

AGENCY CHARACTERISTICS

70% provided residential supports
49% provided in-home supports
56% provided non-residential supports

Private for profit: 62%

Private non-profit: 35%

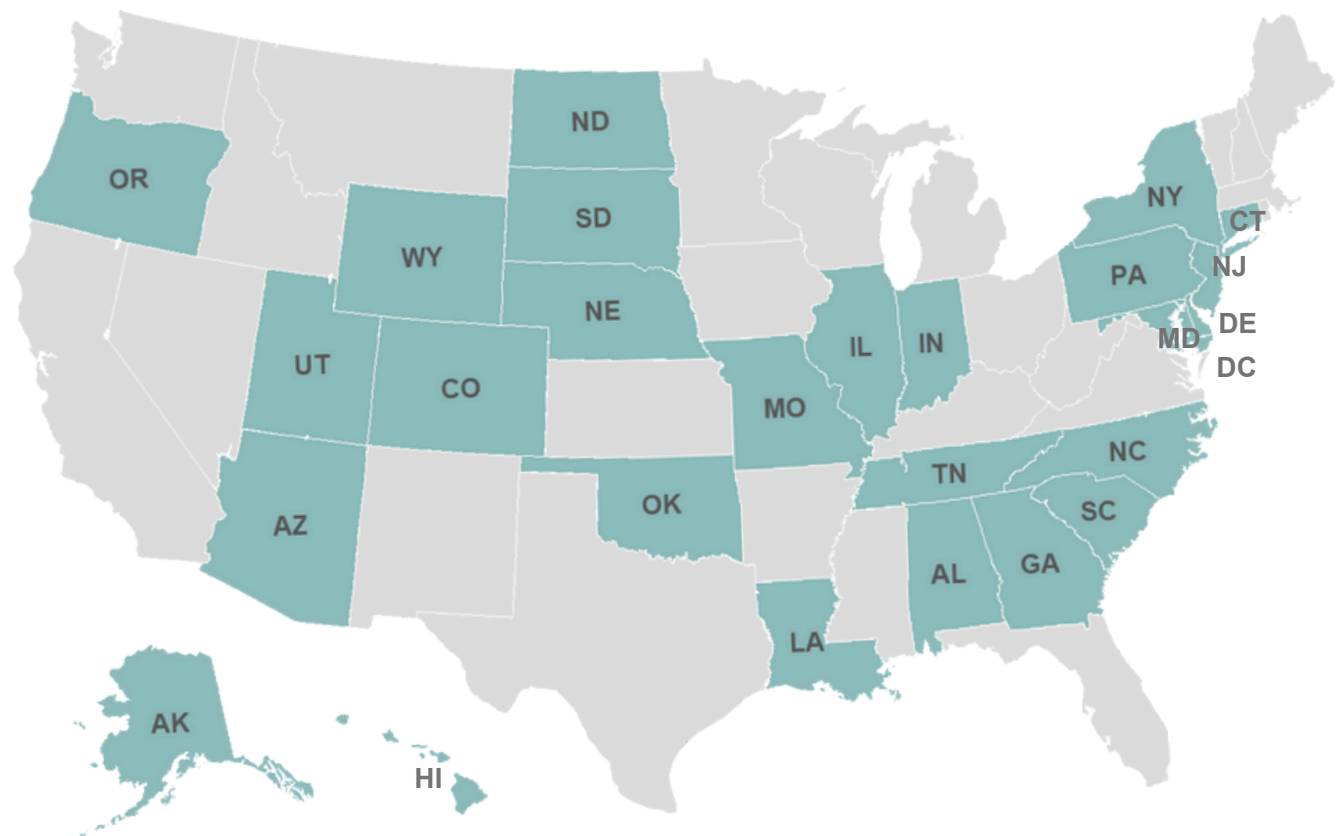
Government run entity: 5%



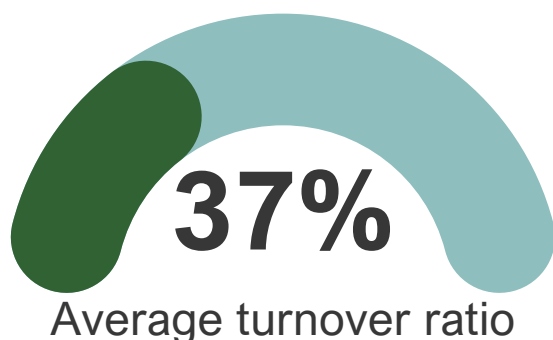
1 in 4 agencies (26%) **stopped accepting or turned away new referrals due to staffing issues.** This is down from 38% in 2023.

