



National Core Indicators®  
Intellectual and Developmental Disabilities

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Formerly titled *Staff Stability Survey Report*

2021  NATIONAL CORE INDICATORS  
PEOPLE DRIVEN DATA

# *State of the Workforce Survey Report*

## Introduction

### Collecting Comprehensive Data on DSP Workforce and Provider Agencies

Each year National Core Indicators® Intellectual and Developmental Disabilities (NCI®-IDD) — 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 State of the Workforce Survey (formerly called the Staff Stability Survey). The NCI-IDD State of the Workforce Survey collects comprehensive data on provider agencies and the Direct Support Professional (DSP) workforce providing direct supports to adults (age 18 and over) with intellectual and developmental disabilities (IDD).

The goal of the survey 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-IDD average.

States across the country have used NCI-IDD State of the Workforce 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 drivers of workforce challenges. Advocates and researchers are analyzing the data to inform research into the workforce crisis and determine strategies to address the issues.

The release of the 2021 State of the Workforce Survey data from 29 states and the District of Columbia marks a new opportunity for state developmental disability agencies, advocates, and researchers to work together to determine the best strategies to address the DSP workforce crisis. Moreover, data from the COVID-19 survey supplement can allow states to examine gaps and strengths in

emergency responses and gain a better understanding of how providers experienced the pandemic. A total of 29 states including the District of Columbia administered the 2021 NCI-IDD State of the Workforce Survey. All told, 3,838 provider agencies are included in this report.

**IMPORTANT NOTE:** While the data in this report reflect the time period of January to December 2021, data collection occurred from January to September 2022: during the COVID-19 pandemic. Our sincere appreciation is extended to the state NCI-IDD coordinators and the staff in each provider agency who worked diligently to report the data.

*Special thanks to Nilufer Isvan and Stephanie Shaire for their extensive review of this report.*

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# Executive Summary

A total of 29 states including the District of Columbia participated in the **2021 NCI-IDD State of the Workforce Survey**:

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

All told, the responses from **3,838 provider agencies** are included in this report.

The data presented in this report refer to the period between Jan. 1, 2021 and Dec. 31, 2021. 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-IDD Average Results.

## Demographics of DSPs

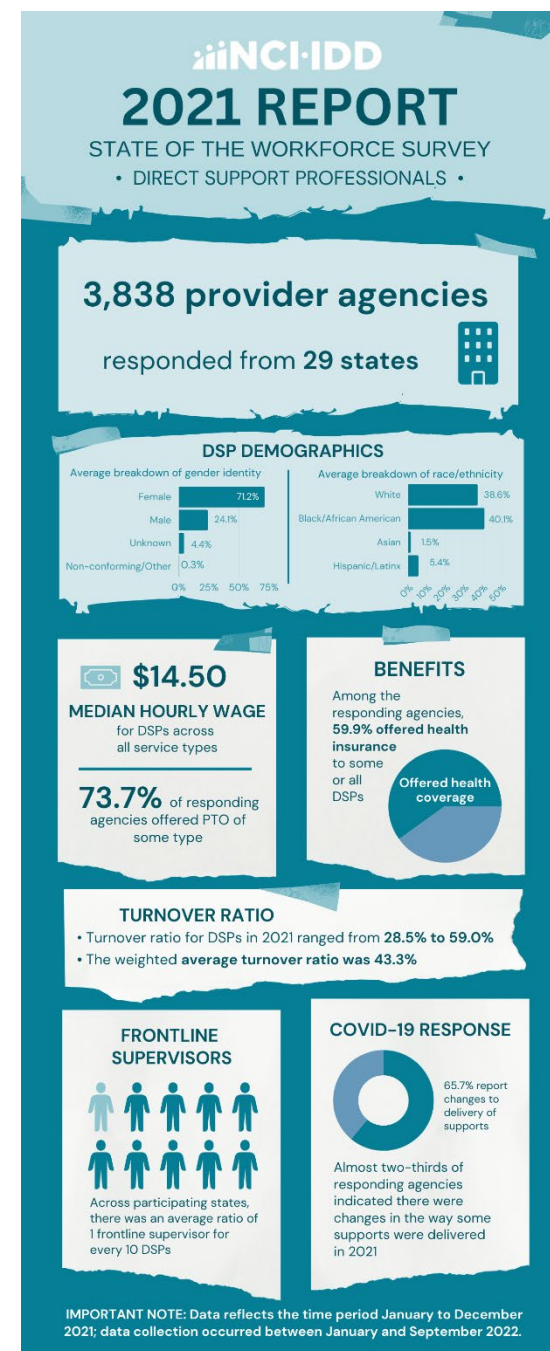
Across participating states, agencies reported the following average racial/ethnic breakdown of their DSP workforce:

- 40.1% Black or African American
- 38.6% White
- 5.4% Hispanic/Latinx
- 1.5% Asian

It's important to note, however, that the racial and ethnic makeup of the DSP population varies significantly by state.

Across participating states, agencies reported the following average breakdown of gender identity of their DSP workforce. This also varies significantly by state.

- 71.2% Female
- 24.1% Male
- 4.4% Don't know gender identity
- 0.3% Non-conforming/other



## Tenure (Length of Employment) of DSPs

Of the DSPs employed by respondents as of Dec. 31, 2021, one third (33.4%) had only been employed there for a year or less. And of the DSPs who left employment at responding agencies in 2021, more than one half (56.1%) had been employed there for less than one year.

Of the DSPs employed by respondents as of Dec. 31, 2021:

- 18.0% had been employed for less than 6 months
- 15.4% had been employed between 6 and 12 months
- 15.5% had been employed between 12 and 24 months
- 11.7% had been employed between 24 and 36 months
- 39.4% had been employed 36 months or more

Of the DSPs who left (separated from) employment between Jan. 1, 2021 and Dec. 31, 2021:

- 35.1% had been employed for less than 6 months
- 21.0% had been employed between 6 and 12 months
- 16.7% had been employed between 12 and 24 months
- 9.3% had been employed between 24 and 36 months
- 18.0% had been employed 36 months or more

While 13.1% of responding agencies reported a decrease in ten percent or more in the number of adults with IDD enrolled or approved for services between Jan. 1, 2021, and Dec. 31, 2021, **26.0% reported that the number of DSPs on payroll had decreased more than ten percent.**

## Turnover

Across states, the turnover ratio<sup>1</sup> for DSPs in 2021 ranged from 28.5% to 87.5%; the weighted average **turnover ratio was 43.3%.**

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<sup>1</sup> Note: In previous years, the "Turnover Ratio" was called the "Turnover Rate." The turnover ratio in this report is a point-in-time indicator. The denominator (total number of employed DSPs at each agency) is taken from a specific point in time: Dec. 31, 2021. The calculation of this indicator is unchanged from previous years' reports where it was labeled as *Turnover Rate*.

## Vacancy Rates

Among responding provider agencies who distinguish between full-time and part-time DSP positions (75.3%), vacancy rates<sup>2</sup> for full-time positions ranged from 8.9% to 28.6% with an NCI-IDD Average of 16.5%. Vacancy rates for part-time positions ranged from 11.3% to 30.2% with an NCI-IDD Average of 20.3%.

## Services and Wages

Of the responding agencies:

- **69.4% provided residential supports** — such as community-based group homes, supported living services, or ICF/ID homes.
- **55.7% provided in-home supports** — such as homemaker/personal care services, in-home habilitation, and in-home respite.
- **65.4% provided non-residential supports** — such as day supports, community support programs, community-based employment supports, facility-based employment supports, or out-of-home habilitation.

Across all service types, responding agencies paid a **median hourly wage of \$14.50.**

## Benefits

A large majority, 73.7%, 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.

- 31.4% of responding providers offered pooled paid time off to some or all DSPs.

Starting this year, this is labeled *Turnover Ratio* to better distinguish it from calculations that use different denominators.

<sup>2</sup> These are point-in-time vacancy rates, not averages across the year.

Of those not using the pooled method:

- 70.8% offered paid sick time to some or all DSPs.
- 75.5% offered paid vacation time to some or all DSPs.
- 41.5% offered paid personal time to some or all DSPs.

Among the responding agencies, 59.9% offered health insurance to some or all DSPs; 57.1% offered dental coverage to some or all DSPs; and 52.4% offered vision coverage to some or all DSPs.

## Recruitment and Retention

Slightly more than three-quarters (83.4%) of respondents reported offering a realistic job preview to candidates, and 53.1% reported offering a pay incentive or referral bonus program.

## Frontline Supervisors

Across participating states, there was an average ratio of 10 DSPs to 1 frontline supervisor.

## COVID-19

For the 2021 administration of the State of the Workforce Survey, NCI-IDD added supplemental questions to examine the provider and DSP experience during the COVID-19 pandemic. Data from the COVID-19 survey supplement allows states to examine gaps and strengths in emergency responses and gain a better understanding of how providers and DSPs experienced the pandemic.

Around five percent (5.2%) of responding providers put DSPs on furlough during the calendar year 2021. This percentage varied by state, with 0.0% of providers in one state reporting that they

furloughed DSPs, and 9.3% of providers in another state reported having had to furlough DSPs.

Across states that included the COVID-19 Supplement, 24.0% of agencies reported having discontinued programs or service offerings in 2021. Around eight percent (8.5%) reported permanently closing locations or sites in 2021. Almost two-thirds (65.7%) reported having made changes in how some supports were delivered in 2021.

Changes in health and safety protocols implemented in 2021 included:

- Had in place a pandemic-related visitor policy or protocol (88.4%)
- Required DSPs to wear masks and/or other PPE (94.3%)
- Required regular COVID-19 testing for some or all DSPs (44.9%)
- Required COVID-19 vaccination for some or all DSPs (39.0%)

Across states that included the COVID-19 Supplement, 19.8% reported that DSPs separated or left employment at the agency because of vaccine and/or testing requirements.

Roughly one half (51.3%) of responding agencies reported that the agency gave bonuses to some or all DSPs supporting adults with IDD in 2021 for the purposes of retaining DSPs during the pandemic. One-fifth (20.0%) reported having given temporary hourly wage increases to some or all DSPs supporting adults with IDD in 2021.

The majority (89.8%) of responding agencies reported having a consistent adequate supply of PPE (personal protective equipment, specifically masks and gloves) for DSPs and people receiving services in 2021.

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## Full Results of the 2021 Survey

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

### How is the survey administered?

NCI-IDD member states that choose to participate in the State of the Workforce Survey provide a list of all provider agencies in the state that provide direct support to adults (18 and over) with IDD. This list includes the name of the agency and email contact at the agency.

This list is uploaded to an online portal — the State of the Workforce Portal. Using the portal, the state can email a survey invitation with a unique link so that each agency can access the survey online. The state manages the survey response and corrects inaccurate contact information. The 2021 survey opened in early 2022 and closed in late summer 2022.

### 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 adults with IDD and help them live fulfilling lives, make choices, and live and work in the community. DSPs are also commonly known as Direct Support Workers (DSWs).

More specifically, DSPs include:

- All people whose primary job responsibility is to provide support, help with skills development, guidance, or personal assistance at any location or during any activity (i.e., at home, at leisure activities, at work, during recreational activities, etc.) to adults with IDD.
- All full-time and part-time DSPs.
- All paid staff members who spend at least 50% of their hours doing direct service tasks. They may do some supervisory tasks, but their primary job responsibility is direct support work, and more than half of their working hours are spent providing direct support.

For example, the DSP workforce includes the following job titles and those in similar roles (*this list is NOT exhaustive*):

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

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

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

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



## Notes about the survey results

- When comparing results from year to year, please keep in mind that the **survey questions may have changed**.
- **Weighting** affects the NCI-IDD 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-IDD averages across years for two reasons: 1) participating states vary from one year to the next; and 2) states’ response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. Our methodology includes calculations to minimize the weighting fluctuations possible from year to year based on size of the state’s sample and margin of error.

## COVID-19 Supplement

Into 2021, the COVID-19 pandemic continued to have a significant impact on the DSP workforce and providers nationwide. States could choose to include an optional COVID-19 Supplement to their 2021 State of the Workforce Survey administration to determine how provider agencies and DSPs were continuing to be impacted in 2021. Note: Not all states that participated in the 2021 State of the Workforce Survey included the COVID-19 Supplement.

## 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 3,838 surveys were included in this report. However, not every respondent answered every question, so we provide a 'Number of Responses' (N) figure for each state on each question.

If no questions were answered, surveys were considered invalid; however, they were still included in the denominator when calculating the response rate.

Surveys were deleted from the dataset, considered ineligible for analysis, and excluded from the denominator when calculating the response rate if:

- The provider agency reported that it did not provide any of the targeted service types.
- The provider agency reported that it did not employ DSPs.
- The provider agency had not been in operation for six continuous months in 2021.
- 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 <sup>3</sup>	Response rate	Margin of error <sup>4,5,6</sup>
<b>ALABAMA</b>	99	182	54.4%	6.67%
<b>ALASKA</b>	111	153	72.5%	4.89%
<b>ARIZONA</b>	170	291	58.4%	4.86%
<b>COLORADO</b>	127	321	39.6%	6.77%
<b>CONNECTICUT</b>	54	132	40.9%	10.29%
<b>DC</b>	72	94	76.6%	5.62%
<b>DELAWARE</b>	33	35	94.3%	4.14%
<b>FLORIDA</b>	377	2337	16.1%	4.62%
<b>GEORGIA</b>	165	360	45.8%	5.62%
<b>ILLINOIS</b>	132	287	46.0%	6.28%
<b>INDIANA</b>	94	119	79.0%	4.65%
<b>KENTUCKY</b>	143	156	91.7%	2.37%
<b>LOUISIANA</b>	126	471	26.8%	7.48%

<sup>3</sup> 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).

<sup>4</sup> Margin of error for sample based on valid responses and "total population"

<sup>5</sup> Assuming 50% response distribution

<sup>6</sup> Calculated using <http://www.raosoft.com/samplesize.html>

<b>MARYLAND</b>	182	214	85.0%	2.82%
<b>MASSACHUSETTS</b>	87	181	48.1%	7.59%
<b>MISSOURI</b>	242	415	58.3%	4.07%
<b>NEBRASKA</b>	59	62	95.2%	2.83%
<b>NEW JERSEY</b>	193	524	36.8%	5.61%
<b>NEW YORK</b>	204	330	61.8%	4.25%
<b>NORTH CAROLINA</b>	172	356	48.3%	5.38%
<b>NORTH DAKOTA</b>	26	32	81.3%	8.46%
<b>OREGON</b>	277	410	67.6%	3.36%
<b>PENNSYLVANIA</b>	217	866	25.1%	5.76%
<b>SOUTH CAROLINA</b>	52	56	92.9%	3.66%
<b>SOUTH DAKOTA</b>	20	20	100.0%	0.00%
<b>TENNESSEE</b>	89	143	62.2%	6.41%
<b>UTAH</b>	76	129	58.9%	7.23%
<b>WISCONSIN</b>	204	933	21.9%	6.07%
<b>WYOMING</b>	35	56	62.5%	10.24%
<b>Total</b>	3838	9665	Overall response rate: 39.7%	



## Weights

### *Using Weights to Calculate Overall NCI-IDD Results*

The 2021 NCI-IDD State of the Workforce data shows cross-state data weighted by each state's margin of error.

#### *What does this mean?*

- The data from states with lower margins of error contribute more weight to the NCI-IDD-wide results (for example, the Average, or Median). States with higher margins of error have less effect on the overall NCI-IDD-wide results.

#### *Why do this?*

- States vary in terms of the proportion of providers that submit complete survey responses. This variability affects how confident we can be that the results of the survey are representative of the state. The state's margin of error reflects this.
- The margin of error calculation comes from the number of valid responses and the total number of agencies in the state eligible for the survey, regardless of whether they received and/or completed the survey. The higher the

margin of error, the less confident we can be that the results are representative of the entire state. We calculated the margin of error using a 95% confidence level.

- In calculating the NCI-IDD-wide results, this approach has been demonstrated to account for the difference among states in how well their sample represents their entire population of provider agencies.
- **This weight does not affect state-specific results.**

**Unless otherwise noted, all NCI-IDD Averages, Medians, and Standard Deviations in this report are weighted.**

### **Cross-Year Comparisons**

Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next, and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. Our methodology includes calculations to minimize the weighting fluctuations possible from year to year based on size of the state's sample and margin of error.

## Characteristics of Responding Agencies

The majority of responding provider agencies provide direct support exclusively to adults with intellectual and developmental disabilities (**67.1%**).

As shown in Table 2, among those agencies that also provide supports to other populations, slightly more than half were able to report out separately on DSPs who worked with adults with IDD (**60.3%**).

- 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.

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

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

	Yes	No	N
ALABAMA	78.8%	21.2%	99
ALASKA	62.2%	37.8%	111
ARIZONA	54.7%	45.3%	170
COLORADO	65.1%	34.9%	126
CONNECTICUT	74.1%	25.9%	54
DC	97.2%	2.8%	71
DELAWARE	75.8%	24.2%	33
FLORIDA	88.6%	11.4%	376
GEORGIA	76.4%	23.6%	165
ILLINOIS	73.5%	26.5%	132
INDIANA	45.7%	54.3%	94
KENTUCKY	64.3%	35.7%	143
LOUISIANA	45.6%	54.4%	125
MARYLAND	77.5%	22.5%	182
MASSACHUSETTS	46.0%	54.0%	87
MISSOURI	65.7%	34.3%	242
NEBRASKA	59.3%	40.7%	59
NEW JERSEY	69.3%	30.7%	192
NEW YORK	30.9%	69.1%	204
NORTH CAROLINA	57.6%	42.4%	172
NORTH DAKOTA	32.0%	68.0%	25
OREGON	85.6%	14.4%	277
PENNSYLVANIA	63.6%	36.4%	217
SOUTH CAROLINA	75.0%	25.0%	52
SOUTH DAKOTA	65.0%	35.0%	20
TENNESSEE	73.0%	27.0%	89
UTAH	65.8%	34.2%	76
WISCONSIN	38.7%	61.3%	204
WYOMING	74.3%	25.7%	35
NCI-IDD Avg.	67.1%	32.9%	Total: 3832

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

Table 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?*

	<b>Yes</b>	<b>No</b>	<b>N</b>
<b>ALABAMA</b>	81.0%	19.0%	21
<b>ALASKA</b>	45.2%	54.8%	42
<b>ARIZONA</b>	42.3%	57.7%	78
<b>COLORADO</b>	66.7%	33.3%	42
<b>CONNECTICUT</b>	75.0%	25.0%	12
<b>DC<sup>7</sup></b>			
<b>DELAWARE</b>	50.0%	50.0%	8
<b>FLORIDA</b>	56.8%	43.2%	44
<b>GEORGIA</b>	75.0%	25.0%	40
<b>ILLINOIS</b>	77.1%	22.9%	35
<b>INDIANA</b>	53.1%	46.9%	49
<b>KENTUCKY</b>	54.9%	45.1%	51
<b>LOUISIANA</b>	58.6%	41.4%	70
<b>MARYLAND</b>	72.5%	27.5%	40
<b>MASSACHUSETTS</b>	72.3%	27.7%	47
<b>MISSOURI</b>	61.9%	38.1%	84
<b>NEBRASKA</b>	50.0%	50.0%	24
<b>NEW JERSEY</b>	82.5%	17.5%	57
<b>NEW YORK</b>	64.5%	35.5%	141
<b>NORTH CAROLINA</b>	67.6%	32.4%	71
<b>NORTH DAKOTA</b>	35.3%	64.7%	17
<b>OREGON</b>	62.5%	37.5%	40
<b>PENNSYLVANIA</b>	62.5%	37.5%	80
<b>SOUTH CAROLINA</b>	69.2%	30.8%	13
<b>SOUTH DAKOTA</b>	85.7%	14.3%	7
<b>TENNESSEE</b>	52.0%	48.0%	25
<b>UTAH</b>	50.0%	50.0%	26
<b>WISCONSIN</b>	36.5%	63.5%	126
<b>WYOMING</b>	62.5%	37.5%	8
<b>NCI-IDD Avg.</b>	60.3%	39.7%	Total: 1301

<sup>7</sup> States with Ns of three or fewer have been suppressed. They are included in the NCI-IDD Avg. and Total N.

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## Numbers of DSPs on payroll between Jan. 1, 2021 and Dec. 31, 2021

Table 3. How many DSPs providing support for adults with IDD were on your payroll as of Jan. 1, 2021?

	0-20 DSPs	21-40 DSPs	41-60 DSPs	61+ DSPs	Mean # of DSPs	Std. deviation	Median # of DSPs	N
ALABAMA	44.4%	18.2%	12.1%	25.3%	49.22	63.071	25.00	99
ALASKA	78.9%	6.4%	4.6%	10.1%	27.47	77.501	5.00	109
ARIZONA	36.3%	16.7%	8.9%	38.1%	120.81	338.700	37.50	168
COLORADO	67.2%	15.2%	4.8%	12.8%	25.03	41.709	7.00	125
CONNECTICUT	16.7%	16.7%	18.5%	48.1%	94.37	121.635	58.00	54
DC	50.0%	13.9%	11.1%	25.0%	56.62	82.930	20.50	72
DELAWARE	33.3%	9.1%	12.1%	45.5%	91.64	107.122	56.00	33
FLORIDA	81.0%	11.5%	3.2%	4.3%	18.91	79.480	6.00	374
GEORGIA	58.3%	14.7%	8.6%	18.4%	35.34	51.074	16.00	163
ILLINOIS	32.6%	16.7%	12.1%	38.6%	77.73	105.156	43.50	132
INDIANA	25.5%	10.6%	12.8%	51.1%	149.57	299.342	61.50	94
KENTUCKY	54.9%	23.9%	13.4%	7.7%	25.17	26.161	18.00	142
LOUISIANA	38.9%	17.5%	11.1%	32.5%	59.72	96.098	30.00	126
MARYLAND	27.9%	15.1%	9.5%	47.5%	83.44	95.567	57.00	179
MASSACHUSETTS	24.4%	17.4%	4.7%	53.5%	130.23	140.757	73.50	86
MISSOURI	47.9%	17.1%	11.2%	23.7%	71.75	230.869	22.00	240
NEBRASKA	55.9%	11.9%	8.5%	23.7%	66.03	118.976	17.00	59
NEW JERSEY	43.5%	11.4%	5.2%	39.9%	88.56	155.456	30.00	193
NEW YORK	12.9%	10.9%	6.5%	69.7%	247.51	323.038	149.00	201
NORTH CAROLINA	45.6%	22.2%	8.2%	24.0%	101.94	305.165	22.00	171
NORTH DAKOTA	23.1%	3.8%	3.8%	69.2%	155.38	134.325	151.00	26
OREGON	69.5%	6.9%	6.9%	16.7%	36.43	82.686	8.00	275
PENNSYLVANIA	40.7%	13.9%	8.3%	37.0%	95.58	157.873	32.00	216
SOUTH CAROLINA	11.5%	7.7%	11.5%	69.2%	123.58	101.961	93.50	52
SOUTH DAKOTA	5.0%	15.0%	25.0%	55.0%	97.80	81.325	77.00	20
TENNESSEE	14.0%	15.1%	9.3%	61.6%	117.41	130.199	78.50	86
UTAH	65.8%	10.5%	11.8%	11.8%	60.86	210.274	12.50	76
WISCONSIN	56.9%	15.8%	9.9%	17.3%	46.61	94.768	15.00	202
WYOMING	45.7%	25.7%	11.4%	17.1%	34.09	34.210	23.00	35
NCI-IDD Avg.	47.1%	14.1%	9.1%	29.7%	75.78	174.880	23.00	Total: 3808

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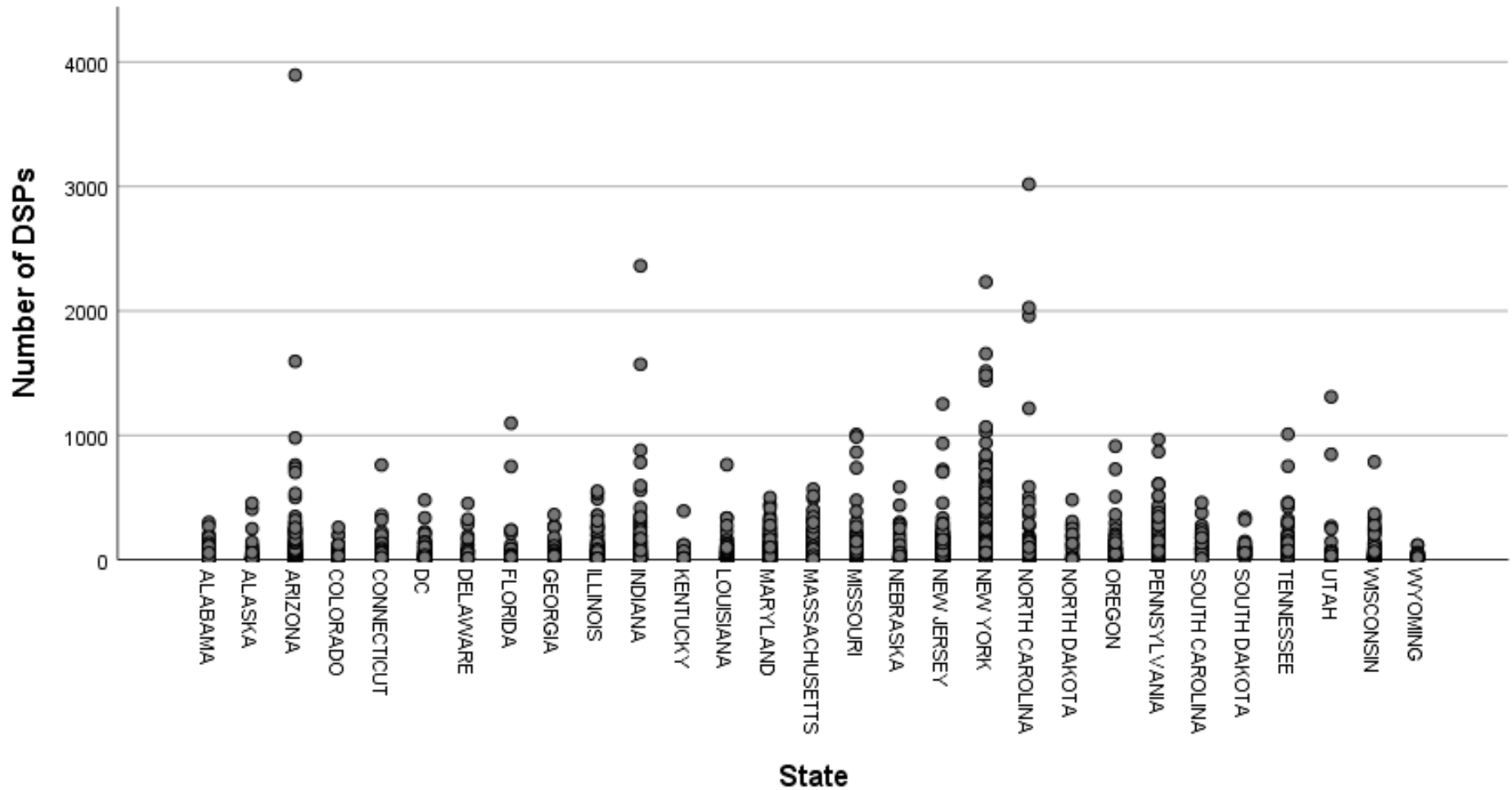
Table 4. How many DSPs providing support for adults with IDD were on your payroll as of Dec. 31, 2021?

	1-20 DSPs	21-40 DSPs	41-60 DSPs	61+ DSPs	Mean # of DSPs	Std. deviation	Median # of DSPs	N
<b>ALABAMA</b>	45.5%	21.2%	12.1%	21.2%	44.41	54.893	24.00	99
<b>ALASKA</b>	78.4%	9.0%	3.6%	9.0%	24.51	64.315	5.00	111
<b>ARIZONA</b>	31.8%	22.4%	8.8%	37.1%	120.53	343.195	36.50	170
<b>COLORADO</b>	66.9%	16.5%	6.3%	10.2%	24.68	40.097	9.00	127
<b>CONNECTICUT</b>	16.7%	18.5%	14.8%	50.0%	91.22	118.065	58.00	54
<b>DC</b>	50.0%	15.3%	5.6%	29.2%	56.71	81.146	23.50	72
<b>DELAWARE</b>	27.3%	6.1%	18.2%	48.5%	93.85	106.364	59.00	33
<b>FLORIDA</b>	84.4%	8.5%	4.2%	2.9%	17.79	71.677	6.00	377
<b>GEORGIA</b>	57.0%	17.0%	10.9%	15.2%	34.36	51.961	16.00	165
<b>ILLINOIS</b>	31.1%	18.2%	11.4%	39.4%	75.79	101.367	41.00	132
<b>INDIANA</b>	22.3%	12.8%	12.8%	52.1%	158.87	313.933	67.00	94
<b>KENTUCKY</b>	55.9%	28.7%	9.1%	6.3%	25.92	37.901	19.00	143
<b>LOUISIANA</b>	37.3%	15.9%	16.7%	30.2%	57.00	85.984	37.00	126
<b>MARYLAND</b>	26.9%	17.6%	9.3%	46.2%	83.26	94.741	51.50	182
<b>MASSACHUSETTS</b>	25.3%	14.9%	3.4%	56.3%	125.53	131.376	78.00	87
<b>MISSOURI</b>	44.2%	21.9%	10.7%	23.1%	59.46	125.603	24.00	242
<b>NEBRASKA</b>	45.8%	23.7%	8.5%	22.0%	66.81	112.436	24.00	59
<b>NEW JERSEY</b>	41.5%	13.0%	3.1%	42.5%	87.73	146.670	32.00	193
<b>NEW YORK</b>	14.2%	9.8%	9.3%	66.7%	243.93	318.127	131.50	204
<b>NORTH CAROLINA</b>	43.6%	24.4%	8.1%	23.8%	100.97	329.067	23.50	172
<b>NORTH DAKOTA</b>	23.1%	3.8%	3.8%	69.2%	142.12	116.095	126.50	26
<b>OREGON</b>	68.6%	10.8%	4.3%	16.2%	37.02	87.158	10.00	277
<b>PENNSYLVANIA</b>	41.0%	13.8%	10.1%	35.0%	90.01	141.227	33.00	217
<b>SOUTH CAROLINA</b>	11.5%	3.8%	13.5%	71.2%	117.25	90.121	93.00	52
<b>SOUTH DAKOTA</b>	5.0%	15.0%	15.0%	65.0%	100.00	83.921	84.00	20
<b>TENNESSEE</b>	16.9%	13.5%	7.9%	61.8%	119.31	151.844	77.00	89
<b>UTAH</b>	65.8%	13.2%	9.2%	11.8%	54.45	178.159	12.50	76
<b>WISCONSIN</b>	56.9%	14.7%	10.8%	17.6%	45.40	85.355	15.50	204
<b>WYOMING</b>	40.0%	37.1%	14.3%	8.6%	30.51	27.478	25.00	35
<b>NCI-IDD Avg.</b>	46.3%	15.9%	8.6%	29.2%	74.10	167.310	24.00	Total: 3838

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**Figure 1. Spread of agency size on Dec. 31, 2021 (based on number of DSPs). Each circle represents one responding agency.**

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



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## Changes in numbers of DSPs on payroll between Jan. 1, 2021 and Dec. 31, 2021

Table 5. Percentage of agencies that reported changes over 10% in number of DSPs on payroll from Jan. 1, 2021 to Dec. 31, 2021

	Number of DSPs increased more than 10% from Jan to Dec 2021	Number of DSPs stayed within + or - 10% of same from Jan to Dec 2021	Number of DSPs decreased more than 10% from Jan to Dec 2021	N
ALABAMA	10.1%	51.5%	38.4%	99
ALASKA	15.6%	61.5%	22.9%	109
ARIZONA	28.0%	47.6%	24.4%	168
COLORADO	32.8%	42.4%	24.8%	125
CONNECTICUT	22.2%	63.0%	14.8%	54
DC	29.2%	58.3%	12.5%	72
DELAWARE	39.4%	45.5%	15.2%	33
FLORIDA	17.6%	57.2%	25.1%	374
GEORGIA	17.8%	47.9%	34.4%	163
ILLINOIS	17.4%	49.2%	33.3%	132
INDIANA	35.1%	50.0%	14.9%	94
KENTUCKY	25.4%	43.7%	31.0%	142
LOUISIANA	20.6%	46.8%	32.5%	126
MARYLAND	32.4%	44.7%	22.9%	179
MASSACHUSETTS	29.1%	43.0%	27.9%	86
MISSOURI	25.0%	48.8%	26.2%	240
NEBRASKA	45.8%	32.2%	22.0%	59
NEW JERSEY	26.9%	55.4%	17.6%	193
NEW YORK	18.9%	52.2%	28.9%	201
NORTH CAROLINA	21.6%	52.6%	25.7%	171
NORTH DAKOTA	11.5%	61.5%	26.9%	26
OREGON	37.1%	41.5%	21.5%	275
PENNSYLVANIA	23.6%	47.7%	28.7%	216
SOUTH CAROLINA	21.2%	42.3%	36.5%	52
SOUTH DAKOTA	20.0%	60.0%	20.0%	20
TENNESSEE	14.0%	54.7%	31.4%	86
UTAH	30.3%	35.5%	34.2%	76
WISCONSIN	22.8%	44.6%	32.7%	202
WYOMING	14.3%	45.7%	40.0%	35
NCI-IDD Avg.	25.3%	48.7%	26.0%	3808

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*Changes of numbers of adults with IDD enrolled in or approved for services between Jan. 1, 2021 and Dec. 31, 2021*

Table 6. How many adults with IDD were enrolled in or approved for<sup>8</sup> residential, in-home, and/or non-residential services from your agency on Jan. 1, 2021? (Percentage of responding agencies with adults enrolled in or approved for residential, in-home and/or non-residential services<sup>9</sup>...)

