



NATIONAL
CORE
INDICATORS®
NASDDDS & HSRI



2019

National Core Indicators®
Staff Stability Survey Report



Human Services
Research Institute

NASDDDS

National Association of State Directors of Developmental Disabilities Services

Introduction

Collecting Comprehensive Data on the DSP Workforce

Each year, National Core Indicators® (NCI®)—a collaboration between the National Association of State Directors of Developmental Disabilities Services, the Human Services Research Institute, and participating state developmental disability agencies—works with member states to implement the Staff Stability Survey. The NCI Staff Stability 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. The goal of the survey and the resulting data is to help states 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 average.

States across the country have used the NCI Staff Stability Survey data to demonstrate the critical nature of the DSP workforce crisis to legislators and policymakers. States are also engaging in deeper examinations of the data to determine the impetuses and causes 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 2019 Staff Stability Survey data from 25 states and the District of Columbia marks another opportunity for state developmental disability agencies, advocates, and researchers to work together to determine the best strategies to address the DSP workforce crisis.

A total of 26 states including the District of Columbia administered the **2019 NCI Staff Stability Survey**.

All told, **3,604 provider agencies are included in this report**.

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IMPORTANT NOTE: While the data in this report reflect the time period of January – December 2019, data collection occurred from January – September 2020: during the COVID-19 pandemic. Our sincere appreciation is extended to the state NCI coordinators and the staff in each provider agency who worked diligently to report the data while doing additional work to adjust to the significantly changed work environments. The NCI team appreciates the difficulty in collecting the data in the best conditions, and we recognize the extra effort required during the months in 2020 when all administrative activities faced particular challenges.

Executive Summary

A total of 26 states including the District of Columbia participated in the **2019 NCI Staff Stability Survey**:

Alabama (AL)	Indiana (IN)	New York (NY)
Arizona (AZ)	Kentucky (KY)	Ohio (OH)
Colorado (CO)	Louisiana (LA)	Oregon (OR)
Connecticut (CT)	Maryland (MD)	South Carolina (SC)
Washington DC (DC)	Missouri (MO)	Tennessee (TN)
Delaware (DE)	North Carolina (NC)	Texas (TX)
Georgia (GA)	Nebraska (NE)	Utah (UT)
Illinois (IL)	New Jersey (NJ)	Vermont (VT)
	Nevada (NV)	Wyoming (WY)

All told, **3,604 provider agencies responded to the survey**.

The data presented in this report refer to the period between Jan. 1, 2019 and Dec. 31, 2019. 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 A for each state's method.

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

Tenure (Length of Employment) of DSPs

Of the DSPs employed by respondents as of Dec. 31, 2019, more than one third had only been employed there for a year or less. And of the DSPs who left employment at responding agencies in 2019, over one half had been employed there for less than one year.

Of the DSPs employed by respondents as of Dec. 31, 2019:

- 17.7% had been employed for less than 6 months
- 16.4% had been employed between 6 and 12 months
- 17.6% had been employed between 12 and 24 months
- 11.8% had been employed between 24 and 36 months
- 36.5% had been employed 36 months or more

Of the DSPs who left (separated from) employment between Jan. 1, 2019 and Dec. 31, 2019:

- 32.7% had been employed for less than 6 months
- 17.8% had been employed between 6 and 12 months
- 13.8% had been employed between 12 and 24 months
- 6.6% had been employed between 24 and 36 months
- 12.0% had been employed 36 months or more

Turnover

Across states, the turnover rate for DSPs in 2019 ranged from 23.8% to 64.8%; the weighted average **turnover rate was 42.8%**.

Executive Summary (continued)

Vacancy Rates

Among all respondents, 75.4% indicated that they distinguish between full-time and part-time DSP positions. Among these, vacancy rates¹ for full-time positions ranged from 4.1% to 13.7% with an NCI Average of 8.5%. Vacancy rates for part-time positions ranged from 4.5% to 20.5% with an NCI Average of 11.2%.

Wages

Across all service types, responding agencies paid a **median hourly wage of \$12.00**.

When broken out by service type, median hourly wages were:

- \$11.90 for DSPs providing residential supports
- \$11.50 for DSPs providing in-home supports
- \$12.50 for DSPs providing non-residential supports

Services Provided

Of the responding agencies:

- **56.0% provided residential supports**—such as community-based group homes, supported living services, or ICF/ID homes.
- **64.8% provided in-home supports**—such as homemaker/personal care services, in-home habilitation, and in-home respite.
- **64.6% provided non-residential supports**—such as day supports, community support programs, community-based employment supports, facility-based employment supports, or out-of-home habilitation.

Benefits

A large majority, 69.5%, 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.

- 40.2% of responding providers offered pooled paid time off to some or all DSPs.

Of those not using the pooled method:

- 61.8% offered paid sick time to some or all DSPs.
- 75.8% offered paid vacation time to some or all DSPs.
- 40.2% offered paid personal time to some or all DSPs.

¹ These are point-in-time vacancy rates, not averages across the year.

Among the responding agencies, 57.1% offered health insurance to some or all DSPs; 52.7% offered dental coverage to some or all DSPs; and 48.5% offered vision coverage to some or all DSPs.

Recruitment and Retention

Slightly more than three-quarters (85.3%) of respondents reported offering a realistic job preview to candidates, and 43.4% reported offering a pay incentive or referral bonus program.

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Full Results of the 2019 Survey

NCI works with member states to collect comprehensive data on the workforce of DSPs providing supports to adults (age 18 and over) with intellectual and developmental disabilities.

For the purposes of this survey, what is a DSP?

This survey asks about people employed as **Direct Support Professionals (DSPs)**. This includes all paid workers whose primary job responsibility is direct support and for whom the responding agency defines wages and benefits directly.

DSPs work with individuals with IDD, helping them live fulfilling lives, make choices, and live and work in the community. DSP workforce instability is concerning because it affects continuity and consistency in the lives of people being served. DSP workforce instability also affects provider agencies, as they struggle to maintain an adequate workforce and ensure positive outcomes for consumers. The challenges faced by the DSP workforce also have implications for the lives of people working as DSPs. DSPs are also commonly known as Direct Support Workers (DSWs).

More specifically, DSPs include:

- All people whose primary job responsibility is to provide support, training, supervision, and personal assistance to adults with intellectual and developmental disabilities.
- 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:

- Staff hired through a temporary personnel agency
- Those who **only** provide transportation, home modifications, and/or meal delivery
- Licensed health care staff (nurses, social workers, psychologists, etc.)
- 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, care 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.

A few 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 averages (see section on "Weights" for more information).
- **Consider the Ns** (number of responding provider agencies for each question); these vary by state and by question.
- Keep in mind that **some states only included HCBS Waiver-funded services** when establishing their sample of provider agencies.

Cross-Year Comparisons

Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. Our methodology includes a feature to minimize the weighting fluctuations possible from year to year based on size of the state's sample and margin of error.

Understanding Key Terms

In this report, you'll see the following statistics. These brief explanations are intended to help you interpret them:

What is a **MEAN**? The mean (also known as arithmetic average) is the sum of all data entries divided by the number of entries. For example, to calculate the mean points per game by a basketball player, one adds up all the points made and divides the result by the number of games played.

What is a **MEDIAN**? The median is the value that separates the upper half of a dataset from the lower half. It can be thought of as the "middle" value. Compared to the mean, the median is less influenced by outliers (extreme values that lie far outside the pattern established by the rest of the data). Because of this, the median is sometimes a better measure of a "typical" value.

What is **STANDARD DEVIATION**? Standard deviation is a measure of how widely the data points spread. A low standard deviation indicates that the data points tend to be close to the mean; a high standard deviation indicates that the data points are more spread out.

What is **MARGIN OF ERROR**? Margin of error is used to demonstrate the relative confidence one can have that the data will accurately represent the total population. For example, if the final sample from State A has a margin of error of 5% (and a 95% confidence level), you can say that 95% of the time, the statistics from the sample are within 5 percentage points of the statistics for the total population in the state. A bigger margin of error means the results are less certain.

Response Rates

See Appendix A for more information on each state's sample.

Number of Responses and Response Rates

A total of 3,604 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 and not considered eligible for analysis and not included in the denominator when calculating the response rate if:

- The provider agency reported that it did not provide any of the targeted service types.
- The provider agency reported that it did not employ DSPs.
- The provider agency had not been in operation for six continuous months in 2019.
- The provider agency indicated that it only uses contract DSPs and/or 1099 DSPs (and therefore does not have any DSPs on payroll).

	Valid responses	Total pop ²	Response rate	Margin of error ^{3,4,5}
AL	58	167	35%	10.43%
AZ	236	385	61%	3.97%
CO	124	433	29%	7.44%
CT	59	180	33%	10.49%
DC	73	94	78%	5.45%
DE	31	31	100%	0.00%
GA	165	306	54%	5.19%
IL	98	298	33%	8.12%
IN	103	145	71%	5.21%
KY	154	162	95%	1.76%
LA	95	467	20%	8.98%
MD	79	187	42%	8.40%
MO	234	423	55%	4.29%
NC	140	411	34%	6.73%
NE	33	42	79%	7.99%
NJ	151	502	30%	6.68%
NV	16	70	23%	21.67%
NY	261	347	75%	3.02%
OH	922	1441	64%	1.94%
OR	197	287	69%	3.92%
SC	58	60	97%	2.37%
TN	104	130	80%	4.31%
TX	98	141	70%	5.49%
UT	71	102	70%	6.44%
VT	15	15	100%	0.00%
WY	29	61	48%	13.29%
Total	3604	6887		

² 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).

³ Margin of error for sample based on valid responses and "total population"

⁴ Assuming 50% response distribution

⁵ Calculated using <http://www.raosoft.com/samplesize.html>

Weights

Using Weights to Calculate Overall NCI Results

The 2019 NCI Staff Stability data shows 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-wide results (for example, the Average, or Median). States with higher margins of error have less effect on the overall NCI-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-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 Averages, Medians, and Standard Deviations in this report are weighted.

Cross-Year Comparisons

Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. Our methodology includes a feature to minimize the weighting fluctuations possible from year to year based on size of the state's sample and margin of error.

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Characteristics of Responding Agencies

The majority of responding provider agencies provide direct support exclusively to adults with intellectual and developmental disabilities (**58.5%**).

As shown in Table 2 on the following page, 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 (**54.3%**).

- If an agency was able to report separately on the DSPs providing support to adults with IDD, they were instructed to report on that population for the remainder of the survey.
- If an agency was unable to report separately on the DSP workforce working with adults with IDD, they were asked to continue with the survey and report on all DSPs.

Table 1. Does your agency *ONLY* support adults with intellectual/developmental disabilities?

	Yes	No	N
AL	67.2%	32.8%	58
AZ	45.3%	54.7%	236
CO	62.9%	37.1%	124
CT	59.3%	40.7%	59
DC	88.9%	11.1%	72
DE	77.4%	22.6%	31
GA	78.2%	21.8%	165
IL	71.4%	28.6%	98
IN	42.7%	57.3%	103
KY	61.0%	39.0%	154
LA	50.5%	49.5%	95
MD	83.5%	16.5%	79
MO	64.5%	35.5%	234
NC	56.4%	43.6%	140
NE	60.6%	39.4%	33
NJ	70.2%	29.8%	151
NV	80.0%	20.0%	15
NY	37.5%	62.5%	261
OH	55.5%	44.5%	904
OR	80.2%	19.8%	197
SC	62.1%	37.9%	58
TN	80.8%	19.2%	104
TX	66.0%	34.0%	97
UT	66.2%	33.8%	71
VT	13.3%	86.7%	15
WY	58.6%	41.4%	29
NCI AVG.	58.5%	41.5%	Total: 3583

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Table 2. *If your agency also provides supports to other populations, can you isolate out and report separately on the wage information, vacancy rates, benefits of DSPs who work exclusively with adults with IDD?*

	Yes	No	N
AL	83.3%	16.7%	18
AZ	47.3%	52.7%	129
CO	77.8%	22.2%	45
CT	65.2%	34.8%	23
DC	87.5%	12.5%	8
DE	100.0%		7
GA	82.9%	17.1%	35
IL	92.6%	7.4%	27
IN	50.8%	49.2%	59
KY	56.7%	43.3%	60
LA	46.7%	53.3%	45
MD	84.6%	15.4%	13
MO	57.5%	42.5%	80
NC	63.2%	36.8%	57
NE	69.2%	30.8%	13
NJ	88.1%	11.9%	42
NV	66.7%	33.3%	3
NY	60.8%	39.2%	158
OH	45.3%	54.7%	386
OR	81.6%	18.4%	38
SC	68.2%	31.8%	22
TN	75.0%	25.0%	20
TX	63.6%	36.4%	33
UT	33.3%	66.7%	24
VT	69.2%	30.8%	13
WY	33.3%	66.7%	12
NCI AVG.	54.3%	45.7%	Total: 1370

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Table 3. How many DSPs providing support for adults with IDD were on your payroll as of December 31, 2019⁶?
Percentage of responding agencies that employ...

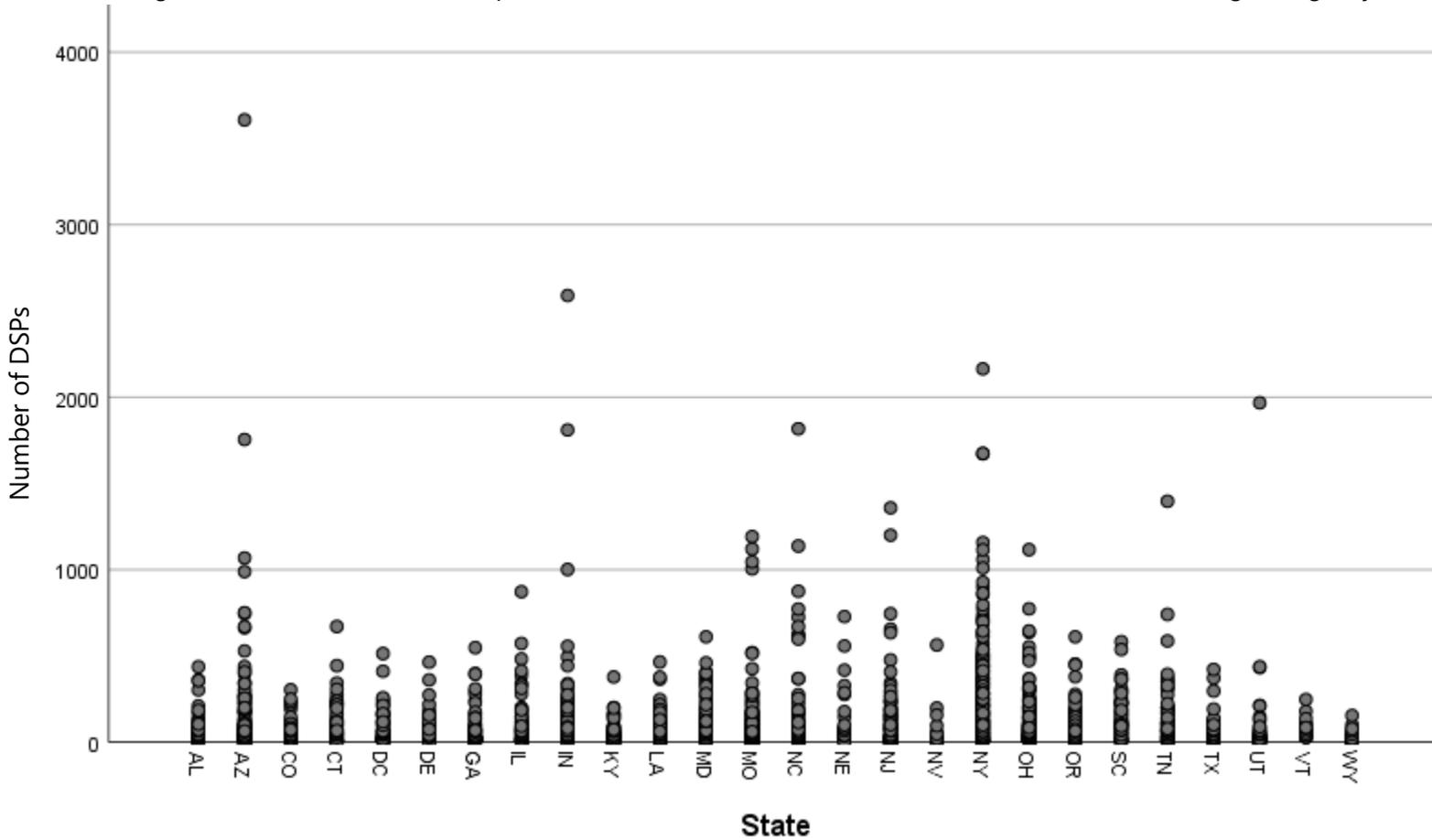
	1-20 DSPs	21-40 DSPs	41-60 DSPs	61+ DSPs	Mean number of DSPs employed by agencies in the state	Std. deviation	Median number of DSPs	N
AL	32.8%	19.0%	13.8%	34.5%	72.64	93.053	35.50	58
AZ	31.8%	22.9%	8.1%	37.3%	112.48	293.795	36.00	236
CO	63.7%	16.1%	5.6%	14.5%	31.43	51.170	12.00	124
CT	30.5%	6.8%	13.6%	49.2%	107.36	124.531	60.00	59
DC	37.0%	17.8%	6.8%	38.4%	77.84	94.797	34.00	73
DE	29.0%	16.1%	6.5%	48.4%	95.55	108.160	57.00	31
GA	51.5%	23.6%	4.8%	20.0%	45.21	76.842	20.00	165
IL	29.6%	10.2%	12.2%	48.0%	93.92	131.978	58.00	98
IN	15.5%	12.6%	10.7%	61.2%	162.97	322.154	84.00	103
KY	48.7%	24.7%	11.7%	14.9%	35.46	46.769	22.50	154
LA	36.8%	20.0%	9.5%	33.7%	65.15	83.752	32.00	95
MD	16.5%	15.2%	8.9%	59.5%	126.65	128.563	74.00	79
MO	38.0%	23.9%	9.0%	29.1%	74.72	154.159	29.50	234
NC	39.3%	25.7%	5.7%	29.3%	100.09	231.479	26.00	140
NE	30.3%	6.1%	21.2%	42.4%	120.00	167.403	55.00	33
NJ	47.0%	9.9%	3.3%	39.7%	98.90	184.731	26.00	151
NV	43.8%	18.8%	12.5%	25.0%	78.06	138.318	21.50	16
NY	13.0%	7.3%	6.1%	73.6%	242.67	284.819	156.00	261
OH	61.5%	15.7%	6.2%	16.6%	39.12	81.576	13.00	922
OR	51.8%	17.3%	6.1%	24.9%	49.30	81.326	18.00	197
SC	12.1%	8.6%	6.9%	72.4%	148.31	127.475	106.00	58
TN	18.3%	11.5%	7.7%	62.5%	120.88	172.652	73.00	104
TX	44.9%	20.4%	14.3%	20.4%	46.22	67.806	24.50	98
UT	50.7%	22.5%	7.0%	19.7%	72.90	239.909	20.00	71
VT		26.7%	13.3%	60.0%	86.20	60.274	72.00	15
WY	51.7%	27.6%	3.4%	17.2%	30.59	33.664	15.00	29
NCI AVG.	46.6%	16.8%	7.3%	29.3%	74.65	160.273	24.00	Total: 3604

⁶ Numbers should not include staff hired through a temporary personnel agency, contract or 1099 workers, PRN or on-call workers.

