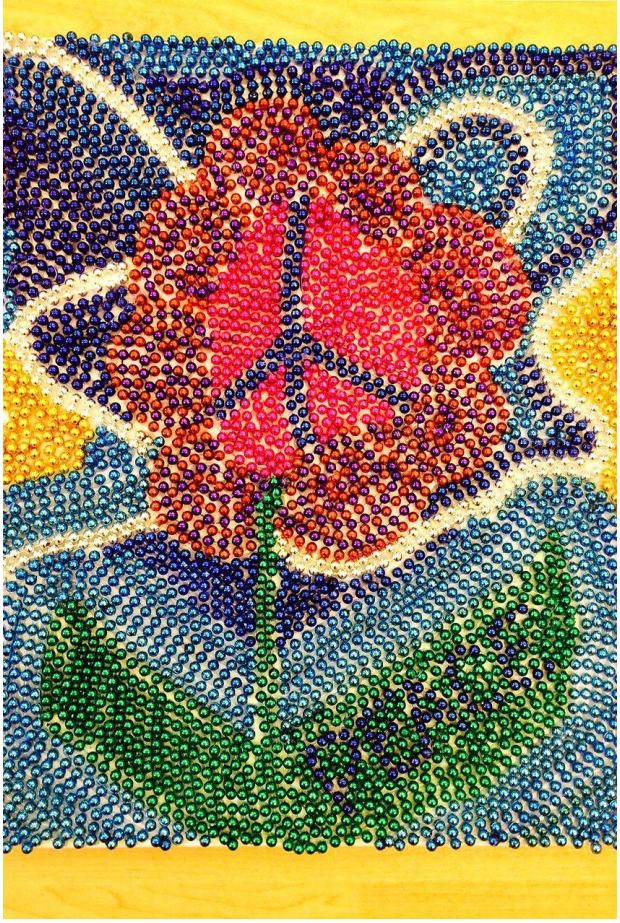
NATIONAL CORE INDICATORS™



2015 Staff Stability Survey Report

November 2016

REVISED: December 2016

A COLLABORATION OF

The National Association of State Directors of Developmental Disabilities Services and Human Services Research Institute

www.nationalcoreindicators.org

Cover art by Takeela Traner, a Spotlight Studios artist

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The National Core Indicators™ Staff Stability Survey Report Introduction

Around the country, states are looking to improve the quality and stability of the workforce of direct support professionals (DSPs) who assist adults with intellectual and developmental disabilities (IDD). These efforts come at a time of escalating demand for long-term care services and supports in home and community-based settings. Importantly, states are also looking to reduce the costs associated with staff turnover at provider agencies[1] and to reduce the impact of turnover on the quality of supports and outcomes for consumers[2,3].

National Core Indicators™ (NCI™) works with member states to collect comprehensive data on the workforce of DSPs providing supports to adults (age 18 and over) with IDD. The goal is to help states benchmark and compare their workforce data to those of other states in order to make improvements through policy or programmatic changes. (For a detailed history of the project, please see Appendix A.)

When interpreting the data in this report…

Take into account the **margin of error** (see the table on page 4), particularly when making state-to-state comparisons.

Consider the Ns (number of responding provider agencies for each question); these vary by state and by survey question.

Keep in mind that "**Average" refers to the average of the state averages**.

Ohio Data – For this data cycle, **Ohio opted to examine DSPs providing ICF/IID funded supports separately from DSPs providing HCBS waiver funded supports**. Therefore, throughout this report, the two groups are treated as separate entities (OH_ICF and OH_HCBS). If an agency provided supports funded by both funding streams, they were asked to respond to the survey twice—once in reference to DSPs providing ICF/IID funded supports and once in reference to DSPs providing HCBS waiver funded supports. Forty-five agencies from OH provided answers separately for their ICF/IID funded DSPs and their HCBS Waiver funded DSPs.

December 2016:
This report was previously released on a limited basis in November 2016. Revisions were incorporated based on feedback from states.

The changes made based on feedback included

1) The exclusion of specific outlier wage data and the addition of an appendix for wage tables that include those outliers
2) Re-analysis of specific items based on clarification from states
3) Addition of standard deviation to wage tables
4) General clarification of language and reorganization of report

For questions on this re-release, please email Dorothy at dhiersteiner@hsri.org

[1] U.S. Department of Health and Human Services (2006). The supply of direct support professionals serving individuals with intellectual disabilities and other developmental disabilities: Report to Congress. Retrieved from http://aspe.hhs.gov/daltcp/reports/2006/DSPsupply.htm
[2] Ibid.
[3] Larson, S.A., Hewitt, A. & Lakin, K.C. (2004). A multi-perspective analysis of effects on recruitment and retention challenges on outcomes for persons with intellectual and developmental disabilities and their families. *American Journal on Mental Retardation*.

Executive Summary of the 2015 National Core Indicators™ Staff Stability Survey Results

Sixteen states and the District of Columbia participated in the 2015 survey:

Alabama (AL)	Minnesota (MN)	South Dakota (SD)
Arizona (AZ)	Missouri (MO)	Tennessee (TN)
Washington DC (DC)	Ohio (OH)*	Texas (TX)
Georgia (GA)	Oregon (OR)	Utah (UT)
Indiana (IN)	Pennsylvania (PA)	Vermont (VT)
Kentucky (KY)	South Carolina (SC)	

**Ohio examined DSPs providing ICF/IID funded supports separately from those providing HCBS waiver funded supports (see page 1 for more detail).*

The data gathered refer to the period between Jan. 1, 2015 and Dec. 31, 2015. Most states administered the survey to all agencies that provided direct support services to adults with IDD. However, sampling methodologies varied; please see Appendix B for each state's method. All told, 2,425 provider agencies responded to the survey.

Services Provided

Of the responding agencies:

- **75.1% provided residential supports**—such as community-based group homes, supported living services, or ICF/IID homes—to a total of 73,415 adults.
- **49.7% provided in-home supports**—such as homemaker/personal care services, in-home habilitation, and in-home respite—to a total of 36,221 adults.
- **70.8% provided non-residential supports**—such as community-based employment supports, facility-based employment supports, and out-of-home habilitation and/or respite—to a total of 125,213 adults.

In terms of the agencies' organization types, 10.1% were public or government; 37.4% were private, for-profit; and 52.6% were private, nonprofit.

Tenure (Length of Employment) of DSPs

Of the DSPs employed by respondents as of Dec. 31, 2015:

- 17.5% had been employed for less than 6 months
- 14.6% had been employed between 6 and 12 months
- 56.9% had been employed for more than 12 months

Of the DSPs who left (separated from) employment between Jan. 1, 2015 and Dec. 31, 2015:

- 34.7% had been employed for less than 6 months
- 21.6% had been employed between 6 and 12 months
- 35.5% had been employed for more than 12 months

Across responding agencies, the turnover rate for DSPs in 2015 ranged from 17.7% to 75.6%, and the average across all responding agencies was 44.8%.

