



SURVEY REPORT

STATE *of the* WORKFORCE **2022**

National Core Indicators® Intellectual and Developmental Disabilities

Introduction

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 service systems — works to implement the State of the Workforce Survey. The NCI-IDD State of the Workforce Survey collects comprehensive data on provider agencies and 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 describe their workforce, 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.

Provider agencies can compare their data to state and national averages and examine where they might make changes to improve the stability of their workforce.

States across the country have used NCI-IDD State of the Workforce 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 2022 State of the Workforce Survey data from 29 states and the District of Columbia marks a new opportunity for state developmental disability agencies, advocates, and researchers to

work together to determine the best strategies to address the DSP workforce crisis.

A total of 29 states including the District of Columbia administered the 2022 NCI-IDD State of the Workforce Survey. All told, 3,633 provider agencies are included in this report.

Please look at the new appendix in which we present tables comparing results from this report to those from last year's report.

IMPORTANT NOTE: 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.

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<https://idd.nationalcoreindicators.org/survey-reports-insights/>

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Executive Summary

A total of 29 states including the District of Columbia participated in the **2022 NCI-IDD State of the Workforce Survey**:

Alabama	Louisiana	Oklahoma
Arizona	Maryland	Oregon
Colorado	Missouri	Pennsylvania
Connecticut	Montana	South Carolina
DC	Nebraska	South Dakota
Delaware	New Jersey	Tennessee
Georgia	New Mexico	Utah
Hawaii	New York	Virginia
Illinois	North Carolina	Wyoming
Indiana	North Dakota	

All told, the responses from 3,633 provider agencies are included in this report.

The data presented in this report refer to the period between Jan. 1, 2022, and Dec. 31, 2022. 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 B](#) for each state's method.

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

Demographics of DSPs

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

- 43.6% Black or African American
- 34.1% White
- 4.9% Hispanic/Latinx
- 2.3% Asian

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.

- 69.8% Female
- 24.9% Male
- 5.2% Don't know gender identity
- 0.2% Non-binary

Tenure (Length of Employment) of DSPs

Of the DSPs employed by respondents as of Dec. 31, 2022, more than one third (36.4%) had only been employed there for a year or less. And of the DSPs who left employment at responding agencies in 2022, almost two-thirds (62.3%) had been employed there for less than one year.

Of the DSPs employed by respondents as of Dec. 31, 2022:

- 19.0% had been employed for less than 6 months
- 17.4% had been employed between 6 and 12 months
- 16.2% had been employed between 12 and 24 months
- 10.7% had been employed between 24 and 36 months
- 36.7% had been employed 36 months or more

Of the DSPs who left (separated from) employment between Jan. 1, 2022, and Dec. 31, 2022:

- 41.1% had been employed for less than 6 months
- 21.2% had been employed between 6 and 12 months
- 14.0% had been employed between 12 and 24 months
- 7.8% had been employed between 24 and 36 months
- 15.8% had been employed 36 months or more

Of those 24 states that also conducted the NCI-IDD State of the Workforce in 2021 survey, 13 states demonstrated a decrease in the percentage of DSPs employed as of December 31 who had been employed for fewer than 6 months.

Interestingly, 22 states demonstrated an increase in the percentage of DSPs who had separated in the given year who had been employed for fewer than 6 months.

Of those who separated from employment in 2022, 76.6% did so voluntarily. Almost one-fifth (18.8%) were terminated due to performance issues or violation of agency policy, and 1.3% were laid off. For 3.2% of separations, the separation circumstances were unknown.

Almost half of all responding agencies (49.7%) reported having turned away or stopped accepting new service referrals in 2022 due to DSP staffing issues.

Of those 24 states that also conducted the NCI-IDD State of the Workforce in 2021 survey, 15 states demonstrated a decrease in the percentage of responding agencies that turned away or stopped accepting new service referrals. The largest decreases came in Utah (30.0%), Oregon (24.9%) and Louisiana (15.2%).

Turnover

Across states, the turnover ratio¹ for DSPs in 2022 ranged from 21.3% to 59.1%; the weighted average turnover ratio was 40.9%.

Of those 24 states that also conducted the NCI-IDD State of the Workforce in 2021 survey, 22 states demonstrated a decrease in turnover ratio. The largest decreases in turnover ratios were seen in

DC (25.3%), Delaware (24.6%) and Arizona (18.2%). Only two states demonstrated an increase in turnover rate.

Vacancy Rates

Among responding provider agencies who distinguish between full-time and part-time DSP positions (74.0%), vacancy rates² for full-time positions ranged from 8.9% to 21.3% with an NCI-IDD Average of 15.3%. Vacancy rates for part-time positions ranged from 7.6% to 30.5% with an NCI-IDD Average of 17.9%.

Of those 24 states that also conducted the NCI-IDD State of the Workforce in 2021 survey, 17 demonstrated a decrease in their average full-time vacancy rate. The largest decreases were seen in Utah (39.1%), Wyoming (26.1%) and Missouri (25.2%).

Twenty states demonstrated a decrease in their average part-time vacancy rates, with the largest decreases seen in DC (50.0%), Utah (39.3%) and Delaware (35.7%).

Services and Wages

Of the responding agencies:

- **68.9% provided residential supports** — such as community-based group homes, supported living services, or ICF/ID homes.
- **60.0% provided in-home supports** — such as homemaker/personal care services, in-home habilitation, and in-home respite.
- **68.5% provided non-residential supports** — such as day supports, community support programs, community-based employment supports, facility-based employment supports, or out-of-home habilitation.

¹ Note: In previous years, the “Turnover Ratio” was called the “Turnover Rate.” The turnover ratio in this report is a point-in-time indicator. The denominator (total number of employed DSPs at each agency) is taken from a specific point in time: Dec. 31, 2022. The calculation of this indicator is unchanged from previous years’ reports where it was labeled as *Turnover Rate*. Starting this year, this is labeled *Turnover Ratio* to better distinguish it from calculations that use different denominators.

² These are point-in-time vacancy rates, not averages across the year.

Wages

Across all service types, responding agencies paid a median hourly wage of \$15.98. This is almost a dollar-and-a-half increase from the 2021 median hourly wage of \$14.50.

Of the 24 states that also conducted the NCI-IDD State of the Workforce in 2021 survey, all states demonstrated an increase in median hourly wage across all service types. The largest increases were seen in Utah (17.9%), Missouri (17.8%) and Delaware (16.5%).

The median hourly *starting* wage across all service types was \$15.00 in 2022.

Benefits

A large majority, 74.7%, 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.

- 33.9% of responding providers offered pooled paid time off to some or all DSPs.

Of those not using the pooled method:

- 70.0% offered paid sick time to some or all DSPs.
- 73.6% offered paid vacation time to some or all DSPs.
- 43.1% offered paid personal time to some or all DSPs.

Among the responding agencies, 61.7% offered health insurance to some or all DSPs; 59.6% offered dental coverage to some or all DSPs; and 55.9% offered vision coverage to some or all DSPs.

Recruitment and Retention

Slightly more than three-quarters (81.1%) of respondents reported offering a realistic job preview to candidates, and 58.4% reported offering a pay incentive or referral bonus program.

Frontline Supervisors

Across participating states, there was an average ratio of 10 DSPs to 1 frontline supervisor.

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What is the National Core Indicators-Intellectual and Developmental Disabilities State of the Workforce Survey?

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

How is the survey administered?

NCI-IDD member states that choose to participate in the State of the Workforce Survey provide a list of all provider agencies in the state that provide direct support to adults (18 and over) with IDD. This list includes the name of the agency and email contact at the agency.

This list is uploaded to an online portal — the State of the Workforce 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 and corrects inaccurate contact information. The 2022 survey opened in early 2023 and closed in late summer 2023.

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 adults with IDD and help 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, help with skills development, guidance, or personal

assistance at any location or during any activity (e.g., at home, at leisure activities, at work, during recreational activities, etc.) to adults with IDD.

- 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:

- Clinically licensed staff (therapists, nurses, social workers, psychologists, etc.)
- Behavior specialists, behavior technicians, or behavior clinicians (BCBA)
- Staff hired through temporary personnel agency
- Those who only provide transportation, home modifications, and/or meal delivery
- 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, 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.

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 vary 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 calculations to minimize the weighting fluctuations possible from year to year based on size of the state’s sample and margin of error.

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 B](#) for more information on each state's sample.

Number of Responses and Response Rates

A total of 3,632 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, considered ineligible for analysis, and excluded from 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 2022.
- The provider agency indicated that it only uses contract DSPs and/or 1099 DSPs (and therefore does not have any DSPs on payroll).

Number of Responses and Response Rate

	Valid responses	Total pop ³	Response rate	Margin of error ^{4,5,6}
Alabama	131	176	74.4%	4.34%
Arizona	181	348	52.0%	5.05%
Colorado	115	317	36.3%	7.31%
Connecticut	72	136	52.9%	7.95%
DC	80	90	88.9%	3.67%
Delaware	35	38	92.1%	4.72%
Georgia	148	346	42.8%	6.10%
Hawaii	49	50	98.0%	2.00%
Illinois	150	288	52.1%	5.55%
Indiana	192	213	90.1%	2.23%
Louisiana	127	487	26.1%	7.48%
Maryland	205	226	90.7%	2.09%
Missouri	261	401	65.1%	3.59%
Montana	22	59	37.3%	16.69%
Nebraska	68	69	98.6%	1.44%
New Jersey	239	594	40.2%	4.90%
New Mexico	34	72	47.2%	12.30%
New York	207	346	59.8%	4.32%
North Carolina	145	414	35.0%	6.57%
North Dakota	19	34	55.9%	15.16%
Oklahoma	55	109	50.5%	9.34%
Oregon	294	537	54.7%	3.85%
Pennsylvania	264	972	27.2%	5.15%
South Carolina	54	61	88.5%	4.56%
South Dakota	19	20	95.0%	5.16%
Tennessee	82	151	54.3%	7.34%
Utah	93	129	72.1%	5.39%
Virginia	207	606	34.2%	5.53%
Wyoming	85	92	92.4%	2.95%
Total	3633	7381	49.2%	

³ 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).

⁴ Margin of error for sample based on valid responses and “total population”

⁵ Assuming 50% response distribution

⁶ Calculated using <http://www.raosoft.com/samplesize.html>

Weights

Using Weights to Calculate Overall NCI-IDD Results

The 2022 NCI-IDD State of the Workforce 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-IDD-wide results (for example, the Average, or Median). States with higher margins of error have less effect on the overall NCI-IDD-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. A 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-IDD-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 calculations to minimize the weighting fluctuations possible from year to year based on size of the state's sample and margin of error.

Characteristics of Responding Agencies

The majority of responding provider agencies provide direct support exclusively to adults with intellectual and developmental disabilities (shown in [Table 1](#), **67.7%**).

As shown in [Table 2](#), 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 (**61.1%**).

- 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
Alabama	83.2%	16.8%	131
Arizona	55.0%	45.0%	180
Colorado	63.5%	36.5%	115
Connecticut	72.2%	27.8%	72
DC	93.7%	6.3%	80
Delaware	71.4%	28.6%	35
Georgia	76.4%	23.6%	148
Hawaii	51.0%	49.0%	49
Illinois	75.3%	24.7%	150
Indiana	50.0%	50.0%	192
Louisiana	46.0%	54.0%	126
Maryland	78.4%	21.6%	204
Missouri	68.2%	31.8%	261
Montana	54.5%	45.5%	22
Nebraska	60.3%	39.7%	68
New Jersey	74.1%	25.9%	239
New Mexico	76.5%	23.5%	34
New York	37.2%	62.8%	207
North Carolina	60.0%	40.0%	145
North Dakota	26.3%	73.7%	19
Oklahoma	78.2%	21.8%	55
Oregon	88.4%	11.6%	294
Pennsylvania	61.6%	38.4%	263
South Carolina	68.5%	31.5%	54
South Dakota	73.7%	26.3%	19
Tennessee	75.6%	24.4%	82
Utah	69.9%	30.1%	93
Virginia	79.2%	20.8%	207
Wyoming	67.9%	32.1%	84
NCI-IDD Avg.	67.7%	32.3%	Total: 3628

Unless otherwise noted, all NCI-IDD Averages (“NCI-IDD Avg.”) in this report are weighted. • N = the number of provider agencies that responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, which are associated with larger margins of error. States with Ns of three or fewer have been suppressed. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states vary 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 details. • 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?*

	Yes	No	N
Alabama	81.0%	19.0%	21
Arizona	47.5%	52.5%	80
Colorado	63.4%	36.6%	41
Connecticut	83.3%	16.7%	18
DC	100.0%		5
Delaware	60.0%	40.0%	10
Georgia	74.3%	25.7%	35
Hawaii	83.3%	16.7%	24
Illinois	83.8%	16.2%	37
Indiana	44.2%	55.8%	95
Louisiana	59.1%	40.9%	66
Maryland	70.5%	29.5%	44
Missouri	60.8%	39.2%	79
Montana	44.4%	55.6%	9
Nebraska	48.1%	51.9%	27
New Jersey	76.7%	23.3%	60
New Mexico	75.0%	25.0%	8
New York	63.8%	36.2%	127
North Carolina	64.3%	35.7%	56
North Dakota	57.1%	42.9%	14
Oklahoma	58.3%	41.7%	12
Oregon	52.9%	47.1%	34
Pennsylvania	69.4%	30.6%	98
South Carolina	88.2%	11.8%	17
South Dakota	80.0%	20.0%	5
Tennessee	60.0%	40.0%	20
Utah	42.9%	57.1%	28
Virginia	66.7%	33.3%	42
Wyoming	44.0%	56.0%	25
NCI-IDD Avg.	61.1%	38.9%	Total: 1137

Unless otherwise noted, all NCI-IDD Averages (“NCI-IDD Avg.”) in this report are weighted. ● N = the number of provider agencies that responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, which are associated with larger margins of error. States with Ns of three or fewer have been suppressed. ● Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states vary 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 details. ● 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, 2022 and Dec. 31, 2022

Table 3. How many DSPs providing support for adults with IDD were on your payroll as of Jan. 1, 2022?

	0-20 DSPs	21-40 DSPs	41-60 DSPs	61+ DSPs	Mean # of DSPs	Std. deviation	Median # of DSPs	N
Alabama	46.9%	23.8%	10.0%	19.2%	42.5	53.3	23.5	130
Arizona	30.9%	17.7%	9.4%	42.0%	131.6	336.6	43.0	181
Colorado	70.2%	18.4%	1.8%	9.6%	24.0	44.1	10.0	114
Connecticut	18.1%	16.7%	13.9%	51.4%	90.9	84.2	62.0	72
DC	47.5%	18.8%	3.8%	30.0%	53.2	67.0	21.5	80
Delaware	37.1%	8.6%	8.6%	45.7%	84.7	104.6	56.0	35
Georgia	53.1%	21.4%	11.0%	14.5%	38.8	63.2	18.0	145
Hawaii	36.7%	32.7%	14.3%	16.3%	38.6	39.4	29.0	49
Illinois	38.5%	15.5%	14.2%	31.8%	63.6	95.3	30.0	148
Indiana	35.3%	17.4%	7.9%	39.5%	100.0	221.5	39.0	190
Louisiana	44.8%	13.6%	12.0%	29.6%	101.6	439.3	26.0	125
Maryland	31.7%	15.1%	9.3%	43.9%	84.0	101.3	48.0	205
Missouri	42.5%	22.2%	12.6%	22.6%	59.2	124.4	25.0	261
Montana	36.4%	18.2%	18.2%	27.3%	46.5	49.1	37.0	22
Nebraska	47.8%	25.4%	9.0%	17.9%	56.5	105.4	21.0	67
New Jersey	48.1%	14.0%	4.3%	33.6%	70.6	125.6	22.0	235
New Mexico	35.3%	20.6%	11.8%	32.4%	54.2	63.0	33.0	34
New York	17.4%	10.1%	7.7%	64.7%	234.8	343.9	112.0	207
North Carolina	48.3%	23.1%	11.2%	17.5%	71.4	218.2	21.0	143
North Dakota	15.8%	5.3%	10.5%	68.4%	130.8	94.1	128.0	19
Oklahoma	25.9%	13.0%	13.0%	48.1%	79.2	78.9	57.5	54
Oregon	72.8%	10.3%	3.1%	13.8%	32.4	85.3	7.0	290
Pennsylvania	46.0%	13.7%	10.6%	29.7%	71.6	123.3	25.0	263
South Carolina	13.0%	9.3%	11.1%	66.7%	110.5	100.9	88.0	54
South Dakota	5.3%	26.3%	10.5%	57.9%	99.6	89.4	83.0	19
Tennessee	17.1%	15.9%	11.0%	56.1%	112.0	145.3	69.0	82
Utah	66.7%	15.1%	8.6%	9.7%	51.5	169.6	12.0	93
Virginia	74.3%	14.6%	4.4%	6.8%	21.2	38.0	10.0	206
Wyoming	75.3%	14.1%	7.1%	3.5%	16.5	21.8	7.0	85
NCI-IDD Avg.	44.6%	16.9%	8.6%	29.8%	75.2	174.0	25.0	Total: 3608

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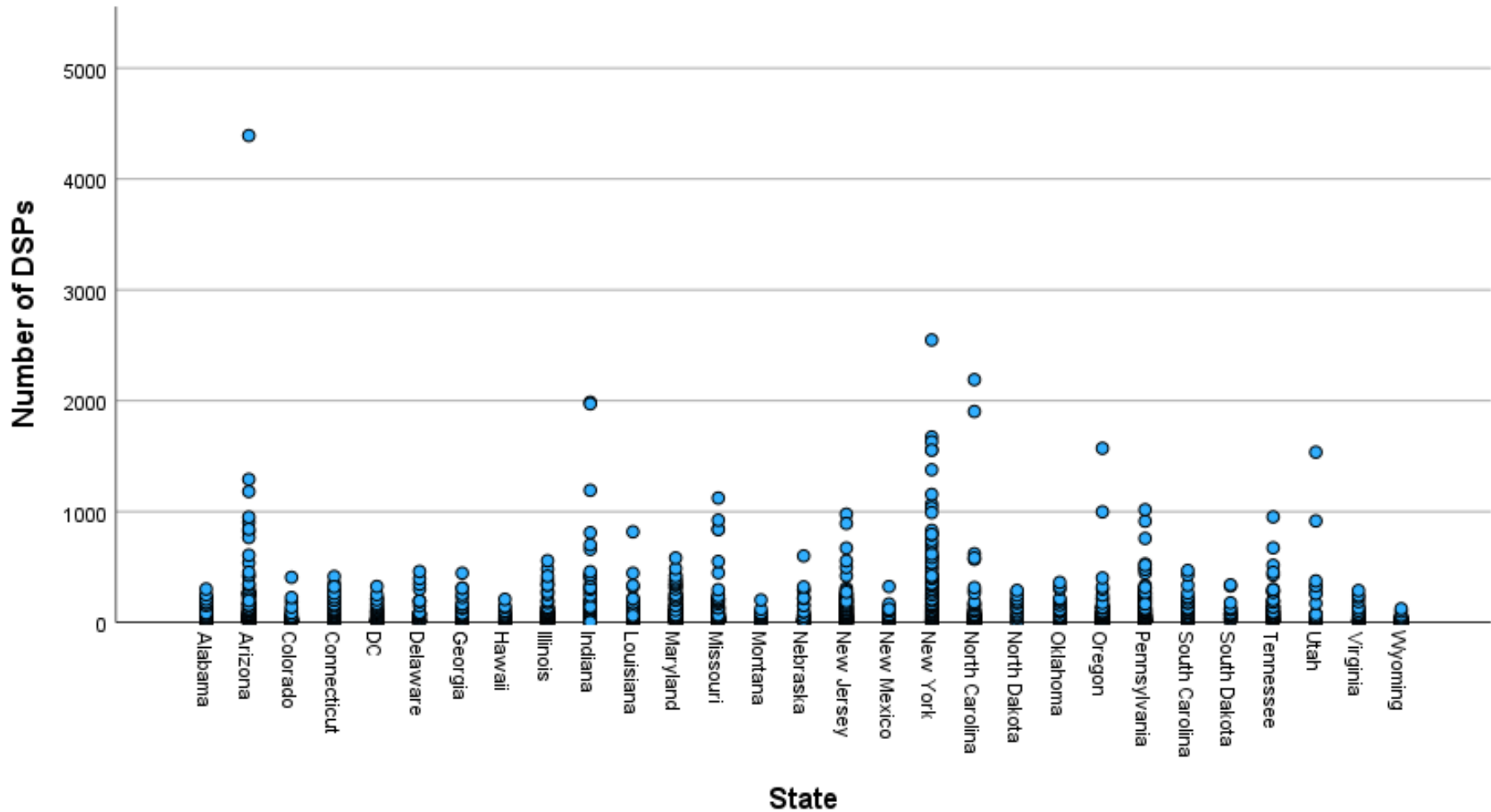
Table 4. How many DSPs providing support for adults with IDD were on your payroll as of Dec. 31, 2022?

