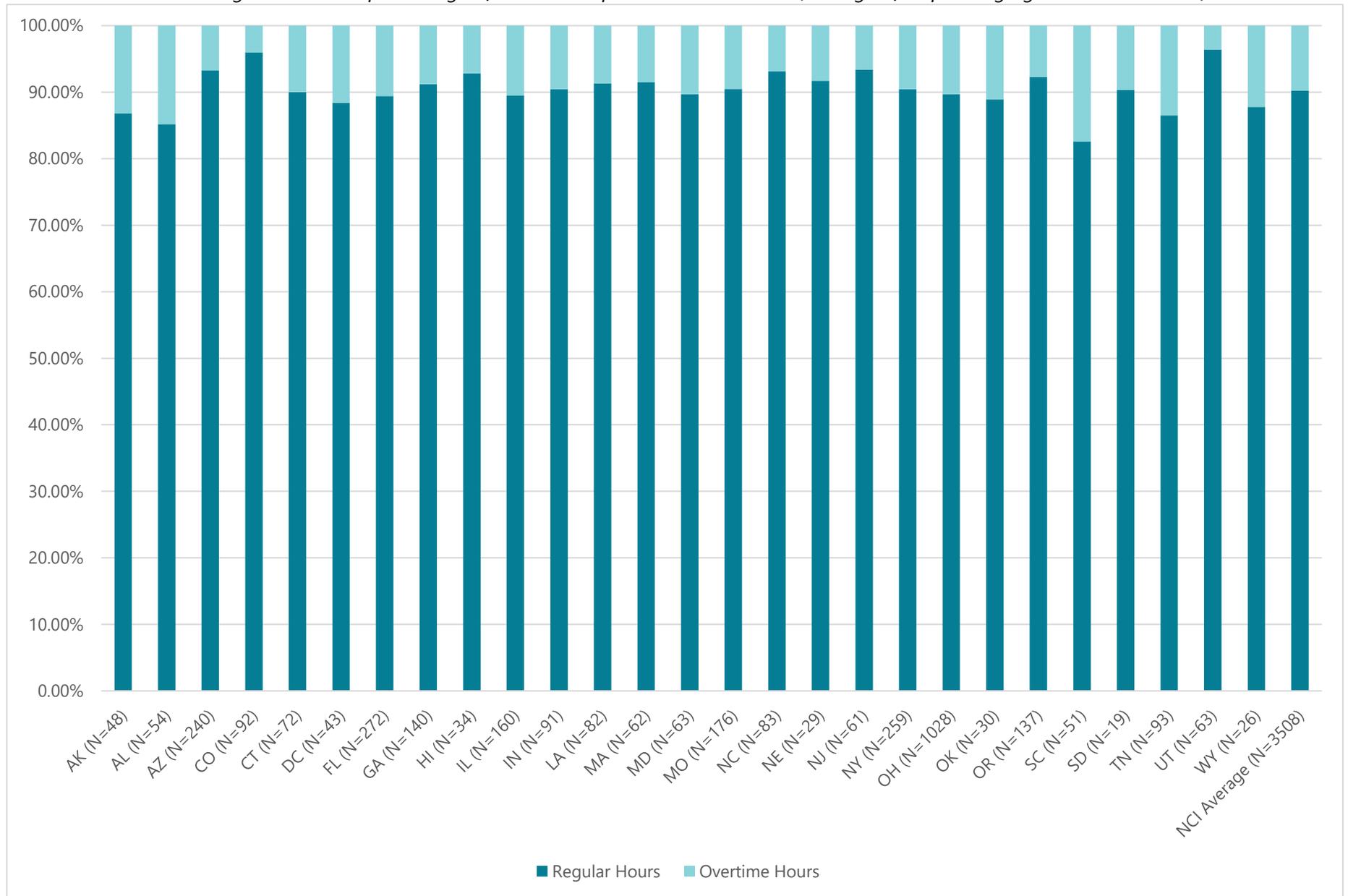
	Average Overtime Hours	Std. deviation	Median	Minimum	Maximum	N
AK	13.2%	19.2%	2.5%	0.0%	66.1%	48
AL	14.8%	19.5%	8.3%	0.0%	88.9%	54
AZ	6.7%	15.0%	1.8%	0.0%	98.4%	240
CO	4.0%	9.4%	0.1%	0.0%	50.0%	92
CT	10.0%	17.8%	3.7%	0.0%	95.5%	72
DC	11.6%	20.0%	3.7%	0.0%	79.5%	43
FL	10.6%	20.2%	0.3%	0.0%	93.8%	272
GA	8.8%	18.3%	0.9%	0.0%	98.1%	140
HI	7.2%	18.2%	0.2%	0.0%	92.3%	34
IL	10.5%	14.8%	6.8%	0.0%	92.9%	160
IN	9.6%	14.2%	5.1%	0.0%	66.2%	91
LA	8.7%	14.9%	4.8%	0.0%	99.8%	82
MA	8.5%	11.0%	6.1%	0.0%	55.9%	62
MD	10.3%	13.3%	6.9%	0.0%	85.9%	63
MO	9.5%	14.3%	5.3%	0.0%	80.4%	176
NC	6.9%	13.1%	2.6%	0.0%	92.3%	83
NE	8.3%	16.5%	4.3%	0.0%	91.9%	29
NJ	6.6%	6.9%	5.9%	0.0%	20.4%	61
NY	9.6%	13.1%	7.1%	0.0%	94.0%	259
OH	10.3%	18.8%	2.0%	0.0%	100.0%	1028
OK	11.1%	9.3%	8.6%	0.0%	32.3%	30
OR	7.7%	15.1%	2.6%	0.0%	94.1%	137
SC	17.4%	25.5%	7.7%	0.0%	100.0%	51
SD	9.7%	7.8%	9.4%	0.2%	35.9%	19
TN	13.5%	12.2%	10.7%	0.0%	57.5%	93
UT	3.6%	12.0%	0.2%	0.0%	92.3%	63
WY	12.2%	24.0%	3.4%	0.0%	87.7%	26
	9.8%	13.8%	7.0%	0.0%	100.0%	Total 3508

⁴⁰ Only reported for those cases for which regular and overtime hours were both reported.

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Chart 4: Overtime and regular hours as percentage of total hours paid to DSPs in 2018 (average of responding agencies within state)



Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

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 than in previous years). The 2018 Staff Stability Survey tool also included these revisions.

Please use caution when comparing the 2018 benefits data in this report to data from 2016 and years previous.

Table 32. Does your agency provide any paid time off to DSPs (supporting adults with IDD)?

