



**NATIONAL  
CORE  
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NASDDDS & HSRI

# **National Core Indicators® Intellectual and Developmental Disabilities**

## **2020 Staff Stability Survey Report**



Human Services  
Research Institute

### **NASDDDS**

National Association of State Directors of Developmental Disabilities Services

# Introduction

## Collecting Comprehensive Data on the DSP Workforce

Each year, National Core Indicators® Intellectual and Developmental Disabilities (NCI®-IDD)—a collaboration between the National Association of State Directors of Developmental Disabilities Services, the Human Services Research Institute, and participating state developmental disability agencies—works with member states to implement the Staff Stability Survey. The NCI-IDD Staff Stability Survey collects comprehensive data on the Direct Support Professional (DSP) workforce providing direct supports to adults (age 18 and over) with intellectual and developmental disabilities (IDD). The goal of the survey and the resulting data is to help states examine workforce challenges, identify areas for further investigation, benchmark their workforce data, measure improvements made through policy or programmatic changes, and compare their state data to those of other states and the NCI-IDD average.

States across the country have used the NCI-IDD Staff Stability Survey data to demonstrate the critical nature of the DSP workforce crisis to legislators and policymakers. States are also engaging in deeper examinations of the data to determine the impetuses and drivers of workforce challenges. Advocates and researchers are analyzing the data to inform research into the workforce crisis and determine strategies to address the issues. The release of the 2020 Staff Stability Survey data from 26 states and the District of Columbia marks another opportunity for state developmental disability agencies, advocates, and researchers to work together to determine the best strategies to address the DSP workforce crisis. Moreover, data from the COVID-19 survey supplement can allow states to examine gaps and strengths in emergency responses and gain a better understanding of how providers experienced the pandemic.

A total of 26 states plus the District of Columbia administered the **2020 NCI-IDD Staff Stability Survey**. All told, **2,987 provider agencies are included in this report**.

IMPORTANT NOTE: While the data in this report reflect the time period of January to December 2020, data collection occurred from January to September 2021: during the COVID-19 pandemic. Our sincere appreciation is extended to the state NCI coordinators and the staff in each provider agency who worked diligently to report the data while doing additional work to adjust to the significantly changed work environments. The NCI team appreciates the difficulty in collecting the data in the best conditions, and we recognize the extra effort required during the months in 2021 when all administrative activities faced particular challenges.

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<https://www.nationalcoreindicators.org/resources/staff-stability-survey/>



## Executive Summary

A total of 26 states and the District of Columbia participated in the **2020 NCI-IDD Staff Stability Survey**:

Alabama (AL)	Indiana (IN)	Pennsylvania (PA)
Arizona (AZ)	Louisiana (LA)	Rhode Island (RI)
Colorado (CO)	Maryland (MD)	South Carolina (SC)
Connecticut (CT)	Missouri (MO)	South Dakota (SD)
Washington DC (DC)	North Carolina (NC)	Tennessee (TN)
Delaware (DE)	Nebraska (NE)	Texas (TX)
Georgia (GA)	New Jersey (NJ)	Utah (UT)
Hawaii (HI)	New York (NY)	Virginia (VA)
Illinois (IL)	Oregon (OR)	Wyoming (WY)

All told, the responses from **2,987 provider agencies are included in this report**.

The data presented in this report refer to the period between Jan. 1, 2020 and Dec. 31, 2020. Most states administered the survey to all agencies that provided direct support services to adults with intellectual and developmental disabilities, but sampling methodologies varied; please see Appendix A for each state's method.

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

### Demographics of DSPs

Across participating states, agencies reported the following average racial/ethnic breakdown of their DSP workforce:

- 38.0% White
- 37.3% Black or African American
- 1.9% Asian
- 5.6% Hispanic/Latinx

It's important to note, however, that the racial and ethnic makeup of the DSP population varies significantly by state.

Across participating states, agencies reported the following average breakdown of gender identity of their DSP workforce. This also varies significantly by state.

- 71.3% Female
- 23.5% Male
- 5.0% Don't know gender identity
- 0.1% Non-conforming

### Tenure (Length of Employment) of DSPs

Of the DSPs employed by respondents as of Dec. 31, 2020, slightly less than one third (29.7%) had only been employed there for a year or less. And of the DSPs who left employment at responding agencies in 2020, slightly less than one half (47.7%) had been employed there for less than one year.

Of the DSPs employed by respondents as of Dec. 31, 2020:

- 15.4% had been employed for less than 6 months
- 14.3% had been employed between 6 and 12 months
- 18.7% had been employed between 12 and 24 months
- 12.5% had been employed between 24 and 36 months
- 39.0% had been employed 36 months or more

Of the DSPs who left (separated from) employment between Jan. 1, 2020 and Dec. 31, 2020:

- 28.9% had been employed for less than 6 months
- 18.8% had been employed between 6 and 12 months
- 16.3% had been employed between 12 and 24 months
- 7.9% had been employed between 24 and 36 months
- 16.2% had been employed 36 months or more

## Turnover

Across states, the turnover rate for DSPs in 2020 ranged from 26.7% to 79.5%; the weighted average **turnover rate was 43.6%**.

## Vacancy Rates

Among responding provider agencies who distinguish between full-time and part-time DSP positions (82.8%), vacancy rates<sup>1</sup> for full-time positions ranged from 2.2% to 17.2% with an NCI-IDD Average of 12.3%. Vacancy rates for part-time positions ranged from 2.4% to 29.8% with an NCI-IDD Average of 16.4%.

## Services and Wages

Of the responding agencies:

- **69.7% provided residential supports**—such as community-based group homes, supported living services, or ICF/ID homes.
- **60.3% provided in-home supports**—such as homemaker/personal care services, in-home habilitation, and in-home respite.
- **64.3% provided non-residential supports**—such as day supports, community support programs, community-based employment supports, facility-based employment supports, or out-of-home habilitation.

Across all service types, responding agencies paid a **median hourly wage of \$13.36**.

## Benefits

A large majority, 80.4%, of responding agencies offer some form of paid time off to employees. Paid time off is either tracked by type (vacation, sick, personal) or pooled. Pooled paid time off is a method for offering and tracking time off in which the provider agency offers employees a bank of hours with no further delineation of the purpose or type of time off.

- 31.5% of responding providers offered pooled paid time off to some or all DSPs.

Of those not using the pooled method:

- 74.8% offered paid sick time to some or all DSPs.
- 75.2% offered paid vacation time to some or all DSPs.
- 42.2% offered paid personal time to some or all DSPs.

Among the responding agencies, 71.3% offered health insurance to some or all DSPs; 65.5% offered dental coverage to some or all DSPs; and 60.4% offered vision coverage to some or all DSPs.

## Recruitment and Retention

Slightly more than three-quarters (82.6%) of respondents reported offering a realistic job preview to candidates, and 53.5% reported offering a pay incentive or referral bonus program.

## Frontline Supervisors

Across participating states, there was an average ratio of 11 DSPs to 1 frontline supervisor.

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

## COVID-19

For the 2020 administration of the Staff Stability Survey, NCI added supplemental questions to examine the provider and DSP experience during the COVID-19 pandemic. Data from the COVID-19 survey supplement allows states to examine gaps and strengths in emergency responses and gain a better understanding of how providers and DSPs experienced the pandemic.

Almost one fifth (18.7%) of responding providers put DSPs on furlough during the calendar year 2020. This percentage varied by state, with 5.3% of providers in one state reporting that they furloughed employees, and 31% of providers in another state reported having to furlough staff.

Across states that included the COVID-19 Supplement, 33.0% of agencies reported having closed locations/sites in response to the COVID-19 pandemic. Almost half, 47%, reported stopping the delivery of some supports either temporarily or permanently. About 15% reported paying family members to serve as support providers during the pandemic.

Changes in health and safety protocols implemented in 2020 included:

- Requiring DSPs to wear masks or other PPE (85.5%)
- Taking the temperature of all people upon entrance to facilities (79.2%)
- The implementation of health and safety training related to COVID-19 (82.2%)
- Requiring COVID-19 testing for some or all DSPs (51.4%)

In terms of wage bonuses or salary increases to retain DSPs during the pandemic, 38.3% of responding providers reported implementing at least one bonus for all DSPs and 25.5% reported implementing temporary wage increases to all DSPs supporting adults with IDD.

Roughly one quarter (24.8%) reported that no wage bonuses or wage increases were implemented for the purposes of retaining DSPs during the pandemic.

Almost two thirds (58.9%) of responding agencies reported that during 2020, they consistently had an adequate supply of PPE for DSPs and people receiving services. To increase, maintain or supplement their supply, 42.6% of responding agencies reported working with local or state emergency management or COVID response entities to secure PPE, while 40.0% sought or requested donations of homemade PPE, 35.2% sought or requested donations of non-homemade PPE and 57.5% paid significantly higher prices to purchase more PPE.

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## Full Results of the 2020 Survey

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

### How is the survey administered?

NCI-IDD member states that choose to participate in the Staff Stability Survey provide a list of all provider agencies in the state that provide direct support to adults with IDD. This list includes the name of the agency and email contact at the agency.

This list is uploaded into an online portal, the State Staff Stability Portal. Using the portal, the state can email a survey invitation with a unique link so that each agency can access the survey online. The state manages the survey response, corrects incorrect contact information, and ensures agencies respond. The 2020 survey opened early in 2021 and closed in late summer 2021.

### For the purposes of this survey, what is a DSP?

This survey asks about people employed as **Direct Support Professionals (DSPs)**. This includes all paid workers whose primary job responsibility is direct support and for whom the responding agency defines wages and benefits directly.

DSPs work with individuals with IDD, helping them live fulfilling lives, make choices, and live and work in the community. DSPs are also commonly known as Direct Support Workers (DSWs).

More specifically, DSPs include:

- All people whose primary job responsibility is to provide support, training, supervision, and personal assistance to adults with intellectual and developmental disabilities.
- All full-time and part-time DSPs.
- All paid staff members who spend at least 50% of their hours doing direct service tasks. They may do some supervisory tasks,

but their primary job responsibility is direct support work, and more than half of their working hours are spent providing direct support.

For example, the DSP workforce includes the following job titles and those in similar roles (*this list is NOT exhaustive*):

- Personal Support Specialists (PSSs)
- Home Health Aides (HHAs)
- Homemakers
- Residential Support Workers (RSWs)
- Community Habilitation Specialists
- Personal Attendants/Personal Care Aides
- DSPs working in job or vocational services
- DSPs working at day programs or community support programs

The following types of workers are not considered DSPs and are not included in this report:

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

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

## A few notes about the survey results...

- When comparing results from year to year, please keep in mind that the **survey questions may have changed**.
- **Weighting** affects the NCI-IDD averages (see section on "Weights" for more information).
- **Consider the Ns** (number of responding provider agencies for each question); these vary by state and by question.
- Keep in mind that **some states only included HCBS Waiver-funded services** when establishing their sample of provider agencies.

## Cross-Year Comparisons

Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. Our methodology includes a feature to minimize the weighting fluctuations possible from year to year based on size of the state's sample and margin of error.

## COVID-19 Supplement

The COVID-19 pandemic had a significant impact on the DSP workforce and providers nationwide. States could choose to include an optional COVID-19 Supplement to their 2020 Staff Stability Survey administration to determine how provider agencies and DSPs were impacted. Note: Not all states that participated in the 2020 Staff Stability Survey included the COVID-19 Supplement.

## Understanding Key Terms

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

What is a **MEAN**? The mean (also known as arithmetic average) is the sum of all data entries divided by the number of entries. For example, to calculate the mean points per game by a basketball player, one adds up all the points made and divides the result by the number of games played.

What is a **MEDIAN**? The median is the value that separates the upper half of a dataset from the lower half. It can be thought of as the "middle" value. Compared to the mean, the median is less influenced by outliers (extreme values that lie far outside the pattern established by the rest of the data). Because of this, the median is sometimes a better measure of a "typical" value.

What is **STANDARD DEVIATION**? Standard deviation is a measure of how widely the data points spread. A low standard deviation indicates that the data points tend to be close to the mean; a high standard deviation indicates that the data points are more spread out.

What is **MARGIN OF ERROR**? Margin of error is used to demonstrate the relative confidence one can have that the data will accurately represent the total population. For example, if the final sample from State A has a margin of error of 5% (and a 95% confidence level), you can say that 95% of the time, the statistics from the sample are within 5 percentage points of the statistics for the total population in the state. A bigger margin of error means the results are less certain.



## Response Rates

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

### Number of Responses and Response Rates

A total of 2,987 surveys were included in this report. However, not every respondent answered every question, so we provide a 'Number of Responses' (N) figure for each state on each question.

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

Surveys were deleted from the dataset and not considered eligible for analysis and not included in the denominator when calculating the response rate if:

- The provider agency reported that it did not provide any of the targeted service types.
- The provider agency reported that it did not employ DSPs.
- The provider agency had not been in operation for six continuous months in 2020.
- The provider agency indicated that it only uses contract DSPs and/or 1099 DSPs (and therefore does not have any DSPs on payroll).

	Valid responses	Total pop <sup>2</sup>	Response rate	Margin of error <sup>3,4,5</sup>
AL	95	175	54.3%	6.82%
AZ	222	423	52.5%	4.54%
CO	89	352	25.3%	8.99%
CT	64	127	50.4%	8.67%
DC	44	97	45.4%	10.98%
DE	28	34	82.4%	7.90%
GA	149	298	50.0%	5.69%
HI	44	47	93.6%	3.77%
IL	118	251	47.0%	6.58%
IN	93	132	70.5%	5.54%
LA	70	442	15.8%	10.76%
MD	132	225	58.7%	5.50%
MO	228	416	54.8%	4.37%
NC	137	341	40.2%	6.49%
NE	37	45	82.2%	6.87%
NJ	148	520	28.5%	6.82%
NY	223	304	73.4%	3.39%
OR	219	334	65.6%	3.89%
PA	346	804	43.0%	3.98%
RI*	6	33	18.2%	36.75%
SC	58	61	95.1%	2.88%
SD*	11	20	55.0%	20.34%
TN	106	129	82.2%	4.03%
TX	73	437 <sup>6</sup>	16.7%	10.48%
UT	75	111	67.6%	6.47%
VA	141	509	27.7%	7.02%
WY	31	62	50.0%	12.55%
<b>Total</b>	<b>2987</b>	<b>6730</b>	<b>44.4%</b>	

\*Based on the large margins of error, results from Rhode Island and South Dakota should be interpreted with caution.

<sup>2</sup> Total number of providers in the state minus those reported not to provide any of the requisite service types and/or reported not employing any DSPs. If a provider did not answer any questions in the survey, left blank the question about number of DSPs, or left blank the question about types of services provided, the provider was assumed to be eligible and thus included in the "total population" (and the denominator when calculating the response rate).

<sup>3</sup> Margin of error for sample based on valid responses and "total population"

<sup>4</sup> Assuming 50% response distribution

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

<sup>6</sup> Does not include agencies for which the email address was unknown by the state.

## Weights

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

The 2020 NCI-IDD Staff Stability data shows cross-state data weighted by each state's margin of error.

#### *What does this mean?*

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

#### *Why do this?*

- States vary in terms of the proportion of providers that submit complete survey responses. This variability affects how confident we can be that the results of the survey are representative of the state. The state's margin of error reflects this.  
The margin of error calculation comes from the number of valid responses and the total number of agencies in the state eligible for the survey, regardless of whether they received and/or completed the survey. The higher the margin of error, the less confident we can be that the results are representative of the entire state. We calculated the margin of error using a 95% confidence level.
- In calculating the NCI-wide results, this approach has been demonstrated to account for the difference among states in how well their sample represents their entire population of provider agencies.
- **This weight does not affect state-specific results.**

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

### *Cross-Year Comparisons*

Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next, and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. Our methodology includes a feature to minimize the weighting fluctuations possible from year to year based on size of the state's sample and margin of error.

**IMPORTANT NOTE:** While the data in this report reflect the time period of January – December 2020, data collection occurred from January – September 2021: in the midst of the COVID-19 pandemic. Our sincere appreciation is extended to the state NCI-IDD coordinators and the staff in each provider agency who worked diligently to report the data while doing additional work to adjust to the significantly changed work environments. The NCI-IDD team appreciates the difficulty in collecting the data in the best conditions, and we recognize the extra effort required during the months in 2020 when all administrative activities faced particular challenges.

## Characteristics of Responding Agencies

The majority of responding provider agencies provide direct support exclusively to adults with intellectual and developmental disabilities (**63.3%**).

As shown in Table 2 on the following page, among those agencies that also provide supports to other populations, slightly more than half were able to report out separately on DSPs who worked with adults with IDD (**63.5%**).

- If an agency was able to report separately on the DSPs providing support to adults with IDD, they were instructed to report on that population for the remainder of the survey.
- If an agency was unable to report separately on the DSP workforce working with adults with IDD, they were asked to continue with the survey and report on all DSPs.

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

	Yes	No	N
AL	80.0%	20.0%	95
AZ	46.6%	53.4%	221
CO	61.8%	38.2%	89
CT	68.8%	31.3%	64
DC	93.2%	6.8%	44
DE	75.0%	25.0%	28
GA	76.5%	23.5%	149
HI	50.0%	50.0%	44
IL	82.2%	17.8%	118
IN	41.9%	58.1%	93
LA	47.1%	52.9%	70
MD	75.6%	24.4%	131
MO	65.8%	34.2%	228
NC	57.7%	42.3%	137
NE	67.6%	32.4%	37
NJ	70.9%	29.1%	148
NY	34.7%	65.3%	222
OR	87.1%	12.9%	217
PA	59.2%	40.8%	346
RI	50.0%	50.0%	6
SC	65.5%	34.5%	58
SD	54.5%	45.5%	11
TN	73.6%	26.4%	106
TX	63.9%	36.1%	72
UT	80.0%	20.0%	75
VA	75.7%	24.3%	140
WY	61.3%	38.7%	31
NCI-IDD Avg.	<b>63.3%</b>	<b>36.7%</b>	<b>Total: 2980</b>

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg.") in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. States with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

*Table 2. If your agency also provides supports to other populations, can you isolate out and report separately on the wage information, vacancy rates, benefits of DSPs who work exclusively with adults with IDD?*

	<b>Yes</b>	<b>No</b>	<b>N</b>
<b>AL</b>	84.2%	15.8%	19
<b>AZ</b>	41.7%	58.3%	115
<b>CO</b>	58.1%	41.9%	31
<b>CT</b>	85.0%	15.0%	20
<b>DC*</b>			
<b>DE</b>	71.4%	28.6%	7
<b>GA</b>	76.5%	23.5%	34
<b>HI</b>	76.2%	23.8%	21
<b>IL</b>	81.0%	19.0%	21
<b>IN</b>	59.3%	40.7%	54
<b>LA</b>	35.3%	64.7%	34
<b>MD</b>	75.0%	25.0%	32
<b>MO</b>	60.5%	39.5%	76
<b>NC</b>	72.7%	27.3%	55
<b>NE</b>	58.3%	41.7%	12
<b>NJ</b>	65.1%	34.9%	43
<b>NY</b>	64.3%	35.7%	140
<b>OR</b>	61.5%	38.5%	26
<b>PA</b>	68.3%	31.7%	139
<b>RI*</b>			
<b>SC</b>	70.0%	30.0%	20
<b>SD</b>	60.0%	40.0%	5
<b>TN</b>	63.0%	37.0%	27
<b>TX</b>	75.0%	25.0%	24
<b>UT</b>	42.9%	57.1%	14
<b>VA</b>	78.1%	21.9%	32
<b>WY</b>	58.3%	41.7%	12
<b>NCI-IDD Avg.</b>	<b>63.5%</b>	<b>36.5%</b>	<b>Total: 1019</b>

\*States with Ns of three (3) or fewer have been suppressed

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg.") in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. States with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.



## Numbers of DSPs on payroll between Jan. 1, 2020 and Dec. 31, 2020

Table 3. How many DSPs providing support for adults with IDD were on your payroll as of Jan. 1, 2020?<sup>7</sup>

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

	0-20 DSPs	21-40 DSPs	41-60 DSPs	61+ DSPs	Mean number of DSPs	Std. deviation	Median number of DSPs	N
AL	26.6%	28.7%	17.0%	27.7%	62.2	84.7	30.0	94
AZ	33.0%	18.3%	11.5%	37.2%	109.4	286.0	36.0	218
CO	66.3%	13.5%	12.4%	7.9%	25.5	44.6	12.5	89
CT	15.6%	14.1%	14.1%	56.3%	106.5	108.3	70.0	64
DC	36.4%	13.6%	11.4%	38.6%	81.4	86.2	39.5	44
DE	22.2%	18.5%	11.1%	48.1%	105.2	116.6	66.0	27
GA	53.4%	15.5%	8.1%	23.0%	47.1	75.0	20.0	148
HI	27.3%	22.7%	25.0%	25.0%	47.5	44.7	40.5	44
IL	32.2%	16.1%	11.9%	39.8%	83.2	113.8	44.0	118
IN	18.3%	12.9%	10.8%	58.1%	180.5	332.0	80.0	93
LA	24.3%	18.6%	12.9%	44.3%	91.4	124.8	50.0	70
MD	16.7%	13.6%	12.1%	57.6%	114.0	117.4	78.0	132
MO	38.2%	22.8%	8.8%	30.3%	77.5	171.8	30.0	228
NC	37.2%	24.8%	12.4%	25.5%	90.1	206.9	29.5	137
NE	32.4%	18.9%	10.8%	37.8%	109.0	165.9	39.0	37
NJ	45.8%	13.9%	4.9%	35.4%	90.0	170.1	23.0	144
NY	15.8%	6.3%	5.0%	73.0%	264.7	348.1	156.5	222
OR	58.4%	13.2%	7.8%	20.5%	47.9	95.4	14.0	219
PA	36.2%	16.3%	10.5%	37.0%	118.1	210.1	38.0	343
RI	33.3%	16.7%	16.7%	33.3%	92.8	98.4	45.0	6
SC	13.8%	8.6%	6.9%	70.7%	145.6	132.3	95.0	58
SD	9.1%	9.1%	9.1%	72.7%	97.2	56.0	92.5	11
TN	17.0%	10.4%	13.2%	59.4%	130.5	193.8	75.0	106
TX	43.8%	16.4%	15.1%	24.7%	49.6	71.4	27.0	73
UT	55.4%	18.9%	6.8%	18.9%	74.1	217.6	19.5	74
VA	57.1%	23.6%	5.7%	13.6%	30.5	41.8	16.0	140
WY	51.6%	22.6%	3.2%	22.6%	35.9	39.7	20.0	31
<b>NCI-IDD Avg.</b>	<b>34.9%</b>	<b>15.8%</b>	<b>9.8%</b>	<b>39.6%</b>	<b>109.4</b>	<b>212.5</b>	<b>39.0</b>	<b>Total: 2970</b>

<sup>7</sup> These data also appear in the NCI-IDD 2020 Staff Stability Survey COVID-19 Supplement Report.

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg.") in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. States with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

**Table 4.** *How many DSPs providing support for adults with IDD were on your payroll as of Dec. 31, 2020?*<sup>8</sup>

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

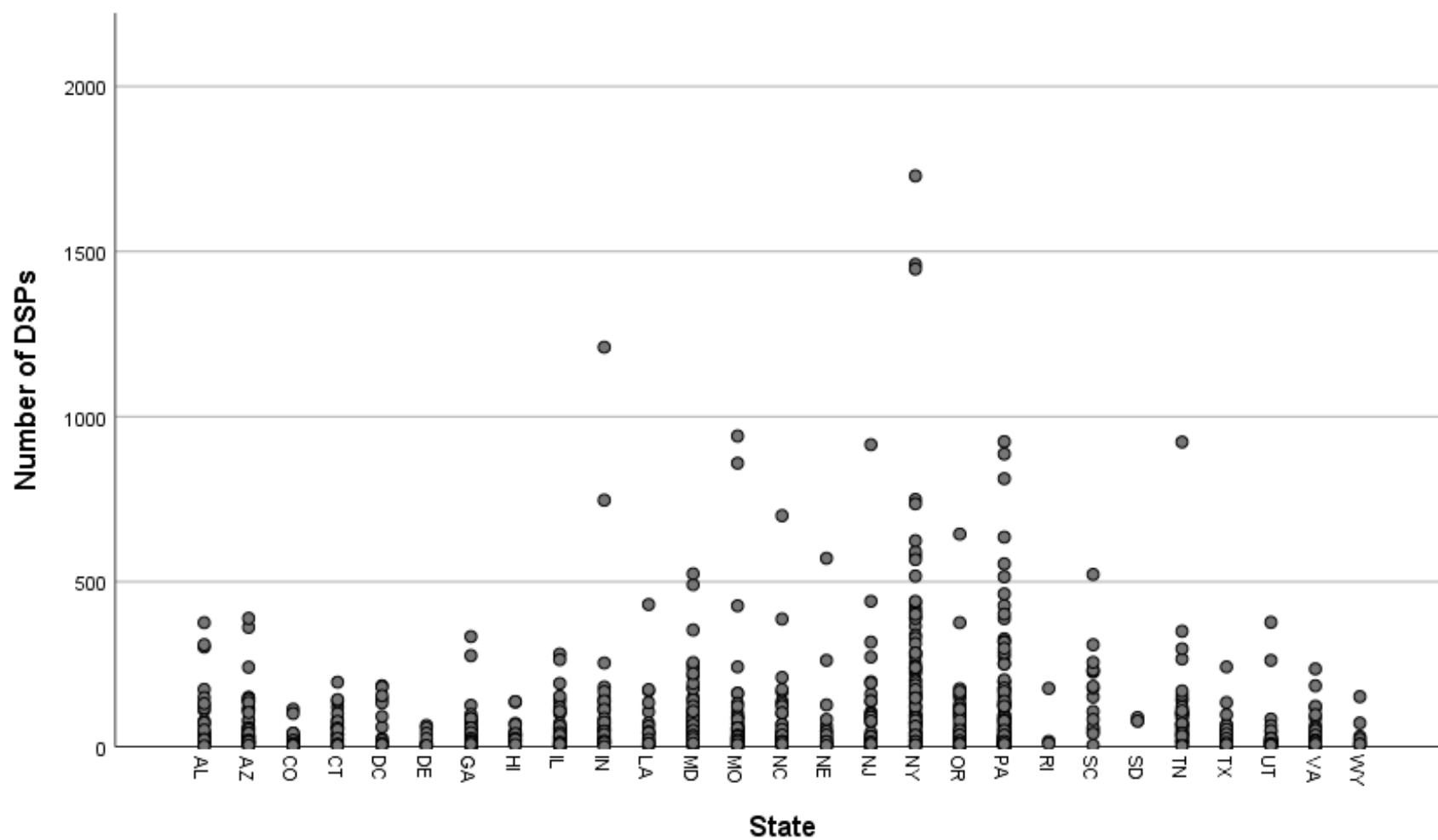
	<b>1-20 DSPs</b>	<b>21-40 DSPs</b>	<b>41-60 DSPs</b>	<b>61+ DSPs</b>	<b>Mean number of DSPs</b>	<b>Std. deviation</b>	<b>Median number of DSPs</b>	<b>N</b>
<b>AL</b>	32.6%	29.5%	11.6%	26.3%	54.92	67.925	28.00	95
<b>AZ</b>	31.5%	20.7%	10.4%	37.4%	123.79	323.895	38.00	222
<b>CO</b>	64.0%	19.1%	7.9%	9.0%	26.63	46.988	13.00	89
<b>CT</b>	15.6%	20.3%	12.5%	51.6%	102.39	110.085	65.00	64
<b>DC</b>	36.4%	15.9%	11.4%	36.4%	76.25	82.047	38.00	44
<b>DE</b>	32.1%	7.1%	10.7%	50.0%	102.93	126.044	61.00	28
<b>GA</b>	57.7%	14.8%	9.4%	18.1%	41.36	66.461	17.00	149
<b>HI</b>	36.4%	27.3%	13.6%	22.7%	43.89	45.013	33.50	44
<b>IL</b>	31.4%	19.5%	12.7%	36.4%	76.76	111.013	38.50	118
<b>IN</b>	22.6%	9.7%	9.7%	58.1%	172.53	319.707	75.00	93
<b>LA</b>	21.4%	20.0%	12.9%	45.7%	84.66	117.253	47.00	70
<b>MD</b>	15.2%	15.2%	13.6%	56.1%	109.47	113.744	71.50	132
<b>MO</b>	38.2%	23.7%	11.0%	27.2%	65.88	122.130	26.50	228
<b>NC</b>	39.4%	26.3%	8.8%	25.5%	89.89	225.064	26.00	137
<b>NE</b>	32.4%	21.6%	10.8%	35.1%	103.00	159.798	36.00	37
<b>NJ</b>	48.0%	10.8%	3.4%	37.8%	90.07	165.124	23.50	148
<b>NY</b>	17.5%	6.7%	4.5%	71.3%	246.78	319.948	141.00	223
<b>OR</b>	58.4%	14.2%	5.5%	21.9%	47.41	97.337	14.00	219
<b>PA</b>	35.3%	17.3%	10.1%	37.3%	109.21	190.214	37.50	346
<b>RI</b>	50.0%		16.7%	33.3%	86.17	97.764	36.50	6
<b>SC</b>	10.3%	10.3%	12.1%	67.2%	132.50	116.571	95.00	58
<b>SD</b>	9.1%	9.1%		81.8%	99.09	64.900	79.00	11
<b>TN</b>	17.9%	13.2%	9.4%	59.4%	119.59	173.418	70.00	106
<b>TX</b>	47.9%	15.1%	15.1%	21.9%	47.49	71.088	25.00	73
<b>UT</b>	60.0%	14.7%	6.7%	18.7%	67.35	214.772	16.00	75
<b>VA</b>	64.5%	17.0%	7.1%	11.3%	28.84	42.785	13.00	141
<b>WY</b>	51.6%	19.4%	3.2%	25.8%	34.39	35.821	19.00	31
<b>NCI-IDD Avg.</b>	<b>35.8%</b>	<b>16.4%</b>	<b>9.1%</b>	<b>38.7%</b>	<b>104.43</b>	<b>204.770</b>	<b>37.00</b>	<b>Total: 2987</b>

<sup>8</sup> These data also appear in the NCI-IDD 2020 Staff Stability Survey COVID-19 Supplement Report.

