



SURVEY REPORT

NCI STATE *of the* WORKFORCE[®] 2024

National Core Indicators[®] Intellectual and Developmental Disabilities

Introduction

National Core Indicators® Intellectual and Developmental Disabilities (NCI®-IDD) is a collaboration between the National Association of State Directors of Developmental Disabilities Services, the Human Services Research Institute, and participating state developmental disability service systems. Each year, NCI®-IDD implements the NCI State of the Workforce Survey for Intellectual and Developmental Disabilities (NCI-IDD State of the Workforce). The NCI-IDD State of the Workforce Survey collects comprehensive data on provider agencies and the Direct Support Professional (DSP) workforce providing direct support to adults (age 18 and over) receiving services from their state developmental disabilities systems.

The goal of the survey is to help states:

- Describe their workforce
- Examine workforce challenges
- Identify areas for further investigation
- Benchmark their workforce data
- Measure improvements made through policy or programmatic changes
- Compare their state data to those of other states and the NCI-IDD average

The release of the 2024 State of the Workforce Survey data marks an ongoing opportunity for state developmental disability agencies, advocates, and researchers to work together to determine the best strategies to address DSP workforce challenges.

A total of 27 states, including the District of Columbia, administered the 2024 NCI-IDD State of the Workforce Survey. All told, 3,936 provider agencies are included in this report. Responding provider agencies reported 344,179 DSPs on payroll as of Dec. 31, 2024.

IMPORTANT NOTE: 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 Stephanie Giordano and Stephanie Shaire for their extensive review of this report.

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<https://idd.nationalcoreindicators.org/survey-reports-insights/>

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Executive Summary

A total of 27 states including the District of Columbia participated in the 2024 NCI State of the Workforce Survey for Intellectual and Developmental Disabilities:

- Alabama
- Alaska
- Arizona
- Colorado
- Connecticut
- Delaware
- Georgia
- Hawaii
- Illinois
- Indiana
- Louisiana
- Maryland
- Missouri
- Nebraska
- New Jersey
- New York
- North Carolina
- North Dakota
- Oklahoma
- Oregon
- Pennsylvania
- South Carolina
- South Dakota
- Tennessee
- Utah
- Washington DC
- Wyoming

All told, the responses from **3,936 provider agencies** are included in this report. Responding provider agencies reported 344,179 DSPs on payroll as of December 31, 2024.

The data presented in this report refer to the period between Jan. 1, 2024, and Dec. 31, 2024. 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 B 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:

- 47.6% Black or African American
- 26.8% White
- 5.5% Hispanic/Latinx
- 2.7% 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.

- 62.4% Female
- 31.4% Male
- 5.8% Don't know gender identity
- 0.4% Non-binary

Tenure (Length of Employment) of DSPs

Of the DSPs employed by respondents as of Dec. 31, 2024, more than almost two fifths (39.1%) had only been employed there for one year or less. And of the DSPs who left employment at responding agencies in 2024, almost two-thirds (63.7%) had been employed there for less than one year.

Of the DSPs employed by respondents as of Dec. 31, 2024:

- 20.4% had been employed for less than 6 months
- 18.7% had been employed between 6 and 12 months
- 18.4% had been employed between 12 and 24 months
- 12.2% had been employed between 24 and 36 months
- 30.3% had been employed 36 months or more

Of the DSPs who left (separated from) employment between Jan. 1, 2024, and Dec. 31, 2024:

- 40.7% had been employed for less than 6 months
- 23.0% had been employed between 6 and 12 months
- 16.8% had been employed between 12 and 24 months
- 7.6% had been employed between 24 and 36 months
- 12.0% had been employed 36 months or more

Of those who separated from employment in 2024, 72.1% did so voluntarily. Over one-fifth (21.8%) were terminated due to performance issues or violation of agency policy, and 2.6% were laid off because their position was eliminated. For 3.5% of separations, the separation circumstances were unknown.

Almost one-quarter of all responding agencies (26.6%) reported having turned away or stopped accepting new service referrals in 2024 due to DSP staffing issues. **This is compared to almost two-fifths of responding agencies who responded as such in 2023 (38.1%).**

Of those 24 states that also conducted the 2023 NCI State of the Workforce for IDD survey, almost all (21) states demonstrated a decrease in the percentage of responding agencies that turned away or stopped accepting new service referrals.

Turnover

Across states, the turnover ratio¹ for DSPs in 2024 ranged from 16.7% to 53.7%; the weighted mean turnover ratio was 37.1%.

Vacancy Rates

Among responding provider agencies who distinguish between full-time and part-time DSP positions (69.0%), vacancy rates² for full-time positions ranged from 5.9% to 17.2% with an NCI-IDD Average of 9.7%. Vacancy rates for part-time positions ranged from 6.3% to 22.5% with an NCI-IDD Average of 13.2%.

Services and Agency Types

Of the responding agencies:

- **70.1% provided residential supports** — such as community-based group homes, supported living services, or ICF/ID homes.
- **49.3% provided in-home supports** — such as homemaker/personal care services, in-home habilitation, and in-home respite.
- **55.9% provided non-residential supports** — such as day supports, community support programs, community-based employment supports, facility-based employment supports, or out-of-home habilitation.

Almost two-thirds (61.7%) of responding agencies identified as **private for-profit organizations**. Amongst participating states, this ranged from 0.0% of responding agencies in South Dakota to 80.2% in Oregon. One third (34.7%) of responding agencies identified as **private non-profit organizations**, 2.4% identified as **state/local government run** and 2.3% identified as an **other governmental entity**.

Wages

Across all service types, responding agencies paid a **median hourly wage of \$18.39**. This is almost a **\$1.20 increase from the 2023 median hourly wage of \$17.20**.

Of the 24 states that also conducted the NCI-IDD State of the Workforce in 2023 survey, all states demonstrated an increase in median hourly wage across all service types.

The median hourly *starting* wage across all service types was \$18.00 in 2024.

¹ 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, 2024. 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.

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

Benefits

A large majority, 69.8%, 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.

- 35.1% of responding providers offered pooled paid time off to some or all DSPs

Of those not using the pooled method:

- 72.7% offered paid sick time to some or all DSPs
- 70.4% offered paid vacation time to some or all DSPs
- 39.2% offered paid personal time to some or all DSPs

Among the responding agencies, 56.5% offered health insurance to some or all DSPs; 53.3% offered dental coverage to some or all DSPs; and 50.3% offered vision coverage to some or all DSPs.

Recruitment and Retention

More than three-quarters (80.4%) of respondents reported offering a realistic job preview to candidates, and 47.7% 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.

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What is the National Core Indicators State of the Workforce for Intellectual and Developmental Disabilities

NCI-IDD works with member states to collect comprehensive data on the workforce of DSPs providing supports to adults (18 and over) through their state developmental disabilities (DD) service system.

How is the survey administered?

NCI-IDD member states that choose to participate in the NCI State of the Workforce Survey provide a list of all provider agencies in the state that provide direct support to adults (18 and over) through their state developmental disabilities (DD) service system. 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 2024 survey opened in early 2025 and closed in late summer 2025.

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 (e.g., at home, at leisure activities, at work, during recreational activities) 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 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 national averages but does not affect state data (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.

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 by the player 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 B](#) for more information on each state's sample.

Number of Responses and Response Rates

A total of 3,936 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 as of December 31, 2024.
- The provider agency had not been in operation for six continuous months in 2024.
- The provider agency indicated that it only uses contract DSPs and/or 1099 DSPs (and therefore does not have any DSPs on payroll).

Responses, Response Rates and Margins of Error

	Valid responses ³	Total pop ⁴	Response rate	Margin of error ^{5,6,7}	Number of DSPs on payroll as of 12/31/24 ⁸
Alabama	162	178	91.0%	2.31%	6808
Alaska	57	285	20.0%	11.63%	1640
Arizona	253	517	48.9%	4.41%	30606
Colorado	121	275	44.0%	6.68%	3329
Connecticut	105	150	70.0%	5.26%	11700
Delaware	36	40	90.0%	5.23%	4108
Georgia	144	330	43.6%	6.14%	4611
Hawaii	48	48	100.0%	0.00%	4258
Illinois	74	319	23.2%	10.00%	7022
Indiana	170	287	59.2%	4.81%	17547
Louisiana	177	496	35.7%	5.91%	15715
Maryland	227	271	83.8%	2.63%	21910
Missouri	236	399	59.1%	4.08%	16694
Nebraska	77	77	100.0%	0.00%	4330
New Jersey	251	810	31.0%	5.14%	20859
New York	257	317	81.1%	2.66%	58738
North Carolina	126	440	28.6%	7.38%	11460
North Dakota	27	33	81.8%	8.17%	3275
Oklahoma	57	109	52.3%	9.01%	4854
Oregon	638	699	91.3%	1.15%	27378
Pennsylvania	302	1073	28.1%	4.78%	39872
South Carolina	51	55	92.7%	3.73%	5687
South Dakota	20	20	100.0%	0.00%	2123
Tennessee	70	180	38.9%	9.18%	8897
Utah	72	207	34.8%	9.35%	4247
Washington DC	114	137	83.2%	3.77%	5239
Wyoming	64	107	59.8%	7.80%	1272
Total	3936	7859			344,179

³ Only those agencies who submitted their survey, therefore indicating that their survey had been completed are included.

⁴ 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).

⁵ Margin of error for sample based on valid responses and “total population”

⁶ Assuming 50% response distribution

⁷ Calculated using <http://www.raosoft.com/samplesize.html>

⁸ This is the number of DSPs on payroll as of 12/31/24 at the provider agencies included in the final sample (valid responses).

Weights

Using Weights to Calculate Overall NCI-IDD Results

The 2024 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.

Characteristics of Responding Agencies

The majority of responding provider agencies provide direct support exclusively to adults with intellectual and developmental disabilities (**64.4%**).

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 (**61.5%**).

- 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 disabilities⁹?

	Yes	No	N
Alabama	82.7%	17.3%	162
Alaska	51.8%	48.2%	56
Arizona	52.2%	47.8%	251
Colorado	73.6%	26.4%	121
Connecticut	64.8%	35.2%	105
Delaware	86.1%	13.9%	36
Georgia	75.7%	24.3%	144
Hawaii	64.6%	35.4%	48
Illinois	67.1%	32.9%	73
Indiana	49.7%	50.3%	169
Louisiana	40.9%	59.1%	176
Maryland	81.9%	18.1%	227
Missouri	67.4%	32.6%	236
Nebraska	59.7%	40.3%	77
New Jersey	74.7%	25.3%	249
New York	38.1%	61.9%	257
North Carolina	56.3%	43.7%	126
North Dakota	37.0%	63.0%	27
Oklahoma	77.2%	22.8%	57
Pennsylvania	59.9%	40.1%	302
South Carolina	78.4%	21.6%	51
South Dakota	70.0%	30.0%	20
Tennessee	72.9%	27.1%	70
Utah	70.8%	29.2%	72
Washington DC	95.6%	4.4%	114
Wyoming	64.1%	35.9%	64
NCI-IDD Average	64.4%	35.6%	Total: 3290

⁹ Data are not available for Oregon for Tables 1 and 2. Similar data were collected in state-specific questions.

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?* ¹⁰

	Yes ¹¹	No ¹²	N
Alabama	74.1%	25.9%	27
Alaska	51.9%	48.1%	27
Arizona	43.1%	56.9%	116
Colorado	66.7%	33.3%	30
Connecticut	77.1%	22.9%	35
Delaware	60.0%	40.0%	5
Georgia	82.9%	17.1%	35
Hawaii	75.0%	25.0%	16
Illinois	95.8%	4.2%	24
Indiana	59.0%	41.0%	83
Louisiana	62.6%	37.4%	99
Maryland	65.9%	34.1%	41
Missouri	68.8%	31.2%	77
Nebraska	41.9%	58.1%	31
New Jersey	90.5%	9.5%	63
New York	62.8%	37.2%	156
North Carolina	50.9%	49.1%	55
North Dakota	41.2%	58.8%	17
Oklahoma	76.9%	23.1%	13
Pennsylvania	68.9%	31.1%	119
South Carolina	63.6%	36.4%	11
South Dakota	66.7%	33.3%	6
Tennessee	68.4%	31.6%	19
Utah	42.9%	57.1%	21
Washington DC	40.0%	60.0%	5
Wyoming	30.4%	69.6%	23
NCI-IDD Average	61.5%	38.5%	Total: 1154

¹⁰ Data are not available for Oregon for Tables 1 and 2. Similar data were collected in state-specific questions.

¹¹ 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.

¹² 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 3. How many DSPs providing support for adults with IDD were on your payroll as of Jan. 1, 2024?

	0-20 DSPs	21-40 DSPs	41-60 DSPs	61+ DSPs	Mean # of DSPs	Std. deviation	Median # of DSPs	N
Alabama	49.1%	23.6%	9.9%	17.4%	41	56.49	22	161
Alaska	73.2%	12.5%	1.8%	12.5%	27	59.02	6	56
Arizona	43.3%	19.4%	5.6%	31.7%	103	309.74	25	252
Colorado	74.2%	10.0%	5.0%	10.8%	26	54.66	11	120
Connecticut	21.0%	13.3%	12.4%	53.3%	109	114.10	66	105
Delaware	30.6%	5.6%	11.1%	52.8%	103	125.13	71	36
Georgia	52.4%	27.3%	7.0%	13.3%	30	37.60	19	143
Hawaii	43.5%	30.4%	17.4%	8.7%	73	289.34	25	46
Illinois	27.0%	17.6%	12.2%	43.2%	88	112.05	49	74
Indiana	33.7%	17.8%	8.3%	40.2%	97	190.23	38	169
Louisiana	40.3%	14.8%	12.5%	32.4%	78	191.33	30	176
Maryland	33.2%	14.6%	11.5%	40.7%	87	117.83	47	226
Missouri	43.8%	20.0%	11.1%	25.1%	66	134.83	26	235
Nebraska	50.0%	17.1%	13.2%	19.7%	61	106.52	20	76
New Jersey	49.4%	10.0%	7.6%	32.9%	78	132.74	21	249
New York	17.4%	10.3%	5.1%	67.2%	224	289.16	130	253
North Carolina	46.8%	21.4%	11.1%	20.6%	87	287.49	22	126
North Dakota	18.5%	3.7%	14.8%	63.0%	113	89.16	78	27
Oklahoma	24.6%	17.5%	17.5%	40.4%	79	92.23	49	57
Oregon	76.8%	8.7%	3.6%	10.9%	36	145.07	7	634
Pennsylvania	31.1%	12.9%	12.3%	43.7%	122	205.87	51	302
South Carolina	21.6%	7.8%	9.8%	60.8%	105	106.50	84	51
South Dakota	5.0%	25.0%	10.0%	60.0%	101	98.82	69	20
Tennessee	27.5%	10.1%	4.3%	58.0%	110	163.48	68	69
Utah	61.1%	16.7%	8.3%	13.9%	56	188.87	14	72
Washington DC	55.0%	19.8%	5.4%	19.8%	40	56.70	17	111
Wyoming	73.4%	15.6%	6.3%	4.7%	19	26.58	9	64
NCI-IDD Average	54.3%	13.6%	7.4%	24.7%	70	177.07	17	Total: 3910

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Table 4. How many DSPs providing support for adults with IDD were on your payroll as of Dec. 31, 2024?

	1-20 DSPs	21-40 DSPs	41-60 DSPs	61+ DSPs	Mean # of DSPs	Std. deviation	Median # of DSPs	N
Alabama	48.8%	21.0%	13.0%	17.3%	42	56.12	23	162
Alaska	70.2%	15.8%	3.5%	10.5%	29	64.56	6	57
Arizona	39.1%	20.6%	7.1%	33.2%	121	381.98	30	253
Colorado	72.7%	10.7%	5.0%	11.6%	28	63.30	9	121
Connecticut	20.0%	15.2%	11.4%	53.3%	111	121.13	65	105
Delaware	27.8%	8.3%	5.6%	58.3%	114	129.42	71	36
Georgia	52.1%	24.3%	11.1%	12.5%	32	45.95	19	144
Hawaii	37.5%	33.3%	14.6%	14.6%	89	350.66	26	48
Illinois	25.7%	20.3%	10.8%	43.2%	95	123.72	53	74
Indiana	26.5%	21.2%	10.6%	41.8%	103	191.88	43	170
Louisiana	37.9%	17.5%	11.3%	33.3%	89	270.72	33	177
Maryland	29.1%	15.0%	11.9%	44.1%	97	128.94	52	227
Missouri	41.9%	20.8%	10.2%	27.1%	71	148.60	25	236
Nebraska	45.5%	24.7%	9.1%	20.8%	56	97.46	22	77
New Jersey	45.8%	12.7%	7.6%	33.9%	83	139.21	25	251
New York	16.3%	10.1%	6.6%	66.9%	229	290.51	130	257
North Carolina	42.9%	23.0%	14.3%	19.8%	91	286.70	26	126
North Dakota	18.5%	3.7%	14.8%	63.0%	121	98.07	94	27
Oklahoma	22.8%	21.1%	12.3%	43.9%	85	98.44	55	57
Oregon ¹³	75.1%	8.0%	4.7%	12.2%	43	162.08	8	638
Pennsylvania	29.8%	13.9%	9.6%	46.7%	132	245.05	54	302
South Carolina	21.6%	5.9%	13.7%	58.8%	112	114.29	85	51
South Dakota	5.0%	25.0%	0.0%	70.0%	106	98.54	74	20
Tennessee	22.9%	14.3%	10.0%	52.9%	127	196.75	66	70
Utah	59.7%	18.1%	8.3%	13.9%	59	199.88	15	72
Washington DC	53.5%	18.4%	3.5%	24.6%	46	64.75	18	114
Wyoming	68.8%	18.8%	7.8%	4.7%	20	26.10	11	64
NCI-IDD Average	51.9%	14.2%	7.7%	26.2%	77	197.02	19	Total: 3936

¹³ Responses from providers in Oregon included DSPs supporting children.

