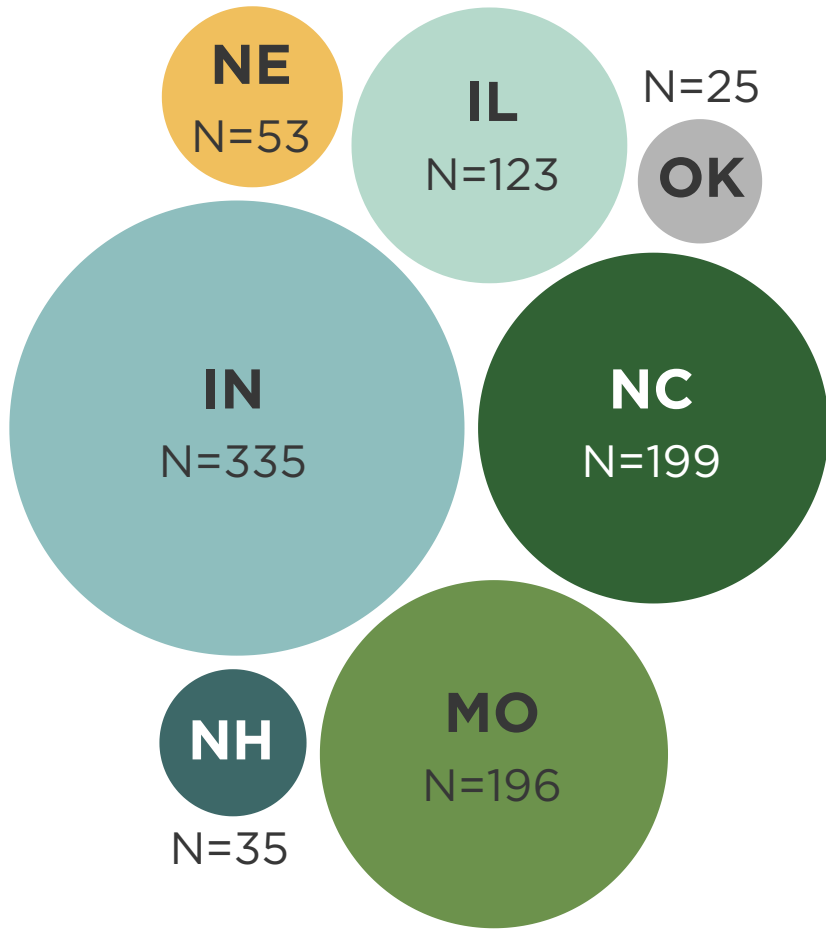
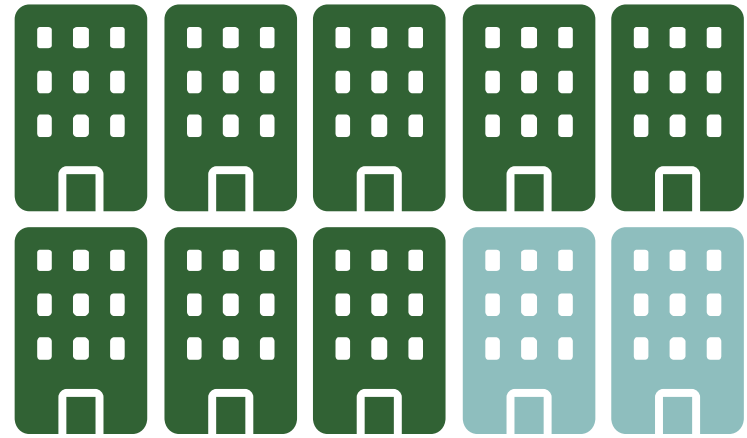


PARTICIPATING STATES & AGENCIES

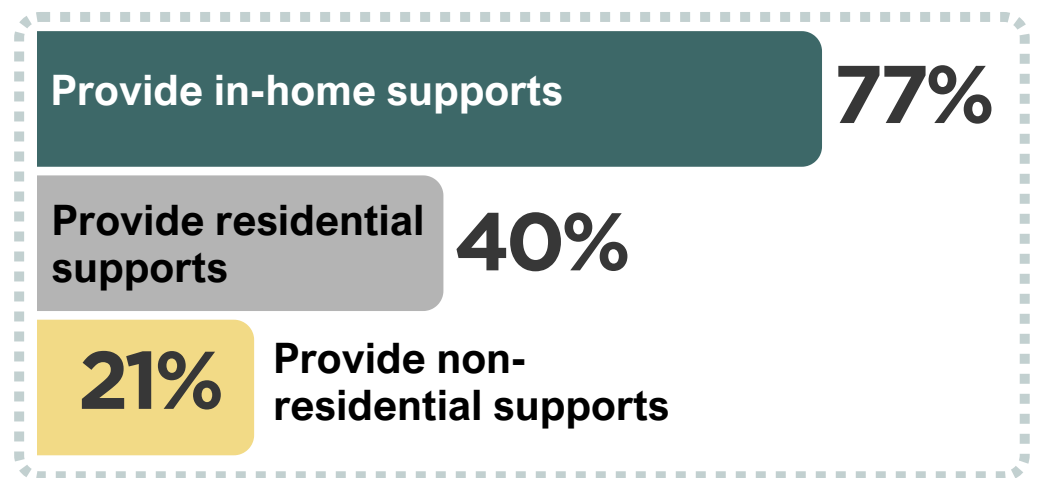
More than **100,631** DSWs with **966** provider agencies in **7** states