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**Figure 1. Spread of agency size on Dec. 31, 2020 (based on number of DSPs). Each circle represents one responding agency.**

Provider agencies in Colorado and Delaware, for example, are, as a whole, smaller, whereas New York and Pennsylvania have a broad range of agency sizes.



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## Changes in numbers of DSPs on payroll between Jan. 1, 2020 and Dec. 31, 2020

Table 5. Percentage of agencies that reported changes in number of DSPs on payroll from Jan. 1, 2020 to Dec. 31, 2020<sup>9</sup>

	Number of DSPs stayed the same from Jan to Dec 2020	Number of DSPs increased from Jan to Dec 2020	Number of DSPs decreased from Jan to Dec 2020	N
AL	19.1%	25.5%	55.3%	94
AZ	18.8%	39.0%	42.2%	218
CO	28.1%	31.5%	40.4%	89
CT	10.9%	29.7%	59.4%	64
DC	20.5%	27.3%	52.3%	44
DE	11.1%	33.3%	55.6%	27
GA	31.8%	17.6%	50.7%	148
HI	29.5%	18.2%	52.3%	44
IL	9.3%	27.1%	63.6%	118
IN	9.7%	34.4%	55.9%	93
LA	30.0%	20.0%	50.0%	70
MD	17.4%	25.0%	57.6%	132
MO	25.9%	20.6%	53.5%	228
NC	27.0%	16.8%	56.2%	137
NE	5.4%	27.0%	67.6%	37
NJ	27.1%	33.3%	39.6%	144
NY	14.4%	19.4%	66.2%	222
OR	28.3%	35.2%	36.5%	219
PA	18.4%	29.7%	51.9%	343
RI	16.7%	16.7%	66.7%	6
SC	8.6%	29.3%	62.1%	58
SD	9.1%	27.3%	63.6%	11
TN	15.1%	18.9%	66.0%	106
TX	34.2%	26.0%	39.7%	73
UT	18.9%	29.7%	51.4%	74
VA	25.7%	21.4%	52.9%	140
WY	32.3%	29.0%	38.7%	31
<b>NCI-IDD Avg.</b>	<b>20.6%</b>	<b>26.8%</b>	<b>52.7%</b>	<b>Total: 2970</b>

<sup>9</sup> These data also appear in the NCI-IDD 2020 Staff Stability Survey COVID-19 Supplement Report.

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg.") in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. States with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.



## Changes in numbers of adults with IDD enrolled or approved for services between Jan. 1, 2020 and Dec. 31, 2020

Table 6. How many adults with IDD were enrolled in or approved for\* residential, in-home, and/or non-residential services from your agency on Jan. 1, 2020?<sup>10</sup>

(\*This wording aims to capture people who were enrolled or approved for services but who may not have been receiving services due to COVID-19 protocols.)

Percentage of responding agencies with adults enrolled in or approved for residential, in-home and/or non-residential services...

	1-10 adults	11-20 adults	21-50 adults	51-99 adults	100-499 adults	500-999 adults	1000+ adults	Mean number of adults with IDD <sup>11</sup>	Std. deviation	Median number of adults with IDD <sup>11</sup>	N
AL	28.3%	25.0%	12.0%	23.9%	9.8%	1.1%		51.4	85.8	19.0	92
AZ	24.9%	15.8%	23.0%	13.9%	19.6%	1.9%	1.0%	83.9	155.5	32.0	209
CO	26.2%	4.8%	21.4%	26.2%	19.0%	2.4%		81.0	131.6	44.5	84
CT	8.1%	16.1%	19.4%	19.4%	37.1%			99.3	95.3	69.0	62
DC	29.5%	20.5%	22.7%	15.9%	11.4%			38.6	39.2	21.5	44
DE	16.0%	12.0%	32.0%	20.0%	20.0%			72.0	92.2	37.0	25
GA	30.3%	13.4%	16.2%	16.2%	23.9%			64.4	81.3	29.0	142
HI	22.7%	18.2%	20.5%	18.2%	20.5%			63.8	73.2	34.5	44
IL	9.6%	16.5%	15.7%	20.0%	32.2%	4.3%	1.7%	137.3	205.6	69.0	115
IN	14.1%	3.5%	15.3%	18.8%	36.5%	7.1%	4.7%	223.7	353.4	92.0	85
LA	27.3%	12.1%	27.3%	18.2%	13.6%	1.5%		56.8	83.8	26.0	66
MD	11.9%	10.3%	22.2%	21.4%	32.5%	0.8%	0.8%	109.9	151.7	57.0	126
MO	33.3%	16.7%	27.0%	11.7%	9.0%	1.8%	0.5%	57.5	126.6	21.0	222
NC	20.5%	13.6%	28.8%	19.7%	12.1%	1.5%	3.8%	129.5	366.8	35.5	132
NE	8.3%	5.6%	33.3%	22.2%	22.2%	8.3%		128.1	193.0	53.0	36
NJ	27.2%	16.2%	17.6%	14.0%	24.3%	0.7%		73.8	111.5	29.0	136
NY	4.4%	8.3%	9.2%	10.7%	44.2%	13.6%	9.7%	372.9	630.3	164.5	206
OR	45.2%	15.7%	17.1%	11.0%	10.5%	0.5%		41.6	77.1	12.5	210
PA	25.1%	15.6%	19.5%	11.4%	23.1%	5.1%	0.3%	105.5	171.0	30.0	334
RI	16.7%		33.3%	16.7%	33.3%			95.8	91.0	58.5	6
SC	5.6%	7.4%	9.3%	22.2%	48.1%	5.6%	1.9%	170.9	247.1	112.0	54
SD		10.0%		10.0%	70.0%	10.0%		155.0	133.6	131.0	10
TN	17.8%	12.9%	23.8%	23.8%	20.8%		1.0%	77.9	133.9	43.0	101
TX	25.0%	10.3%	17.6%	23.5%	20.6%	2.9%		87.8	134.4	47.5	68
UT	30.0%	17.1%	22.9%	15.7%	10.0%	4.3%		69.0	142.9	22.5	70
VA	45.0%	15.3%	19.8%	9.9%	9.2%	0.8%		38.0	82.2	14.0	131
WY	25.8%	16.1%	32.3%	19.4%	6.5%			34.3	32.7	23.0	31
<b>NCI-IDD Avg.</b>	<b>23.8%</b>	<b>13.8%</b>	<b>19.2%</b>	<b>15.2%</b>	<b>22.8%</b>	<b>3.5%</b>	<b>1.7%</b>	<b>118.4</b>	<b>277.6</b>	<b>37.0</b>	<b>Total: 2841</b>

<sup>10</sup> These data also appear in the NCI-IDD 2020 Staff Stability Survey COVID-19 Supplement Report.

<sup>11</sup> Enrolled in or approved for residential, in-home, and/or non-residential services. This wording aims to capture people who were enrolled or approved for services but may not have been receiving services due to COVID-19 protocols.

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Table 7. How many adults with IDD were enrolled in or approved for\* residential, in-home, and/or non-residential services from your agency on Dec. 31, 2020?<sup>12</sup>

(\*This wording aims to capture people who were enrolled or approved for services but who may not have been receiving services due to COVID-19 protocols.)

Percentage of responding agencies with adults enrolled in or approved for residential, in-home and/or non-residential services...

	1-10 adults	11-20 adults	21-50 adults	51-99 adults	100-499 adults	500-999 adults	1000+ adults	Mean number of adults with IDD <sup>13</sup>	Std. deviation	Median number of adults with IDD <sup>8</sup>	N
AL	29.3%	21.7%	20.7%	19.6%	7.6%	1.1%		46.77	81.671	20.00	92
AZ	26.8%	16.9%	23.0%	12.2%	18.3%	1.9%	0.9%	79.32	162.506	26.00	213
CO	23.8%	6.0%	26.2%	25.0%	15.5%	3.6%		79.57	122.605	44.00	84
CT	7.9%	14.3%	20.6%	25.4%	31.7%			95.59	91.071	65.00	63
DC	34.9%	20.9%	18.6%	16.3%	9.3%			33.60	34.271	17.00	43
DE	20.0%	12.0%	28.0%	20.0%	20.0%			66.88	89.550	42.00	25
GA	29.1%	14.2%	19.1%	17.7%	19.1%	0.7%		62.55	87.478	28.00	141
HI	29.5%	11.4%	27.3%	11.4%	20.5%			53.16	61.059	30.50	44
IL	9.6%	15.7%	19.1%	22.6%	27.0%	5.2%	0.9%	125.12	192.263	67.00	115
IN	10.7%	3.6%	17.9%	22.6%	36.9%	2.4%	6.0%	209.07	331.217	81.00	84
LA	26.9%	14.9%	25.4%	20.9%	11.9%			54.21	83.718	26.00	67
MD	11.8%	11.0%	23.6%	20.5%	31.5%	0.8%	0.8%	107.80	148.534	55.00	127
MO	31.8%	19.1%	26.4%	10.0%	10.5%	1.4%	0.9%	56.84	129.092	20.00	220
NC	21.4%	16.8%	27.5%	19.1%	10.7%	1.5%	3.1%	120.41	367.263	33.00	131
NE	8.3%	5.6%	41.7%	13.9%	25.0%	5.6%		116.89	173.424	47.00	36
NJ	22.5%	18.1%	18.1%	18.1%	22.5%	0.7%		75.12	111.993	33.00	138
NY	4.4%	7.3%	9.3%	11.7%	45.4%	13.7%	8.3%	362.79	623.582	169.00	205
OR	47.1%	12.4%	20.0%	11.4%	8.6%	0.5%		37.55	68.322	12.50	210
PA	24.9%	18.3%	18.6%	10.8%	23.1%	4.2%	0.3%	94.05	152.994	28.50	334
RI	16.7%		33.3%	16.7%	33.3%			82.83	70.904	56.00	6
SC	3.8%	9.4%	11.3%	24.5%	49.1%	1.9%		138.87	153.989	100.00	53
SD		10.0%		10.0%	70.0%	10.0%		156.80	143.608	130.50	10
TN	19.0%	14.0%	26.0%	24.0%	16.0%	1.0%		71.40	109.355	41.50	100
TX	24.6%	9.2%	15.4%	27.7%	20.0%	3.1%		91.63	139.350	52.00	65
UT	27.5%	24.6%	26.1%	11.6%	5.8%	4.3%		62.84	142.513	20.00	69
VA	45.9%	19.5%	15.8%	12.8%	5.3%	0.8%		31.65	73.373	12.00	133
WY	25.8%	22.6%	32.3%	12.9%	6.5%			32.03	29.047	25.00	31
NCI-IDD Avg.	23.8%	14.6%	20.2%	15.2%	21.6%	3.2%	1.4%	111.07	269.041	34.00	Total: 2839

<sup>12</sup> These data also appear in the NCI-IDD 2020 Staff Stability Survey COVID-19 Supplement Report.

<sup>13</sup> Enrolled in or approved for residential, in-home, and/or non-residential services.

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## Changes of numbers of adults with IDD enrolled in or approved for services between Jan. 1, 2020 and Dec. 31, 2020

Table 8. Percentage of agencies that reported changes in number of adults with IDD enrolled or approved for\* services between Jan. 1, 2020 and Dec. 31, 2020<sup>14</sup> (\*This wording aims to capture people who were enrolled or approved for services but who may not have been receiving services due to COVID-19 protocols.)

	Number <sup>15</sup> stayed the same from Jan to Dec 2020	Number <sup>15</sup> increased from Jan to Dec 2020	Number <sup>15</sup> decreased from Jan to Dec 2020	N
AL	39.1%	23.9%	37.0%	92
AZ	37.5%	25.0%	37.5%	208
CO	29.8%	29.8%	40.5%	84
CT	35.5%	27.4%	37.1%	62
DC	48.8%	11.6%	39.5%	43
DE	33.3%	25.0%	41.7%	24
GA	41.4%	23.6%	35.0%	140
HI	29.5%	27.3%	43.2%	44
IL	30.4%	16.5%	53.0%	115
IN	19.0%	29.8%	51.2%	84
LA	47.7%	18.5%	33.8%	65
MD	31.7%	32.5%	35.7%	126
MO	47.9%	17.4%	34.7%	219
NC	44.3%	16.0%	39.7%	131
NE	25.0%	30.6%	44.4%	36
NJ	33.8%	36.0%	30.1%	136
NY	27.5%	27.9%	44.6%	204
OR	44.0%	23.2%	32.9%	207
PA	29.6%	22.1%	48.3%	331
RI	16.7%	16.7%	66.7%	6
SC	41.5%	15.1%	43.4%	53
SD	30.0%	30.0%	40.0%	10
TN	41.0%	16.0%	43.0%	100
TX	49.2%	21.5%	29.2%	65
UT	33.3%	20.3%	46.4%	69
VA	46.2%	14.6%	39.2%	130
WY	35.5%	25.8%	38.7%	31
NCI-IDD Avg.	36.5%	23.0%	40.5%	Total: 2815

<sup>14</sup> These data also appear in the NCI-IDD 2020 Staff Stability Survey COVID-19 Supplement Report.

<sup>15</sup> Number of adults with IDD enrolled in or approved for services.

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg.") in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. States with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 9. Of those providers that reported a **decrease in DSP numbers by more than 10%** over the course of 2020, the percentage that experienced changes in numbers of adults with IDD enrolled in or approved for\* for services over the course of 2020.<sup>16</sup>  
 (\*This wording aims to capture people who were enrolled or approved for services but who may not have been receiving services due to COVID-19 protocols.)

	Number of adults with IDD enrolled or approved for services stayed the same from Jan to Dec 2020	Number of adults with IDD enrolled or approved for services increased from Jan to Dec 2020	Number of adults with IDD enrolled or approved for services decreased from Jan to Dec 2020	N
AL	27.0%	18.9%	54.1%	37
AZ	27.8%	9.3%	63.0%	54
CO	22.2%	18.5%	59.3%	27
CT	47.6%	4.8%	47.6%	21
DC	23.5%	11.8%	64.7%	17
DE	42.9%	28.6%	28.6%	7
GA	37.1%	17.7%	45.2%	62
HI	15.8%	26.3%	57.9%	19
IL	20.0%	8.9%	71.1%	45
IN	21.9%	15.6%	62.5%	32
LA	41.2%	5.9%	52.9%	17
MD	32.6%	13.0%	54.3%	46
MO	30.6%	18.1%	51.4%	72
NC	37.2%	11.6%	51.2%	43
NE	31.3%	31.3%	37.5%	16
NJ	27.8%	22.2%	50.0%	36
NY	26.3%	22.4%	51.3%	76
OR	28.3%	20.8%	50.9%	53
PA	18.5%	11.8%	69.7%	119
RI*				
SC	7.1%	7.1%	85.7%	14
SD*				
TN	34.9%	7.0%	58.1%	43
TX	45.5%	27.3%	27.3%	22
UT	17.9%	3.6%	78.6%	28
VA	42.3%	11.5%	46.2%	52
WY	50.0%		50.0%	8
<b>NCI-IDD Avg.</b>	<b>27.5%</b>	<b>15.1%</b>	<b>57.3%</b>	<b>Total: 972</b>

\*States with Ns of three (3) or fewer have been suppressed

<sup>16</sup> These data also appear in the NCI-IDD 2020 Staff Stability Survey COVID-19 Supplement Report

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg.") in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. States with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.



## DSP Demographics

Table 10. Within all reporting agencies in the state, the average percent of DSPs on the payroll as of Dec. 31, 2020 identifying as each race/ethnicity

	American Indian or Alaska Native	Asian <sup>17</sup>	Black or African American	Pacific Islander <sup>18</sup>	White	Hispanic/ Latino <sup>19</sup>	More than one race/ethnicity	Other	Don't know	N
AL	0.1%	0.3%	68.3%	0.0%	21.0%	0.7%	0.0%	0.2%	9.4%	91
AZ	4.3%	1.7%	18.0%	0.3%	24.9%	17.4%	1.4%	1.3%	30.8%	202
CO	0.6%	1.1%	7.9%	0.2%	47.5%	10.5%	0.7%	0.3%	31.3%	80
CT	0.2%	0.4%	36.5%	0.1%	37.4%	10.7%	2.2%	0.8%	11.7%	61
DC	0.0%	2.9%	81.5%	0.1%	2.0%	0.9%	0.1%	2.6%	9.7%	37
DE	0.1%	0.1%	68.0%	0.0%	20.2%	1.2%	2.6%	0.0%	7.8%	27
GA	0.1%	0.5%	72.7%	0.7%	18.7%	1.1%	1.3%	1.0%	4.0%	140
HI	0.1%	41.8%	1.6%	20.8%	8.7%	1.8%	6.6%	0.5%	18.2%	41
IL	0.8%	1.4%	36.7%	0.1%	49.5%	4.3%	0.5%	0.2%	6.5%	110
IN	0.3%	1.5%	21.8%	0.1%	57.8%	2.1%	1.1%	0.5%	14.8%	86
LA	3.2%	0.5%	68.7%	0.0%	16.1%	1.0%	0.4%	0.1%	10.0%	61
MD	0.1%	0.6%	65.3%	0.1%	21.6%	1.5%	1.2%	1.8%	8.0%	126
MO	0.3%	0.6%	22.1%	0.8%	56.0%	1.3%	0.9%	0.6%	17.4%	207
NC	1.2%	1.2%	53.2%	0.3%	35.5%	1.8%	0.5%	0.2%	6.0%	129
NE	0.5%	1.1%	23.4%	0.0%	51.0%	3.9%	2.1%	0.4%	17.6%	36
NJ	1.7%	2.5%	37.6%	0.7%	36.6%	10.1%	1.1%	1.4%	8.2%	124
NY <sup>20</sup>	0.4%	1.4%	41.3%	0.3%	37.4%	9.2%	1.7%	1.1%	7.2%	209
OR	0.9%	1.5%	15.2%	2.3%	41.1%	7.7%	2.7%	1.2%	27.4%	197
PA	0.1%	1.0%	34.4%	0.1%	50.2%	4.1%	1.2%	0.5%	8.4%	323
RI	0.5%	4.2%	36.2%	0.0%	49.7%	3.3%	2.2%	0.0%	4.0%	6
SC	0.0%	0.3%	76.2%	0.2%	17.2%	0.8%	0.3%	0.6%	4.4%	58
SD	6.8%	7.0%	4.0%	0.2%	66.4%	2.0%	1.5%	0.0%	12.1%	10
TN	0.1%	0.1%	44.7%	0.2%	46.8%	0.9%	1.2%	1.5%	4.6%	99
TX	0.1%	0.5%	39.0%	0.2%	20.5%	27.1%	0.5%	0.8%	11.4%	67
UT	2.6%	0.6%	3.4%	7.3%	57.4%	6.3%	1.0%	0.9%	20.4%	66
VA	0.1%	2.7%	62.6%	0.8%	25.0%	1.2%	1.5%	0.4%	5.7%	124
WY	1.7%	0.4%	1.2%	0.5%	70.0%	7.1%	0.6%	0.0%	18.5%	28
<b>NCI-IDD Avg.</b>	<b>0.8%</b>	<b>1.9%</b>	<b>37.3%</b>	<b>1.0%</b>	<b>38.0%</b>	<b>5.6%</b>	<b>1.4%</b>	<b>0.8%</b>	<b>13.1%</b>	<b>Total: 2745</b>

<sup>17</sup> Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese, or Other Asian

<sup>18</sup> Native Hawaiian, Guamanian or Chamorro, Samoan, or Other Pacific Islander

<sup>19</sup> Mexican, Mexican American, Chicano, Puerto Rican, Cuban, or Other Spanish/Hispanic/Latino

<sup>20</sup> NY: Statewide results for NYS are skewed toward demographic data for NYC. For example, approximately 40% of DSPs in the dataset who are Black work for NYC providers.

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Table 11. Of all reporting agencies in the state, the average percent of DSPs on the payroll as of Dec. 31, 2020 identifying as each gender identity

State	Male	Female	Non-conforming	Don't Know	N
AL	17.3%	80.5%	0.0%	2.2%	91
AZ	21.9%	62.5%	0.1%	15.5%	202
CO	21.0%	68.9%	0.9%	9.2%	81
CT	27.2%	66.6%	0.1%	5.4%	60
DC	34.1%	60.1%	0.0%	5.6%	36
DE	26.4%	66.2%	0.0%	7.4%	27
GA	18.9%	80.3%	0.0%	0.8%	140
HI	19.0%	78.6%	0.0%	2.4%	41
IL	19.9%	75.5%	0.1%	4.5%	111
IN	20.5%	75.4%	0.6%	3.5%	87
LA	12.0%	81.4%	0.0%	6.6%	63
MD	26.1%	70.6%	0.0%	3.3%	126
MO	18.7%	74.3%	0.2%	6.8%	207
NC	25.5%	72.2%	0.0%	2.3%	130
NE	30.4%	64.0%	0.0%	5.6%	36
NJ	23.6%	73.5%	0.0%	2.4%	125
NY	26.9%	71.4%	0.0%	1.5%	213
OR	32.2%	56.3%	0.4%	10.9%	202
PA	25.1%	72.2%	0.1%	2.7%	325
RI	35.5%	64.5%	0.0%	0.0%	6
SC	14.6%	85.3%	0.0%	0.1%	57
SD	15.8%	74.2%	0.0%	10.0%	10
TN	21.3%	74.5%	0.1%	4.1%	99
TX	18.6%	75.4%	0.1%	5.9%	68
UT	28.5%	65.1%	0.1%	6.1%	67
VA	20.8%	77.4%	0.2%	1.3%	124
WY	20.8%	72.5%	0.0%	6.7%	30
NCI-IDD Avg.	23.5%	71.3%	0.1%	5.0%	Total: 2764

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

## Supports Provided and Number of Adults With IDD Receiving Services as of December 31, 2020

**Residential Supports** are supports provided to a person in a home or apartment that is owned or operated by the agency.

**Note:** Residential supports include residential services delivered to people who DO NOT live in their family's home or their own private home/apartment which they rent or own.

Residential supports include:

- *Residential Services*
- *24-hour supports such as a Group Home, Agency-Operated Apartments or ICFs/ID.*
- *Host home or foster home services.*

If the service recipient holds a lease with the provider agency, this is considered a residential support or service.

**In-home Supports** are supports provided to a person in a home or apartment that is not owned or operated by the agency. This includes:

- *Supports provided to a person in their own private home or apartment, or a private home/apartment they live in with their family (only if their home or apartment is not owned or operated by your agency).*

In many states, this category includes homemaker/personal care services.

**Non-residential Supports** are supports provided in a day program, community program, or work setting. This includes:

- *Adult day program services and community supports, for example*
- *Job or vocational services (supports to help people who are looking for work or at their paid job—work supports, for example)*

PLEASE NOTE: Because of COVID-19, many traditionally 'non-residential' supports and services began to be provided in the person's residence/home. If services provided by the agency fit the description above but because of COVID-19 were provided in a person's residence/home, they are still considered "non-residential supports

Table 12. Number of service types provided—residential, in-home, and/or non-residential

	1 Type	2 Types	All 3 Types	N
AL	46.3%	40.0%	13.7%	95
AZ	46.4%	34.2%	19.4%	222
CO	23.6%	30.3%	46.1%	89
CT	25.0%	28.1%	46.9%	64
DC	43.2%	40.9%	15.9%	44
DE	64.3%	10.7%	25.0%	28
GA	45.0%	23.5%	31.5%	149
HI	31.8%	34.1%	34.1%	44
IL	30.5%	31.4%	38.1%	118
IN	19.4%	29.0%	51.6%	93
LA	54.3%	28.6%	17.1%	70
MD	27.3%	29.5%	43.2%	132
MO	46.9%	28.1%	25.0%	228
NC	38.7%	27.0%	34.3%	137
NE	2.7%	37.8%	59.5%	37
NJ	43.9%	38.5%	17.6%	148
NY	16.1%	30.5%	53.4%	223
OR	58.9%	26.0%	15.1%	219
PA	43.9%	32.1%	24.0%	346
RI	16.7%	16.7%	66.7%	6
SC	25.9%	27.6%	46.6%	58
SD			100.0%	11
TN	12.3%	34.9%	52.8%	106
TX	13.7%	24.7%	61.6%	73
UT	40.0%	25.3%	34.7%	75
VA	55.3%	35.5%	9.2%	141
WY	3.2%	45.2%	51.6%	31
<b>NCI-IDD Avg.</b>	<b>37.6%</b>	<b>30.6%</b>	<b>31.8%</b>	<b>Total: 2987</b>

Notes: Missing data for a service type was treated as 'Does not provide this type' for this calculation.

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Table 13. Does your agency provide residential supports, in home supports and/or non-residential supports to adults with IDD as of Dec. 31, 2020?  
(Categories are not mutually exclusive)

	<b>Provides Residential Supports</b>	<b>Provides In-home Supports</b>	<b>Provides Non-residential Supports</b>	<b>N</b>
<b>AL</b>	86.3%	31.6%	49.5%	95
<b>AZ</b>	50.0%	72.1%	50.9%	222
<b>CO</b>	65.2%	68.5%	88.8%	89
<b>CT</b>	70.3%	76.6%	75.0%	64
<b>DC</b>	81.8%	45.5%	45.5%	44
<b>DE</b>	64.3%	35.7%	60.7%	28
<b>GA</b>	74.5%	48.3%	63.8%	149
<b>HI</b>	45.5%	81.8%	75.0%	44
<b>IL</b>	90.7%	47.5%	69.5%	118
<b>IN</b>	71.0%	91.4%	69.9%	93
<b>LA</b>	44.3%	77.1%	41.4%	70
<b>MD</b>	78.0%	62.9%	75.0%	132
<b>MO</b>	74.1%	52.6%	51.3%	228
<b>NC</b>	70.1%	50.4%	75.2%	137
<b>NE</b>	83.8%	81.1%	91.9%	37
<b>NJ</b>	44.6%	58.1%	70.9%	148
<b>NY</b>	73.5%	71.7%	91.9%	223
<b>OR</b>	73.1%	43.8%	39.3%	219
<b>PA</b>	58.4%	64.7%	56.9%	346
<b>RI</b>	66.7%	83.3%	100.0%	6
<b>SC</b>	93.1%	46.6%	81.0%	58
<b>SD</b>	100.0%	100.0%	100.0%	11
<b>TN</b>	83.0%	83.0%	74.5%	106
<b>TX</b>	93.2%	76.7%	78.1%	73
<b>UT</b>	61.3%	53.3%	80.0%	75
<b>VA</b>	84.4%	24.1%	45.4%	141
<b>WY</b>	80.6%	74.2%	93.5%	31
<b>NCI-IDD Avg.</b>	<b>69.7%</b>	<b>60.3%</b>	<b>64.3%</b>	<b>Total: 2987</b>

Notes: Missing data for a service type was treated as 'Does not provide this type' for this calculation.

