

Direct Care Staff Shortages Growing Vacancy & Turnover Survey Results

Not-for-profit OPWDD provider agencies that support people with developmental disabilities were surveyed to provide 2018 data on the growing turnover and vacancy rates for direct support professional (DSPs) and other support staff. Last year we collected 2017 data on the same questions to allow the measurement of workforce changes over time.

The results show the staffing crisis is getting even worse, as competition for their workers stiffens from retail, food service and big box stores.

Vacancy Rate

14.3% of all DSP jobs were vacant in 2018 which shows little improvement from the 2017 survey. Even more, this is an increase of 80% since 2014, when the vacancy rate was 8%.

Turnover Rate

Staff turnover rate is **26.4%** annually, which shows no improvement over the 2017 rate. This is also an increase of 42% since 2014 when the turnover rate was 19%.

Overtime Hours

More than **12 million** overtime hours were logged, an increase of 17% since 2017 and up from 5.6 million hours, in 2014, an increase of 88%.

Workforce Demographics

Statewide, DSPs are

- 73% Women
- 42% African American
- 13% Hispanic/Latin

The 2018 data reflects responses from 159 non-profit agencies in all regions of NYS, representing more than 82,000 full and part-time DSPs.

Developmental Disability Direct Support Professional (DSP) Stabilization Funding

Not-for-profit OPWDD funded provider agencies deliver about **85% of the needed day-to-day services** to the more than 130,000 people with developmental disabilities in NYS. **100% of the funding to pay DSP salaries comes from the government** but years of government funding freezes and sparse increases means DSPs no longer earn a living wage.

Provider agencies can no longer compete with fast food restaurants and big box stores. **Stabilization funding is necessary to help these organizations provide a living wage for their 97,000 DSPs.**

Requested 2019 - 2020 Funding

A commitment to years three and four of the living wage funding in the NYS Budget. This funding will help not-for-profit Office for People with Developmental Disabilities (OPWDD) agencies continue moving toward proper compensation for direct care workers for their hard work and dedication to those they support.

Secured 2017 - 2018 Funding

The final 2017-18 NYS budget included funding for the first two phases toward a living wage. However, an additional four installments are necessary to fulfill a living wage.

The Goal

Current low wages for DSPs have led to a crisis for attracting and retaining staff, destabilizing the workforce and threatening the ability of providers to sustain the supports people with disabilities and their families require. When the stabilization funding is fully implemented, average salaries for DSPs will be \$17.72 in the NYC/ Long Island region and \$15.54 in other parts of NYS.

Living Wage Calculation

The living wage model is a market-based approach that draws upon geographically specific expenditure data related to a family's basic needs, such as food, child care, health insurance, housing, and transportation. The model shows the minimum full-time salary for meeting the basic necessities, without needing public assistance or suffering from housing or food insecurity.

**"BY LIVING WAGES, I MEAN MORE THAN A BARE
SUBSISTENCE - I MEAN THE WAGES OF A DECENT LIVING."**

- FRANKLIN DELANO ROOSEVELT, 32ND PRESIDENT OF THE UNITED STATES

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