	1-20 DSPs	21-40 DSPs	41-60 DSPs	61+ DSPs	Mean # of DSPs	Std. deviation	Median # of DSPs	N
Alabama	45.8%	25.2%	7.6%	21.4%	43.3	55.4	23.0	131
Arizona	30.9%	14.4%	9.9%	44.8%	145.9	375.7	50.0	181
Colorado	67.8%	20.0%	5.2%	7.0%	25.0	49.0	10.0	115
Connecticut	19.4%	13.9%	15.3%	51.4%	95.3	91.4	63.5	72
DC	45.0%	20.0%	6.3%	28.8%	53.8	66.5	24.5	80
Delaware	34.3%	8.6%	8.6%	48.6%	93.9	115.8	52.0	35
Georgia	55.4%	20.9%	8.8%	14.9%	37.4	60.8	18.0	148
Hawaii	38.8%	28.6%	14.3%	18.4%	38.7	40.8	28.0	49
Illinois	39.3%	17.3%	12.7%	30.7%	64.4	92.9	30.5	150
Indiana	26.6%	21.9%	10.4%	41.1%	108.7	239.2	43.0	192
Louisiana	38.6%	21.3%	11.0%	29.1%	59.9	96.2	30.0	127
Maryland	27.8%	18.0%	11.2%	42.9%	88.9	103.7	50.0	205
Missouri	40.2%	20.7%	15.3%	23.8%	62.7	127.6	27.0	261
Montana	40.9%	9.1%	18.2%	31.8%	46.4	47.3	37.5	22
Nebraska	48.5%	25.0%	7.4%	19.1%	56.2	99.2	21.5	68
New Jersey	47.3%	12.1%	7.9%	32.6%	73.4	123.3	25.0	239
New Mexico	32.4%	20.6%	14.7%	32.4%	57.0	63.5	38.0	34
New York	16.4%	9.7%	5.8%	68.1%	240.7	344.2	124.0	207
North Carolina	47.6%	20.0%	14.5%	17.9%	77.3	251.4	22.0	145
North Dakota	15.8%	0.0%	10.5%	73.7%	131.4	88.4	135.0	19
Oklahoma	23.6%	14.5%	14.5%	47.3%	82.4	79.9	59.0	55
Oregon	70.1%	10.2%	4.8%	15.0%	37.5	117.4	8.0	294
Pennsylvania	40.5%	17.4%	10.2%	31.8%	74.7	128.0	31.5	264
South Carolina	13.0%	11.1%	9.3%	66.7%	107.6	96.2	85.0	54
South Dakota	5.3%	21.1%	10.5%	63.2%	101.4	89.1	73.0	19
Tennessee	17.1%	14.6%	12.2%	56.1%	116.6	151.2	70.0	82
Utah	64.5%	14.0%	9.7%	11.8%	62.1	191.7	13.0	93
Virginia	72.9%	15.0%	4.8%	7.2%	22.6	37.8	11.0	207
Wyoming	71.8%	17.6%	7.1%	3.5%	16.6	21.1	7.0	85
NCI-IDD Avg.	42.1%	17.6%	9.6%	30.7%	78.3	173.4	27.0	Total: 3633

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Figure 1. Spread of agency size on Dec. 31, 2022 (based on number of DSPs). Each circle represents one responding agency.

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



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Changes in numbers of DSPs on payroll between Jan. 1, 2022 and Dec. 31, 2022

Table 5. Percentage of agencies that reported changes over 10% in number of DSPs on payroll from Jan. 1, 2022 to Dec. 31, 2022

	Number of DSPs increased more than 10% from Jan to Dec 2022	Number of DSPs stayed within + or - 10% of same from Jan to Dec 2022	Number of DSPs decreased more than 10% from Jan to Dec 2022	N
Alabama	20.0%	53.8%	26.2%	130
Arizona	35.9%	51.9%	12.2%	181
Colorado	35.1%	47.4%	17.5%	114
Connecticut	23.6%	63.9%	12.5%	72
DC	25.0%	58.8%	16.3%	80
Delaware	48.6%	40.0%	11.4%	35
Georgia	20.7%	57.2%	22.1%	145
Hawaii	18.4%	51.0%	30.6%	49
Illinois	25.0%	58.8%	16.2%	148
Indiana	44.7%	44.7%	10.5%	190
Louisiana	22.4%	56.0%	21.6%	125
Maryland	40.0%	48.3%	11.7%	205
Missouri	36.0%	49.8%	14.2%	261
Montana	18.2%	68.2%	13.6%	22
Nebraska	47.8%	26.9%	25.4%	67
New Jersey	43.8%	45.1%	11.1%	235
New Mexico	47.1%	44.1%	8.8%	34
New York	30.4%	52.7%	16.9%	207
North Carolina	31.5%	49.0%	19.6%	143
North Dakota	26.3%	57.9%	15.8%	19
Oklahoma	27.8%	63.0%	9.3%	54
Oregon	47.2%	37.9%	14.8%	290
Pennsylvania	32.7%	54.8%	12.5%	263
South Carolina	27.8%	50.0%	22.2%	54
South Dakota	10.5%	78.9%	10.5%	19
Tennessee	19.5%	65.9%	14.6%	82
Utah	55.9%	26.9%	17.2%	93
Virginia	34.5%	46.6%	18.9%	206
Wyoming	25.9%	50.6%	23.5%	85
NCI-IDD Avg.	35.9%	48.0%	16.1%	3608

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Changes of numbers of adults with IDD enrolled in or approved for services between Jan. 1, 2022 and Dec. 31, 2022

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, 2022? (Percentage of responding agencies with adults enrolled in or approved for residential, in-home and/or non-residential services⁷)

	0 adults	1-10 adults	11-20 adults	21-50 adults	51-99 adults	100-499 adults	500-999 adults	1000+ adults	Mean # of adults w/ IDD ⁸	Std. deviation	Median # of adults w/ IDD ⁷	N
Alabama	1.5%	38.2%	22.9%	15.3%	14.5%	6.9%	0.8%	0.0%	36.8	66.5	15.0	131
Arizona	1.7%	20.2%	18.5%	24.2%	14.6%	18.5%	1.7%	0.6%	80.6	174.2	30.0	178
Colorado	3.6%	20.5%	16.1%	23.2%	19.6%	16.1%	0.9%	0.0%	71.8	116.3	25.5	112
Connecticut	0.0%	7.2%	10.1%	26.1%	18.8%	34.8%	2.9%	0.0%	112.8	131.0	73.0	69
DC	0.0%	36.8%	25.0%	25.0%	11.8%	1.3%	0.0%	0.0%	23.3	23.6	14.5	76
Delaware	0.0%	21.2%	18.2%	24.2%	18.2%	18.2%	0.0%	0.0%	60.0	73.5	28.0	33
Georgia	2.8%	26.6%	15.4%	19.6%	17.5%	16.8%	0.7%	0.7%	64.6	117.1	25.0	143
Hawaii	4.2%	25.0%	12.5%	22.9%	20.8%	14.6%	0.0%	0.0%	48.2	55.2	32.5	48
Illinois	0.0%	12.9%	12.9%	22.4%	21.8%	25.2%	4.8%	0.0%	114.4	169.2	56.0	147
Indiana	2.8%	21.7%	11.1%	16.1%	16.7%	25.6%	3.9%	2.2%	131.1	263.5	45.0	180
Louisiana	2.5%	34.2%	15.0%	25.0%	11.7%	10.8%	0.8%	0.0%	43.7	71.3	18.5	120
Maryland	5.0%	21.5%	11.0%	22.0%	13.5%	26.0%	0.5%	0.5%	83.2	125.4	37.0	200
Missouri	1.2%	32.0%	17.6%	25.0%	13.3%	9.4%	1.2%	0.4%	65.1	281.7	19.5	256
Montana	0.0%	27.3%	13.6%	13.6%	22.7%	18.2%	4.5%	0.0%	75.2	115.7	45.0	22
Nebraska	7.9%	27.0%	19.0%	15.9%	11.1%	15.9%	3.2%	0.0%	74.9	141.5	15.0	63
New Jersey	7.9%	20.5%	13.5%	22.3%	11.4%	22.7%	0.9%	0.9%	79.7	167.7	27.0	229
New Mexico	0.0%	16.1%	12.9%	38.7%	22.6%	9.7%	0.0%	0.0%	47.0	59.4	33.0	31
New York	1.6%	3.1%	3.6%	16.1%	13.0%	41.7%	12.5%	8.3%	375.0	808.6	160.0	192
North Carolina	4.3%	25.7%	12.9%	31.4%	16.4%	7.1%	0.7%	1.4%	66.9	199.9	26.0	140
North Dakota	0.0%	17.6%	0.0%	17.6%	11.8%	52.9%	0.0%	0.0%	109.6	84.5	106.0	17
Oklahoma	1.9%	1.9%	13.2%	39.6%	26.4%	17.0%	0.0%	0.0%	63.8	53.1	48.0	53
Oregon	12.5%	53.5%	8.3%	11.8%	8.3%	4.9%	0.7%	0.0%	27.1	71.2	4.0	288
Pennsylvania	3.9%	31.9%	12.8%	19.1%	11.3%	19.5%	1.6%	0.0%	74.2	131.0	22.0	257
South Carolina	0.0%	2.0%	6.0%	12.0%	28.0%	44.0%	6.0%	2.0%	189.6	256.3	110.0	50
South Dakota	0.0%	0.0%	5.3%	10.5%	31.6%	47.4%	5.3%	0.0%	139.9	137.9	110.0	19
Tennessee	2.5%	21.0%	7.4%	28.4%	22.2%	17.3%	1.2%	0.0%	77.1	125.1	40.0	81
Utah	5.7%	33.0%	14.8%	26.1%	8.0%	9.1%	3.4%	0.0%	58.1	134.5	16.0	88
Virginia	4.4%	53.2%	14.8%	11.8%	9.9%	5.4%	0.5%	0.0%	27.6	66.4	7.0	203
Wyoming	2.4%	46.4%	19.0%	25.0%	4.8%	2.4%	0.0%	0.0%	19.4	24.1	11.0	84
NCI-IDD Avg.	4.1%	28.1%	13.5%	20.1%	13.7%	17.5%	2.1%	0.9%	86.7	254.4	25.0	Total: 3510

⁷ Table includes 133 agencies that reported serving 0 adults with IDD on Jan. 1, 2022, but excludes one outlier agency reporting 12,000 people served on that date.

⁸ Enrolled in or approved for residential, in-home, and/or non-residential services.

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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, 2022? (Percentage of responding agencies with adults enrolled in or approved for residential, in-home and/or non-residential services⁹)

	0 adults ¹⁰	1-10 adults	11-20 adults	21-50 adults	51-99 adults	100-499 adults	500-999 adults	1000+ adults	Mean # of adults w/IDD	Std. deviation	Median # of adults w/IDD ¹¹	N
Alabama	0.8%	38.5%	21.5%	17.7%	13.8%	6.9%	0.8%	0.0%	39.2	85.6	14.5	130
Arizona	1.1%	22.6%	16.4%	22.0%	15.3%	19.8%	2.3%	0.6%	88.3	189.6	30.0	177
Colorado	0.0%	21.4%	14.3%	25.9%	20.5%	17.0%	0.9%	0.0%	77.6	125.9	32.5	112
Connecticut	0.0%	8.7%	8.7%	26.1%	15.9%	37.7%	2.9%	0.0%	113.5	130.4	74.0	69
DC	1.4%	33.8%	21.6%	29.7%	12.2%	1.4%	0.0%	0.0%	24.5	24.1	16.0	74
Delaware	5.9%	20.6%	11.8%	29.4%	14.7%	17.6%	0.0%	0.0%	67.4	103.2	29.0	34
Georgia	2.1%	29.6%	14.1%	17.6%	18.3%	16.2%	1.4%	0.7%	67.1	129.6	23.0	142
Hawaii	6.3%	22.9%	14.6%	18.8%	20.8%	16.7%	0.0%	0.0%	51.2	59.3	29.0	48
Illinois	2.7%	10.9%	11.6%	21.8%	25.2%	23.1%	4.8%	0.0%	115.3	174.0	58.0	147
Indiana	1.1%	17.8%	12.2%	17.8%	19.4%	24.4%	3.9%	3.3%	142.3	278.4	53.0	180
Louisiana	4.2%	35.6%	16.9%	18.6%	13.6%	10.2%	0.8%	0.0%	42.9	72.4	16.5	118
Maryland	0.0%	23.9%	13.7%	19.8%	15.7%	25.9%	1.0%	0.0%	82.8	121.3	37.0	197
Missouri	0.4%	29.5%	20.1%	23.6%	13.8%	11.0%	1.2%	0.4%	69.4	291.5	20.5	254
Montana	0.0%	27.3%	9.1%	13.6%	22.7%	22.7%	4.5%	0.0%	79.9	115.9	51.0	22
Nebraska	3.2%	31.7%	12.7%	22.2%	11.1%	15.9%	3.2%	0.0%	75.0	134.5	23.0	63
New Jersey	1.3%	22.8%	13.2%	24.1%	10.5%	26.3%	0.9%	0.9%	88.4	177.6	33.5	228
New Mexico	3.3%	6.7%	16.7%	46.7%	16.7%	10.0%	0.0%	0.0%	46.7	56.9	35.0	30
New York	2.6%	3.6%	3.6%	11.4%	14.5%	44.0%	13.0%	7.3%	379.4	751.4	159.0	193
North Carolina	1.4%	29.5%	12.9%	28.1%	17.3%	7.9%	1.4%	1.4%	68.9	206.3	26.0	139
North Dakota	0.0%	17.6%	0.0%	11.8%	17.6%	52.9%	0.0%	0.0%	107.9	79.3	108.0	17
Oklahoma	0.0%	7.7%	11.5%	30.8%	30.8%	19.2%	0.0%	0.0%	66.1	56.2	50.5	52
Oregon	4.3%	59.9%	8.2%	12.4%	7.8%	6.7%	0.4%	0.4%	32.6	109.0	5.0	282
Pennsylvania	1.9%	30.7%	14.0%	19.5%	11.3%	20.6%	1.9%	0.0%	75.4	125.7	25.0	257
South Carolina	2.0%	2.0%	6.1%	8.2%	22.4%	51.0%	6.1%	2.0%	185.2	209.5	120.0	49
South Dakota	0.0%	0.0%	5.3%	15.8%	26.3%	47.4%	5.3%	0.0%	134.9	131.4	107.0	19
Tennessee	3.8%	21.3%	10.0%	23.8%	22.5%	17.5%	1.2%	0.0%	77.8	129.4	40.0	80
Utah	3.3%	36.7%	17.8%	20.0%	8.9%	10.0%	3.3%	0.0%	60.6	138.4	15.5	90
Virginia	2.5%	52.5%	15.7%	13.1%	9.1%	6.6%	0.5%	0.0%	29.1	64.2	8.0	198
Wyoming	0.0%	44.0%	21.4%	25.0%	7.1%	2.4%	0.0%	0.0%	19.9	22.5	12.0	84
NCI-IDD Avg.	1.8%	28.7%	13.8%	19.8%	14.4%	18.4%	2.2%	0.9%	90.5	250.5	27.0	Total: 3485

⁹ Table excludes one outlier agency reporting 12,000 people served on December 31, 2022.

¹⁰ 18 agencies reported providing supports to 0 adults on January 1, and 0 adults on December 31 2022. Those agencies are included in this table.

¹¹ Enrolled in or approved for residential, in-home, and/or non-residential services.

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Table 8. Percentage of agencies that reported changes of more than 10% in number of adults with IDD enrolled or approved for¹² services between Jan. 1, 2022 and Dec. 31, 2022¹³

	Number ¹⁴ increased by more than 10% from Jan to Dec 2022	Number stayed within 10% above or below between Jan to Dec 2022	Number decreased by more than 10% from Jan to Dec 2022	N
Alabama	13.1%	70.8%	16.2%	130
Arizona	19.2%	63.3%	17.5%	177
Colorado	39.3%	48.2%	12.5%	112
Connecticut	10.1%	87.0%	2.9%	69
DC	20.3%	73.0%	6.8%	74
Delaware	30.3%	57.6%	12.1%	33
Georgia	17.6%	71.1%	11.3%	142
Hawaii	31.3%	52.1%	16.7%	48
Illinois	13.6%	75.5%	10.9%	147
Indiana	32.4%	54.0%	13.6%	176
Louisiana	11.0%	76.3%	12.7%	118
Maryland	27.4%	60.9%	11.7%	197
Missouri	27.6%	62.6%	9.8%	254
Montana	13.6%	81.8%	4.5%	22
Nebraska	33.3%	42.9%	23.8%	63
New Jersey	36.1%	55.5%	8.4%	227
New Mexico	23.3%	56.7%	20.0%	30
New York	21.6%	70.0%	8.4%	190
North Carolina	18.0%	69.8%	12.2%	139
North Dakota	5.9%	94.1%	0.0%	17
Oklahoma	9.6%	78.8%	11.5%	52
Oregon	33.8%	50.9%	15.3%	281
Pennsylvania	24.9%	61.5%	13.6%	257
South Carolina	8.2%	85.7%	6.1%	49
South Dakota	0.0%	100.0%	0.0%	19
Tennessee	8.8%	77.5%	13.8%	80
Utah	30.7%	47.7%	21.6%	88
Virginia	27.9%	58.9%	13.2%	197
Wyoming	25.0%	58.3%	16.7%	84
NCI-IDD Avg.	25.9%	61.0%	13.1%	3472

¹² 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.

¹³ Table includes 151 agencies that reported serving 0 adults with IDD on Jan. 1, 2022, and includes 94 agencies that reported serving 0 adults with IDD on Dec 31, 2022. Excludes one outlier agency reporting 12,000 people served on Jan. 1, 2022 and Dec. 31, 2022.

¹⁴ Number of adults with IDD enrolled in or approved for services.

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DSP Demographics

Table 9. Within all reporting agencies in the state, average percent of DSPs on the payroll as of Dec. 31, 2022 identifying as each race/ethnicity

	American Indian or Alaska Native	Asian ¹⁵	Black or African American	Pacific Islander ¹⁶	White	Hispanic/ Latinx ¹⁷	More than one race/ ethnicity	Other	Don't know	N
Alabama	1.6%	0.2%	72.8%	0.1%	17.8%	0.6%	0.4%	0.7%	5.8%	131
Arizona	3.9%	1.9%	21.8%	0.5%	23.9%	21.7%	1.8%	0.6%	24.0%	176
Colorado	0.8%	2.4%	15.1%	0.5%	40.1%	14.8%	1.2%	0.3%	24.8%	114
Connecticut	0.2%	0.5%	39.6%	0.1%	37.3%	10.7%	2.5%	0.1%	9.0%	68
DC	0.0%	0.4%	93.9%	0.0%	1.3%	1.5%	0.7%	0.9%	1.2%	80
Delaware	0.0%	3.5%	68.9%	0.0%	16.5%	0.7%	1.2%	0.0%	9.0%	34
Georgia	0.2%	1.1%	71.6%	0.1%	19.2%	2.1%	1.7%	0.8%	3.1%	144
Hawaii	0.1%	35.7%	1.6%	19.4%	9.8%	2.3%	5.6%	1.9%	23.7%	49
Illinois	0.2%	1.8%	42.5%	0.1%	43.9%	4.1%	0.7%	0.6%	6.1%	149
Indiana	0.2%	1.0%	30.8%	0.1%	49.8%	2.9%	1.2%	0.5%	13.5%	186
Louisiana	0.1%	0.3%	75.9%	0.1%	16.3%	0.9%	0.3%	0.2%	6.0%	118
Maryland	0.2%	1.4%	74.1%	0.1%	14.4%	1.6%	1.0%	1.3%	6.0%	200
Missouri	0.8%	0.3%	20.1%	0.1%	57.6%	1.1%	0.7%	0.3%	19.0%	259
Montana	13.4%	0.2%	1.1%	1.4%	59.0%	0.7%	2.9%	0.0%	21.3%	19
Nebraska	0.5%	1.6%	40.1%	0.1%	43.1%	5.1%	1.6%	1.6%	6.3%	67
New Jersey	0.4%	2.1%	48.4%	0.2%	27.9%	9.9%	0.9%	0.7%	9.5%	222
New Mexico	20.5%	0.3%	5.7%	0.1%	19.7%	31.2%	2.1%	0.7%	19.8%	33
New York ¹⁸	0.3%	2.3%	38.6%	0.2%	35.4%	9.6%	2.2%	0.3%	11.1%	202
North Carolina	1.6%	1.4%	59.6%	0.1%	30.9%	2.9%	0.5%	1.0%	2.1%	138
North Dakota	2.7%	1.5%	18.6%	0.0%	61.0%	1.5%	3.7%	0.0%	10.9%	18
Oklahoma	9.0%	0.3%	21.4%	1.2%	41.7%	3.5%	1.7%	0.2%	20.9%	48
Oregon	0.9%	2.0%	42.7%	2.8%	25.7%	6.3%	2.1%	1.3%	16.3%	282
Pennsylvania	0.6%	1.1%	37.8%	0.3%	48.1%	4.1%	1.3%	0.4%	6.3%	252
South Carolina	0.3%	0.3%	74.3%	1.6%	16.1%	0.6%	0.6%	0.1%	6.0%	54
South Dakota	4.4%	1.3%	10.9%	0.3%	57.5%	1.8%	1.4%	0.0%	22.3%	19
Tennessee	0.1%	0.2%	48.9%	0.1%	46.3%	0.9%	0.8%	0.2%	2.5%	81
Utah	2.5%	0.8%	5.2%	12.2%	50.5%	7.1%	2.7%	1.3%	17.8%	89
Virginia	0.6%	2.3%	66.8%	0.3%	19.9%	1.7%	1.5%	1.2%	5.7%	196
Wyoming	1.7%	0.1%	2.3%	0.3%	83.3%	6.5%	1.4%	0.1%	4.2%	83
NCI-IDD Avg.	0.9%	2.3%	43.6%	1.2%	34.1%	4.9%	1.4%	0.8%	10.9%	Total: 3511

¹⁵ Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese, or Other Asian

¹⁶ Native Hawaiian, Guamanian or Chamorro, Samoan, or Other Pacific Islander

¹⁷ Mexican, Mexican American, Chicano, Puerto Rican, Cuban, or Other Spanish/Hispanic/Latinx

¹⁸ Statewide results for NY are skewed toward demographic data for NYC metropolitan area. For example, a large proportion of DSPs in the dataset who are Black work for NYC and Long Island providers.

