



The National Core Indicators 2015 Staff Stability Survey Report



Agenda



- DSP Workforce
- Why collect data
- What does the 2015 Staff Stability Survey Report tell us?



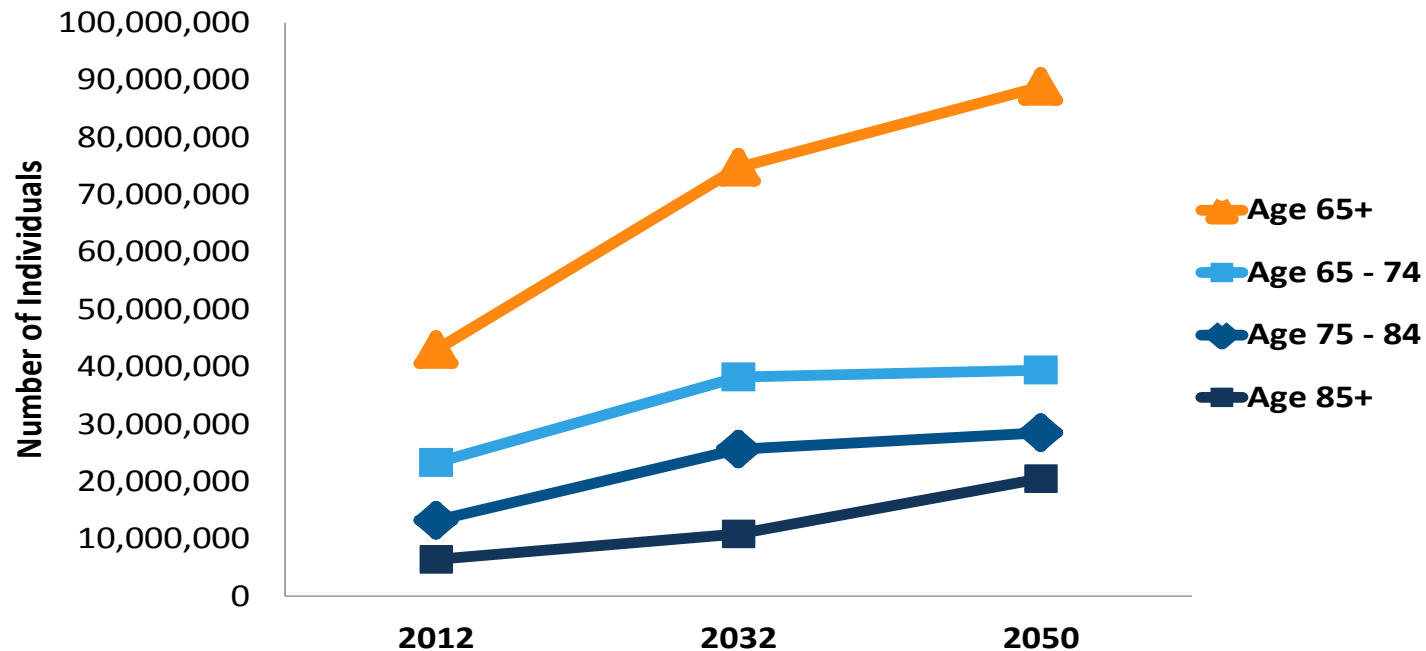
DSP Workforce Why does this Data Matter?



Demographics: Demand for DSPs is changing

Figure 1

The 65 and Over Population Will More Than Double and the 85 and Over Population Will More Than Triple by 2050



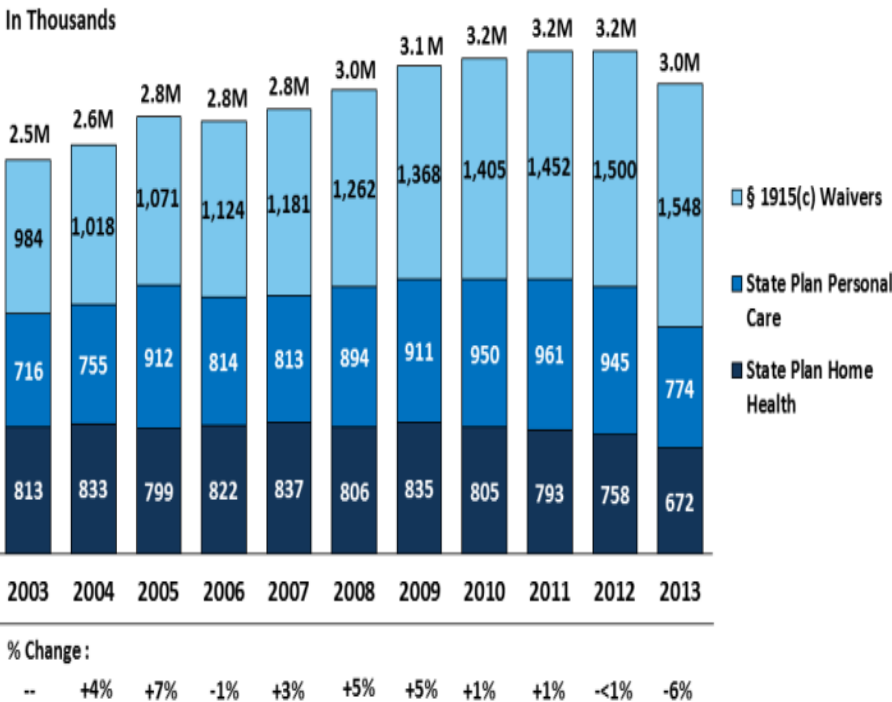
SOURCE: A. Houser, W. Fox-Grage, and K. Ujvari. *Across the States 2013: Profiles of Long-Term Services and Supports* (Washington, DC: AARP Public Policy Institute, September 2012), http://www.aarp.org/content/dam/aarp/research/public_policy_institute/ltrc/2012/across-the-states-2012-full-report-AARP-ppi-ltrc.pdf.



Both HCBS Enrollees and Spending are Increasing

Figure 1

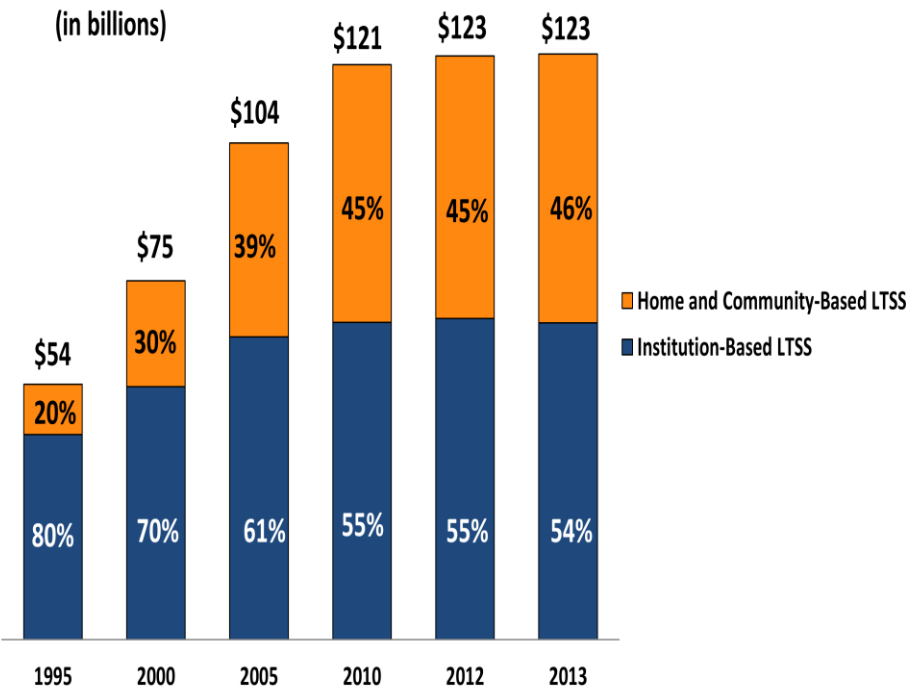
Growth in Medicaid HCBS Participants, by Program, 2003-2013



NOTE: Figures updated annually and may not correspond with previous reports. Data exclude enrollment in Community First Choice, Section 1915 (i) HCBS, and Section 1115 waivers that include HCBS.
SOURCES: KCMU and UCSF analysis of CMS Form 372 data and program surveys.

Figure 1

Medicaid LTSS Spending is Increasingly Devoted to HCBS as Opposed to Institutional Care



NOTES: Home and community-based care includes state plan home health, state plan personal care services and § 1915(c) HCBS waivers. Institutional care includes intermediate care facilities for individuals with intellectual/developmental disabilities, nursing facilities, and mental health facilities.
SOURCE: KCMU and Urban Institute analysis of CMS-64 data.