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 14. Numbers Served: Number of Adults with IDD Receiving **Residential Supports** as of Dec. 31, 2020

	1-10 Adults	11-20 Adults	21-50 Adults	51-99 Adults	100-499 Adults	500-999 Adults	1000+ Adults	N
AL	40.2%	26.8%	17.1%	11.0%	4.9%			82
AZ	44.5%	20.0%	16.4%	10.9%	7.3%	0.9%		110
CO	29.8%	21.1%	21.1%	14.0%	14.0%			57
CT	17.8%	15.6%	35.6%	22.2%	8.9%			45
DC	47.2%	5.6%	22.2%	22.2%	2.8%			36
DE	16.7%	11.1%	33.3%	16.7%	22.2%			18
GA	51.4%	18.3%	17.4%	6.4%	6.4%			109
HI	50.0%	10.0%	20.0%	15.0%	5.0%			20
IL	16.8%	18.7%	22.4%	20.6%	19.6%	1.9%		107
IN	24.6%	15.4%	20.0%	9.2%	26.2%	3.1%	1.5%	65
LA	25.8%	19.4%	22.6%	19.4%	12.9%			31
MD	15.7%	15.7%	33.3%	17.6%	17.6%			102
MO	41.4%	16.6%	29.0%	9.5%	3.6%			169
NC	36.5%	20.8%	26.0%	8.3%	7.3%		1.0%	96
NE	22.6%	12.9%	32.3%	16.1%	12.9%	3.2%		31
NJ	11.3%	11.3%	19.4%	33.9%	24.2%			62
NY	6.7%	3.0%	12.8%	22.6%	50.0%	4.3%	0.6%	164
OR	55.3%	14.5%	17.0%	9.4%	3.8%			159
PA	28.9%	18.9%	15.9%	16.4%	18.9%	1.0%		201
RI			50.0%		50.0%			4
SC	3.7%	9.3%	22.2%	25.9%	37.0%		1.9%	54
SD		9.1%	18.2%	54.5%	18.2%			11
TN	18.2%	15.9%	29.5%	25.0%	11.4%			88
TX	34.3%	14.9%	19.4%	17.9%	11.9%	1.5%		67
UT	63.0%	8.7%	15.2%	4.3%	6.5%	2.2%		46
VA	52.9%	19.3%	19.3%	5.0%	2.5%		0.8%	119
WY	44.0%	12.0%	40.0%	4.0%				25
<b>NCI-IDD Avg.</b>	<b>31.2%</b>	<b>15.1%</b>	<b>20.7%</b>	<b>15.2%</b>	<b>16.5%</b>	<b>0.9%</b>	<b>0.3%</b>	<b>Total: 2078</b>

Notes: Data represent numbers receiving supports as of Dec. 31, 2020. Residential Supports are provided to a person in a home or apartment that is owned or operated by the agency. This includes residential services delivered to people who DO NOT live in their family's home or their own private home/apartment which they rent or own. Residential supports include: Residential Services, 24-hour supports such as a Group Home, Agency-Operated Apartments or ICFs/ID, Host home or foster home services. If the service recipient holds a lease with the provider agency, this is considered a residential support or service.

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 15. Numbers Served: Number of Adults with IDD Receiving **In-Home Supports** as of Dec. 31, 2020

	1-10 Adults	11-20 Adults	21-50 Adults	51-99 Adults	100-499 Adults	500-999 Adults	1000+ Adults	N
AL	70.0%	13.3%	13.3%		3.3%			30
AZ	39.5%	18.5%	15.3%	10.2%	13.4%	2.5%	0.6%	157
CO	55.9%	15.3%	11.9%	8.5%	8.5%			59
CT	51.0%	26.5%	14.3%	6.1%	2.0%			49
DC	70.0%	15.0%	10.0%	5.0%				20
DE	70.0%	10.0%	10.0%		10.0%			10
GA	54.9%	11.3%	28.2%	4.2%		1.4%		71
HI	50.0%	22.2%	13.9%	8.3%	5.6%			36
IL	49.1%	12.7%	18.2%	5.5%	12.7%	1.8%		55
IN	25.3%	15.7%	24.1%	15.7%	14.5%	2.4%	2.4%	83
LA	36.5%	15.4%	30.8%	15.4%	1.9%			52
MD	47.0%	13.3%	13.3%	16.9%	9.6%			83
MO	43.3%	20.8%	22.5%	8.3%	3.3%	1.7%		120
NC	42.0%	17.4%	15.9%	11.6%	10.1%	1.4%	1.4%	69
NE	40.0%	6.7%	30.0%	20.0%	3.3%			30
NJ	52.9%	15.3%	16.5%	9.4%	5.9%			85
NY	18.2%	13.2%	22.0%	17.6%	23.9%	4.4%	0.6%	159
OR	45.8%	20.8%	24.0%	5.2%	4.2%			96
PA	44.1%	17.6%	20.3%	8.1%	9.0%	0.5%	0.5%	222
RI	60.0%			20.0%	20.0%			5
SC	46.2%	11.5%	11.5%	15.4%	15.4%			26
SD	18.2%		45.5%	27.3%	9.1%			11
TN	50.0%	21.6%	17.0%	6.8%	4.5%			88
TX	56.4%	14.5%	12.7%	10.9%	5.5%			55
UT	56.4%	23.1%	10.3%	5.1%	5.1%			39
VA	38.2%	29.4%	23.5%		8.8%			34
WY	65.2%	13.0%	17.4%	4.3%				23
<b>NCI-IDD Avg.</b>	<b>42.0%</b>	<b>17.1%</b>	<b>19.3%</b>	<b>10.1%</b>	<b>9.8%</b>	<b>1.3%</b>	<b>0.4%</b>	<b>Total: 1767</b>

Notes: Data represent numbers receiving supports as of Dec. 31, 2020. In-Home Supports are provided to a person in their own private home or apartment, or a private home/apartment they live in with their family (only if their home or apartment is not owned or operated by a provider agency).

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 16. Numbers Served: Number of Adults with IDD Receiving **Non-Residential Supports** as of Dec. 31, 2020

Because of COVID-19, many traditionally 'non-residential' supports and services began to be provided in the person's residence/home. If services provided by the agency fit the description provided at the beginning of this section but because of COVID-19 were provided in a person's residence/home, they are still considered "non-residential supports"

	1-10 Adults	11-20 Adults	21-50 Adults	51-99 Adults	100-499 Adults	500-999 Adults	1000+ Adults	N
AL	19.1%	17.0%	31.9%	21.3%	10.6%			47
AZ	22.3%	18.8%	35.7%	16.1%	6.3%	0.9%		112
CO	28.6%	15.6%	27.3%	13.0%	14.3%	1.3%		77
CT	12.5%	10.4%	18.8%	25.0%	33.3%			48
DC	40.0%	20.0%	20.0%	20.0%				20
DE	29.4%	17.6%	11.8%	5.9%	35.3%			17
GA	22.3%	16.0%	24.5%	14.9%	20.2%	2.1%		94
HI	30.3%	21.2%	27.3%	18.2%	3.0%			33
IL	9.9%	9.9%	19.8%	29.6%	28.4%	2.5%		81
IN	11.1%	9.5%	22.2%	22.2%	33.3%	1.6%		63
LA	21.4%	14.3%	39.3%	14.3%	10.7%			28
MD	12.2%	11.2%	26.5%	19.4%	30.6%			98
MO	30.8%	19.7%	24.8%	11.1%	11.1%	1.7%	0.9%	117
NC	25.2%	11.7%	33.0%	15.5%	11.7%	1.0%	1.9%	103
NE	20.6%	8.8%	35.3%	14.7%	17.6%	2.9%		34
NJ	24.3%	18.4%	21.4%	16.5%	18.4%	1.0%		103
NY	7.9%	9.4%	15.8%	12.4%	43.1%	8.4%	3.0%	202
OR	22.1%	12.8%	34.9%	20.9%	9.3%			86
PA	22.4%	15.8%	27.6%	13.3%	18.4%	2.6%		196
RI	16.7%	33.3%	16.7%	16.7%	16.7%			6
SC	6.4%	6.4%	14.9%	21.3%	51.1%			47
SD	18.2%	9.1%		54.5%	18.2%			11
TN	29.1%	13.9%	27.8%	20.3%	8.9%			79
TX	24.1%	13.0%	18.5%	25.9%	18.5%			54
UT	31.0%	22.4%	24.1%	8.6%	13.8%			58
VA	38.1%	25.4%	12.7%	19.0%	3.2%	1.6%		63
WY	31.0%	27.6%	27.6%	10.3%	3.4%			29
NCI-IDD Avg.	20.2%	14.3%	24.7%	16.4%	21.5%	2.3%	0.6%	Total: 1906

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

## Turnover Rate

Each agency's turnover rate is calculated as:

*(Total separated DSPs in past year) **divided by**  
(Total direct support staff as of December 31, 2020).*

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

The turnover rate in this report is a point-in-time rate. The denominator (total number of employed DSPs at each agency) is taken from a specific point in time: Dec. 31, 2020. *Some other turnover rate calculations use the average number of people employed at each agency across 12 months as the denominator in the turnover rate calculation.*

**Some agencies reported turnover rates that exceed 100%.** This means that the number of DSPs that separated from the agency payroll in 2020 was greater than the number of DSPs employed as of Dec. 31, 2020. States with agencies reporting turnover rates that exceed 100% can use still the information in this report to open discussions on the factors that contribute to turnover.

Table 17. Turnover Rates for DSPs in 2020 (as of Dec. 31, 2020). (Range of data is bolded)

	Turnover	Median	Std. Deviation	Minimum	Maximum	N
AL	48.5%	39.5%	37.3%	0.0%	162.8%	90
AZ	36.2%	27.7%	35.3%	0.0%	180.0%	197
CO	45.5%	33.6%	50.9%	0.0%	280.0%	79
CT	42.3%	33.3%	40.2%	0.0%	250.0%	62
DC	36.1%	29.7%	32.2%	0.0%	175.0%	37
DE	36.0%	32.6%	17.6%	0.0%	75.0%	25
GA	46.7%	34.6%	48.6%	0.0%	257.1%	138
HI	<b>26.7%</b>	<b>21.2%</b>	27.4%	0.0%	110.6%	41
IL	44.0%	37.5%	29.2%	0.0%	157.4%	108
IN	50.4%	45.9%	33.0%	0.0%	154.5%	85
LA	38.5%	24.4%	46.0%	0.0%	263.9%	63
MD	36.1%	30.4%	28.4%	0.0%	180.0%	126
MO	58.7%	45.6%	57.2%	0.0%	360.0%	208
NC	32.6%	25.0%	34.4%	0.0%	214.3%	128
NE	<b>79.5%</b>	50.0%	82.0%	10.7%	375.0%	35
NJ	34.2%	26.0%	38.2%	0.0%	250.0%	124
NY	35.6%	32.1%	26.9%	0.0%	200.0%	206
OR	52.3%	47.1%	42.5%	0.0%	285.7%	199
PA	41.2%	31.8%	43.7%	0.0%	350.0%	320
RI	56.9%	<b>54.3%</b>	41.0%	10.7%	120.0%	6
SC	36.6%	36.5%	22.4%	0.0%	101.7%	56
SD	54.4%	51.7%	35.8%	5.9%	134.8%	10
TN	48.5%	42.9%	35.4%	0.0%	179.6%	96
TX	46.2%	36.0%	49.1%	0.0%	250.0%	67
UT	55.9%	45.1%	66.2%	0.0%	450.0%	68
VA	46.3%	33.3%	43.6%	0.0%	200.0%	120
WY	50.2%	43.7%	47.1%	0.0%	191.7%	30
NCI-IDD	<b>Avg. 43.6%</b>	<b>34.1%</b>	<b>42.0%</b>	<b>0.0%</b>	<b>450.0%</b>	<b>Total: 2724</b>

State turnover  
rates ordered  
from lowest to  
highest

HI	26.7%
NC	32.6%
NJ	34.2%
NY	35.6%
DE	36.0%
DC	36.1%
MD	36.1%
AZ	36.2%
SC	36.6%
LA	38.5%
PA	41.2%
CT	42.3%
IL	44.0%
CO	45.5%
TX	46.2%
VA	46.3%
GA	46.7%
AL	48.5%
TN	48.5%
WY	50.2%
IN	50.4%
OR	52.3%
SD	54.4%
UT	55.9%
RI	56.9%
MO	58.7%
NE	79.5%
NCI-IDD	<b>Avg. 43.6%</b>

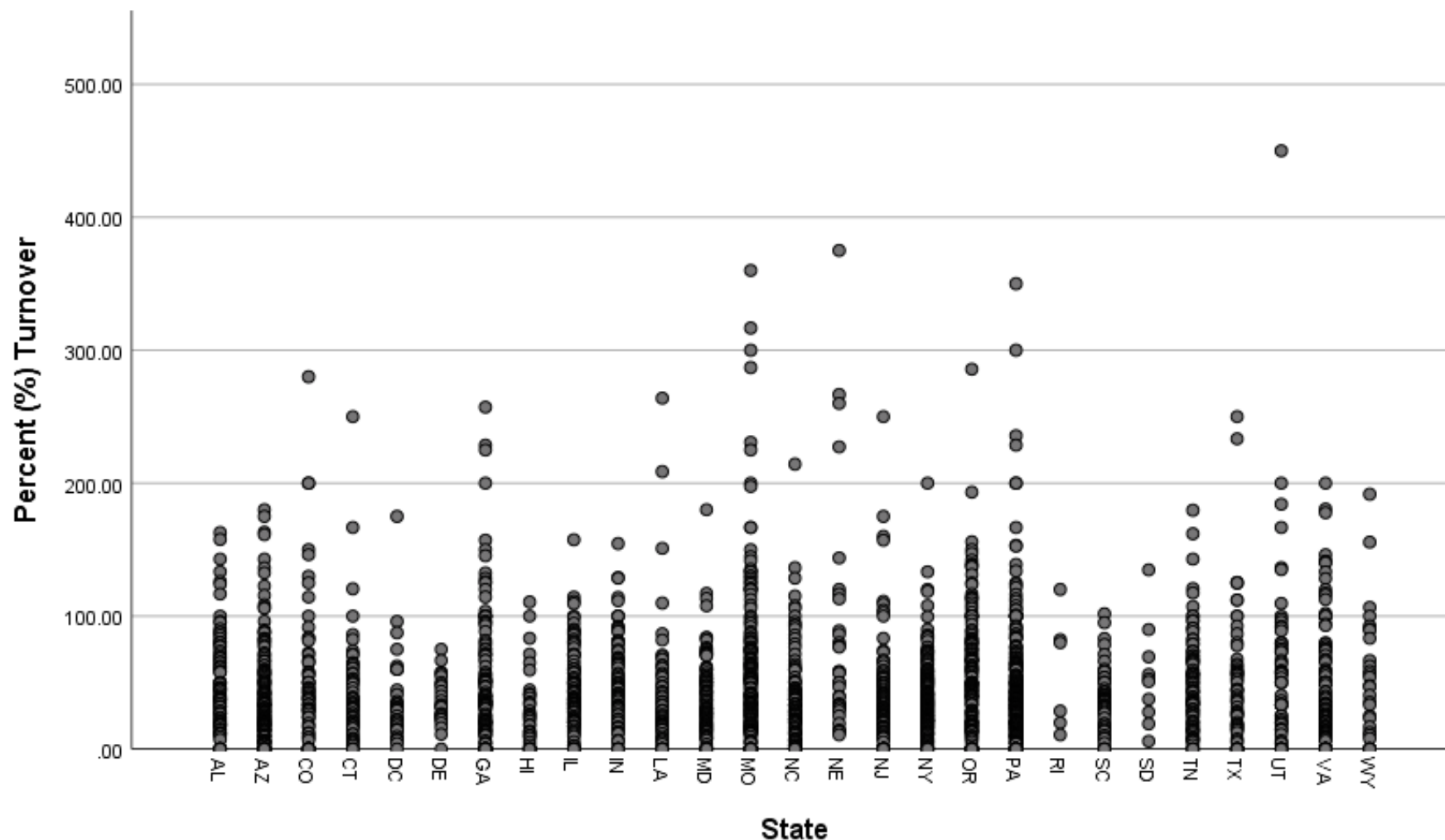
Notes: Each agency's turnover rate is calculated as (total separated DSPs in past year)/(total direct support staff as of December 31, 2020).

More research is needed into the specific causes of turnover rates that exceed 100%. Agencies with turnover rates that exceeded 500% were excluded from this analysis (9 agencies). Agencies were included if they reported the length of tenure of all DSPs reported employed as of 12/31/2020 (or left it blank). Agencies were included if they reported the length of tenure of all DSPs reported to have separated in 2020 (or left it blank).

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.



**Figure 2. Spread of agency turnover rates in each state in 2020**



Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

## Tenure (Length of Employment) of DSPs

To calculate tenure, the number of DSPs employed in each agency for less than 6 months is divided by the total number of DSPs employed as of Dec. 31, 2020. This created an agency-wide percentage of DSPs employed less than 6 months. We then calculated the average agency percentage for each state and calculated a Weighted NCI-IDD Result.

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

**Please use caution when comparing tenure rates from Staff Stability Survey Reports from 2016 or prior as methodology has changed.**

Table 18. *Tenure Among DSPs Employed as of Dec. 31, 2020<sup>21</sup> (Range of data is bolded)*  
**Percentage of agencies' DSPs who have been on the payroll...**

	Less than 6 months	6-12 months	12-24 months	24-36 months	36+ months	DSPs on payroll statewide	N
AL	17.4%	13.9%	17.6%	13.6%	37.5%	5015	88
AZ	16.5%	16.1%	19.7%	13.3%	34.5%	25301	198
CO	14.4%	15.9%	21.9%	13.2%	34.6%	2202	80
CT	13.0%	12.6%	19.1%	11.9%	43.3%	6278	62
DC	11.0%	11.8%	18.0%	14.8%	44.5%	2765	36
DE	19.1%	15.6%	17.8%	14.2%	33.2%	2806	27
GA	13.8%	17.6%	17.1%	11.5%	39.9%	5994	139
HI	12.0%	15.6%	12.9%	10.8%	48.6%	1927	41
IL	14.5%	12.2%	15.7%	10.6%	47.0%	8593	106
IN	16.4%	15.4%	18.8%	13.0%	36.4%	15019	84
LA	11.5%	19.5%	15.8%	15.6%	37.6%	5611	63
MD	13.8%	13.6%	18.3%	12.8%	41.5%	13453	124
MO	17.9%	15.1%	17.7%	12.6%	36.7%	14094	211
NC	<b>10.2%</b>	11.5%	16.6%	12.2%	<b>49.5%</b>	11287	125
NE	20.8%	11.6%	21.0%	9.4%	37.2%	3696	35
NJ	18.2%	17.2%	21.1%	12.6%	30.9%	10327	125
NY	10.7%	10.4%	18.3%	12.7%	47.9%	52990	212
OR	21.9%	18.5%	23.4%	9.8%	<b>26.3%</b>	10043	201
PA	14.4%	12.7%	19.1%	14.0%	39.8%	35437	320
RI	19.6%	21.0%	17.0%	8.7%	33.7%	517	6
SC	12.8%	8.2%	15.9%	12.7%	50.5%	7578	57
SD	19.1%	11.8%	22.2%	9.4%	37.5%	1012	10
TN	14.2%	13.7%	17.8%	14.0%	40.4%	11843	96
TX	14.5%	15.0%	16.2%	12.9%	41.4%	3117	67
UT	<b>21.9%</b>	14.3%	20.8%	9.1%	33.9%	4896	66
VA	17.1%	20.8%	16.5%	13.9%	31.7%	3756	122
WY	16.8%	18.1%	21.5%	11.6%	32.1%	914	29
NCI-IDD Avg.	15.4%	14.3%	18.7%	12.5%	39.0%	Total: 266,471	Total: 2730

<sup>21</sup> This table only includes agencies that provided information on both the total number of DSPs employed as of Dec. 31, 2020 and the tenure of those DSPs. State tenure rates are an average of all cases in the state. In the 2016 report and previous reports, Staff Stability Survey tenure used statewide totals to calculate a statewide rate.

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 19. *Tenure Among Separated DSP Employees (Left Between Jan. 1, 2020 and Dec. 31, 2020)* <sup>22</sup> (Range of data is bolded)  
**Percentage of DSPs who separated between 1/1/20 and 12/31/20 who were on the payroll...**

	Less than 6 months	6-12 months	12-24 months	24-36 months	36+ months	% of agencies reporting at least 1 DSP separation in 2020	Number of DSPs separated statewide	N
AL	33.3%	22.7%	15.1%	6.8%	12.2%	90.1%	2720	81
AZ	29.6%	18.4%	17.8%	7.9%	13.4%	87.1%	8767	186
CO	21.9%	18.6%	20.0%	3.8%	12.3%	76.6%	804	77
CT	26.7%	15.8%	21.9%	8.5%	21.8%	94.8%	2178	58
DC	<b>15.6%</b>	26.9%	20.6%	10.2%	23.7%	97.0%	802	33
DE	25.5%	24.8%	19.0%	9.1%	17.7%	96.0%	1046	25
GA	26.6%	19.2%	14.3%	8.1%	13.5%	81.7%	2576	126
HI	19.8%	9.9%	15.1%	8.3%	23.2%	76.3%	431	38
IL	32.7%	16.4%	16.6%	8.0%	20.7%	94.3%	3814	105
IN	32.4%	19.5%	15.2%	7.7%	17.9%	92.6%	8651	81
LA	29.5%	26.1%	12.6%	6.5%	10.3%	84.9%	1782	53
MD	22.7%	19.3%	18.4%	9.9%	19.7%	90.0%	4433	120
MO	<b>38.6%</b>	19.1%	13.0%	6.9%	13.6%	91.2%	8572	193
NC	21.0%	16.7%	14.7%	8.6%	21.1%	82.1%	4921	123
NE	33.8%	21.2%	22.0%	7.9%	15.1%	100.0%	1723	33
NJ	23.3%	18.3%	14.8%	6.6%	14.1%	77.1%	3538	118
NY	24.0%	16.4%	16.8%	10.5%	<b>24.5%</b>	92.1%	18249	203
OR	36.5%	21.3%	15.4%	5.3%	<b>8.5%</b>	87.1%	6352	186
PA	25.7%	18.6%	17.4%	8.9%	16.5%	87.0%	13332	301
RI	31.8%	20.9%	27.3%	7.6%	12.4%	100.0%	143	6
SC	24.8%	17.5%	19.0%	11.0%	20.5%	92.7%	3068	55
SD	37.0%	18.4%	28.2%	6.8%	9.6%	100.0%	465	9
TN	35.8%	20.9%	16.3%	8.6%	14.0%	95.6%	7223	90
TX	26.5%	20.6%	11.2%	5.5%	15.6%	79.4%	1667	63
UT	30.1%	17.9%	17.6%	5.8%	10.4%	81.8%	3655	66
VA	33.2%	22.1%	14.5%	3.4%	10.5%	83.7%	1405	104
WY	37.0%	19.2%	10.4%	2.6%	10.9%	80.0%	681	30
NCI-IDD Avg.	28.9%	18.8%	16.3%	7.9%	16.2%	88.1%	Total: 112,998	Total: 2563

<sup>22</sup> This table only includes agencies that provided information on both the total number of separated DSPs and the tenure of those separated DSPs. State tenure rates are an average of all cases in the state. Denominator includes cases with 0 separations. Prior to 2016, Staff Stability Survey tenure used statewide totals to calculate a statewide rate.

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

## Separations and Furlough

Table 20. Circumstances Under Which Separation Occurred (for Separated DSP Employees that Left Between Jan. 1, 2020 and Dec. 31, 2020)

Percentage of total separations between 1/1/20 and 12/31/20:

	Voluntary separation	Employment was terminated <sup>23</sup>	Laid off <sup>24</sup>	Don't know	N <sup>25</sup>
AL	81.7%	13.1%	1.7%	3.6%	73
AZ	78.9%	12.4%	4.7%	4.0%	160
CO	73.6%	14.1%	5.5%	6.8%	58
CT	72.0%	22.1%	2.5%	3.4%	54
DC	68.3%	13.5%	17.7%	0.4%	32
DE	68.6%	29.2%	2.2%	0.0%	23
GA	76.8%	17.1%	3.9%	2.2%	101
HI	86.1%	7.5%	4.5%	1.8%	29
IL	74.2%	16.6%	2.1%	7.2%	97
IN	77.3%	15.7%	1.3%	5.7%	74
LA	77.2%	11.8%	3.6%	7.5%	45
MD	64.9%	24.0%	6.7%	4.4%	108
MO	78.9%	16.8%	2.6%	1.7%	174
NC	79.0%	14.9%	3.3%	2.8%	98
NE	71.8%	13.4%	13.6%	1.2%	33
NJ	67.5%	23.5%	3.9%	5.1%	91
NY	74.5%	20.1%	2.5%	2.8%	186
OR	75.4%	17.7%	4.8%	2.1%	160
PA	77.5%	16.5%	2.3%	3.7%	255
RI	81.0%	19.0%	0.0%	0.0%	6
SC	68.9%	24.3%	4.0%	2.8%	51
SD	65.8%	26.3%	0.2%	7.7%	9
TN	78.4%	14.7%	2.7%	4.2%	85
TX	73.6%	13.1%	4.6%	8.7%	50
UT	80.9%	7.7%	9.3%	2.1%	53
VA	77.9%	13.2%	7.7%	1.2%	87
WY	71.9%	21.7%	1.7%	4.8%	24
<b>NCI-IDD Avg.</b>	<b>75.8%</b>	<b>17.0%</b>	<b>3.8%</b>	<b>3.4%</b>	<b>Total: 2216</b>

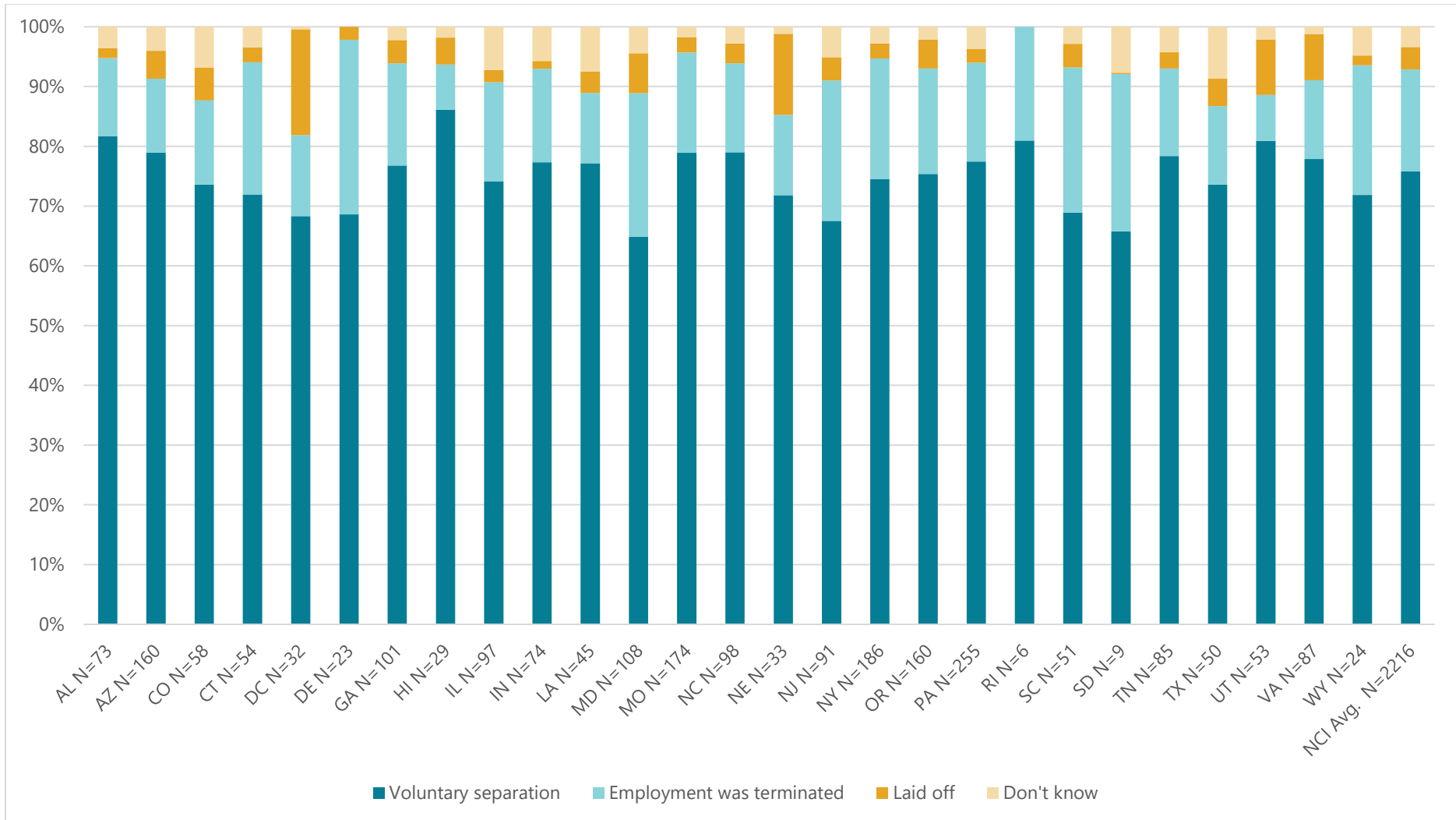
<sup>23</sup> Due to performance issues or violation of agency policy

<sup>24</sup> DSPs were terminated because their position was eliminated

<sup>25</sup> Does not include agencies that noted "0" DSP separations in 2020

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

**Figure 3. Circumstances Under Which Separation Occurred (for Separated DSP Employees That Left Between Jan. 1, 2020 and Dec. 31, 2020)**



\*Percent of total separations between 1/1/20 and 12/31/20, N does not include agencies that noted "0" DSP separations in 2020; Employment was terminated= DSPs were terminated due to performance issues or violation of agency policy; Laid off= DSPs were terminated because their position was eliminated

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.