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Table 10. Of all reporting agencies in the state, average percent of DSPs on payroll as of Dec. 31, 2022 identifying as each gender identity

	Male	Female	Non-binary	Don't Know	N
Alabama	20.5%	76.3%	0.1%	3.1%	130
Arizona	22.7%	62.8%	0.0%	14.4%	176
Colorado	23.0%	67.2%	0.1%	9.7%	114
Connecticut	30.2%	66.2%	0.0%	3.5%	68
DC	34.6%	64.9%	0.3%	0.1%	79
Delaware	28.7%	68.3%	0.0%	3.0%	34
Georgia	18.6%	79.2%	0.0%	2.3%	147
Hawaii	21.8%	74.1%	0.0%	4.1%	49
Illinois	21.0%	74.8%	0.2%	4.0%	149
Indiana	21.2%	71.7%	0.0%	7.1%	186
Louisiana	10.3%	86.9%	0.1%	2.7%	119
Maryland	28.3%	67.8%	0.1%	3.8%	200
Missouri	18.9%	76.6%	0.1%	4.4%	259
Montana	19.6%	60.4%	0.0%	20.0%	20
Nebraska	33.7%	61.2%	0.4%	4.7%	66
New Jersey	22.6%	71.5%	0.0%	5.9%	225
New Mexico	21.2%	59.9%	0.5%	18.4%	33
New York	26.7%	67.7%	0.1%	5.5%	202
North Carolina	24.1%	74.2%	0.3%	1.5%	138
North Dakota	20.8%	73.0%	0.0%	6.2%	19
Oklahoma	21.6%	71.6%	0.0%	6.9%	49
Oregon	37.6%	54.5%	0.6%	7.3%	287
Pennsylvania	23.9%	72.1%	0.3%	3.8%	257
South Carolina	14.2%	80.2%	0.0%	5.6%	54
South Dakota	18.0%	66.0%	0.1%	15.9%	19
Tennessee	24.2%	74.0%	0.1%	1.7%	82
Utah	24.8%	64.5%	0.6%	10.1%	89
Virginia	22.1%	76.1%	0.1%	1.7%	197
Wyoming	23.7%	73.4%	0.3%	2.6%	83
NCI-IDD Avg.	24.9%	69.8%	0.2%	5.2%	Total: 3530

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Supports Provided and Number of Adults with IDD Receiving Services as of December 31, 2022

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

	1 Type	2 Types	All 3 Types	N
Alabama	59.2%	22.3%	18.5%	130
Arizona	44.8%	35.4%	19.9%	181
Colorado	30.4%	33.9%	35.7%	115
Connecticut	19.4%	29.2%	51.4%	72
DC	38.8%	33.8%	27.5%	80
Delaware	68.6%	17.1%	14.3%	35
Georgia	33.1%	34.5%	32.4%	148
Hawaii	26.5%	44.9%	28.6%	49
Illinois	39.3%	33.3%	27.3%	150
Indiana	20.8%	30.7%	48.4%	192
Louisiana	63.0%	22.0%	15.0%	127
Maryland	20.5%	27.8%	51.7%	205
Missouri	49.4%	28.0%	22.6%	261
Montana	13.6%	40.9%	45.5%	22
Nebraska	19.1%	22.1%	58.8%	68
New Jersey	38.5%	43.9%	17.6%	239
New Mexico	20.6%	41.2%	38.2%	34
New York	19.3%	34.3%	46.4%	207
North Carolina	30.3%	35.9%	33.8%	145
North Dakota	5.3%	10.5%	84.2%	19
Oklahoma	21.8%	21.8%	56.4%	55
Oregon	68.4%	21.4%	10.2%	294
Pennsylvania	41.7%	35.6%	22.7%	264
South Carolina	22.6%	26.4%	50.9%	53
South Dakota		5.3%	94.7%	19
Tennessee	13.4%	26.8%	59.8%	82
Utah	32.3%	29.0%	38.7%	93
Virginia	59.4%	33.3%	7.2%	207
Wyoming	8.2%	43.5%	48.2%	85
NCI-IDD Avg.	35.9%	30.8%	33.3%	Total: 3631

Notes: Missing data for a service type was treated as ‘Does not provide this type’ for this calculation. Agencies that did not report providing at least one of the three service types were excluded from this table (2 cases).

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Table 12. Does your agency provide residential supports, in-home supports and/or non-residential supports to adults with IDD as of Dec. 31, 2022? (Categories are not mutually exclusive)

	Provides Residential Supports	Provides In-home Supports	Provides Non-residential Supports	N
Alabama	84.6%	30.0%	44.6%	130
Arizona	54.1%	66.3%	54.7%	181
Colorado	53.9%	60.9%	90.4%	115
Connecticut	68.1%	72.2%	91.7%	72
DC	77.5%	57.5%	53.8%	80
Delaware	65.7%	25.7%	54.3%	35
Georgia	70.9%	54.7%	73.6%	148
Hawaii	40.8%	77.6%	83.7%	49
Illinois	83.3%	41.3%	63.3%	150
Indiana	62.0%	89.1%	76.6%	192
Louisiana	37.8%	78.7%	35.4%	127
Maryland	80.0%	67.3%	83.9%	205
Missouri	66.7%	50.6%	55.9%	261
Montana	68.2%	72.7%	90.9%	22
Nebraska	67.6%	82.4%	89.7%	68
New Jersey	40.2%	59.0%	79.9%	239
New Mexico	70.6%	58.8%	88.2%	34
New York	69.6%	66.2%	91.3%	207
North Carolina	69.7%	57.2%	76.6%	145
North Dakota	89.5%	94.7%	94.7%	19
Oklahoma	83.6%	76.4%	74.5%	55
Oregon	87.1%	28.2%	26.5%	294
Pennsylvania	55.7%	60.6%	64.8%	264
South Carolina	94.3%	50.9%	83.0%	53
South Dakota	100.0%	94.7%	100.0%	19
Tennessee	85.4%	78.0%	82.9%	82
Utah	67.7%	61.3%	77.4%	93
Virginia	82.6%	20.3%	44.9%	207
Wyoming	71.8%	76.5%	91.8%	85
NCI-IDD Avg.	68.9%	60.0%	68.5%	Total: 3631

Notes: Missing data for a service type was treated as 'Does not provide this type' for this calculation. Agencies that did not report providing at least one of the three service types were excluded from this table (2 cases)

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Table 13. Percentage of agencies that turned away or stopped accepting new service referrals in 2022 due to DSP staffing issues

	Percent	N
Alabama	52.7%	131
Arizona	55.9%	179
Colorado	53.5%	114
Connecticut	58.8%	68
DC	21.3%	80
Delaware	55.9%	34
Georgia	50.3%	147
Hawaii	75.5%	49
Illinois	37.2%	148
Indiana	68.9%	190
Louisiana	57.9%	126
Maryland	35.4%	198
Missouri	52.5%	259
Montana	68.2%	22
Nebraska	73.1%	67
New Jersey	44.9%	234
New Mexico	62.5%	32
New York	46.3%	205
North Carolina	42.6%	141
North Dakota	78.9%	19
Oklahoma	50.0%	54
Oregon	32.9%	289
Pennsylvania	54.2%	262
South Carolina	18.9%	53
South Dakota	52.6%	19
Tennessee	65.9%	82
Utah	54.3%	92
Virginia	40.3%	206
Wyoming	50.6%	83
NCI-IDD Avg.	49.7%	3583

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Turnover Ratio

Note: Prior to the State of the Workforce in 2021 Report, the “Turnover Ratio” was called the “Turnover Rate.”

Each agency’s turnover ratio is calculated as:

(Total separated DSPs in past year) **divided by** (Total DSPs on payroll as of December 31, 2022).

The state turnover ratio is an average of the turnover ratios of agencies in each state.

The turnover ratio in this report is a point-in-time indicator. The denominator (Total DSPs on payroll at each agency) is taken from a

specific point in time: Dec. 31, 2022. It differs from turnover rate calculations that use the average number of people employed at each agency across 12 months as the denominator. The calculation of this indicator is unchanged from previous years’ reports where it was labeled as *Turnover Rate*. Starting this year, this is labeled *Turnover Ratio* to better distinguish it from calculations that use different denominators.

Some agencies reported turnover ratios that exceed 100%. This means that the number of DSPs that separated from the agency payroll in 2022 was greater than the number of DSPs employed as of Dec. 31, 2022.

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Table 14. Turnover Ratios¹⁹ for DSPs in 2022 (as of Dec. 31, 2022).

	Mean	Median	Std. Deviation	Minimum	Maximum	N
Alabama	46.8%	28.6%	56.8%	0.0%	433.3%	131
Arizona	34.6%	24.3%	31.7%	0.0%	157.9%	176
Colorado	42.6%	27.0%	44.7%	0.0%	200.0%	110
Connecticut	44.8%	31.3%	52.0%	0.0%	375.0%	67
DC	21.3%	18.0%	25.4%	0.0%	156.8%	78
Delaware	40.5%	32.7%	35.6%	0.0%	128.9%	35
Georgia	37.5%	26.7%	37.6%	0.0%	219.4%	141
Hawaii	30.1%	18.8%	59.4%	0.0%	405.5%	47
Illinois	41.6%	37.6%	29.9%	0.0%	154.5%	148
Indiana	45.4%	36.0%	46.6%	0.0%	341.7%	187
Louisiana	39.0%	25.0%	43.5%	0.0%	248.9%	117
Maryland	33.2%	29.2%	28.0%	0.0%	154.0%	201
Missouri	46.6%	40.0%	37.8%	0.0%	253.8%	257
Montana	41.6%	26.0%	38.2%	0.0%	131.9%	20
Nebraska	59.1%	60.7%	38.8%	0.0%	171.4%	67
New Jersey	34.4%	26.7%	36.5%	0.0%	228.6%	226
New Mexico	49.7%	42.9%	42.3%	0.0%	208.0%	33
New York	33.8%	31.2%	26.1%	0.0%	200.0%	204
North Carolina	30.4%	22.7%	29.8%	0.0%	140.0%	140
North Dakota	53.6%	47.0%	40.5%	0.0%	160.0%	18
Oklahoma	40.0%	35.4%	35.4%	0.0%	200.0%	48
Oregon	45.4%	33.3%	45.7%	0.0%	250.0%	292
Pennsylvania	36.0%	28.1%	35.3%	0.0%	200.0%	255
South Carolina	42.4%	36.7%	26.1%	0.0%	119.2%	54
South Dakota	51.1%	43.2%	26.5%	12.5%	120.3%	19
Tennessee	44.5%	41.0%	33.5%	0.0%	156.7%	81
Utah	49.1%	33.3%	60.1%	0.0%	433.3%	89
Virginia	43.7%	32.6%	45.7%	0.0%	240.0%	193
Wyoming	50.0%	34.6%	51.6%	0.0%	250.0%	84
NCI-IDD Avg.	40.9%	31.7%	40.9%	0.0%	433.3%	3518

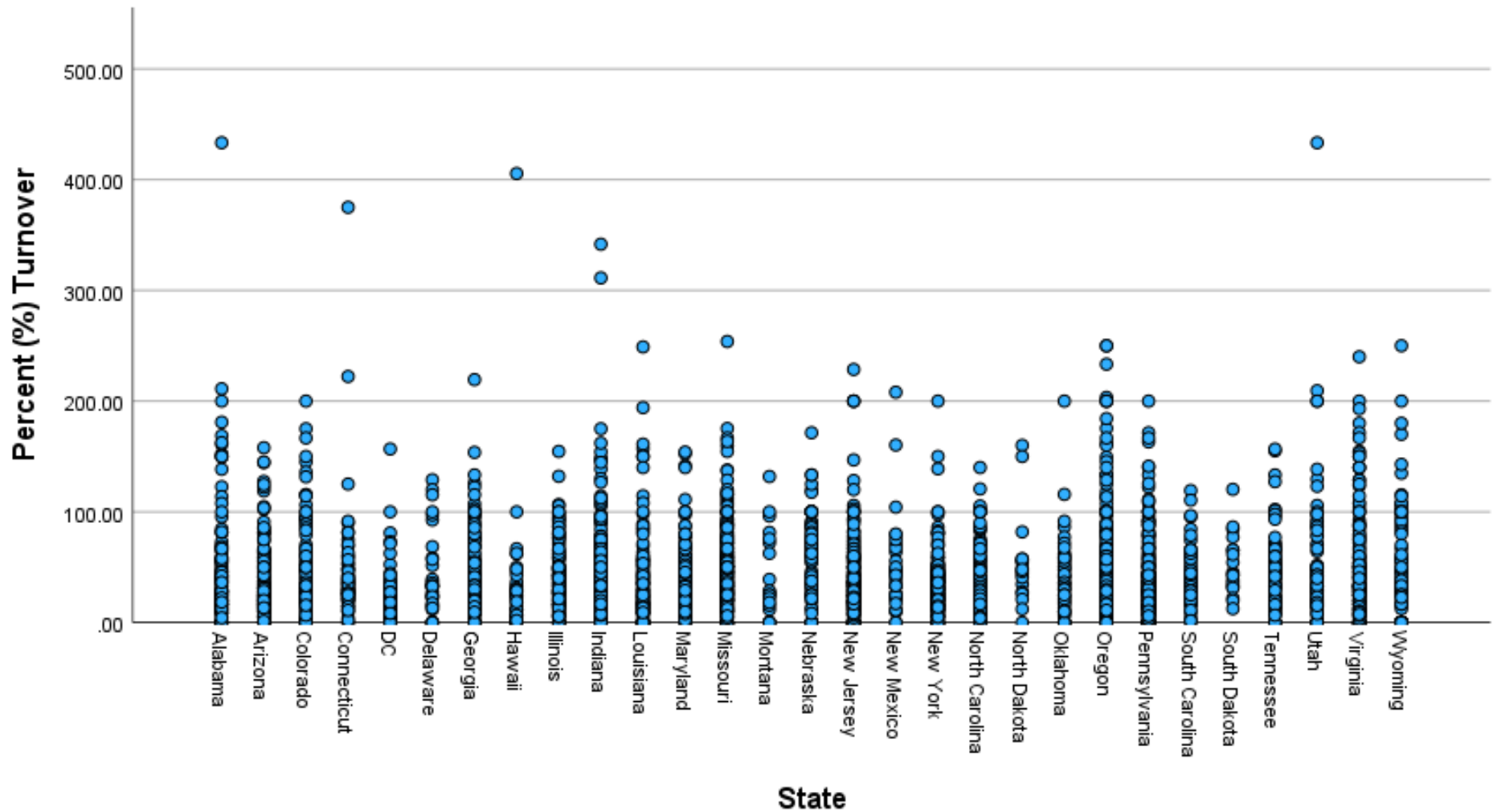
State mean turnover ratios ordered from lowest to highest

DC	21.3%
Hawaii	30.1%
North Carolina	30.4%
Maryland	33.2%
New York	33.8%
New Jersey	34.4%
Arizona	34.6%
Pennsylvania	36.0%
Georgia	37.5%
Louisiana	39.0%
Oklahoma	40.0%
Delaware	40.5%
Montana	41.6%
Illinois	41.6%
South Carolina	42.4%
Colorado	42.6%
Virginia	43.7%
Tennessee	44.5%
Connecticut	44.8%

¹⁹ The calculation of this indicators is unchanged from previous years' reports where it was labeled as *Turnover Rate*. Starting in the report with data from 2021, the label is changed to *Turnover Ratio* to better distinguish it from calculations that use different denominators. Notes: Agencies with turnover rates >= 500% were excluded from this analysis (3 agencies). Agencies were included if they reported the length of tenure of all DSPs reported employed as of Dec. 31, 2022 (or left it blank). Agencies were included if they reported the length of tenure of all DSPs reported to have separated in 2022 (or left it blank)

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 or fewer have been suppressed. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states vary year to year one; 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 ratios in each state in 2022



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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, 2022. 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 State of the Workforce Survey Reports (formerly called the “Staff Stability Survey Report”) from 2016 or prior as methodology has changed.

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Table 15. Tenure Among DSPs Employed as of Dec. 31, 2022²⁰ Range of data is bolded. Percentage of agencies' DSPs who have been on payroll...

	Less than 6 months	6-12 months	12-24 months	24-36 months	36+ months	DSPs on payroll statewide ²¹	N
Alabama	18.7%	13.6%	14.7%	11.8%	41.2%	5646	130
Arizona	16.7%	13.0%	15.1%	14.6%	40.7%	26072	179
Colorado	21.4%	17.6%	14.4%	8.5%	38.1%	2652	113
Connecticut	12.8%	14.1%	18.3%	9.3%	45.5%	6276	69
DC	13.4%	16.2%	15.9%	13.2%	41.2%	4251	79
Delaware	22.3%	18.4%	17.9%	9.9%	31.5%	3285	35
Georgia	15.6%	17.0%	12.9%	10.3%	44.3%	5511	145
Hawaii	8.8%	13.1%	13.4%	11.4%	53.4%	1898	49
Illinois	15.8%	12.9%	15.1%	10.0%	46.2%	9498	147
Indiana	22.0%	19.3%	16.6%	12.0%	30.1%	20370	186
Louisiana	13.0%	14.4%	14.8%	12.7%	45.1%	7013	121
Maryland	17.0%	18.5%	16.9%	11.5%	36.1%	18153	203
Missouri	21.3%	15.6%	15.8%	8.9%	38.5%	16322	259
Montana	11.4%	18.5%	21.5%	9.7%	39.0%	815	20
Nebraska	29.6%	21.7%	18.3%	8.2%	22.2%	3822	68
New Jersey	19.2%	19.5%	17.9%	11.6%	31.9%	16802	225
New Mexico	19.7%	11.0%	11.7%	6.7%	50.9%	1937	34
New York	12.8%	11.3%	14.4%	8.9%	52.6%	49802	206
North Carolina	12.7%	14.2%	12.9%	11.3%	48.9%	10781	140
North Dakota	14.6%	14.7%	14.3%	12.2%	44.2%	2497	19
Oklahoma	14.8%	12.7%	11.5%	14.4%	46.6%	3993	51
Oregon	23.1%	26.1%	20.2%	9.5%	21.2%	10848	288
Pennsylvania	17.9%	16.5%	16.2%	10.3%	39.1%	19083	257
South Carolina	15.9%	11.0%	13.5%	10.8%	48.8%	5809	54
South Dakota	20.4%	12.0%	13.5%	7.4%	46.8%	1926	19
Tennessee	16.9%	15.4%	16.2%	9.2%	42.4%	9442	81
Utah	24.8%	20.9%	16.7%	9.5%	28.1%	5751	92
Virginia	20.9%	18.3%	18.1%	10.4%	32.3%	4459	198
Wyoming	21.7%	16.3%	13.6%	12.8%	35.7%	1405	84
NCI-IDD Average	19.0%	17.4%	16.2%	10.7%	36.7%	Total: 276119	Total: 3551

²⁰ This table only includes agencies that provided information on both the total number of DSPs employed as of Dec. 31, 2022 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, State of the Workforce Survey tenure used statewide totals to calculate a statewide rate.

²¹ Only includes the number of DSPs reported by respondents that also reported the tenure of those DSPs.

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Table 16. Tenure Among Separated DSP Employees (Left Between Jan. 1, 2022 and Dec. 31, 2022) ²² Range of data is bolded. Percentage of DSPs who separated between 1/1/22 and 12/31/22 who were on the payroll.

	Less than 6 months	6-12 months	12-24 months	24-36 months	36+ months	# separated DSPs statewide ²³	# of agencies w/ data on tenure of separated DSPs	% of agencies reporting at least 1 DSP separation in 2022	# of agencies with data on # of separations ²⁴
Alabama	45.0%	19.1%	14.7%	7.3%	13.9%	2996	114	87.0%	131
Arizona	32.3%	18.5%	18.1%	11.8%	19.2%	9389	157	89.2%	176
Colorado	35.9%	26.9%	14.5%	7.9%	14.8%	1239	84	77.1%	109
Connecticut	36.6%	19.8%	11.0%	8.4%	24.3%	2846	65	97.0%	67
DC	35.3%	34.0%	11.3%	9.3%	10.2%	881	57	75.0%	76
Delaware	47.0%	18.4%	15.8%	5.8%	13.0%	1105	30	85.7%	35
Georgia	39.4%	18.7%	17.0%	8.3%	16.7%	3346	113	80.7%	140
Hawaii	20.2%	22.9%	7.2%	10.7%	39.0%	909	38	80.9%	47
Illinois	41.5%	20.7%	12.0%	9.5%	16.3%	4338	133	93.0%	143
Indiana	46.6%	21.6%	12.2%	6.7%	12.9%	12024	164	88.6%	185
Louisiana	39.3%	20.3%	12.5%	5.9%	22.1%	2828	99	85.3%	116
Maryland	34.5%	22.0%	16.1%	9.2%	18.2%	6058	181	90.5%	200
Missouri	47.1%	20.6%	13.7%	6.9%	11.7%	9054	230	89.5%	257
Montana	41.0%	17.8%	14.1%	7.7%	19.5%	417	16	80.0%	20
Nebraska	51.4%	22.1%	12.6%	4.1%	9.8%	2202	60	89.6%	67
New Jersey	36.4%	18.1%	16.7%	10.9%	18.0%	6180	176	80.0%	220
New Mexico	47.3%	18.1%	11.1%	4.2%	19.3%	1032	31	93.9%	33
New York	33.8%	17.9%	14.6%	10.2%	23.5%	16182	190	93.6%	203
North Carolina	32.7%	18.4%	17.1%	7.0%	24.9%	5361	115	82.7%	139
North Dakota	39.3%	21.7%	11.9%	7.7%	19.4%	1157	17	94.4%	18
Oklahoma	47.0%	19.9%	11.1%	8.0%	13.9%	1762	40	87.0%	46
Oregon	48.3%	23.4%	15.9%	6.3%	6.2%	5323	242	84.3%	287
Pennsylvania	37.4%	20.3%	14.7%	8.8%	18.8%	6835	208	83.2%	250
South Carolina	35.0%	17.2%	16.0%	9.2%	22.6%	2658	53	98.1%	54
South Dakota	39.8%	18.8%	15.4%	10.8%	15.2%	866	19	100.0%	19
Tennessee	45.7%	18.4%	13.5%	7.5%	15.0%	4810	75	93.8%	80
Utah	43.4%	31.1%	12.4%	3.5%	9.6%	3960	75	85.2%	88
Virginia	46.5%	23.4%	11.0%	4.9%	14.2%	2040	155	81.6%	190
Wyoming	53.3%	20.6%	6.5%	6.9%	12.8%	864	60	72.3%	83
NCI-IDD Average	41.1%	21.2%	14.0%	7.8%	15.8%	Total: 118662	Total: 2997	86.4%	Total: 3479

²² 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. NEW IN 2022: Tenure calculations no longer include cases with 0 separations in the denominator.

²³ Only includes the number of separated DSPs reported by respondents that also reported the tenure of those DSPs.

²⁴ Unlike the columns regarding tenure of separated DSPs, this column includes agencies that only reported number of separated DSPs, but did not include tenure of those DSPs. If the agency left blank the question about number of separated DSPs, they were not included in this total.