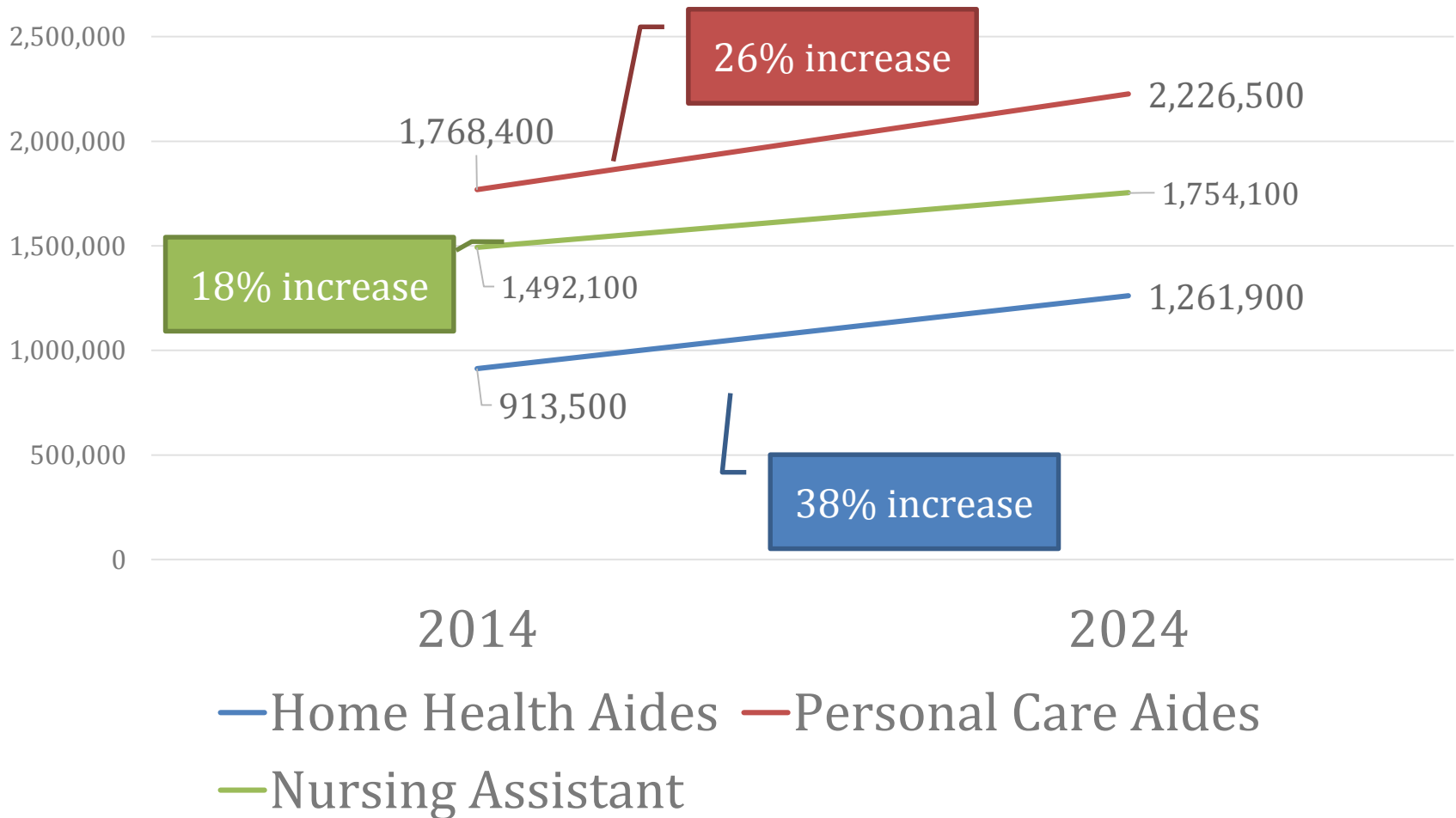
Growing demand between 2014-2024

- **Personal care aides** among the top of the list of occupations expected to grow the most **26% increase** (458,100 new positions).
- **Home health aides** expected to see a **38% increase** (348,400 new jobs)
- **Nursing assistants** are expected to need an additional **18%** (262,000 new jobs)
- In the next eight years there will be a **need for nearly 1.1 million more caregivers** of the same skill level
- This is only the tip of the iceberg NCI Staff Stability Survey can help states assess capacity through baseline and annual tracking of tenure, turnover, and wage/benefit packages.

<https://www.bls.gov/news.release/ecopro.t05.htm>



Growth in Workforce



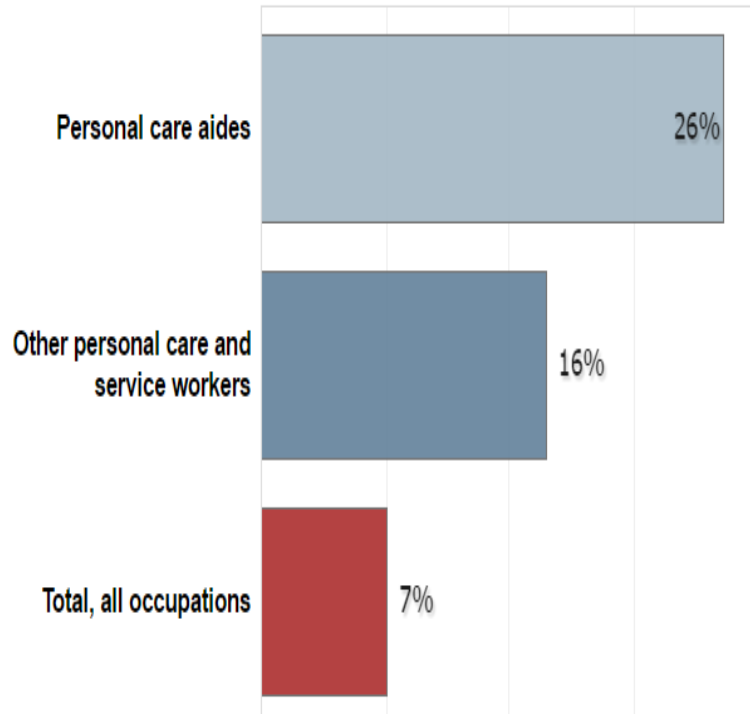
<https://www.bls.gov/ooh/personal-care-and-service/personal-care-aides.htm#tab-6>

<https://www.bls.gov/ooh/healthcare/home-health-aides.htm#tab-6>

Growth in Workforce

Personal Care Aides

Percent change in employment, projected 2014-24

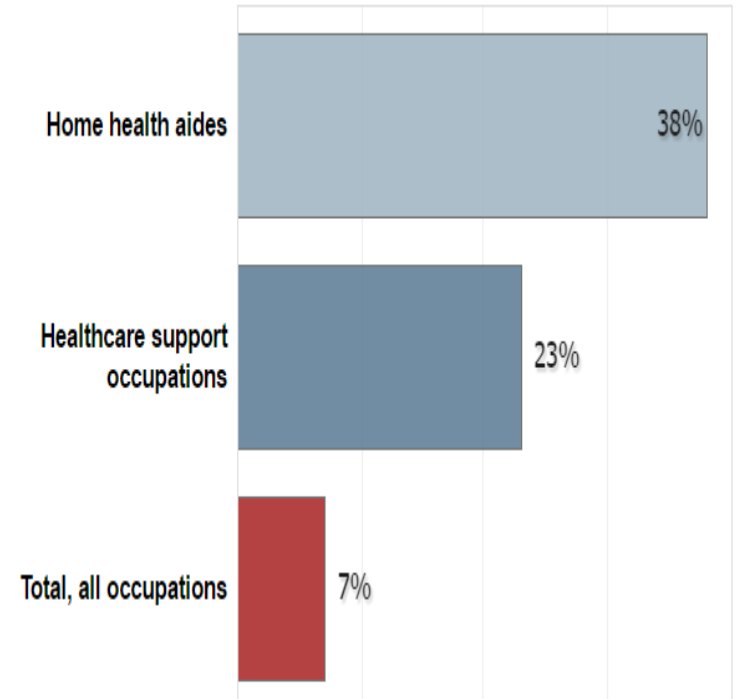


Note: All Occupations includes all occupations in the U.S. Economy.

Source: U.S. Bureau of Labor Statistics, Employment Projections program

Home Health Aides

Percent change in employment, projected 2014-24



Note: All Occupations includes all occupations in the U.S. Economy.

Source: U.S. Bureau of Labor Statistics, Employment Projections program



Importance of Staff Stability Data

- Research demonstrates that stability of workforce and relationships has direct impact on the lives of the people supported
- Service Quality is related to Workforce Stability
- Legislatures more frequently request data before approving increases based on the need for a competent, skilled workforce
- Encourage perspective that DSP is a career, beyond simply a job.
- Until recently, anecdotal evidence of DSP workforce issues at best



Workforce Impact

- Wages below Federal Poverty Levels result in DSPs working several jobs
- Reduced training contributes to DSP skill stagnation
- High vacancy rates/turnover rates impact service delivery – staffing ratios and access
- High turnover rates: extra incurred costs to providers
 - Overtime for workers to cover
 - Recruitment costs
 - Onboarding and Pre-Service Training



Provider Challenges

- The average time to fill empty full and part time DSP positions: **3.5 weeks**
- Direct costs of hiring per employee: **\$2,865 as of 2007**
 - *(includes recruitment, selection/orientation/training, payroll costs, overtime to cover vacancy)*

<http://www.ancor.org/sites/default/files/pdf/MN%20%20DSPturnover07finalReportV2.pdf>



Worker Retention Issues Identified in Gallup survey:

Money matters:

- **Engagement:** Feeling involved in, enthusiastic about and committed to work
- **Wellbeing:** helping employees with: purpose, social, financial, community and physical

EMPLOYEES WHO WOULD LEAVE THEIR COMPANY FOR A RAISE OF 20% OR LESS

ENGAGED

37%

DISENGAGED

54%

GALLUP PANEL

When employees report well-being, they are 54% less likely to look for a job with a different organization in the next 12 months

<http://www.gallup.com/businessjournal/188399/retaining-employees-money-matter.aspx>



How Can States Use the NCI Staff Stability Data?

- Compare state workforce data with those of other states.
 - Evaluate all of the data
 - Benchmark your own state
- Work with stakeholder groups to identify Quality Improvement efforts.
 - Inform policy and program development regarding direct support workforce improvement initiatives
 - Monitor and evaluate the impact of workforce initiatives
- Provide context for consumer and family outcomes
- Consider performance measure links to other quality indicator data



Why Oregon participated in NCI Staff Stability Survey

- Oregon's Department of Human Services and the Oregon Legislature have taken a heightened look at the safety of people with I/DD who receive services. Participation in the Staff Stability Survey will help us answer questions from the Legislature and meet standing reporting requirements including:
 - Reporting the average turnover of direct care workers in service settings
 - A summary of the average wages of direct care workers in service settings, presented by type of services provided
- We are engaging in an effort to request more funding in the DD budget for provider rates. As part of that process, consistent information about DSP wages and benefits offered by provider agencies is needed to answer Legislative questions and to inform our rate setting process.