	Yes	No	N
AK	47.8%	52.2%	67
AL	58.1%	41.9%	62
AZ	80.4%	19.6%	265
CO	64.6%	35.4%	113
CT	90.2%	9.8%	82
DC	72.4%	27.6%	58
FL	31.1%	68.9%	341
GA	57.5%	42.5%	160
HI	52.3%	47.7%	44
IL	91.2%	8.8%	182
IN	86.5%	13.5%	96
LA	47.0%	53.0%	100
MA	97.3%	2.7%	75
MD	93.9%	6.1%	82
MO	80.1%	19.9%	196
NC	63.9%	36.1%	97
NE	88.9%	11.1%	36
NJ	86.3%	13.7%	80
NY	96.3%	3.7%	297
OH	49.2%	50.8%	1192
OK	93.5%	6.5%	31
OR	86.5%	13.5%	155
SC	92.9%	7.1%	56
SD	100.0%	0.0%	20
TN	72.7%	27.3%	110
UT	54.9%	45.1%	71
WY	56.8%	43.2%	37
AVG.	77.5%	22.5%	Total 4105

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Table 33. Offer Pooled Paid Time Off ⁴¹ (and Requirements for Eligibility)

	Offer PTO to some or all DSPs	N	Must be full time ⁴²	Must work a minimum amount of time in a defined period ⁴³	Must be employed a minimum length of time	All DSPs are eligible	N (Eligibility subset)
AK	63.3%	30	68.4%	52.6%	31.6%	0.0%	19
AL	42.9%	35	73.3%	26.7%	60.0%	13.3%	15
AZ	25.6%	211	22.2%	11.1%	38.9%	50.0%	54
CO	57.5%	73	66.7%	38.1%	45.2%	4.8%	42
CT	28.4%	74	28.6%	47.6%	47.6%	28.6%	21
DC	26.8%	41	27.3%	0.0%	36.4%	63.6%	11
FL	36.8%	106	53.8%	23.1%	59.0%	12.8%	39
GA	43.5%	92	67.5%	17.5%	37.5%	10.0%	40
HI	39.1%	23	66.7%	33.3%	44.4%	0.0%	9
IL	31.9%	163	46.2%	32.7%	53.8%	26.9%	52
IN	52.4%	82	60.5%	30.2%	53.5%	9.3%	43
LA	40.4%	47	78.9%	26.3%	47.4%	10.5%	19
MA	25.0%	72	27.8%	55.6%	44.4%	16.7%	18
MD	27.3%	77	66.7%	42.9%	52.4%	4.8%	21
MO	36.8%	155	64.9%	38.6%	57.9%	17.5%	57
NC	50.0%	62	67.7%	22.6%	38.7%	16.1%	31
NE	45.2%	31	64.3%	28.6%	57.1%	14.3%	14
NJ	36.8%	68	44.0%	36.0%	48.0%	20.0%	25
NY	28.2%	284	46.2%	45.0%	48.8%	10.0%	80
OH	46.6%	580	45.9%	30.0%	49.6%	19.6%	270
OK	31.0%	29	77.8%	33.3%	66.7%	11.1%	9
OR	49.2%	132	21.5%	16.9%	40.0%	44.6%	65
SC	30.8%	52	87.5%	43.8%	68.8%	0.0%	16
SD	0.0%	20	0.0%	0.0%	0.0%	0.0%	0
TN	45.0%	80	66.7%	33.3%	58.3%	8.3%	36
UT	56.4%	39	68.2%	13.6%	45.5%	9.1%	22
WY	61.9%	21	53.8%	15.4%	76.9%	7.7%	13
	16.1%	2679	47.3%	30.3%	49.3%	19.5%	1041

⁴¹"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 the 2017 survey may account for differences in data when comparing 2018 data to data from years previous to 2017.

⁴² There are 42 cases that did not report that they distinguish between full- and part-time DSPs but chose this option. They are included.

⁴³ For example, must work 35 hours/week, 18 days/month, etc.

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Table 34. Offer Paid Sick Time⁴⁴ (and Requirements for Eligibility)

	Offer paid sick time to some or all DSPs		Must be full time ⁴⁵	Must work a minimum amount of time in a defined period ⁴⁶	Must be employed a minimum length of time	All DSPs are eligible	(Eligibility subset)	N
AK	60.9%	23	71.4%	35.7%	35.7%	0.0%		14
AL	54.8%	31	82.4%	35.3%	35.3%	5.9%		17
AZ	96.1%	179	9.9%	13.4%	16.3%	68.0%		172
CO	59.3%	59	71.4%	40.0%	37.1%	5.7%		35
CT	82.8%	64	18.9%	35.8%	39.6%	32.1%		53
DC	84.8%	33	35.7%	32.1%	21.4%	35.7%		28
FL	58.9%	95	55.4%	16.1%	41.1%	12.5%		56
GA	57.1%	77	72.7%	31.8%	52.3%	2.3%		44
HI	44.4%	18	75.0%	37.5%	75.0%	0.0%		8
IL	70.9%	141	54.0%	35.0%	51.0%	11.0%		100
IN	50.7%	67	52.9%	50.0%	58.8%	2.9%		34
LA	72.5%	40	89.7%	17.2%	48.3%	6.9%		29
MA	90.8%	65	8.5%	20.3%	18.6%	66.1%		59
MD	85.3%	75	23.4%	40.6%	28.1%	34.4%		64
MO	61.2%	129	69.6%	22.8%	50.6%	7.6%		79
NC	52.0%	50	76.9%	23.1%	34.6%	7.7%		26
NE	55.6%	27	46.7%	46.7%	60.0%	6.7%		15
NJ	87.9%	58	25.5%	35.3%	31.4%	33.3%		51
NY	87.8%	255	30.8%	47.8%	36.6%	23.2%		224
OH	43.7%	476	45.7%	29.3%	37.5%	22.1%		208
OK	48.0%	25	58.3%	33.3%	75.0%	8.3%		12
OR	85.9%	92	8.9%	13.9%	21.5%	67.1%		79
SC	89.6%	48	93.0%	18.6%	27.9%	2.3%		43
SD	100.0%	20	80.0%	20.0%	20.0%	0.0%		20
TN	54.9%	71	74.4%	23.1%	35.9%	7.7%		39
UT	41.9%	31	76.9%	23.1%	30.8%	0.0%		13
WY	41.2%	17	42.9%	57.1%	57.1%	14.3%		7
	85.4%	2266	71.2%	22.4%	23.6%	6.0%		1529

⁴⁴ 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.

⁴⁵ There are 60 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.

⁴⁶ For example, must work 35 hours/week, 18 days/month, etc.

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Table 35. Offer Paid Vacation Time⁴⁷ (and Requirements for Eligibility)

