



**SURVEY REPORT**

# NCI STATE *of the* WORKFORCE **2024**

**National Core Indicators® Aging and Disabilities (NCI-AD)**

# Introduction

We are thrilled to release the 2024 NCI State of the Workforce for National Core Indicators® Aging and Disabilities (NCI®-AD) Survey Report. NCI-AD is a collaboration between the ADvancing States, the Human Services Research Institute, and participating state aging and physical disability service systems.

The NCI State of the Workforce for AD Survey collects comprehensive data on provider agencies and the Direct Service Worker (DSW) workforce providing supports to the Aging and Disability population (AD population). The AD population is defined as **older adults and/or individuals with physical disabilities who access publicly funded services in Medicaid waiver programs, Medicaid state plan programs, and/or state-funded programs, and/or older adults served by Older Americans Act programs.**

The goal of the survey and the resulting data is to help states describe their workforce, examine workforce challenges, identify areas for further investigation, benchmark their workforce data, measure improvements made through policy or programmatic changes, and compare their state data to those of other states.

Provider agencies can compare their data to the state averages and examine where they might make changes to improve the stability of their workforce.

We've said this for the past three years, but now it's truer than ever: These data come at a critical time. State human service systems are experiencing challenges to maintaining a workforce to support people to live and thrive in their homes and in the community.

States have made large investments in workforce interventions and initiatives and need data to examine whether money has made its way into the hands of the workers through wages, and ultimately how those investments affected outcomes such as turnover and tenure. Additionally, state systems need information to understand who is in the workforce and how those workers can be supported to continue in DSW work.

The release of the 2024 NCI State of the Workforce for AD Survey data marks a new opportunity for state aging and disabilities agencies, advocates, and researchers to work together to determine the best strategies to address the DSW workforce crisis.

## CONTACT

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# Executive Summary

A total of seven (7) states (Illinois, Indiana, Missouri, Nebraska, New Hampshire, North Carolina, and Oklahoma) participated in the **2024 NCI State of the Workforce for AD Survey**. All told, the responses from **966 provider agencies are included in this report**. The data presented in this report refer to the period between Jan. 1 and Dec. 31, 2024. See [Appendix B](#) for each state's method for identifying eligible provider agencies (sampling method).

The data presented in this Executive Summary represent the Weighted NCI-AD Average Results.

## DEMOGRAPHICS OF DSW WORKFORCE

Across participating states, agencies reported the following average racial/ethnic breakdown of their DSW workforce:

- 48.8% Black or African American
- 32.9% White
- 4.2% Hispanic/Latino/a
- 2.5% Asian

It's important to note, however, that the racial and ethnic makeup of the DSW population varies significantly by state.

Across participating states, agencies reported the following average breakdown of gender identity of their DSW workforce. This also varies significantly by state.

- 82.0% Female
- 15.1% Male
- 3.0% Don't know

## TENURE (LENGTH OF EMPLOYMENT)

Of the DSWs employed by respondents as of Dec. 31, 2024, more than two-fifths (40.6%) had only been employed there for one year or less. And of the DSWs who left employment at responding agencies in

2024, over two-thirds (69.6%) had been employed there for less than one year.

Of the DSWs employed by respondents as of Dec. 31, 2024:

- 19.6% had been employed for less than 6 months
- 21.0% had been employed between 6 and 12 months
- 19.6% had been employed between 12 and 24 months
- 13.0% had been employed between 24 and 36 months
- 26.8% had been employed 36 months or more

Three-fifths (80.1%) of responding providers had at least one DSW separation in 2024. Of the DSWs who left (separated from) employment between Jan. 1 and Dec. 31, 2024:

- 42.9% had been employed for less than 6 months
- 26.7% had been employed between 6 and 12 months
- 14.5% had been employed between 12 and 24 months
- 7.1% had been employed between 24 and 36 months
- 8.8% had been employed 36 months or more

Of those who separated from employment in 2024, 70.4% did so voluntarily. About one-fifth (19.1%) were terminated due to performance issues or violation of agency policy, and 3.6% were laid off. For 6.9% of separations, the separation circumstances were unknown.

**Almost one-fifth of all responding agencies (17.7%) reported having turned away or stopped accepting new service referrals in 2024 due to DSW staffing issues.**

**Of the 3 states that also participated in the 2023 State of the Workforce for AD Survey (Illinois, Indiana, and Missouri), all experienced decreases in the percentage of responding providers who turned away or stopped accepting new service referrals due to DSW staffing issues. See [Appendix E](#) for more information.**

## TURNOVER

Across states, the NCI-AD turnover ratio<sup>1</sup> for DSWs in 2024 ranged from 28.1% to 51.3%; the weighted average turnover ratio was 45.1%.

**Of the 3 states that also participated in the 2023 State of the Workforce for AD Survey (Illinois, Indiana, and Missouri), only Illinois experienced a decrease in the turnover ratio in 2024. See [Appendix E](#) for more information.**

**The 2024 NCI State of the Workforce for IDD turnover ratio was 37.1% in 2024.**

## VACANCY RATES

Among responding provider agencies who distinguish between full-time and part-time DSW positions (60.5%), vacancy rates<sup>2</sup> for full-time positions ranged from 5.5% to 12.5% with an NCI-AD Average of 7.1%. Vacancy rates for part-time positions ranged from 5.2% to 11.1% with an NCI-AD Average of 7.8%.

## SERVICES AND AGENCY TYPES

Of the responding agencies:

- **39.9% provided residential supports** — such as community-based group homes, supported living services, or ICF/ID homes.
- **77.1% provided in-home supports** — such as homemaker/personal care services, in-home habilitation, and in-home respite.
- **21.3% provided non-residential supports** — such as day supports, community support programs, community-based employment supports, facility-based employment supports, or out-of-home habilitation.

Over four-fifths (80.3%) of responding agencies identified as **private for-profit organizations**. Amongst participating states, this ranged from 48.0% to 87.3%. About one-tenth (13.7%) of responding agencies

identified as **private nonprofit organizations**, 6.9% identified as **state/local government run** and 0.7% identified as an **other governmental entity**.

## WAGES

Across all service types, responding agencies paid a **median hourly wage of \$16.00**. In the 2024 NCI State of the Workforce for IDD Survey,<sup>2</sup> the median hourly wage was \$18.39.

**Of the 3 states that also participated in the 2023 State of the Workforce for AD Survey (Illinois, Indiana and Missouri), all saw median hourly wages increase by \$0.50 or more.**

The median hourly *starting wage* across all service types was \$15.00/hr. in 2024.

## BENEFITS

Almost half, 49.4%, of responding agencies offer some form of paid time off to employees.

Among the responding agencies, 36.6% offered health insurance to some or all DSWs.

## RECRUITMENT AND RETENTION

More than three-quarters (78.6%) of respondents reported offering a realistic job preview to candidates, and 49.5% reported offering a pay incentive or referral bonus program.

## FRONTLINE SUPERVISORS

Across participating states, there was an average ratio of 12 DSWs to 1 frontline supervisor.

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<sup>1</sup> The turnover ratio in this report is a point-in-time indicator. The denominator (total number of employed DSWs at each agency) is taken from a specific point in time: Dec. 31, 2024.

<sup>2</sup> These are point-in-time vacancy rates, not averages across the year.

# Table of Contents

What is the NCI State of the Workforce for Aging and Disabilities Survey? .....	1
Response Rates .....	3
Weights .....	4
Characteristics of Responding Agencies .....	5
Numbers of DSWs on payroll between Jan. 1 and Dec. 31, 2024 .....	6
DSW Demographics .....	9
Supports Provided and Number of the AD Population Receiving Services as of Dec. 31, 2024 .....	10
Turnover Ratio .....	13
Tenure (Length of Employment) of DSWs .....	14
Separations .....	15
Full-time and Part-time Workforce .....	17
Vacancy Rates .....	19
Hourly Wages .....	20
Bonuses .....	29
Benefits .....	30
Recruitment and Retention .....	38
Frontline Supervisors .....	41
Appendix A: What can states do with their data? .....	43
Appendix B: Sampling Methods as Reported by States .....	44
Appendix C: Comparable Wage Tables .....	46
Appendix D: 2024 Living Wage Table by State .....	48
Appendix E: Selected Data from State of the Workforce in 2024 Compared to State of the Workforce in 2023 .....	49
Appendix F: Instructions Provided to Survey Respondents .....	50

# What is the NCI State of the Workforce for Aging and Disabilities Survey?

Using the NCI State of the Workforce for National Core Indicators-Aging and Disabilities (NCI-AD) Survey (NCI State of the Workforce for AD Survey), NCI-AD works with member states to collect comprehensive data on the workforce of Direct Service Workers (DSWs) who provide direct care and support to **“the AD population:” older adults and/or individuals with physical disabilities who access publicly funded services in Medicaid waiver programs, Medicaid state plan programs, and/or state-funded programs, and/or older adults served by Older Americans Act programs.**

## HOW IS THE SURVEY ADMINISTERED?

NCI-AD member states that choose to participate in the State of the Workforce Survey provide a list of all provider agencies in the state that provide direct support to the AD population. This list includes the name of the agency and email contact at the agency.

This list is uploaded to an online portal—the State of the Workforce Portal. Using the portal, the state can email a survey invitation with a unique link so that each agency can access the survey online. The state manages the survey response and corrects inaccurate contact information.

## FOR THE PURPOSES OF THIS SURVEY, WHAT IS A DSW?

This survey asks about people employed as **Direct Service Workers (DSWs)**. This includes all paid workers whose primary job responsibility is direct support and for whom the responding agency defines wages and benefits directly. DSWs’ primary responsibilities are some or all the following **direct care and support tasks**:

- Help person maintain independence
- Provide personal assistance with activities of daily living (ADLs) such as personal hygiene, grooming, dressing, toileting, transferring (mobility), and eating
- Basic clinical tasks such as monitoring vital signs, helping with prescribed exercises, or administering medications
- Assistance with housekeeping, grocery shopping, and cooking
- Accompanying person to doctor appointments or other errands
- Companionship
- Support in community engagement activities
- Support in day centers or other day activities
- Respite support

These workers are considered DSWs and are included in the data provided for this survey:

- Paid staff whose primary job responsibility is to provide support to the AD population in the form of the above listed direct care and support tasks.
- DSWs for whom the responding agency defines wages and benefits directly. DSWs who exclusively support people who are self-directing their services are not included in this report.
- Certified Nursing Assistants (CNAs) if the nursing care they provide is basic (e.g., monitoring vital signs, applying or changing bandages, cleaning wounds, keeping records of health, helping with prescribed exercises or administering medications).
- Any paid staff who spend at least 50% of their hours doing direct care and support tasks.
- Any paid staff with some supervisory responsibilities—but only if more than 50% of their hours are spent doing direct care tasks.

Unless otherwise noted, all NCI-AD Averages (“NCI-AD Avg.”) in this report are weighted. • N = the number of provider agencies that responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, which are associated with larger margins of error. States with Ns of three or fewer have been suppressed. • Caution is advised in comparing weighted NCI-AD averages across years for two reasons: 1) participating states vary one year to the next; and 2) states’ response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See “Cross-Year Comparisons” in the “Weights” section for details. • Data only include DSWs on agency payroll. Does not include DSWs hired through a temp agency, contract DSWs, 1099 DSWs, On-Call or PRN DSWs or a primary host-home/foster-care provider.

- **Host/foster/family home arrangements:** DSWs are those workers providing direct support who are employed and work in addition to the primary shared living/foster care provider.

The following types of workers are **not** considered DSWs and are **not** included in this report:

- Clinically licensed staff (therapists, registered nurses, licensed practical nurses (LPNs), social workers, psychologists, etc.)
- Behavior specialists, behavior technicians or behavior clinicians (BCBA)
- DSWs that exclusively work in nursing homes
- Those who **only** provide transportation, home modifications, and/or meal delivery
- Contract or 1099 workers
- On-call or PRN workers (there is one survey question that addresses this workforce)
- Staff hired through a temporary personnel agency
- DSWs who are exclusively supporting people who are self-directing their services
- Primary host/foster/family home providers
- Admin staff or supervisory staff, unless they spend 50% or more of their time doing direct support work

## NOTES ABOUT THE SURVEY RESULTS

- When comparing results from year to year, please keep in mind that the **survey questions may have changed**.
- **Weighting** affects the NCI-AD averages but does not affect state data (see section on “Weights” for more information).
- **Consider the Ns** (number of responding provider agencies for each question); these vary by state and by question.

## UNDERSTANDING KEY TERMS

In this report, you’ll see the following statistics. These brief explanations are intended to help you interpret them:

What is a **MEAN**? The mean (also known as arithmetic average) is the sum of all data entries divided by the number of entries. For example, to calculate the mean points per game by a basketball player, one adds up all the points made and divides the result by the number of games played.