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Table 5. Percentage of agencies that reported changes over 10% in number of DSPs on payroll from Jan. 1, 2024 to Dec. 31, 2024

	Number of DSPs increased more than 10% from Jan to Dec 2024	Number of DSPs stayed within + or - 10% of same from Jan to Dec 2024	Number of DSPs decreased more than 10% from Jan to Dec 2024	N
Alabama	28.0%	56.5%	15.5%	161
Alaska	30.4%	62.5%	7.1%	56
Arizona	48.4%	42.9%	8.7%	252
Colorado	25.8%	50.8%	23.3%	120
Connecticut	23.8%	61.0%	15.2%	105
Delaware	41.7%	55.6%	2.8%	36
Georgia	25.9%	54.5%	19.6%	143
Hawaii	26.1%	58.7%	15.2%	46
Illinois	31.1%	60.8%	8.1%	74
Indiana	39.1%	49.1%	11.8%	169
Louisiana	23.9%	60.8%	15.3%	176
Maryland	45.1%	45.1%	9.7%	226
Missouri	30.6%	54.9%	14.5%	235
Nebraska	38.2%	44.7%	17.1%	76
New Jersey	43.4%	48.2%	8.4%	249
New York	27.7%	61.3%	11.1%	253
North Carolina	27.0%	66.7%	6.3%	126
North Dakota	33.3%	63.0%	3.7%	27
Oklahoma	43.9%	47.4%	8.8%	57
Oregon	41.6%	47.5%	10.9%	634
Pennsylvania	35.8%	52.6%	11.6%	302
South Carolina	29.4%	62.7%	7.8%	51
South Dakota	35.0%	65.0%	0.0%	20
Tennessee	29.0%	59.4%	11.6%	69
Utah	34.7%	56.9%	8.3%	72
Washington DC	35.1%	52.3%	12.6%	111
Wyoming	37.5%	48.4%	14.1%	64
NCI-IDD Average	37.3%	50.8%	11.9%	3910

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Table 6. How many adults with IDD were enrolled in or approved for residential, in-home, and/or non-residential services from your agency on Jan. 1, 2024? (Percentage of responding agencies with adults enrolled in or approved for residential, in-home and/or non-residential services^{14...})

	0 adult	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 ¹⁵	Std. deviation	Median # of adults w/ IDD ⁷	N
Alabama	5.7%	37.7%	19.5%	20.8%	8.8%	6.9%	0.6%	0.0%	35	79.49	13	159
Alaska	5.6%	64.8%	13.0%	5.6%	5.6%	5.6%	0.0%	0.0%	25	62.81	4	54
Arizona	8.2%	34.8%	10.7%	17.2%	13.5%	12.7%	2.5%	0.4%	80	302.90	14	244
Colorado	3.4%	26.3%	11.0%	28.8%	13.6%	16.1%	0.0%	0.8%	61	123.64	29	118
Connecticut	1.0%	11.2%	5.1%	22.4%	21.4%	37.8%	0.0%	1.0%	114	134.84	68	98
Delaware	5.9%	14.7%	17.6%	23.5%	14.7%	20.6%	0.0%	2.9%	95	176.30	43	34
Georgia	0.7%	27.1%	16.4%	21.4%	17.9%	15.0%	1.4%	0.0%	60	94.33	30	140
Hawaii	6.5%	15.2%	17.4%	28.3%	10.9%	19.6%	0.0%	2.2%	90	235.69	29	46
Illinois	0.0%	11.0%	5.5%	20.5%	20.5%	35.6%	6.8%	0.0%	148	193.64	79	73
Indiana	3.6%	22.4%	10.9%	17.6%	12.7%	26.1%	4.8%	1.8%	130	231.95	41	165
Louisiana	3.0%	27.8%	17.2%	26.6%	14.2%	9.5%	1.2%	0.6%	54	121.78	21	169
Maryland	2.7%	26.4%	10.9%	22.3%	14.1%	22.7%	0.9%	0.0%	75	119.96	28	220
Missouri	0.9%	30.0%	17.2%	24.2%	15.0%	10.1%	2.6%	0.0%	65	133.03	23	227
Nebraska	2.7%	37.3%	12.0%	18.7%	12.0%	14.7%	2.7%	0.0%	67	136.27	17	75
New Jersey	5.0%	22.5%	9.6%	22.9%	12.1%	26.7%	0.4%	0.8%	86	149.44	33	240
New York	0.8%	2.4%	6.1%	10.5%	12.6%	46.2%	13.4%	8.1%	379	698.84	174	247
North Carolina	4.8%	29.0%	10.5%	26.6%	18.5%	6.5%	2.4%	1.6%	89	303.79	23	124
North Dakota	0.0%	23.1%	7.7%	15.4%	19.2%	34.6%	0.0%	0.0%	85	81.66	60	26
Oklahoma	1.9%	11.1%	11.1%	35.2%	27.8%	13.0%	0.0%	0.0%	61	69.49	37	54
Oregon ¹⁶	7.3%	61.0%	6.8%	11.0%	7.9%	5.4%	0.3%	0.3%	30	113.46	4	630
Pennsylvania	3.0%	22.1%	13.4%	19.1%	12.4%	25.5%	4.0%	0.3%	106	174.08	33	298
South Carolina	2.0%	4.0%	4.0%	12.0%	32.0%	38.0%	6.0%	2.0%	165	203.00	90	50
South Dakota	0.0%	0.0%	5.0%	15.0%	25.0%	50.0%	5.0%	0.0%	124	109.02	104	20
Tennessee	1.5%	20.6%	14.7%	16.2%	23.5%	20.6%	2.9%	0.0%	89	145.75	43	68
Utah	7.0%	31.0%	18.3%	18.3%	11.3%	9.9%	4.2%	0.0%	60	142.97	16	71
Washington DC	5.5%	46.8%	14.7%	21.1%	9.2%	2.8%	0.0%	0.0%	21	26.36	10	109
Wyoming	1.6%	48.4%	22.6%	21.0%	4.8%	1.6%	0.0%	0.0%	18	21.41	10	62
NCI-IDD Average	5.0%	39.5%	10.2%	16.5%	11.3%	14.6%	2.0%	0.9%	78	245.33	15	Total: 3821

¹⁴ Table includes 154 agencies that reported serving 0 adults with IDD on Jan. 1, 2024.

¹⁵ Enrolled in or approved for residential, in-home, and/or non-residential services.

¹⁶ Responses from providers in Oregon included DSPs supporting children.

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Table 7. How many adults with IDD were enrolled in or approved for residential, in-home, and/or non-residential services from your agency on Dec. 31, 2024? (Percentage of responding agencies with adults enrolled in or approved for residential, in-home and/or non-residential services...)

	0 adult ¹⁷	1-10 adults	11-20 adults	21-50 adults	51-99 adults	100-499 adults	500-999 adults	1000+ adults	Mean # of adults ¹⁸	Std. deviation	Median # of adults	N
Alabama	6.3%	39.0%	18.2%	20.1%	9.4%	6.3%	0.6%	0.0%	34	73.9	12	159
Alaska	3.8%	61.5%	13.5%	7.7%	5.8%	7.7%	0.0%	0.0%	29	65.4	5	52
Arizona	4.6%	34.7%	13.0%	17.6%	12.6%	14.2%	2.9%	0.4%	90	343.5	18	239
Colorado	2.5%	22.7%	14.3%	27.7%	16.0%	16.0%	0.0%	0.8%	64	134.3	31	119
Connecticut	1.0%	10.2%	8.2%	21.4%	20.4%	37.8%	1.0%	0.0%	113	132.3	73	98
Delaware	5.9%	17.6%	11.8%	23.5%	14.7%	20.6%	5.9%	0.0%	100	181.6	41	34
Georgia	3.6%	24.3%	15.0%	20.7%	20.0%	15.0%	1.4%	0.0%	60	94.0	27	140
Hawaii	2.1%	25.5%	14.9%	27.7%	10.6%	17.0%	0.0%	2.1%	86	234.2	25	47
Illinois	1.4%	9.6%	5.5%	19.2%	19.2%	38.4%	6.8%	0.0%	148	188.9	91	73
Indiana	0.0%	21.7%	12.0%	20.5%	12.0%	27.7%	4.2%	1.8%	133	227.3	43	166
Louisiana	1.8%	27.8%	16.6%	27.8%	14.2%	10.1%	1.2%	0.6%	61	181.9	23	169
Maryland	1.4%	21.5%	17.4%	22.8%	13.7%	21.9%	1.4%	0.0%	78	125.9	29	219
Missouri	0.9%	28.8%	19.7%	23.6%	15.7%	7.4%	3.9%	0.0%	67	144.0	22	229
Nebraska	1.3%	32.0%	16.0%	18.7%	13.3%	16.0%	2.7%	0.0%	72	144.5	22	75
New Jersey	2.1%	22.6%	12.1%	22.6%	12.6%	26.8%	0.4%	0.8%	88	147.5	34	239
New York	0.8%	2.8%	6.1%	9.8%	13.4%	45.1%	14.6%	7.3%	397	749.0	170	246
North Carolina	4.0%	28.8%	10.4%	27.2%	16.8%	8.0%	3.2%	1.6%	97	309.1	25	125
North Dakota	0.0%	15.4%	19.2%	11.5%	19.2%	34.6%	0.0%	0.0%	85	82.8	57	26
Oklahoma	0.0%	13.2%	13.2%	30.2%	30.2%	13.2%	0.0%	0.0%	63	75.3	37	53
Oregon ¹⁹	5.9%	60.6%	7.1%	10.7%	8.3%	6.3%	0.6%	0.5%	35	121.2	5	624
Pennsylvania	1.3%	23.2%	13.1%	18.2%	13.8%	25.9%	4.0%	0.3%	109	175.4	35	297
South Carolina	0.0%	6.0%	2.0%	14.0%	32.0%	38.0%	6.0%	2.0%	167	208.3	90	50
South Dakota	5.0%	0.0%	5.0%	10.0%	25.0%	50.0%	5.0%	0.0%	117	106.4	108	20
Tennessee	2.9%	17.4%	17.4%	20.3%	18.8%	20.3%	2.9%	0.0%	89	146.6	40	69
Utah	5.7%	27.1%	21.4%	20.0%	14.3%	8.6%	2.9%	0.0%	62	145.3	17	70
Washington DC	3.7%	49.5%	16.5%	18.3%	8.3%	3.7%	0.0%	0.0%	21	27.5	9	109
Wyoming	0.0%	50.0%	17.7%	24.2%	6.5%	1.6%	0.0%	0.0%	19	22.0	10	62
NCI-IDD Avg.	3.7%	38.9%	11.2%	16.3%	11.7%	14.9%	2.4%	0.9%	83	260.9	16	Total:3809

¹⁷ 28 agencies reported providing supports to 0 adults on January 1, and 0 adults on Dec. 3, 2024. Those agencies are included in this table.

¹⁸ Enrolled in or approved for residential, in-home, and/or non-residential services.

¹⁹ Responses from providers in Oregon included DSPs supporting children.

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Table 8. Percentage of agencies that reported changes of more than 10% in number of adults with IDD enrolled or approved for services **between Jan. 1, 2024 and Dec. 31, 2024**²⁰

	# increased by more than 10% from Jan to Dec 2024	# stayed within 10% above or below between Jan to Dec 2024	# decreased by more than 10% from Jan to Dec 2024	N
Alabama	12.7%	75.9%	11.4%	158
Alaska	21.2%	67.3%	11.5%	52
Arizona	32.8%	56.3%	10.9%	238
Colorado	29.7%	53.4%	16.9%	118
Connecticut	12.2%	74.5%	13.3%	98
Delaware	18.2%	72.7%	9.1%	33
Georgia	15.7%	70.0%	14.3%	140
Hawaii	21.7%	65.2%	13.0%	46
Illinois	12.3%	78.1%	9.6%	73
Indiana	26.1%	60.6%	13.3%	165
Louisiana	19.2%	63.5%	17.4%	167
Maryland	21.9%	64.8%	13.2%	219
Missouri	23.0%	59.7%	17.3%	226
Nebraska	36.0%	49.3%	14.7%	75
New Jersey	27.7%	61.3%	10.9%	238
New York	12.2%	76.4%	11.4%	246
North Carolina	20.2%	70.2%	9.7%	124
North Dakota	19.2%	73.1%	7.7%	26
Oklahoma	24.5%	69.8%	5.7%	53
Oregon ²¹	36.6%	48.2%	15.2%	623
Pennsylvania	23.2%	66.7%	10.1%	297
South Carolina	16.0%	76.0%	8.0%	50
South Dakota	5.0%	80.0%	15.0%	20
Tennessee	11.8%	75.0%	13.2%	68
Utah	24.3%	58.6%	17.1%	70
Washington DC	20.2%	67.9%	11.9%	109
Wyoming	32.3%	58.1%	9.7%	62
NCI-IDD Average	27.9%	58.4%	13.7%	Total: 3794

²⁰ Table includes 154 agencies that reported serving 0 adults with IDD on Jan. 1, 2024, and includes 109 agencies that reported serving 0 adults with IDD on Dec 31, 2024.

²¹ Responses from providers in Oregon included DSPs supporting children.

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Table 9. Within all reporting agencies in the state, the average percent of DSPs on the payroll as of Dec. 31, 2024 identifying as each race/ethnicity

	American Indian or Alaska Native	Asian ²²	Black or African American	Pacific Islander ²³	White	Hispanic/Latinx ²⁴	More than one race/ethnicity	Other	Don't know	N
Alabama	0.1%	0.2%	76.9%	0.7%	16.8%	0.7%	0.8%	0.6%	3.3%	162
Alaska	7.2%	11.5%	17.0%	5.2%	35.4%	7.4%	0.7%	0.1%	15.6%	54
Arizona	3.3%	1.9%	27.6%	0.6%	22.9%	18.8%	2.5%	1.0%	21.4%	250
Colorado	0.3%	2.4%	13.6%	0.1%	43.4%	13.6%	4.9%	0.5%	21.2%	120
Connecticut	0.2%	0.7%	38.4%	0.9%	30.2%	12.2%	3.1%	1.0%	13.3%	104
Delaware	0.0%	0.1%	70.7%	0.0%	16.5%	2.5%	1.1%	1.3%	7.8%	35
Georgia	0.4%	0.9%	74.8%	0.7%	18.9%	2.0%	0.5%	0.2%	1.5%	139
Hawaii	0.4%	41.7%	2.1%	18.0%	8.4%	2.4%	11.3%	0.1%	15.6%	48
Illinois	0.1%	1.2%	40.8%	0.1%	47.2%	4.8%	0.9%	0.3%	4.7%	74
Indiana	0.1%	1.0%	38.5%	0.1%	45.9%	3.1%	1.3%	1.2%	8.8%	168
Louisiana	0.2%	0.4%	77.1%	0.0%	18.7%	0.6%	0.5%	0.2%	2.3%	175
Maryland	0.6%	1.6%	75.7%	0.3%	12.6%	2.0%	1.2%	0.4%	5.6%	226
Missouri	0.4%	0.4%	20.6%	0.2%	61.8%	1.4%	1.4%	0.2%	13.7%	235
Nebraska	0.6%	1.0%	38.2%	0.7%	37.9%	6.7%	2.0%	1.7%	11.3%	77
New Jersey	0.3%	2.5%	49.2%	0.2%	24.8%	10.7%	1.6%	1.2%	9.5%	246
New York ²⁵	0.4%	2.8%	40.0%	0.7%	33.7%	10.5%	2.2%	0.9%	9.1%	252
North Carolina	0.7%	0.4%	56.3%	0.1%	30.9%	2.4%	0.7%	0.9%	7.5%	123
North Dakota	1.5%	1.7%	17.7%	3.4%	51.0%	4.4%	0.9%	0.0%	19.4%	24
Oklahoma	8.8%	0.5%	19.9%	1.3%	49.9%	4.5%	2.4%	0.1%	12.6%	53
Oregon	0.4%	1.6%	50.0%	1.6%	21.3%	5.0%	1.8%	1.9%	16.3%	630
Pennsylvania	0.1%	1.5%	37.6%	0.1%	45.1%	4.9%	1.8%	0.2%	8.7%	297
South Carolina	0.1%	0.4%	77.3%	0.0%	17.8%	0.9%	0.7%	0.0%	2.8%	51
South Dakota	6.3%	2.0%	12.8%	0.1%	59.8%	3.0%	1.5%	0.0%	14.5%	20
Tennessee	0.1%	0.2%	43.8%	0.0%	47.5%	0.8%	1.1%	0.3%	6.3%	70
Utah	2.0%	0.7%	4.7%	12.0%	53.7%	7.5%	0.9%	0.4%	18.1%	72
Washington DC	0.3%	0.5%	90.7%	0.0%	2.2%	1.8%	0.1%	1.8%	2.7%	113
Wyoming	0.8%	0.8%	2.4%	0.1%	75.9%	6.5%	0.7%	0.2%	12.6%	64
NCI-IDD Avg.	0.6%	2.7%	47.6%	1.5%	26.8%	5.5%	2.0%	1.2%	12.3%	Total: 3882

²² Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese, or Other Asian.

²³ Native Hawaiian, Guamanian or Chamorro, Samoan, or Other Pacific Islander.

²⁴ Mexican, Mexican American, Chicano, Puerto Rican, Cuban, or Other Spanish/Hispanic/Latinx.

²⁵ Statewide results for New York are skewed toward demographic data for New York City. For example, approximately 45% of DSPs in the dataset who are Black or African-American work for providers in NYC.

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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, 2024 identifying as each gender identity

	Male	Female	Non-binary	Don't Know	N
Alabama	22.1%	75.3%	0.0%	2.6%	162
Alaska	30.2%	63.3%	0.0%	6.5%	54
Arizona	25.9%	65.5%	0.2%	8.3%	250
Colorado	25.2%	62.0%	0.7%	12.1%	120
Connecticut	26.9%	66.4%	0.2%	6.5%	105
Delaware	34.2%	65.7%	0.0%	0.1%	35
Georgia	17.3%	82.0%	0.1%	0.7%	141
Hawaii	23.1%	74.7%	0.0%	2.2%	48
Illinois	20.7%	77.4%	0.6%	1.3%	74
Indiana	23.4%	72.8%	0.1%	3.7%	168
Louisiana	14.0%	84.2%	0.6%	1.2%	175
Maryland	30.5%	66.1%	0.2%	3.1%	225
Missouri	19.8%	75.3%	0.2%	4.7%	236
Nebraska	31.1%	63.0%	0.1%	5.8%	77
New Jersey	25.4%	69.6%	0.1%	5.0%	248
New York	28.6%	67.5%	0.2%	3.7%	254
North Carolina	26.3%	69.0%	0.2%	4.5%	126
North Dakota	24.2%	71.4%	0.3%	4.1%	25
Oklahoma	21.2%	70.6%	0.4%	7.8%	52
Oregon	40.0%	50.9%	0.8%	8.3%	636
Pennsylvania	26.1%	70.0%	0.3%	3.7%	297
South Carolina	15.2%	82.7%	0.0%	2.0%	51
South Dakota	21.0%	72.2%	0.0%	6.8%	20
Tennessee	22.9%	74.7%	0.2%	2.3%	70
Utah	28.4%	62.8%	0.2%	8.6%	71
Washington DC	36.4%	63.4%	0.1%	0.1%	112
Wyoming	24.2%	74.1%	0.1%	1.6%	63
NCI-IDD Avg.	31.4%	62.4%	0.4%	5.8%	Total: 3895

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.

Supports Provided as of December 31, 2024

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)*

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Table 11. Percentage of agencies providing one or multiple types of services— residential, in-home, and/or non-residential

	1 Type	2 Types	All 3 Types	N
Alabama	56.2%	30.2%	13.6%	162
Alaska	32.1%	42.9%	25.0%	56
Arizona	52.8%	29.8%	17.5%	252
Colorado	35.5%	29.8%	34.7%	121
Connecticut	16.2%	32.4%	51.4%	105
Delaware	63.9%	22.2%	13.9%	36
Georgia	36.1%	30.6%	33.3%	144
Hawaii	27.1%	47.9%	25.0%	48
Illinois	36.5%	20.3%	43.2%	74
Indiana	20.0%	28.2%	51.8%	170
Louisiana	63.8%	22.6%	13.6%	177
Maryland	20.7%	28.6%	50.7%	227
Missouri	48.3%	29.2%	22.5%	236
Nebraska	16.9%	29.9%	53.2%	77
New Jersey	40.2%	40.2%	19.5%	251
New York	19.8%	37.7%	42.4%	257
North Carolina	34.9%	34.9%	30.2%	126
North Dakota	3.7%	22.2%	74.1%	27
Oklahoma	17.5%	24.6%	57.9%	57
Oregon	74.1%	18.8%	7.1%	637
Pennsylvania	35.8%	31.5%	32.8%	302
South Carolina	21.6%	31.4%	47.1%	51
South Dakota	0.0%	10.0%	90.0%	20
Tennessee	8.6%	41.4%	50.0%	70
Utah	27.8%	40.3%	31.9%	72
Washington DC	34.2%	39.5%	26.3%	114
Wyoming	7.8%	42.2%	50.0%	64
NCI-IDD Avg.	48.8%	27.1%	24.1%	Total: 3933

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 (3 cases).

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Table 12. Does your agency provide residential supports, in-home supports and/or non-residential supports to adults with IDD as of Dec. 31, 2024²⁶? (Categories are not mutually exclusive)

	Provides Residential Supports	Provides In-home Supports	Provides Non-residential Supports	N
Alabama	86.4%	27.2%	43.8%	162
Alaska	69.6%	53.6%	69.6%	56
Arizona	51.6%	61.1%	52.0%	252
Colorado	54.5%	52.9%	91.7%	121
Connecticut	68.6%	71.4%	95.2%	105
Delaware	63.9%	25.0%	61.1%	36
Georgia	70.8%	53.5%	72.9%	144
Hawaii	37.5%	79.2%	81.3%	48
Illinois	82.4%	51.4%	73.0%	74
Indiana	67.6%	91.2%	72.9%	170
Louisiana	30.5%	84.7%	34.5%	177
Maryland	78.9%	65.2%	85.9%	227
Missouri	65.7%	50.4%	58.1%	236
Nebraska	67.5%	80.5%	88.3%	77
New Jersey	41.0%	60.2%	78.1%	251
New York	68.1%	61.9%	92.6%	257
North Carolina	69.0%	50.0%	76.2%	126
North Dakota	88.9%	92.6%	88.9%	27
Oklahoma	86.0%	80.7%	73.7%	57
Oregon ²⁷	76.9%	27.9%	28.1%	637
Pennsylvania	68.9%	60.9%	67.2%	302
South Carolina	90.2%	51.0%	84.3%	51
South Dakota	100.0%	90.0%	100.0%	20
Tennessee	88.6%	67.1%	85.7%	70
Utah	68.1%	54.2%	81.9%	72
Washington DC	63.2%	65.8%	63.2%	114
Wyoming	67.2%	81.3%	93.8%	64
NCI-IDD Avg.	70.1%	49.3%	55.9%	Total: 3933

²⁶ 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 (3 cases)

²⁷ Responses from providers in Oregon included DSPs supporting children.

