



NCI[®]-IDD State of the Workforce 2023 Report

Comparison of New Jersey, New York,
Pennsylvania, and Connecticut

Direct Support Professionals: Their Role and Impact

- Direct Support Professionals (DSP) fulfill one of the most important roles within the intellectual and developmental disabilities (IDD) service system.
 - DSPs support people with intellectual and developmental disabilities to access and experience the quality of life they desire.
 - DSPs work to provide prescribed support and supervision, support people to learn new things, ensure optimal health and safety, and help with upkeep of the person's home to assure it is clean, safe, and hazard free.
 - One of the most crucial roles of the DSP is to provide support and assistance for people to learn and/or continue to do as much as they can on their own.



Research has shown....

- The stability of the DSP workforce, such as turnover rates, are directly related to consumer outcomes.
- It is critical to begin to closely examine the stability of the DSP workforce to enhance service satisfaction and quality of life of individuals receiving services.
- Using tools such as the NCI-IDD State of the Workforce Survey can help states take the first step towards DSP Workforce improvement.



What is the NCI[®]-IDD State of the Workforce Survey?

The NCI[®]-IDD State of the Workforce (SoTW) survey collects comprehensive data on provider agencies and the Direct Support Professional (DSP) workforce providing direct supports to adults with intellectual and developmental disabilities (IDD).

The resulting data helps states

- examine workforce challenges;
- identify areas for further investigation;
- benchmark their workforce data;
- measure improvements made through policy or programmatic changes; and
- compare their state data to those of other states and the NCI-IDD average.

Overview of State of the Workforce Survey

Scope	<ul style="list-style-type: none">• All DDD/Medicaid enrolled agencies that provide direct supports to adults (age 18 and over, age 21 for NJ) with intellectual and/or developmental disabilities are invited to participate. Participation is voluntary but strongly encouraged.
Purpose	<ul style="list-style-type: none">• Collect and measure standardized, comprehensive data about the DSP workforce for States to identify opportunities for growth and development.
Data Collection	<ul style="list-style-type: none">• Data* regarding DSP wages, benefits, tenure, recruitment & retention, turnover, vacancy rates and frontline supervisors.
Timeframe	<ul style="list-style-type: none">• April 3, 2023 through July 31, 2023

*data presented in this presentation is for the period between Jan. 1, 2023 and Dec. 31, 2023.

Direct Support Professional Definition (for the purpose of SoTW Survey)

DSPs include agency workers who are:

- ✓ Paid staff members whose primary job responsibility is to provide support, training, supervision, and personal assistance to adults with intellectual/developmental disabilities.
- ✓ Paid staff members who spend at least 50% of their hours doing direct support tasks. These people may do some supervisory tasks, but their primary job responsibility and more than 50% of their hours are spent doing direct support work.
- ✓ **Only include** people who have some supervisory responsibilities if more than 50% of their hours are spent doing direct support tasks.

DSPs are not workers who are:

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

Provider Participation Across Selected States

State	Valid Provider Responses	Total Provider Population	Response Rate	Margin of Error
New Jersey	221	623	35.5%	5.30%
New York	253	329	76.9%	2.97%
Pennsylvania	348	1021	34.1%	4.27%
Connecticut	97	141	68.8%	5.58%
NCI Average	3934	7836	50.2%	NA