PARTICIPATING STATES & AGENCIES

More than **344,179** DSPs with
3,936 provider agencies in **26** states & D.C.



TURNOVER AND TENURE



Turnover ratios ranged from
**17%-54% across
participating states**

Among 24 states that participated in both the 2023 and 2024 survey, **14 states had an decrease in average turnover** between 2023 and 2024.

● Less than 12 months ● 1-3 years ● 3+ years

Tenure among
DSPs on payroll
12/31/24

39% 31% 30%

Tenure among
DSPs who
separated

64% 24% 12%



This figure shows the tenure of DSPs - or the length of employment - with the top bar reflecting the tenure of DSPs who were employed with their agency on Dec 31, 2024. The bottom bar shows tenure of DSPs who separated from their employer between Jan 1, 2024 and Dec 31, 2024.

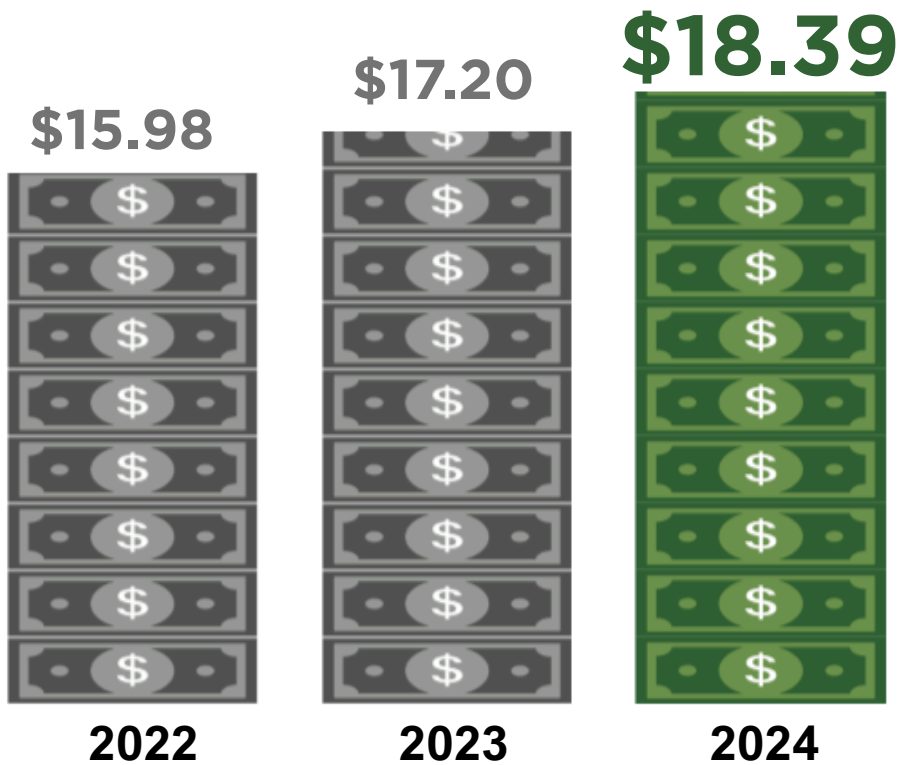
Nearly one in three DSPs who stayed have been with their agency for more than 3 years. **Nearly two in three DSPs who left their agency were employed there for less than 1 year.**

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 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 full survey can be accessed [here](#); the data presented in this summary represent the weighted NCI-IDD average survey results and refer to the period between **Jan. 1, 2024, and Dec. 31, 2024.**

