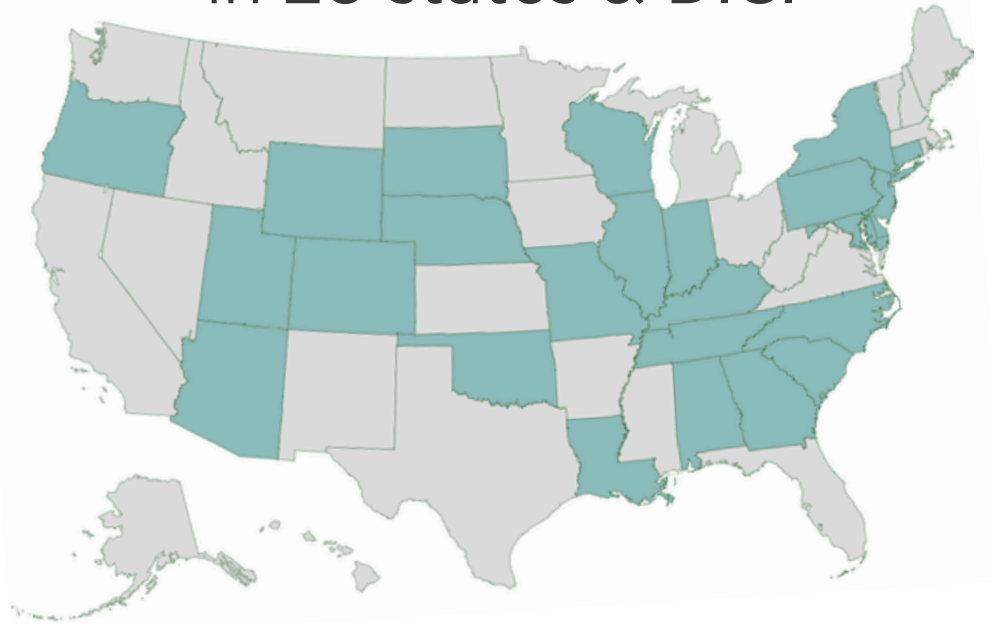


ABOUT THE SURVEY

Each year National Core Indicators® Intellectual and Developmental Disabilities (NCI®-IDD) implements the State of the Workforce Survey. The survey collects comprehensive data on provider agencies and the **Direct Support Professional (DSP)** workforce providing direct supports to adults (age 18 and over) with intellectual and developmental disabilities (IDD). The goal of the survey is to help states describe their workforce, measure challenges, and monitor improvements. The data presented in this summary represent the weighted NCI-IDD average survey results and refer to the period between **Jan. 1, 2023, and Dec. 31, 2023.**

PARTICIPATING STATES & AGENCIES

More than **325,591** DSPs with **3,934** provider agencies in **26** states & D.C.



WAGES

\$17.20

2023 median hourly wage

\$15.98

2022 median hourly wage

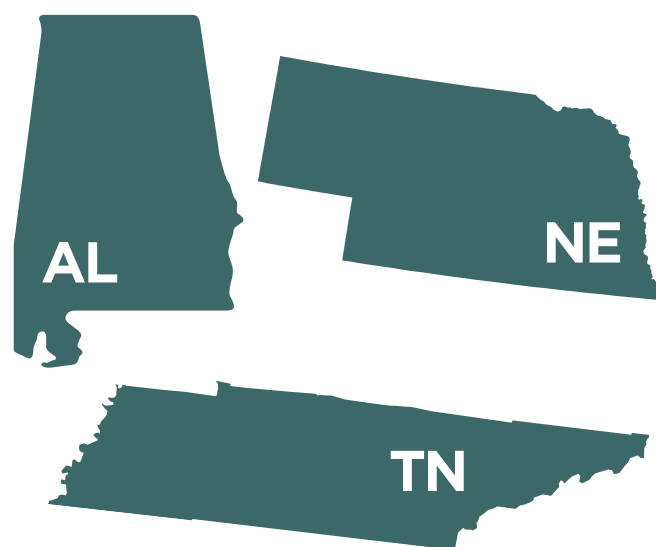


Among 24 states that participated in both the 2022 and 2023 survey, all had an **increase in median hourly wage between 2022 and 2023.** However, **no state** has a median hourly wage that is at or above living wages in their state.

TURNOVER

Average **turnover ratio** across participating states

40%



Among 24 states that participated in both the 2022 and 2023 survey, 17 states saw a decrease in turnover ratio from 2022 to 2023. States with the largest decreases are shown to the left.