Vacancy Rates

A total of 88.8% of respondents stated that they distinguish between full- and part-time DSP positions. Among these, vacancy rates for full-time positions ranged from 6.0% to 14.6% with an average of 9.4%. Vacancy rates for part-time positions ranged from 5.9% to 26.6% with an average of 14.6%.

Wages

Across all service types, DSPs received a median hourly wage of $10.72. Broken out by service type, median hourly wages were:

- $10.60 for DSPs providing residential supports
- $10.72 for DSPs providing in-home supports
- $10.91 for DSPs providing non-residential supports

Benefits

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

- **26.3% offer paid time off** (defined as a bank of hours in which the employer pools sick, vacation, and personal days together)
- **40.1% offer paid time off for illness**
- **36.7% offer paid time off for vacation**
- **32.0% offer paid personal time off**

A total of 66.9% of respondents provide health insurance to only full-time DSPs; 58.4% provide dental coverage to only full-time DSPs; and 47.3% provide vision coverage to only full-time DSPs.

A large proportion of respondents (61.0%) offer employer-paid job-related training, and 56.1% offer life insurance.

Recruitment and Retention

A full 98.9% of respondents said they require criminal background checks before hiring employees.

Three-quarters (76.4%) of respondents reported offering a realistic job preview to candidates, and 43.3% reported using a direct support professional ladder to retain highly skilled workers. DSPs at 83.7% of responding agencies are trained on and required to sign a Code of Ethics.

Full Results of the 2015 Survey

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

Response Rates

Number of Responses and Response Rates

A total of 2,425 surveys were included in this report. However, not every respondent answered every question, so we provide a Number of Responses (N) figure for each state on each question. Surveys were excluded from our analysis if:

- The survey link was opened but no response was provided.
- The provider agency reported that it did not provide any of the targeted service types.
- The provider agency reported that it did not employ DSPs.
- For Ohio only – if the funding source for the provider agency was not identified.

A total of 836 surveys were excluded from the analysis.

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 (assuming 50% response distribution) ^
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%

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

^ Calculated using http://www.raosoft.com/samplesize.html

Characteristics of Responding Agencies

The provider agencies that responded represent a mix of sizes. A large proportion (42.2%) employ 61 or more DSPs. Small-sized agencies represented the second-largest proportion: 33.5% employ between 1 and 20 DSPs.

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**

Types of Supports Provided

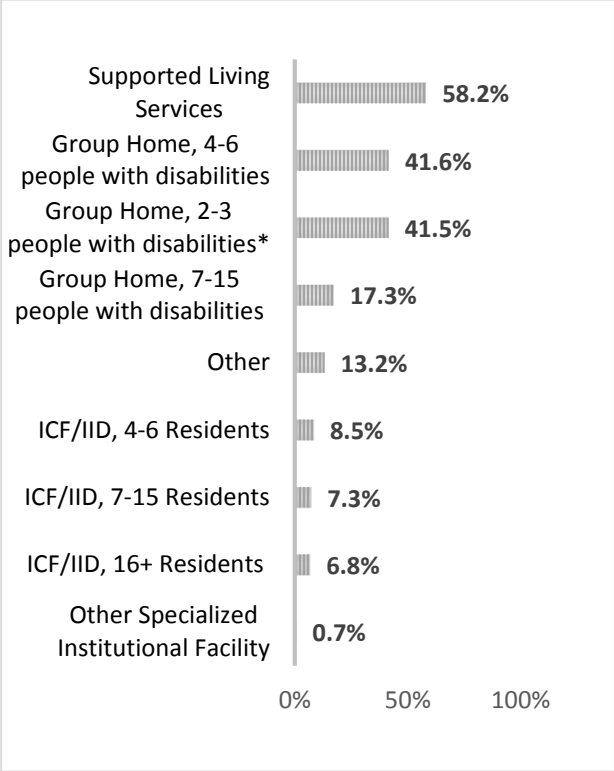
Of the respondents to the survey, 75.1% reported providing residential supports—living accommodations, services, and supports provided to a person outside of the family home. The service categories listed here are not mutually exclusive; that is, we asked provider agencies to identify all services they provide.

Residential Supports

Agencies Providing Residential Supports

	% of Respondents	N
AL	76.0%	25
AZ	42.2%	102
DC	69.4%	36
GA	63.8%	105
IN	87.4%	87
KY	66.9%	172
MN	58.9%	270
MO	80.0%	145
OH_HCBS	57.2%	859
OH_ICF	98.5%	66
OR	72.1%	111
PA	61.7%	115
SC	88.4%	43
SD	100.0%	20
TN	92.5%	53
TX	72.0%	125
UT	65.3%	72
VT	100.0%	15
Average	**75.1%**	
Total N		**2,421**

Types of Residential Supports Provided



*Or agency-operated apartment

Residential Services: Breakout by State and Type

	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**

*Number of people with disabilities living in the home.

**Upon validation with the state, this did not correspond to SD records and may be a provider data entry error.

"Other" responses include: group home-1 person with a disability, host homes, shared living, emergency homes, and foster care.

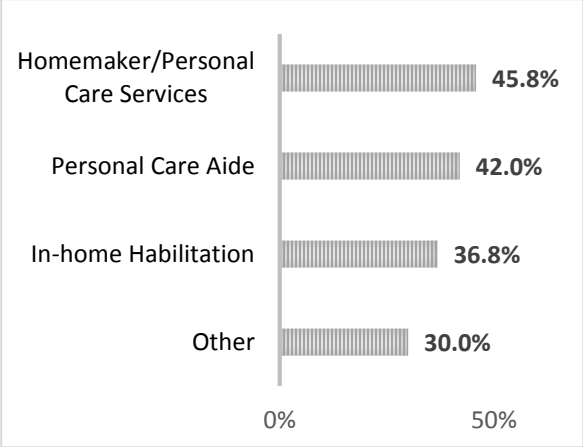
In-Home Supports

Of the provider agencies that responded to the survey, 49.7% provide In-Home Supports—supports provided to a person in the family home.

Agencies Providing In-Home Supports

	% of Respondents	N
AL	48.0%	25
AZ	62.0%	100
DC	37.1%	35
GA	41.3%	104
IN	81.2%	85
KY	40.7%	172
MN	40.4%	267
MO	42.0%	143
OH_HCBS	65.9%	858
OH_ICF	24.2%	66
OR	33.3%	108
PA	45.2%	115
SC	38.1%	42
SD	45.0%	20
TN	52.8%	53
TX	62.1%	124
UT	48.6%	72
VT	86.7%	15
Average	**49.7%**	
Total N		**2,404**

Types of In-Home Supports Provided



Of those providing in-home supports, the following table presents the proportions providing each type. These categories are not mutually exclusive.