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Separations

Table 17. Circumstances Under Which Separation Occurred (for Separated DSP Employees that Left Between Jan. 1, 2022 and Dec. 31, 2022) (Percentage of total separations between 1/1/22 and 12/31/22):

	Voluntary separation	Employment was terminated ²⁵	Laid off ²⁶	Don't know	N ²⁷
Alabama	82.3%	14.6%	0.7%	2.4%	114
Arizona	78.6%	15.2%	1.1%	5.2%	157
Colorado	81.5%	14.9%	0.8%	2.8%	85
Connecticut	75.4%	20.1%	2.9%	1.7%	64
DC	74.5%	21.2%	2.0%	2.4%	59
Delaware	69.0%	29.2%	0.1%	1.7%	30
Georgia	75.1%	20.4%	2.1%	2.4%	113
Hawaii	88.5%	3.8%	5.1%	2.6%	38
Illinois	78.5%	16.5%	1.5%	3.5%	138
Indiana	76.0%	17.4%	1.0%	5.6%	165
Louisiana	81.0%	11.4%	4.1%	3.6%	100
Maryland	71.5%	23.7%	1.0%	3.9%	181
Missouri	74.1%	23.8%	0.2%	1.9%	228
Montana	77.1%	8.6%	5.9%	8.4%	15
Nebraska	72.4%	23.8%	2.8%	1.0%	60
New Jersey	70.9%	22.6%	1.7%	4.9%	175
New Mexico	82.3%	13.3%	0.6%	3.8%	31
New York	76.9%	20.1%	0.4%	2.7%	188
North Carolina	79.7%	18.3%	0.1%	1.8%	115
North Dakota	81.1%	17.6%	0.0%	1.3%	17
Oklahoma	78.6%	19.9%	0.4%	1.0%	41
Oregon	82.4%	14.0%	0.7%	2.9%	242
Pennsylvania	75.3%	19.6%	1.6%	3.6%	208
South Carolina	75.8%	17.3%	0.4%	6.6%	53
South Dakota	79.7%	14.1%	0.0%	6.3%	19
Tennessee	83.1%	15.2%	1.1%	0.5%	76
Utah	88.7%	9.3%	0.6%	1.4%	75
Virginia	74.5%	21.0%	1.9%	2.7%	156
Wyoming	75.3%	18.9%	2.9%	2.9%	60
NCI-IDD Average	76.6%	18.8%	1.3%	3.2%	Total: 3003

²⁵ Due to performance issues or violation of agency policy

²⁶ DSPs were terminated because their position was eliminated

²⁷ Does not include agencies that noted "0" DSP separations in 2022 or agencies that did not provide data on reasons for separation.

Full-time and Part-time Workforce

Table 18. The percentage of responding agencies that distinguish between full- and part-time DSPs

	Distinguish between full- and part-time DSPs	N
Alabama	71.0%	131
Arizona	69.3%	176
Colorado	68.4%	114
Connecticut	88.6%	70
DC	70.9%	79
Delaware	82.9%	35
Georgia	68.5%	143
Hawaii	76.6%	47
Illinois	81.9%	149
Indiana	75.7%	189
Louisiana	74.6%	122
Maryland	78.5%	205
Missouri	74.7%	257
Montana	73.7%	19
Nebraska	80.9%	68
New Jersey	76.1%	230
New Mexico	54.5%	33
New York	91.7%	206
North Carolina	70.8%	144
North Dakota	100.0%	18
Oklahoma	77.4%	53
Oregon	62.9%	291
Pennsylvania	76.0%	258
South Carolina	88.9%	54
South Dakota	100.0%	19
Tennessee	78.0%	82
Utah	47.8%	90
Virginia	68.0%	197
Wyoming	48.8%	84
NCI-IDD Average	74.0%	Total: 3563

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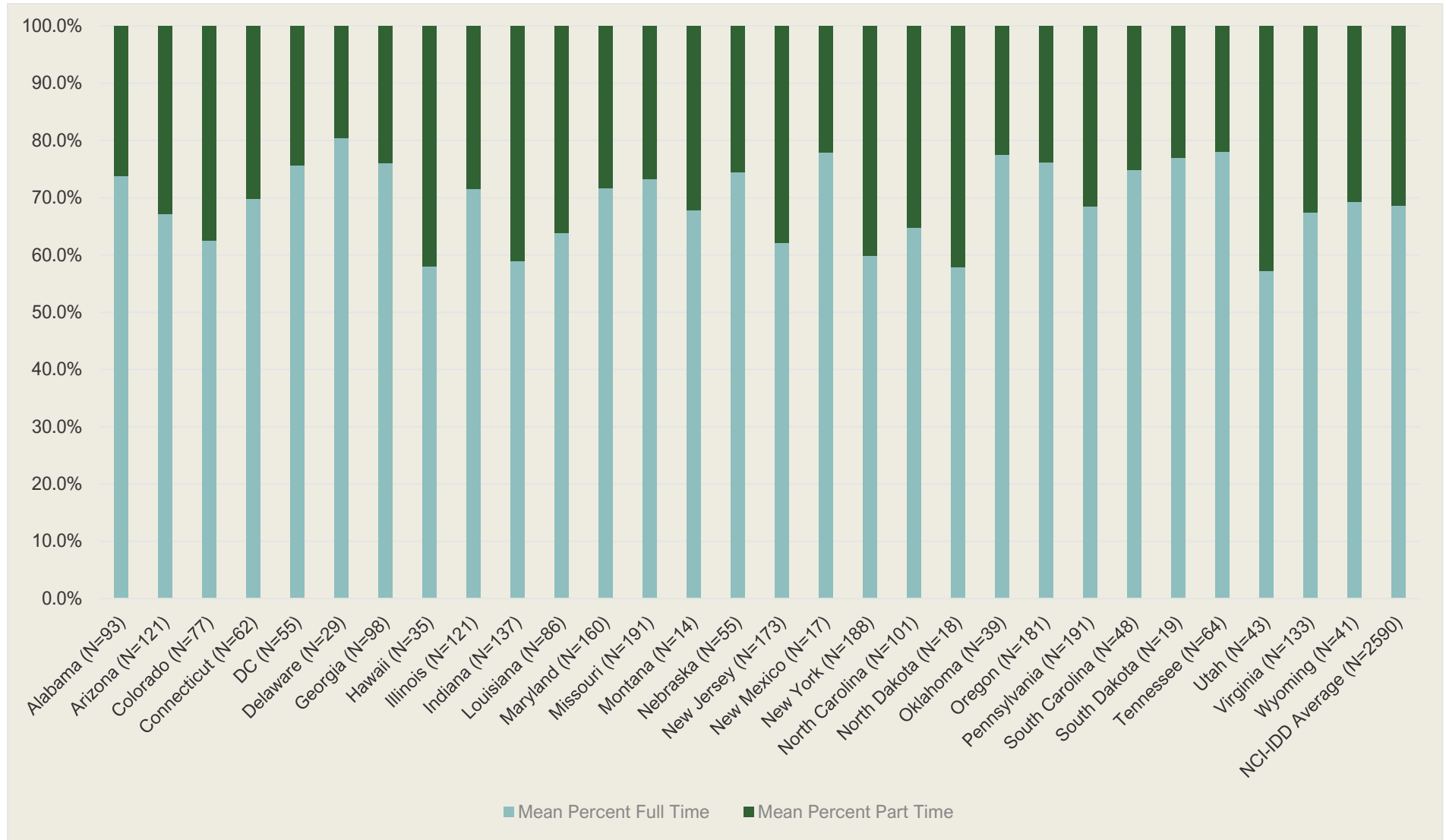
Table 19. Average percentage of agency DSPs that are *full-time and part-time*²⁸

	Mean percentage that are full-time	Mean percentage that are part-time	N
Alabama	73.8%	26.2%	93
Arizona	67.1%	32.9%	121
Colorado	62.5%	37.5%	77
Connecticut	69.8%	30.2%	62
DC	75.7%	24.3%	55
Delaware	80.5%	19.5%	29
Georgia	76.0%	24.0%	98
Hawaii	58.0%	42.0%	35
Illinois	71.5%	28.5%	121
Indiana	58.9%	41.1%	137
Louisiana	63.9%	36.1%	86
Maryland	71.7%	28.3%	160
Missouri	73.2%	26.8%	191
Montana	67.9%	32.1%	14
Nebraska	74.5%	25.5%	55
New Jersey	62.1%	37.9%	173
New Mexico	77.9%	22.1%	17
New York	59.8%	40.2%	188
North Carolina	64.9%	35.1%	101
North Dakota	57.9%	42.1%	18
Oklahoma	77.5%	22.6%	39
Oregon	76.2%	23.8%	181
Pennsylvania	68.4%	31.6%	191
South Carolina	74.8%	25.2%	48
South Dakota	77.0%	23.0%	19
Tennessee	78.1%	21.9%	64
Utah	57.2%	42.8%	43
Virginia	67.5%	32.5%	133
Wyoming	69.3%	30.7%	41
NCI-IDD Average	68.7%	31.3%	Total: 2590

²⁸Only 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”)

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Figure 4. Average Percentage of Agency Workforce That Is Full-/Part-Time²⁹



²⁹ 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”)

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Vacancy Rates

Agency vacancy rates are calculated as follows:

Vacant full-time or part-time direct support positions **divided by** total number of full-time or part-time direct support positions as of Dec. 31, 2022.

Agencies with no available full-time or part-time positions (filled and/or vacant) were assigned a vacancy rate of 0%

Table 20. Average full-time and part-time DSP vacancy rates (as of Dec. 31, 2022) ³⁰ (Range of data is bolded)

	Full-time vacancy rate	Full-time vacancy rate N	Part-time vacancy rate	Part-time vacancy rate N
Alabama	21.3%	89	22.3%	89
Arizona	11.4%	109	10.2%	107
Colorado	17.1%	71	13.6%	72
Connecticut	13.5%	57	19.3%	57
DC	8.9%	54	7.6%	54
Delaware	16.4%	28	15.7%	28
Georgia	15.0%	97	20.1%	94
Hawaii	13.9%	32	13.8%	32
Illinois	15.9%	106	21.4%	102
Indiana	15.3%	127	15.4%	128
Louisiana	12.8%	76	9.0%	76
Maryland	16.4%	148	21.3%	147
Missouri	11.0%	130	14.9%	130
Montana	21.1%	14	12.3%	14
Nebraska	18.3%	51	20.1%	51
New Jersey	14.9%	168	20.2%	169
New Mexico	20.6%	15	16.0%	14
New York	20.4%	182	24.5%	181
North Carolina	13.4%	99	13.6%	98
North Dakota	16.7%	17	22.4%	17
Oklahoma	16.7%	39	14.5%	39
Oregon	15.0%	154	13.7%	150
Pennsylvania	13.3%	188	18.1%	189
South Carolina	17.5%	46	22.0%	46
South Dakota	16.2%	19	21.4%	19
Tennessee	14.0%	57	30.5%	54
Utah	10.3%	37	14.2%	38
Virginia	16.2%	123	17.1%	123
Wyoming	11.3%	35	19.9%	35
NCI-IDD Average	15.3%	Total: 2368	17.9%	Total: 2353

³⁰ 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, 2022. 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.

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Hourly Wages³¹

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.**

NCI-IDD began including these results in the 2017 State of the Workforce report.

For further clarification on the difference between these two interpretations of average wage, see the visualization on the next page ([Figure 5](#)).

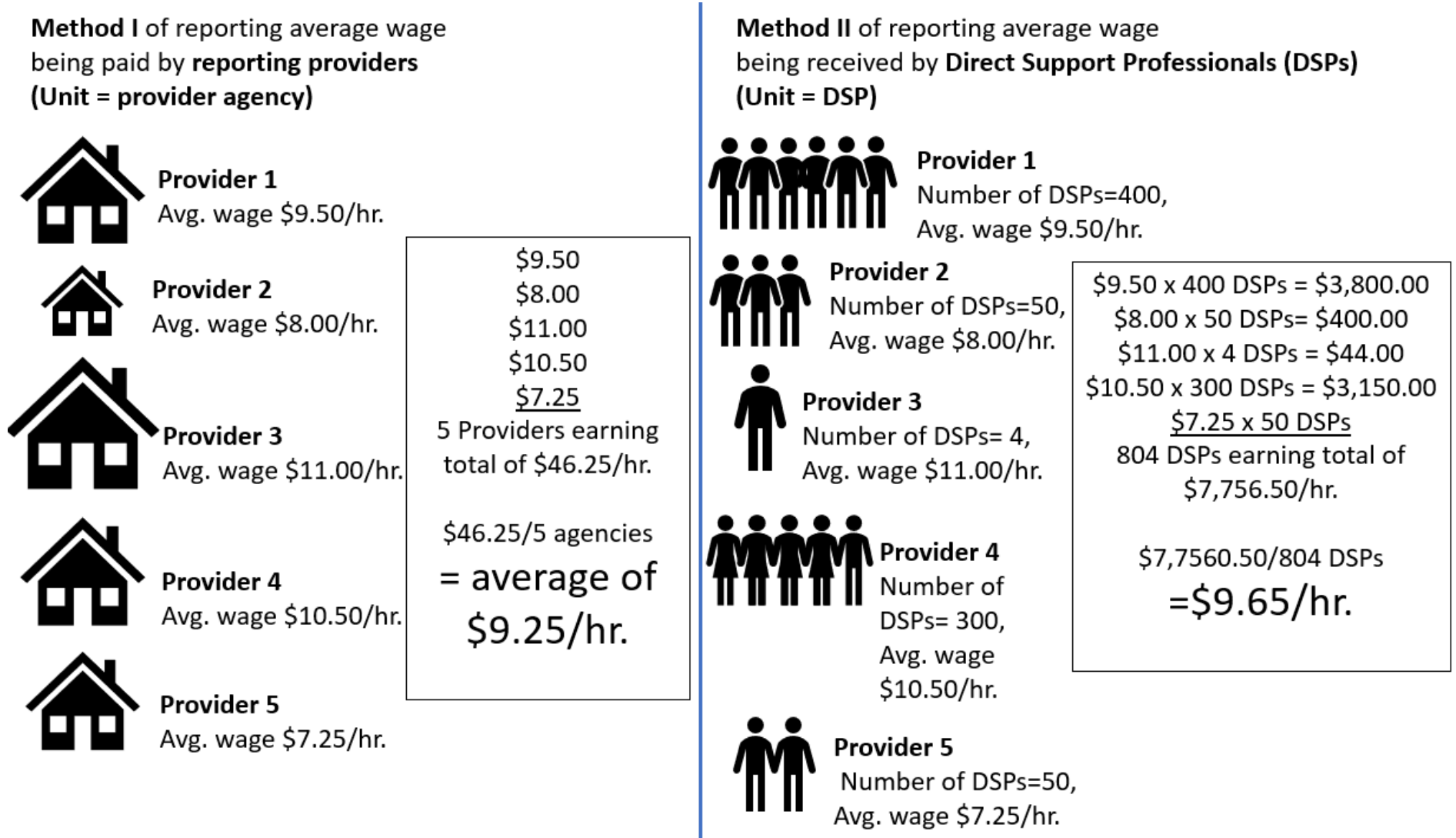
For comparable wage tables, see [Appendix C](#). For state living wage comparisons, see [Appendix D](#).

³¹ For all wage tables, we deleted all values of \$0, <\$5 and greater than or equal to \$30.

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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.**



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Table 21. Method I: Average Hourly Wage³² - All DSPs³³

	State Min. Wage ³⁴	Avg. Hourly Wage	Std Deviation	Median Hourly Wage	Min. Avg. Hourly Wage	Max. Avg. Hourly Wage	N
Alabama	7.25	11.20	2.45	10.28	7.25	24.48	123
Arizona	12.80	15.12	2.00	14.62	12.80	28.00	171
Colorado	12.56	18.31	2.16	18.00	14.00	25.74	107
Connecticut	14.00	18.13	1.57	17.70	15.00	23.00	64
DC	16.10	16.66	1.16	16.50	15.00	23.57	74
Delaware	10.50	17.86	2.24	17.76	14.50	24.15	34
Georgia	7.25	13.24	2.10	13.00	9.00	19.83	135
Hawaii	12.00	16.63	3.15	16.30	10.75	25.00	45
Illinois	12.00	16.24	2.05	15.98	12.00	26.67	142
Indiana	7.25	15.04	1.36	15.00	10.50	22.00	182
Louisiana	7.25	10.05	2.22	9.00	7.25	19.70	113
Maryland	12.50	16.15	2.11	16.00	11.00	28.65	193
Missouri	11.15	15.82	2.28	15.86	10.59	26.24	240
Montana	9.20	15.60	2.01	15.00	12.98	19.00	19
Nebraska	9.00	16.55	1.82	16.14	13.99	23.00	67
New Jersey	13.00	18.50	2.84	17.97	13.00	29.00	215
New Mexico	11.50	15.01	2.75	14.53	12.00	25.36	32
New York ³⁵	13.20	17.44	1.46	17.06	14.20	22.50	194
North Carolina	7.25	13.93	2.39	14.01	9.25	25.97	133
North Dakota	7.25	17.87	1.89	18.21	15.00	20.40	17
Oklahoma	7.25	11.87	1.67	11.79	9.00	16.00	47
Oregon	13.50	18.50	2.24	18.04	12.50	27.50	257
Pennsylvania	7.25	16.19	2.14	16.00	11.00	25.00	244
South Carolina	7.25	15.09	2.01	14.35	13.00	25.47	53
South Dakota	9.95	18.07	2.19	18.00	14.07	21.88	19
Tennessee	7.25	13.96	1.04	13.77	10.00	17.01	77
Utah	7.25	16.48	2.52	16.50	7.25	24.00	87
Virginia	11.00	15.25	2.80	15.00	10.00	28.07	181
Wyoming	7.25	14.64	3.01	14.25	6.50	28.00	77
NCI-IDD Avg.	Fed. Min. Wage \$7.25	15.79	3.02	15.98	6.50	29.00	Total: 3342

³² For all wage tables, values of \$0, <\$5 and >= \$30 were excluded. **NEW for 2022:** if agency only offers one type of service and didn't provide an overall average wage, the average wage reported for that one service replaced the missing overall average wage.

³³ 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, 2022, to Dec. 31, 2022.

³⁴ <https://www.dol.gov/whd/state/stateMinWageHis.htm>

³⁵ Minimum wage rates in New York State differ based on region. From 12/31/2021 to 12/30/2022, the minimum wage was \$15.00 in Westchester County, Long Island, and New York City, while the rest of the state had an active minimum wage of \$13.20. Information about the minimum wage in NYS can be found at: <https://www.ny.gov/new-york-states-minimum-wage/new-york-states-minimum-wage>

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Table 22. Percentage of Respondents Paying an Average Hourly Wage Above or Below the State Minimum Wage^{36, 37, 38}

	State Min. Wage ³⁹	More than 50¢ below ⁴⁰	Within 50¢ of the state min. wage	Up to 20% above	21%-40% above	41%-60% above	61%-80% above	81%-100% above	More than 100% above	N
Alabama	7.25	0.0%	0.8%	3.3%	43.9%	19.5%	18.7%	5.7%	8.1%	123
Arizona	12.80	0.0%	15.2%	49.1%	29.2%	4.7%	1.2%	0.0%	0.6%	171
Colorado	12.56	0.0%	0.0%	3.7%	40.2%	42.1%	9.3%	2.8%	1.9%	107
Connecticut	14.00	0.0%	0.0%	7.8%	79.7%	10.9%	1.6%	0.0%	0.0%	64
DC	16.10	8.1%	62.2%	27.0%	1.4%	1.4%	0.0%	0.0%	0.0%	74
Delaware	10.50	0.0%	0.0%	0.0%	2.9%	29.4%	44.1%	17.6%	5.9%	34
Georgia	7.25	0.0%	0.0%	0.0%	7.4%	17.0%	29.6%	17.8%	28.1%	135
Hawaii	12.00	2.2%	2.2%	17.8%	40.0%	17.8%	13.3%	2.2%	4.4%	45
Illinois	12.00	0.0%	1.4%	12.7%	54.2%	25.4%	4.9%	0.0%	1.4%	142
Indiana	7.25	0.0%	0.0%	0.0%	0.0%	1.1%	6.0%	25.8%	67.0%	182
Louisiana	7.25	0.0%	4.4%	3.5%	67.3%	9.7%	5.3%	3.5%	6.2%	113
Maryland	12.50	1.0%	0.5%	34.7%	46.1%	15.0%	1.0%	0.5%	1.0%	193
Missouri	11.15	0.4%	0.8%	13.8%	32.5%	32.9%	17.5%	1.7%	0.4%	240
Montana	9.20	0.0%	0.0%	0.0%	0.0%	36.8%	26.3%	26.3%	10.5%	19
Nebraska	9.00	0.0%	0.0%	0.0%	0.0%	4.5%	49.3%	32.8%	13.4%	67
New Jersey	13.00	0.0%	0.9%	9.3%	46.5%	27.0%	9.8%	4.2%	2.3%	215
New Mexico	11.50	0.0%	6.3%	31.3%	40.6%	15.6%	0.0%	3.1%	3.1%	32
New York	13.20	0.0%	0.0%	9.8%	68.0%	20.1%	2.1%	0.0%	0.0%	194
North Carolina	7.25	0.0%	0.0%	0.0%	6.8%	10.5%	21.1%	18.8%	42.9%	133
North Dakota	7.25	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	17
Oklahoma	7.25	0.0%	0.0%	0.0%	19.1%	27.7%	36.2%	4.3%	12.8%	47
Oregon	13.50	0.4%	1.2%	14.0%	42.4%	34.2%	5.1%	2.3%	0.4%	257
Pennsylvania	7.25	0.0%	0.0%	0.0%	0.0%	1.2%	6.1%	12.3%	80.3%	244
South Carolina	7.25	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%	49.1%	47.2%	53
South Dakota	9.95	0.0%	0.0%	0.0%	0.0%	21.1%	26.3%	26.3%	26.3%	19
Tennessee	7.25	0.0%	0.0%	0.0%	1.3%	0.0%	14.3%	59.7%	24.7%	77
Utah	7.25	0.0%	1.1%	0.0%	1.1%	0.0%	5.7%	5.7%	86.2%	87
Virginia	11.00	0.6%	3.3%	20.4%	38.1%	20.4%	8.3%	6.1%	2.8%	181
Wyoming	7.25	1.3%	1.3%	0.0%	1.3%	2.6%	18.2%	35.1%	40.3%	77
NCI-IDD Avg.	Fed Min Wage: \$7.25	0.5%	2.9%	12.0%	28.1%	15.6%	11.2%	10.4%	19.3%	3342

³⁶ The wages used in this table were calculated using Method I as described in Figure 5.