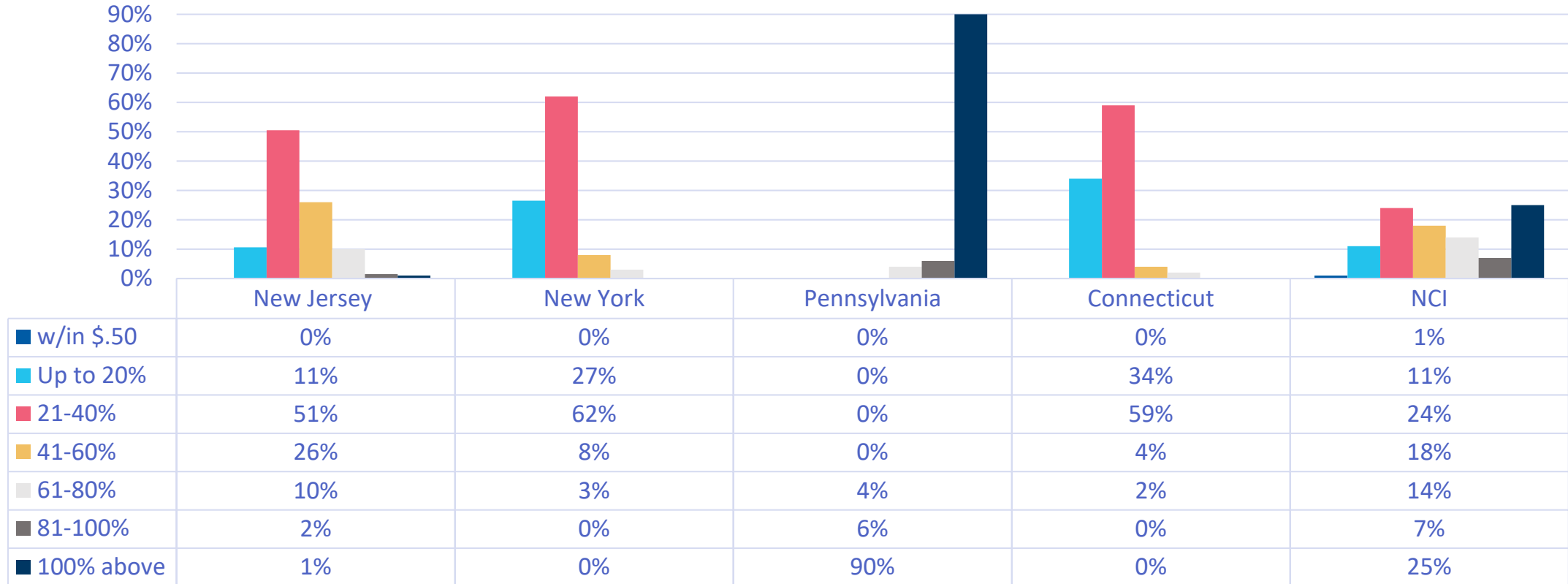
Direct Support Professional Wages 2023

State	Average Starting Wage	Average Hourly Wage	Salary Differential	
New Jersey	\$18.49	\$19.42	\$0.93	5%
New York	\$17.15	\$18.15	\$1.00	5%
Pennsylvania	\$15.95	\$16.86	\$0.91	5%
Connecticut	\$18.07	\$18.93	\$0.86	5%
NCI Average	\$16.49	\$17.34	\$0.85	5%

Average DSP Wage vs. Minimum Wage

State	State Minimum Wage	Average DSP Salary	Minimum Wage Differential
New Jersey	\$14.13	\$19.42	\$5.29
New York	\$14.20	\$18.15	\$3.95
Pennsylvania	\$7.25	\$16.86	\$9.61
Connecticut	\$15.00	\$18.93	\$3.93
NCI (Federal Minimum Wage)	\$7.25	\$17.34	\$10.09

Percentage of Providers Paying Above Minimum Wage



Average DSP Wage vs. Living Wage

State	Average DSP Salary	State Living Wage			
		1 Adult	1 Adult/ 1 Child	2 Adults (1Working)/ 2 Children	2 Working Adults/ 2 Children
New Jersey	\$19.42	\$24.76	\$43.67	\$45.47	\$30.19
New York	\$18.15	\$26.86	\$48.16	\$46.47	\$33.58
Pennsylvania	\$16.86	\$21.95	\$39.37	\$42.03	\$27.70
Connecticut	\$18.93	\$24.13	\$47.76	\$46.05	\$33.64

