Staff Stability Survey





2017 and 18 Participating states

- Alaska (AK)
- Alabama (AL)
- Arizona (AZ)
- Colorado (CO)
- Connecticut (CT)
- Washington DC (DC)
- Florida (FL)
- Georgia (GA)
- Hawaii (HI)
- Illinois (IL)
- Indiana (IN)
- Kentucky (KY)
- Louisiana (LA)
- Massachusetts (MA)

- Maryland (MD)
- Missouri (MO)
- North Carolina (NC)
- Nebraska (NE)
- New Jersey (NJ)
- New York (NY)
- Ohio (OH)
- Oklahoma (OK)
- Oregon (OR)
- South Carolina (SC)
- South Dakota (SD)
- Tennessee (TN)
- Utah (UT)
- Vermont (VT)
- Wyoming (WY)

Code: **RED font 2017 only GREEN font 2018 only** BLACK font, both years

29 total states participated

Weighting THIS IS NEW!

- NCI -wide data is weighted by each state's margin of error.
 - Margin of error
 - Stat demonstrates the relative confidence one can have that the data accurately represent the total population*.
 - Based on total population size and sample size.
- States with lower MOE influence the NCI-wide data more.

<u>This weighting does not effect state-specific results</u>

*For example, if the final sample from State A has a margin of error of 5% (and a 95% confidence level), you can say that 95% of the time, the statistics derived using that sample are within 5% plus or minus of the actual statistics of the total population.

Margins of Error

Working with each state to meet 95% Confidence Level and 5% Margin of Error

Discussion:

- Should we discontinue the confidential assurances of the data, so that states can perform their own validity testing if necessary?
- Are providers MORE or LESS likely to assure data integrity if they know their data is kept anonymous?

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

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

Margin of error for

QUICK GLIMPSE AT RESULTS



The percentage of agencies that employ 1-20 DSPs

RANGE: 0.0% to 64.3%

• This info

For example, MANAGED CARE

from the service?

	1-20 DSPs	21-40 DSPs	41-60 DSPs	61+ DSPs
AL	41.5%	24.4%	12.2%	22.0%
AZ	36.0%	20.3%	12.2%	31.5%
СТ	23.3%	16.3%	9.3%	51.2%
DC	38.2%	23.5%	5.9%	32.4%
GA	50.7%	18.4%	7.2%	23.7%
IL	31.4%	20.4%	9.3%	38.9%
IN	16.3%	8.2%	12.2%	63.3%
KY	42.6%	29.0%	10.1%	18.3%
MD	16.3%	18.6%	9.3%	55.8%
мо	39.8%	18.8%	7.9%	33.5%
NE	27.9%	20.9%	16.3%	34.9%
NY	14.4%	9.4%	7.7%	68.6%
он	64.3%	15.6%	6.9%	13.2%
ОК	24.6%	16.4%	9.8%	49.2%
OR	52.0%	15.7%	9.6%	22.7%
SC	11.6%	4.7%	7.0%	76.7%
SD	10.0%	0.0%	20.0%	70.0%
TN	23.3%	7.8%	12.1%	56.9%
UT	61.3%	13.3%	6.7%	18.7%
VT	0.0%	33.3%	0.0%	66.7%
	Weighted	Weighted	Weighted	Weighted
	NCI Average:	NCI Average:	NCI Average:	NCI Average:
	32.3%	15.1%	9.4%	43.3%

1 for



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

Number of

	1 Type	2 Typer		agencies
AL	46.4%	34.1%	19.6%	41
Δ7	50.5%	30.6%	18.9%	222
CT	27.9%	37.3%	34.8%	43
DC	52.9%	36.8%	10.3%	68
GA	37.5%	30.3%	32.2%	152
IL	45.1%	27.4%	27.4%	226
IN	14.3%	28.6%	57.2%	98
КҮ	30.2%	39.6%	30.2%	169
MD	27.9%	32.5%	39.6%	43
мо	49.7%	30.4%	19.9%	191
NE	9.3%	32.6%	58.2%	43
NY	22.4%	31.4%	46.2%	299
ОН	52.6%	32.5%	14.9%	1211
ОК	23.0%	41.0%	36.0%	61
OR	56.1%	29.8%	14.1%	198
SC	18.7%	27.8%	53.5%	43
SD	0.0%	15.0%	85.0%	20
TN	12.9%	40.5%	46.6%	116
UT	38.7%	26.7%	34.7%	75
VT ¹⁰	0.0%	6.7%	93.3%	15
	Weighted NCI Average:	Weighted NCI Average:	Weighted NCI Average:	Unweighted Total: 3334

Discussion: How important is this information? How might it impact policy decisions?

States with large amount of smaller agencies--

- Higher percentage of agencies that provide only one type of support
- Specialized provider types
- Of those agencies that had 1-20 DSPs on payroll, 64% provided one service type.

	1 service	2 services	3 services
1-20 DSPs	64%	28%	8%
21-40 DSPs	40%	39%	21%
41-60 DSPs	32%	36%	32%
61+ DSPs	13%	33%	55%

Distribution of Agency Size, Sorted by State



Each circle represents one agency.

Supports provided

Residential: (73.2%) RANGE: 41.4% to 100.0%

• Supports provided to a person who is living outside of the family home.

