



What is NATIONAL CORE INDICATORS® (NCI®)?

NASDDDS, ADvancing States, HSRI & State DD and AD systems directors

- NCI-IDD
- NCI-AD

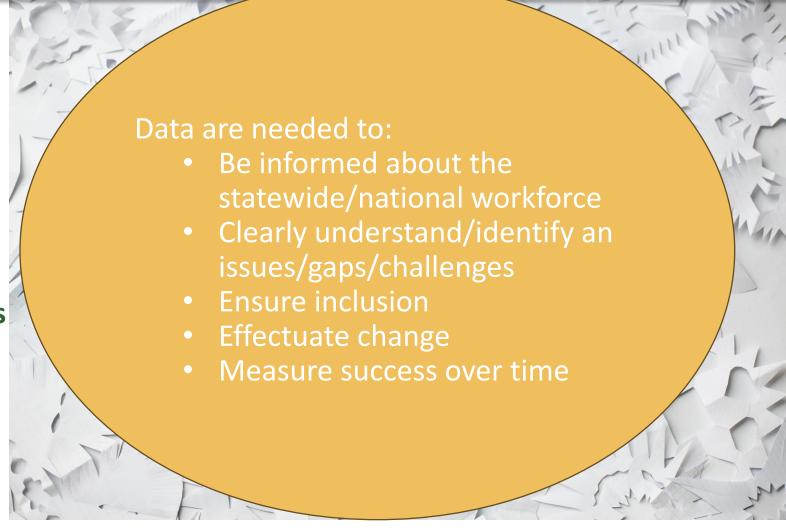
Goal: Measure performance of public human service systems by looking at outcomes

- Help state systems assess performance by benchmarking, comparing to other states
- Domains related to valued life outcomes such as: employment, community inclusion & belonging, community participation, choice, rights, health, safety, relationships, access, service satisfaction, family outcomes, etc.

Why are State of the Workforce Data Needed:

State government is in position to use data to make data-driven policy decisions that impact providers, DSWs and people receiving supports.

Provider agencies can use the data to determine where recruitment and retention efforts can be targeted and understand how they compare to providers in their state and nationally.





NCI State of the Workforce® - Aging and Disabilities

Conducted by states, HSRI and ADvancing States to gather information about the strengths, weaknesses, and trends of the direct care workforce

NCI State of the Workforce, AD in 2023 6 states participated

- 1,232 provider agencies
- 88,855 DSWs represented

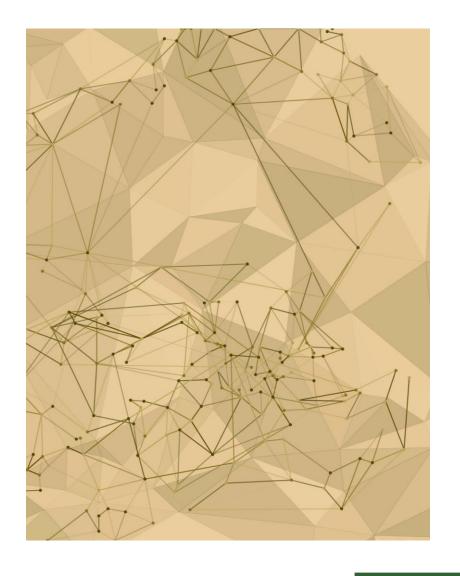


Survey Implementation

States identify eligible provider agencies

States and Provider Networks and other interested parties collaborate to raise awareness of the survey and ensure buy-in

Service providers enter data into online database collection system





SELECTED DATA from 2023

Percentage of agencies that turned away or stopped accepting new service referrals in 2023 due to DSW staffing issues

	Percent	N	2022:
Colorado	39.3%	107	42.4%
Illinois	16.0%	144	72.70
Indiana	27.5%	357	2022:
Missouri	35.9%	184	51.4%
Oregon	16.5%	254	31. 470
Wisconsin	50.5%	182	NCI-IDD Average:
NCI-AD Average	28.8%	1228	38.1% Lower across all
	NC NCI-IDD		states



NC NCI-IDD 38.5% Agency type

	Private for-profit agency	Private non-profit agency	State/county government	Other government	N
Colorado	85.8%	11.3%	0.9%	1.9%	106
Illinois	81.8%	17.5%	0.7%	0.0%	143
Indiana	86.8%	8.3%	5.2%	0.6%	348
Missouri	76.0%	14.9%	10.3%	0.6%	175
Oregon	84.7%	10.9%	4.0%	2.4%	248
Wisconsin	82.3%	15.5%	0.0%	2.2%	181
NCI-AD	83.8%	11.8%	4.2%	1.2%	1201
Average	03.070	11.0/0	4.2/0	1.2/0	1201

NC NCI-IDD: 53.7%

NCI-IDD 59.0% NCI-IDD 36.1%

NC NCI-IDD: 44.0%

What is Turnover Ratio?

- A way to demonstrate the rate at which employees are separating (leaving) an employer
- Turnover ratio is a percentage, so it allows for comparisons between entities.
- A higher turnover means that MORE employees are leaving

of separated DSWs in 2023

of DSWs on staff as of Dec 31, 2023



Average turnover ratio

	NCI-AD 2023	NCI-IDD 2023
Colorado	33.4%	42.7%
Illinois	36.4%	46.8%
Indiana	44.7%	44.2%
Missouri	46.1%	46.1%
Oregon	63.8%	39.5%
Wisconsin	48.0%	41.7%
NCI-AD Average (47.8%	39.7%

NC NCI-IDD 26.9%



What is tenure?