Table 21. Did your agency put any DSPs on furlough<sup>26</sup> for any period of time at any point between Jan. 1, 2020 and Dec. 31, 2020?<sup>27,28</sup>

	Yes	No	N
AL	7.4%	92.6%	94
AZ	15.3%	84.7%	215
CO	21.2%	78.8%	85
CT	7.9%	92.1%	63
DC	31.7%	68.3%	41
DE	22.2%	77.8%	27
GA	17.6%	82.4%	142
HI	31.0%	69.0%	42
IL	15.0%	85.0%	113
IN	21.6%	78.4%	88
LA	10.4%	89.6%	67
MD	24.8%	75.2%	129
MO	13.1%	86.9%	221
NC	23.0%	77.0%	135
NE	29.7%	70.3%	37
NJ	18.0%	82.0%	139
NY	24.7%	75.3%	219
OR	15.6%	84.4%	211
PA	22.0%	78.0%	336
RI	33.3%	66.7%	6
SC	5.3%	94.7%	57
SD	30.0%	70.0%	10
TN	10.8%	89.2%	102
TX	15.3%	84.7%	72
UT	15.9%	84.1%	69
VA	21.5%	78.5%	130
WY	16.7%	83.3%	30
NCI-IDD Avg.	18.3%	81.7%	Total: 2880

<sup>26</sup> A *furlough* is a mandatory temporary leave of absence after which the employee is expected to return to work or to be restored from a reduced work schedule. Furloughed DSPs are still technically employees: they retain their employment rights and generally retain their benefits.

<sup>27</sup> Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

<sup>28</sup> These data also appear in the NCI-IDD 2020 Staff Stability Survey COVID-19 Supplement Report.

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Table 22. If agency put any DSPs on furlough<sup>29</sup> for any period of time at any point between Jan. 1, 2020 and Dec. 31, 2020, had any of the furloughed DSPs been recalled (taken off furlough) as of Dec. 31, 2020<sup>30,31</sup>?

	Yes, all were recalled; furlough was ended	Yes, some were recalled; partial furlough ended	None were recalled as of 12/31/20	N
AL	28.6%	57.1%	14.3%	7
AZ	71.9%	25.0%	3.1%	32
CO	72.2%	27.8%		18
CT	80.0%	20.0%		5
DC	7.7%	69.2%	23.1%	13
DE	33.3%	50.0%	16.7%	6
GA	56.0%	40.0%	4.0%	25
HI	61.5%	38.5%		13
IL	52.9%	29.4%	17.6%	17
IN	78.9%	21.1%		19
LA	57.1%	28.6%	14.3%	7
MD	43.8%	40.6%	15.6%	32
MO	78.6%	14.3%	7.1%	28
NC	64.5%	19.4%	16.1%	31
NE	54.5%	36.4%	9.1%	11
NJ	56.0%	24.0%	20.0%	25
NY	62.3%	34.0%	3.8%	53
OR	68.8%	25.0%	6.3%	32
PA	52.7%	39.2%	8.1%	74
RI*				
SC*				
SD*				
TN	54.5%	27.3%	18.2%	11
TX	36.4%	27.3%	36.4%	11
UT	45.5%	45.5%	9.1%	11
VA	67.9%	25.0%	7.1%	28
WY	80.0%	20.0%		5
<b>NCI-IDD Avg.</b>	<b>60.2%</b>	<b>31.6%</b>	<b>8.2%</b>	<b>Total: 521</b>

\* States with Ns of three (3) or fewer have been suppressed

<sup>29</sup> A furlough is a mandatory temporary leave of absence after which the employee is expected to return to work or to be restored from a reduced work schedule. Furloughed DSPs are still technically employees: they retain their employment rights and generally retain their benefits.

<sup>30</sup> Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

<sup>31</sup> These data also appear in the NCI-IDD 2020 Staff Stability Survey COVID-19 Supplement Report.

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

*Table 23. Did your agency separate (fire/lay off or otherwise remove from payroll) any DSPs for any amount of time between Jan. 1, 2020 to Dec. 31, 2020 and then rehire them/re-add them to payroll prior to Dec. 31, 2020<sup>32,33</sup>?*

	<b>Yes</b>	<b>No</b>	<b>Don't Know</b>	<b>N</b>
<b>AL</b>	21.7%	76.1%	2.2%	92
<b>AZ</b>	21.2%	74.5%	4.2%	212
<b>CO</b>	11.9%	85.7%	2.4%	84
<b>CT</b>	9.5%	87.3%	3.2%	63
<b>DC</b>	9.8%	90.2%		41
<b>DE</b>	25.9%	70.4%	3.7%	27
<b>GA</b>	16.3%	81.6%	2.1%	141
<b>HI</b>	7.1%	83.3%	9.5%	42
<b>IL</b>	25.0%	68.8%	6.3%	112
<b>IN</b>	23.9%	72.7%	3.4%	88
<b>LA</b>	14.9%	74.6%	10.4%	67
<b>MD</b>	19.5%	78.1%	2.3%	128
<b>MO</b>	16.1%	80.6%	3.2%	217
<b>NC</b>	12.7%	85.1%	2.2%	134
<b>NE</b>	35.1%	62.2%	2.7%	37
<b>NJ</b>	13.3%	81.5%	5.2%	135
<b>NY</b>	18.0%	76.5%	5.5%	217
<b>OR</b>	20.9%	76.3%	2.8%	211
<b>PA</b>	18.5%	77.8%	3.6%	329
<b>RI</b>	16.7%	83.3%		6
<b>SC</b>	22.8%	77.2%		57
<b>SD</b>	18.2%	81.8%		11
<b>TN</b>	26.0%	69.0%	5.0%	100
<b>TX</b>	18.1%	76.4%	5.6%	72
<b>UT</b>	14.5%	79.7%	5.8%	69
<b>VA</b>	15.7%	81.1%	3.1%	127
<b>WY</b>	16.7%	83.3%		30
<b>NCI-IDD Avg.</b>	<b>18.6%</b>	<b>77.6%</b>	<b>3.8%</b>	<b>Total: 2849</b>

<sup>32</sup> This situation differs from furlough because furloughed DSPs are still technically employees: they retain their employment rights and generally retain their benefits.

<sup>33</sup> These data also appear in the NCI-IDD 2020 Staff Stability Survey COVID-19 Supplement Report.

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## Full-time and Part-time Workforce

Table 24. Percentage of responding agencies that distinguish between full- and part-time DSPs

	Distinguish between full- and part-time DSPs	N
AL	77.2%	92
AZ	65.3%	213
CO	72.9%	85
CT	95.2%	62
DC	80.5%	41
DE	92.6%	27
GA	78.3%	143
HI	71.4%	42
IL	91.2%	113
IN	89.8%	88
LA	80.9%	68
MD	91.5%	129
MO	81.0%	221
NC	81.5%	135
NE	94.6%	37
NJ	84.8%	138
NY	96.4%	220
OR	71.6%	208
PA	86.4%	331
RI	100.0%	6
SC	98.2%	57
SD	100.0%	11
TN	82.0%	100
TX	84.7%	72
UT	65.2%	69
VA	85.0%	127
WY	63.3%	30
NCI-IDD Avg.	82.8%	Total: 2865

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 25. Average percentage of agency DSPs that are **full-time**<sup>34</sup>

	Percentage that are full-time	Std. Deviation	Median percentage that are full-time	Minimum percentage that are full-time	Maximum percentage that are full-time	N
AL	76.5%	22.4%	81.8%	0.0%	100.0%	69
AZ	60.4%	31.4%	66.0%	0.0%	100.0%	136
CO	53.7%	32.5%	55.5%	0.0%	100.0%	61
CT	68.5%	23.9%	73.5%	18.2%	100.0%	58
DC	69.9%	26.0%	75.4%	8.0%	100.0%	29
DE	72.6%	28.0%	78.8%	0.0%	100.0%	24
GA	72.3%	26.7%	79.4%	0.0%	100.0%	110
HI	58.0%	34.5%	61.5%	0.0%	100.0%	29
IL	73.3%	25.0%	80.9%	0.0%	100.0%	101
IN	58.6%	26.2%	60.0%	0.0%	100.0%	77
LA	61.6%	28.1%	61.9%	0.0%	100.0%	52
MD	75.6%	21.1%	81.4%	7.4%	100.0%	116
MO	74.4%	21.3%	78.9%	0.0%	100.0%	176
NC	66.3%	29.0%	72.2%	0.0%	100.0%	107
NE	74.0%	22.3%	78.1%	17.2%	100.0%	34
NJ	64.2%	33.4%	73.3%	0.0%	100.0%	107
NY	63.5%	28.4%	70.5%	0.0%	100.0%	206
OR	74.7%	24.8%	82.6%	0.0%	100.0%	142
PA	69.7%	28.1%	79.2%	0.0%	100.0%	279
RI	77.5%	18.0%	83.8%	50.3%	100.0%	6
SC	78.1%	19.1%	81.8%	33.3%	100.0%	56
SD	70.1%	19.6%	80.6%	29.0%	94.1%	11
TN	77.9%	19.2%	81.6%	23.0%	100.0%	79
TX	70.1%	29.1%	73.1%	0.0%	100.0%	57
UT	52.8%	30.4%	57.1%	0.0%	100.0%	45
VA	65.6%	31.2%	72.3%	0.0%	100.0%	103
WY	79.7%	21.3%	86.1%	12.5%	100.0%	19
<b>NCI-IDD</b>	<b>Avg. 69.0%</b>	<b>27.5%</b>	<b>75.2%</b>	<b>0.0%</b>	<b>100.0%</b>	<b>Total: 2289</b>

<sup>34</sup>Includes agencies that reported differentiating between full- and part-time DSPs and agencies that reported number of full-time and number of part-time DSPs (or reported "0")

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 26. Average percentage of DSPs that are **part-time**<sup>35</sup>

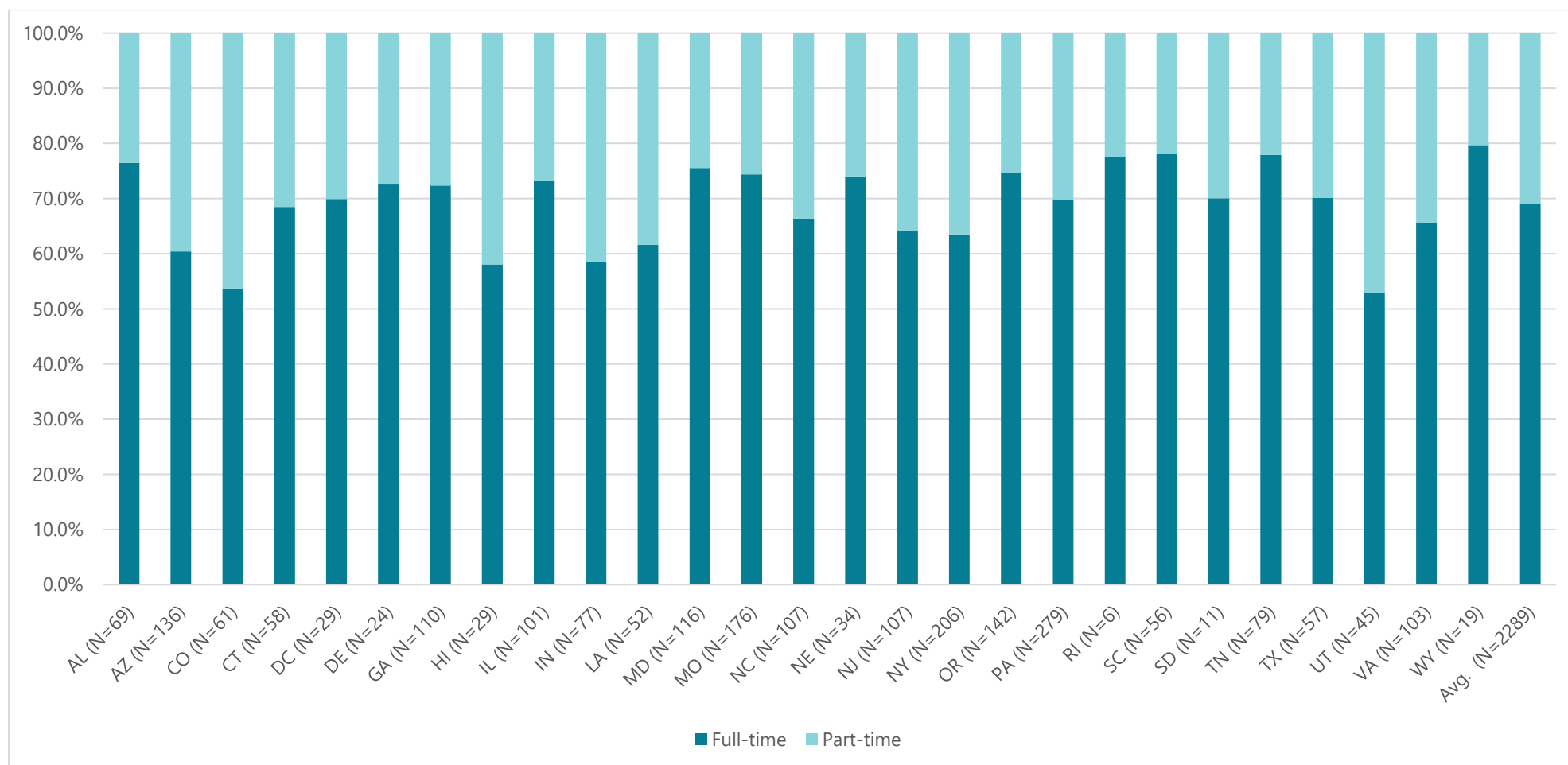
	Percentage that are part-time	Std. Deviation	Median percentage that are part-time	Minimum percentage that are part-time	Maximum percentage that are part-time	N
AL	23.5%	22.4%	18.2%	0.0%	100.0%	69
AZ	39.6%	31.4%	34.0%	0.0%	100.0%	136
CO	46.3%	32.5%	44.5%	0.0%	100.0%	61
CT	31.5%	23.9%	26.5%	0.0%	81.8%	58
DC	30.1%	26.0%	24.6%	0.0%	92.0%	29
DE	27.4%	28.0%	21.2%	0.0%	100.0%	24
GA	27.7%	26.7%	20.6%	0.0%	100.0%	110
HI	42.0%	34.5%	38.5%	0.0%	100.0%	29
IL	26.7%	25.0%	19.1%	0.0%	100.0%	101
IN	41.4%	26.2%	40.0%	0.0%	100.0%	77
LA	38.4%	28.1%	38.1%	0.0%	100.0%	52
MD	24.4%	21.1%	18.6%	0.0%	92.6%	116
MO	25.6%	21.3%	21.1%	0.0%	100.0%	176
NC	33.7%	29.0%	27.8%	0.0%	100.0%	107
NE	26.0%	22.3%	21.9%	0.0%	82.8%	34
NJ	35.8%	33.4%	26.7%	0.0%	100.0%	107
NY	36.5%	28.4%	29.5%	0.0%	100.0%	206
OR	25.3%	24.8%	17.4%	0.0%	100.0%	142
PA	30.3%	28.1%	20.8%	0.0%	100.0%	279
RI	22.5%	18.0%	16.3%	0.0%	49.7%	6
SC	21.9%	19.1%	18.2%	0.0%	66.7%	56
SD	29.9%	19.6%	19.4%	5.9%	71.0%	11
TN	22.1%	19.2%	18.4%	0.0%	77.0%	79
TX	29.9%	29.1%	26.9%	0.0%	100.0%	57
UT	47.2%	30.4%	42.9%	0.0%	100.0%	45
VA	34.4%	31.2%	27.7%	0.0%	100.0%	103
WY	20.3%	21.3%	13.9%	0.0%	87.5%	19
<b>NCI-IDD</b>	<b>Avg. 31.0%</b>	<b>27.5%</b>	<b>24.8%</b>	<b>0.0%</b>	<b>100.0%</b>	<b>Total: 2289</b>

<sup>35</sup> Includes agencies that reported differentiating between full- and part-time DSPs and agencies that reported number of full-time and number of part-time DSPs (or reported "0")

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.



**Figure 4. Average Percentage of Agency Workforce That Is Full-/Part-Time<sup>36</sup>**



<sup>36</sup> Includes agencies that reported differentiating between full- and part-time DSPs and agencies that reported number of full-time and number of part-time DSPs (or reported "0")

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

## Vacancy Rates

Agency vacancy rates are calculated as follows:

**(vacant positions at the agency as of Dec. 31, 2020) divided  
by (total number of full-time or part-time direct support  
positions at the agency as of Dec. 31, 2020).**

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 27. Average full-time and part-time DSP vacancy rates (as of Dec. 31, 2020) <sup>37</sup> (Range of data is bolded)

	Full-time vacancy rate	Full-time vacancy rate N	Part-time vacancy rate	Part-time vacancy rate N
AL	15.7%	68	20.6%	66
AZ	9.6%	135	10.5%	134
CO	10.9%	59	<b>2.4%</b>	58
CT	8.0%	57	17.3%	57
DC	10.1%	29	8.8%	28
DE	14.3%	22	25.0%	23
GA	13.3%	109	16.6%	107
HI	<b>2.2%</b>	27	5.3%	28
IL	13.3%	100	15.1%	101
IN	14.4%	74	17.7%	75
LA	6.6%	50	7.9%	49
MD	12.7%	114	19.1%	115
MO	10.6%	169	13.8%	171
NC	7.1%	106	15.9%	104
NE	12.5%	34	14.0%	34
NJ	11.2%	100	18.5%	100
NY	<b>17.2%</b>	203	21.3%	200
OR	11.6%	138	9.6%	136
PA	12.0%	274	17.2%	272
RI	14.0%	6	20.4%	6
SC	10.2%	51	15.8%	52
SD	12.5%	11	<b>29.8%</b>	11
TN	14.2%	77	26.1%	76
TX	12.0%	56	13.2%	57
UT	11.6%	43	10.7%	44
VA	15.6%	100	25.5%	100
WY	9.2%	19	23.0%	19
NCI-IDD Avg.	12.3%	Total: 2231	16.4%	Total: 2223

<sup>37</sup> The table on vacancy rates includes only those provider agencies that indicated they differentiated between full-time and part-time employees. This is a point-in-time vacancy rate, not cumulative or an average across the year. Vacancy rates are calculated as follows: Vacant full-time or part-time positions divided by total number of full-time or part-time direct support positions as of Dec. 31, 2020. If an agency did not have full-time or part-time positions, they were considered to have 0% vacancy rate and were included in the denominator.

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

## Hourly Wages<sup>38</sup>

The wages paid to all DSPs regardless of setting are demonstrated in two ways.

### 1) **Method I:**

These tables do not take into consideration the size of each agency when determining the average wage in the state, and each agency's average wage contributes equally to the state average. This set of wage tables demonstrates the average starting wage (average hourly wage paid to new DSPs), the median starting wage, as well as the minimum and maximum starting hourly wages paid by provider agencies. The tables also demonstrate the average wage (the average hourly wage paid to all DSPs regardless of how long they've been working), median wage and the minimum and maximum hourly wages paid by provider agencies.

**This first method demonstrates the average wage paid by provider agencies, regardless of how many DSPs they employ.**

The overall NCI-IDD results in these wage tables are weighted by states' margins of error like the other tables in this report. This method was used in the 2017 report and in all previous reports.

### 2) **Method II:**

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

NCI-IDD began including these results in the 2017 Staff Stability report.

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

**For comparable wage tables, see Appendix B. For state living wage comparisons, see Appendix C.**

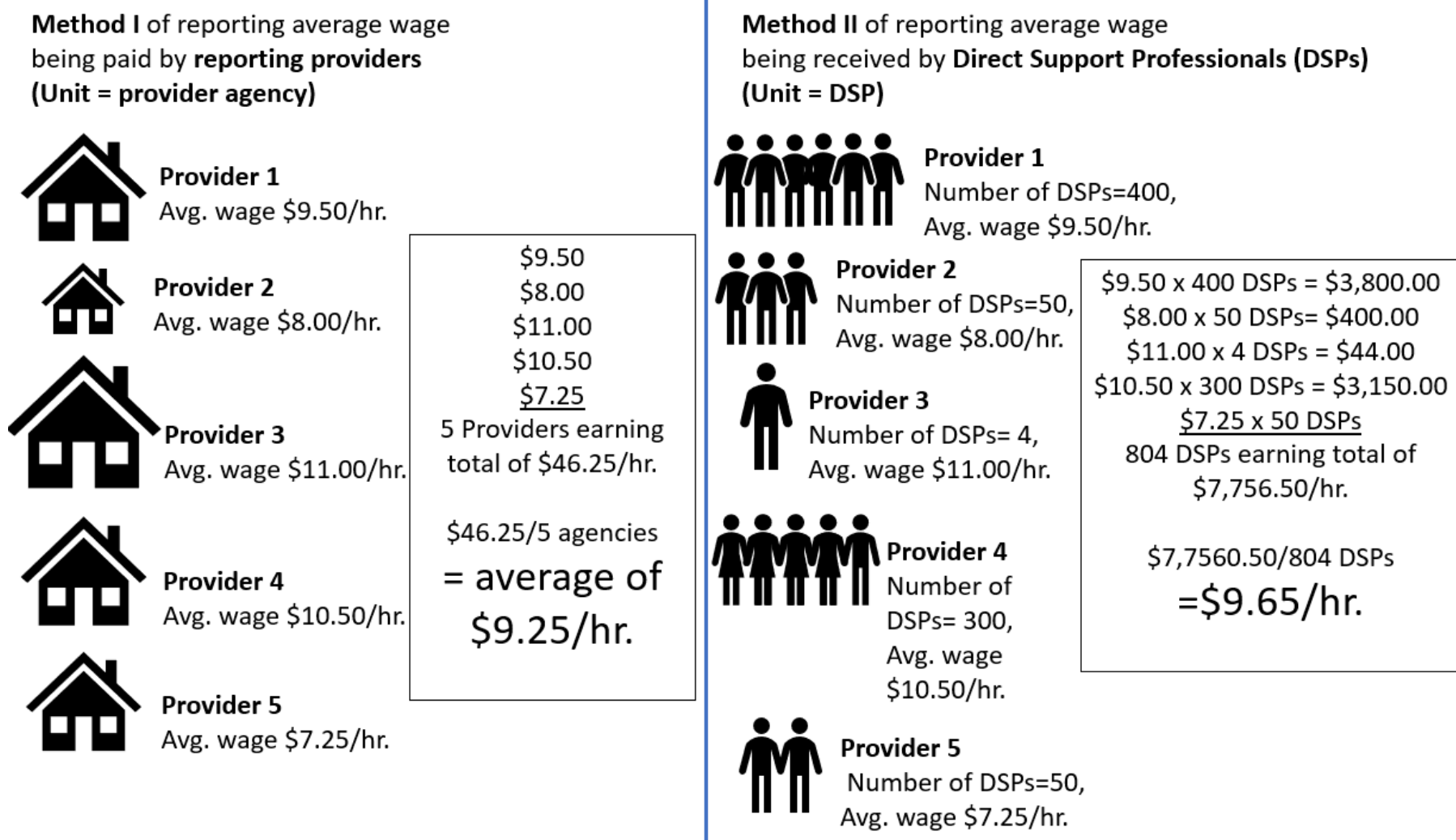
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<sup>38</sup> For all wage tables, we deleted all values of \$0, <\$5 and greater than or equal to \$30. We also deleted those data from agencies that reported that starting wages were higher than average wages.

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

**Figure 5. Visualization of the difference between the two average wage calculation methodologies in this report**

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



Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

## Method I of reporting wages – All DSPs

Table 28. Method I: Average Hourly Wage<sup>39</sup> - All DSPs<sup>40</sup>

	State Min. Wage <sup>41</sup>	Average Hourly Wage	Std. Deviation	Median Hourly Wage	Minimum Average Hourly Wage	Maximum Average Hourly Wage	N
AL	\$7.25	\$9.85	\$1.53	\$9.50	\$7.69	\$15.00	81
AZ	\$12.00	\$13.07	\$1.17	\$12.80	\$11.00	\$20.00	197
CO	\$12.02	\$15.60	\$2.33	\$15.07	\$12.32	\$22.00	80
CT	\$12.00	\$16.15	\$1.47	\$15.72	\$14.41	\$20.00	59
DC	\$15.00	\$15.22	\$1.37	\$15.00	\$12.00	\$19.25	40
DE	\$9.25	\$13.67	\$1.89	\$13.38	\$11.00	\$19.00	24
GA	\$7.25	\$11.42	\$1.86	\$11.50	\$8.00	\$18.03	129
HI	\$10.10	\$14.86	\$3.52	\$14.02	\$10.10	\$27.00	42
IL	\$9.25	\$13.52	\$1.81	\$13.51	\$10.50	\$20.30	108
IN	\$7.25	\$12.01	\$1.56	\$11.92	\$9.25	\$20.00	85
LA	\$7.25	\$8.84	\$1.95	\$8.00	\$7.25	\$18.34	60
MD	\$11.00	\$13.97	\$2.32	\$13.65	\$11.00	\$27.65	111
MO	\$9.45	\$12.35	\$1.88	\$12.06	\$9.45	\$22.00	201
NC	\$7.25	\$11.92	\$1.97	\$12.00	\$7.25	\$18.75	123
NE	\$9.00	\$14.27	\$1.83	\$13.99	\$11.51	\$20.00	36
NJ	\$11.00	\$16.06	\$3.08	\$15.63	\$10.00	\$29.08	120
NY	\$11.80 <sup>42</sup>	\$15.79	\$1.93	\$15.53	\$12.50	\$24.86	200
OR	\$12.00	\$15.43	\$1.97	\$15.18	\$11.35	\$23.00	187
PA	\$7.25	\$14.15	\$2.61	\$13.82	\$10.00	\$29.00	288
RI	\$11.50	\$13.80	\$0.48	\$14.00	\$13.23	\$14.40	5
SC	\$7.25	\$13.80	\$1.09	\$13.49	\$11.00	\$17.51	54
SD	\$9.30	\$13.78	\$1.32	\$14.04	\$11.26	\$15.21	9
TN	\$7.25	\$10.70	\$1.36	\$10.25	\$8.50	\$19.00	105
TX	\$7.25	\$10.91	\$2.08	\$10.50	\$8.00	\$18.52	65
UT	\$7.25	\$13.74	\$1.90	\$13.33	\$10.50	\$20.19	64
VA	\$7.25	\$12.56	\$2.72	\$12.00	\$8.50	\$22.62	102
WY	\$7.25	\$12.94	\$1.71	\$12.95	\$10.00	\$18.00	31
<b>NCI-IDD</b>	<b>Fed. Min. Wage \$7.25</b>	<b>Avg. \$13.61</b>	<b>\$2.69</b>	<b>\$13.36</b>	<b>\$7.25</b>	<b>\$29.08</b>	<b>Total: 2606</b>

<sup>39</sup> For all wage tables, values of \$0, <\$5 and >= \$30 were excluded. Also, 72 agencies for which the reported average starting wage was higher than the reported average hourly wage for all DSPs were excluded from this analysis.

<sup>40</sup> Overtime wages and wage bonuses not included. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or primary host-home/foster-care providers. Refers to the period of Jan 1, 2020 to Dec 31, 2020.

<sup>41</sup> <https://www.dol.gov/whd/state/stateMinWageHis.htm>

<sup>42</sup> Minimum wage rates differ in NYS based on industry and region. Yearly increases in rates will occur until the minimum wage reaches \$15 an hour. From 12/31/2019 to 12/30/2020, the minimum wage in NYS was mandated to be at least \$11.80. Therefore, \$11.80 is used as the minimum wage for NYS. Beginning 12/31/19, \$15 was the minimum wage for NYC, \$13 for Long Island and Westchester, and \$11.80 for Remainder of State. For NY, minimum wage taken from <https://www.ny.gov/new-york-states-minimum-wage/new-york-states-minimum-wage>

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.