³⁷ For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. **NEW for 2022:** if agency only offers one type of service and didn't provide an overall average wage, the average wage reported for that one service replaced the missing overall average wage.

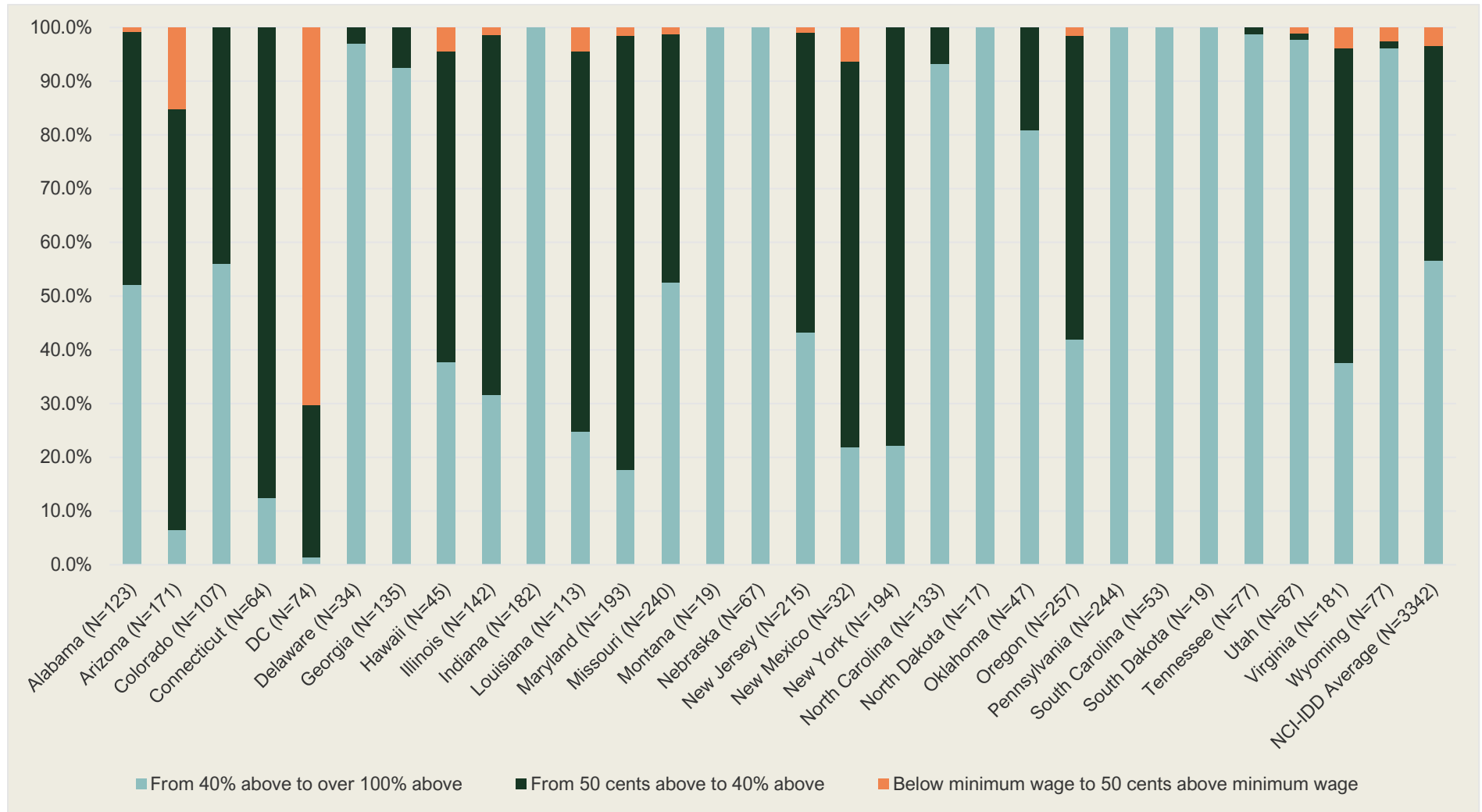
³⁸ Overtime wages and wage bonuses not included. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or primary host-home/foster-care providers. Refers to the period of Jan 1, 2022 to Dec 31, 2022.

³⁹ <https://www.dol.gov/whd/state/stateMinWageHis.htm>

⁴⁰ 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.

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Figure 6. Relationship Between State Minimum Wage and Average Hourly Wages Reported by Provider Agencies ^{41,42}



⁴¹ The wages used in this table were calculated using Method I (see Figure 5)

⁴² For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. NEW for 2022: if agency only offers one type of service and didn't provide an overall average wage, the average wage reported for that one service replaced the missing overall average wage.

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Table 23. Method II: Average wage received by DSPs⁴³

	Method II Average Wage	N
Alabama	11.63	123
Arizona	14.90	171
Colorado	18.04	107
Connecticut	17.99	64
DC	16.66	74
Delaware	17.81	34
Georgia	12.70	135
Hawaii	16.46	45
Illinois	16.39	142
Indiana	14.96	182
Louisiana	10.96	113
Maryland	16.50	193
Missouri	16.98	240
Montana	15.56	19
Nebraska	16.18	67
New Jersey	17.94	215
New Mexico	15.19	32
New York	17.47	194
North Carolina	14.20	133
North Dakota	18.57	17
Oklahoma	11.72	47
Oregon	20.19	257
Pennsylvania	16.59	244
South Carolina	14.70	53
South Dakota	18.64	19
Tennessee	14.06	77
Utah	17.01	87
Virginia	15.51	181
Wyoming	14.55	77
Unweighted NCI-IDD Average	16.13	Total: 3342

⁴³ Refers to the period of Jan. 1, 2022 to Dec. 31, 2022.

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Table 24. Average **Starting Hourly Wage**⁴⁴ 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
Alabama	10.41	2.10	10.00	7.25	21.31	128
Arizona	14.59	1.69	14.08	12.00	27.00	171
Colorado	17.48	2.00	17.01	14.00	25.61	110
Connecticut	17.19	0.67	17.25	15.00	19.50	64
DC	16.41	1.09	16.10	15.00	23.57	74
Delaware	17.10	1.86	17.00	14.11	23.00	33
Georgia	12.51	2.02	12.00	8.00	18.92	141
Hawaii	15.45	2.52	15.00	10.75	22.00	47
Illinois	15.31	1.94	15.06	11.50	26.67	144
Indiana	14.58	1.37	14.50	11.00	22.00	184
Louisiana	9.52	1.59	9.00	7.25	18.60	114
Maryland	15.51	1.76	15.00	11.00	24.72	197
Missouri	14.86	2.17	15.00	9.00	20.75	246
Montana	14.90	2.24	15.00	11.00	18.75	19
Nebraska	15.56	1.83	15.25	10.50	23.00	68
New Jersey	17.52	2.32	17.00	13.00	29.00	221
New Mexico	13.55	2.06	13.07	11.00	22.00	32
New York	16.53	1.39	16.33	14.20	22.50	195
North Carolina	13.25	2.03	13.50	8.50	19.06	136
North Dakota	16.13	1.59	15.50	14.00	19.00	17
Oklahoma	11.08	1.50	11.00	8.25	15.00	50
Oregon	17.39	1.99	17.28	12.50	25.00	274
Pennsylvania	15.38	2.24	15.00	6.00	25.00	247
South Carolina	13.99	1.41	13.33	13.00	20.00	53
South Dakota	15.84	1.28	15.60	13.00	18.71	19
Tennessee	13.40	1.00	13.75	10.00	16.00	80
Utah	15.53	2.57	15.27	7.25	25.00	88
Virginia	14.48	2.60	14.00	10.00	28.96	187
Wyoming	13.96	2.75	13.22	7.53	28.00	76
NCI-IDD Average	15.13	2.61	15.00	6.00	29.00	Total: 3415

⁴⁴ For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. **NEW for 2022:** if agency only offers one type of service and didn't provide an overall starting wage, the starting wage reported for that one service replaced the missing overall starting wage. 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, 2022 to Dec. 31, 2022.

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Table 25. Wages⁴⁵ Paid by Responding Agencies – DSPs Providing Residential Supports (Calculated using Method I)

	Avg. Starting Hourly Wage	Std. Deviation	Median Starting Hourly Wage	Min Avg. Starting Hourly Wage	Max. Avg. Starting Hourly Wage	N	Avg. Hourly Wage	Std. Deviation	Median Hourly Wage	Min. Avg. Hourly Wage	Max. Avg. Hourly Wage	N
Alabama	10.04	1.54	10.00	7.25	14.78	102	10.73	1.83	10.00	7.25	18.72	98
Arizona	14.59	2.31	14.00	5.21	27.00	88	15.01	2.76	14.29	5.21	28.00	87
Colorado	17.31	1.95	17.50	14.00	23.00	45	18.43	2.38	18.00	14.00	29.33	46
Connecticut	17.24	0.47	17.25	16.50	19.10	41	18.05	1.31	17.70	16.50	22.53	43
DC	16.51	1.32	16.27	15.00	25.00	55	16.67	1.33	16.50	15.00	25.00	54
Delaware	16.44	1.42	16.50	14.03	20.00	19	16.78	1.30	16.38	15.00	20.00	18
Georgia	12.46	1.87	12.00	9.00	18.00	93	12.84	1.91	13.00	9.00	19.00	91
Hawaii	14.06	2.72	13.26	11.05	21.00	16	14.55	2.85	13.85	11.05	21.00	15
Illinois	15.44	1.76	15.25	12.75	25.00	113	16.15	1.78	16.00	13.00	25.00	107
Indiana	14.57	1.03	15.00	11.00	16.75	109	14.99	1.14	15.00	10.50	17.50	110
Louisiana	10.11	1.59	9.75	8.00	15.55	40	10.87	2.30	10.08	8.00	18.78	40
Maryland	15.25	1.44	15.00	11.00	19.42	157	15.75	1.55	15.67	11.00	20.00	152
Missouri	14.89	2.10	15.00	11.00	20.00	162	15.85	2.09	15.97	11.15	20.00	154
Montana	14.85	2.41	15.00	11.00	18.20	13	15.89	1.95	15.00	13.20	19.00	13
Nebraska	15.36	1.54	15.27	12.50	20.00	39	16.02	1.38	16.00	14.00	20.00	40
New Jersey	17.24	1.93	17.00	14.25	25.00	88	18.03	2.22	17.67	15.00	25.58	85
New Mexico	13.16	1.58	12.50	11.00	16.25	22	14.92	2.76	14.10	12.00	25.36	22
New York	16.37	1.15	16.15	14.00	22.63	137	17.39	1.30	17.23	15.00	21.93	137
North Carolina	13.42	2.34	13.82	9.25	20.00	87	13.84	2.29	14.40	9.25	20.00	87
North Dakota	16.23	1.70	15.14	14.00	19.00	14	18.12	1.87	18.54	15.00	20.91	14
Oklahoma	11.07	1.52	11.00	8.40	15.00	40	11.78	1.49	11.79	9.00	15.00	37
Oregon	17.16	1.73	17.00	12.75	25.00	213	18.22	2.02	18.00	12.50	26.44	195
Pennsylvania	15.53	1.81	15.11	10.00	21.00	132	16.38	1.85	16.15	12.00	21.00	132
South Carolina	13.81	1.07	13.20	13.00	17.00	49	14.75	1.17	14.31	13.00	17.93	49
South Dakota	15.79	1.18	16.00	13.00	17.51	17	17.98	2.07	17.98	14.07	22.86	18
Tennessee	13.40	0.99	13.75	10.00	16.00	67	14.07	1.01	13.84	11.96	17.01	67
Utah	15.37	2.00	15.00	9.00	20.00	55	16.27	1.79	16.49	9.50	20.00	54
Virginia	14.26	2.54	14.00	10.00	28.96	141	14.88	2.74	14.30	10.00	28.07	131
Wyoming	13.93	2.35	13.50	7.53	20.00	55	14.75	2.66	14.48	7.53	25.00	55
NCI-IDD Average	14.98	2.42	15.00	5.21	28.96	Total2209	15.68	2.58	15.76	5.21	29.33	Total 2151

⁴⁵ For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 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, 2022, to Dec. 31, 2022.

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Table 26. Wages⁴⁶ Paid by Responding Agencies – DSPs Providing In-Home Supports (Calculated using Method I)

	Average Starting Hourly Wage	Std. Deviation	Median Starting Hourly Wage	Min. Avg. Starting Hourly Wage	Max. Avg. Starting Hourly Wage	N	Average Hourly Wage	Std. Deviation	Median Hourly Wage	Minimum Avg. Hourly Wage	Maximum Avg. Hourly Wage	N
Alabama	10.38	1.41	10.00	8.36	15.00	32	11.37	1.74	10.96	9.00	16.68	32
Arizona	14.49	1.67	14.14	12.50	27.00	109	14.89	1.81	14.73	12.80	28.00	108
Colorado	17.11	1.95	16.67	15.00	23.00	56	18.28	2.86	17.53	15.00	29.33	51
Connecticut	17.54	1.61	17.25	16.50	27.03	42	17.88	1.92	17.70	10.02	25.15	43
DC	16.30	0.47	16.10	15.00	18.00	42	16.48	0.66	16.50	15.00	18.50	42
Delaware	15.88	1.00	16.25	14.00	17.00	6	16.66	1.19	16.25	15.43	18.95	6
Georgia	12.58	1.87	12.03	8.00	17.00	74	13.04	1.93	12.40	10.00	18.00	72
Hawaii	15.73	2.44	15.24	12.00	22.00	36	16.58	3.32	16.00	10.64	25.00	35
Illinois	15.73	2.50	15.45	11.50	26.67	53	16.70	2.28	16.12	13.00	26.67	53
Indiana	14.51	1.37	14.50	11.00	22.00	157	14.83	1.35	15.00	10.50	22.00	154
Louisiana	9.14	0.82	9.00	7.25	12.00	86	9.43	1.07	9.00	7.25	13.25	84
Maryland	15.63	1.60	15.50	11.00	20.00	127	16.03	1.67	16.00	11.00	21.00	124
Missouri	14.98	2.04	15.00	9.00	20.00	121	15.91	2.19	15.94	10.59	20.58	117
Montana	14.46	2.21	14.00	11.50	19.60	15	15.13	2.18	15.00	11.95	20.10	15
Nebraska	15.64	2.28	15.33	10.50	24.00	53	16.59	2.06	16.00	13.72	24.00	53
New Jersey	17.82	2.69	17.00	14.00	29.00	121	18.26	2.68	17.50	14.19	29.00	116
New Mexico	12.77	0.97	12.75	11.50	15.00	18	14.73	3.11	13.50	12.00	25.36	18
New York	16.47	1.52	16.15	14.10	22.00	120	17.19	1.60	17.00	14.95	22.29	121
North Carolina	12.97	1.97	13.00	9.25	17.60	71	13.75	2.51	14.00	9.25	25.97	70
North Dakota	16.14	1.63	15.50	14.00	19.00	15	17.92	1.61	18.04	15.00	20.40	15
Oklahoma	10.81	1.40	10.04	8.40	15.00	37	11.66	2.24	11.25	9.00	21.60	35
Oregon	18.50	2.40	18.00	13.50	25.00	71	19.73	2.26	19.50	14.00	25.00	70
Pennsylvania	15.24	2.22	15.00	5.00	21.00	138	16.01	2.06	16.00	11.00	21.43	132
South Carolina	13.49	1.45	13.00	9.25	16.71	24	14.09	1.93	13.99	9.71	19.51	24
South Dakota	15.59	0.82	15.42	14.46	17.01	16	18.38	2.15	18.00	15.21	22.15	17
Tennessee	13.45	0.88	13.75	10.83	16.00	56	14.02	0.97	13.83	10.83	17.00	57
Utah	15.91	2.20	16.00	10.42	24.00	53	16.72	1.78	16.70	12.50	24.00	51
Virginia	13.98	1.75	14.00	11.00	18.00	32	14.85	2.18	14.73	11.00	19.60	33
Wyoming	13.96	2.58	13.39	11.50	28.00	57	14.81	2.84	14.23	10.00	28.00	59
NCI-IDD Average	15.12	2.58	15.00	5.00	29.00	Total 1838	15.77	2.73	15.60	7.25	29.33	Total 1807

⁴⁶ For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 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, 2022 to Dec. 31, 2022.

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Table 27. Wages⁴⁷ 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. Avg. Starting Hourly Wage	N	Avg. Hourly Wage	Std. Deviation	Median Hourly Wage	Min. Avg. Hourly Wage (\$)	Max. Avg. Hourly Wage (\$)	N
Alabama	11.32	2.56	10.75	7.25	22.33	53	12.31	2.48	12.00	8.10	22.33	53
Arizona	14.58	1.42	14.09	12.25	19.00	84	15.22	1.61	14.87	12.80	21.00	84
Colorado	17.32	2.11	17.00	14.00	25.61	93	18.24	2.07	18.00	14.00	25.61	87
Connecticut	17.21	2.00	17.25	7.00	27.03	57	18.21	1.56	17.75	15.00	23.00	55
DC	16.64	1.44	16.20	15.50	23.57	37	16.79	1.47	16.50	15.20	23.57	38
Delaware	17.04	1.73	17.00	14.06	21.00	14	18.11	1.75	18.00	15.43	21.00	15
Georgia	12.55	2.12	12.25	8.00	18.92	97	13.26	2.18	13.00	9.00	19.83	96
Hawaii	15.13	2.45	15.00	10.50	21.00	39	15.99	2.76	16.00	10.75	24.91	39
Illinois	15.39	1.68	15.39	12.00	21.50	87	16.47	1.83	16.32	12.00	20.86	84
Indiana	14.53	1.36	14.50	10.00	19.00	131	14.98	1.45	15.00	10.00	21.00	130
Louisiana	10.01	1.84	9.00	8.00	18.60	37	10.81	2.56	10.00	8.00	19.70	37
Maryland	15.75	1.80	15.50	11.00	24.72	159	16.38	2.20	16.00	11.00	28.65	156
Missouri	15.47	2.13	15.60	9.00	20.75	135	16.36	2.25	16.35	10.59	26.24	134
Montana	14.66	2.21	15.00	11.00	18.45	17	15.84	2.35	15.00	12.98	20.45	17
Nebraska	15.33	1.69	15.25	10.50	20.00	57	16.35	1.65	16.00	13.91	21.62	57
New Jersey	17.45	2.10	17.00	13.00	25.00	159	18.50	2.70	17.96	13.00	29.00	156
New Mexico	13.96	2.30	13.56	11.50	22.00	25	15.46	2.91	15.25	12.00	25.36	25
New York	16.64	1.43	16.43	14.42	23.00	164	17.72	1.56	17.48	14.93	23.00	164
North Carolina	13.46	1.89	13.99	8.50	17.60	98	14.05	2.03	14.33	9.25	20.00	95
North Dakota	15.84	1.57	15.52	13.46	19.00	15	18.16	1.95	18.30	15.04	21.35	14
Oklahoma	10.81	1.70	10.00	8.25	15.19	34	11.82	1.91	11.64	9.00	16.00	34
Oregon	17.97	2.00	18.00	13.50	24.00	69	19.30	2.36	19.12	14.00	27.50	70
Pennsylvania	15.71	2.15	15.50	10.04	25.00	141	16.49	2.20	16.23	11.50	25.00	143
South Carolina	14.00	1.55	13.30	12.00	20.00	40	14.96	2.35	14.38	10.00	25.47	42
South Dakota	15.87	1.06	15.62	14.46	18.19	17	18.01	1.54	18.29	15.34	20.34	17
Tennessee	13.45	1.10	13.75	10.00	16.50	62	14.09	1.00	14.00	11.96	17.01	64
Utah	15.44	2.46	15.50	7.25	23.00	67	16.45	2.53	16.93	7.25	23.07	64
Virginia	14.83	2.67	14.51	10.00	24.56	74	15.84	3.13	15.13	10.00	24.27	73
Wyoming	14.01	2.49	14.00	11.00	28.00	68	14.74	2.70	14.25	10.00	28.00	70
NCI-IDD Average	15.29	2.42	15.00	7.00	28.00	Total: 2130	16.12	2.65	16.00	7.25	29.00	Total: 2113

47 For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 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, 2022, to Dec. 31, 2022.

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Table 28. Agency uses different pay scales for full-time DSPs and part-time DSPs^{48, 49}

	Percent	N
Alabama	9.9%	91
Arizona	2.5%	121
Colorado	6.5%	77
Connecticut	4.8%	62
DC	5.4%	56
Delaware	6.9%	29
Georgia	17.3%	98
Hawaii	8.3%	36
Illinois	9.9%	121
Indiana	1.4%	141
Louisiana	8.0%	88
Maryland	6.9%	160
Missouri	7.4%	188
Montana	0.0%	13
Nebraska	3.6%	55
New Jersey	14.1%	170
New Mexico	11.1%	18
New York	10.2%	186
North Carolina	15.7%	102
North Dakota	0.0%	17
Oklahoma	10.3%	39
Oregon	11.6%	181
Pennsylvania	9.4%	191
South Carolina	8.3%	48
South Dakota	21.1%	19
Tennessee	6.3%	64
Utah	14.0%	43
Virginia	18.2%	132
Wyoming	12.2%	41
NCI-IDD Average	8.6%	Total: 2587

⁴⁸ In other words, starting wages and/or raise calculations differ for part-time DSPs versus full-time DSPs.