	Offer paid vacation time to some or all DSPs	N	Must be full time ⁴⁸	Must work a minimum amount of time in a defined period ⁴⁹	Must be employed a minimum length of time	All DSPs are eligible	N (Eligibility subset)
AK	78.3%	23	66.7%	38.9%	44.4%	0.0%	18
AL	77.4%	31	79.2%	37.5%	58.3%	4.2%	24
AZ	54.0%	176	60.0%	29.5%	50.5%	10.5%	95
CO	76.3%	59	71.1%	40.0%	42.2%	4.4%	45
CT	83.1%	65	48.1%	44.4%	55.6%	11.1%	54
DC	90.0%	30	51.9%	37.0%	29.6%	7.4%	27
FL	78.9%	95	60.0%	26.7%	53.3%	8.0%	75
GA	72.7%	77	76.8%	25.0%	55.4%	1.8%	56
HI	88.9%	18	50.0%	43.8%	75.0%	6.3%	16
IL	86.4%	140	51.2%	26.4%	62.8%	9.9%	121
IN	65.7%	67	54.5%	47.7%	68.2%	6.8%	44
LA	80.0%	40	87.5%	15.6%	56.3%	6.3%	32
MA	85.7%	63	29.6%	53.7%	38.9%	20.4%	54
MD	81.3%	75	67.2%	32.8%	50.8%	4.9%	61
MO	85.0%	127	74.1%	30.6%	60.2%	4.6%	108
NC	67.9%	53	86.1%	27.8%	36.1%	5.6%	36
NE	66.7%	27	50.0%	33.3%	77.8%	11.1%	18
NJ	84.7%	59	48.0%	42.0%	52.0%	12.0%	50
NY	86.0%	250	41.4%	53.5%	48.8%	9.3%	215
OH	77.9%	484	53.1%	28.6%	58.6%	8.0%	377
OK	62.5%	24	66.7%	26.7%	93.3%	0.0%	15
OR	67.7%	93	49.2%	25.4%	60.3%	17.5%	63
SC	84.0%	50	90.5%	14.3%	35.7%	2.4%	42
SD	95.0%	20	63.2%	36.8%	52.6%	5.3%	19
TN	70.4%	71	70.0%	26.0%	50.0%	4.0%	50
UT	61.3%	31	73.7%	26.3%	36.8%	0.0%	19
WY	52.9%	17	44.4%	44.4%	55.6%	11.1%	9
	89.0%	2265	60.5%	35.5%	53.7%	6.1%	1743

⁴⁷ 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

⁴⁸ There are 89 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.

⁴⁹ For example, must work 35 hours/week, 18 days/month, etc.

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Table 36. Offer Paid Personal Time⁵⁰ (and Requirements for Eligibility)

	Offer paid personal time to some or all DSPs		Must be full time ⁵¹	Must work a minimum amount of time in a defined period ⁵²	Must be employed a minimum length of time	All DSPs are eligible	N (Eligibility subset)
		N					
AK	52.2%	23	75.0%	50.0%	41.7%	0.0%	12
AL	32.3%	31	90.0%	50.0%	80.0%	0.0%	10
AZ	27.1%	177	52.1%	33.3%	45.8%	20.8%	48
CO	39.7%	58	60.9%	30.4%	39.1%	8.7%	23
CT	54.0%	63	35.3%	38.2%	44.1%	14.7%	34
DC	48.5%	33	50.0%	37.5%	25.0%	6.3%	16
FL	36.2%	94	58.8%	11.8%	38.2%	17.6%	34
GA	33.8%	77	73.1%	19.2%	38.5%	0.0%	26
HI	52.9%	17	55.6%	33.3%	55.6%	11.1%	9
IL	57.0%	142	50.6%	28.4%	64.2%	7.4%	81
IN	36.4%	66	70.8%	45.8%	54.2%	4.2%	24
LA	31.7%	41	84.6%	7.7%	46.2%	0.0%	13
MA	57.8%	64	32.4%	40.5%	32.4%	21.6%	37
MD	40.0%	75	70.0%	23.3%	43.3%	13.3%	30
MO	33.6%	128	67.4%	27.9%	53.5%	11.6%	43
NC	32.7%	49	81.2%	31.3%	50.0%	6.3%	16
NE	29.6%	27	62.5%	37.5%	37.5%	12.5%	8
NJ	68.4%	57	51.3%	30.8%	53.8%	12.8%	39
NY	67.6%	253	41.5%	52.0%	45.6%	8.8%	171
OH	38.9%	476	52.4%	25.4%	45.4%	15.1%	185
OK	33.3%	24	75.0%	62.5%	75.0%	0.0%	8
OR	30.0%	90	40.7%	29.6%	66.7%	22.2%	27
SC	39.6%	48	84.2%	21.1%	36.8%	0.0%	19
SD	25.0%	20	80.0%	0.0%	20.0%	20.0%	5
TN	30.4%	69	66.7%	38.1%	28.6%	9.5%	21
UT	35.7%	28	80.0%	40.0%	30.0%	0.0%	10
WY	41.2%	17	42.9%	57.1%	57.1%	14.3%	7
	30.7%	2247	67.1%	14.6%	32.1%	16.8%	956

⁵⁰ 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

⁵¹ There are 52 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.

⁵² For example, must work 35 hours/week, 18 days/month, etc.

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Table 37. Offer Health Insurance (and Requirements for Eligibility)

	Offer health insurance to some or all DSPs	N	Must be full time ⁵³	Must work a minimum amount of time in a defined period ⁵⁴	Must be employed a minimum length of time	All DSPs are eligible	N (Eligibility subset)
AK	36.5%	63	65.2%	39.1%	30.4%	4.3%	23
AL	62.3%	61	68.4%	36.8%	44.7%	7.9%	38
AZ	55.0%	260	56.6%	39.2%	42.0%	7.0%	143
CO	52.3%	111	70.7%	32.8%	43.1%	3.4%	58
CT	91.4%	81	60.8%	55.4%	52.7%	1.4%	74
DC	61.8%	55	58.8%	29.4%	17.6%	14.7%	34
FL	23.3%	335	61.5%	23.1%	39.7%	5.1%	78
GA	47.8%	157	70.7%	29.3%	44.0%	8.0%	75
HI	93.2%	44	24.4%	75.6%	24.4%	0.0%	41
IL	74.6%	177	64.4%	43.9%	50.0%	1.5%	132
IN	71.3%	94	68.7%	44.8%	68.7%	3.0%	67
LA	57.1%	98	64.3%	42.9%	46.4%	7.1%	56
MA	97.3%	75	47.9%	45.2%	45.2%	4.1%	73
MD	92.6%	81	56.0%	52.0%	48.0%	1.3%	75
MO	67.5%	194	67.9%	40.5%	51.9%	3.1%	131
NC	60.4%	96	75.9%	32.8%	37.9%	1.7%	58
NE	88.2%	34	76.7%	50.0%	80.0%	0.0%	30
NJ	82.1%	78	57.8%	43.7%	59.4%	0.0%	64
NY	94.2%	291	55.1%	50.7%	46.4%	2.9%	274
OH	33.2%	1168	59.8%	37.6%	41.0%	4.9%	388
OK	83.9%	31	76.9%	46.2%	73.1%	0.0%	26
OR	65.2%	155	68.3%	33.7%	52.5%	4.0%	101
SC	96.4%	56	77.8%	27.8%	16.7%	3.7%	54
SD	100.0%	20	85.0%	45.0%	55.0%	0.0%	20
TN	73.4%	109	61.3%	50.0%	47.5%	5.0%	80
UT	46.5%	71	75.8%	27.3%	42.4%	0.0%	33
WY	34.2%	38	69.2%	46.2%	46.2%	0.0%	13
AVG.	70.6%	4033	77.1%	43.5%	51.3%	1.4%	2239

⁵³ There are 35 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.

⁵⁴ For example, must work 35 hours/week, 18 days/month, etc.