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Table 13. Percentage of agencies that turned away or stopped accepting new service referrals in 2024 due to DSP staffing issues

	Percent	N
Alabama	21.9%	160
Alaska	25.9%	54
Arizona	35.5%	251
Colorado	30.0%	120
Connecticut	61.2%	103
Delaware	25.0%	36
Georgia	35.5%	141
Hawaii	60.4%	48
Illinois	31.1%	74
Indiana	38.7%	168
Louisiana	47.7%	176
Maryland	13.3%	226
Missouri	28.0%	236
Nebraska	37.3%	75
New Jersey	19.2%	250
New York	34.8%	250
North Carolina	33.3%	126
North Dakota	88.0%	25
Oklahoma	40.7%	54
Oregon²⁸	17.6%	635
Pennsylvania	39.7%	300
South Carolina	13.7%	51
South Dakota	30.0%	20
Tennessee	47.8%	69
Utah	20.8%	72
Washington DC	16.1%	112
Wyoming	46.8%	62
NCI-IDD Avg.	26.6%	Total: 3894

²⁸ Responses from providers in Oregon included DSPs supporting children.

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Table 14. Percentage of agencies reporting to be each type of agency

	Private for-profit	Private non-profit	State/local government	Other government entity	N
Alabama	64.0%	32.9%	1.9% ²⁹	1.9%	161
Alaska	78.2%	21.8%	0.0%	0.0%	55
Arizona	70.4%	24.4%	5.2%	1.2%	250
Colorado	68.9%	29.4%	0.8%	0.8%	119
Connecticut	25.0%	75.0%	1.0%	0.0%	104
Delaware	27.8%	72.2%	0.0%	0.0%	36
Georgia	53.1%	33.6%	3.5%	12.6%	143
Hawaii	59.6%	40.4%	0.0%	2.1%	47
Illinois	21.6%	77.0%	1.4%	0.0%	74
Indiana	62.9%	34.7%	1.8%	1.8%	167
Louisiana	69.9%	26.1%	2.8%	3.4%	176
Maryland	42.9%	56.2%	1.8%	0.0%	226
Missouri	54.9%	40.0%	0.4%	5.1%	235
Nebraska	68.0%	26.7%	0.0%	5.3%	75
New Jersey	52.4%	45.2%	2.0%	0.8%	248
New York	2.4%	96.5%	1.2%	0.4%	255
North Carolina	56.0%	43.2%	1.6%	0.8%	125
North Dakota	33.3%	66.7%	0.0%	3.7%	27
Oklahoma	33.9%	66.1%	0.0%	0.0%	56
Oregon	80.2%	15.8%	3.8%	1.8%	626
Pennsylvania	43.5%	56.5%	0.3%	0.3%	301
South Carolina	9.8%	43.1%	7.8%	45.1%	51
South Dakota	0.0%	100.0%	0.0%	0.0%	20
Tennessee	38.6%	60.0%	0.0%	1.4%	70
Utah	73.2%	22.5%	4.2%	0.0%	71
Washington DC	78.6%	21.4%	0.0%	0.0%	112
Wyoming	75.0%	21.9%	1.6%	3.1%	64
NCI-IDD Avg	61.7%	34.7%	2.4%	2.3%	Total: 3894

²⁹ AL does not have direct support services provided by state, local or governmental entities. These data may be incorrect.

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Turnover Ratio

Note: Prior to the State of the Workforce in 2021 Report, the “Turnover Ratio” was called the “Turnover Rate.”

Each agency’s turnover ratio is calculated as:

(Total separated DSPs in 2024) divided by (Total DSPs on payroll as of December 31, 2024).

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, 2024. 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 2024 was greater than the number of DSPs employed as of Dec. 31, 2024.

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Table 15. Turnover Ratios³⁰ for DSPs in 2024 (as of Dec. 31, 2024)

	Mean	Median	Std. Deviation	Minimum	Maximum	N
Alabama	40.6%	29.4%	39.3%	0.0%	220.0%	161
Alaska	36.8%	25.0%	44.5%	0.0%	221.7%	57
Arizona	32.4%	21.4%	37.0%	0.0%	222.2%	249
Colorado	47.3%	33.3%	56.6%	0.0%	400.0%	121
Connecticut	40.3%	37.5%	25.9%	0.0%	114.3%	105
Delaware	34.9%	29.4%	25.1%	0.0%	102.0%	35
Georgia	33.6%	24.0%	41.6%	0.0%	340.0%	144
Hawaii	16.7%	12.5%	24.7%	0.0%	162.5%	48
Illinois	41.3%	36.5%	33.5%	0.0%	193.9%	74
Indiana	37.5%	28.7%	34.5%	0.0%	221.1%	170
Louisiana	34.9%	24.1%	39.4%	0.0%	225.0%	173
Maryland	31.8%	26.2%	34.7%	0.0%	300.0%	225
Missouri	46.5%	37.5%	36.9%	0.0%	271.4%	235
Nebraska	51.3%	38.7%	40.6%	0.0%	171.4%	77
New Jersey	32.0%	25.0%	31.8%	0.0%	240.0%	242
New York	33.4%	31.6%	21.1%	0.0%	120.6%	256
North Carolina	23.9%	19.4%	23.1%	0.0%	103.9%	125
North Dakota	44.1%	41.5%	21.9%	0.0%	90.2%	26
Oklahoma	39.1%	33.3%	31.4%	0.0%	145.8%	56
Oregon	37.4%	28.6%	38.1%	0.0%	300.0%	634
Pennsylvania	37.2%	28.1%	35.7%	0.0%	250.0%	300
South Carolina	39.4%	34.7%	26.1%	0.0%	139.6%	49
South Dakota	53.7%	46.7%	23.6%	17.5%	97.5%	20
Tennessee	37.7%	35.2%	31.1%	0.0%	195.4%	70
Utah	39.2%	31.3%	34.9%	0.0%	138.7%	71
Washington DC	27.5%	18.6%	39.2%	0.0%	300.0%	113
Wyoming	46.7%	35.4%	43.9%	0.0%	200.0%	64
NCI-IDD Avg.	37.1%	28.6%	36.8%	0.0%	400.0%	Total: 3900

State mean turnover ratios ordered from lowest to highest

Hawaii	16.7%
North Carolina	23.9%
Washington DC	27.5%
Maryland	31.8%
New Jersey	32.0%
Arizona	32.4%
New York	33.4%
Georgia	33.6%
Louisiana	34.9%
Delaware	34.9%
Alaska	36.8%
Pennsylvania	37.2%
Oregon	37.4%
Indiana	37.5%
Tennessee	37.7%
Oklahoma	39.1%
Utah	39.2%
South Carolina	39.4%
Connecticut	40.3%
Alabama	40.6%
Illinois	41.3%
North Dakota	44.1%
Missouri	46.5%
Wyoming	46.7%
Colorado	47.3%
Nebraska	51.3%
South Dakota	53.7%
NCI-IDD	Avg. 37.1%

³⁰ The calculation of this indicator is unchanged from previous years' reports where it was labeled as *Turnover Rate*. Starting in the report with data from 2021, 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 (0 agencies). Agencies were included if they reported the length of tenure of all DSPs reported employed as of Dec. 31, 2024 (or left it blank). Agencies were included if they reported the length of tenure of all DSPs reported to have separated in 2024 (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 (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.

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, 2024. 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 (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 16. Tenure Among DSPs Employed as of Dec. 31, 2024³¹ 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 with data on tenure ³²	N
Alabama	16.1%	21.5%	15.4%	12.0%	34.9%	6808	162
Alaska	23.4%	15.2%	19.2%	10.8%	31.5%	1640	57
Arizona	16.4%	15.4%	18.9%	14.4%	35.0%	30039	248
Colorado	19.9%	18.2%	17.4%	12.6%	31.9%	3302	120
Connecticut	18.4%	13.2%	15.6%	10.0%	42.8%	11697	104
Delaware	17.8%	18.8%	20.7%	16.1%	26.6%	4108	36
Georgia	14.9%	13.7%	15.2%	11.3%	45.0%	4610	143
Hawaii	10.5%	8.7%	11.6%	11.1%	58.1%	4212	47
Illinois	17.8%	12.5%	15.1%	10.8%	43.8%	7022	74
Indiana	19.3%	19.3%	19.7%	13.2%	28.4%	16690	165
Louisiana	15.1%	13.0%	15.1%	12.5%	44.3%	15443	174
Maryland	19.3%	18.3%	19.3%	12.7%	30.3%	21910	227
Missouri	18.2%	14.8%	18.0%	12.6%	36.3%	16694	236
Nebraska	25.8%	22.8%	17.7%	12.6%	21.2%	4315	76
New Jersey	20.2%	15.3%	19.8%	13.5%	31.2%	20531	247
New York	13.6%	11.9%	14.9%	11.2%	48.3%	58738	257
North Carolina	15.2%	13.6%	19.5%	10.9%	40.8%	11460	126
North Dakota	17.8%	15.4%	21.8%	11.4%	33.5%	2873	24
Oklahoma	19.8%	14.6%	13.4%	13.7%	38.6%	4670	55
Oregon	23.8%	23.1%	20.8%	12.0%	20.4%	27289	632
Pennsylvania	18.8%	12.3%	15.7%	11.4%	41.8%	39535	300
South Carolina	18.2%	13.1%	16.1%	11.3%	41.3%	5575	50
South Dakota	21.9%	10.9%	18.1%	10.7%	38.4%	2123	20
Tennessee	15.7%	14.0%	18.1%	11.8%	40.3%	8897	70
Utah	21.5%	18.5%	18.0%	9.4%	32.6%	4247	72
Washington DC	21.5%	13.1%	14.4%	16.2%	34.8%	5239	114
Wyoming	22.4%	21.4%	11.6%	10.9%	33.8%	1272	64
NCI-IDD Avg.	20.4%	18.7%	18.4%	12.2%	30.3%	Total:340939	Total: 3900

³¹ This table only includes agencies that provided information on both the total number of DSPs employed as of Dec. 31, 2024 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.

³² 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 17. Tenure Among Separated DSP Employees (Left Between Jan. 1, 2024 and Dec. 31, 2024) ³³

Percentage of DSPs who separated between 1/1/24 and 12/31/24 who had been on the payroll...

	Less than 6 months	6-12 months	12-24 months	24-36 months	36+ months	# of separated DSPs ³⁴	# of agencies w/ data on tenure	% agencies w/ 1+ DSP separation in 2024	# agencies w/data on # separations ³⁵
Alabama	44.4%	25.0%	8.8%	10.0%	11.8%	3443	145	90.1%	161
Alaska	40.2%	20.1%	16.7%	9.2%	13.8%	668	38	66.7%	57
Arizona	36.8%	20.6%	18.6%	9.4%	14.6%	9149	204	83.3%	245
Colorado	38.1%	26.5%	17.9%	10.8%	6.7%	1709	90	75.6%	119
Connecticut	37.0%	20.7%	16.1%	9.1%	17.0%	5104	96	92.3%	104
Delaware	36.1%	24.8%	19.3%	7.5%	12.3%	1286	32	91.4%	35
Georgia	34.7%	25.7%	19.1%	8.4%	12.0%	2100	108	75.5%	143
Hawaii	19.3%	19.2%	16.9%	7.4%	37.2%	758	37	77.1%	48
Illinois	39.7%	17.9%	15.3%	10.2%	16.9%	3613	68	91.9%	74
Indiana	37.2%	27.9%	17.4%	6.2%	11.3%	7398	152	91.0%	167
Louisiana	37.1%	21.5%	17.0%	10.4%	14.0%	7661	134	78.4%	171
Maryland	40.8%	24.7%	15.5%	7.4%	11.6%	6309	197	88.7%	222
Missouri	43.9%	20.3%	15.5%	8.1%	12.3%	8420	220	94.0%	234
Nebraska	45.1%	23.2%	16.3%	8.9%	6.5%	2459	67	89.3%	75
New Jersey	36.2%	23.4%	18.5%	8.5%	13.4%	7215	198	82.2%	241
New York	32.0%	15.5%	19.5%	10.0%	23.1%	19854	241	94.5%	255
North Carolina	29.4%	28.1%	17.1%	8.0%	17.4%	4597	95	77.2%	123
North Dakota	48.6%	16.4%	13.5%	5.5%	16.1%	1466	24	92.3%	26
Oklahoma	44.1%	26.2%	11.9%	5.4%	12.4%	1952	49	92.5%	53
Oregon	45.2%	24.8%	17.2%	5.8%	7.0%	12282	497	78.6%	632
Pennsylvania	38.4%	18.4%	17.8%	9.0%	16.4%	15771	262	87.9%	298
South Carolina	37.6%	21.2%	17.2%	6.8%	17.2%	2247	47	95.9%	49
South Dakota	39.5%	17.5%	14.8%	9.6%	18.7%	1001	20	100.0%	20
Tennessee	40.2%	21.0%	16.4%	5.8%	16.6%	3968	62	88.6%	70
Utah	45.6%	27.6%	13.2%	7.3%	6.4%	3117	58	81.7%	71
Washington DC	31.5%	25.1%	21.3%	6.2%	15.9%	1289	82	73.9%	111
Wyoming	45.9%	24.5%	12.2%	4.5%	13.0%	766	50	78.1%	64
NCI-IDD Avg.	40.7%	23.0%	16.8%	7.6%	12.0%	Total: 135602	Total:3273	83.7%	Total:3868

³³ This table only includes agencies that provided information on both the total number of separated DSPs and the tenure of those separated DSPs. From 2022 on, tenure calculations no longer include cases with 0 separations in the denominator.

³⁴ Only includes the number of separated DSPs reported by respondents that also reported the tenure of those DSPs.

³⁵ Unlike the columns regarding tenure of separated DSPs, this column includes agencies that only reported number of separated DSPs but did not include tenure of those DSPs. If the agency left blank the question about number of separated DSPs, they were not included in this total.

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

Table 18. Circumstances Under Which Separation Occurred (for Separated DSP Employees that Left Between Jan. 1, 2024 and Dec. 31, 2024)
Percentage of total separations between 1/1/24 and 12/31/24...

	Voluntary separation	Employment was terminated ³⁶	Laid off ³⁷	Don't know	N ³⁸
Alabama	67.5%	29.1%	0.2%	3.2%	145
Alaska	78.9%	18.4%	2.7%	0.0%	38
Arizona	76.5%	17.9%	1.7%	3.9%	206
Colorado	75.0%	19.3%	2.2%	3.4%	91
Connecticut	67.5%	27.7%	1.3%	3.5%	97
Delaware	64.4%	32.4%	0.8%	2.4%	32
Georgia	73.9%	23.1%	1.4%	1.5%	107
Hawaii	83.7%	8.6%	2.0%	5.7%	37
Illinois	68.1%	28.6%	0.0%	3.3%	68
Indiana	72.3%	22.3%	1.5%	4.0%	152
Louisiana	77.3%	16.0%	4.2%	2.6%	135
Maryland	63.8%	30.1%	3.3%	2.9%	197
Missouri	72.6%	23.8%	1.6%	2.1%	220
Nebraska	63.7%	28.6%	5.9%	1.7%	68
New Jersey	62.7%	29.8%	3.8%	3.8%	197
New York	70.1%	26.2%	0.3%	3.3%	238
North Carolina	72.3%	20.7%	1.6%	5.4%	96
North Dakota	71.9%	26.4%	0.0%	1.7%	24
Oklahoma	70.2%	23.3%	1.5%	4.9%	52
Oregon	76.6%	16.2%	3.0%	4.2%	491
Pennsylvania	69.0%	27.4%	0.9%	2.6%	263
South Carolina	63.6%	27.3%	0.0%	9.1%	47
South Dakota	76.0%	23.6%	0.1%	0.3%	20
Tennessee	73.2%	24.5%	0.8%	1.5%	62
Utah	77.7%	18.6%	3.1%	0.6%	58
Washington DC	60.6%	26.1%	9.4%	3.9%	84
Wyoming	76.0%	15.6%	4.0%	4.3%	50
NCI-IDD Avg.	72.1%	21.8%	2.6%	3.5%	Total: 3275

³⁶ Due to performance issues or violation of agency policy.

³⁷ DSPs were terminated because their position was eliminated.

³⁸ Does not include agencies that noted "0" DSP separations in 2024 or agencies that did not provide data on reasons for separation.

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Full-time and Part-time Workforce

Table 19. The percentage of responding agencies that distinguish between full- and part-time DSPs

	Distinguish between full- and part-time DSPs	N
Alabama	63.6%	162
Alaska	59.6%	57
Arizona	54.0%	252
Colorado	62.0%	121
Connecticut	84.8%	105
Delaware	86.1%	36
Georgia	71.5%	144
Hawaii	70.8%	48
Illinois	85.1%	74
Indiana	77.1%	170
Louisiana	63.8%	177
Maryland	75.3%	227
Missouri	76.6%	235
Nebraska	76.6%	77
New Jersey	78.8%	250
New York	89.1%	256
North Carolina	67.5%	126
North Dakota	100.0%	27
Oklahoma	78.9%	57
Oregon	59.2%	638
Pennsylvania	90.1%	302
South Carolina	90.2%	51
South Dakota	100.0%	20
Tennessee	82.9%	70
Utah	63.9%	72
Washington DC	68.4%	114
Wyoming	59.4%	64
NCI-IDD Avg.	69.0%	Total: 3932

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 20. Average percentage of agency DSPs that are **full-time and part-time**³⁹

	Mean percentage that are full-time	Mean percentage that are part-time	N
Alabama	75.5%	24.5%	102
Alaska	57.2%	42.8%	34
Arizona	63.5%	36.5%	135
Colorado	59.5%	40.5%	75
Connecticut	68.5%	31.5%	89
Delaware	80.9%	19.1%	31
Georgia	71.4%	28.6%	101
Hawaii	52.6%	47.4%	33
Illinois	78.8%	21.2%	63
Indiana	58.5%	41.5%	131
Louisiana	63.5%	36.5%	113
Maryland	71.3%	28.7%	167
Missouri	75.4%	24.6%	180
Nebraska	76.4%	23.6%	59
New Jersey	58.5%	41.5%	197
New York	61.1%	38.9%	227
North Carolina	65.1%	34.9%	85
North Dakota	54.4%	45.6%	25
Oklahoma	74.3%	25.7%	43
Oregon	74.0%	26.0%	377
Pennsylvania	71.5%	28.5%	271
South Carolina	73.6%	26.4%	45
South Dakota	79.1%	20.9%	20
Tennessee	72.6%	27.4%	58
Utah	58.9%	41.1%	45
Washington DC	72.6%	27.4%	76
Wyoming	66.5%	33.5%	38
NCI-IDD Avg.	70.1%	29.9%	Total: 2820

³⁹ 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.