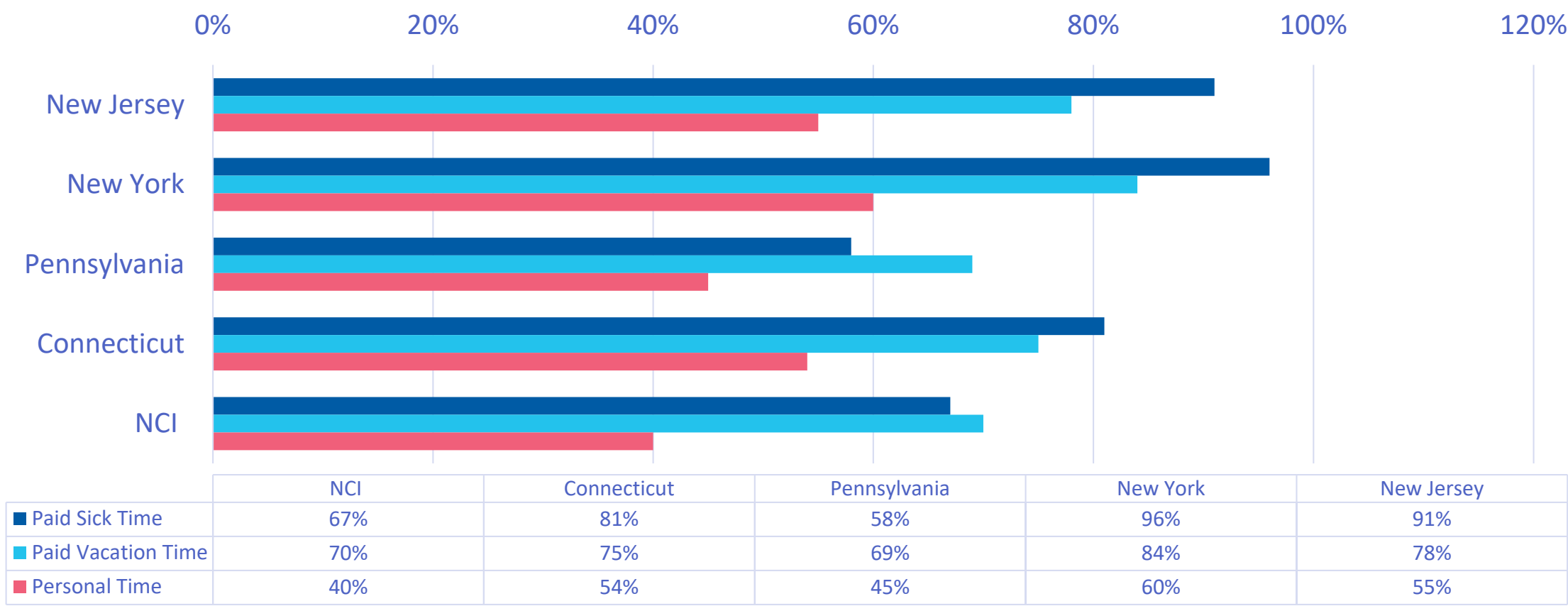
A closer look at the average DSP Wage in NJ vs. the Living Wage in NJ

	Average DSP Salary	State Living Wage			
		1 Adult	1 Adult/ 1 Child	2 Adults (1Working)/ 2 Children	2 Working Adults/ 2 Children
New Jersey	\$19.42	\$24.76	\$43.67	\$45.47	\$30.19
		-\$5.34	-\$24.25	-\$26.05	-\$10.77