⁴⁹ Only reported for those agencies that reported differentiating between full- and part-time DSPs

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Table 29. Agency uses different pay scales for DSPs who can communicate in languages other than English⁵⁰

	Percent	N
Alabama	7.0%	129
Arizona	4.5%	177
Colorado	9.7%	113
Connecticut	1.5%	68
DC	12.7%	79
Delaware	14.3%	35
Georgia	13.3%	143
Hawaii	2.0%	49
Illinois	5.4%	147
Indiana	7.5%	187
Louisiana	2.5%	118
Maryland	6.5%	201
Missouri	3.6%	253
Montana	0.0%	18
Nebraska	12.1%	66
New Jersey	6.6%	228
New Mexico	9.1%	33
New York	6.0%	201
North Carolina	15.4%	143
North Dakota	0.0%	17
Oklahoma	2.0%	51
Oregon	8.4%	287
Pennsylvania	6.8%	251
South Carolina	0.0%	54
South Dakota	0.0%	19
Tennessee	1.2%	82
Utah	1.1%	90
Virginia	6.7%	193
Wyoming	2.4%	82
NCI-IDD Average	6.7%	Total: 3514

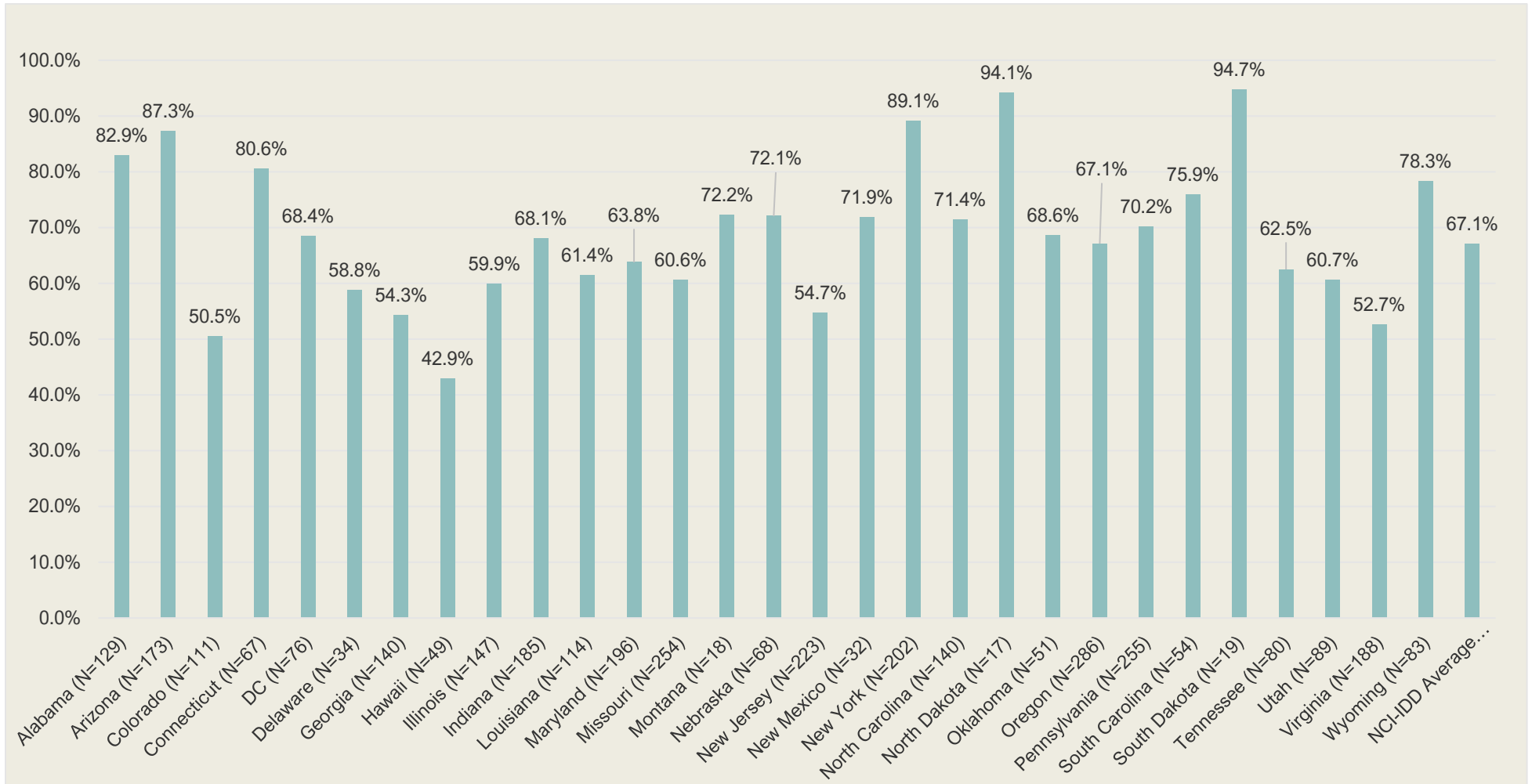
⁵⁰ In other words, starting wages and/or raise calculations differ for DSPs who can communicate in different languages.

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Bonuses

A bonus is wage compensation supplemental to salary or wages. Bonuses are typically given at intervals less frequent than payroll.

Figure 7. Percentage of responding agencies that gave bonuses to DSPs between Jan. 1, 2022 and Dec. 31, 2022



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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 State of the Workforce Survey tool, and subsequent surveys have included these revisions.

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Table 30. Agency provides any paid time off to DSPs (supporting adults with IDD)

	Percent	N
Alabama	54.6%	130
Arizona	85.1%	175
Colorado	79.6%	113
Connecticut	97.1%	69
DC	65.8%	79
Delaware	97.1%	35
Georgia	65.7%	143
Hawaii	64.6%	48
Illinois	90.5%	148
Indiana	73.8%	187
Louisiana	42.7%	117
Maryland	80.3%	203
Missouri	83.1%	255
Montana	84.2%	19
Nebraska	76.5%	68
New Jersey	83.5%	230
New Mexico	93.5%	31
New York	94.7%	206
North Carolina	57.6%	144
North Dakota	100.0%	18
Oklahoma	94.1%	51
Oregon	63.3%	289
Pennsylvania	81.1%	254
South Carolina	98.1%	54
South Dakota	100.0%	19
Tennessee	85.4%	82
Utah	46.7%	90
Virginia	58.9%	190
Wyoming	48.2%	83
NCI-IDD Average	74.7%	Total: 3530

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Table 31. Offer Pooled Paid Time Off ⁵¹ (and Requirements for Eligibility)

	Offer pooled PTO to some or all DSPs	N	Must be full time ⁵²	Must work a minimum amount of time in a defined period ⁵³	Must be employed a minimum length of time	All DSPs are eligible	N (Subset offering this benefit)
Alabama	28.2%	71	70.0%	40.0%	55.0%	10.0%	20
Arizona	21.6%	148	37.5%	25.0%	31.3%	40.6%	32
Colorado	31.1%	90	42.9%	67.9%	21.4%	14.3%	28
Connecticut	34.3%	67	21.7%	39.1%	52.2%	30.4%	23
DC	19.6%	51	50.0%	40.0%	50.0%	20.0%	10
Delaware	38.2%	34	61.5%	53.8%	53.8%	15.4%	13
Georgia	38.3%	94	69.4%	33.3%	47.2%	13.9%	36
Hawaii	31.3%	32	40.0%	40.0%	70.0%	10.0%	10
Illinois	24.8%	133	39.4%	51.5%	51.5%	15.2%	33
Indiana	44.9%	138	61.3%	40.3%	54.8%	14.5%	62
Louisiana	30.0%	50	66.7%	60.0%	73.3%	13.3%	15
Maryland	28.4%	162	47.8%	34.8%	23.9%	26.1%	46
Missouri	30.2%	212	59.4%	45.3%	60.9%	15.6%	64
Montana	31.3%	16	20.0%	60.0%	60.0%	40.0%	5
Nebraska	51.9%	52	63.0%	51.9%	51.9%	18.5%	27
New Jersey	25.1%	191	39.6%	33.3%	29.2%	37.5%	48
New Mexico	42.9%	28	8.3%	33.3%	25.0%	66.7%	12
New York	25.0%	192	37.5%	66.7%	29.2%	14.6%	48
North Carolina	34.9%	83	41.4%	48.3%	51.7%	17.2%	29
North Dakota	33.3%	18	66.7%	33.3%	0.0%	16.7%	6
Oklahoma	23.4%	47	72.7%	36.4%	45.5%	18.2%	11
Oregon	35.4%	181	15.6%	18.8%	39.1%	50.0%	64
Pennsylvania	52.9%	204	41.7%	44.4%	40.7%	24.1%	108
South Carolina	23.1%	52	41.7%	66.7%	83.3%	0.0%	12
South Dakota	15.8%	19					
Tennessee	45.7%	70	62.5%	43.8%	56.3%	6.3%	32
Utah	42.9%	42	55.6%	38.9%	66.7%	0.0%	18
Virginia	34.8%	112	53.8%	23.1%	38.5%	17.9%	39
Wyoming	43.6%	39	52.9%	29.4%	47.1%	29.4%	17
NCI-IDD Average	33.9%	Total: 2628	48.8%	41.1%	45.4%	21.9%	871

⁵¹“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.; Data with Ns of three (3) or fewer have been suppressed

⁵² There are 52 cases that did not report that they distinguish between full- and part-time DSPs but chose this option. They are included.

⁵³ For example, must work 35 hours/week, 18 days/month, etc.

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. • 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. Offer Paid Sick Time⁵⁴ (and Requirements for Eligibility)

	Offer paid sick time to some or all DSPs	N	Must be full time ⁵⁵	Must work a minimum amount of time in a defined period ⁵⁶	Must be employed a minimum length of time	All DSPs are eligible	N (Subset offering this benefit)
Alabama	63.2%	68	72.1%	30.2%	44.2%	11.6%	43
Arizona	99.3%	135	7.5%	14.9%	17.9%	66.4%	134
Colorado	79.5%	84	11.9%	20.9%	6.0%	70.1%	67
Connecticut	84.5%	58	26.5%	40.8%	26.5%	36.7%	49
DC	83.7%	49	31.7%	26.8%	34.1%	46.3%	41
Delaware	59.4%	32	63.2%	47.4%	68.4%	0.0%	19
Georgia	59.3%	86	62.7%	27.5%	54.9%	13.7%	51
Hawaii	55.6%	27	46.7%	40.0%	40.0%	33.3%	15
Illinois	81.1%	127	47.6%	34.0%	30.1%	22.3%	103
Indiana	45.2%	126	70.2%	42.1%	61.4%	8.8%	57
Louisiana	55.6%	45	76.0%	40.0%	40.0%	12.0%	25
Maryland	87.2%	149	24.6%	38.5%	28.5%	40.0%	130
Missouri	54.1%	196	61.3%	35.8%	48.1%	15.1%	106
Montana	71.4%	14	20.0%	40.0%	40.0%	40.0%	10
Nebraska	55.3%	47	50.0%	23.1%	34.6%	23.1%	26
New Jersey	92.9%	168	19.9%	25.6%	23.1%	53.8%	156
New Mexico	95.0%	20	5.3%	5.3%	5.3%	84.2%	19
New York	94.0%	182	10.5%	22.2%	17.0%	68.4%	171
North Carolina	51.9%	77	72.5%	30.0%	32.5%	12.5%	40
North Dakota	58.8%	17	60.0%	30.0%	30.0%	10.0%	10
Oklahoma	54.5%	44	70.8%	50.0%	58.3%	4.2%	24
Oregon	84.0%	144	11.6%	14.9%	32.2%	57.0%	121
Pennsylvania	58.8%	170	45.0%	33.0%	38.0%	24.0%	100
South Carolina	73.1%	52	78.9%	36.8%	18.4%	7.9%	38
South Dakota	84.2%	19	87.5%	25.0%	43.8%	0.0%	16
Tennessee	41.2%	68	60.7%	32.1%	57.1%	7.1%	28
Utah	45.0%	40	44.4%	11.1%	50.0%	11.1%	18
Virginia	53.8%	104	64.3%	25.0%	33.9%	17.9%	56
Wyoming	39.4%	33	23.1%	53.8%	46.2%	30.8%	13
NCI-IDD Average	70.0%	Total 2381	36.6%	29.7%	32.9%	36.9%	Total 1686

⁵⁴ 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.

⁵⁵ There are 80 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.

⁵⁶ For example, must work 35 hours/week, 18 days/month, etc.

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. • 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. Offer Paid Vacation Time⁵⁷ (and Requirements for Eligibility)

	Offer paid vacation time to some or all DSPs		Must be full time ⁵⁸	Must work a minimum amount of time in a defined period ⁵⁹	Must be employed a minimum length of time	All DSPs are eligible	N (Subset offering this benefit)
		N					
Alabama	80.9%	68	75.6%	29.3%	43.9%	12.2%	41
Arizona	60.9%	133	44.4%	35.8%	44.4%	17.3%	81
Colorado	67.5%	83	46.0%	38.0%	34.0%	22.0%	50
Connecticut	76.3%	59	52.4%	38.1%	47.6%	16.7%	42
DC	83.7%	49	52.8%	33.3%	41.7%	30.6%	36
Delaware	71.9%	32	58.8%	47.1%	64.7%	0.0%	17
Georgia	74.4%	86	61.7%	27.7%	59.6%	14.9%	47
Hawaii	78.6%	28	57.1%	42.9%	50.0%	14.3%	14
Illinois	86.7%	128	55.6%	39.4%	42.4%	11.1%	99
Indiana	63.2%	125	68.5%	44.4%	59.3%	11.1%	54
Louisiana	86.7%	45	82.6%	43.5%	47.8%	8.7%	23
Maryland	79.2%	149	58.2%	41.8%	39.1%	11.8%	110
Missouri	76.0%	196	60.6%	41.4%	50.5%	13.1%	99
Montana	71.4%	14	22.2%	33.3%	44.4%	44.4%	9
Nebraska	58.7%	46	52.2%	30.4%	43.5%	17.4%	23
New Jersey	75.0%	168	54.8%	38.7%	41.1%	15.3%	124
New Mexico	80.0%	20	37.5%	37.5%	43.8%	37.5%	16
New York	84.1%	182	48.7%	58.0%	45.3%	8.0%	150
North Carolina	76.6%	77	74.4%	25.6%	35.9%	12.8%	39
North Dakota	70.6%	17	55.6%	44.4%	33.3%	11.1%	9
Oklahoma	77.8%	45	70.8%	45.8%	70.8%	8.3%	24
Oregon	71.0%	145	31.9%	25.5%	55.3%	21.3%	94
Pennsylvania	72.9%	170	51.0%	35.4%	46.9%	11.5%	96
South Carolina	75.0%	52	81.1%	29.7%	24.3%	8.1%	37
South Dakota	84.2%	19	56.3%	31.3%	56.3%	12.5%	16
Tennessee	61.8%	68	59.3%	33.3%	59.3%	7.4%	27
Utah	62.5%	40	50.0%	16.7%	44.4%	0.0%	18
Virginia	72.4%	105	70.4%	20.4%	33.3%	13.0%	54
Wyoming	69.7%	33	30.8%	61.5%	61.5%	23.1%	13
NCI-IDD Average	73.6%	Total 2383	55.6%	38.7%	45.9%	13.7%	Total 1462

⁵⁷ 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

⁵⁸ There are 129 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.

⁵⁹ For example, must work 35 hours/week, 18 days/month, etc.

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. • 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. Offer Paid Personal Time⁶⁰ (and Requirements for Eligibility)

	Offer paid personal time to some or all DSPs	N	Must be full time ⁶¹	Must work a minimum amount of time in a defined period ⁶²	Must be employed a minimum length of time	All DSPs are eligible	N (Subset offering this benefit)
Alabama	36.8%	68	75.0%	30.0%	50.0%	15.0%	20
Arizona	26.1%	134	42.9%	37.1%	42.9%	25.7%	35
Colorado	45.8%	82	32.4%	32.4%	20.6%	38.2%	34
Connecticut	54.2%	59	35.5%	29.0%	45.2%	19.4%	31
DC	38.8%	49	43.8%	37.5%	62.5%	18.8%	16
Delaware	62.5%	32	61.1%	38.9%	72.2%	0.0%	18
Georgia	34.1%	85	50.0%	29.2%	45.8%	16.7%	24
Hawaii	39.3%	28	57.1%	28.6%	57.1%	14.3%	7
Illinois	64.6%	127	53.2%	36.4%	39.0%	10.4%	77
Indiana	38.9%	126	69.7%	42.4%	57.6%	9.1%	33
Louisiana	31.8%	44	72.7%	36.4%	54.5%	9.1%	11
Maryland	51.7%	149	57.5%	35.6%	41.1%	12.3%	73
Missouri	39.6%	197	58.8%	31.4%	51.0%	15.7%	51
Montana	28.6%	14	25.0%	50.0%	25.0%	25.0%	4
Nebraska	27.7%	47	72.7%	27.3%	45.5%	18.2%	11
New Jersey	59.0%	166	48.4%	41.1%	43.2%	20.0%	95
New Mexico	75.0%	20	33.3%	33.3%	46.7%	33.3%	15
New York	61.1%	180	49.1%	53.7%	44.4%	12.0%	108
North Carolina	31.2%	77	58.8%	35.3%	58.8%	17.6%	17
North Dakota	23.5%	17					
Oklahoma	36.4%	44	71.4%	42.9%	42.9%	14.3%	7
Oregon	30.6%	144	21.1%	26.3%	50.0%	28.9%	38
Pennsylvania	45.3%	170	51.5%	39.4%	45.5%	12.1%	66
South Carolina	42.3%	52	66.7%	33.3%	22.2%	11.1%	18
South Dakota	26.3%	19	100.0%	0.0%	25.0%	0.0%	4
Tennessee	42.6%	68	37.5%	31.3%	62.5%	12.5%	16
Utah	39.0%	41	27.3%	18.2%	54.5%	9.1%	11
Virginia	36.2%	105	64.3%	39.3%	35.7%	14.3%	28
Wyoming	39.4%	33	28.6%	28.6%	28.6%	57.1%	7
NCI-IDD Average	43.1%	Total 2378	53.1%	37.2%	45.5%	15.7%	Total 878

⁶⁰ 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; Data with Ns of three (3) or fewer have been suppressed

⁶¹ There are 65 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.

⁶² For example, must work 35 hours/week, 18 days/month, etc.

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Table 35. Offer Health Insurance (and Requirements for Eligibility)

	Offer health insurance to some or all DSPs	N	Must be full time ⁶³	Must work a minimum amount of time in a defined period ⁶⁴	Must be employed a minimum length of time	All DSPs are eligible	N (Subset offering this benefit)
Alabama	48.5%	130	66.7%	27.0%	36.5%	22.2%	63
Arizona	62.9%	175	60.9%	46.4%	40.9%	5.5%	110
Colorado	57.3%	110	67.2%	46.9%	45.3%	10.9%	64
Connecticut	92.8%	69	71.9%	40.6%	53.1%	9.4%	64
DC	51.9%	79	51.2%	43.9%	39.0%	19.5%	41
Delaware	82.9%	35	69.0%	48.3%	55.2%	6.9%	29
Georgia	50.3%	143	75.0%	27.8%	44.4%	11.1%	72
Hawaii	95.8%	48	28.3%	76.1%	37.0%	8.7%	46
Illinois	77.0%	148	71.1%	49.1%	49.1%	3.5%	114
Indiana	53.2%	188	76.0%	49.0%	57.0%	7.0%	100
Louisiana	48.7%	117	61.4%	38.6%	40.4%	17.5%	57
Maryland	70.0%	203	60.6%	52.1%	42.3%	9.9%	142
Missouri	68.7%	256	74.4%	48.9%	55.7%	4.5%	176
Montana	63.2%	19	75.0%	41.7%	58.3%	0.0%	12
Nebraska	55.9%	68	78.9%	39.5%	60.5%	5.3%	38
New Jersey	65.8%	231	61.2%	57.2%	54.6%	2.6%	152
New Mexico	70.0%	30	42.9%	28.6%	33.3%	33.3%	21
New York	90.3%	206	58.6%	59.7%	51.6%	3.8%	186
North Carolina	50.0%	144	69.4%	47.2%	50.0%	6.9%	72
North Dakota	100.0%	18	55.6%	55.6%	33.3%	5.6%	18
Oklahoma	88.2%	51	75.6%	53.3%	55.6%	4.4%	45
Oregon	44.9%	287	62.8%	46.5%	63.6%	6.2%	129
Pennsylvania	70.6%	252	60.7%	51.1%	49.4%	9.0%	178
South Carolina	94.4%	54	78.4%	49.0%	35.3%	3.9%	51
South Dakota	100.0%	19	73.7%	47.4%	52.6%	0.0%	19
Tennessee	80.5%	82	65.2%	51.5%	62.1%	9.1%	66
Utah	36.7%	90	75.8%	42.4%	66.7%	3.0%	33
Virginia	41.9%	191	73.8%	28.8%	35.0%	7.5%	80
Wyoming	18.1%	83	66.7%	80.0%	80.0%	0.0%	15
NCI-IDD Average	61.7%	Total 3527	65.2%	49.5%	50.0%	7.4%	Total 2193

⁶³ There are 160 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.

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

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. • 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. Offer Dental Insurance/Vision Coverage⁶⁵ to some or all DSPs

	Offer dental coverage	N	Offer vision coverage	N
Alabama	48.5%	130	36.2%	130
Arizona	59.4%	175	55.2%	174
Colorado	50.0%	112	42.0%	112
Connecticut	91.3%	69	85.5%	69
DC	44.3%	79	43.0%	79
Delaware	80.0%	35	73.5%	34
Georgia	50.4%	141	48.2%	141
Hawaii	93.8%	48	91.5%	47
Illinois	69.4%	147	59.5%	148
Indiana	55.9%	186	54.0%	187
Louisiana	47.4%	116	47.4%	114
Maryland	65.5%	203	64.9%	202
Missouri	62.4%	255	60.4%	255
Montana	57.9%	19	57.9%	19
Nebraska	61.8%	68	55.2%	67
New Jersey	61.7%	230	55.9%	229
New Mexico	63.3%	30	56.3%	32
New York	87.8%	205	83.5%	206
North Carolina	53.5%	144	49.3%	142
North Dakota	100.0%	18	100.0%	18
Oklahoma	80.4%	51	68.6%	51
Oregon	40.9%	286	37.0%	284
Pennsylvania	66.8%	253	65.3%	251
South Carolina	94.4%	54	94.4%	54
South Dakota	94.7%	19	84.2%	19
Tennessee	78.0%	82	72.8%	81
Utah	34.8%	89	28.1%	89
Virginia	43.5%	191	40.5%	190
Wyoming	22.9%	83	19.5%	82
NCI-IDD Average	59.6%	Total 3518	55.9%	Total 3506

⁶⁵ If the coverage was included in health insurance coverage, respondents were instructed to indicate that “yes,” the coverage was offered.