Table 29. *Percentage of Respondents Paying an Average Hourly Wage Above or Below the State Minimum Wage*<sup>43,44,45</sup>

	State Min. Wage <sup>46</sup>	More than 50¢ below <sup>47</sup>	50¢ above or below	50¢ above - 20% above	21%-40% above	41%-60% above	61%-80% above	81%-100% above	More than 100% above	N
AL	\$7.25		1.2%	22.2%	45.7%	16.0%	12.3%	1.2%	1.2%	81
AZ	\$12.00	1.0%	41.1%	47.2%	9.1%	1.0%	0.5%			197
CO	\$12.02		2.5%	32.5%	38.8%	15.0%	8.8%	2.5%		80
CT	\$12.00				72.9%	23.7%	3.4%			59
DC	\$15.00	20.0%	50.0%	27.5%	2.5%					40
DE	\$9.25			8.3%	29.2%	37.5%	16.7%	4.2%	4.2%	24
GA	\$7.25			1.6%	31.8%	20.2%	33.3%	7.0%	6.2%	129
HI	\$10.10		2.4%	21.4%	28.6%	26.2%	11.9%	2.4%	7.1%	42
IL	\$9.25			10.2%	26.9%	43.5%	13.9%	4.6%	0.9%	108
IN	\$7.25				7.1%	38.8%	38.8%	9.4%	5.9%	85
LA	\$7.25		35.0%	28.3%	18.3%	8.3%	6.7%	1.7%	1.7%	60
MD	\$11.00		3.6%	37.8%	44.1%	9.9%	1.8%		2.7%	111
MO	\$9.45		5.0%	24.4%	51.2%	10.9%	5.5%	2.0%	1.0%	201
NC	\$7.25		0.8%		21.1%	22.0%	36.6%	8.1%	11.4%	123
NE	\$9.00				19.4%	36.1%	33.3%	5.6%	5.6%	36
NJ	\$11.00	0.8%	1.7%	14.2%	30.0%	25.8%	16.7%	6.7%	4.2%	120
NY	\$11.80			18.5%	55.0%	19.5%	5.0%	1.5%	0.5%	200
OR	\$12.00	0.5%	5.3%	24.1%	48.7%	17.1%	3.7%	0.5%		187
PA	\$7.25				2.1%	5.2%	29.9%	28.1%	34.7%	288
RI	\$11.50			40.0%	60.0%					5
SC	\$7.25					1.9%	20.4%	57.4%	20.4%	54
SD	\$9.30				22.2%	55.6%	22.2%			9
TN	\$7.25			1.9%	43.8%	38.1%	10.5%	3.8%	1.9%	105
TX	\$7.25			7.7%	35.4%	32.3%	13.8%	4.6%	6.2%	65
UT	\$7.25					7.8%	39.1%	21.9%	31.3%	64
VA	\$7.25			1.0%	18.6%	26.5%	22.5%	13.7%	17.6%	102
WY	\$7.25				3.2%	22.6%	29.0%	29.0%	16.1%	31
<b>NCI-IDD Avg.</b>	<b>Fed. Min. Wage: \$7.25</b>	<b>0.3%</b>	<b>5.5%</b>	<b>15.2%</b>	<b>29.6%</b>	<b>16.8%</b>	<b>14.9%</b>	<b>9.1%</b>	<b>8.5%</b>	<b>Total: 2606</b>

<sup>43</sup> The wages used in this table were calculated using Method I as described in Figure 5.

<sup>44</sup> For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 72 agencies for which the reported average starting wage was higher than the reported average hourly wage for all DSPs were excluded from this analysis.

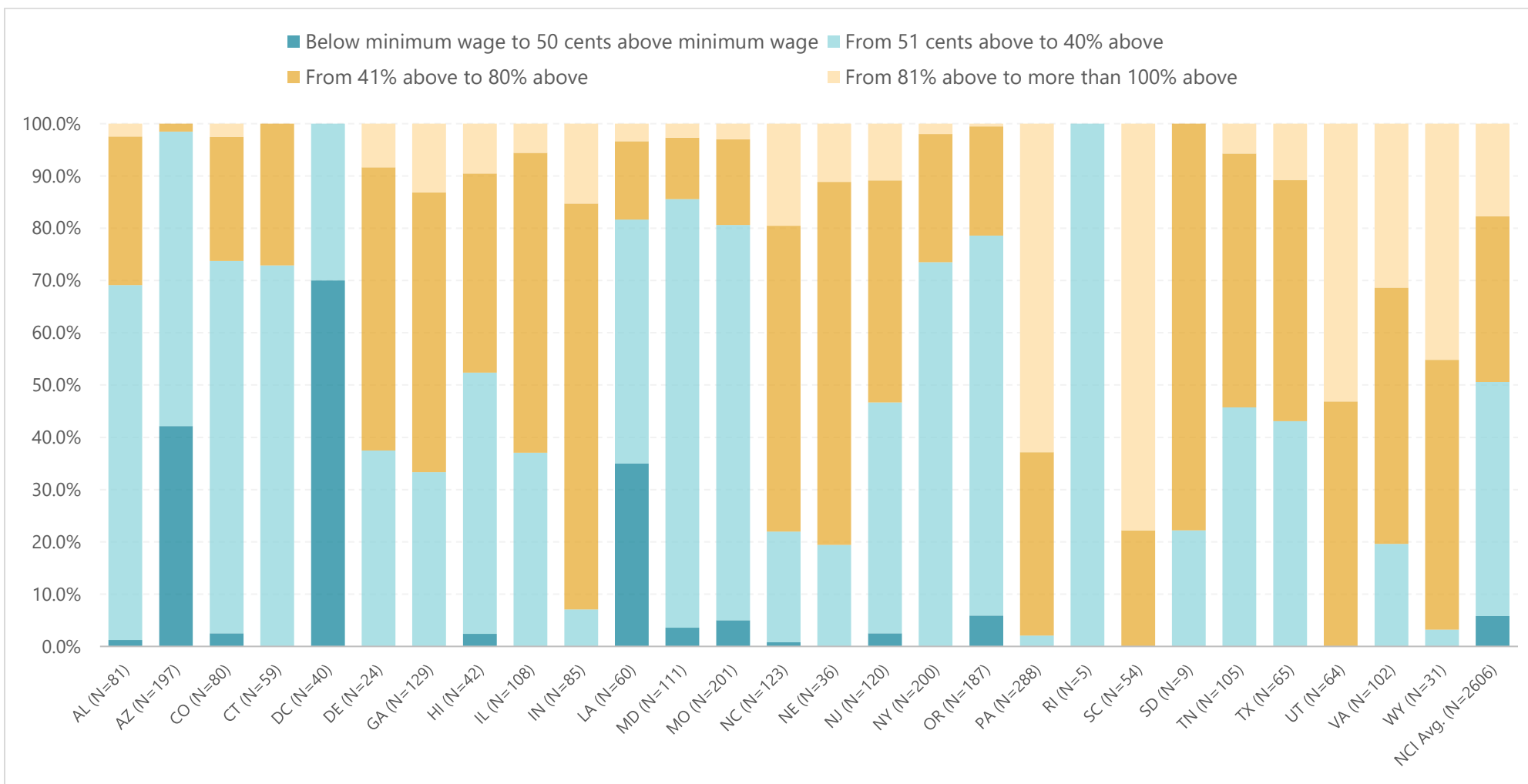
<sup>45</sup> Overtime wages and wage bonuses not included. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or primary host-home/foster-care providers. Refers to the period of Jan 1, 2020 to Dec 31, 2020.

<sup>46</sup> <https://www.dol.gov/whd/state/stateMinWageHis.htm>

<sup>47</sup> More information is needed to examine why agencies may have reported paying more than 50 cents below the minimum wage. Possible explanations could be recent changes in minimum wage laws, different minimum wages across the state.

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

**Figure 6. Relationship Between State Minimum Wage and Average Hourly Wages Reported by Provider Agencies**<sup>48,49</sup>



<sup>48</sup> The wages used in this table were calculated using Method I (see Figure 5)

<sup>49</sup> For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 72 agencies for which the reported average starting wage was higher than the reported average hourly wage for all DSPs were excluded.

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

## Method II of reporting wages – All DSPs

Table 30. Method II: Average Hourly Wage Received – All DSPs<sup>50</sup>

	Average Wage	N
AL	\$9.76	81
AZ	\$13.05	197
CO	\$15.83	80
CT	\$15.96	59
DC	\$15.17	40
DE	\$12.98	24
GA	\$11.05	129
HI	\$14.18	42
IL	\$13.62	108
IN	\$11.75	85
LA	\$10.50	60
MD	\$13.78	111
MO	\$12.54	201
NC	\$11.12	123
NE	\$14.57	36
NJ	\$15.36	120
NY	\$15.81	200
OR	\$15.67	187
PA	\$13.97	288
RI	\$13.91	5
SC	\$13.57	54
SD	\$14.14	9
TN	\$10.65	105
TX	\$10.68	65
UT	\$12.86	64
VA	\$13.37	102
WY	\$12.63	31
Unweighted NCI-IDD Avg.: \$13.28 <sup>51</sup>		Total: 2606

<sup>50</sup>The data in this table were calculated by multiplying each agency's average hourly wage by the number of DSPs employed at the agency as of Dec. 31, 2020, and adding the results of all agencies up for the entire state. The result was then divided by the number of DSPs employed by responding providers in the given state as of Dec. 31, 2020. Wages of \$0.00/hr, <\$5.00/hr or >=\$30.00/hr were excluded. Overtime wages and wage bonuses not included. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or primary host-home/foster-care providers. Refers to the period of Jan 1, 2020 to Dec 31, 2020.

<sup>51</sup>This is an average of state averages.

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 31. Average **Starting** Hourly Wage<sup>52</sup> Paid by Responding Agencies – **All DSPs** (Calculated using Method I)

	Average Starting Hourly Wage	Std. Deviation	Median Starting Hourly Wage	Minimum Average Starting Hourly Wage	Maximum Average Starting Hourly Wage	N
AL	\$8.99	\$1.08	\$9.00	\$7.25	\$12.92	81
AZ	\$12.66	\$0.96	\$12.45	\$11.00	\$20.00	194
CO	\$14.61	\$2.04	\$14.13	\$11.52	\$20.00	81
CT	\$14.95	\$0.48	\$14.75	\$14.25	\$17.50	59
DC	\$14.89	\$1.25	\$15.00	\$11.75	\$17.25	40
DE	\$13.33	\$1.90	\$13.00	\$11.00	\$19.00	24
GA	\$10.70	\$1.69	\$10.10	\$7.25	\$18.03	131
HI	\$13.89	\$2.73	\$13.21	\$10.10	\$23.00	44
IL	\$12.46	\$1.46	\$12.50	\$9.54	\$17.50	108
IN	\$11.28	\$1.50	\$11.00	\$9.25	\$20.00	88
LA	\$8.25	\$1.19	\$8.00	\$7.25	\$13.16	61
MD	\$13.20	\$2.05	\$12.79	\$11.00	\$25.64	115
MO	\$11.39	\$1.47	\$11.25	\$9.45	\$22.00	204
NC	\$11.09	\$1.84	\$11.00	\$7.25	\$17.00	125
NE	\$12.86	\$2.00	\$12.60	\$9.25	\$20.00	37
NJ	\$14.78	\$2.57	\$14.45	\$10.00	\$29.08	127
NY	\$14.65	\$1.67	\$14.90	\$11.80	\$23.35	201
OR	\$14.40	\$1.86	\$14.00	\$11.00	\$23.00	190
PA	\$13.16	\$2.49	\$12.77	\$9.00	\$27.00	295
RI	\$12.95	\$0.74	\$13.18	\$12.10	\$14.00	5
SC	\$13.17	\$0.64	\$13.00	\$11.00	\$16.00	54
SD	\$12.31	\$1.02	\$12.25	\$10.29	\$14.01	10
TN	\$10.10	\$1.25	\$10.00	\$7.25	\$19.00	106
TX	\$10.24	\$1.73	\$10.00	\$8.00	\$16.35	64
UT	\$12.41	\$1.47	\$12.00	\$10.00	\$17.00	65
VA	\$11.80	\$2.89	\$11.00	\$5.00	\$27.13	111
WY	\$12.01	\$1.72	\$11.78	\$10.00	\$18.00	31
<b>NCI-IDD</b>	<b>Avg. \$12.72</b>	<b>\$2.43</b>	<b>\$12.50</b>	<b>\$5.00</b>	<b>\$29.08</b>	<b>Total: 2651</b>

<sup>52</sup> For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 72 agencies for which the reported average starting wage was higher than the reported average hourly wage for all DSPs were excluded from this analysis. Overtime wages and wage bonuses not included. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or primary host-home/foster-care providers. Refers to the period of Jan 1, 2020 to Dec 31, 2020.

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 32. Wages<sup>53</sup> Paid by Responding Agencies – **DSPs Providing Residential Supports** (Calculated using Method I)

	Avg. Starting Hourly Wage	Std. Deviation	Median Starting Hourly Wage	Minimum Avg. Starting Hourly Wage	Maximum Avg. Starting Hourly Wage	N		Avg. Hourly Wage	Std. Deviation	Median Hourly Wage	Minimum Avg. Hourly Wage	Maximum Avg. Hourly Wage	N
AL	\$8.78	\$0.90	\$8.50	\$7.25	\$11.95	77		\$9.58	\$1.27	\$9.31	\$7.69	\$14.00	78
AZ	\$12.55	\$0.67	\$12.40	\$11.00	\$15.00	87		\$12.75	\$0.78	\$12.50	\$11.00	\$15.00	89
CO	\$14.44	\$1.83	\$14.25	\$12.00	\$20.00	37		\$15.33	\$2.34	\$15.00	\$12.00	\$22.00	37
CT	\$14.85	\$0.24	\$14.75	\$14.75	\$16.00	40		\$15.73	\$1.25	\$15.15	\$14.75	\$20.00	39
DC	\$14.92	\$1.33	\$15.00	\$11.75	\$18.00	34		\$15.18	\$1.14	\$15.00	\$12.00	\$18.00	34
DE	\$12.77	\$1.54	\$12.27	\$11.00	\$17.00	18		\$12.90	\$1.39	\$12.53	\$11.00	\$17.00	17
GA	\$10.53	\$1.53	\$10.00	\$7.25	\$15.00	97		\$11.14	\$1.61	\$11.00	\$8.00	\$15.00	96
HI	\$14.03	\$4.61	\$12.75	\$10.10	\$28.23	15		\$15.21	\$4.51	\$14.00	\$10.10	\$28.23	15
IL	\$12.62	\$1.42	\$12.75	\$10.00	\$17.50	94		\$13.47	\$1.54	\$13.61	\$11.00	\$18.20	90
IN	\$11.26	\$1.56	\$11.00	\$9.00	\$20.00	59		\$11.90	\$1.59	\$11.65	\$9.25	\$20.00	56
LA	\$8.80	\$1.52	\$8.25	\$7.25	\$13.16	27		\$9.59	\$2.42	\$9.00	\$7.25	\$18.34	27
MD	\$12.73	\$1.25	\$12.50	\$11.00	\$17.08	96		\$13.48	\$1.39	\$13.42	\$11.00	\$17.08	94
MO	\$11.21	\$1.10	\$11.00	\$9.45	\$15.00	152		\$12.13	\$1.42	\$12.01	\$9.45	\$16.07	152
NC	\$11.17	\$2.47	\$10.50	\$7.25	\$25.00	73		\$12.04	\$2.55	\$12.00	\$7.25	\$25.00	73
NE	\$12.85	\$1.90	\$12.63	\$10.00	\$18.50	24		\$14.16	\$1.77	\$13.99	\$11.22	\$18.50	24
NJ	\$14.18	\$2.61	\$14.00	\$11.00	\$26.06	56		\$15.22	\$2.75	\$15.00	\$11.20	\$26.06	52
NY	\$14.29	\$1.38	\$14.20	\$11.80	\$20.00	154		\$15.33	\$1.37	\$15.20	\$12.50	\$20.00	151
OR	\$13.85	\$1.41	\$13.75	\$11.00	\$20.00	139		\$14.88	\$1.63	\$15.00	\$11.32	\$20.00	135
PA	\$13.00	\$1.89	\$13.00	\$10.00	\$25.00	176		\$13.99	\$2.06	\$13.93	\$10.00	\$26.00	169
RI*													
SC	\$13.03	\$0.34	\$13.00	\$11.00	\$13.90	53		\$13.62	\$0.92	\$13.43	\$11.00	\$16.74	53
SD	\$12.66	\$1.19	\$12.88	\$10.29	\$14.01	10		\$13.84	\$1.48	\$14.04	\$11.26	\$16.33	9
TN	\$10.01	\$0.91	\$10.00	\$7.25	\$14.00	88		\$10.64	\$1.10	\$10.25	\$8.50	\$14.56	87
TX	\$9.89	\$1.19	\$9.84	\$8.00	\$13.00	52		\$10.41	\$1.36	\$10.00	\$8.00	\$14.73	55
UT	\$12.26	\$1.69	\$12.00	\$8.00	\$19.00	40		\$13.11	\$1.71	\$13.00	\$8.00	\$19.00	40
VA	\$11.73	\$2.49	\$11.00	\$8.50	\$27.65	94		\$12.12	\$1.95	\$11.66	\$8.50	\$18.00	86
WY	\$11.88	\$1.66	\$11.88	\$8.33	\$15.43	25		\$12.90	\$1.76	\$13.01	\$8.33	\$15.43	25
<b>NCI- IDD</b>	<b>Avg. \$12.44</b>	<b>\$2.19</b>	<b>\$12.50</b>	<b>\$7.25</b>	<b>\$28.23</b>	<b>Total: 1819</b>		<b>Avg. \$13.24</b>	<b>\$2.35</b>	<b>\$13.14</b>	<b>\$7.25</b>	<b>\$28.23</b>	<b>Total: 1785</b>

\* States with Ns of three (3) or fewer have been suppressed

<sup>53</sup> For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 58 agencies for which the reported average starting wage was higher than the average hourly wage for all DSPs were excluded from this analysis. Overtime wages and wage bonuses not included. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or primary host-home/foster-care providers. Refers to the period of Jan 1, 2020 to Dec 31, 2020.

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 33. Wages<sup>54</sup> Paid by Responding Agencies – **DSPs Providing In-Home Supports** (Calculated using Method I)

	Average Starting Hourly Wage	Std. Deviation	Median Starting Hourly Wage	Minimum Avg. Starting Hourly Wage	Maximum Avg. Starting Hourly Wage	N	Average Hourly Wage	Std. Deviation	Median Hourly Wage	Minimum Avg. Hourly Wage	Maximum Avg. Hourly Wage	N
AL	\$8.98	\$0.96	\$8.88	\$7.66	\$11.00	24	\$9.42	\$1.31	\$9.00	\$8.00	\$13.75	24
AZ	\$12.59	\$0.72	\$12.40	\$11.00	\$15.00	138	\$12.94	\$0.87	\$12.80	\$11.00	\$16.50	139
CO	\$14.82	\$2.30	\$14.15	\$12.00	\$21.48	52	\$15.87	\$3.13	\$15.00	\$12.00	\$25.00	51
CT	\$15.03	\$0.62	\$14.75	\$14.75	\$18.00	42	\$15.85	\$1.13	\$15.66	\$14.75	\$19.04	42
DC	\$14.76	\$1.42	\$15.00	\$12.00	\$18.00	16	\$15.05	\$1.49	\$15.00	\$12.00	\$18.00	16
DE	\$12.48	\$0.68	\$12.29	\$11.50	\$13.50	9	\$12.78	\$0.85	\$12.68	\$11.75	\$13.86	8
GA	\$10.59	\$1.52	\$10.50	\$8.00	\$15.00	59	\$11.25	\$1.64	\$11.50	\$8.00	\$16.25	59
HI	\$14.33	\$2.68	\$14.00	\$10.50	\$23.00	35	\$15.47	\$3.61	\$14.50	\$11.00	\$27.00	33
IL	\$12.90	\$1.80	\$12.80	\$10.00	\$19.62	49	\$13.99	\$2.17	\$14.00	\$11.00	\$21.45	49
IN	\$11.32	\$1.58	\$11.00	\$9.23	\$20.00	75	\$11.94	\$1.64	\$11.62	\$9.25	\$20.00	72
LA	\$8.21	\$0.96	\$8.00	\$7.25	\$12.00	47	\$8.63	\$1.42	\$8.00	\$7.25	\$13.25	46
MD	\$12.92	\$1.36	\$12.87	\$11.00	\$17.08	69	\$13.60	\$1.34	\$13.74	\$11.00	\$17.08	70
MO	\$11.47	\$1.46	\$11.50	\$9.45	\$22.00	107	\$12.32	\$1.92	\$12.00	\$9.45	\$23.50	107
NC	\$11.08	\$1.62	\$11.00	\$8.71	\$17.00	57	\$11.62	\$1.52	\$11.38	\$9.00	\$17.00	55
NE	\$12.78	\$2.10	\$12.63	\$9.25	\$20.00	26	\$14.07	\$1.83	\$13.97	\$11.40	\$20.00	27
NJ	\$14.98	\$2.50	\$14.67	\$11.00	\$24.10	70	\$15.92	\$3.07	\$15.00	\$11.40	\$27.85	66
NY	\$14.64	\$1.73	\$15.00	\$11.80	\$22.00	141	\$15.62	\$1.85	\$15.30	\$12.39	\$22.91	141
OR	\$14.93	\$2.10	\$15.00	\$11.50	\$23.00	82	\$15.98	\$1.89	\$16.00	\$12.25	\$23.00	81
PA	\$13.41	\$2.76	\$13.00	\$9.00	\$27.00	192	\$14.19	\$2.95	\$13.75	\$9.00	\$29.00	184
RI*												
SC	\$12.14	\$1.55	\$13.00	\$9.20	\$13.85	21	\$12.67	\$1.64	\$13.00	\$9.20	\$15.76	21
SD	\$12.04	\$1.05	\$11.88	\$10.29	\$13.60	8	\$13.35	\$1.17	\$13.99	\$11.26	\$14.78	8
TN	\$10.00	\$0.94	\$10.00	\$7.25	\$14.00	85	\$10.53	\$0.94	\$10.15	\$8.60	\$14.56	85
TX	\$10.85	\$2.28	\$10.00	\$8.11	\$17.63	43	\$11.36	\$2.57	\$10.46	\$8.14	\$18.63	45
UT	\$12.09	\$1.21	\$12.00	\$10.00	\$15.00	34	\$13.04	\$1.24	\$12.98	\$10.75	\$15.66	34
VA	\$12.06	\$2.40	\$11.00	\$8.50	\$18.21	27	\$12.47	\$2.13	\$11.65	\$10.00	\$16.96	24
WY	\$11.81	\$1.86	\$11.58	\$9.00	\$18.00	22	\$12.54	\$1.93	\$12.28	\$9.00	\$18.00	22
<b>NCI- IDD</b>	<b>Avg. \$12.81</b>	<b>\$2.51</b>	<b>\$12.50</b>	<b>\$7.25</b>	<b>\$27.00</b>	<b>Total: 1533</b>	<b>Avg. \$13.56</b>	<b>\$2.75</b>	<b>\$13.19</b>	<b>\$7.25</b>	<b>\$29.00</b>	<b>Total: 1512</b>

\* States with Ns of three (3) or fewer have been suppressed

<sup>54</sup> For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 74 agencies for which the reported average starting wage was higher than the reported average hourly wage for all DSPs were excluded from this analysis. Overtime wages and wage bonuses not included. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or primary host-home/foster-care providers. Refers to the period of Jan 1, 2020 to Dec 31, 2020.

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 34. Wages<sup>55</sup> Paid by Responding Agencies – **DSPs Providing Non-Residential Supports** (Calculated using Method I)

	Avg. Starting Hourly Wage	Std. Deviation	Median Starting Hourly Wage	Min. Avg. Starting Hourly Wage	Max. Average Starting Hourly Wage	N		Avg. Hourly Wage	Std. Deviation	Median Hourly Wage	Min. Avg. Hourly Wage (\$)	Max. Avg. Hourly Wage (\$)	N
AL	\$9.64	\$1.50	\$9.38	\$7.25	\$15.00	36		\$10.50	\$1.69	\$10.25	\$8.00	\$15.00	37
AZ	\$12.57	\$0.74	\$12.29	\$11.00	\$15.00	101		\$13.17	\$1.34	\$13.00	\$11.00	\$20.55	99
CO	\$14.63	\$2.11	\$14.04	\$9.83	\$20.00	71		\$15.74	\$2.38	\$15.47	\$10.50	\$23.29	71
CT	\$15.04	\$0.88	\$14.75	\$13.50	\$20.00	43		\$16.29	\$1.47	\$16.00	\$14.00	\$20.82	42
DC	\$15.29	\$1.41	\$15.00	\$12.50	\$18.00	19		\$15.64	\$1.53	\$15.00	\$12.50	\$19.25	19
DE	\$14.11	\$2.97	\$13.25	\$11.00	\$22.83	15		\$14.56	\$2.91	\$13.86	\$11.00	\$22.83	15
GA	\$10.60	\$1.70	\$10.00	\$8.00	\$18.03	80		\$11.45	\$1.96	\$11.50	\$8.00	\$18.03	80
HI	\$14.01	\$2.63	\$13.52	\$10.10	\$22.00	29		\$15.07	\$3.23	\$14.35	\$10.10	\$25.00	29
IL	\$12.51	\$1.55	\$12.62	\$9.54	\$18.50	73		\$13.79	\$1.85	\$13.98	\$10.79	\$20.39	72
IN	\$11.27	\$1.48	\$11.00	\$9.18	\$15.25	57		\$12.04	\$1.52	\$12.00	\$9.64	\$15.60	55
LA	\$9.00	\$1.13	\$8.88	\$7.25	\$12.15	23		\$9.92	\$1.67	\$9.40	\$7.75	\$13.89	23
MD	\$13.27	\$2.10	\$12.85	\$11.00	\$25.64	81		\$14.31	\$2.62	\$13.76	\$11.00	\$27.65	83
MO	\$11.87	\$1.57	\$12.00	\$9.45	\$18.00	105		\$12.99	\$1.97	\$12.74	\$9.75	\$20.88	105
NC	\$11.39	\$2.09	\$11.00	\$7.25	\$18.25	86		\$12.17	\$2.22	\$12.00	\$7.25	\$18.75	84
NE	\$12.44	\$1.39	\$12.55	\$9.25	\$15.00	30		\$14.07	\$1.36	\$13.99	\$11.45	\$17.00	30
NJ	\$15.23	\$2.60	\$14.90	\$10.00	\$25.00	90		\$16.54	\$2.98	\$16.00	\$10.00	\$25.00	82
NY	\$14.67	\$1.87	\$15.00	\$11.80	\$23.35	175		\$15.90	\$2.00	\$15.60	\$12.38	\$24.86	174
OR	\$14.69	\$1.96	\$15.00	\$8.00	\$20.00	76		\$16.14	\$1.92	\$16.00	\$11.37	\$21.00	76
PA	\$13.20	\$2.39	\$13.00	\$8.35	\$27.00	165		\$14.37	\$2.61	\$14.00	\$8.67	\$29.00	159
RI	\$13.14	\$1.04	\$13.11	\$12.10	\$14.25	4		\$14.16	\$1.19	\$13.86	\$12.94	\$16.00	4
SC	\$13.45	\$1.45	\$13.00	\$13.00	\$22.00	45		\$14.15	\$1.61	\$13.67	\$13.00	\$22.00	44
SD	\$12.11	\$0.96	\$12.00	\$10.29	\$13.60	9		\$13.75	\$1.51	\$14.00	\$11.26	\$16.35	9
TN	\$10.14	\$1.37	\$10.00	\$7.25	\$19.00	78		\$10.82	\$1.37	\$10.35	\$8.60	\$19.00	77
TX	\$10.77	\$2.23	\$10.00	\$8.00	\$17.63	45		\$11.49	\$2.68	\$10.57	\$8.00	\$18.63	46
UT	\$12.30	\$1.61	\$12.00	\$7.25	\$17.00	56		\$13.97	\$2.00	\$13.98	\$10.50	\$20.19	54
VA	\$12.05	\$2.49	\$11.90	\$9.00	\$19.48	48		\$12.94	\$3.14	\$12.00	\$9.50	\$23.75	44
WY	\$11.99	\$2.10	\$11.50	\$10.00	\$21.00	29		\$12.82	\$1.97	\$12.55	\$10.00	\$21.00	29
NCI-IDD	Avg. \$12.94	\$2.45	\$12.92	\$7.25	\$27.00	Total: 1669		Avg. \$13.99	\$2.74	\$13.75	\$7.25	\$29.00	Total: 1642

55 For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 58 agencies for which the reported average starting wage was higher than the reported average hourly wage for all DSPs were excluded from this analysis. Overtime wages and wage bonuses not included. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or primary host-home/foster-care providers. Refers to the period of Jan 1, 2020 to Dec 31, 2020.

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 35. Agency uses different pay scales for full-time DSPs and part-time DSPs<sup>56,57</sup>

	Yes	N
AL	12.9%	70
AZ	5.1%	137
CO	8.3%	60
CT	6.9%	58
DC	3.0%	33
DE	12.5%	24
GA	13.8%	109
HI	6.7%	30
IL	9.8%	102
IN	3.8%	79
LA	21.8%	55
MD	9.5%	116
MO	4.6%	173
NC	8.6%	105
NE	5.9%	34
NJ	11.1%	108
NY	8.1%	211
OR	8.8%	147
PA	10.1%	277
RI	0.0%	6
SC	9.1%	55
SD	36.4%	11
TN	5.1%	78
TX	18.6%	59
UT	9.3%	43
VA	17.3%	104
WY	5.3%	19
<b>NCI-IDD Avg.</b>	<b>8.9%</b>	<b>Total: 2303</b>

<sup>56</sup> In other words, starting wages and/or raise calculations differ for part-time DSPs versus full-time DSPs.