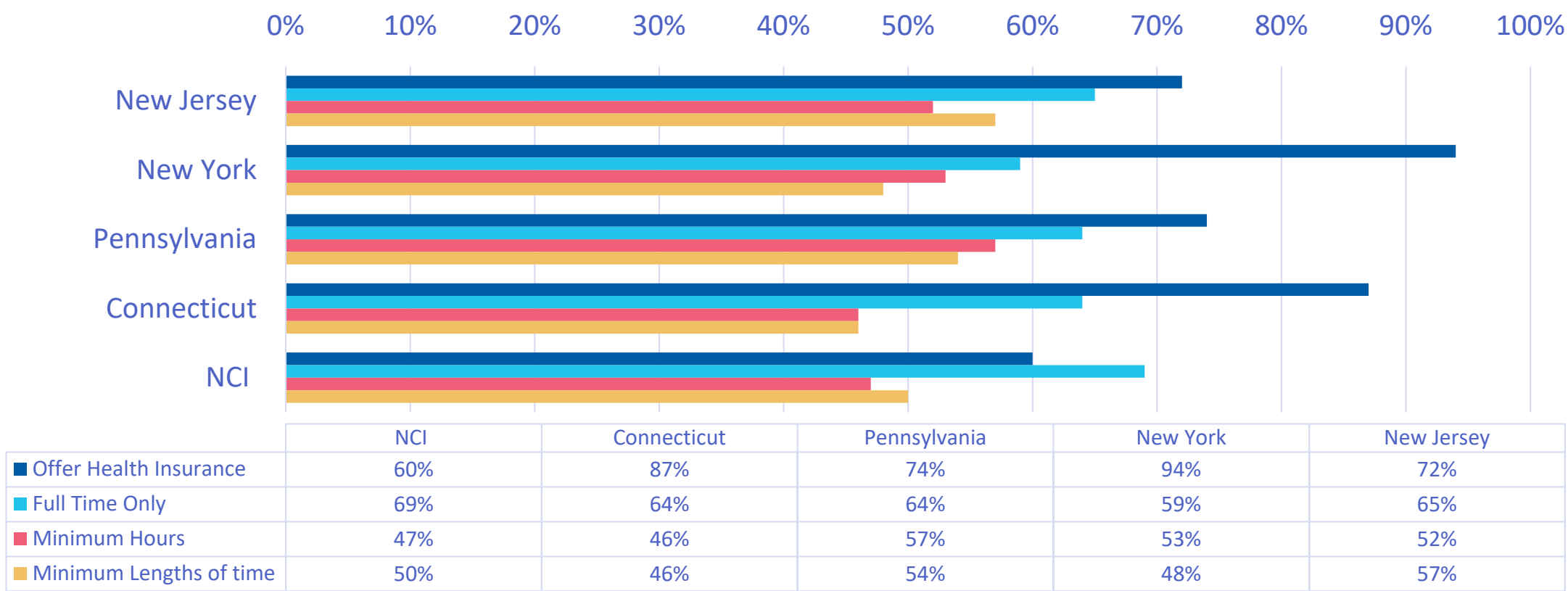
Supplemental Bonus Wages

State	% of Providers
New Jersey	51%
New York	91%
Pennsylvania	64%
Connecticut	72%
NCI Average	62%