AGENCY CHARACTERISTICS

70% provided residential supports

52% provided in-home supports

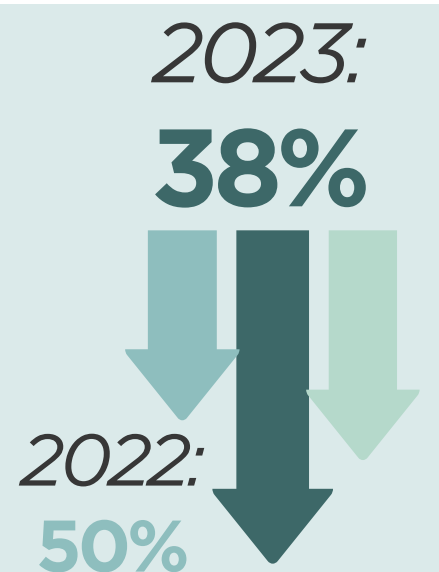
64% provided non-residential supports

59%

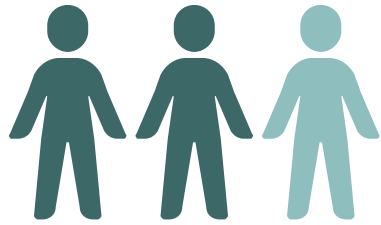
Percentage of agencies that are private for-profit organizations

On average, 38% of agencies say they **turned away or stopped accepting referrals due to staffing issues.**

Among 24 states that participated in both the 2022 and 2023 survey, 23 states saw a decrease in agencies turning away referrals due to staffing issues between 2022 and 2023.

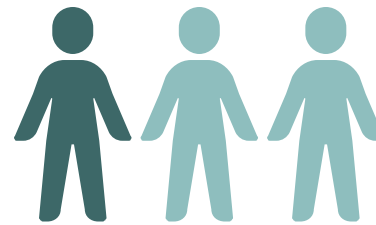


TENURE



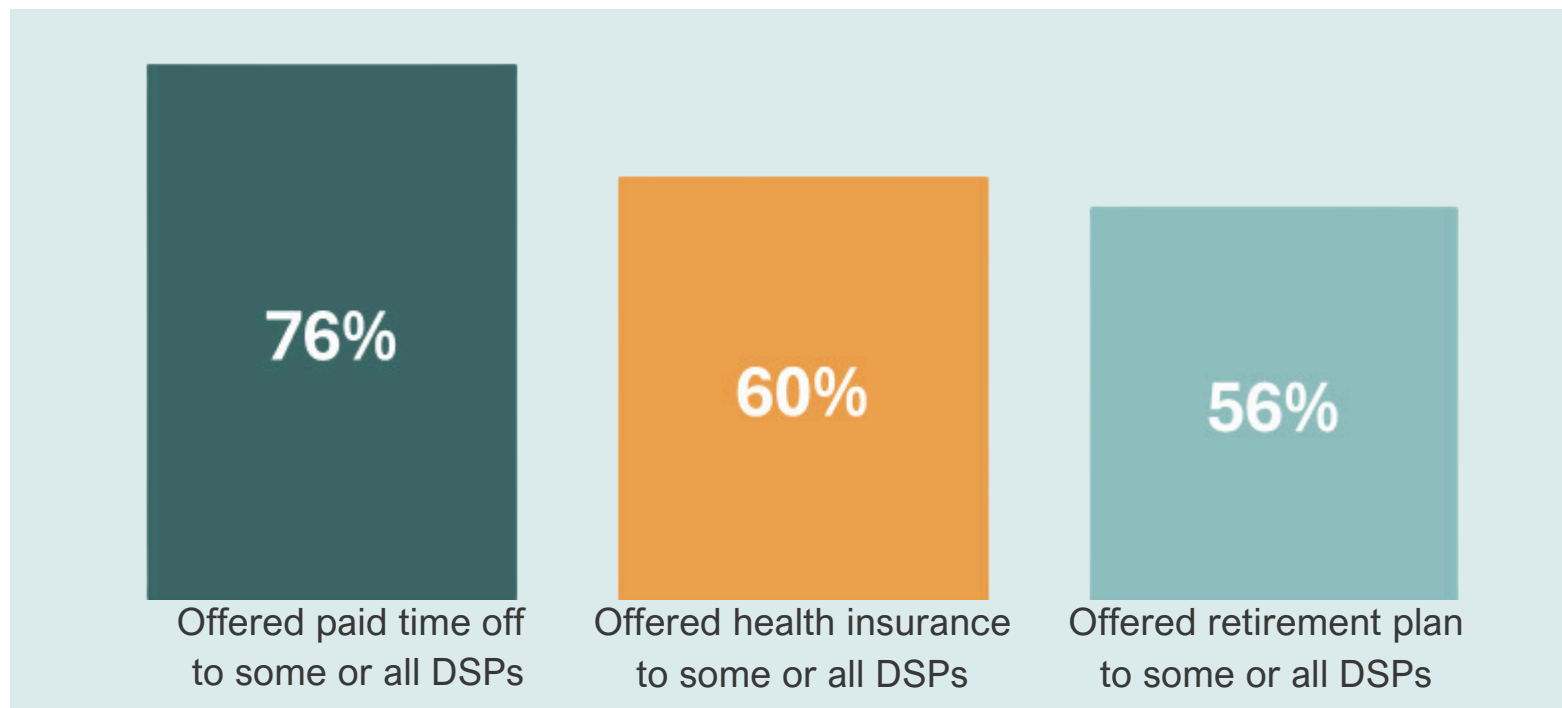
Of those DSPs who left employment at their agency in 2023, **2 out of 3 DSPs (66%)** had been employed for less than one year.

