
Overview: NCI State of the Workforce Survey

What is the National Core Indicators State of the Workforce Survey?

National Core Indicators is a collaborative effort between the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and Human Services Research Institute (HSRI). Around the country, states are looking to improve the quality and stability of the workforce of direct support professionals (DSPs) who assist adults with intellectual and developmental disabilities (IDD). These efforts come at a time of escalating demand for long-term care services and supports in home and community-based settings. Importantly, states are also looking to reduce the costs associated with staff turnover at provider agencies and to reduce the impact of turnover on the quality of supports and outcomes for consumers.

NCI works with member states to collect comprehensive data on the workforce of DSPs providing supports to adults (age 21 and over) with IDD. The State of the Workforce Survey collects information about the numbers of DSP's employees/separated in the past year, wages, benefits and recruitment and retention efforts. This includes paid workers whose primary job responsibility is direct support work within residential employment, day services and other in home or community inclusion programs and for whom your agency defines wages and benefits directly. The goal is to help states benchmark and compare their workforce data to those of other states in order to make improvements through policy or programmatic changes.

How Does the NCI State of the Workforce Survey Work?

In April, your organization will receive an email invitation along with instructions to take part in the survey. The survey is short, easy to complete and fully anonymous. Results of this survey will be reported in the aggregate (as a state average), and your organization will not be identified in any way in the survey reports or in the dataset. The State of the Workforce Survey must be completed in the online data entry system by June 30, 2025.

The survey will ask about the following information for DSPs who were on payroll for any length of time during the period of January 1, 2024 to December 31, 2024 and for whom your agency defines wages and benefits. (For additional detail, see Types of Workers to Consider on page 2)

- Date of hire
- Whether they are currently on staff or separated from the agency during 2024
- Date of termination (if separated)
- Whether they work full-time or part-time (current staff only)
- Hours and wages
- Benefits, such as paid time off, health insurance, etc.

This survey is designed for completion by organizational staff in your Human Resources or Payroll departments. You may require information from program directors, so it is best if you review the survey questions and seek additional input as needed.

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:

- ⊗ Licensed healthcare staff (therapists, nurses, social workers, psychologists, etc.),
- ⊗ 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, or
- ⊗ Administrative or supervisory staff, unless they spend 50% or more of their time doing direct support

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 Staff Stability State Contact listed above.

If your agency functions as a fiscal intermediary/employer of record and provides direct support, please respond only about the DSPs employed by your agency; do not include Self-

Directed Employees hired and managed by people/families who are self-directing in your responses.

Types of Support

The survey collects data regarding DSPs who are providing Residential, In-Home, and Non-Residential supports for your agency.

- 1. Residential Supports** – provided to a person in a home or apartment that your agency owns and/or operates. 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. Residential supports include:

- Residential services
- 24-hour supports such as a Group Home, Agency-Operated Apartments, or ICF/IDs
- Host home or foster home services should also be included in this category

If the service recipient holds a lease with your provider agency, this is considered a residential support or service.

- 2. In-Home Supports** – provided to a person in a home or apartment that your agency does not own or operate. In-Home Supports include:

- 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.

- 3. Non-Residential Supports** – provided to a person in a day program, community program, or work setting. Non-Residential Supports include:

- Day programs and community support programs (supports provided outside an individual’s home such as adult day program services and community supports),
- Job or vocational services (supports to help individuals who are looking for work or at a job for which they are paid, e.g., work supports)

PLEASE NOTE: Because of COVID-19, many traditionally ‘non-residential’ supports and services began to be provided in the person’s residence or home. If services provided by your agency fit the description above but because of COVID-19 were provided in a person’s residence/home, they are still considered “non-residential supports.”

Please visit the [NCI IDD State of the Workforce Survey Report- 2023](#) for more information about last year’s report.

If You Have Questions

If you have questions or your organization has not received an invitation to participate, please contact DDD.NCI@dhs.nj.gov