<sup>57</sup> Only reported for those agencies that reported differentiating between full- and part- time DSPs

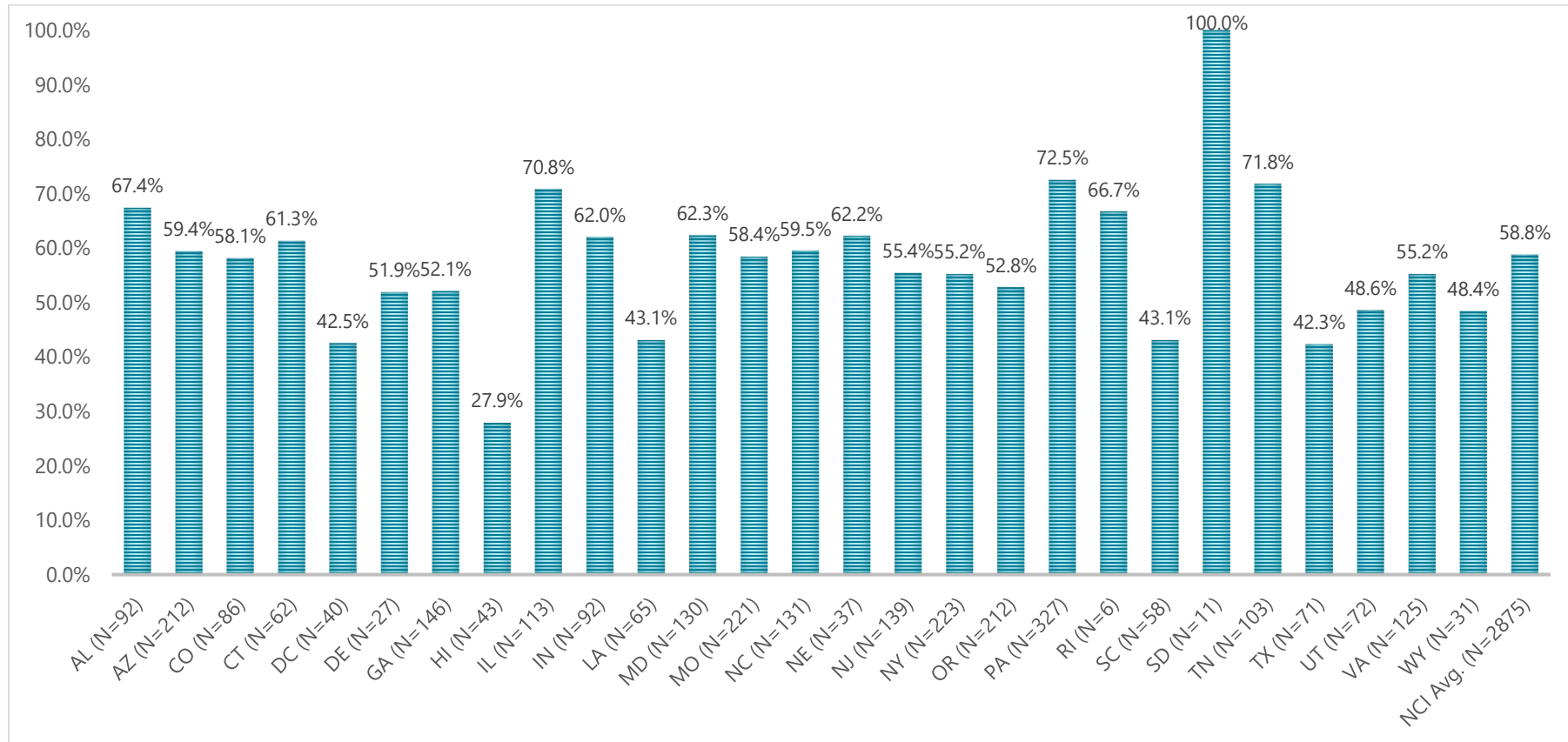
Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.



## Bonuses

**Figure 7. Percentage of responding agencies that gave bonuses to DSPs between Jan. 1, 2020 and Dec. 31, 2020<sup>58</sup>**

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



<sup>58</sup> These data also appear in the NCI-IDD 2020 Staff Stability Survey COVID-19 Supplement Report

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 36. Percentage of responding agencies who reported the average total bonus<sup>59</sup> amount given at the agency in 2020 (to those who received a bonus in 2020)<sup>60</sup>

	<b>Less than \$50</b>	<b>\$50- \$100</b>	<b>\$101- \$200</b>	<b>\$201- \$300</b>	<b>\$301- \$400</b>	<b>\$401- \$500</b>	<b>\$500+</b>	<b>N</b>
<b>AL</b>		14.5%	35.5%	19.4%	6.5%	1.6%	22.6%	62
<b>AZ</b>	1.6%	9.5%	18.3%	10.3%	7.1%	15.1%	38.1%	126
<b>CO</b>		10.0%	24.0%	16.0%	6.0%	14.0%	30.0%	50
<b>CT</b>		5.6%	5.6%	5.6%	2.8%	19.4%	61.1%	36
<b>DC</b>	5.9%	11.8%	17.6%	11.8%	11.8%	5.9%	35.3%	17
<b>DE</b>	7.7%		7.7%	30.8%	7.7%	15.4%	30.8%	13
<b>GA</b>	2.6%	18.4%	18.4%	17.1%	2.6%	3.9%	36.8%	76
<b>HI</b>		36.4%	9.1%		9.1%	18.2%	27.3%	11
<b>IL</b>	3.8%	15.0%	10.0%	22.5%	5.0%	7.5%	36.3%	80
<b>IN</b>		14.3%	19.6%	14.3%	10.7%	7.1%	33.9%	56
<b>LA</b>		11.1%	25.9%	18.5%	7.4%	7.4%	29.6%	27
<b>MD</b>	2.5%	13.9%	8.9%	20.3%	6.3%	7.6%	40.5%	79
<b>MO</b>	2.3%	13.3%	14.1%	15.6%	9.4%	5.5%	39.8%	128
<b>NC</b>	6.4%	11.5%	16.7%	12.8%	6.4%	9.0%	37.2%	78
<b>NE</b>		26.1%	21.7%	21.7%	4.3%	8.7%	17.4%	23
<b>NJ</b>	5.6%	9.7%	16.7%	11.1%	4.2%	6.9%	45.8%	72
<b>NY</b>		7.4%	6.6%	12.3%	4.1%	13.9%	55.7%	122
<b>OR</b>	2.7%	12.6%	21.6%	11.7%	15.3%	9.9%	26.1%	111
<b>PA</b>	0.9%	4.7%	4.7%	12.0%	4.3%	10.3%	63.1%	233
<b>RI</b>						25.0%	75.0%	4
<b>SC</b>		8.0%	12.0%	28.0%	4.0%	8.0%	40.0%	25
<b>SD</b>				10.0%	10.0%		80.0%	10
<b>TN</b>	2.8%	15.3%	18.1%	16.7%	5.6%	9.7%	31.9%	72
<b>TX</b>		6.7%	16.7%	16.7%	13.3%	6.7%	40.0%	30
<b>UT</b>	5.7%	17.1%	20.0%	17.1%	2.9%	11.4%	25.7%	35
<b>VA</b>	4.4%	16.2%	11.8%	17.6%	14.7%	7.4%	27.9%	68
<b>WY</b>	6.7%		6.7%	20.0%		20.0%	46.7%	15
<b>NCI-IDD Avg.</b>	<b>2.0%</b>	<b>11.0%</b>	<b>13.7%</b>	<b>14.5%</b>	<b>6.8%</b>	<b>9.7%</b>	<b>42.3%</b>	<b>Total: 1659</b>

<sup>59</sup> A bonus is wage compensation supplemental to salary or wages. Bonuses are typically given at intervals less frequent than payroll. 'N' is the number of responding providers

<sup>60</sup> For example, 14.5% of agencies in AL reported an average bonus amount of between \$50 and \$100.

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## Benefits

### *Paid time off*

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

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

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

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

\*\* \*\* \*

**Please use caution when comparing the benefits data in this report to data from 2016 and years previous:** Questions about benefits were revised (worded and formatted differently than in previous years) in the 2018 Staff Stability Survey tool, and subsequent surveys have included these revisions.

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Table 37. Does your agency provide any paid time off to DSPs (supporting adults with IDD)<sup>61</sup>?

	Yes	No	N
AL	64.4%	35.6%	90
AZ	83.1%	16.9%	213
CO	69.8%	30.2%	86
CT	95.2%	4.8%	62
DC	72.1%	27.9%	43
DE	92.3%	7.7%	26
GA	67.6%	32.4%	145
HI	61.4%	38.6%	44
IL	91.2%	8.8%	114
IN	85.9%	14.1%	92
LA	41.2%	58.8%	68
MD	90.0%	10.0%	130
MO	80.8%	19.2%	219
NC	62.9%	37.1%	132
NE	94.6%	5.4%	37
NJ	87.9%	12.1%	140
NY	97.7%	2.3%	221
OR	78.8%	21.2%	212
PA	79.3%	20.7%	329
RI	100.0%		6
SC	100.0%		58
SD	100.0%		11
TN	73.8%	26.2%	103
TX	72.9%	27.1%	70
UT	50.0%	50.0%	72
VA	63.2%	36.8%	125
WY	71.0%	29.0%	31
<b>NCI-IDD Avg.</b>	<b>80.4%</b>	<b>19.6%</b>	<b>Total: 2879</b>

<sup>61</sup>This only includes DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

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Table 38. Offer Pooled Paid Time Off<sup>62</sup> (and Requirements for Eligibility)

	Offer PTO to some or all DSPs	N	Must be full time <sup>63</sup>	Must work a minimum amount of time in a defined period <sup>64</sup>	Must be employed a minimum length of time	All DSPs are eligible	N (Eligibility subset)
AL	26.3%	57	60.0%	26.7%	40.0%	26.7%	15
AZ	27.3%	176	25.0%	14.6%	35.4%	45.8%	48
CO	40.0%	60	66.7%	37.5%	41.7%	12.5%	24
CT	28.1%	57	25.0%	43.8%	43.8%	31.3%	16
DC	16.1%	31	40.0%		20.0%	40.0%	5
DE	37.5%	24	33.3%	44.4%	33.3%	44.4%	9
GA	28.1%	96	55.6%	40.7%	40.7%	7.4%	27
HI	25.9%	27	57.1%	57.1%	57.1%	14.3%	7
IL	28.2%	103	41.4%	20.7%	37.9%	31.0%	29
IN	44.3%	79	65.7%	37.1%	65.7%	11.4%	35
LA	15.4%	26	100.0%	25.0%	75.0%		4
MD	18.1%	116	19.0%	42.9%	33.3%	23.8%	21
MO	28.4%	176	58.0%	52.0%	56.0%	12.0%	50
NC	29.3%	82	54.2%	25.0%	50.0%	16.7%	24
NE	45.7%	35	75.0%	31.3%	62.5%	18.8%	16
NJ	26.2%	122	40.6%	18.8%	34.4%	37.5%	32
NY	24.2%	215	26.9%	63.5%	42.3%	9.6%	52
OR	38.4%	164	14.3%	20.6%	41.3%	36.5%	63
PA	39.5%	261	35.0%	44.7%	38.8%	19.4%	103
RI*	16.7%	6					
SC	33.3%	57	78.9%	31.6%	36.8%	5.3%	19
SD*	27.3%	11					
TN	42.1%	76	65.6%	25.0%	62.5%	6.3%	32
TX	33.3%	51	64.7%	35.3%	41.2%	5.9%	17
UT	44.4%	36	37.5%	25.0%	50.0%	31.3%	16
VA	29.5%	78	78.3%	39.1%	47.8%	4.3%	23
WY	52.4%	21	27.3%	27.3%	63.6%	9.1%	11
<b>NCI-IDD Avg.</b>	<b>31.5%</b>	<b>Total: 2243</b>	<b>42.4%</b>	<b>36.7%</b>	<b>44.3%</b>	<b>20.5%</b>	<b>Total:702</b>

\* States with Ns of three (3) or fewer have been suppressed

<sup>62</sup>"Pooled Paid time off" is defined as a bank of hours in which the employer pools sick days, vacation days, and personal days together and the agency doesn't distinguish between category of time off. In previous iterations of the survey, this was referred to as "Paid time off." The clarification added in the 2017 survey may account for differences in data when comparing 2020 data to data from years previous to 2017. \*Data with Ns of three (3) or fewer have been suppressed

<sup>63</sup> There are three cases that did not report that they distinguish between full- and part-time DSPs but chose this option. They are included.

<sup>64</sup> For example, must work 35 hours/week, 18 days/month, etc.

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 39. Offer Paid Sick Time<sup>65</sup> (and Requirements for Eligibility)

	Offer paid sick time to some or all DSPs	N	Must be full time <sup>66</sup>	Must work a minimum amount of time in a defined period <sup>67</sup>	Must be employed a minimum length of time	All DSPs are eligible	N (Eligibility subset)
AL	57.7%	52	76.7%	36.7%	46.7%	10.0%	30
AZ	95.8%	144	3.6%	10.1%	18.8%	71.0%	138
CO	60.0%	50	56.7%	33.3%	40.0%	16.7%	30
CT	85.4%	48	17.1%	39.0%	39.0%	31.7%	41
DC	71.4%	28	30.0%	30.0%	10.0%	50.0%	20
DE	72.2%	18	61.5%	30.8%	30.8%	15.4%	13
GA	61.6%	86	56.6%	17.0%	39.6%	15.1%	53
HI	62.5%	24	73.3%	53.3%	26.7%	13.3%	15
IL	76.4%	89	45.6%	36.8%	33.8%	25.0%	68
IN	46.9%	64	63.3%	43.3%	43.3%	13.3%	30
LA	79.2%	24	84.2%	31.6%	47.4%	5.3%	19
MD	92.4%	105	14.4%	35.1%	24.7%	44.3%	97
MO	57.2%	159	60.4%	36.3%	53.8%	9.9%	91
NC	59.2%	71	73.8%	19.0%	42.9%	4.8%	42
NE	58.3%	24	50.0%	35.7%	28.6%	21.4%	14
NJ	94.4%	107	19.8%	25.7%	30.7%	46.5%	101
NY	90.6%	191	24.3%	41.0%	26.0%	35.8%	173
OR	84.2%	120	7.9%	8.9%	22.8%	68.3%	101
PA	72.4%	196	45.8%	38.0%	38.7%	14.1%	142
RI	100.0%	5		20.0%		80.0%	5
SC	78.0%	50	84.6%	23.1%	28.2%	5.1%	39
SD	88.9%	9	87.5%	25.0%	12.5%		8
TN	46.8%	62	65.5%	27.6%	41.4%	6.9%	29
TX	47.7%	44	57.1%	19.0%	42.9%	19.0%	21
UT	50.0%	26	61.5%	15.4%	7.7%	23.1%	13
VA	59.2%	71	59.5%	23.8%	42.9%	9.5%	42
WY	42.1%	19	37.5%	25.0%	25.0%	25.0%	8
NCI-IDD Avg.	74.8%	Total: 1886	36.6%	29.3%	31.8%	32.5%	Total: 1383

<sup>65</sup> Included in this calculation are agencies that reported either 1) Not providing 'pooled paid time off,' or 2) Providing 'pooled paid time off' but not all DSPs are eligible.

<sup>66</sup> There are 14 cases that provide paid sick time and did not report that they distinguish between full- and part-time DSPs but chose this option. They are included.

<sup>67</sup> For example, must work 35 hours/week, 18 days/month, etc.

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 40. Offer Paid Vacation Time<sup>68</sup> (and Requirements for Eligibility)

	Offer paid vacation time to some or all DSPs	N	Must be full time <sup>69</sup>	Must work a minimum amount of time in a defined period <sup>70</sup>	Must be employed a minimum length of time	All DSPs are eligible	N (Eligibility subset)
AL	76.9%	52	80.0%	27.5%	47.5%	7.5%	40
AZ	51.7%	147	42.1%	28.9%	48.7%	21.1%	76
CO	59.2%	49	55.2%	27.6%	48.3%	13.8%	29
CT	76.6%	47	27.8%	47.2%	52.8%	13.9%	36
DC	77.8%	27	47.6%	42.9%	23.8%	23.8%	21
DE	88.9%	18	75.0%	43.8%	31.3%	6.3%	16
GA	65.5%	87	59.6%	24.6%	47.4%	7.0%	57
HI	62.5%	24	73.3%	60.0%	40.0%	6.7%	15
IL	87.4%	87	57.9%	30.3%	48.7%	15.8%	76
IN	66.7%	66	59.1%	38.6%	54.5%	9.1%	44
LA	83.3%	24	75.0%	30.0%	55.0%	5.0%	20
MD	84.6%	104	55.7%	30.7%	43.2%	11.4%	88
MO	78.5%	158	61.3%	36.3%	57.3%	8.9%	124
NC	76.1%	71	77.8%	20.4%	40.7%	5.6%	54
NE	83.3%	24	60.0%	30.0%	50.0%	10.0%	20
NJ	81.9%	105	53.5%	30.2%	41.9%	14.0%	86
NY	85.2%	189	44.1%	49.1%	39.8%	9.3%	161
OR	70.2%	121	35.3%	31.8%	51.8%	20.0%	85
PA	77.9%	195	51.3%	35.5%	44.7%	10.5%	152
RI	100.0%	5	20.0%	60.0%	40.0%	20.0%	5
SC	80.4%	51	85.4%	17.1%	29.3%	2.4%	41
SD	100.0%	9	66.7%	33.3%	11.1%	11.1%	9
TN	68.3%	63	62.8%	27.9%	46.5%	4.7%	43
TX	62.2%	45	71.4%	21.4%	67.9%	7.1%	28
UT	79.2%	24	73.7%	26.3%	31.6%	5.3%	19
VA	80.3%	71	68.4%	31.6%	49.1%	1.8%	57
WY	55.6%	18	40.0%	30.0%	50.0%		10
NCI-IDD Avg.	75.2%	Total: 1881	55.2%	34.4%	45.6%	10.6%	Total: 1412

<sup>68</sup> Included in this calculation are agencies that reported either 1) Not providing 'pooled paid time off,' or 2) Providing 'pooled paid time off' but not all DSPs are eligible

<sup>69</sup> There are 20 cases that provide paid vacation time and did not report that they distinguish between full- and part-time DSPs but chose this option. They are included.

<sup>70</sup> For example, must work 35 hours/week, 18 days/month, etc.

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 41. Offer Paid Personal Time<sup>71</sup> (and Requirements for Eligibility)

	Offer paid personal time to some or all DSPs	N	Must be full time <sup>72</sup>	Must work a minimum amount of time in a defined period <sup>73</sup>	Must be employed a minimum length of time	All DSPs are eligible	N (Eligibility subset)
AL	23.1%	52	75.0%	25.0%	50.0%	8.3%	12
AZ	23.9%	142	44.1%	32.4%	50.0%	23.5%	34
CO	45.8%	48	50.0%	36.4%	40.9%	31.8%	22
CT	57.4%	47	29.6%	44.4%	55.6%	14.8%	27
DC	33.3%	27	33.3%	55.6%	44.4%	11.1%	9
DE	61.1%	18	63.6%	18.2%	45.5%	27.3%	11
GA	45.9%	85	59.0%	20.5%	33.3%	10.3%	39
HI	41.7%	24	60.0%	50.0%	30.0%	20.0%	10
IL	57.0%	86	53.1%	36.7%	46.9%	12.2%	49
IN	29.7%	64	78.9%	42.1%	52.6%	10.5%	19
LA	28.0%	25	57.1%	28.6%	57.1%	14.3%	7
MD	48.1%	104	48.0%	20.0%	38.0%	22.0%	50
MO	35.8%	159	66.7%	31.6%	56.1%	12.3%	57
NC	26.8%	71	52.6%	21.1%	42.1%	10.5%	19
NE	29.2%	24	42.9%	42.9%	14.3%	28.6%	7
NJ	58.4%	101	49.2%	28.8%	30.5%	22.0%	59
NY	64.7%	190	43.9%	46.3%	40.7%	7.3%	123
OR	24.1%	116	35.7%	25.0%	50.0%	25.0%	28
PA	51.8%	195	50.5%	36.6%	32.7%	11.9%	101
RI*	60.0%	5					
SC	30.0%	50	60.0%	33.3%	26.7%	13.3%	15
SD*	22.2%	9					
TN	28.1%	64	72.2%	27.8%	38.9%	5.6%	18
TX	36.4%	44	75.0%	18.8%	43.8%	12.5%	16
UT	38.5%	26	70.0%	20.0%	30.0%		10
VA	34.3%	70	66.7%	29.2%	45.8%	4.2%	24
WY	33.3%	18	50.0%	50.0%	50.0%	16.7%	6
NCI-IDD Avg.	42.2%	Total: 1864	52.0%	34.8%	40.8%	13.3%	Total: 777

\* States with Ns of three (3) or fewer have been suppressed.

<sup>71</sup> Included in this calculation are agencies that reported either 1) Not providing 'pooled paid time off,' or 2) Providing 'pooled paid time off' but not all DSPs are eligible

<sup>72</sup> There are seven cases that provide paid personal time and did not report that they distinguish between full- and part-time DSPs but chose this option. They are included.

<sup>73</sup> For example, must work 35 hours/week, 18 days/month, etc.

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.



Table 42. Offer Health Insurance (and Requirements for Eligibility)

	Offer health insurance to some or all DSPs	N	Must be full time <sup>74</sup>	Must work a minimum amount of time in a defined period <sup>75</sup>	Must be employed a minimum length of time	All DSPs are eligible	N (Eligibility subset)
AL	60.0%	90	64.8%	33.3%	33.3%	14.8%	54
AZ	56.4%	211	48.7%	43.7%	45.4%	11.8%	119
CO	55.3%	85	74.5%	42.6%	46.8%		47
CT	88.7%	62	70.9%	34.5%	45.5%	5.5%	55
DC	55.8%	43	54.2%	50.0%	29.2%	12.5%	24
DE	92.3%	26	70.8%	41.7%	33.3%	12.5%	24
GA	52.4%	143	57.3%	42.7%	33.3%	13.3%	75
HI	97.7%	43	23.8%	81.0%	31.0%	7.1%	42
IL	70.2%	114	71.3%	46.3%	46.3%	7.5%	80
IN	74.7%	91	76.5%	41.2%	60.3%	4.4%	68
LA	51.5%	68	60.0%	34.3%	31.4%	11.4%	35
MD	85.9%	128	60.9%	47.3%	41.8%	6.4%	110
MO	70.6%	218	66.2%	44.8%	53.9%	4.5%	154
NC	59.1%	132	69.2%	37.2%	48.7%	2.6%	78
NE	83.8%	37	83.9%	32.3%	64.5%	3.2%	31
NJ	73.6%	140	65.0%	38.8%	54.4%	4.9%	103
NY	94.1%	221	52.9%	54.8%	43.8%	3.4%	208
OR	54.2%	212	72.2%	37.4%	55.7%	1.7%	115
PA	75.8%	326	64.4%	44.5%	47.4%	3.6%	247
RI	100.0%	5	60.0%	40.0%	20.0%		5
SC	96.6%	58	78.6%	42.9%	28.6%	3.6%	56
SD	100.0%	11	72.7%	45.5%	27.3%		11
TN	74.5%	102	55.3%	55.3%	52.6%	6.6%	76
TX	58.6%	70	73.2%	41.5%	58.5%		41
UT	47.9%	71	79.4%	29.4%	35.3%	5.9%	34
VA	62.3%	122	71.1%	31.6%	47.4%	5.3%	76
WY	33.3%	30	60.0%	70.0%	70.0%		10
NCI-IDD Avg.	71.3%	Total: 2859	62.7%	45.4%	46.2%	5.3%	Total: 1978

<sup>74</sup> There are 19 cases that provide paid personal time and did not report that they distinguish between full- and part-time DSPs but chose this option. They are included.

<sup>75</sup> For example, must work 35 hours/week, 18 days/month, etc.

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 43. *Percentage of DSPs who enrolled in health insurance offered by responding agencies among those who were eligible for health insurance offered by responding agency*<sup>76</sup>

	Mean <sup>77</sup>	Std. Deviation	Median	Minimum	Maximum	N
AL	55.8%	33.3%	64.7%	0.0%	100.0%	52
AZ	35.7%	29.3%	25.0%	0.0%	100.0%	111
CO	60.8%	28.1%	60.0%	0.0%	100.0%	45
CT	57.1%	26.5%	56.9%	4.4%	100.0%	49
DC	39.5%	29.2%	31.8%	0.0%	100.0%	23
DE	57.6%	25.7%	56.6%	0.0%	100.0%	21
GA	60.5%	30.1%	63.5%	0.0%	100.0%	68
HI	70.1%	31.3%	78.3%	0.0%	100.0%	39
IL	51.4%	25.3%	50.4%	0.0%	100.0%	74
IN	47.9%	24.2%	49.0%	0.0%	100.0%	63
LA	24.3%	25.1%	12.5%	0.0%	70.0%	30
MD	49.3%	21.7%	50.0%	0.0%	100.0%	104
MO	57.7%	30.6%	57.9%	0.0%	100.0%	146
NC	60.6%	30.9%	62.5%	0.0%	100.0%	75
NE	74.1%	22.8%	78.0%	16.7%	100.0%	28
NJ	60.2%	32.3%	63.6%	0.0%	100.0%	91
NY	48.8%	25.4%	50.0%	0.0%	100.0%	191
OR	61.3%	26.8%	66.9%	0.0%	100.0%	112
PA	62.4%	27.6%	66.2%	0.0%	100.0%	220
RI	61.3%	29.2%	60.6%	11.1%	90.0%	5
SC	71.7%	24.5%	77.4%	0.0%	100.0%	55
SD	71.1%	18.7%	75.3%	32.4%	92.9%	10
TN	46.5%	26.2%	44.4%	0.0%	100.0%	70
TX	51.5%	33.3%	48.9%	0.0%	100.0%	38
UT	62.7%	25.1%	64.3%	16.7%	100.0%	31
VA	51.4%	33.2%	52.1%	0.0%	100.0%	69
WY	43.5%	21.8%	43.5%	20.0%	86.4%	9
<b>NCI-IDD</b>	<b>55.4%</b>	<b>29.2%</b>	<b>56.7%</b>	<b>0.0%</b>	<b>100.0%</b>	<b>Total: 1829</b>

<sup>76</sup> Cases that reported number of DSPs eligible for health insurance coverage and those enrolled (or marked "0") are included in this calculation.

<sup>77</sup> Mean percentage of eligible DSPs who enrolled for the health insurance offered by the agency (if offered)

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 44. Offer Dental Insurance/Vision Coverage<sup>78</sup> to some or all DSPs

	Offer dental	N	Offer vision	N
AL	62.2%	90	47.2%	89
AZ	47.9%	213	42.7%	211
CO	51.2%	86	45.3%	86
CT	85.5%	62	73.8%	61
DC	53.5%	43	48.8%	43
DE	88.5%	26	80.8%	26
GA	49.0%	145	47.3%	146
HI	90.9%	44	90.9%	44
IL	58.8%	114	49.6%	113
IN	77.2%	92	75.8%	91
LA	35.3%	68	35.3%	68
MD	82.1%	123	78.7%	127
MO	56.0%	216	54.5%	211
NC	58.5%	130	52.3%	130
NE	86.5%	37	70.3%	37
NJ	65.0%	140	48.6%	138
NY	89.1%	221	83.5%	218
OR	50.7%	213	42.2%	211
PA	68.0%	325	66.8%	328
RI	100.0%	5	40.0%	5
SC	96.6%	58	94.7%	57
SD	100.0%	11	81.8%	11
TN	73.5%	102	71.6%	102
TX	50.0%	70	46.4%	69
UT	46.5%	71	33.8%	71
VA	55.6%	124	46.7%	122
WY	35.5%	31	25.8%	31
NCI-IDD Avg.	65.5%	Total: 2860	60.4%	Total: 2846

<sup>78</sup> If the coverage was included in health insurance coverage, respondents were asked to indicate that “yes,” the coverage was offered.

Notes: Unless otherwise noted, all NCI-IDD Averages (“NCI-IDD Avg.”), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states’ response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See “Cross-Year Comparisons” in the “Weights” section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 45. Offer employer-sponsored retirement plan (401K, 403b or other plan) (and Requirements for Eligibility)

	Offer retirement plan to some or all DSPs	N	Must be full time <sup>79</sup>	Must work a minimum amount of time in a defined period <sup>80</sup>	Must be employed a minimum length of time	All DSPs are eligible	N (Eligibility subset)
AL	46.1%	89	43.9%	41.5%	48.8%	19.5%	41
AZ	36.0%	214	23.4%	32.5%	54.5%	27.3%	77
CO	38.8%	85	30.3%	54.5%	63.6%	6.1%	33
CT	83.9%	62	13.5%	28.8%	40.4%	46.2%	52
DC	44.2%	43	10.5%	42.1%	26.3%	42.1%	19
DE	92.3%	26	41.7%	41.7%	29.2%	33.3%	24
GA	47.9%	146	38.6%	35.7%	44.3%	25.7%	70
HI	56.8%	44	28.0%	36.0%	64.0%	32.0%	25
IL	61.6%	112	33.3%	46.4%	44.9%	29.0%	69
IN	60.9%	92	30.4%	48.2%	55.4%	21.4%	56
LA	20.3%	69	35.7%	35.7%	50.0%	28.6%	14
MD	75.6%	127	17.7%	24.0%	38.5%	41.7%	96
MO	52.1%	215	35.7%	44.6%	58.9%	17.0%	112
NC	46.6%	131	32.8%	34.4%	57.4%	21.3%	61
NE	70.3%	37	23.1%	57.7%	53.8%	26.9%	26
NJ	59.3%	140	34.9%	34.9%	51.8%	22.9%	83
NY	90.5%	222	14.4%	37.8%	38.8%	41.3%	201
OR	44.3%	212	17.0%	30.9%	47.9%	36.2%	94
PA	67.6%	330	17.9%	36.8%	47.1%	33.2%	223
RI	80.0%	5				100.0%	4
SC	82.5%	57	25.5%	21.3%	23.4%	53.2%	47
SD	100.0%	11	27.3%	45.5%	54.5%	18.2%	11
TN	53.4%	103	29.1%	29.1%	50.9%	30.9%	55
TX	50.0%	70	37.1%	31.4%	51.4%	25.7%	35
UT	25.4%	71	33.3%	22.2%	50.0%	22.2%	18
VA	43.9%	123	35.2%	25.9%	35.2%	31.5%	54
WY	38.7%	31	50.0%	33.3%	41.7%	25.0%	12
NCI-IDD Avg.	58.5%	Total: 2867	24.3%	35.6%	46.1%	32.5%	Total: 1612

<sup>79</sup> There are 6 cases that provide retirement plans and did not report that they distinguish between full- and part-time DSPs but chose this option. They are included.