WAGES

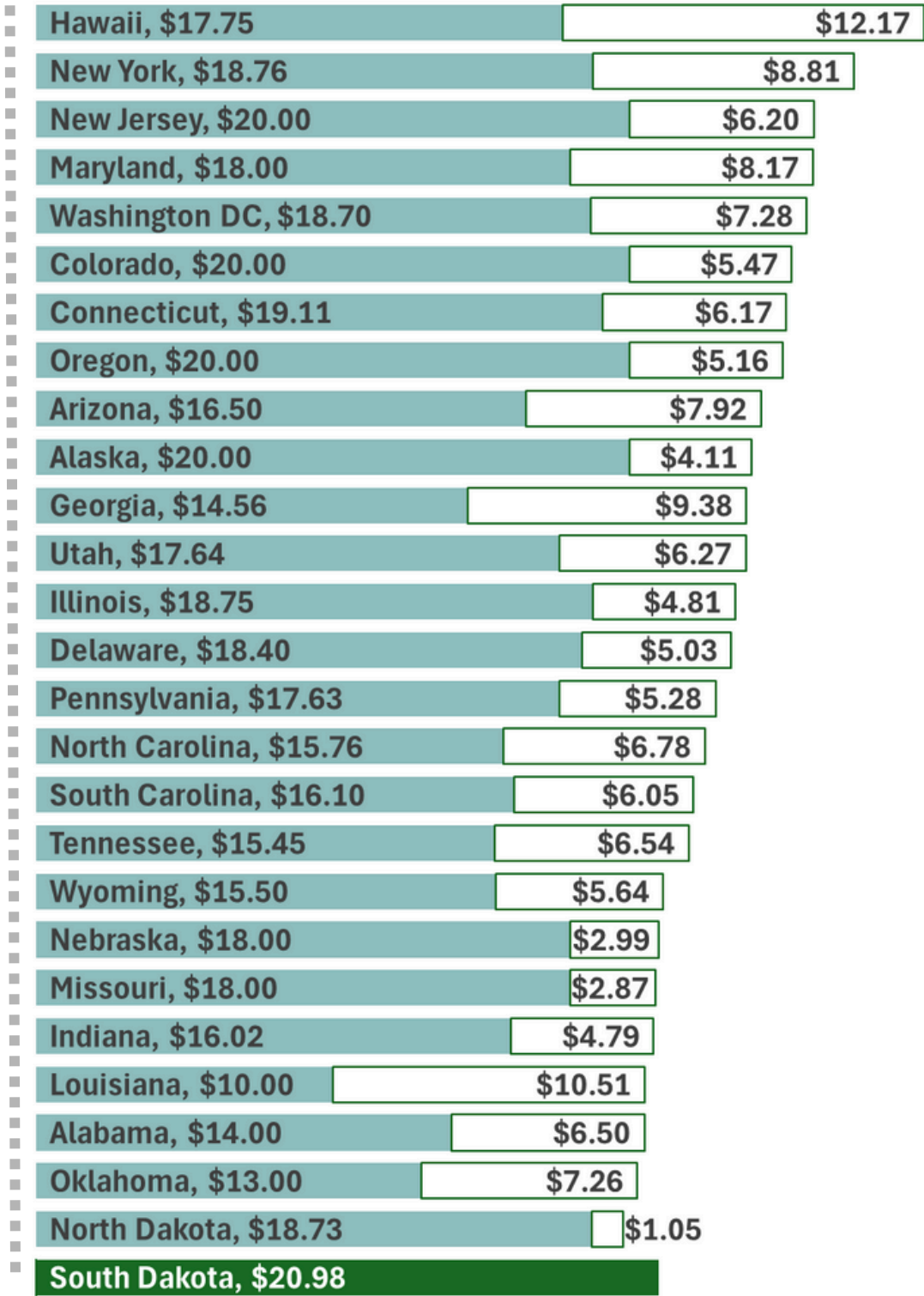
Median hourly wage for all DSPs



States have made significant efforts to increase wages for DSPs in recent years. The graph above shows that **median wages for DSPs continue to increase each year.**

[Living wage](#) is the hourly wage one full-time worker must earn to cover the cost of their family’s minimum basic needs where they live while still being self-sufficient. The graph to the right shows the median wage for DSPs by state, along with the difference between median wages and **living wage for one adult without any children.**

