




SURVEY REPORT

NCI STATE *of the*
WORKFORCE

2023

National Core Indicators® Intellectual and Developmental Disabilities



Introduction

National Core Indicators® Intellectual and Developmental Disabilities (NCI®-IDD) is 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. Each year, NCI®-IDD implements the State of the Workforce Survey for Intellectual and Developmental Disabilities (NCI State of the Workforce for IDD). The NCI State of the Workforce for IDD survey collects comprehensive data on provider agencies and the Direct Support Professional (DSP) workforce providing direct supports to adults (age 18 and over) receiving services from their state developmental disabilities systems.

The goal of the survey 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 the 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 State of the Workforce for IDD data to demonstrate the critical nature of the DSP workforce crisis to policymakers. States are also looking closely at the data to determine the 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 2023 NCI State of the Workforce for IDD data marks an ongoing opportunity for state developmental disability agencies, advocates, and researchers to work together to determine the best strategies to address DSP workforce challenges.

A total of 26 states, including the District of Columbia, administered the 2023 NCI State of the Workforce for IDD survey. All told, 3,934 provider agencies are included in this report. Responding provider agencies reported 325,591 DSPs on payroll as of Dec. 31, 2023.

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.

Special thanks to Lindsay DuBois and Stephanie Shaire for their extensive review of this report.

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Executive Summary

A total of 26 states including the District of Columbia participated in the **2023 NCI-IDD State of the Workforce Survey**:

Alabama	Louisiana	Pennsylvania
Arizona	Maryland	South Carolina
Colorado	Missouri	South Dakota
Connecticut	Nebraska	Tennessee
Delaware	New Jersey	Utah
Georgia	New York	Washington DC
Illinois	North Carolina	Wisconsin
Indiana	Oklahoma	Wyoming
Kentucky	Oregon	

All told, the responses from **3,934 provider agencies are included in this report**. Responding provider agencies reported 325,591 DSPs on payroll as of Dec. 31, 2023.

The data presented in this report refer to the period between Jan. 1, 2023, and Dec. 31, 2023. 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:

- 40.0% Black or African American
- 39.0% White
- 4.9% Hispanic/Latinx
- 1.3% 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.

- 66.5% Female
- 28.3% Male
- 4.7% Don't know gender identity
- 0.4% Non-binary

Tenure (Length of Employment) of DSPs

Of the DSPs employed by respondents as of Dec. 31, 2023, more than one third (38.6%) had only been employed there for one year or less. And of the DSPs who left employment at responding agencies in 2023, almost two-thirds (66.4%) had been employed there for less than one year.

Of the DSPs employed by respondents as of Dec. 31, 2023:

- 20.4% had been employed for less than 6 months
- 18.2% had been employed between 6 and 12 months
- 18.1% had been employed between 12 and 24 months
- 11.1% had been employed between 24 and 36 months
- 32.2% had been employed 36 months or more

Of the DSPs who left (separated from) employment between Jan. 1, 2023 and Dec. 31, 2023:

- 43.1% had been employed for less than 6 months
- 23.3% had been employed between 6 and 12 months
- 14.3% had been employed between 12 and 24 months
- 6.5% had been employed between 24 and 36 months
- 12.9% had been employed 36 months or more

Of those who separated from employment in 2023, 73.9% did so voluntarily. Over one-fifth (21.0%) were terminated due to performance issues or violation of agency policy, and 1.9% were laid off. For 3.1% of separations, the separation circumstances were unknown.

Almost two-fifths of all responding agencies (38.1%) reported having turned away or stopped accepting new service referrals in 2023 due to DSP staffing issues. **This is compared to almost half of responding agencies who responded as such in 2022 (49.7%).**

Of those 24 states that also conducted the State of the Workforce in 2022 survey, almost all (23) states demonstrated a decrease in the percentage of responding agencies that turned away or stopped accepting new service referrals.

Turnover

Across states, the turnover ratio¹ for DSPs in 2023 ranged from 23.6% to 48.6%; the weighted average turnover ratio was 39.7%.

Of those 24 states that also conducted the NCI-IDD State of the Workforce in 2022 survey, 17 states demonstrated a decrease in turnover ratio.

Vacancy Rates

Among responding provider agencies who distinguish between full-time and part-time DSP positions (71.4%), vacancy rates² for full-time positions ranged from 6.9% to 18.2% with an NCI-IDD Average of 12.2%. Vacancy rates for part-time positions ranged from 4.6% to 22.6% with an NCI-IDD Average of 14.6%.

Services and Agency Types

Of the responding agencies:

- **69.9% provided residential supports** — such as community-based group homes, supported living services, or ICF/ID homes.
- **51.7% provided in-home supports** — such as homemaker/personal care services, in-home habilitation, and in-home respite.

- **64.3% provided non-residential supports** — such as day supports, community support programs, community-based employment supports, facility-based employment supports, or out-of-home habilitation.

Over half (59%) of responding agencies identified as **private for-profit organizations**. Amongst participating states, this ranged from 2.8% of responding agencies in New York to 81.6% in Wyoming. Two-fifths (36.1%) of responding agencies identified as **private non-profit organizations**, 2.2% identified as **state/local government run** and 4.1% identified as an **other governmental entity**.

Wages

Across all service types, responding agencies paid a **median hourly wage of \$17.20. This is almost a dollar-and-a-quarter increase** from the 2022 median hourly wage of \$15.98.

Of the 24 states that also conducted the NCI-IDD State of the Workforce in 2022 survey, all states demonstrated an increase in median hourly wage across all service types. The largest increases were seen in Alabama (16.7%), Arizona (9.4%) and Washington DC (9.1%).

The median hourly *starting* wage across all service types was \$16.67 in 2023.

Benefits

A large majority, 75.9%, 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.

¹ 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, 2023. 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.

- 35.6% of responding providers offered pooled paid time off to some or all DSPs.

Of those not using the pooled method:

- 67.0% offered paid sick time to some or all DSPs.
- 69.6% offered paid vacation time to some or all DSPs.
- 39.5% offered paid personal time to some or all DSPs.

Among the responding agencies, 60.2% offered health insurance to some or all DSPs; 57.9% offered dental coverage to some or all DSPs; and 54.1% offered vision coverage to some or all DSPs.

Recruitment and Retention

More than three-quarters (81.6%) of respondents reported offering a realistic job preview to candidates, and 52.7% reported offering a pay incentive or referral bonus program.

Frontline Supervisors

Across participating states, there was an average ratio of 9 DSPs to 1 frontline supervisor.

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

NCI-IDD works with member states to collect comprehensive data on the workforce of DSPs providing supports to adults (18 and over) through their state developmental disabilities (DD) service system.

How is the survey administered?

NCI-IDD member states that choose to participate in the NCI State of the Workforce Survey provide a list of all provider agencies in the state that provide direct support to adults (18 and over) through their state developmental disabilities (DD) service system. 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 2023 survey opened in early 2024 and closed in late summer 2024.

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. As a reminder, the respondents to the survey are provider agency staff, not DSPs themselves.

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 (i.e., 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) | • Community Habilitation Specialists |
| • Home Health Aides (HHAs) | • Personal Attendants/Personal Care Aides |
| • Homemakers | • DSPs working in job or vocational services |
| • Residential Support Workers (RSWs) | • 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 national averages, but does not affect state data (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 by the player 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 3,934 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 as of December 31, 2023.
- The provider agency had not been in operation for six continuous months in 2023.
- 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 ³	Total pop ⁴	Response rate	Margin of error ^{5,6,7}	Number of DSPs on payroll as of 12/31/23 ⁸
Alabama	119	165	72.1%	4.76%	5408
Arizona	207	367	56.4%	4.50%	27918
Colorado	93	241	38.6%	7.98%	2277
Connecticut	97	141	68.8%	5.58%	11794
Delaware	34	37	91.9%	4.85%	3681
Georgia	133	337	39.5%	6.62%	4999
Illinois	112	308	36.4%	7.40%	7737
Indiana	210	261	80.5%	3.00%	22614
Kentucky	155	157	98.7%	0.89%	3975
Louisiana	98	494	19.8%	8.87%	7428
Maryland	178	255	69.8%	4.04%	17074
Missouri	248	403	61.5%	3.86%	16880
Nebraska	76	76	100.0%	0.00%	4231
New Jersey	221	623	35.5%	5.30%	18547
New York	253	329	76.9%	2.97%	61728
North Carolina	136	482	28.2%	7.13%	13830
Oklahoma	62	110	56.4%	8.26%	5315
Oregon ⁹	534	589	90.7%	1.30%	22073
Pennsylvania	348	1021	34.1%	4.27%	34480
South Carolina	60	60	100.0%	0.00%	6543
South Dakota	20	20	100.0%	0.00%	2069
Tennessee	76	164	46.3%	8.26%	9287
Utah	84	154	54.5%	7.23%	4286
Washington DC	93	114	81.6%	4.38%	4651
Wisconsin	200	829	24.1%	6.04%	5387
Wyoming	87	99	87.9%	3.68%	1379
Total	3934	7836			325591

³ Only those agencies who submitted their survey, therefore indicating that their survey had been completed are included.

⁴ 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).

⁵ Margin of error for sample based on valid responses and "total population"

⁶ Assuming 50% response distribution

⁷ Calculated using <http://www.raosoft.com/samplesize.html>

⁸ This is the number of DSPs on payroll as of 12/31/23 at the provider agencies included in the final sample (valid responses).

⁹ In Oregon, all provider agencies that employ DSPs are now required to respond to the NCI State of the Workforce Survey for IDD. Prior to the 2023 survey year, only group home providers who supported adults were required to complete the survey.

Weights

Using Weights to Calculate Overall NCI-IDD Results

The 2023 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. The state's margin of error reflects this.
- The margin of error calculation comes from the number of valid responses and the total number of agencies in the state eligible for the survey, regardless of whether they received and/or completed the survey. The higher the margin of error, the less confident we can be that the results are representative of the entire state. We calculated the margin of error using a 95% confidence level.
- In calculating the NCI-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.

Characteristics of Responding Agencies

The majority of responding provider agencies provide direct support exclusively to adults with intellectual and developmental disabilities **(63.7%)**.

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 **(60.1%)**.

- 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 disabilities¹⁰?

	Yes	No	N
Alabama	77.1%	22.9%	118
Arizona	54.6%	45.4%	207
Colorado	66.7%	33.3%	93
Connecticut	67.0%	33.0%	97
Delaware	72.7%	27.3%	33
Georgia	75.0%	25.0%	132
Illinois	77.7%	22.3%	112
Indiana	52.9%	47.1%	210
Kentucky	68.4%	31.6%	155
Louisiana	49.0%	51.0%	98
Maryland	76.4%	23.6%	178
Missouri	68.1%	31.9%	248
Nebraska	61.8%	38.2%	76
New Jersey	74.0%	26.0%	219
New York	35.7%	64.3%	252
North Carolina	54.4%	45.6%	136
Oklahoma	72.6%	27.4%	62
Pennsylvania	64.4%	35.6%	348
South Carolina	73.3%	26.7%	60
South Dakota	70.0%	30.0%	20
Tennessee	69.7%	30.3%	76
Utah	75.9%	24.1%	83
Washington DC	94.6%	5.4%	93
Wisconsin	45.7%	54.3%	199
Wyoming	66.7%	33.3%	87
NCI-IDD Average	63.7%	36.3%	Total: 3392

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 IDD¹⁰?

	Yes ¹¹	No ¹²	N
Alabama	66.7%	33.3%	27
Arizona	34.0%	66.0%	94
Colorado	80.6%	19.4%	31
Connecticut	84.4%	15.6%	32
Delaware	77.8%	22.2%	9
Georgia	90.6%	9.4%	32
Illinois	76.0%	24.0%	25
Indiana	53.5%	46.5%	99
Kentucky	53.1%	46.9%	49
Louisiana	70.2%	29.8%	47
Maryland	70.7%	29.3%	41
Missouri	57.0%	43.0%	79
Nebraska	51.7%	48.3%	29
New Jersey	81.8%	18.2%	55
New York	69.0%	31.0%	158
North Carolina	51.6%	48.4%	62
Oklahoma	87.5%	12.5%	16
Pennsylvania	77.2%	22.8%	123
South Carolina	75.0%	25.0%	16
South Dakota	83.3%	16.7%	6
Tennessee	73.9%	26.1%	23
Utah	42.1%	57.9%	19
Washington DC	100.0%		5
Wisconsin	34.9%	65.1%	106
Wyoming	34.5%	65.5%	29
NCI-IDD Average	60.1%	39.9%	Total: 1212

¹⁰ Data are not available for Oregon for Tables 1 and 2. Similar data were collected in state-specific questions.

¹¹ 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.

¹² 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.

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 3. How many DSPs providing support for adults with IDD were on your payroll as of Jan. 1, 2023?

	0-20 DSPs	21-40 DSPs	41-60 DSPs	61+ DSPs	Mean # of DSPs	Std. deviation	Median # of DSPs	N
Alabama	41.5%	30.5%	7.6%	20.3%	44	55.044	24	118
Arizona	31.2%	22.0%	13.7%	33.2%	116	340.973	37	205
Colorado	77.4%	11.8%	3.2%	7.5%	23	56.825	8	93
Connecticut	20.6%	16.5%	10.3%	52.6%	100	99.588	66	97
Delaware	23.5%	11.8%	8.8%	55.9%	102	120.794	70	34
Georgia	53.4%	21.1%	12.8%	12.8%	37	58.615	18	133
Illinois	37.5%	15.2%	16.1%	31.3%	66	85.183	36	112
Indiana	35.7%	16.9%	10.6%	36.7%	103	238.313	38	207
Kentucky	58.1%	23.2%	10.3%	8.4%	24	26.584	17	155
Louisiana	40.8%	18.4%	10.2%	30.6%	67	116.547	29	98
Maryland	32.2%	16.4%	9.0%	42.4%	87	108.901	45	177
Missouri	41.9%	22.2%	10.5%	25.4%	62	126.051	24	248
Nebraska	51.3%	23.7%	6.6%	18.4%	58	108.706	18	76
New Jersey	48.4%	8.6%	6.8%	36.2%	77	118.652	25	221
New York	15.9%	9.6%	5.2%	69.3%	234	289.487	138	251
North Carolina	47.1%	21.3%	9.6%	22.1%	97	297.094	22	136
Oklahoma	22.6%	16.1%	17.7%	43.5%	85	95.708	53	62
Oregon	75.0%	9.2%	3.6%	12.2%	33	105.768	8	531
Pennsylvania	37.4%	17.8%	11.2%	33.6%	93	178.006	33	348
South Carolina	23.7%	6.8%	8.5%	61.0%	105	105.325	77	59
South Dakota	5.0%	20.0%	10.0%	65.0%	101	93.187	70	20
Tennessee	21.1%	14.5%	11.8%	52.6%	111	146.959	64	76
Utah	61.9%	16.7%	10.7%	10.7%	47	158.380	13	84
Washington DC	48.9%	20.7%	8.7%	21.7%	48	67.740	22	92
Wisconsin	68.8%	11.1%	7.5%	12.6%	27	41.778	12	199
Wyoming	75.9%	14.9%	5.7%	3.4%	15	23.337	6	87
NCI-IDD Average	52.0%	15.4%	7.6%	25.0%	66	156.568	19	Total: 3919

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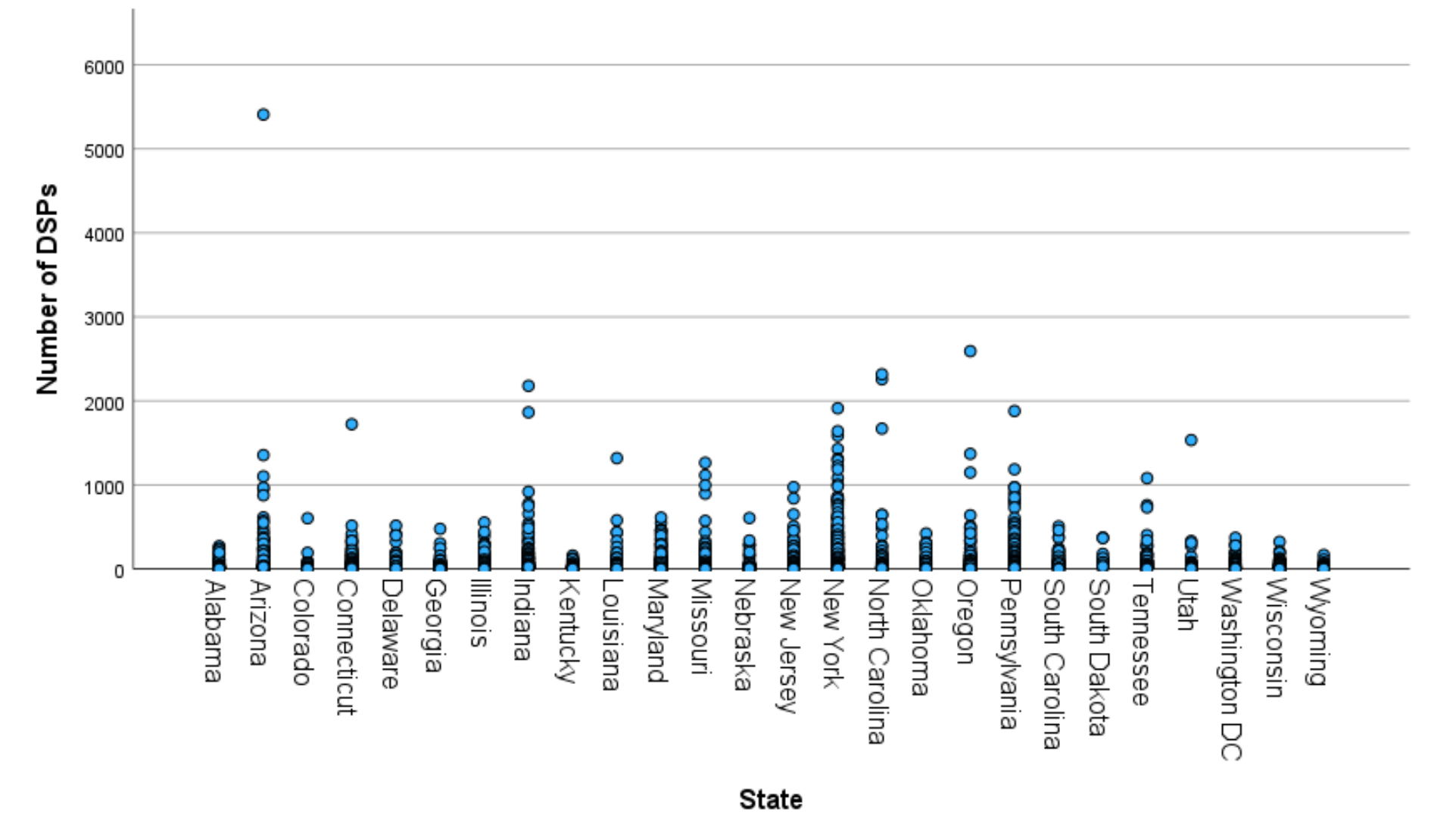
Table 4. How many DSPs providing support for adults with IDD were on your payroll as of Dec. 31, 2023?