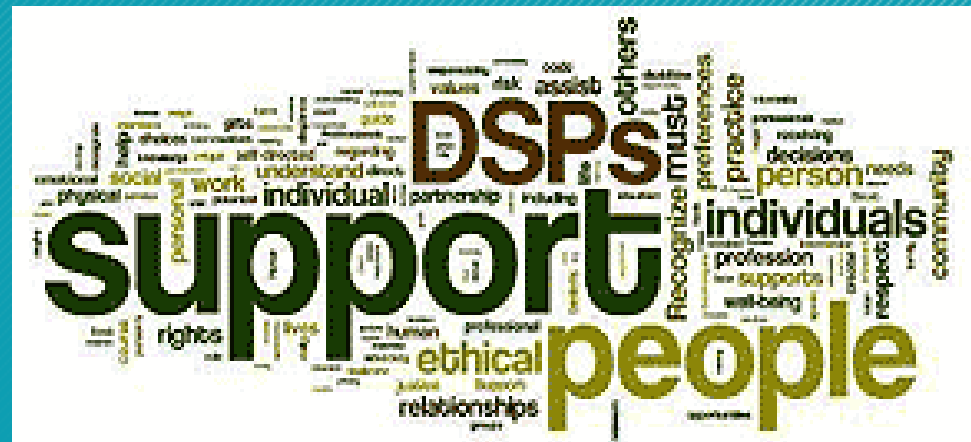


Other uses of the data in Oregon

- Service providing agencies have been very vocal about raising the wages of Direct Support Professionals (DSPs) for the last several years.
 - Having consistent, system-wide wage data for DSPs provides information to DD stakeholders advocating on behalf of DSPs.
 - Data points on wages, staff turn over and setting characteristics help us think about each of the factors and how they may interact with each other.
- We learned that Oregon's wages are higher than the national median wage of those participating in the survey and yet our tenure is lower and turnover is higher than the national median. This leads us to further explore three things:
 - examine competing wages in similar occupations, and
 - promote higher DSP wages for service providers, and
 - further analyze the data to determine if other factors may be contributing to the tenure and turnover rates reported
- The Staff Stability Survey offers relevant and reliable data related to staff retention, and the NCI staff provide states helpful technical assistance in diving into data and understanding how to think through the analysis.



What does the NCI Staff Stability Survey Tell Us

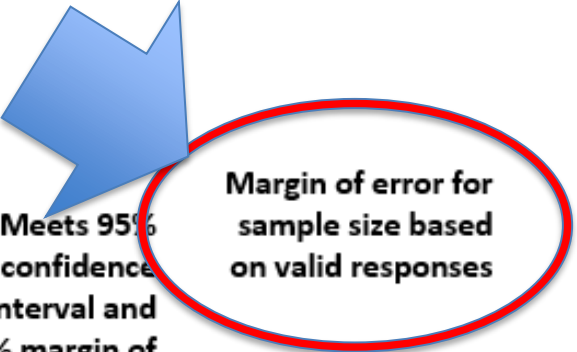


Response rates

- Response rates varied
 - Some states did not include ALL providers in the list they sent—margin of error was not calculated
 - Some states had more robust follow-up protocols to encourage participation
 - Examples
 - Some states made mandatory
- Email survey: may not be random
 - Difference in the population who chose to participate and those who didn't—we don't know.
- Important to keep in mind when looking at results
 - **Comparing with other states**
 - **Assessing your state's DSP workforce**



Sample Sizes



	Valid responses	Total # of providers who received the survey	Response rate	# Responses needed to reach 95% confidence interval and 5% margin of error^	Meets 95% confidence interval and 5% margin of error?	Margin of error for sample size based on valid responses
AL	25	148	17%	108		17.93%
AZ	102	322	32%	176		8.03%
DC	36	82	44%	68		12.31%
GA	105	364	29%	188		8.08%
IN	88	184	48%	125		7.57%
KY	172	195	88%	130	Y	2.57%
MN*	270	830	33%			
MO*	145	254	57%			
OH_HCBS	861	1108	78%	286	Y	1.58%
OH_ICF	66	79	87%	66	Y	4.92%
OR	111	142	78%	104	Y	4.36%
PA	115	655	18%	243		8.30%
SC	43	61	70%	53		8.19%
SD	20	20	100%	20	Y	0.00%
TN*	53	66	80%			
TX*	126	689	18%			
UT	72	94	77%	76		5.62%
VT	15	15	100%	15	Y	0.00%



2015

- AL
- AZ
- DC
- GA
- IN
- KY
- MN
- MO
- OH
- OR
- PA
- SC
- SD
- TN
- TX
- UT
- VT

For this data cycle, we worked with OH to set up system to separately examine DSPs within HCBS Waiver Supports and those from ICF/IID supports.

Therefore, throughout this report, the two groups are treated as separate entities (OH_ICF and OH_HCBS)

17 states



NOTES

- For survey administration, sample is identified by each state, with email contacts submitted for inclusion
- Some states included State Operated providers in this year's sample
 - Next year, our recommendation will be to not include these, as the wage and benefit and turnover data are available through other channels.



NOTES

- “AVERAGE” data (at bottom of tables) are **average of averages** (not averages of all cases)
- Refer to the period of Jan 1, 2015-Dec 31, 2015
- Important to note that in the report, data are shown aggregated by state (not by individual provider)



Size of agency

Size of Provider Agencies (Based on Number of DSPs)

	Small (1-20 DSPs)	Medium (21-40 DSPs)	Large (41-60 DSPs)	Extra Large (61+ DSPs)	N
AL	44.0%	12.0%	16.0%	28.0%	25
AZ	38.2%	15.7%	10.8%	35.3%	102
DC	38.9%	16.7%	8.3%	36.1%	36
GA	51.4%	20.0%	4.8%	23.8%	105
IN	18.2%	10.2%	5.7%	65.9%	88
KY	43.0%	23.3%	14.0%	19.8%	172
MN	44.1%	15.2%	10.4%	30.4%	270
MO	31.7%	17.2%	9.7%	41.4%	145
OH_HCBS	63.5%	15.2%	4.6%	16.6%	861
OH_ICF	15.2%	19.7%	15.2%	50.0%	66
OR	32.4%	19.8%	10.8%	36.9%	111
PA	45.2%	8.7%	4.3%	41.7%	115
SC	14.0%	9.3%	4.7%	72.1%	43
SD	5.0%	0.0%	20.0%	75.0%	20
TN	13.2%	13.2%	1.9%	71.7%	53
TX	46.8%	20.6%	6.3%	26.2%	126
UT	58.3%	9.7%	9.7%	22.2%	72
VT	0.0%	20.0%	13.3%	66.7%	15
Average	33.5%	14.8%	9.5%	42.2%	
Total N					2,425

The "average" is the AVERAGE OF ALL STATE AVERAGES.

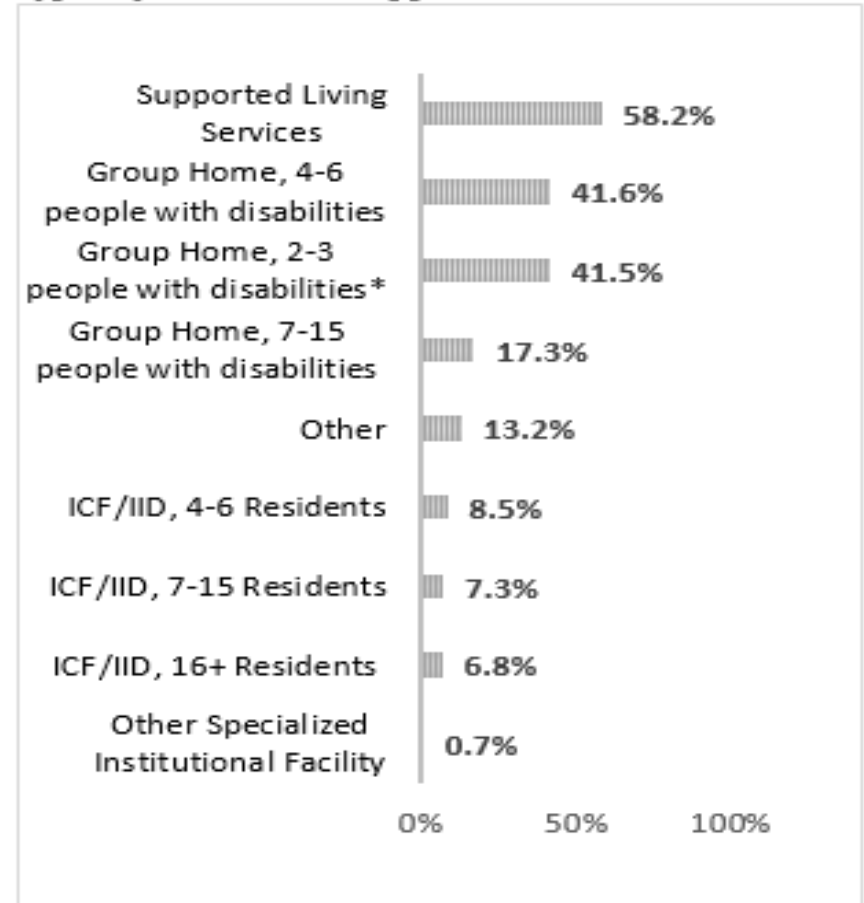
"N" indicates the number of respondents: Not every agency responded to every question



Types of supports: 1) Residential

- Residential supports
 - living accommodations, services, and supports provided to a person outside of the family home.
- Residential supports: 75% of responding agencies

Types of Residential Supports Provided



*Or agency-operated apartment



Types of residential supports

CRITICAL to look at sample size.

