



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

*Sent on Behalf of Dr. Laura L. Love
Assistant Director / Chief Executive Officer*

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TRANSMITTAL DATE: December 7, 2015

TOPIC: National Core Indicators (NCI) Staff Stability Survey Report 2014

All Qualified Vendors

This past year, the Division notified Qualified Vendors about an opportunity to participate in a survey being conducted by the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI). The purpose of the program is to support NASDDDS member agencies to gather a standard set of performance and outcome measures that can be used to track their own performance over time, to compare results across states, and to establish national benchmarks. NCI just released the staff stability survey report which is based on data collected from a number of states regarding Direct Support Professional (DSP) turnover and vacancy rates among providers. Information was collected using a staff stability tool developed by NCI. Nine states and the District of Columbia participated in the National Core Indicators (NCI) Staff Stability Survey 2014: Arizona, Ohio, Washington, D.C., South Carolina, Georgia, Texas, Kentucky, Utah, Maine and Vermont with a total of 673 provider agencies completing the staff stability survey for these states.

The report included information on the types of services provided among the provider agencies who responded to the survey these included:

- 77% reported providing residential supports such as ICF/ID facilities, group homes, and supported living services.
- 59% reported providing in-home supports such as homemaker/personal care services, in-home habilitation, and in-home respite.
- 76% reported providing non-residential supports such as supported employment supports, facility-based employment supports, and out-of-home habilitation and/or respite. Highlights of the findings within the report include:

Some of the report findings on DSP's that left employment include:

- 37% had been employed for less than 6 months,
- 22% had been employed between 6 and 12 months, and;

- 41% had been employed for more than 12 months.
- Across responding agencies, the turnover rate for DSPs in 2014 was 45%.
- Some of the report findings on DSP's wages include:
- DSPs received an average hourly wage of \$11.11. \$10.55 for DSPs providing residential supports. \$10.93 for DSPs providing in-home supports. \$11.10 for DSPs providing non-residential supports.

Some other interesting report findings include:

- 63% of responding agencies provided health insurance to only full-time DSPs; 55% provided dental coverage to only full-time DSPs; and 43% provided vision coverage to only full-time DSPs.
- A large proportion of agencies (66%) offered employer-paid job-related training and 62% offered life insurance.
- Three-quarters (76%) of responding agencies reported offering a realistic job preview to candidates.
- 43% reported using a direct support professional ladder to retain highly skilled workers in DSP roles.
- DSPs at 87% of responding agencies are trained on and required to sign a Code of Ethics.

FMI: Read the full report on the NASDDDS website at: <http://www.nasddds.org/resource-library/quality/national-core-indicators/nci-staff-stability-survey-report/>

Thank you,