	1-20 DSPs	21-40 DSPs	41-60 DSPs	61+ DSPs	Mean # of DSPs	Std. deviation	Median # of DSPs	N
Alabama	41.2%	30.3%	7.6%	21.0%	45	55.966	25	119
Arizona	28.5%	24.6%	9.7%	37.2%	135	413.096	38	207
Colorado	76.3%	8.6%	7.5%	7.5%	24	65.915	10	93
Connecticut	20.6%	13.4%	10.3%	55.7%	122	194.103	70	97
Delaware	20.6%	11.8%	11.8%	55.9%	108	124.675	71	34
Georgia	49.6%	23.3%	9.8%	17.3%	38	59.677	21	133
Illinois	33.0%	19.6%	11.6%	35.7%	69	93.299	38	112
Indiana	30.0%	17.6%	12.9%	39.5%	108	232.248	42	210
Kentucky	56.1%	25.2%	9.0%	9.7%	26	26.795	17	155
Louisiana	36.7%	19.4%	13.3%	30.6%	76	157.739	32	98
Maryland	28.7%	15.2%	12.9%	43.3%	96	119.663	49	178
Missouri	39.1%	23.4%	11.3%	26.2%	68	147.390	27	248
Nebraska	52.6%	17.1%	11.8%	18.4%	56	98.108	18	76
New Jersey	47.1%	7.2%	7.2%	38.5%	84	128.302	29	221
New York	15.8%	9.1%	6.3%	68.8%	244	308.705	139	253
North Carolina	43.4%	25.0%	11.0%	20.6%	102	319.310	23	136
Oklahoma	21.0%	19.4%	16.1%	43.5%	86	89.974	58	62
Oregon¹³	72.7%	10.1%	4.5%	12.7%	41	151.607	8	534
Pennsylvania	37.1%	16.4%	10.1%	36.5%	99	190.105	34	348
South Carolina	20.0%	8.3%	8.3%	63.3%	109	109.523	78	60
South Dakota	5.0%	20.0%	10.0%	65.0%	103	97.618	72	20
Tennessee	18.4%	14.5%	10.5%	56.6%	122	174.570	69	76
Utah	58.3%	20.2%	8.3%	13.1%	51	172.849	17	84
Washington DC	47.3%	19.4%	11.8%	21.5%	50	70.752	23	93
Wisconsin	65.0%	15.0%	7.5%	12.5%	27	39.661	12	200
Wyoming	74.7%	16.1%	5.7%	3.4%	16	24.630	6	87
NCI-IDD Average	49.9%	15.7%	8.2%	26.2%	72	178.485	21	Total: 3934

¹³ Responses from providers in Oregon included DSPs supporting children.

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Figure 1. Spread of agency size on Dec. 31, 2023 (based on number of DSPs). Each circle represents one responding agency.
Provider agencies in Alabama and Wyoming, for example, are smaller overall, whereas New York and Arizona have a broader range of agency sizes.



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Table 5. *Percentage of agencies that reported changes over 10% in number of DSPs on payroll from Jan. 1, 2023 to Dec. 31, 2023*

	Number of DSPs increased more than 10%	Number of DSPs stayed within + or -10% of same	Number of DSPs decreased more than 10%	N
Alabama	29.7%	52.5%	17.8%	118
Arizona	39.5%	46.3%	14.1%	205
Colorado	35.5%	48.4%	16.1%	93
Connecticut	29.9%	63.9%	6.2%	97
Delaware	50.0%	38.2%	11.8%	34
Georgia	31.6%	51.1%	17.3%	133
Illinois	33.0%	55.4%	11.6%	112
Indiana	47.8%	43.0%	9.2%	207
Kentucky	35.5%	50.3%	14.2%	155
Louisiana	22.4%	61.2%	16.3%	98
Maryland	41.2%	49.2%	9.6%	177
Missouri	33.5%	57.3%	9.3%	248
Nebraska	47.4%	31.6%	21.1%	76
New Jersey	44.8%	44.8%	10.4%	221
New York	27.5%	57.4%	15.1%	251
North Carolina	30.1%	55.9%	14.0%	136
Oklahoma	21.0%	62.9%	16.1%	62
Oregon	48.4%	40.9%	10.7%	531
Pennsylvania	33.0%	55.5%	11.5%	348
South Carolina	33.9%	55.9%	10.2%	59
South Dakota	20.0%	70.0%	10.0%	20
Tennessee	31.6%	53.9%	14.5%	76
Utah	40.5%	45.2%	14.3%	84
Washington DC	31.5%	60.9%	7.6%	92
Wisconsin	26.1%	53.8%	20.1%	199
Wyoming	27.6%	50.6%	21.8%	87
NCI-IDD Average	39.5%	47.7%	12.8%	Total: 3919

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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, 2023? (Percentage of responding agencies with adults enrolled in or approved for residential, in-home and/or non-residential services^{14...})

	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 ¹⁵	Std. deviation	Median # of adults w/ IDD ⁷	N
Alabama	2.5%	33.1%	22.0%	20.3%	11.9%	9.3%	0.8%		40.24	83.410	17.00	118
Arizona	3.0%	23.8%	12.4%	20.8%	17.3%	20.8%	1.5%	0.5%	84.96	174.751	30.50	202
Colorado	6.5%	28.3%	12.0%	21.7%	14.1%	15.2%	2.2%		64.08	124.370	23.50	92
Connecticut	1.1%	9.6%	9.6%	18.1%	20.2%	39.4%	2.1%		116.90	127.363	71.00	94
Delaware	6.1%	18.2%	12.1%	27.3%	15.2%	21.2%			83.52	117.925	39.00	33
Georgia	2.4%	29.1%	13.4%	21.3%	17.3%	15.7%	0.8%		56.83	84.087	25.00	127
Illinois	0.9%	13.1%	15.0%	19.6%	21.5%	28.0%	1.9%		106.14	142.015	56.00	107
Indiana	7.8%	17.0%	16.5%	15.5%	15.5%	20.9%	4.9%	1.9%	126.99	224.831	34.00	206
Kentucky	3.2%	11.0%	18.2%	37.7%	16.9%	12.3%	0.6%		50.42	62.064	32.50	154
Louisiana	3.1%	29.2%	18.8%	30.2%	9.4%	8.3%	1.0%		41.82	69.625	20.00	96
Maryland	3.5%	20.9%	11.6%	19.8%	16.9%	24.4%	2.3%	0.6%	98.04	169.907	40.50	172
Missouri	0.8%	32.0%	20.6%	21.1%	12.1%	11.3%	2.0%		57.39	118.806	19.00	247
Nebraska	2.8%	27.8%	15.3%	22.2%	16.7%	11.1%	4.2%		76.14	144.940	22.50	72
New Jersey	4.2%	21.3%	11.6%	22.7%	11.6%	27.3%	0.9%	0.5%	82.64	136.080	32.50	216
New York		2.9%	3.7%	11.9%	11.9%	45.9%	16.0%	7.8%	391.08	721.487	183.00	244
North Carolina	0.8%	31.8%	15.2%	23.5%	15.9%	9.1%	1.5%	2.3%	94.66	284.863	24.00	132
Oklahoma		5.4%	14.3%	28.6%	30.4%	21.4%			70.39	59.790	54.00	56
Oregon ¹⁶	7.6%	55.1%	8.7%	13.5%	7.2%	7.0%	0.6%	0.2%	31.49	96.165	5.00	526
Pennsylvania	5.4%	27.7%	12.8%	19.6%	10.1%	21.7%	2.4%	0.3%	84.04	156.974	24.00	336
South Carolina		8.5%	10.2%	8.5%	18.6%	47.5%	5.1%	1.7%	172.68	207.570	112.00	59
South Dakota			5.0%	15.0%	30.0%	40.0%	10.0%		139.40	148.032	98.00	20
Tennessee	4.1%	17.8%	12.3%	23.3%	21.9%	19.2%	1.4%		69.10	99.916	41.00	73
Utah	6.0%	32.5%	16.9%	22.9%	9.6%	9.6%	2.4%		54.34	126.720	19.00	83
Washington DC	5.5%	42.9%	11.0%	26.4%	12.1%	2.2%			23.76	27.374	15.00	91
Wisconsin	1.5%	50.0%	8.2%	20.4%	8.2%	11.2%	0.5%		37.17	70.575	9.00	196
Wyoming	3.5%	53.5%	17.4%	17.4%	7.0%	1.2%			16.65	21.267	9.00	86
NCI-IDD Average	4.4%	31.2%	12.4%	19.7%	12.6%	16.5%	2.5%	0.8%	83.05	232.629	22.00	Total: 3838

¹⁴ Table includes 143 agencies that reported serving 0 adults with IDD on Jan. 1, 2023.

¹⁵ Enrolled in or approved for residential, in-home, and/or non-residential services.

¹⁶ Responses from providers in Oregon included DSPs supporting children.

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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, 2023?* (Percentage of responding agencies with adults enrolled in or approved for residential, in-home and/or non-residential services...)

	0 adults ¹⁷	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	N
Alabama	3.4%	33.3%	21.4%	18.8%	13.7%	8.5%	0.9%		40.97	86.192	16.00	117
Arizona	1.5%	24.9%	11.4%	22.4%	16.4%	20.9%	2.0%	0.5%	91.98	207.160	33.00	201
Colorado	5.6%	25.8%	10.1%	25.8%	14.6%	16.9%		1.1%	69.51	134.838	26.00	89
Connecticut		10.6%	8.5%	18.1%	23.4%	37.2%	2.1%		118.20	128.135	74.50	94
Delaware	3.0%	12.1%	21.2%	21.2%	18.2%	18.2%	6.1%		116.21	181.648	47.00	33
Georgia	2.4%	26.8%	16.5%	22.0%	15.0%	16.5%	0.8%		57.94	87.397	22.00	127
Illinois	1.9%	13.3%	13.3%	18.1%	19.0%	32.4%	1.9%		111.19	150.160	54.00	105
Indiana	0.5%	21.2%	17.8%	13.9%	16.8%	22.1%	6.3%	1.4%	130.84	225.011	39.00	208
Kentucky	0.7%	18.4%	13.2%	36.2%	19.1%	11.8%	0.7%		49.89	62.981	30.00	152
Louisiana	5.3%	28.4%	17.9%	30.5%	8.4%	8.4%	1.1%		44.03	74.770	20.00	95
Maryland	0.6%	22.8%	11.1%	19.9%	18.1%	24.0%	2.9%	0.6%	99.39	178.924	43.00	171
Missouri	1.6%	29.7%	19.5%	21.1%	13.8%	12.2%	2.0%		61.67	127.886	20.00	246
Nebraska		30.6%	9.7%	26.4%	13.9%	16.7%	2.8%		79.63	146.673	24.50	72
New Jersey	1.9%	20.6%	12.6%	21.5%	14.5%	27.6%	0.9%	0.5%	87.06	138.772	33.50	214
New York	1.2%	2.9%	4.1%	9.8%	11.4%	44.5%	18.4%	7.8%	407.00	764.977	199.00	245
North Carolina	3.0%	30.1%	12.8%	23.3%	17.3%	8.3%	3.0%	2.3%	97.26	289.730	24.00	133
Oklahoma		7.1%	10.7%	32.1%	30.4%	19.6%			68.91	60.021	51.00	56
Oregon ¹⁸	6.0%	55.3%	7.7%	14.3%	7.9%	8.1%	0.6%	0.2%	37.56	122.090	6.00	519
Pennsylvania	1.8%	29.9%	14.0%	18.8%	10.7%	21.8%	2.7%	0.3%	87.10	157.798	25.00	335
South Carolina		10.2%	8.5%	8.5%	18.6%	47.5%	6.8%		164.05	186.077	110.00	59
South Dakota			5.0%	15.0%	30.0%	40.0%	10.0%		139.00	145.546	98.00	20
Tennessee	1.4%	23.6%	8.3%	26.4%	20.8%	18.1%	1.4%		66.89	103.344	41.00	72
Utah	1.2%	32.5%	22.9%	19.3%	10.8%	9.6%	3.6%		54.96	128.719	18.00	83
Washington DC		44.6%	13.0%	28.3%	10.9%	3.3%			24.80	27.773	14.50	92
Wisconsin	3.6%	46.4%	10.3%	20.1%	7.7%	11.3%	0.5%		37.79	79.417	11.00	194
Wyoming	2.3%	52.3%	17.4%	19.8%	7.0%	1.2%			17.36	21.611	9.00	86
NCI-IDD Average	2.6%	32.5%	11.2%	19.8%	13.1%	17.2%	2.8%	0.7%	87.30	247.126	24.00	Total: 3818

¹⁷ 22 agencies reported providing supports to 0 adults on January 1, and 0 adults on December 31 2023. Those agencies are included in this table.

¹⁸ Responses from providers in Oregon included DSPs supporting children.

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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 for services **between Jan. 1, 2023 and Dec. 31, 2023**¹⁹

	Number increased by more than 10%	Number stayed within 10% above or below	Number decreased by more than 10%	N
Alabama	16.2%	63.2%	20.5%	117
Arizona	27.4%	59.7%	12.9%	201
Colorado	33.7%	50.6%	15.7%	89
Connecticut	12.8%	81.9%	5.3%	94
Delaware	30.3%	57.6%	12.1%	33
Georgia	14.2%	72.4%	13.4%	127
Illinois	21.0%	73.3%	5.7%	105
Indiana	37.9%	52.9%	9.2%	206
Kentucky	25.7%	53.3%	21.1%	152
Louisiana	17.9%	70.5%	11.6%	95
Maryland	28.8%	60.6%	10.6%	170
Missouri	24.0%	64.6%	11.4%	246
Nebraska	34.7%	51.4%	13.9%	72
New Jersey	30.4%	61.2%	8.4%	214
New York	18.9%	73.4%	7.8%	244
North Carolina	20.5%	68.9%	10.6%	132
Oklahoma	14.5%	80.0%	5.5%	55
Oregon ²⁰	36.5%	49.2%	14.3%	518
Pennsylvania	26.3%	65.6%	8.1%	334
South Carolina	5.1%	81.4%	13.6%	59
South Dakota	5.0%	90.0%	5.0%	20
Tennessee	19.4%	73.6%	6.9%	72
Utah	31.3%	57.8%	10.8%	83
Washington DC	23.1%	63.7%	13.2%	91
Wisconsin	20.1%	60.8%	19.1%	194
Wyoming	24.4%	61.6%	14.0%	86
NCI-IDD Average	28.1%	58.6%	13.3%	Total: 3809

¹⁹ Table includes 143 agencies that reported serving 0 adults with IDD on Jan. 1, 2023, and includes 89 agencies that reported serving 0 adults with IDD on Dec 31, 2023.

²⁰ Responses from providers in Oregon included DSPs supporting children.

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Table 9. Within all reporting agencies in the state, the average percent of DSPs on the payroll as of Dec. 31, 2023 identifying as each race/ethnicity

	American Indian or Alaska Native	Asian ²¹	Black or African American	Pacific Islander ²²	White	Hispanic/Latinx ²³	More than one race/ethnicity	Other	Don't know	N
Alabama	1.8%	0.2%	70.2%	0.0%	20.4%	0.8%	1.1%	0.1%	5.4%	119
Arizona	3.9%	1.5%	21.2%	0.3%	23.5%	19.0%	1.7%	1.1%	28.0%	204
Colorado	0.0%	2.9%	15.4%	0.3%	46.1%	14.2%	3.4%	0.3%	17.3%	90
Connecticut	0.2%	0.5%	41.3%	0.1%	30.7%	13.0%	2.8%	0.4%	11.0%	94
Delaware	0.1%	0.2%	67.0%	0.1%	17.8%	2.2%	2.5%	0.4%	9.7%	33
Georgia	0.2%	1.3%	73.3%	0.2%	20.3%	2.1%	0.9%	0.2%	1.5%	132
Illinois	0.0%	1.4%	40.6%	0.2%	45.4%	4.6%	0.7%	0.7%	6.4%	110
Indiana	0.4%	1.3%	37.8%	0.1%	45.4%	2.8%	1.0%	1.5%	9.7%	207
Kentucky	0.1%	0.1%	21.0%	0.1%	69.5%	0.7%	1.4%	0.8%	6.2%	154
Louisiana	1.2%	0.6%	73.4%	0.0%	20.5%	0.8%	0.2%	0.1%	3.3%	97
Maryland	0.2%	1.9%	73.1%	0.0%	15.9%	1.5%	1.6%	0.9%	4.8%	174
Missouri	1.1%	0.3%	23.2%	0.1%	58.4%	1.1%	1.2%	0.3%	14.2%	245
Nebraska	0.6%	1.3%	36.2%	0.3%	46.1%	4.3%	3.8%	0.1%	7.4%	74
New Jersey	0.6%	2.0%	48.9%	0.1%	26.9%	11.8%	1.2%	0.7%	7.9%	213
New York ²⁴	0.3%	2.1%	40.8%	0.2%	34.6%	9.9%	2.2%	0.3%	9.6%	246
North Carolina	1.7%	1.5%	55.1%	0.7%	31.0%	1.9%	0.7%	1.0%	6.3%	134
Oklahoma	9.5%	0.2%	18.5%	1.5%	49.8%	3.1%	3.2%	0.2%	13.9%	60
Oregon	0.7%	1.9%	41.9%	1.9%	28.7%	6.1%	2.4%	1.0%	15.5%	521
Pennsylvania	0.3%	0.8%	41.6%	0.1%	42.8%	4.0%	1.5%	0.5%	8.5%	342
South Carolina	0.2%	0.2%	75.2%	0.0%	18.8%	0.9%	0.2%	0.1%	4.4%	60
South Dakota	4.4%	1.7%	12.6%	0.1%	61.8%	2.6%	2.2%	0.2%	14.5%	20
Tennessee	0.2%	0.3%	44.6%	0.1%	46.3%	0.8%	1.0%	0.1%	6.7%	76
Utah	2.1%	0.8%	5.1%	12.0%	52.8%	9.4%	1.8%	1.1%	14.9%	83
Washington DC	1.1%	0.1%	92.6%	0.1%	1.5%	1.0%	1.1%	1.0%	1.7%	92
Wisconsin	2.3%	3.6%	23.3%	0.2%	58.6%	2.8%	1.2%	0.2%	7.8%	195
Wyoming	1.7%	0.3%	1.3%	0.2%	76.1%	6.4%	1.8%	0.2%	12.1%	87
NCI-IDD Average	0.8%	1.3%	40.0%	0.8%	39.0%	4.9%	1.9%	0.7%	10.8%	Total: 3862

²¹ Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese, or Other Asian

²² Native Hawaiian, Guamanian or Chamorro, Samoan, or Other Pacific Islander

²³ Mexican, Mexican American, Chicano, Puerto Rican, Cuban, or Other Spanish/Hispanic/Latinx

²⁴ Statewide results for New York are skewed toward demographic data for NYC. For example, approximately 42% of DSPs in the dataset who are Black or African-American work for providers in NYC.