What is a **MEDIAN**? The median is the value that separates the upper half of a dataset from the lower half. It can be thought of as the “middle” value. Compared to the mean, the median is less influenced by outliers (extreme values that lie far outside the pattern established by the rest of the data). Because of this, the median is sometimes a better measure of a “typical” value.

What is **STANDARD DEVIATION**? Standard deviation is a measure of how widely the data points spread. A low standard deviation indicates that the data points tend to be close to the mean; a high standard deviation indicates that the data points are more spread.

What is **MARGIN OF ERROR**? Margin of error is used to demonstrate the relative confidence one can have that the data will accurately represent the total population. For example, if the final sample from State A has a margin of error of 5% (and a 95% confidence level), you can say that 95% of the time, the statistics from the sample are within 5 percentage points of the statistics for the total population in the state. A bigger margin of error means the results are less certain.

## RESPONSE RATES

SEE [APPENDIX B](#) FOR MORE INFORMATION ON EACH STATE'S SAMPLE.

### Number of Responses and Response Rates

A total of 966 surveys were included in this report. However, not every respondent answered every question, so we provide a 'Number of Responses' (N) figure for each state on each question.

If no questions were answered, surveys were considered invalid; They were still included in the denominator when calculating the response rate.

Surveys were deleted from the dataset, considered ineligible for analysis, and excluded from the denominator when calculating the response rate if:

- The provider agency reported that it did not provide any of the targeted service types.
- The provider agency reported that it did not employ DSWs.
- The provider agency had not been in operation for six continuous months in 2024.
- The provider agency indicated that it only uses contract DSWs and/or 1099 DSWs (and therefore does not have any DSWs on payroll).

State	Valid responses <sup>3</sup>	Total pop <sup>4,5</sup>	Response rate	Margin of error <sup>6,7,8</sup>	DSWs on payroll as of Dec. 31, 2024 at responding agencies <sup>9</sup>
ILLINOIS	123	255	48.2%	6.37%	65844
INDIANA	335	1134	29.5%	4.50%	15764
MISSOURI	196	827	23.7%	6.12%	6980
NEBRASKA	53	133	39.8%	10.48%	794
NEW HAMPSHIRE	35	117	29.9%	13.93%	1859
NORTH CAROLINA	199	1449	13.7%	6.45%	6521
OKLAHOMA	25	116	21.6%	17.44%	2869
<b>Total</b>	966	4031	--	--	100631

<sup>3</sup> Based on a variety of factors, states determined their total provider populations in different ways. Some states included all sites as separate providers, some states included all Medicaid numbers as different providers, while some states only included multiple-site providers only once (and asked those providers to respond regarding all sites in one survey).

<sup>4</sup> Based on a variety of factors, states determined their total provider populations in different ways. Some states included all sites as separate providers, some states included all Medicaid numbers as different providers, while some states only included multiple-site providers only once (and asked those providers to respond regarding all sites in one survey).

<sup>5</sup> Total number of eligible providers in the state. If a provider did not answer any questions in the survey, left blank the question about number of DSWs, or left blank the question about types of services provided, the provider was assumed to be eligible and thus included in the "total population" (and the denominator when calculating the response rate).

<sup>6</sup> Margin of error for sample based on valid responses and "total population."

<sup>7</sup> Assuming 50% response distribution.

<sup>8</sup> Calculated using <http://www.raosoft.com/samplesize.html>

<sup>9</sup> Includes all responding agencies, even if tenure of DSWs was not reported.

Unless otherwise noted, all NCI-AD Averages ("NCI-AD Avg.") in this report are weighted. • N = the number of provider agencies that responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, which are associated with larger margins of error. States with Ns of three or fewer have been suppressed. • Caution is advised in comparing weighted NCI-AD averages across years for two reasons: 1) participating states vary one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for details. • Data only include DSWs on agency payroll. Does not include DSWs hired through a temp agency, contract DSWs, 1099 DSWs, On-Call or PRN DSWs or a primary host-home/foster-care provider.

## WEIGHTS

### Using Weights to Calculate Overall NCI-AD Results

The 2024 NCI-AD State of the Workforce data show cross-state data weighted by each state's margin of error.

#### *What does this mean?*

- The data from states with lower margins of error contribute more weight to the NCI-AD-wide results (for example, the Average, or Median). States with higher margins of error have less effect on the overall NCI-AD-wide results.

#### *Why do this?*

- States vary in terms of the proportion of providers that submit complete survey responses. This variability affects how confident we can be that the results of the survey are representative of the state. The state's margin of error reflects this.
- The margin of error calculation comes from the number of valid responses and the total number of agencies in the state eligible for the survey, regardless of whether they received and/or completed the survey. The higher the margin of error, the less confident we can be that the results are representative of the entire state. We calculated the margin of error using a 95% confidence level.
- In calculating the NCI-AD-wide results, this approach has been demonstrated to account for the difference among states in how well their sample represents their entire population of provider agencies.
- **This weight does not affect state-specific results.**

**Unless otherwise noted, all NCI-AD Averages, Medians, and Standard Deviations in this report are weighted.**

## CHARACTERISTICS OF RESPONDING AGENCIES

Table 1. Does your agency ONLY support the AD population?

State	Yes	No	N
ILLINOIS	70.5%	29.5%	122
INDIANA	71.0%	29.0%	335
MISSOURI	68.4%	31.6%	196
NEBRASKA	23.1%	76.9%	52
NEW HAMPSHIRE	41.2%	58.8%	34
NORTH CAROLINA	42.7%	57.3%	199
OKLAHOMA	76.0%	24.0%	25
NCI-AD Average	<b>63.3%</b>	<b>36.7%</b>	<b>963</b>

Table 2. If your agency also provides supports to other populations, can you isolate out and report separately on the wage information, vacancy rates, benefits of DSWs who work exclusively with the AD population?

State	Yes <sup>10</sup>	No <sup>11</sup>	N
ILLINOIS	78.8%	21.2%	33
INDIANA	47.4%	52.6%	95
MISSOURI	63.3%	36.7%	60
NEBRASKA	25.6%	74.4%	39
NEW HAMPSHIRE	42.1%	57.9%	19
NORTH CAROLINA	44.1%	55.9%	111
OKLAHOMA	33.3%	66.7%	6
NCI-AD Average	<b>50.3%</b>	<b>49.7%</b>	<b>363</b>

<sup>10</sup> If an agency was able to report separately on the DSWs providing support to the AD population, they were instructed to report on that population for the remainder of the survey.

<sup>11</sup> If an agency was unable to report separately on the DSW workforce providing support to the AD population, they were asked to continue with the survey and report on all DSWs.

## NUMBERS OF DSWs ON PAYROLL BETWEEN JAN. 1 AND DEC. 31, 2024

Table 3. *How many DSWs providing support for the AD population were on your payroll as of Jan. 1, 2024?*<sup>12</sup>

State	0-20 DSWs <sup>13</sup>	21-40 DSWs	41-60 DSWs	61+ DSWs	Mean # of DSWs	Std. deviation	Median # of DSWs	N
ILLINOIS <sup>13</sup>	38.8%	7.4%	8.3%	45.5%	494.31	2168.78	55.00	121
INDIANA	60.0%	18.5%	6.0%	15.5%	41.81	99.33	15.00	335
MISSOURI	67.2%	19.0%	5.1%	8.7%	56.13	344.58	13.00	195
NEBRASKA	77.4%	13.2%	7.5%	1.9%	14.87	14.99	10.00	53
NEW HAMPSHIRE	52.9%	14.7%	8.8%	23.5%	79.00	236.76	17.50	34
NORTH CAROLINA	51.3%	23.6%	14.6%	10.6%	31.97	60.26	20.00	199
OKLAHOMA	8.7%	21.7%	17.4%	52.2%	102.26	110.34	63.00	23
NCI-AD Average	<b>57.3%</b>	<b>18.1%</b>	<b>7.9%</b>	<b>16.7%</b>	<b>95.03</b>	<b>768.78</b>	<b>16.00</b>	<b>960</b>

Table 4. *How many DSWs providing support for the AD population were on your payroll as of Dec. 31, 2024?*<sup>14</sup>

State	1-20 DSWs	21-40 DSWs	41-60 DSWs	61+ DSWs	Mean # of DSWs	Std. deviation	Median # of DSWs	N
ILLINOIS <sup>13</sup>	29.3%	13.0%	8.9%	48.8%	535.32	2311.03	59.00	123
INDIANA	57.0%	20.0%	6.6%	16.4%	47.06	118.46	17.00	335
MISSOURI	67.3%	16.8%	6.1%	9.7%	35.61	132.56	12.00	196
NEBRASKA	79.2%	13.2%	5.7%	1.9%	14.98	15.00	11.00	53
NEW HAMPSHIRE	51.4%	8.6%	8.6%	31.4%	53.11	66.85	20.00	35
NORTH CAROLINA	48.7%	27.6%	15.1%	8.5%	32.77	62.16	21.00	199
OKLAHOMA	4.0%	20.0%	16.0%	60.0%	114.76	119.79	74.00	25
NCI-AD Average	<b>54.4%</b>	<b>19.6%</b>	<b>8.4%</b>	<b>17.6%</b>	<b>98.79</b>	<b>811.18</b>	<b>19.00</b>	<b>966</b>

<sup>12</sup> For large agencies with multiple sites, some states included all sites as separate providers; some states only included multiple-site providers only once (all sites in one survey).

<sup>13</sup> Table includes 38 cases that indicated that they had zero (0) DSWs on payroll on Jan. 1, 2024.

<sup>14</sup> Based on a variety of factors, states determined their total provider populations in different ways. For large agencies with multiple sites, some states included all sites as separate providers while some states only included multiple-site providers only once (and asked those providers to respond regarding all sites in one survey).

**Table 5. Percentage of agencies that reported changes over 10% in number of DSWs on payroll from Jan. 1 to Dec. 31, 2024**

State	Number of DSWs increased more than 10% from Jan to Dec 2024	Number of DSWs stayed within + or - 10% of same from Jan to Dec 2024	Number of DSWs decreased more than 10% from Jan to Dec 2024	N
ILLINOIS	45.5%	46.3%	8.3%	121
INDIANA	31.9%	48.1%	20.0%	335
MISSOURI	30.3%	47.7%	22.1%	195
NEBRASKA	17.0%	60.4%	22.6%	53
NEW HAMPSHIRE	35.3%	35.3%	29.4%	34
NORTH CAROLINA	18.1%	67.3%	14.6%	199
OKLAHOMA	43.5%	52.2%	4.3%	23
NCI-AD Average	<b>30.3%</b>	<b>51.6%</b>	<b>18.1%</b>	<b>960</b>

**Table 6. How many members of the AD population were enrolled in or approved for residential, in-home, and/or non-residential services from your agency on Jan. 1, 2024? (Percentage of responding agencies with people enrolled in or approved for residential, in-home and/or non-residential services<sup>15</sup>)**

State	0 people	1-10 people	11-20 people	21-50 people	51-99 people	100-499 people	500-999 people	1000+ people	Mean # of people <sup>16</sup>	Std. deviation	Median # of people <sup>9</sup>	N
ILLINOIS	10.9%	18.5%	5.9%	9.2%	14.3%	26.1%	7.6%	7.6%	747.43	3851.00	63.00	119
INDIANA	8.9%	34.2%	15.4%	20.6%	8.6%	10.8%	0.9%	0.6%	49.94	123.17	14.00	325
MISSOURI	2.6%	31.6%	18.4%	26.5%	9.2%	11.2%	0.0%	0.5%	48.83	126.67	20.00	196
NEBRASKA	20.8%	43.4%	11.3%	9.4%	11.3%	3.8%	0.0%	0.0%	19.58	31.75	7.00	53
NEW HAMPSHIRE	3.0%	15.2%	18.2%	21.2%	9.1%	27.3%	6.1%	0.0%	139.91	216.37	40.00	33
NORTH CAROLINA	6.7%	29.4%	14.9%	24.2%	17.5%	7.2%	0.0%	0.0%	34.87	41.01	19.50	194
OKLAHOMA	0.0%	4.0%	8.0%	32.0%	36.0%	20.0%	0.0%	0.0%	68.28	56.66	59.00	25
NCI-AD Average	7.7%	30.7%	14.6%	20.9%	11.4%	12.1%	1.4%	1.2%	127.93	1330.98	18.00	945

<sup>15</sup> Table includes 72 agencies that reported serving zero (0) people from the AD population on Jan. 1, 2024.

<sup>16</sup> Enrolled in or approved for residential, in-home, and/or non-residential services.

Unless otherwise noted, all NCI-AD Averages (“NCI-AD Avg.”) in this report are weighted. • N = the number of provider agencies that responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, which are associated with larger margins of error. States with Ns of three or fewer have been suppressed. • Caution is advised in comparing weighted NCI-AD averages across years for two reasons: 1) participating states vary one year to the next; and 2) states’ response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See “Cross-Year Comparisons” in the “Weights” section for details. • Data only include DSWs on agency payroll. Does not include DSWs hired through a temp agency, contract DSWs, 1099 DSWs, On-Call or PRN DSWs or a primary host-home/foster-care provider.