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Figure 1. Spread of agency size in 2019 (based on number of DSPs)

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



Number of DSPs (as of 12/31/19) providing supports for adults with IDD. Each circle represents one responding agency.

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Types of Supports Provided and Numbers of Adults Supported

Providers were asked to indicate the types of support they provide among three distinct service types: residential, in-home, and non-residential. *Please note that the definitions of these support types were clarified in 2019; comparisons to previous years' data should be made with caution.*

- **Residential Supports** are supports provided to a person in a home or apartment that is owned and/or operated by your agency.
 - 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.
 - Include in this category 24-hour supports such as a Group Home, Agency-Operated Apartments or ICFs/ID.
 - Host home or foster home services should also be included in this category.
 - If the service recipient holds a lease with your provider agency, this is considered a residential support or service.
- **In-home Supports**—Your agency does not own and/or operate the home in which the person lives.
 - 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.
- **Non-residential Supports** can include:
 - Day programs and community support programs (supports provided outside an individual's home such as adult day program services and community supports)
 - Job or vocational services (supports to help individuals who are looking for work or on the job for which they are paid, e.g., work supports)

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Table 4. Number of service types provided—residential, in-home, and/or non-residential

	1 Type	2 Types	All 3 Types	N
AL	37.9%	37.9%	24.1%	58
AZ	44.9%	33.9%	21.2%	236
CO	30.6%	33.9%	35.5%	124
CT	32.2%	30.5%	37.3%	59
DC	41.1%	42.5%	16.4%	73
DE	71.0%	9.7%	19.4%	31
GA	38.2%	33.9%	27.9%	165
IL	39.8%	27.6%	32.7%	98
IN	21.4%	25.2%	53.4%	103
KY	24.0%	43.5%	32.5%	154
LA	71.6%	15.8%	12.6%	95
MD	26.6%	27.8%	45.6%	79
MO	48.3%	26.9%	24.8%	234
NC	36.4%	29.3%	34.3%	140
NE	3.0%	33.3%	63.6%	33
NJ	41.1%	41.1%	17.9%	151
NV	37.5%	31.3%	31.3%	16
NY	17.6%	31.8%	50.6%	261
OH	49.7%	34.6%	15.7%	922
OR	57.9%	27.9%	14.2%	197
SC	19.0%	34.5%	46.6%	58
TN	12.5%	37.5%	50.0%	104
TX	13.3%	31.6%	55.1%	98
UT	33.8%	31.0%	35.2%	71
VT	6.7%	6.7%	86.7%	15
WY	6.9%	41.4%	51.7%	29
NCI AVG.	40.7%	33.5%	25.8%	Total: 3604

Notes: Missing data for a service type was treated as 'NO' for this calculation.

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Residential Supports

Of the provider agencies that responded to the survey, **56.0%** reported providing residential supports—supports provided to a person who is living outside of the family home. This can include 24-hour supports such as a group home or ICF/ID. It can also include people living in supported housing or supported living receiving fewer than 24 hours of support (if the provider agency owns the residential setting or operates the lease).

Table 5. Does your agency provide residential supports to adults with IDD?

	Yes	No	N
AL	86.2%	13.8%	58
AZ	47.9%	52.1%	236
CO	56.5%	43.5%	124
CT	59.3%	40.7%	59
DC	75.3%	24.7%	73
DE	54.8%	45.2%	31
GA	72.7%	27.3%	165
IL	82.7%	17.3%	98
IN	63.1%	36.9%	103
KY	64.9%	35.1%	154
LA	27.7%	72.3%	94
MD	78.2%	21.8%	78
MO	73.5%	26.5%	234
NC	66.2%	33.8%	139
NE	69.7%	30.3%	33
NJ	45.0%	55.0%	151
NV	68.8%	31.3%	16
NY	72.8%	27.2%	261
OH	41.7%	58.3%	919
OR	66.0%	34.0%	197
SC	94.8%	5.2%	58
TN	79.8%	20.2%	104
TX	86.7%	13.3%	98
UT	52.1%	47.9%	71
VT	86.7%	13.3%	15
WY	75.9%	24.1%	29
NCI Avg.	56.0%	44.0%	Total: 3598

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

In-Home Supports

Of the provider agencies that responded to the survey, **64.8%** provided in-home supports, 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).

Table 6. Does your agency provide in-home supports to individuals in their family home?

	Yes	No	N
AL	39.7%	60.3%	58
AZ	71.6%	28.4%	236
CO	59.3%	40.7%	123
CT	60.3%	39.7%	58
DC	47.2%	52.8%	72
DE	22.6%	77.4%	31
GA	44.5%	55.5%	164
IL	44.9%	55.1%	98
IN	92.2%	7.8%	103
KY	51.3%	48.7%	154
LA	79.8%	20.2%	94
MD	68.4%	31.6%	79
MO	52.8%	47.2%	233
NC	50.7%	49.3%	140
NE	93.9%	6.1%	33
NJ	50.7%	49.3%	150
NV	62.5%	37.5%	16
NY	67.3%	32.7%	260
OH	73.8%	26.2%	920
OR	36.7%	63.3%	196
SC	49.1%	50.9%	57
TN	74.0%	26.0%	104
TX	75.5%	24.5%	98
UT	62.0%	38.0%	71
VT	93.3%	6.7%	15
WY	72.4%	27.6%	29
NCI Avg.	64.8%	35.2%	Total: 3592

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Non-Residential Supports

Of responding agencies, **64.6%** provided non-residential supports.

Non-residential supports can include:

- Day programs and community support programs (supports provided outside an individual's home such as adult day program services and community supports)
- Job or vocational services (supports to help individuals who are looking for work or on the job for which they are paid, e.g., work supports)

Table 7. Does your agency provide non-residential supports and services outside of the home?

	Yes	No	N
AL	60.3%	39.7%	58
AZ	57.0%	43.0%	235
CO	89.5%	10.5%	124
CT	86.4%	13.6%	59
DC	53.4%	46.6%	73
DE	71.0%	29.0%	31
GA	73.2%	26.8%	164
IL	66.7%	33.3%	96
IN	76.7%	23.3%	103
KY	92.2%	7.8%	154
LA	34.7%	65.3%	95
MD	73.4%	26.6%	79
MO	50.9%	49.1%	232
NC	81.4%	18.6%	140
NE	97.0%	3.0%	33
NJ	82.0%	18.0%	150
NV	62.5%	37.5%	16
NY	93.1%	6.9%	261
OH	50.9%	49.1%	922
OR	53.8%	46.2%	197
SC	84.5%	15.5%	58
TN	83.7%	16.3%	104
TX	79.6%	20.4%	98
UT	87.3%	12.7%	71
VT	100.0%		15
WY	96.6%	3.4%	29
NCI Avg.	64.6%	35.4%	Total: 3597

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Numbers of Adults with IDD Supported – Residential Supports

Table 8. Numbers Served: Number of Adults with IDD Served With Residential Supports

	Serve 1-10 Adults	Serve 11-20 Adults	Serve 21-50 Adults	Serve 51-99 Adults	Serve 100-499 Adults	Serve 500-999 Adults	Serve 1000+ Adults	N
AL	26.0%	34.0%	22.0%	12.0%	6.0%			50
AZ	42.3%	15.3%	19.8%	12.6%	9.0%	0.9%		111
CO	29.0%	14.5%	26.1%	15.9%	14.5%			69
CT	20.6%	2.9%	32.4%	26.5%	14.7%	2.9%		34
DC	37.0%	18.5%	18.5%	24.1%	1.9%			54
DE	12.5%	12.5%	37.5%	25.0%	12.5%			16
GA	45.4%	26.1%	17.6%	5.9%	5.0%			119
IL	14.1%	15.4%	23.1%	21.8%	23.1%	2.6%		78
IN	17.2%	4.7%	32.8%	12.5%	29.7%	1.6%	1.6%	64
KY	19.2%	25.3%	37.4%	13.1%	5.1%			99
LA	28.0%	28.0%	32.0%	8.0%	4.0%			25
MD	19.7%	11.5%	31.1%	21.3%	16.4%			61
MO	41.3%	16.3%	28.5%	8.1%	5.8%			172
NC	48.9%	11.1%	21.1%	8.9%	8.9%		1.1%	90
NE	13.0%	8.7%	34.8%	17.4%	21.7%	4.3%		23
NJ	17.9%	7.5%	13.4%	28.4%	32.8%			67
NV	18.2%	18.2%	27.3%	27.3%	9.1%			11
NY	7.4%	4.7%	12.1%	24.7%	46.8%	2.6%	1.6%	190
OH	53.7%	16.8%	12.8%	7.6%	8.6%	0.5%		382
OR	47.7%	16.2%	22.3%	10.8%	3.1%			130
SC	3.6%	9.1%	20.0%	23.6%	41.8%	1.8%		55
TN	12.0%	25.3%	32.5%	19.3%	10.8%			83
TX	28.6%	21.4%	23.8%	15.5%	9.5%	1.2%		84
UT	54.1%	13.5%	16.2%	8.1%	5.4%	2.7%		37
VT	23.1%	23.1%	23.1%	15.4%	15.4%			13
WY	59.1%	9.1%	22.7%	9.1%				22
NCI Avg.	35.2%	16.0%	20.4%	13.2%	14.3%	0.7%	0.2%	Total: 2139

Notes: Data represent numbers served as of Dec. 31, 2019. Residential Supports = Supports provided to a person in a home or apartment that is owned and /or operated by the agency. 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. Included in this category are 24-hour supports such as a Group Home, Agency-Operated Apartments or ICFs/ID. Host home or foster home services are also be included in this category. If the service recipient holds a lease with provider agency, this is considered a residential support or service.

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Numbers of Adults with IDD Supported – In-Home Supports

Table 9. Numbers Served: Number of Adults with IDD Served With In-Home Supports

	Serve 1-10 Adults	Serve 11-20 Adults	Serve 21-50 Adults	Serve 51-99 Adults	Serve 100-499 Adults	Serve 500-999 Adults	Serve 1000+ Adults	N
AL	69.6%	21.7%	4.3%		4.3%			23
AZ	34.9%	20.7%	17.8%	13.0%	11.2%	1.8%	0.6%	169
CO	47.9%	14.1%	15.5%	14.1%	8.5%			71
CT	40.0%	28.6%	25.7%	2.9%	2.9%			35
DC	72.7%	9.1%	15.2%	3.0%				33
DE	71.4%			28.6%				7
GA	46.6%	15.1%	28.8%	5.5%	4.1%			73
IL	38.6%	18.2%	25.0%	6.8%	11.4%			44
IN	24.7%	16.1%	19.4%	20.4%	18.3%	1.1%		93
KY	61.8%	13.2%	18.4%	3.9%	2.6%			76
LA	41.3%	17.3%	12.0%	22.7%	6.7%			75
MD	36.5%	15.4%	15.4%	21.2%	11.5%			52
MO	54.2%	19.2%	16.7%	4.2%	5.8%			120
NC	40.6%	20.3%	15.9%	11.6%	11.6%			69
NE	38.7%	12.9%	29.0%	6.5%	9.7%	3.2%		31
NJ	47.4%	18.4%	19.7%	7.9%	6.6%			76
NV	30.0%	10.0%	30.0%	20.0%	10.0%			10
NY	14.5%	12.1%	20.2%	23.1%	26.6%	3.5%		173
OH	62.7%	14.1%	14.0%	4.8%	4.3%	0.1%		673
OR	47.2%	18.1%	20.8%	8.3%	5.6%			72
SC	33.3%	14.8%	14.8%	22.2%	14.8%			27
TN	51.9%	19.5%	15.6%	10.4%	2.6%			77
TX	47.3%	10.8%	14.9%	13.5%	13.5%			74
UT	61.4%	18.2%	11.4%	6.8%	2.3%			44
VT	42.9%	21.4%	21.4%	14.3%				14
WY	76.2%	23.8%						21
NCI Avg.	52.2%	15.1%	16.1%	8.6%	7.5%	0.5%	0.0%	Total 2232

Notes: Data represent numbers served as of Dec. 31, 2019. In-Home Supports = 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 a provider agency).

Notes: Unless otherwise noted, all NCI Averages (“NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See “Cross-Year Comparisons” in the “Weights” section for more info.

Numbers of Adults with IDD Supported – Non-Residential Supports

Table 10. Numbers Served: Number of Adults with IDD Served With Non-Residential Supports

	Serve 1-10 Adults	Serve 11-20 Adults	Serve 21-50 Adults	Serve 51-99 Adults	Serve 100-499 Adults	Serve 500-999 Adults	Serve 1000+ Adults	N
AL	2.9%	5.9%	44.1%	23.5%	20.6%	2.9%		34
AZ	12.7%	16.4%	34.3%	23.1%	11.9%	1.5%		134
CO	22.0%	10.1%	32.1%	22.9%	12.8%			109
CT	22.9%	8.3%	18.8%	18.8%	31.3%			48
DC	34.2%	10.5%	28.9%	21.1%	5.3%			38
DE		14.3%	33.3%	19.0%	28.6%	4.8%		21
GA	14.2%	18.3%	20.8%	22.5%	23.3%	0.8%		120
IL	7.8%	7.8%	14.1%	26.6%	40.6%	3.1%		64
IN	10.4%	7.8%	18.2%	20.8%	37.7%	3.9%	1.3%	77
KY	15.6%	19.1%	36.2%	17.7%	11.3%			141
LA	12.5%	6.3%	59.4%	9.4%	12.5%			32
MD	22.8%	8.8%	21.1%	19.3%	24.6%	1.8%	1.8%	57
MO	27.4%	13.7%	30.8%	12.0%	12.8%	2.6%	0.9%	117
NC	28.3%	14.2%	22.1%	19.5%	13.3%	1.8%	0.9%	113
NE	12.5%	9.4%	31.3%	21.9%	21.9%	3.1%		32
NJ	18.9%	17.2%	20.5%	18.0%	25.4%			122
NV	20.0%		60.0%	10.0%	10.0%			10
NY	5.4%	6.3%	15.0%	15.4%	44.2%	10.0%	3.8%	240
OH	31.0%	14.6%	20.9%	11.8%	18.9%	1.7%	1.1%	465
OR	16.0%	19.8%	27.4%	22.6%	14.2%			106
SC	8.3%	4.2%	10.4%	33.3%	41.7%	2.1%		48
TN	26.7%	18.6%	31.4%	17.4%	4.7%	1.2%		86
TX	24.7%	10.4%	19.5%	18.2%	23.4%	3.9%		77
UT	29.0%	21.0%	16.1%	16.1%	14.5%	3.2%		62
VT			33.3%	26.7%	40.0%			15
WY	39.3%	25.0%	21.4%	14.3%				28
NCI Avg.	20.8%	13.8%	24.0%	16.7%	21.4%	2.4%	0.9%	Total: 2396

Notes: Data represent numbers served as of Dec. 31, 2019. Non-residential supports can include day programs and community support programs (supports provided outside an individual's home such as adult day program services and community supports) and/or job or vocational services (supports to help individuals who are looking for work or on the job for which they are paid, e.g., work supports).

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Changes in number of adults enrolled in or approved for agency services

Table 11. Percentages of responding agencies reporting that the number of people with IDD enrolled or approved for agency's services (residential, in-home and/or non-residential) changed — comparing January 1, 2019 with December 31, 2019

	Decreased	Stayed the same	Increased	N
AL	5.4%	91.1%	3.6%	56
AZ	5.7%	86.5%	7.9%	229
CO	0.8%	93.2%	5.9%	118
CT	1.8%	93.0%	5.3%	57
DC	4.3%	88.4%	7.2%	69
DE		96.6%	3.4%	29
GA	4.3%	91.9%	3.7%	161
IL	2.2%	95.7%	2.2%	92
IN	2.0%	87.8%	10.2%	98
KY	7.5%	89.8%	2.7%	147
LA	2.2%	95.7%	2.2%	92
MD	2.6%	91.0%	6.4%	78
MO	2.2%	94.2%	3.6%	223
NC	3.7%	91.2%	5.1%	136
NE		93.9%	6.1%	33
NJ	2.0%	87.1%	10.9%	147
NV		93.8%	6.3%	16
NY	1.2%	92.3%	6.5%	246
OH	3.2%	92.5%	4.3%	893
OR	2.1%	92.6%	5.3%	189
SC		98.2%	1.8%	56
TN	4.0%	93.1%	3.0%	101
TX	1.0%	88.8%	10.2%	98
UT	1.5%	95.6%	2.9%	68
VT		100.0%		15
WY	3.4%	82.8%	13.8%	29
NCI Avg	3.2%	92.0%	4.8%	Total: 3476

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Turnover Rate

Each agency's turnover rate is calculated as:

(total separated DSPs in past year) divided by (total direct support staff as of December 31, 2019).

The state turnover rate is an average of the turnover rates of agencies in each state.

The turnover rate in this report is a point-in-time rate. The denominator (total number of employed DSPs at each agency) is taken from a specific point in time: Dec. 31, 2019. *Some other turnover rate calculations use the average number of people employed at each agency across 12 months as the denominator in the turnover rate calculation.*

Please note that in this report, **calculations of the turnover rates use a different methodology than in 2016 and prior – so please use caution when comparing data from this year with data from 2016 or before.** In prior years, turnover was calculated as the total number of DSPs employed in an entire state divided by the total number of DSPs that had separated in the state. Beginning with the 2017 report, we began calculating turnover rates for each agency, not state.

Some agencies reported turnover rates that exceed 100%. This means that the number of DSPs that separated from the agency payroll in 2019 was greater than the number of DSPs employed as of Dec. 31, 2019. States with agencies reporting turnover rates that exceed 100% can use the information in this report to open discussions on the factors that contribute to turnover.