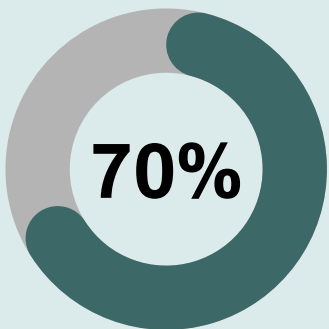
Difference between **hourly wage** and **living wage**



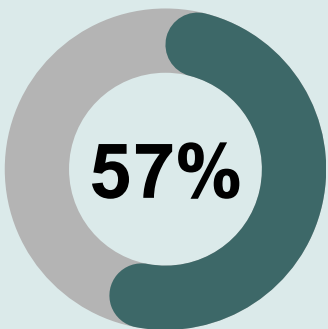
Only one state currently pays DSPs median wages at or above living wage for one adult, while other states would need to increase hourly wages between \$1.05 and \$12.17.

BENEFITS

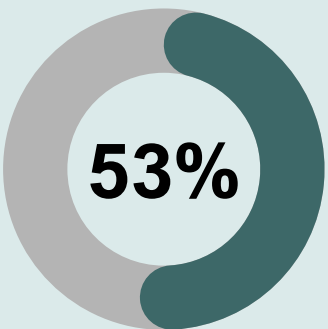
On average, agencies offered benefits to some or all DSPs as described below:



Paid time off



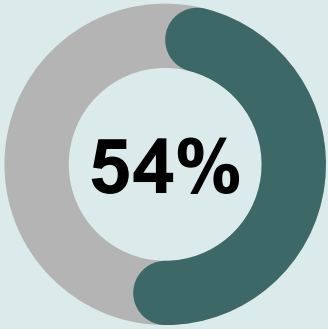
Health insurance



Dental insurance

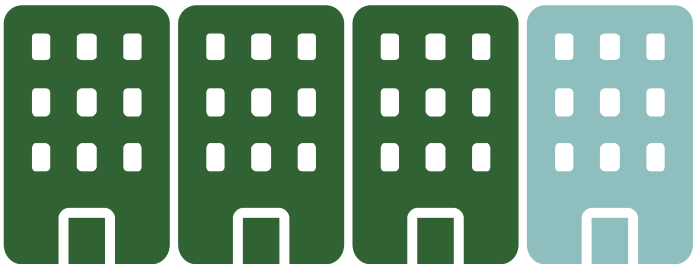


Vision insurance

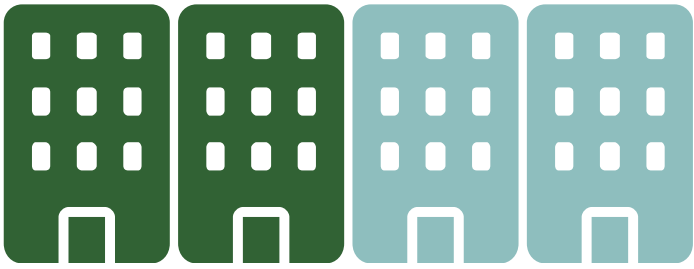


Employer sponsored retirement

RECRUITMENT & RETENTION



More than 3 out of every 4 agencies **(80%) offer realistic job previews** as part of *recruitment efforts*



About 2 out of every 4 agencies **(48%) offer pay incentives or bonuses to new hires** as part of *recruitment efforts*



About 1 out of every 3 agencies **(36%) engage high schools and colleges** as part of *recruitment efforts*