**Table 7. How many members of the AD population were enrolled in or approved for<sup>17</sup> residential, in-home, and/or non-residential services from your agency on Dec. 31, 2024? (Percentage of responding agencies with people enrolled in or approved for residential, in-home and/or non-residential services)**

State	0 people <sup>18</sup>	1-10 people	11-20 people	21-50 people	51-99 people	100-499 people	500-999 people	1000+ people	Mean # of people	Std. deviation	Median # of people <sup>19</sup>	N
ILLINOIS	3.3%	16.7%	11.7%	11.7%	13.3%	28.3%	7.5%	7.5%	750.03	3776.84	76.00	120
INDIANA	5.2%	36.6%	18.0%	19.5%	9.1%	10.4%	0.6%	0.6%	49.98	132.94	15.00	328
MISSOURI	2.6%	30.1%	18.9%	27.6%	8.7%	11.7%	0.0%	0.5%	49.37	138.13	20.00	196
NEBRASKA	23.1%	42.3%	9.6%	11.5%	9.6%	3.8%	0.0%	0.0%	19.15	32.61	7.00	52
NEW HAMPSHIRE	0.0%	15.2%	18.2%	21.2%	9.1%	27.3%	9.1%	0.0%	165.36	232.86	41.00	33
NORTH CAROLINA	4.6%	26.8%	13.9%	31.4%	14.4%	8.8%	0.0%	0.0%	36.76	40.97	24.00	194
OKLAHOMA	0.0%	4.0%	8.0%	28.0%	40.0%	20.0%	0.0%	0.0%	70.44	58.12	59.00	25
NCI-AD Average	4.8%	30.8%	16.3%	22.2%	10.8%	12.6%	1.3%	1.2%	129.42	1309.57	20.00	948

**Table 8. Percentage of agencies that reported changes of more than 10% in number of members of the AD population enrolled or approved for services between Jan. 1 and Dec. 31, 2024<sup>20</sup>**

State	Number <sup>21</sup> increased by more than 10% from Jan to Dec 2024	Number stayed within 10% above or below between Jan to Dec 2024	Number decreased by more than 10% from Jan to Dec 2024	N
ILLINOIS	40.3%	44.5%	15.1%	119
INDIANA	26.8%	45.2%	28.0%	325
MISSOURI	27.0%	52.0%	20.9%	196
NEBRASKA	23.1%	61.5%	15.4%	52
NEW HAMPSHIRE	30.3%	48.5%	21.2%	33
NORTH CAROLINA	22.8%	59.1%	18.1%	193
OKLAHOMA	8.0%	88.0%	4.0%	25
NCI-AD Average	<b>27.4%</b>	<b>50.0%</b>	<b>22.6%</b>	<b>943</b>

<sup>17</sup> This wording aims to capture people who were enrolled or approved for services but who may not have been receiving services.

<sup>18</sup> 47 agencies reported providing supports to zero (0) people on Dec. 31, 2024. Those agencies are included in this table.

<sup>19</sup> Enrolled in or approved for residential, in-home, and/or non-residential services.

<sup>20</sup> Table includes 26 agencies that reported serving zero (0) people from the AD population on Jan. 1, 2024, and also reported serving 0 people from the AD population on Dec 31, 2024.

<sup>21</sup> Number of people from the AD population enrolled in or approved for services.

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## DSW DEMOGRAPHICS

Table 9. *Within all reporting agencies in the state, the average percent of DSWs on the payroll as of Dec. 31, 2024, identifying as each race/ethnicity*

State	American Indian or Alaska Native	Asian <sup>22</sup>	Black or African American	Pacific Islander <sup>23</sup>	White	Hispanic/Latino/a <sup>24</sup>	More than one race/ethnicity	Other	Don't know	N
ILLINOIS	0.3%	12.2%	44.9%	0.5%	23.6%	12.2%	1.1%	0.9%	4.3%	119
INDIANA	1.0%	1.4%	52.5%	0.0%	30.7%	3.0%	1.6%	0.6%	9.2%	325
MISSOURI	0.3%	1.5%	51.8%	0.1%	38.2%	2.0%	1.2%	0.4%	4.6%	193
NEBRASKA	0.4%	1.3%	6.3%	1.5%	71.7%	9.2%	1.0%	0.1%	8.6%	52
NEW HAMPSHIRE	2.7%	2.4%	5.0%	0.2%	65.6%	2.7%	0.3%	0.2%	20.8%	34
NORTH CAROLINA	1.6%	0.6%	51.4%	0.1%	29.0%	3.7%	1.0%	0.3%	12.4%	181
OKLAHOMA	9.6%	0.5%	16.0%	4.9%	36.5%	2.8%	3.0%	0.2%	26.5%	23
NCI-AD Average	1.0%	2.5%	48.8%	0.2%	32.9%	4.2%	1.3%	0.5%	8.6%	927

Table 10. *Of all reporting agencies in the state, the average percent of DSWs on the payroll as of Dec. 31, 2024, identifying as each gender identity*

State	Male	Female	Don't know	N
ILLINOIS	17.6%	81.4%	0.9%	118
INDIANA	16.7%	79.3%	4.0%	330
MISSOURI	14.9%	84.4%	0.7%	195
NEBRASKA	7.4%	92.6%	0.0%	53
NEW HAMPSHIRE	11.1%	82.9%	5.9%	34
NORTH CAROLINA	11.0%	85.2%	3.9%	184
OKLAHOMA	18.9%	64.4%	16.7%	24
NCI-AD Average	15.1%	82.0%	3.0%	938

<sup>22</sup> Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese, or Other Asian.

<sup>23</sup> Native Hawaiian, Guamanian or Chamorro, Samoan, or Other Pacific Islander.

<sup>24</sup> Mexican, Mexican American, Chicano, Puerto Rican, Cuban, or Other Spanish/Hispanic/Latino/a.

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## SUPPORTS PROVIDED AND NUMBER OF THE AD POPULATION RECEIVING SERVICES AS OF DEC. 31, 2024

**In-home Supports** are supports provided to a person in a home or apartment that is not owned or operated by the agency. This includes:

- *Supports provided to a person in their own private home or apartment, or a private home/apartment they live in with their family (only if their home or apartment is not owned or operated by the agency).*
- *Respite services provided to a person in their own private home or apartment, or a private home/apartment they live in with their family (only if their home or apartment is not owned or operated by the agency).*
- *This category can include homemaker/personal care services or companionship services.*

**Residential Supports** are supports provided to a person in a home or apartment that is owned or operated by the agency. **Note:** Residential supports include residential services delivered to people who DO NOT live in their family's home or their own private home/apartment which they rent or own. If the service recipient holds a lease with the provider agency, this is considered a residential support or service. Nursing homes are not included. Residential supports include:

- *24-hour supports such as Assisted Living.*
- *Host home or foster home services.*
- *Residential respite.*

**Non-residential Supports** are supports provided in a day program, community program, or work setting. This includes:

- *Adult day services.*
- *Community supports such as supports provided to assist a person to participate in community activities.*
- *Skills training or skills development to support a person to self-sustain in the community.*

**Table 11. Number of service types provided — residential, in-home, and/or non-residential<sup>25</sup>**

State	1 Type	2 Types	All 3 Types	N
ILLINOIS	68.3%	24.4%	7.3%	123
INDIANA	63.2%	24.6%	12.3%	334
MISSOURI	78.1%	20.4%	1.5%	196
NEBRASKA	86.8%	9.4%	3.8%	53
NEW HAMPSHIRE	71.4%	14.3%	14.3%	35
NORTH CAROLINA	77.9%	18.1%	4.0%	199
OKLAHOMA	8.0%	32.0%	60.0%	25
NCI-AD Average	<b>69.8%</b>	<b>22.0%</b>	<b>8.3%</b>	<b>965</b>

**Table 12. Does your agency provide residential, in-home and/or non-residential supports to the AD population as of Dec. 31, 2024<sup>26</sup>? (Categories are not mutually exclusive)**

State	Provides In-home Supports	Provides Residential Supports	Provides Non-residential Supports	N
ILLINOIS	90.2%	23.6%	25.2%	123
INDIANA	90.7%	33.7%	24.2%	335
MISSOURI	75.0%	27.0%	21.4%	196
NEBRASKA	3.8%	98.1%	15.1%	53
NEW HAMPSHIRE	60.0%	57.1%	25.7%	35
NORTH CAROLINA	51.3%	64.8%	10.1%	199
OKLAHOMA	88.0%	92.0%	72.0%	25
NCI-AD Average	<b>77.1%</b>	<b>39.9%</b>	<b>21.3%</b>	<b>966</b>

<sup>25</sup> Missing data for a service type was treated as 'Does not provide this type' for this calculation. Agencies that did not report providing at least one service type were excluded from this table (1)

<sup>26</sup> Notes: Missing data for a service type was treated as 'Does not provide this type' for this calculation.

**Table 13. Percentage of agencies that turned away or stopped accepting new service referrals in 2024 due to DSW staffing issues**

State	Percent	N
ILLINOIS	7.3%	123
INDIANA	15.0%	334
MISSOURI	29.2%	195
NEBRASKA	3.8%	53
NEW HAMPSHIRE	42.9%	35
NORTH CAROLINA	19.1%	199
OKLAHOMA	20.0%	25
<b>NCI-AD Average</b>	<b>17.7%</b>	<b>964</b>

**Table 14. Agency Type**

State	Private for-profit agency	Private nonprofit agency	State/county government	Other government	N
ILLINOIS	75.6%	23.6%	2.4%	0.0%	123
INDIANA	83.4%	9.9%	8.0%	1.0%	314
MISSOURI	78.1%	14.6%	8.9%	0.0%	192
NEBRASKA	49.1%	28.3%	15.1%	7.5%	53
NEW HAMPSHIRE	54.3%	45.7%	0.0%	2.9%	35
NORTH CAROLINA	87.3%	8.6%	5.1%	0.0%	197
OKLAHOMA	48.0%	52.0%	0.0%	0.0%	25
<b>NCI-AD Average</b>	<b>80.3%</b>	<b>13.7%</b>	<b>6.9%</b>	<b>0.7%</b>	<b>939</b>

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## TURNOVER RATIO

Each agency’s turnover ratio is calculated as:

*(Total separated DSWs in past year) divided by (Total DSWs on payroll as of Dec. 31, 2024).*

The state turnover ratio is an average of the turnover ratios of agencies in each state.

The turnover ratio in this report is a point-in-time indicator. The denominator (Total DSWs on payroll at each agency) is taken from a specific point in time: Dec. 31, 2024. It differs from turnover rate calculations that use the average number of people employed at each agency across 12 months as the denominator.

Some agencies reported turnover ratios that exceeded 100%. This means that the number of DSWs that separated from the agency payroll in 2024 was greater than the number of DSWs employed as of Dec. 31, 2024.

High turnover may be related to a number of factors, including agency downsizing (reducing the number of people served or closing sites).

**Table 15. Turnover Ratios<sup>27</sup> for DSWs in 2024 (as of Dec. 31, 2024)**

State	Mean	Median	Std. Deviation	Minimum	Maximum	N
ILLINOIS	28.1%	18.5%	34.0%	0.0%	200.0%	118
INDIANA	46.4%	28.6%	56.8%	0.0%	400.0%	329
MISSOURI	46.3%	32.5%	52.7%	0.0%	350.0%	192
NEBRASKA	47.7%	21.8%	56.0%	0.0%	223.8%	52
NEW HAMPSHIRE	46.0%	40.0%	43.1%	0.0%	220.0%	34
NORTH CAROLINA	51.3%	30.0%	66.4%	0.0%	400.0%	184
OKLAHOMA	42.9%	30.6%	27.1%	3.0%	97.1%	23
<b>NCI-AD Average</b>	<b>45.1%</b>	<b>28.6%</b>	<b>55.7%</b>	<b>0.0%</b>	<b>400.0%</b>	<b>932</b>

<sup>27</sup> This is called a *Turnover Ratio* to better distinguish it from calculations that use different denominators. Agencies were included if they reported the length of tenure of all DSWs reported employed as of Dec. 31, 2024 (or left it blank).

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## TENURE (LENGTH OF EMPLOYMENT) OF DSWs

To calculate tenure, the number of DSWs employed in each agency for less than 6 months is divided by the total number of DSWs employed as of Dec. 31, 2024. This created an agency-wide percentage of DSWs employed less than 6 months. We then calculated the average agency percentage for each state. The same was done for DSWs employed between 6-12 months, those employed for 12+ months, etc.

