




SURVEY REPORT

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. The largest decreases came in Washington DC (38.0% decrease), Delaware (36.9% decrease) and South Dakota (33.5% decrease).

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. The largest decreases in turnover ratios were seen in Nebraska (19.1% decrease), Alabama (16.0% decrease) and Georgia (14.4% decrease). Seven states demonstrated an increase in turnover rate.

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 (54.6%) 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 (41.8%) of responding agencies identified as **private non-profit organizations**, 1.9% identified as **state/local government run** and 2.9% 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.

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.

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.

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

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

- Clinically licensed staff (therapists, nurses, social workers, psychologists, etc.)
- Behavior specialists, behavior technicians, or behavior clinicians (BCBA)
- Staff hired through temporary personnel agency
- Those who only provide transportation, home modifications, and/or meal delivery
- Contract or 1099 workers
- On-call or PRN workers (however, there is one question in the survey that refers to these workers)

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

Notes about the survey results

- When comparing results from year to year, please keep in mind that the **survey questions may have changed**.
- **Weighting** affects the NCI-IDD 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 |
| Oregon⁹ | 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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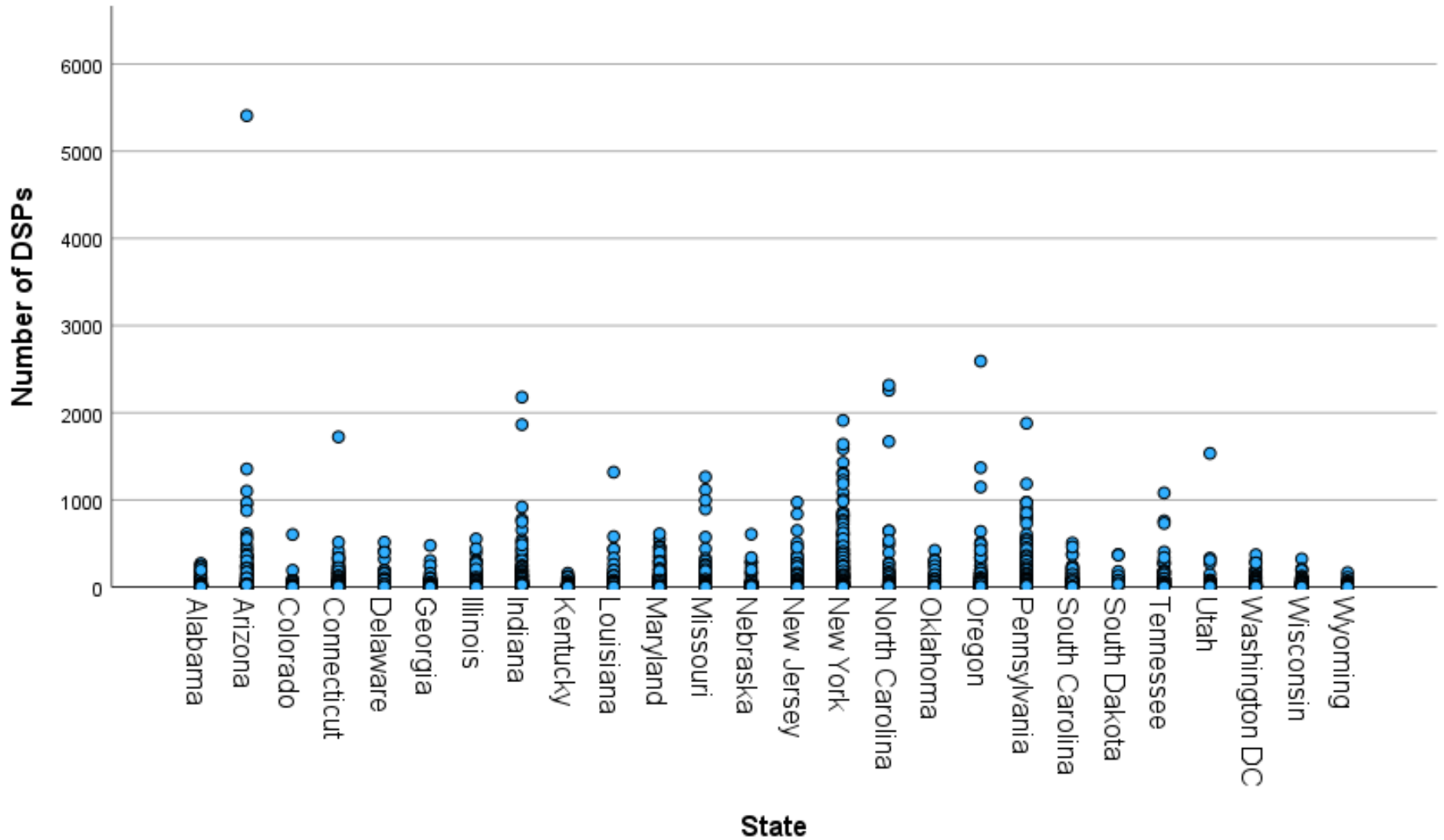
Table 4. How many DSPs providing support for adults with IDD were on your payroll as of Dec. 31, 2023?