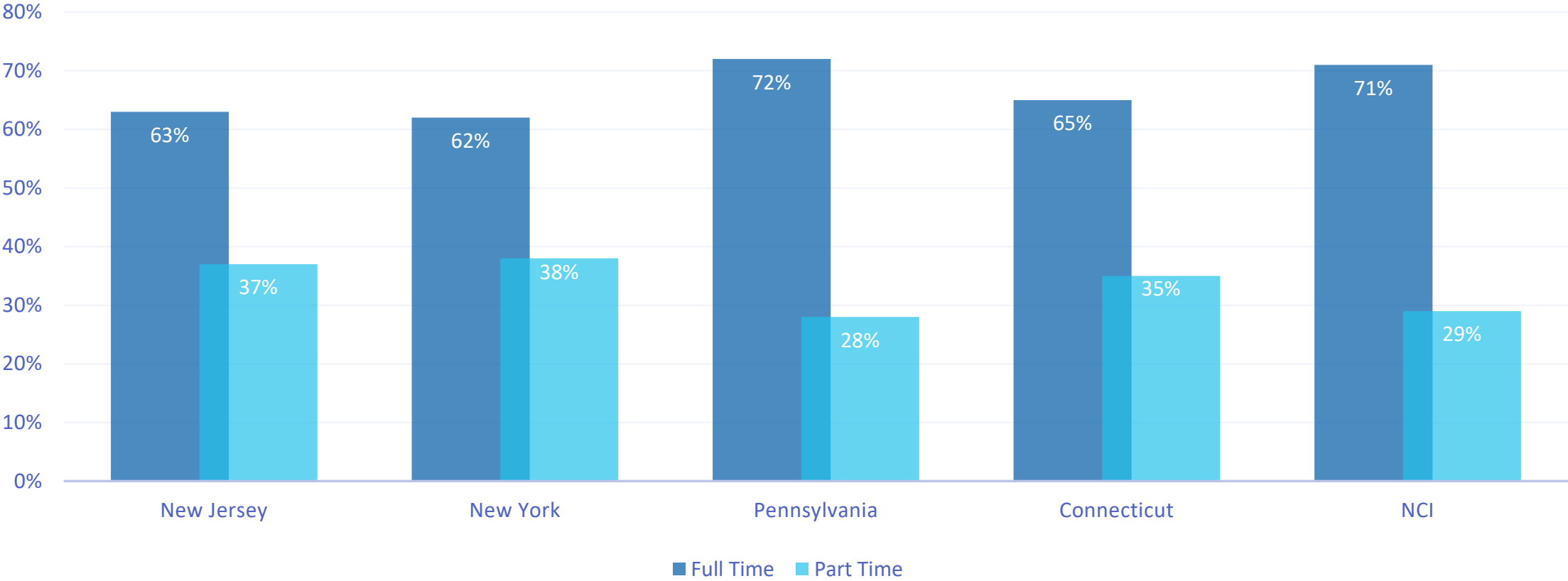
DSP Benefits: Paid Time Off



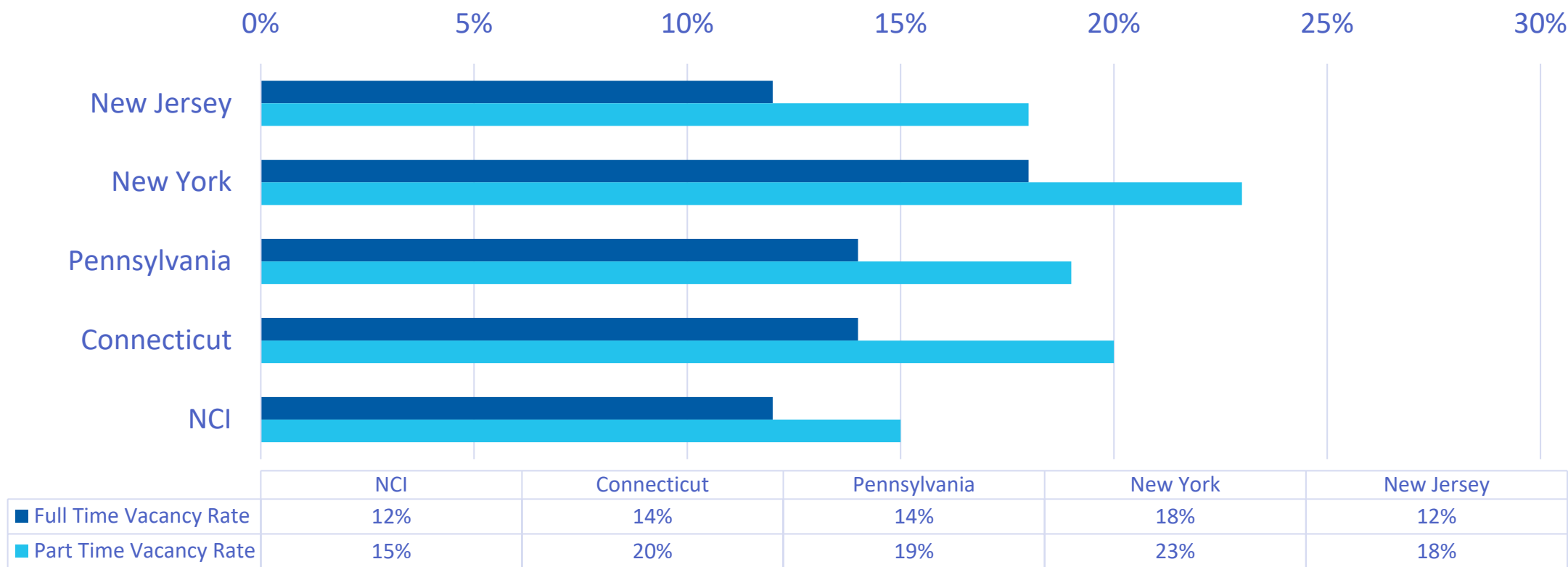
DSP Benefits: Provider Health Insurance



DSP Workforce: Full Time vs. Part Time



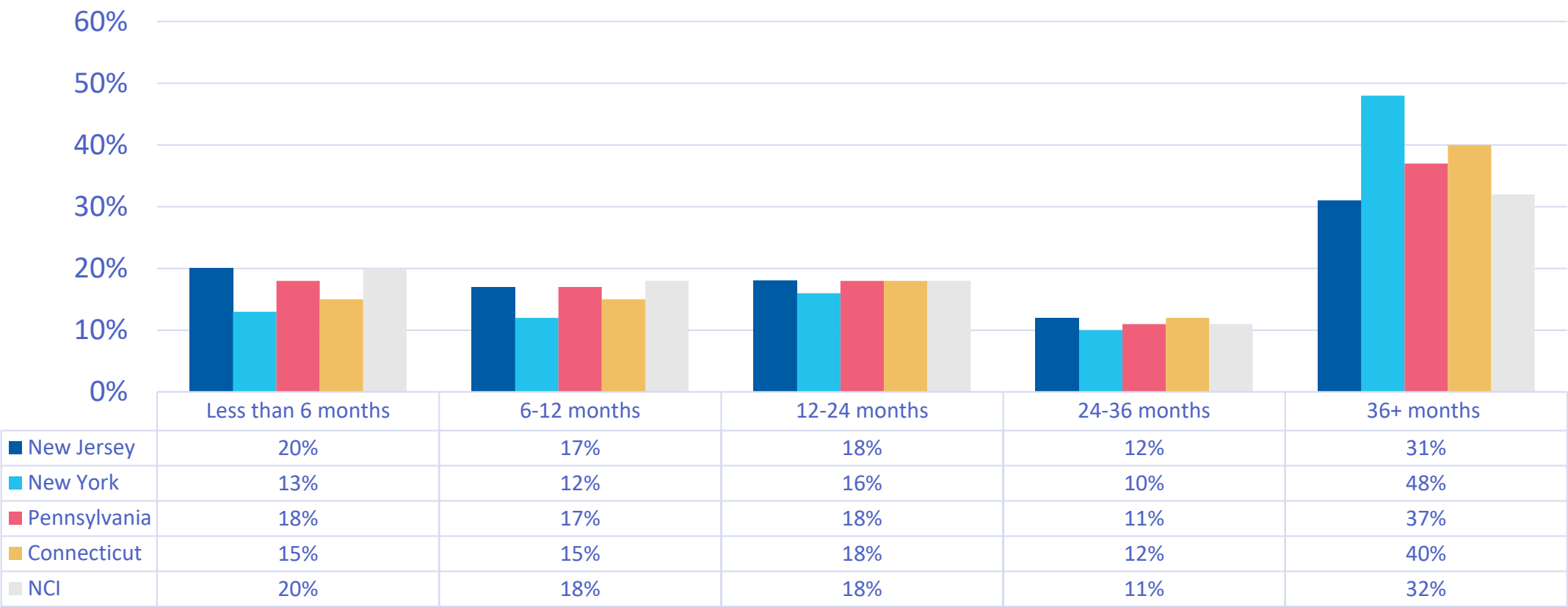
DSP Vacancy Rates: Full Time vs. Part Time



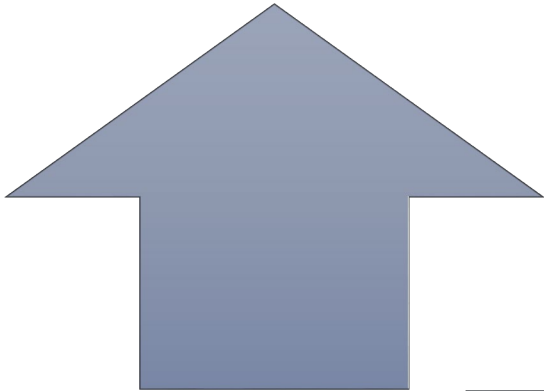
DSP Turnover

State	Turnover Ratio	Termination	Voluntary Separation	Laid off	Don't Know
New Jersey	36%	26%	69%	2%	3%
New York	35%	25%	69%	<1%	6%
Pennsylvania	35%	25%	71%	2%	3%
Connecticut	41%	25%	72%	<1%	3%
NCI	40%	21%	74%	2%	3%

DSP Tenure: NJ, NY, PA, CT, and NCI

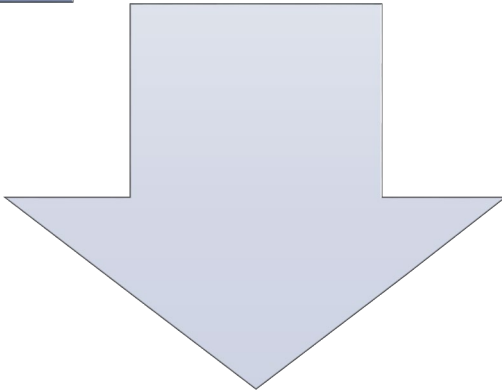


What does this data tell us about the State of NJ's DSP Workforce compared to NY, PA, and CT?



Strengths

- Highest DSP starting wage
- Highest average DSP salary
- Higher rates of providers who offer paid sick, vacation, and personal time
- Lowest Full time and Part time DSP vacancy rates
- Highest percentage of providers paying 41-60% above minimum wage



Challenges

- Lower ratio of Full time DSPs vs. higher ratio of Part time DSPs
- Lowest rates of providers who offer supplemental bonus wages
- Lowest Tenure Rates for DSPs past 36 months
 - Potential contributing factors
 - State Living Wage is \$5.34 higher than average DSP salary
 - Minimal salary differential for long term DSPs
 - Lower rates of health care benefits

Thank you for Viewing!

- Additional information is available in the [2023 NCI IDD State of the Workforce Report](#).
- Questions about today's presentation may be sent to DDD-WQU@dhs.nj.gov