*Table 16. Tenure Among DSWs Employed as of Dec. 31, 2024<sup>28</sup> Percentage of agencies' DSWs who have been on the payroll...*

State	Less than 6 months	6-12 months	12-24 months	24-36 months	36+ months	Total DSWs on payroll <sup>29</sup>	N
ILLINOIS	19.3%	23.3%	17.7%	14.3%	25.4%	64310	118
INDIANA	19.8%	24.3%	22.8%	13.6%	19.5%	15303	323
MISSOURI	17.8%	17.4%	17.1%	13.3%	34.5%	6745	194
NEBRASKA	21.2%	14.4%	16.0%	12.0%	36.5%	794	53
NEW HAMPSHIRE	18.4%	18.0%	19.0%	14.0%	30.6%	1849	34
NORTH CAROLINA	21.6%	16.9%	15.9%	10.7%	34.9%	5824	179
OKLAHOMA	15.9%	12.8%	19.0%	11.4%	40.9%	2715	24
<b>NCI-AD Average</b>	19.6%	21.0%	19.6%	13.0%	26.8%	97540	925

<sup>28</sup> Only includes agencies that provided both the total number of DSWs employed as of Dec. 31, 2023, and the tenure of those DSWs. State tenure rates are an average of all cases in the state.

<sup>29</sup> Only includes the number of DSWs reported by respondents **that also reported the tenure of those DSWs.**

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## SEPARATIONS

**Table 17.** *Tenure Among Separated DSW Employees (Left Between Jan. 1 and Dec. 31, 2024)<sup>30</sup>  
Percentage of DSWs who separated between Jan. 1 and Dec. 31, 2024, who were on the payroll...*

State	Less than 6 months	6-12 months	12-24 months	24-36 months	36+ months	N <sup>31</sup>	% of agencies reporting at least 1 DSW separation in 2024	Total # separated DSWs <sup>32</sup>	# of agencies with data on number of separations <sup>33</sup>
<b>ILLINOIS</b>	34.5%	21.0%	19.3%	9.5%	15.7%	97	84.3%	20517	115
<b>INDIANA</b>	42.2%	31.5%	14.3%	6.9%	5.0%	254	79.1%	6227	321
<b>MISSOURI</b>	43.2%	23.4%	16.2%	7.0%	10.2%	157	81.8%	4653	192
<b>NEBRASKA</b>	39.7%	16.5%	17.7%	6.4%	19.7%	37	71.2%	426	52
<b>NEW HAMPSHIRE</b>	40.7%	29.6%	13.4%	6.6%	9.6%	32	97.0%	735	33
<b>NORTH CAROLINA</b>	50.5%	24.2%	9.3%	6.2%	9.7%	140	77.3%	3477	181
<b>OKLAHOMA</b>	46.3%	16.8%	12.6%	8.1%	16.3%	23	100.0%	1477	23
<b>NCI-AD Average</b>	42.9%	26.7%	14.5%	7.1%	8.8%	740	80.1%	37512	917

<sup>30</sup> This table only includes agencies that provided information on both the total number of separated DSWs and the tenure of those separated DSWs. State tenure rates are an average of all cases in the state. Tenure calculations do not include cases with zero (0) separations in the denominator.

<sup>31</sup> N only includes those agencies who reported at least one DSW separation and also provided the tenure of all separated DSWs.

<sup>32</sup> Only includes the number of separated DSWs reported by respondents that also reported the tenure of those DSWs.

<sup>33</sup> Unlike the columns regarding tenure of separated DSWs, this column includes agencies that only reported number of separated DSWs but did not include tenure of those DSWs. If the agency left blank the question about number of separated DSWs, they were not included in this total.

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**Table 18.** *Circumstances Under Which Separation Occurred (for Separated DSW Employees that Left Between Jan. 1 and Dec. 31, 2024). Percentage of total separations between Jan. 1 and Dec. 31, 2024*

State	Voluntary separation	Employment was terminated <sup>F34</sup>	Laid off <sup>35</sup>	Don't know	N <sup>36</sup>
ILLINOIS	80.7%	10.8%	4.2%	4.3%	96
INDIANA	64.1%	23.7%	4.6%	7.6%	252
MISSOURI	78.7%	14.8%	3.8%	2.7%	157
NEBRASKA	63.3%	21.6%	0.1%	15.0%	37
NEW HAMPSHIRE	76.3%	20.7%	1.3%	1.8%	32
NORTH CAROLINA	70.1%	18.0%	1.2%	10.7%	139
OKLAHOMA	68.3%	15.7%	0.3%	15.7%	23
NCI-AD Average	70.4%	19.1%	3.6%	6.9%	736

<sup>34</sup> Due to performance issues or violation of agency policy.

<sup>35</sup> DSWs were terminated because their position was eliminated.

<sup>36</sup> Does not include agencies that noted "0" DSW separations in 2024 or agencies that did not provide data on reasons for separation.

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## FULL-TIME AND PART-TIME WORKFORCE

**Table 19.** *The percentage of responding agencies that distinguish between full- and part-time DSWs*

State	Distinguish between full- and part-time DSWs	N
ILLINOIS	51.2%	123
INDIANA	61.5%	335
MISSOURI	54.6%	196
NEBRASKA	96.2%	53
NEW HAMPSHIRE	82.9%	35
NORTH CAROLINA	61.1%	193
OKLAHOMA	92.0%	25
NCI-AD Average	60.5%	960

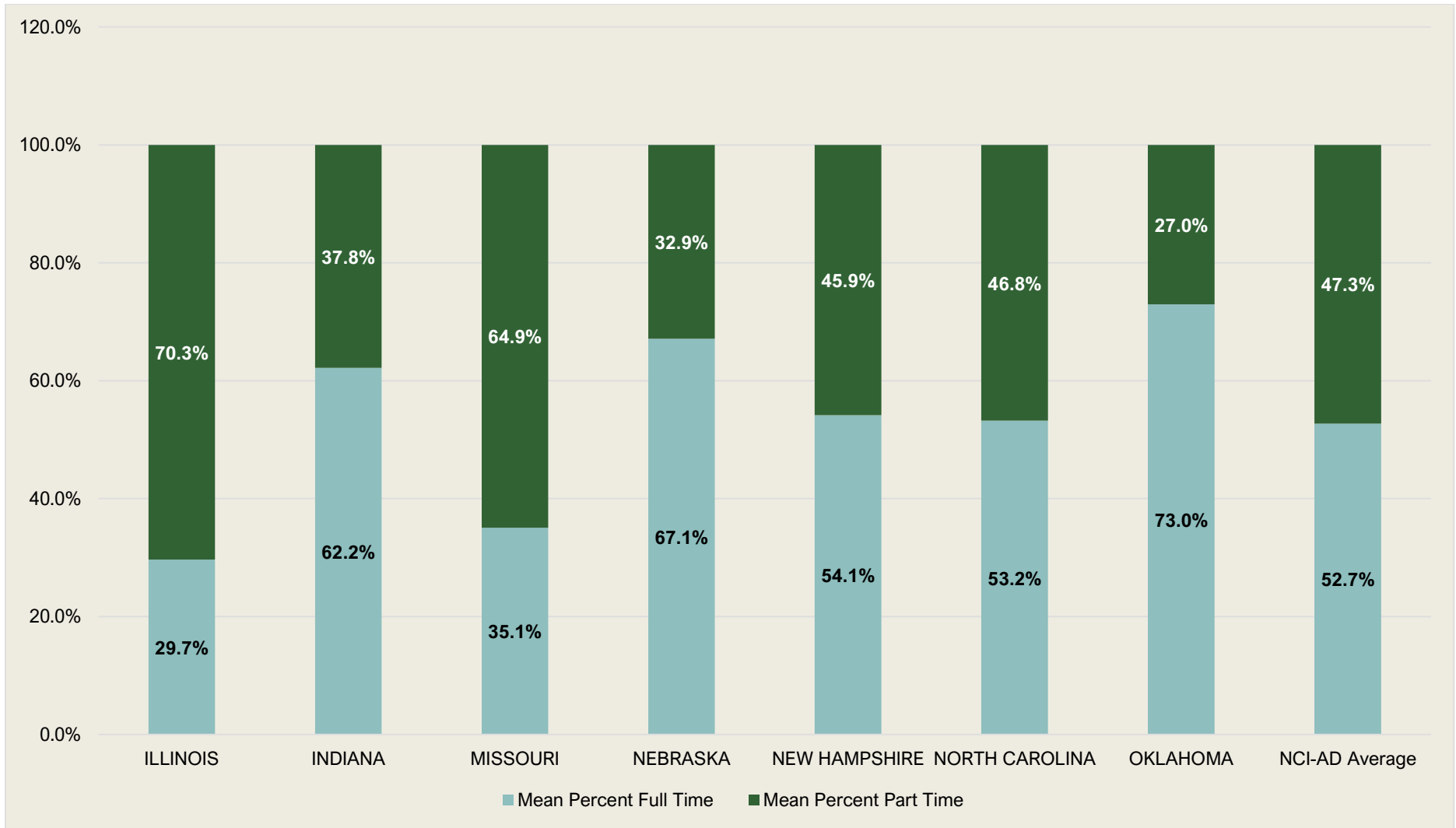
**Table 20.** *The average percentage of agency's DSWs that are full-time and part-time<sup>37</sup>*

State	Mean percentage that are full-time	Mean percentage that are part-time	N
ILLINOIS	29.7%	70.3%	62
INDIANA	62.2%	37.8%	204
MISSOURI	35.1%	64.9%	107
NEBRASKA	67.1%	32.9%	50
NEW HAMPSHIRE	54.1%	45.9%	29
NORTH CAROLINA	53.2%	46.8%	115
OKLAHOMA	73.0%	27.0%	21
NCI-AD Average	52.7%	47.3%	588

<sup>37</sup> Only includes agencies that reported differentiating between full- and part-time DSWs and agencies that reported number of full-time and number of part-time DSWs (or reported "0").

Unless otherwise noted, all NCI-AD Averages ("NCI-AD Avg.") in this report are weighted. • N = the number of provider agencies that responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, which are associated with larger margins of error. States with Ns of three or fewer have been suppressed. • Caution is advised in comparing weighted NCI-AD averages across years for two reasons: 1) participating states vary one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for details. • Data only include DSWs on agency payroll. Does not include DSWs hired through a temp agency, contract DSWs, 1099 DSWs, On-Call or PRN DSWs or a primary host-home/foster-care provider.

Figure 3. Average Percentage of Agency Workforce That Is Full-/Part-Time<sup>38</sup>



<sup>38</sup> Includes agencies that reported differentiating between full- and part-time DSWs and agencies that reported number of full-time and number of part-time DSWs (or reported “0”).

Unless otherwise noted, all NCI-AD Averages (“NCI-AD Avg.”) in this report are weighted. • N = the number of provider agencies that responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, which are associated with larger margins of error. States with Ns of three or fewer have been suppressed. • Caution is advised in comparing weighted NCI-AD averages across years for two reasons: 1) participating states vary one year to the next; and 2) states’ response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See “Cross-Year Comparisons” in the “Weights” section for details. • Data only include DSWs on agency payroll. Does not include DSWs hired through a temp agency, contract DSWs, 1099 DSWs, On-Call or PRN DSWs or a primary host-home/foster-care provider.

## VACANCY RATES

Agency vacancy rates are calculated as follows:

Vacant full-time or part-time direct service positions **divided by** total number of full-time or part-time direct service positions as of Dec. 31, 2024.

Table 21. Average full-time and part-time DSW vacancy rates (as of Dec. 31, 2024)<sup>39</sup>

State	Full-time vacancy rate	Full-time vacancy rate N	Part-time vacancy rate	Part-time vacancy rate N
ILLINOIS	9.8%	60	7.8%	61
INDIANA	6.6%	198	8.2%	200
MISSOURI	5.5%	106	6.0%	106
NEBRASKA	7.3%	48	9.0%	48
NEW HAMPSHIRE	12.5%	27	11.1%	27
NORTH CAROLINA	7.5%	113	8.0%	110
OKLAHOMA	8.6%	21	5.2%	21
NCI-AD Average	7.1%	573	7.8%	573

<sup>39</sup> The table on vacancy rates includes only those provider agencies that indicated they differentiated between full-time and part-time employees. This is a point-in-time vacancy rate, not cumulative or an average across the year. Vacancy rates are calculated as follows: Vacant full-time or part-time positions divided by total number of full-time or part-time direct service positions as of Dec. 31, 2024. If an agency did not have full-time or part-time positions, they were considered to have 0% vacancy rate and were included in the denominator.

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## HOURLY WAGES<sup>40</sup>

These tables do not take into consideration the size of each agency when determining the average wage in the state, and each agency’s average wage contributes equally to the state average. This set of wage tables demonstrates the average starting wage (average hourly wage paid to new DSWs), the median starting wage, as well as the minimum and maximum starting hourly wages paid by provider agencies. The tables also demonstrate the average wage (the average hourly wage paid to all DSWs regardless of how long they’ve been working), median wage and the minimum and maximum hourly wages paid by provider agencies.