In-Home Supports: Breakout by State and Type

	Homemaker/Personal Care Services	Personal Care Aide	In-Home Habilitation	Other	N
AL	50.0%	75.0%	25.0%	0.0%	12
AZ	45.2%	35.5%	88.7%	43.5%	62
DC	23.1%	38.5%	61.5%	15.4%	13
GA	41.9%	58.1%	4.7%	30.2%	43
IN	37.7%	33.3%	63.8%	39.1%	69
KY	54.3%	40.0%	2.9%	38.6%	70
MN	52.8%	33.3%	34.3%	37.0%	108
MO	30.0%	50.0%	31.7%	30.0%	60
OH_HCBS	95.0%	31.9%	3.4%	5.8%	565
OH_ICF	87.5%	43.8%	12.5%	6.3%	16
OR	47.2%	58.3%	25.0%	41.7%	36
PA	23.1%	21.2%	75.0%	26.9%	52
SC	37.5%	56.3%	18.8%	37.5%	16
SD	66.7%	22.2%	22.2%	55.6%	9
TN	39.3%	75.0%	21.4%	28.6%	28
TX	41.6%	33.8%	50.6%	32.5%	77
UT	37.1%	42.9%	37.1%	40.0%	35
VT	15.4%	7.7%	84.6%	30.8%	13
Average	**45.8%**	**42.0%**	**36.8%**	**30.0%**	
Total N					**1,284**

"Other" responses include: supported living supports in individual's own home, medication monitoring, respite provided in individual's own home, home skills training, family support services, community integration, and behavior supports.

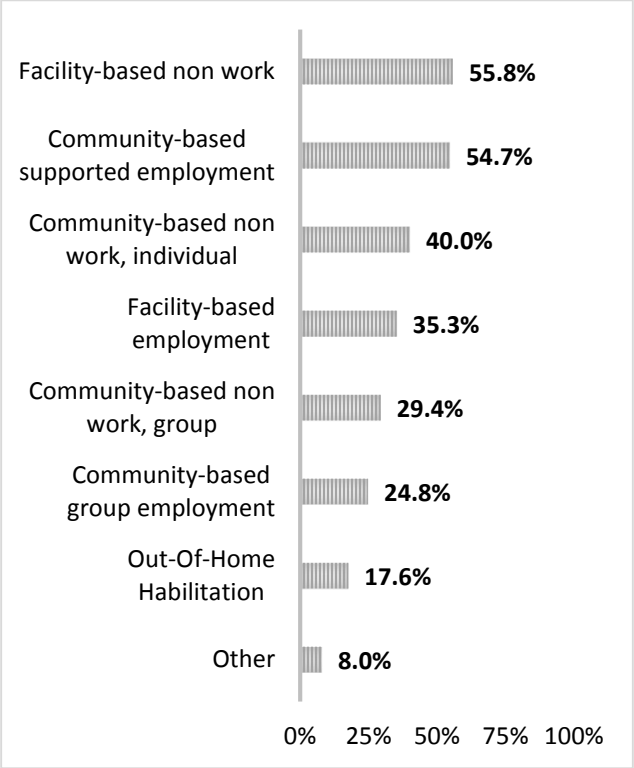
Non-Residential Supports

Of the provider agencies that responded to the survey, 70.8% provide non-residential supports and services (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 supports to people seeking a job [for example, work-related support]).

Non-Residential Supports

	% of Respondents	N
AL	56.0%	25
AZ	56.9%	102
DC	47.2%	36
GA	76.2%	105
IN	84.1%	88
KY	90.1%	171
MN	39.8%	266
MO	54.9%	144
OH_HCBS	49.6%	857
OH_ICF	60.0%	65
OR	72.1%	111
PA	72.8%	114
SC	81.4%	43
SD	95.0%	21
TN	73.6%	53
TX	85.7%	126
UT	78.9%	71
VT	100.0%	15
Average	**70.8%**	
Total N		**2,412**

Types of Non-Residential Supports Provided



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

Non-Residential Supports: Breakout by State and Type

	Community-based supported employment	Community-based group employment	Community-based non work, individual	Community-based non work, group	Facility-based employment	Facility-based non work	Out-Of-Home Habilitation	Other	N
AL	57.1%	14.3%	21.4%	14.3%	28.6%	57.1%	21.4%	0.0%	14
AZ	31.0%	39.7%	10.3%	13.8%	24.1%	70.7%	20.7%	3.4%	58
DC	41.2%	17.6%	52.9%	47.1%	11.8%	52.9%	17.6%	5.9%	17
GA	52.5%	27.5%	55.0%	55.0%	28.8%	52.5%	3.8%	6.3%	80
IN	51.4%	9.5%	60.8%	36.5%	31.1%	58.1%	33.8%	10.8%	74
KY	34.4%	1.3%	33.1%	14.3%	18.8%	48.1%	5.8%	15.6%	154
MN	64.2%	51.9%	26.4%	27.4%	60.4%	57.5%	12.3%	11.3%	106
MO	29.1%	10.1%	36.7%	35.4%	19.0%	51.9%	36.7%	11.4%	79
OH_HCBS	40.0%	17.6%	19.5%	19.1%	41.7%	56.9%	16.2%	9.2%	425
OH_ICF	33.3%	20.5%	7.7%	20.5%	49.1%	87.2%	12.8%	5.1%	39
OR	78.8%	41.3%	70.0%	51.3%	41.3%	57.5%	8.8%	3.8%	80
PA	38.6%	13.3%	25.3%	16.9%	36.1%	49.4%	31.3%	15.7%	83
SC	71.4%	68.6%	34.3%	25.7%	77.1%	80.0%	5.7%	2.9%	35
SD	100.0%	57.9%	57.9%	52.6%	89.5%	84.2%	26.3%	10.5%	19
TN	74.4%	30.8%	66.7%	51.3%	33.3%	41.0%	5.1%	10.3%	39
TX	29.6%	4.6%	15.7%	10.2%	23.1%	50.9%	46.3%	11.1%	108
UT	57.1%	19.6%	26.8%	17.9%	21.4%	41.1%	5.4%	3.6%	56
VT	100.0%	0.0%	100.0%	20.0%	0.0%	6.7%	6.7%	6.7%	15
Average	**54.7%**	**24.8%**	**40.0%**	**29.4%**	**35.3%**	**55.8%**	**17.6%**	**8.0%**	
Total N									**1,481**

"Other" responses include: volunteer opportunities, field trips, recreation, out-of-home respite, life-skills.

Numbers of Adults with IDD Supported

Responding agencies provided **residential supports** to a total of 73,415 adults with IDD.

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**

Responding agencies provided **in-home supports** to a total of 36,221 adults with IDD.