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Table 38. Offer Dental Insurance/Vision Coverage⁵⁵ to some or all DSPs between 1/1/18 and 12/31/18

	Offer dental	N	Offer vision	N
AK	40.0%	65	40.6%	64
AL	64.5%	62	48.4%	62
AZ	46.2%	262	40.8%	262
CO	45.6%	114	39.6%	111
CT	84.1%	82	65.0%	80
DC	56.1%	57	52.6%	57
FL	22.2%	343	19.4%	340
GA	44.2%	156	36.9%	157
HI	88.6%	44	88.6%	44
IL	65.2%	181	53.4%	178
IN	72.0%	93	68.4%	95
LA	46.4%	97	40.8%	98
MA	85.3%	75	77.3%	75
MD	87.5%	80	83.8%	80
MO	56.9%	195	48.2%	195
NC	59.4%	96	49.0%	96
NE	90.9%	33	58.8%	34
NJ	78.2%	78	55.8%	77
NY	89.1%	293	77.1%	292
OH	29.7%	1179	27.2%	1175
OK	71.0%	31	51.6%	31
OR	62.3%	154	54.2%	153
SC	96.4%	55	92.9%	56
SD	95.0%	20	80.0%	20
TN	74.3%	109	67.6%	108
UT	42.3%	71	35.2%	71
WY	32.4%	37	21.6%	37
AVG.	66.1%	Total 4062	56.7%	Total 4048

⁵⁵ If the coverage was included in health insurance coverage, respondents were asked to indicate that “yes,” the coverage was offered.

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Table 39. Employer-sponsored retirement plan (401K, 403b or other plan) a benefit offered to some or all DSPs

	Offer employer-sponsored retirement plan to some or all DSPs	N
AK	35.9%	64
AL	50.0%	60
AZ	30.0%	260
CO	38.9%	113
CT	77.8%	81
DC	44.8%	58
FL	15.9%	345
GA	43.0%	158
HI	54.5%	44
IL	64.2%	179
IN	62.5%	96
LA	27.6%	98
MA	96.0%	75
MD	80.0%	80
MO	46.2%	197
NC	51.5%	97
NE	73.5%	34
NJ	66.7%	78
NY	86.8%	295
OH	25.3%	1189
OK	25.8%	31
OR	52.9%	155
SC	80.4%	56
SD	100.0%	20
TN	53.6%	110
UT	26.8%	71
WY	32.4%	37
AVG.	65.4%	Total 4081

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Table 40. Offer Other Types of Benefits (categories are not mutually exclusive)

	Post-secondary education support*	Employer-paid job-related training	Employer-sponsored disability insurance	Flexible spending account	Health incentive programs	Other	Life insurance	N
AK	14.9%	55.2%	16.4%	16.4%	10.4%	25.4%	31.3%	67
AL	8.1%	35.5%	12.9%	9.7%	6.5%	12.9%	43.5%	62
AZ	13.1%	55.8%	11.6%	11.2%	8.6%	18.4%	28.5%	267
CO	15.7%	62.6%	20.0%	25.2%	13.9%	21.7%	33.9%	115
CT	32.9%	47.6%	45.1%	29.3%	18.3%	20.7%	74.4%	82
DC	20.7%	70.7%	27.6%	19.0%	10.3%	17.2%	41.4%	58
FL	4.2%	36.8%	8.4%	4.8%	4.2%	17.1%	17.1%	356
GA	5.5%	46.0%	19.0%	19.6%	8.6%	12.3%	38.0%	163
HI	4.5%	45.5%	27.3%	22.7%	13.6%	15.9%	38.6%	44
IL	24.9%	52.4%	34.1%	27.6%	13.5%	10.3%	61.6%	185
IN	26.0%	41.7%	34.4%	26.0%	17.7%	15.6%	65.6%	96
LA	1.9%	32.0%	11.7%	4.9%	3.9%	18.4%	35.9%	103
MA	65.8%	67.1%	68.4%	77.6%	46.1%	14.5%	85.5%	76
MD	41.5%	65.9%	47.6%	42.7%	24.4%	9.8%	76.8%	82
MO	8.1%	51.5%	17.2%	16.2%	9.6%	14.1%	46.5%	198
NC	13.7%	45.1%	29.4%	22.5%	8.8%	19.6%	53.9%	102
NE	27.8%	55.6%	36.1%	41.7%	19.4%	8.3%	80.6%	36
NJ	42.0%	45.7%	32.1%	34.6%	22.2%	12.3%	61.7%	81
NY	44.5%	56.9%	61.2%	59.5%	32.8%	17.1%	76.6%	299
OH	7.9%	52.8%	11.6%	8.0%	6.4%	16.2%	25.4%	1211
OK	9.4%	65.6%	9.4%	9.4%	9.4%	15.6%	68.8%	32
OR	9.7%	61.9%	21.9%	19.4%	18.7%	20.0%	36.1%	155
SC	12.3%	52.6%	50.9%	68.4%	28.1%	5.3%	91.2%	57
SD	25.0%	45.0%	35.0%	65.0%	45.0%	20.0%	90.0%	20
TN	8.2%	50.9%	26.4%	17.3%	9.1%	10.0%	63.6%	110
UT	7.0%	40.8%	14.1%	19.7%	8.5%	21.1%	25.4%	71
WY	9.8%	41.5%		2.4%	9.8%	14.6%	12.2%	41
AVG.	17.9%	48.9%	25.6%	38.1%	26.2%	18.0%	59.8%	Total 4169

*Paid time off, reimbursement or other support

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Recruitment and Retention

Table 41. Recruitment and Retention Strategies (table continues on following page)

	Pay incentive or referral bonus program	N	Realistic job preview	N	Train on Code of Ethics	N
AK	19.7%	66	87.9%	66	72.7%	66
AL	41.9%	62	82.3%	62	79.0%	62
AZ	47.0%	264	88.8%	267	76.8%	267
CO	35.4%	113	79.3%	116	75.0%	116
CT	37.8%	82	82.9%	82	81.7%	82
DC	19.0%	58	84.5%	58	84.5%	58
FL	14.4%	347	79.8%	357	72.5%	357
GA	26.5%	162	85.4%	164	88.4%	164
HI	52.3%	44	81.8%	44	84.1%	44
IL	45.9%	183	79.5%	185	82.2%	185
IN	67.7%	96	88.5%	96	89.6%	96
LA	21.6%	97	74.5%	102	81.4%	102
MA	54.1%	74	73.7%	76	86.8%	76
MD	48.8%	82	81.7%	82	76.8%	82
MO	43.6%	195	75.3%	198	80.3%	198
NC	20.2%	99	81.2%	101	91.1%	101
NE	50.0%	36	91.7%	36	94.4%	36
NJ	50.0%	80	82.7%	81	79.0%	81
NY	57.1%	296	82.9%	298	96.6%	298
OH	35.2%	1193	86.5%	1211	85.3%	1211
OK	51.6%	31	87.5%	32	87.5%	32
OR	45.1%	153	81.9%	155	79.4%	155
SC	39.3%	56	84.2%	57	86.0%	57
SD	90.0%	20	75.0%	20	95.0%	20
TN	53.6%	110	88.2%	110	85.5%	110
UT	39.4%	71	93.0%	71	97.2%	71
WY	24.3%	37	73.2%	41	82.9%	41
AVG.	62.5%	Total 4107	80.5%	Total 4168	89.7%	Total 4168

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Recruitment and Retention Strategies (continued)