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, 2024.*

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 21. Average full-time and part-time DSP vacancy rates (as of Dec. 31, 2024) ⁴⁰

	Full-time vacancy rate	Full-time vacancy rate N	Part-time vacancy rate	Part-time vacancy rate N
Alabama	12.7%	100	15.3%	102
Alaska	12.9%	33	19.5%	33
Arizona	6.4%	133	7.5%	132
Colorado	10.9%	74	10.0%	73
Connecticut	13.8%	88	22.5%	88
Delaware	10.5%	31	19.9%	31
Georgia	9.4%	97	20.5%	98
Hawaii	9.4%	32	12.9%	31
Illinois	8.2%	63	19.1%	61
Indiana	9.4%	131	10.5%	131
Louisiana	5.9%	112	8.4%	111
Maryland	9.3%	164	15.7%	162
Missouri	6.6%	178	10.9%	179
Nebraska	7.4%	59	10.6%	58
New Jersey	7.6%	194	11.7%	194
New York	17.2%	226	21.7%	219
North Carolina	9.3%	82	14.2%	83
North Dakota	7.1%	25	14.8%	25
Oklahoma	7.8%	41	6.3%	41
Oregon	8.3%	371	10.0%	369
Pennsylvania	11.7%	268	18.5%	267
South Carolina	12.7%	44	21.4%	44
South Dakota	9.6%	20	17.7%	20
Tennessee	10.1%	58	19.6%	58
Utah	5.9%	45	10.0%	44
Washington DC	11.4%	75	11.8%	75
Wyoming	14.2%	38	11.9%	38
NCI-IDD Avg.	9.7%	Total: 2782	13.2%	Total: 2767

⁴⁰ 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, 2024. 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

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.

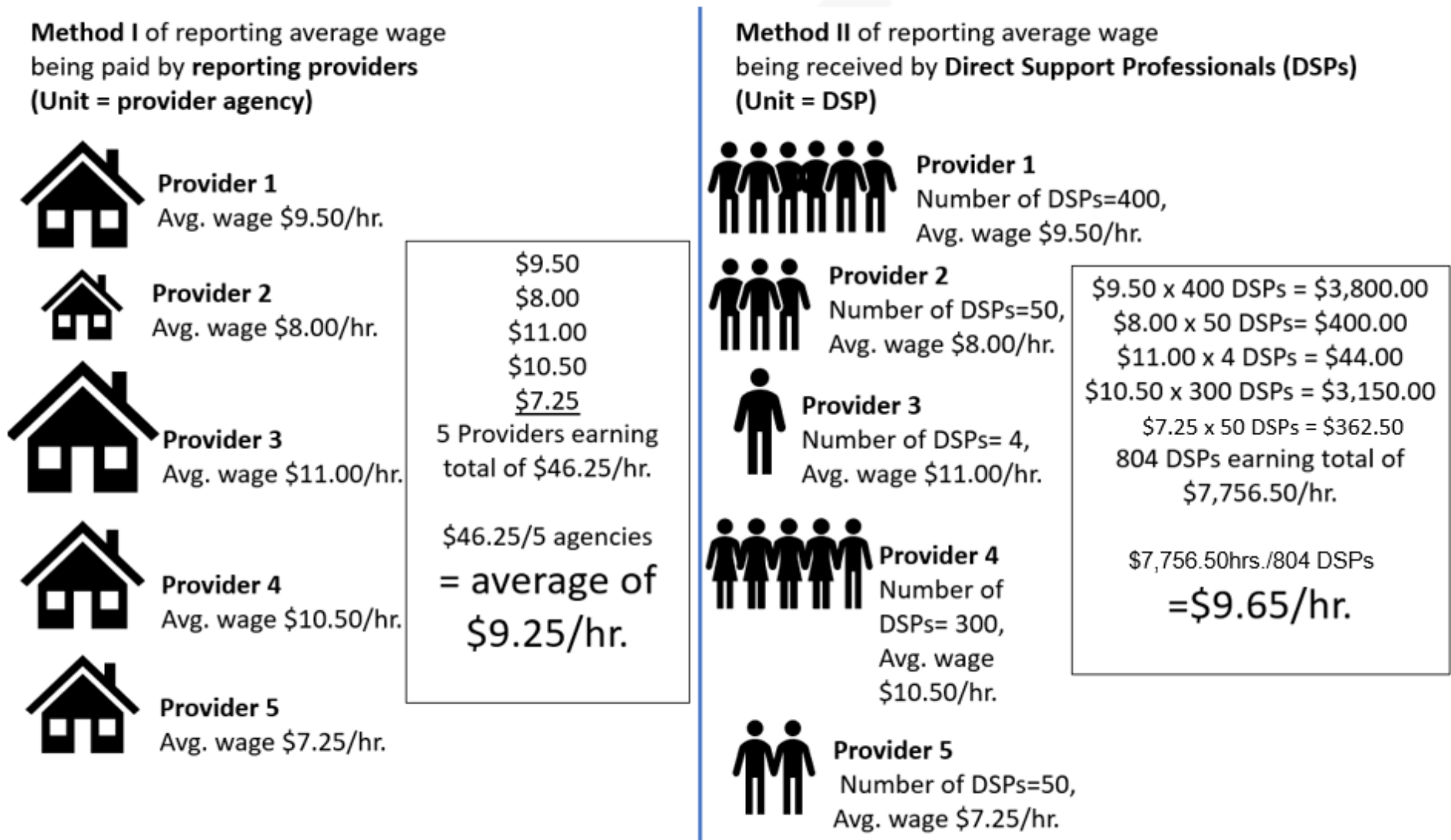
For comparable wage tables, see [Appendix C](#).

For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were not 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.

Figure 1. 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.**



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Table 22.

Method I: Average Hourly Wage⁴¹ - All DSPs

	State Min. Wage ⁴²	Living Wage ⁴³	Average Hourly Wage	Std. Dev.	Median Hourly Wage	Minimum Avg Hourly Wage	Maximum Avg Hourly Wage	N
Alabama	\$7.25	\$20.50	\$13.94	\$2.14	\$14.00	\$9.00	\$21.47	149
Alaska	\$11.73	\$24.11	\$19.92	\$3.11	\$20.00	\$11.00	\$25.00	54
Arizona	\$14.35	\$24.42	\$16.77	\$1.96	\$16.50	\$13.85	\$29.10	237
Colorado	\$14.42	\$25.47	\$20.11	\$2.54	\$20.00	\$14.50	\$27.00	114
Connecticut	\$15.69	\$25.28	\$19.41	\$1.47	\$19.11	\$17.15	\$25.08	102
Delaware	\$13.25	\$23.43	\$18.94	\$2.15	\$18.40	\$16.00	\$24.15	34
Georgia	\$7.25	\$23.94	\$14.80	\$2.42	\$14.56	\$9.50	\$21.43	134
Hawaii	\$14.00	\$29.92	\$17.80	\$2.56	\$17.75	\$13.74	\$26.00	45
Illinois	\$14.00	\$23.56	\$19.08	\$1.95	\$18.75	\$14.00	\$23.13	73
Indiana	\$7.25	\$20.81	\$16.39	\$1.38	\$16.02	\$12.97	\$20.50	167
Louisiana	\$7.25	\$20.51	\$10.38	\$1.95	\$10.00	\$8.00	\$21.62	169
Maryland	\$15.00	\$26.17	\$18.48	\$2.39	\$18.00	\$15.00	\$29.06	220
Missouri	\$12.30	\$20.87	\$18.07	\$2.51	\$18.00	\$11.00	\$27.68	230
Nebraska	\$12.00	\$20.99	\$18.18	\$1.84	\$18.00	\$14.34	\$24.60	75
New Jersey	\$15.13	\$26.20	\$20.50	\$2.49	\$20.00	\$15.00	\$29.96	227
New York	\$15.00 ⁴⁴	\$27.57	\$19.03	\$2.06	\$18.76	\$15.00	\$28.19	252
North Carolina	\$7.25	\$22.54	\$15.90	\$2.15	\$15.76	\$11.00	\$22.00	118
North Dakota	\$7.25	\$19.78	\$19.00	\$1.98	\$18.73	\$15.50	\$23.74	27
Oklahoma	\$7.25	\$20.26	\$13.26	\$1.73	\$13.00	\$9.50	\$18.87	53
Oregon	\$14.70	\$25.16	\$20.06	\$2.48	\$20.00	\$13.00	\$29.00	577
Pennsylvania	\$7.25	\$22.91	\$17.98	\$2.45	\$17.63	\$12.00	\$28.67	289
South Carolina	\$7.25	\$22.15	\$16.57	\$1.93	\$16.10	\$13.00	\$22.90	51
South Dakota	\$11.20	\$19.75	\$20.94	\$2.30	\$20.98	\$15.60	\$24.10	20
Tennessee	\$7.25	\$21.99	\$15.59	\$1.40	\$15.45	\$11.00	\$19.33	66
Utah	\$7.25	\$23.91	\$18.09	\$2.17	\$17.64	\$14.00	\$25.00	71
Washington DC	\$17.50	\$25.98	\$18.96	\$1.68	\$18.70	\$15.50	\$28.00	107
Wyoming	\$7.25	\$21.14	\$15.80	\$2.04	\$15.50	\$12.00	\$21.50	57
NCI-IDD Average	Fed min wage: \$7.25		\$18.49	\$3.11	\$18.39	\$8.00	\$29.96	3718

⁴¹ For all wage tables, values of \$0, <\$5 and >= \$30 were excluded. If agency reported offering one type of service and didn't provide an overall average wage, the average wage reported for that one service replaced the missing overall average wage. Overtime wages and wage bonuses not included.

⁴² <https://www.dol.gov/whd/state/stateMinWageHis.htm>

⁴³ Living wage for household of 1 adult and 0 children. <https://livingwage.mit.edu/>

⁴⁴ Minimum wage rates in New York State differ based on region. As of 01/01/2024 the minimum wage was \$16.00 in Westchester County, Long Island, and New York City, while the rest of the state had a minimum wage of \$15.00. Information about the minimum wage in NYS 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.

Living Wage

The statewide Living Wage shown in these tables represents an estimate of the local hourly wage rate that a full-time worker needs to earn to cover the costs of their family's basic needs. The Living Wage is composed of the following eight basic needs, and includes an additional cost associated with income and payroll taxes:

- Food
- Childcare
- Health care
- Housing
- Transportation
- Civic engagement
- Broadband
- And other necessities

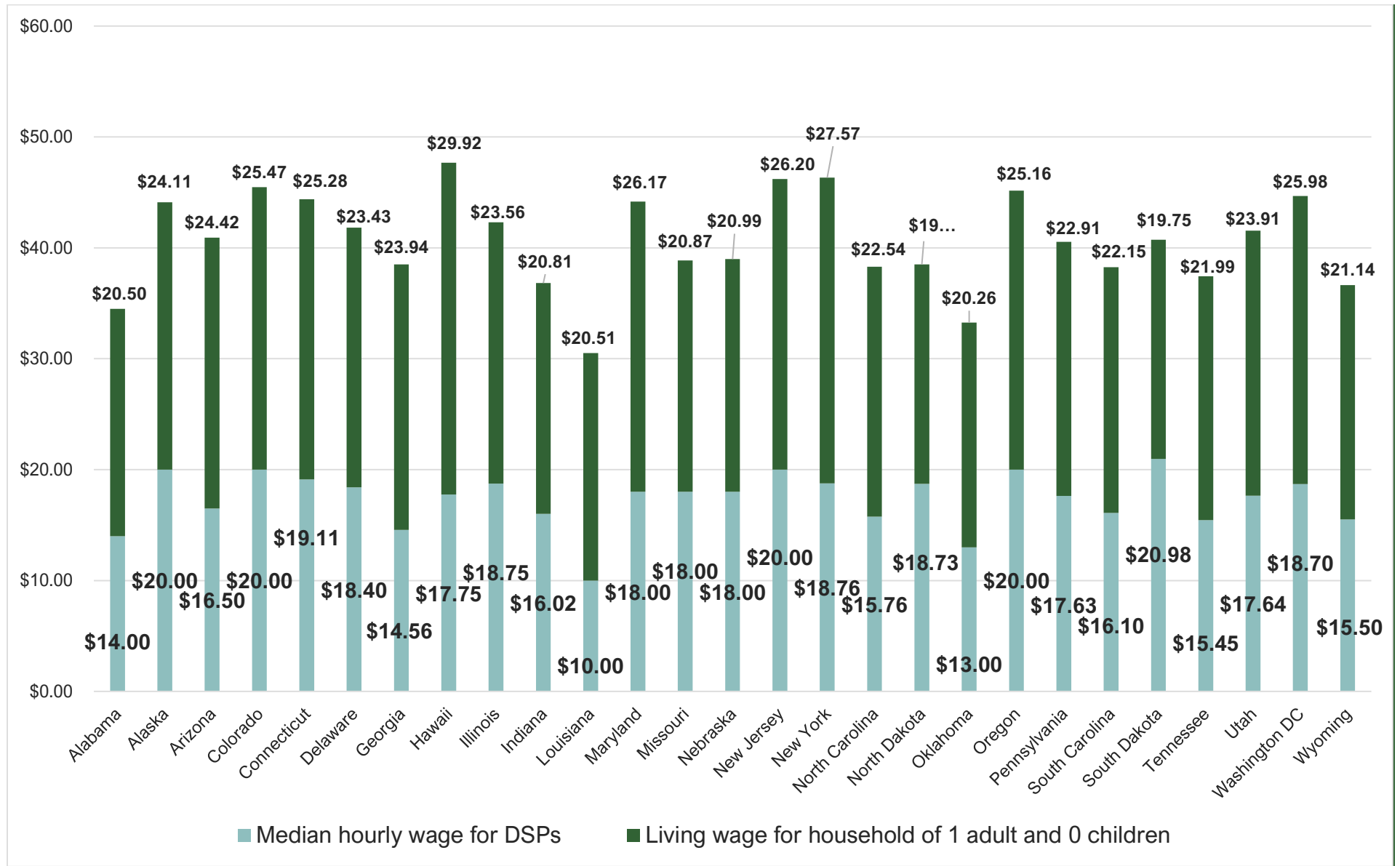
Living Wage does vary by location within a state. For example, a metropolitan area may have a higher Living Wage than a more rural area. These tables show the statewide Living Wage for each participating state.

These tables also show the Living Wage for a household of 1 adult with no children. To examine the Living Wage for more household types, please see [Appendix D](#).

For more information and to explore Living Wage across the country, see livingwage.mit.edu

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Figure 2. Median Hourly Wage for All DSPs and The Statewide Living Wage



<https://livingwage.mit.edu/>

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Table 23. Difference Between the Median Hourly Wage and the Statewide Living Wage⁴⁵

	Living wage for households of 1 adult and 0 children	Median hourly wage for DSPs	Difference between the Living Wage and the Median Hourly Wage
Alabama	\$20.50	\$14.00	\$6.50
Alaska	\$24.11	\$20.00	\$4.11
Arizona	\$24.42	\$16.50	\$7.92
Colorado	\$25.47	\$20.00	\$5.47
Connecticut	\$25.28	\$19.11	\$6.17
Delaware	\$23.43	\$18.40	\$5.03
Georgia	\$23.94	\$14.56	\$9.39
Hawaii	\$29.92	\$17.75	\$12.17
Illinois	\$23.56	\$18.75	\$4.81
Indiana	\$20.81	\$16.02	\$4.79
Louisiana	\$20.51	\$10.00	\$10.51
Maryland	\$26.17	\$18.00	\$8.17
Missouri	\$20.87	\$18.00	\$2.87
Nebraska	\$20.99	\$18.00	\$2.99
New Jersey	\$26.20	\$20.00	\$6.20
New York	\$27.57	\$18.76	\$8.81
North Carolina	\$22.54	\$15.76	\$6.79
North Dakota	\$19.78	\$18.73	\$1.05
Oklahoma	\$20.26	\$13.00	\$7.26
Oregon	\$25.16	\$20.00	\$5.16
Pennsylvania	\$22.91	\$17.63	\$5.28
South Carolina	\$22.15	\$16.10	\$6.05
South Dakota	\$19.75	\$20.98	– \$1.23
Tennessee	\$21.99	\$15.45	\$6.54
Utah	\$23.91	\$17.64	\$6.27
Washington DC	\$25.98	\$18.70	\$7.28
Wyoming	\$21.14	\$15.50	\$5.64

This table has no NCI Average because there is no national living wage

⁴⁵ <https://livingwage.mit.edu/>

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Table 24. Percentage of Respondents Paying an Average Hourly Wage Above or Below the State Minimum Wage^{46, 47, 48}

	State Min. Wage ⁴⁹	More than 50¢ below ⁵⁰	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%	0.0%	0.0%	6.0%	7.4%	20.8%	23.5%	42.3%	149
Alaska	\$11.73	1.9%	1.9%	1.9%	5.6%	16.7%	44.4%	13.0%	14.8%	54
Arizona	\$14.35	0.0%	10.5%	57.4%	26.6%	4.6%	0.4%	0.0%	0.4%	237
Colorado	\$14.42	0.0%	0.9%	13.2%	51.8%	21.1%	11.4%	1.8%	0.0%	114
Connecticut	\$15.69	0.0%	0.0%	42.2%	52.0%	5.9%	0.0%	0.0%	0.0%	102
Delaware	\$13.25	0.0%	0.0%	0.0%	58.8%	29.4%	8.8%	2.9%	0.0%	34
Georgia	\$7.25	0.0%	0.0%	0.0%	3.0%	4.5%	19.4%	22.4%	50.7%	134
Hawaii	\$14.00	0.0%	6.7%	28.9%	46.7%	11.1%	2.2%	4.4%	0.0%	45
Illinois	\$14.00	0.0%	1.4%	9.6%	52.1%	31.5%	5.5%	0.0%	0.0%	73
Indiana	\$7.25	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%	5.4%	94.0%	167
Louisiana	\$7.25	0.0%	0.0%	0.6%	60.9%	21.9%	8.3%	4.7%	3.6%	169
Maryland	\$15.00	0.0%	9.1%	44.1%	35.5%	7.3%	3.2%	0.9%	0.0%	220
Missouri	\$12.30	0.4%	0.4%	5.2%	31.7%	36.1%	22.6%	2.6%	0.9%	230
Nebraska	\$12.00	0.0%	0.0%	1.3%	18.7%	57.3%	16.0%	5.3%	1.3%	75
New Jersey	\$15.13	0.0%	0.9%	14.5%	54.2%	22.0%	6.6%	1.8%	0.0%	227
New York	\$15.00 ⁵¹	0.0%	1.2%	34.9%	50.0%	11.5%	1.6%	0.8%	0.0%	252
North Carolina	\$7.25	0.0%	0.0%	0.0%	0.0%	3.4%	8.5%	7.6%	80.5%	118
North Dakota	\$7.25	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	27
Oklahoma	\$7.25	0.0%	0.0%	0.0%	3.8%	9.4%	39.6%	26.4%	20.8%	53
Oregon	\$14.70	0.3%	1.9%	11.3%	52.2%	24.4%	9.2%	0.7%	0.0%	577
Pennsylvania	\$7.25	0.0%	0.0%	0.0%	0.0%	0.0%	1.4%	2.8%	95.8%	289
South Carolina	\$7.25	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%	7.8%	90.2%	51
South Dakota	\$11.20	0.0%	0.0%	0.0%	5.0%	5.0%	25.0%	35.0%	30.0%	20
Tennessee	\$7.25	0.0%	0.0%	0.0%	0.0%	1.5%	4.5%	9.1%	84.8%	66
Utah	\$7.25	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.4%	98.6%	71
Washington DC	\$17.50	1.9%	34.6%	57.0%	4.7%	1.9%	0.0%	0.0%	0.0%	107
Wyoming	\$7.25	0.0%	0.0%	0.0%	0.0%	0.0%	8.8%	22.8%	68.4%	57
NCI-IDD Average	Fed Min wage: \$7.25	0.2%	2.8%	15.6%	36.3%	19.1%	8.6%	3.7%	13.8%	Total: 3718

⁴⁶ The wages used in this table were calculated using Method I as described in Figure 5.

⁴⁷ For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. If agency only offers one type of service and didn't provide an overall average wage, the average wage reported for that one service replaced the missing overall average wage.

⁴⁸ 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, 2024 to Dec 31, 2024.