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Table 12. Turnover Rates for DSPs in 2019 (as of Dec. 31, 2019). (Range of data is bolded)

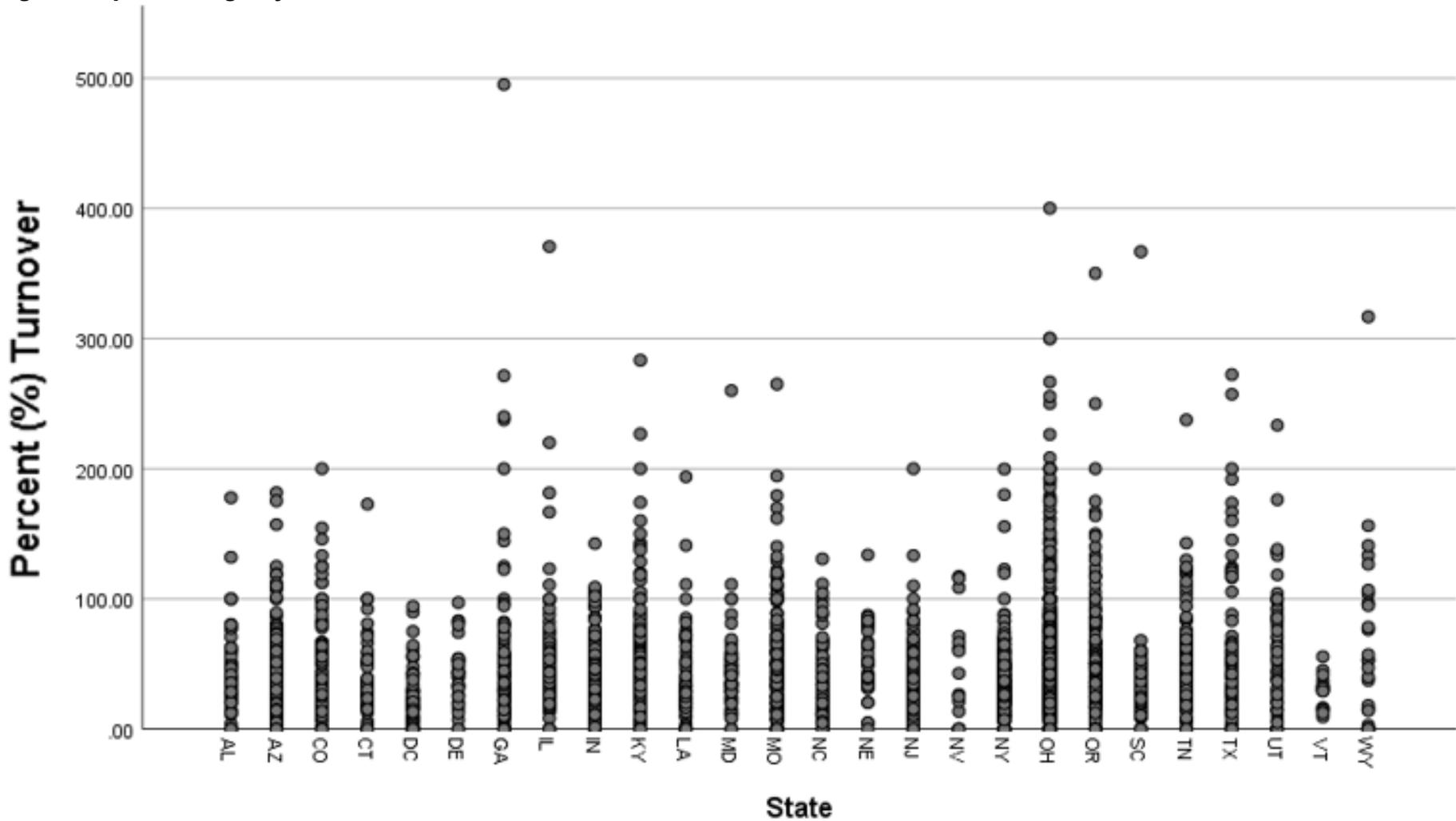
	Turnover	Median	Std. Deviation	Minimum	Maximum	N
AL	43.3%	37.5%	32.7%	0.0%	177.8%	54
AZ	36.6%	28.8%	32.3%	0.0%	181.6%	221
CO	40.5%	30.5%	40.6%	0.0%	200.0%	118
CT	35.5%	29.1%	31.7%	0.0%	172.7%	55
DC	23.8%	19.1%	21.2%	0.0%	94.3%	66
DE	41.3%	41.4%	24.2%	0.0%	97.1%	30
GA	42.5%	30.2%	57.3%	0.0%	495.0%	152
IL	54.5%	43.5%	48.9%	0.0%	370.6%	92
IN	44.3%	42.2%	29.2%	0.0%	142.6%	98
KY	47.0%	34.8%	47.6%	0.0%	283.3%	152
LA	34.3%	26.7%	34.4%	0.0%	193.8%	82
MD	42.9%	39.9%	33.9%	0.0%	260.0%	74
MO	51.5%	44.4%	42.8%	0.0%	300.0%	221
NC	26.9%	19.2%	27.6%	0.0%	130.8%	125
NE	51.9%	49.5%	28.6%	0.0%	133.8%	32
NJ	34.5%	27.3%	30.5%	0.0%	200.0%	137
NV	45.7%	34.8%	40.8%	0.0%	117.2%	16
NY	36.2%	31.6%	26.2%	0.0%	199.7%	249
OH	43.0%	31.3%	47.4%	0.0%	400.0%	851
OR	49.4%	41.0%	46.7%	0.0%	350.0%	186
SC	36.9%	29.7%	46.9%	0.0%	366.7%	58
TN	52.8%	46.7%	38.0%	0.0%	237.5%	99
TX	51.8%	33.9%	56.6%	0.0%	272.2%	93
UT	56.8%	47.8%	48.2%	0.0%	233.3%	66
VT	29.0%	30.0%	12.8%	9.4%	55.7%	15
WY	64.8%	50.0%	68.4%	0.0%	316.7%	28
NCI Avg.	42.8%	33.3%	43.8%	NCI Min: 0.0%	NCI Max: 495.0%	3370

Notes: Each agency's turnover rate is calculated as (total separated DSPs in past year)/(total direct support staff as of December 31, 2019).

More research is needed into the specific causes of turnover rates that exceed 100%. Agencies with turnover rates that exceeded 500% were excluded from this analysis (4 agencies). Also, agencies were included if they reported the length of tenure of all DSPs reported employed as of 12/31/2019 (or left it blank). Also, agencies were included if they reported the length of tenure of all DSPs reported to have separated in 2019 (or left it blank).

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Figure 2. Spread of agency turnover rates in each state in 2019



Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

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, 2019. 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 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 Staff Stability Survey Reports from 2016 or prior as methodology has changed.

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Table 13. Tenure Among DSPs Employed as of Dec. 31, 2019⁷ (Range of data is bolded)
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	N
AL	18.7%	14.6%	20.1%	12.2%	34.5%	3884	54
AZ	17.0%	18.2%	19.6%	13.5%	31.7%	24895	218
CO	20.9%	16.7%	17.4%	14.7%	30.3%	3763	119
CT	13.2%	14.7%	15.6%	13.2%	43.3%	6077	56
DC	15.9%	20.2%	16.9%	12.6%	34.5%	5339	67
DE	23.9%	14.4%	20.8%	12.8%	28.0%	2931	30
GA	16.7%	17.6%	14.6%	12.5%	38.6%	7155	153
IL	18.1%	11.7%	15.7%	12.3%	42.4%	8991	93
IN	17.6%	19.7%	18.8%	11.3%	32.6%	16282	96
KY	17.4%	17.8%	15.8%	11.7%	37.4%	5076	152
LA	14.0%	17.2%	18.5%	12.6%	37.8%	5621	84
MD	18.3%	15.6%	18.2%	12.2%	35.8%	9480	74
MO	20.1%	16.0%	16.5%	11.1%	36.2%	17181	221
NC	11.2%	12.7%	14.9%	10.2%	51.1%	12964	125
NE	25.2%	18.8%	18.5%	8.6%	28.9%	3960	33
NJ	20.7%	22.6%	18.0%	9.9%	28.8%	13574	138
NV	17.2%	13.1%	18.5%	10.4%	40.9%	1249	16
NY	14.9%	13.0%	18.0%	13.0%	41.2%	61670	254
OH	17.8%	16.4%	18.0%	11.6%	36.3%	34131	852
OR	23.7%	20.0%	17.8%	9.9%	28.7%	9382	188
SC	12.3%	11.2%	18.1%	12.5%	45.9%	8450	57
TN	17.7%	16.8%	18.8%	10.9%	35.8%	12339	98
TX	15.7%	12.0%	16.1%	13.9%	42.2%	4455	92
UT	20.4%	20.1%	14.0%	9.8%	35.6%	5071	65
VT	6.1%	11.4%	17.4%	12.9%	52.1%	1293	15
WY	20.4%	15.4%	18.9%	13.4%	31.9%	846	26
NCI Avg.	17.7%	16.4%	17.6%	11.8%	36.5%	286059	Total: 3376

⁷ This table only includes agencies that provided information on both the total number of DSPs employed as of December 31, 2019 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, Staff Stability Survey tenure used statewide totals to calculate a statewide rate.

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Table 14. *Tenure Among Separated DSP Employees (Left Between Jan. 1, 2019 and Dec. 31, 2019)*⁸ (Range of data is bolded)
Percentage of DSPs who separated between 1/1/19 and 12/31/19 who were employed...

	Less than 6 months	6-12 months	12-24 months	24-36 months	36+ months	% of agencies reporting at least 1 DSP separation in 2019	Number of DSPs separated statewide	N
AL	36.9%	22.6%	17.9%	4.7%	10.3%	92.5%	1734	53
AZ	33.9%	23.2%	13.5%	6.1%	9.5%	86.2%	11768	210
CO	27.6%	19.7%	12.5%	5.9%	10.7%	76.3%	1494	114
CT	30.8%	17.4%	16.5%	5.6%	14.6%	84.9%	1793	53
DC	27.3%	22.1%	14.2%	8.7%	14.8%	87.1%	1121	62
DE	30.0%	19.4%	18.3%	7.6%	18.1%	93.3%	1251	30
GA	32.9%	17.9%	14.9%	6.0%	11.4%	83.1%	3704	142
IL	41.6%	19.2%	13.3%	8.5%	12.9%	95.5%	4677	88
IN	38.2%	22.0%	14.7%	7.9%	11.9%	94.7%	8609	94
KY	33.0%	19.4%	13.1%	6.1%	10.9%	82.6%	2349	149
LA	33.1%	17.7%	12.1%	6.2%	10.6%	79.7%	2520	74
MD	30.4%	21.6%	15.4%	9.6%	19.0%	95.8%	3310	72
MO	41.5%	21.0%	12.7%	7.1%	10.6%	92.9%	10125	211
NC	26.5%	16.7%	14.8%	4.8%	15.3%	78.0%	6128	123
NE	42.1%	18.5%	13.4%	7.0%	15.9%	96.9%	2018	32
NJ	33.8%	19.0%	11.6%	8.0%	11.3%	83.7%	5402	129
NV	26.5%	18.3%	21.8%	4.7%	3.8%	75.0%	1211	16
NY	28.8%	16.9%	19.1%	9.9%	20.4%	95.1%	21216	243
OH	31.7%	15.6%	12.3%	6.1%	10.2%	75.8%	17882	814
OR	37.3%	18.6%	14.4%	5.1%	10.0%	85.4%	5201	178
SC	25.9%	18.8%	19.9%	8.5%	21.6%	94.7%	2937	57
TN	42.7%	20.9%	14.2%	6.0%	11.9%	95.7%	7264	92
TX	32.7%	20.6%	14.3%	5.2%	10.7%	83.5%	2742	91
UT	33.5%	22.2%	14.3%	6.2%	9.7%	85.9%	3732	64
VT	28.1%	15.8%	21.3%	11.1%	23.7%	100.0%	341	15
WY	36.3%	15.6%	14.0%	3.5%	8.4%	77.8%	744	27
NCI Avg.	32.7%	17.8%	13.8%	6.6%	12.0%	82.9%	Total: 131273	Total: 3233

⁸ This table only includes agencies that provided information on both the total number of separated DSPs and the tenure of those separated DSPs. State tenure rates are an average of all cases in the state. Denominator includes cases with 0 separations. Prior to 2016, Staff Stability Survey tenure used statewide totals to calculate a statewide rate.

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Table 15. Reasons for Separations

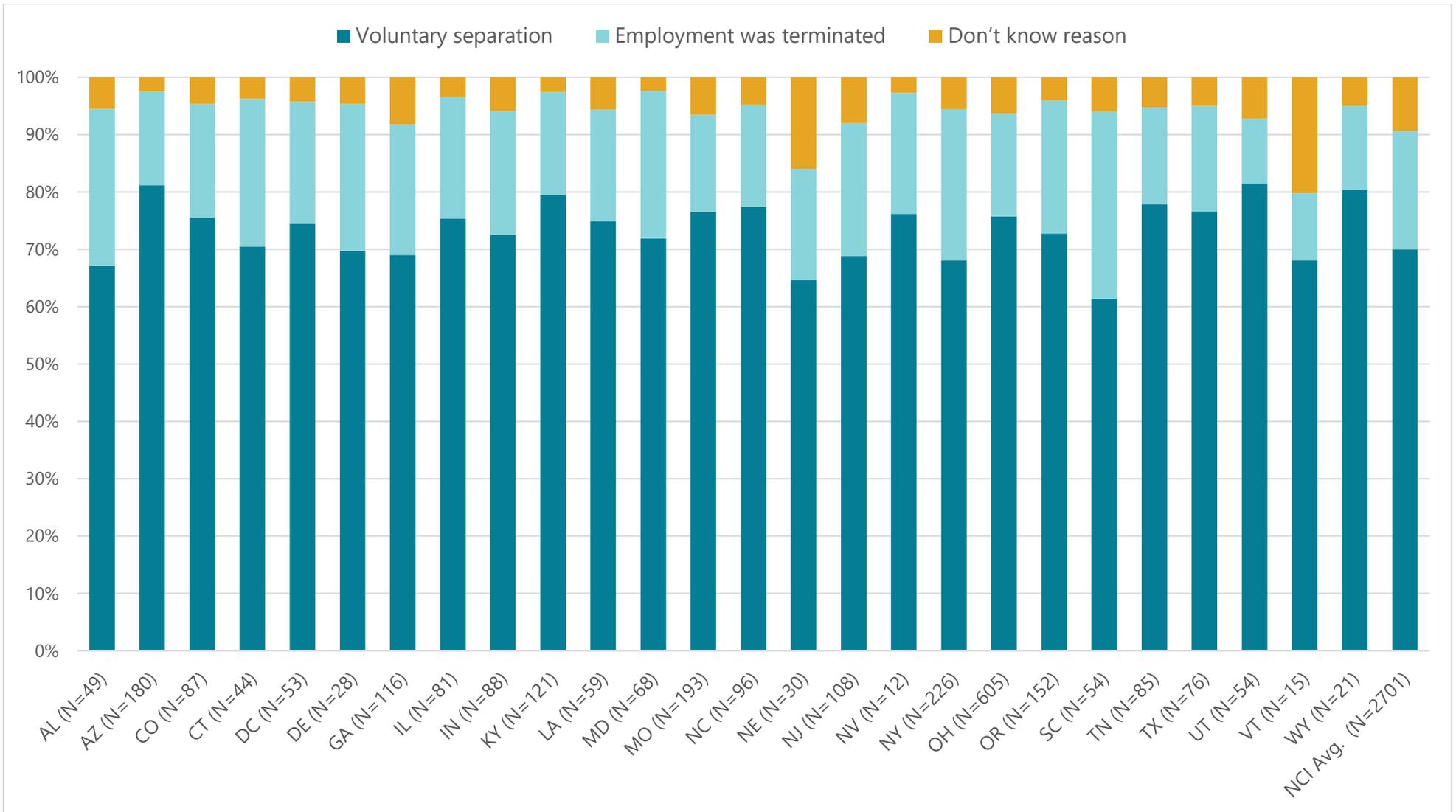
	Voluntary separation ⁹	Employment was terminated ¹¹	Don't know reason ¹¹	N ¹⁰
AL	66.8%	27.6%	5.6%	49
AZ	80.8%	16.6%	2.6%	180
CO	75.5%	19.8%	4.7%	87
CT	70.5%	25.8%	3.7%	44
DC	73.9%	21.8%	4.3%	53
DE	69.7%	25.6%	4.6%	28
GA	69.0%	22.6%	8.4%	116
IL	75.4%	21.1%	3.5%	81
IN	72.8%	21.1%	6.1%	88
KY	79.4%	18.0%	2.6%	121
LA	74.4%	20.2%	5.4%	59
MD	71.9%	25.7%	2.4%	68
MO	76.8%	16.7%	6.5%	193
NC	78.2%	17.0%	4.9%	96
NE	64.7%	19.3%	16.0%	30
NJ	68.9%	23.2%	7.9%	108
NV	76.2%	21.1%	2.7%	12
NY	67.9%	26.5%	5.6%	226
OH	75.6%	18.1%	6.3%	605
OR	72.4%	23.7%	3.9%	152
SC	61.4%	32.6%	5.9%	54
TN	78.2%	16.7%	5.1%	85
TX	76.5%	18.4%	5.1%	76
UT	81.4%	11.2%	7.4%	54
VT	68.1%	11.7%	20.2%	15
WY	80.4%	14.6%	5.0%	21
NCI Avg.	74.5%	20.0%	5.6%	Total: 2701

⁹ % of total separations between 1/1/19 and 12/31/19

¹⁰ Does not include agencies that noted "0" DSP separations in 2019

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Figure 3. Reasons for separations between 1/1/19 and 12/31/19



*Percent of total separations between 1/1/19 and 12/31/19, N does not include agencies that noted "0" DSP separations in 2019

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Full-time and Part-time Workforce

Table 16. Percentage of responding agencies that distinguish between full- and part-time DSPs

	Distinguish between full- and part-time DSPs	N
AL	78.2%	55
AZ	73.2%	228
CO	72.7%	121
CT	87.9%	58
DC	85.9%	71
DE	96.8%	31
GA	79.1%	158
IL	89.6%	96
IN	92.0%	100
KY	77.9%	154
LA	70.7%	92
MD	92.3%	78
MO	80.3%	229
NC	78.9%	133
NE	90.9%	33
NJ	83.4%	145
NV	56.3%	16
NY	95.0%	260
OH	66.8%	876
OR	69.7%	195
SC	94.8%	58
TN	79.4%	102
TX	79.3%	92
UT	67.6%	71
VT	100.0%	15
WY	67.9%	28
NCI Avg.	75.4%	Total: 3495

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Table 17. Average percentage of agency DSPs that are **full-time**¹¹

	Percentage that are full-time	Std. Deviation	Median percentage that are full-time	Minimum percentage that are full-time	Maximum percentage that are full-time	N
AL	70.2%	25.6%	72.5%	13.9%	100.0%	43
AZ	57.1%	29.7%	63.2%	0.0%	100.0%	164
CO	63.1%	30.8%	65.0%	0.0%	100.0%	85
CT	64.6%	28.2%	71.8%	0.0%	100.0%	46
DC	66.2%	26.0%	70.3%	0.0%	100.0%	58
DE	78.5%	15.3%	75.3%	48.4%	100.0%	30
GA	73.4%	24.8%	83.2%	0.0%	100.0%	121
IL	70.3%	25.2%	79.2%	0.0%	100.0%	83
IN	57.3%	23.9%	60.1%	0.0%	100.0%	90
KY	81.4%	24.4%	93.8%	0.0%	100.0%	119
LA	59.3%	29.8%	62.5%	0.0%	100.0%	61
MD	68.8%	22.0%	75.0%	16.7%	100.0%	69
MO	69.3%	24.3%	75.4%	0.0%	100.0%	181
NC	57.4%	28.3%	59.5%	0.0%	100.0%	102
NE	72.9%	21.3%	80.6%	15.4%	98.3%	30
NJ	63.8%	29.7%	68.1%	0.0%	100.0%	116
NV	67.8%	28.8%	70.8%	22.4%	100.0%	9
NY	61.1%	28.6%	66.4%	0.0%	100.0%	243
OH	63.4%	28.6%	66.7%	0.0%	100.0%	569
OR	70.3%	26.3%	77.8%	0.0%	100.0%	131
SC	77.6%	19.5%	79.8%	28.3%	100.0%	55
TN	75.6%	21.0%	82.1%	9.6%	100.0%	80
TX	66.0%	31.2%	73.7%	0.0%	100.0%	72
UT	49.4%	28.2%	50.0%	0.0%	100.0%	45
VT	77.5%	12.3%	77.4%	59.5%	96.3%	15
WY	78.4%	19.1%	84.6%	30.3%	100.0%	19
NCI Avg.	66.4%	27.9%	71.8%	NCI Min: 0.0%	NCI Max: 100.0%	Total: 2636

¹¹ 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 Averages (“NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See “Cross-Year Comparisons” in the “Weights” section for more info.