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Table 10. Of all reporting agencies in the state, the average percent of DSPs on the payroll as of Dec. 31, 2023 identifying as each gender identity

	Male	Female	Non-binary	Don't Know	N
Alabama	22.8%	75.0%	0.0%	2.1%	119
Arizona	22.7%	64.6%	0.2%	12.5%	204
Colorado	28.2%	64.8%	0.5%	6.5%	92
Connecticut	28.2%	66.7%	0.4%	4.7%	95
Delaware	26.0%	73.9%	0.0%	0.0%	34
Georgia	19.0%	80.0%	0.1%	0.9%	132
Illinois	22.1%	75.0%	0.0%	2.9%	111
Indiana	22.8%	72.5%	0.0%	4.6%	207
Kentucky	22.7%	74.4%	0.2%	2.7%	153
Louisiana	13.5%	86.4%	0.1%	0.0%	97
Maryland	28.8%	70.0%	0.1%	1.0%	175
Missouri	19.9%	75.0%	0.2%	4.9%	247
Nebraska	31.1%	62.7%	0.7%	5.5%	74
New Jersey	23.4%	72.2%	0.2%	4.2%	215
New York	27.3%	68.8%	0.3%	3.6%	249
North Carolina	23.8%	71.9%	0.3%	4.0%	135
Oklahoma	22.6%	73.7%	0.0%	3.6%	60
Oregon	38.3%	54.2%	0.8%	6.7%	522
Pennsylvania	28.1%	67.7%	0.2%	4.0%	343
South Carolina	15.5%	82.0%	0.1%	2.4%	60
South Dakota	20.9%	78.2%	0.0%	0.9%	20
Tennessee	21.0%	75.9%	0.2%	2.9%	75
Utah	28.3%	61.6%	0.5%	9.6%	83
Washington DC	35.6%	62.9%	0.1%	1.4%	92
Wisconsin	20.8%	75.6%	0.3%	3.4%	195
Wyoming	22.8%	74.6%	0.2%	2.3%	87
NCI-IDD Average	28.3%	66.5%	0.4%	4.7%	Total: 3876

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Supports Provided as of December 31, 2023

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)*

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

	1 Type	2 Types	All 3 Types	N
Alabama	55.5%	30.3%	14.3%	119
Arizona	45.9%	34.3%	19.8%	207
Colorado	37.6%	35.5%	26.9%	93
Connecticut	19.6%	29.9%	50.5%	97
Delaware	61.8%	20.6%	17.6%	34
Georgia	36.8%	31.6%	31.6%	133
Illinois	41.1%	26.8%	32.1%	112
Indiana	20.5%	30.0%	49.5%	210
Kentucky	31.0%	39.4%	29.7%	155
Louisiana	58.8%	21.6%	19.6%	97
Maryland	21.5%	27.1%	51.4%	177
Missouri	47.2%	29.8%	23.0%	248
Nebraska	15.8%	19.7%	64.5%	76
New Jersey	41.6%	39.4%	19.0%	221
New York	15.8%	36.4%	47.8%	253
North Carolina	35.3%	35.3%	29.4%	136
Oklahoma	21.0%	24.2%	54.8%	62
Oregon	70.7%	21.0%	8.3%	533
Pennsylvania	42.5%	33.0%	24.4%	348
South Carolina	23.3%	30.0%	46.7%	60
South Dakota		5.0%	95.0%	20
Tennessee	11.8%	31.6%	56.6%	76
Utah	26.2%	32.1%	41.7%	84
Washington DC	39.8%	39.8%	20.4%	93
Wisconsin	56.0%	27.5%	16.5%	200
Wyoming	8.0%	39.1%	52.9%	87
NCI-IDD Average	42.6%	28.8%	28.5%	Total: 3931

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 (3 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, 2023²⁵? (Categories are not mutually exclusive)

	Provides Residential Supports	Provides In-home Supports	Provides Non-residential Supports	N
Alabama	84.9%	28.6%	45.4%	119
Arizona	49.8%	66.2%	58.0%	207
Colorado	53.8%	51.6%	83.9%	93
Connecticut	69.1%	69.1%	92.8%	97
Delaware	67.6%	23.5%	64.7%	34
Georgia	69.9%	53.4%	71.4%	133
Illinois	87.5%	42.0%	61.6%	112
Indiana	64.3%	91.0%	73.8%	210
Kentucky	71.0%	39.4%	88.4%	155
Louisiana	38.1%	81.4%	41.2%	97
Maryland	78.0%	66.1%	85.9%	177
Missouri	66.9%	52.4%	56.5%	248
Nebraska	76.3%	80.3%	92.1%	76
New Jersey	41.6%	57.9%	77.8%	221
New York	71.1%	66.4%	94.5%	253
North Carolina	66.9%	50.0%	77.2%	136
Oklahoma	79.0%	74.2%	80.6%	62
Oregon ²⁶	72.0%	31.9%	33.6%	533
Pennsylvania	64.1%	54.3%	63.5%	348
South Carolina	88.3%	51.7%	83.3%	60
South Dakota	100.0%	95.0%	100.0%	20
Tennessee	84.2%	76.3%	84.2%	76
Utah	75.0%	57.1%	83.3%	84
Washington DC	67.7%	61.3%	51.6%	93
Wisconsin	56.0%	65.5%	39.0%	200
Wyoming	70.1%	78.2%	96.6%	87
NCI-IDD Average	69.9%	51.7%	64.3%	Total: 3931

²⁵ 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 (3 cases)

²⁶ Responses from providers in Oregon included DSPs supporting children.

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Table 13. *Percentage of agencies that turned away or stopped accepting new service referrals in 2023 due to DSP staffing issues*

	Percent	N
Alabama	37.3%	118
Arizona	44.1%	204
Colorado	43.5%	92
Connecticut	60.4%	96
Delaware	35.3%	34
Georgia	40.0%	130
Illinois	28.4%	109
Indiana	50.0%	208
Kentucky	45.8%	155
Louisiana	54.6%	97
Maryland	24.4%	176
Missouri	38.1%	247
Nebraska	54.8%	73
New Jersey	31.2%	221
New York	41.9%	248
North Carolina	38.5%	135
Oklahoma	46.8%	62
Oregon ²⁷	29.2%	528
Pennsylvania	46.5%	344
South Carolina	15.0%	60
South Dakota	35.0%	20
Tennessee	53.3%	75
Utah	39.0%	82
Washington DC	13.2%	91
Wisconsin	53.5%	200
Wyoming	49.4%	87
NCI-IDD Average	38.1%	Total: 3892

²⁷ Responses from providers in Oregon included DSPs supporting children.

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Table 14. *Percentage breakdown of agency types (self-reported)*²⁸

	Private for-profit	Private non-profit	State/local government	Other government entity	N
Alabama	59.0%	37.6%	0.9%	3.4%	117
Arizona	64.9%	31.2%	4.4%	1.0%	205
Colorado	75.3%	23.7%	3.2%	0.0%	93
Connecticut	22.9%	76.0%	1.0%	0.0%	96
Delaware	26.5%	73.5%	0.0%	0.0%	34
Georgia	53.8%	29.2%	2.3%	16.2%	130
Illinois	28.8%	69.4%	0.9%	0.9%	111
Indiana	67.3%	31.7%	1.4%	0.5%	208
Kentucky	69.7%	29.7%	0.6%	0.6%	155
Louisiana	67.0%	29.9%	2.1%	2.1%	97
Maryland	35.8%	64.2%	1.1%	0.0%	176
Missouri	53.8%	39.7%	1.6%	6.1%	247
Nebraska	66.2%	28.4%	1.4%	6.8%	74
New Jersey	50.0%	46.8%	3.2%	2.3%	220
New York	2.8%	96.4%	0.8%	0.4%	252
North Carolina	53.7%	44.0%	2.2%	0.0%	134
Oklahoma	32.3%	66.1%	0.0%	4.8%	62
Oregon	76.9%	18.7%	2.7%	2.9%	519
Pennsylvania	47.4%	52.0%	0.9%	0.0%	346
South Carolina	13.3%	35.0%	13.3%	45.0%	60
South Dakota	5.0%	95.0%	0.0%	0.0%	20
Tennessee	38.7%	61.3%	0.0%	1.3%	75
Utah	72.3%	26.5%	1.2%	0.0%	83
Washington DC	76.1%	25.0%	0.0%	0.0%	92
Wisconsin	75.5%	21.9%	1.5%	3.1%	196
Wyoming	81.6%	16.1%	0.0%	3.4%	87
NCI-IDD Average	59.0%	36.1%	2.2%	4.1%	Total: 3889

²⁸ This table is new for 2023.

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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, 2023).*

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, 2023. 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 2023 was greater than the number of DSPs employed as of Dec. 31, 2023.

Table 15. Turnover Ratios²⁹ for DSPs in 2023 (as of Dec. 31, 2023)³⁰

	Mean	Median	Std. Deviation	Minimum	Maximum	N	
Alabama	39.3%	33.3%	37.8%	0.0%	228.0%	118	
Arizona	35.5%	21.6%	43.3%	0.0%	400.0%	206	
Colorado	42.7%	25.0%	57.5%	0.0%	383.3%	93	
Connecticut	40.7%	33.3%	31.0%	0.0%	164.7%	95	
Delaware	37.8%	29.8%	30.2%	0.0%	156.2%	34	
Georgia	32.1%	23.0%	34.0%	0.0%	175.0%	132	
Illinois	46.8%	37.9%	38.1%	0.0%	192.9%	111	
Indiana	44.2%	33.3%	51.9%	0.0%	420.0%	207	
Kentucky	41.7%	27.8%	51.5%	0.0%	350.0%	154	
Louisiana	34.4%	20.6%	43.1%	0.0%	267.8%	96	
Maryland	30.5%	27.0%	26.6%	0.0%	180.0%	173	
Missouri	46.1%	41.7%	38.1%	0.0%	198.7%	247	
Nebraska	47.8%	40.3%	37.8%	0.0%	200.0%	76	
New Jersey	36.3%	27.5%	36.1%	0.0%	248.8%	216	
New York	34.9%	31.7%	23.7%	0.0%	181.8%	251	
North Carolina	26.9%	19.0%	27.5%	0.0%	116.7%	134	
Oklahoma	44.4%	31.7%	54.2%	0.0%	400.0%	61	
Oregon	39.5%	29.1%	44.2%	0.0%	440.0%	530	
Pennsylvania	35.0%	30.3%	30.3%	0.0%	259.5%	345	
South Carolina	40.7%	39.0%	22.0%	0.0%	85.7%	60	
South Dakota	48.6%	49.4%	16.9%	10.5%	86.7%	20	
Tennessee	38.3%	31.5%	28.5%	0.0%	132.4%	75	
Utah	44.6%	37.7%	38.3%	0.0%	150.0%	84	
Washington DC	23.6%	18.9%	23.6%	0.0%	111.1%	93	
Wisconsin	41.7%	26.1%	53.0%	0.0%	400.0%	196	
Wyoming	47.7%	50.0%	45.4%	0.0%	200.0%	86	
NCI-IDD Average	39.7%	31.0%	41.4%	0.0%	440.0%	3893	

State mean turnover ratios ordered lowest to highest

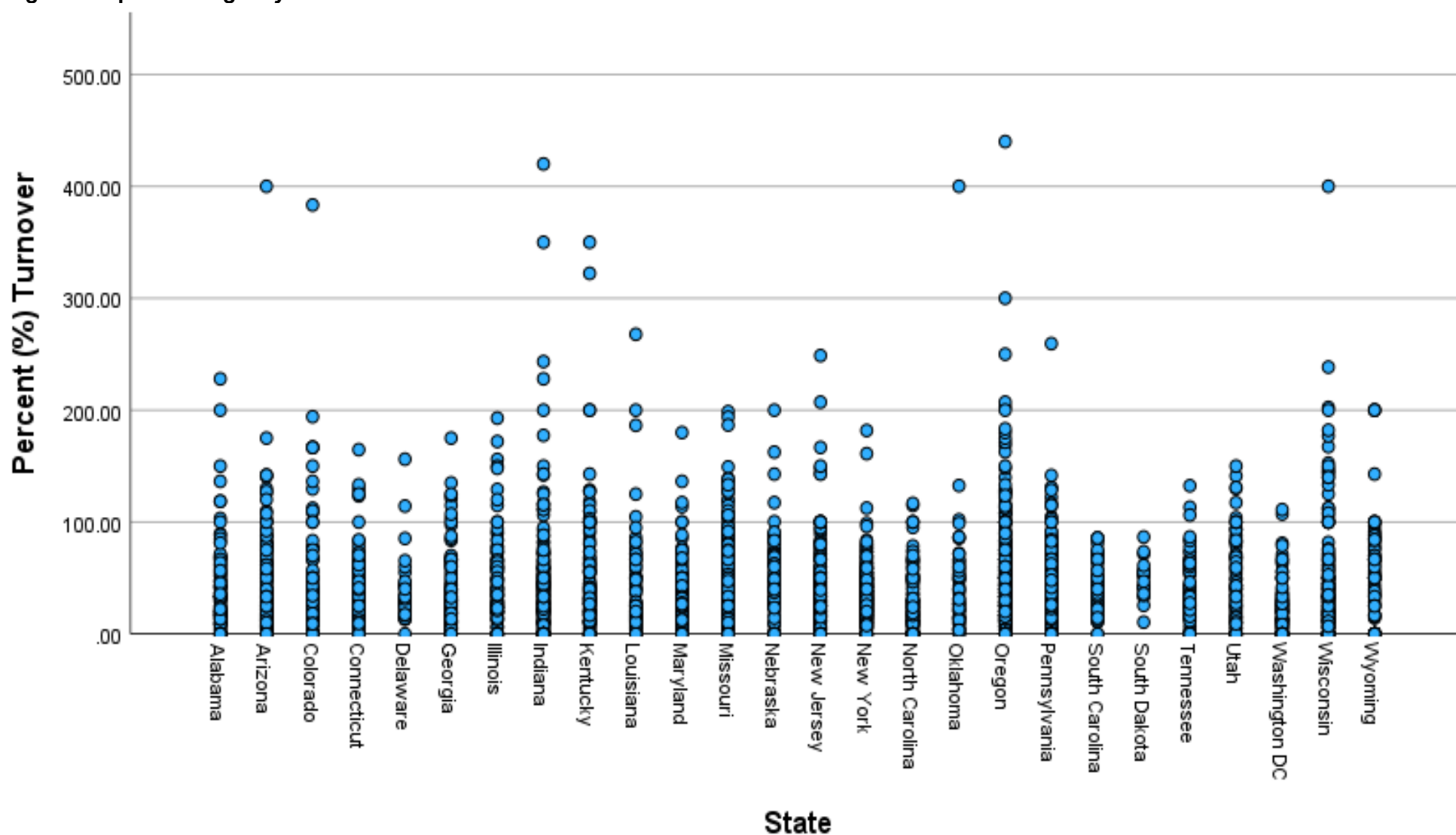
Washington DC	23.6%
North Carolina	26.9%
Maryland	30.5%
Georgia	32.1%
Louisiana	34.4%
New York	34.9%
Pennsylvania	35.0%
Arizona	35.5%
New Jersey	36.3%
Delaware	37.8%
Tennessee	38.3%
Alabama	39.3%
Oregon	39.5%
South Carolina	40.7%
Connecticut	40.7%
Wisconsin	41.7%
Kentucky	41.7%
Colorado	42.7%
Indiana	44.2%
Oklahoma	44.4%
Utah	44.6%
Missouri	46.1%
Illinois	46.8%
Wyoming	47.7%
Nebraska	47.8%
South Dakota	48.6%
NCI-IDD	Avg. 39.7%

²⁹ 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 (5 agencies). Agencies were included if they reported the length of tenure of all DSPs reported employed as of Dec. 31, 2023 (or left it blank). Agencies were included if they reported the length of tenure of all DSPs reported to have separated in 2023 (or left it blank)

³⁰ A turnover ratio is a way to demonstrate the rate at which employees are separating from or leaving an employer. When comparing turnover ratios of different states, a higher turnover ratio means that more employees are leaving employment, when compared to agencies with lower ratios.

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Figure 2. Spread of agency turnover ratios in each state in 2023



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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, 2023. 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.

Table 16. *Tenure Among DSPs Employed as of Dec. 31, 2023³¹*
Percentage of agencies' DSPs who have been on the payroll...

	Less than 6 months	6-12 months	12-24 months	24-36 months	36+ months	DSPs on payroll statewide with data on tenure ³²	N
Alabama	17.2%	12.5%	16.3%	11.5%	42.6%	5259	116
Arizona	15.9%	14.0%	16.9%	11.7%	41.5%	27554	204
Colorado	20.4%	19.2%	16.1%	10.2%	34.1%	2277	93
Connecticut	15.2%	14.6%	18.1%	12.3%	39.8%	10071	96
Delaware	21.4%	18.3%	17.8%	11.9%	30.7%	3681	34
Georgia	15.0%	14.7%	17.4%	11.2%	41.8%	4999	133
Illinois	18.5%	16.3%	15.2%	9.0%	41.1%	7699	111
Indiana	25.4%	20.9%	18.9%	10.4%	24.5%	22400	208
Kentucky	18.1%	16.5%	15.1%	12.0%	38.2%	3869	152
Louisiana	13.4%	13.9%	14.6%	15.6%	42.5%	7166	96
Maryland	17.2%	18.6%	19.2%	10.3%	34.7%	16837	173
Missouri	19.8%	15.5%	17.7%	10.7%	36.4%	16880	248
Nebraska	28.5%	19.4%	18.5%	11.8%	21.8%	4225	75
New Jersey	19.8%	17.3%	19.7%	12.1%	31.2%	18227	216
New York	13.4%	12.0%	16.2%	10.4%	48.0%	59832	250
North Carolina	15.5%	11.8%	12.5%	9.0%	51.2%	13720	135
Oklahoma	15.5%	12.5%	16.9%	9.7%	45.4%	5239	61
Oregon	23.4%	23.8%	21.1%	11.0%	20.6%	22041	527
Pennsylvania	17.6%	16.7%	17.9%	10.7%	37.1%	34370	345
South Carolina	18.2%	12.4%	16.3%	10.9%	42.3%	6543	60
South Dakota	21.1%	11.3%	16.4%	8.2%	43.1%	2069	20
Tennessee	19.1%	16.5%	13.7%	14.5%	36.1%	9243	75
Utah	25.4%	14.1%	17.1%	11.6%	31.8%	4286	84
Washington DC	18.4%	16.6%	14.7%	13.4%	36.8%	4448	90
Wisconsin	15.3%	14.5%	16.2%	11.8%	42.1%	5215	195
Wyoming	21.7%	10.8%	15.9%	9.0%	42.6%	1379	87
NCI-IDD Average	20.4%	18.2%	18.1%	11.1%	32.2%	319529	Total: 3884

³¹ This table only includes agencies that provided information on both the total number of DSPs employed as of Dec. 31, 2023 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.

³² Only includes the number of DSPs reported by respondents that also reported the tenure of those DSPs.

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • 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 17. *Tenure Among Separated DSP Employees (Left Between Jan. 1, 2023 and Dec. 31, 2023)*³³
Percentage of DSPs who separated between 1/1/23 and 12/31/23 who were on the payroll ...

	Less than 6 months	6-12 months	12-24 months	24-36 months	36+ months	# separated DSPs ³⁴	# of agencies w/ data on tenure of separated DSPs	% of agencies w/ at least 1 DSP separation in 2023	# of agencies w/data on # separations ³⁵
Alabama	46.6%	21.2%	14.0%	7.3%	10.9%	2444	104	90.4%	115
Arizona	36.0%	20.1%	16.2%	8.4%	19.2%	9383	175	85.8%	204
Colorado	37.4%	27.5%	14.1%	11.5%	9.7%	947	67	72.8%	92
Connecticut	35.2%	21.6%	19.3%	7.2%	16.8%	4289	90	94.7%	95
Delaware	45.1%	16.1%	19.2%	8.1%	11.5%	1137	32	97.0%	33
Georgia	38.5%	24.1%	13.9%	9.1%	14.4%	2543	104	79.4%	131
Illinois	43.2%	19.6%	14.4%	8.4%	14.3%	4181	97	90.7%	107
Indiana	48.1%	21.9%	14.1%	6.2%	9.6%	12323	180	87.0%	207
Kentucky	46.0%	20.2%	11.5%	5.7%	16.6%	1798	124	81.0%	153
Louisiana	36.1%	29.3%	12.3%	8.1%	14.2%	2946	77	82.8%	93
Maryland	37.3%	22.9%	16.4%	7.5%	15.9%	5513	150	88.2%	170
Missouri	48.3%	22.2%	14.0%	4.7%	10.8%	9278	215	87.0%	247
Nebraska	47.9%	28.3%	10.9%	4.2%	8.7%	2215	66	86.8%	76
New Jersey	41.1%	20.1%	16.9%	7.5%	14.3%	6905	186	86.9%	214
New York	32.7%	19.3%	17.2%	7.6%	23.2%	19395	235	95.1%	247
North Carolina	28.5%	25.4%	18.4%	6.7%	21.1%	6032	100	75.2%	133
Oklahoma	46.3%	16.7%	16.0%	6.1%	14.9%	2476	58	96.7%	60
Oregon	46.9%	26.9%	13.7%	5.9%	6.6%	10047	400	76.5%	523
Pennsylvania	37.8%	20.7%	16.9%	7.1%	17.5%	12026	289	84.8%	341
South Carolina	37.2%	20.4%	15.2%	9.5%	17.8%	2933	58	96.7%	60
South Dakota	43.7%	21.6%	13.4%	6.2%	15.1%	931	20	100.0%	20
Tennessee	47.2%	22.4%	12.4%	4.6%	13.3%	4164	67	89.3%	75
Utah	48.3%	22.2%	15.9%	3.2%	10.3%	3178	71	84.5%	84
Washington DC	38.1%	24.9%	17.9%	5.0%	14.0%	1169	72	79.1%	91
Wisconsin	38.9%	25.0%	13.0%	7.0%	16.1%	2329	149	76.8%	194
Wyoming	44.6%	22.4%	13.9%	8.1%	11.0%	872	62	71.3%	87
NCI-IDD Average	43.1%	23.3%	14.3%	6.5%	12.9%	131454	3248	83.3%	3852

³³ This table only includes agencies that provided information on both the total number of separated DSPs and the tenure of those separated DSPs. From 2022 on, tenure calculations no longer include cases with 0 separations in the denominator.