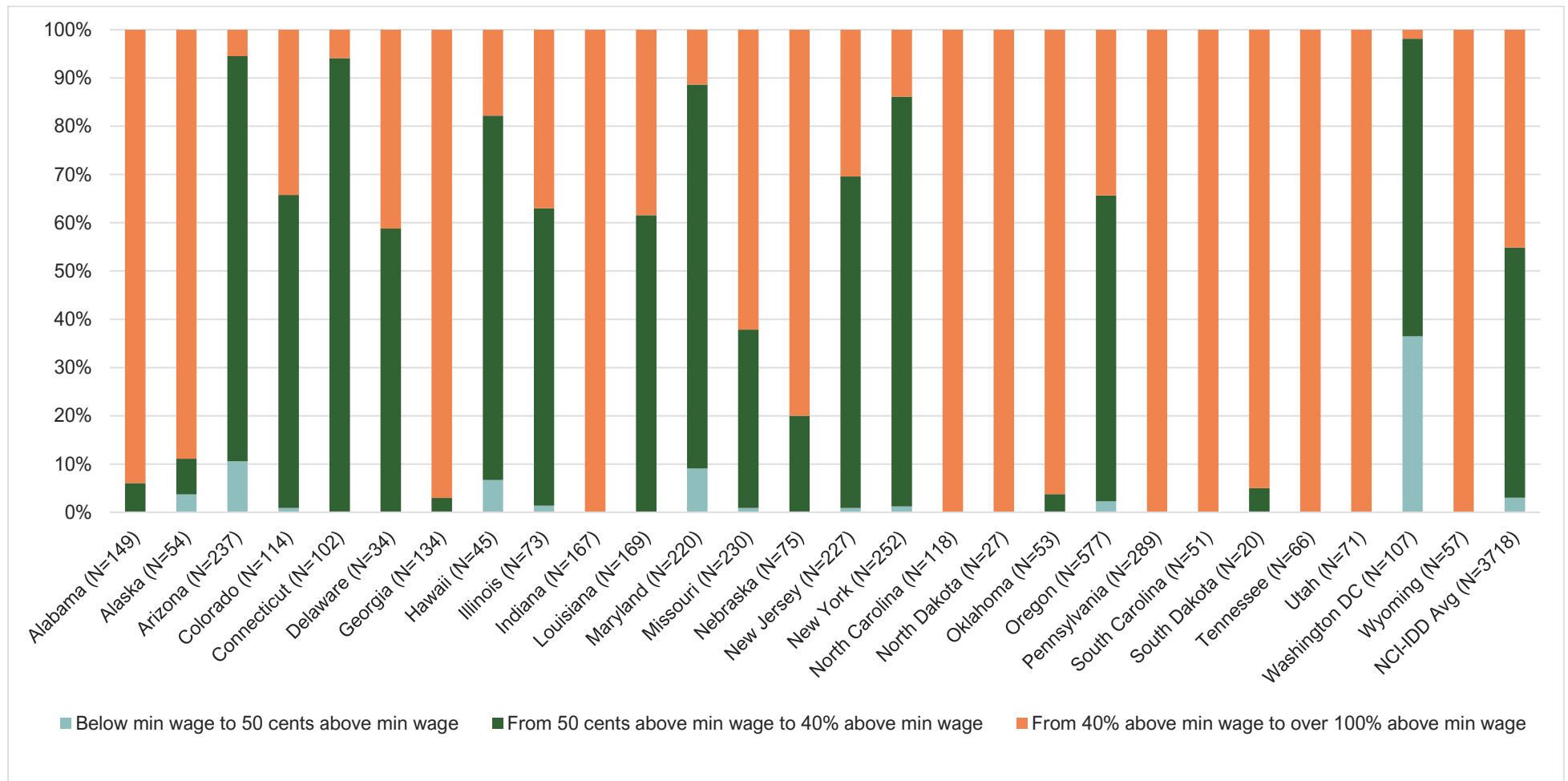
⁴⁹ <https://www.dol.gov/whd/state/stateMinWageHis.htm>

⁵⁰ 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.

⁵¹ In 2024, 7 counties in NY had a minimum wage of \$16.00. Since most of counties in the state (55) had a minimum wage of \$15.00, a \$15.00 minimum wage was used in this table.

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Figure 3. Relationship Between State Minimum Wage and Average Hourly Wages Reported by Provider Agencies ^{52, 53}



⁵² The wages used in this table were calculated using Method I (see Figure 5).

⁵³ For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. NEW for 2024: if agency only offers one type of service and didn't provide an overall average wage, the average wage reported for that one service replaced the missing overall average wage.

⁵⁴ In 2024, 7 counties in New York had a minimum wage of \$16.00. Since most of counties in the state (55) had a minimum wage of \$15.00, a \$15.00 minimum wage was used in this chart.

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. Method II: Average wage received by DSPs⁵⁵

	Method II Average Wage	N
Alabama	\$13.99	149
Alaska	\$21.36	54
Arizona	\$16.97	237
Colorado	\$19.65	114
Connecticut	\$19.38	102
Delaware	\$18.87	34
Georgia	\$14.57	134
Hawaii	\$17.74	45
Illinois	\$19.52	73
Indiana	\$16.32	167
Louisiana	\$10.17	169
Maryland	\$19.64	220
Missouri	\$19.78	230
Nebraska	\$17.69	75
New Jersey	\$20.25	227
New York	\$19.17	252
North Carolina	\$16.08	118
North Dakota	\$19.84	27
Oklahoma	\$13.63	53
Oregon	\$22.23	577
Pennsylvania	\$17.90	289
South Carolina	\$16.29	51
South Dakota	\$21.27	20
Tennessee	\$15.75	66
Utah	\$17.33	71
Washington DC	\$18.95	107
Wyoming	\$15.49	57
Unweighted NCI-IDD Avg	\$17.77⁵⁶	Total: 3718

⁵⁵ Refers to the period of Jan. 1, 2024 to Dec. 31, 2024.

⁵⁶ Average of state averages.

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Table 26. Average **Starting Hourly Wage**⁵⁷ Paid by Responding Agencies – **All DSPs** (Calculated using Method I)

	Average Starting Hourly Wage	Std. Deviation	Median Starting Hourly Wage	Minimum Average Starting Hourly Wage	Maximum Average Starting Hourly Wage	N
Alabama	\$12.64	\$1.80	\$12.50	\$9.00	\$19.98	152
Alaska	\$19.33	\$3.20	\$20.00	\$11.00	\$25.00	56
Arizona	\$16.34	\$1.93	\$16.00	\$9.50	\$29.10	248
Colorado	\$19.22	\$2.30	\$18.54	\$14.50	\$25.00	116
Connecticut	\$18.43	\$1.32	\$18.45	\$10.00	\$23.00	105
Delaware	\$18.19	\$1.98	\$17.84	\$15.20	\$24.15	36
Georgia	\$14.06	\$2.44	\$14.00	\$9.00	\$22.70	139
Hawaii	\$16.95	\$2.28	\$17.00	\$13.74	\$25.50	44
Illinois	\$18.12	\$1.84	\$18.00	\$14.00	\$22.50	73
Indiana	\$15.93	\$1.40	\$16.00	\$12.36	\$20.00	170
Louisiana	\$9.99	\$1.44	\$9.37	\$8.00	\$18.50	172
Maryland	\$17.85	\$2.15	\$17.70	\$14.00	\$26.30	220
Missouri	\$16.95	\$2.18	\$17.00	\$11.00	\$23.01	234
Nebraska	\$17.36	\$1.90	\$17.00	\$12.75	\$24.60	76
New Jersey	\$19.48	\$2.25	\$19.06	\$15.00	\$28.35	236
New York	\$17.85	\$1.60	\$17.54	\$15.00	\$23.16	252
North Carolina	\$15.23	\$2.03	\$15.00	\$10.00	\$22.00	122
North Dakota	\$17.42	\$1.45	\$17.49	\$14.00	\$20.00	27
Oklahoma	\$12.57	\$1.51	\$12.50	\$9.50	\$17.25	56
Oregon	\$19.22	\$2.29	\$19.00	\$13.00	\$29.00	602
Pennsylvania	\$16.93	\$2.18	\$17.00	\$11.00	\$24.00	288
South Carolina	\$15.42	\$1.73	\$15.00	\$13.00	\$22.90	51
South Dakota	\$19.12	\$1.69	\$19.00	\$15.60	\$22.94	20
Tennessee	\$15.03	\$1.30	\$15.25	\$10.00	\$18.50	67
Utah	\$16.72	\$1.73	\$16.50	\$12.60	\$22.50	71
Washington DC	\$18.57	\$1.43	\$18.00	\$15.50	\$23.50	110
Wyoming	\$14.83	\$1.98	\$14.50	\$11.50	\$21.50	61
NCI-IDD Avg	\$17.64	\$2.95	\$18.00	\$8.00	\$29.10	Total: 3804

⁵⁷ For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. If agency only offers one type of service and didn't provide an overall starting wage, the starting wage reported for that one service replaced the missing overall starting wage. 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, 2024 to Dec. 31, 2024.

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. Wages⁵⁸ 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	\$12.54	\$1.55	\$12.45	\$9.00	\$16.00	128	\$13.61	\$1.85	\$14.00	\$9.00	\$20.00	116
Alaska	\$18.42	\$3.37	\$18.00	\$11.00	\$25.00	35	\$19.22	\$3.20	\$19.11	\$12.00	\$25.00	34
Arizona	\$15.84	\$1.70	\$15.63	\$5.21	\$21.00	108	\$16.20	\$1.97	\$16.00	\$5.21	\$24.62	104
Colorado	\$19.43	\$2.53	\$18.63	\$16.00	\$25.00	50	\$20.06	\$2.86	\$19.00	\$17.00	\$27.19	48
Connecticut	\$18.52	\$0.91	\$18.45	\$17.25	\$21.24	69	\$19.35	\$1.29	\$19.13	\$17.25	\$24.85	70
Delaware	\$17.63	\$1.93	\$17.38	\$15.20	\$24.15	22	\$18.28	\$1.85	\$17.99	\$16.00	\$24.15	22
Georgia	\$13.91	\$2.06	\$14.00	\$9.00	\$20.00	90	\$14.49	\$2.26	\$14.40	\$10.00	\$20.00	89
Hawaii	\$16.63	\$2.63	\$17.00	\$11.93	\$21.23	13	\$17.39	\$3.29	\$18.00	\$11.93	\$24.19	13
Illinois	\$18.35	\$1.77	\$18.25	\$15.00	\$22.05	60	\$19.13	\$1.91	\$18.75	\$15.00	\$23.21	60
Indiana	\$15.79	\$1.28	\$16.00	\$13.50	\$20.00	113	\$16.21	\$1.26	\$16.00	\$13.50	\$21.50	112
Louisiana	\$10.21	\$1.54	\$10.00	\$9.00	\$15.22	51	\$10.61	\$1.83	\$10.00	\$9.00	\$15.22	51
Maryland	\$17.69	\$1.90	\$17.50	\$15.00	\$24.31	174	\$18.24	\$2.06	\$18.00	\$15.00	\$25.18	173
Missouri	\$16.91	\$2.05	\$17.00	\$12.50	\$22.42	143	\$18.12	\$2.45	\$18.00	\$12.50	\$26.19	139
Nebraska	\$16.86	\$1.52	\$17.00	\$12.75	\$20.00	47	\$17.56	\$1.42	\$17.56	\$13.05	\$20.05	46
New Jersey	\$19.38	\$1.94	\$19.00	\$16.00	\$25.00	96	\$20.25	\$2.14	\$19.92	\$16.00	\$26.43	92
New York	\$17.77	\$1.40	\$17.56	\$15.00	\$25.00	168	\$18.84	\$1.64	\$18.64	\$15.50	\$26.00	164
North Carolina	\$14.68	\$2.25	\$15.00	\$7.50	\$22.00	75	\$15.47	\$2.41	\$15.01	\$7.50	\$22.00	68
North Dakota	\$17.82	\$1.44	\$18.00	\$15.00	\$21.00	22	\$19.47	\$2.24	\$19.29	\$15.50	\$25.79	22
Oklahoma	\$12.48	\$1.37	\$12.50	\$9.50	\$15.00	46	\$13.22	\$1.57	\$13.00	\$9.50	\$18.17	43
Oregon	\$18.78	\$1.98	\$18.52	\$13.00	\$29.75	396	\$19.54	\$2.17	\$20.00	\$13.00	\$29.75	377
Pennsylvania	\$16.85	\$2.01	\$17.00	\$11.36	\$26.38	198	\$17.90	\$2.17	\$17.70	\$11.73	\$28.67	195
South Carolina	\$15.27	\$1.25	\$15.00	\$13.39	\$19.97	45	\$16.41	\$1.66	\$16.15	\$14.00	\$22.68	44
South Dakota	\$19.29	\$1.82	\$19.00	\$15.60	\$22.94	19	\$20.93	\$2.49	\$20.98	\$15.60	\$25.23	20
Tennessee	\$15.06	\$1.09	\$15.34	\$11.00	\$18.00	59	\$15.62	\$1.36	\$15.60	\$11.00	\$19.00	58
Utah	\$16.33	\$2.14	\$16.00	\$9.50	\$21.00	46	\$17.74	\$1.91	\$17.50	\$14.00	\$23.20	46
Washington DC	\$18.54	\$1.34	\$18.07	\$15.50	\$23.00	70	\$18.79	\$1.32	\$18.50	\$15.50	\$23.00	68
Wyoming	\$15.25	\$2.36	\$14.50	\$11.50	\$21.50	40	\$16.11	\$2.15	\$15.73	\$12.67	\$21.50	37
NCI-IDD Avg	\$17.38	\$2.67	\$17.75	\$5.21	\$29.75	Total: 2383	\$18.19	\$2.80	\$18.11	\$5.21	\$29.75	Total: 2311

⁵⁸ For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 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, 2024, to Dec. 31, 2024.

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. Wages⁵⁹ 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	\$12.65	\$1.38	\$12.50	\$9.00	\$15.12	37	\$13.70	\$1.93	\$13.94	\$9.00	\$19.24	36
Alaska	\$19.73	\$2.27	\$20.00	\$16.00	\$25.00	28	\$20.56	\$2.44	\$20.00	\$16.00	\$26.05	28
Arizona	\$16.51	\$1.90	\$16.50	\$9.50	\$29.10	147	\$16.81	\$1.82	\$16.84	\$14.35	\$29.10	142
Colorado	\$19.31	\$2.35	\$18.50	\$16.50	\$25.00	50	\$19.69	\$2.76	\$18.71	\$17.00	\$27.19	47
Connecticut	\$18.67	\$0.98	\$18.46	\$17.25	\$21.18	70	\$19.27	\$1.09	\$19.15	\$17.25	\$22.43	71
Delaware	\$18.92	\$3.24	\$18.63	\$15.20	\$24.15	6	\$19.47	\$2.70	\$19.09	\$16.34	\$24.15	6
Georgia	\$14.01	\$2.29	\$14.00	\$10.00	\$22.70	69	\$14.66	\$2.46	\$14.00	\$10.00	\$23.00	68
Hawaii	\$17.47	\$2.61	\$17.30	\$14.00	\$26.00	35	\$18.09	\$2.46	\$18.00	\$14.00	\$26.00	35
Illinois	\$17.96	\$1.82	\$18.00	\$15.00	\$22.50	31	\$18.96	\$2.10	\$18.75	\$15.23	\$23.21	29
Indiana	\$15.98	\$1.33	\$16.00	\$13.00	\$20.00	152	\$16.37	\$1.32	\$16.00	\$13.25	\$20.50	147
Louisiana	\$9.81	\$1.05	\$9.42	\$9.00	\$14.75	138	\$10.04	\$1.26	\$9.99	\$9.00	\$14.75	132
Maryland	\$18.03	\$2.16	\$18.00	\$14.00	\$25.00	142	\$18.42	\$2.34	\$18.00	\$15.00	\$26.93	141
Missouri	\$17.08	\$2.26	\$17.00	\$11.00	\$22.61	112	\$18.23	\$2.51	\$18.13	\$11.00	\$25.26	112
Nebraska	\$17.28	\$1.89	\$17.00	\$14.00	\$24.00	59	\$17.91	\$1.71	\$17.61	\$15.50	\$24.00	57
New Jersey	\$19.67	\$2.28	\$19.30	\$15.50	\$28.00	127	\$20.28	\$2.46	\$20.00	\$16.00	\$28.00	116
New York	\$17.76	\$1.87	\$17.50	\$15.00	\$28.00	141	\$18.55	\$1.97	\$18.20	\$15.00	\$28.50	139
North Carolina	\$15.45	\$1.52	\$15.00	\$12.50	\$19.50	54	\$15.89	\$1.57	\$15.80	\$13.00	\$20.00	53
North Dakota	\$17.37	\$1.25	\$17.49	\$15.50	\$20.00	21	\$18.75	\$1.87	\$18.25	\$15.50	\$22.10	21
Oklahoma	\$12.33	\$1.54	\$12.50	\$9.50	\$15.82	45	\$13.01	\$1.61	\$13.00	\$9.50	\$17.59	41
Oregon	\$20.61	\$2.60	\$20.00	\$14.70	\$26.00	160	\$21.72	\$2.47	\$21.93	\$15.00	\$29.32	160
Pennsylvania	\$17.09	\$2.55	\$17.00	\$11.00	\$25.00	169	\$17.87	\$2.67	\$17.50	\$12.00	\$27.50	169
South Carolina	\$15.57	\$2.17	\$14.79	\$13.08	\$21.00	20	\$16.54	\$2.40	\$16.01	\$13.08	\$23.25	22
South Dakota	\$19.03	\$1.84	\$19.00	\$15.60	\$22.94	17	\$20.66	\$2.41	\$20.67	\$15.60	\$24.11	17
Tennessee	\$14.55	\$1.93	\$15.06	\$5.00	\$17.10	44	\$15.46	\$1.43	\$15.37	\$11.00	\$18.88	43
Utah	\$16.53	\$2.24	\$16.50	\$9.50	\$22.50	39	\$17.93	\$1.77	\$17.50	\$15.63	\$22.50	38
Washington DC	\$18.55	\$1.26	\$18.35	\$15.50	\$23.00	72	\$18.75	\$1.09	\$19.00	\$15.50	\$21.00	68
Wyoming	\$15.06	\$2.11	\$14.63	\$12.00	\$21.50	46	\$15.92	\$2.19	\$15.10	\$12.00	\$22.00	47
NCI-IDD Avg	\$17.64	\$3.24	\$17.50	\$5.00	\$29.10	Total: 2031	\$18.40	\$3.37	\$18.00	\$9.00	\$29.32	Total: 1985

⁵⁹ For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 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, 2024, to Dec. 31, 2024.

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.

