

# DIRECT CARE STAFF SHORTAGES GROWING VACANCY & TURNOVER SURVEY

Not-for-profit OPWDD provider agencies that support people with developmental disabilities were surveyed to provide calendar year 2015 data on the growing turnover and vacancy rates for professional direct care staff (DSPs) and other support staff. Last year we collected 2014 data on the same questions to allow the measurement of workforce changes over time.

142 agencies in all regions of New York State responded to the survey. More than half had also responded to the 2015 survey, which had 136 respondents. Respondents had a total of 66,567 full and part-time DSPs and other support staff.



## 2015 VACANCY RATE:

Respondents had a **9.3% vacancy rate** for professional direct care staff (DSPs) and other support staff, which was **20% higher** than the 2014 rate of 7.76%.

## 2015 TURNOVER RATE:

Respondents had a **23.07% one-year turnover rate** for professional direct care staff (DSPs) and other support staff, which was **21% higher** than the 2014 rate of 19.05%.

## 2015 OVERTIME HOURS:

Respondents paid for **6,442,594 hours of overtime** for professional direct care staff (DSPs) and other support staff, which was **13.5% higher** than 2014's 5,673,787 overtime hours.

## 2015 WORKFORCE DEMOGRAPHICS:

Respondents workforce of professional direct care staff (DSPs) and other support staff is:

- 73% women
- 42.3% black/African American
- 8.5% Hispanic/ Latino

## REGIONAL VARIATION:

- All regions were relatively consistent in the percentage of women employed in these positions.
- Region 1 (NYC and LI) had the highest proportion of minority workers (50% black/African American and 11.6% Hispanic).



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