57% Use DSP recognition programs to support retention efforts

52% Use DSP engagement surveys to support retention efforts

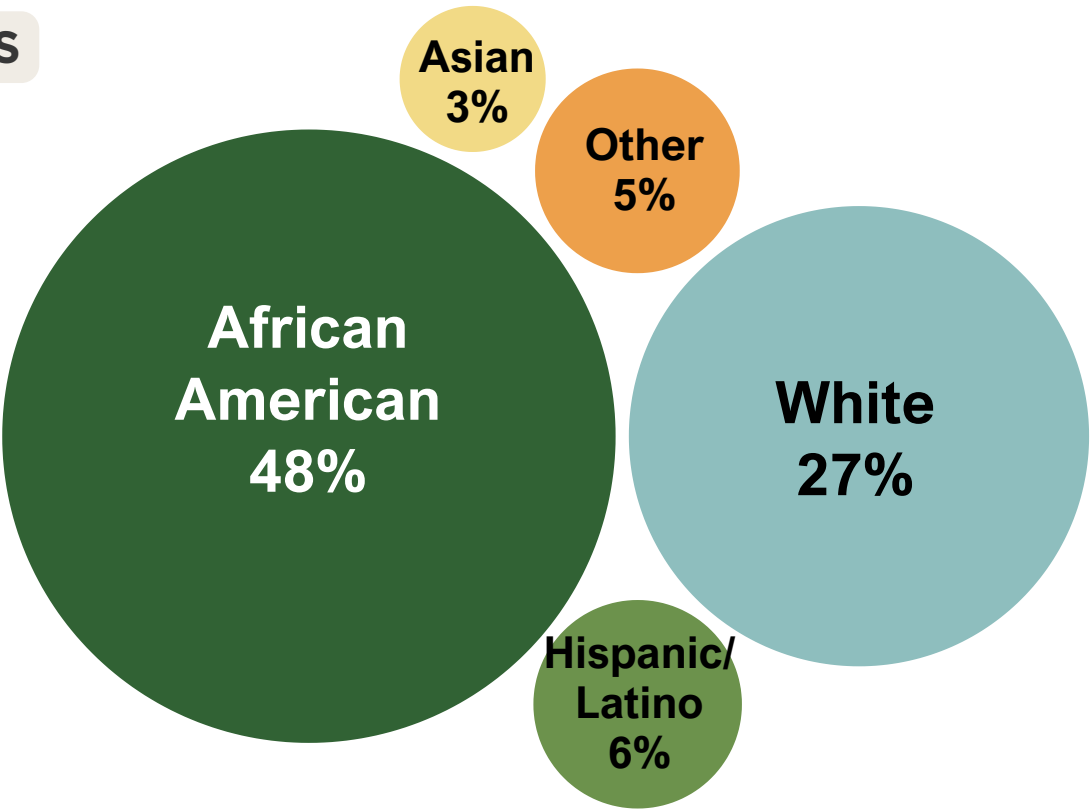
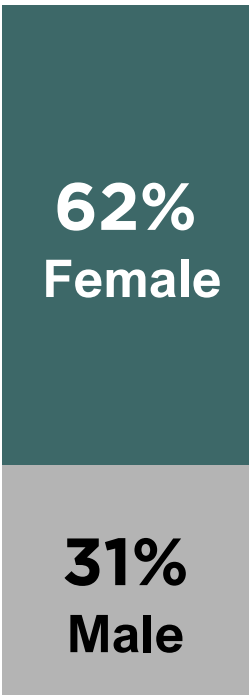
33% Use DSP ladders to retain workers in DSP roles

31% Support staff to get credentialed

29% Bonuses/raises tied to credentials

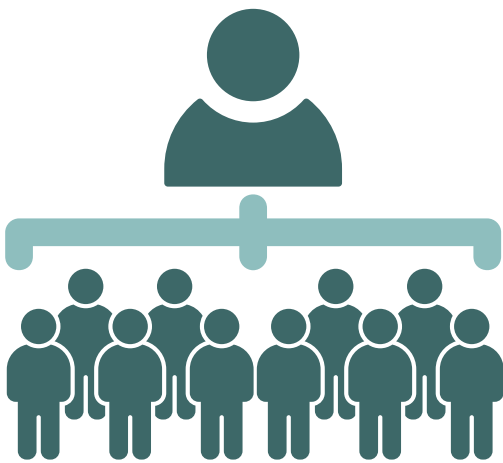
22% Include DSPs in agency governance

DSP DEMOGRAPHICS



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

FRONTLINE SUPERVISORS



Average ratio of 1 Frontline Supervisors to 10 DSPs