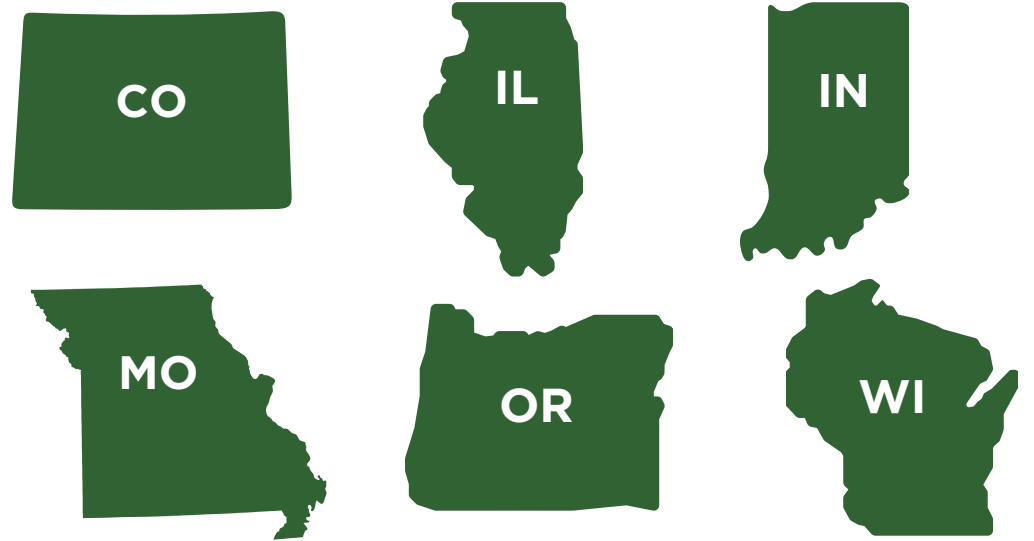


ABOUT THE SURVEY

Since 2022, National Core Indicators® Aging and Disabilities (NCI®-AD) implements the State of the Workforce Aging and Disabilities (SoTW-AD) Survey. The 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, 2023, and Dec. 31, 2023.**

PARTICIPATING STATES & AGENCIES

More than **88,855** DSWs with **1,232** provider agencies in **6** states



AGENCY CHARACTERISTICS



68%

Provide in-home supports



84%

Private for-profit businesses



32%

Report a **more than 10% increase in the number of members of the AD population enrolled in or approved for services**



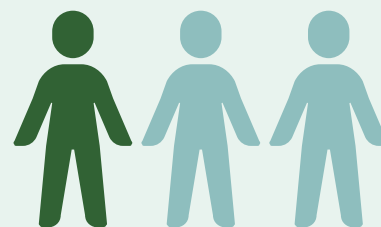
29%

Report they **turned away or stopped accepting referrals due to staffing issues.**

TURNOVER AND TENURE

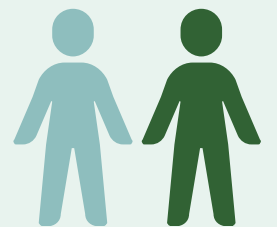


Average **turnover ratio** across states



Just over **1 out of every 3 DSWs (37%)** employed as of Dec 31, 2023 had been working at their provider agency for **2 or more years.**

In contrast, almost **1 out of every 2 DSWs (47%)** who *left* their employer in 2023 had been on staff for **less than 6 months.**



WAGES

\$16.00

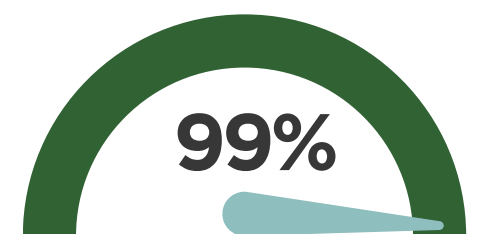
Median **hourly wage** across states

Median *starting* hourly wage

\$15.50



States should be aware of the possibility of wage compression, in which starting wages are increased to compete with other job industries, but wages for existing DSWs are not increased to the same extent.