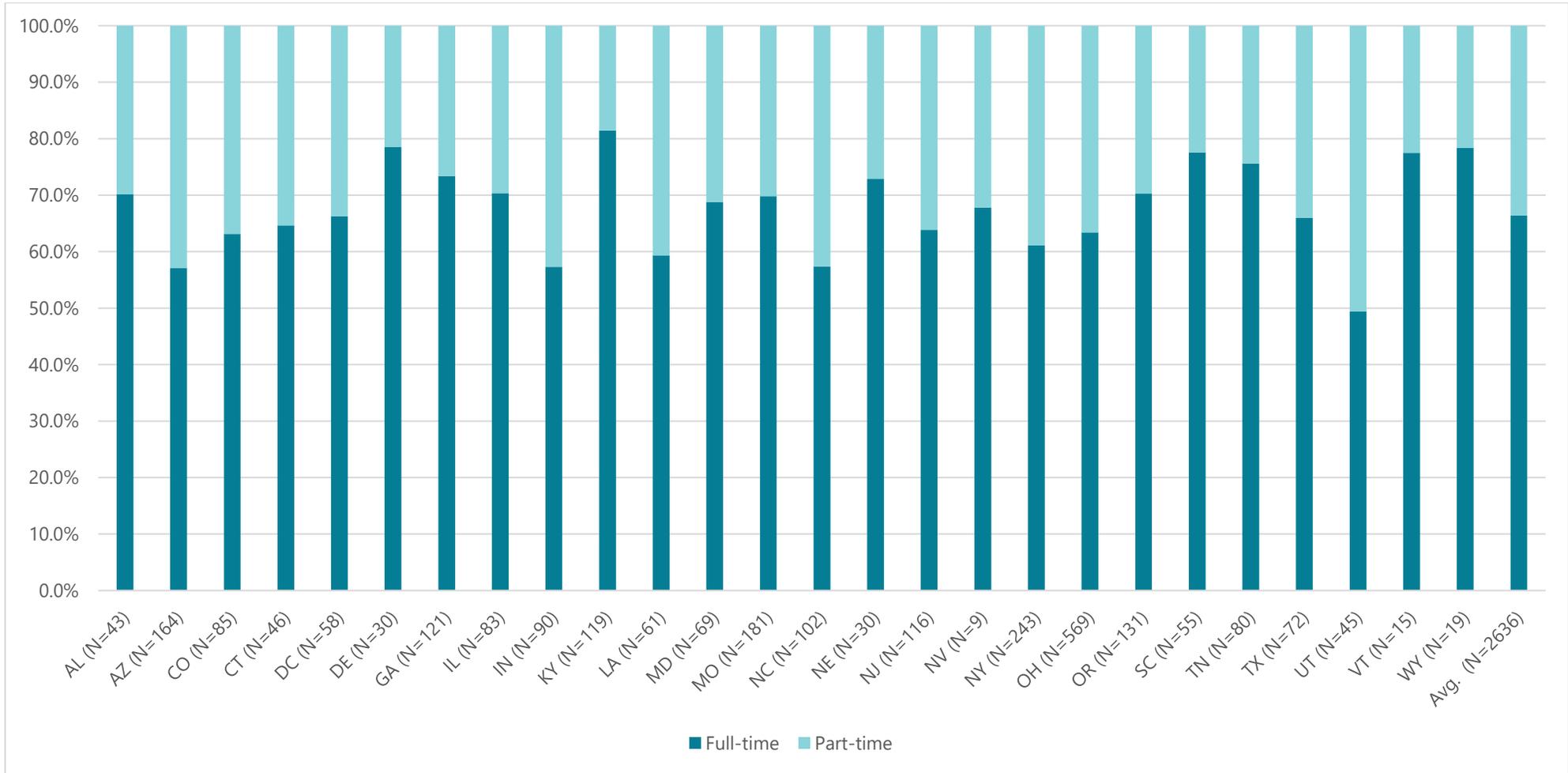
Table 18. Average percentage of DSPs that are **part-time**¹²

	Percentage that are part-time	Std. Deviation	Median percentage that are part-time	Minimum percentage that are part-time	Maximum percentage that are part-time	N
AL	29.8%	25.6%	27.5%	0.0%	86.1%	43
AZ	42.9%	29.7%	36.8%	0.0%	100.0%	164
CO	36.9%	30.8%	35.0%	0.0%	100.0%	85
CT	35.4%	28.2%	28.2%	0.0%	100.0%	46
DC	33.8%	26.0%	29.7%	0.0%	100.0%	58
DE	21.5%	15.3%	24.7%	0.0%	51.6%	30
GA	26.6%	24.8%	16.8%	0.0%	100.0%	121
IL	29.7%	25.2%	20.8%	0.0%	100.0%	83
IN	42.7%	23.9%	39.9%	0.0%	100.0%	90
KY	18.6%	24.4%	6.3%	0.0%	100.0%	119
LA	40.7%	29.8%	37.5%	0.0%	100.0%	61
MD	31.2%	22.0%	25.0%	0.0%	83.3%	69
MO	30.7%	24.3%	24.6%	0.0%	100.0%	181
NC	42.6%	28.3%	40.5%	0.0%	100.0%	102
NE	27.1%	21.3%	19.4%	1.7%	84.6%	30
NJ	36.2%	29.7%	31.9%	0.0%	100.0%	116
NV	32.2%	28.8%	29.2%	0.0%	77.6%	9
NY	38.9%	28.6%	33.6%	0.0%	100.0%	243
OH	36.6%	28.6%	33.3%	0.0%	100.0%	569
OR	29.7%	26.3%	22.2%	0.0%	100.0%	131
SC	22.4%	19.5%	20.2%	0.0%	71.7%	55
TN	24.4%	21.0%	17.9%	0.0%	90.4%	80
TX	34.0%	31.2%	26.3%	0.0%	100.0%	72
UT	50.6%	28.2%	50.0%	0.0%	100.0%	45
VT	22.5%	12.3%	22.6%	3.7%	40.5%	15
WY	21.6%	19.1%	15.4%	0.0%	69.7%	19
NCI Avg.	33.6%	27.9%	28.2%	NCI Min: 0.0%	NCI Min: 100.0%	Total: 2636

¹² 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 Averages (“NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See “Cross-Year Comparisons” in the “Weights” section for more info.

Figure 4. Average percentage of agency workforce that is full-/part-time¹³



¹³ 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 Averages (“NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See “Cross-Year Comparisons” in the “Weights” section for more info.

Vacancy Rates

Agency vacancy rates are calculated as follows: (vacant positions at the agency as of Dec. 31, 2019) divided by (total number of full-time or part-time direct support positions at the agency as of Dec. 31, 2019).

In 2016 and previous years, statewide totals of filled positions and vacant positions were used to calculate a statewide rate.

Table 19. Average Full-Time and Part-Time DSP Vacancy Rates (as of Dec. 31, 2019)¹⁴ (Range of data is bolded)

	Full-time vacancy rate	Full-time vacancy rate N	Part-time vacancy rate	Part-time vacancy rate N
AL	7.7%	43	11.2%	43
AZ	6.0%	159	8.3%	160
CO	6.4%	82	5.3%	82
CT	4.9%	44	11.7%	43
DC	4.1%	58	5.3%	57
DE	8.6%	29	17.6%	30
GA	7.6%	120	11.6%	118
IL	13.7%	78	12.8%	78
IN	11.6%	89	13.6%	88
KY	7.6%	118	5.6%	117
LA	5.2%	58	4.5%	59
MD	8.7%	68	16.4%	66
MO	6.9%	176	10.4%	172
NC	5.6%	101	6.9%	101
NE	8.5%	30	9.9%	30
NJ	10.0%	115	17.3%	113
NV	8.3%	9	13.3%	9
NY	11.9%	235	17.5%	232
OH	8.4%	559	10.4%	557
OR	9.2%	129	10.8%	129
SC	5.5%	55	10.5%	54
TN	12.4%	78	20.5%	78
TX	10.8%	71	13.8%	71
UT	6.1%	43	9.0%	44
VT	5.1%	15	13.9%	15
WY	8.2%	19	8.7%	19
NCI Avg.	8.5%	Total: 2581	11.2%	Total: 2565

¹⁴ 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, 2019. If an agency did not have full-time or part-time positions, they were considered to have 0% vacancy rate and were included in the denominator.

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Hourly Wages¹⁵

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 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.** This method demonstrates the statewide hourly wages which DSPs receive for their work.

NCI began including these results in the 2017 Staff Stability 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 B. For state living wage comparisons, see Appendix C.

¹⁵ For all wage tables, we deleted all values of \$0, <\$5 and greater than or equal to \$30

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

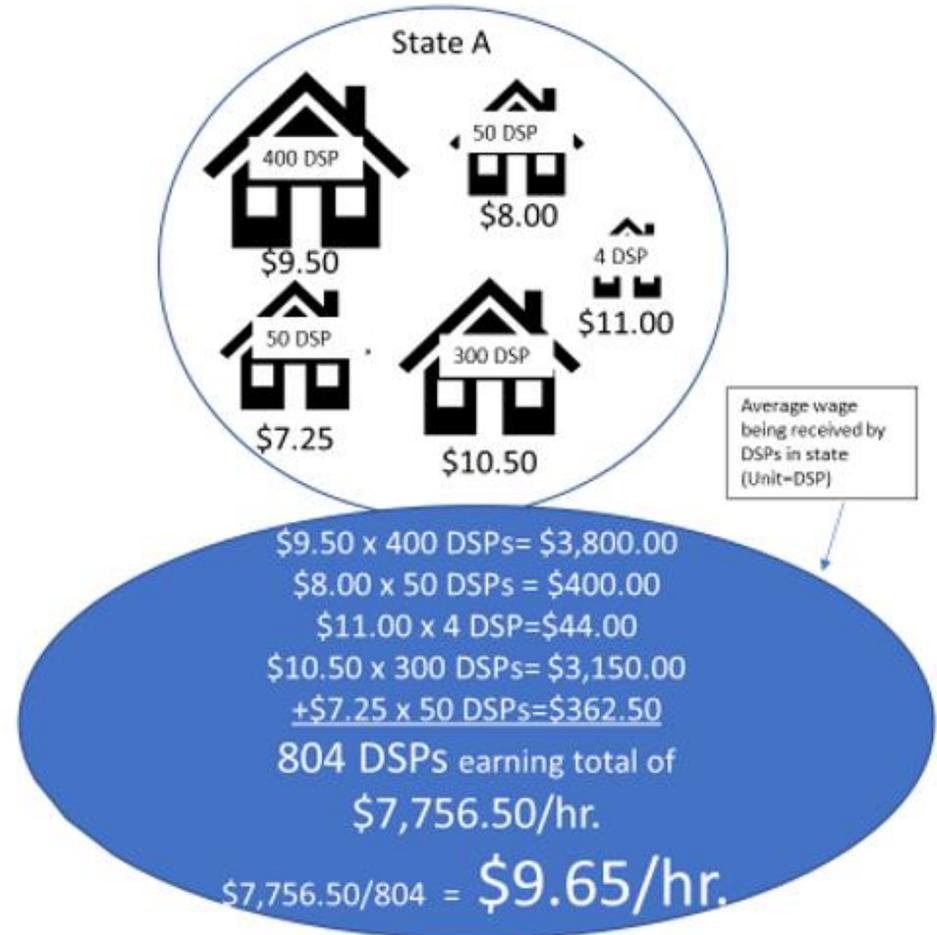
Figure 5. Visualization of the difference between the two average wage calculation methodologies in this report

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

Method I of reporting wages



Method II of reporting wages



Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Method I of reporting wages – All DSPs

Table 20. Method I: Average Hourly Wage¹⁶ - All DSPs

	State Min. Wage (\$) ¹⁷	Average Hourly Wage (\$)	Std. Deviation	Median Hourly Wage (\$)	Minimum Average Hourly Wage (\$)	Maximum Average Hourly Wage (\$)	N
AL	7.25	9.57	1.42	9.25	7.25	13.18	54
AZ	12.00	12.46	1.47	12.04	10.50	25.00	210
CO	12.00	15.10	2.61	14.42	10.00	25.00	110
CT	11.00	15.78	1.25	15.41	14.50	20.43	45
DC	14.00	14.73	0.84	14.50	12.47	18.33	67
DE	9.25	13.17	2.17	12.94	10.10	19.63	26
GA	7.25	11.27	1.93	11.00	8.00	18.74	144
IL	9.25	12.43	1.80	12.34	9.54	20.00	90
IN	7.25	11.84	1.83	11.40	9.00	22.28	91
KY	7.25	11.35	2.30	11.00	7.25	19.71	142
LA	7.25	8.34	1.57	8.00	7.25	19.50	81
MD	11.00	13.31	2.02	13.25	10.49	23.08	69
MO	9.45	11.67	1.79	11.44	8.50	19.02	212
NC	7.25	11.70	2.21	11.47	7.25	20.66	117
NE	9.00	13.51	1.93	13.01	10.75	18.69	32
NJ	11.00	15.14	2.79	14.37	10.20	26.34	129
NV	7.25	12.08	2.20	11.31	10.01	18.00	13
NY	11.10 ¹⁸	15.31	1.98	15.00	12.00	24.21	246
OH	8.70	11.74	2.06	11.15	7.25	28.93	824
OR	11.25	14.59	1.86	14.25	11.00	20.00	176
SC	7.25	13.54	1.36	13.39	11.50	20.00	50
TN	7.25	10.50	1.15	10.24	8.60	18.69	100
TX	7.25	10.75	2.25	10.19	7.80	18.31	88
UT	7.25	13.40	2.29	13.00	7.25	21.88	63
VT	10.96	15.03	1.13	14.88	14.00	17.77	14
WY	7.25	12.31	1.40	12.00	9.50	16.00	28
NCI Avg.	Federal: 7.25	12.36	2.46	12.00	NCI Min: 7.25	NCI Max: 28.93	Total: 3221

¹⁶ For all wage tables, values of \$0, <\$5 and >= \$30 were excluded. Also, 110 agencies for which the reported average starting wage was higher than the reported average hourly wage for all DSPs were excluded from this analysis.