<sup>80</sup> For example, must work 35 hours/week, 18 days/month, etc.

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 46. Offer Other Types of Benefits (categories are not mutually exclusive)

	Post-secondary education support*	Employer-paid job-related training	Employer- sponsored disability insurance	Flexible spending account	Health incentive programs	Life insurance	Other	N
AL	6.6%	37.4%	17.6%	9.9%	11.0%	51.6%	14.3%	91
AZ	9.7%	54.8%	11.1%	9.2%	6.9%	25.3%	11.1%	217
CO	9.2%	57.5%	17.2%	20.7%	10.3%	32.2%	25.3%	87
CT	29.7%	43.8%	39.1%	32.8%	14.1%	75.0%	15.6%	64
DC	16.3%	53.5%	30.2%	16.3%	7.0%	48.8%	9.3%	43
DE	50.0%	53.8%	53.8%	65.4%	23.1%	84.6%	7.7%	26
GA	7.5%	51.7%	25.2%	21.8%	10.2%	40.1%	8.2%	147
HI	4.5%	34.1%	34.1%	25.0%	15.9%	43.2%	9.1%	44
IL	26.1%	52.2%	31.3%	24.3%	15.7%	61.7%	11.3%	115
IN	19.6%	42.4%	31.5%	22.8%	18.5%	67.4%	21.7%	92
LA	5.8%	21.7%	10.1%	7.2%	7.2%	44.9%	5.8%	69
MD	32.8%	58.0%	44.3%	38.9%	19.8%	71.0%	13.0%	131
MO	12.8%	56.2%	19.6%	17.4%	12.8%	54.3%	15.1%	219
NC	13.5%	48.9%	25.6%	15.0%	8.3%	54.9%	12.0%	133
NE	24.3%	54.1%	32.4%	40.5%	21.6%	73.0%	18.9%	37
NJ	23.9%	50.7%	23.9%	22.5%	12.7%	48.6%	9.9%	142
NY	54.1%	55.9%	51.8%	64.4%	31.1%	82.4%	19.4%	222
OR	9.7%	69.1%	18.0%	13.8%	13.8%	28.6%	21.7%	217
PA	23.4%	51.7%	39.6%	29.4%	18.0%	55.0%	18.0%	333
RI	33.3%	83.3%	16.7%	16.7%	16.7%	66.7%	16.7%	6
SC	10.3%	51.7%	44.8%	75.9%	34.5%	91.4%	6.9%	58
SD	27.3%	45.5%	27.3%	63.6%	54.5%	100.0%		11
TN	15.4%	45.2%	27.9%	17.3%	14.4%	62.5%	11.5%	104
TX	10.0%	31.4%	21.4%	18.6%	4.3%	44.3%	14.3%	70
UT	5.6%	44.4%	12.5%	8.3%	12.5%	25.0%	15.3%	72
VA	19.2%	46.9%	17.7%	18.5%	12.3%	39.2%	8.5%	130
WY		38.7%	9.7%		6.5%	22.6%	6.5%	31
NCI-IDD Avg.	20.2%	52.5%	29.5%	27.5%	16.3%	53.4%	14.9%	Total: 2911

\*Paid time off, reimbursement or other support

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

## Recruitment and Retention

Table 47. *Recruitment and Retention Strategies (table continues on following page)*

Pay incentive or referral bonus program			Realistic job preview		Train on code of ethics	
		N		N		N
AL	56.2%	89	82.4%	91	80.2%	91
AZ	51.9%	214	89.0%	218	80.3%	218
CO	34.5%	84	87.4%	87	87.4%	87
CT	59.0%	61	75.0%	64	82.8%	64
DC	39.5%	43	86.0%	43	88.4%	43
DE	61.5%	26	84.6%	26	92.3%	26
GA	38.6%	145	84.4%	147	95.2%	147
HI	45.5%	44	79.5%	44	86.4%	44
IL	54.4%	114	77.4%	115	88.7%	115
IN	68.5%	92	77.2%	92	95.7%	92
LA	24.2%	66	76.8%	69	85.5%	69
MD	55.5%	128	71.5%	130	82.3%	130
MO	50.9%	218	83.6%	219	79.0%	219
NC	31.6%	133	85.0%	133	97.7%	133
NE	61.1%	36	89.2%	37	89.2%	37
NJ	52.9%	140	83.0%	141	87.2%	141
NY	68.8%	221	81.5%	222	95.5%	222
OR	43.7%	215	84.3%	217	81.1%	217
PA	65.9%	328	79.0%	333	84.7%	333
RI	66.7%	6	83.3%	6	100.0%	6
SC	39.7%	58	87.9%	58	93.1%	58
SD	81.8%	11	90.9%	11	90.9%	11
TN	69.6%	102	86.4%	103	82.5%	103
TX	34.3%	70	82.9%	70	82.9%	70
UT	44.3%	70	91.7%	72	94.4%	72
VA	42.1%	121	81.1%	127	81.1%	127
WY	19.4%	31	83.9%	31	93.5%	31
NCI-IDD Avg.	53.5%	Total: 2866	82.6%	Total: 2906	86.5%	Total: 2906

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 48. Recruitment and Retention Strategies (continued)

	DSP ladder to retain highly skilled workers	Staff supported to acquire credential*	Employee engagement surveys**	N
AL	23.1%	31.9%	79.1%	91
AZ	29.4%	23.4%	50.5%	218
CO	27.6%	23.0%	46.0%	87
CT	18.8%	23.4%	53.1%	64
DC	48.8%	27.9%	72.1%	43
DE	38.5%	73.1%	69.2%	26
GA	28.6%	56.5%	75.5%	147
HI	22.7%	29.5%	50.0%	44
IL	20.0%	27.8%	47.0%	115
IN	25.0%	20.7%	68.5%	92
LA	27.5%	23.2%	52.2%	69
MD	35.4%	36.2%	50.8%	130
MO	29.7%	36.5%	44.7%	219
NC	24.1%	31.6%	79.7%	133
NE	27.0%	21.6%	59.5%	37
NJ	31.9%	74.5%	56.0%	141
NY	37.4%	25.2%	50.5%	222
OR	32.7%	29.5%	39.2%	217
PA	29.4%	35.7%	56.5%	333
RI	50.0%	66.7%	66.7%	6
SC	22.4%	17.2%	34.5%	58
SD	27.3%	45.5%	100.0%	11
TN	35.0%	52.4%	74.8%	103
TX	25.7%	15.7%	31.4%	70
UT	34.7%	23.6%	51.4%	72
VA	24.4%	25.2%	43.3%	127
WY	19.4%	19.4%	54.8%	31
NCI-IDD Avg.	29.9%	33.0%	53.7%	Total: 2906

\*Through a state or nationally recognized professional organization

\*\*Or other survey efforts aimed at assessing DSP satisfaction and experience working for the agency

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

## Frontline Supervisors

Frontline supervisors (FLS) are the first line of management in human service organizations. These are staff who supervise DSPs working with adults with IDD and often also engage in direct support as part of their duties.

Table 49. Average number of frontline supervisors employed by agencies as of December 31, 2020<sup>81</sup>

	Mean	Std. Deviation	Median	Minimum	Maximum	N
AL	7.2	13.8	3	0	88	90
AZ	6.4	14.5	3	0	158	212
CO	3.2	3.6	2	0	20	85
CT	11.0	11.2	7	0	50	62
DC	5.4	5.3	4	0	24	42
DE	10.3	12.1	6	0	51	26
GA	5.0	6.6	3	0	41	147
HI	5.6	5.2	4	1	25	44
IL	7.9	11.5	3	0	71	111
IN	15.1	31.1	7	0	246	89
LA	6.1	6.9	4	0	45	67
MD	10.0	12.8	5	0	72	124
MO	7.9	15.1	3	0	164	214
NC	7.1	15.3	3	0	154	130
NE	8.8	11.9	5	0	45	37
NJ	9.6	16.4	3	0	107	136
NY	27.6	39.5	15	0	263	219
OR	5.4	8.0	2	0	53	211
PA	11.8	21.9	4	0	191	325
RI	10.6	10.1	5	2	26	5
SC	12.0	11.1	8	1	50	57
SD	9.9	5.2	10	1	18	11
TN	11.8	19.3	6	0	147	103
TX	4.8	6.2	3	0	43	69
UT	5.9	10.0	2	0	55	69
VA	4.5	5.3	2	0	34	122
WY	3.8	3.9	3	0	16	31
<b>NCI-IDD</b>	<b>10.6</b>	<b>20.8</b>	<b>4</b>	<b>0</b>	<b>263</b>	<b>Total: 2838</b>

<sup>81</sup> 60 agencies reported that the number of FLS was greater than or equal to the number of DSPs on payroll as of December 31, 2020. They are included.

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.



Table 50. Average DSP to Frontline Supervisor ratio<sup>82</sup>

	Average number of DSPs per 1 frontline supervisor <sup>83</sup>	N
AL	10	86
AZ	17	198
CO	11	77
CT	10	61
DC	12	38
DE	10	24
GA	7	140
HI	9	44
IL	10	107
IN	13	81
LA	15	65
MD	14	121
MO	10	199
NC	11	127
NE	11	34
NJ	9	122
NY <sup>84</sup>	11	211
OR	9	193
PA	11	307
RI	9	5
SC	14	57
SD	11	11
TN	14	102
TX	9	62
UT	8	58
VA	6	120
WY	9	27
<b>NCI-IDD Avg.</b>	<b>11</b>	<b>Total: 2677</b>

<sup>82</sup> Calculated as Total number of DSPs on payroll as of December 31, 2020 DIVIDED BY Total number of Frontline Supervisors on payroll as of December 31, 2020.

<sup>83</sup> Agencies that reported having 0 Frontline Supervisors are excluded from the denominator. 60 agencies reported that the number of FLS was greater than or equal to the number of DSPs on payroll as of December 31, 2020. They are included.

<sup>84</sup> NY: Statewide results for NYS are skewed toward total staff numbers in NYC; more than 25% of the total number of frontline supervisors and DSPs in the dataset work for NYC providers.

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 51. Of all reporting agencies in the state, the average percent of Frontline Supervisors<sup>85</sup> identifying as each race/ethnicity

	American Indian or Alaska Native	Asian <sup>86</sup>	Black or African American	Pacific Islander <sup>87</sup>	White	Hispanic/Latino <sup>88</sup>	More than one race/ethnicity	Other	Don't know	N
AL	0.0%	0.6%	69.2%	0.0%	23.9%	0.0%	0.4%	0.0%	5.8%	86
AZ	4.7%	2.2%	17.7%	0.5%	31.7%	20.8%	1.1%	1.0%	20.4%	196
CO	0.2%	0.1%	9.3%	0.0%	54.4%	11.0%	1.3%	1.6%	22.0%	75
CT	0.0%	0.2%	23.7%	0.3%	57.5%	8.9%	0.3%	2.1%	6.8%	59
DC	2.6%	3.2%	79.5%	0.0%	6.6%	0.6%	0.0%	4.4%	3.1%	38
DE	0.0%	0.0%	62.6%	0.0%	31.2%	0.3%	0.8%	0.0%	5.0%	24
GA	0.2%	0.5%	69.4%	0.7%	21.5%	2.2%	1.6%	1.4%	2.5%	136
HI	0.0%	41.5%	0.4%	17.5%	13.4%	2.5%	7.5%	0.0%	17.2%	43
IL	0.0%	1.5%	27.3%	0.3%	61.6%	1.8%	0.1%	0.2%	7.1%	107
IN	0.0%	0.2%	20.3%	0.2%	66.7%	0.8%	0.6%	0.1%	11.2%	77
LA	0.0%	0.0%	70.0%	0.4%	21.9%	0.8%	0.2%	0.4%	6.3%	64
MD	0.6%	1.3%	61.4%	0.1%	28.3%	0.8%	1.0%	1.9%	4.6%	121
MO	0.2%	0.7%	18.3%	0.1%	65.1%	0.9%	1.7%	0.1%	13.0%	193
NC	2.2%	1.5%	51.5%	0.3%	39.2%	1.0%	0.6%	0.3%	3.3%	127
NE	0.2%	1.8%	14.6%	0.0%	62.2%	4.6%	0.1%	0.0%	16.5%	34
NJ	0.9%	0.2%	38.9%	0.0%	45.7%	7.6%	0.6%	1.2%	4.8%	117
NY <sup>89</sup>	0.6%	1.9%	33.2%	0.4%	48.3%	7.6%	1.6%	0.8%	5.7%	206
OR	2.0%	0.9%	13.6%	1.6%	52.7%	5.7%	1.6%	1.6%	20.4%	190
PA	0.1%	0.8%	28.5%	0.1%	59.9%	3.1%	1.1%	0.8%	5.6%	302
RI	0.0%	0.0%	13.6%	0.0%	78.9%	5.9%	1.5%	0.0%	0.0%	5
SC	1.9%	4.6%	68.2%	0.7%	21.9%	0.7%	0.2%	0.0%	1.8%	57
SD	3.7%	0.0%	0.0%	0.0%	87.2%	0.0%	0.0%	0.0%	9.1%	11
TN	0.1%	1.0%	41.8%	0.0%	49.4%	0.8%	0.4%	1.4%	5.2%	102
TX	0.0%	0.8%	35.3%	0.0%	30.4%	23.1%	0.8%	1.1%	8.5%	59
UT	1.2%	0.0%	3.2%	4.6%	65.7%	6.8%	0.3%	0.0%	18.2%	55
VA	0.9%	2.7%	57.1%	0.3%	33.3%	1.4%	0.9%	0.3%	3.1%	118
WY	1.9%	0.0%	0.0%	0.0%	70.4%	5.2%	0.2%	0.0%	22.2%	27
NCI-IDD Avg.	1.0%	2.1%	33.6%	0.8%	46.0%	5.1%	1.2%	0.8%	9.4%	Total: 2629

<sup>85</sup> Agencies that reported 0 Frontline Supervisors were not included in this table

<sup>86</sup> Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese, or Other Asian

<sup>87</sup> Native Hawaiian, Guamanian or Chamorro, Samoan, or Other Pacific Islander

<sup>88</sup> Mexican, Mexican American, Chicano, Puerto Rican, Cuban, or Other Spanish/Hispanic/Latino

<sup>89</sup> NY: Statewide results for NYS are skewed toward demographic data for NYC. For example, approximately 40% of frontline supervisors in the dataset who are Black work for NYC providers.

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 52. *Of all reporting agencies in the state, the average percent of Frontline Supervisors<sup>90</sup> identifying as each gender identity*

	Male	Female	Non-Conforming	Don't Know	N
AL	14.3%	84.5%	0.0%	1.2%	86
AZ	23.2%	69.0%	0.6%	7.1%	196
CO	22.4%	70.7%	0.0%	6.9%	75
CT	27.0%	72.7%	0.0%	0.0%	60
DC	32.2%	65.2%	0.0%	2.6%	38
DE	20.2%	75.6%	0.0%	4.2%	24
GA	19.7%	78.1%	0.0%	2.2%	138
HI	10.5%	87.1%	0.0%	2.3%	43
IL	17.6%	77.7%	0.0%	4.7%	107
IN	16.7%	79.0%	0.4%	3.8%	79
LA	11.7%	86.8%	0.0%	1.5%	65
MD	24.0%	72.6%	0.0%	3.3%	121
MO	15.8%	78.0%	0.0%	6.2%	195
NC	22.1%	76.1%	0.0%	1.6%	127
NE	22.4%	71.8%	0.0%	5.9%	34
NJ	19.6%	78.7%	0.0%	1.7%	119
NY	22.2%	76.3%	0.0%	1.5%	209
OR	25.7%	67.5%	0.1%	6.8%	192
PA	22.7%	75.3%	0.3%	1.6%	305
RI	6.4%	93.6%	0.0%	0.0%	5
SC	17.6%	82.4%	0.0%	0.0%	57
SD	12.1%	78.8%	0.0%	9.1%	11
TN	19.1%	78.9%	0.0%	2.0%	102
TX	13.0%	83.7%	0.0%	3.3%	61
UT	29.8%	62.9%	0.0%	7.2%	56
VA	18.0%	82.0%	0.0%	0.0%	118
WY	30.2%	62.4%	0.0%	7.4%	27
<b>NCI-IDD Avg.</b>	<b>20.9%</b>	<b>75.7%</b>	<b>0.1%</b>	<b>3.4%</b>	<b>Total: 2650</b>

<sup>90</sup> Agencies that reported 0 Frontline Supervisors were not included in this table

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

## COVID-19 Supplement for the NCI-IDD Staff Stability Survey<sup>91</sup>

The COVID-19 pandemic had a significant impact on the Direct Support Professional workforce and providers nationwide. States could choose to include an optional COVID-19 Supplement to their 2020 Staff Stability Survey administration to assess different ways provider agencies and DSPs were impacted by the pandemic.

***Note: Not all states that participated in the 2020 Staff Stability Survey included the COVID-19 Supplement.***

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<sup>91</sup> These data also appear in the NCI-IDD 2020 Staff Stability Survey COVID-19 Supplement Report

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 53. *If agency provided non-residential supports,<sup>92</sup> did the agency do any of the following in response to COVID-19?<sup>93</sup>*

	Altered how it delivered 'non-residential' supports (i.e., delivering services in a person's home, virtually, outside, etc.)	Stopped delivering certain 'non-residential' supports altogether (for a period of time or permanently)	Both altered the delivery of certain 'non-residential' supports & stopped providing other 'non-residential' supports	N
AZ	37.9%	19.4%	42.7%	103
CO	27.6%	1.3%	71.1%	76
CT	37.8%	2.2%	60.0%	45
DC	38.9%	5.6%	55.6%	18
DE	18.8%	12.5%	68.8%	16
GA	25.6%	6.7%	67.8%	90
HI	21.2%		78.8%	33
IL	33.8%	13.0%	53.2%	77
IN	13.6%	13.6%	72.9%	59
LA	39.3%	32.1%	28.6%	28
MD	46.2%	5.4%	48.4%	93
MO	16.3%	13.5%	70.2%	104
NC	41.3%	5.4%	53.3%	92
NJ	44.0%	6.0%	50.0%	100
OR	22.4%	3.5%	74.1%	85
PA	20.9%	6.6%	72.5%	182
RI	33.3%	16.7%	50.0%	6
SC	20.5%	9.1%	70.5%	44
SD	36.4%		63.6%	11
TN	33.3%	9.7%	56.9%	72
TX	40.4%	3.8%	55.8%	52
VA	30.4%	19.6%	50.0%	56
NCI-IDD Avg.	28.7%	8.9%	62.4%	Total: 1442

<sup>92</sup> **Non-residential Supports** are provided in a day program, community program, or work setting. This includes:

- *Adult day program services and community supports, for example*
- *Job or vocational services (supports to help people who are looking for work or at their paid job—work supports, for example)*

<sup>93</sup> Only includes agencies that reported providing non-residential supports

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 54. *Pandemic-related changes in operations put in place in 2020 (Not mutually exclusive. Table continues on the following page.)*

	Closed locations/ sites	Limited the number of DSPs rotating into a location by increasing the hours per shift	Began live-in services	Altered how some supports were delivered	Stopped delivering some supports temporarily or permanently	N
AZ	32.7%	24.9%	1.8%	41.9%	35.9%	217
CO	44.2%	34.9%	3.5%	84.9%	69.8%	86
CT	50.0%	37.5%	9.4%	67.2%	57.8%	64
DC	20.9%	55.8%	9.3%	39.5%	39.5%	43
DE	30.8%	50.0%	11.5%	69.2%	61.5%	26
GA	38.1%	29.9%	4.8%	57.8%	51.7%	147
HI	52.3%	36.4%	2.3%	75.0%	52.3%	44
IL	44.3%	47.0%	20.0%	65.2%	48.7%	115
IN	31.9%	40.7%	13.2%	63.7%	56.0%	91
LA	19.1%	39.7%	5.9%	29.4%	32.4%	68
MD	38.0%	48.8%	4.7%	70.5%	46.5%	129
MO	27.9%	38.4%	8.2%	44.7%	44.3%	219
NC	31.8%	37.1%	4.5%	62.1%	41.7%	132
NJ	41.1%	34.8%	9.9%	71.6%	47.5%	141
OR	20.7%	27.2%	3.7%	44.7%	41.0%	217
PA	30.2%	40.2%	5.4%	58.9%	49.2%	331
RI	66.7%	66.7%	16.7%	83.3%	100.0%	6
SC	52.6%	40.4%		63.2%	64.9%	57
SD	81.8%	27.3%		100.0%	63.6%	11
TN	29.1%	51.5%	9.7%	66.0%	54.4%	103
TX	42.9%	41.4%	5.7%	58.6%	41.4%	70
VA	28.8%	30.4%	2.4%	36.8%	37.6%	125
NCI-IDD Avg.	33.0%	36.9%	6.0%	56.0%	47.0%	Total: 2442

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 55. *Pandemic-related changes in operations put in place in 2020 (Not mutually exclusive) (Continued)*

	Limited the number of sites/locations/addresses at which a DSP could work	Opened temporary respite locations	Required that DSPs not work for more than one agency	Tracked DSPs who were working for more than one agency	Paid family members as caregivers during the emergency	Other	N
AZ	26.7%	1.8%	4.6%	6.0%	35.9%	18.0%	217
CO	38.4%	4.7%	3.5%	11.6%	27.9%	29.1%	86
CT	43.8%	10.9%	1.6%	17.2%	1.6%	12.5%	64
DC	32.6%	4.7%	18.6%	32.6%	14.0%	14.0%	43
DE	57.7%	3.8%	3.8%	19.2%	3.8%	19.2%	26
GA	27.2%	0.7%	7.5%	12.9%	10.2%	22.4%	147
HI	31.8%	2.3%	2.3%	13.6%	15.9%	27.3%	44
IL	53.0%	4.3%	13.9%	15.7%	1.7%	14.8%	115
IN	39.6%	1.1%	3.3%	5.5%	29.7%	14.3%	91
LA	20.6%	2.9%	7.4%	11.8%	35.3%	10.3%	68
MD	50.4%	6.2%	13.2%	37.2%	33.3%	13.2%	129
MO	41.6%	6.4%	5.9%	10.0%	10.0%	16.9%	219
NC	30.3%	3.0%	6.1%	20.5%	28.0%	16.7%	132
NJ	31.9%	4.3%	4.3%	12.1%	20.6%	17.0%	141
OR	26.7%	1.4%	6.5%	11.5%	7.4%	19.4%	217
PA	42.6%	6.9%	3.3%	16.0%	11.5%	17.5%	331
RI	66.7%		33.3%	33.3%	16.7%	16.7%	6
SC	50.9%	5.3%		7.0%	1.8%	7.0%	57
SD	81.8%	36.4%		27.3%		45.5%	11
TN	46.6%	4.9%	11.7%	28.2%	4.9%	9.7%	103
TX	45.7%	2.9%	10.0%	12.9%	28.6%	11.4%	70
VA	24.8%	0.8%	12.8%	10.4%		11.2%	125
NCI-IDD Avg.	37.2%	4.1%	6.3%	14.4%	15.3%	16.6%	Total: 2442

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 56. Measures/changes in health and safety protocols implemented in 2020 (Not mutually exclusive. Table continues on the following page.)

	Took temperature for all people upon entry to facilities	Revised visitor policy/protocol	Implemented COVID-19 related DSP training on health and safety	Communicated guidelines on proper handwashing to staff and people receiving services	Communicated guidelines on social distancing to staff and people receiving services	Made changes to physical sites to optimize social distancing and/or quarantine requirements	Required DSPs to wear masks/other PPE	Required additional cleaning of sites	N
AZ	73.7%	74.7%	75.6%	83.4%	82.5%	59.4%	78.3%	76.5%	217
CO	83.7%	77.9%	88.4%	95.3%	95.3%	73.3%	91.9%	89.5%	86
CT	95.3%	95.3%	90.6%	95.3%	96.9%	78.1%	96.9%	96.9%	64
DC	83.7%	76.7%	86.0%	81.4%	86.0%	53.5%	83.7%	76.7%	43
DE	84.6%	80.8%	84.6%	88.5%	88.5%	73.1%	88.5%	84.6%	26
GA	82.3%	78.2%	83.0%	87.1%	87.1%	66.0%	89.1%	80.3%	147
HI	68.2%	70.5%	77.3%	88.6%	84.1%	72.7%	88.6%	81.8%	44
IL	86.1%	87.8%	85.2%	87.8%	88.7%	67.0%	86.1%	87.8%	115
IN	82.4%	82.4%	79.1%	84.6%	84.6%	57.1%	87.9%	83.5%	91
LA	72.1%	63.2%	73.5%	76.5%	75.0%	52.9%	76.5%	72.1%	68
MD	82.2%	82.9%	82.2%	89.1%	86.8%	67.4%	89.9%	83.7%	129
MO	82.6%	81.7%	84.9%	88.1%	87.2%	64.4%	81.7%	84.9%	219
NC	82.6%	84.8%	83.3%	89.4%	87.9%	74.2%	86.4%	81.1%	132
NJ	80.1%	72.3%	85.8%	85.8%	84.4%	70.2%	86.5%	79.4%	141
OR	64.1%	72.4%	82.5%	82.5%	81.6%	48.8%	83.4%	76.0%	217
PA	78.5%	75.5%	80.4%	84.3%	84.6%	61.3%	85.2%	79.8%	331
RI	83.3%	83.3%	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	6
SC	96.5%	94.7%	89.5%	93.0%	93.0%	84.2%	96.5%	94.7%	57
SD	81.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	11
TN	89.3%	88.3%	84.5%	93.2%	93.2%	59.2%	90.3%	84.5%	103
TX	87.1%	85.7%	85.7%	87.1%	87.1%	70.0%	85.7%	82.9%	70
VA	73.6%	72.8%	77.6%	80.0%	80.8%	54.4%	81.6%	76.0%	125
NCI-IDD Avg.	79.2%	78.9%	82.2%	86.4%	85.9%	63.0%	85.5%	81.5%	Total 2442

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.



Table 57. Measures/changes in health and safety protocols implemented in 2020 (Not mutually exclusive) (Continued)

	Internal communications with COVID-19 updates sent to people receiving services and their families	Implemented surveys/questionnaires about staff health/symptoms	Took temperatures regularly	Required COVID-19 testing for some or all DSPs	Other COVID-19 related health and safety protocols implemented	N
AZ	64.5%	39.6%	68.7%	42.4%	18.4%	217
CO	87.2%	62.8%	81.4%	65.1%	16.3%	86
CT	79.7%	67.2%	90.6%	59.4%	28.1%	64
DC	81.4%	58.1%	74.4%	62.8%	20.9%	43
DE	76.9%	69.2%	84.6%	46.2%	42.3%	26
GA	71.4%	53.1%	79.6%	52.4%	18.4%	147
HI	68.2%	56.8%	72.7%	45.5%	29.5%	44
IL	75.7%	59.1%	87.0%	60.0%	20.9%	115
IN	75.8%	50.5%	76.9%	41.8%	11.0%	91
LA	50.0%	54.4%	67.6%	36.8%	10.3%	68
MD	69.0%	53.5%	79.8%	62.0%	20.2%	129
MO	64.8%	48.4%	82.6%	47.9%	17.8%	219
NC	80.3%	59.1%	78.0%	55.3%	22.0%	132
NJ	71.6%	63.1%	75.9%	50.4%	19.1%	141
OR	62.2%	48.8%	63.6%	43.3%	18.4%	217
PA	71.3%	55.6%	74.6%	52.3%	18.7%	331
RI	100.0%	50.0%	100.0%	83.3%	33.3%	6
SC	86.0%	64.9%	87.7%	70.2%	19.3%	57
SD	100.0%	72.7%	90.9%	81.8%	45.5%	11
TN	73.8%	54.4%	87.4%	60.2%	17.5%	103
TX	74.3%	60.0%	81.4%	54.3%	21.4%	70
VA	58.4%	41.6%	70.4%	48.8%	20.0%	125
NCI-IDD Avg.	70.0%	53.0%	76.4%	51.4%	19.1%	Total: 2442

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 58. Did agency track how many DSPs tested positive or were presumed positive for COVID-19 while on your agency's payroll in 2020?