³⁴ Only includes the number of separated DSPs reported by respondents that also reported the tenure of those DSPs.

³⁵ 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.

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

Separations

Table 18. Circumstances Under Which Separation Occurred (for Separated DSP Employees that Left Between Jan. 1, 2023 and Dec. 31, 2023)
Percentage of total separations between 1/1/23 and 12/31/23:

	Voluntary separation	Employment was terminated ³⁶	Laid off ³⁷	Don't know	N ³⁸
Alabama	73.1%	24.1%	0.1%	2.7%	107
Arizona	78.9%	15.2%	2.4%	3.5%	177
Colorado	71.8%	18.9%	6.4%	2.9%	68
Connecticut	71.5%	25.1%	0.1%	3.3%	90
Delaware	61.4%	30.8%	3.4%	4.4%	33
Georgia	73.8%	21.0%	2.2%	3.0%	105
Illinois	73.0%	21.1%	3.2%	2.8%	100
Indiana	76.1%	21.6%	0.5%	1.7%	179
Kentucky	77.5%	20.3%	0.6%	1.6%	125
Louisiana	78.4%	14.7%	2.5%	4.4%	79
Maryland	66.6%	30.1%	1.9%	1.5%	151
Missouri	72.3%	25.2%	0.4%	2.1%	214
Nebraska	67.0%	25.4%	5.3%	2.2%	66
New Jersey	69.0%	25.7%	2.3%	3.1%	185
New York	69.4%	24.5%	0.4%	5.7%	237
North Carolina	76.0%	17.2%	2.6%	4.1%	101
Oklahoma	72.1%	19.8%	0.7%	7.5%	58
Oregon	77.9%	16.0%	2.2%	3.8%	401
Pennsylvania	70.5%	25.2%	1.7%	2.6%	293
South Carolina	70.0%	23.9%	0.5%	5.5%	58
South Dakota	75.7%	23.3%	0.0%	1.0%	20
Tennessee	81.4%	15.7%	1.2%	1.7%	67
Utah	76.1%	19.6%	1.4%	2.9%	71
Washington DC	63.2%	28.5%	7.1%	1.1%	73
Wisconsin	75.1%	18.2%	2.4%	4.4%	150
Wyoming	74.0%	18.7%	5.3%	2.0%	62
NCI-IDD Average	73.9%	21.0%	1.9%	3.1%	Total: 3270

³⁶ Due to performance issues or violation of agency policy

³⁷ DSPs were terminated because their position was eliminated

³⁸ Does not include agencies that noted "0" DSP separations in 2023 or agencies that did not provide data on reasons for separation.

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • 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.

Full-time and Part-time Workforce

Table 19. The percentage of responding agencies that distinguish between full- and part-time DSPs

Distinguish between full- and part-time DSPs		N
Alabama	60.5%	119
Arizona	65.2%	207
Colorado	62.4%	93
Connecticut	86.6%	97
Delaware	85.3%	34
Georgia	66.9%	133
Illinois	78.6%	112
Indiana	72.7%	209
Kentucky	69.0%	155
Louisiana	72.4%	98
Maryland	82.0%	178
Missouri	74.2%	248
Nebraska	78.9%	76
New Jersey	79.6%	221
New York	91.7%	252
North Carolina	72.8%	136
Oklahoma	71.0%	62
Oregon	62.2%	534
Pennsylvania	79.0%	348
South Carolina	88.3%	60
South Dakota	100.0%	20
Tennessee	78.9%	76
Utah	59.5%	84
Washington DC	71.0%	93
Wisconsin	65.0%	200
Wyoming	47.1%	87
NCI-IDD Average	71.4%	Total: 3932

Notes: Unless otherwise noted, all NCI-IDD Averages (“NCI-IDD Avg.”), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • 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 20. Average percentage of agency DSPs that are **full-time and part-time**³⁹

	Mean percentage that are full-time	Mean percentage that are part-time	N
Alabama	73.9%	26.1%	72
Arizona	64.6%	35.4%	135
Colorado	60.4%	39.6%	57
Connecticut	64.6%	35.4%	84
Delaware	83.4%	16.6%	29
Georgia	74.8%	25.2%	89
Illinois	77.3%	22.7%	87
Indiana	57.0%	43.0%	151
Kentucky	83.1%	16.9%	107
Louisiana	62.5%	37.5%	71
Maryland	74.8%	25.2%	144
Missouri	71.6%	28.4%	184
Nebraska	69.1%	30.9%	60
New Jersey	63.1%	36.9%	172
New York	62.0%	38.0%	227
North Carolina	64.0%	36.0%	99
Oklahoma	76.1%	23.9%	44
Oregon	71.8%	28.2%	329
Pennsylvania	72.0%	28.0%	274
South Carolina	78.6%	21.4%	53
South Dakota	76.3%	23.7%	20
Tennessee	72.4%	27.6%	60
Utah	57.4%	42.6%	50
Washington DC	74.6%	25.4%	66
Wisconsin	51.7%	48.3%	129
Wyoming	67.1%	32.9%	41
NCI-IDD Average	70.8%	29.2%	2834

³⁹Only includes agencies that reported differentiating between full- and part-time DSPs and agencies that reported number of full-time and number of part-time DSPs (or reported “0”)

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

Vacancy Rates

Agency vacancy rates are calculated as follows:

Vacant 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, 2023.

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

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Table 21. Average full-time and part-time DSP vacancy rates (as of Dec. 31, 2023) ⁴⁰

	Full-time vacancy rate	Full-time vacancy rate N	Part-time vacancy rate	Part-time vacancy rate N
Alabama	18.3%	70	17.6%	70
Arizona	10.3%	130	10.3%	128
Colorado	12.4%	55	4.6%	53
Connecticut	13.8%	82	20.0%	81
Delaware	11.1%	29	20.2%	27
Georgia	12.4%	85	19.7%	88
Illinois	13.2%	85	21.4%	84
Indiana	13.4%	147	12.7%	147
Kentucky	10.5%	100	8.5%	102
Louisiana	9.6%	70	13.0%	69
Maryland	11.6%	140	19.4%	141
Missouri	9.2%	182	13.6%	183
Nebraska	10.3%	60	10.8%	60
New Jersey	11.6%	167	17.6%	165
New York	18.2%	223	22.6%	219
North Carolina	10.9%	98	10.9%	95
Oklahoma	11.8%	43	8.8%	42
Oregon	11.3%	322	13.0%	322
Pennsylvania	14.0%	270	19.3%	269
South Carolina	14.8%	53	19.2%	53
South Dakota	14.5%	20	17.6%	20
Tennessee	11.4%	59	19.2%	59
Utah	6.9%	50	14.0%	50
Washington DC	7.3%	63	12.8%	63
Wisconsin	14.5%	124	19.5%	120
Wyoming	14.1%	39	12.1%	40
NCI-IDD Average	12.2%	Total: 2766	14.6%	Total: 2750

⁴⁰ 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, 2023. If an agency did not have full-time or part-time positions, they were considered to have 0% vacancy rate and were included in the denominator.

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

Hourly Wages⁴¹

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.

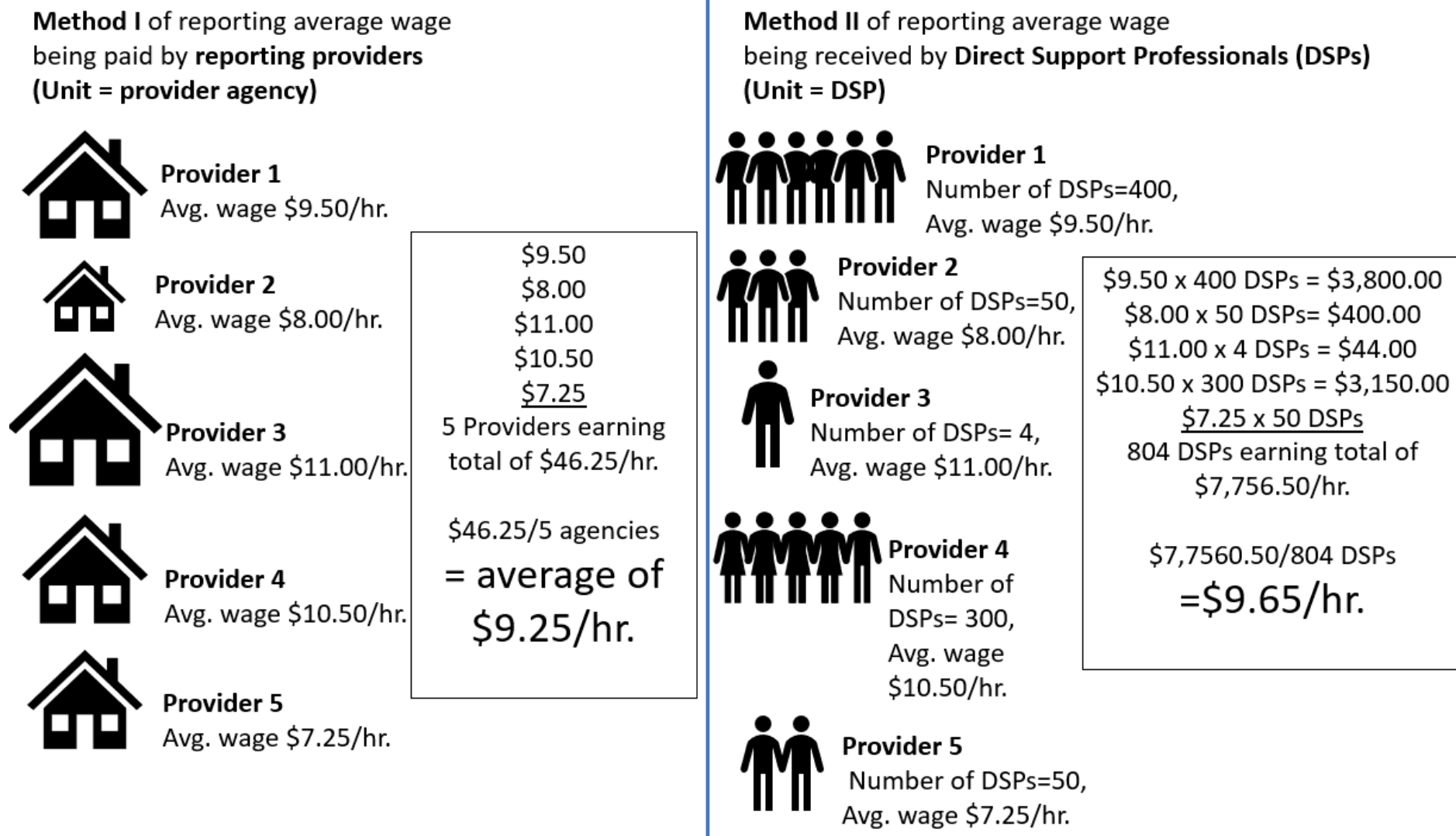
For comparable wage tables, see [Appendix C](#). For state living wage comparisons, see [Appendix D](#).

⁴¹ For all wage tables, we deleted all values of \$0, <\$5 and greater than or equal to \$30.

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

Figure 3. Visualization of the difference between the two average wage calculation methodologies in this report

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



Notes: Unless otherwise noted, all NCI-IDD Averages (“NCI-IDD Avg.”), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • 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 22. Method I: Average Hourly Wage⁴² - All DSPs⁴³

	State Min. Wage ⁴⁴	Average Hourly Wage DSPs	Std. Deviation	Median Hourly Wage	Minimum Average Hourly Wage	Maximum Average Hourly Wage	N
Alabama	\$7.25	\$12.04	\$2.27	\$12.00	\$8.45	\$19.00	113
Arizona	\$13.85	\$16.46	\$2.30	\$16.00	\$13.00	\$28.98	196
Colorado	\$13.65	\$19.01	\$2.59	\$18.50	\$15.00	\$27.00	87
Connecticut	\$15.00	\$18.93	\$1.63	\$18.46	\$16.00	\$27.00	93
Delaware	\$11.75	\$18.46	\$1.75	\$18.14	\$15.50	\$24.15	34
Georgia	\$7.25	\$13.92	\$2.31	\$13.90	\$8.00	\$21.52	124
Illinois	\$13.00	\$17.44	\$2.19	\$17.07	\$13.00	\$25.04	106
Indiana	\$7.25	\$15.86	\$1.31	\$15.94	\$12.84	\$20.50	200
Kentucky	\$7.25	\$14.70	\$3.55	\$14.54	\$8.00	\$29.00	150
Louisiana	\$7.25	\$10.00	\$1.66	\$9.27	\$7.25	\$18.50	92
Maryland	\$13.25	\$17.52	\$2.30	\$17.17	\$13.25	\$28.01	169
Missouri	\$12.00	\$17.10	\$2.46	\$17.00	\$11.00	\$27.34	242
Nebraska	\$10.50	\$17.56	\$1.81	\$17.00	\$13.80	\$23.00	74
New Jersey	\$14.13	\$19.42	\$2.51	\$19.00	\$10.00	\$28.92	198
New York ⁴⁵	\$14.20	\$18.15	\$1.69	\$17.97	\$14.52	\$25.51	245
North Carolina	\$7.25	\$15.02	\$2.65	\$15.00	\$8.25	\$25.00	125
Oklahoma	\$7.25	\$12.70	\$1.80	\$12.00	\$9.50	\$17.73	57
Oregon	\$14.20	\$19.80	\$2.53	\$19.55	\$13.25	\$29.00	484
Pennsylvania	\$7.25	\$16.86	\$2.27	\$16.70	\$10.00	\$27.89	335
South Carolina	\$7.25	\$16.03	\$2.20	\$15.51	\$13.00	\$23.43	58
South Dakota	\$10.80	\$19.61	\$1.69	\$19.50	\$17.13	\$23.71	20
Tennessee	\$7.25	\$15.09	\$1.22	\$15.00	\$10.83	\$18.19	71
Utah	\$7.25	\$17.46	\$2.32	\$17.75	\$7.13	\$24.79	81
Washington DC	\$17.00	\$18.11	\$1.19	\$18.00	\$16.50	\$22.00	86
Wisconsin	\$7.25	\$15.24	\$2.98	\$15.00	\$6.00	\$26.00	191
Wyoming	\$7.25	\$15.10	\$2.73	\$14.92	\$7.50	\$22.50	84
NCI-IDD Average		\$17.34	\$3.26	\$17.20	\$6.00	\$29.00	3715

Note: Federal minimum wage = \$7.25

⁴² For all wage tables, values of \$0, <\$5 and >= \$30 were excluded. If agency reported offering 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. One NY agency that reported a wage below the state minimum wage was excluded.

⁴³ 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, 2023, to Dec. 31, 2023.

⁴⁴ <https://www.dol.gov/whd/state/stateMinWageHis.htm>

⁴⁵ Minimum wage rates in New York State differ based on region. As of 01/01/2023, the minimum wage was \$15.00 in Westchester County, Long Island, and New York City, while the rest of the state had a minimum wage of \$14.20. 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>

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

Table 23. Percentage of Respondents Paying an Average Hourly Wage Above or Below the State Minimum Wage^{46, 47, 48}

	State Min. Wage ⁴⁹	More than 50¢ below ⁵⁰	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%	0.0%	1.8%	24.8%	19.5%	27.4%	11.5%	15.0%	113
Arizona	\$13.85	0.5%	14.3%	48.0%	28.6%	6.1%	1.0%	1.0%	0.5%	196
Colorado	\$13.65	0.0%	0.0%	14.9%	47.1%	26.4%	5.7%	5.7%	0.0%	87
Connecticut	\$15.00	0.0%	0.0%	34.4%	59.1%	4.3%	2.2%	0.0%	0.0%	93
Delaware	\$11.75	0.0%	0.0%	0.0%	8.8%	47.1%	35.3%	5.9%	2.9%	34
Georgia	\$7.25	0.0%	0.0%	0.8%	4.0%	6.5%	34.7%	17.7%	36.3%	124
Illinois	\$13.00	0.0%	2.8%	12.3%	57.5%	22.6%	2.8%	1.9%	0.0%	106
Indiana	\$7.25	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%	12.0%	86.5%	200
Kentucky	\$7.25	0.0%	0.0%	2.7%	7.3%	8.7%	18.0%	12.7%	50.7%	150
Louisiana	\$7.25	0.0%	1.1%	0.0%	72.8%	13.0%	5.4%	5.4%	2.2%	92
Maryland	\$13.25	0.0%	0.6%	21.9%	53.8%	17.2%	4.7%	0.6%	1.2%	169
Missouri	\$12.00	0.4%	2.1%	8.3%	34.7%	36.8%	14.9%	1.7%	1.2%	242
Nebraska	\$10.50	0.0%	0.0%	0.0%	2.7%	32.4%	45.9%	13.5%	5.4%	74
New Jersey	\$14.13	0.5%	0.0%	10.6%	50.5%	26.3%	10.1%	1.5%	0.5%	198
New York	\$14.20	0.0%	0.4%	26.5%	61.6%	8.2%	3.3%	0.0%	0.0%	245
North Carolina	\$7.25	0.0%	0.0%	0.8%	2.4%	2.4%	17.6%	19.2%	57.6%	125
Oklahoma	\$7.25	0.0%	0.0%	0.0%	7.0%	12.3%	50.9%	10.5%	19.3%	57
Oregon	\$14.20	0.2%	0.0%	16.3%	34.9%	33.9%	13.0%	1.4%	0.2%	484
Pennsylvania	\$7.25	0.0%	0.0%	0.0%	0.3%	0.3%	3.6%	6.3%	89.6%	335
South Carolina	\$7.25	0.0%	0.0%	0.0%	0.0%	0.0%	5.2%	19.0%	75.9%	58
South Dakota	\$10.80	0.0%	0.0%	0.0%	0.0%	5.0%	40.0%	40.0%	15.0%	20
Tennessee	\$7.25	0.0%	0.0%	0.0%	0.0%	1.4%	5.6%	15.5%	77.5%	71
Utah	\$7.25	0.0%	1.2%	0.0%	0.0%	0.0%	1.2%	3.7%	93.8%	81
Washington DC	\$17.00	0.0%	36.0%	58.1%	5.8%	0.0%	0.0%	0.0%	0.0%	86
Wisconsin	\$7.25	0.5%	0.0%	0.0%	3.1%	6.3%	15.7%	14.1%	60.2%	191
Wyoming	\$7.25	0.0%	1.2%	0.0%	3.6%	2.4%	17.9%	20.2%	54.8%	84
NCI-IDD Average		0.1%	1.2%	11.1%	23.6%	18.2%	13.7%	6.8%	25.2%	Total: 3715

Note: Federal minimum wage = \$7.25

⁴⁶ The wages used in this table were calculated using Method I as described in Figure 3.

⁴⁷ For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 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. One NY agency that reported a wage below the state minimum wage was excluded.