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

	1-10 Adults	11-20 Adults	21-50 Adults	51-99 Adults	100+ Adults	Total Adults Served	N
AL	100.0%	0.0%	0.0%	0.0%	0.0%	47	11
AZ	33.3%	20.0%	20.0%	11.7%	15.0%	4805	60
DC	76.9%	0.0%	15.4%	7.7%	0.0%	181	13
GA	39.0%	29.3%	24.4%	0.0%	7.3%	1169	41
IN	31.3%	14.9%	16.4%	16.4%	20.9%	5405	67
KY	64.2%	13.4%	16.4%	4.5%	1.5%	970	67
MN	38.7%	12.9%	24.7%	8.6%	15.1%	4806	93
MO	58.6%	17.2%	13.8%	3.4%	6.9%	1508	58
OH_HCBS	74.3%	11.8%	9.3%	3.4%	1.1%	6661	526
OH_ICF	42.9%	14.3%	14.3%	14.3%	14.3%	1185	14
OR	58.8%	20.6%	17.6%	2.9%	0.0%	420	34
PA	34.7%	20.4%	18.4%	8.2%	18.4%	2625	49
SC	57.1%	7.1%	7.1%	0.0%	28.6%	805	14
SD	50.0%	12.5%	12.5%	0.0%	25.0%	861	8
TN	57.7%	15.4%	15.4%	11.5%	0.0%	431	26
TX	53.6%	8.7%	15.9%	8.7%	13.0%	3339	69
UT	50.0%	14.7%	20.6%	11.8%	2.9%	777	34
VT	54.5%	9.1%	36.4%	0.0%	0.0%	226	11
Average	**54.2%**	**13.5%**	**16.6%**	**6.3%**	**9.4%**		
Total						**36,221**	**1,195**

Responding agencies provided **non-residential supports** to a total of 125,213 adults with IDD.

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

	1-10 Adults	11-20 Adults	21-50 Adults	51-99 Adults	100+ Adults	Total Adults Served	N
AL	7.7%	0.0%	23.1%	30.8%	38.5%	1604	13
AZ	16.1%	14.3%	30.4%	14.3%	25.0%	4375	56
DC	0.0%	33.3%	26.7%	33.3%	6.7%	697	15
GA	29.3%	9.3%	14.7%	21.3%	25.3%	5291	75
IN	12.5%	9.7%	18.1%	16.7%	43.1%	11526	72
KY	19.6%	16.2%	31.8%	16.9%	15.5%	8474	148
MN	14.1%	3.3%	28.3%	21.7%	32.6%	12375	92
MO	16.2%	18.9%	29.7%	14.9%	20.3%	6061	74
OH_HCBS	35.4%	14.3%	17.8%	12.6%	19.8%	29688	398
OH_ICF	11.4%	5.7%	28.6%	17.1%	37.1%	5476	35
OR	10.3%	12.8%	28.2%	24.4%	24.4%	5677	78
PA	20.3%	10.1%	17.7%	12.7%	39.2%	7964	79
SC	2.9%	5.9%	17.6%	26.5%	47.1%	5512	34
SD	5.6%	11.1%	5.6%	33.3%	44.4%	2315	18
TN	24.3%	8.1%	18.9%	21.6%	27.0%	3128	37
TX	26.7%	9.9%	22.8%	13.9%	26.7%	9009	101
UT	22.2%	20.4%	25.9%	9.3%	22.2%	4202	54
VT	0.0%	0.0%	26.7%	33.3%	40.0%	1839	15
Average	**15.3%**	**11.3%**	**22.9%**	**20.8%**	**29.7%**		
Total						**125,213**	**1,394**

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**

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

	% 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 (Length of Employment) of DSPs

Tenure Among DSPs Employed as of Dec. 31, 2015

	COLUMN A		COLUMN B			COLUMN C			COLUMN D		
			Of those DSPs employed on 12/31/15, the number employed for….								
	Total # DSPs employed as of 12/31/15	N	< 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	8688	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**

[4] COLUMN B ÷ COLUMN A
[5] COLUMN C ÷ COLUMN A
[6] COLUMN D ÷ COLUMN A

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

	COLUMN A		COLUMN B			COLUMN C			COLUMN D		
			Of the DSPs who separated from employment between 1/1/15 and 12/31/15, the number employed for….								
	Total # of DSPs separated from agency between 1/1/15 and 12/31/15	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**

[7] COLUMN B ÷ COLUMN A
[8] COLUMN C ÷ COLUMN A
[9] COLUMN D ÷ COLUMN A

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.

Vacancy Rates

The following two tables include only those providers that indicated they differentiated between full- part-time employees (N=2,027).

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**

*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

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

This section provides data on *hourly* wages. The first chart demonstrates average and median hourly wages for DSPs across settings. It includes the average starting wage (the average hourly wage paid to new DSPs), the median starting wage, the average wage (the average hourly wage paid to all DSPs regardless of how long they've been working), and the median wage. The final column demonstrates the 2015 State Minimum Hourly Wage, as cited by the US Department of Labor.

Please Note: In the calculation of average and median hourly wages, reported wages greater than or equal to $30/hour were excluded. For further explanation and calculations that include wages reported to be greater than or equal to $30/hour, please see Appendix D. In Appendix C: Comparable Wage Charts you will find mean hourly wages and percentiles for occupations that are comparable to the DSP position. These charts come from the Bureau of Labor Statistics.

Wages[10,11]

(For comparison, federal minimum wage for the period was $7.25.)

	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

[10] For all wage tables, we deleted all values of $0, <$4 and over $30

[11] See Appendix C for Comparable Wage Charts from the Bureau of Labor Statistics

[12] The **standard deviation** is a statistic that tells you how tightly all the various examples are clustered around the mean in a set of data. When the examples are pretty tightly bunched together, the standard deviation is small. When the examples are spread apart, the standard deviation is larger.