	Yes, agency tracked this information	No, agency did not track this information	Don't know	N
AZ	73.6%	22.6%	3.8%	212
CO	84.9%	10.5%	4.7%	86
CT	91.9%	4.8%	3.2%	62
DC	100.0%			41
DE	100.0%			26
GA	89.4%	9.2%	1.4%	141
HI	75.0%	15.9%	9.1%	44
IL	92.7%	6.4%	0.9%	109
IN	90.9%	6.8%	2.3%	88
LA	84.6%	10.8%	4.6%	65
MD	90.3%	6.5%	3.2%	124
MO	80.0%	15.8%	4.2%	215
NC	84.5%	9.3%	6.2%	129
NJ	82.5%	12.4%	5.1%	137
OR	85.6%	9.1%	5.3%	208
PA	93.2%	5.0%	1.9%	322
RI	100.0%			6
SC	96.5%	1.8%	1.8%	57
SD	100.0%			11
TN	89.1%	9.9%	1.0%	101
TX	89.7%	7.4%	2.9%	68
VA	86.2%	10.3%	3.4%	116
NCI-IDD Avg.	86.6%	10.1%	3.3%	Total: 2368

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Table 59. Wage adjustments implemented by the agency specifically for the purposes of retaining DSPs (supporting adults with IDD) during the pandemic (Not mutually exclusive)

	Bonuses to ALL DSPs supporting adults with IDD	Temporary hourly wage increases to ALL DSPs supporting adults with IDD	Permanent hourly wage increases to ALL DSPs supporting adults with IDD	Targeted DSP bonuses to SOME DSPs supporting adults with IDD during the pandemic, for incentives related to specific working conditions	Targeted DSP temporary wage increases to SOME DSPs supporting adults with IDD during the pandemic, for incentives related to specific working conditions	Targeted DSP permanent wage increases to SOME DSPs supporting adults with IDD during the pandemic, for incentives related to specific working conditions	No bonuses or wage increases were given	N
AZ	41.9%	42.9%	12.0%	21.7%	23.0%	6.9%	12.4%	217
CO	20.9%	11.6%	5.8%	16.3%	9.3%	4.7%	38.4%	86
CT	35.9%	35.9%	6.3%	14.1%	31.3%	1.6%	15.6%	64
DC	25.6%	30.2%	7.0%	9.3%	30.2%	7.0%	25.6%	43
DE	23.1%	26.9%	7.7%	30.8%	15.4%	3.8%	26.9%	26
GA	37.4%	13.6%	10.9%	17.7%	12.2%	8.8%	31.3%	147
HI	4.5%	13.6%		6.8%	13.6%	2.3%	65.9%	44
IL	43.5%	27.0%	17.4%	20.9%	30.4%	3.5%	13.0%	115
IN	34.1%	20.9%	7.7%	27.5%	20.9%	6.6%	23.1%	91
LA	39.7%	17.6%	10.3%	27.9%	22.1%	7.4%	22.1%	68
MD	41.1%	23.3%	7.0%	24.8%	31.8%	3.1%	20.2%	129
MO	40.6%	19.6%	11.9%	18.3%	16.9%	4.6%	30.6%	219
NC	40.9%	22.7%	7.6%	16.7%	17.4%	4.5%	31.1%	132
NJ	31.9%	32.6%	22.0%	18.4%	13.5%	7.8%	27.7%	141
OR	30.4%	22.6%	19.8%	13.4%	13.8%	7.8%	24.4%	217
PA	52.9%	33.8%	10.3%	22.7%	23.9%	3.6%	18.4%	331
RI	66.7%	50.0%		50.0%	33.3%			6
SC	21.1%	21.1%	1.8%	21.1%	54.4%		22.8%	57
SD	81.8%	63.6%	9.1%	9.1%	63.6%			11
TN	42.7%	18.4%	7.8%	23.3%	27.2%	3.9%	23.3%	103
TX	27.1%	14.3%	10.0%	10.0%	21.4%	1.4%	37.1%	70
VA	32.0%	13.6%	12.0%	16.8%	15.2%	5.6%	41.6%	125
NCI-IDD Avg.	38.3%	25.5%	11.3%	19.4%	21.7%	5.1%	24.8%	Total: 2442

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 60. Which best describes the agency's access to Personal Protective Equipment (PPE) in 2020?

	Consistently had adequate supply for DSPs and people receiving services; level of supply did not change	Did not consistently have adequate supply for DSPs and people receiving services; level of supply did not change	Access to PPE improved from March to December	Access to PPE decreased from March to December	Don't know	N
AZ	50.7%	6.2%	28.9%	10.0%	4.3%	211
CO	56.5%	2.4%	29.4%	4.7%	7.1%	85
CT	53.2%	4.8%	37.1%	1.6%	3.2%	62
DC	61.9%	2.4%	35.7%			42
DE	76.9%		19.2%	3.8%		26
GA	64.1%		29.6%	4.2%	2.1%	142
HI	38.6%	2.3%	47.7%	9.1%	2.3%	44
IL	59.1%		34.5%	6.4%		110
IN	67.4%	1.1%	27.0%	1.1%	3.4%	89
LA	50.0%	3.1%	34.4%	9.4%	3.1%	64
MD	50.8%	2.4%	40.3%	6.5%		124
MO	62.0%	0.9%	25.0%	9.7%	2.3%	216
NC	70.0%	0.8%	21.5%	6.9%	0.8%	130
NJ	64.7%	2.2%	24.3%	3.7%	5.1%	136
OR	54.7%	1.9%	32.5%	10.4%	0.5%	212
PA	58.5%	2.2%	34.6%	3.1%	1.6%	318
RI	66.7%		33.3%			6
SC	70.2%	3.5%	19.3%	5.3%	1.8%	57
SD	45.5%	18.2%	18.2%		18.2%	11
TN	61.8%	3.9%	24.5%	8.8%	1.0%	102
TX	53.6%	4.3%	29.0%	8.7%	4.3%	69
VA	63.2%	0.9%	28.2%	7.7%		117
NCI-IDD Avg.	58.9%	2.3%	30.1%	6.7%	2.0%	Total: 2373

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 61. What measures did your agency take to increase the supply of PPE? (Not mutually exclusive)

	Sought or requested donations of homemade PPE	Sought or requested donations of non-homemade PPE	Paid standard prices to purchase more PPE	Paid significantly higher prices to purchase more PPE	Participated in bulk purchasing with other agencies	Required DSPs to provide their own PPE	Worked with local or state emergency management or COVID response entities to increase supply of PPE	Other	Took no measures to increase supply of PPE	Don't know	N
AZ	28.1%	21.7%	57.1%	67.3%	10.6%	6.9%	24.0%	5.1%	0.9%	1.8%	217
CO	40.7%	25.6%	62.8%	48.8%	5.8%	8.1%	25.6%	3.5%	1.2%	4.7%	86
CT	43.8%	40.6%	70.3%	48.4%	29.7%	4.7%	64.1%	4.7%		6.3%	64
DC	25.6%	20.9%	60.5%	41.9%	16.3%	4.7%	37.2%	4.7%	2.3%		43
DE	38.5%	42.3%	73.1%	42.3%	26.9%		50.0%		3.8%		26
GA	29.3%	31.3%	59.2%	52.4%	21.1%	6.1%	45.6%	3.4%	2.0%	2.0%	147
HI	43.2%	56.8%	70.5%	54.5%	13.6%	20.5%	63.6%	6.8%		2.3%	44
IL	54.8%	49.6%	53.0%	53.0%	16.5%	5.2%	58.3%	5.2%	0.9%	3.5%	115
IN	49.5%	41.8%	65.9%	44.0%	23.1%	5.5%	42.9%	5.5%		2.2%	91
LA	19.1%	20.6%	45.6%	54.4%	10.3%	8.8%	48.5%	2.9%		4.4%	68
MD	43.4%	46.5%	62.0%	47.3%	31.8%	4.7%	70.5%	7.8%			129
MO	44.3%	34.7%	66.2%	55.7%	16.0%	3.2%	39.7%	3.2%	0.9%	3.2%	219
NC	40.2%	28.8%	60.6%	53.0%	18.2%	3.8%	50.0%	5.3%	0.8%	3.0%	132
NJ	20.6%	31.2%	66.0%	47.5%	18.4%	6.4%	27.7%	7.1%		3.5%	141
OR	38.7%	32.3%	65.0%	63.1%	13.4%	2.3%	39.6%	5.5%	0.9%	0.5%	217
PA	45.3%	37.5%	64.4%	59.5%	19.6%	3.3%	40.5%	7.9%	0.3%	0.9%	331
RI	50.0%	66.7%	33.3%	66.7%	33.3%		100.0%				6
SC	61.4%	54.4%	70.2%	56.1%	21.1%	5.3%	49.1%	3.5%		3.5%	57
SD	81.8%	63.6%	72.7%	90.9%	18.2%		72.7%	18.2%			11
TN	48.5%	42.7%	60.2%	66.0%	19.4%	6.8%	58.3%	1.9%	1.9%		103
TX	28.6%	37.1%	45.7%	68.6%	25.7%	8.6%	44.3%			1.4%	70
VA	24.0%	16.8%	52.0%	65.6%	16.8%	4.0%	24.8%	7.2%	1.6%	0.8%	125
NCI-IDD Avg.	40.0%	35.2%	62.3%	57.5%	17.8%	5.0%	42.6%	5.3%	0.8%	1.8%	Total: 2442

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Table 62. Funding sources from which agency received support during the pandemic (Not mutually exclusive)

	CARES Act	Paycheck Protection Program (loan or grant)	Medicaid Provider Relief Funds	Retainer Payments from state agency (Medicaid or DD)	Don't know	None of those listed	N
AZ	52.5%	68.7%	24.0%	27.2%	4.1%	12.4%	217
CO	30.2%	65.1%	25.6%	61.6%	4.7%	14.0%	86
CT	46.9%	53.1%	21.9%	31.3%	15.6%	1.6%	64
DC	37.2%	53.5%	11.6%	20.9%	7.0%	16.3%	43
DE	65.4%	34.6%	19.2%	38.5%	11.5%	7.7%	26
GA	31.3%	52.4%	12.9%	38.1%	6.8%	12.9%	147
HI	50.0%	70.5%	29.5%	34.1%	13.6%	6.8%	44
IL	46.1%	66.1%	19.1%	31.3%	8.7%	7.8%	115
IN	46.2%	70.3%	40.7%	13.2%	12.1%	5.5%	91
LA	30.9%	54.4%	29.4%	20.6%	11.8%	10.3%	68
MD	45.7%	72.9%	25.6%	45.0%	5.4%	6.2%	129
MO	53.9%	58.9%	32.0%	5.9%	6.4%	14.6%	219
NC	41.7%	53.8%	24.2%	37.1%	4.5%	8.3%	132
NJ	36.2%	50.4%	12.1%	40.4%	11.3%	6.4%	141
OR	26.7%	43.8%	12.0%	19.8%	9.2%	30.4%	217
PA	71.0%	53.5%	25.1%	39.3%	7.6%	3.6%	331
RI	66.7%	50.0%	50.0%	83.3%			6
SC	38.6%	40.4%	17.5%	14.0%	21.1%	8.8%	57
SD	90.9%	63.6%	18.2%	27.3%	9.1%		11
TN	38.8%	65.0%	8.7%	6.8%	7.8%	10.7%	103
TX	41.4%	64.3%	14.3%	4.3%	10.0%	14.3%	70
VA	44.8%	53.6%	27.2%	20.8%	4.0%	11.2%	125
NCI-IDD Avg.	47.1%	57.0%	21.9%	27.0%	8.1%	11.5%	Total: 2442

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## What states can do with their data?

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

Some potential opportunities for using the data are listed below:

- State agencies can take a lead role in organizing learning collaborative workgroups. These workgroups can then examine statewide data to identify patterns and trends that suggest potential areas for change. States may choose to use quality tools such as fishbone diagrams, affinity diagrams, '5 Whys' tools, process maps, or other similar tools for this data investigation.
  - For example, if service providers with fewer than 20 employees have higher vacancy rates, the use of one of these quality tools may identify a specific type of improvement opportunity.
  - States participating in the NCI-IDD Staff Stability Survey over multiple years are able to compare DSP workforce data across time to see if quality improvement efforts have a positive impact on DSP workforce stability.
- State agencies can work with service provider trade associations to analyze trends by size of the agency or type of service provided (residential, in-home, and/or non-residential). Comparison of wage and benefit similarities and differences can provide insight into potential factors that may impact turnover.
- State agencies can facilitate improvement projects focused specifically on the termination rates of DSPs. The goal of these projects is to identify possible state or local agency policies that may be contributing to higher-than-average rates of termination when compared to other states.
- State agencies and providers can work with the state's UCEDD to find patterns of turnover among agencies with similar characteristics. The state can then form work teams to identify and test strategies for improvements.
- States can cultivate innovation incubators with service providers interested in trying new or innovative strategies, based on analysis of the data in the survey.
- The Staff Stability Survey results offer states opportunities to identify variations between their own state data and that of other similarly structured states.
  - For example, states with similar size, structure, and regulatory environments may see variations in benefit or wage offerings in other states, or variations in turnover for full- or part-time positions. Identifying such variations may offer insight on specific areas to explore.

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## Appendix A: Sampling Methods as Reported by States

### How states compiled their sample

**Arizona** pulls data on newly approved and current providers from the FOCUS-Contract Administration System (CAS) along with corresponding email contact information, based on provider authorizations specific to the survey parameters given by HSRI. As undeliverable survey emails were received, additional investigation was done to identify the contact person at each agency. AZ generated contact list by pulling contact information for all providers in Qualified Provider Database.

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

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

**Delaware** maintains an email list of all current providers and newly approved providers. This is the list that was included in the Staff Stability sample.

**Georgia** used the email list from the Provider Network Management Unit in its central office. This list included all providers enrolled for IDD services. Provider agencies only providing services that did not meet the parameters of the survey were deleted from the list. Emails were updated based on information from provider organizations on preferred contacts for the survey.

**Hawaii** maintains an email list of all active and approved I/DD Waiver Providers. Providers who employ direct support workers are required to participate in the National Core Indicator Staff Stability surveys conducted every other year as part of the Provider Quality Program-Tracking of Workforce Development.

**Illinois** maintains, on an ongoing basis, an email list of all current providers and newly approved providers. This is the list that was included in the Staff Stability sample. In addition, prior to providing the list to NCI/HSRI for the sample, Illinois sent test emails to the list and provided notice to all providers through its semi-monthly newsletter concerning the test emails, asking that those who did not receive the email contact the State's office to correct their email address.

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

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**Louisiana's** Office for Citizens with Developmental Disabilities (OCDD) used the database maintained by the Louisiana Department of Health/Health Standards Section, which licenses providers, to establish the sample of 100% providers engaged in services for the Developmental Disabilities System. Current contact information for each waiver service provider was validated through the Department's third-party contractor for certification of services. Test emails were sent to the contacts for each licensed provider, with a request to confirm who within the provider agency should be delegated to receive and respond to the survey invitation. In cases where OCDD did not receive a response within the specified time, the invitation was sent to the contact of record in the state's databases. At any time in the survey cycle, if a provider contact responded with a change in the contact person for their agency, OCDD edited the information and re-sent the invitation. Announcements, reminders and progress reports were issued to Medicaid waiver providers through the third-party contractor portal. Invitations to residential facilities were reissued at least three times throughout the survey cycle.

**Maryland** pulled names from its PCIS2 database, and then contacted all providers by phone and confirmed email. In 2020 the DDA asked its Quality Advisory Committee for feedback and recommendations on ways to reach and educate participants and families on the survey. The DDA was able to execute the recommendations, and communication to increase outreach was executed. A letter from the DDA Deputy Secretary to providers was also sent out to encourage them to complete the survey.

**Missouri** pulled—from its Customer Information Management, Outcomes and Reporting system—email addresses for providers that

were actively providing at least one of the following services: respite care, personal assistance services, employment services, day habilitation services, or group home services. The State used the provider email list, maintained electronically by the State, to contact all provider administrators (Executive Directors/CEOs) to seek specific provider contacts who would be knowledgeable to complete the survey. If a provider did not respond, the State used the main agency contact as the point of contact.

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

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

**New York** pulled a list of all provider agencies that billed for DSP-related services in 2020; initial review was done to remove agencies that exclusively served children or other non-qualifying programs. NY announced participation in the survey through the Provider

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Associations, and agencies were notified by email. Additional follow-up and outreach were done to update the contact list in advance of releasing survey. In April 2021 agencies were sent the invitation to participate by email. Statewide Provider Associations and OPWDD continued regular outreach by phone/email/newsletters encouraging participation. OPWDD continued to follow up with agencies to update contact information and verify eligibility to participate. All agencies on the list were contacted by phone or email.

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

**Oregon** sent out a letter from the Director, along with an Action Request Transmittal, to all eligible providers via email (the email addresses were provided by the ODDS Licensing Unit). The letter and transmittal informed the providers that while only I/DD group home providers were required by statute and Oregon Administrative Rules to complete the survey, all were highly encouraged to participate. The survey invitations were then sent to all eligible providers. Initially, this was repeated every two to three weeks for all providers who did not click the survey link or start the survey. (If any emails bounced, the

provider was contacted directly to obtain the current email address. The survey was then re-sent to the correct address.)

Starting May 21, 2021, personal emails were sent to all group home providers who had not completed the survey. Due to the ongoing provider staffing crisis, an extension was granted for the survey until July 21, 2021. Emails and phone calls were made weekly through July to those group home providers that had not responded to or completed the Staff Stability Survey.

For the next three months, providers were sent monthly reminders to complete the survey. Starting August 1, 2020, personal emails were sent to all group home providers who had not completed the survey. Emails and phone calls were made weekly through August to those group home providers that had not responded to or completed the Staff Stability Survey.

**Pennsylvania** sent the survey to all enrolled and active providers of ID services using contact information from our payment, case management and provider enrollment systems.

**Rhode Island** maintains an email list of all currently licensed providers. These emails were verified before including them in the Staff Stability sample.

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

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**South Dakota** State contact list comes from the CSP of SD Organization head. All CHOICES waiver providers.

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

**Texas** compiled a list of providers from its provider database. A short survey was also posted on the Long-Term Care provider portal on the HHSC website asking if any providers would be interested in completing the 2020 Staff Stability survey. Phone calls were made to any undeliverable email and bi-weekly reminders sent out for incomplete surveys. Bi-weekly reminder/updates were also sent out to providers encouraging participation.

**Utah** collected email addresses initially through contract records. Email inquiries that were not responded to were followed up with a phone call to obtain the correct email address. Every contracted provider that provides services with the direct support staff element were included in the list.

**Virginia** compiled provider contact information from the Department of Medical Assistance Services (DMAS) provider records based upon specifications given by HSRI. Provider recipients included organizations offering individual or group supported employment, day habilitation and all residential providers including in-home residential, sponsored residential, supported living, and group homes.

Supplemental contact information was determined for any provider with an undeliverable email or in special circumstances (e.g. contact retired or no longer worked for an agency).

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

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

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## Appendix B: Comparable Wage Tables

From the Bureau of Labor Statistics Occupational Employment Statistics, May 2020

### 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: \$16.07

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$ 10.36	\$ 12.51	\$ 14.99	\$ 18.80	\$ 23.64

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

### Home Health and Personal Care Aides

*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.*

*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: \$13.49

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$ 9.68	\$ 11.33	\$ 13.02	\$ 15.04	\$ 17.79

<http://www.bls.gov/oes/current/oes399021.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: \$16.01

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$ 10.50	\$ 12.32	\$ 15.18	\$ 18.88	\$ 23.50

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## Nursing Assistants

*Provide or assist with basic care or support under the direction of onsite licensed nursing staff. Perform duties such as monitoring of health status, feeding, bathing, dressing, grooming, toileting, or ambulation of patients in a health or nursing facility. May include medication administration and other health-related tasks. Includes nursing care attendants, nursing aides, and nursing attendants.*

### Mean Hourly Wage Estimate: \$15.41

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$10.94	\$12.81	\$14.83	\$17.78	\$20.25

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

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## Appendix C: Living Wage Table by State

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

	1 adult	1 adult and 1 child	2 adults (one working) and 2 children	2 working adults and 2 children
<b>AL</b>	13.77	27.06	30.04	18.42
<b>AZ</b>	14.94	29.01	32.42	19.51
<b>CO</b>	16.35	34.31	34.94	23.57
<b>CT</b>	15.98	33.11	34.13	22.55
<b>DC</b>	20.12	38.48	38.48	25.90
<b>DE</b>	15.32	32.17	33.85	21.75
<b>GA</b>	15.36	29.63	32.23	19.97
<b>HI</b>	19.43	38.57	40.40	25.42
<b>IL</b>	15.37	31.16	32.53	21.34
<b>IN</b>	13.44	27.23	30.14	18.49
<b>LA</b>	14.06	29.61	32.16	19.99
<b>MD</b>	17.25	34.74	25.41	23.40
<b>MO</b>	13.72	28.65	31.55	19.41
<b>NC</b>	14.72	30.09	31.26	20.90
<b>NE</b>	13.57	29.31	31.44	20.19
<b>NJ</b>	16.20	35.93	35.18	25.11
<b>NY</b>	18.62	36.00	35.98	24.66
<b>OR</b>	16.85	33.07	35.64	22.37
<b>PA</b>	13.39	27.57	29.08	19.12
<b>RI</b>	14.79	30.63	31.74	21.21
<b>SC</b>	14.58	29.81	33.18	19.76
<b>SD</b>	12.61	27.06	29.19	18.54
<b>TN</b>	13.25	26.30	28.97	17.82
<b>TX</b>	14.01	28.68	30.75	19.31
<b>UT</b>	14.52	29.52	32.05	20.31
<b>VA</b>	16.61	32.80	33.68	22.33
<b>WY</b>	13.19	27.53	29.53	19.14

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## Appendix D: Additional Data Points

There are additional data points collected in the NCI-IDD Staff Stability Survey in 2020 that were not reported in this report. We encourage states to examine their state data on these data points.

- Percentage of responding agencies that are licensed or certified as an Intermediate Care Facility for people with Intellectual/Developmental Disabilities (ICF/DD)
- Percentage of agencies that are the following types:
  - Private for profit
  - Private non-profit
  - County/local government (employees are local government employees, such as county, city or municipal employees hired through the local government hiring process and receiving benefits and wages through the local government payroll system)
  - Other government entity (such as quasi-governmental agencies, county boards of disability. Employees are not government-hired directly, but their wages and benefits follow a government scale and are administered through a separate agency)
- Minimum number of hours a week a DSP must work to be considered full-time
- Number of on-call DSPs and/or PRN DSPs employed by the agency
- Whether responding agencies use a different pay scale used for DSPs who provide job development or job placement services for adults with IDD to work in paid competitive or paid supported employment
- Whether responding agencies use a different pay scale for DSPs who provide ongoing support in paid competitive or paid supported employment for adults with IDD—for example, job coaches
- Total unduplicated count of DSPs on payroll who received at least one wage bonus
- Regular hours paid and overtime hours paid in 2020
- Hours of overtime to Frontline Supervisors
- Number of Frontline Supervisors who received overtime pay

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## Appendix E: Instructions Provided to Survey Respondents

### The 2020 National Core Indicators®

#### STAFF STABILITY SURVEY

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

**Survey must be completed in the online data entry system by June 30, 2021**

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

The COVID-19 pandemic has had a significant impact on the DSP workforce. To discover the extent of COVID-19's impact on the workforce, questions have been added to this year's survey to determine how provider agencies were impacted, how DSPs were impacted and how provider agencies deployed response options. This additional information will help the DD system assess performance and develop effective and more meaningful response plans which can be swiftly implemented and minimize the impact of such future occurrences.

With this in mind, some states are requesting providers complete the additional questions focused on COVID-19 experience. If your state has requested participation in these questions, you will see a section entitled COVID-19 SUPPLEMENT in the online survey form.

#### Before You Start

Your agency has been asked to complete this survey because you provide supports to **adults (18 and over) with intellectual/developmental disabilities**.

We are interested in learning about your state's Direct Support Professional (DSP) workforce—paid workers who provide support, training, supervision, and personal assistance to adults with intellectual/developmental disabilities. DSPs are also commonly known as Direct Support Workers (DSWs).

This survey is being administered by National Core Indicators (NCI) on behalf of your state; state policymakers and advocates will use the data to guide decisions.

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

## Directions

### Overview

The survey asks for information on DSPs who were on your agency's payroll for any period of time from January 1, 2020 to December 31, 2020 and for whom your agency defined or currently defines wages and benefits. (For more information on who is considered a DSP, see "**Types of Workers to Consider**," below.) We are collecting information on their:

- *Date of hire*
- *Whether they are currently on staff or if they left/were terminated from the agency during 2020*
- *Length of employment*
- *Whether they work full-time or part-time*
- *Hours and wages*
- *Benefits, such as paid time off, health insurance, etc.*

You may want to have organizational staff in your Human Resources or Payroll departments complete this survey. You may also need information from program directors, so please review the survey questions and seek additional input as needed.

### Important Definitions

#### *Types of workers to consider*

Most of the questions on this survey are about workers who are employed as **Direct Support Professionals (DSPs)**. DSPs are also commonly known as Direct Support Workers (DSWs).

For the purposes of this survey, DSPs are paid workers whose primary responsibility is to provide direct support to adults with intellectual and developmental disabilities (IDD) and for whom your agency defines wages and benefits directly. Workers hired through a temporary personnel agency, contract, or 1099 arrangement should not be included in your responses.



**Include** these workers in your responses about DSPs:

- Paid staff whose primary job responsibility is to provide support, training, supervision, and personal assistance to adults with IDD.
- Paid staff who spend at least 50% of their hours doing direct support tasks. They may have some supervisory tasks, but their primary job responsibility and more than 50% of their hours are spent doing direct support work.

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- People with some supervisory responsibilities—but **only** if more than 50% of their hours are spent doing direct support tasks.



**Do not include** these workers in your responses about DSPs:

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

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

**Regarding Fiscal Intermediaries or Employers of Record for DSPs working for people who are self-directing their own services:** If your agency functions solely as a fiscal intermediary or employer of record, please do not respond to this survey; instead, email your NCI-IDD Staff Stability State Contact listed above.

If your agency functions as a fiscal intermediary/employer of record **and also** provides direct support, please respond only about the DSPs employed by your agency; *do not include* DSPs hired and managed by people/families who are self-directing in your responses.

### Types of supports

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

Residential Supports	In-Home Supports	Non-Residential Supports
<p><b>Provided to a person in a home or apartment that is owned or operated by your agency.</b>  <i>This includes residential services delivered to people who DO NOT live in their family's home or their own private home/apartment which they rent or own.</i>  <i>Residential supports include:</i></p> <ul style="list-style-type: none"> <li>• Residential Services</li> <li>• 24-hour supports such as a Group Home, Agency-</li> </ul>	<p><b>Provided to a person in a home or apartment that is not owned or operated by your agency.</b> This includes:</p> <ul style="list-style-type: none"> <li>• Supports provided to a person in their own private home or apartment, or a private home/apartment they live in with their family, (only if their home or apartment is not owned or operated by your agency).</li> </ul>	<p><b>Provided in a day program, community program, or work setting.</b> This includes:</p> <ul style="list-style-type: none"> <li>• Adult day program services and community supports, for example</li> <li>• Job or vocational services (supports to help people who are looking for work or at their paid job—work supports, for example)</li> </ul>

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<p><i>Operated Apartments or ICFs/ID.</i></p> <ul style="list-style-type: none"> <li>• <i>Host home or foster home services.</i></li> </ul> <p>If the service recipient holds a lease with your provider agency, this is considered a residential support or service.</p>	<ul style="list-style-type: none"> <li>• <i>This category can include homemaker/personal care services (in many states)</i></li> </ul>	<p><b>PLEASE NOTE:</b> Because of COVID-19, many traditionally 'non-residential' supports and services began to be provided in the person's residence/home. If services provided by your agency fit the description above but because of COVID-19 were provided in a person's residence/home, they are still considered "non-residential supports"</p>
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### Cover Art



Emmanuel Preston has been attending Gateway Arts since 2006. Though he applies his images to ceramics, clothing, wooden plaques and other items, what he enjoys most is drawing and painting images of angels on paper or canvas. Preston's work often depicts heavenly scenes combined with other imagery; particularly dream-inspired. Sometimes muscular men will appear, and he will occasionally add in imagery from cinema or another unexpected source. Preston is dedicated to perfecting his craft and visually realizing his internal thoughts, desires, and philosophies.

He is comfortable working in many scales, from the intimate to the imposing.

<https://www.gatewayarts.org/>



[www.nationalcoreindicators.org](http://www.nationalcoreindicators.org)

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Disabilities Services (NASDDDS)  
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