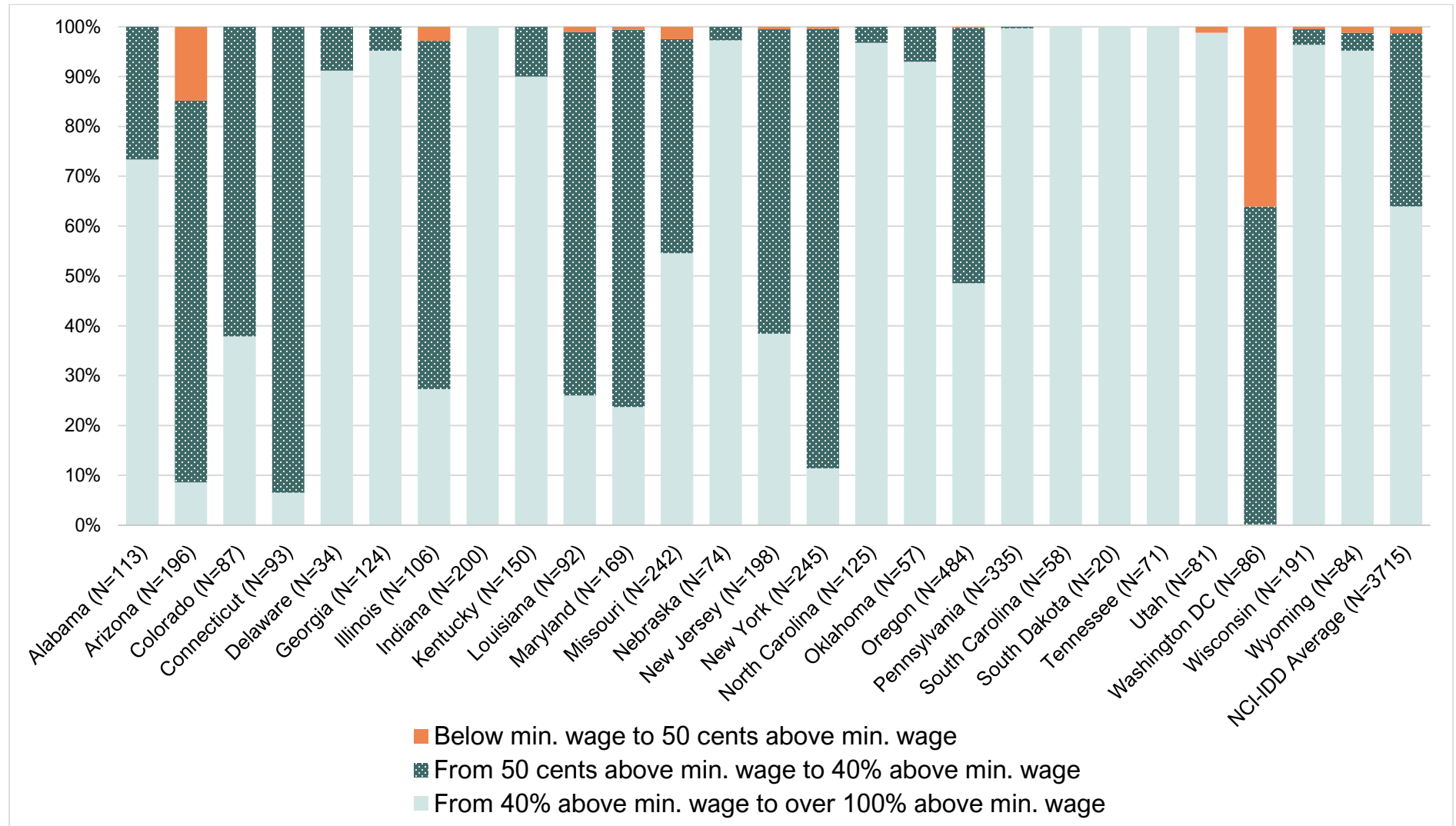
⁴⁸ Overtime wages and wage bonuses not included. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or primary host-home/foster-care providers. Refers to the period of Jan 1, 2023 to Dec 31, 2023.

⁴⁹ <https://www.dol.gov/whd/state/stateMinWageHis.htm>

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

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

Figure 4. Relationship Between State Minimum Wage and Average Hourly Wages Reported by Provider Agencies ^{51, 52}



⁵¹ The wages used in this table were calculated using Method I (see Figure 3)

⁵² For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. NEW for 2023: 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. One NY agency that reported a wage below the state minimum wage was excluded.

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • 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 24. Method II: Average Wage Received by DSPs⁵³

	Method II Average Wage	N
Alabama	\$12.52	113
Arizona	\$16.50	196
Colorado	\$19.00	87
Connecticut	\$19.10	93
Delaware	\$18.85	34
Georgia	\$13.55	124
Illinois	\$17.34	106
Indiana	\$15.76	200
Kentucky	\$14.50	150
Louisiana	\$9.93	92
Maryland	\$18.29	169
Missouri	\$18.46	242
Nebraska	\$17.20	74
New Jersey	\$19.12	198
New York	\$18.46	245
North Carolina	\$15.03	125
Oklahoma	\$12.35	57
Oregon	\$21.69	484
Pennsylvania	\$16.91	335
South Carolina	\$15.70	58
South Dakota	\$20.21	20
Tennessee	\$15.36	71
Utah	\$17.17	81
Washington DC	\$18.00	86
Wisconsin	\$15.51	191
Wyoming	\$15.14	84
Unweighted NCI-IDD Average	\$17.30	Total: 3715

⁵³ Refers to the period of Jan. 1, 2023 to Dec. 31, 2023.

⁵⁴ For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. NEW for 2023: 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. One NY agency that reported a wage below the state minimum wage was excluded.

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

Table 25. Average **Starting** Hourly Wage⁵⁵ 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	\$10.92	\$1.89	\$10.50	\$7.25	\$17.69	117
Arizona	\$15.91	\$2.06	\$15.75	\$12.85	\$28.98	199
Colorado	\$18.36	\$2.25	\$18.00	\$15.00	\$26.00	89
Connecticut	\$18.07	\$0.95	\$18.00	\$16.00	\$21.00	95
Delaware	\$17.88	\$1.86	\$17.59	\$14.50	\$24.15	34
Georgia	\$13.17	\$2.14	\$13.00	\$8.00	\$19.94	127
Illinois	\$16.49	\$1.90	\$16.00	\$13.00	\$23.00	107
Indiana	\$15.41	\$1.26	\$15.00	\$12.26	\$19.09	205
Kentucky	\$13.77	\$3.13	\$14.00	\$7.25	\$22.92	153
Louisiana	\$9.55	\$0.97	\$9.00	\$7.25	\$13.60	94
Maryland	\$16.86	\$1.89	\$17.00	\$12.50	\$25.79	175
Missouri	\$16.15	\$2.24	\$16.00	\$11.00	\$25.00	245
Nebraska	\$16.74	\$2.06	\$16.50	\$10.50	\$23.00	76
New Jersey	\$18.49	\$2.12	\$18.00	\$14.25	\$27.00	205
New York	\$17.15	\$1.54	\$17.00	\$14.20	\$25.06	246
North Carolina	\$14.28	\$2.38	\$14.29	\$8.25	\$25.00	129
Oklahoma	\$11.99	\$1.64	\$12.00	\$9.00	\$17.25	59
Oregon	\$18.88	\$2.36	\$18.00	\$13.25	\$28.00	506
Pennsylvania	\$15.95	\$2.18	\$16.00	\$10.00	\$25.00	341
South Carolina	\$15.09	\$2.21	\$14.48	\$13.00	\$23.32	60
South Dakota	\$17.85	\$1.29	\$17.75	\$15.54	\$20.18	20
Tennessee	\$14.61	\$1.35	\$15.00	\$9.00	\$17.50	73
Utah	\$16.18	\$1.84	\$16.00	\$10.50	\$20.00	80
Washington DC	\$17.63	\$1.04	\$17.50	\$14.00	\$21.36	89
Wisconsin	\$14.37	\$2.57	\$14.00	\$6.00	\$23.00	189
Wyoming	\$14.23	\$2.47	\$14.36	\$7.50	\$21.50	82
NCI-IDD Average	\$16.49	\$3.09	\$16.67	\$6.00	\$28.98	Total: 3795

⁵⁵ For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 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. One NY agency that reported a wage below the state minimum wage was excluded. Overtime wages and wage bonuses not included. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or primary host-home/foster-care providers. Refers to the period of Jan. 1, 2023 to Dec. 31, 2023.

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

Table 26. Wages⁵⁶ Paid by Responding Agencies – **DSPs Providing Residential Supports** (Calculated using Method I)

	Avg. Starting Hourly Wage	Std. Deviation	Median Starting Hourly Wage	Minimum Avg. Starting Hourly Wage	Maximum Avg. Starting Hourly Wage	N	Avg. Hourly Wage	Std. Deviation	Median Hourly Wage	Minimum Avg. Hourly Wage	Maximum Avg. Hourly Wage	N
Alabama	\$10.75	\$1.70	\$10.21	\$7.25	\$17.69	93	\$11.76	\$2.05	\$11.94	\$8.00	\$18.36	92
Arizona	\$15.81	\$2.38	\$15.00	\$13.00	\$28.00	89	\$16.07	\$2.17	\$15.50	\$13.85	\$26.93	89
Colorado	\$18.38	\$2.40	\$18.00	\$15.00	\$26.00	38	\$18.95	\$2.62	\$18.94	\$15.00	\$26.45	36
Connecticut	\$18.07	\$0.92	\$18.00	\$15.00	\$20.81	64	\$18.83	\$1.35	\$18.37	\$17.25	\$24.96	62
Delaware	\$17.69	\$1.94	\$17.13	\$14.50	\$24.15	22	\$18.06	\$1.76	\$17.95	\$15.50	\$24.15	21
Georgia	\$13.06	\$2.06	\$13.00	\$8.00	\$18.00	87	\$13.52	\$2.13	\$13.25	\$8.00	\$19.00	84
Illinois	\$16.46	\$1.66	\$16.00	\$13.25	\$22.04	83	\$17.31	\$1.87	\$17.00	\$13.25	\$22.72	83
Indiana	\$15.48	\$1.18	\$15.25	\$13.00	\$19.00	131	\$15.87	\$1.22	\$16.00	\$13.00	\$20.00	128
Kentucky	\$12.75	\$2.75	\$12.10	\$7.25	\$20.00	101	\$13.55	\$2.96	\$13.50	\$7.69	\$20.54	99
Louisiana	\$9.70	\$1.12	\$9.00	\$9.00	\$13.61	34	\$10.24	\$1.68	\$9.50	\$9.00	\$14.54	32
Maryland	\$16.63	\$1.61	\$16.69	\$12.50	\$21.33	128	\$17.16	\$1.80	\$17.00	\$13.25	\$22.00	126
Missouri	\$16.10	\$2.21	\$16.00	\$12.00	\$24.00	156	\$17.12	\$2.33	\$17.00	\$12.00	\$25.00	153
Nebraska	\$16.38	\$1.44	\$16.50	\$12.75	\$21.00	52	\$17.05	\$1.36	\$17.00	\$14.00	\$21.00	51
New Jersey	\$17.99	\$1.68	\$18.00	\$14.25	\$25.00	84	\$18.83	\$1.94	\$18.71	\$15.00	\$25.70	83
New York	\$17.04	\$1.16	\$17.00	\$14.20	\$22.43	171	\$18.12	\$1.51	\$18.00	\$15.00	\$25.51	172
North Carolina	\$14.14	\$2.43	\$14.89	\$8.25	\$20.00	77	\$14.97	\$2.59	\$15.00	\$8.25	\$24.26	75
Oklahoma	\$11.80	\$1.29	\$12.00	\$9.00	\$15.00	47	\$12.52	\$1.59	\$12.00	\$9.50	\$17.04	46
Oregon	\$18.24	\$1.79	\$18.00	\$14.75	\$25.00	301	\$19.12	\$2.03	\$19.00	\$15.00	\$28.00	281
Pennsylvania	\$16.03	\$1.79	\$16.00	\$10.20	\$25.00	212	\$16.87	\$1.86	\$16.68	\$11.36	\$26.00	205
South Carolina	\$14.45	\$1.41	\$14.00	\$13.00	\$17.94	49	\$15.42	\$1.53	\$15.28	\$13.00	\$20.53	49
South Dakota	\$17.99	\$1.31	\$17.75	\$15.54	\$20.03	20	\$19.70	\$1.72	\$19.86	\$17.01	\$23.71	20
Tennessee	\$14.76	\$1.26	\$15.00	\$10.00	\$17.50	58	\$15.19	\$1.13	\$15.11	\$12.00	\$18.00	57
Utah	\$16.07	\$1.88	\$16.00	\$10.45	\$20.00	55	\$17.43	\$2.41	\$17.50	\$12.00	\$28.85	56
Washington DC	\$17.71	\$1.38	\$17.50	\$14.00	\$25.00	57	\$18.13	\$1.40	\$18.00	\$16.50	\$25.00	59
Wisconsin	\$14.28	\$2.62	\$14.00	\$6.00	\$22.00	95	\$14.97	\$2.66	\$15.00	\$6.00	\$21.00	93
Wyoming	\$14.43	\$3.52	\$14.00	\$6.00	\$29.00	56	\$14.93	\$3.25	\$14.67	\$6.00	\$22.50	56
NCI-IDD Average	\$16.01	\$2.85	\$16.25	\$6.00	\$29.00	2360	\$16.79	\$2.99	\$17.00	\$6.00	\$28.85	2308

⁵⁶ 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, 2023, to Dec. 31, 2023.

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Table 27. Wages⁵⁷ Paid by Responding Agencies – **DSPs Providing In-Home Supports** (Calculated using Method I)

	Average Starting Hourly Wage	Std. Deviation	Median Starting Hourly Wage	Minimum Avg. Starting Hourly Wage	Maximum Avg. Starting Hourly Wage	N	Average Hourly Wage	Std. Deviation	Median Hourly Wage	Minimum Avg. Hourly Wage	Maximum Avg. Hourly Wage	N
Alabama	\$10.89	\$1.51	\$10.92	\$8.50	\$14.75	31	\$12.35	\$1.99	\$12.00	\$9.75	\$18.68	31
Arizona	\$15.86	\$2.01	\$15.50	\$13.00	\$28.98	129	\$16.21	\$2.05	\$16.00	\$13.85	\$28.98	124
Colorado	\$18.60	\$2.31	\$18.00	\$15.50	\$26.00	40	\$19.36	\$2.63	\$19.00	\$15.75	\$26.45	41
Connecticut	\$18.29	\$1.02	\$18.06	\$17.00	\$23.00	64	\$19.03	\$1.84	\$18.48	\$17.25	\$27.21	62
Delaware	\$17.30	\$0.43	\$17.25	\$16.75	\$18.00	5	\$18.29	\$1.33	\$17.53	\$17.00	\$20.67	5
Georgia	\$13.38	\$1.98	\$13.00	\$9.50	\$19.00	68	\$13.78	\$2.14	\$13.21	\$9.50	\$21.00	66
Illinois	\$16.83	\$2.09	\$16.34	\$13.25	\$23.00	36	\$17.62	\$2.48	\$17.09	\$13.25	\$25.04	40
Indiana	\$15.32	\$1.32	\$15.00	\$11.05	\$20.00	173	\$15.80	\$1.25	\$15.81	\$13.00	\$20.00	169
Kentucky	\$14.77	\$3.68	\$15.00	\$8.50	\$24.37	52	\$14.97	\$3.58	\$15.00	\$8.50	\$24.37	52
Louisiana	\$9.58	\$0.90	\$9.00	\$9.00	\$13.00	74	\$9.70	\$1.02	\$9.00	\$9.00	\$14.18	71
Maryland	\$16.93	\$1.70	\$17.00	\$13.86	\$22.00	111	\$17.46	\$2.01	\$17.21	\$13.86	\$25.00	108
Missouri	\$16.46	\$2.09	\$16.00	\$11.50	\$23.32	121	\$17.43	\$2.42	\$17.42	\$11.50	\$26.00	118
Nebraska	\$16.72	\$2.05	\$16.69	\$10.50	\$24.00	57	\$17.60	\$1.80	\$17.20	\$13.48	\$24.00	57
New Jersey	\$18.47	\$2.24	\$18.00	\$14.97	\$24.75	102	\$19.07	\$2.53	\$19.00	\$10.00	\$28.92	99
New York	\$17.11	\$1.76	\$17.00	\$14.20	\$25.90	153	\$17.96	\$1.87	\$17.51	\$15.00	\$26.02	151
North Carolina	\$14.15	\$1.90	\$14.05	\$9.00	\$18.00	61	\$14.55	\$1.97	\$14.69	\$10.00	\$20.00	59
Oklahoma	\$11.51	\$1.35	\$11.75	\$9.00	\$15.00	43	\$12.02	\$1.38	\$12.00	\$9.00	\$15.00	41
Oregon	\$20.09	\$2.56	\$19.92	\$15.00	\$28.00	150	\$21.09	\$2.56	\$20.90	\$15.00	\$28.65	153
Pennsylvania	\$16.08	\$2.59	\$16.00	\$10.00	\$25.00	172	\$16.68	\$2.45	\$16.51	\$10.00	\$25.00	168
South Carolina	\$14.61	\$2.07	\$13.98	\$12.50	\$22.24	25	\$15.48	\$2.68	\$15.08	\$10.71	\$22.24	26
South Dakota	\$17.84	\$1.27	\$17.50	\$15.75	\$20.03	19	\$19.78	\$1.80	\$19.21	\$17.39	\$23.71	19
Tennessee	\$14.68	\$1.28	\$15.00	\$9.00	\$17.50	54	\$15.15	\$1.27	\$15.00	\$10.83	\$18.19	53
Utah	\$16.40	\$1.87	\$16.00	\$10.50	\$21.00	44	\$18.03	\$2.59	\$17.88	\$15.00	\$28.85	45
Washington DC	\$17.65	\$0.96	\$17.73	\$16.10	\$21.00	52	\$18.17	\$1.16	\$18.00	\$16.50	\$22.00	50
Wisconsin	\$14.10	\$2.74	\$14.00	\$6.00	\$24.50	112	\$14.68	\$2.86	\$15.00	\$6.00	\$23.00	114
Wyoming	\$14.41	\$2.97	\$14.00	\$9.00	\$29.00	62	\$15.33	\$2.60	\$14.60	\$10.00	\$22.00	61
NCI-IDD Average	\$16.58	\$3.16	\$16.50	\$6.00	\$29.00	2010	\$17.33	\$3.33	\$17.00	\$6.00	\$28.98	1983

⁵⁷ 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, 2023 to Dec. 31, 2023.