	0 adults	1-10 adults	11-20 adults	21-50 adults	51-99 adults	100-499 adults	500-999 adults	1000+ adults	Mean # of adults w/ IDD <sup>10</sup>	Std. deviation	Median # of adults w/ IDD <sup>7</sup>	N
ALABAMA	5.1%	35.7%	16.3%	15.3%	18.4%	8.2%	1.0%	0.0%	45.55	86.515	14.50	98
ALASKA	6.4%	63.3%	10.1%	11.0%	3.7%	4.6%	0.9%	0.0%	20.62	62.230	5.00	109
ARIZONA	1.8%	25.7%	15.6%	24.0%	12.6%	18.6%	1.2%	0.6%	73.31	146.051	27.00	167
COLORADO	1.6%	25.0%	11.3%	24.2%	18.5%	17.7%	1.6%	0.0%	71.79	111.296	32.00	124
CONNECTICUT	2.0%	7.8%	15.7%	27.5%	19.6%	27.5%	0.0%	0.0%	76.84	78.493	46.00	51
DC	4.3%	44.3%	17.1%	22.9%	10.0%	1.4%	0.0%	0.0%	21.73	24.687	11.00	70
DELAWARE	6.7%	16.7%	6.7%	30.0%	13.3%	26.7%	0.0%	0.0%	87.50	118.820	39.00	30
FLORIDA	4.7%	55.5%	14.6%	14.8%	6.3%	3.6%	0.5%	0.0%	25.04	73.593	7.00	364
GEORGIA	1.9%	29.2%	14.3%	23.6%	13.7%	17.4%	0.0%	0.0%	52.20	68.203	25.00	161
ILLINOIS	2.5%	13.1%	9.8%	20.5%	18.9%	30.3%	4.1%	0.8%	121.56	184.590	57.50	122
INDIANA	3.4%	12.6%	6.9%	18.4%	19.5%	29.9%	4.6%	4.6%	178.28	306.944	78.00	87
KENTUCKY	1.4%	16.5%	20.1%	39.6%	13.7%	8.6%	0.0%	0.0%	41.12	51.814	28.00	139
LOUISIANA	4.9%	28.7%	22.1%	22.1%	12.3%	9.0%	0.8%	0.0%	42.33	75.032	20.00	122
MARYLAND	4.6%	20.7%	8.0%	20.1%	20.1%	24.1%	1.1%	1.1%	93.43	152.407	45.00	174
MASSACHUSETTS	1.3%	8.8%	6.3%	12.5%	15.0%	50.0%	5.0%	1.3%	165.85	172.559	120.00	80
MISSOURI	3.0%	30.9%	19.6%	21.7%	13.5%	9.6%	0.9%	0.9%	56.14	153.349	18.50	230
NEBRASKA	10.3%	32.8%	6.9%	22.4%	5.2%	17.2%	5.2%	0.0%	78.95	147.358	23.00	58
NEW JERSEY	7.5%	16.6%	15.0%	17.6%	15.0%	26.7%	0.0%	1.6%	93.76	181.604	32.00	187
NEW YORK	2.6%	5.3%	3.2%	11.6%	13.2%	42.3%	11.1%	10.6%	362.66	623.688	168.00	189
NORTH CAROLINA	1.2%	25.1%	17.4%	25.1%	15.0%	10.8%	2.4%	3.0%	113.55	332.154	30.00	167
NORTH DAKOTA	0.0%	15.4%	0.0%	15.4%	19.2%	46.2%	0.0%	3.8%	156.42	257.670	97.00	26
OREGON	9.8%	48.1%	10.9%	17.7%	6.8%	6.8%	0.0%	0.0%	28.18	55.634	7.00	266
PENNSYLVANIA	2.4%	24.9%	16.6%	20.0%	11.7%	21.0%	2.9%	0.5%	86.34	150.869	28.00	205
SOUTH CAROLINA	2.1%	4.2%	4.2%	10.4%	29.2%	37.5%	10.4%	2.1%	193.48	318.873	96.00	48
SOUTH DAKOTA	0.0%	0.0%	5.0%	10.0%	35.0%	45.0%	5.0%	0.0%	135.85	123.228	101.00	20
TENNESSEE	4.8%	14.5%	10.8%	25.3%	21.7%	22.9%	0.0%	0.0%	76.05	104.400	40.00	83
UTAH	6.6%	30.3%	14.5%	18.4%	21.1%	6.6%	2.6%	0.0%	58.18	132.269	17.50	76
WISCONSIN	4.7%	47.2%	12.4%	15.0%	8.3%	11.4%	0.5%	0.5%	46.10	118.312	10.00	193
WYOMING	2.9%	20.0%	20.0%	42.9%	11.4%	2.9%	0.0%	0.0%	29.29	25.528	24.00	35
NCI-IDD Avg.	4.2%	28.8%	12.8%	20.1%	13.7%	17.3%	2.0%	1.2%	85.01	218.301	25.00	Total: 3681

<sup>8</sup> This wording aims to capture people who were enrolled or approved for services but who may not have been receiving services due to COVID-19 protocols.

<sup>9</sup> Table includes 151 agencies that reported serving 0 adults with IDD on Jan. 1, 2021, but excludes one outlier agency reporting 12,000 people served on that date.

<sup>10</sup> Enrolled in or approved for residential, in-home, and/or non-residential services.

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Table 7. How many adults with IDD were enrolled in or approved for<sup>11</sup> residential, in-home, and/or non-residential services from your agency on Dec. 31, 2021? (Percentage of responding agencies with adults enrolled in or approved for residential, in-home and/or non-residential services<sup>12...</sup>)

	0 adults	1-10 adults	11-20 adults	21-50 adults	51-99 adults	100-499 adults	500-999 adults	1000+ adults	Mean # of adults w/IDD <sup>13</sup>	Std. deviation	Median # of adults w/IDD <sup>8</sup>	N
ALABAMA	4.1%	35.1%	16.5%	19.6%	17.5%	6.2%	1.0%	0.0%	44.62	79.488	17.00	97
ALASKA	7.5%	61.3%	9.4%	12.3%	3.8%	4.7%	0.9%	0.0%	20.16	58.068	4.50	106
ARIZONA	1.2%	24.0%	14.4%	25.7%	15.6%	17.4%	1.2%	0.6%	78.27	171.478	30.00	167
COLORADO	0.8%	23.0%	10.7%	27.0%	18.9%	18.0%	1.6%	0.0%	73.74	108.301	38.00	122
CONNECTICUT	0.0%	11.5%	15.4%	25.0%	23.1%	25.0%	0.0%	0.0%	75.21	77.013	46.50	52
DC	4.3%	38.6%	18.6%	27.1%	10.0%	1.4%	0.0%	0.0%	22.60	24.235	16.00	70
DELAWARE	3.7%	18.5%	7.4%	29.6%	14.8%	25.9%	0.0%	0.0%	85.11	117.714	40.00	27
FLORIDA	4.5%	56.6%	14.6%	15.4%	4.5%	3.6%	0.8%	0.0%	24.52	73.198	7.00	357
GEORGIA	1.3%	30.0%	11.2%	25.6%	16.2%	15.6%	0.0%	0.0%	52.80	68.893	26.00	160
ILLINOIS	3.3%	9.9%	13.2%	15.7%	21.5%	30.6%	5.0%	0.8%	129.53	195.982	64.00	121
INDIANA	2.3%	10.3%	6.9%	19.5%	23.0%	28.7%	4.6%	4.6%	187.33	320.556	76.00	87
KENTUCKY	3.6%	15.9%	18.1%	37.0%	15.2%	10.1%	0.0%	0.0%	43.52	55.983	28.00	138
LOUISIANA	5.0%	31.7%	21.7%	20.8%	11.7%	8.3%	0.8%	0.0%	40.81	72.039	18.00	120
MARYLAND	1.7%	22.7%	9.7%	19.3%	21.0%	23.3%	1.1%	1.1%	92.41	149.523	44.00	176
MASSACHUSETTS	2.5%	6.3%	10.0%	8.8%	18.8%	47.5%	6.3%	0.0%	169.03	170.223	126.50	80
MISSOURI	2.2%	32.2%	18.7%	22.2%	13.0%	10.0%	0.9%	0.9%	57.67	157.873	19.00	230
NEBRASKA	3.4%	25.9%	15.5%	22.4%	12.1%	15.5%	5.2%	0.0%	86.14	154.081	29.50	58
NEW JERSEY	1.6%	18.5%	14.3%	22.2%	14.3%	27.5%	0.5%	1.1%	97.46	185.890	37.00	189
NEW YORK	2.7%	4.8%	3.2%	12.9%	11.3%	41.9%	15.1%	8.1%	365.22	675.938	177.00	186
NORTH CAROLINA	1.2%	25.3%	16.9%	25.3%	15.1%	10.8%	2.4%	3.0%	123.52	382.058	29.00	166
NORTH DAKOTA	0.0%	11.5%	3.8%	15.4%	19.2%	46.2%	3.8%	0.0%	124.38	125.409	95.50	26
OREGON	3.4%	53.2%	10.2%	17.7%	8.3%	6.4%	0.8%	0.0%	31.29	70.671	8.00	265
PENNSYLVANIA	1.0%	25.7%	16.0%	18.9%	13.1%	21.8%	2.4%	1.0%	92.61	171.761	31.50	206
SOUTH CAROLINA	0.0%	4.2%	4.2%	10.4%	33.3%	35.4%	10.4%	2.1%	194.92	322.963	97.50	48
SOUTH DAKOTA	0.0%	0.0%	5.0%	5.0%	40.0%	45.0%	5.0%	0.0%	132.45	118.818	99.50	20
TENNESSEE	1.2%	14.8%	9.9%	27.2%	24.7%	21.0%	1.2%	0.0%	76.12	103.893	42.00	81
UTAH	2.6%	31.6%	14.5%	22.4%	15.8%	10.5%	2.6%	0.0%	61.22	134.567	22.00	76
WISCONSIN	2.1%	49.7%	10.9%	16.6%	7.8%	11.9%	0.5%	0.5%	47.65	114.789	10.00	193
WYOMING	0.0%	25.7%	14.3%	45.7%	11.4%	2.9%	0.0%	0.0%	29.40	26.062	23.00	35
NCI-IDD Avg.	2.6%	29.3%	12.7%	20.4%	14.5%	17.2%	2.4%	1.0%	87.09	231.491	27.00	Total: 3659

<sup>11</sup> This wording aims to capture people who were enrolled or approved for services but who may not have been receiving services due to COVID-19 protocols.

<sup>12</sup> Table includes 94 agencies that reported serving 0 adults with IDD on Dec 31, 2021, but excludes one outlier agency reporting 12,000 people served on that date.

<sup>13</sup> Only includes cases that reported a number of people served in January 2021 and December 2021.

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

Table 8. Percentage of agencies that reported changes of more than 10% in number of adults with IDD enrolled or approved for<sup>14</sup> services between Jan. 1, 2021 and Dec. 31, 2021<sup>15</sup>

	Number <sup>16</sup> increased by more than 10% from Jan to Dec 2021	Number stayed within 10% above or below between Jan to Dec 2021	Number decreased by more than 10% from Jan to Dec 2021	N
ALABAMA	9.3%	75.3%	15.5%	97
ALASKA	16.0%	67.0%	17.0%	106
ARIZONA	26.3%	64.1%	9.6%	167
COLORADO	29.5%	61.5%	9.0%	122
CONNECTICUT	27.5%	60.8%	11.8%	51
DC	18.6%	71.4%	10.0%	70
DELAWARE	25.9%	70.4%	3.7%	27
FLORIDA	16.1%	60.0%	23.9%	355
GEORGIA	20.6%	60.6%	18.7%	160
ILLINOIS	18.2%	77.7%	4.1%	121
INDIANA	27.6%	63.2%	9.2%	87
KENTUCKY	27.0%	51.8%	21.2%	137
LOUISIANA	12.5%	64.2%	23.3%	120
MARYLAND	21.3%	68.4%	10.3%	174
MASSACHUSETTS	15.0%	78.7%	6.3%	80
MISSOURI	19.7%	69.4%	10.9%	229
NEBRASKA	43.1%	44.8%	12.1%	58
NEW JERSEY	28.3%	64.2%	7.5%	187
NEW YORK	19.9%	71.0%	9.1%	186
NORTH CAROLINA	14.5%	71.1%	14.5%	166
NORTH DAKOTA	11.5%	73.1%	15.4%	26
OREGON	28.4%	60.5%	11.1%	261
PENNSYLVANIA	22.4%	63.9%	13.7%	205
SOUTH CAROLINA	16.7%	79.2%	4.2%	48
SOUTH DAKOTA	5.0%	95.0%	0.0%	20
TENNESSEE	11.2%	78.8%	10.0%	80
UTAH	30.3%	51.3%	18.4%	76
WISCONSIN	24.0%	60.4%	15.6%	192
WYOMING	17.1%	68.6%	14.3%	35
NCI-IDD Avg.	21.6%	65.4%	13.1%	Total: 3643

<sup>14</sup> This wording aims to capture people who were enrolled or approved for services but who may not have been receiving services due to COVID-19 protocols.

<sup>15</sup> Table includes 151 agencies that reported serving 0 adults with IDD on Jan. 1, 2021, and includes 94 agencies that reported serving 0 adults with IDD on Dec 31, 2021. Excludes one outlier agency reporting 12,000 people served on Jan. 1, 2021 and Dec. 31, 2021.

<sup>16</sup> Number of adults with IDD enrolled in or approved for services.

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## DSP Demographics

Table 9. Within all reporting agencies in the state, the average percent of DSPs on the payroll as of Dec. 31, 2021 identifying as each race/ethnicity

	American Indian or Alaska Native	Asian <sup>17</sup>	Black or African American	Pacific Islander <sup>18</sup>	White	Hispanic/Latinx <sup>19</sup>	More than one race/ethnicity	Other	Don't know	N
ALABAMA	0.2%	0.2%	69.2%	0.0%	21.8%	0.8%	0.4%	0.6%	7.4%	99
ALASKA	7.9%	7.5%	16.2%	7.2%	35.7%	6.2%	2.4%	0.9%	15.5%	106
ARIZONA	4.2%	1.7%	20.1%	0.3%	24.1%	19.6%	2.0%	0.1%	26.4%	169
COLORADO	0.6%	3.2%	12.6%	0.7%	46.6%	11.6%	1.4%	0.0%	22.9%	125
CONNECTICUT	3.4%	1.1%	32.4%	0.7%	41.5%	10.7%	1.7%	0.0%	8.3%	54
DC	0.2%	0.7%	92.8%	0.1%	2.7%	1.1%	1.0%	0.0%	0.1%	71
DELAWARE	0.1%	0.7%	61.6%	0.0%	20.1%	1.9%	2.0%	0.0%	13.5%	32
FLORIDA	0.2%	1.1%	56.7%	0.1%	19.5%	13.0%	1.9%	0.1%	5.8%	371
GEORGIA	0.1%	0.4%	72.8%	0.5%	18.6%	1.9%	0.8%	0.0%	4.3%	164
ILLINOIS	0.1%	1.2%	44.3%	0.3%	45.7%	4.2%	0.7%	0.0%	3.3%	130
INDIANA	0.2%	0.8%	30.1%	0.3%	56.0%	1.9%	1.6%	0.0%	8.8%	93
KENTUCKY	0.2%	0.4%	20.9%	0.1%	70.3%	0.5%	1.6%	0.0%	4.9%	143
LOUISIANA	0.2%	0.3%	77.9%	0.1%	15.9%	0.7%	0.5%	0.1%	4.2%	123
MARYLAND	0.1%	1.3%	71.9%	0.2%	17.5%	1.6%	1.0%	0.0%	5.2%	177
MASSACHUSETTS	0.3%	1.1%	35.6%	0.6%	40.1%	7.7%	1.1%	0.1%	13.2%	85
MISSOURI	1.2%	0.5%	20.9%	0.7%	57.2%	1.1%	1.0%	0.0%	17.2%	239
NEBRASKA	0.4%	1.3%	32.3%	0.0%	46.9%	4.9%	1.7%	0.1%	11.3%	58
NEW JERSEY	0.2%	2.1%	48.6%	0.1%	30.3%	9.7%	0.8%	0.0%	7.5%	186
NEW YORK <sup>20</sup>	0.3%	2.5%	36.3%	0.2%	39.8%	7.6%	1.8%	0.0%	10.4%	197
NORTH CAROLINA	2.0%	0.5%	54.1%	0.1%	34.5%	2.1%	1.0%	0.5%	5.1%	169
NORTH DAKOTA	2.3%	1.5%	13.6%	0.1%	57.2%	2.0%	1.3%	0.1%	18.7%	26
OREGON	0.9%	2.3%	28.8%	2.5%	34.6%	7.2%	3.3%	0.2%	19.5%	261
PENNSYLVANIA	0.2%	0.7%	37.7%	0.1%	48.6%	4.3%	1.0%	0.0%	7.0%	212
SOUTH CAROLINA	0.0%	0.4%	80.8%	0.1%	15.0%	0.6%	0.4%	0.1%	2.5%	51
SOUTH DAKOTA	4.5%	1.3%	9.8%	0.2%	68.2%	1.6%	1.8%	0.0%	12.6%	20
TENNESSEE	0.0%	0.2%	47.1%	0.2%	46.0%	0.7%	0.5%	0.0%	5.2%	88
UTAH	3.9%	0.7%	4.4%	10.7%	48.9%	6.0%	2.3%	0.0%	21.8%	76
WISCONSIN	2.3%	3.4%	21.4%	0.2%	62.3%	3.2%	1.1%	0.0%	6.0%	202
WYOMING	1.5%	0.3%	2.0%	0.0%	68.2%	9.2%	0.8%	0.0%	17.8%	34
NCI-IDD Avg.	1.1%	1.5%	40.1%	0.8%	38.6%	5.4%	1.5%	0.1%	10.3%	Total: 3761

<sup>17</sup> Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese, or Other Asian

<sup>18</sup> Native Hawaiian, Guamanian or Chamorro, Samoan, or Other Pacific Islander

<sup>19</sup> Mexican, Mexican American, Chicano, Puerto Rican, Cuban, or Other Spanish/Hispanic/Latinx

<sup>20</sup> Statewide results for NYS are skewed toward demographic data for NYC. For example, approximately 45% of DSPs in the dataset who are Black work for NYC providers.

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Table 10. Of all reporting agencies in the state, the average percent of DSPs on the payroll as of Dec. 31, 2021 identifying as each gender identity

	Male	Female	Non-conforming	Other	Don't Know	N
ALABAMA	18.3%	78.1%	0.0%	0.6%	3.0%	99
ALASKA	33.2%	61.9%	0.2%	0.9%	3.8%	106
ARIZONA	20.9%	62.9%	0.0%	0.1%	16.1%	170
COLORADO	25.7%	65.0%	0.1%	0.0%	9.2%	124
CONNECTICUT	28.7%	69.4%	0.1%	0.0%	1.9%	53
DC	35.5%	64.5%	0.0%	0.0%	0.0%	71
DELAWARE	25.8%	67.9%	0.0%	0.0%	6.3%	32
FLORIDA	21.2%	76.3%	0.0%	0.1%	2.3%	369
GEORGIA	19.2%	80.1%	0.0%	0.0%	0.6%	164
ILLINOIS	21.7%	77.4%	0.1%	0.0%	0.8%	130
INDIANA	24.0%	71.6%	0.0%	0.0%	4.4%	91
KENTUCKY	20.1%	77.0%	0.1%	0.0%	2.8%	142
LOUISIANA	10.2%	88.0%	0.1%	0.1%	1.6%	124
MARYLAND	28.1%	69.8%	0.6%	0.0%	1.5%	178
MASSACHUSETTS	34.1%	62.1%	0.2%	0.1%	3.5%	86
MISSOURI	19.5%	74.5%	0.1%	0.0%	5.9%	240
NEBRASKA	29.3%	66.7%	0.3%	0.1%	3.7%	56
NEW JERSEY	25.1%	73.2%	0.0%	0.0%	1.7%	186
NEW YORK	25.4%	70.5%	0.1%	0.0%	3.9%	198
NORTH CAROLINA	21.7%	74.5%	0.1%	0.5%	3.1%	168
NORTH DAKOTA	18.2%	70.2%	0.0%	0.1%	11.6%	26
OREGON	34.8%	56.7%	0.4%	0.2%	7.9%	260
PENNSYLVANIA	25.3%	70.8%	0.2%	0.0%	3.7%	215
SOUTH CAROLINA	14.2%	83.8%	0.0%	0.1%	2.0%	51
SOUTH DAKOTA	18.5%	71.2%	0.0%	0.0%	10.3%	20
TENNESSEE	23.8%	69.9%	0.0%	0.0%	6.2%	87
UTAH	26.3%	65.6%	0.2%	0.0%	8.0%	76
WISCONSIN	21.5%	77.3%	0.2%	0.0%	1.0%	203
WYOMING	21.2%	72.9%	0.0%	0.0%	5.9%	34
NCI-IDD Avg.	24.1%	71.2%	0.2%	0.1%	4.4%	Total: 3759

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## Supports Provided and Number of Adults with IDD Receiving Services as of December 31, 2021

**Residential Supports** are supports provided to a person in a home or apartment that is owned or operated by the agency.

**Note:** Residential supports include residential services delivered to people who DO NOT live in their family's home or their own private home/apartment which they rent or own.

Residential supports include:

- *Residential Services*
- *24-hour supports such as a Group Home, Agency-Operated Apartments, or ICFs/ID.*
- *Host home or foster home services.*

If the service recipient holds a lease with the provider agency, this is considered a residential support or service.

**In-home Supports** are supports provided to a person in a home or apartment that is not owned or operated by the agency. This includes:

- *Supports provided to a person in their own private home or apartment, or a private home/apartment they live in with their family (only if their home or apartment is not owned or operated by your agency).*

In many states, this category includes homemaker/personal care services.

**Non-residential Supports** are supports provided in a day program, community program, or work setting. This includes:

- *Adult day program services and community supports, for example*
- *Job or vocational services (supports to help people who are looking for work or at their paid job—work supports, for example)*

PLEASE NOTE: Because of COVID-19, many traditionally 'non-residential' supports and services began to be provided in the person's residence/home. If services provided by the agency fit the description above but because of COVID-19 were provided in a person's residence/home, they are still considered "non-residential supports.

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

	1 Type	2 Types	All 3 Types	N
ALABAMA	52.5%	29.3%	18.2%	99
ALASKA	36.4%	39.1%	24.5%	110
ARIZONA	42.4%	39.4%	18.2%	170
COLORADO	29.9%	38.6%	31.5%	127
CONNECTICUT	16.7%	25.9%	57.4%	54
DC	34.7%	47.2%	18.1%	72
DELAWARE	69.7%	15.2%	15.2%	33
FLORIDA	51.5%	37.6%	10.9%	375
GEORGIA	34.1%	36.6%	29.3%	164
ILLINOIS	29.5%	31.1%	39.4%	132
INDIANA	18.1%	29.8%	52.1%	94
KENTUCKY	42.3%	34.5%	23.2%	142
LOUISIANA	63.5%	24.6%	11.9%	126
MARYLAND	24.2%	30.8%	45.1%	182
MASSACHUSETTS	31.0%	33.3%	35.6%	87
MISSOURI	49.2%	26.0%	24.8%	242
NEBRASKA	18.6%	22.0%	59.3%	59
NEW JERSEY	40.4%	41.5%	18.1%	193
NEW YORK	16.2%	35.3%	48.5%	204
NORTH CAROLINA	35.5%	37.8%	26.7%	172
NORTH DAKOTA	11.5%	23.1%	65.4%	26
OREGON	66.4%	22.4%	11.2%	277
PENNSYLVANIA	41.9%	34.1%	24.0%	217
SOUTH CAROLINA	30.8%	30.8%	38.5%	52
SOUTH DAKOTA	0.0%	0.0%	100.0%	20
TENNESSEE	15.7%	34.8%	49.4%	89
UTAH	34.2%	31.6%	34.2%	76
WISCONSIN	52.9%	30.9%	16.2%	204
WYOMING	2.9%	34.3%	62.9%	35
NCI-IDD Avg.	39.0%	31.4%	29.6%	Total: 3833

Notes: Missing data for a service type was treated as 'Does not provide this type' for this calculation. Agencies that did not report providing at least one of the three service types were excluded from this table (5 cases)

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

Table 12. Does your agency provide residential supports, in-home supports and/or non-residential supports to adults with IDD as of Dec. 31, 2021? (Categories are not mutually exclusive)

	Provides Residential Supports	Provides In-home Supports	Provides Non-residential Supports	N
ALABAMA	88.9%	27.3%	49.5%	99
ALASKA	82.7%	43.6%	61.8%	110
ARIZONA	52.4%	64.1%	59.4%	170
COLORADO	56.7%	55.9%	89.0%	127
CONNECTICUT	70.4%	75.9%	94.4%	54
DC	76.4%	51.4%	55.6%	72
DELAWARE	66.7%	21.2%	57.6%	33
FLORIDA	65.1%	48.8%	45.6%	375
GEORGIA	71.3%	53.7%	70.1%	164
ILLINOIS	87.9%	48.5%	73.5%	132
INDIANA	66.0%	88.3%	79.8%	94
KENTUCKY	68.3%	38.7%	73.9%	142
LOUISIANA	32.5%	85.7%	30.2%	126
MARYLAND	76.4%	64.8%	79.7%	182
MASSACHUSETTS	78.2%	51.7%	74.7%	87
MISSOURI	66.9%	53.3%	55.4%	242
NEBRASKA	69.5%	83.1%	88.1%	59
NEW JERSEY	45.6%	50.8%	81.3%	193
NEW YORK	72.1%	68.6%	91.7%	204
NORTH CAROLINA	65.1%	47.1%	79.1%	172
NORTH DAKOTA	76.9%	92.3%	84.6%	26
OREGON	77.3%	33.2%	34.3%	277
PENNSYLVANIA	59.4%	59.0%	63.6%	217
SOUTH CAROLINA	94.2%	40.4%	73.1%	52
SOUTH DAKOTA	100.0%	100.0%	100.0%	20
TENNESSEE	84.3%	78.7%	70.8%	89
UTAH	61.8%	52.6%	85.5%	76
WISCONSIN	56.9%	66.7%	39.7%	204
WYOMING	91.4%	71.4%	97.1%	35
<b>NCI-IDD Avg.</b>	<b>69.4%</b>	<b>55.7%</b>	<b>65.4%</b>	<b>3833</b>

Notes: Missing data for a service type was treated as 'Does not provide this type' for this calculation. Agencies that did not report providing at least one of the three service types were excluded from this table (5 cases)

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

Table 13. Numbers Served: Of the Agencies Reporting Providing Residential Supports, the Percentage Reporting Providing Residential Supports to the Indicated Range of Number of Adults with IDD as of Dec. 31, 2021

	1-10 Adults	11-20 Adults	21-50 Adults	51-99 Adults	100-499 Adults	500-999 Adults	1000+ Adults	N
ALABAMA	46.6%	21.6%	19.3%	10.2%	2.3%	0.0%	0.0%	88
ALASKA	78.7%	11.7%	7.4%	1.1%	0.0%	1.1%	0.0%	94
ARIZONA	42.7%	23.6%	20.2%	10.1%	2.2%	1.1%	0.0%	89
COLORADO	31.9%	12.5%	27.8%	18.1%	9.7%	0.0%	0.0%	72
CONNECTICUT	20.5%	17.9%	33.3%	17.9%	10.3%	0.0%	0.0%	39
DC	45.5%	16.4%	21.8%	14.5%	1.8%	0.0%	0.0%	55
DELAWARE	22.7%	9.1%	36.4%	13.6%	18.2%	0.0%	0.0%	22
FLORIDA	61.7%	18.1%	14.1%	3.2%	2.4%	0.4%	0.0%	248
GEORGIA	44.1%	18.6%	24.6%	7.6%	5.1%	0.0%	0.0%	118
ILLINOIS	13.9%	17.4%	25.2%	19.1%	22.6%	1.7%	0.0%	115
INDIANA	24.2%	12.9%	19.4%	22.6%	17.7%	1.6%	1.6%	62
KENTUCKY	25.8%	24.7%	34.0%	12.4%	3.1%	0.0%	0.0%	97
LOUISIANA	27.3%	22.7%	27.3%	9.1%	13.6%	0.0%	0.0%	44
MARYLAND	23.6%	16.4%	32.1%	16.4%	11.4%	0.0%	0.0%	140
MASSACHUSETTS	13.4%	11.9%	16.4%	19.4%	35.8%	3.0%	0.0%	67
MISSOURI	46.1%	17.6%	23.6%	7.3%	4.8%	0.6%	0.0%	165
NEBRASKA	40.5%	14.3%	16.7%	11.9%	16.7%	0.0%	0.0%	42
NEW JERSEY	11.1%	7.8%	18.9%	35.6%	25.6%	1.1%	0.0%	90
NEW YORK	6.8%	2.7%	15.1%	22.6%	47.3%	4.1%	1.4%	146
NORTH CAROLINA	50.4%	13.3%	17.7%	9.7%	8.0%	0.0%	0.9%	113
NORTH DAKOTA	19.0%	4.8%	14.3%	28.6%	33.3%	0.0%	0.0%	21
OREGON	67.6%	9.9%	14.6%	6.1%	1.9%	0.0%	0.0%	213
PENNSYLVANIA	32.1%	16.8%	17.6%	13.7%	17.6%	1.5%	0.8%	131
SOUTH CAROLINA	2.0%	8.2%	26.5%	28.6%	34.7%	0.0%	0.0%	49
SOUTH DAKOTA	0.0%	5.0%	25.0%	35.0%	35.0%	0.0%	0.0%	20
TENNESSEE	14.7%	18.7%	32.0%	21.3%	13.3%	0.0%	0.0%	75
UTAH	57.4%	12.8%	21.3%	2.1%	2.1%	4.3%	0.0%	47
WISCONSIN	53.3%	17.5%	14.2%	5.0%	10.0%	0.0%	0.0%	120
WYOMING	43.8%	21.9%	28.1%	6.3%	0.0%	0.0%	0.0%	32
NCI-IDD Avg.	37.3%	14.7%	21.3%	13.4%	12.5%	0.7%	0.2%	Total: 2614

Notes: Residential Supports are provided to a person in a home or apartment that is owned 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. Residential supports include: Residential Services, 24-hour supports such as a Group Home, Agency-Operated Apartments or ICFs/ID, Host home or foster home services. If the service recipient holds a lease with the provider agency, this is considered a residential support or service.