Wages⁶⁰ 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. Hourly Wage	Max. Hourly Wage	N
Alabama	\$13.04	\$1.68	\$13.00	\$9.00	\$17.50	64	\$14.45	\$1.92	\$14.51	\$10.00	\$21.47	64
Alaska	\$20.10	\$2.90	\$20.00	\$11.00	\$25.50	34	\$21.25	\$2.77	\$20.00	\$16.86	\$28.42	33
Arizona	\$16.37	\$1.64	\$16.00	\$14.00	\$21.50	115	\$16.87	\$1.79	\$16.76	\$14.35	\$22.74	114
Colorado	\$19.39	\$2.36	\$19.00	\$16.25	\$27.43	102	\$20.30	\$2.60	\$20.00	\$16.50	\$27.43	97
Connecticut	\$18.50	\$1.05	\$18.44	\$16.00	\$23.00	91	\$19.39	\$1.48	\$19.00	\$17.25	\$25.08	91
Delaware	\$18.45	\$1.98	\$18.36	\$15.45	\$22.88	17	\$19.51	\$2.42	\$20.00	\$16.00	\$23.56	17
Georgia	\$13.75	\$2.30	\$13.97	\$9.00	\$22.00	96	\$14.54	\$2.25	\$14.25	\$9.50	\$21.43	92
Hawaii	\$17.21	\$2.02	\$17.30	\$14.00	\$23.00	37	\$17.70	\$1.81	\$18.00	\$14.00	\$21.50	36
Illinois	\$18.18	\$2.02	\$18.33	\$14.00	\$23.47	54	\$19.21	\$2.09	\$19.05	\$14.00	\$23.57	53
Indiana	\$15.84	\$1.51	\$16.00	\$12.00	\$20.00	119	\$16.30	\$1.45	\$16.00	\$12.64	\$20.48	117
Louisiana	\$10.59	\$1.96	\$10.00	\$8.69	\$18.50	50	\$11.49	\$2.77	\$10.88	\$9.00	\$21.62	50
Maryland	\$17.98	\$2.12	\$17.75	\$15.00	\$26.30	182	\$18.63	\$2.50	\$18.00	\$15.00	\$29.06	178
Missouri	\$17.48	\$2.18	\$17.03	\$12.90	\$24.21	128	\$18.64	\$2.35	\$18.35	\$14.00	\$26.94	125
Nebraska	\$17.14	\$1.78	\$17.00	\$12.75	\$24.60	66	\$17.97	\$1.80	\$18.00	\$13.48	\$24.60	64
New Jersey	\$19.54	\$2.17	\$19.33	\$15.00	\$27.50	168	\$20.54	\$2.33	\$20.00	\$15.00	\$27.64	159
New York	\$17.97	\$1.76	\$17.71	\$15.00	\$24.81	216	\$19.30	\$2.18	\$19.00	\$15.00	\$28.19	216
North Carolina	\$15.08	\$1.86	\$15.00	\$7.50	\$19.08	81	\$15.87	\$1.91	\$15.90	\$10.00	\$20.08	78
North Dakota	\$17.11	\$1.39	\$17.03	\$14.00	\$20.00	20	\$18.97	\$2.30	\$18.21	\$15.50	\$24.25	20
Oklahoma	\$12.65	\$1.69	\$12.50	\$9.50	\$17.25	38	\$13.64	\$1.90	\$13.35	\$9.50	\$19.06	33
Oregon	\$20.08	\$2.39	\$20.00	\$14.25	\$26.00	163	\$21.36	\$2.40	\$21.18	\$14.25	\$28.50	158
Pennsylvania	\$17.01	\$1.89	\$17.00	\$11.83	\$23.00	184	\$18.01	\$2.22	\$17.55	\$13.50	\$28.67	181
South Carolina	\$15.40	\$2.09	\$15.00	\$13.00	\$22.90	43	\$16.59	\$2.03	\$15.99	\$14.00	\$22.90	42
South Dakota	\$18.71	\$1.42	\$18.54	\$15.60	\$21.50	20	\$21.02	\$2.34	\$21.15	\$15.60	\$26.57	20
Tennessee	\$15.06	\$1.36	\$15.34	\$10.00	\$18.50	54	\$15.76	\$1.45	\$15.72	\$11.00	\$19.33	52
Utah	\$16.65	\$1.87	\$16.18	\$13.00	\$23.00	54	\$18.25	\$2.18	\$17.64	\$15.00	\$24.35	54
Washington DC	\$18.93	\$1.89	\$18.50	\$16.10	\$25.00	59	\$19.19	\$1.95	\$18.79	\$16.80	\$28.00	62
Wyoming	\$14.92	\$2.28	\$14.25	\$11.50	\$22.00	55	\$15.68	\$2.16	\$15.00	\$12.00	\$22.00	54
NCI-IDD Avg	\$17.66	\$2.82	\$17.50	\$7.50	\$27.50	Total: 2310	\$18.65	\$3.01	\$18.50	\$9.00	\$29.06	Total: 2260

⁴⁷ For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. 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, 2024, to Dec. 31, 2024.

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. Agency uses different pay scales for full-time DSPs and part-time DSPs^{61, 62}

	Percent	N
Alabama	11.8%	102
Alaska	2.9%	34
Arizona	5.9%	136
Colorado	6.8%	74
Connecticut	4.5%	89
Delaware	9.7%	31
Georgia	20.0%	100
Hawaii	11.8%	34
Illinois	3.3%	60
Indiana	6.9%	131
Louisiana	9.8%	112
Maryland	5.9%	169
Missouri	4.5%	179
Nebraska	3.4%	59
New Jersey	15.2%	197
New York	10.7%	225
North Carolina	9.5%	84
North Dakota	18.5%	27
Oklahoma	13.6%	44
Oregon	13.2%	365
Pennsylvania	8.6%	269
South Carolina	8.7%	46
South Dakota	20.0%	20
Tennessee	15.5%	58
Utah	6.5%	46
Washington DC	7.7%	78
Wyoming	13.5%	37
NCI-IDD Avg	10.2%	2806

⁶¹ In other words, starting wages and/or raise calculations differ for part-time DSPs versus full-time DSPs.

⁶² Only reported for those agencies that reported differentiating between full- and part- time DSPs.

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Table 31. Agency uses different pay scales for DSPs who can communicate in languages other than English⁶³

	Percent	N
Alabama	5.6%	161
Alaska	3.6%	56
Arizona	11.2%	249
Colorado	6.7%	120
Connecticut	4.8%	105
Delaware	11.1%	36
Georgia	11.3%	142
Hawaii	4.2%	48
Illinois	1.4%	74
Indiana	7.6%	170
Louisiana	0.6%	177
Maryland	5.9%	222
Missouri	3.0%	236
Nebraska	16.9%	77
New Jersey	7.6%	249
New York	9.0%	256
North Carolina	8.9%	124
North Dakota	0.0%	27
Oklahoma	5.3%	57
Oregon	9.2%	620
Pennsylvania	8.0%	300
South Carolina	3.9%	51
South Dakota	5.0%	20
Tennessee	5.7%	70
Utah	1.4%	71
Washington DC	12.4%	113
Wyoming	3.1%	64
NCI-IDD Avg	8.4%	Total: 3895

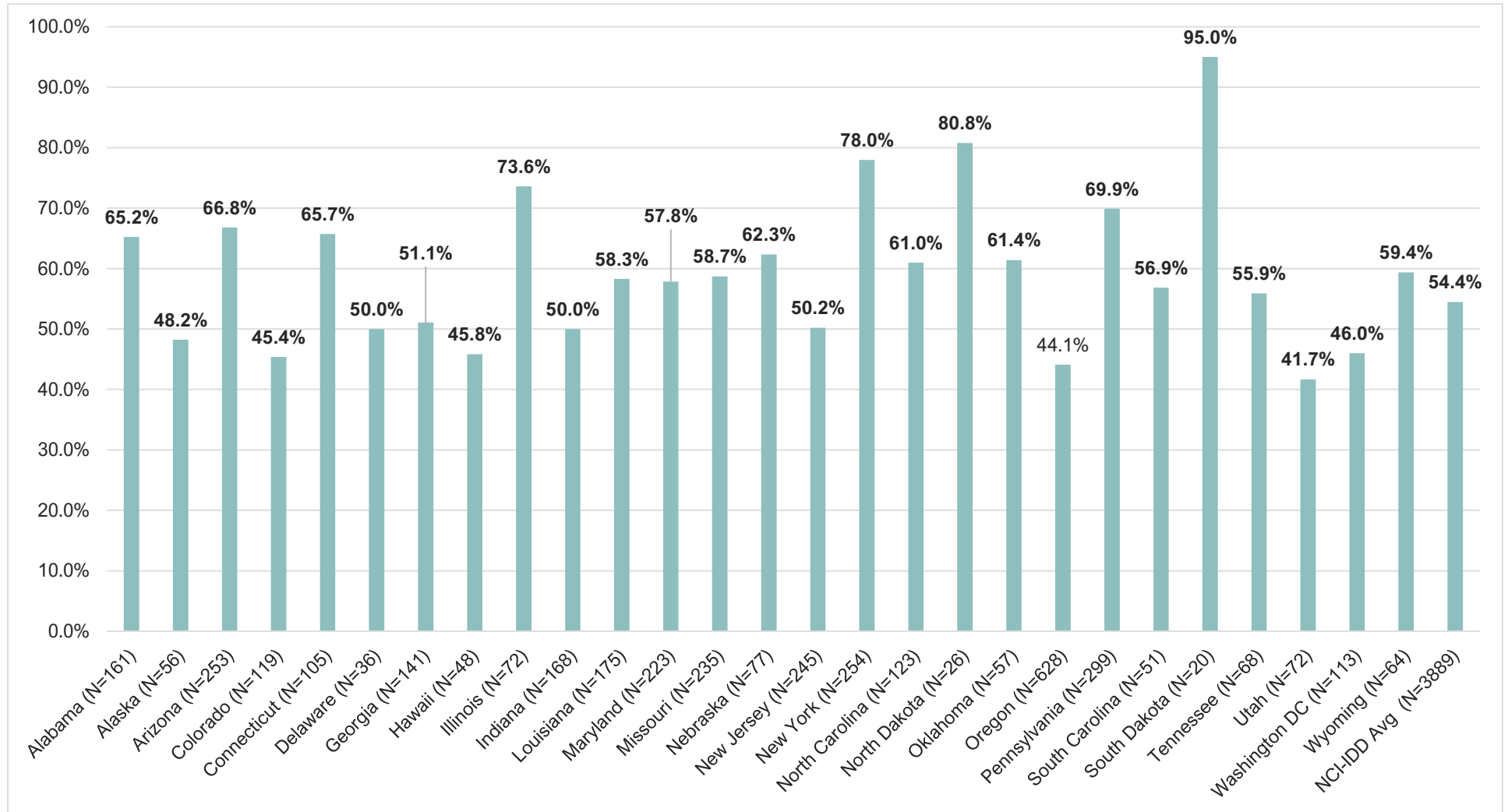
⁶³ In other words, starting wages and/or raise calculations differ for DSPs who can communicate in different languages.

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 4. Percentage of responding agencies that gave bonuses to DSPs between Jan. 1, 2024 and Dec. 31, 2024

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



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Benefits

Paid time off

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

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

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

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

** ** *

Note: 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.

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

	Percent	N
Alabama	53.8%	160
Alaska	42.1%	57
Arizona	75.5%	253
Colorado	71.9%	121
Connecticut	92.4%	105
Delaware	97.2%	36
Georgia	69.9%	143
Hawaii	60.4%	48
Illinois	91.9%	74
Indiana	73.5%	170
Louisiana	34.5%	177
Maryland	78.4%	227
Missouri	83.5%	236
Nebraska	75.3%	77
New Jersey	78.1%	251
New York	96.5%	257
North Carolina	54.8%	126
North Dakota	92.6%	27
Oklahoma	75.4%	57
Oregon	60.9%	629
Pennsylvania	87.1%	302
South Carolina	98.0%	51
South Dakota	100.0%	20
Tennessee	77.1%	70
Utah	48.6%	72
Washington DC	64.9%	114
Wyoming	59.4%	64
NCI-IDD Avg	69.8%	Total: 3924

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. Offer Pooled Paid Time Off ⁶⁴ (and Requirements for Eligibility)

	Offer pooled PTO to some or all DSPs	N	Must be full time ⁶⁵	Must work a minimum amount of time in a defined period ⁶⁶	Must be employed a minimum length of time	All DSPs are eligible	N (Subset offering this benefit)
Alabama	22.1%	86	52.6%	26.3%	42.1%	10.5%	19
Alaska	58.3%	24	64.3%	57.1%	57.1%	7.1%	14
Arizona	24.0%	192	21.7%	17.4%	28.3%	63.0%	46
Colorado	23.3%	86	35.0%	35.0%	25.0%	45.0%	20
Connecticut	33.0%	97	18.8%	53.1%	62.5%	21.9%	32
Delaware	31.4%	35	45.5%	54.5%	36.4%	18.2%	11
Georgia	33.7%	101	52.9%	38.2%	58.8%	20.6%	34
Hawaii	41.4%	29	25.0%	33.3%	66.7%	25.0%	12
Illinois	25.0%	68	17.6%	5.9%	17.6%	70.6%	17
Indiana	44.8%	125	48.2%	42.9%	35.7%	28.6%	56
Louisiana	29.0%	62	72.2%	61.1%	77.8%	5.6%	18
Maryland	25.1%	179	40.0%	33.3%	46.7%	28.9%	45
Missouri	31.8%	198	55.6%	30.2%	52.4%	28.6%	63
Nebraska	50.0%	58	51.7%	27.6%	51.7%	27.6%	29
New Jersey	28.2%	195	34.5%	30.9%	40.0%	41.8%	55
New York	21.0%	248	32.7%	48.1%	21.2%	28.8%	52
North Carolina	39.1%	69	51.9%	44.4%	51.9%	14.8%	27
North Dakota	40.0%	25	80.0%	50.0%	30.0%	10.0%	10
Oklahoma	27.9%	43	58.3%	41.7%	100.0%	0.0%	12
Oregon	40.7%	386	21.0%	17.2%	38.2%	47.8%	157
Pennsylvania	46.2%	262	42.1%	51.2%	50.4%	19.8%	121
South Carolina	20.0%	50	70.0%	30.0%	70.0%	10.0%	10
South Dakota	20.0%	20	75.0%	50.0%	75.0%	0.0%	4
Tennessee	44.4%	54	50.0%	54.2%	66.7%	12.5%	24
Utah	50.0%	34	52.9%	11.8%	23.5%	23.5%	17
Washington DC	25.4%	71	33.3%	27.8%	27.8%	33.3%	18
Wyoming	59.0%	39	26.1%	34.8%	43.5%	34.8%	23
NCI-IDD Avg.	35.1%	Total: 2836	34.3%	29.0%	42.9%	35.5%	Total: 946

⁶⁴“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.

⁶⁵ There are 37 cases that did not report that they distinguish between full- and part-time DSPs but chose this option. They are included.

⁶⁶ 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, 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 34. Offer Paid Sick Time⁶⁷ (and Requirements for Eligibility)

	Offer paid sick time to some or all DSPs	N	Must be full time ⁶⁸	Must work a minimum amount of time in a defined period ⁶⁹	Must be employed a minimum length of time	All DSPs are eligible	N (Subset offering this benefit)
Alabama	48.2%	83	75.0%	25.0%	42.5%	10.0%	40
Alaska	45.5%	22	40.0%	40.0%	40.0%	10.0%	10
Arizona	93.2%	161	10.7%	9.3%	20.0%	71.3%	150
Colorado	81.8%	77	7.9%	12.7%	9.5%	74.6%	63
Connecticut	85.6%	90	16.9%	39.0%	40.3%	39.0%	77
Delaware	54.8%	31	52.9%	29.4%	29.4%	17.6%	17
Georgia	56.0%	91	78.4%	27.5%	45.1%	9.8%	51
Hawaii	61.5%	26	37.5%	62.5%	43.8%	6.3%	16
Illinois	74.5%	55	53.7%	24.4%	26.8%	31.7%	41
Indiana	48.1%	106	47.1%	49.0%	56.9%	7.8%	51
Louisiana	59.3%	59	71.4%	45.7%	40.0%	11.4%	35
Maryland	84.0%	163	22.6%	36.5%	33.6%	41.6%	137
Missouri	55.2%	174	66.7%	33.3%	40.6%	13.5%	96
Nebraska	38.8%	49	42.1%	42.1%	21.1%	10.5%	19
New Jersey	91.8%	170	14.1%	18.6%	22.4%	64.1%	156
New York	94.8%	232	6.8%	22.3%	12.7%	69.1%	220
North Carolina	49.2%	65	78.1%	28.1%	50.0%	9.4%	32
North Dakota	52.2%	23	75.0%	25.0%	25.0%	8.3%	12
Oklahoma	61.9%	42	69.2%	34.6%	61.5%	7.7%	26
Oregon	79.2%	308	18.0%	15.6%	33.2%	54.9%	244
Pennsylvania	59.7%	231	47.8%	48.6%	45.7%	14.5%	138
South Carolina	75.5%	49	78.4%	37.8%	32.4%	8.1%	37
South Dakota	90.0%	20	72.2%	38.9%	33.3%	0.0%	18
Tennessee	49.0%	51	56.0%	56.0%	52.0%	4.0%	25
Utah	36.7%	30	54.5%	27.3%	36.4%	0.0%	11
Washington DC	76.9%	65	20.0%	34.0%	24.0%	40.0%	50
Wyoming	30.0%	30	33.3%	55.6%	33.3%	33.3%	9
NCI-IDD Avg.	72.7%	Total: 2503	27.2%	25.7%	30.6%	44.6%	Total: 1781

⁶⁷ 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.

⁶⁸ There are 86 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.

⁶⁹ 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, 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 35. Offer Paid Vacation Time⁷⁰ (and Requirements for Eligibility)

	Offer paid vacation time to some or all DSPs	N	Must be full time ⁷¹	Must work a minimum amount of time in a defined period ⁷²	Must be employed a minimum length of time	All DSPs are eligible	N (Subset offering this benefit)
Alabama	71.1%	83	71.2%	25.4%	50.8%	8.5%	59
Alaska	59.1%	22	69.2%	30.8%	46.2%	7.7%	13
Arizona	55.6%	162	53.3%	31.1%	43.3%	23.3%	90
Colorado	72.7%	77	51.8%	25.0%	37.5%	17.9%	56
Connecticut	76.7%	90	37.7%	55.1%	47.8%	7.2%	69
Delaware	71.0%	31	59.1%	36.4%	36.4%	13.6%	22
Georgia	76.3%	93	76.1%	31.0%	53.5%	5.6%	71
Hawaii	73.1%	26	57.9%	57.9%	57.9%	5.3%	19
Illinois	87.3%	55	64.6%	27.1%	39.6%	20.8%	48
Indiana	64.2%	106	50.0%	41.2%	61.8%	5.9%	68
Louisiana	73.3%	60	75.0%	45.5%	50.0%	9.1%	44
Maryland	79.8%	163	57.7%	42.3%	48.5%	14.6%	130
Missouri	75.1%	177	63.9%	35.3%	47.4%	13.5%	133
Nebraska	62.0%	50	54.8%	45.2%	51.6%	9.7%	31
New Jersey	82.1%	168	54.3%	39.9%	55.8%	11.6%	138
New York	87.3%	229	41.0%	60.0%	40.5%	13.0%	200
North Carolina	69.2%	65	75.6%	35.6%	46.7%	11.1%	45
North Dakota	65.2%	23	66.7%	33.3%	33.3%	6.7%	15
Oklahoma	76.7%	43	72.7%	36.4%	66.7%	9.1%	33
Oregon	62.5%	309	42.5%	29.5%	53.4%	21.8%	193
Pennsylvania	69.7%	231	52.2%	49.1%	55.3%	10.6%	161
South Carolina	85.7%	49	83.3%	38.1%	35.7%	2.4%	42
South Dakota	80.0%	20	62.5%	43.8%	56.3%	6.3%	16
Tennessee	74.5%	51	68.4%	55.3%	60.5%	2.6%	38
Utah	80.0%	30	58.3%	33.3%	50.0%	4.2%	24
Washington DC	76.6%	64	44.9%	40.8%	34.7%	18.4%	49
Wyoming	50.0%	30	53.3%	53.3%	60.0%	13.3%	15
NCI-IDD Avg.	70.4%	2507	52.1%	39.9%	49.7%	14.5%	Total: 1822

⁷⁰ 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.

⁷¹ There are 18 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.

⁷² 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, 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 36. Offer Paid Personal Time⁷³ (and Requirements for Eligibility)

	Offer paid personal time to some or all DSPs	N	Must be full time ⁷⁴	Must work a minimum amount of time in a defined period ⁷⁵	Must be employed a minimum length of time	All DSPs are eligible	N (Subset offering this benefit)
Alabama	33.3%	84	67.9%	14.3%	32.1%	25.0%	28
Alaska	61.9%	21	38.5%	46.2%	61.5%	15.4%	13
Arizona	27.2%	162	34.1%	29.5%	40.9%	36.4%	44
Colorado	32.5%	77	32.0%	16.0%	24.0%	44.0%	25
Connecticut	64.0%	89	31.6%	54.4%	45.6%	7.0%	57
Delaware	50.0%	32	56.3%	31.3%	31.3%	25.0%	16
Georgia	33.7%	92	80.6%	38.7%	45.2%	9.7%	31
Hawaii	40.0%	25	60.0%	50.0%	80.0%	0.0%	10
Illinois	73.2%	56	46.3%	22.0%	36.6%	36.6%	41
Indiana	40.6%	106	53.5%	48.8%	58.1%	7.0%	43
Louisiana	36.7%	60	72.7%	36.4%	45.5%	4.5%	22
Maryland	45.1%	164	55.4%	39.2%	51.4%	12.2%	74
Missouri	40.3%	176	76.1%	33.8%	49.3%	11.3%	71
Nebraska	30.6%	49	60.0%	33.3%	40.0%	6.7%	15
New Jersey	58.6%	169	49.5%	35.4%	48.5%	21.2%	99
New York	59.6%	228	37.5%	55.1%	41.2%	11.8%	136
North Carolina	30.8%	65	70.0%	30.0%	55.0%	15.0%	20
North Dakota	26.1%	23	83.3%	33.3%	0.0%	0.0%	6
Oklahoma	41.9%	43	83.3%	16.7%	50.0%	11.1%	18
Oregon	30.8%	308	33.7%	28.4%	52.6%	25.3%	95
Pennsylvania	46.1%	230	52.8%	53.8%	53.8%	7.5%	106
South Carolina	28.6%	49	78.6%	28.6%	21.4%	0.0%	14
South Dakota	45.0%	20	77.8%	22.2%	33.3%	11.1%	9
Tennessee	42.0%	50	47.6%	76.2%	66.7%	0.0%	21
Utah	30.0%	30	66.7%	22.2%	33.3%	11.1%	9
Washington DC	36.9%	65	45.8%	41.7%	37.5%	12.5%	24
Wyoming	26.7%	30	37.5%	50.0%	50.0%	25.0%	8
NCI-IDD Avg.	39.2%	2503	47.9%	38.2%	47.5%	16.2%	Total: 1055

⁷³ 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.