| | 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 |
| Oregon ¹³ | 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 |

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 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)

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 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

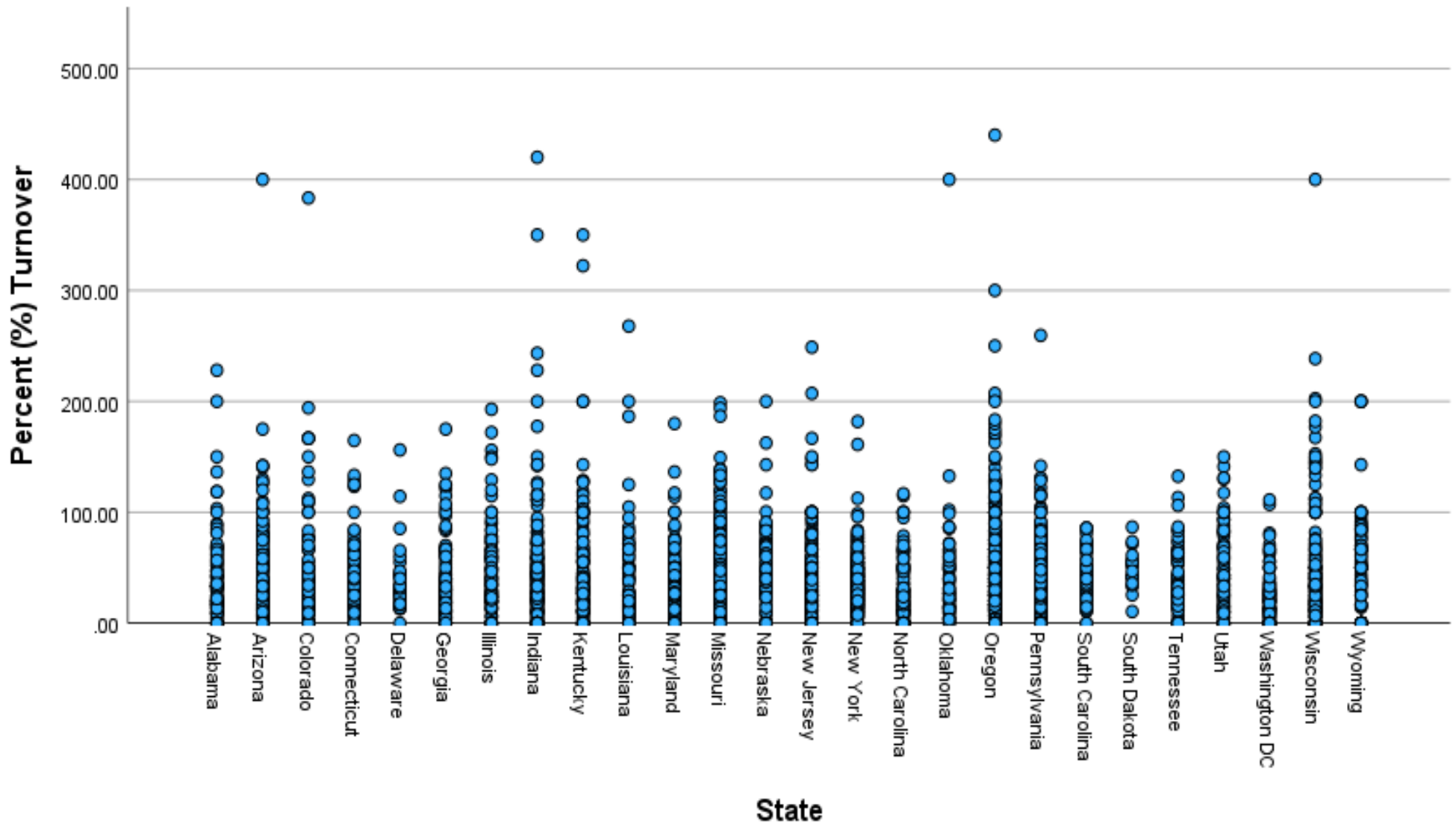
| | |
|----------------|--------------|
| Washington DC | 23.6% |
| North Carolina | 26.9% |
| Maryland | 30.5% |
| Georgia | 32.1% |
| Louisiana | 34.4% |
| New York | 34.9% |
| Pennsylvania | 35.0% |
| Arizona | 35.5% |
| New Jersey | 36.3% |
| Delaware | 37.8% |
| Tennessee | 38.3% |
| Alabama | 39.3% |
| 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.