AGENCY CHARACTERISTICS



8 out of 10 agencies (**80%**) are private for-profit businesses



TURNOVER AND TENURE



70% of DSWs who left their employer had been employed for one year or less.

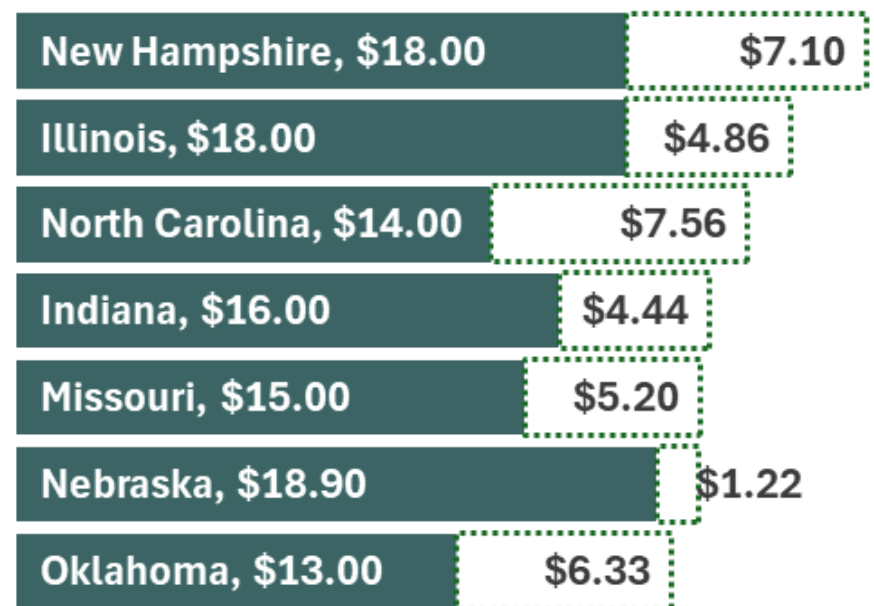
40% of DSWs employed as of Dec 31, 2024 had been employed for two or more years.

18% of agencies report they turned away or stopped accepting referrals due to staffing issues.