	Group Home 2-3* or agency-operated apartment	Group Home 4-6*	Group Home 7-15*	Supported Living Services	ICF/IID, 4-6*	ICF/IID, 7-15*	ICF/IID, 16+*	Other Specialized Institutional Facility	Other	N
AL	63.2%	42.1%	57.9%	26.3%	0.0%	0.0%	0.0%	0.0%	5.3%	19
AZ	53.5%	53.5%	4.7%	23.3%	0.0%	0.0%	2.3%	2.3%	23.3%	43
DC	20.0%	24.0%	0.0%	88.0%	16.0%	0.0%	0.0%	0.0%	8.0%	25
GA	41.8%	40.3%	6.0%	38.8%	6.0%	1.5%	0.0%	0.0%	20.9%	67
IN	18.4%	30.3%	27.6%	90.8%	7.9%	9.2%	1.3%	0.0%	3.9%	76
KY	47.0%	7.8%	2.6%	37.4%	0.0%	0.0%	7.0%	0.0%	25.2%	115
MN	24.5%	57.9%	6.9%	45.3%	10.7%	5.7%	5.7%	1.9%	10.7%	159
MO	25.9%	33.6%	20.7%	69.8%	1.7%	2.6%	6.9%	0.0%	10.3%	116
OH_HCBS	35.4%	25.5%	6.1%	69.9%	3.5%	2.6%	2.4%	0.4%	9.6%	491
OH_ICF	20.0%	26.2%	12.3%	21.5%	30.8%	50.8%	55.4%	0.0%	1.5%	65
OR	66.3%	68.8%	13.8%	57.5%	0.0%	0.0%	0.0%	0.0%	3.8%	80
PA	71.8%	49.3%	9.9%	45.1%	9.9%	7.0%	4.2%	1.4%	22.5%	71
SC	23.7%	86.8%	28.9%	71.1%	2.6%	39.5%	7.9%	0.0%	7.9%	38
SD	60.0%	80.0%	80.0%	80.0%	5.0%	0.0%	15.0%**	5.0%	4.8%	20
TN	32.7%	22.4%	20.4%	83.7%	18.4%	4.1%	10.2%	0.0%	18.4%	49
TX	55.6%	35.6%	3.3%	40.0%	34.4%	7.8%	4.4%	1.1%	18.9%	90
UT	53.2%	25.5%	10.6%	66.0%	0.0%	0.0%	0.0%	0.0%	8.5%	47
VT	33.3%	40.0%	0.0%	93.3%	6.7%	0.0%	0.0%	0.0%	33.3%	15
Average	41.5%	41.6%	17.3%	58.2%	8.5%	7.3%	6.8%	0.7%	13.2%	
Total N										1,586

6.9% of 116
is 8 agencies.

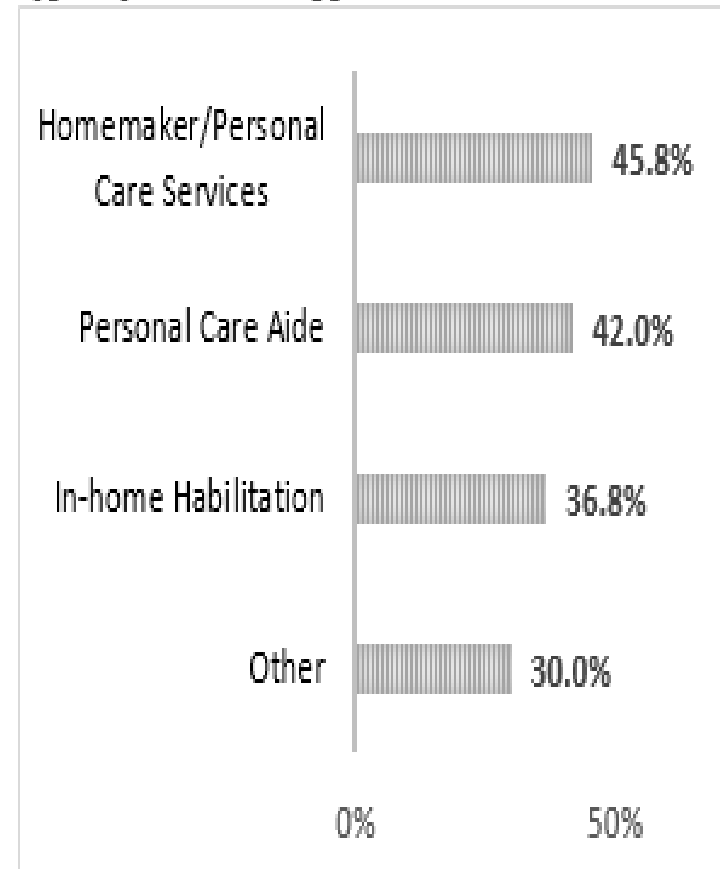


Types of supports:

2) In-home

- In-Home Supports
 - supports provided to a person in the family home
- In-home supports: 50% of responding agencies

Types of In-Home Supports Provided



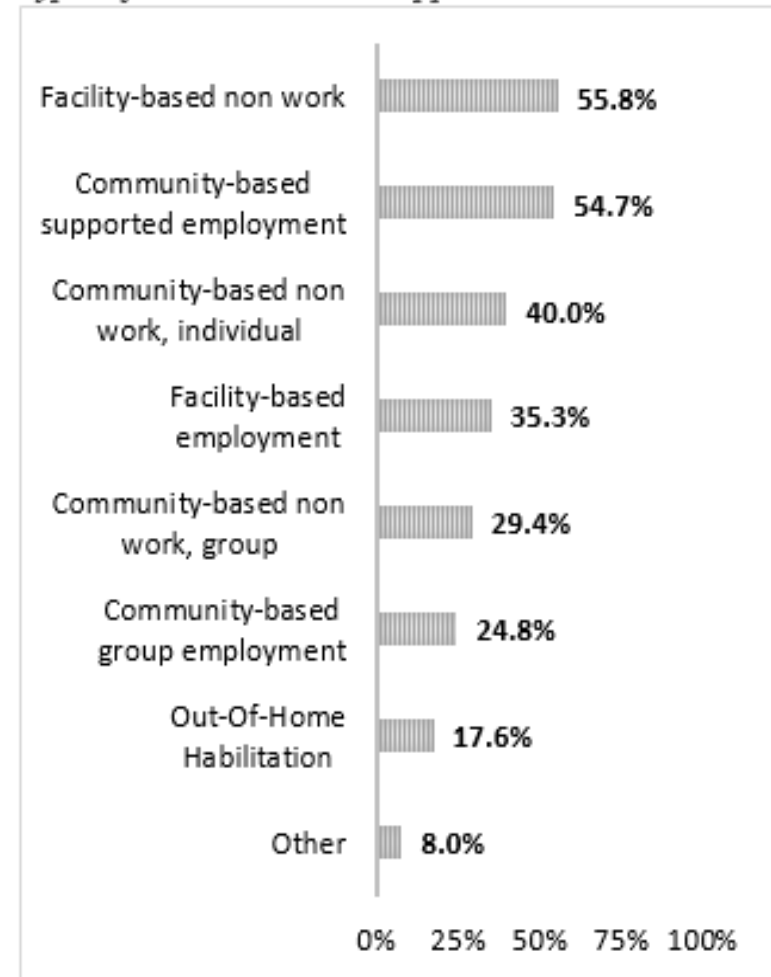
*We have refined the definition of each in-home support for the 2016 survey.



Types of supports: 3) Non-residential

- Non-residential supports and services are supports provided outside an individual's home
 - such as adult day program services and community supports; supports to help people while at a paid job, or people seeking a job- for example, work related support.
- Non-residential supports: 71% of responding agencies

Types of Non-Residential Supports Provided



Questions?

- Other residential, in-home, non-residential support types your state would like to include?



Numbers served

2b) If YES to Question 2), how many adults with ID/DD were you providing residential supports to as of **December 31, 2015**?

Total number served by responding providers per state

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

	1-10 Adults	11-20 Adults	21-50 Adults	51-99 Adults	100+ Adults	Total Adults Served	N
AL	31.6%	21.1%	26.3%	15.8%	5.3%	770	19
AZ	42.9%	19.0%	11.9%	9.5%	16.7%	1704	42
DC	45.8%	8.3%	25.0%	16.7%	4.2%	695	24
GA	53.0%	15.2%	19.7%	7.6%	4.5%	1651	66
IN	24.3%	6.8%	18.9%	21.6%	28.4%	7002	74
KY	24.1%	17.0%	37.5%	16.1%	5.4%	4004	112
MN	40.3%	19.5%	19.5%	10.4%	10.4%	8207	154
MO	28.1%	20.2%	27.2%	14.9%	9.6%	4681	114
OH_HCBS	51.6%	15.3%	17.4%	8.1%	7.6%	13183	459
OH_ICF	7.9%	9.5%	34.9%	22.2%	25.4%	5091	63
OR	25.3%	13.9%	30.4%	20.3%	10.1%	3461	79
PA	31.3%	6.3%	23.4%	14.1%	25.0%	4878	64
SC	2.6%	13.2%	21.1%	26.3%	36.8%	3460	38
SD	0.0%	4.8%	14.3%	19.0%	61.9%	2531	20
TN	14.9%	10.6%	42.6%	25.5%	6.4%	2282	47
TX	30.6%	11.8%	23.5%	10.6%	23.5%	6286	85
UT	52.2%	4.3%	23.9%	4.3%	15.2%	2026	46
VT	0.0%	0.0%	40.0%	26.7%	33.3%	1503	15
Average	28.1%	12.0%	25.5%	16.1%	18.2%		
Total						73,415	1,521



