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## MEMORANDUM

**TO:** Executive Directors, DSN County Boards  
CEOs, Contracted Service Providers

**FROM:** Michelle G. Fry, J.D., Ph.D., LL.M.  
State Director 

**RE:** National Core Indicators – Staff Stability Survey for all DDSN Providers of Adult Services

**DATE:** March 29, 2022

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The South Carolina Department of Disabilities & Special Needs (DDSN) will participate in the annual Staff Stability Survey as a part of the National Core Indicators (NCI). As you may know, DDSN has partnered with National Association of State Directors of Developmental Disabilities Services (NASDDDS) and Human Services Research Institute (HSRI) for the past several years to administer the National Core Indicators (NCI) survey. This survey has provided DDSN with data about the strengths and weaknesses of our system and valuable information about our direct support workers.

Increasing attention has been paid to the role that the Direct Support Professional (DSP) workforce plays in the provision of supports for adults aged 18 and over with intellectual and developmental disabilities (ID/DD) and the staffing challenges of the past year. The Staff Stability Survey will give us a reliable measure for the average length of DSP employment, number of DSPs employed by various types of agencies, vacant positions, wages, benefits and recruitment and retention strategies. The data gathered through this survey is very important as DDSN and the provider network in South Carolina continue to make progress in educating stakeholders about our workforce and the need to increase hourly wages. There is also a special section this year to assess the impact of the public health emergency of staffing availability.

In the next few days, you will receive an email from NCI with instructions on how to complete this survey using their online data entry system. Results of the survey will only be reported in the aggregate and your organization will not be identified in any way. The survey should be completed by your Human Resources or Payroll offices and reflect direct support professionals who were on payroll during any period between January 1, 2021, and December 31, 2021. This survey must be completed by June 30, 2022.

DDSN is aware of the many competing interests for staff time and resources. We appreciate your time and feedback as we participate in this statewide survey. Please feel free to contact Dawna Keith in the Quality Management Division if you have any questions regarding the survey or accessing the reporting tool. You may contact her at (803) 898-9685 or by email at [dkeith@ddsn.sc.gov](mailto:dkeith@ddsn.sc.gov).

Thank you for your help compiling this information.