Notes: Unless otherwise noted, all NCI-IDD Averages (“NCI-IDD Avg.”), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • 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 28. Wages⁵⁸ Paid by Responding Agencies – **DSPs Providing Non-Residential Supports** (Calculated using Method I)

	Avg. Starting Hourly Wage	Std. Deviation	Median Starting Hourly Wage	Min. 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	\$11.90	\$2.73	\$11.50	\$7.25	\$23.86	51	\$13.35	\$2.98	\$13.00	\$8.10	\$23.86	50
Arizona	\$15.75	\$1.64	\$15.47	\$12.85	\$21.00	110	\$16.36	\$1.89	\$16.00	\$13.85	\$24.45	108
Colorado	\$18.42	\$2.28	\$18.00	\$15.00	\$25.00	73	\$19.16	\$2.34	\$18.84	\$15.75	\$27.00	72
Connecticut	\$18.08	\$0.98	\$18.00	\$16.00	\$20.81	80	\$19.02	\$1.70	\$18.72	\$16.00	\$27.00	77
Delaware	\$17.82	\$1.79	\$17.75	\$14.50	\$21.13	18	\$18.68	\$1.75	\$18.98	\$16.00	\$22.00	18
Georgia	\$13.48	\$2.09	\$13.37	\$8.00	\$19.08	89	\$14.22	\$2.37	\$14.00	\$8.00	\$21.52	86
Illinois	\$16.71	\$2.06	\$16.30	\$13.00	\$23.00	59	\$17.53	\$2.20	\$17.29	\$13.00	\$23.00	60
Indiana	\$15.40	\$1.42	\$15.00	\$10.00	\$20.00	142	\$15.93	\$1.51	\$16.00	\$10.50	\$22.00	139
Kentucky	\$13.97	\$3.47	\$13.50	\$7.25	\$25.00	121	\$14.90	\$3.82	\$14.50	\$8.00	\$29.00	123
Louisiana	\$9.78	\$1.47	\$9.00	\$9.00	\$17.00	35	\$10.30	\$2.03	\$9.45	\$9.00	\$18.50	36
Maryland	\$17.21	\$2.15	\$17.00	\$13.25	\$28.85	138	\$17.96	\$2.53	\$17.59	\$14.00	\$28.85	136
Missouri	\$16.69	\$2.32	\$16.50	\$11.00	\$25.00	127	\$17.60	\$2.40	\$17.52	\$11.00	\$27.34	128
Nebraska	\$16.31	\$1.86	\$16.50	\$10.50	\$23.00	67	\$17.33	\$1.64	\$17.00	\$13.74	\$23.00	67
New Jersey	\$18.55	\$2.12	\$18.17	\$14.13	\$25.00	142	\$19.59	\$2.61	\$19.18	\$10.00	\$28.92	142
New York	\$17.15	\$1.60	\$17.00	\$13.80	\$23.28	219	\$18.33	\$1.67	\$18.00	\$15.00	\$24.00	215
North Carolina	\$14.43	\$2.04	\$14.80	\$9.00	\$18.79	92	\$15.28	\$2.20	\$15.00	\$10.00	\$21.65	87
Oklahoma	\$11.87	\$1.60	\$12.00	\$9.00	\$17.25	43	\$12.73	\$1.87	\$12.00	\$9.50	\$17.90	43
Oregon	\$19.62	\$2.58	\$19.53	\$13.25	\$28.00	160	\$20.79	\$2.58	\$20.83	\$13.25	\$29.00	160
Pennsylvania	\$15.99	\$2.08	\$16.00	\$10.00	\$23.50	203	\$17.16	\$2.25	\$16.86	\$10.00	\$27.89	190
South Carolina	\$14.67	\$2.11	\$14.00	\$13.00	\$23.32	44	\$16.01	\$2.22	\$15.68	\$13.00	\$23.43	45
South Dakota	\$17.64	\$1.22	\$17.50	\$15.50	\$20.50	20	\$19.73	\$1.73	\$19.14	\$17.39	\$23.71	20
Tennessee	\$14.62	\$1.43	\$15.00	\$9.00	\$17.50	56	\$15.09	\$1.34	\$15.00	\$10.83	\$18.19	55
Utah	\$16.25	\$1.82	\$16.00	\$10.25	\$20.00	67	\$17.68	\$2.17	\$18.00	\$12.00	\$24.79	67
Washington DC	\$17.85	\$1.08	\$17.75	\$16.10	\$21.36	43	\$18.36	\$1.26	\$18.15	\$16.75	\$22.00	42
Wisconsin	\$14.86	\$2.81	\$15.00	\$6.60	\$23.00	67	\$15.99	\$3.59	\$16.00	\$6.00	\$26.00	68
Wyoming	\$14.46	\$2.91	\$14.00	\$9.00	\$29.00	77	\$15.14	\$2.64	\$14.75	\$9.66	\$22.50	75
NCI-IDD Average	\$16.27	\$3.12	\$16.18	\$6.60	\$29.00	2343	\$17.27	\$3.31	\$17.14	\$6.00	\$29.00	2309

⁵⁸ 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, 2023, to Dec. 31, 2023. One NY agency that reported a wage below the state minimum wage was excluded from the average hourly wage calculation.

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

Table 29. Agency Uses Different Pay Scales For Full-Time DSPs and Part-Time DSPs^{59, 60}

	Percent	N
Alabama	16.7%	72
Arizona	6.0%	133
Colorado	3.4%	58
Connecticut	6.0%	84
Delaware	6.9%	29
Georgia	17.2%	87
Illinois	5.7%	88
Indiana	6.6%	151
Kentucky	4.7%	106
Louisiana	4.3%	70
Maryland	7.8%	141
Missouri	9.8%	184
Nebraska	10.0%	60
New Jersey	16.7%	174
New York	13.2%	228
North Carolina	6.1%	98
Oklahoma	11.6%	43
Oregon	11.6%	328
Pennsylvania	9.9%	274
South Carolina	7.5%	53
South Dakota	15.0%	20
Tennessee	8.3%	60
Utah	16.0%	50
Washington DC	3.0%	66
Wisconsin	6.2%	130
Wyoming	7.5%	40
NCI-IDD Average	9.5%	Total: 2827

Table 30. Agency Uses Different Pay Scales for DSPs Who Can Communicate in Languages Other Than English⁶¹

	Percent	N
Alabama	4.2%	118
Arizona	11.8%	204
Colorado	6.5%	93
Connecticut	5.2%	97
Delaware	8.8%	34
Georgia	9.2%	131
Illinois	0.9%	112
Indiana	6.7%	209
Kentucky	3.9%	154
Louisiana	2.1%	97
Maryland	8.0%	175
Missouri	2.0%	248
Nebraska	12.0%	75
New Jersey	9.2%	217
New York	4.8%	250
North Carolina	8.2%	134
Oklahoma	3.3%	61
Oregon	11.5%	530
Pennsylvania	9.5%	348
South Carolina	6.7%	60
South Dakota	0.0%	20
Tennessee	5.3%	76
Utah	2.4%	84
Washington DC	6.5%	93
Wisconsin	6.5%	200
Wyoming	1.2%	86
NCI-IDD Average	7.9%	Total: 3906

⁵⁹ In other words, starting wages and/or raise calculations differ for part-time DSPs versus full-time DSPs.

⁶⁰ Only reported for those agencies that reported differentiating between full- and part- time DSPs

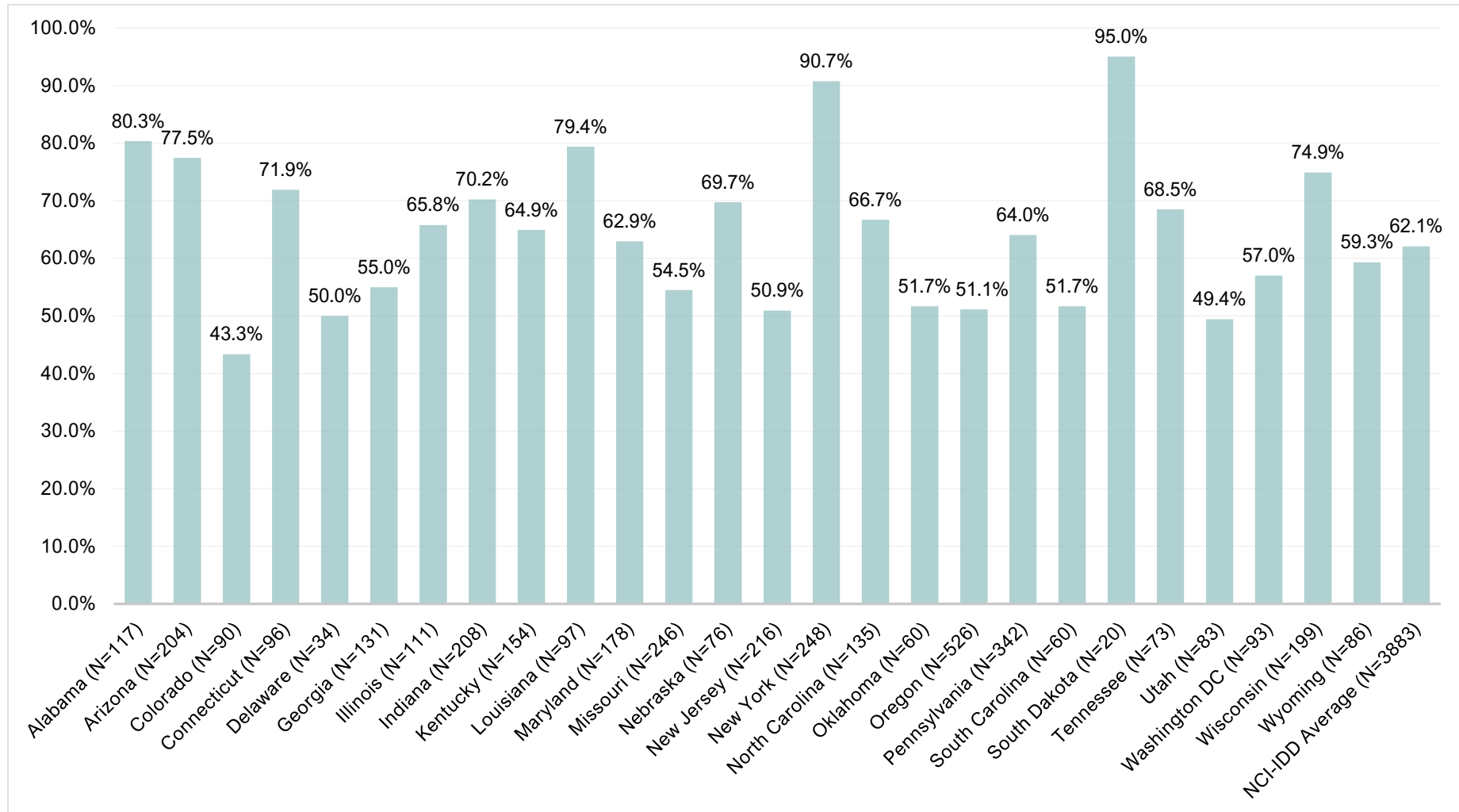
⁶¹ In other words, starting wages and/or raise calculations differ for DSPs who can communicate in different languages.

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Bonuses

Figure 5. Percentage of responding agencies that gave bonuses to DSPs between Jan. 1, 2023 and Dec. 31, 2023

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



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

	Percent	N
Alabama	58.8%	119
Arizona	85.0%	206
Colorado	71.0%	93
Connecticut	94.8%	97
Delaware	94.1%	34
Georgia	70.5%	132
Illinois	92.0%	112
Indiana	70.3%	209
Kentucky	84.5%	155
Louisiana	43.9%	98
Maryland	83.0%	176
Missouri	81.0%	248
Nebraska	75.0%	76
New Jersey	86.4%	220
New York	97.2%	253
North Carolina	58.1%	136
Oklahoma	87.1%	62
Oregon	66.2%	530
Pennsylvania	82.5%	348
South Carolina	98.3%	60
South Dakota	100.0%	20
Tennessee	84.2%	76
Utah	42.9%	84
Washington DC	63.4%	93
Wisconsin	57.5%	200
Wyoming	46.0%	87
NCI-IDD Average	75.9%	Total: 3924

Notes: Unless otherwise noted, all NCI-IDD Averages (“NCI-IDD Avg.”), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • 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 Pooled Paid Time Off⁶² (and Requirements for Eligibility)

	Offer pooled PTO 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	(Subset offering this benefit to some or all DSPs)	N
Alabama	20.0%	70	57.1%	7.1%	50.0%	14.3%		14
Arizona	22.9%	175	35.0%	30.0%	32.5%	47.5%		40
Colorado	31.8%	66	38.1%	19.0%	33.3%	38.1%		21
Connecticut	31.5%	92	3.4%	41.4%	41.4%	37.9%		29
Delaware	40.6%	32	46.2%	38.5%	15.4%	30.8%		13
Georgia	29.8%	94	60.7%	28.6%	46.4%	17.9%		28
Illinois	29.8%	104	32.3%	32.3%	29.0%	41.9%		31
Indiana	41.9%	148	51.6%	51.6%	48.4%	17.7%		62
Kentucky	41.2%	131	61.1%	31.5%	42.6%	20.4%		54
Louisiana	30.2%	43	69.2%	15.4%	46.2%	23.1%		13
Maryland	26.2%	145	44.7%	55.3%	52.6%	21.1%		38
Missouri	33.8%	198	56.7%	41.8%	52.2%	23.9%		67
Nebraska	43.9%	57	68.0%	60.0%	64.0%	8.0%		25
New Jersey	31.2%	189	35.6%	32.2%	40.7%	40.7%		59
New York	24.5%	245	33.3%	53.3%	25.0%	23.3%		60
North Carolina	34.2%	79	59.3%	29.6%	48.1%	18.5%		27
Oklahoma	26.9%	52	92.9%	50.0%	85.7%	0.0%		14
Oregon	39.0%	351	22.6%	19.0%	42.3%	46.0%		137
Pennsylvania	44.8%	288	47.3%	51.2%	44.2%	22.5%		129
South Carolina	18.6%	59	90.9%	36.4%	36.4%	0.0%		11
South Dakota	20.0%	20	75.0%	50.0%	75.0%	0.0%		4
Tennessee	40.6%	64	57.7%	50.0%	42.3%	0.0%		26
Utah	37.8%	37	42.9%	28.6%	57.1%	7.1%		14
Washington DC	28.8%	59	41.2%	23.5%	29.4%	35.3%		17
Wisconsin	44.3%	115	39.2%	45.1%	41.2%	19.6%		51
Wyoming	57.5%	40	39.1%	39.1%	34.8%	34.8%		23
NCI-IDD Average	35.6%	Total: 2953	44.3%	35.8%	43.8%	28.1%		Total: 1007

⁶²“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.

⁶³ There are 58 cases that 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.

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Table 33. Offer Paid Sick Time⁶⁵ (and Requirements for Eligibility)

	Offer paid sick time 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 to some or all DSPs)
Alabama	57.6%	66	65.8%	13.2%	44.7%	13.2%	38
Arizona	98.7%	154	5.9%	13.2%	18.4%	69.7%	152
Colorado	82.5%	57	21.3%	14.9%	19.1%	57.4%	47
Connecticut	81.3%	80	12.3%	41.5%	33.8%	41.5%	65
Delaware	66.7%	27	61.1%	50.0%	55.6%	16.7%	18
Georgia	64.4%	87	64.3%	35.7%	55.4%	10.7%	56
Illinois	73.3%	90	56.1%	15.2%	31.8%	33.3%	66
Indiana	36.3%	135	55.1%	44.9%	61.2%	12.2%	49
Kentucky	48.3%	120	65.5%	27.6%	39.7%	17.2%	58
Louisiana	73.0%	37	70.4%	37.0%	44.4%	14.8%	27
Maryland	83.1%	136	16.8%	37.2%	30.1%	42.5%	113
Missouri	55.4%	177	68.4%	33.7%	40.8%	13.3%	98
Nebraska	51.0%	51	57.7%	30.8%	34.6%	19.2%	26
New Jersey	90.8%	163	13.5%	22.3%	25.0%	58.8%	148
New York	96.0%	227	9.6%	23.4%	13.8%	64.7%	218
North Carolina	47.9%	73	71.4%	17.1%	22.9%	20.0%	35
Oklahoma	50.0%	52	65.4%	42.3%	57.7%	11.5%	26
Oregon	74.5%	286	11.3%	14.6%	29.6%	60.1%	213
Pennsylvania	57.9%	247	49.7%	47.6%	42.0%	14.7%	143
South Carolina	73.7%	57	83.3%	38.1%	31.0%	9.5%	42
South Dakota	85.0%	20	76.5%	35.3%	41.2%	0.0%	17
Tennessee	45.3%	64	55.2%	31.0%	48.3%	10.3%	29
Utah	44.1%	34	46.7%	33.3%	40.0%	6.7%	15
Washington DC	83.0%	53	29.5%	29.5%	31.8%	43.2%	44
Wisconsin	47.1%	102	52.1%	35.4%	52.1%	4.2%	48
Wyoming	34.4%	32	27.3%	45.5%	45.5%	18.2%	11
NCI-IDD Average	67.0%	Total: 2627	34.6%	26.1%	31.8%	39.7%	Total: 1802

⁶⁵ 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.

⁶⁶ There are 75 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.

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

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • 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 Vacation Time⁶⁸ (and Requirements for Eligibility)

	Offer paid vacation time to some or all DSPs	N	Must be full time ⁶⁹	Must work a minimum amount of time in a defined period ⁷⁰	Must be employed a minimum length of time	All DSPs are eligible	N (Subset offering this benefit to some or all DSPs)
Alabama	84.8%	66	71.4%	17.9%	53.6%	8.9%	56
Arizona	54.2%	153	54.2%	21.7%	47.0%	20.5%	83
Colorado	75.4%	57	48.8%	14.0%	39.5%	25.6%	43
Connecticut	75.0%	80	31.7%	51.7%	45.0%	15.0%	60
Delaware	67.9%	28	57.9%	47.4%	52.6%	21.1%	19
Georgia	77.3%	88	73.5%	33.8%	55.9%	7.4%	68
Illinois	86.5%	89	66.2%	23.4%	46.8%	16.9%	77
Indiana	59.3%	135	56.3%	45.0%	53.8%	10.0%	80
Kentucky	70.0%	120	58.3%	33.3%	53.6%	15.5%	84
Louisiana	78.4%	37	75.9%	44.8%	58.6%	13.8%	29
Maryland	74.1%	135	54.0%	47.0%	48.0%	13.0%	100
Missouri	78.0%	177	66.7%	34.8%	49.3%	10.9%	138
Nebraska	66.0%	53	54.3%	42.9%	48.6%	17.1%	35
New Jersey	78.0%	164	53.1%	43.0%	49.2%	12.5%	128
New York	84.3%	223	38.8%	58.5%	43.1%	8.0%	188
North Carolina	69.9%	73	60.8%	29.4%	31.4%	15.7%	51
Oklahoma	75.0%	52	79.5%	35.9%	74.4%	5.1%	39
Oregon	60.1%	286	43.0%	24.4%	47.7%	26.7%	172
Pennsylvania	69.4%	248	58.1%	48.8%	48.3%	11.0%	172
South Carolina	77.2%	57	81.8%	40.9%	40.9%	6.8%	44
South Dakota	85.0%	20	70.6%	41.2%	47.1%	11.8%	17
Tennessee	67.2%	64	65.1%	44.2%	53.5%	4.7%	43
Utah	76.5%	34	65.4%	38.5%	53.8%	3.8%	26
Washington DC	77.4%	53	48.8%	41.5%	43.9%	14.6%	41
Wisconsin	73.5%	102	58.7%	34.7%	56.0%	5.3%	75
Wyoming	65.6%	32	38.1%	57.1%	71.4%	4.8%	21
NCI-IDD Average	69.6%	Total: 2626	54.8%	37.5%	48.7%	15.1%	Total: 1889

⁶⁸ 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

⁶⁹ There are 147 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.

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

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

Table 35. Offer Paid Personal Time⁷¹ (and Requirements for Eligibility)

	Offer paid personal time to some or all DSPs	N	Must be full time ⁷²	Must work a minimum amount of time in a defined period ⁷³	Must be employed a minimum length of time	All DSPs are eligible	N (Subset offering this benefit to some or all DSPs)
Alabama	40.6%	64	57.7%	11.5%	42.3%	19.2%	26
Arizona	27.7%	155	34.9%	30.2%	44.2%	32.6%	43
Colorado	42.1%	57	41.7%	20.8%	20.8%	41.7%	24
Connecticut	53.8%	80	18.6%	48.8%	53.5%	20.9%	43
Delaware	64.3%	28	61.1%	44.4%	55.6%	22.2%	18
Georgia	44.3%	88	66.7%	33.3%	46.2%	10.3%	39
Illinois	60.0%	90	57.4%	22.2%	44.4%	22.2%	54
Indiana	32.1%	134	48.8%	44.2%	53.5%	11.6%	43
Kentucky	44.2%	120	47.2%	30.2%	37.7%	26.4%	53
Louisiana	37.8%	37	71.4%	35.7%	71.4%	7.1%	14
Maryland	50.7%	136	58.0%	42.0%	49.3%	10.1%	69
Missouri	39.5%	177	71.4%	35.7%	50.0%	7.1%	70
Nebraska	32.7%	52	76.5%	35.3%	52.9%	5.9%	17
New Jersey	54.9%	164	51.1%	36.7%	44.4%	16.7%	90
New York	60.3%	224	36.3%	55.6%	43.0%	10.4%	135
North Carolina	32.9%	73	41.7%	25.0%	29.2%	37.5%	24
Oklahoma	38.5%	52	70.0%	25.0%	50.0%	20.0%	20
Oregon	31.0%	284	26.1%	23.9%	54.5%	30.7%	88
Pennsylvania	44.9%	247	51.4%	55.9%	45.9%	9.0%	111
South Carolina	24.6%	57	71.4%	42.9%	7.1%	14.3%	14
South Dakota	45.0%	20	77.8%	33.3%	44.4%	0.0%	9
Tennessee	45.3%	64	44.8%	48.3%	44.8%	10.3%	29
Utah	41.2%	34	57.1%	28.6%	50.0%	14.3%	14
Washington DC	37.7%	53	50.0%	60.0%	70.0%	5.0%	20
Wisconsin	34.3%	102	51.4%	37.1%	54.3%	2.9%	35
Wyoming	28.1%	32	44.4%	44.4%	44.4%	11.1%	9
NCI-IDD Average	39.5%	Total: 2624	47.2%	37.1%	45.7%	18.2%	Total: 1111

⁷¹ 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.