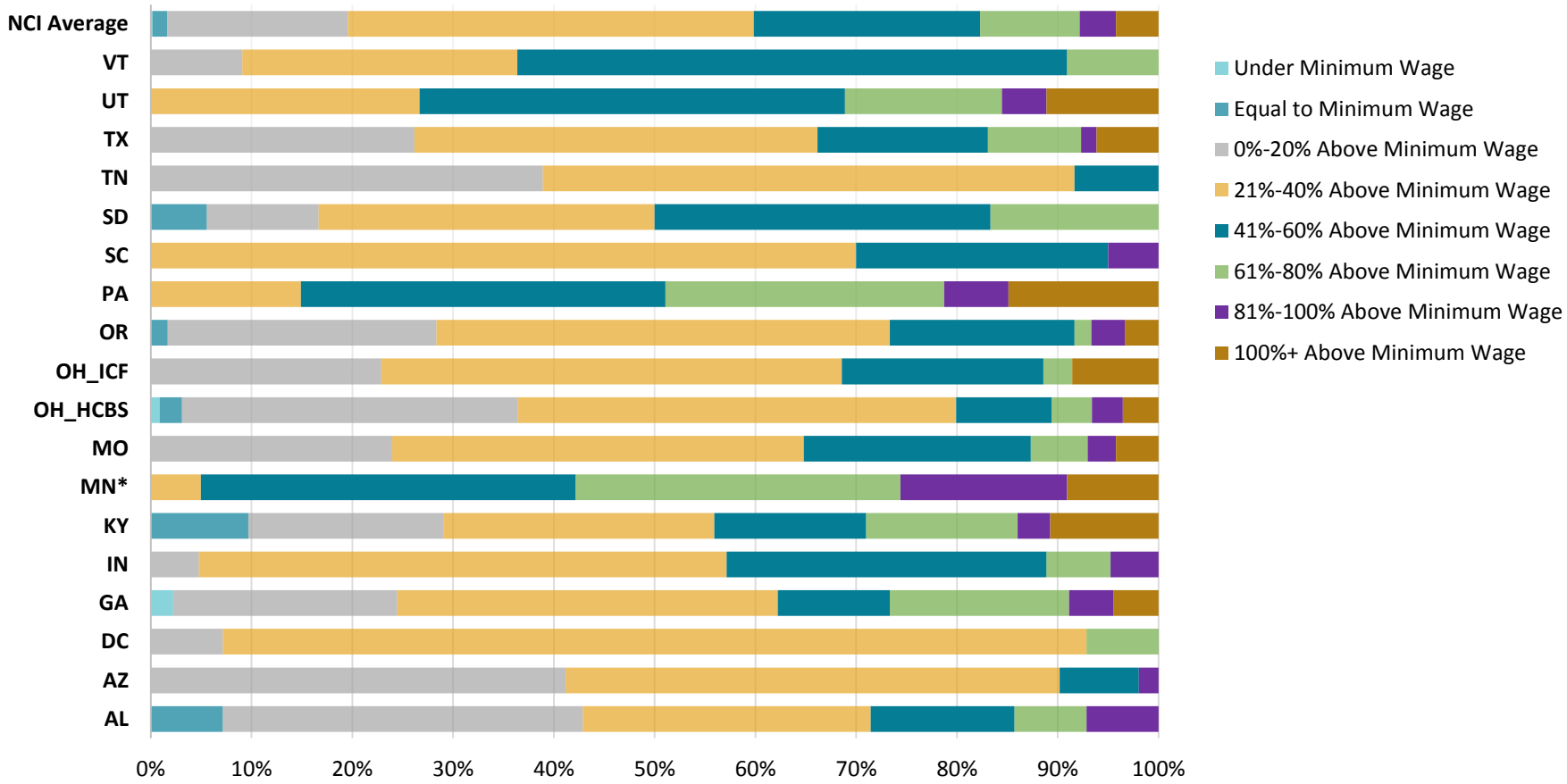
[13] https://www.dol.gov/whd/state/stateMinWageHis.htm

Wages (cont.)

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**

[14] $9.00/hour for large providers

Average Hourly Wage



* For the purposes of this visualization, we set MN's minimum wage at 7.25/hour

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 and Services Outside the Home

	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

These responses include only those providers that indicated they differentiated between full-time and part-time employees (N=2,027).

The charts in this section demonstrate the benefits offered to DSPs: paid time off, paid sick time, vacation and personal time off, along with health, dental, and vision coverage.

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**

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**

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**

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**

Offer Health Insurance

	To All DSPs	To FT DSPs Only	To PT DSPs Only	Do Not Offer	Don't Know	N
AL	15.0%	60.0%	0.0%	25.0%	0.0%	20
AZ	5.1%	59.5%	0.0%	31.6%	3.8%	79
DC	16.0%	60.0%	0.0%	24.0%	0.0%	25
GA	11.3%	53.8%	1.3%	33.8%	0.0%	80
IN	7.1%	63.5%	1.2%	27.1%	1.2%	85
KY	14.0%	55.9%	0.0%	26.6%	3.5%	143
MN	9.2%	63.6%	0.0%	25.3%	1.8%	217
MO	9.6%	66.4%	0.0%	22.4%	1.6%	125
OH_HCBS	8.2%	39.4%	0.3%	48.2%	3.9%	670
OH_ICF	20.0%	76.9%	1.5%	1.5%	0.0%	65
OR	12.0%	69.0%	0.0%	19.0%	0.0%	100
PA	7.4%	78.7%	1.1%	11.7%	1.1%	94
SC	5.1%	89.7%	0.0%	5.1%	0.0%	39
SD	15.8%	84.2%	0.0%	0.0%	0.0%	20
TN	12.0%	74.0%	0.0%	14.0%	0.0%	50
TX	5.1%	57.6%	0.0%	32.3%	5.1%	99
UT	5.3%	57.9%	0.0%	36.8%	0.0%	57
VT	6.7%	93.3%	0.0%	0.0%	0.0%	15
Average	**10.3%**	**66.9%**	**0.3%**	**21.4%**	**1.2%**	
Total N						**1,982**

Dependents Can Be Covered by the Health Insurance Coverage Offered by Agency

	Yes	No	N
AL	93.8%	6.3%	16
AZ	88.9%	11.1%	54
DC	89.5%	10.5%	19
GA	92.5%	7.5%	53
IN	100.0%	0.0%	61
KY	92.2%	7.8%	103
MN	90.0%	10.0%	160
MO	89.0%	11.0%	100
OH_HCBS	86.3%	13.7%	342
OH_ICF	96.9%	3.1%	64
OR	89.0%	11.0%	82
PA	86.9%	13.1%	84
SC	100.0%	0.0%	39
SD	100.0%	0.0%	20
TN	100.0%	0.0%	42
TX	82.4%	17.6%	68
UT	88.9%	11.1%	36
VT	92.9%	7.1%	14
Average	**92.2%**	**7.8%**	
Total N			**1,357**

Offer Dental Insurance

	To All DSPs	To FT DSPs Only	To PT DSPs Only	Do Not Offer	Don't Know	N
AL	14.3%	57.1%	0.0%	23.8%	4.8%	21
AZ	11.4%	50.6%	0.0%	35.4%	2.5%	79
DC	8.7%	60.9%	0.0%	30.4%	0.0%	23
GA	15.2%	43.0%	1.3%	40.5%	0.0%	79
IN	13.1%	58.3%	1.2%	25.0%	2.4%	84
KY	18.8%	52.1%	0.0%	26.4%	2.8%	144
MN	12.5%	46.8%	0.0%	38.0%	2.8%	216
MO	16.5%	52.0%	0.0%	31.5%	0.0%	127
OH_HCBS	11.8%	31.7%	0.2%	52.5%	3.9%	663
OH_ICF	28.1%	67.2%	0.0%	4.7%	0.0%	64
OR	19.8%	61.4%	0.0%	17.8%	1.0%	101
PA	13.5%	64.6%	1.0%	19.8%	1.0%	96
SC	15.0%	85.0%	0.0%	0.0%	0.0%	40
SD	21.1%	73.7%	0.0%	5.3%	0.0%	19
TN	20.0%	70.0%	0.0%	10.0%	0.0%	50
TX	9.0%	40.0%	0.0%	47.0%	4.0%	100
UT	7.0%	50.9%	0.0%	40.4%	1.8%	57
VT	13.3%	86.7%	0.0%	0.0%	0.0%	15
Average	**14.9%**	**58.4%**	**0.2%**	**24.9%**	**1.5%**	
Total N						**1,978**