**Table 22. Average Hourly Wage<sup>41</sup> - All DSWs<sup>42</sup>**

State	State Min. Wage <sup>43</sup> (\$)	2024 State Living Wage <sup>44</sup> (\$)	Average Hourly Wage (\$)	Std. Deviation (\$)	Median Hourly Wage (\$)	Minimum Average Hourly Wage (\$)	Maximum Average Hourly Wage (\$)	N
ILLINOIS	\$14.00 <sup>45</sup>	\$22.86	\$17.74	1.366	\$18.00	\$14.00	\$22.00	101
INDIANA	\$7.25	\$20.44	\$16.03	1.762	\$16.00	\$10.00	\$24.00	310
MISSOURI	\$12.30	\$20.20	\$15.18	2.182	\$15.00	\$11.00	\$22.00	187
NEBRASKA	\$12.00	\$20.12	\$19.15	2.618	\$18.90	\$13.00	\$27.00	49
NEW HAMPSHIRE	\$7.25	\$25.10 <sup>46</sup>	\$18.81	2.427	\$18.00	\$15.00	\$23.63	33
NORTH CAROLINA	\$7.25	\$21.56	\$14.10	2.601	\$14.00	\$7.25	\$23.43	162
OKLAHOMA	\$7.25	\$19.33	\$13.21	1.720	\$13.00	\$10.68	\$18.96	24
NCI-AD Average	<b>Federal: \$7.25</b>		\$15.83	2.375	\$16.00	\$7.25	\$27.00	866

<sup>40</sup> For all wage tables, we deleted all values of \$0, <\$5 and greater than or equal to \$30.

<sup>41</sup> For all wage tables, values of \$0, <\$5 and >= \$30 were excluded. If agency only offers one type of service and didn’t provide an overall average wage, the average wage reported for that one service replaced the missing overall average wage.

<sup>42</sup> Overtime wages and wage bonuses not included. Does not include DSWs hired through a temp agency, contract DSWs, 1099 DSWs, On-Call or PRN DSWs or primary host-home/foster-care providers. Refers to the period of Jan. 1, 2024, to Dec. 31, 2024.

<sup>43</sup> <https://www.dol.gov/whd/state/stateMinWageHis.htm>. PLEASE NOTE: Within states, minimum wages vary by location. The minimum wage shown here is statewide.

<sup>44</sup> 2024 Living Wage extracted from [https://idd.nationalcoreindicators.org/wp-content/uploads/2024/11/2023-NCI-HDD-SoTW\\_241126\\_FINAL.pdf](https://idd.nationalcoreindicators.org/wp-content/uploads/2024/11/2023-NCI-HDD-SoTW_241126_FINAL.pdf), originally derived from <https://livingwage.mit.edu/> PLEASE NOTE: Within states, the living wage can vary by location. The living wage provided here is statewide.

<sup>45</sup> Illinois had a minimum wage for DCWs of \$18.00 per hour, effective 1/1/24

<sup>46</sup> 2024 Living Wage was not available for NH. Instead, we used the 2026 data from <https://livingwage.mit.edu/> and deflated it to 2024 using [https://www.bls.gov/data/inflation\\_calculator.htm](https://www.bls.gov/data/inflation_calculator.htm). To deflate, we assumed the Feb 2026 living wage was the same as the Dec 2025 living wage (2026 data was not yet available on the BLS site at the time this report was written).

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## Living Wage

The statewide Living Wage shown in these tables represents an estimate of the local hourly wage rate that a full-time worker needs to earn to cover the costs of their family's basic needs. The Living Wage is composed of the following eight basic needs, and includes an additional cost associated with income and payroll taxes:

- Food
- Childcare
- Health care
- Housing
- Transportation
- Civic engagement
- Broadband
- And other necessities

Living Wage does vary by location within a state. For example, a metropolitan area may have a higher Living Wage than a more rural area. These tables show the statewide Living Wage for each participating state.

These tables also show the Living Wage for a household of 1 adult with no children.

To examine the Living Wage for more household types, please see [Appendix D](#).

For more information and to explore Living Wage across the country, see [livingwage.mit.edu](http://livingwage.mit.edu).

**Table 23. Percentage of Respondents Paying an Average Hourly Wage Above/Below the State Living Wage<sup>47,48</sup>**

State	2024 State Living Wage <sup>49</sup> (\$)	More than 50¢ below <sup>50</sup>	Within 50¢ of the state living wage	Up to 20% above	21%-40% above	N
ILLINOIS	\$22.86	100.0%	0.0%	0.0%	0.0%	101
INDIANA	\$20.44	98.7%	1.3%	0.0%	0.0%	300
MISSOURI	\$20.20	98.4%	1.6%	0.0%	0.0%	184
NEBRASKA	\$20.12	72.5%	22.5%	5.0%	0.0%	40
NEW HAMPSHIRE	\$25.10 <sup>51</sup>	100.0%	0.0%	0.0%	0.0%	33
NORTH CAROLINA	\$21.56	99.4%	0.6%	0.0%	0.0%	162
OKLAHOMA	\$19.33	100.0%	0.0%	0.0%	0.0%	23
NCI-AD Average	—	98.2%	1.6%	0.1%	0.0%	843

<sup>47</sup> For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. If agency only offers one type of service and didn't provide an overall average wage, the average wage reported for that one service replaced the missing overall average wage.

<sup>48</sup> Overtime wages and wage bonuses not included. Does not include DSWs hired through a temp agency, contract DSWs, 1099 DSWs, On-Call or PRN DSWs or primary host-home/foster-care providers. Refers to the period of Jan 1 to Dec 31, 2023.

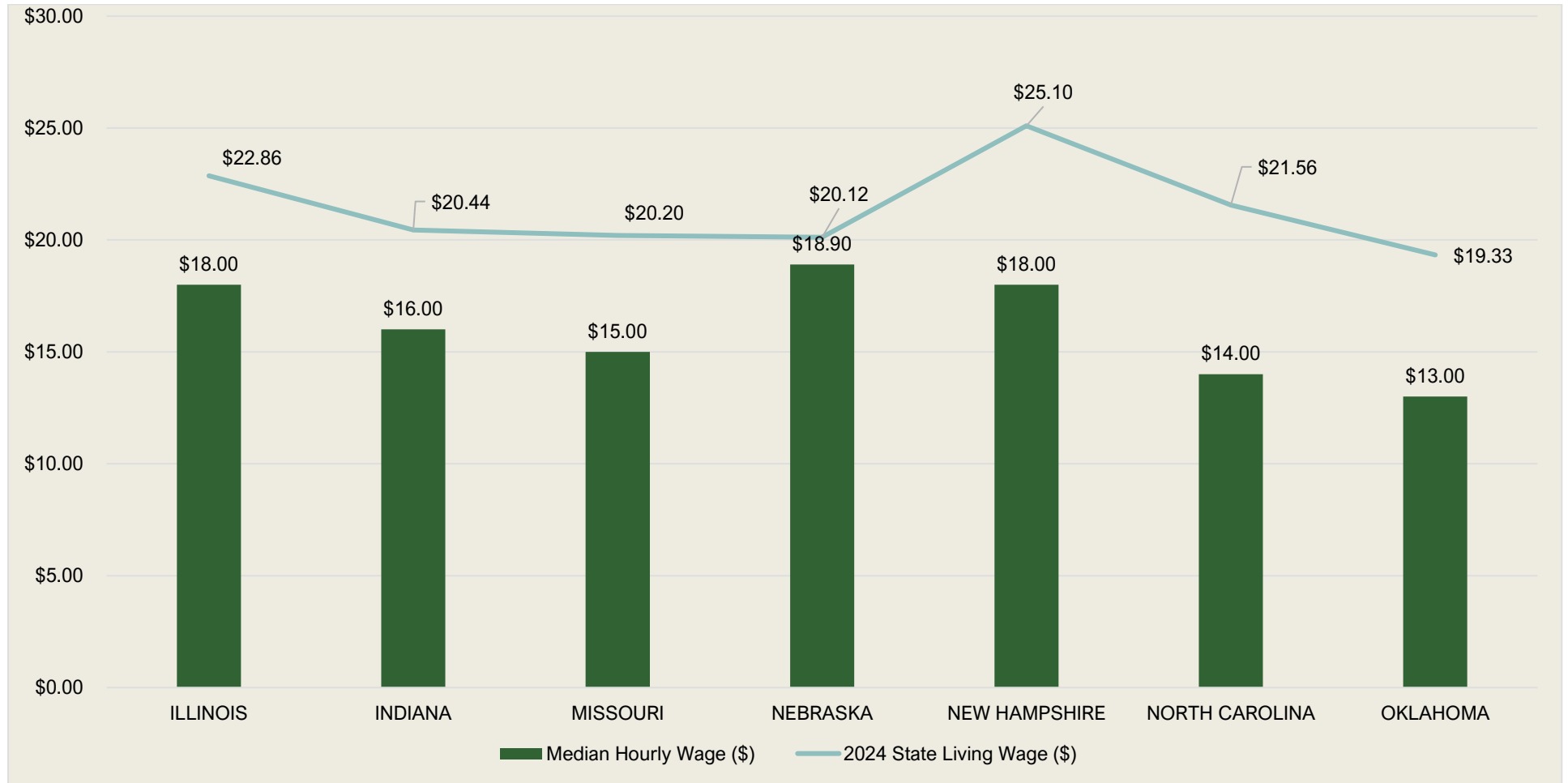
<sup>49</sup> 2024 Living Wage extracted from [https://idd.nationalcoreindicators.org/wp-content/uploads/2024/11/2023-NCI-HDD-SoTW\\_241126\\_FINAL.pdf](https://idd.nationalcoreindicators.org/wp-content/uploads/2024/11/2023-NCI-HDD-SoTW_241126_FINAL.pdf), originally derived from <https://livingwage.mit.edu/> PLEASE NOTE: Within states, the living wage can vary by location. The living wage provided here is statewide.

<sup>50</sup> More information is needed to examine why agencies may have reported paying more than 50 cents below the minimum wage. Possible explanations could be recent changes in minimum wage laws, different minimum wages across the state.

<sup>51</sup> 2024 Living Wage was not available for NH. Instead, we used the 2026 data from <https://livingwage.mit.edu/> and deflated it to 2024 using [https://www.bls.gov/data/inflation\\_calculator.htm](https://www.bls.gov/data/inflation_calculator.htm). To deflate, we assumed the Feb 2026 living wage was the same as the Dec 2025 living wage (Feb 2026 data was not yet available on the BLS site at the time this report was written).

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Figure 4. Median Hourly Wage for All DSWs and The Statewide Living Wage<sup>52</sup>



<sup>52</sup> 2024 Living Wage extracted from [https://idd.nationalcoreindicators.org/wp-content/uploads/2024/11/2023-NCI-IDD-SoTW\\_241126\\_FINAL.pdf](https://idd.nationalcoreindicators.org/wp-content/uploads/2024/11/2023-NCI-IDD-SoTW_241126_FINAL.pdf), originally derived from <https://livingwage.mit.edu/> PLEASE NOTE: Within states, the living wage can vary by location. The living wage provided here is statewide. 2024 Living Wage was not available for NH. Instead, we used the 2026 data from <https://livingwage.mit.edu/> and deflated it to 2024 using [https://www.bls.gov/data/inflation\\_calculator.htm](https://www.bls.gov/data/inflation_calculator.htm). To deflate, we assumed the Feb 2026 living wage was the same as the Dec 2025 living wage (Feb 2026 data was not yet available on the BLS site at the time this report was written).

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**Table 24. Percentage of Respondents Paying an Average Hourly Wage Above or Below the State Minimum Wage<sup>53,54</sup>**

State	State Min. Wage <sup>55</sup> (\$)	More than 50¢ below <sup>56</sup>	Within 50¢ of the state min. wage	Up to 20% above	21%-40% above	41%-60% above	61%-80% above	81%-100% above	More than 100% above	N
ILLINOIS	\$14.00 <sup>57</sup>	0.0%	3.0%	13.9%	78.2%	5.0%	0.0%	0.0%	0.0%	101
INDIANA	\$7.25	0.0%	0.0%	0.0%	0.3%	0.3%	5.2%	9.4%	84.8%	310
MISSOURI	\$12.30	2.1%	13.4%	27.8%	40.6%	12.8%	3.2%	0.0%	0.0%	187
NEBRASKA	\$12.00	0.0%	0.0%	2.0%	14.3%	36.7%	28.6%	14.3%	4.1%	49
NEW HAMPSHIRE	\$7.25	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	33
NORTH CAROLINA	\$7.25	0.0%	0.6%	0.6%	5.6%	7.4%	21.6%	22.8%	41.4%	162
OKLAHOMA	\$7.25	0.0%	0.0%	0.0%	0.0%	16.7%	41.7%	29.2%	12.5%	24
<b>NCI-AD Average</b>	<b>Federal: 7.25</b>	0.4%	3.2%	7.4%	18.2%	5.9%	8.0%	8.9%	48.1%	866

<sup>53</sup> For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. If agency only offers one type of service and didn't provide an overall average wage, the average wage reported for that one service replaced the missing overall average wage.