⁷² There are 64 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.

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

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • 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 Health Insurance (and Requirements for Eligibility)

	Offer health insurance to some or all DSPs	N	Must be full time ⁷⁴	Must work a minimum amount of time in a defined period ⁷⁵	Must be employed a minimum length of time	All DSPs are eligible	N (Subset offering this benefit to some or all DSPs)
Alabama	58.0%	119	73.9%	23.2%	30.4%	18.8%	69
Arizona	63.3%	207	58.0%	58.0%	50.4%	6.9%	131
Colorado	48.4%	93	62.2%	33.3%	33.3%	20.0%	45
Connecticut	86.6%	97	64.3%	46.4%	46.4%	2.4%	84
Delaware	94.1%	34	68.8%	43.8%	53.1%	15.6%	32
Georgia	52.3%	132	72.5%	34.8%	42.0%	8.7%	69
Illinois	77.7%	112	69.0%	36.8%	49.4%	6.9%	87
Indiana	54.3%	210	70.2%	45.6%	57.0%	7.9%	114
Kentucky	61.3%	155	76.8%	34.7%	46.3%	5.3%	95
Louisiana	43.9%	98	46.5%	53.5%	39.5%	25.6%	43
Maryland	73.3%	176	58.9%	53.5%	45.7%	6.2%	129
Missouri	69.4%	248	74.4%	47.1%	51.2%	4.1%	172
Nebraska	59.2%	76	77.8%	55.6%	62.2%	8.9%	45
New Jersey	72.3%	220	64.8%	51.6%	57.2%	3.1%	159
New York	93.7%	252	58.5%	52.5%	47.9%	2.1%	236
North Carolina	52.9%	136	65.3%	43.1%	47.2%	9.7%	72
Oklahoma	87.1%	62	75.9%	50.0%	64.8%	5.6%	54
Oregon	45.6%	533	66.3%	46.5%	58.8%	7.0%	243
Pennsylvania	74.1%	348	64.7%	56.6%	54.3%	5.8%	258
South Carolina	93.3%	60	91.1%	44.6%	21.4%	1.8%	56
South Dakota	100.0%	20	70.0%	60.0%	55.0%	0.0%	20
Tennessee	78.9%	76	70.0%	48.3%	51.7%	8.3%	60
Utah	40.5%	84	82.4%	44.1%	58.8%	0.0%	34
Washington DC	52.7%	93	55.1%	42.9%	36.7%	26.5%	49
Wisconsin	29.5%	200	62.7%	54.2%	44.1%	3.4%	59
Wyoming	18.4%	87	56.3%	62.5%	50.0%	12.5%	16
NCI-IDD Average	60.2%	Total: 3928	69.1%	47.1%	50.4%	6.3%	Total: 2431

⁷⁴ There are 195 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.

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

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • 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 Dental Insurance/Vision Coverage⁷⁶ to Some or All DSPs

	Offer dental coverage	N	Offer vision coverage	N
Alabama	60.5%	119	44.9%	118
Arizona	58.3%	204	53.2%	205
Colorado	45.2%	93	37.0%	92
Connecticut	83.5%	97	81.3%	96
Delaware	91.2%	34	88.2%	34
Georgia	53.0%	132	49.2%	132
Illinois	71.2%	111	55.0%	111
Indiana	54.3%	210	51.9%	210
Kentucky	65.8%	155	63.2%	155
Louisiana	39.8%	98	39.2%	97
Maryland	68.2%	176	69.1%	175
Missouri	63.7%	248	61.7%	248
Nebraska	64.5%	76	56.0%	75
New Jersey	64.1%	220	58.2%	220
New York	91.7%	252	85.7%	252
North Carolina	52.2%	136	49.3%	136
Oklahoma	79.0%	62	66.1%	62
Oregon	39.6%	533	36.3%	532
Pennsylvania	68.1%	348	67.4%	347
South Carolina	96.7%	60	95.0%	60
South Dakota	95.0%	20	85.0%	20
Tennessee	81.6%	76	77.3%	75
Utah	36.9%	84	34.1%	82
Washington DC	46.2%	93	45.2%	93
Wisconsin	30.5%	200	26.6%	199
Wyoming	20.7%	87	18.4%	87
NCI-IDD Average	57.9%	Total: 3924	54.1%	Total: 3913

⁷⁶ If the coverage was included in health insurance coverage, respondents were instructed to indicate that “yes,” the coverage was offered.

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Table 38. 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 ⁷⁷	Must work a minimum amount of time in a defined period ⁷⁸	Must be employed a minimum length of time	All DSPs are eligible	N (Subset offering this benefit to some or all DSPs)
Alabama	39.8%	118	44.7%	21.3%	40.4%	29.8%	47
Arizona	47.6%	206	22.4%	27.6%	51.0%	38.8%	98
Colorado	48.4%	93	24.4%	22.2%	44.4%	40.0%	45
Connecticut	86.6%	97	17.9%	44.0%	48.8%	36.9%	84
Delaware	88.2%	34	40.0%	46.7%	46.7%	40.0%	30
Georgia	53.8%	132	39.4%	26.8%	36.6%	32.4%	71
Illinois	73.9%	111	29.3%	23.2%	39.0%	42.7%	82
Indiana	46.2%	210	25.8%	45.4%	54.6%	29.9%	97
Kentucky	56.8%	155	39.8%	28.4%	60.2%	14.8%	88
Louisiana	25.5%	98	36.0%	40.0%	48.0%	40.0%	25
Maryland	72.9%	177	17.8%	30.2%	37.2%	39.5%	129
Missouri	58.9%	248	40.4%	45.2%	62.3%	19.9%	146
Nebraska	59.2%	76	35.6%	42.2%	64.4%	22.2%	45
New Jersey	68.3%	218	27.5%	36.9%	46.3%	32.9%	149
New York	91.7%	252	16.9%	34.6%	32.9%	43.7%	231
North Carolina	46.3%	136	20.6%	30.2%	39.7%	38.1%	63
Oklahoma	56.5%	62	51.4%	25.7%	45.7%	20.0%	35
Oregon	43.2%	533	24.3%	22.2%	44.8%	38.7%	230
Pennsylvania	68.7%	348	28.5%	35.6%	46.0%	38.5%	239
South Carolina	86.7%	60	42.3%	26.9%	21.2%	46.2%	52
South Dakota	100.0%	20	30.0%	65.0%	50.0%	20.0%	20
Tennessee	61.3%	75	28.3%	34.8%	52.2%	37.0%	46
Utah	21.4%	84	44.4%	27.8%	55.6%	16.7%	18
Washington DC	48.3%	89	39.5%	25.6%	46.5%	30.2%	43
Wisconsin	38.5%	200	24.7%	41.6%	58.4%	22.1%	77
Wyoming	21.8%	87	21.1%	57.9%	57.9%	26.3%	19
NCI-IDD Average	55.9%	Total: 3919	29.4%	31.9%	47.0%	33.0%	Total: 2209

⁷⁷ There are 97 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.

⁷⁸ For example, must work 35 hours/week, 18 days/month, etc.

Notes: Unless otherwise noted, all NCI-IDD Averages (“NCI-IDD Avg.”), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • 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 (categories are not mutually exclusive)

	Post-secondary education support ⁷⁹	Employer-paid job-related training	Employer- sponsored disability insurance	Flexible spending account	Health incentive programs	Life insurance	N
Alabama	5.6%	53.3%	15.6%	8.9%	8.9%	54.4%	90
Arizona	23.5%	70.6%	21.2%	15.9%	13.5%	45.3%	170
Colorado	13.0%	70.1%	13.0%	15.6%	11.7%	32.5%	77
Connecticut	33.7%	66.3%	39.1%	39.1%	18.5%	82.6%	92
Delaware	45.5%	69.7%	51.5%	72.7%	21.2%	81.8%	33
Georgia	13.6%	65.0%	26.2%	28.2%	9.7%	59.2%	103
Illinois	31.0%	58.0%	32.0%	31.0%	18.0%	68.0%	100
Indiana	16.3%	57.6%	23.3%	19.2%	13.4%	54.7%	172
Kentucky	15.0%	55.6%	30.1%	24.1%	20.3%	69.2%	133
Louisiana	4.3%	52.9%	7.1%	5.7%	0.0%	41.4%	70
Maryland	37.8%	75.6%	44.2%	35.9%	14.1%	65.4%	156
Missouri	15.4%	70.1%	25.7%	15.9%	15.4%	63.6%	214
Nebraska	25.8%	72.6%	40.3%	27.4%	21.0%	59.7%	62
New Jersey	39.6%	64.2%	28.9%	31.6%	19.8%	59.9%	187
New York	53.3%	61.9%	59.0%	67.6%	33.2%	86.5%	244
North Carolina	16.1%	51.8%	28.6%	18.8%	10.7%	56.3%	112
Oklahoma	5.7%	58.5%	13.2%	24.5%	9.4%	77.4%	53
Oregon	10.0%	77.3%	13.6%	10.4%	14.1%	21.3%	441
Pennsylvania	29.2%	71.1%	41.6%	30.2%	22.6%	61.6%	305
South Carolina	7.1%	60.7%	64.3%	75.0%	25.0%	98.2%	56
South Dakota	35.0%	75.0%	35.0%	60.0%	50.0%	100.0%	20
Tennessee	13.6%	65.2%	33.3%	21.2%	7.6%	78.8%	66
Utah	20.0%	76.4%	14.5%	12.7%	14.5%	25.5%	55
Washington DC	13.3%	56.0%	24.0%	17.3%	6.7%	41.3%	75
Wisconsin	15.6%	70.1%	18.8%	17.5%	8.4%	33.1%	154
Wyoming	8.5%	76.3%	5.1%	3.4%	10.2%	22.0%	59
NCI-IDD Average	19.6%	68.0%	28.7%	25.6%	17.6%	52.3%	Total: 3299

⁷⁹ Paid time off, reimbursement or other support

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

Table 40. Offer Other Types of Benefits Continued (categories are not mutually exclusive)

	Transportation Benefits ⁸⁰	Childcare	Employee Assistance Program	Don't Know	Other	N
Alabama	6.7%	3.3%	12.2%	2.2%	22.2%	90
Arizona	15.3%	6.5%	26.5%	3.5%	17.1%	170
Colorado	14.3%	6.5%	18.2%	7.8%	9.1%	77
Connecticut	7.6%	5.4%	57.6%	2.2%	13.0%	92
Delaware	18.2%	12.1%	48.5%	0.0%	12.1%	33
Georgia	5.8%	2.9%	36.9%	5.8%	12.6%	103
Illinois	12.0%	4.0%	46.0%	5.0%	15.0%	100
Indiana	18.0%	4.7%	32.0%	2.9%	22.7%	172
Kentucky	9.8%	3.8%	37.6%	3.8%	16.5%	133
Louisiana	7.1%	0.0%	10.0%	11.4%	20.0%	70
Maryland	13.5%	3.2%	44.9%	3.8%	12.2%	156
Missouri	4.2%	2.3%	30.4%	2.8%	17.8%	214
Nebraska	14.5%	3.2%	37.1%	4.8%	19.4%	62
New Jersey	18.7%	5.3%	37.4%	3.2%	18.7%	187
New York	18.4%	11.5%	67.6%	2.0%	16.0%	244
North Carolina	4.5%	3.6%	28.6%	8.0%	30.4%	112
Oklahoma	7.5%	0.0%	24.5%	3.8%	11.3%	53
Oregon	18.8%	1.8%	19.7%	12.2%	20.6%	441
Pennsylvania	14.4%	6.2%	41.6%	3.3%	19.3%	305
South Carolina	1.8%	5.4%	53.6%	1.8%	8.9%	56
South Dakota	0.0%	0.0%	70.0%	0.0%	10.0%	20
Tennessee	7.6%	1.5%	39.4%	4.5%	13.6%	66
Utah	23.6%	1.8%	16.4%	3.6%	12.7%	55
Washington DC	16.0%	6.7%	28.0%	8.0%	13.3%	75
Wisconsin	16.2%	1.9%	16.2%	9.1%	21.4%	154
Wyoming	16.9%	3.4%	8.5%	1.7%	23.7%	59
NCI-IDD Average	14.1%	4.0%	33.4%	6.1%	18.1%	Total: 3299

⁸⁰ 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 41. Agency Provides a Pay Incentive or Referral Bonus Programs for Current DSP Staff to Bring in New Recruits

	Percent	N
Alabama	73.1%	119
Arizona	67.3%	205
Colorado	29.0%	93
Connecticut	71.1%	97
Delaware	72.7%	33
Georgia	35.1%	131
Illinois	65.2%	112
Indiana	66.3%	208
Kentucky	52.3%	153
Louisiana	35.7%	98
Maryland	59.9%	177
Missouri	53.2%	248
Nebraska	52.6%	76
New Jersey	56.2%	219
New York	73.4%	252
North Carolina	27.9%	136
Oklahoma	60.0%	60
Oregon	41.1%	528
Pennsylvania	68.6%	347
South Carolina	55.0%	60
South Dakota	75.0%	20
Tennessee	71.1%	76
Utah	45.2%	84
Washington DC	35.5%	93
Wisconsin	60.3%	199
Wyoming	31.0%	87
NCI-IDD Average	52.7%	Total: 3911

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

	Realistic job preview	Sign-on bonus	Engage with high schools and/or local colleges/universities ⁸¹	Apprenticeship programs	Training on a Code of Ethics	N
Alabama	77.8%	45.3%	43.6%	3.4%	77.8%	117
Arizona	82.8%	41.7%	39.7%	11.8%	74.0%	204
Colorado	83.9%	8.0%	26.4%	11.5%	67.8%	87
Connecticut	83.0%	22.3%	60.6%	12.8%	76.6%	94
Delaware	73.5%	44.1%	58.8%	5.9%	88.2%	34
Georgia	75.8%	16.7%	41.7%	4.5%	90.2%	132
Illinois	79.1%	21.8%	54.5%	6.4%	91.8%	110
Indiana	76.1%	27.8%	46.4%	11.5%	90.9%	209
Kentucky	83.7%	15.0%	39.9%	7.2%	79.7%	153
Louisiana	77.1%	20.8%	29.2%	4.2%	79.2%	96
Maryland	76.7%	18.0%	54.7%	12.8%	71.5%	172
Missouri	81.7%	18.7%	45.5%	9.4%	78.3%	235
Nebraska	84.0%	22.7%	49.3%	5.3%	85.3%	75
New Jersey	81.9%	19.4%	51.4%	9.7%	80.1%	216
New York	81.6%	32.4%	77.6%	14.0%	96.8%	250
North Carolina	83.6%	13.4%	44.8%	11.9%	94.0%	134
Oklahoma	82.0%	32.8%	36.1%	1.6%	77.0%	61
Oregon	80.2%	16.8%	22.4%	6.2%	66.2%	500
Pennsylvania	84.7%	30.4%	51.3%	9.7%	79.1%	339
South Carolina	86.4%	32.2%	59.3%	8.5%	83.1%	59
South Dakota	95.0%	60.0%	90.0%	5.0%	80.0%	20
Tennessee	77.6%	28.9%	47.4%	5.3%	75.0%	76
Utah	91.6%	14.5%	33.7%	10.8%	88.0%	83
Washington DC	82.0%	5.6%	36.0%	10.1%	83.1%	89
Wisconsin	83.5%	37.8%	39.4%	14.4%	73.9%	188
Wyoming	82.5%	10.0%	25.0%	5.0%	85.0%	80
NCI-IDD Average	81.6%	22.3%	41.2%	8.3%	77.9%	Total: 3813

⁸¹ 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 43. Additional Recruitment and Retention Strategies

	DSP ladder to retain highly skilled workers in DSP roles	Support staff to get credentialed ⁸²	Bonuses, stipends or raises for credentials ⁸³	Employee engagement surveys ⁸⁴	Employee recognition programs	DSPs included in agency governance	Training for DSPs ⁸⁵	N
Alabama	28.2%	16.2%	32.5%	79.5%	68.4%	28.2%	44.4%	117
Arizona	24.5%	24.5%	30.4%	57.4%	63.7%	12.3%	51.5%	204
Colorado	24.1%	29.9%	28.7%	46.0%	56.3%	11.5%	50.6%	87
Connecticut	20.2%	21.3%	36.2%	50.0%	73.4%	26.6%	62.8%	94
Delaware	44.1%	41.2%	29.4%	67.6%	79.4%	26.5%	61.8%	34
Georgia	26.5%	37.9%	26.5%	70.5%	59.8%	38.6%	56.8%	132
Illinois	20.0%	22.7%	32.7%	59.1%	69.1%	29.1%	58.2%	110
Indiana	30.1%	16.7%	23.4%	75.1%	66.5%	23.4%	68.4%	209
Kentucky	18.3%	32.7%	23.5%	58.2%	69.3%	19.6%	48.4%	153
Louisiana	24.0%	15.6%	15.6%	49.0%	49.0%	15.6%	45.8%	96
Maryland	37.2%	43.6%	33.7%	58.1%	72.1%	26.7%	64.0%	172
Missouri	26.0%	20.9%	29.4%	48.1%	67.2%	12.3%	57.0%	235
Nebraska	48.0%	18.7%	33.3%	68.0%	77.3%	29.3%	66.7%	75
New Jersey	33.8%	48.1%	21.8%	51.9%	61.6%	17.6%	60.6%	216
New York	32.0%	40.4%	34.0%	58.8%	78.4%	26.8%	57.6%	250
North Carolina	23.1%	32.8%	26.9%	76.1%	64.2%	40.3%	59.7%	134
Oklahoma	24.6%	42.6%	44.3%	42.6%	62.3%	14.8%	41.0%	61
Oregon	34.0%	26.2%	29.0%	37.8%	50.0%	17.0%	52.8%	500
Pennsylvania	32.4%	41.9%	35.7%	56.6%	67.3%	18.9%	61.1%	339
South Carolina	16.9%	15.3%	11.9%	57.6%	74.6%	15.3%	49.2%	59
South Dakota	15.0%	30.0%	30.0%	100.0%	100.0%	60.0%	70.0%	20
Tennessee	31.6%	28.9%	28.9%	67.1%	68.4%	26.3%	57.9%	76
Utah	27.7%	21.7%	33.7%	54.2%	55.4%	22.9%	41.0%	83
Washington DC	42.7%	32.6%	30.3%	57.3%	69.7%	25.8%	64.0%	89
Wisconsin	14.4%	29.8%	31.4%	39.9%	54.8%	10.6%	44.7%	188
Wyoming	18.8%	17.5%	17.5%	45.0%	53.8%	15.0%	40.0%	80
NCI-IDD Average	29.7%	28.4%	28.3%	53.4%	63.5%	20.5%	55.2%	3813

⁸² Support staff to get credentialed through a state or nationally recognized professional organization. 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.