Agency characteristics

Agency Type

	Public or Government	Private For-profit	Private Nonprofit	N
AL	27.3%	18.2%	54.5%	22
AZ	3.0%	58.6%	38.4%	99
DC	0.0%	42.9%	57.1%	35
GA	14.7%	41.2%	44.1%	102
IN	1.2%	47.7%	51.2%	86
KY	5.8%	62.0%	32.2%	171
MN	5.7%	52.1%	42.3%	265
MO	17.4%	42.4%	40.3%	144
OH_HCBS	10.1%	64.2%	25.7%	838
OH_ICF	10.6%	36.4%	53.0%	66
OR	2.8%	33.9%	63.3%	109
PA	0.9%	32.7%	66.4%	113
SC	41.9%	9.3%	48.8%	43
SD	10.0%	0.0%	90.0%	20
TN	11.8%	15.7%	72.5%	51
TX	18.4%	52.8%	28.8%	125
UT	0.0%	62.5%	37.5%	72
VT	0.0%	0.0%	100.0%	15
Average	10.1%	37.4%	52.6%	
Total N				2,376

Distinguish between FT and PT

	% of Respondents	N
AL	84.0%	25
AZ	82.5%	97
DC	74.3%	35
GA	82.2%	101
IN	96.6%	88
KY	84.2%	171
MN	84.8%	264
MO	89.5%	143
OH_HCBS	80.2%	848
OH_ICF	100.0%	66
OR	91.0%	111
PA	89.4%	113
SC	97.6%	42
SD	100.0%	20
TN	96.2%	52
TX	83.9%	124
UT	82.9%	70
VT	100.0%	15
Average	88.8%	
Total N		2,385



Tenure: Employees (12/31/15)

10) As of **[December 31, 2015]**, how many of your current direct support staff had been **continuously employed** in a direct support capacity for:

Less than 6 months	COLUMN B
Between 6 and 12 months	COLUMN C
More than 12 months	COLUMN D

Tenure Among DSPs Employed as of Dec. 31, 2015

COLUMN A			COLUMN B			COLUMN C			COLUMN D		
Total # DSPs employed as of 12/31/15			Of those DSPs employed on 12/31/15, the number employed for....								
			< 6 months	Percent of total ⁴	N	6-12 months	Percent of total ⁵	N	12+ months	Percent of total ⁶	N
AL	1809	25	354	19.6%	19	279	15.4%	19	1081	59.8%	21
AZ	13333	102	2297	17.2%	77	1988	14.9%	79	8381	62.9%	89
DC	2570	36	290	11.3%	27	401	15.6%	24	1407	54.7%	30
GA	4511	105	629	13.9%	68	841	18.6%	73	2519	55.8%	86
IN	15424	88	2762	17.9%	77	2279	14.8%	77	9178	59.5%	78
KY	7754	172	1316	17.0%	137	1257	16.2%	137	4399	56.7%	152
MN	28759	270	4093	14.2%	204	3164	11.0%	206	14418	50.1%	227
MO	13919	145	2580	18.5%	117	2101	15.1%	113	7205	51.8%	127
OH_HCBS	33677	861	6242	18.5%	572	5042	15.0%	572	19230	57.1%	701
OH_ICF	8174	66	1564	19.1%	61	1202	14.7%	61	4752	58.1%	62
OR	8985	111	1587	17.7%	93	1251	13.9%	95	5134	57.1%	101
PA	13675	115	1840	13.5%	87	2132	15.6%	91	8638	63.5%	99
SC	6280	43	1064	16.9%	38	684	10.9%	35	4172	66.4%	37
SD	2854	20	500	17.5%	19	361	12.6%	19	1899	66.5%	19
TN	9103	53	1065	11.7%	49	836	9.2%	49	3943	43.3%	50
TX	9866	126	2044	20.7%	88	1619	16.4%	95	4708	47.7%	109
UT	5326	72	1767	33.2%	47	1022	19.2%	53	2311	43.4%	64
VT	1616	15	277	17.1%	15	213	13.2%	15	1126	69.7%	15
TOTAL	187635	2425	32271	Average: 17.5%	1795	26672	Average: 14.6%	1813	104551	Average: 56.9%	2067

Column B / Column A

Column C/ Column A

Column C/ Column A

Tenure: Separated employees

Tenure Among Separated DSP Employees (Left Between Jan. 1, 2015 and Dec. 31, 2015)

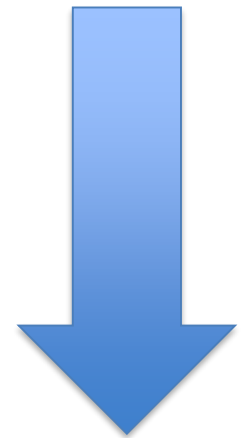
COLUMN A			COLUMN B			COLUMN C			COLUMN D		
Total # of DSPs separated from agency between 1/1/15 and 12/31/15			Of the DSPs who separated from employment between 1/1/15 and 12/31/15, the number employed for....								
		N	< 6 months	Percent of total ⁷	N	6-12 months	Percent of total ⁸	N	12+ months	Percent of total ⁹	N
AL	877	24	210	23.9%	16	454	51.8%	17	209	23.8%	17
AZ	6401	98	2295	35.9%	69	1085	17.0%	65	2281	35.6%	66
DC	456	32	128	28.1%	21	102	22.4%	18	195	42.8%	19
GA	1534	98	576	37.5%	58	362	23.6%	57	532	34.7%	58
IN	7745	87	2831	36.6%	71	1671	21.6%	68	2440	31.5%	68
KY	3496	167	1432	41.0%	118	703	20.1%	103	1087	31.1%	113
MN	10369	255	2721	26.2%	176	1559	15.0%	169	3336	32.2%	177
MO	6833	141	2576	37.7%	108	1411	20.6%	99	2153	31.5%	97
OH_HCBS	15171	838	6283	41.4%	465	2774	18.3%	439	4701	31.0%	450
OH_ICF	5459	64	2028	37.1%	61	1205	22.1%	61	2120	38.8%	60
OR	4675	109	1692	36.2%	85	783	16.7%	81	1584	33.9%	83
PA	5012	111	1582	31.6%	77	1101	22.0%	78	2227	44.4%	79
SC	2251	42	718	31.9%	35	451	20.0%	33	1013	45.0%	34
SD	1308	20	444	33.9%	20	265	20.3%	20	599	45.8%	20
TN	3004	52	1055	35.1%	41	551	18.3%	40	1011	33.7%	43
TX	5960	119	1398	23.5%	74	1478	24.8%	72	2181	36.6%	77
UT	4024	69	2243	55.7%	43	642	16.0%	42	1025	25.5%	48
VT	429	15	134	31.2%	14	79	18.4%	14	173	40.3%	14
TOTAL	85004	2341	30346	Average: 34.7%	1552	16676	Average: 21.6%	1476	28867	Average: 35.5%	1523

“Average” is the Average of averages.

Turnover rates

Turnover Rates for DSPs in 2015 (as of Dec. 31, 2015)

	# DSPs on Payroll as of 12/31/15	# DSPs Separated in Last 12 Months	Turnover Rate	N
AL	1809	877	48.5%	25
AZ	13333	6401	48.0%	102
DC	2570	456	17.7%	36
GA	4511	1534	34.0%	105
IN	15424	7745	50.2%	88
KY	7754	3496	45.1%	172
MN	28759	10369	36.1%	270
MO	13919	6833	49.1%	145
OH_HCBS	33677	15171	45.0%	861
OH_ICF	8174	5459	66.8%	66
OR	8985	4675	52.0%	111
PA	13675	5012	36.7%	115
SC	6280	2251	35.8%	43
SD	2854	1308	45.8%	20
TN	9103	3004	33.0%	53
TX	9866	5960	60.4%	126
UT	5326	4024	75.6%	72
VT	1616	429	26.5%	15
Average			44.8%	
Total	187,635	85,004		2,425



The turnover rate = number of DSPs separated in last 12 months / number of DSPs on payroll as of December 31, 2015.

Remember, the turnover rate is the average of averages!

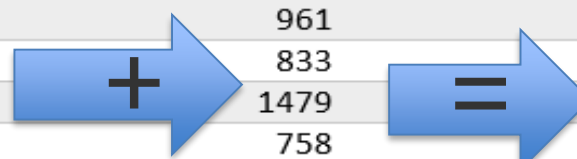


Vacancy rate: Full time



Full-time DSP Positions and Vacancy Rates (as of Dec. 31, 2015)

	# Full-Time DSPs Employed	# Full-Time Position Vacancies	Total # Full-Time DSP Positions	Full-Time Vacancy Rate*	N
AL	1350	96	1446	6.6%	21
AZ	4671	489	5160	9.5%	80
DC	1285	82	1367	6.0%	26
GA	1954	157	2111	7.4%	83
IN	8789	1101	9890	11.1%	85
KY	5512	466	5978	7.8%	144
MN	12403	961	13364	7.2%	224
MO	9170	833	10003	8.3%	128
OH_HCBS	17314	1479	18793	7.9%	680
OH_ICF	5092	758	5850	13.0%	66
OR	6885	757	7642	9.9%	101
PA	8515	1249	9764	12.8%	101
SC	4084	299	4383	6.8%	41
SD	1822	239	2061	11.6%	20
TN	4191	668	4858	13.8%	50
TX	5989	1020	7009	14.6%	104
UT	2523	191	2714	7.0%	58
VT	991	81	1072	7.6%	15
Total	102540	10926	113465	Avg. 9.4%	2,027



*point-in-time vacancy rate, not cumulative or an average across the year. Vacancy rates are calculated as follows:
 $\text{Vacancy Rate} = \frac{\text{Number of Full-Time Position Vacancies}}{\text{Total Number of Full-Time Direct Support Positions}} \times 100$



Vacancy rates: Part time

Part-Time DSP Positions and Vacancy Rates (as of Dec. 31, 2015)

	# Part-Time DSPs Employed	# Part-Time Position Vacancies	Total # Part-Time DSP Positions	Part-Time Vacancy Rate*	N
AL	345	73	418	17.5%	21
AZ	7409	463	7872	5.9%	80
DC	595	72	667	10.8%	26
GA	1211	193	1404	13.7%	83
IN	5464	705	6169	11.4%	85
KY	1055	160	1215	13.2%	144
MN	13402	2040	15442	13.2%	224
MO	3746	647	4393	14.7%	128
OH_HCBS	11297	1684	12981	13.0%	680
OH_ICF	2414	593	3007	19.7%	66
OR	1484	218	1702	12.8%	101
PA	3703	1045	4748	22.0%	101
SC	1949	400	2349	17.0%	41
SD	785	284	1069	26.6%	20
TN	1372	360	1732	20.8%	50
TX	2923	269	3192	8.4%	104
UT	2430	283	2713	10.4%	58
VT	517	70	587	11.9%	15
Total	62101	9559	71660	Avg. 14.6%	2,027

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



Wages



- Didn't include wages over \$30/hour
- Data INCLUDING \$30/hour are included in Appendix D
- Didn't include wages under \$4/hour
- AVERAGE:
 - The sum of a list of numbers divided by the number of numbers. Averages are affected by outliers and there is not an equal probability of falling above or below the average
- MEDIAN
 - The value lying at the midpoint of a frequency. It is a value that has been reported by an agency/multiple agencies around which there is an equal probability of falling above and below.