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

Table 14. Numbers Served: Of the Agencies Reporting Providing In-Home Supports, the Percentage Reporting Providing In-Home Supports to the Indicated Range of Number of Adults with IDD as of Dec. 31, 2021

	1-10 Adults	11-20 Adults	21-50 Adults	51-99 Adults	100-499 Adults	500-999 Adults	1000+ Adults	N
ALABAMA	63.0%	22.2%	14.8%	0.0%	0.0%	0.0%	0.0%	27
ALASKA	58.0%	20.0%	14.0%	4.0%	4.0%	0.0%	0.0%	50
ARIZONA	36.4%	13.6%	17.3%	14.5%	16.4%	0.9%	0.9%	110
COLORADO	64.3%	8.6%	12.9%	11.4%	2.9%	0.0%	0.0%	70
CONNECTICUT	41.5%	31.7%	22.0%	4.9%	0.0%	0.0%	0.0%	41
DC	81.1%	10.8%	5.4%	2.7%	0.0%	0.0%	0.0%	37
DELAWARE	83.3%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	6
FLORIDA	74.7%	10.5%	11.6%	2.1%	1.1%	0.0%	0.0%	190
GEORGIA	52.9%	21.8%	17.2%	6.9%	1.1%	0.0%	0.0%	87
ILLINOIS	35.8%	17.9%	22.4%	9.0%	13.4%	0.0%	1.5%	67
INDIANA	22.9%	10.8%	25.3%	20.5%	18.1%	1.2%	1.2%	83
KENTUCKY	60.0%	27.3%	9.1%	3.6%	0.0%	0.0%	0.0%	55
LOUISIANA	38.5%	22.0%	22.9%	13.8%	2.8%	0.0%	0.0%	109
MARYLAND	46.2%	22.7%	14.3%	10.9%	5.9%	0.0%	0.0%	119
MASSACHUSETTS	38.6%	18.2%	25.0%	6.8%	11.4%	0.0%	0.0%	44
MISSOURI	54.2%	19.1%	16.8%	3.1%	5.3%	0.8%	0.8%	131
NEBRASKA	65.3%	12.2%	10.2%	6.1%	6.1%	0.0%	0.0%	49
NEW JERSEY	46.0%	19.0%	16.0%	12.0%	7.0%	0.0%	0.0%	100
NEW YORK	16.7%	15.9%	24.6%	14.5%	24.6%	3.6%	0.0%	138
NORTH CAROLINA	38.1%	17.9%	19.0%	13.1%	7.1%	2.4%	2.4%	84
NORTH DAKOTA	50.0%	8.3%	16.7%	12.5%	12.5%	0.0%	0.0%	24
OREGON	41.9%	19.4%	25.8%	6.5%	3.2%	2.2%	1.1%	93
PENNSYLVANIA	46.5%	17.3%	15.7%	11.8%	8.7%	0.0%	0.0%	127
SOUTH CAROLINA	42.9%	4.8%	9.5%	9.5%	33.3%	0.0%	0.0%	21
SOUTH DAKOTA	25.0%	25.0%	20.0%	20.0%	10.0%	0.0%	0.0%	20
TENNESSEE	44.3%	12.9%	20.0%	17.1%	5.7%	0.0%	0.0%	70
UTAH	57.5%	22.5%	7.5%	7.5%	5.0%	0.0%	0.0%	40
WISCONSIN	62.4%	13.5%	13.5%	4.5%	6.0%	0.0%	0.0%	133
WYOMING	64.0%	20.0%	16.0%	0.0%	0.0%	0.0%	0.0%	25
NCI-IDD Avg.	47.4%	17.6%	16.9%	9.5%	7.7%	0.6%	0.3%	Total: 2150

Notes: In-Home Supports are 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).

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

Table 15. Numbers Served: Of the Agencies Reporting Providing Non-Residential Supports, the Percentage Reporting Providing Non-Residential Supports to the Indicated Range of Number of Adults with IDD as of Dec. 31, 2021

	1-10 Adults	11-20 Adults	21-50 Adults	51-99 Adults	100-499 Adults	500-999 Adults	1000+ Adults	N
ALABAMA	22.4%	10.2%	32.7%	24.5%	10.2%	0.0%	0.0%	49
ALASKA	61.8%	17.6%	13.2%	4.4%	2.9%	0.0%	0.0%	68
ARIZONA	22.3%	14.6%	33.0%	18.4%	11.7%	0.0%	0.0%	103
COLORADO	27.0%	13.5%	29.7%	12.6%	16.2%	0.9%	0.0%	111
CONNECTICUT	20.0%	12.0%	26.0%	20.0%	22.0%	0.0%	0.0%	50
DC	46.2%	17.9%	28.2%	7.7%	0.0%	0.0%	0.0%	39
DELAWARE	0.0%	5.6%	44.4%	22.2%	27.8%	0.0%	0.0%	18
FLORIDA	54.9%	12.6%	15.4%	9.7%	7.4%	0.0%	0.0%	175
GEORGIA	26.1%	13.9%	25.2%	18.3%	15.7%	0.9%	0.0%	115
ILLINOIS	6.1%	9.2%	21.4%	25.5%	34.7%	2.0%	1.0%	98
INDIANA	18.9%	12.2%	21.6%	17.6%	24.3%	5.4%	0.0%	74
KENTUCKY	22.9%	17.1%	40.0%	13.3%	6.7%	0.0%	0.0%	105
LOUISIANA	24.4%	22.0%	29.3%	14.6%	9.8%	0.0%	0.0%	41
MARYLAND	25.7%	15.3%	16.0%	20.1%	21.5%	1.4%	0.0%	144
MASSACHUSETTS	6.3%	7.8%	23.4%	18.8%	42.2%	0.0%	1.6%	64
MISSOURI	29.4%	17.6%	27.9%	13.2%	9.6%	1.5%	0.7%	136
NEBRASKA	32.7%	7.7%	26.9%	11.5%	17.3%	3.8%	0.0%	52
NEW JERSEY	22.8%	19.6%	22.8%	15.8%	18.4%	0.6%	0.0%	158
NEW YORK	6.0%	8.2%	16.4%	9.3%	46.4%	9.8%	3.8%	183
NORTH CAROLINA	24.8%	19.7%	25.5%	14.6%	11.7%	2.2%	1.5%	137
NORTH DAKOTA	9.1%	4.5%	36.4%	9.1%	40.9%	0.0%	0.0%	22
OREGON	26.6%	21.3%	29.8%	16.0%	6.4%	0.0%	0.0%	94
PENNSYLVANIA	21.0%	15.9%	24.6%	20.3%	14.5%	2.9%	0.7%	138
SOUTH CAROLINA	2.6%	2.6%	28.9%	18.4%	44.7%	2.6%	0.0%	38
SOUTH DAKOTA	35.0%	5.0%	10.0%	30.0%	20.0%	0.0%	0.0%	20
TENNESSEE	33.3%	12.7%	33.3%	12.7%	7.9%	0.0%	0.0%	63
UTAH	32.3%	15.4%	29.2%	10.8%	10.8%	1.5%	0.0%	65
WISCONSIN	42.9%	9.5%	20.2%	9.5%	16.7%	1.2%	0.0%	84
WYOMING	32.4%	14.7%	44.1%	8.8%	0.0%	0.0%	0.0%	34
NCI-IDD Avg.	26.5%	13.8%	24.3%	15.6%	17.6%	1.8%	0.5%	Total: 2478

Notes: Non-residential supports are supports provided in a day program, community program or work setting.

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



Table 16. Percentage of agencies that turned away or stopped accepting new service referrals in 2021 due to DSP staffing issues

	Percent	N
ALABAMA	48.0%	98
ALASKA	39.1%	110
ARIZONA	63.3%	169
COLORADO	53.2%	126
CONNECTICUT	49.1%	53
DC	15.5%	71
DELAWARE	39.4%	33
FLORIDA	63.0%	376
GEORGIA	50.9%	163
ILLINOIS	39.7%	131
INDIANA	63.0%	92
KENTUCKY	62.1%	140
LOUISIANA	68.3%	126
MARYLAND	39.8%	181
MASSACHUSETTS	57.1%	84
MISSOURI	56.7%	238
NEBRASKA	61.0%	59
NEW JERSEY	48.2%	191
NEW YORK	42.1%	197
NORTH CAROLINA	39.2%	171
NORTH DAKOTA	84.6%	26
OREGON	43.8%	276
PENNSYLVANIA	63.9%	216
SOUTH CAROLINA	16.0%	50
SOUTH DAKOTA	55.0%	20
TENNESSEE	73.0%	89
UTAH	77.6%	76
WISCONSIN	66.5%	203
WYOMING	57.1%	35
NCI-IDD Avg.	52.6%	Total: 3800

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

## Turnover Ratio

*Note: In previous years, the “Turnover Ratio” was called the “Turnover Rate.”*

Each agency’s turnover ratio is calculated as:

*(Total separated DSPs in past year) **divided by** (Total DSPs on payroll as of December 31, 2021).*

The state turnover ratio is an average of the turnover ratios of agencies in each state.

The turnover ratio in this report is a point-in-time indicator. The denominator (Total DSPs on payroll at each agency) is taken from a specific point in time: Dec. 31, 2021. It differs from turnover rate calculations that use the average number of people employed at each agency across 12 months as the denominator. The calculation of this indicator is unchanged from previous years’ reports where it was labeled as *Turnover Rate*. Starting this year, this is labeled *Turnover Ratio* to better distinguish it from calculations that use different denominators.

Some agencies reported turnover ratios that exceed 100%. This means that the number of DSPs that separated from the agency payroll in 2021 was greater than the number of DSPs employed as of Dec. 31, 2021.

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

Table 17. Turnover Ratios<sup>21</sup> for DSPs in 2021 (as of Dec. 31, 2021).

	Mean	Median	Std. Deviation	Minimum	Maximum	N
ALABAMA	52.0%	40.8%	51.8%	0.0%	358.8%	98
ALASKA	41.5%	25.0%	51.3%	0.0%	240.0%	109
ARIZONA	42.3%	30.4%	42.2%	0.0%	242.9%	169
COLORADO	49.9%	33.3%	60.0%	0.0%	300.0%	122
CONNECTICUT	52.8%	40.1%	48.4%	0.0%	305.7%	54
DC	28.5%	17.9%	43.7%	0.0%	320.0%	70
DELAWARE	53.7%	46.5%	34.8%	12.0%	157.1%	32
FLORIDA	36.9%	25.0%	48.5%	0.0%	400.0%	371
GEORGIA	44.3%	31.8%	49.5%	0.0%	333.3%	163
ILLINOIS	44.8%	38.9%	35.4%	0.0%	189.6%	132
INDIANA	50.6%	45.1%	39.2%	0.0%	184.5%	92
KENTUCKY	44.2%	33.3%	51.6%	0.0%	370.4%	143
LOUISIANA	41.4%	31.1%	40.3%	0.0%	220.0%	122
MARYLAND	34.6%	26.2%	32.0%	0.0%	200.0%	180
MASSACHUSETTS	31.4%	25.8%	24.4%	0.0%	100.0%	85
MISSOURI	51.8%	45.5%	45.7%	0.0%	297.3%	238
NEBRASKA	50.2%	40.0%	40.7%	0.0%	181.8%	58
NEW JERSEY	37.9%	33.3%	31.0%	0.0%	200.0%	187
NEW YORK	38.3%	33.8%	29.5%	0.0%	258.3%	201
NORTH CAROLINA	32.8%	26.1%	32.8%	0.0%	160.0%	171
NORTH DAKOTA	54.7%	44.2%	34.0%	0.0%	170.0%	26
OREGON	47.4%	35.1%	44.5%	0.0%	254.0%	268
PENNSYLVANIA	40.7%	33.3%	35.8%	0.0%	200.0%	214
SOUTH CAROLINA	44.8%	44.7%	26.9%	0.0%	111.8%	51
SOUTH DAKOTA	50.7%	44.8%	26.8%	17.6%	137.5%	20
TENNESSEE	52.0%	49.6%	46.7%	0.0%	326.7%	88
UTAH	51.2%	40.0%	42.4%	0.0%	147.1%	75
WISCONSIN	49.9%	34.0%	62.2%	0.0%	392.5%	203
WYOMING	59.0%	54.2%	45.4%	0.0%	181.6%	35
NCI-IDD Avg.	43.3%	33.3%	43.4%	0.0%	400.0%	Total: 3777

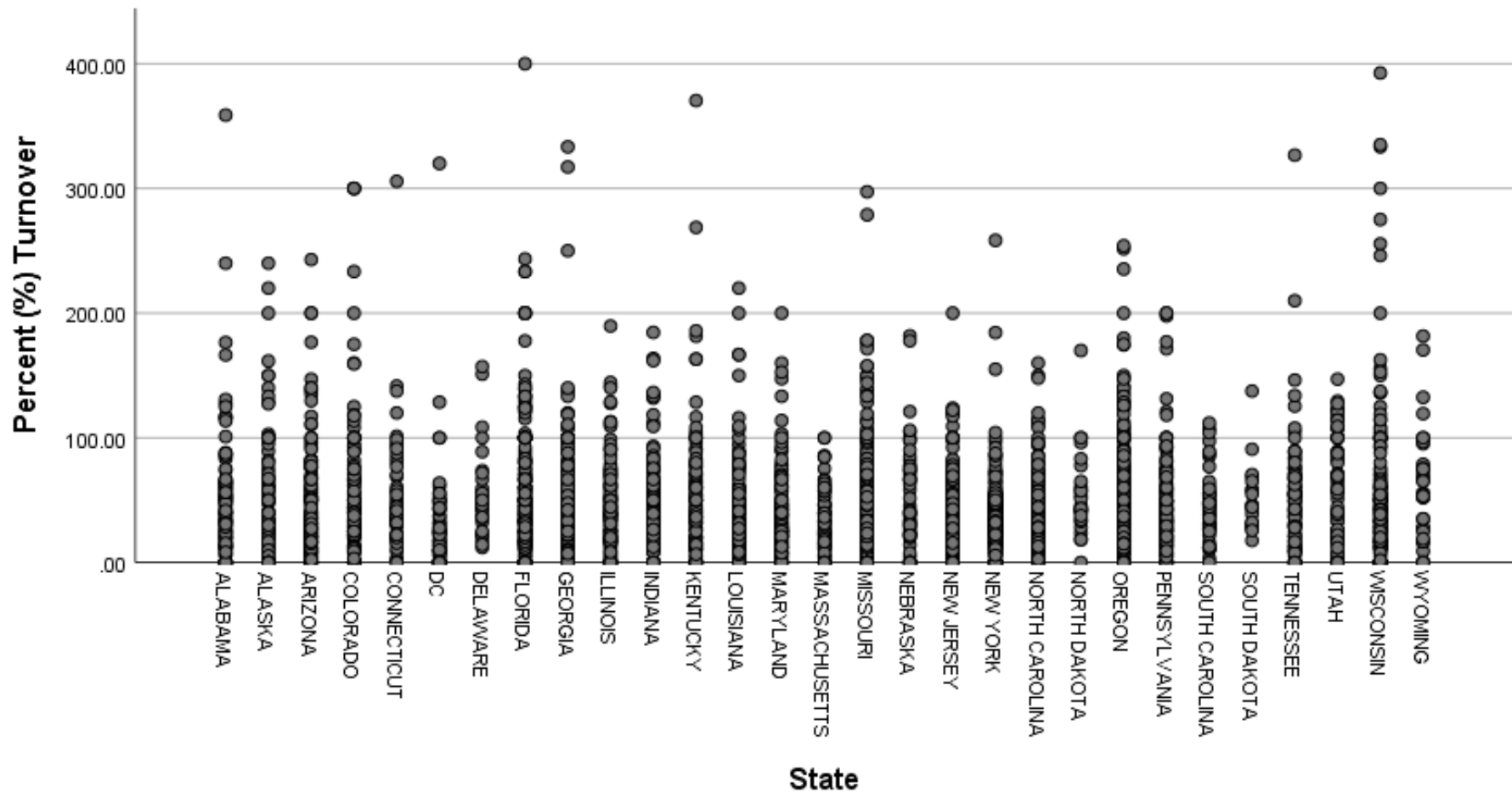
State turnover ratios ordered from lowest to highest

DC	28.5%
MASSACHUSETTS	31.4%
NORTH CAROLINA	32.8%
MARYLAND	34.6%
FLORIDA	36.9%
NEW JERSEY	37.9%
NEW YORK	38.3%
PENNSYLVANIA	40.7%
LOUISIANA	41.4%
ALASKA	41.5%
ARIZONA	42.3%
KENTUCKY	44.2%
GEORGIA	44.3%
ILLINOIS	44.8%
SOUTH CAROLINA	44.8%
OREGON	47.4%
WISCONSIN	49.9%
COLORADO	49.9%
NEBRASKA	50.2%
INDIANA	50.6%
SOUTH DAKOTA	50.7%
UTAH	51.2%
MISSOURI	51.8%
ALABAMA	52.0%
TENNESSEE	52.0%
CONNECTICUT	52.8%
DELAWARE	53.7%
NORTH DAKOTA	54.7%
WYOMING	59.0%
<b>NCI-IDD</b>	<b>Avg. 43.3%</b>

<sup>21</sup> The calculation of this indicators is unchanged from previous years' reports where it was labeled as *Turnover Rate*. Starting this year, the label is changed to *Turnover Ratio* to better distinguish it from calculations that use different denominators. Notes: Agencies with turnover rates >= 500% were excluded from this analysis (5 agencies). Agencies were included if they reported the length of tenure of all DSPs reported employed as of Dec. 31, 2021 (or left it blank). Agencies were included if they reported the length of tenure of all DSPs reported to have separated in 2021 (or left it blank)

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

**Figure 2. Spread of agency turnover ratios in each state in 2021**



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

## Tenure (Length of Employment) of DSPs

To calculate tenure, the number of DSPs employed in each agency for less than 6 months is divided by the total number of DSPs employed as of Dec. 31, 2021. This created an agency-wide percentage of DSPs employed less than 6 months. We then calculated the average agency percentage for each state and calculated a Weighted NCI-IDD Result.

The same was done for DSPs employed between 6-12 months, those employed for 12+ months, etc.

*Please use caution when comparing tenure rates from State of the Workforce Survey Reports (formerly called the "Staff Stability Survey Report") from 2016 or prior as methodology has changed.*

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

Table 18. Tenure Among DSPs Employed as of Dec. 31, 2021<sup>22</sup> (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 <sup>23</sup>	N
ALABAMA	18.9%	12.5%	15.5%	12.5%	40.6%	4397	99
ALASKA	16.3%	22.0%	20.2%	9.5%	31.8%	2235	104
ARIZONA	15.2%	14.7%	15.6%	16.5%	38.0%	20473	169
COLORADO	21.7%	14.3%	14.9%	12.5%	36.6%	3068	126
CONNECTICUT	19.1%	9.7%	10.7%	12.4%	48.1%	4926	54
DC	15.7%	19.0%	16.4%	14.2%	34.7%	3951	71
DELAWARE	21.7%	15.9%	19.7%	11.9%	30.8%	3097	33
FLORIDA	<b>12.3%</b>	16.8%	14.4%	9.3%	47.2%	6686	372
GEORGIA	16.7%	14.5%	13.0%	11.7%	44.0%	5646	164
ILLINOIS	16.6%	11.1%	14.0%	10.6%	47.8%	9841	130
INDIANA	18.1%	14.7%	18.3%	13.7%	35.2%	14542	92
KENTUCKY	15.6%	15.8%	14.7%	11.1%	42.8%	3677	142
LOUISIANA	15.4%	17.2%	17.0%	13.3%	37.1%	6826	121
MARYLAND	20.1%	14.2%	14.9%	12.4%	38.4%	15025	178
MASSACHUSETTS	13.0%	9.4%	15.3%	11.9%	50.5%	10269	84
MISSOURI	21.6%	15.8%	15.7%	10.0%	36.9%	14283	238
NEBRASKA	<b>26.4%</b>	28.1%	13.8%	8.9%	<b>22.6%</b>	3823	58
NEW JERSEY	18.2%	17.3%	18.9%	14.9%	30.7%	16173	189
NEW YORK	14.4%	10.1%	12.6%	12.4%	50.6%	48768	200
NORTH CAROLINA	12.6%	11.1%	14.2%	11.8%	50.2%	16868	168
NORTH DAKOTA	15.5%	12.8%	16.4%	14.9%	40.4%	3514	25
OREGON	26.0%	20.2%	20.6%	9.8%	23.4%	10236	273
PENNSYLVANIA	16.5%	14.9%	15.7%	11.6%	41.3%	18678	213
SOUTH CAROLINA	14.4%	8.6%	10.6%	10.4%	<b>56.1%</b>	5623	50
SOUTH DAKOTA	19.3%	11.1%	14.7%	11.9%	43.1%	2000	20
TENNESSEE	19.2%	14.1%	13.6%	12.1%	41.0%	9345	86
UTAH	20.5%	17.1%	16.0%	14.0%	32.4%	4138	76
WISCONSIN	18.9%	13.4%	11.9%	13.5%	42.3%	9230	201
WYOMING	21.2%	13.8%	17.6%	12.4%	35.0%	1039	34
NCI-IDD Avg.	18.0%	15.4%	15.5%	11.7%	39.4%	Total: 278377	Total: 3770

<sup>22</sup> This table only includes agencies that provided information on both the total number of DSPs employed as of Dec. 31, 2021 and the tenure of those DSPs. State tenure rates are an average of all cases in the state. In the 2016 report and previous reports, State of the Workforce Survey tenure used statewide totals to calculate a statewide rate.

<sup>23</sup> Only includes the number of DSPs reported by respondents that also reported the tenure of those DSPs.

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

Table 19. Tenure Among Separated DSP Employees (Left Between Jan. 1, 2021 and Dec. 31, 2021) <sup>24</sup> (Range of data is bolded)  
**Percentage of DSPs who separated between 1/1/21 and 12/31/21 who were on the payroll...**

	< 6 months	6-12 months	12-24 months	24-36 months	36+ months	# of agencies w/ data on tenure of separated DSPs	% of agencies reporting at least 1 DSP separation in 2021	# of DSPs separated statewide	N
ALABAMA	39.2%	22.9%	16.0%	9.4%	12.6%	90	90.9%	2754	90
ALASKA	35.0%	25.3%	20.7%	<b>5.7%</b>	13.2%	67	63.2%	1159	67
ARIZONA	31.5%	21.6%	18.8%	9.4%	18.7%	150	89.3%	8963	150
COLORADO	32.7%	24.8%	16.7%	12.2%	13.5%	93	76.2%	1468	93
CONNECTICUT	28.1%	17.3%	19.9%	11.1%	23.6%	52	96.3%	2595	52
DC	29.8%	21.0%	<b>25.9%</b>	8.2%	15.2%	52	74.3%	956	52
DELAWARE	29.5%	21.4%	20.1%	11.7%	17.4%	32	100.0%	1341	32
FLORIDA	31.6%	<b>29.9%</b>	14.1%	9.2%	15.3%	229	62.7%	3661	229
GEORGIA	34.0%	23.6%	<b>11.9%</b>	12.3%	18.2%	136	84.0%	2760	136
ILLINOIS	38.1%	17.6%	14.7%	8.9%	20.8%	119	90.8%	5013	119
INDIANA	40.0%	21.5%	13.1%	10.2%	15.3%	83	90.2%	8548	83
KENTUCKY	35.8%	18.5%	16.7%	8.4%	20.6%	110	76.9%	1952	110
LOUISIANA	35.9%	25.5%	13.5%	6.7%	18.4%	106	89.8%	3089	106
MARYLAND	28.5%	18.8%	19.3%	10.7%	22.7%	159	88.8%	5232	159
MASSACHUSETTS	<b>25.1%</b>	18.2%	20.1%	8.8%	<b>27.9%</b>	74	88.1%	3828	74
MISSOURI	<b>47.1%</b>	19.5%	12.8%	7.2%	13.4%	210	88.6%	8789	210
NEBRASKA	45.1%	20.5%	13.4%	9.4%	<b>11.7%</b>	49	86.0%	2268	49
NEW JERSEY	30.5%	22.0%	20.3%	11.1%	16.1%	158	86.3%	7653	158
NEW YORK	25.8%	<b>15.7%</b>	19.0%	11.6%	27.9%	188	94.0%	18400	188
NORTH CAROLINA	27.7%	21.1%	17.7%	9.9%	23.5%	136	81.4%	7067	136
NORTH DAKOTA	39.0%	17.0%	16.9%	8.4%	18.7%	25	96.2%	1847	25
OREGON	43.5%	23.7%	15.0%	5.9%	11.9%	228	86.0%	6529	228
PENNSYLVANIA	31.6%	21.1%	17.0%	10.6%	19.7%	186	88.2%	8104	186
SOUTH CAROLINA	26.1%	16.0%	19.2%	<b>12.8%</b>	25.9%	50	98.0%	2938	50
SOUTH DAKOTA	37.7%	16.9%	22.3%	9.3%	13.8%	20	100.0%	892	20
TENNESSEE	46.4%	16.3%	15.2%	6.8%	15.5%	79	91.9%	5290	79
UTAH	40.7%	22.1%	12.9%	9.4%	14.8%	60	81.1%	3898	60
WISCONSIN	35.7%	20.1%	15.1%	8.8%	20.3%	159	79.5%	5848	159
WYOMING	42.1%	22.0%	12.9%	10.3%	12.8%	30	88.2%	811	30
NCI-IDD Avg.	35.1%	21.0%	16.7%	9.3%	18.0%	Total: 3130	84.1%	Total: 133653	Total: 3130

<sup>24</sup> 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. NEW IN 2021: Tenure calculations no longer include cases with 0 separations in the denominator.

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



## Separations and Furlough

Table 20. *Circumstances Under Which Separation Occurred (for Separated DSP Employees that Left Between Jan. 1, 2021 and Dec. 31, 2021)*  
**Percentage of total separations between 1/1/21 and 12/31/21:**

	Voluntary separation	Employment was terminated <sup>25</sup>	Laid off <sup>26</sup>	Don't know	N <sup>27</sup>
ALABAMA	82.3%	14.0%	1.3%	2.4%	90
ALASKA	82.7%	12.4%	1.7%	3.2%	66
ARIZONA	85.9%	10.0%	0.6%	3.5%	150
COLORADO	81.1%	14.1%	0.6%	4.2%	92
CONNECTICUT	74.6%	20.6%	1.6%	3.2%	52
DC	77.0%	16.4%	3.3%	3.3%	52
DELAWARE	73.9%	22.0%	3.5%	0.6%	32
FLORIDA	78.0%	12.4%	5.2%	4.4%	228
GEORGIA	82.1%	14.9%	1.1%	2.0%	134
ILLINOIS	82.0%	16.3%	0.2%	1.5%	119
INDIANA	81.0%	14.8%	0.9%	3.3%	83
KENTUCKY	84.7%	11.5%	2.0%	1.7%	110
LOUISIANA	80.9%	9.1%	4.0%	6.0%	107
MARYLAND	77.1%	17.5%	0.7%	4.7%	159
MASSACHUSETTS	77.7%	15.1%	0.2%	7.0%	74
MISSOURI	81.9%	14.2%	0.6%	3.3%	211
NEBRASKA	76.9%	18.1%	2.4%	2.5%	50
NEW JERSEY	72.3%	21.2%	1.5%	5.0%	159
NEW YORK	78.6%	17.5%	0.6%	3.3%	187
NORTH CAROLINA	79.8%	16.4%	1.9%	1.9%	138
NORTH DAKOTA	83.8%	12.0%	0.0%	4.2%	25
OREGON	85.2%	11.5%	1.3%	2.1%	227
PENNSYLVANIA	78.5%	18.2%	1.6%	1.7%	187
SOUTH CAROLINA	76.4%	17.3%	0.0%	6.2%	50
SOUTH DAKOTA	82.5%	16.1%	0.0%	1.3%	20
TENNESSEE	80.7%	12.3%	1.3%	5.6%	80
UTAH	85.3%	3.1%	3.2%	8.4%	61
WISCONSIN	77.4%	13.1%	5.8%	3.7%	161
WYOMING	77.0%	22.7%	0.1%	0.1%	30
<b>NCI-IDD Average</b>	<b>80.4%</b>	<b>14.7%</b>	<b>1.7%</b>	<b>3.3%</b>	<b>Total: 3134</b>

<sup>25</sup> Due to performance issues or violation of agency policy

<sup>26</sup> DSPs were terminated because their position was eliminated

<sup>27</sup> Does not include agencies that noted "0" DSP separations in 2021 or agencies that did not provide data on reasons for separation.

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

Table 21. Agency Put DSPs on Furlough<sup>28</sup> for any period of time at any point between Jan. 1, 2021 and Dec. 31, 2021

	Percent	N
<b>ALABAMA</b>	3.0%	99
<b>ALASKA</b>	9.3%	108
<b>ARIZONA</b>	3.0%	168
<b>COLORADO</b>	4.8%	125
<b>CONNECTICUT</b>	7.7%	52
<b>DC</b>	6.9%	72
<b>DELAWARE</b>	3.0%	33
<b>FLORIDA</b>	7.0%	374
<b>GEORGIA</b>	6.7%	164
<b>ILLINOIS</b>	4.5%	132
<b>INDIANA</b>	4.3%	93
<b>KENTUCKY</b>	8.5%	142
<b>LOUISIANA</b>	5.6%	126
<b>MARYLAND</b>	2.8%	180
<b>MASSACHUSETTS</b>	7.1%	85
<b>MISSOURI</b>	2.1%	242
<b>NEBRASKA</b>	5.3%	57
<b>NEW JERSEY</b>	7.9%	191
<b>NEW YORK</b>	3.5%	201
<b>NORTH CAROLINA</b>	7.0%	172
<b>NORTH DAKOTA</b>	3.8%	26
<b>OREGON</b>	5.1%	274
<b>PENNSYLVANIA</b>	8.8%	216
<b>SOUTH CAROLINA</b>	1.9%	52
<b>SOUTH DAKOTA</b>	0.0%	20
<b>TENNESSEE</b>	1.1%	88
<b>UTAH</b>	4.0%	75
<b>WISCONSIN</b>	7.0%	201
<b>WYOMING</b>	0.0%	35
<b>NCI-IDD Avg.</b>	5.2%	3803

<sup>28</sup> A *furlough* is a mandatory temporary leave of absence after which the employee is expected to return to work or to be restored from a reduced work schedule. Furloughed DSPs are still technically employees: they retain their employment rights and generally retain their benefits.