<sup>54</sup> Overtime wages and wage bonuses not included. Does not include DSWs hired through a temp agency, contract DSWs, 1099 DSWs, On-Call or PRN DSWs or primary host-home/foster-care providers. Refers to the period of Jan 1 to Dec 31, 2024.

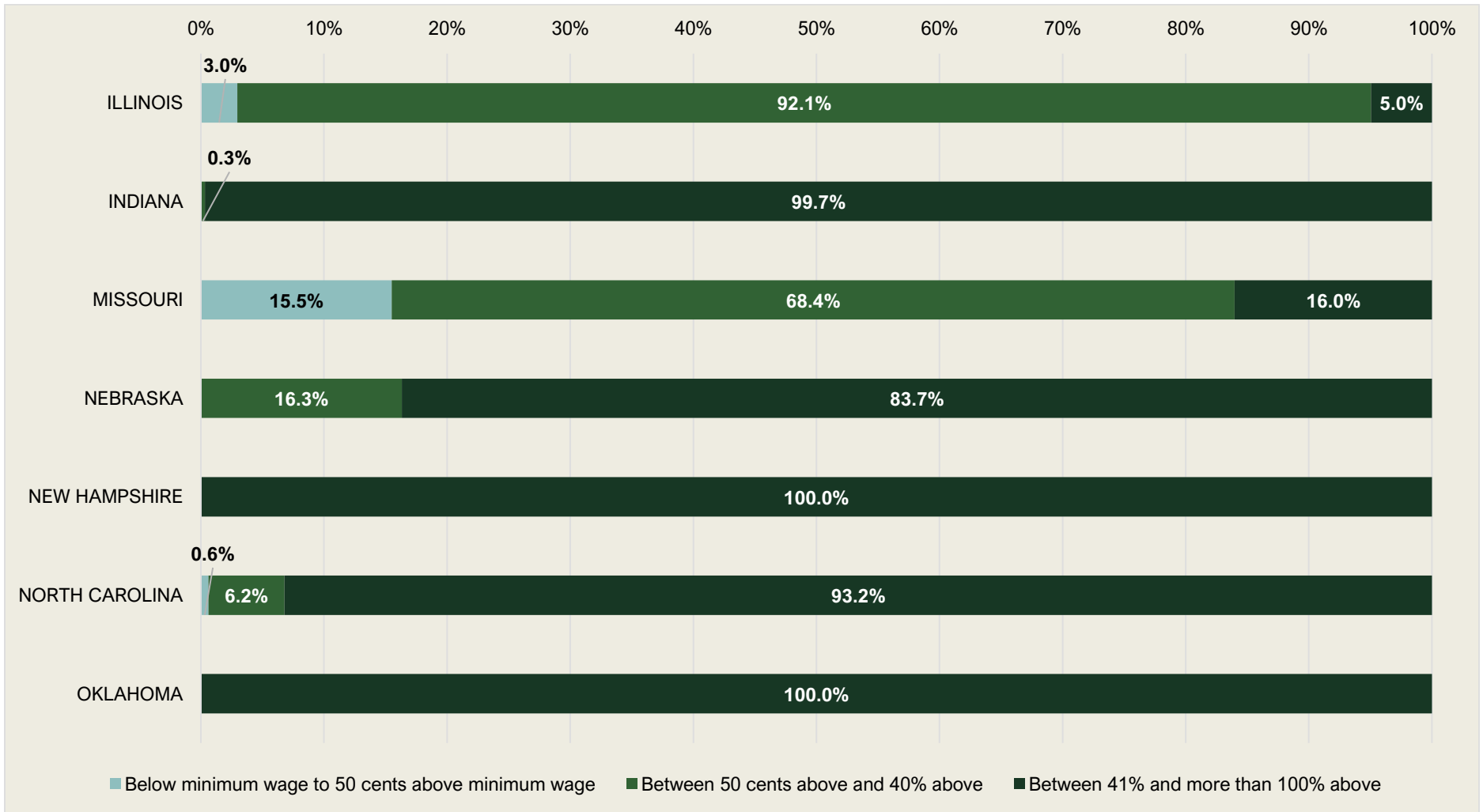
<sup>55</sup> <https://www.dol.gov/whd/state/stateMinWageHis.htm>. PLEASE NOTE: Within states, minimum wages vary by location. The minimum wage provided here is statewide.

<sup>56</sup> More information is needed to examine why agencies may have reported paying more than 50 cents below the minimum wage. Possible explanations could be recent changes in minimum wage laws, different minimum wages across the state.

<sup>57</sup> Illinois had a minimum wage for DCWs of \$18.00 per hour, effective 1/1/24

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Figure 5. Relationship Between State Minimum Wage and Average Hourly Wages Reported by Provider Agencies<sup>5859</sup>



<sup>58</sup> For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. NEW for 2023: if agency only offers one type of service and didn't provide an overall average wage, the average wage reported for that one service replaced the missing overall average wage. PLEASE NOTE: Within states, minimum wages vary by location. The minimum wage referenced here is statewide.

<sup>59</sup> Illinois had a minimum wage for DCWs of \$18.00 per hour, effective 1/1/24

**Table 25. Average Starting Hourly Wage<sup>60</sup> Paid by Responding Agencies – All DSWs. Average hourly wage paid to DSWs upon hire.**

State	Average Starting Hourly Wage (\$)	Std. Deviation (\$)	Median Starting Hourly Wage (\$)	Minimum Average Starting Hourly Wage (\$)	Maximum Average Starting Hourly Wage (\$)
ILLINOIS	\$17.51	1.366	\$18.00	\$14.00	\$22.00
INDIANA	\$15.59	1.646	\$15.50	\$10.00	\$21.00
MISSOURI	\$14.59	1.887	\$14.15	\$11.00	\$22.00
NEBRASKA	\$17.81	2.781	\$17.00	\$13.00	\$28.00
NEW HAMPSHIRE	\$17.99	2.240	\$18.00	\$14.00	\$23.63
NORTH CAROLINA	\$13.46	2.628	\$13.00	\$7.25	\$23.43
OKLAHOMA	\$12.45	1.415	\$12.50	\$10.00	\$15.65
NCI-AD Average	\$15.31	2.321	\$15.00	\$7.25	\$28.00

**Table 26. Wages<sup>61</sup> Paid by Responding Agencies – DSWs Providing Residential Supports**

State	Avg. Starting Hourly Wage (\$) <sup>62</sup>	Std. Deviation (\$)	Median Starting Hourly Wage (\$)	Min. Avg. Starting Hourly Wage (\$)	Max. Avg. Starting Hourly Wage (\$)	N	Avg. Hourly Wage (\$)	Std. Deviation (\$)	Median Hourly Wage (\$)	Min. Avg. Hourly Wage (\$)	Max. Avg. Hourly Wage (\$)	N
ILLINOIS	\$18.05	0.987	\$18.00	\$15.00	\$19.00	19	\$18.07	0.940	\$18.00	\$15.00	\$19.25	17
INDIANA	\$16.14	1.770	\$16.00	\$11.00	\$21.00	95	\$16.53	1.784	\$16.07	\$13.00	\$23.10	92
MISSOURI	\$14.19	1.513	\$14.00	\$11.00	\$18.06	47	\$14.99	2.105	\$14.30	\$12.00	\$22.00	46
NEBRASKA	\$17.71	2.724	\$17.00	\$13.00	\$28.00	46	\$18.80	2.473	\$18.50	\$13.00	\$27.00	45
NEW HAMPSHIRE	\$18.38	1.803	\$18.00	\$16.00	\$22.00	15	\$18.82	1.666	\$18.05	\$16.00	\$22.00	12
NORTH CAROLINA	\$13.40	2.706	\$13.75	\$7.25	\$19.00	102	\$14.25	2.504	\$14.00	\$7.25	\$20.00	95
OKLAHOMA	\$12.18	1.482	\$12.37	\$10.00	\$15.00	20	\$13.03	1.649	\$12.94	\$10.77	\$18.17	20
NCI-AD Average	\$15.26	2.687	\$15.00	\$7.25	\$28.00	344	\$15.89	2.583	\$16.00	\$7.25	\$27.00	327

<sup>60</sup> For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. If agency only offers one type of service and didn't provide an overall starting wage, the starting wage reported for that one service replaced the missing overall starting wage. Overtime wages and wage bonuses not included. Does not include DSWs hired through a temp agency, contract DSWs, 1099 DSWs, On-Call or PRN DSWs or primary host-home/foster-care providers. Refers to the period of Jan. 1 to Dec. 31, 2024.

<sup>61</sup> For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. Does not include DSWs hired through a temp agency, contract DSWs, 1099 DSWs, On-Call or PRN DSWs or primary host-home/foster-care providers. Refers to the period of Jan. 1 to Dec. 31, 2023.

<sup>62</sup> Average hourly wage paid to DSWs upon hire.

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**Table 27. Wages<sup>63</sup> Paid by Responding Agencies – DSWs Providing In-Home Supports**

State	Avg. Starting Hourly Wage (\$) <sup>64</sup>	Std. Deviation (\$)	Median Starting Hourly Wage (\$)	Min. Avg. Starting Hourly Wage (\$)	Max. Avg. Starting Hourly Wage (\$)	N	Avg. Hourly Wage (\$)	Std. Deviation (\$)	Median Hourly Wage (\$)	Min. Avg. Hourly Wage (\$)	Max. Avg. Hourly Wage (\$)	N
ILLINOIS	\$17.62	1.182	\$18.00	\$14.00	\$20.00	100	\$17.79	1.193	\$18.00	\$14.00	\$20.00	88
INDIANA	\$15.58	1.613	\$15.53	\$10.00	\$21.00	274	\$15.94	1.588	\$16.00	\$10.00	\$21.00	263
MISSOURI	\$14.70	1.721	\$15.00	\$11.00	\$20.50	140	\$15.02	1.875	\$15.00	\$11.00	\$20.50	140
NEBRASKA	\$19.38	2.697	\$19.38	\$16.75	\$22.00	2	\$19.75	2.311	\$19.75	\$17.50	\$22.00	2
NEW HAMPSHIRE	\$17.81	2.328	\$17.73	\$14.00	\$23.63	17	\$18.66	2.928	\$18.31	\$12.40	\$23.63	18
NORTH CAROLINA	\$13.59	2.569	\$13.00	\$8.50	\$23.43	88	\$14.24	2.448	\$14.00	\$9.00	\$23.43	81
OKLAHOMA	\$12.28	1.572	\$12.19	\$10.00	\$16.00	20	\$13.48	3.452	\$12.70	\$10.14	\$26.00	20
NCI-AD Average	\$15.44	2.088	\$15.21	\$8.50	\$23.63	641	\$15.80	2.060	\$16.00	\$9.00	\$26.00	612

**Table 28. Wages<sup>65</sup> Paid by Responding Agencies – DSWs Providing Non-Residential Supports**

State	Avg. Starting Hourly Wage (\$) <sup>66</sup>	Std. Deviation (\$)	Median Starting Hourly Wage (\$)	Min. Avg. Starting Hourly Wage (\$)	Max. Avg. Starting Hourly Wage (\$)	N	Avg. Hourly Wage (\$)	Std. Deviation (\$)	Median Hourly Wage (\$)	Min. Avg. Hourly Wage (\$)	Max. Avg. Hourly Wage (\$)	N
ILLINOIS	\$17.47	1.991	\$18.00	\$14.00	\$22.00	21	\$17.88	1.771	\$18.00	\$15.00	\$22.00	20
INDIANA	\$15.56	1.343	\$16.00	\$12.00	\$20.00	71	\$16.12	1.379	\$16.00	\$12.00	\$20.00	70
MISSOURI	\$14.80	2.360	\$14.50	\$12.00	\$22.00	38	\$15.57	2.647	\$15.00	\$12.00	\$22.00	37
NEBRASKA	\$16.36	2.833	\$16.00	\$13.00	\$22.00	7	\$17.68	2.742	\$18.00	\$14.50	\$22.00	7
NEW HAMPSHIRE	\$18.99	3.204	\$17.67	\$16.00	\$25.25	8	\$19.99	2.920	\$19.09	\$16.64	\$25.25	8
NORTH CAROLINA	\$15.33	3.233	\$15.00	\$9.00	\$23.43	17	\$15.60	3.327	\$15.00	\$9.00	\$23.43	15
OKLAHOMA	\$12.39	1.182	\$12.39	\$10.00	\$15.00	18	\$13.28	1.961	\$13.00	\$11.00	\$20.00	17
NCI-AD Average	\$15.57	2.223	\$15.50	\$9.00	\$25.25	180	\$16.17	2.270	\$16.00	\$9.00	\$25.25	174

<sup>63</sup> For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. Overtime wages and wage bonuses not included. Does not include DSWs hired through a temp agency, contract DSWs, 1099 DSWs, On-Call or PRN DSWs or primary host-home/foster-care providers. Refers to the period of Jan. 1 to Dec. 31, 2023.

<sup>64</sup> Average hourly wage paid to DSWs upon hire..

