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MEMORANDUM

TO: Executive Directors, DSN County Boards
CEOs, Contracted Service Providers
Facility Administrators, Regional Centers

FROM: Janet Brock Priest 
Associate State Director- Operations

DATE: April 5, 2024

RE: National Core Indicators – State of the Workforce Survey
for all DDSN Providers of Adult Services

The South Carolina Department of Disabilities & Special Needs (DDSN) and its contracted service providers will again participate in the annual State of the Workforce Survey, coordinated as a part of the National Core Indicators (NCI). For over a decade, DDSN has partnered with National Association of State Directors of Developmental Disabilities Services (NASDDDS) and Human Services Research Institute (HSRI) to administer the National Core Indicators (NCI) surveys. This survey, previously known as the Staff Stability Survey, has provided DDSN with data about the strengths and weaknesses of our system and valuable information about our direct support workers.

The Direct Support Professional (DSP) workforce is instrumental in the provision of supports for adults aged 18 and over with intellectual and developmental disabilities (ID/DD). The State of the Workforce Survey provides 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 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. For your reference a summary of 2022 data collected has been attached to this memo. For further information, you may access the full report at [2022 State of the Workforce Survey Report \(nationalcoreindicators.org\)](https://nationalcoreindicators.org).

In the coming week, you will receive an email from HSRI 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 Finance offices and reflect direct support professionals who were on the payroll during any period between January 1, 2023, and December 31, 2023. Responses to this survey must be submitted no later than June 30, 2024.

DDSN understands there are many competing interests for staff time and resources. We appreciate your participation in this important statewide survey. Every provider response counts. Please feel free to contact Bill Simpson in the Quality Management Division if you have any questions regarding the survey or accessing the reporting tool. You may contact Bill at (803) 898-9614 or by email at bsimpson@ddsn.sc.gov.

Thank you for your help compiling this information.

National Core Indicators State of the Workforce Survey 2022 Results

South Carolina Survey Results compared to National Averages (select indicators)



WAGES

Average hourly wages received by DSPs:

SC Average
\$14.90

National Average
\$16.13

BENEFITS

Benefit offered by employers to DSPs:

Paid Sick Leave
Paid Vacation
Health Insurance
Retirement Plan

SC Average

73%
75%
94%
91%

National Average

70%
74%
62%
55%



TENURE

Percentage of DSPs on the job for:

Less than 6 months:
12-24 months:
36 months or more:

SC Average

16%
14%
49%

National Average

19%
16%
37%

TURNOVER

Ratio among DSPs:

SC Average

42%

National Average

41%



VACANCY

Percentage of DSPs on the job for:

Rates for full-time DSP positions:
Rates for part-time DSP positions

SC Average

18%
22%

National Average

15%
18%

ABOUT THE SURVEY

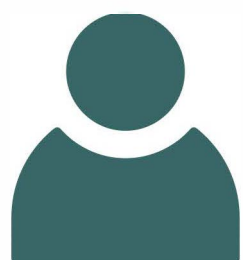
Each year National Core Indicators® Intellectual and Developmental Disabilities (NCI®-IDD) implements the State of the Workforce Survey. The survey collects comprehensive data on provider agencies and the **Direct Support Professional (DSP)** workforce providing direct supports to adults (age 18 and over) with intellectual and developmental disabilities (IDD). The goal of the survey is to help states describe their workforce, measure challenges, and monitor improvements. The release of the 2022 State of the Workforce survey data marks an opportunity for state developmental disability agencies, advocates, and researchers to work together to address the DSP workforce crisis.

ABOUT THE DATA

The data presented in this summary represent the weighted NCI-IDD average survey results and refer to the period between Jan. 1, 2022, and Dec. 31, 2022.

NOTE: States' sampling methodologies varied. For details, see Appendix B.