¹⁷ <https://www.dol.gov/whd/state/stateMinWageHis.htm>

¹⁸ Minimum wage rates differ in NYS based on industry and region. Yearly increases in rates will occur until the minimum wage reaches \$15 an hour. From 12/31/2018 to 12/30/2019, the minimum wage in NYS was mandated to be at least \$11.10. Therefore, \$11.10 is used as the minimum wage for NYS. Beginning 12/31/18, \$15 was the minimum wage for NYC Large Employers (of 11 or more), \$13.50 for NYC Small Employers (of 10 or less), \$12 for Long Island and Westchester, and \$11.10 for Remainder of State. For NY, minimum wage taken from <https://labor.ny.gov/workerprotection/laborstandards/workprot/minwage.shtm>

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Table 21. Percentage of Respondents Paying an Average Hourly Wage Above or Below the State Minimum Wage^{19,20}

	State Min. Wage (\$) ²¹	More than 50¢ below ²²	50¢ above or below	50¢ above - 20% above	21%-40% above	41%-60% above	61%-80% above	81%-100% above	More than 100% above	N
AL	7.25		3.7%	31.5%	31.5%	24.1%	7.4%	1.9%		54
AZ	12.00	18.6%	47.1%	28.6%	4.3%	1.0%			0.5%	210
CO	12.00	3.6%	6.4%	40.0%	25.5%	15.5%	6.4%	1.8%	0.9%	110
CT	11.00				48.9%	37.8%	11.1%	2.2%		45
DC	14.00	4.5%	50.7%	41.8%	3.0%					67
DE	9.25			15.4%	34.6%	30.8%	11.5%	3.8%	3.8%	26
GA	7.25			2.8%	34.7%	29.2%	21.5%	5.6%	6.3%	144
IL	9.25		3.3%	20.0%	43.3%	25.6%	4.4%	1.1%	2.2%	90
IN	7.25				11.0%	45.1%	26.4%	12.1%	5.5%	91
KY	7.25		1.4%	7.7%	32.4%	18.3%	24.6%	6.3%	9.2%	142
LA	7.25		38.3%	42.0%	13.6%	3.7%	1.2%		1.2%	81
MD	11.00	1.4%	13.0%	34.8%	43.5%	4.3%		1.4%	1.4%	69
MO	9.45	2.4%	9.4%	36.3%	38.7%	9.4%	2.8%		0.9%	212
NC	7.25		0.9%	0.9%	28.2%	24.8%	23.9%	7.7%	13.7%	117
NE	9.00			3.1%	34.4%	31.3%	21.9%	6.3%	3.1%	32
NJ	11.00	1.6%	3.9%	17.1%	43.4%	12.4%	17.1%	2.3%	2.3%	129
NV	7.25				7.7%	46.2%	30.8%		15.4%	13
NY	11.10 ²³			14.2%	47.6%	27.2%	7.7%	2.8%	0.4%	246
OH	8.70	0.1%	2.5%	21.1%	47.8%	18.3%	5.2%	2.7%	2.2%	824
OR	11.25		3.4%	25.0%	48.9%	17.0%	5.7%			176
SC	7.25					2.0%	36.0%	52.0%	10.0%	50
TN	7.25			1.0%	46.0%	44.0%	7.0%	1.0%	1.0%	100
TX	7.25			14.8%	34.1%	26.1%	11.4%	5.7%	8.0%	88
UT	7.25		1.6%			14.3%	41.3%	22.2%	20.6%	63
VT	10.96				71.4%	21.4%	7.1%			14
WY	7.25				7.1%	21.4%	46.4%	17.9%	7.1%	28
NCI Avg.	Federal: 7.25	1.3%	5.8%	18.7%	38.9%	18.7%	9.4%	4.1%	3.1%	Total: 3221

¹⁹ The wages used in this table were calculated using Method I as described in Figure 5.

²⁰ For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 110 agencies for which the reported average starting wage was higher than the reported average hourly wage for all DSPs were excluded from this analysis.

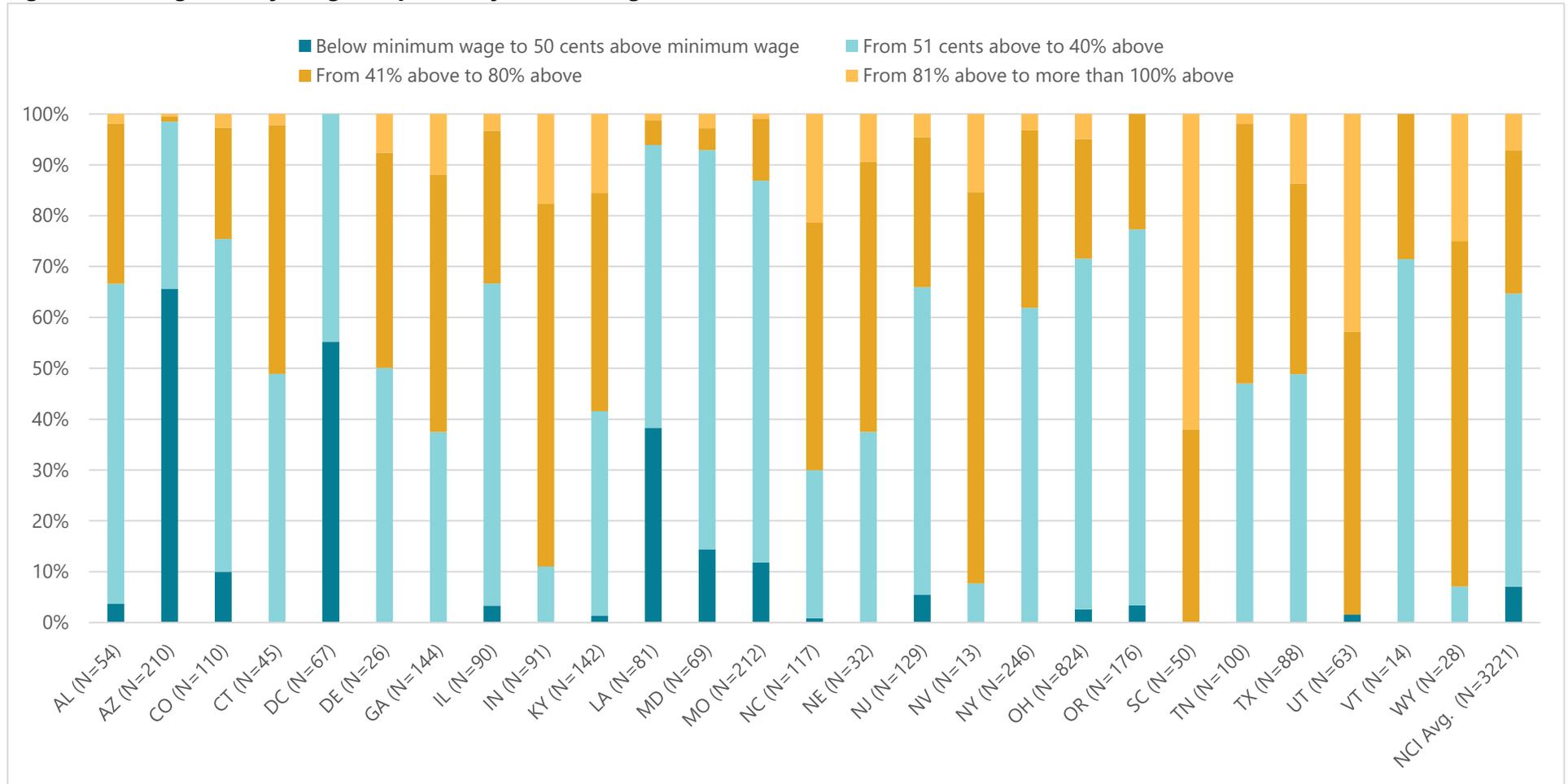
²¹ <https://www.dol.gov/whd/state/stateMinWageHis.htm>

²² 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.

²³ Minimum wage rates differ in NYS based on industry and region. Yearly increases in rates will occur until the minimum wage reaches \$15 an hour. From 12/31/2018 to 12/30/2019, the minimum wage in NYS was mandated to be at least \$11.10. Therefore, \$11.10 is used as the minimum wage for NYS. Beginning 12/31/18, \$15 was the minimum wage for NYC Large Employers (of 11 or more), \$13.50 for NYC Small Employers (of 10 or less), \$12 for Long Island and Westchester, and \$11.10 for Remainder of State. For NY, minimum wage taken from <https://labor.ny.gov/workerprotection/laborstandards/workprot/minwage.shtm>

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Figure 6. Average Hourly Wages Reported by Provider Agencies^{24,25}



²⁴ The wages used in this table were calculated using Method I (see Figure 5)

²⁵ For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 110 agencies for which the reported average starting wage was higher than the reported average hourly wage for all DSPs were excluded.

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Method II of reporting wages – All DSPs

Table 22. Method II: Average Hourly Wage Received – All DSPs²⁶

	Average Wage (\$)	N
AL	9.45	54
AZ	12.34	210
CO	15.23	110
CT	15.56	45
DC	14.72	67
DE	12.35	26
GA	11.10	144
IL	12.28	90
IN	11.49	91
KY	11.04	142
LA	8.30	81
MD	12.94	69
MO	12.08	212
NC	10.98	117
NE	13.59	32
NJ	14.12	129
NV	10.74	13
NY	15.32	246
OH	11.76	824
OR	14.50	176
SC	13.26	50
TN	10.42	100
TX	10.56	88
UT	12.51	63
VT	15.52	14
WY	11.61	28
	Unweighted NCI	Total: 3221
	Avg.: 12.45²⁷	

²⁶ The data in this table were calculated by multiplying each agency's average hourly wage by the number of DSPs employed at the agency as of Dec. 31, 2019, adding the results of all agencies up for the entire state. The result was then divided by the number of DSPs employed by responding providers in the given state as of Dec. 31, 2019. Wages of \$0.00/hr, <\$5.00/hr or >=\$30.00/hr were excluded

²⁷ This is an average of state averages.

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Table 23. Average **Starting Hourly Wage**²⁸ 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
AL	8.86	1.14	8.50	7.25	12.53	54
AZ	12.06	1.33	12.00	10.50	25.00	215
CO	14.23	2.17	14.00	10.00	20.00	110
CT	14.98	0.55	14.75	14.50	18.00	49
DC	14.48	0.72	14.50	11.62	16.30	68
DE	12.72	1.69	12.50	9.50	17.00	27
GA	10.56	1.66	10.00	7.25	18.74	148
IL	11.44	1.47	11.25	8.25	17.21	93
IN	11.21	1.80	10.90	8.25	22.28	93
KY	10.42	1.81	10.00	7.25	15.72	144
LA	8.05	1.22	7.75	7.25	17.00	84
MD	12.55	1.65	12.03	10.35	20.09	70
MO	10.73	1.42	10.55	8.45	18.00	216
NC	10.68	2.04	10.20	7.25	20.66	119
NE	11.86	1.84	11.51	9.00	17.00	32
NJ	14.06	2.49	13.50	10.20	24.04	136
NV	11.05	1.08	11.00	9.50	13.00	14
NY	14.28	1.75	14.59	11.00	22.00	245
OH	10.96	1.62	10.65	7.25	27.62	839
OR	13.65	1.62	13.50	11.00	19.00	182
SC	12.96	1.43	13.00	8.00	20.00	52
TN	9.87	1.04	10.00	7.25	17.31	104
TX	10.13	1.84	10.00	7.60	16.77	92
UT	11.92	1.48	11.80	7.25	16.50	67
VT	14.34	0.76	14.00	13.00	16.56	15
WY	11.10	1.35	11.00	8.00	14.50	28
NCI Avg.	11.56	2.15	11.00	NCI Min: 7.25	NCI Max: 27.62	Total: 3296

²⁸ For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 110 agencies for which the reported average starting wage was higher than the reported average hourly wage for all DSPs were excluded from this analysis.

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Table 24. Wages²⁹ Paid by Responding Agencies – **DSPs Providing Residential Supports** (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	Average Hourly Wage (\$)	Std. Deviation	Median Hourly Wage (\$)	Minimum Average Hourly Wage (\$)	Maximum Average Hourly Wage (\$)	N
AL	8.69	0.95	8.50	7.25	12.00	43	9.22	1.20	9.00	7.25	12.14	44
AZ	11.86	0.90	12.00	10.50	15.05	92	12.20	1.22	12.00	10.50	19.10	91
CO	13.58	2.15	13.25	10.00	20.00	43	14.63	2.65	13.86	10.00	22.00	45
CT	14.81	0.19	14.75	14.75	15.75	31	15.58	0.91	15.31	14.75	18.33	29
DC	14.47	0.62	14.50	11.62	15.00	52	14.63	0.48	14.50	12.47	16.00	52
DE	11.84	1.00	12.00	10.10	13.85	17	12.05	1.01	12.00	10.10	13.85	17
GA	10.33	1.39	10.00	7.25	15.00	103	10.86	1.56	10.58	7.29	15.00	101
IL	11.39	1.35	11.28	8.55	15.50	70	12.24	1.67	12.00	9.87	20.00	67
IN	10.85	1.84	10.50	8.58	22.28	54	11.50	1.83	11.09	9.28	22.28	53
KY	9.84	1.52	10.00	7.25	14.00	89	10.52	1.82	10.27	7.25	17.76	87
LA	8.33	0.91	8.00	7.25	11.00	21	8.67	1.19	8.25	7.25	11.99	21
MD	12.25	1.15	12.00	10.35	15.00	55	12.84	1.04	12.80	11.00	15.75	53
MO	10.74	1.38	10.55	8.45	17.00	157	11.65	1.80	11.53	8.50	19.02	152
NC	10.38	2.00	10.00	7.25	18.42	69	11.25	2.22	10.60	7.25	18.42	66
NE	12.07	1.85	11.68	10.00	17.00	19	13.26	1.80	13.00	10.97	17.25	19
NJ	12.97	2.11	12.50	10.20	24.04	55	13.95	2.30	13.85	10.20	25.89	50
NV	10.78	0.65	11.00	9.80	12.00	9	10.96	0.57	11.00	10.01	12.00	8
NY	13.77	1.38	13.50	11.00	20.00	172	14.83	1.78	15.00	11.74	24.18	175
OH	10.69	1.22	10.50	7.25	16.43	326	11.43	1.57	11.00	7.25	22.00	321
OR	13.10	1.33	13.00	11.00	17.00	109	13.94	1.50	14.00	11.00	18.50	107
SC	12.72	0.83	13.00	8.00	13.85	49	13.31	0.85	13.22	11.50	16.12	47
TN	9.84	0.70	10.00	8.00	11.35	78	10.43	0.71	10.25	8.60	12.17	78
TX	9.77	1.64	9.82	7.50	19.00	72	10.37	2.17	10.00	7.80	19.00	69
UT	11.34	1.10	11.25	8.00	14.00	34	12.44	1.50	12.50	8.00	16.00	30
VT	14.87	1.35	14.41	13.00	17.64	8	15.93	1.49	15.53	14.10	18.88	8
WY	11.34	2.55	11.00	6.70	20.00	22	12.51	3.26	12.00	6.70	25.00	22
NCI Avg.	11.36	1.94	11.00	NCI Min: 6.70	NCI Max: 24.04	Total: 1849	12.10	2.20	11.90	NCI Min: 6.70	NCI Max: 25.89	Total: 1812

²⁹ For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 97 agencies for which the reported average starting wage was higher than the average hourly wage for all DSPs were excluded from this analysis.

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Table 25. Wages³⁰ 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
AL	8.64	0.85	8.50	7.69	11.50	22	9.16	1.12	9.00	7.69	11.67	21
AZ	12.14	1.40	12.00	10.50	25.00	148	12.49	1.61	12.00	10.50	25.00	148
CO	14.18	2.05	13.57	11.10	20.00	52	14.93	2.66	14.00	11.10	21.76	52
CT	14.98	0.39	14.75	14.75	16.25	29	15.52	0.78	15.26	14.75	17.58	26
DC	14.65	0.64	14.50	12.50	17.00	30	14.70	0.60	14.50	13.13	17.00	30
DE	11.89	0.92	11.88	10.25	13.25	6	12.24	0.82	11.88	11.40	13.50	6
GA	10.61	1.44	10.50	8.00	15.00	63	11.26	1.49	11.05	8.00	16.25	62
IL	11.53	1.61	11.25	9.25	17.21	34	12.61	1.99	12.32	9.75	18.82	35
IN	11.21	1.80	11.00	8.75	22.28	79	11.70	1.82	11.25	8.94	22.28	77
KY	10.59	1.91	10.00	7.25	15.00	61	11.26	2.27	11.00	7.25	19.71	61
LA	7.86	0.63	7.73	7.25	11.00	64	8.06	0.75	8.00	7.25	11.60	63
MD	12.42	1.10	12.00	10.35	15.00	47	12.90	1.11	13.00	11.25	16.18	47
MO	10.95	1.65	10.85	8.45	18.00	111	11.82	2.08	11.50	8.60	19.14	106
NC	10.63	1.80	10.08	7.25	15.00	59	11.37	1.91	11.14	8.00	19.00	56
NE	11.87	1.63	11.71	9.00	15.25	27	13.57	2.28	13.05	10.75	21.47	27
NJ	14.12	2.35	13.50	11.00	24.04	70	14.84	2.57	14.00	11.00	26.34	67
NV	10.70	0.99	10.25	9.78	12.50	8	10.89	0.86	10.57	10.00	12.50	8
NY	14.36	1.85	15.00	11.00	22.00	145	15.15	1.85	15.00	11.15	22.00	146
OH	10.69	1.26	10.50	7.25	21.00	628	11.26	1.55	11.00	7.25	21.00	617
OR	13.93	1.66	13.97	11.00	19.00	68	14.80	1.53	14.93	11.00	19.00	69
SC	12.50	1.88	13.00	9.25	18.75	21	13.26	2.26	13.00	9.64	18.75	19
TN	9.62	0.75	9.98	7.25	11.00	72	10.35	0.93	10.00	8.60	15.00	70
TX	10.54	2.14	10.00	8.00	17.00	56	10.90	2.16	10.23	8.00	17.00	57
UT	11.95	1.67	11.80	8.88	20.00	39	13.14	1.61	12.98	11.00	20.00	36
VT	14.31	0.60	14.35	13.00	15.04	8	15.23	0.63	15.13	14.32	16.72	8
WY	11.57	1.38	11.00	9.50	15.00	20	12.51	1.47	12.00	9.50	16.00	20
NCI	11.33	2.02	11.00	NCI Min:	NCI Max:	Total:	11.96	2.23	11.50	NCI Min:	NCI Max:	Total:
Avg.				7.25	25.00	1967				7.25	26.34	1934

30 For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 111 agencies for which the reported average starting wage was higher than the reported average hourly wage for all DSPs were excluded from this analysis.