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



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.

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.

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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%.

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.

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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.

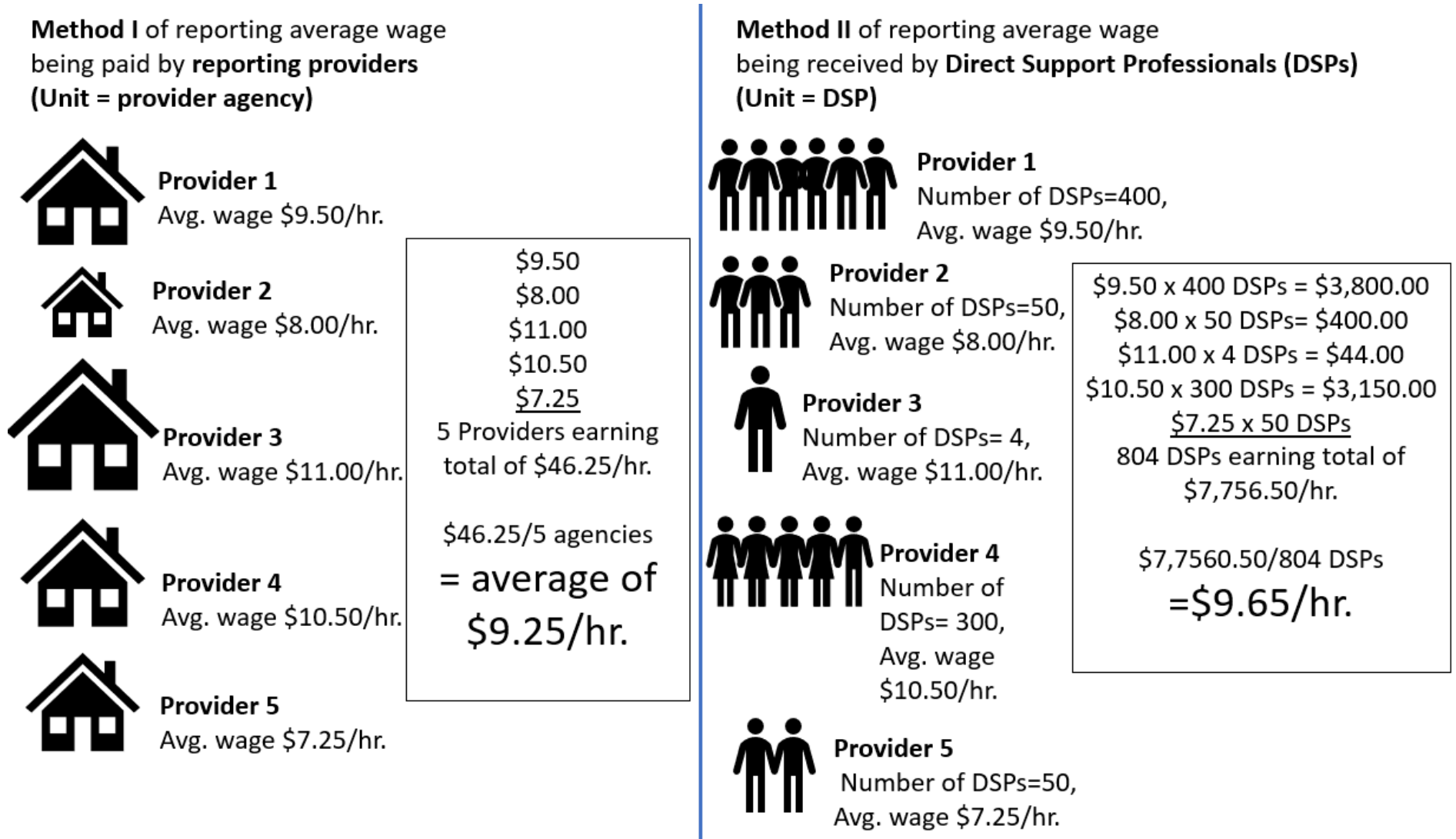
For comparable wage tables, see [Appendix C](#). For state living wage comparisons, see [Appendix D](#).

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 Wage**⁵⁵ 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.