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. • 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 37. 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 ⁶⁶	Must work a minimum amount of time in a defined period ⁶⁷	Must be employed a minimum length of time	All DSPs are eligible	N (Subset offering this benefit)
Alabama	36.2%	130	48.9%	27.7%	46.8%	29.8%	47
Arizona	49.7%	175	26.4%	28.7%	47.1%	35.6%	87
Colorado	44.6%	112	28.0%	32.0%	40.0%	36.0%	50
Connecticut	87.0%	69	25.0%	28.3%	53.3%	41.7%	60
DC	43.0%	79	50.0%	44.1%	61.8%	20.6%	34
Delaware	82.9%	35	34.5%	37.9%	55.2%	27.6%	29
Georgia	55.2%	143	48.1%	11.4%	41.8%	29.1%	79
Hawaii	60.4%	48	6.9%	31.0%	55.2%	41.4%	29
Illinois	68.2%	148	26.7%	38.6%	44.6%	31.7%	101
Indiana	44.7%	188	31.0%	42.9%	64.3%	21.4%	84
Louisiana	28.7%	115	42.4%	36.4%	45.5%	30.3%	33
Maryland	65.5%	203	24.8%	36.8%	40.6%	36.8%	133
Missouri	57.8%	256	41.9%	38.5%	62.8%	18.2%	148
Montana	57.9%	19	27.3%	45.5%	72.7%	9.1%	11
Nebraska	50.0%	68	32.4%	38.2%	61.8%	23.5%	34
New Jersey	66.1%	230	34.2%	41.4%	56.6%	21.1%	152
New Mexico	56.3%	32	33.3%	22.2%	66.7%	16.7%	18
New York	90.3%	207	21.4%	40.6%	40.6%	39.6%	187
North Carolina	44.4%	144	25.0%	34.4%	43.8%	28.1%	64
North Dakota	94.4%	18	29.4%	35.3%	47.1%	35.3%	17
Oklahoma	56.9%	51	55.2%	20.7%	24.1%	34.5%	29
Oregon	39.4%	284	27.7%	24.1%	57.1%	29.5%	112
Pennsylvania	65.9%	252	25.3%	30.7%	46.4%	37.3%	166
South Carolina	90.7%	54	32.7%	20.4%	16.3%	55.1%	49
South Dakota	100.0%	19	15.8%	42.1%	42.1%	31.6%	19
Tennessee	58.5%	82	29.2%	31.3%	45.8%	31.3%	48
Utah	22.2%	90	45.0%	25.0%	40.0%	30.0%	20
Virginia	35.6%	191	38.2%	26.5%	41.2%	25.0%	68
Wyoming	28.0%	82	30.4%	39.1%	60.9%	26.1%	23
NCI-IDD Average	54.5%	Total 3524	30.3%	34.7%	49.8%	30.6%	Total 1931

⁶⁶ There are 88 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.

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

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. • 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 38. 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	N
Alabama	5.1%	53.1%	17.3%	8.2%	7.1%	46.9%	98
Arizona	24.7%	65.8%	21.9%	23.3%	11.6%	43.8%	146
Colorado	16.0%	63.8%	18.1%	30.9%	14.9%	43.6%	94
Connecticut	31.8%	69.7%	42.4%	34.8%	21.2%	84.8%	66
DC	9.2%	50.8%	21.5%	16.9%	7.7%	38.5%	65
Delaware	39.4%	69.7%	54.5%	66.7%	21.2%	81.8%	33
Georgia	10.8%	60.0%	25.0%	30.8%	7.5%	50.8%	120
Hawaii	12.8%	59.0%	48.7%	30.8%	20.5%	48.7%	39
Illinois	36.2%	60.6%	36.2%	34.6%	18.1%	73.2%	127
Indiana	16.9%	51.9%	27.5%	21.9%	17.5%	55.6%	160
Louisiana	2.3%	51.1%	13.6%	8.0%	4.5%	44.3%	88
Maryland	33.7%	76.2%	44.2%	35.9%	14.9%	61.3%	181
Missouri	14.4%	67.6%	18.0%	17.6%	16.2%	65.3%	222
Montana	6.7%	53.3%	13.3%	40.0%	26.7%	80.0%	15
Nebraska	25.0%	66.1%	39.3%	23.2%	16.1%	60.7%	56
New Jersey	32.5%	60.9%	31.5%	28.4%	16.8%	57.4%	197
New Mexico	13.3%	76.7%	46.7%	26.7%	20.0%	56.7%	30
New York	53.7%	56.7%	60.7%	65.7%	33.3%	84.6%	201
North Carolina	17.5%	58.3%	30.0%	20.8%	9.2%	59.2%	120
North Dakota	11.1%	66.7%	55.6%	55.6%	33.3%	94.4%	18
Oklahoma	6.1%	65.3%	12.2%	28.6%	8.2%	69.4%	49
Oregon	10.9%	75.8%	13.7%	12.5%	12.9%	24.2%	248
Pennsylvania	30.8%	71.0%	40.7%	31.3%	23.4%	60.7%	214
South Carolina	14.8%	57.4%	59.3%	70.4%	27.8%	94.4%	54
South Dakota	36.8%	68.4%	26.3%	63.2%	36.8%	100.0%	19
Tennessee	9.3%	60.0%	28.0%	17.3%	12.0%	78.7%	75
Utah	15.8%	59.6%	17.5%	14.0%	12.3%	19.3%	57
Virginia	15.1%	73.3%	25.3%	18.5%	15.1%	38.4%	146
Wyoming	5.4%	75.0%	7.1%	12.5%	14.3%	26.8%	56
NCI-IDD Average	22.3%	64.8%	31.1%	27.6%	16.5%	55.7%	Total 2994

*Paid time off, reimbursement or other support

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. • 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 Other Types of Benefits Continued (categories are not mutually exclusive)

	Transportation Benefits ⁶⁸	Childcare	Employee Assistance Program	Don't Know	Other	N
Alabama	11.2%	1.0%	8.2%	5.1%	19.4%	98
Arizona	13.0%	4.1%	29.5%	4.8%	16.4%	146
Colorado	8.5%	3.2%	28.7%	8.5%	13.8%	94
Connecticut	1.5%	1.5%	53.0%	0.0%	19.7%	66
DC	15.4%	4.6%	24.6%	13.8%	16.9%	65
Delaware	15.2%	12.1%	42.4%	3.0%	6.1%	33
Georgia	8.3%	3.3%	33.3%	1.7%	17.5%	120
Hawaii	30.8%	7.7%	33.3%	5.1%	12.8%	39
Illinois	11.8%	7.1%	46.5%	3.1%	15.7%	127
Indiana	14.4%	4.4%	36.9%	5.0%	24.4%	160
Louisiana	6.8%	0.0%	4.5%	13.6%	18.2%	88
Maryland	12.7%	2.2%	42.0%	3.3%	13.3%	181
Missouri	5.0%	1.4%	27.0%	4.1%	14.9%	222
Montana	0.0%	13.3%	60.0%	0.0%	13.3%	15
Nebraska	8.9%	0.0%	35.7%	1.8%	16.1%	56
New Jersey	15.2%	3.6%	31.5%	8.1%	17.3%	197
New Mexico	20.0%	3.3%	26.7%	6.7%	23.3%	30
New York	18.9%	10.0%	65.7%	0.5%	16.9%	201
North Carolina	5.8%	2.5%	27.5%	7.5%	18.3%	120
North Dakota	11.1%	16.7%	83.3%	0.0%	16.7%	18
Oklahoma	0.0%	8.2%	24.5%	4.1%	4.1%	49
Oregon	20.2%	3.6%	22.6%	14.9%	15.7%	248
Pennsylvania	16.4%	2.3%	46.3%	4.7%	22.4%	214
South Carolina	5.6%	7.4%	55.6%	0.0%	13.0%	54
South Dakota	0.0%	10.5%	68.4%	0.0%	26.3%	19
Tennessee	2.7%	2.7%	37.3%	4.0%	17.3%	75
Utah	21.1%	1.8%	17.5%	12.3%	19.3%	57
Virginia	11.0%	2.1%	28.8%	6.8%	17.1%	146
Wyoming	21.4%	1.8%	8.9%	1.8%	26.8%	56
NCI-IDD Average	13.2%	3.6%	34.5%	5.5%	17.3%	Total 2994

⁶⁸ Such as bus pass, parking, carpooling

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, which are associated with larger margins of error. Data with Ns of three or fewer have been suppressed. ● Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states vary from year to year; 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 40. Agency provides a pay incentive or referral bonus programs for current DSP staff to bring in new recruits

	Percent	N
Alabama	80.0%	130
Arizona	64.9%	174
Colorado	44.6%	112
Connecticut	72.5%	69
DC	33.8%	77
Delaware	70.6%	34
Georgia	49.7%	143
Hawaii	53.2%	47
Illinois	55.4%	148
Indiana	66.5%	188
Louisiana	36.5%	115
Maryland	63.1%	203
Missouri	54.3%	254
Montana	63.2%	19
Nebraska	58.8%	68
New Jersey	57.4%	230
New Mexico	64.5%	31
New York	72.3%	206
North Carolina	38.0%	142
North Dakota	66.7%	18
Oklahoma	62.7%	51
Oregon	54.5%	286
Pennsylvania	65.9%	249
South Carolina	64.8%	54
South Dakota	94.7%	19
Tennessee	79.0%	81
Utah	52.2%	90
Virginia	51.1%	188
Wyoming	28.9%	83
NCI-IDD Average	58.4%	3509

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, which are associated with larger margins of error. Data with Ns of three or fewer have been suppressed. ● Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states vary from year to year; 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. Additional Recruitment and Retention Strategies

	Realistic job preview	Sign on bonus	Engage with high schools and/or local colleges/universities ⁶⁹	Apprenticeship programs	Training on a Code of Ethics	N
Alabama	77.7%	54.6%	36.2%	6.9%	73.8%	130
Arizona	85.5%	43.9%	44.5%	6.4%	75.1%	173
Colorado	85.2%	22.2%	38.9%	10.2%	72.2%	108
Connecticut	79.4%	19.1%	63.2%	11.8%	76.5%	68
DC	84.2%	14.5%	30.3%	18.4%	90.8%	76
Delaware	84.8%	42.4%	54.5%	12.1%	84.8%	33
Georgia	81.9%	20.1%	40.3%	5.6%	88.2%	144
Hawaii	82.6%	21.7%	39.1%	21.7%	82.6%	46
Illinois	79.2%	15.3%	49.3%	13.2%	84.0%	144
Indiana	85.4%	35.7%	52.4%	10.8%	90.8%	185
Louisiana	80.6%	16.7%	35.2%	6.5%	80.6%	108
Maryland	78.7%	20.3%	49.7%	12.2%	76.1%	197
Missouri	80.6%	23.6%	43.8%	9.5%	74.8%	242
Montana	73.7%	36.8%	68.4%	15.8%	84.2%	19
Nebraska	83.6%	32.8%	46.3%	10.4%	74.6%	67
New Jersey	78.8%	20.3%	52.3%	8.6%	82.4%	222
New Mexico	75.0%	31.3%	56.3%	15.6%	84.4%	32
New York	80.5%	34.6%	64.4%	17.6%	92.7%	205
North Carolina	80.3%	13.4%	42.3%	14.8%	94.4%	142
North Dakota	83.3%	38.9%	77.8%	33.3%	100.0%	18
Oklahoma	80.9%	42.6%	44.7%	10.6%	72.3%	47
Oregon	78.4%	29.9%	21.2%	4.9%	66.7%	264
Pennsylvania	78.8%	35.5%	52.7%	11.0%	79.2%	245
South Carolina	84.6%	38.5%	50.0%	9.6%	90.4%	52
South Dakota	73.7%	68.4%	84.2%	15.8%	89.5%	19
Tennessee	86.4%	40.7%	50.6%	13.6%	79.0%	81
Utah	90.9%	19.3%	35.2%	1.1%	86.4%	88
Virginia	75.4%	19.3%	32.6%	7.5%	79.7%	187
Wyoming	83.1%	11.7%	31.2%	9.1%	93.5%	77
NCI-IDD Average	81.1%	27.8%	44.5%	10.5%	80.8%	Total: 3419

⁶⁹ For recruitment purposes

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, which are associated with larger margins of error. Data with Ns of three or fewer have been suppressed. ● Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states vary from year to year; 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. Additional Recruitment and Retention Strategies

	DSP ladder to retain highly skilled workers in DSP roles	Support staff to get credentialed through state or nationally recognized professional organization ⁷⁰	Bonuses, stipends or raises provided to DSPs as they complete key stages of a credentialing process	Employee engagement surveys ⁷¹	Employee recognition programs	DSPs included in agency governance	Training for DSPs ⁷²	N
Alabama	20.8%	23.1%	38.5%	71.5%	56.2%	21.5%	40.0%	130
Arizona	20.2%	17.9%	30.1%	48.0%	57.8%	11.0%	46.2%	173
Colorado	22.2%	25.9%	25.9%	48.1%	56.5%	14.8%	48.1%	108
Connecticut	32.4%	27.9%	23.5%	52.9%	61.8%	20.6%	57.4%	68
DC	39.5%	28.9%	21.1%	68.4%	63.2%	21.1%	63.2%	76
Delaware	36.4%	33.3%	36.4%	54.5%	72.7%	18.2%	60.6%	33
Georgia	22.9%	33.3%	23.6%	71.5%	63.9%	29.9%	62.5%	144
Hawaii	19.6%	37.0%	26.1%	45.7%	58.7%	13.0%	63.0%	46
Illinois	25.0%	22.2%	31.3%	53.5%	58.3%	22.2%	54.2%	144
Indiana	29.2%	20.0%	21.1%	69.7%	68.6%	22.2%	64.3%	185
Louisiana	16.7%	16.7%	20.4%	39.8%	45.4%	16.7%	52.8%	108
Maryland	37.1%	37.1%	32.5%	52.8%	65.0%	26.9%	61.4%	197
Missouri	20.7%	18.2%	27.7%	43.8%	62.4%	14.9%	51.2%	242
Montana	31.6%	57.9%	63.2%	42.1%	78.9%	21.1%	63.2%	19
Nebraska	34.3%	16.4%	34.3%	59.7%	73.1%	23.9%	56.7%	67
New Jersey	27.0%	45.9%	23.9%	51.4%	61.3%	16.2%	57.7%	222
New Mexico	40.6%	31.3%	37.5%	59.4%	62.5%	31.3%	75.0%	32
New York	30.7%	28.8%	28.8%	55.6%	74.6%	24.4%	55.1%	205
North Carolina	21.8%	27.5%	24.6%	81.0%	63.4%	26.1%	64.1%	142
North Dakota	38.9%	66.7%	55.6%	83.3%	77.8%	50.0%	61.1%	18
Oklahoma	23.4%	51.1%	51.1%	36.2%	72.3%	8.5%	40.4%	47
Oregon	39.4%	22.3%	32.6%	33.0%	55.3%	13.3%	48.5%	264
Pennsylvania	27.8%	35.5%	31.8%	57.6%	69.8%	24.5%	60.8%	245
South Carolina	21.2%	17.3%	23.1%	53.8%	69.2%	13.5%	55.8%	52
South Dakota	31.6%	31.6%	31.6%	94.7%	94.7%	57.9%	84.2%	19
Tennessee	32.1%	27.2%	29.6%	67.9%	75.3%	30.9%	65.4%	81
Utah	23.9%	26.1%	29.5%	48.9%	62.5%	23.9%	48.9%	88
Virginia	24.1%	29.9%	36.9%	50.3%	61.0%	19.8%	54.0%	187
Wyoming	14.3%	20.8%	22.1%	57.1%	53.2%	15.6%	46.8%	77
NCI-IDD Average	28.2%	27.1%	29.0%	54.8%	63.7%	20.6%	56.1%	Total: 3419

⁷⁰ For example, Direct Course College of Direct Support through National Association of Direct Support Professionals, etc. Support may take the form of financial support to cover the cost of the credential, paying the DSP for the time needed to complete the credential, or other financial support.

⁷¹ Or other efforts aimed at assessing DSP satisfaction and experience

⁷² This refers to trainings above and beyond those trainings required by state regulation.

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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 43. Average DSP to Frontline Supervisor ratio⁷³

	Average number of DSPs per 1 frontline supervisor ⁷⁴	N
Alabama	9	121
Arizona	17	166
Colorado	7	97
Connecticut	11	66
DC	12	74
Delaware	11	34
Georgia	6	136
Hawaii	8	48
Illinois	9	144
Indiana	14	169
Louisiana	13	112
Maryland	12	189
Missouri	10	239
Montana	7	18
Nebraska	9	61
New Jersey	9	201
New Mexico	8	32
New York	13	198
North Carolina	10	138
North Dakota	11	18
Oklahoma	14	48
Oregon	7	240
Pennsylvania	10	239
South Carolina	11	54
South Dakota	10	18
Tennessee	14	79
Utah	8	79
Virginia	6	172
Wyoming	6	67
NCI-IDD Average	10	Total 3257

⁷³ Calculated as Total number of DSPs on payroll as of Dec. 31, 2022, DIVIDED BY Total number of Frontline Supervisors on payroll as of Dec. 31, 2022. The ratio was calculated for each provider and then the state average was calculated.

⁷⁴ Agencies that reported having 0 Frontline Supervisors or left the question blank are excluded from the denominator. 69 agencies reported that the number of FLS was greater than or equal to the number of DSPs on payroll as of Dec. 31, 2022. They are included. Agencies with more than a 99:1 DSP to FLS ratio 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, which are associated with larger margins of error. Data with Ns of three or fewer have been suppressed. ● Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states vary from year to year; 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. Of all reporting agencies in the state, the average percent of Frontline Supervisors⁷⁵ identifying as each race/ethnicity

	American Indian or Alaska Native	Asian ⁷⁶	Black or African American	Pacific Islander ⁷⁷	White	Hispanic/ Latino ⁷⁸	More than one race/ethnicity	Other	Don't know	N
Alabama	1.8%	0.4%	70.3%	0.0%	21.6%	0.4%	0.4%	0.4%	4.7%	121
Arizona	3.1%	2.7%	18.3%	0.5%	29.8%	23.4%	2.3%	0.1%	20.0%	166
Colorado	1.3%	3.4%	16.5%	0.5%	47.8%	7.5%	0.8%	1.0%	21.1%	96
Connecticut	1.1%	0.1%	27.2%	0.3%	55.2%	9.6%	1.5%	0.0%	4.9%	65
DC	1.6%	1.1%	89.1%	0.0%	3.8%	0.8%	2.3%	1.4%	0.0%	74
Delaware	0.1%	2.9%	64.1%	0.0%	24.5%	1.0%	0.8%	0.4%	6.1%	34
Georgia	0.8%	1.1%	70.2%	0.0%	24.7%	0.7%	1.0%	0.5%	0.9%	134
Hawaii	0.0%	41.4%	2.6%	16.1%	14.8%	0.6%	5.9%	1.5%	17.0%	47
Illinois	0.0%	1.9%	32.0%	0.7%	53.6%	4.5%	1.2%	1.1%	5.0%	142
Indiana	0.0%	0.9%	28.5%	0.1%	60.7%	1.2%	1.7%	0.3%	6.6%	166
Louisiana	0.3%	0.0%	72.9%	0.2%	24.0%	0.4%	0.1%	0.1%	1.8%	111
Maryland	0.0%	1.8%	73.0%	0.1%	19.3%	0.8%	0.8%	1.5%	2.7%	185
Missouri	0.8%	0.5%	14.9%	0.0%	65.6%	0.8%	0.4%	0.5%	16.3%	239
Montana	4.0%	0.0%	0.0%	0.3%	68.7%	2.9%	1.9%	0.0%	22.2%	18
Nebraska	0.2%	0.1%	34.4%	0.0%	53.3%	3.2%	0.9%	0.0%	7.9%	61
New Jersey	0.5%	0.9%	49.5%	0.0%	32.1%	8.0%	1.3%	0.0%	7.6%	198
New Mexico	18.4%	0.1%	4.6%	0.0%	27.4%	31.6%	1.5%	0.0%	16.3%	31
New York ⁷⁹	0.6%	1.3%	34.8%	0.6%	45.4%	7.9%	1.7%	0.3%	7.3%	197
North Carolina	2.3%	0.4%	56.1%	0.0%	37.1%	1.9%	1.0%	0.0%	1.2%	134
North Dakota	3.0%	0.3%	7.4%	0.0%	78.0%	1.7%	1.4%	0.0%	8.2%	17
Oklahoma	7.0%	0.0%	21.9%	0.0%	49.3%	2.1%	1.1%	2.6%	16.0%	45
Oregon	1.5%	1.6%	39.0%	2.0%	32.0%	5.6%	2.4%	0.5%	15.3%	235
Pennsylvania	0.4%	0.8%	31.9%	0.0%	56.8%	1.8%	1.4%	1.1%	5.8%	237
South Carolina	0.1%	0.1%	80.2%	0.0%	17.1%	0.3%	0.3%	0.0%	1.9%	54
South Dakota	2.7%	0.6%	1.6%	0.9%	78.4%	0.9%	0.5%	0.0%	14.3%	18
Tennessee	0.0%	0.0%	44.3%	0.0%	52.1%	0.7%	1.6%	0.1%	1.3%	79
Utah	1.2%	1.7%	3.8%	12.7%	61.0%	6.9%	0.9%	1.3%	10.5%	77
Virginia	0.1%	2.4%	65.0%	0.4%	24.2%	0.8%	1.4%	1.3%	4.4%	167
Wyoming	2.3%	0.1%	4.0%	0.0%	80.5%	7.5%	0.8%	0.0%	4.8%	67
NCI-IDD Average	0.9%	2.3%	40.9%	1.0%	40.9%	3.9%	1.4%	0.6%	8.1%	Total: 3215

⁷⁵ Agencies that reported 0 Frontline Supervisors were not included in this table

⁷⁶ Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese, or Other Asian

⁷⁷ Native Hawaiian, Guamanian or Chamorro, Samoan, or Other Pacific Islander

⁷⁸ Mexican, Mexican American, Chicano, Puerto Rican, Cuban, or Other Spanish/Hispanic/Latino

⁷⁹ Statewide results for New York State are skewed toward demographic data for the New York City greater metropolitan area. For example, a large proportion of frontline supervisors in the dataset who are Black work for NYC and Long Island 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, which are associated with larger margins of error. Data with Ns of three or fewer have been suppressed. ● Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states vary from year to year; 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. Of all reporting agencies in the state, the average percent of Frontline Supervisors⁸⁰ identifying as each gender identity

	Male	Female	Non-Binary	Don't Know	N
Alabama	20.6%	76.9%	0.0%	2.5%	121
Arizona	24.2%	67.9%	0.0%	7.8%	166
Colorado	26.0%	64.6%	0.0%	9.3%	97
Connecticut	25.4%	74.6%	0.0%	0.0%	65
DC	29.0%	71.0%	0.0%	0.0%	73
Delaware	24.9%	72.1%	0.0%	2.9%	34
Georgia	21.1%	78.2%	0.0%	0.7%	135
Hawaii	23.0%	75.0%	0.0%	2.1%	48
Illinois	18.4%	77.1%	0.3%	4.2%	143
Indiana	17.6%	79.9%	0.0%	2.4%	165
Louisiana	6.7%	92.4%	0.0%	0.9%	111
Maryland	27.4%	71.5%	0.0%	1.2%	187
Missouri	16.6%	80.4%	0.1%	3.0%	239
Montana	13.8%	68.9%	0.6%	16.7%	18
Nebraska	23.5%	73.2%	0.0%	3.3%	61
New Jersey	20.5%	75.7%	0.0%	3.7%	197
New Mexico	19.4%	70.9%	0.0%	9.7%	31
New York	24.6%	72.3%	0.0%	3.1%	196
North Carolina	20.7%	78.3%	0.2%	0.7%	135
North Dakota	11.1%	88.9%	0.0%	0.0%	17
Oklahoma	16.8%	80.5%	0.0%	2.7%	46
Oregon	40.7%	52.5%	0.2%	6.5%	239
Pennsylvania	20.6%	76.4%	0.0%	3.0%	235
South Carolina	11.7%	86.4%	0.0%	1.9%	54
South Dakota	16.5%	83.5%	0.0%	0.0%	18
Tennessee	21.4%	78.3%	0.3%	0.0%	79
Utah	29.7%	63.9%	0.0%	6.4%	78
Virginia	19.1%	80.3%	0.0%	0.6%	167
Wyoming	18.8%	79.7%	0.0%	1.5%	67
NCI-IDD Average	22.9%	74.1%	0.1%	3.0%	Total: 3222

⁸⁰ 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, which are associated with larger margins of error. Data with Ns of three or fewer have been suppressed. ● Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states vary from year to year; 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.