Offer Vision Insurance

	To All DSPs	To FT DSPs Only	To PT DSPs Only	Do Not Offer	Don't Know	N
AL	15.0%	40.0%	0.0%	35.0%	10.0%	20
AZ	8.9%	39.2%	0.0%	49.4%	2.5%	79
DC	4.2%	54.2%	0.0%	41.7%	0.0%	24
GA	13.8%	37.5%	1.3%	47.5%	0.0%	80
IN	14.1%	50.6%	1.2%	31.8%	2.4%	85
KY	16.8%	49.0%	0.0%	30.8%	3.5%	143
MN	4.7%	26.0%	0.0%	64.2%	5.1%	215
MO	14.3%	41.3%	0.0%	44.4%	0.0%	126
OH_HCBS	11.1%	27.0%	0.2%	58.1%	3.6%	666
OH_ICF	28.1%	53.1%	0.0%	18.8%	0.0%	64
OR	15.0%	48.0%	0.0%	36.0%	1.0%	100
PA	15.8%	55.8%	1.1%	26.3%	1.1%	95
SC	14.6%	82.9%	0.0%	2.4%	0.0%	41
SD	20.0%	50.0%	0.0%	30.0%	0.0%	20
TN	18.0%	68.0%	0.0%	14.0%	0.0%	50
TX	10.0%	34.0%	0.0%	51.0%	5.0%	100
UT	7.1%	33.9%	0.0%	58.9%	0.0%	56
VT	13.3%	60.0%	0.0%	26.7%	0.0%	15
Average	**13.6%**	**47.3%**	**0.2%**	**37.1%**	**1.9%**	
Total N						**1,979**

Offer Other Types of Benefits

These categories are not mutually exclusive.

	Post-secondary education support*	Unpaid time off	Employer paid job-related training	Employer-sponsored retirement plan	Employer-sponsored disability insurance	Flexible spending account	Health incentive programs	Life Insurance	Other	N
AL	12.0%	36.0%	40.0%	40.0%	20.0%	16.0%	8.0%	44.0%	20.0%	25
AZ	13.3%	48.0%	49.0%	32.7%	10.2%	8.2%	7.1%	28.6%	6.1%	98
DC	33.3%	39.4%	60.6%	42.4%	33.3%	24.2%	9.1%	54.5%	0.0%	33
GA	8.8%	42.2%	54.9%	40.2%	38.2%	22.5%	13.7%	45.1%	9.8%	102
IN	38.6%	67.0%	67.0%	58.0%	40.9%	30.7%	25.0%	62.5%	25.0%	88
KY	24.4%	53.5%	55.2%	49.4%	32.0%	27.9%	18.0%	55.8%	11.6%	172
MN	23.4%	52.8%	67.5%	58.5%	28.7%	30.2%	19.6%	44.9%	12.8%	265
MO	13.3%	51.0%	69.9%	53.1%	30.1%	29.4%	20.3%	57.3%	19.6%	143
OH_HCBS	17.0%	49.4%	59.1%	23.6%	13.7%	11.2%	10.6%	30.6%	12.9%	860
OH_ICF	43.1%	66.2%	64.6%	76.9%	43.1%	47.7%	32.3%	93.8%	12.3%	65
OR	18.9%	63.1%	73.9%	50.5%	27.9%	27.9%	17.1%	43.2%	18.9%	111
PA	29.7%	48.6%	62.2%	64.9%	40.5%	27.9%	21.6%	57.7%	15.3%	111
SC	25.6%	44.2%	62.8%	60.5%	60.5%	53.5%	39.5%	83.7%	9.3%	43
SD	25.0%	55.0%	70.0%	95.0%	35.0%	60.0%	40.0%	85.0%	15.0%	20
TN	30.8%	44.2%	53.8%	61.5%	38.5%	30.8%	40.4%	75.0%	15.4%	52
TX	14.8%	44.3%	49.2%	32.0%	18.9%	15.6%	11.5%	37.7%	10.7%	122
UT	19.4%	54.2%	58.3%	26.4%	9.7%	13.9%	5.6%	23.6%	15.3%	72
VT	46.7%	60.0%	80.0%	93.3%	80.0%	93.3%	60.0%	86.7%	6.7%	15
Average	**24.3%**	**51.1%**	**61.0%**	**53.3%**	**33.4%**	**31.7%**	**22.2%**	**56.1%**	**13.2%**	
Total N										**2,397**

*Paid time off, reimbursement or other support

Note: “Other” benefits reported included bonuses and gift cards, cancer insurance, travel and mileage reimbursement, paid bonus days, profit sharing.

Recruitment and Retention

Recruitment and Retention Strategies

	Pay incentive or referral bonus program	N	Realistic job preview	N	Train on and sign Code of Ethics	N	DSP ladder to retain highly skilled workers	N
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**

Conduct Criminal Background Checks Before Hiring

	% of Respondents	N
AL	100.0%	23
AZ	95.0%	101
DC	100.0%	34
GA	100.0%	104
IN	100.0%	86
KY	100.0%	170
MN	96.6%	267
MO	100.0%	144
OH_HCBS	99.6%	841
OH_ICF	97.0%	66
OR	97.2%	108
PA	100.0%	113
SC	100.0%	43
SD	100.0%	20
TN	100.0%	51
TX	99.2%	126
UT	95.8%	72
VT	100.0%	15
Average	**98.9%**	
Total N		**2,384**

Appendix A: The Evolution of the NCI Staff Stability Survey

The Starting Point

National Core Indicators™ (NCI™) is a nearly 20-year collaboration between the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI). The purpose of the program, which began in 1997, is to support NASDDDS member agencies to gather a standard set of performance and outcome measures that can be used to track their own performance over time, to compare results across states, and to establish national benchmarks.[15] NCI had worked with a small number of states to collect data on DSP turnover and vacancy rates among providers. In 2013, NCI decided to work with interested states and stakeholders to turn this NCI Staff Turnover Tool into a more useful tool to provide data on DSP employment.

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

Drafting and testing a new tool

NCI staff spoke with experts from the University of Minnesota and the National Direct Service Resource Center.[16] These experts offered insights and recommended resources[17] to use as reference as NCI designed the new tool. Once the tool was drafted, NCI used a focus group composed of providers and provider networks to gather feedback; using an online questionnaire, NCI received responses from several provider agencies on the feasibility, ease, and utility of the survey. When revisions were made based on that feedback, NCI convened another focus group over the phone with providers and DSPs to garner additional feedback. The focus group agreed that the new Staff Stability Survey would provide critical and relevant information about DSP workforce stability, wages, benefits, and recruitment and retention strategies. The focus group participants provided clarification on terminology and estimated the amount of time it would take a provider to complete the survey. Participants also suggested possible additional data to collect in the future.