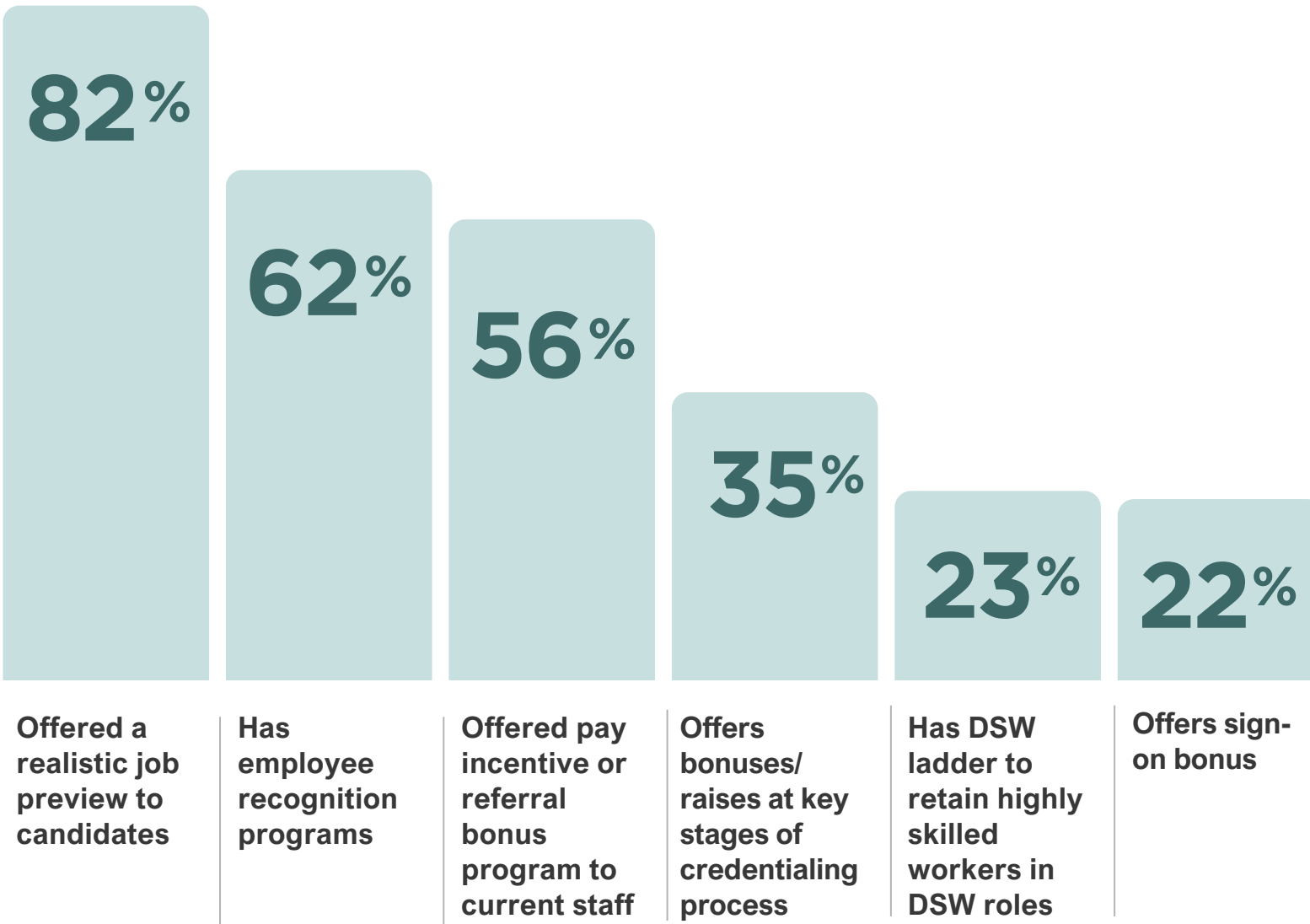


99% of agencies pay median hourly wages that are **more than \$0.50 below living wages** in their state.

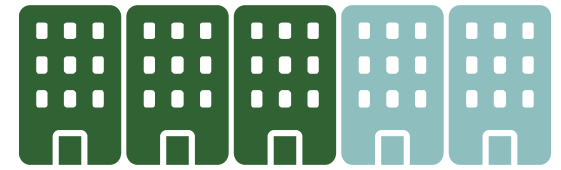
NOTES

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.