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## Full-time and Part-time Workforce

Table 22. The percentage of responding agencies that distinguish between full- and part-time DSPs

	Distinguish between full- and part-time DSPs	N
<b>ALABAMA</b>	66.0%	97
<b>ALASKA</b>	60.0%	110
<b>ARIZONA</b>	64.1%	170
<b>COLORADO</b>	66.9%	124
<b>CONNECTICUT</b>	94.4%	54
<b>DC</b>	77.6%	67
<b>DELAWARE</b>	93.9%	33
<b>FLORIDA</b>	52.5%	373
<b>GEORGIA</b>	74.2%	163
<b>ILLINOIS</b>	89.4%	132
<b>INDIANA</b>	89.2%	93
<b>KENTUCKY</b>	76.1%	142
<b>LOUISIANA</b>	74.6%	126
<b>MARYLAND</b>	79.7%	182
<b>MASSACHUSETTS</b>	90.7%	86
<b>MISSOURI</b>	72.3%	242
<b>NEBRASKA</b>	86.4%	59
<b>NEW JERSEY</b>	79.3%	193
<b>NEW YORK</b>	94.5%	201
<b>NORTH CAROLINA</b>	77.8%	171
<b>NORTH DAKOTA</b>	100.0%	26
<b>OREGON</b>	67.0%	273
<b>PENNSYLVANIA</b>	86.6%	216
<b>SOUTH CAROLINA</b>	98.1%	52
<b>SOUTH DAKOTA</b>	100.0%	20
<b>TENNESSEE</b>	76.4%	89
<b>UTAH</b>	56.0%	75
<b>WISCONSIN</b>	68.3%	202
<b>WYOMING</b>	62.9%	35
<b>NCI-IDD Avg.</b>	75.3%	3806

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

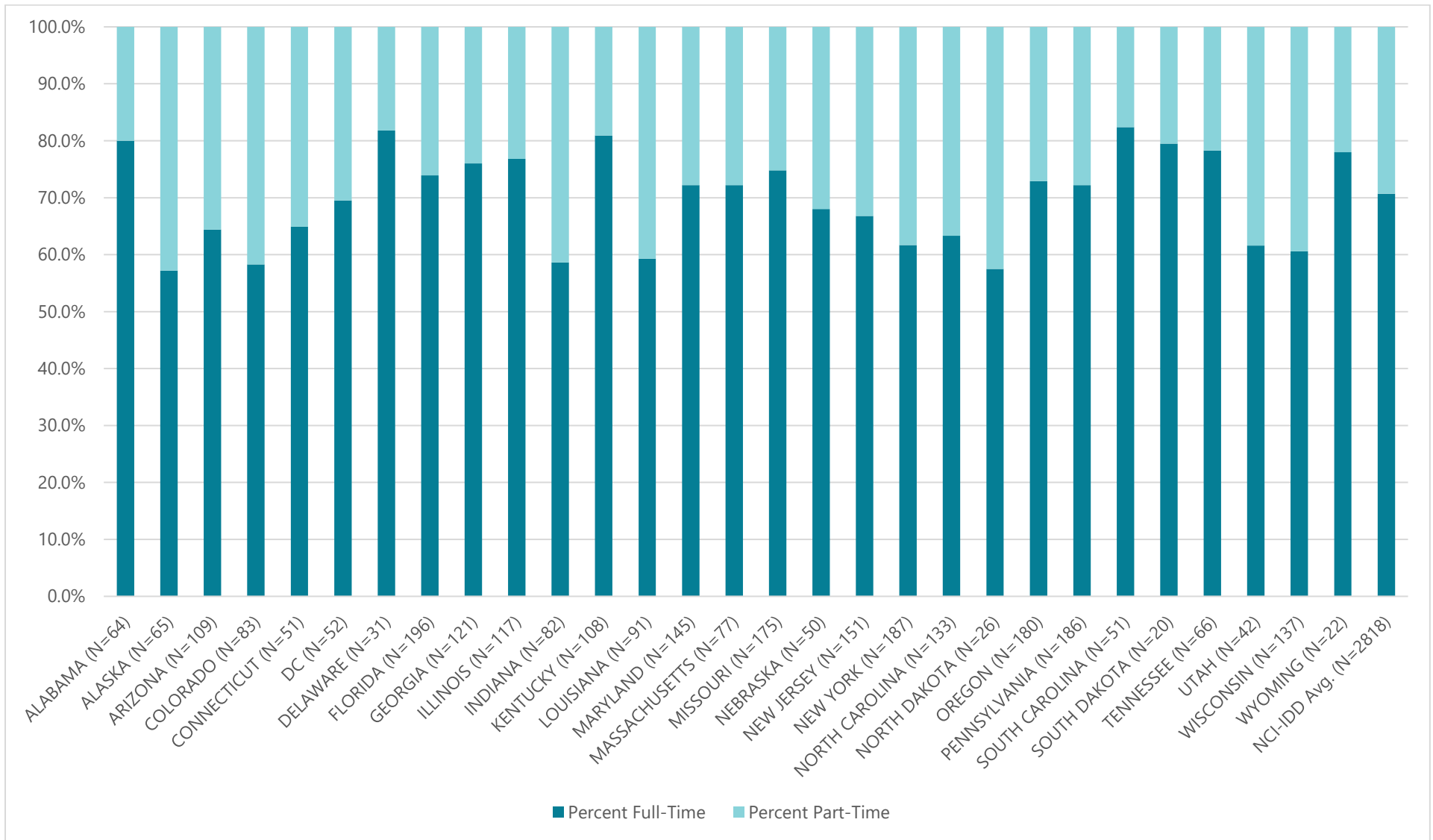
Table 23. Average percentage of agency DSPs that are **full-time and part-time**<sup>29</sup>

	Mean percentage that are full-time	Std. Deviation	Median percentage that are full-time	Mean percentage that are part-time	Std. Deviation	Median percentage that are part-time	N
ALABAMA	80.0%	21.7%	86.0%	20.0%	21.7%	14.0%	64
ALASKA	57.2%	30.8%	50.0%	42.8%	30.8%	50.0%	65
ARIZONA	64.4%	28.2%	69.2%	35.6%	28.2%	30.8%	109
COLORADO	58.3%	32.3%	62.5%	41.7%	32.3%	37.5%	83
CONNECTICUT	64.9%	24.9%	69.0%	35.1%	24.9%	31.0%	51
DC	69.5%	23.6%	72.6%	30.5%	23.6%	27.4%	52
DELAWARE	81.8%	17.6%	88.7%	18.2%	17.6%	11.3%	31
FLORIDA	73.9%	30.4%	85.7%	26.1%	30.4%	14.3%	196
GEORGIA	76.0%	25.7%	84.2%	24.0%	25.7%	15.8%	121
ILLINOIS	76.8%	25.6%	86.1%	23.2%	25.6%	13.9%	117
INDIANA	58.6%	25.2%	58.1%	41.4%	25.2%	41.9%	82
KENTUCKY	80.9%	25.6%	91.7%	19.1%	25.6%	8.3%	108
LOUISIANA	59.3%	26.8%	60.9%	40.7%	26.8%	39.1%	91
MARYLAND	72.2%	23.5%	76.9%	27.8%	23.5%	23.1%	145
MASSACHUSETTS	72.2%	26.4%	80.0%	27.8%	26.4%	20.0%	77
MISSOURI	74.8%	23.1%	80.0%	25.2%	23.1%	20.0%	175
NEBRASKA	68.0%	25.5%	72.9%	32.0%	25.5%	27.1%	50
NEW JERSEY	66.8%	29.3%	74.7%	33.2%	29.3%	25.3%	151
NEW YORK	61.7%	27.9%	68.2%	38.3%	27.9%	31.8%	187
NORTH CAROLINA	63.3%	28.0%	66.9%	36.7%	28.0%	33.1%	133
NORTH DAKOTA	57.5%	27.8%	67.8%	42.5%	27.8%	32.2%	26
OREGON	72.9%	25.4%	80.0%	27.1%	25.4%	20.0%	180
PENNSYLVANIA	72.2%	24.7%	76.0%	27.8%	24.7%	24.0%	186
SOUTH CAROLINA	82.4%	15.4%	84.2%	17.6%	15.4%	15.8%	51
SOUTH DAKOTA	79.5%	19.0%	86.3%	20.5%	19.0%	13.7%	20
TENNESSEE	78.3%	17.2%	82.4%	21.7%	17.2%	17.6%	66
UTAH	61.6%	29.3%	63.5%	38.4%	29.3%	36.5%	42
WISCONSIN	60.6%	29.1%	65.8%	39.4%	29.1%	34.2%	137
WYOMING	78.0%	21.5%	88.5%	22.0%	21.5%	11.5%	22
NCI-IDD Avg.	70.7%	26.8%	77.3%	29.3%	26.8%	22.7%	Total: 2818

<sup>29</sup>Only includes agencies that reported differentiating between full- and part-time DSPs and agencies that reported number of full-time and number of part-time DSPs (or reported "0")

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

**Figure 4. Average Percentage of Agency Workforce That Is Full-/Part-Time<sup>30</sup>**



<sup>30</sup> Includes agencies that reported differentiating between full- and part-time DSPs and agencies that reported number of full-time and number of part-time DSPs (or reported “0”)

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

Table 24. Percentage of total DSP workforce<sup>31</sup> that are On-Call DSPs and/or PRN DSPs

	Percentage that are On-Call DSPs and/or PRN DSPs	Std. Deviation	Median percentage that are On-Call DSPs and/or PRN DSPs	Min. percentage On-Call DSPs and/or PRN DSPs	Max. percentage On-Call DSPs and/or PRN DSPs	N
<b>ALABAMA</b>	3.2%	0.0%	7.9%	0.0%	44.0%	92
<b>ALASKA</b>	5.0%	0.0%	13.0%	0.0%	66.7%	104
<b>ARIZONA</b>	3.8%	0.0%	9.7%	0.0%	50.0%	165
<b>COLORADO</b>	4.3%	0.0%	11.7%	0.0%	55.6%	116
<b>CONNECTICUT</b>	4.6%	0.0%	8.8%	0.0%	33.3%	54
<b>DC</b>	4.5%	0.0%	10.5%	0.0%	50.0%	63
<b>DELAWARE</b>	5.7%	0.0%	9.5%	0.0%	32.8%	30
<b>FLORIDA</b>	5.4%	0.0%	13.1%	0.0%	52.6%	350
<b>GEORGIA</b>	4.0%	0.0%	11.4%	0.0%	60.0%	158
<b>ILLINOIS</b>	3.0%	0.0%	6.5%	0.0%	33.3%	125
<b>INDIANA</b>	4.0%	0.0%	8.9%	0.0%	50.0%	85
<b>KENTUCKY</b>	3.0%	0.0%	8.6%	0.0%	50.0%	137
<b>LOUISIANA</b>	3.8%	0.0%	9.9%	0.0%	50.0%	120
<b>MARYLAND</b>	4.8%	0.0%	10.2%	0.0%	61.5%	170
<b>MASSACHUSETTS</b>	10.5%	5.5%	12.7%	0.0%	50.0%	82
<b>MISSOURI</b>	3.5%	0.0%	8.3%	0.0%	50.0%	233
<b>NEBRASKA</b>	3.2%	0.0%	6.6%	0.0%	33.3%	57
<b>NEW JERSEY</b>	5.5%	0.0%	12.3%	0.0%	70.0%	180
<b>NEW YORK</b>	10.5%	0.8%	14.2%	0.0%	85.9%	194
<b>NORTH CAROLINA</b>	4.7%	0.0%	10.8%	0.0%	78.6%	169
<b>NORTH DAKOTA</b>	7.6%	0.0%	11.3%	0.0%	33.3%	26
<b>OREGON</b>	4.1%	0.0%	9.2%	0.0%	50.0%	255
<b>PENNSYLVANIA</b>	5.5%	0.0%	13.0%	0.0%	98.2%	212
<b>SOUTH CAROLINA</b>	5.0%	0.0%	7.5%	0.0%	28.4%	51
<b>SOUTH DAKOTA</b>	6.3%	1.1%	8.3%	0.0%	26.1%	20
<b>TENNESSEE</b>	2.2%	0.0%	4.2%	0.0%	18.9%	84
<b>UTAH</b>	1.8%	0.0%	5.4%	0.0%	28.6%	70
<b>WISCONSIN</b>	6.3%	0.0%	13.2%	0.0%	50.0%	190
<b>WYOMING</b>	1.8%	0.0%	6.1%	0.0%	33.3%	34
<b>NCI-IDD Avg.</b>	4.8%	0.0%	10.7%	0.0%	98.0%	3626

<sup>31</sup> Total Direct Support Staff is defined as total DSPs on payroll as of Dec. 31, 2021, PLUS the number of On-Call DSPs and/or PRN DSPs employed by the agency as of Dec. 31, 2021. (Only includes those for whom agency defines the wages. Does not include those hired through a temp agency.)

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

## Vacancy Rates

Agency vacancy rates are calculated as follows:

Vacant full-time or part-time direct support positions **divided by** total number of full-time or part-time direct support positions as of Dec. 31, 2021.

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

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



Table 25. Average full-time and part-time DSP vacancy rates (as of Dec. 31, 2021)<sup>32</sup> (Range of data is bolded)

	Full-time vacancy rate	Full-time vacancy rate N	Part-time vacancy rate	Part-time vacancy rate N
ALABAMA	17.7%	63	18.9%	63
ALASKA	17.8%	64	23.0%	63
ARIZONA	13.7%	109	12.2%	109
COLORADO	16.1%	83	13.6%	81
CONNECTICUT	12.6%	50	18.8%	50
DC	11.2%	51	15.2%	49
DELAWARE	20.0%	30	24.4%	30
FLORIDA	19.4%	195	26.3%	193
GEORGIA	18.1%	119	24.3%	120
ILLINOIS	17.3%	117	22.5%	116
INDIANA	15.8%	80	16.4%	80
KENTUCKY	14.8%	107	<b>11.3%</b>	107
LOUISIANA	<b>8.9%</b>	90	13.5%	91
MARYLAND	16.9%	144	23.2%	142
MASSACHUSETTS	18.8%	73	18.1%	70
MISSOURI	14.7%	172	18.0%	172
NEBRASKA	17.4%	50	21.8%	50
NEW JERSEY	17.2%	148	22.6%	147
NEW YORK	<b>21.3%</b>	180	25.0%	180
NORTH CAROLINA	12.5%	131	14.8%	131
NORTH DAKOTA	16.7%	26	<b>30.2%</b>	26
OREGON	17.2%	180	16.4%	178
PENNSYLVANIA	15.6%	182	23.5%	179
SOUTH CAROLINA	17.7%	51	23.4%	51
SOUTH DAKOTA	15.3%	20	29.7%	20
TENNESSEE	17.7%	65	30.1%	65
UTAH	16.9%	42	23.4%	41
WISCONSIN	15.7%	136	16.8%	136
WYOMING	15.3%	22	18.8%	22
NCI-IDD Avg.	16.5%	Total: 2780	20.3%	Total: 2762

<sup>32</sup> 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, 2021. If an agency did not have full-time or part-time positions, they were considered to have 0% vacancy rate and were included in the denominator.

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

## Hourly Wages<sup>33</sup>

The wages paid to all DSPs regardless of setting are demonstrated in two ways.

1) **Method I:**

These tables do not take into consideration the size of each agency when determining the average wage in the state, and each agency's average wage contributes equally to the state average. This set of wage tables demonstrates the average starting wage (average hourly wage paid to new DSPs), the median starting wage, as well as the minimum and maximum starting hourly wages paid by provider agencies. The tables also demonstrate the average wage (the average hourly wage paid to all DSPs regardless of how long they've been working), median wage and the minimum and maximum hourly wages paid by provider agencies.

**This first method demonstrates the average wage paid by provider agencies, regardless of how many DSPs they employ.**

The overall NCI-IDD results in these wage tables are weighted by states' margins of error like the other tables in this report. This method was used in the 2017 report and in all previous reports.

2) **Method II:**

This set of wage tables applies weights to each agency's data so that those with larger workforces contribute more to the state's average wage. In other words, each agency's average wage contributes to the state average based on the number of DSPs they employ. **This second method demonstrates the average wage received by DSPs in the state.**

NCI-IDD began including these results in the 2017 State of the Workforce report.

**For further clarification on the difference between these two interpretations of average wage, see the visualization on the next page.**

**For comparable wage tables, see Appendix B. For state living wage comparisons, see Appendix C.**

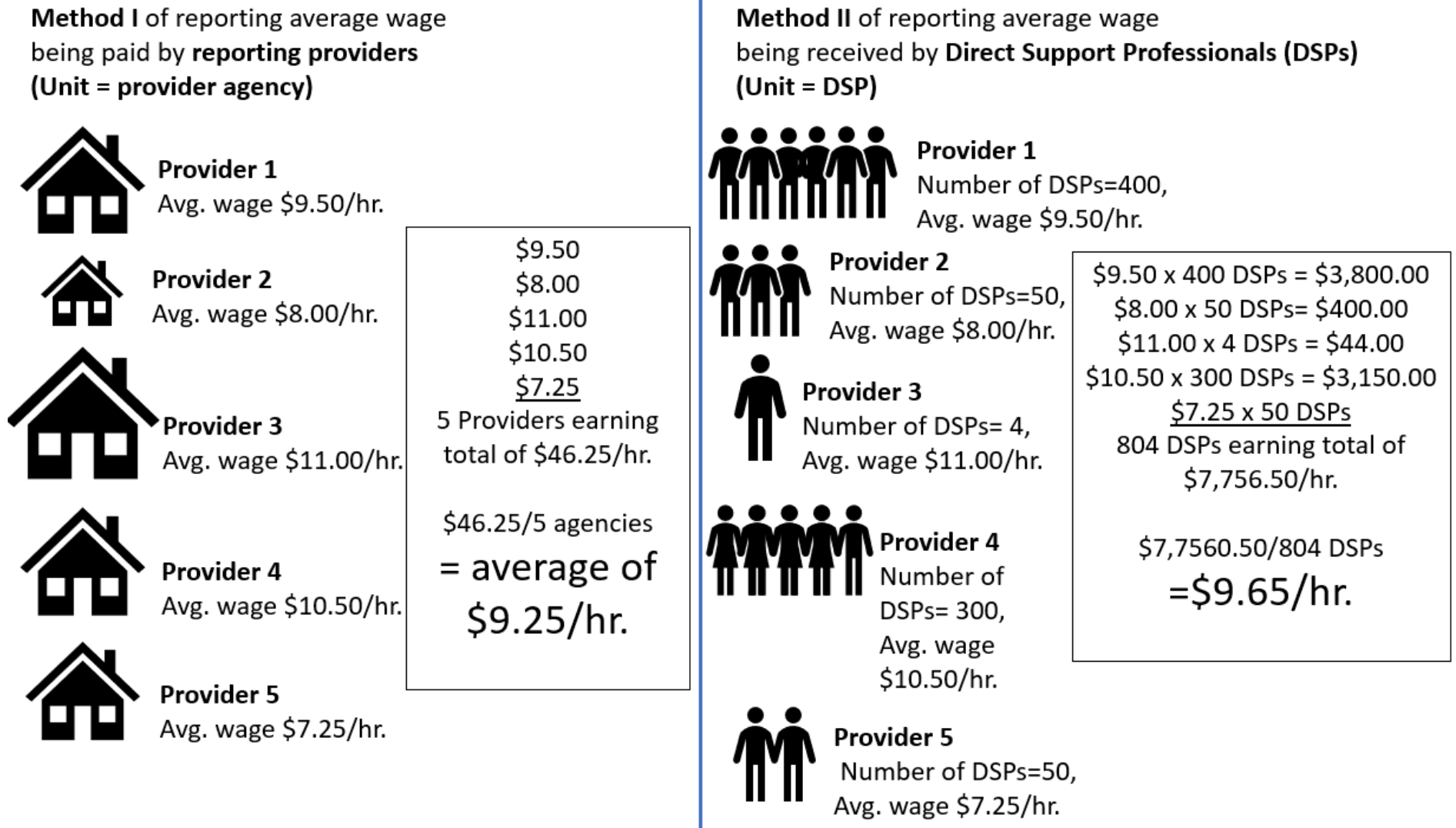
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<sup>33</sup> For all wage tables, we deleted all values of \$0, <\$5 and greater than or equal to \$30.

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

**Figure 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.**



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

Table 26. Method I: Average Hourly Wage<sup>34</sup> - All DSPs<sup>35</sup>

	State Min. Wage <sup>36</sup>	Average Hourly Wage	Std. Deviation	Median Hourly Wage	Minimum Average Hourly Wage	Maximum Average Hourly Wage	N
ALABAMA	7.25	10.64	2.36	10.00	7.25	24.48	88
ALASKA	10.34	16.86	2.73	16.98	9.00	26.51	91
ARIZONA	12.15	14.08	2.14	13.59	11.25	28.50	161
COLORADO	12.32	16.98	2.64	16.56	12.34	27.78	114
CONNECTICUT	13.00	17.04	1.43	16.78	14.75	21.43	53
DC	15.00	15.92	1.63	15.50	13.00	24.33	68
DELAWARE	9.25	15.82	2.14	15.25	12.00	21.24	27
FLORIDA <sup>37</sup>	10.00	11.80	2.33	11.00	6.50	23.00	320
GEORGIA	7.25	12.40	2.41	12.00	8.25	25.00	147
ILLINOIS	11.00	14.87	1.77	15.00	11.00	19.75	120
INDIANA	7.25	13.93	1.44	14.14	10.58	17.00	87
KENTUCKY	7.25	12.43	2.49	12.00	7.25	20.00	132
LOUISIANA	7.25	8.91	1.72	8.50	7.25	19.00	111
MARYLAND	11.75	14.94	2.23	14.95	11.73	29.15	170
MASSACHUSETTS	13.50	17.22	2.58	17.00	9.00	26.00	77
MISSOURI	10.30	13.69	1.93	13.46	10.30	21.75	216
NEBRASKA	9.00	14.72	1.71	14.96	9.00	19.00	56
NEW JERSEY <sup>38</sup>	12.00	16.92	2.44	16.50	12.00	26.68	173
NEW YORK <sup>39</sup>	12.50	16.64	2.03	16.43	12.50	25.71	187
NORTH CAROLINA	7.25	12.60	2.32	12.06	8.00	21.00	156
NORTH DAKOTA	7.25	16.81	1.78	16.88	14.00	20.24	26
OREGON	12.75	16.86	1.98	17.00	10.75	28.53	237
PENNSYLVANIA	7.25	15.05	2.43	15.00	10.00	27.00	190
SOUTH CAROLINA	7.25	13.91	1.14	13.68	13.00	18.46	49
SOUTH DAKOTA	9.45	16.64	1.55	17.00	13.45	19.96	20
TENNESSEE	7.25	12.60	1.03	12.50	9.25	15.70	82
UTAH	7.25	14.48	2.58	14.00	8.00	23.00	68
WISCONSIN	7.25	13.53	2.47	13.50	8.00	25.00	177
WYOMING	7.25	13.50	1.49	13.00	9.50	17.23	35
NCI-IDD Avg.	Fed. Min. Wage <b>\$7.25</b>	Avg. 14.41	2.94	14.50	6.50	29.15	Total: 3438

<sup>34</sup> For all wage tables, values of \$0, <\$5 and >= \$30 were excluded. Also, 136 agencies for which the reported average starting wage was higher than the reported average hourly wage for all DSPs were included in this analysis.

<sup>35</sup> Overtime wages and wage bonuses not included. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or primary host-home/foster-care providers. Refers to the period of Jan. 1, 2021, to Dec. 31, 2021.

<sup>36</sup> <https://www.dol.gov/whd/state/stateMinWageHis.htm>

<sup>37</sup> Effective Jan. 1, 2021, the Florida minimum wage was \$8.65 per hour. This increased to \$10.00 per hour effective Sept. 30, 2021

<sup>38</sup> In New Jersey, a DSP wage increase was effective Jan. 1, 2021. The average DSP wage was increased to \$16.33 an hour. Additionally in 2021, NJ provided a temporary \$3.00 an hour increase for group home DSPs from Jan. 1 through March 31.

<sup>39</sup> Minimum wage rates differ in NYS based on industry and region. Yearly increases in rates will occur until the minimum wage reaches \$15.00 an hour. From Dec. 31, 2020 to Dec. 30, 2021, the minimum wage in NYS was mandated to be at least \$12.50. Therefore, \$12.50 is used as the minimum wage for NYS. Beginning Dec. 31, 2020, \$15.00 was the minimum wage for NYC, \$14 for Long Island and Westchester County, and \$12.50 for Remainder of State. NYS minimum wage information can be found at: <https://www.ny.gov/new-york-states-minimum-wage/new-york-states-minimum-wage>

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

Table 27. Percentage of Respondents Paying an Average Hourly Wage Above or Below the State Minimum Wage<sup>40,41,42</sup>

	State Min. Wage <sup>43</sup>	More than 50¢ below <sup>44</sup>	Within 50¢ of the state min. wage	Up to 20% above	21%-40% above	41%-60% above	61%-80% above	81%-100% above	More than 100% above	N
ALABAMA	7.25	0.0%	2.3%	8.0%	43.2%	20.5%	17.0%	3.4%	5.7%	88
ALASKA	10.34	1.1%	0.0%	4.4%	6.6%	35.2%	29.7%	16.5%	6.6%	91
ARIZONA	12.15	0.6%	13.0%	63.4%	17.4%	3.1%	0.6%	0.6%	1.2%	161
COLORADO	12.32	0.0%	1.8%	13.2%	47.4%	23.7%	10.5%	0.9%	2.6%	114
CONNECTICUT	13.00	0.0%	0.0%	9.4%	73.6%	13.2%	3.8%	0.0%	0.0%	53
DC	15.00	1.5%	60.3%	32.4%	2.9%	1.5%	1.5%	0.0%	0.0%	68
DELAWARE	9.25	0.0%	0.0%	0.0%	7.4%	22.2%	33.3%	25.9%	11.1%	27
FLORIDA <sup>45</sup>	10.00	3.4%	33.1%	35.3%	15.0%	9.4%	0.9%	1.3%	1.6%	320
GEORGIA	7.25	0.0%	0.0%	0.7%	15.6%	23.8%	32.7%	12.9%	14.3%	147
ILLINOIS	11.00	0.0%	0.8%	19.2%	46.7%	25.8%	7.5%	0.0%	0.0%	120
INDIANA	7.25	0.0%	0.0%	0.0%	0.0%	8.0%	19.5%	36.8%	35.6%	87
KENTUCKY	7.25	0.0%	1.5%	3.8%	16.7%	14.4%	28.8%	15.2%	19.7%	132
LOUISIANA	7.25	0.0%	17.1%	33.3%	37.8%	8.1%	0.9%	0.9%	1.8%	111
MARYLAND	11.75	0.0%	8.8%	30.0%	46.5%	9.4%	4.1%	0.0%	1.2%	170
MASSACHUSETTS	13.50	1.3%	2.6%	29.9%	49.4%	10.4%	3.9%	2.6%	0.0%	77
MISSOURI	10.30	0.0%	2.3%	25.5%	37.0%	28.7%	4.6%	1.4%	0.5%	216
NEBRASKA	9.00	0.0%	1.8%	1.8%	3.6%	30.4%	51.8%	7.1%	3.6%	56
NEW JERSEY <sup>46</sup>	12.00	0.0%	0.6%	9.8%	42.8%	32.9%	9.2%	1.7%	2.9%	173
NEW YORK <sup>47</sup>	12.50	0.0%	2.7%	16.0%	57.2%	18.2%	3.7%	1.1%	1.1%	187
NORTH CAROLINA	7.25	0.0%	0.0%	1.9%	13.5%	21.2%	26.3%	18.6%	18.6%	156
NORTH DAKOTA	7.25	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.5%	88.5%	26
OREGON	12.75	0.8%	0.8%	22.4%	45.6%	27.0%	2.1%	0.8%	0.4%	237
PENNSYLVANIA	7.25	0.0%	0.0%	0.0%	0.5%	2.1%	18.9%	22.1%	56.3%	190
SOUTH CAROLINA	7.25	0.0%	0.0%	0.0%	0.0%	0.0%	24.5%	67.3%	8.2%	49
SOUTH DAKOTA	9.45	0.0%	0.0%	0.0%	0.0%	10.0%	45.0%	35.0%	10.0%	20
TENNESSEE	7.25	0.0%	0.0%	0.0%	2.4%	11.0%	59.8%	24.4%	2.4%	82
UTAH	7.25	0.0%	0.0%	1.5%	0.0%	1.5%	27.9%	29.4%	39.7%	68
WISCONSIN	7.25	0.0%	0.0%	1.1%	8.5%	11.3%	24.9%	20.9%	33.3%	177
WYOMING	7.25	0.0%	0.0%	0.0%	2.9%	0.0%	48.6%	25.7%	22.9%	35
<b>NCI-IDD Avg.</b>	<b>Fed. Min. Wage: \$7.25</b>	0.5%	6.3%	16.7%	25.6%	16.4%	14.9%	9.7%	9.8%	<b>Total: 3438</b>

<sup>40</sup> The wages used in this table were calculated using Method I as described in Figure 5.

<sup>41</sup> For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 136 agencies for which the reported average starting wage was higher than the reported average hourly wage for all DSPs were included in this analysis.

<sup>42</sup> Overtime wages and wage bonuses not included. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or primary host-home/foster-care providers. Refers to the period of Jan 1, 2021 to Dec 31, 2021.

<sup>43</sup> <https://www.dol.gov/whd/state/stateMinWageHis.htm>

<sup>44</sup> 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.

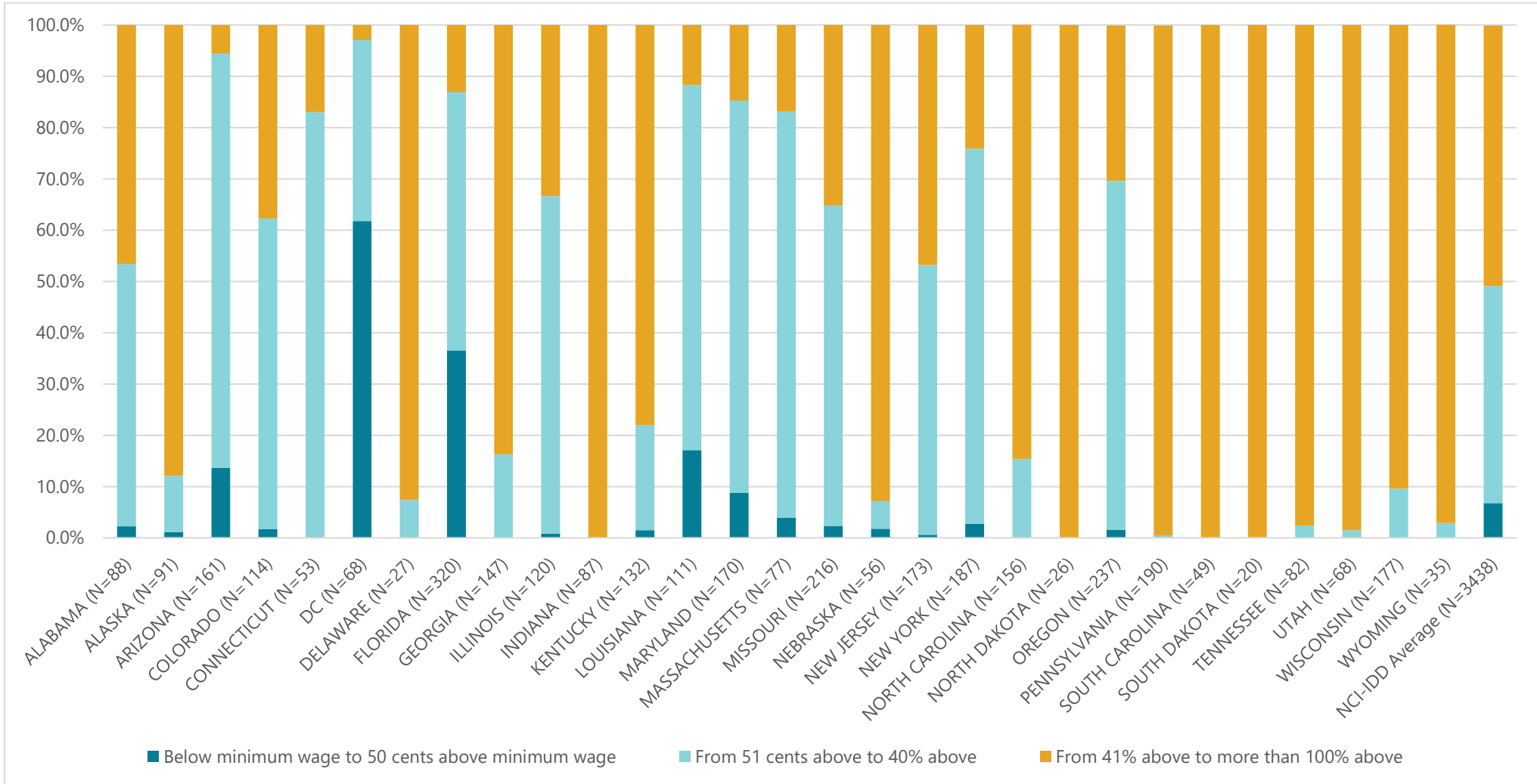
<sup>45</sup> Effective Jan. 1, 2021, the Florida minimum wage was \$8.65 per hour. This increased to \$10.00 per hour effective Sept. 30, 2021.

<sup>46</sup> In New Jersey, a DSP wage increase was effective Jan. 1, 2021. The average DSP wage was increased to \$16.33 an hour. Additionally in 2021, NJ provided a temporary \$3.00 an hour increase for group home DSPs from Jan. 1 through March 31.

<sup>47</sup> Minimum wage rates differ in NYS based on industry and region. Yearly increases in rates will occur until the minimum wage reaches \$15.00 an hour. From Dec. 31, 2020 to Dec. 30, 2021, the minimum wage in NYS was mandated to be at least \$12.50. Therefore, \$12.50 is used as the minimum wage for NYS. Beginning Dec. 31, 2020, \$15.00 was the minimum wage for NYC, \$14 for Long Island and Westchester County, and \$12.50 for Remainder of State. NYS minimum wage information can be found at: <https://www.ny.gov/new-york-states-minimum-wage/new-york-states-minimum-wage>

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

**Figure 6. Relationship Between State Minimum Wage and Average Hourly Wages Reported by Provider Agencies** <sup>48,49</sup>



<sup>48</sup> The wages used in this table were calculated using Method I (see Figure 5)

<sup>49</sup> For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 136 agencies for which the reported average starting wage was higher than the reported average hourly wage for all DSPs were included.