Two-state pilot

Two states agreed to pilot the survey. Online data collection (using HSRI's Online Data Entry System Administrator, or ODESA) began in December 2014. Participating states provided HSRI a list of all provider email addresses. States then sent communications to all providers to inform them of the new survey and to explain why they had decided to administer it and how the data would be used. Next, HSRI sent an email to each address. Each email contained a unique access code that allowed the

[15] www.nationalcoreindicators.org/about/

[16] http://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Long-Term-Services-and-Supports/Workforce/Workforce-Initiative.html

[17] Edelstein, S., Seavey, D. (2009). The need for monitoring the long-term care direct service workforce and recommendations for data collection. Retrieved from http://phinational.org/sites/phinational.org/files/research-report/dsw_dcrrptfeb09.pdf

recipient to access the survey instrument in ODESA and to ensure anonymous responses. Follow-up emails were sent to all providers at least twice before data collection was complete.

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

Official rollout

Following the pilot, the survey and survey administration process was refined, and the survey tool was opened to 10 states. The 2014 data, collected during the period of January 2015 through June 2015, was presented in the 2014 Staff Stability Report, which can be found at:
http://www.nationalcoreindicators.org/upload/core-indicators/2014_Staff_Stability_Report_11_13_15.pdf

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

Appendix B: Sampling Methods as Reported by States

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	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. 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. 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.
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 them to complete a survey (OH asked for the email address of their HR worker and their company name). OH made a document with all these responses, updating the email addresses of those who responded to the survey request. Then OH sent an email to all these people saying that this was the address on file for them and to expect a survey link soon.

	OH received bounce-backs from incorrect email addresses. OH made a list of those agencies with wrong contact information and called each one, trying to talk to an HR Rep. Step # 5 was routinely updated over the months this survey was administered. OH sent this list to NCI, who then uploaded it in the Staff Stability Online data program. OH then began sending out the official staff stability emails though the online application. Every 2 or 3 weeks OH would send out a separate mail merge letter asking people to check their inboxes for the Survey email. Through this method, OH got many responses in which the email address to the HR or payroll department would be identified. OH kept doing this until the deadline passed.
OR	OR went to the licensing unit and gathered agency names of all agencies in OR providing the supports specified in the survey parameters. From there, OR primarily googled and did a hunt for the contact information of the executive or other leadership associated with the agency.
PA	PA's HCBS Waiver providers are subject to monitoring to ensure compliance with waiver requirements. Providers' email addresses are collected as part of the monitoring process; this list of emails was used for the Staff Stability survey.
SC	SC 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.
SD	SD got the list from its Community Support Provider Association Director. The list includes all 19 Community Support Providers as well as the South Dakota Developmental Center.
TN	For TN, all providers were contacted; those that volunteered to participate contacted TN for the survey.
TX	The sample was accumulated using a variety of methods. • TX used the list from last year which did not include all providers in the state • TX sent an appeal out on the DADS website stating that if they did not receive a request to complete the survey to contact the state survey specialist • TX notified the provider association who sent out emails • TX got the email addresses from their contracts department • TX then put the list together, de-duplicated the list, and attempted to eliminate individual agencies that operate under larger provider agency umbrellas. The dataset still does not include all providers in TX.
UT	UT collected email addresses initially through contract records. Email inquiries that were not responded to were followed up with a phone call to obtain the correct email address. Every contracted provider that provides services with the direct support staff element were included in the list.
VT	VT obtained the email addresses from the DDS Directors of each agency in Vermont – and the list includes all providers.

Appendix C: Comparable Wage Charts

From the Bureau of Labor Statistics Occupational Employment Statistics, May 2015

Residential Advisors

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

Mean Hourly Wage Estimate: $13.05

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	$8.60	$9.85	$12.01	$15.01	$18.78

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

Personal Care Aides

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

Mean Hourly Wage Estimate: $10.48

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

Home Health Aides

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

Mean Hourly Wage Estimate: $11.00

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	$8.40	$9.23	$10.54	$11.96	$14.40

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

Psychiatric Aides

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

Mean Hourly Wage Estimate: $13.55

Percentile	**10%**	**25%**	**50% (Median)**	**75%**	**90%**
Hourly Wage	$9.13	$10.90	$12.59	$15.67	$19.64

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: $12.89

Percentile	**10%**	**25%**	**50% (Median)**	**75%**	**90%**
Hourly Wage	$9.32	$10.47	$12.36	$14.68	$17.74

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

Appendix D: Wage Data

In the body of the report, average wages that were reported as over $30/hour were excluded from the state average and median calculations. The wage distributions were examined, and the conclusion was drawn that average wages above $30/hour were significantly outside of the observed distribution. The Staff Stability Survey data are entered anonymously, and, as such, NCI was unable to go back to providers and verify these data. As a result, these data were excluded from analysis in the body of the report. Next year's survey will include a process for data verification.

The wage data presented in this section excludes all wages reported as under $4/hour and those reported as over $100/hour. The wage tables in the body of this report exclude all average wage data of $30/hour or higher.

Wages

(For comparison, federal minimum wage for the period was $7.25.)

	Avg. Starting Hourly Wage	Median Starting Hourly Wage	N	Avg. Hourly Wage	Median Hourly Wage	N	2015 State Minimum Hourly Wage[18]
AL	$8.66	$8.50	13	$9.59	$9.36	14	$7.25
AZ	$9.49	$9.13	47	$10.05	$10.00	51	$8.05
DC	$13.67	$13.80	13	$13.97	$13.82	14	$10.50
GA	$11.31	$9.00	41	$11.77	$9.50	47	$7.25
IN	$9.53	$9.29	55	$10.36	$10.00	63	$7.25
KY	$9.81	$9.00	80	$10.67	$10.00	93	$7.25
MN	$11.03	$10.93	113	$12.17	$11.89	121	$9.00
MO	$9.60	$9.00	56	$10.56	$10.00	71	$7.65
OH_HCBS	$10.12	$9.34	370	$10.62	$10.00	454	$8.10
OH_ICF	$9.81	$9.41	34	$11.14	$10.29	35	$8.10
OR	$11.26	$10.75	56	$12.73	$11.94	61	$9.25
PA	$14.08	$11.00	46	$15.40	$11.79	50	$7.25
SC	$9.56	$9.79	21	$10.24	$9.94	20	$7.25
SD	$10.71	$10.40	18	$11.93	$11.96	19	$8.50
TN	$8.57	$8.50	31	$10.37	$9.12	37	$7.25
TX	$9.50	$9.00	61	$10.24	$9.52	65	$7.25
UT	$9.86	$9.58	40	$11.58	$11.00	45	$7.25
VT	$12.85	$12.90	12	$13.08	$13.31	11	$9.15
Average	**$10.52**	**$9.96**		**$11.47**	**$10.75**		
Total N			**1,107**			**1,271**	