	DSP ladder to retain highly skilled workers		Staff supported to acquire credential*	
		N		N
AK	21.2%	66	27.3%	66
AL	21.0%	62	22.6%	62
AZ	31.1%	267	22.5%	267
CO	33.6%	116	25.9%	116
CT	25.6%	82	30.5%	82
DC	39.7%	58	36.2%	58
FL	21.6%	357	31.4%	357
GA	34.1%	164	45.7%	164
HI	31.8%	44	25.0%	44
IL	25.4%	185	27.0%	185
IN	29.2%	96	29.2%	96
LA	15.7%	102	11.8%	102
MA	40.8%	76	55.3%	76
MD	30.5%	82	28.0%	82
MO	20.7%	198	23.2%	198
NC	27.7%	101	22.8%	101
NE	41.7%	36	36.1%	36
NJ	22.2%	81	61.7%	81
NY	39.3%	298	31.5%	298
OH	30.3%	1211	30.8%	1211
OK	18.8%	32	65.6%	32
OR	32.3%	155	26.5%	155
SC	15.8%	57	19.3%	57
SD	40.0%	20	65.0%	20
TN	33.6%	110	56.4%	110
UT	35.2%	71	15.5%	71
WY	12.2%	41	19.5%	41
AVG.	34.9%	Total 4168	47.0%	Total 4168

*Through a state or nationally recognized professional organization

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

What states can do with their data?

The NCI Staff Stability Survey provides state DD agencies with comprehensive data on the current status of the Direct Support Professional workforce supporting people with intellectual and developmental disabilities in their state. With participation that reaches the confidence levels of 95% or higher, and Margin of Errors rates at or below 5%, states can reasonably rely on the data to guide discussions and decisions on activities to address both the opportunities and challenges revealed by the data.

Some potential opportunities for using the data are listed below:

- State agencies can take a lead role in organizing learning collaborative workgroups. These workgroups can then examine statewide data to identify patterns and trends which suggest potential areas for change. States may choose to use quality tools such as fishbone diagrams, affinity diagrams, five why tools, process maps or other similar tools for this data investigation.
 - For example, if service providers with fewer than 20 employees have higher vacancy rates, use of one of these quality tools may identify a specific type of improvement opportunity.
 - States participating in the NCI Staff Stability Survey over multiple years are able to compare DSP workforce data across time to see if quality improvement efforts have a positive impact on DSP workforce stability.
- State agencies can work with service provider trade associations to analyze trends by size of the agency or type of service provided (residential, in-home, and/or non-residential). Comparison of wage and benefit similarities and differences can provide insight into potential factors that may impact turnover.
- State agencies can facilitate improvement projects focused specifically on the termination rates of DSPs. The goal of these projects is to identify possible state or local agency policies that may be contributing to higher-than-average rates of termination when compared to other states.
- State agencies and providers can work with the state's UCEDD to find patterns of turnover among agencies with similar characteristics. The state can then form work teams to identify and test strategies for improvements.
- States can cultivate innovation incubators with service providers interested in trying new or innovative strategies, based on analysis of the data in the survey.
- The Staff Stability Survey results offer states opportunities to identify variations between their own state data and that of other similarly structured states.
 - For example, states with similar size, structure, and regulatory environments may see variations in benefit or wage offerings in other states, or variations in turnover for full- or part-time positions. Identifying such variations may offer insight on specific areas to explore.

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Appendix A: 2018 Turnover Rates calculated using the methodology used in 2016 and prior reports

This table demonstrates the 2018 Turnover Rate data calculated using the methodology used in 2016 and prior. The NCI Average is unweighted and is an average of state averages.

The turnover rate in this appendix only includes data reported by agencies that also reported on separated DSPs (and if there were no separated DSPs, "0" was noted).

Table 42. Turnover Rates 2018 (as of 12/31/18) ⁵⁶

	# DSPs on payroll statewide	# DSPs separated in 2018 statewide	Turnover Rate	N
AK	2656	1094	41.2%	61
AL	4053	2364	58.3%	67
AZ	29759	13166	44.2%	265
CO	3404	2029	59.6%	120
CT	9828	3494	35.6%	82
DC	4636	1160	25.0%	59
FL	8127	3593	44.2%	378
GA	6601	3218	48.8%	159
HI	1949	501	25.7%	41
IL	13440	7590	56.5%	182
IN	17397	10063	57.8%	98
LA	9093	3557	39.1%	102
MA	14114	4138	29.3%	78
MD	10633	3753	35.3%	80
MO	15162	9161	60.4%	198
NC	13027	6281	48.2%	109
NE	4836	2266	46.9%	34
NJ	11271	3850	34.2%	86
NY	70565	23178	32.8%	288
OH	41385	22571	54.5%	1135
OK	2275	1241	54.5%	31
OR	8308	5164	62.2%	154
SC	7762	3181	41.0%	56
SD	2104	1146	54.5%	20
TN	13493	8009	59.4%	111
UT	5996	4574	76.3%	73
WY	1154	935	81.0%	47
Total	333028	151277	Unweighted Avg.: 48.4%	4114

⁵⁶ The turnover rate = number of DSPs separated in last 12 months / number of DSPs on payroll as of December 31, 2018. This is a point-in-time turnover rate.

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Appendix B: 2018 Tenure Rates calculated using the methodology used in 2016 and prior reports

The following tables demonstrate **the 2018 Tenure Rate data calculated using the methodology used in 2016 and prior reports**. NCI Average is unweighted and is an average of state averages.

Unless otherwise noted, all Averages, Medians, and Standard Deviations in this report are weighted.

N = the number of provider agencies who responded to a question or subset of questions