<sup>65</sup> For all wage tables, values of \$0, <\$5 and greater than or equal to \$30 were deleted. Overtime wages and wage bonuses not included. Does not include DSWs hired through a temp agency, contract DSWs, 1099 DSWs, On-Call or PRN DSWs or primary host-home/foster-care providers. Refers to the period of Jan. 1 to Dec. 31, 2023.

<sup>66</sup> Average hourly wage paid to DSWs upon hire..

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**Table 29. Agency uses different pay scales for full-time DSWs and part-time DSWs<sup>67,68</sup>**

State	Percent	N
ILLINOIS	5.2%	58
INDIANA	6.9%	202
MISSOURI	12.3%	106
NEBRASKA	12.0%	50
NEW HAMPSHIRE	7.1%	28
NORTH CAROLINA	6.0%	116
OKLAHOMA	4.3%	23
NCI-AD Average	7.8%	583

**Table 30. Agency uses different pay scales for DSWs who can communicate in languages other than English<sup>69</sup>**

State	Percent	N
ILLINOIS	12.6%	119
INDIANA	14.2%	331
MISSOURI	5.7%	194
NEBRASKA	2.0%	51
NEW HAMPSHIRE	2.9%	35
NORTH CAROLINA	2.1%	190
OKLAHOMA	4.0%	25
NCI-AD Average	9.5%	945

<sup>67</sup> In other words, starting wages and/or raise calculations differ for part-time DSWs versus full-time DSWs.

<sup>68</sup> Only reported for those agencies that reported differentiating between full- and part- time DSWs

<sup>69</sup> In other words, starting wages and/or raise calculations differ for DSWs who can communicate in different languages.

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## BONUSES

**Table 31. Percentage of responding agencies that gave bonuses to DSWs between Jan. 1 and Dec. 31, 2024**  
*Note: A bonus is wage compensation supplemental to salary or wages. Bonuses are typically given at intervals less frequent than payroll.*

State	Percent	N
ILLINOIS	42.6%	122
INDIANA	49.2%	333
MISSOURI	30.1%	196
NEBRASKA	43.4%	53
NEW HAMPSHIRE	50.0%	34
NORTH CAROLINA	28.8%	191
OKLAHOMA	60.0%	25
NCI-AD Average	41.0%	954

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## BENEFITS

### Paid time off

Agencies offer and track paid time off in two distinct methods:

- One method is offering a bank of hours from which employees can take paid time off, with no further delineation of the purpose or the type of time off. We refer to this method as **Pooled Paid Time Off**.
- The second method, which is more traditionally used by the Department of Labor, is to offer and track paid time off in **three distinct types: paid vacation time, paid sick time, and paid personal time**.

Both methods are means for providing paid time off to DSWs when they need it.

Additionally, some states have statute requiring all employers to offer and track paid sick time. Therefore, it is possible for an agency to use pooled paid time off for vacation and personal time while also offering sick time as a discrete benefit. Therefore, interpretations of these data on benefits should be made with caution, and with the consideration of supplemental information on existing state statutes regarding time off requirements.

*Table 32. Agency provides any paid time off to DSWs*

State	Percent	N
ILLINOIS <sup>70</sup>	73.6%	121
INDIANA	37.3%	332
MISSOURI	41.8%	196
NEBRASKA	98.1%	53
NEW HAMPSHIRE	80.0%	35
NORTH CAROLINA	59.7%	191
OKLAHOMA	84.0%	25
NCI-AD Average	49.4%	953

<sup>70</sup> In Illinois, there is a [Paid Leave for All Workers](#) act that went into effect on 1/1/24. The Paid Leave for All Workers Act (PLAWA) allows workers to earn up to 40 hours of paid leave from work each year. Workers can use paid leave for any reason and employers may not require workers to provide a basis for their time off request. Workers earn one (1) hour of paid leave for every 40 hours they work. Chicago and Cook County have slightly different requirements.

**Table 33. Offer Pooled Paid Time Off<sup>71</sup> (and Requirements for Eligibility)**

State	Offer pooled PTO to some or all DSWs	N	Must be full time <sup>72</sup>	Must work a minimum amount of time in a defined period <sup>73</sup>	Must be employed a minimum length of time	All DSWs are eligible	N (Subset offering this benefit)
ILLINOIS	44.9%	89	15.0%	27.5%	30.0%	55.0%	40
INDIANA	34.1%	126	39.5%	46.5%	65.1%	18.6%	43
MISSOURI	35.4%	82	20.7%	41.4%	58.6%	24.1%	29
NEBRASKA	48.1%	52	36.0%	20.0%	20.0%	44.0%	25
NEW HAMPSHIRE	44.4%	27	33.3%	41.7%	8.3%	33.3%	12
NORTH CAROLINA	36.8%	114	54.8%	47.6%	26.2%	33.3%	42
OKLAHOMA	33.3%	21	71.4%	28.6%	71.4%	0.0%	7
NCI-AD Average	37.9%	511	34.8%	39.6%	43.7%	32.2%	198

**Table 34. Offer Paid Sick Time<sup>74</sup> (and Requirements for Eligibility)**

State	Offer paid sick time to some or all DSWs	N	Must be full time <sup>75</sup>	Must work a minimum amount of time in a defined period <sup>76</sup>	Must be employed a minimum length of time	All DSWs are eligible	N (Subset offering this benefit)
ILLINOIS	63.5%	63	17.5%	30.0%	37.5%	55.0%	40
INDIANA	41.0%	105	58.1%	23.3%	37.2%	14.0%	43
MISSOURI	36.6%	71	50.0%	42.3%	46.2%	15.4%	26
NEBRASKA	56.8%	37	42.9%	19.0%	28.6%	28.6%	21
NEW HAMPSHIRE	52.6%	19	30.0%	30.0%	40.0%	20.0%	10
NORTH CAROLINA	33.3%	90	50.0%	26.7%	66.7%	3.3%	30
OKLAHOMA	55.0%	20	54.5%	36.4%	54.5%	9.1%	11
NCI-AD Average	43.3%	405	44.6%	28.4%	43.3%	22.7%	181

<sup>71</sup>“Pooled Paid time off” is defined as a bank of hours in which the employer pools sick days, vacation days, and personal days together and the agency doesn’t distinguish between category of time off.

<sup>72</sup> There are 15 cases that reported that DSWs must be full time to be offered pooled paid time off and did not report that they distinguish between full- and part-time DSWs. They are included.

<sup>73</sup> For example, must work 35 hours/week, 18 days/month, etc.

<sup>74</sup> Included in this calculation are agencies that reported either 1) Not providing ‘pooled paid time off,’ or 2) Providing ‘pooled paid time off,’ but not all DSWs are eligible.

<sup>75</sup> There are 9 cases that reported that DSWs must be full time to be offered paid sick time and did not report that they distinguish between full- and part-time DSWs. They are included.

<sup>76</sup> For example, must work 35 hours/week, 18 days/month, etc.

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**Table 35. Offer Paid Vacation Time<sup>77</sup> (and Requirements for Eligibility)**

State	Offer paid vacation time to some or all DSWs	N	Must be full time <sup>78</sup>	Must work a minimum amount of time in a defined period <sup>79</sup>	Must be employed a minimum length of time	All DSWs are eligible	N (Subset offering this benefit)
<b>ILLINOIS</b>	65.6%	64	22.9%	34.3%	37.1%	48.6%	35
<b>INDIANA</b>	72.5%	109	68.4%	34.2%	47.4%	2.6%	38
<b>MISSOURI</b>	72.9%	70	52.0%	40.0%	52.0%	16.0%	25
<b>NEBRASKA</b>	72.5%	40	42.9%	14.3%	28.6%	33.3%	21
<b>NEW HAMPSHIRE</b>	85.0%	20	22.2%	33.3%	44.4%	22.2%	9
<b>NORTH CAROLINA</b>	85.1%	94	43.3%	30.0%	70.0%	6.7%	30
<b>OKLAHOMA</b>	65.0%	20	72.7%	36.4%	63.6%	9.1%	11
<b>NCI-AD Average</b>	74.4%	417	48.7%	32.9%	48.9%	18.2%	169

<sup>77</sup> Included in this calculation are agencies that reported either 1) Not providing 'pooled paid time off,' or 2) Providing 'pooled paid time off,' but not all DSWs are eligible

<sup>78</sup> There are 25 cases that reported that DSWs must be full time to be offered paid vacation time and did not report that they distinguish between full- and part-time DSWs. They are included.

<sup>79</sup> For example, must work 35 hours/week, 18 days/month, etc.

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**Table 36. Offer Paid Personal Time<sup>80</sup> (and Requirements for Eligibility)**

State	Offer paid personal time to some or all DSWs	N	Must be full time <sup>81</sup>	Must work a minimum amount of time in a defined period <sup>82</sup>	Must be employed a minimum length of time	All DSWs are eligible	N (Subset offering this benefit)
<b>ILLINOIS</b>	38.3%	60	33.3%	38.9%	50.0%	38.9%	18
<b>INDIANA</b>	36.5%	104	52.2%	30.4%	43.5%	13.0%	23
<b>MISSOURI</b>	31.4%	70	50.0%	31.3%	56.3%	18.8%	16
<b>NEBRASKA</b>	36.1%	36	60.0%	20.0%	20.0%	10.0%	10
<b>NEW HAMPSHIRE</b>	31.6%	19	0.0%	25.0%	25.0%	50.0%	4
<b>NORTH CAROLINA</b>	31.1%	90	52.9%	35.3%	76.5%	0.0%	17
<b>OKLAHOMA</b>	20.0%	20	50.0%	25.0%	50.0%	0.0%	4
<b>NCI-AD Average</b>	34.3%	399	47.7%	32.2%	51.2%	17.0%	92

<sup>80</sup> Included in this calculation are agencies that reported either 1) Not providing 'pooled paid time off,' or 2) Providing 'pooled paid time off,' but not all DSWs are eligible; Data with Ns of three (3) or fewer have been suppressed

<sup>81</sup> There are 5 cases that reported that DSWs must be full time to be offered paid personal time and did not report that they distinguish between full- and part-time DSWs. They are included.

<sup>82</sup> For example, must work 35 hours/week, 18 days/month, etc.

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**Table 37. Offer Health Insurance (and Requirements for Eligibility)**

State	Offer health insurance to some or all DSWs	N	Must be full time <sup>83</sup>	Must work a minimum amount of time in a defined period <sup>84</sup>	Must be employed a minimum length of time	All DSWs are eligible	N (Subset offering this benefit)
ILLINOIS	50.8%	122	43.5%	51.6%	30.6%	21.0%	62
INDIANA	27.7%	332	66.3%	43.5%	53.3%	15.2%	92
MISSOURI	26.0%	196	54.9%	52.9%	45.1%	7.8%	51
NEBRASKA	75.5%	53	70.0%	37.5%	37.5%	0.0%	40
NEW HAMPSHIRE	68.6%	35	70.8%	58.3%	37.5%	0.0%	24
NORTH CAROLINA	49.2%	191	68.1%	51.1%	47.9%	3.2%	94
OKLAHOMA	92.0%	25	78.3%	43.5%	60.9%	4.3%	23
NCI-AD Average	36.6%	954	62.1%	48.0%	45.9%	10.6%	386

**Table 38. Offer Dental Insurance/Vision Coverage<sup>85</sup> to some or all DSWs**

State	Offer dental coverage	N	Offer vision coverage	N
ILLINOIS	43.8%	121	38.5%	122
INDIANA	30.0%	333	30.0%	333
MISSOURI	24.1%	195	22.4%	196
NEBRASKA	79.2%	53	75.5%	53
NEW HAMPSHIRE	60.0%	35	54.3%	35
NORTH CAROLINA	42.4%	191	41.4%	191
OKLAHOMA	88.0%	25	84.0%	25
NCI-AD Average	35.2%	953	33.8%	955

<sup>83</sup> There are 33 cases that reported that DSWs must be full time to be offered paid health insurance and did not report that they distinguish between full- and part-time DSWs. They are included.

<sup>84</sup> For example, must work 35 hours/week, 18 days/month, etc.

<sup>85</sup> If the coverage was included in health insurance coverage, respondents were instructed to indicate that “yes,” the coverage was offered.

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**Table 39. Offer employer-sponsored retirement plan (401K, 403b or other plan) (and Requirements for Eligibility)**

State	Offer retirement plan to some or all DSWs	N	Must be full time <sup>86</sup>	Must work a minimum amount of time in a defined period <sup>87</sup>	Must be employed a minimum length of time	All DSWs are eligible	N (Subset offering this benefit)
<b>ILLINOIS</b>	54.5%	121	18.2%	33.3%	28.8%	47.0%	66
<b>INDIANA</b>	39.9%	333	24.1%	27.1%	54.1%	31.6%	133
<b>MISSOURI</b>	24.5%	196	27.1%	43.8%	47.9%	22.9%	48
<b>NEBRASKA</b>	84.9%	53	31.1%	28.9%	57.8%	8.9%	45
<b>NEW HAMPSHIRE</b>	73.5%	34	24.0%	12.0%	36.0%	48.0%	25
<b>NORTH CAROLINA</b>	41.6%	190	34.2%	35.4%	39.2%	34.2%	79
<b>OKLAHOMA</b>	56.0%	25	71.4%	21.4%	64.3%	7.1%	14
<b>NCI-AD Average</b>	40.9%	952	26.4%	31.2%	46.6%	32.1%	410

<sup>86</sup> There are 20 cases that reported that DSWs must be full time to be offered employer sponsored retirement plans and did not report that they distinguish between full- and part-time DSWs. They are included.