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

Table 28. Method II: Average wage received by DSPs<sup>50</sup>

	Method II Average Wage	N
<b>ALABAMA</b>	11.04	88
<b>ALASKA</b>	17.02	91
<b>ARIZONA</b>	14.12	161
<b>COLORADO</b>	17.45	114
<b>CONNECTICUT</b>	16.80	53
<b>DC</b>	15.75	68
<b>DELAWARE</b>	16.01	27
<b>FLORIDA</b>	12.26	320
<b>GEORGIA</b>	12.03	147
<b>ILLINOIS</b>	15.40	120
<b>INDIANA</b>	14.04	87
<b>KENTUCKY</b>	12.02	132
<b>LOUISIANA</b>	9.97	111
<b>MARYLAND</b>	15.16	170
<b>MASSACHUSETTS</b>	16.96	77
<b>MISSOURI</b>	14.61	216
<b>NEBRASKA</b>	14.53	56
<b>NEW JERSEY</b>	16.33	173
<b>NEW YORK</b>	16.67	187
<b>NORTH CAROLINA</b>	11.82	156
<b>NORTH DAKOTA</b>	17.24	26
<b>OREGON</b>	17.10	237
<b>PENNSYLVANIA</b>	15.28	190
<b>SOUTH CAROLINA</b>	13.82	49
<b>SOUTH DAKOTA</b>	17.11	20
<b>TENNESSEE</b>	12.84	82
<b>UTAH</b>	13.56	68
<b>WISCONSIN</b>	13.96	177
<b>WYOMING</b>	13.63	35
<b>Unweighted NCI-IDD Avg.</b>	14.64	3438

<sup>50</sup> For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 136 agencies for which the reported average starting wage was higher than the reported average hourly wage for all DSPs were included in this analysis. Overtime wages and wage bonuses not included. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or primary host-home/foster-care providers. Refers to the period of Jan. 1, 2021 to Dec. 31, 2021.

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



Table 29. Average **Starting Hourly Wage**<sup>51</sup> Paid by Responding Agencies – **All DSPs** (Calculated using Method I)

	<b>Average Starting Hourly Wage</b>	<b>Std. Deviation</b>	<b>Median Starting Hourly Wage</b>	<b>Minimum Average Starting Hourly Wage</b>	<b>Maximum Average Starting Hourly Wage</b>	<b>N</b>
<b>ALABAMA</b>	10.00	2.00	9.50	7.25	21.31	90
<b>ALASKA</b>	16.43	2.50	16.00	9.00	25.00	97
<b>ARIZONA</b>	13.68	1.98	13.47	8.92	28.50	161
<b>COLORADO</b>	15.88	2.06	15.40	12.34	25.00	117
<b>CONNECTICUT</b>	16.03	0.84	16.23	13.53	18.37	54
<b>DC</b>	15.67	1.12	15.50	13.00	21.63	69
<b>DELAWARE</b>	15.02	2.17	15.00	11.00	20.00	27
<b>FLORIDA</b>	11.48	2.10	11.00	8.00	23.00	335
<b>GEORGIA</b>	11.79	2.22	11.75	8.00	24.00	149
<b>ILLINOIS</b>	13.97	1.45	13.85	11.00	18.25	121
<b>INDIANA</b>	13.24	1.38	13.37	10.00	16.00	88
<b>KENTUCKY</b>	11.59	2.27	11.00	7.25	20.00	135
<b>LOUISIANA</b>	8.53	1.29	8.15	7.25	17.00	115
<b>MARYLAND</b>	14.20	1.88	14.00	11.50	26.66	171
<b>MASSACHUSETTS</b>	16.25	1.90	16.08	9.00	24.00	80
<b>MISSOURI</b>	12.84	1.85	12.50	8.50	20.00	222
<b>NEBRASKA</b>	13.84	1.84	13.81	9.00	19.00	58
<b>NEW JERSEY</b>	16.06	2.14	16.00	12.00	25.00	177
<b>NEW YORK</b>	15.58	1.71	15.39	12.50	25.71	193
<b>NORTH CAROLINA</b>	11.84	1.94	11.55	8.00	19.27	155
<b>NORTH DAKOTA</b>	15.20	1.35	15.25	13.00	17.63	26
<b>OREGON</b>	15.95	1.72	16.00	10.75	24.00	238
<b>PENNSYLVANIA</b>	14.05	2.12	14.00	10.00	25.00	196
<b>SOUTH CAROLINA</b>	13.25	0.53	13.00	13.00	15.18	49
<b>SOUTH DAKOTA</b>	14.79	1.55	15.00	11.00	17.86	20
<b>TENNESSEE</b>	12.11	0.94	12.50	9.00	13.75	87
<b>UTAH</b>	12.94	1.93	12.50	8.00	20.00	71
<b>WISCONSIN</b>	12.90	2.29	13.00	8.00	25.00	184
<b>WYOMING</b>	12.49	1.56	12.50	9.50	16.00	35
<b>NCI-IDD Avg.</b>	13.61	2.65	13.64	7.25	28.50	Total: 3519

<sup>51</sup> For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 136 agencies for which the reported average starting wage was higher than the reported average hourly wage for all DSPs were included in this analysis. Overtime wages and wage bonuses not included. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or primary host-home/foster-care providers. Refers to the period of Jan. 1, 2021 to Dec. 31, 2021.

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

Table 30. Wages<sup>52</sup> Paid by Responding Agencies – **DSPs Providing Residential Supports** (Calculated using Method I)

	Avg. Starting Hourly Wage	Std. Deviation	Median Starting Hourly Wage	Minimum Avg. Starting Hourly Wage	Maximum Avg. Starting Hourly Wage	N	Avg. Hourly Wage	Std. Deviation	Median Hourly Wage	Minimum Avg. Hourly Wage	Maximum Avg. Hourly Wage	N
ALABAMA	9.63	1.36	9.50	7.25	13.00	82	10.20	1.59	10.00	7.25	15.00	80
ALASKA	16.04	2.71	15.90	9.00	25.00	80	16.42	2.78	16.13	9.00	25.00	74
ARIZONA	13.28	1.00	13.00	11.25	17.00	80	13.59	1.13	13.20	11.25	17.51	78
COLORADO	15.59	1.83	15.00	12.34	20.00	58	16.42	2.26	16.00	12.34	22.93	51
CONNECTICUT	15.97	0.84	16.00	13.53	18.37	38	16.83	1.17	16.55	14.75	20.38	38
DC	15.62	0.71	15.50	14.75	18.00	50	15.82	1.17	15.50	15.00	22.50	49
DELAWARE	14.81	1.56	15.18	11.75	17.00	19	15.41	1.52	15.25	13.49	19.54	17
FLORIDA	11.45	1.71	11.00	8.33	20.00	205	11.83	1.99	11.55	7.50	21.95	196
GEORGIA	11.47	1.88	11.00	8.00	17.00	107	11.91	1.92	11.69	8.25	18.00	106
ILLINOIS	14.14	1.38	14.03	11.35	18.75	104	15.04	1.77	15.00	11.89	20.41	104
INDIANA	13.33	1.40	13.45	10.00	16.00	58	13.94	1.36	14.14	10.58	16.37	57
KENTUCKY	11.11	2.36	10.76	7.25	20.00	86	11.77	2.34	11.44	7.25	20.00	86
LOUISIANA	9.05	1.25	9.00	7.50	13.53	38	9.64	1.90	9.00	7.50	18.29	36
MARYLAND	14.02	1.72	14.00	11.00	25.00	131	14.49	1.54	14.47	11.00	19.05	128
MASSACHUSETTS	15.87	1.45	16.00	9.00	19.00	61	16.75	2.12	16.62	9.00	26.00	59
MISSOURI	12.90	1.84	12.67	8.50	20.00	148	13.80	1.82	13.75	10.50	20.46	143
NEBRASKA	13.77	1.96	13.50	10.00	20.00	33	14.40	1.86	14.71	10.00	20.00	31
NEW JERSEY	15.75	1.69	15.55	12.12	24.03	82	16.44	1.73	16.43	13.56	25.54	80
NEW YORK	15.34	1.18	15.22	12.50	19.00	138	16.46	1.62	16.39	12.50	23.75	135
NORTH CAROLINA	11.69	2.64	11.42	5.43	26.27	98	12.43	2.88	12.00	5.43	26.27	97
NORTH DAKOTA	15.52	1.50	16.00	13.00	18.00	19	17.29	1.88	17.52	14.17	22.02	19
OREGON	15.59	1.51	15.25	10.75	20.00	172	16.45	1.71	16.50	10.75	21.60	167
PENNSYLVANIA	14.04	1.64	14.00	11.00	19.22	119	15.06	2.25	15.00	11.00	27.00	112
SOUTH CAROLINA	13.18	0.50	13.00	12.00	15.18	49	13.78	1.01	13.59	12.00	17.76	49
SOUTH DAKOTA	14.84	1.51	15.00	11.50	17.92	19	16.72	1.26	16.73	14.14	19.05	19
TENNESSEE	12.16	0.89	12.50	9.00	13.75	70	12.58	1.00	12.50	10.00	15.70	68
UTAH	13.03	2.35	12.00	10.00	20.00	45	13.98	1.87	13.50	11.88	20.00	43
WISCONSIN	12.74	1.74	13.00	8.00	16.00	101	13.43	1.99	13.50	8.00	17.50	97
WYOMING	12.26	2.05	12.00	5.29	16.00	29	13.13	2.11	13.00	5.29	17.36	29
NCI-IDD Avg.	13.53	2.46	13.72	5.29	26.27	Total 2319	14.27	2.67	14.44	5.29	27.00	Total 2248

<sup>52</sup> For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 106 agencies for which the reported average starting wage was higher than the average hourly wage for all DSPs were included in this analysis. Overtime wages and wage bonuses not included. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or primary host-home/foster-care providers. Refers to the period of Jan. 1, 2021, to Dec. 31, 2021.

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Table 31. Wages<sup>53</sup> Paid by Responding Agencies – **DSPs Providing In-Home Supports** (Calculated using Method I)

	Average Starting Hourly Wage	Std. Deviation	Median Starting Hourly Wage	Minimum Avg. Starting Hourly Wage	Maximum Avg. Starting Hourly Wage	N	Average Hourly Wage	Std. Deviation	Median Hourly Wage	Minimum Avg. Hourly Wage	Maximum Avg. Hourly Wage	N
ALABAMA	9.79	1.22	10.00	8.00	12.30	25	10.52	1.58	10.36	8.00	14.26	23
ALASKA	16.77	2.17	16.06	10.34	20.35	44	17.38	2.47	16.66	12.36	26.51	43
ARIZONA	13.58	1.76	13.05	9.08	27.00	103	13.87	1.71	13.50	11.25	27.00	101
COLORADO	15.93	2.23	15.00	13.00	24.00	62	16.81	2.67	15.80	13.00	24.94	58
CONNECTICUT	16.08	0.91	16.50	13.53	18.37	41	16.68	1.09	16.50	14.75	20.38	41
DC	15.52	0.85	15.50	15.00	20.00	33	15.51	0.59	15.50	15.00	18.00	33
DELAWARE	14.75	1.15	14.50	13.00	16.50	5	15.58	0.70	15.50	14.50	16.46	5
FLORIDA	11.20	1.67	11.00	8.00	18.00	161	11.30	1.71	11.00	7.50	18.73	148
GEORGIA	11.85	2.26	12.00	8.25	24.00	80	12.33	2.26	12.00	8.25	24.00	81
ILLINOIS	14.17	1.32	14.47	11.46	17.00	52	15.07	1.62	15.19	12.00	18.40	48
INDIANA	13.24	1.46	13.40	10.00	16.00	80	13.92	1.51	14.00	10.53	17.00	77
KENTUCKY	11.93	2.27	11.50	8.00	17.00	48	12.57	2.28	13.00	8.00	17.00	47
LOUISIANA	8.49	0.88	8.43	7.25	13.00	98	8.76	1.12	8.96	7.25	13.13	96
MARYLAND	14.31	1.90	14.00	11.50	25.00	108	14.75	1.62	15.00	11.75	19.05	107
MASSACHUSETTS	16.67	2.32	16.00	13.50	24.00	42	17.06	2.13	16.68	14.50	24.00	39
MISSOURI	12.99	2.18	12.45	8.50	25.00	118	13.68	2.22	13.00	10.50	21.75	113
NEBRASKA	13.76	2.12	14.00	9.00	20.00	45	14.78	2.05	14.95	9.00	20.00	44
NEW JERSEY	16.12	2.51	15.25	12.00	25.00	88	16.48	2.17	16.00	12.69	25.00	86
NEW YORK	15.72	2.05	15.50	12.50	25.37	125	16.37	2.20	16.08	12.50	25.37	124
NORTH CAROLINA	11.69	1.85	11.00	8.00	18.00	76	12.22	2.30	12.00	8.00	21.00	73
NORTH DAKOTA	15.06	1.23	15.00	13.00	17.00	21	16.84	1.63	16.78	14.00	19.58	22
OREGON	16.38	1.91	16.00	12.00	24.00	86	17.43	1.98	17.45	12.50	24.00	86
PENNSYLVANIA	14.06	2.55	14.00	7.25	25.00	113	14.84	2.52	14.79	10.00	25.00	108
SOUTH CAROLINA	12.78	1.42	13.00	9.36	15.08	19	13.30	1.82	13.57	9.41	17.17	19
SOUTH DAKOTA	14.93	1.43	15.00	11.83	18.75	17	16.91	2.02	16.70	14.14	21.40	18
TENNESSEE	12.11	0.95	12.50	9.00	14.50	65	12.46	0.93	12.50	9.25	14.50	63
UTAH	13.47	2.20	13.00	10.42	20.00	36	14.51	1.96	14.13	11.05	20.00	36
WISCONSIN	12.64	2.20	12.50	8.00	24.53	123	13.22	2.44	13.00	8.00	24.53	120
WYOMING	12.50	1.77	12.00	9.50	17.00	25	13.52	1.72	13.00	9.50	17.20	25
NCI-IDD Avg.	13.66	2.71	13.72	7.25	27.00	Total: 1939	14.35	2.90	14.50	7.25	27.00	Total: 1884

<sup>53</sup> For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 106 agencies for which the reported average starting wage was higher than the reported average hourly wage for all DSPs were included in this analysis. Overtime wages and wage bonuses not included. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or primary host-home/foster-care providers. Refers to the period of Jan. 1, 2021 to Dec. 31, 2021.

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Table 32. Wages<sup>54</sup> Paid by Responding Agencies – **DSPs Providing Non-Residential Supports** (Calculated using Method I)

	Avg. Starting Hourly Wage	Std. Deviation	Median Starting Hourly Wage	Min. Starting Hourly Wage	Max. Avg. Starting Hourly Wage	N	Avg. Hourly Wage	Std. Deviation	Median Hourly Wage	Min. Avg. Hourly Wage (\$)	Max. Avg. Hourly Wage (\$)	N
ALABAMA	10.21	1.73	10.00	7.25	15.00	45	11.35	1.93	11.60	8.00	15.99	43
ALASKA	16.68	2.28	16.00	12.00	20.35	62	17.33	2.63	17.00	12.50	26.51	58
ARIZONA	13.73	1.99	13.25	8.88	27.00	91	14.23	2.18	13.81	11.25	27.00	95
COLORADO	15.83	2.01	15.38	12.32	25.00	102	16.77	2.30	16.35	12.34	25.00	97
CONNECTICUT	16.11	0.93	16.50	13.53	19.00	51	17.15	1.50	16.77	14.75	21.73	50
DC	16.02	1.52	15.50	13.00	21.63	33	16.21	1.97	15.50	13.00	24.33	31
DELAWARE	15.69	2.11	15.25	11.75	20.00	15	16.73	2.55	15.59	13.50	23.75	17
FLORIDA	11.68	2.51	11.00	8.00	23.00	141	12.02	2.62	11.50	7.50	23.00	138
GEORGIA	11.95	2.52	11.80	8.00	24.00	106	12.64	2.79	12.00	8.25	25.00	104
ILLINOIS	13.86	1.51	13.62	11.00	17.95	86	14.88	1.83	14.83	11.00	19.39	85
INDIANA	13.19	1.44	13.44	10.00	16.00	67	14.08	1.60	14.44	10.00	17.00	66
KENTUCKY	11.78	2.39	11.56	8.00	21.00	94	12.74	2.56	12.25	8.00	21.00	95
LOUISIANA	9.30	1.92	9.00	7.25	17.00	33	9.93	2.15	9.42	7.25	19.00	33
MARYLAND	14.42	2.06	14.03	11.50	26.66	130	15.26	2.60	15.00	11.75	29.15	125
MASSACHUSETTS	16.34	2.23	16.00	9.00	24.93	61	17.39	2.86	16.89	9.00	26.73	59
MISSOURI	13.03	1.79	12.89	8.50	19.50	120	14.12	2.08	14.00	10.30	21.75	116
NEBRASKA	13.67	2.12	14.00	9.00	20.00	47	14.70	1.84	14.90	9.00	20.00	46
NEW JERSEY	16.28	2.37	16.00	12.00	25.00	135	17.11	2.58	16.50	12.00	26.94	132
NEW YORK	15.56	1.75	15.25	12.50	25.71	170	16.91	2.25	16.64	12.50	25.71	168
NORTH CAROLINA	11.95	1.92	12.00	8.00	16.97	121	12.72	2.20	12.46	8.00	19.17	120
NORTH DAKOTA	15.13	1.29	15.18	13.00	17.05	21	17.44	2.05	16.89	14.17	22.30	21
OREGON	16.13	1.64	16.00	12.00	20.00	87	17.36	2.10	17.72	12.50	28.53	89
PENNSYLVANIA	13.82	2.30	13.77	8.35	25.00	118	15.13	2.65	14.87	9.25	25.00	115
SOUTH CAROLINA	13.18	0.49	13.00	13.00	15.08	37	14.25	1.23	14.00	13.00	18.46	37
SOUTH DAKOTA	14.99	1.21	15.00	11.83	17.00	18	17.02	1.47	17.09	14.14	19.55	18
TENNESSEE	12.18	0.79	12.50	9.00	13.50	56	12.64	0.92	12.50	10.00	15.29	55
UTAH	13.02	2.11	12.50	8.00	20.00	62	14.53	2.68	14.00	8.00	23.00	59
WISCONSIN	13.01	1.91	13.00	9.00	18.00	74	14.01	2.24	14.25	8.00	20.00	71
WYOMING	12.43	1.54	12.00	9.50	16.00	33	13.35	1.47	13.00	9.50	17.35	33
NCI-IDD Avg.	13.86	2.62	14.00	7.25	27.00	Total: 2216	14.85	2.95	15.00	7.25	29.15	Total: 2176

54 For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 95 agencies for which the reported average starting wage was higher than the reported average hourly wage for all DSPs were included in this analysis. Overtime wages and wage bonuses not included. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or primary host-home/foster-care providers. Refers to the period of Jan. 1, 2021, to Dec. 31, 2021.

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

Table 33. Agency uses different pay scales for full-time DSPs and part-time DSPs<sup>55,56</sup>

	Percent	N
<b>ALABAMA</b>	18.8%	64
<b>ALASKA</b>	13.6%	66
<b>ARIZONA</b>	4.7%	107
<b>COLORADO</b>	7.4%	81
<b>CONNECTICUT</b>	3.9%	51
<b>DC</b>	2.0%	51
<b>DELAWARE</b>	6.5%	31
<b>FLORIDA</b>	14.9%	195
<b>GEORGIA</b>	11.8%	119
<b>ILLINOIS</b>	10.3%	117
<b>INDIANA</b>	2.4%	82
<b>KENTUCKY</b>	0.9%	108
<b>LOUISIANA</b>	15.2%	92
<b>MARYLAND</b>	4.9%	143
<b>MASSACHUSETTS</b>	5.3%	75
<b>MISSOURI</b>	5.2%	173
<b>NEBRASKA</b>	5.9%	51
<b>NEW JERSEY</b>	15.1%	152
<b>NEW YORK</b>	10.1%	188
<b>NORTH CAROLINA</b>	8.3%	132
<b>NORTH DAKOTA</b>	15.4%	26
<b>OREGON</b>	5.5%	181
<b>PENNSYLVANIA</b>	8.1%	185
<b>SOUTH CAROLINA</b>	7.8%	51
<b>SOUTH DAKOTA</b>	20.0%	20
<b>TENNESSEE</b>	4.4%	68
<b>UTAH</b>	11.9%	42
<b>WISCONSIN</b>	8.8%	137
<b>WYOMING</b>	9.1%	22
<b>NCI-IDD Avg.</b>	8.4%	Total: 2810

<sup>55</sup> In other words, starting wages and/or raise calculations differ for part-time DSPs versus full-time DSPs.

<sup>56</sup> Only reported for those agencies that reported differentiating between full- and part- time DSPs

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

Table 34. Agency uses different pay scales for DSPs who can communicate in languages other than English<sup>57</sup>

	Percent	N
ALABAMA	7.1%	99
ALASKA	1.8%	110
ARIZONA	4.7%	169
COLORADO	7.2%	125
CONNECTICUT	1.9%	54
DC	5.6%	72
DELAWARE	6.1%	33
FLORIDA	4.6%	372
GEORGIA	9.9%	161
ILLINOIS	3.0%	132
INDIANA	4.3%	93
KENTUCKY	1.4%	143
LOUISIANA	2.4%	125
MARYLAND	6.1%	181
MASSACHUSETTS	8.2%	85
MISSOURI	2.9%	239
NEBRASKA	13.6%	59
NEW JERSEY	6.8%	192
NEW YORK	5.9%	203
NORTH CAROLINA	7.6%	170
NORTH DAKOTA	0.0%	26
OREGON	8.0%	274
PENNSYLVANIA	8.3%	216
SOUTH CAROLINA	0.0%	52
SOUTH DAKOTA	0.0%	20
TENNESSEE	1.1%	88
UTAH	2.6%	76
WISCONSIN	6.4%	204
WYOMING	0.0%	35
NCI-IDD Avg.	5.3%	Total: 3808

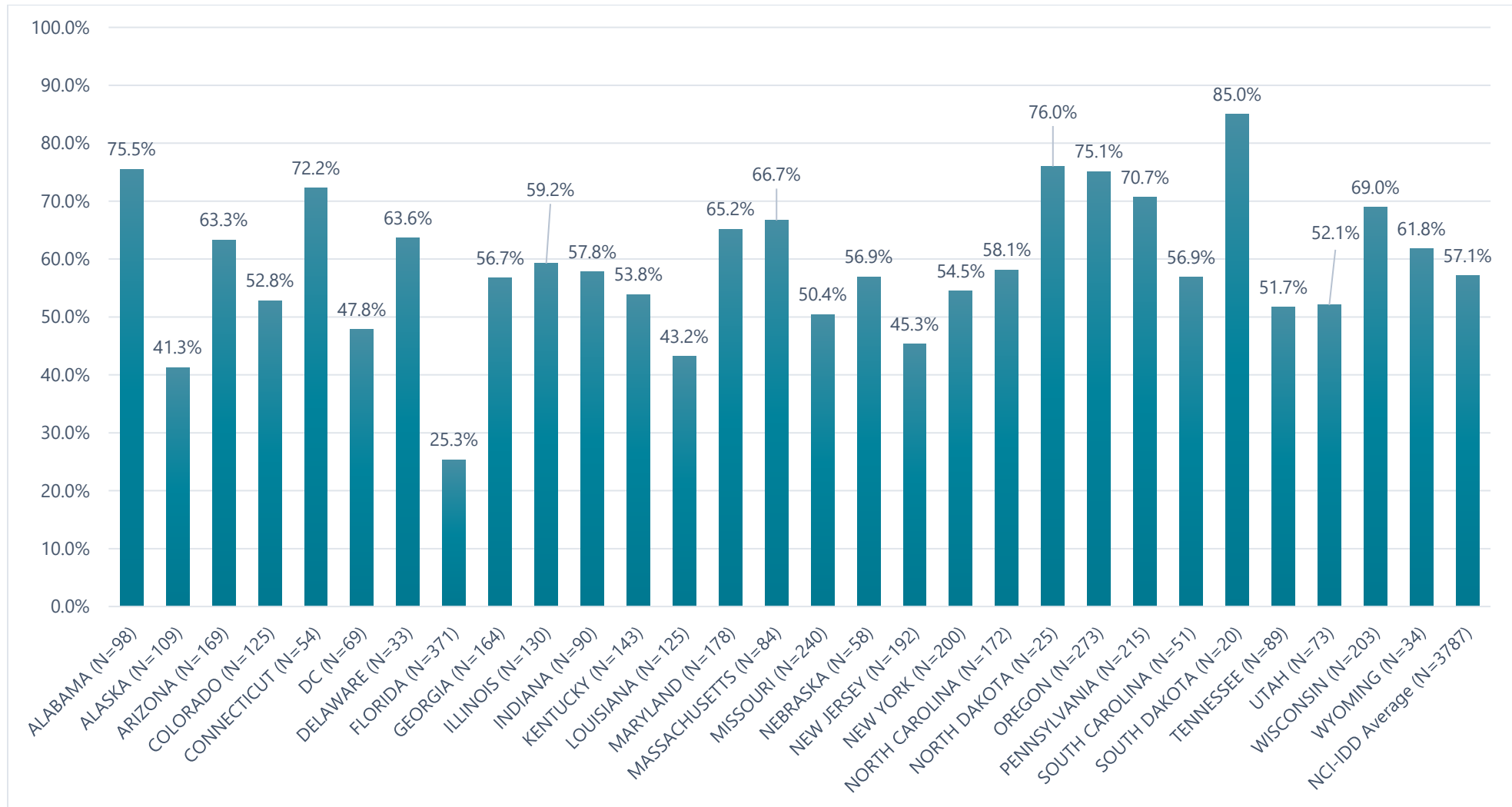
<sup>57</sup> In other words, starting wages and/or raise calculations differ for DSPs who can communicate in different languages.

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

## Bonuses

**Figure 7. Percentage of responding agencies that gave bonuses to DSPs between Jan. 1, 2021 and Dec. 31, 2021**

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



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Table 35. Percentage of responding agencies who reported the average total bonus<sup>58</sup> amount given at the agency in 2021 (of those who reported giving at least one bonus in 2021)<sup>59</sup>

	Less than \$50	\$50-\$100	\$101-\$200	\$201-\$300	\$301-\$400	\$401-\$500	\$500+	N
ALABAMA	1.4%	8.1%	16.2%	17.6%	6.8%	12.2%	37.8%	74
ALASKA	0.0%	7.0%	9.3%	20.9%	7.0%	14.0%	41.9%	43
ARIZONA	0.0%	4.8%	17.3%	13.5%	9.6%	7.7%	47.1%	104
COLORADO	1.5%	6.1%	18.2%	13.6%	7.6%	15.2%	37.9%	66
CONNECTICUT	0.0%	5.1%	7.7%	2.6%	7.7%	2.6%	74.4%	39
DC	3.0%	15.2%	15.2%	3.0%	3.0%	12.1%	48.5%	33
DELAWARE	0.0%	4.8%	14.3%	4.8%	14.3%	0.0%	61.9%	21
FLORIDA	1.1%	19.4%	16.1%	16.1%	10.8%	9.7%	26.9%	93
GEORGIA	5.4%	7.6%	14.1%	17.4%	6.5%	13.0%	35.9%	92
ILLINOIS	5.3%	10.5%	10.5%	10.5%	7.9%	9.2%	46.1%	76
INDIANA	4.0%	20.0%	22.0%	16.0%	8.0%	8.0%	22.0%	50
KENTUCKY	0.0%	10.5%	21.1%	17.1%	7.9%	10.5%	32.9%	76
LOUISIANA	5.7%	32.1%	11.3%	15.1%	5.7%	7.5%	22.6%	53
MARYLAND	2.6%	9.6%	8.7%	12.2%	7.8%	17.4%	41.7%	115
MASSACHUSETTS	0.0%	1.8%	1.8%	3.6%	3.6%	7.3%	81.8%	55
MISSOURI	4.2%	10.8%	15.0%	13.3%	10.8%	9.2%	36.7%	120
NEBRASKA	0.0%	3.0%	21.2%	27.3%	9.1%	12.1%	27.3%	33
NEW JERSEY	2.3%	7.0%	11.6%	14.0%	5.8%	4.7%	54.7%	86
NEW YORK	0.0%	3.8%	2.8%	5.7%	4.7%	9.4%	73.6%	106
NORTH CAROLINA	1.0%	9.3%	11.3%	9.3%	5.2%	11.3%	52.6%	97
NORTH DAKOTA	0.0%	10.5%	0.0%	10.5%	0.0%	5.3%	73.7%	19
OREGON	0.0%	4.0%	5.0%	6.5%	6.0%	20.4%	58.2%	201
PENNSYLVANIA	0.7%	4.0%	10.0%	8.7%	6.7%	12.7%	57.3%	150
SOUTH CAROLINA	0.0%	0.0%	6.9%	17.2%	6.9%	20.7%	48.3%	29
SOUTH DAKOTA	0.0%	0.0%	0.0%	5.9%	5.9%	5.9%	82.4%	17
TENNESSEE	6.5%	13.0%	19.6%	13.0%	8.7%	4.3%	34.8%	46
UTAH	0.0%	11.4%	20.0%	14.3%	11.4%	11.4%	31.4%	35
WISCONSIN	4.3%	10.9%	13.8%	11.6%	9.4%	8.7%	41.3%	138
WYOMING	0.0%	5.0%	10.0%	30.0%	20.0%	5.0%	30.0%	20
NCI-IDD Avg.	1.6%	8.0%	11.5%	11.9%	7.5%	11.7%	47.8%	Total: 2087

<sup>58</sup> 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

<sup>59</sup> For example, 8.1% of agencies in ALABAMA that reported having given DSPs bonuses in 2021 reported an average bonus amount of between \$50 and \$100.

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Table 36. Percent of total hours<sup>60</sup> paid in 2021 that were overtime hours

	<b>Avg. Percent of Total Hours: Overtime Hours</b>	<b>Std. Deviation</b>	<b>Median Percent of Total Hours: Overtime Hours</b>	<b>N</b>
<b>ALABAMA</b>	13.9%	10.9%	13.3%	94
<b>ALASKA</b>	11.5%	15.2%	3.6%	88
<b>ARIZONA</b>	4.8%	6.9%	2.1%	154
<b>COLORADO</b>	2.8%	5.6%	0.3%	102
<b>CONNECTICUT</b>	6.5%	6.2%	5.3%	51
<b>DC</b>	6.8%	9.4%	1.3%	62
<b>DELAWARE</b>	12.4%	9.9%	14.3%	25
<b>FLORIDA</b>	6.1%	10.1%	0.2%	258
<b>GEORGIA</b>	7.9%	10.1%	3.2%	127
<b>ILLINOIS</b>	9.9%	9.7%	7.8%	120
<b>INDIANA</b>	7.3%	7.1%	5.5%	85
<b>KENTUCKY</b>	13.4%	13.6%	10.3%	118
<b>LOUISIANA</b>	11.3%	10.8%	8.6%	90
<b>MARYLAND</b>	9.7%	10.8%	6.6%	155
<b>MASSACHUSETTS</b>	10.2%	10.6%	8.3%	73
<b>MISSOURI</b>	7.9%	8.3%	5.7%	212
<b>NEBRASKA</b>	6.6%	8.4%	2.5%	52
<b>NEW JERSEY</b>	8.4%	10.2%	4.0%	150
<b>NEW YORK</b>	9.2%	8.4%	8.4%	183
<b>NORTH CAROLINA</b>	6.7%	9.2%	2.5%	144
<b>NORTH DAKOTA</b>	5.5%	4.2%	4.5%	26
<b>OREGON</b>	5.7%	6.6%	3.7%	221
<b>PENNSYLVANIA</b>	9.9%	10.1%	6.9%	177
<b>SOUTH CAROLINA</b>	9.4%	6.8%	8.1%	47
<b>SOUTH DAKOTA</b>	9.8%	7.2%	8.5%	20
<b>TENNESSEE</b>	17.4%	10.6%	16.6%	72
<b>UTAH</b>	2.6%	4.5%	0.2%	69
<b>WISCONSIN</b>	7.1%	10.1%	2.7%	171
<b>WYOMING</b>	7.7%	7.8%	6.1%	31
<b>NCI-IDD Avg.</b>	8.4%	10.0%	4.9%	3177

<sup>60</sup> Total hours=Total Regular Hours Paid in 2021 + Total Overtime Hours Paid in 2021. Excluded cases for which the OT hours paid exceeded regular hours paid, cases for which regular hours were missing, cases for which regular hours =0 and cases for which regular hours were less than 52. Providers referred to their own definition of “regular” and “overtime” hours.

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

## Benefits

### *Paid time off*

Agencies offer and track paid time off in two distinct methods:

- One method is offering a bank of hours from which employees can take paid time off, with no further delineation of the purpose or the type of time off. We refer to this method as **Pooled Paid Time Off**.
- The second method, which is more traditionally used by the Department of Labor, is to offer and track paid time off in **three distinct types: paid vacation time, paid sick time, and paid personal time**.

Both methods are means for providing paid time off to DSPs when they need it.