Table 43. Tenure rate of DSPs on payroll as of 12/31/18

	Number DSPs on payroll statewide	N	Employed less than 6 months: Count	Employed less than 6 months: Percent	Employed 6-12 months: Count	Employed 6-12 months: Percent	Employed 12-24 months: Count	Employed 12-24 months: Percent	Employed 24-36 months: Count	Employed 24-36 months: Percent	Employed 36+ months: Count	Employed 36+ months: Percent
AK	2656	61	431	16.2%	330	12.4%	450	16.9%	335	12.6%	1106	41.6%
AL	3935	62	752	19.1%	561	14.3%	651	16.5%	543	13.8%	1406	35.7%
AZ	28819	261	6063	21.0%	4238	14.7%	5602	19.4%	3557	12.3%	9329	32.4%
CO	3298	116	721	21.9%	506	15.3%	521	15.8%	448	13.6%	1034	31.4%
CT	9486	80	1517	16.0%	1211	12.8%	1577	16.6%	1167	12.3%	3777	39.8%
DC	4626	57	505	10.9%	851	18.4%	808	17.5%	622	13.4%	1840	39.8%
FL	6939	350	1213	17.5%	985	14.2%	1244	17.9%	785	11.3%	2627	37.9%
GA	6329	153	1234	19.5%	1231	19.5%	1166	18.4%	756	11.9%	1896	30.0%
HI	1944	39	292	15.0%	316	16.3%	234	12.0%	258	13.3%	836	43.0%
IL	12979	177	2205	17.0%	1753	13.5%	2134	16.4%	1351	10.4%	5536	42.7%
IN	17130	96	3433	20.0%	2561	15.0%	2774	16.2%	1900	11.1%	6370	37.2%
LA	7746	98	1353	17.5%	1231	15.9%	1233	15.9%	1032	13.3%	2897	37.4%
MA	13532	76	1706	12.6%	1515	11.2%	2059	15.2%	1444	10.7%	6808	50.3%
MD	10048	76	1445	14.4%	1332	13.3%	1894	18.8%	1241	12.4%	4052	40.3%
MO	14671	191	3300	22.5%	2406	16.4%	2706	18.4%	1578	10.8%	4411	30.1%
NC	12898	107	2540	19.7%	1766	13.7%	2040	15.8%	1566	12.1%	4947	38.4%
NE	4753	32	915	19.3%	491	10.3%	636	13.4%	491	10.3%	2220	46.7%
NJ	10750	79	1522	14.2%	1456	13.5%	2320	21.6%	1599	14.9%	3853	35.8%
NY	68269	280	9750	14.3%	8974	13.1%	13678	20.0%	8301	12.2%	27482	40.3%
OH	40399	1088	7779	19.3%	6062	15.0%	7472	18.5%	4844	12.0%	14117	34.9%
OK	2217	30	354	16.0%	255	11.5%	485	21.9%	202	9.1%	921	41.5%
OR	7678	145	1430	18.6%	1160	15.1%	1426	18.6%	801	10.4%	2573	33.5%
SC	7762	56	1099	14.2%	894	11.5%	1286	16.6%	898	11.6%	3514	45.3%
SD	2104	20	372	17.7%	260	12.4%	327	15.5%	208	9.9%	937	44.5%
TN	13310	107	2838	21.3%	2003	15.0%	2183	16.4%	1711	12.9%	4575	34.4%

	Number DSPs on payroll statewide	N	Employed less than 6 months: Count	Employed less than 6 months: Percent	Employed 6-12 months: Count	Employed 6-12 months: Percent	Employed 12-24 months: Count	Employed 12-24 months: Percent	Employed 24-36 months: Count	Employed 24-36 months: Percent	Employed 36+ months: Count	Employed 36+ months: Percent
UT	5847	70	1737	29.7%	939	16.1%	1022	17.5%	576	9.9%	1573	26.9%
WY	1153	46	297	25.8%	171	14.8%	208	18.0%	153	13.3%	324	28.1%
	321278	3953	56803	18.2%	45458	14.3%	58136	17.3%	38367	11.9%	120961	37.8%

Table 44. Tenure rate of DSPs separated between 1/1/18 and 12/31/18

	Number DSPs on payroll statewide	N	Employed less than 6 months		Employed 6-12 months		Employed 12-24 months		Employed 24-36 months		Employed 36+ months	
			Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
AK	1094	61	369	33.7%	178	16.3%	199	18.2%	122	11.2%	226	20.7%
AL	2298	62	1142	49.7%	409	17.8%	325	14.1%	129	5.6%	293	12.8%
AZ	12803	261	5250	41.0%	3016	23.6%	2180	17.0%	935	7.3%	1422	11.1%
CO	1962	116	708	36.1%	423	21.6%	334	17.0%	193	9.8%	304	15.5%
CT	3412	80	1041	30.5%	628	18.4%	636	18.6%	375	11.0%	732	21.5%
DC	1158	57	323	27.9%	261	22.5%	218	18.8%	155	13.4%	201	17.4%
FL	2934	350	1225	41.8%	596	20.3%	496	16.9%	176	6.0%	441	15.0%
GA	3104	153	1391	44.8%	640	20.6%	533	17.2%	219	7.1%	321	10.3%
HI	491	39	133	27.1%	110	22.4%	92	18.7%	68	13.8%	88	17.9%
IL	6918	177	3171	45.8%	1316	19.0%	1082	15.6%	490	7.1%	859	12.4%
IN	9960	96	4668	46.9%	1536	15.4%	1631	16.4%	746	7.5%	1379	13.8%
LA	3300	98	1390	42.1%	662	20.1%	537	16.3%	279	8.5%	432	13.1%
MA	4015	76	1133	28.2%	775	19.3%	714	17.8%	411	10.2%	982	24.5%
MD	3533	76	1139	32.2%	674	19.1%	744	21.1%	318	9.0%	658	18.6%
MO	8497	191	4197	49.4%	1607	18.9%	1365	16.1%	543	6.4%	785	9.2%
NC	6188	107	2261	36.5%	1166	18.8%	1155	18.7%	548	8.9%	1058	17.1%
NE	2203	32	836	37.9%	455	20.7%	342	15.5%	186	8.4%	384	17.4%
NJ	3683	79	1027	27.9%	748	20.3%	872	23.7%	406	11.0%	630	17.1%
NY	22419	280	6542	29.2%	3903	17.4%	4625	20.6%	2370	10.6%	4979	22.2%
OH	21985	1088	9409	42.8%	4787	21.8%	3197	14.5%	1593	7.2%	2999	13.6%
OK	1170	30	653	55.8%	169	14.4%	159	13.6%	70	6.0%	119	10.2%
OR	4848	145	2109	43.5%	884	18.2%	845	17.4%	408	8.4%	602	12.4%
SC	3181	56	951	29.9%	670	21.1%	580	18.2%	285	9.0%	695	21.8%
SD	1146	20	454	39.6%	240	20.9%	201	17.5%	99	8.6%	152	13.3%

	Number DSPs on payroll statewide	N	Employed less than 6 months		Employed 6-12 months		Employed 12-24 months		Employed 24-36 months		Employed 36+ months	
			Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
TN	7747	107	3441	44.4%	1572	20.3%	1269	16.4%	575	7.4%	890	11.5%
UT	4461	70	2235	50.1%	844	18.9%	649	14.5%	308	6.9%	425	9.5%
WY	934	46	503	53.9%	203	21.7%	101	10.8%	54	5.8%	73	7.8%
	145444	3953	57701	39.6%	28472	19.6%	25081	17.1%	12061	8.6%	22129	15.1%

Appendix C: 2018 Vacancy Rates calculated using the methodology used in 2016 and prior reports

The following tables demonstrate the 2018 Vacancy Rate data calculated using the methodology used in NCI Staff Stability Report 2016 and prior.