⁸³ Specifically, as they complete key stages of a credentialing process

⁸⁴ Or other efforts aimed at assessing DSP satisfaction and experience

⁸⁵ 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 44. Average DSP to Frontline Supervisor Ratio⁸⁶

	Average number of DSPs per 1 frontline supervisor ⁸⁷	N
Alabama	10	113
Arizona	18	191
Colorado	7	81
Connecticut	10	94
Delaware	14	34
Georgia	8	124
Illinois	9	107
Indiana	13	185
Kentucky	7	148
Louisiana	13	96
Maryland	13	167
Missouri	9	231
Nebraska	9	68
New Jersey	11	194
New York	12	240
North Carolina	11	129
Oklahoma	15	62
Oregon	8	434
Pennsylvania	9	324
South Carolina	9	57
South Dakota	12	20
Tennessee	14	72
Utah	8	68
Washington DC	11	87
Wisconsin	9	184
Wyoming	6	66
NCI-IDD Average	9	Total: 3576

⁸⁶ Calculated as Total number of DSPs on payroll as of Dec. 31, 2023, DIVIDED BY Total number of Frontline Supervisors on payroll as of Dec. 31, 2023. The ratio was calculated for each provider and then the state average was calculated.

⁸⁷ Agencies that reported having 0 Frontline Supervisors or left the question blank are excluded from the denominator. 71 agencies reported that the number of FLS was greater than or equal to the number of DSPs on payroll as of Dec. 31, 2023. 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 45. Of All Reporting Agencies in the State, the Average Percent of Frontline Supervisors⁸⁸ Identifying as Each Race/Ethnicity

	American Indian or Alaska Native	Asian ⁸⁹	Black or African American	Pacific Islander ⁹⁰	White	Hispanic/Latino ⁹¹	More than one race/ethnicity	Other	Don't know	N
Alabama	1%	0%	68%	1%	26%	0%	0%	1%	2%	114
Arizona	4%	3%	24%	0%	29%	20%	2%	0%	17%	189
Colorado	1%	2%	19%	0%	45%	11%	5%	1%	16%	79
Connecticut	0%	0%	35%	0%	45%	9%	2%	0%	9%	93
Delaware	0%	0%	60%	0%	29%	2%	4%	0%	5%	33
Georgia	0%	0%	70%	0%	27%	1%	1%	0%	0%	122
Illinois	0%	2%	31%	0%	60%	3%	0%	1%	3%	104
Indiana	0%	0%	37%	0%	53%	2%	1%	0%	6%	184
Kentucky	0%	0%	15%	0%	78%	0%	1%	0%	6%	147
Louisiana	0%	1%	70%	0%	26%	1%	0%	0%	2%	95
Maryland	0%	1%	72%	0%	22%	1%	2%	1%	1%	166
Missouri	1%	0%	18%	0%	67%	1%	1%	0%	10%	229
Nebraska	2%	0%	30%	0%	56%	3%	2%	0%	8%	67
New Jersey	0%	2%	51%	0%	29%	10%	2%	1%	6%	186
New York ⁹²	1%	2%	34%	0%	45%	8%	1%	0%	8%	241
North Carolina	3%	1%	51%	0%	40%	1%	1%	0%	4%	129
Oklahoma	10%	0%	17%	1%	57%	3%	1%	0%	12%	61
Oregon	2%	2%	36%	1%	37%	5%	3%	1%	14%	431
Pennsylvania	0%	1%	37%	0%	51%	3%	1%	0%	6%	321
South Carolina	0%	1%	75%	0%	18%	0%	0%	0%	5%	57
South Dakota	2%	1%	2%	1%	75%	2%	1%	0%	16%	20
Tennessee	0%	0%	42%	0%	52%	0%	0%	0%	5%	72
Utah	3%	1%	4%	10%	57%	8%	1%	1%	16%	67
Washington DC	3%	2%	90%	0%	2%	1%	1%	0%	1%	87
Wisconsin	1%	3%	19%	0%	66%	4%	2%	1%	4%	179
Wyoming	1%	1%	3%	0%	78%	9%	1%	0%	8%	66
NCI-IDD Average	1%	1%	36%	0%	47%	4%	2%	0%	8%	Total: 3539

⁸⁸ Agencies that reported 0 Frontline Supervisors were not included in this table

⁸⁹ Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese, or Other Asian

⁹⁰ Native Hawaiian, Guamanian or Chamorro, Samoan, or Other Pacific Islander

⁹¹ Mexican, Mexican American, Chicano, Puerto Rican, Cuban, or Other Spanish/Hispanic/Latino

⁹² 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 46. *Of All Reporting Agencies in the State, the Average Percent of Frontline Supervisors⁹³ Identifying as Each Gender Identity*

	Male	Female	Non-Binary	Don't Know	N
Alabama	15.4%	83.7%	0.0%	0.9%	114
Arizona	21.7%	70.4%	0.0%	7.9%	190
Colorado	28.7%	64.4%	0.6%	6.3%	79
Connecticut	24.7%	71.7%	0.1%	3.5%	93
Delaware	24.5%	75.5%	0.0%	0.0%	34
Georgia	19.9%	79.3%	0.0%	0.8%	122
Illinois	17.1%	82.8%	0.0%	0.1%	104
Indiana	20.7%	77.6%	0.0%	1.7%	185
Kentucky	19.3%	77.7%	0.2%	2.7%	146
Louisiana	11.1%	88.9%	0.0%	0.0%	95
Maryland	25.7%	73.6%	0.0%	0.7%	166
Missouri	17.9%	80.1%	0.1%	1.9%	230
Nebraska	17.0%	78.4%	0.1%	4.4%	68
New Jersey	20.9%	76.9%	0.0%	2.2%	190
New York	23.0%	74.2%	0.4%	2.4%	241
North Carolina	21.1%	76.4%	0.2%	2.4%	128
Oklahoma	16.1%	82.2%	0.0%	1.6%	61
Oregon	36.1%	58.4%	0.9%	4.6%	434
Pennsylvania	23.8%	73.0%	0.3%	2.8%	321
South Carolina	9.7%	88.5%	0.0%	1.8%	57
South Dakota	15.7%	79.3%	0.0%	5.0%	20
Tennessee	16.3%	80.9%	0.0%	2.8%	72
Utah	29.9%	65.1%	0.6%	4.5%	67
Washington DC	36.2%	62.6%	0.0%	1.1%	87
Wisconsin	13.2%	85.0%	0.1%	1.7%	179
Wyoming	22.6%	75.9%	0.0%	1.5%	66
NCI-IDD Average	24.3%	72.2%	0.3%	3.1%	Total: 3549

⁹³ 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 States Can 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 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 see if quality improvement efforts have a positive impact on DSP workforce stability.
- State agencies can work with service provider trade associations to analyze trends by size of the agency or type of service provided (residential, in-home, and/or non-residential). Comparison of wage and benefit similarities and differences can provide insight into potential factors that may impact turnover.
- State agencies can facilitate improvement projects focused specifically on the termination rates of DSPs. The goal of these projects is to identify possible state or local agency policies that may be contributing to higher-than-average rates of termination when compared to other states.
- State agencies and providers can work with the state's UCEDD to find patterns of turnover among agencies with similar characteristics. The state can then form work teams to identify and test strategies for improvements.
- States can cultivate innovation incubators with service providers interested in trying new or innovative strategies, based on analysis of the data in the survey.
- The 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 providing services that meet the parameters of the survey. This list includes all active providers enrolled for IDD services.

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

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.

Kentucky maintains an online provider directory that includes services provided as well as contact information for each agency. Survey links were sent to all agencies identified as providing direct services. In the case of bounce-backs, agencies were phoned to obtain correct contact information. Multiple reminder emails were sent to non-responders during data collection cycle.

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

Maryland pulled names from its PCIS2 database, and then contacted all providers by phone and confirmed email. In 2023 the DDA asked its Quality Advisory Committee for feedback and recommendations on ways to reach and educate participants and families on the survey. The DDA was able to execute the recommendations, and communication to increase outreach was executed. A letter from the DDA Deputy Secretary to providers was also sent out to encourage them to complete the survey.

Missouri pulled — from its Customer Information Management, Outcomes and Reporting system — email addresses for providers that were actively providing at least one of the following services: respite care, personal assistance services, employment services, day habilitation services, or group home services. The State used the provider email list, maintained electronically by the State, to contact all provider administrators (Executive Directors/CEOs) to seek specific provider contacts who would be knowledgeable to complete the

survey. If a provider did not respond, the state used the main agency contact as the point of contact.

Nebraska maintains, on an ongoing basis, a provider directory (electronically and hard copy) of agencies that are enrolled to provide services. This is the list 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, 2023. As a result, the average DSP wage in NJ was increased \$1.25 to \$16.33 an hour compared to the state minimum wage of \$12.00 an hour. Additionally in 2023, NJ provided a temporary \$3.00 an hour increase for group home DSPs from Jan. 1 through March 31.

New York pulled a list of all provider agencies that billed for DSP-related services in 2023; initial review was done to remove agencies that exclusively served children or other non-qualifying programs. NY announced participation in the survey through the Provider 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 March 2023 agencies were sent the invitation to participate by email. Statewide Provider Associations and OPWDD continued regular outreach by phone/email/newsletters encouraging participation. OPWDD continued to follow up with agencies to update contact information and verify eligibility to participate. All agencies on the list were contacted by phone or email.

North Carolina compiled a list of all I/DD Service Providers from the Local Management Entities-Managed Care Organizations of all providers contracted to provide I/DD Services. *Note: 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.

Oklahoma provides an excel spreadsheet to our NCI contractor with all current active providers listed. The contracting agency receives an updated list from the Developmental Disability Services-Quality Assurance unit each year. The contracting agency updates the list throughout the data cycle as emails bounce, agency indicate ineligibility, or agency contacts communicate new contact information. The Developmental Disability Services-Quality Assurance unit reviews the revised list at the start of each data cycle.

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 I/DD 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 a civil penalty would be issued if the survey was not completed by July 31, 2023.

Pennsylvania prepares an annual list of all current provider agencies, based on signed provider agreements, to include in the State of the Workforce sample. The State Agency issues a communication through its provider listserv to announce its participation and to request that agencies employing DSPs verify the email addresses for appropriate personnel. Agency participation is voluntary, but the State Agency encourages participation through regular reminders to agencies that have not done so.

South Carolina Department of Disabilities and Special Needs kicked off the survey by sending an executive memo to its network of service providers and regional centers explaining the value of the survey and encouraging statewide participation. Follow-up emails and phone calls were utilized as needed to ensure data was entered into the system by the deadline.

South Dakota maintains a list, both hard copy and electronically, of all South Dakota enrolled providers. The list includes 20 Community Support Providers in South Dakota. Provider emails are verified for accuracy. South Dakota requires all providers, on an annual basis, to participate in the State of the Workforce Survey.

Tennessee maintains an in-house and online provider database that is available not only to the Tennessee Department of Disability and Aging (DDA) but also to any provider or stakeholder. Provider agencies update any changes, such as address/phone number/email changes or changes in agency contacts, on an ongoing basis through DDA. The DDA NCI coordinator derives the most current contact information from this list for the NCI State of the Workforce Survey.

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

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

Wisconsin Before the survey opened, a listserv was created for recruitment from the provider list previously used when we participated in the AD pilot and included providers who had indicated they serve the AD population during the IDD survey cycle. Multiple communications were sent out to these providers via email to update agencies that service the specific survey populations needed for the completion of the survey.

During the survey cycle, changes were made to the provider list. Changes varied to include, updating the agency contact person, email, and agency name. Agencies were removed if they were out of business, or indicated they do not serve the target population, and new agencies were added that showed interest but were not on the original listserv. Monthly reminders was sent to providers who had not started or completed the survey. This increased to a weekly reminder a month before the survey closed. The provider list was updated every week on the portal to ensure accurate information and eliminate bounced emails.

Wisconsin intends to publish both the full NCI-IDD report, as well as a closer look at WI-specific data via a brief fact-sheet, as we did with our 2021 data. We intend to use this data internally as well, to analyze the impact of policy and programs.

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 2023

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: \$19.33

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$ 13.23	\$ 15.63	\$ 18.25	\$ 22.26	\$ 26.75

<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: \$16.05

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$ 11.49	\$ 14.00	\$ 16.12	\$ 17.57	\$ 20.41

<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: \$19.71

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$ 13.30	\$ 15.67	\$ 18.83	\$ 22.90	\$ 26.56

<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: \$19.04

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$ 14.44	\$ 16.82	\$ 18.36	\$ 21.41	\$ 23.45

<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	20.15	33.36	37.93	23.27
Arizona	23.40	40.48	43.13	27.72
Colorado	24.83	45.83	45.67	31.85
Connecticut	24.13	47.76	46.05	33.64
Delaware	22.63	40.08	41.95	27.52
Georgia	23.29	37.47	41.42	25.58
Illinois	22.86	39.63	41.14	27.88
Indiana	20.44	35.67	38.76	24.76
Kentucky	19.40	32.75	37.15	22.85
Louisiana	19.82	32.71	37.10	22.79
Maryland	24.74	41.75	44.06	28.78
Missouri	20.20	34.25	38.24	24.31
Nebraska	20.12	35.86	38.77	25.61
New Jersey	24.76	43.67	45.47	30.19
New York	26.86	48.16	46.47	33.53
North Carolina	21.56	36.68	39.35	25.16
Oklahoma	19.33	32.68	36.50	23.33
Oregon	24.30	43.36	45.07	30.93
Pennsylvania	21.95	39.37	42.03	27.70
South Carolina	21.23	34.89	38.40	24.13
South Dakota	19.58	33.13	38.36	23.15
Tennessee	20.77	33.73	37.79	23.53
Utah	22.52	37.62	41.87	26.26
Washington DC	23.90	48.30	41.94	33.13
Wisconsin	20.22	37.23	38.91	27.05
Wyoming	21.07	34.81	40.11	24.45

Appendix E: Selected Data from State of the Workforce in 2023 Compared to State of the Workforce in 2022

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

Note: States are listed in descending order based on percentage point change. Only shows states that participated in the State of the Workforce 2022 and 2023.

	2022	2023	Percentage Point Change ⁹⁴	Change
Delaware	55.9%	35.3%	-20.6	DECREASE
Indiana	68.9%	50.0%	-18.9	DECREASE
Nebraska	73.1%	54.8%	-18.3	DECREASE
South Dakota	52.6%	35.0%	-17.6	DECREASE
Alabama	52.7%	37.3%	-15.4	DECREASE
Utah	54.3%	39.0%	-15.3	DECREASE
Missouri	52.5%	38.1%	-14.4	DECREASE
New Jersey	44.9%	31.2%	-13.7	DECREASE
Arizona	55.9%	44.1%	-11.8	DECREASE
Maryland	35.4%	24.4%	-11.0	DECREASE
Georgia	50.3%	40.0%	-10.3	DECREASE
Colorado	53.5%	43.5%	-10.0	DECREASE
Illinois	37.2%	28.4%	-8.8	DECREASE
Washington DC	21.3%	13.2%	-8.1	DECREASE
Pennsylvania	54.2%	46.5%	-7.7	DECREASE
New York	46.3%	41.9%	-4.4	DECREASE
North Carolina	42.6%	38.5%	-4.1	DECREASE
South Carolina	18.9%	15.0%	-3.9	DECREASE
Oregon	32.9%	29.2%	-3.7	DECREASE
Louisiana	57.9%	54.6%	-3.3	DECREASE
Oklahoma	50.0%	46.8%	-3.2	DECREASE
Wyoming	50.6%	49.4%	-1.2	DECREASE
Tennessee	54.3%	53.3%	-1.0	DECREASE
Connecticut	58.8%	60.4%	+1.6	INCREASE
NCI-IDD Average	49.7%	38.1%	-11.6	DECREASE

⁹⁴ This is calculated as ([2023 percent] minus [2022 percent])

F2. Turnover Ratio

Note: States are listed in descending order based on percent point change. Only shows states that participated in the State of the Workforce 2022 and 2023.

	2022	2023	Percent Point Change ⁹⁵	Change
Nebraska	59.1%	47.8%	-11.3	DECREASE
Alabama	46.8%	39.3%	-7.5	DECREASE
Tennessee	44.5%	38.3%	-6.2	DECREASE
Oregon	45.4%	39.5%	-5.9	DECREASE
Georgia	37.5%	32.1%	-5.4	DECREASE
Louisiana	39.0%	34.4%	-4.6	DECREASE
Utah	49.1%	44.6%	-4.5	DECREASE
Connecticut	44.8%	40.7%	-4.1	DECREASE
North Carolina	30.4%	26.9%	-3.5	DECREASE
Maryland	33.2%	30.5%	-2.7	DECREASE
Delaware	40.5%	37.8%	-2.7	DECREASE
South Dakota	51.1%	48.6%	-2.5	DECREASE
Wyoming	50.0%	47.7%	-2.3	DECREASE
South Carolina	42.4%	40.7%	-1.7	DECREASE
Indiana	45.4%	44.2%	-1.2	DECREASE
Pennsylvania	36.0%	35.0%	-1.0	DECREASE
Missouri	46.6%	46.1%	-0.5	DECREASE
Colorado	42.6%	42.7%	+0.1	INCREASE
Arizona	34.6%	35.5%	+0.9	INCREASE
New York	33.8%	34.9%	+1.1	INCREASE
New Jersey	34.4%	36.3%	+1.9	INCREASE
Washington DC	21.3%	23.6%	+2.3	INCREASE
Oklahoma	40.0%	44.4%	+4.4	INCREASE
Illinois	41.6%	46.8%	+5.2	INCREASE
NCI-IDD Average	43.3%	39.7%	-3.6	DECREASE

⁹⁵ This is calculated as (([2023 percent] minus [2022 percent]))

F3. 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 2022 and 2023.

	2022	2023	Percent Change ⁹⁶	Change
Alabama	10.28	12.00	16.7%	INCREASE
Arizona	14.62	16.00	9.4%	INCREASE
Washington DC	16.50	18.00	9.1%	INCREASE
Tennessee	13.77	15.00	8.9%	INCREASE
Oregon	18.04	19.55	8.4%	INCREASE
South Dakota	18.00	19.50	8.3%	INCREASE
South Carolina	14.35	15.51	8.1%	INCREASE
Utah	16.50	17.75	7.6%	INCREASE
Maryland	16.00	17.17	7.3%	INCREASE
Missouri	15.86	17.00	7.2%	INCREASE
North Carolina	14.01	15.00	7.1%	INCREASE
Georgia	13.00	13.90	6.9%	INCREASE
Illinois	15.98	17.07	6.8%	INCREASE
Indiana	15.00	15.94	6.2%	INCREASE
New Jersey	17.97	19.00	5.7%	INCREASE
Nebraska	16.14	17.00	5.3%	INCREASE
New York	17.06	17.94	5.2%	INCREASE
Wyoming	14.25	14.92	4.7%	INCREASE
Pennsylvania	16.00	16.70	4.4%	INCREASE
Connecticut	17.70	18.46	4.3%	INCREASE
Louisiana	9.00	9.27	3.1%	INCREASE
Colorado	18.00	18.50	2.8%	INCREASE
Delaware	17.76	18.14	2.1%	INCREASE
Oklahoma	11.79	12.00	1.8%	INCREASE
NCI-IDD Average	15.98	17.20	7.6%	INCREASE

⁹⁶ This is calculated as (([2023 data] minus [2022 data]) divided by [2022 data])

Appendix F: Instructions Provided to Survey Respondents

The 2023 National Core Indicators® STATE OF THE WORKFORCE SURVEY

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, 2023 to December 31, 2023 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 2023
- 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 Artist: Veronica Hernandez



Veronica Hernandez spent her childhood living in Spain and Puerto Rico before relocating to St Augustine, Florida. There, she attended the Florida School for the Deaf and Blind and later graduated from Lake Wales Vocational High School. Currently residing in North Carolina, she began her journey at LIFESPAN Services

Mosaic Maker studio in May 2022. While exploring pottery, Veronica discovered her passion for creating hand-built ceramic angels, wall hangings and seasonal items. Eager to expand her artistic expression, she also took up acrylic painting, enjoying the process of blending colors and the spontaneity it offers. Veronica appreciates the camaraderie and vibrant energy of the studio, which fosters connection with her peers and helps her refine her craft. When she's not at the studio, Veronica enjoys cooking and embroidery at home.

To learn more about Veronica and other artists at Mosaic Makers, visit lifespanservices.org or email dashby@lifespanservices.org.



Visit: idd.nationalcoreindicators.org

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