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Table 26. Wages³¹ Paid by Responding Agencies – **DSPs Providing Non-Residential Supports** (Calculated using Method I)

	Avg. Starting Hourly Wage (\$)	Std. Deviation	Median Starting Hourly Wage (\$)	Min. Average Starting Hourly Wage (\$)	Max. Average Starting Hourly Wage (\$)	N	Avg. Hourly Wage (\$)	Std. Deviation	Median Hourly Wage (\$)	Min. Average Hourly Wage (\$)	Max. Average Hourly Wage (\$)	N
AL	9.14	1.45	8.50	7.25	13.50	33	10.12	1.59	10.23	7.69	13.75	31
AZ	12.00	1.60	12.00	10.50	25.00	119	12.65	1.79	12.25	10.50	25.00	119
CO	14.18	2.11	13.50	11.10	20.00	91	15.16	2.34	14.82	11.10	21.30	88
CT	15.06	0.71	14.75	14.50	18.00	43	15.98	1.40	15.47	14.50	20.43	39
DC	14.46	0.83	14.50	12.36	16.75	37	14.73	1.06	14.50	12.83	18.33	34
DE	12.88	1.60	13.00	9.50	15.61	19	13.83	2.34	13.49	10.10	19.63	18
GA	10.57	1.72	10.00	7.25	18.32	105	11.33	1.89	11.00	8.00	18.32	105
IL	11.50	1.46	11.32	9.25	17.21	55	12.64	1.93	12.42	9.04	19.47	55
IN	11.38	2.26	10.75	8.25	22.28	67	12.00	2.21	11.50	9.00	22.28	67
KY	10.66	2.03	10.00	7.25	20.20	128	11.59	2.49	11.00	7.25	22.25	126
LA	8.75	1.98	8.00	7.25	17.00	26	9.37	2.42	8.60	7.25	19.50	28
MD	12.75	1.98	12.04	10.35	20.09	46	13.65	2.66	13.24	10.97	25.33	46
MO	11.14	1.62	11.00	8.60	18.00	110	12.13	1.91	11.99	8.65	19.02	107
NC	10.88	2.24	10.14	7.25	20.66	88	11.95	2.26	11.58	8.50	20.66	83
NE	11.91	1.66	11.71	9.00	15.00	29	13.55	1.89	13.05	10.75	18.47	30
NJ	14.22	2.60	13.59	10.20	24.04	108	15.28	2.87	14.87	10.20	26.65	103
NV	10.91	1.30	10.25	9.50	13.00	8	12.37	2.79	11.16	10.00	18.00	8
NY	14.26	1.82	14.60	11.00	22.00	217	15.39	2.06	15.00	11.97	24.21	217
OH	11.37	1.94	11.00	8.55	27.62	419	12.45	2.45	12.00	8.55	28.93	416
OR	14.00	1.69	14.00	11.00	19.00	93	15.12	1.99	15.00	11.08	20.00	93
SC	13.07	1.50	13.00	8.00	20.00	46	13.85	1.41	13.66	12.00	20.00	44
TN	9.96	1.28	10.00	7.25	17.31	83	10.63	1.34	10.31	8.60	18.69	81
TX	10.28	2.09	10.00	7.25	17.00	67	10.90	2.77	10.46	7.25	23.65	66
UT	11.88	1.50	11.90	7.25	16.50	58	13.53	2.43	13.00	7.25	21.88	55
VT	14.53	0.96	14.28	13.00	16.32	10	15.54	0.98	15.04	14.31	17.29	10
WY	11.22	1.49	11.00	8.00	15.00	27	12.26	1.22	12.00	9.50	15.00	27
NCI Avg.	11.92	2.33	11.50	NCI Min: 7.25	NCI Max: 27.62	Total: 2132	12.90	2.67	12.50	NCI Min: 7.25	NCI Max: 28.93	Total: 2096

31 For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 111 agencies for which the reported average starting wage was higher than the reported average hourly wage for all DSPs were excluded from this analysis.

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Figure 7. Percentage of responding agencies that gave bonuses to DSPs between Jan. 1, 2019 and Dec. 31, 2019

A bonus is wage compensation supplemental to salary or wages. Bonuses are typically given at intervals less frequent than payroll. 'N' is the number of responding providers.



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Table 27. Average total bonus amount paid per DSP in 2019 (of those who received a bonus in 2019)

	Less than \$50	\$50-\$100	\$101-\$200	\$201-\$300	\$301-\$400	\$401-\$500	\$500+ ³²	N
AL		50.0%	16.7%	11.1%	5.6%	5.6%	11.1%	18
AZ		18.9%	20.3%	27.0%	10.8%	6.8%	16.2%	74
CO		6.8%	30.5%	10.2%	8.5%	11.9%	32.2%	59
CT		17.6%				5.9%	76.5%	17
DC	4.8%	23.8%	14.3%	23.8%	4.8%	4.8%	23.8%	21
DE	7.1%	14.3%	7.1%	21.4%			50.0%	14
GA	7.8%	21.9%	21.9%	18.8%	4.7%	4.7%	20.3%	64
IL	2.3%	18.2%	31.8%	13.6%	9.1%	6.8%	18.2%	44
IN	7.5%	10.0%	17.5%	15.0%	10.0%	2.5%	37.5%	40
KY	4.6%	18.5%	21.5%	26.2%	7.7%	3.1%	18.5%	65
LA	13.8%	44.8%	10.3%	17.2%	3.4%	3.4%	6.9%	29
MD	15.2%	6.1%	12.1%	21.2%	9.1%	3.0%	33.3%	33
MO	7.0%	18.6%	16.3%	19.8%	8.1%	10.5%	19.8%	86
NC	2.3%	34.1%	13.6%	18.2%	11.4%	2.3%	18.2%	44
NE	9.1%	18.2%	27.3%	9.1%		9.1%	27.3%	11
NJ	2.3%	13.6%	13.6%	11.4%	9.1%	9.1%	40.9%	44
NV		33.3%		33.3%			33.3%	3
NY	2.9%	7.8%	11.8%	14.7%	7.8%	7.8%	47.1%	102
OH	3.7%	18.1%	17.8%	20.2%	9.7%	9.0%	21.5%	321
OR	2.7%	17.8%	27.4%	21.9%	9.6%	6.8%	13.7%	73
SC		33.3%	16.7%		8.3%	16.7%	25.0%	12
TN	5.1%	15.3%	35.6%	11.9%	8.5%	6.8%	16.9%	59
TX		34.4%	25.0%	6.2%	9.4%	3.1%	21.9%	32
UT	4.0%	12.0%	8.0%	8.0%	16.0%	20.0%	32.0%	25
VT				20.0%	20.0%	10.0%	50.0%	10
WY		14.3%	28.6%	7.1%	14.3%	21.4%	14.3%	14
NCI Avg.	3.9%	17.6%	18.6%	19.0%	8.9%	7.6%	24.3%	Total: 1314

³² One \$500 bonus per year for a full-time worker (40 hr/week) is equivalent to giving a 25 cent/hour raise. (Differences in taxation of bonuses vs. wages may apply).

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Table 28. Agency uses a different pay scale for DSPs who provide **job development** or **job placement services** for adults with IDD to work in paid competitive or paid supported employment (compared to DSPs providing all other non-residential services)^{33,34}

	Yes	No	N
AL	47.6%	52.4%	21
AZ	30.6%	69.4%	62
CO	31.0%	69.0%	58
CT	24.0%	76.0%	25
DC	35.3%	64.7%	17
DE	31.3%	68.8%	16
GA	20.0%	80.0%	65
IL	36.4%	63.6%	44
IN	61.7%	38.3%	47
KY	57.4%	42.6%	68
LA	28.6%	71.4%	14
MD	48.9%	51.1%	45
MO	46.6%	53.4%	58
NC	39.1%	60.9%	46
NE	38.5%	61.5%	26
NJ	43.1%	56.9%	58
NV		100.0%	5
NY	57.1%	42.9%	154
OH	35.0%	65.0%	206
OR	53.4%	46.6%	73
SC	43.6%	56.4%	39
TN	29.7%	70.3%	64
TX	28.1%	71.9%	32
UT	33.3%	66.7%	45
VT	38.5%	61.5%	13
WY	9.1%	90.9%	11
NCI Avg.	42.0%	58.0%	Total: 1312

³³ Only reported for those agencies that reported providing non-residential supports

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Table 29. Agency uses a different pay scale for DSPs who provide **ongoing support in paid competitive or paid supported employment** for adults with IDD (compared to DSPs providing all other non-residential services)^{35,36}

	Yes	No	N
AL	40.9%	59.1%	22
AZ	27.5%	72.5%	69
CO	26.2%	73.8%	61
CT	8.0%	92.0%	25
DC	18.7%	81.3%	16
DE	35.3%	64.7%	17
GA	21.2%	78.8%	66
IL	30.0%	70.0%	40
IN	54.2%	45.8%	48
KY	52.2%	47.8%	67
LA	35.7%	64.3%	14
MD	44.4%	55.6%	45
MO	42.4%	57.6%	59
NC	37.3%	62.7%	51
NE	25.0%	75.0%	24
NJ	42.4%	57.6%	59
NV		100.0%	5
NY	56.1%	43.9%	155
OH	28.2%	71.8%	216
OR	42.7%	57.3%	75
SC	42.1%	57.9%	38
TN	27.1%	72.9%	70
TX	23.5%	76.5%	34
UT	20.5%	79.5%	44
VT	18.2%	81.8%	11
WY	18.2%	81.8%	11
NCI Avg.	37.0%	63.0%	Total: 1342

³⁵ Only reported for those agencies that reported providing non-residential supports

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Table 30. Percentage of total hours paid to DSPs that were **regular hours** (i.e., not overtime) in 2019

	Average Regular Hours	Std. deviation	Median	Minimum³⁷	Maximum	N
AL	88.4%	13.1%	90.9%	37.1%	100.0%	51
AZ	90.9%	20.1%	98.3%	0.9%	100.0%	209
CO	91.2%	22.4%	99.2%	5.3%	100.0%	102
CT	92.5%	14.4%	96.8%	5.3%	100.0%	45
DC	88.4%	23.7%	97.4%	5.6%	100.0%	65
DE	87.0%	21.8%	94.4%	4.7%	100.0%	26
GA	91.0%	18.6%	99.1%	0.0%	100.0%	140
IL	89.7%	14.8%	94.9%	16.0%	100.0%	87
IN	84.9%	23.2%	91.5%	1.1%	100.0%	88
KY	83.8%	22.9%	93.7%	0.2%	100.0%	140
LA	87.2%	20.0%	95.3%	10.9%	100.0%	62
MD	89.6%	11.0%	91.2%	47.0%	100.0%	71
MO	88.7%	16.9%	93.9%	5.9%	100.0%	193
NC	92.0%	15.1%	97.8%	8.9%	100.0%	105
NE	94.1%	5.6%	95.9%	81.9%	100.0%	28
NJ	92.3%	14.8%	99.9%	7.5%	100.0%	111
NV	93.2%	13.7%	98.9%	50.0%	100.0%	12
NY	88.5%	16.6%	91.9%	4.3%	100.0%	234
OH	87.9%	20.3%	97.0%	0.1%	100.0%	782
OR	93.8%	9.7%	96.9%	40.0%	100.0%	175
SC	88.9%	17.1%	94.9%	12.1%	100.0%	55
TN	85.1%	16.5%	88.3%	8.2%	100.0%	94
TX	87.7%	20.0%	94.2%	7.5%	100.0%	77
UT	97.1%	9.0%	99.6%	32.1%	100.0%	60
VT	96.6%	3.5%	97.1%	87.6%	100.0%	15
WY	94.0%	6.8%	95.5%	76.1%	100.0%	21
NCI Avg.	88.5%	19.3%	96.0%	NCI Min: 0.0%	NCI Max: 100.0%	Total: 3048

³⁷ The minimum of 0.0% regular hours is due to rounding. The percentage is very small, but not quite 0.0%.

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Table 31. Percentage of total hours paid to DSPs that were **overtime hours** in 2019³⁸

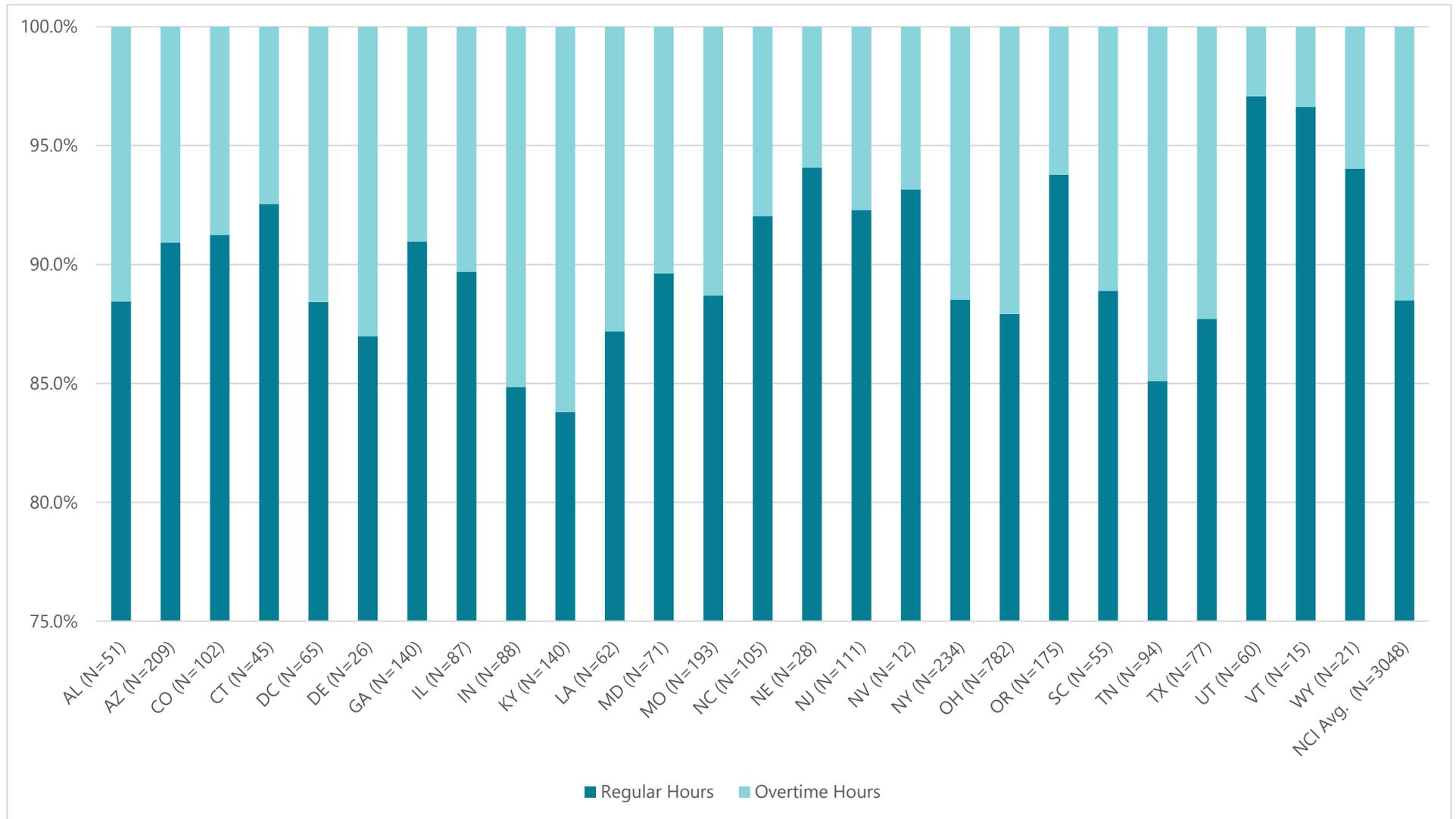
	Average Overtime Hours	Std. deviation	Median	Minimum	Maximum³⁹	N
AL	11.6%	13.1%	9.1%	0.0%	62.9%	51
AZ	9.1%	20.1%	1.7%	0.0%	99.1%	209
CO	8.8%	22.4%	0.8%	0.0%	94.7%	102
CT	7.5%	14.4%	3.2%	0.0%	94.7%	45
DC	11.6%	23.7%	2.6%	0.0%	94.4%	65
DE	13.0%	21.8%	5.6%	0.0%	95.3%	26
GA	9.0%	18.6%	0.9%	0.0%	100.0%	140
IL	10.3%	14.8%	5.1%	0.0%	84.0%	87
IN	15.1%	23.2%	8.5%	0.0%	98.9%	88
KY	16.2%	22.9%	6.3%	0.0%	99.8%	140
LA	12.8%	20.0%	4.7%	0.0%	89.1%	62
MD	10.4%	11.0%	8.8%	0.0%	53.0%	71
MO	11.3%	16.9%	6.1%	0.0%	94.1%	193
NC	8.0%	15.1%	2.2%	0.0%	91.1%	105
NE	5.9%	5.6%	4.1%	0.0%	18.1%	28
NJ	7.7%	14.8%	0.1%	0.0%	92.5%	111
NV	6.8%	13.7%	1.1%	0.0%	50.0%	12
NY	11.5%	16.6%	8.1%	0.0%	95.7%	234
OH	12.1%	20.3%	3.0%	0.0%	99.9%	782
OR	6.2%	9.7%	3.1%	0.0%	60.0%	175
SC	11.1%	17.1%	5.1%	0.0%	87.9%	55
TN	14.9%	16.5%	11.7%	0.0%	91.8%	94
TX	12.3%	20.0%	5.8%	0.0%	92.5%	77
UT	2.9%	9.0%	0.4%	0.0%	67.9%	60
VT	3.4%	3.5%	2.9%	0.0%	12.4%	15
WY	6.0%	6.8%	4.5%	0.0%	23.9%	21
NCI Avg.	11.5%	19.3%	4.0%	NCI Min: 0.0%	NCI Max: 100.0%	Total: 3048

³⁸ Only reported for those cases for which regular and overtime hours were both reported.

³⁹ The maximum of 100.0% overtime hours is due to rounding. The percentage is close, but not quite 100.0%.

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Figure 8. Overtime and regular hours as percentage of total hours paid to DSPs in 2019 (average of responding agencies within state)



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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 Staff Stability Survey tool, and subsequent surveys have included these revisions.

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Table 32. Does your agency provide any paid time off to DSPs (supporting adults with IDD)?