Average Wages

Std. Dev is how closely clustered the data are around the average

	Avg. Starting Hourly Wage	Std. Deviation ¹²	Median Starting Hourly Wage	N	Avg. Hourly Wage	Std. Deviation	Median Hourly Wage	N	2015 State Minimum Hourly Wage ¹³
AL	\$8.66	1.584	\$8.50	13	\$9.59	2.027	\$9.36	14	\$7.25
AZ	\$9.49	1.124	\$9.13	47	\$10.05	1.149	\$10.00	51	\$8.05
DC	\$13.67	0.548	\$13.80	13	\$13.97	0.952	\$13.82	14	\$10.50
GA	\$9.55	1.869	\$9.00	39	\$10.27	2.291	\$9.50	45	\$7.25
IN	\$9.53	1.074	\$9.29	55	\$10.36	1.246	\$10.00	63	\$7.25
KY	\$9.81	2.587	\$9.00	80	\$10.67	3.103	\$10.00	93	\$7.25
MN	\$11.03	1.474	\$10.93	113	\$12.17	1.573	\$11.89	121	\$7.25*
MO	\$9.60	2.316	\$9.00	56	\$10.56	2.334	\$10.00	71	\$7.65
OH_HCBS	\$9.84	1.937	\$9.32	368	\$10.56	2.279	\$10.00	453	\$8.10
OH_ICF	\$9.81	1.710	\$9.41	34	\$11.14	2.708	\$10.29	35	\$8.10
OR	\$11.26	1.886	\$10.75	56	\$12.27	2.114	\$11.91	60	\$9.25
PA	\$10.89	1.472	\$11.00	44	\$12.15	2.213	\$11.56	47	\$7.25
SC	\$9.56	0.714	\$9.79	21	\$10.24	0.890	\$9.94	20	\$7.25
SD	\$10.73	1.335	\$10.40	17	\$11.93	1.604	\$11.83	18	\$8.50
TN	\$8.57	0.714	\$8.50	31	\$9.10	0.788	\$9.06	36	\$7.25
TX	\$9.50	2.433	\$9.00	61	\$10.24	2.751	\$9.52	65	\$7.25
UT	\$9.86	1.612	\$9.58	40	\$11.58	2.463	\$11.00	45	\$7.25
VT	\$12.85	1.343	\$12.90	12	\$13.08	1.378	\$13.31	11	\$9.15
Average	\$10.23		\$9.96		\$11.11		\$10.72		
Total N				1100				1262	

*\$9.00/hour for large providers



Percentage of responses above/below the state minimum wage

Average Hourly Wage										
	2015 State Minimum Hourly Wage	Under Minimum Wage	Equal to Minimum Wage	0% - 20% Above Minimum Wage	21% - 40% Above Minimum Wage	41% - 60% Above Minimum Wage	61% - 80% Above Minimum Wage	81% - 100% Above Minimum Wage	100%+ Above Minimum Wage	N
AL	\$7.25	0.0%	7.1%	35.7%	28.6%	14.3%	7.1%	7.1%	0.0%	14
AZ	\$8.05	0.0%	0.0%	41.2%	49.0%	7.8%	0.0%	2.0%	0.0%	51
DC	\$10.50	0.0%	0.0%	7.1%	85.7%	0.0%	7.1%	0.0%	0.0%	14
GA	\$7.25	2.2%	0.0%	22.2%	37.8%	11.1%	17.8%	4.4%	4.4%	45
IN	\$7.25	0.0%	0.0%	4.8%	52.4%	31.7%	6.3%	4.8%	0.0%	63
KY	\$7.25	0.0%	9.7%	19.4%	26.9%	15.1%	15.1%	3.2%	10.8%	93
MN	\$7.25 ¹⁴	0.0%	0.0%	0.0%	5.0%	37.2%	32.2%	16.5%	9.1%	121
MO	\$7.65	0.0%	0.0%	23.9%	40.8%	22.5%	5.6%	2.8%	4.2%	71
OH_HCBS	\$8.10	0.9%	2.2%	33.3%	43.5%	9.5%	4.0%	3.1%	3.5%	453
OH_ICF	\$8.10	0.0%	0.0%	22.9%	45.7%	20.0%	2.9%	0.0%	8.6%	35
OR	\$9.25	0.0%	1.7%	26.7%	45.0%	18.3%	1.7%	3.3%	3.3%	60
PA	\$7.25	0.0%	0.0%	0.0%	14.9%	36.2%	27.7%	6.4%	14.9%	47
SC	\$7.25	0.0%	0.0%	0.0%	70.0%	25.0%	0.0%	5.0%	0.0%	20
SD	\$8.50	0.0%	5.6%	11.1%	33.3%	33.3%	16.7%	0.0%	0.0%	18
TN	\$7.25	0.0%	0.0%	38.9%	52.8%	8.3%	0.0%	0.0%	0.0%	36
TX	\$7.25	0.0%	0.0%	26.2%	40.0%	16.9%	9.2%	1.5%	6.2%	65
UT	\$7.25	0.0%	0.0%	0.0%	26.7%	42.2%	15.6%	4.4%	11.1%	45
VT	\$9.15	0.0%	0.0%	9.1%	27.3%	54.5%	9.1%	0.0%	0.0%	11
Average		0.2%	1.5%	17.9%	40.3%	22.5%	9.9%	3.6%	4.2%	
Total N										1,262

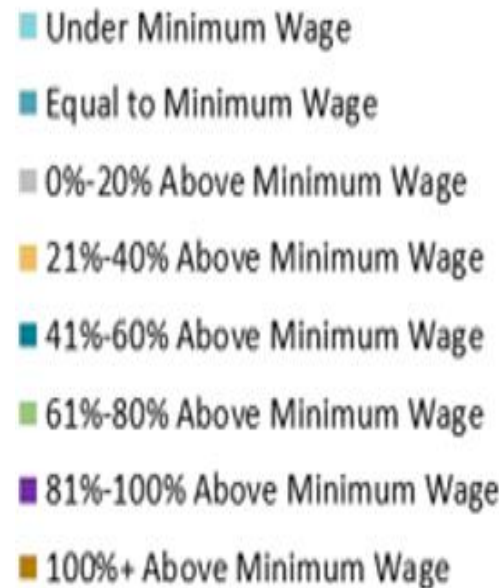
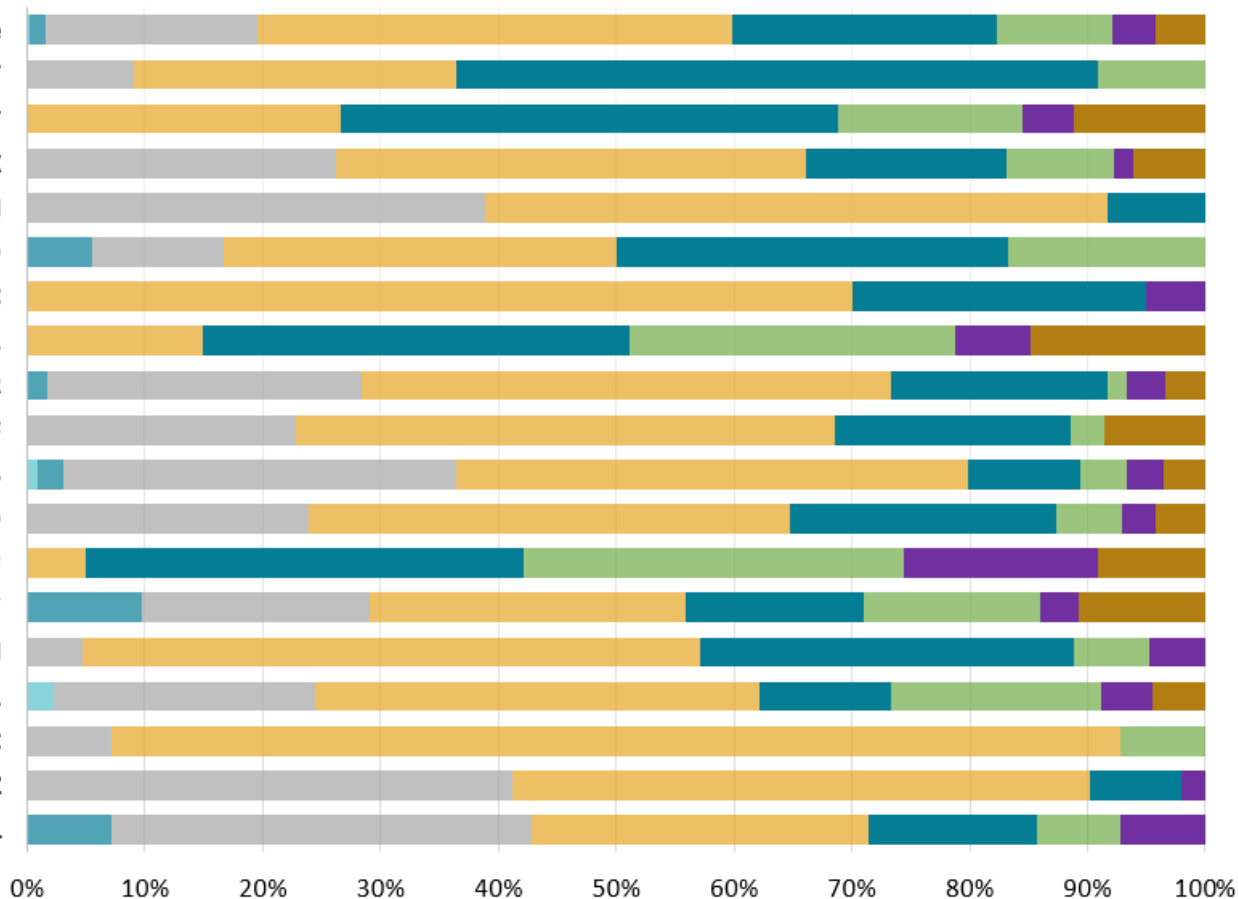