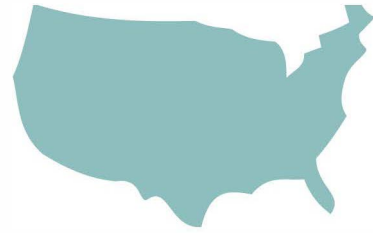
DSP GENDER IDENTITY



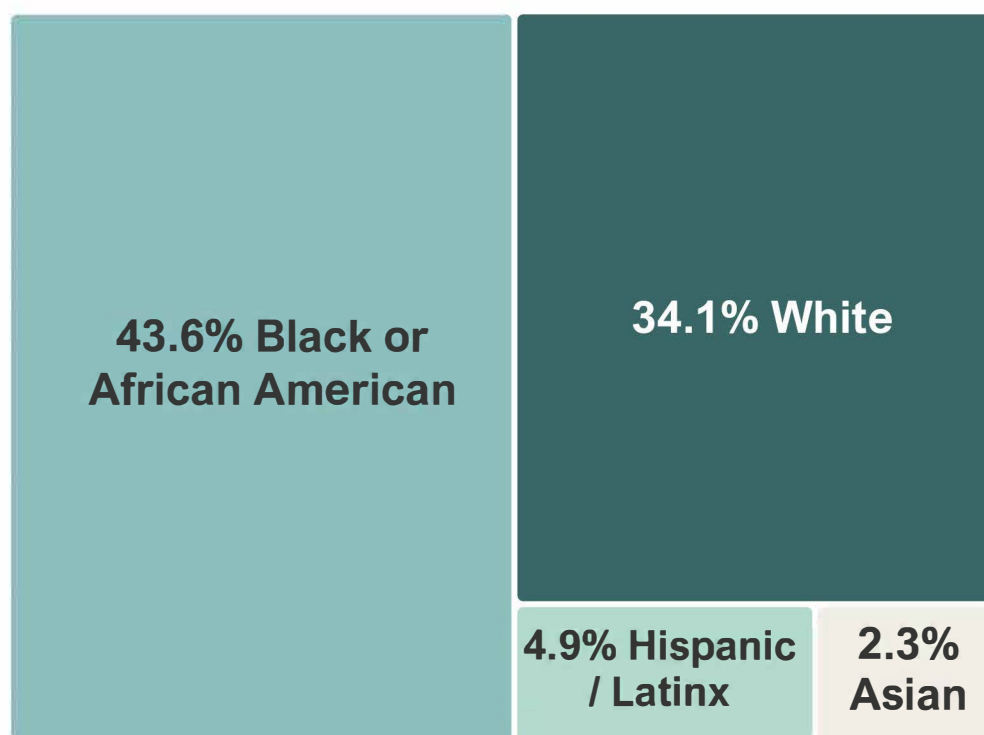
69.8% Female
24.9% Male
5.2% Don't know
0.2% Non-binary

PARTICIPATING STATES & AGENCIES

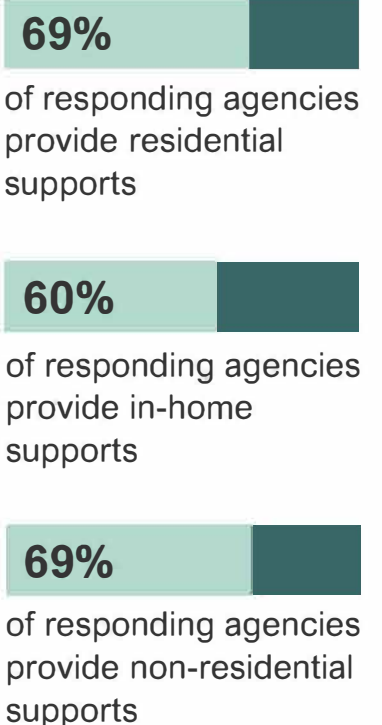
More than **276,119** DSPs with 
3,633 provider agencies
 in **28** states & the District of Columbia



DSP RACIAL/ETHNIC BREAKDOWN



SERVICES



WAGES



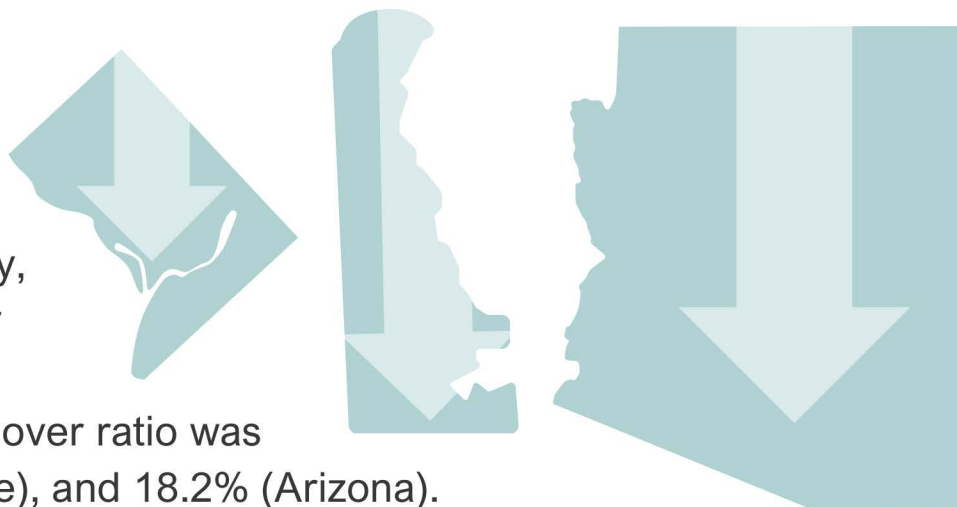
All 24 states that conducted the survey in 2021 had an increase in median hourly wage in 2022.