	Yes	No	N
AL	63.0%	37.0%	54
AZ	74.7%	25.3%	221
CO	73.5%	26.5%	113
CT	86.0%	14.0%	50
DC	66.2%	33.8%	71
DE	93.1%	6.9%	29
GA	61.2%	38.8%	147
IL	89.2%	10.8%	93
IN	85.7%	14.3%	98
KY	82.2%	17.8%	152
LA	29.7%	70.3%	74
MD	89.6%	10.4%	77
MO	80.8%	19.2%	214
NC	57.1%	42.9%	119
NE	84.8%	15.2%	33
NJ	84.3%	15.7%	134
NV	50.0%	50.0%	14
NY	95.3%	4.7%	256
OH	56.2%	43.8%	853
OR	79.1%	20.9%	187
SC	94.7%	5.3%	57
TN	72.8%	27.2%	103
TX	65.9%	34.1%	91
UT	55.4%	44.6%	65
VT	100.0%		15
WY	73.9%	26.1%	23
NCI Avg.	69.5%	30.5%	Total: 3343

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Table 33. Offer Pooled Paid Time Off⁴⁰ (and Requirements for Eligibility)

	Offer PTO to some or all DSPs	N	Must be full time ⁴¹	Must work a minimum amount of time in a defined period ⁴²	Must be employed a minimum length of time	All DSPs are eligible	(Eligibility subset)	N
AL	41.2%	34	78.6%	28.6%	42.9%	7.1%		14
AZ	25.0%	164	17.1%	17.1%	39.0%	34.1%		41
CO	51.8%	83	55.8%	27.9%	39.5%	11.6%		43
CT	30.2%	43	30.8%	69.2%	46.2%	23.1%		13
DC	30.4%	46	35.7%	14.3%	35.7%	42.9%		14
DE	48.1%	27	69.2%	46.2%	46.2%			13
GA	36.7%	90	69.7%	42.4%	57.6%	3.0%		33
IL	35.4%	82	48.3%	27.6%	37.9%	24.1%		29
IN	52.4%	84	65.9%	34.1%	56.8%	4.5%		44
KY	40.3%	124	40.0%	30.0%	64.0%	12.0%		50
LA	36.4%	22	50.0%	50.0%	100.0%			8
MD	29.4%	68	15.0%	40.0%	30.0%	35.0%		20
MO	31.4%	172	50.0%	48.1%	57.4%	9.3%		54
NC	41.2%	68	75.0%	35.7%	50.0%	10.7%		28
NE	42.9%	28	66.7%	25.0%	58.3%	16.7%		12
NJ	31.2%	112	37.1%	34.3%	31.4%	28.6%		35
NV	85.7%	7		50.0%	50.0%	33.3%		6
NY	29.3%	242	46.5%	57.7%	38.0%	9.9%		71
OH	46.4%	474	35.5%	32.7%	47.7%	22.7%		220
OR	48.6%	148	11.1%	15.3%	36.1%	48.6%		72
SC	26.9%	52	57.1%	57.1%	57.1%	14.3%		14
TN	45.3%	75	64.7%	32.4%	55.9%	5.9%		34
TX	45.0%	60	44.4%	18.5%	51.9%	11.1%		27
UT	58.3%	36	47.6%	33.3%	47.6%	9.5%		21
VT	46.7%	15		100.0%				7
WY	64.7%	17	27.3%	45.5%	72.7%	9.1%		11
NCI Avg.	40.2%	Total: 2373	40.3%	34.9%	47.9%	19.2%		Total: 934

⁴⁰"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. In previous iterations of the survey, this was referred to as "Paid time off." The clarification added in the 2017 survey may account for differences in data when comparing 2019 data to data from years previous to 2017.

⁴¹ There are six cases that did not report that they distinguish between full- and part-time DSPs but chose this option. They are included.

⁴² For example, must work 35 hours/week, 18 days/month, etc.

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Table 34. Offer Paid Sick Time⁴³ (and Requirements for Eligibility)

	Offer paid sick time to some or all DSPs	N	Must be full time ⁴⁴	Must work a minimum amount of time in a defined period ⁴⁵	Must be employed a minimum length of time	All DSPs are eligible	N (Eligibility subset)
AL	70.0%	30	81.0%	14.3%	42.9%	9.5%	21
AZ	94.3%	140	9.1%	6.8%	22.0%	70.5%	132
CO	57.4%	68	76.9%	46.2%	66.7%	2.6%	39
CT	91.4%	35	25.0%	50.0%	50.0%	9.4%	32
DC	81.6%	38	19.4%	38.7%	35.5%	38.7%	31
DE	54.2%	24	53.8%	23.1%	38.5%	15.4%	13
GA	57.3%	82	55.3%	46.8%	48.9%	10.6%	47
IL	76.1%	67	39.2%	29.4%	43.1%	19.6%	51
IN	41.7%	72	63.3%	60.0%	53.3%		30
KY	52.9%	104	60.0%	27.3%	43.6%	9.1%	55
LA	75.0%	20	60.0%	40.0%	53.3%	6.7%	15
MD	93.1%	58	13.0%	50.0%	20.4%	37.0%	54
MO	57.3%	150	77.9%	34.9%	58.1%	5.8%	86
NC	52.5%	61	84.4%	34.4%	46.9%	6.3%	32
NE	63.6%	22	50.0%	35.7%	42.9%	21.4%	14
NJ	87.1%	93	18.5%	35.8%	32.1%	43.2%	81
NV	20.0%	5	100.0%		100.0%		1
NY	89.7%	213	25.7%	44.5%	39.3%	30.4%	191
OH	44.1%	379	44.3%	31.7%	50.3%	20.4%	167
OR	90.5%	95	1.2%	16.3%	32.6%	60.5%	86
SC	83.3%	48	85.0%	27.5%	25.0%	5.0%	40
TN	43.1%	65	64.3%	39.3%	46.4%		28
TX	50.0%	52	57.7%	26.9%	50.0%	3.8%	26
UT	31.0%	29	44.4%	22.2%	33.3%	11.1%	9
VT	76.9%	13	10.0%	90.0%		10.0%	10
WY	23.1%	13	33.3%	100.0%	33.3%		3
NCI Avg.	61.8%	Total: 1976	40.5%	32.5%	41.1%	26.0%	Total: 1294

⁴³ 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.

⁴⁴ There are five 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.

⁴⁵ For example, must work 35 hours/week, 18 days/month, etc.

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Table 35. Offer Paid Vacation Time⁴⁶ (and Requirements for Eligibility)

	Offer paid vacation time to some or all DSPs	N	Must be full time ⁴⁷	Must work a minimum amount of time in a defined period ⁴⁸	Must be employed a minimum length of time	All DSPs are eligible	N (Eligibility subset)
AL	83.3%	30	76.0%	16.0%	48.0%	8.0%	25
AZ	56.9%	144	58.5%	25.6%	58.5%	9.8%	82
CO	68.6%	70	72.9%	41.7%	60.4%	2.1%	48
CT	91.2%	34	41.9%	45.2%	61.3%	3.2%	31
DC	78.9%	38	53.3%	36.7%	36.7%	16.7%	30
DE	79.2%	24	63.2%	26.3%	47.4%	5.3%	19
GA	80.2%	81	55.4%	38.5%	60.0%	7.7%	65
IL	85.1%	67	50.9%	28.1%	61.4%	10.5%	57
IN	61.1%	72	56.8%	59.1%	61.4%	2.3%	44
KY	78.1%	105	61.0%	30.5%	50.0%	6.1%	82
LA	85.0%	20	64.7%	47.1%	58.8%	5.9%	17
MD	84.2%	57	58.3%	43.7%	45.8%	4.2%	48
MO	80.0%	150	69.2%	35.8%	59.2%	7.5%	120
NC	80.7%	57	78.3%	32.6%	50.0%	8.7%	46
NE	78.3%	23	44.4%	33.3%	50.0%	16.7%	18
NJ	76.0%	96	52.1%	46.6%	50.7%	8.2%	73
NV	40.0%	5	50.0%	50.0%	50.0%		2
NY	86.7%	211	42.1%	56.8%	53.6%	7.7%	183
OH	74.1%	382	48.4%	29.0%	63.3%	8.8%	283
OR	77.9%	95	37.8%	29.7%	54.1%	16.2%	74
SC	80.9%	47	86.8%	21.1%	28.9%	5.3%	38
TN	67.2%	67	66.7%	40.0%	53.3%		45
TX	73.1%	52	57.9%	28.9%	71.1%	2.6%	38
UT	55.2%	29	62.5%	25.0%	43.8%	12.5%	16
VT	69.2%	13	44.4%	55.6%	11.1%	11.1%	9
WY	35.7%	14	40.0%	80.0%	60.0%		5
NCI Avg.	75.8%	Total: 1983	54.2%	35.3%	56.1%	8.0%	Total: 1498

⁴⁶ 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

⁴⁷ There are 10 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.

⁴⁸ For example, must work 35 hours/week, 18 days/month, etc.

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Table 36. Offer Paid Personal Time⁴⁹ (and Requirements for Eligibility)

	Offer paid personal time to some or all DSPs	N	Must be full time ⁵⁰	Must work a minimum amount of time in a defined period ⁵¹	Must be employed a minimum length of time	All DSPs are eligible	(Eligibility subset)	N
AL	26.7%	30	100.0%	12.5%	50.0%			8
AZ	27.0%	141	50.0%	31.6%	39.5%	23.7%		38
CO	35.4%	65	65.2%	30.4%	52.2%			23
CT	57.1%	35	50.0%	45.0%	80.0%			20
DC	28.9%	38	36.4%	36.4%	36.4%	9.1%		11
DE	58.3%	24	50.0%	42.9%	35.7%	14.3%		14
GA	42.2%	83	62.9%	42.9%	34.3%	14.3%		35
IL	56.3%	64	44.4%	27.8%	44.4%	22.2%		36
IN	36.6%	71	53.8%	53.8%	53.8%	3.8%		26
KY	39.4%	104	51.2%	29.3%	41.5%	17.1%		41
LA	25.0%	20	40.0%	20.0%	80.0%			5
MD	45.6%	57	50.0%	50.0%	46.2%			26
MO	38.1%	147	76.8%	44.6%	58.9%	10.7%		56
NC	31.1%	61	73.7%	21.1%	52.6%	10.5%		19
NE	43.5%	23	60.0%	50.0%	50.0%	10.0%		10
NJ	64.1%	92	59.3%	40.7%	47.5%	8.5%		59
NV		5						
NY	66.7%	213	41.50%	53.50%	49.3%	7.00%		142
OH	33.4%	380	47.2%	29.1%	49.6%	14.2%		127
OR	29.7%	91	33.3%	25.9%	51.9%	18.5%		27
SC	41.7%	48	75.0%	25.0%	35.0%			20
TN	28.8%	66	63.2%	36.8%	52.6%			19
TX	34.6%	52	83.3%	22.2%	50.0%	5.60%		18
UT	51.7%	29	53.3%	33.3%	46.7%	6.7%		15
VT	38.5%	13	40.0%	60.0%		20.0%		5
WY	21.4%	14	33.3%	66.7%	33.3%	33.3%		3
NCI Avg.	40.2%	Total: 1966	51.5%	37.3%	47.3%	11.5%		Total: 803

⁴⁹ 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

⁵⁰ There are two 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.

⁵¹ For example, must work 35 hours/week, 18 days/month, etc.

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Table 37. Offer Health Insurance (and Requirements for Eligibility)

	Offer health insurance to some or all DSPs	N	Must be full time	Must work a minimum amount of time in a defined period ⁵²	Must be employed a minimum length of time	All DSPs are eligible	N (Eligibility subset)
AL	72.2%	54	56.4%	28.2%	33.3%	10.3%	39
AZ	52.0%	221	65.2%	37.4%	55.7%	3.5%	115
CO	60.2%	113	64.7%	33.8%	38.2%	2.9%	68
CT	86.0%	50	65.1%	44.2%	41.9%	4.7%	43
DC	51.4%	70	55.6%	44.4%	25.0%	11.1%	36
DE	93.1%	29	74.1%	37.0%	51.9%	7.4%	27
GA	51.8%	141	63.0%	38.4%	43.8%	9.6%	73
IL	78.5%	93	63.0%	42.5%	42.5%	5.5%	73
IN	72.2%	97	71.4%	51.4%	61.4%	2.9%	70
KY	66.2%	151	63.0%	34.0%	43.0%	7.0%	100
LA	46.6%	73	58.8%	32.4%	41.2%	14.7%	34
MD	89.3%	75	50.7%	50.7%	47.8%	3.0%	67
MO	69.6%	214	73.2%	43.0%	51.7%	0.7%	149
NC	51.7%	116	68.3%	41.7%	40.0%	1.7%	60
NE	81.8%	33	74.1%	37.0%	59.3%		27
NJ	73.1%	134	61.2%	46.9%	51.0%		98
NV	50.0%	14	71.4%	57.1%	57.1%		7
NY	95.7%	256	55.5%	52.2%	49.8%	4.5%	245
OH	39.7%	828	56.2%	37.4%	44.4%	5.8%	329
OR	58.8%	187	73.6%	38.2%	52.7%	1.8%	110
SC	96.5%	57	74.5%	36.4%	16.4%	5.5%	55
TN	74.0%	100	52.7%	47.3%	40.5%	8.1%	74
TX	53.9%	89	70.8%	41.7%	56.3%	2.1%	48
UT	46.9%	64	76.7%	26.7%	46.7%		30
VT	100.0%	15	60.0%	46.7%	20.0%		15
WY	39.1%	23	66.7%	77.8%	66.7%		9
NCI Avg.	57.1%	Total: 3297	61.8%	40.8%	45.5%	4.9%	Total: 2001

⁵² For example, must work 35 hours/week, 18 days/month, etc.

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Table 38. Percentage of DSPs who enrolled in health insurance offered by responding agencies among those who were eligible for health insurance offered by responding agency⁵³

	Number of DSPs eligible for health insurance	Mean	Std. Deviation	Median	Minimum	Maximum	N⁵⁴
AL	2570	64.1%	30.8%	70.5%	9.0%	100.0%	34
AZ	9146	38.9%	27.9%	34.2%	0.0%	100.0%	99
CO	1792	47.1%	32.9%	50.0%	0.0%	100.0%	54
CT	3227	48.9%	23.9%	51.1%	0.0%	100.0%	34
DC	2673	39.5%	30.5%	34.2%	0.0%	100.0%	29
DE	2185	55.5%	26.3%	53.5%	3.0%	100.0%	24
GA	3518	63.7%	31.0%	68.2%	0.0%	100.0%	62
IL	5438	56.7%	27.1%	54.3%	0.0%	100.0%	62
IN	8811	49.7%	22.5%	48.3%	0.0%	100.0%	61
KY	3190	50.5%	31.8%	50.0%	0.0%	100.0%	87
LA	1570	25.6%	30.7%	11.7%	0.0%	100.0%	27
MD	6117	53.0%	21.9%	51.0%	0.0%	100.0%	59
MO	10259	58.9%	30.2%	60.0%	0.0%	100.0%	125
NC	5126	60.7%	29.5%	65.0%	0.0%	100.0%	51
NE	2833	69.7%	23.1%	72.8%	25.0%	100.0%	24
NJ	7193	57.4%	29.0%	56.7%	0.0%	100.0%	73
NV	518	54.8%	34.0%	49.7%	7.0%	100.0%	5
NY	40009	52.3%	25.9%	50.0%	0.0%	100.0%	218
OH	16889	51.2%	29.1%	50.0%	0.0%	100.0%	264
OR	6108	66.0%	25.4%	70.0%	0.0%	100.0%	97
SC	5944	74.3%	19.5%	79.7%	21.0%	100.0%	49
TN	6496	51.9%	26.5%	50.6%	3.0%	100.0%	59
TX	2530	55.1%	33.6%	55.7%	0.0%	100.0%	42
UT	2049	67.4%	24.2%	66.7%	22.0%	100.0%	25
VT	1073	59.8%	16.0%	62.3%	24.0%	81.0%	15
WY	383	40.2%	19.8%	42.9%	0.0%	65.0%	9
NCI Avg.	NCI Total: 157647	53.8%	29.0%	53.6%	NCI Min: 0.0%	NCI Max: 100.0%	Total: 1688

⁵³ Cases that reported number of DSPs eligible for health insurance coverage and those enrolled (or marked “0”) are included in this calculation.

⁵⁴ Please note low Ns when examining state data.

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Table 39. Offer Dental Insurance/Vision Coverage⁵⁵ to some or all DSPs between 1/1/19 and 12/31/19

	Offer dental	N	Offer vision	N
AL	70.4%	54	55.8%	52
AZ	44.6%	224	39.2%	222
CO	50.9%	112	46.4%	112
CT	79.6%	49	66.7%	48
DC	47.9%	71	43.7%	71
DE	79.3%	29	75.9%	29
GA	47.3%	150	43.2%	148
IL	67.7%	93	56.4%	94
IN	72.9%	96	70.8%	96
KY	62.3%	151	59.7%	149
LA	32.9%	76	29.3%	75
MD	85.1%	74	78.7%	75
MO	58.3%	211	53.6%	211
NC	50.0%	116	44.0%	116
NE	84.8%	33	69.7%	33
NJ	63.6%	129	53.9%	128
NV	42.9%	14	42.9%	14
NY	89.2%	250	79.8%	252
OH	36.9%	835	34.7%	830
OR	56.1%	187	50.3%	187
SC	98.2%	57	96.5%	57
TN	76.0%	100	71.7%	99
TX	47.8%	90	41.6%	89
UT	47.7%	65	29.7%	64
VT	93.3%	15	80.0%	15
WY	43.5%	23	30.4%	23
NCI Avg.	52.7%	Total: 3304	48.5%	Total: 3289

⁵⁵ If the coverage was included in health insurance coverage, respondents were asked to indicate that “yes,” the coverage was offered.

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Table 40. Employer-sponsored retirement plan (401K, 403b or other plan) a benefit offered to some or all DSPs

	Offer retirement plan to some or all DSPs	N	Must be full time ⁵⁶	Must work a minimum amount of time in a defined period ⁵⁷	Must be employed a minimum length of time	All DSPs are eligible	N (Eligibility subset)
AL	56.6%	53	50.0%	30.0%	33.3%	23.3%	30
AZ	33.0%	224	28.4%	37.8%	58.1%	36.5%	74
CO	46.9%	113	41.5%	50.9%	77.4%	20.8%	53
CT	72.0%	50	25.0%	58.3%	44.4%	44.4%	36
DC	34.3%	70	25.0%	54.2%	41.7%	37.5%	24
DE	86.2%	29	24.0%	24.0%	48.0%	36.0%	25
GA	45.0%	151	48.5%	35.3%	50.0%	17.6%	68
IL	69.9%	93	26.2%	40.0%	52.3%	30.8%	65
IN	61.9%	97	21.7%	43.3%	55.0%	36.7%	60
KY	56.3%	151	47.1%	37.6%	58.8%	17.6%	85
LA	14.9%	74	18.2%	36.4%	54.5%	18.2%	11
MD	78.7%	75	16.9%	28.8%	33.9%	40.7%	59
MO	48.8%	213	32.7%	46.2%	57.7%	26.0%	104
NC	42.1%	114	31.3%	39.6%	56.3%	22.9%	48
NE	75.8%	33	24.0%	48.0%	60.0%	32.0%	25
NJ	63.2%	133	33.3%	41.7%	53.6%	31.0%	84
NV	21.4%	14		66.7%	66.7%	33.3%	3
NY	90.1%	253	16.7%	40.8%	46.1%	40.8%	228
OH	29.4%	837	23.6%	32.9%	50.4%	37.0%	246
OR	51.6%	188	20.6%	41.2%	54.6%	29.9%	97
SC	82.1%	56	30.4%	8.7%	21.7%	58.7%	46
TN	53.0%	100	41.5%	35.8%	49.1%	22.6%	53
TX	48.9%	90	38.6%	47.7%	54.5%	29.5%	44
UT	26.6%	64	23.5%	35.3%	70.6%	23.5%	17
VT	93.3%	15	28.6%	57.1%	35.7%	28.6%	14
WY	47.8%	23	36.4%	54.5%	36.4%	27.3%	11
NCI Avg.	45.8%	Total: 3313	28.0%	36.9%	50.5%	33.4%	Total: 1610

⁵⁶ There are 34 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.