Additionally, some states have statute requiring all employers to offer and track paid sick time. Therefore, it is possible for an agency to use pooled paid time off for vacation and personal time while also offering sick time as a discrete benefit. Therefore, interpretations of these data on benefits should be made with caution, and with the consideration of supplemental information on existing state statutes regarding time off requirements.

\*\* \*\* \*

Please use caution when comparing the benefits data in this report to data from 2016 and years previous: Questions about benefits were revised (worded and formatted differently than in previous years) in the 2018 State of the Workforce Survey tool, and subsequent surveys have included these revisions.

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Table 37. Agency provides any paid time off to DSPs (supporting adults with IDD)

	Percent	N
<b>ALABAMA</b>	61.6%	99
<b>ALASKA</b>	46.8%	111
<b>ARIZONA</b>	81.7%	169
<b>COLORADO</b>	67.5%	126
<b>CONNECTICUT</b>	98.1%	54
<b>DC</b>	62.5%	72
<b>DELAWARE</b>	93.8%	32
<b>FLORIDA</b>	35.7%	375
<b>GEORGIA</b>	65.2%	164
<b>ILLINOIS</b>	92.4%	132
<b>INDIANA</b>	81.9%	94
<b>KENTUCKY</b>	83.8%	142
<b>LOUISIANA</b>	31.2%	125
<b>MARYLAND</b>	75.3%	182
<b>MASSACHUSETTS</b>	94.2%	86
<b>MISSOURI</b>	82.6%	242
<b>NEBRASKA</b>	79.7%	59
<b>NEW JERSEY</b>	85.9%	192
<b>NEW YORK</b>	99.0%	203
<b>NORTH CAROLINA</b>	61.0%	172
<b>NORTH DAKOTA</b>	92.3%	26
<b>OREGON</b>	74.3%	276
<b>PENNSYLVANIA</b>	88.0%	217
<b>SOUTH CAROLINA</b>	96.2%	52
<b>SOUTH DAKOTA</b>	100.0%	20
<b>TENNESSEE</b>	79.8%	89
<b>UTAH</b>	48.7%	76
<b>WISCONSIN</b>	62.3%	204
<b>WYOMING</b>	74.3%	35
<b>NCI-IDD Avg.</b>	73.7%	Total: 3826

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

Table 38. Offer Pooled Paid Time Off<sup>61</sup> (and Requirements for Eligibility)

	Offer pooled PTO to some or all DSPs	N	Must be full time <sup>62</sup>	Must work a minimum amount of time in a defined period <sup>63</sup>	Must be employed a minimum length of time	All DSPs are eligible	N (Subset offering this benefit)
ALABAMA	31.1%	61	78.9%	26.3%	47.4%	15.8%	19
ALASKA	36.5%	52	63.2%	47.4%	57.9%	10.5%	19
ARIZONA	23.4%	137	34.4%	21.9%	40.6%	40.6%	32
COLORADO	39.5%	86	38.2%	38.2%	32.4%	29.4%	34
CONNECTICUT	25.0%	52	23.1%	46.2%	69.2%	23.1%	13
DC	20.0%	45	55.6%	33.3%	55.6%	11.1%	9
DELAWARE	37.9%	29	54.5%	54.5%	45.5%	9.1%	11
FLORIDA	31.6%	133	38.1%	21.4%	50.0%	31.0%	42
GEORGIA	27.0%	111	63.3%	20.0%	43.3%	20.0%	30
ILLINOIS	27.7%	119	42.4%	33.3%	45.5%	21.2%	33
INDIANA	42.1%	76	68.8%	40.6%	56.3%	9.4%	32
KENTUCKY	39.5%	119	44.7%	38.3%	59.6%	14.9%	47
LOUISIANA	20.5%	39	75.0%	50.0%	50.0%	12.5%	8
MARYLAND	21.9%	137	30.0%	53.3%	33.3%	20.0%	30
MASSACHUSETTS	24.4%	82	30.0%	55.0%	15.0%	15.0%	20
MISSOURI	31.7%	199	63.5%	36.5%	57.1%	15.9%	63
NEBRASKA	44.7%	47	61.9%	33.3%	52.4%	19.0%	21
NEW JERSEY	22.1%	163	30.6%	27.8%	22.2%	50.0%	36
NEW YORK	24.5%	200	34.7%	63.3%	28.6%	14.3%	49
NORTH CAROLINA	38.5%	104	67.5%	40.0%	57.5%	7.5%	40
NORTH DAKOTA	37.5%	24	55.6%	33.3%	22.2%	11.1%	9
OREGON	38.0%	205	16.7%	15.4%	37.2%	48.7%	78
PENNSYLVANIA	38.2%	191	42.5%	49.3%	46.6%	15.1%	73
SOUTH CAROLINA	29.4%	51	80.0%	20.0%	46.7%	6.7%	15
SOUTH DAKOTA	10.0%	20					64
TENNESSEE	42.3%	71	70.0%	43.3%	73.3%	3.3%	30
UTAH	43.2%	37	50.0%	12.5%	37.5%	25.0%	16
WISCONSIN	48.4%	128	53.2%	35.5%	37.1%	21.0%	62
WYOMING	34.6%	26	22.2%	22.2%	44.4%	44.4%	9
NCI-IDD Avg.	31.4%	Total: 2744	45.7%	36.0%	44.7%	22.1%	Total: 882

<sup>61</sup>"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 2021 data to data from years previous to 2017. \*Data with Ns of three (3) or fewer have been suppressed

<sup>62</sup> There are 34 cases that did not report that they distinguish between full- and part-time DSPs but chose this option. They are included.

<sup>63</sup> For example, must work 35 hours/week, 18 days/month, etc.

<sup>64</sup> Data with N of 3 or fewer respondents has been suppressed.

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

Table 39. Offer Paid Sick Time<sup>65</sup> (and Requirements for Eligibility)

	Offer paid sick time to some or all DSPs	N	Must be full time <sup>66</sup>	Must work a minimum amount of time in a defined period <sup>67</sup>	Must be employed a minimum length of time	All DSPs are eligible	N (Subset offering this benefit)
ALABAMA	68.4%	57	71.8%	25.6%	35.9%	10.3%	39
ALASKA	61.2%	49	53.3%	26.7%	36.7%	30.0%	30
ARIZONA	97.5%	121	5.1%	11.9%	17.8%	72.9%	118
COLORADO	72.6%	73	17.0%	18.9%	13.2%	60.4%	53
CONNECTICUT	80.9%	47	15.8%	47.4%	36.8%	36.8%	38
DC	84.1%	44	35.1%	35.1%	29.7%	32.4%	37
DELAWARE	53.6%	28	60.0%	26.7%	46.7%	6.7%	15
FLORIDA	56.4%	117	56.1%	15.2%	48.5%	22.7%	66
GEORGIA	66.7%	99	65.2%	25.8%	48.5%	9.1%	66
ILLINOIS	77.3%	110	54.1%	28.2%	38.8%	25.9%	85
INDIANA	37.7%	69	53.8%	38.5%	42.3%	11.5%	26
KENTUCKY	44.1%	111	73.5%	22.4%	44.9%	10.2%	49
LOUISIANA	68.4%	38	69.2%	19.2%	23.1%	19.2%	26
MARYLAND	90.8%	130	24.6%	40.7%	21.2%	34.7%	118
MASSACHUSETTS	86.1%	79	2.9%	16.2%	19.1%	64.7%	68
MISSOURI	54.5%	187	61.8%	29.4%	48.0%	15.7%	102
NEBRASKA	53.5%	43	56.5%	30.4%	34.8%	21.7%	23
NEW JERSEY	94.4%	144	24.3%	25.0%	26.5%	51.5%	136
NEW YORK	91.0%	189	10.5%	29.1%	17.4%	60.5%	172
NORTH CAROLINA	62.5%	96	66.7%	31.7%	35.0%	13.3%	60
NORTH DAKOTA	65.2%	23	80.0%	26.7%	26.7%	0.0%	15
OREGON	84.6%	162	13.9%	6.6%	29.9%	60.6%	137
PENNSYLVANIA	66.1%	177	48.7%	37.6%	36.8%	15.4%	117
SOUTH CAROLINA	75.5%	49	83.8%	13.5%	16.2%	13.5%	37
SOUTH DAKOTA	85.0%	20	88.2%	29.4%	47.1%	5.9%	17
TENNESSEE	44.8%	67	70.0%	36.7%	53.3%	6.7%	30
UTAH	53.1%	32	35.3%	11.8%	35.3%	23.5%	17
WISCONSIN	44.1%	111	63.3%	28.6%	28.6%	8.2%	49
WYOMING	27.3%	22	16.7%	0.0%	50.0%	50.0%	6
NCI-IDD Avg.	70.8%	Total: 2494	40.7%	25.6%	31.7%	34.2%	Total: 1752

<sup>65</sup> 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.

<sup>66</sup> There are 77 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.

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

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

Table 40. Offer Paid Vacation Time<sup>68</sup> (and Requirements for Eligibility)

	Offer paid vacation time to some or all DSPs		Must be full time <sup>69</sup>	Must work a minimum amount of time in a defined period <sup>70</sup>	Must be employed a minimum length of time	All DSPs are eligible	N (Subset offering this benefit)
		N					
ALABAMA	75.4%	57	74.4%	25.6%	44.2%	7.0%	43
ALASKA	73.5%	49	63.9%	27.8%	52.8%	13.9%	36
ARIZONA	58.2%	122	57.7%	31.0%	59.2%	16.9%	71
COLORADO	76.7%	73	55.4%	28.6%	50.0%	8.9%	56
CONNECTICUT	74.5%	47	34.3%	62.9%	57.1%	11.4%	35
DC	86.0%	43	48.6%	37.8%	37.8%	16.2%	37
DELAWARE	78.6%	28	68.2%	36.4%	45.5%	13.6%	22
FLORIDA	75.0%	116	66.7%	16.1%	64.4%	9.2%	87
GEORGIA	79.8%	99	65.8%	25.3%	50.6%	5.1%	79
ILLINOIS	86.4%	110	58.9%	30.5%	50.5%	16.8%	95
INDIANA	57.1%	70	55.0%	37.5%	42.5%	12.5%	40
KENTUCKY	71.2%	111	69.6%	16.5%	49.4%	8.9%	79
LOUISIANA	76.3%	38	79.3%	20.7%	37.9%	10.3%	29
MARYLAND	84.6%	130	55.5%	42.7%	38.2%	11.8%	110
MASSACHUSETTS	82.3%	79	24.6%	53.8%	26.2%	16.9%	65
MISSOURI	75.0%	188	68.1%	31.2%	51.8%	8.5%	141
NEBRASKA	57.1%	42	54.2%	33.3%	37.5%	20.8%	24
NEW JERSEY	79.2%	144	57.9%	36.8%	39.5%	14.0%	114
NEW YORK	83.2%	185	44.8%	58.4%	46.8%	7.1%	154
NORTH CAROLINA	80.2%	96	70.1%	37.7%	39.0%	10.4%	77
NORTH DAKOTA	73.9%	23	76.5%	35.3%	29.4%	0.0%	17
OREGON	68.1%	160	44.0%	15.6%	61.5%	15.6%	109
PENNSYLVANIA	70.8%	178	59.5%	37.3%	36.5%	9.5%	126
SOUTH CAROLINA	79.6%	49	84.6%	15.4%	23.1%	10.3%	39
SOUTH DAKOTA	90.0%	20	61.1%	38.9%	50.0%	16.7%	18
TENNESSEE	66.2%	68	71.1%	42.2%	64.4%	2.2%	45
UTAH	71.9%	32	56.5%	26.1%	43.5%	13.0%	23
WISCONSIN	76.8%	112	62.8%	32.6%	44.2%	7.0%	86
WYOMING	63.6%	22	50.0%	28.6%	57.1%	21.4%	14
NCI-IDD Avg.	75.5%	Total: 2491	59.2%	33.2%	47.1%	11.4%	Total: 1871

<sup>68</sup> 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

<sup>69</sup> There are 122 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.

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

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



Table 41. Offer Paid Personal Time<sup>71</sup> (and Requirements for Eligibility)

	Offer paid personal time to some or all DSPs		Must be full time <sup>72</sup>	Must work a minimum amount of time in a defined period <sup>73</sup>	Must be employed a minimum length of time	All DSPs are eligible	N (Subset offering this benefit)
		N					
ALABAMA	40.4%	57	73.9%	39.1%	47.8%		23
ALASKA	53.1%	49	53.8%	34.6%	46.2%	19.2%	26
ARIZONA	26.2%	122	50.0%	40.6%	59.4%	21.9%	32
COLORADO	41.1%	73	46.7%	30.0%	30.0%	13.3%	30
CONNECTICUT	55.3%	47	34.6%	57.7%	50.0%	11.5%	26
DC	43.2%	44	47.4%	52.6%	47.4%	15.8%	19
DELAWARE	46.4%	28	61.5%	30.8%	38.5%	7.7%	13
FLORIDA	31.3%	115	52.8%	19.4%	58.3%	16.7%	36
GEORGIA	46.5%	99	69.6%	17.4%	41.3%	8.7%	46
ILLINOIS	59.6%	109	49.2%	33.8%	44.6%	20.0%	65
INDIANA	32.9%	70	52.2%	39.1%	39.1%	13.0%	23
KENTUCKY	30.0%	110	72.7%	18.2%	30.3%	12.1%	33
LOUISIANA	50.0%	38	63.2%	15.8%	36.8%	15.8%	19
MARYLAND	50.8%	130	53.0%	33.3%	39.4%	13.6%	66
MASSACHUSETTS	54.4%	79	18.6%	46.5%	30.2%	18.6%	43
MISSOURI	39.6%	187	70.3%	20.3%	56.8%	12.2%	74
NEBRASKA	26.2%	42	90.9%	27.3%	36.4%	0.0%	11
NEW JERSEY	60.1%	143	52.3%	37.2%	39.5%	16.3%	86
NEW YORK	59.6%	188	47.3%	57.1%	45.5%	7.1%	112
NORTH CAROLINA	34.4%	96	57.6%	39.4%	51.5%	12.1%	33
NORTH DAKOTA	30.4%	23	57.1%	42.9%	28.6%	14.3%	7
OREGON	35.8%	162	31.0%	12.1%	46.6%	32.8%	58
PENNSYLVANIA	56.2%	178	50.0%	45.0%	33.0%	13.0%	100
SOUTH CAROLINA	32.7%	49	68.8%	31.3%	37.5%	12.5%	16
SOUTH DAKOTA	25.0%	20	60.0%	20.0%	0.0%	0.0%	5
TENNESSEE	30.9%	68	61.9%	52.4%	57.1%	4.8%	21
UTAH	46.9%	32	46.7%	20.0%	40.0%	20.0%	15
WISCONSIN	30.6%	111	52.9%	38.2%	41.2%	2.9%	34
WYOMING	36.4%	22	37.5%	12.5%	62.5%	37.5%	8
NCI-IDD Avg.	41.5%	Total: 2491	53.9%	33.5%	41.9%	13.7%	Total: 1080

<sup>71</sup> 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

<sup>72</sup> There are 62 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.

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

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

Table 42. Offer Health Insurance (and Requirements for Eligibility)

	Offer health insurance to some or all DSPs	N	Must be full time <sup>74</sup>	Must work a minimum amount of time in a defined period <sup>75</sup>	Must be employed a minimum length of time	All DSPs are eligible	N (Subset offering this benefit)
ALABAMA	55.6%	99	80.0%	27.3%	40.0%	7.3%	55
ALASKA	26.1%	111	65.5%	34.5%	37.9%	10.3%	29
ARIZONA	55.6%	169	59.6%	44.7%	60.6%	10.6%	94
COLORADO	50.4%	125	69.8%	42.9%	42.9%	4.8%	63
CONNECTICUT	86.8%	53	67.4%	50.0%	52.2%	2.2%	46
DC	53.5%	71	57.9%	39.5%	36.8%	13.2%	38
DELAWARE	87.5%	32	82.1%	28.6%	46.4%	10.7%	28
FLORIDA	16.0%	374	76.7%	26.7%	66.7%	6.7%	60
GEORGIA	49.1%	163	70.0%	38.8%	37.5%	6.3%	80
ILLINOIS	78.8%	132	72.1%	45.2%	60.6%	3.8%	104
INDIANA	61.7%	94	65.5%	55.2%	65.5%	1.7%	58
KENTUCKY	64.8%	142	78.3%	22.8%	37.0%	8.7%	92
LOUISIANA	45.6%	125	57.9%	43.9%	43.9%	17.5%	57
MARYLAND	72.0%	182	59.5%	42.7%	38.9%	11.5%	131
MASSACHUSETTS	94.2%	86	44.4%	56.8%	27.2%	2.5%	81
MISSOURI	71.0%	241	75.4%	40.9%	50.3%	4.7%	171
NEBRASKA	59.3%	59	82.9%	45.7%	57.1%	2.9%	35
NEW JERSEY	72.3%	191	69.6%	46.4%	48.6%	3.6%	138
NEW YORK	95.0%	202	60.9%	52.1%	41.1%	2.6%	192
NORTH CAROLINA	55.8%	172	76.0%	34.4%	42.7%	5.2%	96
NORTH DAKOTA	92.3%	26	70.8%	41.7%	37.5%	4.2%	24
OREGON	45.6%	274	64.8%	42.4%	54.4%	7.2%	125
PENNSYLVANIA	77.8%	216	67.9%	41.1%	47.6%	4.2%	168
SOUTH CAROLINA	96.2%	52	84.0%	34.0%	24.0%	6.0%	50
SOUTH DAKOTA	100.0%	20	80.0%	40.0%	40.0%	0.0%	20
TENNESSEE	76.4%	89	63.2%	50.0%	60.3%	7.4%	68
UTAH	39.5%	76	76.7%	40.0%	53.3%	6.7%	30
WISCONSIN	39.9%	203	76.5%	39.5%	43.2%	2.5%	81
WYOMING	34.3%	35	66.7%	58.3%	75.0%	0.0%	12
NCI-IDD Avg.	59.9%	Total: 3814	69.4%	41.1%	46.0%	5.9%	Total: 2226

<sup>74</sup> There are 121 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.

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

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

Table 43. Percentage of eligible DSPs who are enrolled in agency-offered health plan <sup>76</sup>

	Mean <sup>77</sup>	Std. Deviation	Median	Minimum	Maximum	N
<b>ALABAMA</b>	58.6%	33.4%	66.7%	0.0%	100.0%	49
<b>ALASKA</b>	58.1%	30.2%	66.7%	0.0%	100.0%	23
<b>ARIZONA</b>	35.4%	26.5%	31.2%	0.0%	100.0%	80
<b>COLORADO</b>	51.5%	31.8%	47.1%	0.0%	100.0%	61
<b>CONNECTICUT</b>	48.7%	28.5%	45.7%	0.0%	100.0%	45
<b>DC</b>	42.4%	31.9%	32.1%	0.0%	100.0%	29
<b>DELAWARE</b>	55.0%	21.5%	57.4%	8.3%	100.0%	22
<b>FLORIDA</b>	57.3%	33.3%	61.5%	0.0%	100.0%	55
<b>GEORGIA</b>	62.1%	27.6%	66.7%	0.0%	100.0%	69
<b>ILLINOIS</b>	51.8%	26.6%	54.0%	0.0%	100.0%	93
<b>INDIANA</b>	46.0%	22.7%	41.9%	3.1%	100.0%	54
<b>KENTUCKY</b>	50.3%	35.0%	50.0%	0.0%	100.0%	84
<b>LOUISIANA</b>	25.4%	28.7%	14.1%	0.0%	100.0%	47
<b>MARYLAND</b>	51.3%	25.5%	50.4%	0.0%	100.0%	115
<b>MASSACHUSETTS</b>	52.1%	22.5%	50.0%	0.0%	100.0%	77
<b>MISSOURI</b>	58.8%	29.6%	60.0%	0.0%	100.0%	154
<b>NEBRASKA</b>	64.5%	28.8%	68.7%	6.5%	100.0%	34
<b>NEW JERSEY</b>	58.4%	29.0%	61.4%	0.0%	100.0%	122
<b>NEW YORK</b>	50.2%	24.4%	50.0%	0.0%	100.0%	170
<b>NORTH CAROLINA</b>	64.8%	28.9%	67.3%	0.0%	100.0%	83
<b>NORTH DAKOTA</b>	75.5%	18.5%	80.0%	39.5%	100.0%	21
<b>OREGON</b>	62.1%	27.5%	64.7%	0.0%	100.0%	112
<b>PENNSYLVANIA</b>	66.3%	25.2%	70.0%	0.0%	100.0%	151
<b>SOUTH CAROLINA</b>	74.3%	19.9%	75.2%	29.8%	100.0%	47
<b>SOUTH DAKOTA</b>	71.2%	17.6%	69.9%	44.4%	100.0%	19
<b>TENNESSEE</b>	51.0%	25.6%	51.4%	0.0%	100.0%	58
<b>UTAH</b>	53.7%	30.0%	54.5%	0.0%	100.0%	27
<b>WISCONSIN</b>	49.3%	28.6%	45.2%	0.0%	100.0%	78
<b>WYOMING</b>	49.4%	22.4%	46.2%	11.1%	83.3%	12
<b>NCI-IDD Avg.</b>	56.0%	28.9%	56.8%	0.0%	100.0%	Total: 1991

<sup>76</sup> Cases that reported number of DSPs eligible for health insurance coverage and those enrolled (or marked "0") are included in this calculation. Cases that reported the number of enrolled DSPs was higher than the number eligible were excluded.

<sup>77</sup> Mean percentage of eligible DSPs who enrolled for the health insurance offered by the agency (if offered)

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

Table 44. Offer Dental Insurance/Vision Coverage<sup>78</sup> to some or all DSPs

	Offer dental coverage	N	Offer vision coverage	N
ALABAMA	59.2%	98	43.4%	99
ALASKA	26.6%	109	24.8%	109
ARIZONA	47.6%	168	42.0%	169
COLORADO	44.4%	126	40.0%	125
CONNECTICUT	84.9%	53	66.7%	54
DC	47.9%	71	46.5%	71
DELAWARE	84.4%	32	78.1%	32
FLORIDA	16.0%	374	14.8%	372
GEORGIA	51.8%	164	46.9%	162
ILLINOIS	68.9%	132	57.6%	132
INDIANA	65.6%	93	63.0%	92
KENTUCKY	63.8%	141	60.6%	142
LOUISIANA	36.0%	125	34.4%	125
MARYLAND	68.5%	181	68.1%	182
MASSACHUSETTS	89.5%	86	73.6%	87
MISSOURI	61.8%	241	61.0%	241
NEBRASKA	64.4%	59	57.6%	59
NEW JERSEY	68.1%	191	56.8%	192
NEW YORK	91.6%	202	85.4%	199
NORTH CAROLINA	55.8%	172	51.7%	172
NORTH DAKOTA	84.6%	26	84.6%	26
OREGON	42.1%	273	35.4%	274
PENNSYLVANIA	69.6%	217	69.4%	216
SOUTH CAROLINA	98.1%	52	96.2%	52
SOUTH DAKOTA	95.0%	20	89.5%	19
TENNESSEE	79.5%	88	76.4%	89
UTAH	38.2%	76	31.6%	76
WISCONSIN	40.1%	202	31.4%	204
WYOMING	37.1%	35	25.7%	35
NCI-IDD Avg.	57.1%	Total: 3807	52.4%	Total: 3807

<sup>78</sup> If the coverage was included in health insurance coverage, respondents were asked to indicate that “yes,” the coverage was offered.

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

Table 45. Offer employer-sponsored retirement plan (401K, 403b or other plan) (and Requirements for Eligibility)

	Offer retirement plan to some or all DSPs	N	Must be full time <sup>79</sup>	Must work a minimum amount of time in a defined period <sup>80</sup>	Must be employed a minimum length of time	All DSPs are eligible	N (Subset offering this benefit)
ALABAMA	43.9%	98	51.2%	32.6%	44.2%	20.9%	43
ALASKA	23.6%	110	19.2%	30.8%	46.2%	38.5%	26
ARIZONA	42.0%	169	22.5%	40.8%	42.3%	33.8%	71
COLORADO	39.5%	124	38.8%	26.5%	46.9%	26.5%	49
CONNECTICUT	75.9%	54	22.0%	39.0%	48.8%	34.1%	41
DC	33.3%	72	29.2%	37.5%	41.7%	33.3%	24
DELAWARE	84.4%	32	29.6%	29.6%	25.9%	51.9%	27
FLORIDA	15.8%	373	37.3%	18.6%	52.5%	28.8%	59
GEORGIA	50.3%	163	48.8%	25.6%	48.8%	22.0%	82
ILLINOIS	68.2%	132	26.7%	40.0%	41.1%	32.2%	90
INDIANA	55.9%	93	21.2%	50.0%	63.5%	23.1%	52
KENTUCKY	55.9%	143	47.5%	33.8%	61.3%	16.3%	80
LOUISIANA	20.3%	123	28.0%	20.0%	36.0%	44.0%	25
MARYLAND	64.8%	182	23.7%	36.4%	37.3%	40.7%	118
MASSACHUSETTS	89.7%	87	14.1%	41.0%	38.5%	34.6%	78
MISSOURI	55.8%	240	44.0%	39.6%	60.4%	13.4%	134
NEBRASKA	55.9%	59	33.3%	39.4%	57.6%	24.2%	33
NEW JERSEY	63.7%	190	32.2%	47.9%	47.1%	26.4%	121
NEW YORK	92.6%	202	18.7%	36.9%	37.4%	41.2%	187
NORTH CAROLINA	45.9%	172	22.8%	35.4%	46.8%	29.1%	79
NORTH DAKOTA	88.5%	26	30.4%	56.5%	52.2%	21.7%	23
OREGON	42.1%	273	23.5%	22.6%	49.6%	34.8%	115
PENNSYLVANIA	66.4%	217	22.2%	38.2%	43.1%	34.7%	144
SOUTH CAROLINA	90.4%	52	36.2%	10.6%	17.0%	55.3%	47
SOUTH DAKOTA	95.0%	20	31.6%	52.6%	63.2%	21.1%	19
TENNESSEE	55.1%	89	28.6%	30.6%	51.0%	38.8%	49
UTAH	21.3%	75	50.0%	31.3%	62.5%	12.5%	16
WISCONSIN	43.3%	203	25.0%	47.7%	50.0%	19.3%	88
WYOMING	37.1%	35	30.8%	53.8%	53.8%	23.1%	13
NCI-IDD Avg.	52.8%	Total: 3808	30.0%	36.2%	47.5%	30.2%	Total: 1933

<sup>79</sup> There are 71 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.

<sup>80</sup> For example, must work 35 hours/week, 18 days/month, etc.

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Table 46. 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	Life insurance	Other	N
ALABAMA	5.1%	42.4%	18.2%	12.1%	9.1%	41.4%	2.0%	99
ALASKA	9.9%	55.9%	4.5%	9.0%	6.3%	19.8%	0.9%	111
ARIZONA	13.5%	58.8%	10.6%	9.4%	8.2%	28.8%	0.6%	170
COLORADO	10.2%	52.8%	15.0%	18.9%	8.7%	33.9%	2.4%	127
CONNECTICUT	31.5%	55.6%	38.9%	29.6%	13.0%	77.8%	0.0%	54
DC	9.7%	43.1%	18.1%	11.1%	4.2%	30.6%	1.4%	72
DELAWARE	39.4%	48.5%	48.5%	63.6%	21.2%	75.8%	9.1%	33
FLORIDA	4.2%	32.6%	5.6%	4.0%	1.9%	14.3%	0.8%	377
GEORGIA	6.7%	48.5%	17.0%	22.4%	6.1%	43.0%	1.8%	165
ILLINOIS	31.8%	55.3%	33.3%	32.6%	23.5%	65.9%	1.5%	132
INDIANA	20.2%	45.7%	26.6%	23.4%	16.0%	59.6%	5.3%	94
KENTUCKY	9.1%	36.4%	18.9%	25.2%	15.4%	55.9%	1.4%	143
LOUISIANA	0.0%	24.6%	7.9%	6.3%	1.6%	30.2%	0.8%	126
MARYLAND	29.7%	63.7%	35.7%	31.3%	17.6%	56.6%	1.6%	182
MASSACHUSETTS	59.8%	67.8%	60.9%	69.0%	36.8%	79.3%	9.2%	87
MISSOURI	11.2%	50.8%	17.4%	18.6%	14.5%	57.4%	2.9%	242
NEBRASKA	18.6%	49.2%	35.6%	28.8%	10.2%	50.8%	3.4%	59
NEW JERSEY	31.6%	56.5%	32.6%	24.9%	20.2%	53.9%	4.7%	193
NEW YORK	51.0%	52.9%	55.4%	66.2%	28.9%	83.3%	8.3%	204
NORTH CAROLINA	13.4%	47.7%	25.0%	17.4%	8.7%	54.7%	3.5%	172
NORTH DAKOTA	19.2%	69.2%	42.3%	61.5%	42.3%	84.6%	11.5%	26
OREGON	7.9%	61.7%	13.7%	13.7%	11.6%	22.7%	2.5%	277
PENNSYLVANIA	24.9%	53.5%	42.9%	27.6%	19.8%	60.4%	2.3%	217
SOUTH CAROLINA	5.8%	44.2%	51.9%	75.0%	34.6%	92.3%	1.9%	52
SOUTH DAKOTA	25.0%	50.0%	35.0%	60.0%	40.0%	90.0%	5.0%	20
TENNESSEE	15.7%	42.7%	24.7%	11.2%	12.4%	67.4%	0.0%	89
UTAH	13.2%	51.3%	11.8%	9.2%	9.2%	18.4%	2.6%	76
WISCONSIN	10.3%	52.9%	19.1%	18.6%	11.3%	32.8%	1.0%	204
WYOMING	5.7%	48.6%	2.9%	0.0%	11.4%	17.1%	5.7%	35
NCI-IDD Avg.	17.2%	50.1%	24.1%	24.6%	14.5%	47.6%	2.7%	Total: 3838

\*Paid time off, reimbursement or other support

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

## Recruitment and Retention

Table 47. *Recruitment and Retention Strategies – Agency provides a pay incentive or referral bonus programs for current DSP staff to bring in new recruits and incentive/bonus amount*

	Percent	N	Avg. pay incentive/ bonus amount: \$1-\$50	Avg. pay incentive/ bonus amount: \$51-\$200	Avg. pay incentive/ bonus amount: Over \$200	N (Subset of agencies that provided pay incentive or referral bonuses)
<b>ALABAMA</b>	77.6%	98	6.6%	38.2%	55.3%	76
<b>ALASKA</b>	31.2%	109	0.0%	37.5%	62.5%	32
<b>ARIZONA</b>	56.8%	169	13.7%	41.1%	45.3%	95
<b>COLORADO</b>	35.8%	123	4.5%	38.6%	56.8%	44
<b>CONNECTICUT</b>	61.5%	52	6.5%	35.5%	58.1%	31
<b>DC</b>	26.4%	72	23.5%	52.9%	23.5%	17
<b>DELAWARE</b>	66.7%	33	4.5%	27.3%	68.2%	22
<b>FLORIDA</b>	23.4%	364	14.5%	42.2%	43.4%	83
<b>GEORGIA</b>	42.6%	162	19.4%	40.3%	40.3%	67
<b>ILLINOIS</b>	62.9%	132	3.6%	24.1%	72.3%	83
<b>INDIANA</b>	65.9%	91	10.0%	26.7%	63.3%	60
<b>KENTUCKY</b>	46.2%	143	4.6%	21.5%	73.8%	65
<b>LOUISIANA</b>	32.8%	125	17.5%	55.0%	27.5%	40
<b>MARYLAND</b>	58.3%	180	8.7%	30.8%	60.6%	104
<b>MASSACHUSETTS</b>	74.4%	86	3.2%	11.1%	85.7%	63
<b>MISSOURI</b>	54.9%	237	15.4%	39.2%	45.4%	130
<b>NEBRASKA</b>	48.3%	58	7.1%	46.4%	46.4%	28
<b>NEW JERSEY</b>	58.6%	191	3.7%	33.0%	63.3%	109
<b>NEW YORK</b>	73.1%	201	1.4%	19.2%	79.5%	146
<b>NORTH CAROLINA</b>	32.5%	169	8.0%	40.0%	52.0%	50
<b>NORTH DAKOTA</b>	57.7%	26	0.0%	13.3%	86.7%	15
<b>OREGON</b>	57.7%	267	4.0%	29.1%	66.9%	151
<b>PENNSYLVANIA</b>	68.5%	213	2.8%	24.3%	72.9%	144
<b>SOUTH CAROLINA</b>	64.7%	51	15.2%	33.3%	51.5%	33
<b>SOUTH DAKOTA</b>	90.0%	20	5.6%	16.7%	77.8%	18
<b>TENNESSEE</b>	79.8%	89	2.8%	46.5%	50.7%	71
<b>UTAH</b>	38.7%	75	7.1%	60.7%	32.1%	28
<b>WISCONSIN</b>	56.2%	203	13.2%	31.6%	55.3%	114
<b>WYOMING</b>	37.1%	35	7.7%	30.8%	61.5%	13
<b>NCI-IDD Avg.</b>	53.1%	Total: 3774	7.6%	31.2%	61.2%	Total: 1932

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Table 48. Additional Recruitment and Retention Strategies

	<b>Realistic job preview</b>	<b>Train on code of ethics</b>	<b>DSP ladder to retain highly skilled workers</b>	<b>Staff supported to acquire credential*</b>	<b>Bonuses, stipends or raises provided as DSPs complete key stages of credentialing process</b>	<b>N</b>
<b>ALABAMA</b>	84.8%	84.8%	32.3%	24.2%	34.3%	99
<b>ALASKA</b>	88.3%	86.5%	34.2%	19.8%	27.0%	111
<b>ARIZONA</b>	88.8%	84.1%	37.6%	28.8%	29.4%	170
<b>COLORADO</b>	85.0%	81.1%	29.1%	26.8%	31.5%	127
<b>CONNECTICUT</b>	90.7%	90.7%	29.6%	25.9%	24.1%	54
<b>DC</b>	84.7%	93.1%	44.4%	40.3%	22.2%	72
<b>DELAWARE</b>	81.8%	87.9%	30.3%	30.3%	24.2%	33
<b>FLORIDA</b>	82.2%	82.8%	32.4%	31.6%	29.2%	377
<b>GEORGIA</b>	87.9%	96.4%	34.5%	32.7%	26.1%	165
<b>ILLINOIS</b>	80.3%	93.2%	21.2%	27.3%	40.2%	132
<b>INDIANA</b>	77.7%	96.8%	39.4%	22.3%	19.1%	94
<b>KENTUCKY</b>	90.2%	83.2%	18.2%	44.8%	28.0%	143
<b>LOUISIANA</b>	84.1%	88.1%	19.0%	15.1%	19.8%	126
<b>MARYLAND</b>	81.3%	83.0%	40.7%	39.6%	32.4%	182
<b>MASSACHUSETTS</b>	85.1%	80.5%	23.0%	31.0%	21.8%	87
<b>MISSOURI</b>	81.0%	82.6%	21.9%	16.9%	24.4%	242
<b>NEBRASKA</b>	86.4%	91.5%	45.8%	28.8%	39.0%	59
<b>NEW JERSEY</b>	80.8%	85.0%	36.3%	54.4%	28.0%	193
<b>NEW YORK</b>	72.1%	96.1%	34.8%	25.0%	22.1%	204
<b>NORTH CAROLINA</b>	90.7%	94.8%	31.4%	33.1%	26.2%	172
<b>NORTH DAKOTA</b>	65.4%	100.0%	30.8%	57.7%	46.2%	26
<b>OREGON</b>	82.3%	81.6%	40.1%	33.6%	37.2%	277
<b>PENNSYLVANIA</b>	84.3%	85.3%	29.5%	38.7%	24.9%	217
<b>SOUTH CAROLINA</b>	88.5%	82.7%	26.9%	15.4%	15.4%	52
<b>SOUTH DAKOTA</b>	75.0%	95.0%	40.0%	35.0%	35.0%	20
<b>TENNESSEE</b>	91.0%	88.8%	38.2%	32.6%	27.0%	89
<b>UTAH</b>	93.4%	94.7%	38.2%	30.3%	38.2%	76
<b>WISCONSIN</b>	83.8%	83.8%	26.5%	31.9%	36.8%	204
<b>WYOMING</b>	80.0%	97.1%	22.9%	20.0%	34.3%	35
<b>NCI-IDD Avg.</b>	83.4%	86.7%	32.4%	31.9%	29.2%	Total: 3838

\*For example, Direct Course College of Direct Support through National Association of Direct Support Professionals, etc. Support may take the form of financial support to cover the cost of the credential, paying the DSP for the time needed to complete the credential, or other financial support.