⁷⁴ There are 67 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.

⁷⁵ 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, 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 37. Offer Health Insurance (and Requirements for Eligibility)

	Offer health insurance to some or all DSPs	N	Must be full time ⁷⁶	Must work a minimum amount of time in a defined period ⁷⁷	Must be employed a minimum length of time	All DSPs are eligible	N (Subset offering this benefit)
Alabama	50.0%	162	71.6%	22.2%	38.3%	18.5%	81
Alaska	31.6%	57	66.7%	61.1%	50.0%	0.0%	18
Arizona	48.6%	253	56.9%	51.2%	47.2%	12.2%	123
Colorado	50.4%	121	70.5%	32.8%	42.6%	9.8%	61
Connecticut	87.6%	105	64.1%	45.7%	54.3%	2.2%	92
Delaware	94.4%	36	61.8%	38.2%	41.2%	14.7%	34
Georgia	46.9%	143	79.1%	35.8%	38.8%	10.4%	67
Hawaii	97.9%	48	29.8%	78.7%	29.8%	12.8%	47
Illinois	90.5%	74	74.6%	44.8%	40.3%	7.5%	67
Indiana	49.4%	170	67.9%	50.0%	54.8%	7.1%	84
Louisiana	46.3%	177	61.0%	46.3%	47.6%	19.5%	82
Maryland	69.6%	227	60.8%	50.0%	46.2%	12.7%	158
Missouri	72.9%	236	78.5%	43.6%	54.7%	3.5%	172
Nebraska	57.1%	77	70.5%	54.5%	61.4%	2.3%	44
New Jersey	65.2%	250	58.9%	52.8%	53.4%	8.0%	163
New York	94.5%	256	59.1%	55.8%	42.6%	3.7%	242
North Carolina	53.2%	126	73.1%	37.3%	52.2%	11.9%	67
North Dakota	96.3%	27	73.1%	53.8%	50.0%	3.8%	26
Oklahoma	78.9%	57	75.6%	48.9%	66.7%	8.9%	45
Oregon	40.1%	629	57.1%	50.8%	56.7%	6.7%	252
Pennsylvania	80.5%	302	67.5%	55.6%	56.0%	5.3%	243
South Carolina	94.1%	51	89.6%	52.1%	25.0%	0.0%	48
South Dakota	100.0%	20	65.0%	60.0%	55.0%	0.0%	20
Tennessee	74.3%	70	76.9%	55.8%	63.5%	5.8%	52
Utah	40.3%	72	86.2%	48.3%	62.1%	3.4%	29
Washington DC	41.6%	113	57.4%	42.6%	36.2%	17.0%	47
Wyoming	23.4%	64	46.7%	46.7%	53.3%	6.7%	15
NCI-IDD Avg.	56.5%	Total: 3923	61.9%	50.9%	50.1%	7.7%	Total: 2379

⁷⁶ There are 178 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.

⁷⁷ 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, 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 38. Offer Dental Insurance/Vision Coverage⁷⁸ to some or all DSPs

	Offer dental coverage	N	Offer vision coverage	N
Alabama	50.0%	162	40.7%	162
Alaska	35.7%	56	33.9%	56
Arizona	46.6%	253	43.5%	253
Colorado	46.3%	121	42.5%	120
Connecticut	85.6%	104	82.9%	105
Delaware	88.9%	36	83.3%	36
Georgia	51.0%	143	47.6%	143
Hawaii	97.9%	48	97.9%	48
Illinois	82.4%	74	68.9%	74
Indiana	51.8%	170	49.7%	169
Louisiana	42.4%	177	41.1%	175
Maryland	62.1%	227	63.4%	227
Missouri	64.0%	236	63.8%	235
Nebraska	59.7%	77	55.8%	77
New Jersey	58.0%	250	55.6%	250
New York	92.6%	256	86.6%	254
North Carolina	51.6%	126	46.4%	125
North Dakota	92.6%	27	92.6%	27
Oklahoma	73.7%	57	61.4%	57
Oregon	35.8%	629	33.0%	627
Pennsylvania	73.8%	301	73.8%	302
South Carolina	96.1%	51	94.1%	51
South Dakota	100.0%	20	90.0%	20
Tennessee	75.7%	70	71.4%	70
Utah	38.0%	71	27.8%	72
Washington DC	36.8%	114	34.2%	114
Wyoming	31.7%	63	26.6%	64
NCI-IDD Avg	53.3%	Total: 3919	50.3%	Total: 3913

⁷⁸ If the coverage was included in health insurance coverage, respondents were instructed 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, 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 39. 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 ⁷⁹	Must work a minimum amount of time in a defined period ⁸⁰	Must be employed a minimum length of time	All DSPs are eligible	N (Subset offering this benefit)
Alabama	36.0%	161	46.6%	29.3%	43.1%	25.9%	58
Alaska	38.6%	57	18.2%	36.4%	68.2%	22.7%	22
Arizona	40.5%	252	18.6%	30.4%	45.1%	36.3%	102
Colorado	52.1%	121	22.2%	22.2%	38.1%	46.0%	63
Connecticut	86.7%	105	22.0%	37.4%	41.8%	42.9%	91
Delaware	83.3%	36	40.0%	33.3%	33.3%	36.7%	30
Georgia	56.6%	143	44.4%	24.7%	40.7%	33.3%	81
Hawaii	62.5%	48	13.3%	50.0%	46.7%	30.0%	30
Illinois	87.8%	74	32.3%	30.8%	30.8%	40.0%	65
Indiana	51.2%	170	19.5%	48.3%	58.6%	24.1%	87
Louisiana	27.1%	177	47.9%	29.2%	60.4%	18.8%	48
Maryland	68.1%	226	29.2%	31.8%	39.0%	41.6%	154
Missouri	58.9%	236	43.2%	41.0%	62.6%	16.5%	139
Nebraska	59.7%	77	37.0%	39.1%	54.3%	28.3%	46
New Jersey	66.4%	250	22.3%	39.8%	48.2%	37.3%	166
New York	93.8%	256	17.9%	35.4%	35.4%	47.1%	240
North Carolina	38.9%	126	24.5%	42.9%	53.1%	30.6%	49
North Dakota	88.9%	27	37.5%	45.8%	45.8%	29.2%	24
Oklahoma	47.4%	57	51.9%	37.0%	51.9%	22.2%	27
Oregon	43.0%	626	25.7%	29.7%	45.0%	37.2%	269
Pennsylvania	75.4%	301	22.5%	37.9%	51.5%	33.0%	227
South Carolina	92.2%	51	31.9%	21.3%	19.1%	55.3%	47
South Dakota	100.0%	20	20.0%	50.0%	40.0%	25.0%	20
Tennessee	57.1%	70	32.5%	35.0%	50.0%	32.5%	40
Utah	21.1%	71	53.3%	40.0%	60.0%	20.0%	15
Washington DC	38.6%	114	25.0%	34.1%	40.9%	40.9%	44
Wyoming	29.7%	64	26.3%	42.1%	57.9%	15.8%	19
NCI-IDD Avg.	54.0%	Total: 3916	27.1%	34.3%	45.2%	35.8%	Total: 2203

⁷⁹ There are 97 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.

⁸⁰ 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, 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 40. Offer Other Types of Benefits (categories are not mutually exclusive)

	Post-secondary education support ⁸¹	Employer-paid job-related training	Employer-sponsored disability insurance	Flexible spending account	Health incentive programs	Life insurance	N
Alabama	9.2%	55.5%	22.7%	8.4%	9.2%	48.7%	119
Alaska	11.4%	63.6%	15.9%	11.4%	11.4%	36.4%	44
Arizona	17.8%	65.3%	16.3%	13.4%	10.9%	34.2%	202
Colorado	13.3%	66.3%	12.2%	23.5%	15.3%	35.7%	98
Connecticut	39.4%	68.7%	47.5%	41.4%	18.2%	84.8%	99
Delaware	46.9%	68.8%	62.5%	65.6%	34.4%	84.4%	32
Georgia	12.7%	57.3%	29.1%	26.4%	7.3%	61.8%	110
Hawaii	22.0%	70.7%	43.9%	22.0%	17.1%	43.9%	41
Illinois	31.4%	65.7%	35.7%	42.9%	20.0%	68.6%	70
Indiana	20.8%	63.9%	27.1%	20.8%	22.9%	55.6%	144
Louisiana	3.5%	53.9%	10.4%	6.1%	1.7%	46.1%	115
Maryland	31.4%	72.9%	38.2%	27.5%	19.8%	55.1%	207
Missouri	18.1%	70.5%	25.2%	17.6%	15.2%	64.3%	210
Nebraska	21.9%	54.7%	28.1%	23.4%	20.3%	54.7%	64
New Jersey	29.4%	68.2%	24.8%	24.8%	15.4%	53.7%	214
New York	53.6%	63.6%	61.6%	67.2%	36.0%	85.2%	250
North Carolina	13.9%	55.4%	19.8%	15.8%	7.9%	55.4%	101
North Dakota	29.2%	66.7%	41.7%	62.5%	25.0%	83.3%	24
Oklahoma	5.8%	67.3%	19.2%	23.1%	9.6%	65.4%	52
Oregon	11.5%	79.5%	9.8%	9.2%	11.7%	17.1%	531
Pennsylvania	33.9%	72.0%	46.9%	37.3%	26.2%	69.4%	271
South Carolina	10.0%	52.0%	44.0%	70.0%	24.0%	88.0%	50
South Dakota	30.0%	80.0%	35.0%	55.0%	55.0%	100.0%	20
Tennessee	15.9%	54.0%	27.0%	19.0%	7.9%	77.8%	63
Utah	11.5%	71.2%	15.4%	13.5%	7.7%	25.0%	52
Washington DC	9.3%	56.7%	14.4%	10.3%	7.2%	28.9%	97
Wyoming	9.8%	61.0%	7.3%	7.3%	24.4%	29.3%	41
NCI-IDD Avg	20.2%	70.2%	24.4%	21.6%	16.3%	42.8%	Total: 3321

⁸¹ 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, 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 41. Offer Other Types of Benefits Continued (categories are not mutually exclusive)

	Transportation Benefits ⁸²	Childcare	Employee Assistance Program	Don't Know	Other	N
Alabama	10.9%	1.7%	10.9%	5.0%	22.7%	119
Alaska	15.9%	4.5%	18.2%	11.4%	20.5%	44
Arizona	12.9%	4.0%	22.3%	10.9%	17.8%	202
Colorado	19.4%	4.1%	19.4%	6.1%	17.3%	98
Connecticut	11.1%	4.0%	63.6%	1.0%	18.2%	99
Delaware	31.3%	12.5%	59.4%	0.0%	15.6%	32
Georgia	5.5%	0.9%	29.1%	4.5%	11.8%	110
Hawaii	31.7%	4.9%	22.0%	2.4%	26.8%	41
Illinois	17.1%	4.3%	55.7%	1.4%	18.6%	70
Indiana	16.7%	5.6%	33.3%	2.8%	20.8%	144
Louisiana	8.7%	0.9%	7.0%	6.1%	26.1%	115
Maryland	15.9%	3.4%	35.3%	7.2%	11.6%	207
Missouri	3.8%	1.9%	29.5%	1.4%	18.1%	210
Nebraska	9.4%	1.6%	28.1%	7.8%	21.9%	64
New Jersey	15.4%	7.0%	31.8%	6.1%	20.1%	214
New York	23.6%	14.4%	71.2%	0.8%	16.4%	250
North Carolina	9.9%	3.0%	21.8%	5.9%	20.8%	101
North Dakota	4.2%	0.0%	70.8%	0.0%	16.7%	24
Oklahoma	1.9%	3.8%	21.2%	3.8%	7.7%	52
Oregon	19.8%	2.1%	16.8%	11.5%	15.8%	531
Pennsylvania	14.0%	10.0%	56.8%	3.0%	21.8%	271
South Carolina	2.0%	0.0%	52.0%	0.0%	6.0%	50
South Dakota	0.0%	10.0%	65.0%	0.0%	25.0%	20
Tennessee	6.3%	4.8%	38.1%	7.9%	19.0%	63
Utah	17.3%	1.9%	17.3%	9.6%	23.1%	52
Washington DC	26.8%	3.1%	18.6%	19.6%	6.2%	97
Wyoming	19.5%	2.4%	9.8%	4.9%	39.0%	41
NCI-IDD Avg	16.7%	4.0%	28.7%	7.6%	17.4%	Total: 3321

⁸² Such as bus pass, parking, carpooling.

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.

Recruitment and Retention

Table 42. Agency provides a pay incentive or referral bonus programs for current DSP staff to bring in new recruits

	Percent	N
Alabama	62.5%	160
Alaska	42.9%	56
Arizona	57.1%	252
Colorado	37.4%	115
Connecticut	72.1%	104
Delaware	69.4%	36
Georgia	40.1%	142
Hawaii	57.4%	47
Illinois	56.2%	73
Indiana	63.9%	169
Louisiana	29.4%	177
Maryland	59.0%	227
Missouri	49.6%	236
Nebraska	44.2%	77
New Jersey	55.8%	249
New York	69.3%	254
North Carolina	35.7%	126
North Dakota	63.0%	27
Oklahoma	52.6%	57
Oregon	35.3%	626
Pennsylvania	74.8%	301
South Carolina	47.1%	51
South Dakota	70.0%	20
Tennessee	67.1%	70
Utah	40.8%	71
Washington DC	32.7%	113
Wyoming	34.4%	64
NCI-IDD Avg	47.7%	Total: 3900

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 43. Additional Recruitment and Retention Strategies

	Realistic job preview	Sign on bonus	Engage with high schools and/or local colleges/universities ⁸³	Apprenticeship programs	Training on a Code of Ethics	DSP ladder to retain workers in DSP roles	N
Alabama	79.6%	33.1%	36.9%	7.0%	68.2%	30.6%	157
Alaska	77.8%	20.4%	16.7%	5.6%	68.5%	14.8%	54
Arizona	81.2%	31.0%	34.7%	12.2%	72.7%	24.9%	245
Colorado	86.3%	12.8%	29.9%	17.1%	73.5%	32.5%	117
Connecticut	80.6%	16.5%	58.3%	17.5%	74.8%	22.3%	103
Delaware	66.7%	16.7%	47.2%	0.0%	77.8%	47.2%	36
Georgia	83.7%	7.8%	41.1%	10.6%	94.3%	27.0%	141
Hawaii	86.7%	15.6%	37.8%	13.3%	84.4%	20.0%	45
Illinois	82.2%	17.8%	56.2%	6.8%	87.7%	23.3%	73
Indiana	80.5%	21.9%	55.0%	13.0%	94.7%	37.3%	169
Louisiana	76.9%	10.1%	33.7%	3.0%	83.4%	14.8%	169
Maryland	74.7%	15.6%	49.8%	12.4%	74.2%	37.8%	225
Missouri	79.8%	15.4%	42.1%	9.6%	79.8%	26.3%	228
Nebraska	78.7%	22.7%	37.3%	4.0%	81.3%	40.0%	75
New Jersey	83.9%	16.1%	47.9%	8.3%	81.8%	32.2%	242
New York	76.0%	26.4%	74.8%	13.0%	96.1%	31.9%	254
North Carolina	81.5%	12.1%	38.7%	12.1%	89.5%	16.1%	124
North Dakota	74.1%	29.6%	74.1%	7.4%	92.6%	29.6%	27
Oklahoma	69.1%	27.3%	21.8%	3.6%	72.7%	25.5%	55
Oregon	81.8%	13.7%	19.5%	6.8%	68.3%	34.9%	599
Pennsylvania	80.2%	29.9%	57.7%	12.4%	82.6%	38.9%	298
South Carolina	78.4%	19.6%	47.1%	5.9%	82.4%	13.7%	51
South Dakota	95.0%	45.0%	90.0%	20.0%	80.0%	25.0%	20
Tennessee	82.4%	22.1%	51.5%	5.9%	79.4%	30.9%	68
Utah	81.4%	12.9%	21.4%	10.0%	90.0%	17.1%	70
Washington DC	81.7%	9.2%	27.5%	13.8%	77.1%	45.9%	109
Wyoming	67.7%	8.1%	29.0%	8.1%	90.3%	24.2%	62
NCI-IDD Avg	80.4%	18.3%	36.2%	8.9%	76.5%	32.6%	Total: 3816

⁸³ For recruitment purposes.

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 44. Additional Recruitment and Retention Strategies

	Support staff to get credentialed ⁸⁴	Bonuses, stipends or raises for credentials ⁸⁵	DSP engagement surveys ⁸⁶	DSP recognition programs	DSPs included in agency governance	Training for DSPs ⁸⁷	N
Alabama	17.2%	31.2%	80.9%	59.2%	22.9%	52.9%	157
Alaska	40.7%	38.9%	37.0%	37.0%	14.8%	50.0%	54
Arizona	23.3%	23.3%	54.3%	54.3%	16.7%	52.7%	245
Colorado	24.8%	31.6%	45.3%	54.7%	16.2%	61.5%	117
Connecticut	25.2%	34.0%	53.4%	73.8%	21.4%	61.2%	103
Delaware	19.4%	30.6%	66.7%	69.4%	11.1%	61.1%	36
Georgia	43.3%	26.2%	69.5%	62.4%	36.9%	58.9%	141
Hawaii	26.7%	15.6%	48.9%	51.1%	13.3%	62.2%	45
Illinois	26.0%	21.9%	63.0%	71.2%	16.4%	63.0%	73
Indiana	25.4%	23.7%	83.4%	67.5%	26.6%	71.0%	169
Louisiana	14.8%	17.8%	52.7%	50.9%	20.1%	49.7%	169
Maryland	38.2%	40.0%	64.4%	72.4%	28.9%	64.4%	225
Missouri	25.9%	31.1%	57.5%	56.6%	17.5%	55.7%	228
Nebraska	25.3%	29.3%	68.0%	72.0%	29.3%	70.7%	75
New Jersey	45.9%	28.9%	53.7%	61.6%	14.9%	57.0%	242
New York	44.5%	35.8%	61.8%	73.6%	24.0%	60.2%	254
North Carolina	27.4%	20.2%	72.6%	62.9%	38.7%	54.0%	124
North Dakota	59.3%	66.7%	81.5%	81.5%	33.3%	51.9%	27
Oklahoma	34.5%	41.8%	29.1%	61.8%	7.3%	41.8%	55
Oregon	28.0%	24.9%	34.4%	44.7%	18.7%	52.3%	599
Pennsylvania	63.1%	60.1%	67.8%	69.5%	25.5%	68.5%	298
South Carolina	11.8%	13.7%	60.8%	82.4%	9.8%	56.9%	51
South Dakota	10.0%	15.0%	100.0%	90.0%	45.0%	80.0%	20
Tennessee	32.4%	27.9%	79.4%	73.5%	29.4%	58.8%	68
Utah	14.3%	30.0%	47.1%	48.6%	17.1%	40.0%	70
Washington DC	30.3%	28.4%	67.0%	56.0%	29.4%	60.6%	109
Wyoming	16.1%	24.2%	56.5%	50.0%	17.7%	53.2%	62
NCI-IDD Avg	30.6%	29.1%	52.4%	57.1%	21.6%	57.4%	Total: 3816

⁸⁴ Support staff to get credentialed through a state or nationally recognized professional organization. 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.

⁸⁵ Specifically, as they complete key stages of a credentialing process.