Table 45. Full-time DSP Positions and Vacancy Rates (as of Dec. 31, 2018)⁵⁷

State	Full-time DSP employees		Full-time DSP vacancies		Total full-time DSP positions		Statewide full-time vacancy rate
	Sum	N	Sum	N	Sum	N	
AK	972	39	75	39	1047	39	7.2%
AL	2359	48	272	47	2631	48	10.3%
AZ	10956	185	1328	183	12284	185	10.8%
CO	2091	87	209	87	2302	87	9.1%
CT	5688	76	657	75	6345	76	10.4%
DC	2991	50	208	48	3199	50	6.5%
FL	5109	208	730	205	5839	208	12.5%
GA	3871	117	483	113	4354	117	11.1%
HI	802	31	47	30	849	31	5.5%
IL	9435	161	1551	158	10986	161	14.1%
IN	11011	89	1906	87	12917	89	14.8%
LA	4192	78	232	74	4424	78	5.2%
MA	10237	68	1391	65	11628	68	12.0%
MD	7033	75	743	73	7776	75	9.6%
MO	9875	156	995	150	10870	156	9.2%
NC	5576	90	964	87	6540	90	14.7%
NE	3520	33	291	33	3811	33	7.6%
NJ	7210	67	1109	66	8319	67	13.3%
NY	42766	275	6785	263	49551	275	13.7%
OH	22224	748	3402	733	25629	748	13.3%
OK	1467	30	278	29	1745	30	15.9%
OR	6051	113	740	111	6791	113	10.9%
SC	5562	49	633	48	6195	49	10.2%
SD	1612	20	265	20	1877	20	14.1%
TN	9100	87	1432	84	10530	87	13.6%
UT	3081	48	400	48	3481	48	11.5%
WY	873	28	104	27	977	28	10.6%
Total	195664	3056	27230	2983	222897	3056	Unweighted average: 11.0%

⁵⁷ This is a point-in-time vacancy rate, not cumulative or an average across the year. Vacancy rates are calculated as follows: Vacant positions/total number of full-time direct support positions.

Table 46. Part-time DSP Positions and Vacancy Rates (as of Dec. 31, 2018)⁵⁸

State	Part-time DSP employees		Part-time DSP vacancies		Total part-time DSP positions		Statewide part-time vacancy rate
	Sum	N	Sum	N	Sum	N	
AK	1239	39	83	38	1322	39	6.3%
AL	1010	48	324	46	1334	48	24.3%
AZ	14805	184	1142	181	15947	185	7.2%
CO	882	87	74	86	956	87	7.7%
CT	3872	76	708	74	4580	76	15.5%
DC	1196	49	149	48	1345	50	11.1%
FL	1550	208	231	200	1781	208	13.0%
GA	1873	117	350	115	2223	117	15.7%
HI	635	31	43	30	678	31	6.3%
IL	3350	161	614	159	3964	161	15.5%
IN	5986	89	792	88	6778	89	11.7%
LA	3093	78	569	75	3662	78	15.5%
MA	2953	68	644	67	3597	68	17.9%
MD	3413	75	839	74	4252	75	19.7%
MO	4291	156	770	152	5061	156	15.2%
NC	6423	90	576	87	6999	90	8.2%
NE	1283	33	196	33	1479	33	13.3%
NJ	3394	67	759	65	4153	67	18.3%
NY	27146	275	4791	265	31937	275	15.0%
OH	13408	747	2562	736	15970	747	16.0%
OK	801	30	31	28	832	30	3.7%
OR	1422	113	237	112	1658	113	14.3%
SC	1634	49	412	49	2046	49	20.1%
SD	492	19	168	20	660	20	25.5%
TN	3000	87	652	84	3652	87	17.9%
UT	2431	48	364	47	2795	48	13.0%
WY	262	27	41	28	303	28	13.5%
Total	111844	3051	18121	2987	129964	3055	Unweighted average: 14.1%

⁵⁸ 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:

Alaska generated a list of all providers certified and enrolled to provide services under the Individualized Support and Intellectual and Developmental Disability waivers as of August 2018. Alaska promoted participation in the survey through the statewide provider association during monthly teleconferences, face-to-face meetings and newsletters. Provider organizations were notified via multiple emails. In February 2019 agencies were sent the invitation to participate by email from HSRI. During the survey period, the state sent monthly emails to all providers through its e-alert system that included information about webinars provided by HSRI. The state contractor conducted ongoing follow-up with individual providers by phone and email to encourage participation and provide technical assistance.

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 from FOCUS-Contract Administration System (CAS) 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.

Colorado pulled provider data and email contact information from the Benefits Utilization System (BUS), based on provider authorizations specific to the survey parameters given by HSRI. The BUS is updated by case management agencies and contains provider information for services authorized in member service plans. Additional investigation was done to identify the contact person at each agency for undeliverable or survey emails with no responses.

Connecticut requested the list of all Qualified Providers, providing services meeting the parameters of the survey, from the Provider Specialist in its central office. This list includes all active providers enrolled for IDD services.

Florida pulled a list of active iBudget waiver provider agencies with service authorizations for at least one of the following selected services in FY17-18 and/or FY18-19: Companion, Supported Employment, Adult Day Training, Personal Supports, Supported Living Coaching, and Residential Habilitation. Additional follow-up and outreach was made to update the email contact information in advance of releasing survey.

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.

Hawaii 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. The State encouraged all providers to participate. Reminder emails were sent to providers who did not complete 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.

Louisiana's Office for Citizens with Developmental Disabilities (OCDD) used the database maintained by Louisiana Department of Health/ Health Standards Section, which licenses providers, to establish the sample of 100% providers engaged in services for the Developmental Disabilities System.

Current contact information for each waiver service provider was validated through the Department's third-party contractor for certification of services. Test emails were sent to the contacts for each licensed provider, with a request to confirm who within the provider agency should be delegated to receive and respond to the survey invitation. In cases where OCDD did not receive a response within the specified time, the invitation was sent to the contact of record in the state's databases. At any time in the survey cycle, if a provider contact responded with a change in the contact person for their agency, OCDD edited the information and re-sent the invitation. Announcements, reminders and progress reports were issued to Medicaid waiver providers through the third-party contractor portal. Invitations to residential facilities were re-issued at least three times throughout the survey cycle.

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

Massachusetts maintains a list of all licensed and certified Providers of Residential/ Individual Home and Employment/ Day Supports. All providers on this list were electronically sent a link to the Staff Stability Survey. Bounce-backs were corrected and re-sent. Several waves of the email with the link were sent.

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, on an ongoing basis, a provider directory (electronically and hard copy) of agencies that are enrolled to provide services. This is the list the Staff Stability sample is based on. The sample includes all providers that were in operation for at least one calendar year prior to the reporting period and were in good standing. If a provider email address is returned as undeliverable, the State contacted the agency by phone, obtained the correct email address to resend the survey and updated the directory. If a provider did not open or complete the survey, the State followed-up with phone calls, emails and reminders at provider meetings.

New Jersey obtained a list of provider emails from the Provider Enrollment Unit's data system that met HSRI's criteria for participation. While participation was voluntary, it was strongly encouraged and reinforced through monthly provider leadership meetings and ongoing communications to the provider community.

New York pulled a list of all provider agencies that billed for DSP related services in 2018; initial review was done to remove agencies that exclusively served children or other non-qualifying programs. NY announced participation in the survey through the Provider Associations and agencies were notified by email. Additional follow-up and outreach were done to update the contact list in advance of releasing survey. In May 2019 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.

North Carolina compiled a list of all I/DD Service Providers from the Local Management Entities-Managed Care Organizations of all providers contracted to provide I/DD Services. *Note: Providers of adult IDD services only was unable to be isolated during this data pull as many IDD providers provide services to children in adults within NC.* Duplicates, state developmental centers and intermediate care facilities were identified from the list and removed and/or reconciled with appropriate information. For provider agencies with multiple sites and contacts, the corporate site was asked to compile information for their entire agency to submit one submission and the additional sites were deleted from the primary listing.