\*\*Or other survey efforts aimed at assessing DSP satisfaction and experience working for the agency

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Table 49. Additional Recruitment and Retention Strategies

	Employee engagement surveys**	Employee recognition programs such as initiatives to reward DSPs for achievement, anniversaries, and other milestones	DSPs included in agency governance	Agency requires training for DSPs above and beyond those trainings required by state regulation	N
ALABAMA	81.8%	62.6%	21.2%	40.4%	99
ALASKA	44.1%	39.6%	18.9%	45.9%	111
ARIZONA	46.5%	52.9%	17.1%	45.3%	170
COLORADO	48.8%	55.9%	16.5%	56.7%	127
CONNECTICUT	40.7%	53.7%	20.4%	46.3%	54
DC	66.7%	65.3%	33.3%	54.2%	72
DELAWARE	54.5%	57.6%	9.1%	66.7%	33
FLORIDA	33.7%	41.4%	13.8%	40.1%	377
GEORGIA	78.2%	69.1%	35.8%	59.4%	165
ILLINOIS	53.8%	70.5%	22.0%	55.3%	132
INDIANA	71.3%	67.0%	17.0%	53.2%	94
KENTUCKY	62.2%	69.2%	21.7%	46.2%	143
LOUISIANA	46.0%	43.7%	19.8%	46.8%	126
MARYLAND	54.4%	66.5%	29.1%	59.9%	182
MASSACHUSETTS	69.0%	73.6%	21.8%	69.0%	87
MISSOURI	40.9%	61.2%	12.4%	45.5%	242
MONTANA	40.0%	53.3%	13.3%	80.0%	15
NEBRASKA	61.0%	72.9%	30.5%	71.2%	59
NEW JERSEY	51.3%	57.5%	21.8%	64.8%	193
NEW YORK	52.9%	70.6%	24.0%	55.9%	204
NORTH CAROLINA	78.5%	65.1%	35.5%	58.1%	172
NORTH DAKOTA	76.9%	80.8%	26.9%	53.8%	26
OREGON	36.1%	49.8%	21.7%	45.5%	277
PENNSYLVANIA	51.6%	61.8%	15.7%	53.0%	217
SOUTH CAROLINA	40.4%	75.0%	19.2%	42.3%	52
SOUTH DAKOTA	95.0%	90.0%	50.0%	85.0%	20
TENNESSEE	68.5%	74.2%	29.2%	51.7%	89
UTAH	50.0%	51.3%	25.0%	51.3%	76
WISCONSIN	41.2%	56.9%	15.2%	47.1%	204
WYOMING	77.1%	65.7%	2.9%	45.7%	35
NCI-IDD Avg.	53.0%	60.6%	22.2%	52.2%	Total: 3838

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

## Frontline Supervisors

Frontline supervisors (FLS) are the first line of management in human service organizations. These are staff who supervise DSPs working with adults with IDD and often also engage in direct support as part of their duties.

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

Table 50. Average DSP to Frontline Supervisor ratio<sup>81</sup>

	Average number of DSPs per 1 frontline supervisor <sup>82</sup>	N
ALABAMA	10	89
ALASKA	8	92
ARIZONA	15	159
COLORADO	6	111
CONNECTICUT	10	53
DC	13	69
DELAWARE	14	30
FLORIDA	5	313
GEORGIA	7	156
ILLINOIS	9	125
INDIANA	13	88
KENTUCKY	7	138
LOUISIANA	14	122
MARYLAND	10	172
MASSACHUSETTS	8	80
MISSOURI	9	220
NEBRASKA	10	54
NEW JERSEY	10	171
NEW YORK	12	196
NORTH CAROLINA	11	166
NORTH DAKOTA	14	24
OREGON	8	242
PENNSYLVANIA	11	209
SOUTH CAROLINA	12	51
SOUTH DAKOTA	11	20
TENNESSEE	13	86
UTAH	6	65
WISCONSIN	11	183
WYOMING	7	30
NCI-IDD Avg.	10	Total: 3514

<sup>81</sup> Calculated as Total number of DSPs on payroll as of Dec. 31, 2021, DIVIDED BY Total number of Frontline Supervisors on payroll as of Dec. 31, 2021. The ratio was calculated for each provider and then the state average was calculated.

<sup>82</sup> Agencies that reported having 0 Frontline Supervisors or left the question blank are excluded from the denominator. 101 agencies reported that the number of FLS was greater than or equal to the number of DSPs on payroll as of Dec. 31, 2021. They are included.

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

Table 51. Of all reporting agencies in the state, the average percent of Frontline Supervisors<sup>83</sup> identifying as each race/ethnicity

	American Indian or Alaska Native	Asian <sup>84</sup>	Black or African American	Pacific Islander <sup>85</sup>	White	Hispanic/ Latino <sup>86</sup>	More than one race/ethnicity	Other	Don't know	N
ALABAMA	0.0%	0.0%	62.5%	0.0%	31.9%	0.0%	0.2%	1.1%	5.2%	87
ALASKA	6.4%	8.5%	19.2%	5.1%	43.6%	4.7%	3.2%	0.0%	8.7%	90
ARIZONA	5.5%	3.1%	20.2%	0.1%	32.8%	20.1%	2.2%	0.7%	15.0%	159
COLORADO	2.1%	1.7%	12.8%	0.5%	49.6%	7.6%	1.9%	0.1%	22.7%	109
CONNECTICUT	0.4%	0.1%	23.9%	0.4%	62.9%	11.0%	0.5%	0.0%	0.7%	52
DC	0.0%	0.7%	92.7%	0.0%	4.5%	0.4%	0.0%	0.0%	0.0%	68
DELAWARE	3.4%	0.0%	63.9%	0.0%	23.6%	1.5%	0.2%	0.0%	7.3%	29
FLORIDA	0.5%	2.0%	53.1%	0.2%	27.2%	9.9%	0.8%	0.0%	5.0%	307
GEORGIA	0.0%	1.1%	67.9%	1.3%	23.9%	1.9%	0.3%	0.0%	3.3%	153
ILLINOIS	0.0%	1.5%	36.4%	0.0%	57.9%	2.3%	0.4%	0.0%	1.2%	125
INDIANA	0.3%	0.6%	27.0%	0.0%	64.0%	1.1%	0.5%	0.0%	6.6%	87
KENTUCKY	0.1%	0.7%	14.3%	0.0%	78.0%	0.6%	1.6%	0.0%	4.6%	138
LOUISIANA	0.0%	0.0%	74.3%	0.0%	20.2%	0.4%	1.5%	0.0%	3.4%	119
MARYLAND	0.0%	1.7%	70.6%	0.0%	23.8%	0.4%	1.1%	0.0%	2.2%	168
MASSACHUSETTS	0.4%	0.7%	27.8%	0.1%	55.1%	4.5%	1.1%	0.0%	9.9%	79
MISSOURI	0.8%	0.3%	18.4%	0.1%	66.0%	1.0%	0.7%	0.0%	12.4%	218
NEBRASKA	0.7%	0.2%	31.4%	0.0%	55.4%	4.5%	0.3%	0.0%	6.9%	54
NEW JERSEY	0.0%	2.2%	48.3%	0.0%	34.5%	6.1%	1.3%	0.0%	6.9%	166
NEW YORK <sup>87</sup>	0.1%	1.6%	31.2%	0.4%	50.5%	6.9%	1.0%	0.0%	7.6%	192
NORTH CAROLINA	1.8%	0.9%	54.5%	0.0%	39.2%	0.9%	0.6%	0.0%	2.1%	164
NORTH DAKOTA	1.3%	0.2%	5.5%	0.3%	72.9%	3.1%	0.6%	0.0%	15.5%	23
OREGON	1.9%	2.8%	23.8%	1.2%	43.1%	5.3%	4.4%	0.0%	16.1%	223
PENNSYLVANIA	0.0%	0.8%	30.5%	0.3%	58.6%	3.0%	0.7%	0.0%	6.0%	205
SOUTH CAROLINA	0.0%	0.0%	78.9%	0.0%	18.5%	0.2%	0.3%	0.1%	2.0%	51
SOUTH DAKOTA	5.0%	0.6%	1.1%	0.0%	81.1%	1.5%	0.4%	0.0%	10.3%	20
TENNESSEE	0.1%	0.0%	40.0%	0.0%	52.7%	0.4%	0.7%	0.0%	6.1%	86
UTAH	0.7%	1.7%	1.8%	11.2%	56.8%	5.4%	2.6%	0.0%	18.3%	64
WISCONSIN	1.5%	3.7%	14.2%	0.0%	73.2%	2.9%	1.3%	0.0%	3.1%	180
WYOMING	2.9%	0.3%	1.0%	0.0%	69.0%	8.8%	1.4%	0.0%	16.7%	30
<b>NCI-IDD Avg.</b>	1.1%	1.6%	36.5%	0.5%	46.9%	4.2%	1.3%	0.1%	7.5%	Total: 3446

<sup>83</sup> Agencies that reported 0 Frontline Supervisors were not included in this table

<sup>84</sup> Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese, or Other Asian

<sup>85</sup> Native Hawaiian, Guamanian or Chamorro, Samoan, or Other Pacific Islander

<sup>86</sup> Mexican, Mexican American, Chicano, Puerto Rican, Cuban, or Other Spanish/Hispanic/Latino

<sup>87</sup> Statewide results for NYS are skewed toward demographic data for NYC. For example, approximately 44% of Frontline Supervisors in the dataset who are Black work for NYC providers.

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

Table 52. Of all reporting agencies in the state, the average percent of Frontline Supervisors<sup>88</sup> identifying as each gender identity

	Male	Female	Non-Conforming	Other	Don't Know	N
ALABAMA	12.4%	84.2%	0.0%	1.1%	2.2%	89
ALASKA	27.7%	71.1%	0.0%	0.0%	1.1%	91
ARIZONA	23.6%	67.3%	0.2%	0.7%	8.2%	159
COLORADO	24.4%	68.2%	0.1%	0.1%	7.3%	110
CONNECTICUT	22.6%	77.3%	0.2%	0.0%	0.0%	53
DC	31.1%	68.9%	0.0%	0.0%	0.0%	68
DELAWARE	19.1%	80.9%	0.0%	0.0%	0.0%	29
FLORIDA	21.2%	76.5%	0.0%	0.0%	2.3%	309
GEORGIA	18.8%	80.5%	0.0%	0.0%	0.6%	154
ILLINOIS	15.6%	83.6%	0.0%	0.0%	0.8%	125
INDIANA	17.4%	79.1%	0.0%	0.0%	3.4%	87
KENTUCKY	20.3%	77.5%	0.0%	0.0%	2.2%	138
LOUISIANA	11.9%	87.3%	0.0%	0.0%	0.8%	120
MARYLAND	26.8%	72.0%	0.0%	0.0%	1.2%	169
MASSACHUSETTS	27.1%	72.9%	0.0%	0.0%	0.0%	79
MISSOURI	17.7%	79.4%	0.2%	0.0%	2.8%	218
NEBRASKA	29.0%	67.3%	0.0%	0.0%	3.7%	54
NEW JERSEY	23.9%	75.0%	0.0%	0.0%	1.2%	169
NEW YORK	23.2%	73.5%	0.0%	0.0%	3.3%	193
NORTH CAROLINA	24.1%	74.6%	0.0%	0.0%	1.3%	166
NORTH DAKOTA	12.1%	79.6%	0.0%	0.0%	8.3%	24
OREGON	32.8%	60.4%	0.3%	0.0%	6.4%	231
PENNSYLVANIA	24.2%	71.8%	0.6%	0.0%	3.4%	207
SOUTH CAROLINA	10.4%	87.6%	0.0%	0.1%	2.0%	51
SOUTH DAKOTA	20.1%	79.9%	0.0%	0.0%	0.0%	20
TENNESSEE	18.3%	78.2%	0.0%	0.0%	3.5%	86
UTAH	31.0%	61.3%	0.0%	0.0%	7.7%	65
WISCONSIN	16.1%	83.4%	0.0%	0.0%	0.6%	181
WYOMING	17.2%	79.3%	0.0%	0.0%	3.4%	29
NCI-IDD Avg.	22.5%	74.6%	0.1%	0.1%	2.7%	3474

<sup>88</sup> Agencies that reported 0 Frontline Supervisors were not included in this table

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

## Emergency Management

Table 53. Agency has an emergency management and/or disaster preparedness plan for potential future evacuations or shelter-in-place orders (for example, those related to hurricanes, fires, or pandemics)

	Percent	N
<b>ALABAMA</b>	99.0%	99
<b>ALASKA</b>	96.4%	111
<b>ARIZONA</b>	97.6%	169
<b>COLORADO</b>	86.5%	126
<b>CONNECTICUT</b>	98.1%	53
<b>DC</b>	97.2%	72
<b>DELAWARE</b>	90.9%	33
<b>FLORIDA</b>	92.7%	372
<b>GEORGIA</b>	96.9%	162
<b>ILLINOIS</b>	93.9%	132
<b>INDIANA</b>	98.9%	94
<b>KENTUCKY</b>	97.2%	143
<b>LOUISIANA</b>	100.0%	125
<b>MARYLAND</b>	95.0%	180
<b>MASSACHUSETTS</b>	95.4%	87
<b>MISSOURI</b>	96.3%	242
<b>NEBRASKA</b>	100.0%	59
<b>NEW JERSEY</b>	83.3%	192
<b>NEW YORK</b>	90.0%	200
<b>NORTH CAROLINA</b>	100.0%	172
<b>NORTH DAKOTA</b>	100.0%	26
<b>OREGON</b>	92.3%	271
<b>PENNSYLVANIA</b>	97.2%	217
<b>SOUTH CAROLINA</b>	98.1%	52
<b>SOUTH DAKOTA</b>	85.0%	20
<b>TENNESSEE</b>	95.5%	89
<b>UTAH</b>	100.0%	76
<b>WISCONSIN</b>	90.1%	203
<b>WYOMING</b>	97.1%	35
<b>NCI-IDD Avg.</b>	94.3%	Total: 3812

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

Table 54. Agency's emergency management and/or disaster preparedness plan include actions to take in case of potential DSP staffing shortages

	<b>Percent</b>	<b>N</b>
<b>ALABAMA</b>	81.6%	98
<b>ALASKA</b>	75.5%	106
<b>ARIZONA</b>	82.3%	164
<b>COLORADO</b>	65.7%	108
<b>CONNECTICUT</b>	76.9%	52
<b>DC</b>	89.9%	69
<b>DELAWARE</b>	56.7%	30
<b>FLORIDA</b>	79.2%	342
<b>GEORGIA</b>	73.1%	156
<b>ILLINOIS</b>	73.8%	122
<b>INDIANA</b>	91.1%	90
<b>KENTUCKY</b>	45.3%	139
<b>LOUISIANA</b>	78.9%	123
<b>MARYLAND</b>	75.4%	171
<b>MASSACHUSETTS</b>	63.4%	82
<b>MISSOURI</b>	63.9%	233
<b>NEBRASKA</b>	59.3%	59
<b>NEW JERSEY</b>	71.9%	160
<b>NEW YORK</b>	54.0%	176
<b>NORTH CAROLINA</b>	75.3%	170
<b>NORTH DAKOTA</b>	46.2%	26
<b>OREGON</b>	87.7%	252
<b>PENNSYLVANIA</b>	75.2%	210
<b>SOUTH CAROLINA</b>	82.4%	51
<b>SOUTH DAKOTA</b>	47.1%	17
<b>TENNESSEE</b>	82.4%	85
<b>UTAH</b>	51.3%	76
<b>WISCONSIN</b>	68.3%	183
<b>WYOMING</b>	88.2%	34
<b>NCI-IDD Avg.</b>	71.4%	Total: 3584

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

## COVID-19 Supplement for the NCI-IDD State of the Workforce Survey

The COVID-19 pandemic had a significant impact on the Direct Support Professional workforce and providers nationwide. States could choose to include an optional COVID-19 Supplement to their 2021 State of the Workforce Survey administration to assess different ways provider agencies and DSPs were impacted by the pandemic.

***Note: Not all states that participated in the 2021 State of the Workforce Survey included the COVID-19 Supplement.***

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



Table 55. *Pandemic-related measures/changes in operations put in place by agencies in 2021*

	<b>Discontinued programs or service offerings in 2021</b>	<b>Permanently closed locations/sites in 2021</b>	<b>Made changes in how some supports were delivered (begin changes in 2021, or continued changes made in 2021)</b>	<b>Requested increase in home/site licensed capacity</b>	<b>Other</b>	<b>N</b>
<b>ALABAMA</b>	18.2%	9.1%	52.5%	5.1%	14.1%	99
<b>ALASKA</b>	12.6%	2.7%	61.3%	3.6%	18.0%	111
<b>ARIZONA</b>	18.2%	6.5%	60.6%	5.9%	21.8%	170
<b>COLORADO</b>	24.4%	7.1%	83.5%	2.4%	18.9%	127
<b>CONNECTICUT</b>	24.1%	11.1%	74.1%	3.7%	22.2%	54
<b>DC</b>	19.4%	11.1%	68.1%	1.4%	23.6%	72
<b>DELAWARE</b>	27.3%	3.0%	42.4%	3.0%	15.2%	33
<b>FLORIDA</b>	19.4%	5.0%	53.6%	2.4%	13.5%	377
<b>GEORGIA</b>	20.6%	10.3%	70.9%	4.2%	15.8%	165
<b>ILLINOIS</b>	27.3%	9.8%	79.5%	7.6%	18.9%	132
<b>INDIANA</b>	19.1%	6.4%	67.0%	1.1%	18.1%	94
<b>KENTUCKY</b>	56.6%	12.6%	67.1%	3.5%	19.6%	143
<b>LOUISIANA</b>	15.1%	2.4%	46.0%	0.0%	15.9%	126
<b>MARYLAND</b>	20.9%	4.4%	80.2%	4.9%	19.8%	182
<b>MASSACHUSETTS</b>	24.1%	9.2%	85.1%	6.9%	11.5%	87
<b>MISSOURI</b>	17.4%	5.8%	53.7%	2.9%	14.9%	242
<b>NEBRASKA</b>	25.4%	5.1%	72.9%	3.4%	11.9%	59
<b>NEW JERSEY</b>	25.4%	4.7%	75.1%	3.6%	16.6%	193
<b>NORTH CAROLINA</b>	19.2%	7.0%	76.2%	3.5%	22.1%	172
<b>NORTH DAKOTA</b>	15.4%	3.8%	73.1%	0.0%	15.4%	26
<b>OREGON</b>	22.7%	9.7%	52.3%	5.8%	22.0%	277
<b>PENNSYLVANIA</b>	23.5%	15.2%	67.7%	10.6%	20.3%	217
<b>SOUTH CAROLINA</b>	13.5%	5.8%	73.1%	5.8%	7.7%	52
<b>SOUTH DAKOTA</b>	25.0%	25.0%	100.0%	5.0%	25.0%	20
<b>TENNESSEE</b>	25.8%	10.1%	74.2%	10.1%	14.6%	89
<b>UTAH</b>	35.5%	17.1%	63.2%	10.5%	17.1%	76
<b>WISCONSIN</b>	27.9%	12.3%	53.4%	3.9%	22.1%	204
<b>WYOMING</b>	5.7%	8.6%	60.0%	5.7%	14.3%	35
<b>NCI-IDD Avg.</b>	24.0%	8.5%	65.7%	4.5%	18.2%	Total: 3634

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

Table 56. *Pandemic-related measures/changes in health and safety protocols at agencies in 2021*

	Had in place pandemic-related visitor policy/ protocol	Implemented or continued COVID-19-related DSP training on health and safety	Made new changes or maintained changes to physical sites to optimize social distancing and/or quarantine requirements	Required DSPs to wear masks and/or other PPE	Required additional cleaning of sites to prevent the spread of COVID-19	Required regular COVID-19 testing for some or all DSPs	COVID-19 vaccination was required for some or all DSPs	Other	N
<b>ALABAMA</b>	96.0%	96.0%	83.8%	97.0%	92.9%	30.3%	23.2%	19.2%	99
<b>ALASKA</b>	81.1%	78.4%	60.4%	82.0%	82.9%	47.7%	35.1%	16.2%	111
<b>ARIZONA</b>	90.6%	85.3%	85.3%	91.2%	93.5%	30.0%	17.6%	20.6%	170
<b>COLORADO</b>	78.0%	85.8%	70.1%	93.7%	86.6%	55.1%	47.2%	20.5%	127
<b>CONNECTICUT</b>	98.1%	90.7%	79.6%	98.1%	92.6%	81.5%	66.7%	14.8%	54
<b>DC</b>	94.4%	97.2%	83.3%	97.2%	93.1%	63.9%	95.8%	19.4%	72
<b>DELAWARE</b>	100.0%	87.9%	81.8%	97.0%	93.9%	84.8%	24.2%	12.1%	33
<b>FLORIDA</b>	78.5%	85.9%	71.6%	91.2%	84.9%	56.8%	34.2%	13.8%	377
<b>GEORGIA</b>	91.5%	89.1%	78.8%	96.4%	94.5%	43.6%	30.3%	25.5%	165
<b>ILLINOIS</b>	97.7%	89.4%	85.6%	97.7%	95.5%	59.1%	38.6%	20.5%	132
<b>INDIANA</b>	90.4%	92.6%	72.3%	95.7%	93.6%	29.8%	25.5%	21.3%	94
<b>KENTUCKY</b>	93.0%	91.6%	83.9%	94.4%	96.5%	39.9%	25.2%	22.4%	143
<b>LOUISIANA</b>	79.4%	91.3%	69.8%	95.2%	89.7%	34.1%	35.7%	15.9%	126
<b>MARYLAND</b>	90.1%	85.7%	75.3%	97.3%	89.0%	51.6%	48.4%	20.3%	182
<b>MASSACHUSETTS</b>	96.6%	95.4%	88.5%	98.9%	94.3%	77.0%	33.3%	10.3%	87
<b>MISSOURI</b>	90.5%	85.5%	72.3%	89.3%	90.1%	23.6%	14.0%	13.6%	242
<b>NEBRASKA</b>	83.1%	79.7%	72.9%	93.2%	86.4%	20.3%	16.9%	20.3%	59
<b>NEW JERSEY</b>	82.9%	88.1%	75.6%	96.9%	86.5%	77.2%	75.1%	13.0%	193
<b>NORTH CAROLINA</b>	93.6%	95.3%	86.6%	95.9%	94.2%	46.5%	41.9%	23.8%	172
<b>NORTH DAKOTA</b>	100.0%	80.8%	88.5%	96.2%	96.2%	53.8%	42.3%	11.5%	26
<b>OREGON</b>	87.4%	92.1%	69.0%	96.4%	89.5%	42.2%	80.9%	20.9%	277
<b>PENNSYLVANIA</b>	90.3%	89.4%	74.2%	97.2%	90.8%	41.0%	35.0%	17.1%	217
<b>SOUTH CAROLINA</b>	96.2%	88.5%	82.7%	98.1%	88.5%	51.9%	32.7%	15.4%	52
<b>SOUTH DAKOTA</b>	100.0%	100.0%	90.0%	100.0%	95.0%	35.0%	40.0%	30.0%	20
<b>TENNESSEE</b>	93.3%	89.9%	70.8%	89.9%	88.8%	43.8%	23.6%	19.1%	89
<b>UTAH</b>	77.6%	84.2%	65.8%	90.8%	85.5%	34.2%	14.5%	19.7%	76
<b>WISCONSIN</b>	81.4%	85.8%	69.6%	91.7%	89.7%	39.7%	20.6%	16.7%	204
<b>WYOMING</b>	80.0%	82.9%	68.6%	82.9%	94.3%	28.6%	14.3%	17.1%	35
<b>NCI-IDD Avg.</b>	88.4%	88.8%	75.9%	94.3%	90.4%	44.9%	39.0%	18.8%	Total: 3634

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

Table 57. COVID-19 vaccination, testing, and tracing practices in place in 2021

	Required regular COVID-19 testing for some or all DSPs	COVID-19 vaccination was required for some or all DSPs	N	Agency tracked how many DSPs tested positive or were presumed positive for COVID-19 while on your agency's payroll in 2021	N
ALABAMA	30.3%	23.2%	99	84.8%	99
ALASKA	47.7%	35.1%	111	62.4%	109
ARIZONA	30.0%	17.6%	170	58.0%	169
COLORADO	55.1%	47.2%	127	75.2%	125
CONNECTICUT	81.5%	66.7%	54	84.9%	53
DC	63.9%	95.8%	72	97.2%	72
DELAWARE	84.8%	24.2%	33	87.9%	33
FLORIDA	56.8%	34.2%	377	68.8%	375
GEORGIA	43.6%	30.3%	165	81.7%	164
ILLINOIS	59.1%	38.6%	132	89.4%	132
INDIANA	29.8%	25.5%	94	88.3%	94
KENTUCKY	39.9%	25.2%	143	72.7%	143
LOUISIANA	34.1%	35.7%	126	70.2%	124
MARYLAND	51.6%	48.4%	182	84.0%	181
MASSACHUSETTS	77.0%	33.3%	87	93.1%	87
MISSOURI	23.6%	14.0%	242	67.4%	242
NEBRASKA	20.3%	16.9%	59	66.1%	59
NEW JERSEY	77.2%	75.1%	193	83.8%	191
NORTH CAROLINA	46.5%	41.9%	172	80.0%	170
NORTH DAKOTA	53.8%	42.3%	26	84.6%	26
OREGON	42.2%	80.9%	277	77.9%	271
PENNSYLVANIA	41.0%	35.0%	217	91.2%	217
SOUTH CAROLINA	51.9%	32.7%	52	94.2%	52
SOUTH DAKOTA	35.0%	40.0%	20	100.0%	20
TENNESSEE	43.8%	23.6%	89	91.0%	89
UTAH	34.2%	14.5%	76	65.8%	76
WISCONSIN	39.7%	20.6%	204	69.5%	203
WYOMING	28.6%	14.3%	35	57.1%	35
NCI-IDD Avg.	44.9%	39.0%	Total: 3634	77.6%	Total: 3611

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

Table 58. Percentage of agencies that reported that DSPs separated or left employment at agency as a result of vaccine and/or testing requirements

	<b>Yes</b>	<b>N</b>
<b>ALABAMA</b>	6.1%	99
<b>ALASKA</b>	15.5%	110
<b>ARIZONA</b>	9.5%	169
<b>COLORADO</b>	15.1%	126
<b>CONNECTICUT</b>	48.1%	54
<b>DC</b>	38.9%	72
<b>DELAWARE</b>	30.3%	33
<b>FLORIDA</b>	9.1%	374
<b>GEORGIA</b>	14.0%	164
<b>ILLINOIS</b>	23.8%	130
<b>INDIANA</b>	20.2%	94
<b>KENTUCKY</b>	11.9%	143
<b>LOUISIANA</b>	18.5%	124
<b>MARYLAND</b>	16.6%	181
<b>MASSACHUSETTS</b>	19.5%	87
<b>MISSOURI</b>	11.6%	242
<b>NEBRASKA</b>	11.9%	59
<b>NEW JERSEY</b>	39.9%	188
<b>NORTH CAROLINA</b>	16.3%	172
<b>NORTH DAKOTA</b>	42.3%	26
<b>OREGON</b>	39.1%	274
<b>PENNSYLVANIA</b>	23.0%	217
<b>SOUTH CAROLINA</b>	15.7%	51
<b>SOUTH DAKOTA</b>	45.0%	20
<b>TENNESSEE</b>	15.9%	88
<b>UTAH</b>	14.7%	75
<b>WISCONSIN</b>	11.3%	204
<b>WYOMING</b>	17.1%	35
<b>NCI-IDD Avg.</b>	19.8%	Total: 3611