[18] https://www.dol.gov/whd/state/stateMinWageHis.htm

Wages—Residential Services

	Avg. Starting Hourly Wage	Median Starting Hourly Wage	N	Avg. Hourly Wage	Median Hourly Wage	N
AL	$8.17	$8.00	18	$8.91	$8.63	18
AZ	$9.56	$8.98	28	$10.12	$9.48	32
DC	$13.74	$13.80	17	$13.77	$13.80	23
GA	$9.34	$9.00	48	$10.36	$9.50	48
IN	$9.54	$9.46	64	$10.15	$10.00	72
KY	$9.04	$8.81	84	$10.01	$9.36	94
MN	$11.50	$11.00	116	$12.90	$12.00	135
MO	$9.21	$9.00	93	$10.16	$10.00	104
OH_HCBS	$9.51	$9.20	325	$9.98	$10.00	389
OH_ICF	$9.38	$9.50	57	$10.49	$10.21	59
OR	$10.64	$10.50	74	$12.03	$11.62	77
PA	$10.83	$10.50	59	$11.85	$11.47	60
SC	$9.76	$9.79	31	$10.47	$9.92	32
SD	$10.75	$10.40	18	$11.83	$11.78	20
TN	$8.88	$8.70	39	$9.30	$9.27	46
TX	$9.39	$9.00	69	$10.58	$9.50	77
UT	$11.58	$9.75	38	$10.85	$10.68	42
VT	$12.36	$11.90	10	$13.54	$13.66	10
Average	**$10.18**	**$9.85**		**$10.96**	**$10.60**	
Total N			**1,189**			**1,338**

Wages—In-Home Supports

	Avg. Starting Hourly Wage	Median Starting Hourly Wage	N	Avg. Hourly Wage	Median Hourly Wage	N
AL	$8.95	$8.50	11	$10.06	$9.50	11
AZ	$9.53	$9.25	41	$10.27	$10.00	48
DC	$13.53	$13.80	8	$13.41	$13.80	11
GA	$10.71	$9.00	29	$11.51	$9.38	32
IN	$9.78	$9.50	53	$10.31	$10.03	58
KY	$11.16	$9.83	44	$11.86	$10.30	55
MN	$11.61	$11.28	70	$12.53	$12.00	78
MO	$9.21	$8.88	38	$10.00	$9.37	45
OH_HCBS	$9.62	$9.50	320	$10.12	$10.00	404
OH_ICF	$9.13	$9.00	9	$9.75	$9.61	9
OR	$11.36	$10.86	30	$12.48	$12.15	30
PA	$11.50	$11.00	37	$12.61	$11.79	43
SC	$9.51	$9.79	6	$10.67	$9.86	8
SD	$10.87	$10.54	7	$12.07	$11.74	8
TN	$8.61	$8.50	21	$8.85	$8.97	24
TX	$10.05	$10.00	50	$10.85	$10.03	62
UT	$10.05	$9.85	26	$11.43	$10.65	27
VT	$12.07	$12.00	8	$13.60	$14.05	6
Average	**$10.40**	**$10.06**		**$11.24**	**$10.73**	
Total			**808**			**959**

Wages—Non-residential Supports and Services Outside the Home

	Avg. Starting Hourly Wage	Median Starting Hourly Wage	N	Avg. Hourly Wage	Median Hourly Wage	N
AL	$8.66	$8.00	12	$9.79	$9.57	13
AZ	$9.56	$9.31	43	$10.51	$10.10	47
DC	$12.38	$12.50	9	$13.02	$12.50	11
GA	$12.08	$9.98	48	$12.79	$10.00	58
IN	$9.77	$9.29	61	$10.41	$10.12	61
KY	$10.11	$9.13	93	$11.57	$10.10	115
MN	$11.16	$10.68	75	$12.66	$12.71	87
MO	$9.40	$9.00	53	$10.57	$10.00	57
OH_HCBS	$10.67	$10.00	284	$11.64	$11.00	330
OH_ICF	$9.76	$9.59	21	$11.20	$10.59	21
OR	$11.37	$10.85	64	$12.87	$12.30	70
PA	$11.01	$10.71	61	$13.14	$11.65	67
SC	$10.68	$9.79	19	$10.45	$10.08	17
SD	$10.55	$10.02	16	$12.21	$11.96	17
TN	$8.50	$8.43	28	$9.28	$9.25	33
TX	$9.89	$9.02	69	$10.45	$9.84	77
UT	$10.56	$10.00	44	$12.08	$11.28	47
VT	$12.11	$12.00	11	$13.48	$13.41	10
Average	**$10.46**	**$9.90**		**$11.56**	**$10.91**	
Total N			**1,011**			**1,138**

Appendix E: Instructions Provided to Survey Respondents

Directions

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

This survey is best completed by employees in Human Resources or Payroll.

The survey will ask about the following information for all direct support staff who were on payroll for any length of time during the period of January 1, 2015 to December 31, 2015:

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

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

Definitions: Types of workers

This survey is about people who are employed as Direct Support Professionals. Direct Support Professionals may work in one or more types of service settings. This includes all paid workers whose primary job responsibility is direct service work. The direct support workforce includes the following job titles and those in similar roles (this list is NOT exhaustive):

- Personal Support Specialists (PSSs)
- Home Health Aides (HHAs)
- Certified Nursing Assistants (CNAs)
- Homemakers
- Personal Attendants/Personal Care Aides
- Direct Support Professionals working in job or vocational services
- Direct Support Professionals working at day programs or community support programs

Please include in your responses:

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

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

Do not include licensed health care staff (nurses, social workers, psychologists, etc.), administrative staff, or full-time managers or directors, unless they spend 50% or more of their hours providing direct hands-on support and personal assistance or supervision to individuals with disabilities

Definitions: Workplace Settings/Services

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

a) **Residential services—**Supports provided to a person who is living outside of the family home. This can include 24-hour supports such as group home or ICF/IID. It can also include people living in supported housing or supported living getting less than 24 hours of support. If a person is in a shared living, host home or foster home, please include only those Direct Support Professionals who are working in addition to the shared living/foster provider.

b) **In-home supports—**Supports provided to a person in the family home.

c) **Non-Residential Supports** such as**:**

- **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).

Do not include employees in the following settings**:**

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

Definitions: Time

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

- **Current staff:** Direct support staff (both full-time and part-time) on your payroll as of December 31, 2015.
- **Separated staff:** Direct support staff who left your agency for any reason during the period of January 1, 2015 to December 31, 2015. Do not include workers who were promoted or transferred within the agency.