5 states reported a median hourly wage that is at or above livable wages for 1 adult. However, **many DSPs are caregivers at home too**—and no states reported median hourly wages at or above livable wage for 1 adult and 1 child.

TURNOVER

Across states, the average turnover ratio was 40.9%.

Among the 24 states that participated in the 2021 survey, 22 saw a decrease in turnover ratio. In states with the largest decreases from 2021, the turnover ratio was 25.3% (D.C.), 24.6% (Delaware), and 18.2% (Arizona).



RECRUITMENT & RETENTION

81%

of agencies reported offering a realistic job preview to candidates

58% of agencies offered a pay incentive or referral bonus program

21% of agencies included DSPs in agency governance

29% of agencies gave stipends or raises to DSPs at key steps throughout credentialing process

28% of agencies utilized DSP ladder to retain highly skilled workers in DSP roles

TENURE

Despite decreased DSP turnover ratios across the country, most states experienced an increased percent of DSPs separating within 6 months.

*Employed as of Dec. 31, 2022

**Left employment at agency in 2022



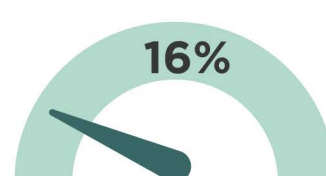
Employed 1 year or less*



Employed 3 years or more*



Employed 1 year or less**



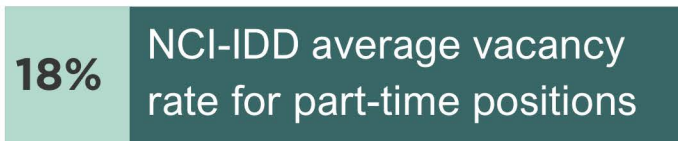
Employed 3 years or more**

Half of all responding agencies (49.7%) reported having turned away or stopped accepting new service referrals in 2022 due to staff shortages.

VACANCY RATES

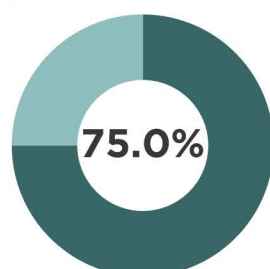
Vacancy rates for full-time positions ranged from 9% to 21%. Rates for part-time positions ranged from 8% to 31%.

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

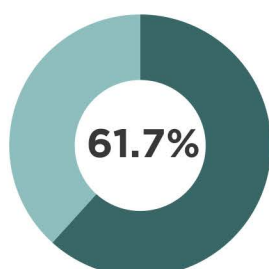


BENEFITS

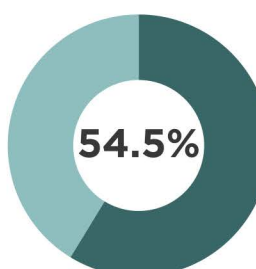
Offered paid time off to some or all DSPs:



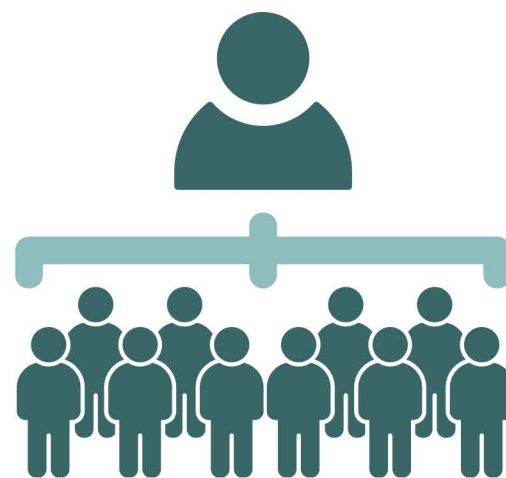
Offered health insurance to some or all DSPs:



Offered retirement plan to some or all DSPs:



FRONTLINE SUPERVISORS



Average ratio of 10 DSPs to 1 frontline supervisor