⁸⁶ Or other efforts aimed at assessing DSP satisfaction and experience.

⁸⁷ This refers to trainings above and beyond those trainings required by state regulation.

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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.

Table 45. Average DSP to Frontline Supervisor ratio⁸⁸

	Average number of DSPs per 1 frontline supervisor ⁸⁹	N
Alabama	10	155
Alaska	10	48
Arizona	15	226
Colorado	7	113
Connecticut	10	102
Delaware	12	36
Georgia	8	133
Hawaii	9	47
Illinois	9	70
Indiana	14	159
Louisiana	15	172
Maryland	12	215
Missouri	10	227
Nebraska	9	70
New Jersey	10	224
New York	12	250
North Carolina	10	120
North Dakota	13	25
Oklahoma	12	57
Oregon	8	529
Pennsylvania	11	280
South Carolina	10	51
South Dakota	10	19
Tennessee	16	66
Utah	7	63
Washington DC	10	108
Wyoming	7	50
NCI-IDD Avg	10	Total: 3615

⁸⁸ Calculated as Total number of DSPs on payroll as of Dec. 31, 2024, DIVIDED BY Total number of Frontline Supervisors on payroll as of Dec. 31, 2024. The ratio was calculated for each provider and then the state average was calculated.

⁸⁹ Agencies that reported having 0 Frontline Supervisors or left the question blank are excluded from the denominator. 79 agencies reported that the number of FLS was greater than or equal to the number of DSPs on payroll as of Dec. 31, 2024. They are included. Agencies with more than a 99:1 DSP to FLS ratio were excluded.

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 46. Of all reporting agencies in the state, the average percent of Frontline Supervisors⁹⁰ identifying as each race/ethnicity

	American Indian or Alaska Native	Asian ⁹¹	Black or African American	Pacific Islander ⁹²	White	Hispanic/Latino ⁹³	More than one race/ethnicity	Other	Don't know	N
Alabama	0.6%	0.2%	72.7%	0.0%	22.1%	0.3%	0.5%	0.7%	3.0%	154
Alaska	3.5%	13.9%	17.9%	0.7%	47.0%	5.2%	0.8%	0.0%	11.1%	45
Arizona	3.2%	1.9%	30.9%	1.1%	27.5%	19.8%	1.2%	0.8%	13.8%	226
Colorado	1.7%	2.1%	17.5%	0.3%	44.1%	12.2%	2.8%	0.9%	18.3%	113
Connecticut	0.0%	0.4%	37.0%	0.1%	43.9%	7.2%	1.4%	0.1%	9.8%	102
Delaware	1.0%	0.5%	67.2%	0.0%	23.9%	0.4%	3.6%	0.0%	3.4%	35
Georgia	0.0%	0.1%	70.2%	0.0%	27.3%	1.3%	0.1%	0.4%	0.8%	130
Hawaii	0.7%	51.1%	1.7%	16.8%	12.2%	1.0%	7.7%	0.0%	8.7%	47
Illinois	0.2%	0.7%	33.9%	0.0%	56.3%	2.2%	1.4%	0.7%	4.6%	70
Indiana	0.2%	0.7%	37.4%	0.0%	51.3%	3.0%	0.8%	0.0%	6.5%	159
Louisiana	0.7%	0.2%	74.2%	0.1%	22.0%	0.3%	0.3%	0.0%	2.1%	170
Maryland	0.3%	2.7%	77.1%	0.1%	16.1%	0.6%	0.6%	0.4%	2.1%	212
Missouri	0.7%	0.4%	16.6%	0.1%	70.4%	0.6%	1.4%	0.1%	9.8%	227
Nebraska	1.8%	1.5%	28.9%	1.1%	55.5%	3.3%	0.4%	0.5%	7.0%	70
New Jersey	0.1%	2.5%	52.9%	0.5%	27.5%	6.6%	1.6%	0.5%	7.9%	222
New York ⁹⁴	1.3%	2.2%	36.0%	0.1%	43.2%	9.4%	1.1%	0.2%	6.7%	250
North Carolina	2.4%	1.2%	55.0%	0.0%	34.9%	0.4%	0.7%	0.2%	5.1%	117
North Dakota	1.7%	0.4%	6.8%	0.0%	69.0%	2.6%	1.1%	0.0%	18.5%	23
Oklahoma	12.6%	0.8%	15.8%	0.2%	55.7%	4.2%	2.9%	0.5%	7.4%	55
Oregon	0.8%	1.3%	46.4%	1.1%	28.2%	3.6%	1.9%	1.7%	14.9%	527
Pennsylvania	0.2%	1.0%	30.5%	0.0%	56.3%	4.2%	1.4%	0.1%	6.2%	280
South Carolina	0.2%	0.5%	67.8%	0.0%	24.8%	1.8%	0.6%	0.3%	3.9%	51
South Dakota	6.0%	1.3%	3.7%	0.8%	75.0%	0.7%	1.2%	0.0%	11.3%	19
Tennessee	0.0%	0.0%	39.7%	0.5%	58.0%	0.4%	0.4%	0.0%	1.0%	66
Utah	1.3%	3.1%	3.8%	14.6%	56.0%	4.8%	0.5%	0.4%	15.5%	63
Washington DC	0.4%	1.0%	92.4%	0.0%	3.7%	0.4%	0.5%	0.1%	1.5%	107
Wyoming	1.2%	0.7%	1.8%	0.0%	78.0%	5.3%	1.0%	0.0%	12.0%	50
NCI-IDD Avg	1.0%	3.0%	44.5%	1.2%	34.3%	4.1%	1.5%	0.8%	9.6%	Total: 3590

⁹⁰ Agencies that reported 0 Frontline Supervisors were not included in this table.

⁹¹ Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese, or Other Asian.

⁹² Native Hawaiian, Guamanian or Chamorro, Samoan, or Other Pacific Islander.

⁹³ Mexican, Mexican American, Chicano, Puerto Rican, Cuban, or Other Spanish/Hispanic/Latino.

⁹⁴ Statewide results for New York State are skewed toward demographic data for New York City. For example, 44% of frontline supervisors in the dataset who are Black or African American work for providers in NYC.

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 47.

Of all reporting agencies in the state, the average percent of Frontline Supervisors⁹⁵ identifying as each gender identity

	Male	Female	Non-Binary	Don't Know	N
Alabama	17.2%	80.8%	0.0%	2.1%	154
Alaska	23.5%	74.3%	0.0%	2.2%	45
Arizona	26.1%	68.6%	0.0%	5.3%	228
Colorado	24.0%	65.0%	2.1%	9.0%	113
Connecticut	22.9%	73.2%	0.1%	3.8%	102
Delaware	24.0%	76.0%	0.0%	0.0%	36
Georgia	17.7%	81.5%	0.0%	0.8%	132
Hawaii	18.3%	79.6%	0.0%	2.1%	47
Illinois	20.4%	79.2%	0.2%	0.3%	69
Indiana	18.6%	79.4%	0.1%	1.9%	159
Louisiana	9.7%	90.3%	0.0%	0.0%	169
Maryland	28.8%	69.8%	0.0%	1.5%	213
Missouri	16.1%	79.8%	0.1%	4.0%	227
Nebraska	21.7%	72.5%	0.0%	5.8%	70
New Jersey	22.5%	75.2%	0.0%	2.3%	223
New York	24.9%	73.9%	0.0%	1.1%	250
North Carolina	22.7%	75.4%	0.2%	1.7%	118
North Dakota	23.1%	72.3%	0.0%	4.5%	23
Oklahoma	15.6%	80.9%	0.0%	3.6%	56
Oregon	40.2%	53.8%	0.6%	5.3%	531
Pennsylvania	23.2%	74.4%	0.0%	2.4%	280
South Carolina	12.4%	85.6%	0.0%	2.0%	51
South Dakota	12.0%	82.7%	0.0%	5.3%	19
Tennessee	20.4%	79.5%	0.0%	0.1%	66
Utah	32.7%	59.3%	0.1%	7.9%	63
Washington DC	33.1%	66.2%	0.5%	0.2%	108
Wyoming	21.0%	79.0%	0.0%	0.0%	50
NCI-IDD Avg	28.6%	67.5%	0.3%	3.6%	Total: 3602

⁹⁵ 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.

Appendix A: What can states 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 (DSP) 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 B: 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 pulled provider name and email addresses from the Harmony Data System, which contains all providers of the five Medicaid waivers offered in Alaska. This list was narrowed down to providers of Individualized Supports Waiver (ISW) and IDD waiver services that were certified to provide at least one waiver service for adults 18 and older. Additionally, Alaska's Research and Analysis Unit (RAU) removed any providers that only provided services to children (under age 18) as well as care coordinators. Additional email address contact information was provided to include the program administrator of each agency.

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 routinely maintains detailed provider service and demographic information within its electronic records system. To develop the survey sample, Delaware queried this system to identify providers with an active status at the time of data extraction. All agencies meeting the criteria for current and active provider status were included in the sampling frame.

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.

Hawaii maintains a list of both new and current service providers. This list contains the names of agencies, executive directors, and their respective email addresses. Providers who offer residential support in a certified or licensed setting, personal assistance habilitation (PAB) in the individual's own or family home, day health services, community services as a group or individually, and employment services to persons with IDD must participate in the State of the Workforce Survey every two years.

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 uses online data system that stores contact information for every active IDD provider in the state. Providers who qualify for participation are sent a form to submit a preferred point of contact, and, if this is not completed, the survey will go to the CEO/owner of that agency as a default. All IDD providers are contractually obligated to participate in any data collection efforts facilitated by the state. If we are unable to reach a provider due to incorrect emails, incomplete provider profile, or failure to de-activate after closing their agency; alternative contact is made to resolve contact issues. Throughout the survey cycle agency responses are reviewed for accuracy and returned if corrections are needed.

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 the statewide provider tracker and cross-referenced against LTSS *Maryland* database to confirm contact information. Providers were contacted directly to let them know about the requirement to complete the survey. Broader communication was also sent out to all providers informing them of the requirement to complete the survey.

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, 2024. As a result, the average DSP wage in NJ was increased \$1.25 to \$16.33 per hour compared to the state minimum wage of \$12.00 per hour. Additionally in 2024, NJ provided a temporary \$3.00 per 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 2024. Initial review was completed 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 March 2025 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 maintains an Excel spreadsheet that includes the following information for all licensed providers: agency name, primary agency contact (typically the CEO), address, phone number, fax number, email address, and program services offered. This contact list is utilized frequently throughout the year and is updated as

communicated by the agency. The sample included all agency providers that were licensed and actively providing services for at least one calendar year prior to the reporting period. An introductory email was sent to the primary contacts for each applicable agency to identify a contact person that would be responsible for gathering the State of the Workforce data and completing the survey. Survey invites were sent to the identified contacts and email reminders were sent to the full sample of providers initially providing encouragement to complete the survey. As surveys were completed, those who had not completed the survey received additional email reminders.

Oklahoma provides an excel spreadsheet to our NCI contractor with all current active providers listed. The list comes from updates the contracted provider provides each year or, through correspondence the provider has reported as an update to their demographic information. The Developmental Disability Services-Quality Assurance unit reviews the current list on file to ensure accuracy.

Oregon sent the survey to all I/DD provider agencies who employ DSPs who work directly with adults and/or children.

Pennsylvania prepares an annual list of eligible provider agencies, based on signed provider agreements, to include in the State of the Workforce sample. The PA state agency issues communication through its provider listserv to announce its participation in the survey and to request that agencies employing DSPs verify the email addresses for appropriate personnel. A second communication announces when the survey portal is open for data entry. Residential providers in the Select and Clinically Enhanced tiers of Performance-Based Contracting are required to complete the survey, and the state agency encourages other eligible agencies to participate. Regular reminders are sent to providers that have not completed the survey throughout the cycle.

South Carolina Department of Disabilities and Special Needs kicked off the survey by sending an executive memo to its network of service providers and regional centers explaining the value of the survey and

encouraging statewide participation. Follow-up emails and phone calls were utilized as needed to ensure data was entered into the system by the deadline.

South Dakota Through email outreach to provider organization leaders, South Dakota offered all providers the opportunity to participate in the survey. Although participation was voluntary, the State strongly encouraged providers to take part and requested confirmation of their intent to participate by a designated deadline.

Tennessee maintains an in-house and online provider database that is available not only to the Tennessee Department of Disability and Aging but also to any provider or stakeholder. Provider agencies updates and changes, such as address/phone number/email changes or changes in agency contacts, on an ongoing basis through DDA. The DDA NCI coordinator derives the most current contact information from this list for the NCI State of the Workforce 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. Utah also helps families pay for individually contracted DSPs who do not work for a major agency. These individual DSPs are not included in Utah's sample.

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 all providers who have identified with the state as an agency and have noted that they employ one or more DSPs.

Appendix C: Comparable Wage Tables

From the Bureau of Labor Statistics Occupational Employment Statistics, May 2024

<https://www.bls.gov/oes/tables.htm>

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: \$19.99

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: \$16.82

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: \$20.97

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: \$19.84

Appendix D: Living Wage Table by State

The living wage shown is the hourly rate that an individual in a household must earn to support themselves and their family. The assumption is the sole provider is working full-time (2080 hours per year). Figures are in dollars (\$) and were retrieved from: <http://livingwage.mit.edu>

	1 adult	1 adult and 1 child	2 adults (1 working adult) and 2 children	2 working adults and 2 children
Alabama	20.50	33.82	38.50	23.38
Alaska	24.11	43.84	45.24	31.13
Arizona	24.42	41.97	44.59	28.60
Colorado	25.47	41.50	45.74	32.90
Connecticut	25.28	50.45	47.99	34.90
Delaware	23.43	39.20	42.51	26.82
Georgia	23.94	37.29	40.98	25.34
Hawaii	29.92	51.77	54.33	35.38
Illinois	23.56	40.41	41.89	28.16
Indiana	20.81	37.96	39.02	26.47
Louisiana	20.51	34.93	38.88	23.99
Maryland	26.17	45.34	45.88	31.15
Missouri	20.87	37.08	39.16	25.24
Nebraska	20.99	36.66	39.03	25.93
New Jersey	26.20	48.04	47.40	33.98
New York	27.57	48.87	48.34	33.29
North Carolina	22.54	37.37	40.00	25.33
North Dakota	19.78	35.17	37.94	24.92
Oklahoma	20.26	35.41	38.15	25.09
Oregon	25.16	45.17	44.80	31.48
Pennsylvania	22.91	42.24	42.63	29.86
South Carolina	22.15	36.09	39.05	25.04
South Dakota	19.75	34.08	38.63	23.79
Tennessee	21.99	35.53	39.86	24.12
Utah	23.91	40.44	43.89	27.77
Washington DC	25.98	51.68	44.21	36.71
Wyoming	21.14	35.94	40.77	25.23

Appendix E: Selected Data from State of the Workforce in 2024 Compared to Previous Years

Table F1. Turned away or stopped accepting new service referrals due to DSP staffing issues

Note: Only shows states that participated in the State of the Workforce 2023 and 2024.

	2023	2024
Alabama	37.3%	21.9%
Arizona	44.1%	35.5%
Colorado	43.5%	30.0%
Connecticut	60.4%	61.2%
Delaware	35.3%	25.0%
Georgia	40.0%	35.5%
Illinois	28.4%	31.1%
Indiana	50.0%	38.7%
Louisiana	54.6%	47.7%
Maryland	24.4%	13.3%
Missouri	38.1%	28.0%
Nebraska	54.8%	37.3%
New Jersey	31.2%	19.2%
New York	41.9%	34.8%
North Carolina	38.5%	33.3%
Oklahoma	46.8%	40.7%
Oregon	29.2%	17.6%
Pennsylvania	46.5%	39.7%
South Carolina	15.0%	13.7%
South Dakota	35.0%	30.0%
Tennessee	53.3%	47.8%
Utah	39.0%	20.8%
Washington DC	13.2%	16.1%
Wyoming	49.4%	46.8%
NCI-IDD Average	38.1%	26.6%

F2. Turnover Ratio

	2022	2023	2024
Alabama	46.8%	39.3%	40.6%
Alaska			36.8%
Arizona	34.6%	35.5%	32.4%
Colorado	42.6%	42.7%	47.3%
Connecticut	44.8%	40.7%	40.3%
Delaware	40.5%	37.8%	34.9%
Georgia	37.5%	32.1%	33.6%
Hawaii	30.1%		16.7%
Illinois	41.6%	46.8%	41.3%
Indiana	45.4%	44.2%	37.5%
Louisiana	39.0%	34.4%	34.9%
Maryland	33.2%	30.5%	31.8%
Missouri	46.6%	46.1%	46.5%
Nebraska	59.1%	47.8%	51.3%
New Jersey	34.4%	36.3%	32.0%
New York	33.8%	34.9%	33.4%
North Carolina	30.4%	26.9%	23.9%
North Dakota	53.6%		44.1%
Oklahoma	40.0%	44.4%	39.1%
Oregon	45.4%	39.5%	37.4%
Pennsylvania	36.0%	35.0%	37.2%
South Carolina	42.4%	40.7%	39.4%
South Dakota	51.1%	48.6%	53.7%
Tennessee	44.5%	38.3%	37.7%
Utah	49.1%	44.6%	39.2%
Washington DC	21.3%	23.6%	27.5%
Wyoming	50.0%	47.4%	46.7%
NCI-IDD Average	40.9%	39.7%	37.1%

F5. Median hourly wage paid to all DSPs

Note: Only shows states that participated in the State of the Workforce 2023 and 2024.

	2023	2024
Alabama	\$12.00	\$14.00
Arizona	\$16.00	\$16.50
Colorado	\$18.50	\$20.00
Connecticut	\$18.46	\$19.11
Delaware	\$18.14	\$18.40
Georgia	\$13.90	\$14.56
Illinois	\$17.07	\$18.75
Indiana	\$15.94	\$16.02
Louisiana	\$9.27	\$10.00
Maryland	\$17.17	\$18.00
Missouri	\$17.00	\$18.00
Nebraska	\$17.00	\$18.00
New Jersey	\$19.00	\$20.00
New York	\$17.97	\$18.76
North Carolina	\$15.00	\$15.76
Oklahoma	\$12.00	\$13.00
Oregon	\$19.55	\$20.00
Pennsylvania	\$16.70	\$17.63
South Carolina	\$15.51	\$16.10
South Dakota	\$19.50	\$20.98
Tennessee	\$15.00	\$15.45
Utah	\$17.75	\$17.64
Washington DC	\$18.00	\$18.70
Wyoming	\$14.92	\$15.50
NCI-IDD Average	\$17.20	\$18.39

Appendix F: Instructions Provided to Survey Respondents

The 2024 National Core Indicators® STATE OF THE WORKFORCE SURVEY

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

You can start, save and come back to this survey at any time. However, once you click “submit” at the end of the survey, you cannot edit or change any responses.

Please do not forward this survey outside of your agency.

[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, 2024 to December 31, 2024 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 2024
- 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>Provided to a person in a home or apartment that is owned or operated by your agency.</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"> • Residential Services • 24-hour supports such as a Group Home, Agency-Operated Apartments or ICFs/ID • Host home or foster home services. <p>NOTE: If the service recipient holds a lease with your provider agency, this is considered a residential support or service.</p>	<p>Provided to a person in a home or apartment that is not owned or operated by your agency.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Supports provided to a person in their own private home or apartment, or a private home/apartment they live in with their family (only if their home or apartment is not owned or operated by your agency). • This category can include homemaker/personal care services (in many states). 	<p>Provided in a day program, community program, or work setting.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Adult day services. • Community supports such as supports provided to assist a person to participate in community activities. • 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.

Cover Art

Kathleen Wells is an artist who was raised in Michigan and settled in the Boston area in the late 1980s. She joined Gateway Arts in 2005. Wells works in several styles and media, always with bold use of color, line and texture with emotional intensity. Her art can be characterized by a spirit of experimentation and resourcefulness.

In her paintings and drawings, she explores psychological states by using the human figure, landscapes, and resonant objects to create magical worlds, ask questions, and tell stories.

Wells' work has been exhibited in many shows at Gateway Gallery and extensively at other venues across the country. Wells' art is held in several private and public collections.

<https://vinfen.org/services/gateway-arts/>



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