⁵⁷ For example, must work 35 hours/week, 18 days/month, etc.

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Table 41. Offer Other Types of Benefits (categories are not mutually exclusive)

	Post- secondary education support*	Employer-paid job-related training	Employer- sponsored disability insurance	Flexible spending account	Health incentive programs	Other	Life insurance	N
AL	3.7%	25.9%	13.0%	13.0%	11.1%	18.5%	48.1%	54
AZ	8.7%	51.1%	10.5%	8.7%	8.7%	17.0%	25.8%	229
CO	13.8%	53.4%	16.4%	22.4%	17.2%	13.8%	38.8%	116
CT	30.8%	48.1%	40.4%	28.8%	13.5%	9.6%	59.6%	52
DC	13.9%	50.0%	20.8%	15.3%	8.3%	15.3%	43.1%	72
DE	34.5%	69.0%	58.6%	65.5%	24.1%	13.8%	79.3%	29
GA	7.2%	52.3%	20.3%	20.3%	7.2%	15.7%	37.3%	153
IL	25.8%	49.5%	36.1%	34.0%	15.5%	18.6%	64.9%	97
IN	20.8%	40.6%	35.6%	26.7%	16.8%	23.8%	61.4%	101
KY	15.6%	42.2%	22.1%	24.0%	18.8%	7.1%	55.8%	154
LA	1.3%	27.6%	5.3%	3.9%	1.3%	19.7%	27.6%	76
MD	39.0%	70.1%	48.1%	40.3%	16.9%	6.5%	70.1%	77
MO	10.1%	52.1%	16.1%	16.6%	17.2%	16.1%	53.9%	217
NC	11.5%	40.2%	23.8%	17.2%	10.7%	15.6%	44.3%	122
NE	24.2%	60.6%	39.4%	42.4%	18.2%	15.2%	63.6%	33
NJ	28.5%	48.9%	30.7%	27.7%	18.2%	12.4%	49.6%	137
NV		35.7%				28.6%	14.3%	14
NY	47.9%	51.0%	58.8%	61.5%	30.0%	17.1%	84.8%	257
OH	11.0%	53.7%	15.3%	10.3%	8.1%	18.1%	30.1%	867
OR	11.6%	67.9%	17.9%	16.8%	16.3%	14.7%	31.6%	190
SC	8.8%	47.4%	50.9%	78.9%	35.1%	3.5%	94.7%	57
TN	12.6%	43.7%	29.1%	14.6%	10.7%	12.6%	56.3%	103
TX	9.8%	30.4%	12.0%	19.6%	13.0%	28.3%	39.1%	92
UT	7.7%	46.2%	15.4%	10.8%	9.2%	18.5%	26.2%	65
VT	33.3%	86.7%	93.3%	93.3%	93.3%	13.3%	80.0%	15
WY	17.4%	52.2%		4.3%	13.0%	13.0%	17.4%	23
NCI Avg.	15.6%	51.6%	23.1%	21.2%	13.7%	16.0%	43.7%	Total: 3402

*Paid time off, reimbursement or other support

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Recruitment and Retention

Table 42. Recruitment and Retention Strategies (table continues on following page)

	Pay incentive or referral bonus program		Realistic job preview		Train on code of ethics	
		N		N		N
AL	48.1%	54	85.2%	54	75.9%	54
AZ	48.9%	223	92.5%	228	81.1%	228
CO	36.6%	112	87.1%	116	81.0%	116
CT	37.3%	51	67.9%	53	84.9%	53
DC	23.9%	71	84.7%	72	88.9%	72
DE	51.7%	29	69.0%	29	96.6%	29
GA	28.7%	150	90.2%	153	94.8%	153
IL	43.5%	92	77.1%	96	87.5%	96
IN	67.3%	98	76.0%	100	93.0%	100
KY	39.2%	153	85.1%	154	81.8%	154
LA	20.0%	75	88.2%	76	86.8%	76
MD	50.6%	77	83.1%	77	81.8%	77
MO	44.4%	214	80.6%	216	87.0%	216
NC	25.6%	117	84.3%	121	88.4%	121
NE	39.4%	33	81.8%	33	81.8%	33
NJ	50.0%	132	81.8%	137	83.9%	137
NV	28.6%	14	85.7%	14	100.0%	14
NY	60.8%	255	82.1%	257	96.1%	257
OH	41.5%	850	86.8%	863	86.0%	863
OR	39.6%	187	83.7%	190	74.7%	190
SC	33.3%	57	87.7%	57	89.5%	57
TN	60.8%	102	85.4%	103	84.5%	103
TX	31.5%	89	83.5%	91	76.9%	91
UT	47.7%	65	92.3%	65	92.3%	65
VT	73.3%	15	86.7%	15	73.3%	15
WY	21.7%	23	69.6%	23	95.7%	23
NCI Avg.	43.4%	Total: 3338	85.3%	Total: 3393	86.0%	Total: 3393

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

Recruitment and Retention Strategies (continued)

	DSP ladder to retain highly skilled workers		Staff supported to acquire credential*	
		N		N
AL	13.0%	54	22.2%	54
AZ	34.2%	228	22.4%	228
CO	27.6%	116	34.5%	116
CT	18.9%	53	28.3%	53
DC	43.1%	72	45.8%	72
DE	31.0%	29	79.3%	29
GA	37.9%	153	48.4%	153
IL	18.7%	96	24.0%	96
IN	32.0%	100	13.0%	100
KY	23.4%	154	51.3%	154
LA	15.8%	76	15.8%	76
MD	36.4%	77	35.1%	77
MO	26.9%	216	28.2%	216
NC	24.8%	121	32.2%	121
NE	48.5%	33	33.3%	33
NJ	34.3%	137	73.0%	137
NV	21.4%	14	14.3%	14
NY	42.4%	257	30.7%	257
OH	35.0%	863	32.6%	863
OR	27.4%	190	25.3%	190
SC	22.8%	57	19.3%	57
TN	37.9%	103	59.2%	103
TX	24.2%	91	16.5%	91
UT	32.3%	65	21.5%	65
VT	6.7%	15	60.0%	15
WY	17.4%	23	26.1%	23
NCI Avg.	32.5%	Total: 3393	34.4%	Total: 3393

*Through a state or nationally recognized professional organization

Notes: Unless otherwise noted, all NCI Averages ("NCI 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. • Caution is advised in comparing weighted NCI 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 be different every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info.

What states can do with their data?

The NCI Staff Stability 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 which 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, use of one of these quality tools may identify a specific type of improvement opportunity.
 - States participating in the NCI Staff Stability 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 Staff Stability 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 A: Sampling Methods as Reported by States

How states compiled their sample:

Alabama 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 Staff Stability sample.

Arizona pulls data on newly approved and current providers from 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. AZ generated contact list by pulling contact information for all providers in our 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 that are 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 Staff Stability 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 Staff Stability 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 every agency 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 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 their PCIS2 database, and then contacted all providers by phone and confirmed email. In 2019 the DDA asked their Quality Advisory Committee for feedback and recommendations on ways to outreach and educate participants and families on the survey. The DDA was able to execute their recommendations and communication to increase our outreach was executed. A letter from the DDA Deputy Secretary to participants and families was also sent out to encourage them to complete the survey.

Missouri pulled email addresses for providers from its Customer Information Management, Outcomes and Reporting system 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 the Staff Stability sample is based on. 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.

Nevada sent the survey to all supported living arrangement and jobs and day training providers across the state.

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 York pulled a list of all provider agencies that billed for DSP-related services in 2019; 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 May 2019 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: NC 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 to submit one submission and the additional sites were deleted from the primary listing.

Ohio completed the following steps:

1. Sent out a letter from the director to all eligible providers via email with the email addresses on file at DODD asking them to complete a survey (OH asked for the email address of their HR worker and their company name). Ohio also posted a notice on its website regarding the upcoming survey.
2. Made a document with all these responses, updating the email addresses of those who responded to the survey request
3. Sent an email to all these people saying that this was the address on file for them and to expect a survey link soon
4. Through that, we had a ton of bounce-backs from incorrect email addresses
5. Made a list of those agencies with wrong contact information and called each agency one by one trying to talk to an HR Rep. If a provider wanted someone other than the HR Rep/Payroll

department to answer, we added that person's email; many agencies wanted the Program Manager or Director to be the contact.

6. Step 5 was routinely updated over the months this survey was administered
7. Sent this list to NCI who then uploaded it in the Staff Stability program
8. Began sending out the official staff stability emails through the online application
9. Every 2 or 3 weeks, would send out a separate mail merge letter asking people to check their inboxes for the Survey email
10. Throughout the survey cycle, participants who had not yet completed the survey were reminded that the survey was mandatory.
11. Through this method, OH got many responses in which the email address to the HR or payroll department would be identified
12. Kept doing this until the deadline passed

Oregon sent out a letter from the Director, along with an Action Request Transmittal, to all eligible providers via email (the email addresses were provided by the ODDS Licensing Unit). The letter and transmittal informed the providers that while only I/DD group home providers were required by statute and Oregon Administrative Rules 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.)

Shortly after the initial request went out to providers in early March, the spread of COVID-19 led to a suspension of regular notices to providers. Oregon was also granted an extension to August 31, 2020 for provider data submission.

For the next three months, providers were sent monthly reminders to complete the survey. Starting August 1, 2020, personal emails were sent to all group home providers who had not completed the survey. Emails and phone calls were made weekly through August to those group home providers that had not responded to or completed the Staff Stability Survey.

South Carolina used a listing of all service providers, then backed-out those that did not provide services to adults. The listing includes all adult services providers contracted with DDSN. There may be other providers that contract with DHHS (Medicaid agency) but do not have a contract with SC DDSN.

Tennessee contacted all eligible providers; those that volunteered to participate contacted the state for the survey. Tennessee DIDD staff notified all providers in each of the three regions of Tennessee by presenting at quarterly regional meetings. Tennessee addressed the

upcoming survey in DIDD online weekly newsletter highlighting the benefits of the survey as well as documented progress of agencies completions throughout the survey.

Texas compiled a list of providers from its provider database. A short survey was also posted on the Long-Term Care provider portal on the HHSC website asking if any providers would be interested in completing the 2019 Staff Stability survey. Phone calls were made to any undeliverable email and bi-weekly reminders sent out for incomplete surveys. Bi-weekly reminder/updates were also sent out to providers encouraging participation.

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.

Vermont obtained the email addresses for the key agency contacts from the DDS Directors of each agency in Vermont. The list includes all service providers.

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

Wyoming sent the survey to any provider who had direct support employees and served more than three participants.

Appendix B: Comparable Wage Tables

From the Bureau of Labor Statistics Occupational Employment Statistics, May 2019

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: \$15.20

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$9.90	\$11.69	\$14.16	\$17.78	\$22.42

<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: \$12.71

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$9.34	\$10.90	\$12.15	\$14.17	\$16.44

<http://www.bls.gov/oes/current/oes399021.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: \$15.67

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$10.31	\$11.93	\$14.96	\$18.52	\$22.93

<http://www.bls.gov/oes/current/oes311013.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: \$14.77

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$10.31	\$11.93	\$14.96	\$18.52	\$22.93

<http://www.bls.gov/oes/current/oes311014.htm>

Appendix C: Living Wage Table by State

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
AL	11.24	22.47	24.57	15.25
AZ	12.01	25.16	26.61	17.00
CO	13.43	28.36	28.51	18.01
CT	13.38	29.33	28.61	18.36
DC	16.92	29.94	31.59	18.11
DE	12.60	26.31	27.28	16.55
GA	12.66	24.64	26.33	15.60
IL	12.80	26.48	26.92	17.00
IN	11.04	23.01	24.41	15.38
KY	10.98	23.19	24.64	15.81
LA	11.43	23.81	25.50	15.14
MD	14.56	29.39	29.58	18.36
MO	11.16	22.86	25.11	14.97
NC	11.98	24.73	25.86	15.85
NE	10.96	24.11	25.27	15.76
NJ	14.03	29.55	29.75	18.94
NV	11.25	25.39	25.96	16.65
NY	15.56	30.92	30.09	21.88
OH	10.86	23.31	24.38	15.28
OR	13.49	27.55	29.19	18.37
SC	11.76	23.16	25.61	14.78
TN	10.97	22.66	24.22	14.50
TX	11.74	23.86	25.67	15.15
UT	11.60	24.31	25.89	16.60
VT	12.74	26.74	27.39	17.15
WY	11.05	23.86	24.55	16.54

Appendix D: Additional Data Points

There are additional data points collected in the NCI Staff Stability Survey in 2019 for which the data were not reported in this report. We encourage states to examine their state data on these data points.

- Percentage of responding agencies that are licensed or certified as an Intermediate Care Facility for people with Intellectual/Developmental Disabilities (ICF/DD)
- Percentage of agencies that are the following types:
 - Private for profit
 - Private non-profit
 - County/local government (Employees are local government employees (such as county, city or municipal employees hired through the local government hiring process and receiving benefits and wages through the local government payroll system)
 - Other government entity (Such as quasi-governmental agencies, county boards of disability. Employees are not government hired directly, but their wages and benefits follow a government scale, and are administered through a separate agency)
- Number of PRN/On-Call DSPs employed by responding agencies to support adults with IDD. This includes only those PRN/On-Call DSPs for whom the agency defines the wages. (Those hired through temp agencies are excluded from these calculations.)
- Agency uses different pay scale for part-time and full-time DSPs (supporting adults with IDD) For example, starting wages may differ for part-time and full-time DSPs, or raise calculations may differ
- Regular and overtime hours by service setting
- Information and data on Frontline Supervisors (FLS)
 - Number of FLS
 - Overtime received by FLS

Appendix E: Instructions Provided to Survey Respondents

STAFF STABILITY SURVEY 2019

THIS PAPER VERSION OF THE SURVEY IS FOR REFERENCE. PLEASE NOTE THAT RESPONSES TO THIS SURVEY **MUST BE ENTERED IN THE ONLINE PORTAL**. PAPER OR SCANNED COPIES WILL NOT BE ACCEPTED OR COUNTED.

Survey must be completed in the online data entry system by July 31, 2020

Your state contact is [name]. Please email him/her with any questions at: [email].

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**.

We are interested in learning about your state's Direct Support Professional (DSP) workforce—paid workers who provide support, training, supervision, and personal assistance to adults with intellectual/developmental disabilities. DSPs are also commonly known as Direct Support Workers (DSW).

This survey is being administered by National Core Indicators (NCI) on behalf of your state. The information you provide is important to state policy-makers and advocates who 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

- 1) The survey will ask about the following information for DSPs who were on payroll for any length of time during the period of January 1, 2019 to December 31, 2019 and for whom your agency defines wages and benefits. (For further information on who is considered a DSP, see below under "**Types of Workers to Consider**")
 - Date of hire
 - Whether they are currently on staff or separated from the agency during 2019
 - Date of termination (if separated)
 - Whether they work full-time or part-time (current staff only)
 - Hours and wages
 - Benefits, such as paid time off, health insurance, etc.

This survey is designed for completion by organizational staff in your Human Resources or Payroll departments. You may require information from program directors, so it is best if you 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 people who are employed as **Direct Support Professionals (DSPs)**. DSPs are also commonly known as Direct Support Workers (DSW).

For the purposes of this survey, the category of DSP category includes paid workers whose primary job responsibility is direct support work and for whom your agency defines wages and benefits directly. Note: For the purposes of this survey, staff hired through a temporary personnel agency, contract or 1099 arrangement are not included in the DSP category.



Include these workers in your responses about DSPs:

- Paid staff members whose primary job responsibility is to provide support, training, supervision, and personal assistance to adults with intellectual/developmental disabilities.
- Paid staff members who spend at least 50% of their hours doing direct support tasks. These people may do some supervisory tasks, but their primary job responsibility and more than 50% of their hours are spent doing direct support work.
- **Only include** people who have some supervisory responsibilities if more than 50% of their hours are spent doing direct support tasks.



Do not include these workers in your responses about DSPs:

- Licensed healthcare staff (therapists, nurses, social workers, psychologists, etc.)
- 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

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 and contact your NCI Staff Stability State Contact listed above.

If your agency functions as a fiscal intermediary/employer of record **and also** provides direct support, please respond regarding the DSPs who are employed by your agency, and do not consider those DSPs who are hired and managed by people/families who are self-directing their services.

Types of supports

The survey asks about the following supports provided by the DSPs in your agency

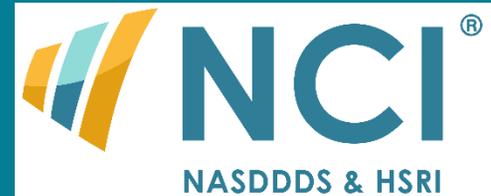
Residential Supports	In-Home Supports	Non-Residential Supports
<p>Residential Supports are supports provided to a person in a home or apartment that is owned and /or operated by your agency.</p> <ul style="list-style-type: none"> • <i>This includes residential services delivered to people who DO NOT live in their family's home or their own private home/apartment which they rent or own.</i> • <i>Include in this category 24-hour supports such as a Group Home, Agency-Operated Apartments or ICFs/ID.</i> • <i>Host home or foster home services should also be included in this category.</i> • <i>If the service recipient holds a lease with your provider agency, this is considered a residential support or service.</i> 	<p>Your agency does not own and/or operate the home in which the person lives.</p> <ul style="list-style-type: none"> • <i>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).</i> • <i>This category can include homemaker/personal care services in many states.</i> 	<p>Non-residential supports can include:</p> <ul style="list-style-type: none"> • <i>Day programs and community support programs (supports provided outside an individual's home such as adult day program services and community supports)</i> • <i>Job or vocational services (supports to help individuals who are looking for work or on the job for which they are paid, e.g., work supports)</i>

Cover Art



Kayla Johnson currently resides in Dorchester, Massachusetts; she has attended Gateway Arts since 2004. Johnson works across an array of media, including; ceramics, jewelry, fabric arts, drawing and painting. Her figurative work often includes highly stylized self-portraits, and portraits of friends conveyed in her own perceptive style. Johnson's work has been featured in exhibitions throughout Massachusetts at Barneys NY, the Mall at Chestnut Hill, and The Gateway Gallery.

<https://www.gatewayarts.org/>



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National Association of State Directors of Developmental
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