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 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. Avg. Starting Hourly Wage | Max. Avg. Starting Hourly Wage | N | Avg. Hourly Wage | Std. Deviation | Median Hourly Wage | Min. Avg. Hourly Wage | Max. Avg. Hourly Wage | N |
|------------------------|---------------------------|----------------|-----------------------------|--------------------------------|--------------------------------|-------------|------------------|----------------|--------------------|-----------------------|-----------------------|-------------|
| Alabama | \$11.90 | \$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 |

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

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

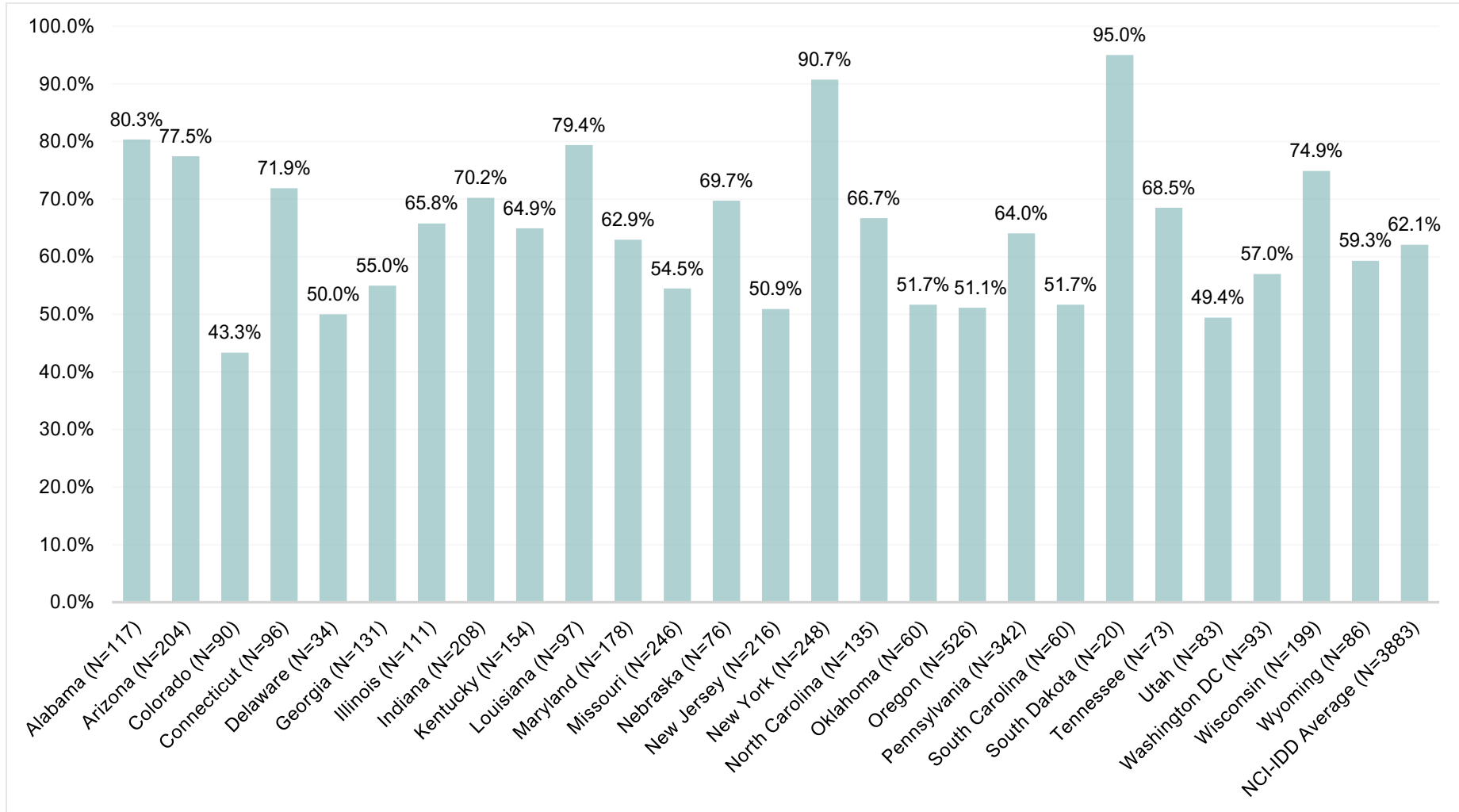
| | Percent | N |
|------------------------|-------------|--------------------|
| Alabama | 4.2% | 118 |
| Arizona | 11.8% | 204 |
| Colorado | 6.5% | 93 |
| Connecticut | 5.2% | 97 |
| Delaware | 8.8% | 34 |
| Georgia | 9.2% | 131 |
| Illinois | 0.9% | 112 |
| Indiana | 6.7% | 209 |
| Kentucky | 3.9% | 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 |

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

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.

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 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.

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 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.

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.

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

National Core Indicators®-Intellectual and Developmental Disabilities is a collaboration between:

Human Services Research Institute
www.hsri.org

&

National Association of State Directors of Developmental Disabilities Services
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Human Services
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