WAGES

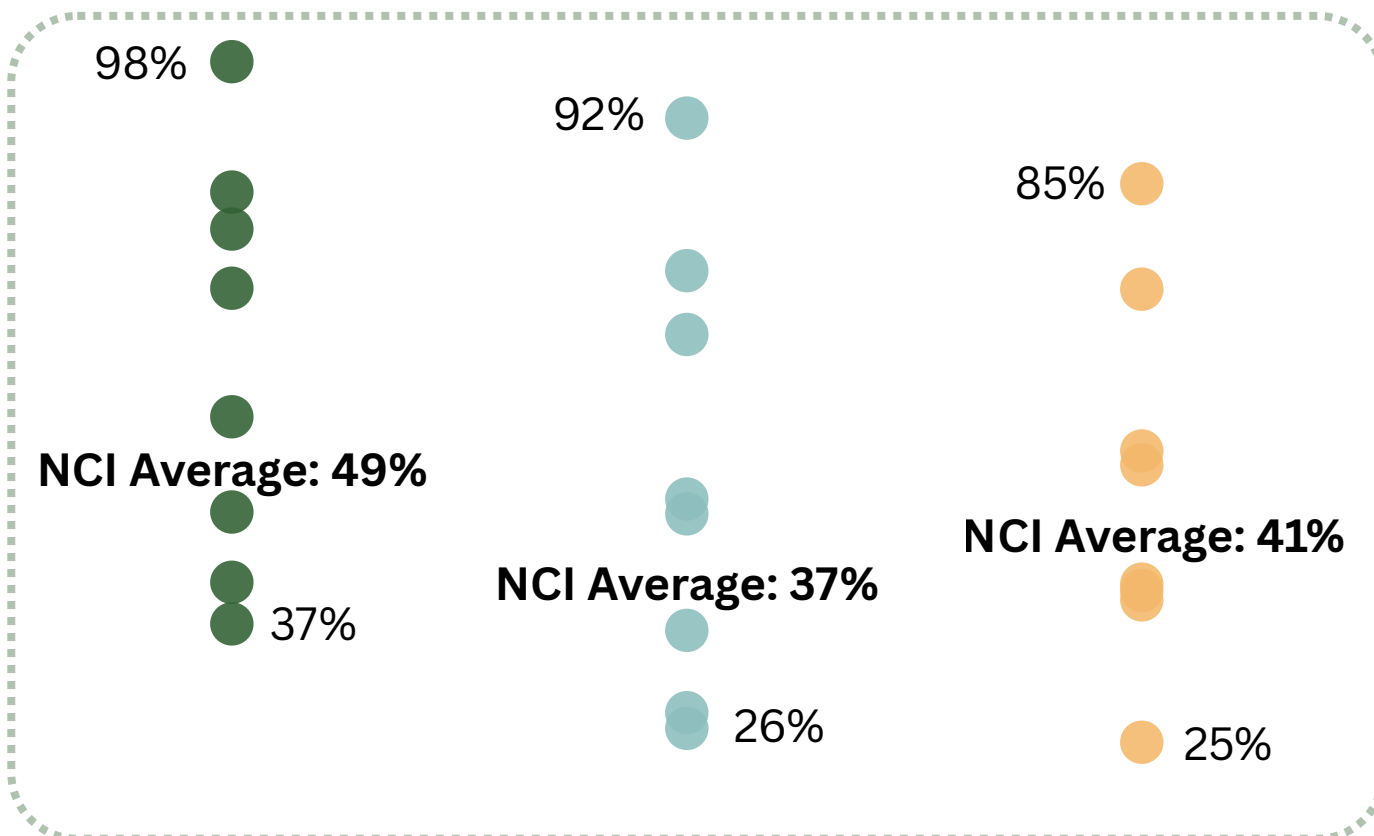
MEDIAN HOURLY WAGE: \$16.00

The graph below shows the median hourly wage and the statewide living wage for one adult in 2024. **No state has median DSW wages above living wage.**



Data on turnover and tenure demonstrate that many DSWs leave employment in the first year. This points to the importance of exploring how benefits, recruitment, and retention practices can address early turnover.

BENEFITS



Agency offers Paid-Time Off to DSWs

Agency offers Health Insurance to DSWs

Agency offers Employer-Sponsored Retirement Plan to DSWs

On average, fewer than half of all agencies report offering paid-time off, health insurance, or employer-sponsored retirement plans to some or all DSWs. However, there is wide variation across states in benefits offered. **These benefits are important to ensure that DSWs have the security and flexibility needed to stay in employment.**

RECRUITMENT & RETENTION

79%

Offer a realistic job preview to candidates

62%

Have employee recognition programs

50%

Offer pay incentive or referral bonus program to current staff

33%

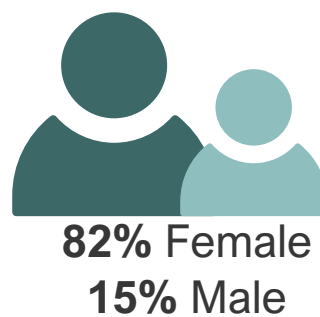
Offer bonuses/raises at key stages of credentialing process

21%

Have DSW ladder to retain highly skilled workers in DSW roles

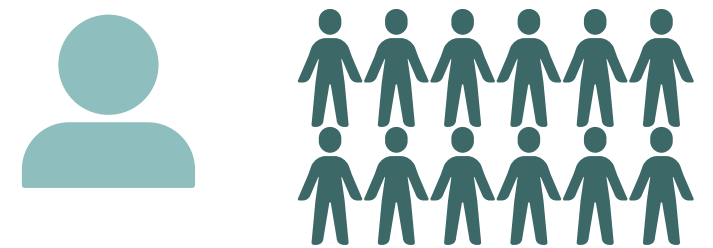
DSW DEMOGRAPHICS

- 49%: Black or African American
- 33%: White
- 4%: Hispanic/Latino
- 3%: Asian
- 1%: American Indian/Alaska Native
- 2%: Other/More than one race
- 9% Don't know



Denominator includes those whose gender is recorded as "don't know"

FRONTLINE SUPERVISORS



Average ratio of 1 frontline supervisor to 12 DSWs

ABOUT THE SURVEY

This survey collects comprehensive data on provider agencies and the **Direct Service Workers (DSW)** providing services to older adults and people with physical disabilities. The goal of the survey is to help states describe their workforce, measure challenges, and monitor improvements. The data presented in this summary represent the weighted NCI-AD average survey results and refer to the period between **Jan. 1, 2024, and Dec. 31, 2024.**