In-home: (78.3%) RANGE: 34.1% to 93.3%

• Supports provided to a person in their home (only if their home is not owned or leased by the provider agency)

Non-residential: (77.0%) RANGE: 45.6% to 100.0%

- 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)

Turnover

- Changed calculation
 - (now state average is average of providers, as opposed to calculation using total state numbers)
- Rate calculated as;
 - # separated in past year/ # employed as of 12/31/17

NCI average turnover rate: 43.8% Min: 24.4% Max: 68.8% NCI median turnover rate: 40.0% Min: 20.4% Max: 50.0%



Discussion: what might be contributing to the data above the line?

- What are the implications for quality?
- What could a state do to further examine this?

What can be learned from this slide?

- You can see the spread • of turnover rates throughout your state
- You can see outliers •
- You can see if most • agencies are condensed in a certain range

Tenure: DSPs employed at 12/31/17

(DSPs working in all three service types)

			What can be learned from this slide?
% DSPs employed LESS THAN 6 Mon.	% DSPs employed between 6-12 Mon.	% DSPs employed 12+ Mon.	• Almost 1/5 of current DSPs (as of 12/31/17) have been employed less than 6 months.
19.5%	15.8%	64.7%	 In some states, it's over a quarter of DSPs
Range 14.8% to 26.2%	Range 11.4% to 19.6%	Range 56.6% to 72.0%	 Next year we've added more tenure ranges to help identify the characteristics of agencies with longer tenure rates.

Tenure: DSPs separated 2017

			What can be learned from this slide?
% DSPs employed LESS THAN 6 Mon.	% DSPs employed between 6-12 Mon.	% DSPs employed 12+ Mon.	• Almost 1/3 of separated DSPs had been employed less than 6 months.
32.3%	18.0%	37.6%	• In one state, less than a quarter of all separated DSPs had been
Range	Range	Range	employed for 12+
22.8% to 42.4%	17.3% to 23.4%	22.9% to 59.4%	months before leaving.
			 Denominator includes those providers who had o% turnover.

Reasons for separations

Table 14. Reasons for Separations

	\ sei	oluntary paration*	Employn terr	nent was ninated*	Don't know why separation occurred*	Number of responding agencies
AL		78.4%		18.8%	2.8%	29
AZ		77.9%		17.7%	4.3%	177
СТ		64.5%		31.6%	3.9%	35
DC		60.2%		35.2%	4.5%	51
GA		72.9%		21.1%	6.0%	102
IL	Range	71.4%	Range	24.7%	3.9%	196
IN		71.5%		20.9%	7.6%	90
КҮ	5/.0/0-	74.9%	0.0/0-	19.5%	5.5%	140
MD	86.4%	71.3%	35.8%	23.5%	5.1%	39
мо	\sim	74.3%		17.9%	7.7%	152
NE		78.3%		19.4%	2.3%	38
NY		69.3%		21.9%	8.9%	261
он		71.8%		21.6%	6.6%	755
ОК		70.4%		18.6%	11.0%	51
OR		74.0%		23.0%	3.0%	158
SC		60.4%		35.8%	3.8%	40
SD		73.1%		19.7%	7.2%	19
TN		73.3%		18.5%	8.2%	99
UT		86.4%		8.8%	4.8%	54
VT		57.0%		12.0%	31.0%	13
	Weighted NCI	average: 68.9%	Weighted NCI	average: 18.7%	Weighted NCI average: 12.5%	Unweighted total: 2499

Across these 20 states, nearly 19% of all separations are due to termination of the DSP.

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

Vacancy rates

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

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

- As we may have assumed, full time positions are less likely to be vacant than part-time positions.
- Could be for a number of reasons, pay, benefits, more permanent career...etc
- The important thing is not to assume what contributes but to work to discover the contributors.





Method 2 of demonstrating wages THIS IS NEW

Method II of reporting wages



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

Average difference
between
Method 1 and
Method 2 is
\$0.10

• Range

-\$0.70 to \$0.73

% Regular and % Overtime Hours (Oct, 2017)



The majority of DSP wages are not overtime hours.

- Look at overtime hours alongside vacancy rates.
- With high vacancy rates and LOW overtime hours, how is an agency covering the job of the vacant positions?

Benefits

This is a potential area of discussion with your providers.

Do they offer some form of Paid Time Off? If they do offer health insurance(s), what percentage of employees actually use them?

- 22.7% of responding providers offered pooled paid time off to some or all DSPs.
 - Pooled paid time off → provider agency offers a bank of hours with no further delineation of the purpose or the type of time off.
- Of those not using the pooled method:
 - **59.7%** offered **paid sick time** to some or all DSPs.
 - **64.6%** offered **paid vacation time** to some or all DSPs.
 - **30.4%** offered **paid personal time** to some or all DSPs.
- Among the responding agencies,
 - 71.7% offered health insurance to some or all DSPs;
 - 68.0% offered dental coverage to some or all DSPs; and
 - 55.6% offered vision coverage to some or all DSPs.

2018 Changes to the Survey

- Based on state feedback
 - Clarified descriptions of setting types
 - Added questions to assess whether agency downsized in past year (context for turnover rate)
 - Added categories to length of tenure for more granular examination
 - Added questions on total gross paid regular hours and total gross wages in 2018
 - Asked about differing pay scale for job coaches/employment specialists
 - Added questions about health insurance eligibility

Untitled, by Laurie Maguire

Thank You.

NATIONAL CORE INDICATORS^M