VISUAL: Percentage of responses above/below the state minimum wage

Average Hourly Wage

NCI Average

VT
UT
TX
TN
SD
SC
PA
OR
OH_ICF
OH_HCBS
MO
MN*
KY
IN
GA
DC
AZ
AL



Wages: Residential supports

	Avg. Starting Hourly Wage	Std. Deviation	Median Starting Hourly Wage	N		Avg. Hourly Wage	Std. Deviation	Median Hourly Wage	N
AL	\$8.17	0.678	\$8.00	18		\$8.91	1.202	\$8.63	18
AZ	\$9.56	2.226	\$8.98	28		\$10.12	2.120	\$9.48	32
DC	\$13.74	0.891	\$13.80	17		\$13.77	0.642	\$13.80	23
GA	\$9.34	1.764	\$9.00	48		\$9.94	1.867	\$9.50	47
IN	\$9.54	0.987	\$9.46	64		\$10.15	1.144	\$10.00	72
KY	\$9.04	1.643	\$8.81	84		\$9.68	1.898	\$9.35	93
MN	\$11.50	1.847	\$11.00	116		\$12.40	1.763	\$12.00	134
MO	\$9.21	1.103	\$9.00	93		\$10.16	1.333	\$10.00	104
OH_HCBS	\$9.51	1.583	\$9.20	325		\$9.98	1.261	\$10.00	389
OH_ICF	\$9.38	0.815	\$9.50	57		\$10.49	1.296	\$10.21	59
OR	\$10.64	1.155	\$10.50	74		\$11.66	1.500	\$11.59	76
PA	\$10.83	2.376	\$10.50	59		\$11.85	2.273	\$11.47	60
SC	\$9.76	0.902	\$9.79	31		\$10.47	1.698	\$9.92	32
SD	\$10.75	1.263	\$10.40	19		\$11.83	1.404	\$11.78	20
TN	\$8.88	1.115	\$8.70	39		\$9.30	0.962	\$9.27	46
TX	\$9.39	2.344	\$9.00	69		\$9.93	2.340	\$9.46	75
UT	\$9.73	0.975	\$9.65	37		\$10.85	1.332	\$10.68	42
VT	\$12.36	1.780	\$11.90	10		\$13.54	1.509	\$13.66	10
Average	\$10.07		\$9.84			\$10.84		\$10.60	
Total N				1188					1,332



Wages: In-home supports

	Avg. Starting Hourly Wage	Std. Deviation	Median Starting Hourly Wage	N	Avg. Hourly Wage	Std. Deviation	Median Hourly Wage	N
AL	\$8.95	2.135	\$8.50	11	\$10.06	2.358	\$9.50	11
AZ	\$9.53	0.951	\$9.25	41	\$10.27	1.335	\$10.00	48
DC	\$13.53	0.627	\$13.80	8	\$13.41	0.708	\$13.80	11
GA	\$9.31	1.587	\$8.75	28	\$10.27	3.035	\$9.25	31
IN	\$9.78	1.366	\$9.50	53	\$10.31	1.398	\$10.03	58
KY	\$10.14	2.151	\$9.65	43	\$10.97	2.604	\$10.26	54
MN	\$11.61	1.617	\$11.28	70	\$12.53	1.770	\$12.00	78
MO	\$9.21	1.365	\$8.88	38	\$10.00	1.735	\$9.37	45
OH_HCBS	\$9.62	1.344	\$9.50	320	\$10.12	1.323	\$10.00	404
OH_ICF	\$9.13	1.004	\$9.00	9	\$9.75	1.113	\$9.61	9
OR	\$11.36	1.668	\$10.86	30	\$12.48	1.652	\$12.15	30
PA	\$11.50	2.802	\$11.00	37	\$12.61	3.425	\$11.79	43
SC	\$9.51	1.196	\$9.79	6	\$10.67	2.825	\$9.86	8
SD	\$10.87	1.420	\$10.54	7	\$12.07	1.480	\$11.74	8
TN	\$8.61	0.614	\$8.50	21	\$8.85	0.669	\$8.97	24
TX	\$10.05	2.165	\$10.00	50	\$10.85	2.802	\$10.03	62
UT	\$10.05	1.534	\$9.85	26	\$11.43	2.031	\$10.65	27
VT	\$12.07	1.446	\$12.00	8	\$13.60	1.443	\$14.05	6
Average	\$10.27		\$10.04		\$11.12		\$10.72	
Total				806				957



Wages: Non-residential supports

	Avg. Starting Hourly Wage	Std. Deviation	Median Starting Hourly Wage	N		Avg. Hourly Wage	Std. Deviation	Median Hourly Wage	N
AL	\$8.66	1.849	\$8.00	12		\$9.79	2.060	\$9.57	13
AZ	\$9.56	1.231	\$9.31	43		\$10.51	1.407	\$10.10	47
DC	\$12.38	1.382	\$12.50	9		\$13.02	1.865	\$12.50	11
GA	\$9.77	1.471	\$9.81	46		\$10.58	1.803	\$10.00	55
IN	\$9.77	1.415	\$9.29	61		\$10.41	1.405	\$10.12	61
KY	\$10.11	2.975	\$9.13	93		\$11.13	3.283	\$10.10	113
MN	\$11.16	1.774	\$10.68	75		\$12.66	1.843	\$12.71	87
MO	\$9.40	1.580	\$9.00	53		\$10.57	2.286	\$10.00	57
OH_HCBS	\$10.48	2.216	\$10.00	283		\$11.58	2.814	\$11.00	329
OH_ICF	\$9.76	1.319	\$9.59	21		\$11.20	2.840	\$10.59	21
OR	\$11.37	1.731	\$10.85	64		\$12.87	2.465	\$12.30	70
PA	\$11.01	2.056	\$10.71	61		\$12.16	2.247	\$11.61	66
SC	\$10.68	4.216	\$9.79	19		\$10.45	0.960	\$10.08	17
SD	\$10.55	1.222	\$10.02	16		\$12.21	1.469	\$11.96	17
TN	\$8.50	0.691	\$8.43	28		\$9.28	1.052	\$9.25	33
TX	\$9.89	2.620	\$9.02	69		\$10.45	2.946	\$9.84	77
UT	\$10.56	2.851	\$10.00	44		\$12.08	3.058	\$11.28	47
VT	\$12.11	1.501	\$12.00	11		\$13.48	1.067	\$13.41	10
Average	\$10.32		\$9.90			\$11.36		\$10.91	
Total N				1,008					1,131



Benefits: Pooled Paid Time Off

Offer Paid Time Off

"Paid time off" is defined as a bank of hours in which the employer pools sick days, vacation days, and personal days together.

	To All DSPs	To FT DSPs Only	To PT DSPs Only	Do Not Offer	Don't Know	N
AL	20.0%	45.0%	0.0%	25.0%	10.0%	20
AZ	18.4%	36.8%	0.0%	39.5%	5.3%	76
DC	34.8%	43.5%	0.0%	17.4%	4.3%	23
GA	16.7%	46.2%	0.0%	34.6%	2.6%	78
IN	34.5%	44.0%	0.0%	21.4%	0.0%	84
KY	27.8%	56.9%	0.0%	13.9%	1.4%	144
MN	35.2%	34.8%	0.0%	25.2%	4.8%	210
MO	21.6%	54.4%	0.0%	22.4%	1.6%	125
OH_HCBS	27.1%	31.3%	0.6%	35.8%	5.2%	656
OH_ICF	56.3%	20.3%	0.0%	23.4%	0.0%	64
OR	46.0%	34.0%	0.0%	19.0%	1.0%	100
PA	31.9%	54.3%	1.1%	12.8%	0.0%	94
SC	14.6%	58.5%	0.0%	26.8%	0.0%	41
SD	21.1%	26.3%	5.3%	47.4%	0.0%	19
TN	8.0%	64.0%	0.0%	28.0%	0.0%	50
TX	12.4%	57.7%	0.0%	25.8%	4.1%	97
UT	14.3%	41.1%	0.0%	39.3%	5.4%	56
VT	33.3%	40.0%	0.0%	26.7%	0.0%	15
Average	26.3%	43.8%	0.4%	26.9%	2.5%	
Total N						1,952



Paid sick time

Offer Paid Sick Time

Agencies providing 'paid time off' to all DSPs were excluded from this calculation.