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

Table 59. COVID-19 vaccination incentives

	Percentage of agencies that offered a financial incentive for DSPs who were fully vaccinated	N	Percentage of agencies that offered paid time off to DSPs to receive and recover from the vaccine	N
ALABAMA	20.2%	99	30.3%	99
ALASKA	10.0%	110	32.7%	110
ARIZONA	20.1%	169	45.8%	168
COLORADO	8.0%	125	60.0%	125
CONNECTICUT	25.9%	54	57.4%	54
DC	23.9%	71	53.5%	71
DELAWARE	18.2%	33	48.5%	33
FLORIDA	7.7%	375	20.5%	375
GEORGIA	19.6%	163	47.9%	163
ILLINOIS	32.1%	131	50.8%	132
INDIANA	23.4%	94	35.1%	94
KENTUCKY	13.3%	143	45.5%	143
LOUISIANA	13.6%	125	25.8%	124
MARYLAND	30.4%	181	46.4%	181
MASSACHUSETTS	14.9%	87	73.6%	87
MISSOURI	18.7%	240	32.6%	242
NEBRASKA	11.9%	59	42.4%	59
NEW JERSEY	18.8%	191	46.1%	191
NORTH CAROLINA	18.0%	172	38.4%	172
NORTH DAKOTA	34.6%	26	56.0%	25
OREGON	37.0%	273	46.5%	271
PENNSYLVANIA	18.6%	215	47.9%	217
SOUTH CAROLINA	42.3%	52	26.9%	52
SOUTH DAKOTA	45.0%	20	75.0%	20
TENNESSEE	19.1%	89	39.3%	89
UTAH	9.2%	76	31.6%	76
WISCONSIN	19.6%	204	35.0%	203
WYOMING	14.3%	35	28.6%	35
<b>NCI-IDD Avg.</b>	21.2%	Total: 3612	41.8%	Total: 3611

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Table 60. Bonuses or wage increases

	<b>Agency gave bonuses to SOME OR ALL DSPs supporting adults with IDD</b>	<b>Agency gave temporary hourly wage increases to SOME OR ALL DSPs supporting adults with IDD</b>	<b>N</b>
<b>ALABAMA</b>	72.7%	19.2%	99
<b>ALASKA</b>	39.6%	7.2%	111
<b>ARIZONA</b>	55.3%	41.8%	170
<b>COLORADO</b>	34.6%	7.1%	127
<b>CONNECTICUT</b>	53.7%	35.2%	54
<b>DC</b>	40.3%	19.4%	72
<b>DELAWARE</b>	54.5%	15.2%	33
<b>FLORIDA</b>	22.5%	6.6%	377
<b>GEORGIA</b>	47.3%	12.1%	165
<b>ILLINOIS</b>	52.3%	31.1%	132
<b>INDIANA</b>	43.6%	21.3%	94
<b>KENTUCKY</b>	52.4%	14.0%	143
<b>LOUISIANA</b>	42.1%	18.3%	126
<b>MARYLAND</b>	59.3%	20.3%	182
<b>MASSACHUSETTS</b>	64.4%	43.7%	87
<b>MISSOURI</b>	45.0%	12.4%	242
<b>NEBRASKA</b>	47.5%	18.6%	59
<b>NEW JERSEY</b>	34.7%	29.0%	193
<b>NORTH CAROLINA</b>	53.5%	22.7%	172
<b>NORTH DAKOTA</b>	73.1%	30.8%	26
<b>OREGON</b>	69.0%	17.0%	277
<b>PENNSYLVANIA</b>	68.2%	32.7%	217
<b>SOUTH CAROLINA</b>	51.9%	34.6%	52
<b>SOUTH DAKOTA</b>	75.0%	55.0%	20
<b>TENNESSEE</b>	51.7%	20.2%	89
<b>UTAH</b>	38.2%	9.2%	76
<b>WISCONSIN</b>	66.7%	10.3%	204
<b>WYOMING</b>	40.0%	8.6%	35
<b>NCI-IDD Avg.</b>	51.3%	20.0%	3634

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Table 61. Changes made in 2021 to DSP employment requirements

	Reduced required level of formal education	Reduced requirements related to background checks	Paid families to provide supports in non-self-directed programs	Changed other requirements	Maintained same requirements for DSP employment	N
<b>ALABAMA</b>	6.1%	0.0%	0.0%	5.1%	86.9%	99
<b>ALASKA</b>	4.5%	0.9%	10.8%	2.7%	78.4%	111
<b>ARIZONA</b>	2.9%	1.2%	14.7%	3.5%	78.2%	170
<b>COLORADO</b>	1.6%	0.0%	8.7%	7.9%	79.5%	127
<b>CONNECTICUT</b>	5.6%	3.7%	0.0%	5.6%	85.2%	54
<b>DC</b>	1.4%	4.2%	2.8%	11.1%	84.7%	72
<b>DELAWARE</b>	3.0%	0.0%	0.0%	0.0%	90.9%	33
<b>FLORIDA</b>	2.1%	0.0%	0.5%	3.2%	89.1%	377
<b>GEORGIA</b>	4.8%	4.2%	12.1%	4.2%	77.0%	165
<b>ILLINOIS</b>	0.8%	0.8%	0.8%	4.5%	90.2%	132
<b>INDIANA</b>	4.3%	1.1%	10.6%	7.4%	79.8%	94
<b>KENTUCKY</b>	0.7%	1.4%	0.0%	9.1%	86.0%	143
<b>LOUISIANA</b>	7.1%	6.3%	36.5%	11.9%	50.0%	126
<b>MARYLAND</b>	6.6%	3.3%	29.7%	9.3%	59.3%	182
<b>MASSACHUSETTS</b>	14.9%	0.0%	1.1%	14.9%	73.6%	87
<b>MISSOURI</b>	2.9%	1.7%	3.7%	3.7%	86.4%	242
<b>NEBRASKA</b>	3.4%	0.0%	1.7%	3.4%	91.5%	59
<b>NEW JERSEY</b>	0.5%	0.5%	11.4%	4.1%	81.3%	193
<b>NORTH CAROLINA</b>	1.7%	2.3%	12.2%	9.3%	77.9%	172
<b>NORTH DAKOTA</b>	7.7%	0.0%	3.8%	3.8%	76.9%	26
<b>OREGON</b>	6.1%	5.4%	4.0%	8.7%	73.6%	277
<b>PENNSYLVANIA</b>	2.3%	3.2%	4.6%	8.3%	82.9%	217
<b>SOUTH CAROLINA</b>	7.7%	1.9%	3.8%	9.6%	82.7%	52
<b>SOUTH DAKOTA</b>	5.0%	0.0%	0.0%	0.0%	95.0%	20
<b>TENNESSEE</b>	4.5%	0.0%	2.2%	11.2%	82.0%	89
<b>UTAH</b>	2.6%	1.3%	9.2%	3.9%	81.6%	76
<b>WISCONSIN</b>	4.4%	1.5%	2.9%	7.8%	85.8%	204
<b>WYOMING</b>	0.0%	0.0%	0.0%	5.7%	94.3%	35
<b>NCI-IDD Avg.</b>	3.8%	1.9%	7.5%	6.4%	80.5%	Total: 3634

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Table 62. Percentage of agencies reporting that they consistently had an adequate supply of PPE (personal protective equipment, specifically masks and gloves) for DSPs and people receiving services in 2021

	<b>Percent</b>	<b>N</b>
<b>ALABAMA</b>	92.9%	99
<b>ALASKA</b>	88.0%	108
<b>ARIZONA</b>	94.1%	169
<b>COLORADO</b>	91.1%	124
<b>CONNECTICUT</b>	92.5%	53
<b>DC</b>	91.4%	70
<b>DELAWARE</b>	97.0%	33
<b>FLORIDA</b>	77.9%	362
<b>GEORGIA</b>	89.6%	163
<b>ILLINOIS</b>	93.2%	132
<b>INDIANA</b>	96.7%	91
<b>KENTUCKY</b>	92.2%	141
<b>LOUISIANA</b>	72.0%	125
<b>MARYLAND</b>	92.1%	178
<b>MASSACHUSETTS</b>	93.1%	87
<b>MISSOURI</b>	94.6%	240
<b>NEBRASKA</b>	93.1%	58
<b>NEW JERSEY</b>	95.7%	188
<b>NORTH CAROLINA</b>	95.3%	169
<b>NORTH DAKOTA</b>	80.8%	26
<b>OREGON</b>	87.6%	267
<b>PENNSYLVANIA</b>	92.6%	216
<b>SOUTH CAROLINA</b>	100.0%	50
<b>SOUTH DAKOTA</b>	95.0%	20
<b>TENNESSEE</b>	91.0%	89
<b>UTAH</b>	84.0%	75
<b>WISCONSIN</b>	76.2%	202
<b>WYOMING</b>	85.7%	35
<b>NCI-IDD Avg.</b>	89.8%	Total: 3570

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



Table 63. Percentage of agencies reporting having received funds from each of four sources during 2021

	CARES act	Medicaid Provider Relief Funds	Retainer payments from state agency (Medicaid or DD agency)	American Rescue Plan Funds (ARPA)	Don't know	None of the four	N
ALABAMA	54.5%	25.3%	30.3%	11.1%	12.1%	16.2%	99
ALASKA	33.3%	13.5%	2.7%	8.1%	9.0%	49.5%	111
ARIZONA	63.5%	27.6%	29.4%	23.5%	13.5%	13.5%	170
COLORADO	37.0%	22.8%	48.0%	44.9%	10.2%	20.5%	127
CONNECTICUT	68.5%	14.8%	46.3%	48.1%	13.0%	9.3%	54
DC	31.9%	18.1%	29.2%	8.3%	8.3%	29.2%	72
DELAWARE	51.5%	15.2%	30.3%	15.2%	18.2%	15.2%	33
FLORIDA	41.4%	22.8%	15.4%	7.2%	4.8%	39.8%	377
GEORGIA	44.8%	19.4%	37.0%	13.3%	8.5%	26.1%	165
ILLINOIS	51.5%	16.7%	28.8%	17.4%	17.4%	23.5%	132
INDIANA	57.4%	50.0%	13.8%	17.0%	14.9%	17.0%	94
KENTUCKY	51.7%	37.8%	17.5%	12.6%	18.9%	15.4%	143
LOUISIANA	44.4%	37.3%	20.6%	3.2%	5.6%	26.2%	126
MARYLAND	56.6%	26.9%	35.2%	38.5%	12.6%	16.5%	182
MASSACHUSETTS	58.6%	31.0%	33.3%	75.9%	20.7%	3.4%	87
MISSOURI	50.0%	30.6%	8.7%	10.7%	9.5%	28.1%	242
NEBRASKA	45.8%	23.7%	30.5%	10.2%	6.8%	27.1%	59
NEW JERSEY	46.6%	23.8%	43.0%	8.3%	15.5%	16.6%	193
NORTH CAROLINA	54.1%	40.1%	40.7%	11.0%	12.8%	12.2%	172
NORTH DAKOTA	61.5%	15.4%	23.1%	11.5%	15.4%	19.2%	26
OREGON	36.8%	20.2%	27.1%	15.5%	12.6%	27.1%	277
PENNSYLVANIA	76.0%	34.6%	37.3%	48.4%	7.8%	7.8%	217
SOUTH CAROLINA	51.9%	34.6%	28.8%	5.8%	15.4%	23.1%	52
SOUTH DAKOTA	85.0%	40.0%	15.0%	35.0%	5.0%	5.0%	20
TENNESSEE	43.8%	13.5%	12.4%	14.6%	16.9%	32.6%	89
UTAH	38.2%	19.7%	19.7%	31.6%	6.6%	27.6%	76
WISCONSIN	48.0%	16.2%	7.4%	26.0%	16.2%	24.5%	204
WYOMING	40.0%	20.0%	5.7%	14.3%	2.9%	51.4%	35
NCI-IDD Avg.	50.3%	26.8%	24.7%	19.5%	11.6%	22.7%	Total: 3634

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

## What states can do with their data?

The NCI-IDD State of the Workforce Survey provides state DD agencies with comprehensive data on the current status of the Direct Support Professional workforce supporting people with intellectual and developmental disabilities in their state. With participation that reaches the confidence levels of 95% or higher, and Margin of Error rates at or below 5%, states can reasonably rely on the data to guide discussions and decisions on activities to address both the opportunities and challenges revealed by the data.

Some potential opportunities for using the data are listed below:

- State agencies can take a lead role in organizing learning collaborative workgroups. These workgroups can then examine statewide data to identify patterns and trends that suggest potential areas for change. States may choose to use quality tools such as fishbone diagrams, affinity diagrams, '5 Whys' tools, process maps, or other similar tools for this data investigation.
  - For example, if service providers with fewer than 20 employees have higher vacancy rates, the use of one of these quality tools may identify a specific type of improvement opportunity.
  - States participating in the NCI-IDD State of the Workforce Survey over multiple years are able to compare DSP workforce data across time to see if quality improvement efforts have a positive impact on DSP workforce stability.
- State agencies can work with service provider trade associations to analyze trends by size of the agency or type of service provided (residential, in-home, and/or non-residential). Comparison of wage and benefit similarities and differences can provide insight into potential factors that may impact turnover.
- State agencies can facilitate improvement projects focused specifically on the termination rates of DSPs. The goal of these projects is to identify possible state or local agency policies that may be contributing to higher-than-average rates of termination when compared to other states.
- State agencies and providers can work with the state's UCEDD to find patterns of turnover among agencies with similar characteristics. The state can then form work teams to identify and test strategies for improvements.
- States can cultivate innovation incubators with service providers interested in trying new or innovative strategies, based on analysis of the data in the survey.
- The State of the Workforce Survey results offer states opportunities to identify variations between their own state data and that of other similarly structured states.
  - For example, states with similar size, structure, and regulatory environments may see variations in benefit or wage offerings in other states, or variations in turnover for full- or part-time positions. Identifying such variations may offer insight on specific areas to explore.

## Appendix A: Sampling Methods as Reported by States

### How states compiled their sample

**Alabama** maintains an Excel spreadsheet including, but not limited to, the following data points for all current providers: agency name, Executive Director, and email. Agencies follow operational guidelines to change any of these data points, which includes informing the Alabama Department of Mental Health of the change. The spreadsheet is updated as any changes are identified. The Office of Quality Assurance reviews the spreadsheet at the time of sample pull and removes any providers who do not employ direct support staff by verifying authorized services in the state's electronic information system, ADIDIS.

**Alaska:** All Alaskan providers who were certified to provide at least one IDD waiver service (other than care coordination) received an email with a survey link. This email was sent to the agency's Provider Administrator as indicated on the agency's certification information with the subject line "Alaska National Core Indicators®-IDD (NCI®-IDD) Staff Stability Survey 2021".

Providers were informed that the purpose of the study was to collect data of the direct support workforce as well as the impact of the COVID-19 pandemic and changes in the Alaskan workforce since the last survey was conducted in 2018.

Providers were informed that information from the survey goes directly to the Human Services Research Institute (HSRI) who manages the National Core Indicators project. All data would be merged, and information provided as a statewide aggregate. Information specific to individual providers would not be available.

**Arizona** pulls data on newly approved and current providers from the FOCUS-Contract Administration System (CAS) along with corresponding email contact information, based on provider authorizations specific to the survey parameters given by HSRI. As undeliverable survey emails were received, additional investigation was done to identify the contact person at each agency. Arizona generated its contact list by pulling contact information for all providers in Qualified Provider Database.

**Colorado** pulled provider data and email contact information from the Benefits Utilization System (BUS), based on provider authorizations specific to the survey parameters given by HSRI. The BUS is updated by case management agencies and contains provider information for services authorized in member service plans. Additional investigation was done to identify the contact person at each agency for undeliverable or survey emails with no responses.

**Connecticut** requested the list, from the Provider Specialist in its central office, of all Qualified Providers providing services that meet the parameters of the survey. This list includes all active providers enrolled for IDD services.

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

**Florida** pulled a list of active iBudget waiver provider agencies with service authorizations for at least one of the following selected services in state fiscal year 20-21: Companion, Supported

Employment, Adult Day Training, Personal Supports, Supported Living Coaching, and Residential Habilitation.

**Georgia** used the email list from the Provider Network Management Unit in its central office. This list included all providers enrolled for IDD services. Provider agencies only providing services that did not meet the parameters of the survey were deleted from the list. Emails were updated based on information from provider organizations on preferred contacts for the survey.

**Illinois** maintains, on an ongoing basis, an email list of all current providers and newly approved providers. This is the list that was included in the State of the Workforce sample. In addition, prior to providing the list to NCI/HSRI for the sample, Illinois sent test emails to the list and provided notice to all providers through its semi-monthly newsletter concerning the test emails, asking that those who did not receive the email contact the State's office to correct their email address.

**Indiana** gave all providers the opportunity to participate in the survey through email outreach to leaders of provider organizations. Participation was voluntary, but the State encouraged all providers to participate and asked that they indicate by a certain date if they were willing to participate.

**Kentucky** maintains an online provider directory that includes services provided as well as contact information for each agency. Survey links were sent to 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 the Louisiana Department of Health/Health Standards Section, which licenses providers, to establish the

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

**Maryland** pulled names from its PCIS2 database, and then contacted all providers by phone and confirmed email. In 2021 the DDA asked its Quality Advisory Committee for feedback and recommendations on ways to reach and educate participants and families on the survey. The DDA was able to execute the recommendations, and communication to increase outreach was executed. A letter from the DDA Deputy Secretary to providers was also sent out to encourage them to complete the survey.

**Massachusetts** included all licensed and certified residential and day/employment providers in the sample. Using the executive director email address on record, providers were emailed, the opportunity to complete the survey. Participation was encouraged but was voluntary.

**Missouri** pulled — from its Customer Information Management, Outcomes and Reporting system — email addresses for providers that were actively providing at least one of the following services: respite care, personal assistance services, employment services, day

habilitation services, or group home services. The State used the provider email list, maintained electronically by the State, to contact all provider administrators (Executive Directors/CEOs) to seek specific provider contacts who would be knowledgeable to complete the survey. If a provider did not respond, the State used the main agency contact as the point of contact.

**Nebraska** maintains, on an ongoing basis, a provider directory (electronically and hard copy) of agencies that are enrolled to provide services. This is the list upon which the State of the Workforce sample is based. The sample includes all providers that were in operation for at least one calendar year prior to the reporting period and were in good standing. If a provider email address is returned as undeliverable, the State contacted the agency by phone, obtained the correct email address to resend the survey and updated the directory. If a provider did not open or complete the survey, the State followed up with phone calls, emails, and reminders at provider meetings.

**New Jersey** obtained a list of provider emails from the Provider Enrollment Unit's data system that met HSRI's criteria for participation. While participation was voluntary, it was strongly encouraged and reinforced through monthly provider leadership meetings and ongoing communications to the provider community. New Jersey DDD implemented a DSP wage increase effective Jan. 1, 2021. As a result, the average DSP wage in NJ was increased \$1.25 to \$16.33 an hour compared to the state minimum wage of \$12.00 an hour. Additionally in 2021, NJ provided a temporary \$3.00 an hour increase for group home DSPs from Jan. 1 through March 31.

**New York** pulled a list of all provider agencies that billed for DSP-related services in 2021; 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 April 2021 agencies were sent the invitation to participate by email. Statewide Provider Associations and OPWDD continued regular outreach by phone/email/newsletters encouraging participation. OPWDD continued to follow up with agencies to update contact information and verify eligibility to participate. All agencies on the list were contacted by phone or email.

**North Carolina** compiled a list of all I/DD Service Providers from the Local Management Entities-Managed Care Organizations of all providers contracted to provide I/DD Services. *Note: North Carolina was unable to isolate providers of adult IDD services—only during this data pull as many providers in the state provide services to both children and adults.* Duplicates, state developmental centers and intermediate care facilities were identified from the list and removed and/or reconciled with appropriate information. For provider agencies with multiple sites and contacts, the corporate site was asked to compile information for their entire agency in order to present one submission; additional sites were deleted from the primary listing.

**North Dakota** North Dakota's Developmental Disabilities Section maintains a current licensed provider list along with the services the providers are licensed to provide and their contact information. Based on this list, DD Section identified the providers who met the requirements for the survey. Prior to the start of the survey, the DD Section sent communications to the providers which provided background information toward the survey, what to expect, and timelines. The participation in the survey was voluntary and the DD Section sent numerous communications to all providers as a whole and individually throughout the survey period to encourage participation, give reminders, and provide updates on the completion rate.

**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 statute and Oregon Administrative Rules only required I/DD group home providers to complete the survey, all were highly encouraged to participate. The survey invitations were then sent to all eligible providers. Initially, this was repeated every two to three weeks for all providers who did not click the survey link or start the survey. (If any emails bounced, the provider was contacted directly to obtain the current email address. The survey was then re-sent to the correct address.)

Starting in June 2022, personal emails were sent to all group home providers who had not completed the survey. Due to the ongoing provider staffing crisis, an extension was granted for the survey until July 31, 2022. Emails were sent weekly through July to those group home providers that had not responded to or completed the State of the Workforce Survey.

**Pennsylvania** sent the survey to all enrolled and active providers of ID services using contact information from our payment, case management and provider enrollment systems.

**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.

**South Dakota** State contact list comes from the CSP of SD Organization head. All CHOICES waiver providers.

**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.

**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.

**Wisconsin** This was Wisconsin's first year participating in the NCI Staff Stability Survey IDD. Wisconsin gathered information from multiple sources to create the potential provider pool. Sources included:

- Wisconsin Electronic Visit Verification system (EVV)
- Certified 1-2 bed adult family homes
- Licensed personal care agencies
- Supportive home care agencies
- Licensed and certified assisted living facilities

Wisconsin's Department of Health Services (DHS) hosted two webinars to announce the opportunity and recruit organizations to participate. Also, presentations were made to multiple stakeholder groups to bring awareness to the staff stability survey. From all these efforts, DHS then created a listserv group for recruitment. Multiple communications were sent out to these providers. Email communications and marketing materials were framed for agencies that service the specific survey populations needed for the completion of the survey.

Furthermore, before the survey was sent out and while the survey was open, changes were made to the provider list. Changes varied to include, updating the agency contact person and agency name. Agencies were removed if they indicated they do not serve the target

population, and new agencies were added that showed interest but were not on the original listserv. Reminders to providers who had not started or completed their survey were sent during the open survey window. A final reminder was sent a few days before the survey closed.

**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 2021

### 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: \$16.81

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$ 11.18	\$ 13.86	\$ 15.01	\$ 18.63	\$ 23.33

<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: \$14.07

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$ 10.72	\$ 11.58	\$ 14.15	\$ 14.53	\$ 17.79

<https://www.bls.gov/oes/current/oes311120.htm>

### Psychiatric Aides

*Assist mentally impaired or emotionally disturbed patients, working under direction of nursing and medical staff. May assist with daily living activities, lead patients in educational and recreational activities, or accompany patients to and from examinations and treatments. May restrain violent patients. Includes psychiatric orderlies.*

#### Mean Hourly Wage Estimate: \$16.65

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$ 11.12	\$ 12.29	\$ 14.55	\$ 19.69	\$ 23.14

<https://www.bls.gov/oes/current/oes311133.htm>



## Nursing Assistants

*Provide or assist with basic care or support under the direction of onsite licensed nursing staff. Perform duties such as monitoring of health status, feeding, bathing, dressing, grooming, toileting, or ambulation of patients in a health or nursing facility. May include medication administration and other health-related tasks. Includes nursing care attendants, nursing aides, and nursing attendants.*

### Mean Hourly Wage Estimate: \$15.99

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$ 11.48	\$ 13.89	\$ 14.57	\$ 17.87	\$ 21.27

<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>

	<b>1 adult</b>	<b>1 adult and 1 child</b>	<b>2 adults (one working) and 2 children</b>	<b>2 working adults and 2 children</b>
<b>ALABAMA</b>	15.91	28.81	35.02	21.16
<b>ALASKA</b>	16.72	32.63	36.40	23.11
<b>ARIZONA</b>	17.43	32.23	37.82	22.45
<b>COLORADO</b>	19.16	37.49	40.11	26.61
<b>CONNECTICUT</b>	19.00	37.34	40.76	26.44
<b>DC</b>	23.13	43.07	45.17	29.75
<b>DELAWARE</b>	17.74	35.07	38.93	24.65
<b>FLORIDA</b>	17.24	33.90	37.25	23.62
<b>GEORGIA</b>	17.64	31.98	36.80	22.53
<b>ILLINOIS</b>	18.16	34.71	38.42	24.66
<b>INDIANA</b>	15.79	29.43	34.73	21.03
<b>KENTUCKY</b>	15.46	30.32	34.49	21.94
<b>LOUISIANA</b>	16.15	32.20	36.96	22.69
<b>MARYLAND</b>	19.74	37.68	40.40	26.40
<b>MASSACHUSETTS</b>	21.88	44.23	43.77	31.60
<b>MISSOURI</b>	16.29	31.77	37.10	22.43
<b>NEBRASKA</b>	16.60	32.79	37.36	23.48
<b>NEW JERSEY</b>	20.57	41.90	43.44	29.60
<b>NEW YORK</b>	17.14	33.10	36.37	23.81
<b>NORTH CAROLINA</b>	15.37	30.84	34.94	22.21
<b>NORTH DAKOTA</b>	19.51	36.56	41.36	25.55
<b>OREGON</b>	16.67	32.41	35.34	23.28
<b>PENNSYLVANIA</b>	17.47	31.93	37.61	22.21
<b>SOUTH CAROLINA</b>	14.85	29.44	33.83	21.16
<b>TENNESSEE</b>	15.45	28.41	33.17	20.17
<b>UTAH</b>	16.98	32.25	36.86	23.03
<b>WISCONSIN</b>	16.40	33.25	36.34	24.28
<b>WYOMING</b>	15.25	29.90	33.88	21.64

## Appendix D: Additional Data Points

There are additional data points collected in the NCI-IDD State of the Workforce Survey in 2021 that were not documented in this report. We encourage states to examine their state data on the following points:

- Percentage of agencies that are the following types:
  - Private for-profit
  - Private nonprofit
  - 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)
- Percentage of responding agencies that are licensed or certified as an Intermediate Care Facility for people with Intellectual/Developmental Disabilities (ICF/DD)
- Minimum number of hours a week a DSP must work to be considered full-time
- Number of on-call DSPs and/or PRN DSPs employed by the agency
- Total unduplicated count of DSPs on payroll who received at least one wage bonus
- Regular hours paid and overtime hours paid in 2021
- Hours of overtime to Frontline Supervisors
- Number of Frontline Supervisors who received overtime pay

# Appendix E: Instructions Provided to Survey Respondents

## The 2021 National Core Indicators® STATE OF THE WORKFORCE SURVEY

Survey must be completed in the online data entry system by **June 30, 2022**

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

The COVID-19 pandemic has had a significant impact on the Direct Support Professional (DSP) workforce. We added questions to this year's survey to determine how provider agencies were impacted and how DSPs were impacted. This additional information will help the DD system assess performance and develop effective and more meaningful response plans that can be swiftly implemented to help minimize the impact of future public health emergencies.

[state specific language goes here]

### BEFORE YOU START

Your agency has been asked to complete this survey because you provide supports to **adults (18 and over) with intellectual/developmental disabilities (IDD)**.

We are interested in learning about your state's Direct Support Professional (DSP) workforce—Paid staff whose primary job responsibility is to provide support, help with skills development, guidance, or personal assistance at any location or during any activity (e.g., at home, at leisure activities, at work, during recreational activities, etc.) to adults with IDD. DSPs are also commonly known as Direct Support Workers (DSWs), Home Health Aides (HHAs), or Personal Care Attendants (PCAs).

This survey is being administered by National Core Indicators® – Intellectual and Developmental Disabilities (NCI®-IDD) on behalf of your state; state policymakers and advocates will use the data to guide decisions.



IF YOU BELIEVE YOU HAVE RECEIVED THIS SURVEY IN ERROR, PLEASE INFORM THE STATE CONTACT: [EMAIL] AND EXPLAIN WHY

### DIRECTIONS

#### OVERVIEW

The survey asks for information on DSPs who were on your agency's payroll for any period of time from January 1, 2021 to December 31, 2021 and for whom your agency defined or currently defines wages and benefits. (For more information on who is considered a DSP, see "**Types of Workers to Consider**," below.)

We are collecting information on:

- Their date of hire
- Whether they are currently on staff or if they left/were terminated from the agency during 2021
- Their length of employment
- Whether they work full-time or part-time
- Hours and wages
- Benefits, such as paid time off, health insurance, etc.

You may want to have organizational staff in your Human Resources or Payroll departments complete this survey. You may also need information from program directors, so please review the survey questions and seek additional input as needed.

## IMPORTANT DEFINITIONS

### TYPES OF WORKERS TO CONSIDER

Most of the questions on this survey are about workers who are employed as **Direct Support Professionals (DSPs)**. DSPs are also commonly known as Direct Support Workers (DSWs), Home Health Aides (HHAs), or Personal Care Attendants (PCAs); Employment Specialists (job coaches); Community Integration Specialists, etc.

For the purposes of this survey, DSPs are paid workers whose primary responsibility is to provide direct support to adults with intellectual and developmental disabilities (IDD) and for whom your agency defines wages and benefits directly. Workers hired through a temporary personnel agency, contract, or 1099 arrangement should not be included in your responses.



**Include** these workers in your responses about DSPs:

- Paid staff whose primary job responsibility is to provide support, help with skills development, guidance, or personal assistance at any location or during any activity (i.e., at home, at leisure activities, at work, during recreational activities, etc.) to adults with IDD.
- Paid staff who spend at least 50% of their hours doing direct support tasks. Their primary job responsibility and more than 50% of their hours are spent doing direct support work.
- People with some supervisory responsibilities—but **only** if more than 50% of their hours are spent doing direct support tasks.



**Do not include** these workers in your responses about DSPs:

- Clinically licensed staff (therapists, nurses, social workers, psychologists, etc.)
- Behavior specialists, behavior technicians or behavior clinicians (BCBA)
- Those who **only** provide transportation, home modifications, and/or meal delivery
- Contract or 1099 workers
- On-call or PRN workers
- Staff hired through a temporary personnel agency
- Admin staff or supervisory staff, unless they spend 50% or more of their time doing direct support work

**Regarding host/foster/family home arrangements:** Please respond only about DSPs who are employed and work in addition to the primary shared living/foster care provider.

**Regarding Fiscal Intermediaries or Employers of Record for DSPs working for people who are self-directing their own services:** If your agency functions solely as a fiscal intermediary or employer of record, please do not respond to this survey; instead, email your State of the Workforce State Contact listed above.

If your agency functions as a fiscal intermediary/employer of record **and also** provides direct support, please respond only about the DSPs employed by your agency; *do not include* DSPs hired and managed by people/families who are self-directing in your responses.

## TYPES OF SUPPORTS

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

Residential Supports	In-Home Supports	Non-Residential Supports
<p><b>Provided to a person in a home or apartment that is owned or operated by your agency.</b></p> <p>This includes residential services delivered to people who DO NOT live in their family’s home or their own private home/apartment which they rent or own.</p> <p>Residential supports include:</p> <ul style="list-style-type: none"> <li>• Residential Services</li> <li>• 24-hour supports such as a Group Home, Agency-Operated Apartments or ICFs/ID</li> <li>• Host home or foster home services.</li> </ul> <p><b>NOTE:</b> If the service recipient holds a lease with your provider agency, this is considered a residential support or service.</p>	<p><b>Provided to a person in a home or apartment that is not owned or operated by your agency.</b></p> <p>This includes:</p> <ul style="list-style-type: none"> <li>• 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).</li> <li>• This category can include homemaker/personal care services (in many states).</li> </ul>	<p><b>Provided in a day program, community program, or work setting.</b></p> <p>This includes:</p> <ul style="list-style-type: none"> <li>• Adult day services.</li> <li>• Community supports such as supports provided to assist a person to participate in community activities.</li> <li>• Employment or vocational services. This can include supports to help people who are looking for work or work supports such as job coaching or employment support.</li> </ul> <p><b>NOTE:</b> Because of COVID-19, many traditionally ‘non-residential’ supports and services began to be provided in the person’s residence or home. If services provided by your agency fit the description above but because of COVID-19 were provided in a person’s residence/home, they are still considered “non-residential supports.”</p>

## Cover Art

Jane Tarlow. "Untitled."

Jane Tarlow was raised in Brockton, Mass. She has been working at Gateway Arts since February 1996.

Tarlow remembers enjoying drawing ever since early childhood. When she began working at Gateway, Tarlow was primarily a decorative craft artist. Since then, Tarlow has spent considerable time focusing on fine art. Tarlow's work deals with the themes of nature, human relationships, and emotional conflict, and her "Roots" series explores connections between past and present.

Tarlow's work has been showcased in many exhibitions at The Gateway Gallery. She has also shown her work at the Lincoln Gallery at Beaver County Day School in Chestnut Hill, Mass.; The Clark Gallery in Lincoln, Mass.; and The Sherrill House in Boston. She also contributed to an art/fashion show at Avalon-Boston, and participated in Brookline Open Studios in Brookline.

Learn more about Tarlow's work at [www.gatewayarts.org/art/artists/jane-tarlow](http://www.gatewayarts.org/art/artists/jane-tarlow).



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