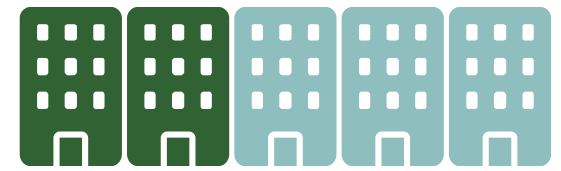
RECRUITMENT & RETENTION



BENEFITS



Almost 3 in 5 agencies (55%) offered paid time off to some or all DSWs

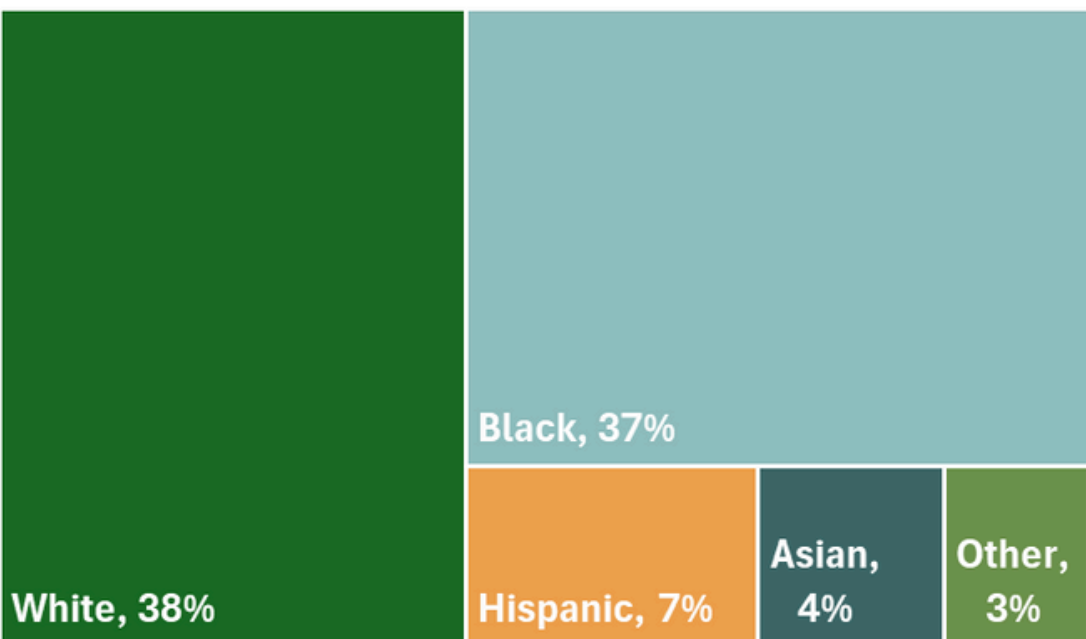


2 in 5 agencies (41%) offered health insurance to some or all DSWs



Almost 2 in 5 agencies (38%) offered an employer sponsored retirement plan to some or all DSWs

DSW DEMOGRAPHICS

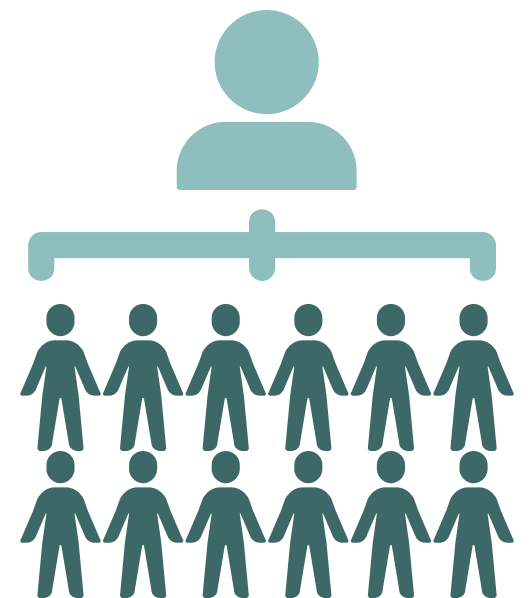


79% Female
17% Male

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

*Other category includes DSWs who are American Indian/Alaskan Native (1%), Pacific Islander (1%) Other (1%) and more than one race/ethnicity (2%). The denominator also includes those whose race/ethnicity is recorded as "don't know."

FRONTLINE SUPERVISORS



Average ratio of 1 frontline supervisor to 12 DSWs