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. If a provider wanted someone other than the HR Rep/Payroll department to answer, we added that person's email. So, it wasn't all just HR reps/payroll that we contacted. Many agencies wanted the Program Manager or Director to be the contact.
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 though 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 sent out a letter from the Director, along with an Action Request Transmittal, to all eligible providers via email (The email addresses were provided by the ODDS Licensing Unit). The letter and transmittal informed the providers that while only I/DD group home providers were required by statute and Oregon Administrative Rules to complete the survey, all were highly encouraged to participate. The survey invitations were then sent to all eligible providers. Initially, this was repeated every two to three weeks for all providers who did not click the survey link, or start the survey (If any emails bounced, the provider was contacted directly to obtain the current email address. The survey was then resent to the correct address).

After the survey had been out for two months, the survey invitations were sent out weekly to all providers who had not yet finish the survey.

Starting in mid-May, personal emails were sent to all group home providers who had not completed the survey (Reminder phone calls were made and correct email addresses were verified).

Follow-up personal emails and phone calls to group home providers, who had not completed the survey, increased in the final 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.

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.

Wyoming sent the survey to any provider who had direct support employees and served more than three participants.

Appendix E: Comparable Wage Tables

From the Bureau of Labor Statistics Occupational Employment Statistics, May 2018

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: \$14.41

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$9.36	\$10.96	\$13.39	\$16.79	\$21.20

<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: \$12.06

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$9.01	\$10.48	\$11.55	\$13.22	\$15.22

<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: \$12.18

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$9.16	\$10.46	\$11.63	\$13.48	\$15.47

<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: \$14.95

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$9.53	\$11.28	\$14.03	\$17.90	\$22.35

<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: \$14.22

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$10.24	\$11.70	\$13.72	\$16.15	\$19.02

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

Appendix F: Living Wage Table by State

Figures are in dollars (\$) and were retrieved from: <http://livingwage.mit.edu/>

	1 adult	1 adult and 1 child	2 adults (one working) and 2 children	2 working adults and 2 children
AK	12.89	27.49	26.94	17.85
AL	11.35	22.06	23.92	14.88
AZ	11.68	24.56	25.79	16.54
CO	13.19	27.80	27.77	17.58
CT	13.13	28.73	27.70	17.84
DC	17.76	30.34	31.75	18.16
FL	12.17	25.25	26.13	15.88
GA	12.46	24.14	25.60	15.19
HI	15.73	27.47	32.39	16.58
IL	12.77	26.27	26.57	16.77
IN	11.07	22.80	24.03	15.15
LA	11.28	23.48	24.94	14.82
MA	13.96	29.66	27.61	18.13
MD	15.08	29.54	29.53	18.28
MO	11.14	23.44	25.52	15.13
NC	11.79	23.89	24.80	15.27
NE	11.02	23.75	24.75	15.45
NJ	13.92	28.62	28.49	18.24
NY	15.09	30.03	28.90	21.17
OH	10.78	22.70	23.61	14.85
OK	10.95	23.12	24.37	15.48
OR	13.12	25.93	27.34	17.38
SC	11.55	22.72	24.93	14.40
SD	10.38	21.88	23.63	14.44
TN	10.75	21.94	23.28	13.99
UT	11.58	23.79	25.16	16.17
WY	11.10	23.75	24.25	16.32

Appendix G: Instructions Provided to Survey Respondents

STAFF STABILITY SURVEY 2018

December 2018



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, 2019**

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—paid workers 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. 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 INFORM 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, 2018 to December 31, 2018 and for whom your agency defines wages and benefits. (For further information on who is considered a DSP, see below under "**Types of Workers to Consider**")
 - Date of hire
 - Whether they are currently on staff or separated from the agency during 2018
 - Date of termination (if separated)
 - 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 designed for completion by organizational staff in 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

Most of the questions on this survey are about people who are employed as **Direct Support Professionals (DSPs)**.

For the purposes of this survey, the category of DSP category includes paid workers whose primary job responsibility is direct support work and for whom your agency defines wages and benefits directly. Note: For the purposes of this survey, staff hired through a temporary personnel agency, contract or 1099 arrangement are not included in the DSP category.



Include these workers in your responses about DSPs:

- 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** people who have some supervisory responsibilities if more than 50% of their hours are spent doing direct support tasks.



Do not include these workers in your responses about DSPs:

- Licensed healthcare staff (therapists, nurses, social workers, psychologists, etc.)
- Those who **only** provide transportation, home modifications, and/or meal delivery
- Contract or 1099 workers
- On call or PRN 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.

Regarding Fiscal Intermediaries or Employers of Record for DSPs working for people who are self-directing their own services: If your agency functions solely as a Fiscal Intermediary or Employer of Record, please do not respond to this survey and contact your NCI Staff Stability State Contact listed above.

If your agency functions as a fiscal intermediary/employer of record **and also** provides direct support, please respond regarding the DSPs who are employed by your agency, and do not consider those DSPs who are hired and managed by people/families who are self-directing their services.

TYPES OF SUPPORTS

The survey asks about the following supports provided by the DSPs in your agency

Residential Supports	In-Home Supports	Non-Residential Supports
<p>Residential Supports are supports provided to a person in a home or apartment that is owned and /or operated by your agency.</p> <ul style="list-style-type: none"> • <i>This includes residential services delivered to people who DO NOT live in their family’s home or their own private home/apartment which they rent or own.</i> • <i>Include in this category 24-hour supports such as a Group Home, Agency-Operated Apartments or ICFs/ID.</i> • <i>Host home or foster home services should also be included in this category.</i> • <i>If the service recipient holds a lease with your provider agency, this is considered a residential support or service.</i> 	<p>Your agency does not own and/or operate the home in which the person lives.</p> <ul style="list-style-type: none"> • <i>Supports provided to a person in their own private home or apartment, or a private home/apartment they live in with their family, (only if their home or apartment is not owned or operated by your agency).</i> • <i>This category can include homemaker/personal care services in many states.</i> 	<p>Non-residential supports can include:</p> <ul style="list-style-type: none"> • <i>Day programs and community support programs (supports provided outside an individual’s home such as adult day program services and community supports)</i> • <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>

Cover Art

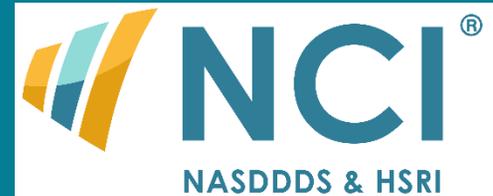
Mary Poppins by Lyubov Rozenfeld



Lyubov Rozenfeld was born in 1984 and has lived in Allston, Massachusetts since her family came to the United States from Russia. She has attended Gateway Arts since 2005. Rozenfeld works primarily in weaving, pottery and fabric, making beautiful pieces using a needle and thread. She enjoys working with the other artists at Gateway and assisting in studio maintenance.

Rozenfeld has exhibited her artwork at Barneys in NY, in the Chestnut Hill Mall and Copley Place Mall in Boston, as well as at the Gateway Gallery in Brookline.

See more at www.gatewayarts.org



www.nationalcoreindicators.org

National Core Indicators® is a collaboration between:

**National Association of State Directors of Developmental
Disabilities Services (NASDDDS)**

www.nasdds.org

and

Human Services Research Institute (HSRI)

www.hsri.org

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