	To All DSPs	To FT DSPs Only	To PT DSPs Only	Do Not Offer	Don't Know	N
AL	6.7%	66.7%	0.0%	26.7%	0.0%	15
AZ	1.9%	24.5%	0.0%	66.0%	7.5%	53
DC	38.5%	53.8%	0.0%	7.7%	0.0%	13
GA	3.8%	52.8%	0.0%	41.5%	1.9%	53
IN	2.4%	58.5%	4.9%	34.1%	0.0%	41
KY	3.7%	55.6%	0.0%	37.0%	3.7%	81
MN	15.6%	34.4%	0.0%	41.7%	8.3%	96
MO	2.7%	64.4%	0.0%	31.5%	1.4%	73
OH_HCBS	8.6%	28.0%	0.0%	57.0%	6.3%	428
OH_ICF	47.6%	33.3%	0.0%	19.0%	0.0%	21
OR	59.5%	19.0%	2.4%	19.0%	0.0%	42
PA	13.6%	52.3%	4.5%	25.0%	4.5%	44
SC	7.7%	80.8%	0.0%	11.5%	0.0%	26
SD	15.4%	76.9%	0.0%	7.7%	0.0%	13
TN	0.0%	63.6%	0.0%	33.3%	3.0%	33
TX	4.4%	48.5%	0.0%	44.1%	2.9%	68
UT	0.0%	36.4%	0.0%	57.6%	6.1%	33
VT	16.7%	83.3%	0.0%	0.0%	0.0%	6
Average	13.8%	51.8%	0.7%	31.1%	2.5%	
Total N						1,139



Paid vacation time

Offer Paid Vacation Time

Agencies providing 'paid time off' were excluded from this calculation.

	To All DSPs	To FT DSPs Only	To PT DSPs Only	Do Not Offer	Don't Know	N
AL	6.7%	60.0%	0.0%	33.3%	0.0%	15
AZ	1.9%	32.7%	0.0%	59.6%	5.8%	52
DC	7.7%	76.9%	0.0%	15.4%	0.0%	13
GA	3.8%	57.7%	0.0%	36.5%	1.9%	52
IN	2.4%	70.7%	2.4%	24.4%	0.0%	41
KY	2.4%	70.7%	0.0%	25.6%	1.2%	82
MN	16.8%	41.1%	0.0%	34.7%	7.4%	95
MO	4.1%	77.0%	0.0%	17.6%	1.4%	74
OH_HCBS	7.9%	42.1%	0.2%	44.5%	5.2%	420
OH_ICF	35.0%	50.0%	5.0%	10.0%	0.0%	20
OR	23.8%	54.8%	0.0%	19.0%	2.4%	42
PA	18.6%	62.8%	2.3%	16.3%	0.0%	43
SC	7.7%	80.8%	0.0%	11.5%	0.0%	26
SD	25.0%	66.7%	0.0%	8.3%	0.0%	12
TN	0.0%	68.8%	0.0%	31.3%	0.0%	32
TX	5.9%	54.4%	0.0%	33.8%	5.9%	68
UT	0.0%	44.1%	0.0%	52.9%	2.9%	34
VT	16.7%	83.3%	0.0%	0.0%	0.0%	6
Average	10.4%	60.8%	0.6%	26.4%	1.9%	
Total N						1,127



Paid personal time

Offer Paid Personal Time

Agencies providing 'paid time off' were excluded from this calculation.

	To All DSPs	To FT DSPs Only	To PT DSPs Only	Do Not Offer	Don't Know	N
AL	7.1%	35.7%	0.0%	57.1%	0.0%	14
AZ	0.0%	17.6%	0.0%	76.5%	5.9%	51
DC	0.0%	46.2%	0.0%	46.2%	7.7%	13
GA	0.0%	42.0%	0.0%	58.0%	0.0%	50
IN	0.0%	53.8%	2.6%	43.6%	0.0%	39
KY	1.3%	48.1%	0.0%	46.8%	3.8%	79
MN	6.5%	30.4%	0.0%	53.3%	9.8%	92
MO	0.0%	45.8%	0.0%	51.4%	2.8%	72
OH_HCBS	6.2%	25.4%	0.0%	62.7%	5.7%	421
OH_ICF	33.3%	28.6%	0.0%	38.1%	0.0%	21
OR	5.1%	28.2%	0.0%	64.1%	2.6%	39
PA	7.1%	45.2%	0.0%	45.2%	2.4%	42
SC	0.0%	39.1%	0.0%	60.9%	0.0%	23
SD	20.0%	30.0%	0.0%	50.0%	0.0%	10
TN	0.0%	46.9%	0.0%	46.9%	6.3%	32
TX	0.0%	45.5%	0.0%	48.5%	6.1%	66
UT	0.0%	34.3%	0.0%	60.0%	5.7%	35
VT	16.7%	50.0%	0.0%	33.3%	0.0%	6
Average	5.7%	38.5%	0.1%	52.4%	3.3%	
Total N						1,105



Additional Benefits



- In addition to asking about time off:
 - Health insurance
 - Covers family members/dependents?
 - Dental/vision
 - Other benefits:
 - Post-secondary education support
 - Unpaid time off
 - Employer paid job-related training
 - Employer sponsored retirement plan
 - Employer sponsored disability insurance
 - Flexible spending accounts
 - Health incentive programs
 - Life insurance



Recruitment and retention

Recruitment and Retention Strategies

	Pay incentive or referral bonus program		Realistic job preview		Train on and sign Code of Ethics		DSP ladder to retain highly skilled workers	
		N		N		N		N
AL	13.0%	23	69.6%	23	87.0%	23	43.5%	23
AZ	43.3%	97	81.4%	97	74.2%	97	44.7%	94
DC	28.1%	32	80.6%	31	90.9%	33	75.0%	32
GA	13.4%	97	75.3%	97	97.9%	97	46.4%	97
IN	55.7%	88	80.7%	88	95.5%	88	53.5%	86
KY	23.8%	172	78.4%	171	84.0%	169	41.5%	171
MN	42.1%	261	73.7%	259	71.8%	259	37.6%	258
MO	32.9%	143	81.7%	142	81.8%	143	42.7%	143
OH_HCBS	27.9%	853	78.1%	844	92.8%	846	49.2%	840
OH_ICF	55.4%	65	72.3%	65	87.7%	65	44.6%	65
OR	43.2%	111	70.9%	110	70.9%	110	35.8%	109
PA	46.2%	106	73.6%	106	85.6%	104	40.8%	103
SC	26.2%	42	67.5%	40	78.6%	42	42.9%	42
SD	90.0%	20	95.0%	20	60.0%	20	35.0%	20
TN	42.3%	52	75.0%	52	88.0%	50	31.4%	51
TX	22.4%	116	84.0%	119	85.7%	119	43.6%	117
UT	40.8%	71	78.3%	69	100.0%	71	50.7%	71
VT	46.7%	15	60.0%	15	73.3%	15	20.0%	15
Average	38.5%		76.4%		83.7%		43.3%	
Total N		2,364		2,348		2,352		2,337



Appendix B: Sampling

- Details how each state’s sample was constructed
- Important for making comparisons.
- Also important when assessing your own state’s data

Appendix B: Sampling Methods as Reported by States

AL	AL 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.
AZ	AZ’s central office was given the parameters of the survey. They ran a report that identified just those agencies providing those services. As survey emails bounced, more in-depth investigation was done to identify the contact person at each agency.
DC	DC collects the provider’s email when they develop the provider profile in their consumer database. For the Staff Stability survey, day and residential providers (unduplicated) were included.
GA	GA used the email list from the Provider Network Management Unit. It included all providers enrolled for DD services.
IN	IN listed all providers that serve individuals in specified funding sources (e.g., waiver and ICF/IID) throughout the state.
KY	KY sampled all providers in the state from an online provider directory hosted by state.
MN	<p>Although many people with IDD receive home care services, there were other efforts attempting to address similar questions in late 2015. Home care providers were therefore excluded from this particular survey.</p> <p>Over 4,500 providers potentially met the criteria for inclusion in the survey. A notice to each was sent through the MN-ITS mailbox describing the survey and its purpose and requesting email contact information for a person who could answer questions regarding DSP staffing. A number of the providers have a parent organization with any number of direct service locations. Those providers were encouraged to submit only one email address if that entity would be responding on behalf of the entire organization. MN received the requested information from 1,318 providers. After duplicate email addresses were removed, there were 847 providers for the survey.</p> <p>Via email, providers received a cover letter with a link to the survey in early January 2016. They had until March 1, 2016 to complete the survey for inclusion in the initial analysis. A total of 436 providers completed the survey.</p>
MO	MO gave all providers the opportunity to participate in the survey through numerous outreach efforts (i.e., the Director promoting the survey at face-to-face meetings with provider organizations and through email outreach to leaders and members of provider organizations. Additionally, email “dings” were sent several times to the Division’s listserv to which members of provider organizations subscribe). Participation was voluntary, but MO encouraged all providers to participate and asked that they provide their contact information via Survey Monkey by a certain date if they were interested.
OH	OH sent a newsletter to all eligible providers with the email addresses on file at DODD asking



Appendix C: Comparable Wage Charts

- Residential Advisors
- Personal Care Aides
- Home Health Aides
- Psychiatric Aides
- Nursing Assistants

Personal Care Aides

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

Mean Hourly Wage Estimate: \$10.48

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$8.13	\$8.93	\$10.09	\$11.52	\$13.76

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



Challenges encountered

- Accuracy and completeness of list of email addresses varied by state
 - Affected the “sampling.”
 - Affected ability to assess “representativeness” of data
- Email filters catching email with survey
- Terminology differences
- Lack of standardized method for follow up with providers
 - Confidential nature of survey complicated data validation efforts



Data Availability

- States have access to their own dataset for deeper dive
 - Names, email addresses, or other identifying variables will be removed
 - Email Dorothy if you'd like your dataset.
dhiersteiner@hsri.org



Changes in 2016 survey

- Terminology clarifications
- More states making responses mandatory
- ODESA able to track if provider has responded or not – allows for targeted emails
- Overtime and bonus questions
- Some questions on frontline supervisors
- Working on process to allow for data validation



Discussion

- How will you use the data in this report?
- What else can we do to help you?



Questions?

Email:

Mary Lou Bourne

mlbourne@nasddds.org

Dorothy Hiersteiner

dhiersteiner@hsri.org