Appendix A: What can states do with their data?

The NCI-IDD State of the Workforce Survey provides state DD agencies with comprehensive data on the current status of the Direct Support Professional (DSP) 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 State of the Workforce Survey over multiple years are able to compare DSP workforce data across time to determine whether quality improvement efforts have had 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 State of the Workforce 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.

Appendix B: Sampling Methods as Reported by States

How states compiled their sample

Alabama maintains an Excel spreadsheet including, but not limited to, the following data points for all current providers: agency name, executive director, and email. Agencies follow operational guidelines to change any of these data points, which includes informing the Alabama Department of Mental Health of the change. The spreadsheet is updated as any changes are identified. The Office of Quality Assurance reviews the spreadsheet at the time of sample pull and removes any providers who do not employ direct support staff by verifying authorized services in the state's electronic information system, ADIDIS.

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. Arizona generated its 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 offering 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 State of the Workforce 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 a list of both new and current service providers. This list contains the names of agencies, executive directors, and their respective email addresses. Providers who offer residential support in a certified or licensed setting, personal assistance habilitation (PAB) in the individual's own or family home, day health services, community services as a group or individually, and employment services to persons with IDD must participate in the State of the Workforce Survey every two years.

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 State of the Workforce 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.

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 (Provider Consumer Information System) database, and then contacted all providers by phone and confirmed email. In 2022 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.

Montana maintains and regularly updates an electronic directory of the Developmental Disabilities Program's qualified service providers. All the agencies who provide direct service supports to adults in the state were invited and encouraged to participate in the State of the Workforce Survey. Reminders for survey completion and due dates were emailed and discussed at monthly provider meetings throughout the survey cycle.

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 upon which the State of the Workforce sample is based. 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 Jersey DDD implemented a DSP wage increase effective Jan. 1, 2022. As a result, the average DSP wage in New Jersey was increased \$1.25 to \$16.33 an hour compared to the state minimum wage of \$12.00 an hour. Additionally in 2022, New Jersey provided a temporary \$3.00 an hour increase for group home DSPs from Jan. 1 through March 31.

New Mexico obtained provider contact information using the Developmental Disabilities Supports Division Provider Enrollment Unit information. Provider participation was voluntary, but strongly encouraged. Providers that were not participating were contacted and reminded of the deadline to complete the survey process. In 2023 New Mexico conducted a provider capacity assessment in order to better understand our HCBS waiver provider network capacity and demand, therapy caseloads, and barriers to expansion or access of services. This resulted in various recommendations and strategies to expand provider capacity statewide. New Mexico received a legislative appropriation for provider rate increases in 2023 and is implementing a cost-of-living adjustment for provider rates. Additionally, New Mexico conducted a comprehensive rate study in 2023 and received recommendations for additional provider rate increases. New Mexico plans to implement the recommendations through an amendment this summer.

New York pulled a list of all provider agencies that billed for DSP-related services in 2022; initial review was done to remove agencies that exclusively served children or other non-qualifying programs. New York announced participation in the survey through the provider associations, and agencies were notified by email. Additional follow-up and outreach were done to update the contact list in advance of releasing survey. In April 2022 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 IDD service providers from the Local Management Entities-Managed Care Organizations of all providers contracted to provide IDD Services. *Note: North Carolina 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 in order to present one submission; additional sites were deleted from the primary listing.

North Dakota North Dakota's Developmental Disabilities Section maintains a current licensed provider list along with the services the providers are licensed to provide and their contact information. Based on this list, the DD Section identified the providers who met the requirements for the survey. Prior to the start of the survey, the DD Section sent communications to the providers which provided background information toward the survey, what to expect, and timelines. Survey participation was voluntary and the DD Section sent numerous communications to all providers as a whole and individually throughout the survey period to encourage participation, give reminders, and provide updates on the completion rate.

Oklahoma provides an excel spreadsheet to our NCI contractor with all current active providers listed. The list comes from updates the contracted provider provides each year or, through correspondence the provider has reported as an update to their demographic information. The Developmental Disability Services-Quality Assurance unit reviews the current list on file to ensure accuracy.

Oregon sent out a letter from the director, along with an Action Request Transmittal, to all eligible providers via email. The letter and transmittal informed the providers that while statute and Oregon administrative rules only required IDD group home providers 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 in May 2023, emails were sent to all group home providers who had not completed the survey. Because a significant number of providers had not completed the survey by the end of June, an extension was granted for the survey until July 31, 2023. For group home providers that did not complete the survey by June 30, 2023, a certified letter was sent notifying them that a civil penalty would be issued if the survey was not completed by July 31, 2023.

Utah collected email addresses initially through provider 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 respondents 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 all providers who have identified with the state as an agency and have noted that they employ one or more DSPs.

Appendix C: Comparable Wage Tables

From the Bureau of Labor Statistics Occupational Employment Statistics, May 2022

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: \$18.04

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$ 12.30	\$ 14.33	\$ 17.17	\$ 20.88	\$ 24.75

<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: \$14.87

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$ 10.82	\$ 13.03	\$ 14.51	\$ 16.40	\$ 18.44

<https://www.bls.gov/oes/current/oes311120.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: \$18.57

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$ 12.45	\$ 14.31	\$ 17.86	\$ 22.27	\$ 25.03

<https://www.bls.gov/oes/current/oes311133.htm>

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: \$17.41

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$ 13.48	\$ 14.79	\$ 17.19	\$ 18.87	\$ 22.09

<https://www.bls.gov/oes/current/oes311131.htm>

Appendix D: Living Wage Table by State

The living wage shown is the hourly rate that an individual in a household must earn to support themselves and their family. The assumption is the sole provider is working full-time (2080 hours per year). 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
Alabama	15.65	31.85	37.05	22.47
Arizona	17.78	34.87	40.35	24.00
Colorado	19.22	40.21	42.43	28.37
Connecticut	17.76	37.73	40.15	26.48
DC	22.15	42.16	43.94	29.45
Delaware	17.36	35.73	39.00	24.97
Georgia	17.72	34.15	38.44	23.72
Hawaii	22.05	43.75	47.50	29.57
Illinois	18.10	36.29	39.31	25.61
Indiana	15.78	31.85	36.73	22.40
Louisiana	15.86	32.76	37.03	22.99
Maryland	19.61	39.23	41.44	27.32
Missouri	15.77	32.67	37.40	22.89
Montana	15.72	44.83	38.02	24.69
Nebraska	15.73	33.72	37.40	23.84
New Jersey	18.71	39.65	40.09	28.44
New Mexico	16.07	32.99	37.82	23.41
New York	21.46	41.59	42.70	29.03
North Carolina	16.83	35.73	38.44	25.38
North Dakota	15.35	32.39	35.92	23.11
Oklahoma	15.49	32.96	37.08	23.27
Oregon	19.38	38.13	42.57	26.46
Pennsylvania	16.41	34.45	37.62	24.44
South Carolina	16.73	31.33	36.52	21.78
South Dakota	15.15	32.13	36.13	22.78
Tennessee	15.99	31.28	35.91	21.94
Utah	17.42	35.82	40.14	25.15
Virginia	19.04	38.12	40.59	26.63
Wyoming	15.64	31.83	35.78	23.12

Appendix E: Additional Data Points

There are additional data points collected in the NCI-IDD State of the Workforce Survey in 2022 that were not documented in this report. We encourage states to examine their state data on the following points:

- Percentage of agencies that are the following types:
 - Private for-profit
 - Private nonprofit
 - 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)
- Regular hours paid and overtime hours paid to DSPs in 2022
- Whether Frontline Supervisors received overtime pay

Appendix F: Selected Data from State of the Workforce in 2022 Compared to State of the Workforce in 2021

Table F1. Turned away or stopped accepting new service referrals due to DSP staffing issues

Note: States are listed in descending order based on percent change. Only shows states that participated in the State of the Workforce 2021 and 2022.

	2021	2022	Percent Change	Change
Utah	77.6%	54.3%	30.0%	DECREASE
Oregon	43.8%	32.9%	24.9%	DECREASE
Louisiana	68.3%	57.9%	15.2%	DECREASE
Pennsylvania	63.9%	54.2%	15.2%	DECREASE
Arizona	63.3%	55.9%	11.7%	DECREASE
Wyoming	57.1%	50.6%	11.4%	DECREASE
Maryland	39.8%	35.4%	11.1%	DECREASE
Tennessee	73.0%	65.9%	9.7%	DECREASE
Missouri	56.7%	52.5%	7.4%	DECREASE
New Jersey	48.2%	44.9%	6.8%	DECREASE
North Dakota	84.6%	78.9%	6.7%	DECREASE
Illinois	39.7%	37.2%	6.3%	DECREASE
South Dakota	55.0%	52.6%	4.4%	DECREASE
Georgia	50.9%	50.3%	1.2%	DECREASE
Colorado	53.2%	53.5%	0.6%	INCREASE
North Carolina	39.2%	42.6%	8.7%	INCREASE
Indiana	63.0%	68.9%	9.4%	INCREASE
Alabama	48.0%	52.7%	9.8%	INCREASE
New York	42.1%	46.3%	10.0%	INCREASE
South Carolina	16.0%	18.9%	18.1%	INCREASE
Connecticut	49.1%	58.8%	19.8%	INCREASE
Nebraska	61.0%	73.1%	19.8%	INCREASE
DC	15.5%	21.3%	37.4%	INCREASE
Delaware	39.4%	55.9%	41.9%	INCREASE
NCI-IDD Avg.	52.6%	49.7%	5.5%	DECREASE

Table F2. Turnover Ratio

Note: States are listed in descending order based on percent change. Only shows states that participated in the State of the Workforce 2021 and 2022.

	2021	2022	Percent Change	Change
DC	28.5%	21.3%	25.3%	DECREASE
Delaware	53.7%	40.5%	24.6%	DECREASE
Arizona	42.3%	34.6%	18.2%	DECREASE
Georgia	44.3%	37.5%	15.3%	DECREASE
Wyoming	59.0%	50.0%	15.3%	DECREASE
Connecticut	52.8%	44.8%	15.2%	DECREASE
Colorado	49.9%	42.6%	14.6%	DECREASE
Tennessee	52.0%	44.5%	14.4%	DECREASE
New York	38.3%	33.8%	11.7%	DECREASE
Pennsylvania	40.7%	36.0%	11.5%	DECREASE
Indiana	50.6%	45.4%	10.3%	DECREASE
Missouri	51.8%	46.6%	10.0%	DECREASE
Alabama	52.0%	46.8%	10.0%	DECREASE
New Jersey	37.9%	34.4%	9.2%	DECREASE
North Carolina	32.8%	30.4%	7.3%	DECREASE
Illinois	44.8%	41.6%	7.1%	DECREASE
Louisiana	41.4%	39.0%	5.8%	DECREASE
South Carolina	44.8%	42.4%	5.4%	DECREASE
Oregon	47.4%	45.4%	4.2%	DECREASE
Utah	51.2%	49.1%	4.1%	DECREASE
Maryland	34.6%	33.2%	4.0%	DECREASE
North Dakota	54.7%	53.6%	2.0%	DECREASE
South Dakota	50.7%	51.1%	0.8%	INCREASE
Nebraska	50.2%	59.1%	17.7%	INCREASE
NCI-IDD Avg.	43.3%	40.9%	5.5%	DECREASE

F3. Full-Time Vacancy Rate

Note: States are listed in descending order based on percent change. Only shows states that participated in the State of the Workforce 2021 and 2022.

	2021	2022	Percent Change	Change
Utah	16.9%	10.3%	39.1%	DECREASE
Wyoming	15.3%	11.3%	26.1%	DECREASE
Missouri	14.7%	11.0%	25.2%	DECREASE
Tennessee	17.7%	14.0%	20.9%	DECREASE
DC	11.2%	8.9%	20.5%	DECREASE
Delaware	20.0%	16.4%	18.0%	DECREASE
Georgia	18.1%	15.0%	17.1%	DECREASE
Arizona	13.7%	11.4%	16.8%	DECREASE
Pennsylvania	15.6%	13.3%	14.7%	DECREASE
New Jersey	17.2%	14.9%	13.4%	DECREASE
Oregon	17.2%	15.0%	12.8%	DECREASE
Illinois	17.3%	15.9%	8.1%	DECREASE
New York	21.3%	20.4%	4.2%	DECREASE
Indiana	15.8%	15.3%	3.2%	DECREASE
Maryland	16.9%	16.4%	3.0%	DECREASE
South Carolina	17.7%	17.5%	1.1%	DECREASE
North Dakota	16.7%	16.7%	0.0%	NO CHANGE
Nebraska	17.4%	18.3%	5.2%	INCREASE
South Dakota	15.3%	16.2%	5.9%	INCREASE
Colorado	16.1%	17.1%	6.2%	INCREASE
Connecticut	12.6%	13.5%	7.1%	INCREASE
North Carolina	12.5%	13.4%	7.2%	INCREASE
Alabama	17.7%	21.3%	20.3%	INCREASE
Louisiana	8.9%	12.8%	43.8%	INCREASE
NCI-IDD Average	16.5%	15.3%	7.3%	DECREASE

F4. Part-time Vacancy Rate

Note: States are listed in descending order based on percent change. Only shows states that participated in the State of the Workforce 2021 and 2022.

	2021	2022	Percent Change	Change
DC	15.2%	7.6%	50.0%	DECREASE
Utah	23.4%	14.2%	39.3%	DECREASE
Delaware	24.4%	15.7%	35.7%	DECREASE
Louisiana	13.5%	9.0%	33.3%	DECREASE
South Dakota	29.7%	21.4%	27.9%	DECREASE
North Dakota	30.2%	22.4%	25.8%	DECREASE
Pennsylvania	23.5%	18.1%	23.0%	DECREASE
Georgia	24.3%	20.1%	17.3%	DECREASE
Missouri	18.0%	14.9%	17.2%	DECREASE
Oregon	16.4%	13.7%	16.5%	DECREASE
Arizona	12.2%	10.2%	16.4%	DECREASE
New Jersey	22.6%	20.2%	10.6%	DECREASE
Maryland	23.2%	21.3%	8.2%	DECREASE
North Carolina	14.8%	13.6%	8.1%	DECREASE
Nebraska	21.8%	20.1%	7.8%	DECREASE
Indiana	16.4%	15.4%	6.1%	DECREASE
South Carolina	23.4%	22.0%	6.0%	DECREASE
Illinois	22.5%	21.4%	4.9%	DECREASE
New York	25.0%	24.5%	2.0%	DECREASE
Colorado	13.6%	13.6%	0.0%	NO CHANGE
Tennessee	30.1%	30.5%	1.3%	INCREASE
Connecticut	18.8%	19.3%	2.7%	INCREASE
Wyoming	18.8%	19.9%	5.9%	INCREASE
Alabama	18.9%	22.3%	18.0%	INCREASE
NCI-IDD Average	20.3%	17.9%	11.8%	DECREASE

F5. Median hourly wage paid to all DSPs

Note: States are listed in descending order based on percent change. Only shows states that participated in the State of the Workforce 2021 and 2022.

	2021	2022	Percent Change	Change
Utah	14.00	16.50	17.9%	INCREASE
Missouri	13.46	15.86	17.8%	INCREASE
Delaware	15.25	17.76	16.5%	INCREASE
North Carolina	12.06	14.01	16.2%	INCREASE
Tennessee	12.50	13.77	10.2%	INCREASE
Wyoming	13.00	14.25	9.6%	INCREASE
New Jersey	16.50	17.97	8.9%	INCREASE
Colorado	16.56	18.00	8.7%	INCREASE
Georgia	12.00	13.00	8.3%	INCREASE
Nebraska	14.96	16.14	7.9%	INCREASE
North Dakota	16.88	18.21	7.9%	INCREASE
Arizona	13.59	14.62	7.6%	INCREASE
Maryland	14.95	16.00	7.0%	INCREASE
Pennsylvania	15.00	16.00	6.7%	INCREASE
Illinois	15.00	15.98	6.5%	INCREASE
DC	15.50	16.50	6.5%	INCREASE
Oregon	17.00	18.04	6.1%	INCREASE
Indiana	14.14	15.00	6.1%	INCREASE
Louisiana	8.50	9.00	5.9%	INCREASE
South Dakota	17.00	18.00	5.9%	INCREASE
Connecticut	16.78	17.70	5.5%	INCREASE
South Carolina	13.68	14.35	4.9%	INCREASE
New York	16.43	17.06	3.8%	INCREASE
Alabama	10.00	10.28	2.8%	INCREASE
NCI-IDD Avg.	14.50	15.98	10.2%	INCREASE

Appendix G: Instructions Provided to Survey Respondents

The 2022 National Core Indicators® STATE OF THE WORKFORCE SURVEY

Survey must be completed in the online data entry system by [June 30, 2023](#)

Your state contact is [\[name\]](#). Please email with any questions at: [\[email\]](#).

You can start, save and come back to this survey at any time. However, once you click “submit” at the end of the survey, you cannot edit or change any responses.

Please do not forward this survey outside of your agency.

[\[state specific language goes here\]](#)

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 (IDD)**.

We are interested in learning about your state’s Direct Support Professional (DSP) workforce—Paid staff whose primary job responsibility is to provide support, help with skills development, guidance, or personal assistance at any location or during any activity (e.g., at home, at leisure activities, at work, during recreational activities, etc.) to adults with IDD. DSPs are also commonly known as Direct Support Workers (DSWs), Home Health Aides (HHAs), or Personal Care Attendants (PCAs).

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



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

Directions

Overview

The survey asks for information on DSPs who were on your agency’s payroll for any period of time from January 1, 2022 to December 31, 2022 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 2022
- Their 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), Home Health Aides (HHAs), or Personal Care Attendants (PCAs); Employment Specialists (job coaches); Community Integration Specialists, etc.

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, help with skills development, guidance, or personal assistance at any location or during any activity (i.e., at home, at leisure activities, at work, during recreational activities, etc.) to adults with IDD.
- Paid staff who spend at least 50% of their hours doing direct support tasks. Their primary job responsibility and more than 50% of their hours are spent doing direct support work.
- 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:

- Clinically licensed staff (therapists, nurses, social workers, psychologists, etc.)
- Behavior specialists, behavior technicians or behavior clinicians (BCBA)
- 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 State of the Workforce 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>Provided to a person in a home or apartment that is owned or operated by your agency.</p> <p>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.</p> <p>Residential supports include:</p> <ul style="list-style-type: none"> • Residential Services • 24-hour supports such as a Group Home, Agency-Operated Apartments or ICFs/ID • Host home or foster home services. <p>NOTE: If the service recipient holds a lease with your provider agency, this is considered a residential support or service.</p>	<p>Provided to a person in a home or apartment that is not owned or operated by your agency.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Supports provided to a person in their own private home or apartment, or a private home/apartment they live in with their family (only if their home or apartment is not owned or operated by your agency). • This category can include homemaker/personal care services (in many states). 	<p>Provided in a day program, community program, or work setting.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Adult day services. • Community supports such as supports provided to assist a person to participate in community activities. • Employment or vocational services. This can include supports to help people who are looking for work or work supports such as job coaching or employment support.



Cover art by Sidney Perry

Sidney Perry was born in Alabama in 1943. He began attending Gateway Arts in 1973. Perry is a talented artist and produces an array of art and craft items. He especially enjoys creating woven rugs, hand built clay vessels, detailed paintings, and embroidered works. Perry's work truly exemplifies his love of color; his work is mostly non objective and often made up of undulating bands of color.

Perry's work has been shown extensively, including at the Fuller Craft Museum, the DeCordova Museum, the Lincoln Gallery, the Zeitgeist Gallery, the Waldorf Astoria in New York, Very Special Arts Gallery in Washington, D.C., and the American Visionary Art Museum in Baltimore. He also received MENCAP awards in fine arts from the Ebensburg Center in Pennsylvania in 1994 and 1996.



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