



**DIVISION OF DEVELOPMENTAL DISABILITIES**

*Sent on Behalf of DES/DDD Business Operations  
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**TRANSMITTAL DATE: June 29, 2016**

**TOPIC: Vendor Assistance Requested –National Core Indicators (NCI) Staff Stability Survey  
Deadline –June 30, 2016**

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**All Qualified Vendors Employing Direct Service Professionals**



**REMINDER:**

**National Core Indicators (NCI) Staff Stability Survey  
is due TOMORROW, Thursday, June 30, 2016.**

### **Significance of the Survey**

This survey is intended for Qualified Vendors serving adults and employing Direct Service Professionals (DSPs). Vendor participation is vital to the Division’s ability to create comprehensive policies regarding provider contracts, rates and other provider issues. Due to Arizona’s low response rate on the last (2014) NCI Staff Stability Survey, the data collected was not representative of the DSP workforce and provider community. **PLEASE TAKE THE SURVEY** in order to provide representative data!

### **Highlights of the NCI Staff Stability Survey Report 2014**

The full report is available here: [http://www.nationalcoreindicators.org/upload/core-indicators/2014 Staff Stability Report 11 13 15.pdf](http://www.nationalcoreindicators.org/upload/core-indicators/2014%20Staff%20Stability%20Report%2011%2013%2015.pdf)

Although Arizona did not have sufficient participation to consider the results representative, they are still noteworthy.

- **Turnover Rate** - Arizona has the second highest (59.7%) turnover rate for DSP's among the responding states.
- **Wages** - Arizona has the second lowest (\$9.62) average hourly wage for DSP's among the responding states.
- **Vacancy Rate** - Arizona has the second highest (9.8%) full-time vacancy rate for DSP's among the responding states.

## **How to Participate in the Survey**

A unique link was emailed to each Vendor on 05/17/2016 along with instructions on how to complete the survey. If you're unable to find the email invitation please check the "spam" folder or contact your respective District Network Manager.

## **Survey Deadline**

The deadline to respond to the survey is **June 30, 2016**. We need your help! Please complete the survey today!

The following link provides detailed information regarding the survey: <https://www.youtube.com/watch?v=vlxgtEhgJxQ&feature=youtu.be>

**QUESTIONS?** Please contact Patrick Volle at [jpvolle@azdes.gov](mailto:jpvolle@azdes.gov).

***THANK YOU!***