Of those DSPs who were employed at their agency at the end of 2023, nearly **1 out of 3 DSPs (32%)** had been employed with that agency for 3 or more years.



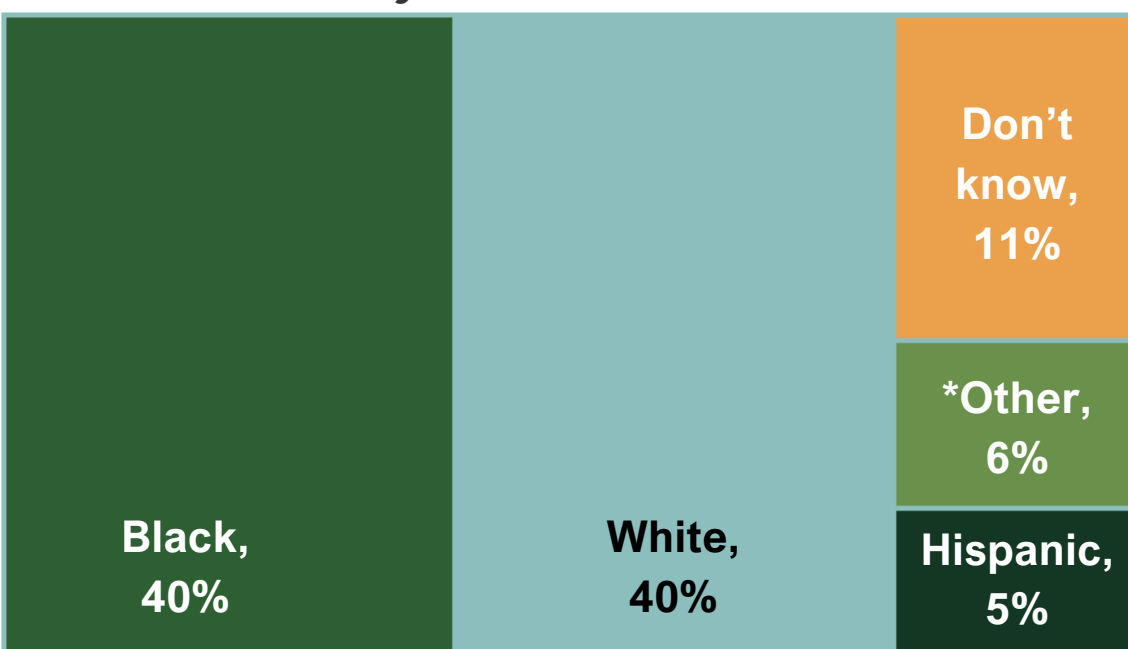
These data demonstrate that many DSPs leave employment in the first year. This points to the importance of exploring how benefits, recruitment, and retention practices can address early turnover.

BENEFITS



DSP DEMOGRAPHICS

Race and Ethnicity



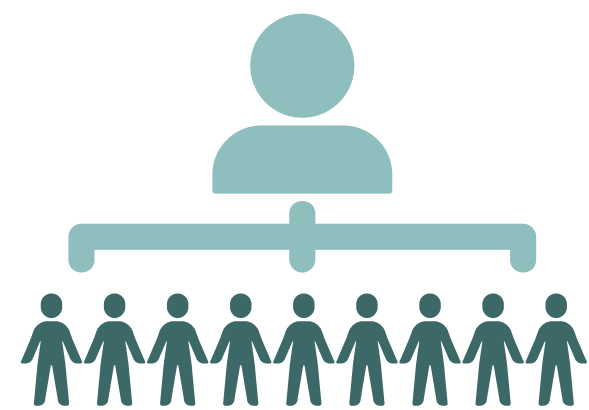
*Other category includes DSPs who are American Indian/Alaskan Native (1%), Asian (1%), Pacific Islander (1%) Other (1%) and More than one race/ethnicity (2%)



Gender Identity

67% Female
28% Male
5% Don't know
<1% Non-binary

FRONTLINE SUPERVISORS



Average ratio of 1 Frontline Supervisors to 9 DSPs

RECRUITMENT & RETENTION

82%

of agencies offered a realistic job preview to candidates

53% of agencies offered a pay incentive or referral bonus program

29% of agencies utilized DSP ladder to retain highly skilled workers in DSP roles

28% of agencies gave stipends or raises to DSPs at key steps throughout credentialing process

21% of agencies included DSPs in agency governance