"Tenure" is the length of employment.

State of The Workforce measures tenure of two DSW populations:

- the length of employment of those currently employed
- the length of employment of those who left

Allows you to see where additional support might be needed.

- If a large percentage of employees are leaving after only 6 months employment, an agency might see that new employees need more training and support at the start of employment.
- If a large percentage of employees are leaving after 5 years, it can tell you something about career opportunities or pay parity



Tenure of DSWs on payroll as of 12/31/23

	Less than 6 months	6-12 months	12-24 months	24-36 months	36+months	N
Colorado	18.3%	21.4%	19.2%	11.6%	29.5%	105
Illinois	23.2%	24.2%	23.1%	10.2%	19.3%	136
Indiana	26.3%	25.1%	18.9%	9.6%	20.1%	350
Missouri	15.9%	14.1%	21.5%	14.2%	34.2%	184
Oregon	22.5%	20.3%	20.5%	10.4%	26.4%	250
Wisconsin	14.9%	16.9%	16.4%	12.1%	39.7%	180
NCI-AD Average	21.8%	21.2%	19.7%	10.9%	26.4%	1205

43.0% employed less than a year

NC NCI-IDD: 27.3% employed 12 months or less



Tenure of DSWs who separated in 2023

	Less than 6 months	6-12 months	12-24 months	24-36 months	36+ months	# of agencies w/ data on tenure of separated DSWs
Colorado	43.6%	26.3%	14.4%	8.9%	6.9%	76
Illinois	49.7%	24.0%	12.4%	6.0%	7.9%	113
Indiana	48.8%	28.8%	13.4%	3.6%	5.2%	279
Missouri	42.0%	23.0%	14.4%	8.5%	12.2%	137
Oregon	50.7%	23.4%	13.6%	5.3%	7.0%	187
Wisconsin	46.9%	22.0%	14.0%	5.9%	11.1%	135
NCI-AD Average	47.9%	25.5%	13.6%	5.4%	7.6%	927

In all states, over 50% of those who separated did so within 1 year

NC NCI-IDD: 53.9% separated within 1 year



WAGES

	Average hourly wage	% of AD agencies paying an average hourly wage more than \$0.50 below living wage	IDD average hourly wage	
Colorado	17.77	100.0%	19.01	
Illinois	16.95	100.0%	17.44	
Indiana	15.29	98.2%	15.86	
Missouri	14.55	99.4%	17.10	
Oregon	18.81	99.6%	19.80	
Wisconsin	15.47	98.8%	15.24 NC NCI-ID Average Hot	urly
NCI-AD Average	16.27	99.0%	Wage: \$15.	.02



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

Benefits

	Paid time off
Colorado	60.2% (NCI-IDD 71.0%)
Illinois	71.5% (NCI-IDD 92.0%)
Indiana	42.2% (NCI-IDD 70.3%)
Missouri	42.9% (NCI-IDD 81.0%)
Oregon	77.3% (NCI-IDD 66.2%)
Wisconsin	53.0% (NCI-IDD 57.5%)
NCI-AD Average	55.1% (NCI-IDD 75.9%)

Survey also asks about:

- Paid vacation, sick, personal time
- Dental and vision coverage
- Health insurance
- Retirement
- Other benefits like FSA, transportation, childcare, etc.

NC NCI-IDD 58.1%



Recruitment and Retention

	Realistic job preview	Engage with high schools and/or local colleges/universities	Apprenticeship programs
Colorado	76.2%	21.0%	8.6%
Illinois	82.4%	41.5%	4.9%
Indiana	82.9%	34.9%	9.7%
Missouri	84.8%	30.3%	6.7%
Oregon	77.7%	26.5%	8.0%
Wisconsin	86.9%	40.5%	10.1%
NCI-AD Average	82.1%	33.1%	8.4%

NC NCI-IDD 83.6%

NC NCI-IDD 44.8%

NC NCI-IDD 11.9%



Recruitment and Retention

	Support staff to get credentialed	Bonuses, stipends or raises provided		
	through a state or	to DSWs as they		
	nationally recognized	complete key stages of a	Employee	
	professional	credentialling	engagement	DSWs included in
	organization	process	surveys	agency governance
Colorado	33.3%	23.8%	47.6%	15.2%
Illinois	18.3%	33.1%	78.9%	9.2%
Indiana	38.6%	38.6%	63.7%	10.6%
Missouri	21.9%	25.3%	24.2%	6.2%
Oregon	29.4%	34.5%	55.5%	14.3%
Wisconsin	42.9%	40.5%	41.1%	11.9%
NCI-AD Average	32.5%	34.7%	54.6%	11.0%



Ways the data can be used:

- Inform understanding of challenges facing providers and workforce
- Target TA to providers
- Legislative advocacy
 - Rates
 - Policy
- Shared with interested groups:
 - leadership, quality councils, disability law center, advocates, family members, and service providers including leadership of the provider association
- Reporting requirements
 - ARPA
- Track impact of workforce development policies





Thank you!