<sup>87</sup> For example, must work 35 hours/week, 18 days/month, etc.

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**Table 40. Offer Other Types of Benefits (categories are not mutually exclusive)**

State	Post-secondary education support* <sup>88</sup>	Employer-paid job-related training	Employer-sponsored disability insurance	Flexible spending account	Health incentive programs	Life insurance	N
<b>ILLINOIS</b>	6.7%	62.5%	7.7%	8.7%	3.8%	25.0%	104
<b>INDIANA</b>	11.3%	57.9%	8.3%	4.5%	6.4%	29.3%	266
<b>MISSOURI</b>	8.4%	60.3%	11.5%	6.9%	3.8%	23.7%	131
<b>NEBRASKA</b>	20.8%	54.2%	35.4%	50.0%	14.6%	83.3%	48
<b>NEW HAMPSHIRE</b>	33.3%	77.8%	33.3%	29.6%	22.2%	51.9%	27
<b>NORTH CAROLINA</b>	18.4%	59.6%	24.8%	22.0%	13.5%	51.1%	141
<b>OKLAHOMA</b>	13.6%	72.7%	9.1%	22.7%	9.1%	81.8%	22
<b>NCI-AD Average</b>	12.1%	59.5%	13.0%	10.7%	7.4%	34.4%	739

<sup>88</sup> \*Paid time off, reimbursement or other support.

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**Table 41. Offer Other Types of Benefit: Continued (categories are not mutually exclusive)**

State	Transportation Benefits <sup>89</sup>	Childcare	Employee Assistance Program	Don't Know	Other	N
ILLINOIS	28.8%	1.0%	14.4%	12.5%	13.5%	104
INDIANA	21.4%	7.9%	17.3%	11.3%	18.4%	266
MISSOURI	14.5%	2.3%	13.7%	6.1%	23.7%	131
NEBRASKA	2.1%	4.2%	50.0%	0.0%	8.3%	48
NEW HAMPSHIRE	11.1%	3.7%	51.9%	7.4%	14.8%	27
NORTH CAROLINA	4.3%	4.3%	31.2%	12.1%	9.9%	141
OKLAHOMA	0.0%	0.0%	31.8%	4.5%	4.5%	22
NCI-AD Average	17.2%	5.1%	20.6%	10.2%	16.6%	739

<sup>89</sup> Such as bus pass, parking, carpooling.

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## RECRUITMENT AND RETENTION

*Table 42. Agency provides a pay incentive or referral bonus programs for current DSW staff to bring in new recruits*

State	Percent	N
ILLINOIS	50.8%	122
INDIANA	60.1%	333
MISSOURI	31.8%	195
NEBRASKA	56.6%	53
NEW HAMPSHIRE	65.7%	35
NORTH CAROLINA	38.6%	189
OKLAHOMA	52.0%	25
NCI-AD Average	49.5%	952

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**Table 43. Additional Recruitment and Retention Strategies**

State	Realistic job preview	Sign-on bonus	Engage with high schools and/or local colleges/universities <sup>90</sup>	Apprenticeship programs	Training on a Code of Ethics	N
<b>ILLINOIS</b>	83.2%	16.8%	40.3%	13.4%	81.5%	119
<b>INDIANA</b>	83.8%	25.7%	31.8%	10.1%	82.3%	327
<b>MISSOURI</b>	83.0%	10.8%	25.3%	4.6%	90.7%	194
<b>NEBRASKA</b>	68.6%	25.5%	64.7%	2.0%	74.5%	51
<b>NEW HAMPSHIRE</b>	84.8%	27.3%	51.5%	18.2%	69.7%	33
<b>NORTH CAROLINA</b>	57.8%	13.3%	42.2%	6.9%	74.6%	173
<b>OKLAHOMA</b>	75.0%	33.3%	20.8%	4.2%	83.3%	24
<b>NCI-AD Average</b>	78.6%	19.7%	34.5%	8.7%	82.1%	921

<sup>90</sup> For recruitment purposes.

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**Table 44. Additional Recruitment and Retention Strategies**

State	DSW ladder to retain highly skilled workers in DSW roles	Support staff to get credentialed through a state or nationally recognized professional organization <sup>91</sup>	Bonuses, stipends or raises provided to DSWs as they complete key stages of a credentialing process	Employee engagement surveys <sup>92</sup>	Employee recognition programs	DSWs included in agency governance	Training for DSWs <sup>93</sup>	N
<b>ILLINOIS</b>	26.1%	25.2%	23.5%	68.9%	60.5%	11.8%	45.4%	119
<b>INDIANA</b>	27.2%	36.4%	34.3%	64.2%	66.7%	12.8%	52.9%	327
<b>MISSOURI</b>	11.9%	19.1%	24.7%	22.7%	49.5%	7.7%	38.7%	194
<b>NEBRASKA</b>	11.8%	52.9%	45.1%	56.9%	64.7%	5.9%	41.2%	51
<b>NEW HAMPSHIRE</b>	27.3%	33.3%	33.3%	54.5%	72.7%	12.1%	30.3%	33
<b>NORTH CAROLINA</b>	15.0%	36.4%	40.5%	34.7%	61.3%	8.7%	54.3%	173
<b>OKLAHOMA</b>	16.7%	29.2%	45.8%	12.5%	54.2%	4.2%	33.3%	24
<b>NCI-AD Average</b>	21.4%	32.0%	32.6%	50.7%	61.5%	10.7%	48.5%	921

<sup>91</sup> Support may take the form of financial support to cover the cost of the credential, paying the DSW for the time needed to complete the credential, or other financial support.

<sup>92</sup> Or other efforts aimed at assessing DSW satisfaction and experience.

<sup>93</sup> This refers to trainings above and beyond those trainings required by state regulation.

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## FRONTLINE SUPERVISORS

Frontline supervisors (FLS) are the first line of management in human service organizations. These are staff who supervise DSWs working with the AD population and often also engage in direct service as part of their duties.

**Table 45. Average DSW to Frontline Supervisor ratio<sup>94</sup>**

State	Average number of DSWs per 1 frontline supervisor <sup>95</sup>	N
ILLINOIS	17	95
INDIANA	12	286
MISSOURI	11	177
NEBRASKA	9	52
NEW HAMPSHIRE	13	29
NORTH CAROLINA	11	164
OKLAHOMA	16	24
Total	12	827

<sup>94</sup> Calculated as Total number of DSWs on payroll as of Dec. 31, 2024, DIVIDED BY Total number of Frontline Supervisors on payroll as of Dec. 31, 2024. The ratio was calculated for each provider and then the state average was calculated.

<sup>95</sup> Agencies that reported having zero (0) Frontline Supervisors or left the question blank are excluded from the denominator. Agencies with more than a 50:1 DSW to FLS ratio were excluded (48 agencies).

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**Table 46. Of all reporting agencies in the state, the average percent of Frontline Supervisors<sup>96</sup> identifying as each race/ethnicity**

State	American Indian or Alaska Native	Asian <sup>97</sup>	Black or African American	Pacific Islander <sup>98</sup>	White	Hispanic/Latino/a <sup>99</sup>	More than one race/ethnicity	Other	Don't know	N
ILLINOIS	0.0%	18.0%	42.6%	0.0%	24.8%	12.3%	0.7%	1.3%	0.4%	114
INDIANA	0.6%	1.5%	56.7%	0.0%	31.1%	2.2%	1.0%	0.7%	6.1%	292
MISSOURI	0.3%	2.5%	47.7%	0.0%	44.0%	0.6%	1.8%	0.0%	3.2%	178
NEBRASKA	0.0%	0.0%	0.3%	0.0%	89.9%	1.0%	2.9%	0.0%	5.9%	51
NEW HAMPSHIRE	0.0%	0.0%	3.6%	0.0%	83.8%	0.3%	1.9%	0.0%	10.3%	29
NORTH CAROLINA	1.4%	0.6%	37.1%	0.3%	52.4%	1.8%	1.3%	0.0%	5.1%	166
OKLAHOMA	12.5%	0.0%	18.9%	1.5%	49.4%	3.6%	1.1%	0.0%	13.1%	23
NCI-AD Average	0.7%	3.5%	46.7%	0.1%	39.5%	3.0%	1.3%	0.5%	4.8%	853

**Table 47. Of all reporting agencies in the state, the average percent of Frontline Supervisors<sup>100</sup> identifying as each gender identity**

State	Male	Female	Don't know	N
ILLINOIS	18.2%	81.8%	0.1%	114
INDIANA	16.2%	81.4%	2.4%	296
MISSOURI	8.4%	91.0%	0.6%	180
NEBRASKA	5.1%	94.9%	0.0%	52
NEW HAMPSHIRE	22.8%	77.2%	0.0%	29
NORTH CAROLINA	7.1%	90.0%	2.9%	170
OKLAHOMA	20.2%	75.6%	4.2%	24
NCI-AD Average	13.0%	85.2%	1.7%	865

<sup>96</sup> Agencies that reported zero (0) Frontline Supervisors were not included in this table.

<sup>97</sup> Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese, or Other Asian.

<sup>98</sup> Native Hawaiian, Guamanian or Chamorro, Samoan, or Other Pacific Islander.

<sup>99</sup> Mexican, Mexican American, Chicano, Puerto Rican, Cuban, or Other Spanish/Hispanic/Latino/a.

<sup>100</sup> Agencies that reported 0 Frontline Supervisors were not included in this table.

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## Appendix A: What can states do with their data?

The NCI State of the Workforce for AD Survey provides state agencies with comprehensive data on the current status of the Direct Service Workforce supporting the population receiving publicly funded long-term services and supports from state aging and physical disabilities systems. With participation that reaches the confidence levels of 95% or higher, and margin of error rates around 5%, states can reasonably rely on the data to guide discussions and decisions on activities to address both the opportunities and challenges revealed by the data.

Some potential opportunities for further examination of the data are listed below:

- State agencies can take a lead role in organizing learning collaborative workgroups. These workgroups can then examine statewide data to identify patterns and trends that suggest potential areas for change. States may choose to use quality tools such as fishbone diagrams, affinity diagrams, '5 Whys' tools, process maps, or other similar tools for this data investigation.
  - For example, if service providers with fewer than 20 employees have higher vacancy rates, the use of one of these quality tools may identify a specific type of improvement opportunity.
- States participating in the NCI State of the Workforce for AD Survey over multiple years are able to compare DSW workforce data across time to see if quality improvement efforts have a positive impact on DSW workforce stability.
- State agencies can work with service provider trade associations to analyze trends by size of the agency or type of service provided (residential, in-home, and/or non-residential). Comparison of wage and benefit similarities and differences can provide insight into potential factors that may impact turnover.
- State agencies can facilitate improvement projects focused specifically on the termination rates of DSWs. The goal of these projects is to identify possible state or local agency policies that may be contributing to higher-than-average rates of termination when compared to other states.
- State agencies and providers can find patterns of turnover among agencies with similar characteristics. The state can then form work teams to identify and test strategies for improvements.
- States can cultivate innovation incubators with service providers interested in trying new or innovative strategies, based on analysis of the data in the survey.
- States can share information about their workforce, trends, strengths, and weaknesses with providers. States can invite providers to create DSW advisory groups that advise states on areas of concern and highlight important opportunities for focus and policy intervention.
- The State of the Workforce Survey results offer states opportunities to identify variations between their own state data and that of other similarly structured states.
  - For example, states with similar size, structure, and regulatory environments may see variations in benefit or wage offerings in other states, or variations in turnover for full- or part-time positions. Identifying such variations may offer insight on specific areas to explore.

## Appendix B: Sampling Methods as Reported by States

### HOW STATES COMPILED THEIR SAMPLE

**Illinois** pulled provider data and contact information from Department of Aging (IDoA) records for providers with contracts to provide in-home services (INH) or Adult Day Service (ADS) to Community Care Program (CCP) participants (which is comprised of a mixture of fee-for-service, Medicaid (MCO), and state GRF-funded participants). If a provider agency had multiple CCP INH and/or ADS contracts, they received one survey that included all contracts. If they had ADS and INH contracts, they received a separate survey for each provide type. IDoA staff updated provider contact and contract information and, once invitations were sent, identified any undeliverable email addresses and resolved them. During the survey period, IDoA sent out multiple reminder emails, held a townhall session for providers to answer any questions, sent out weekly updates of providers that have completed the survey with a thank you, and corrected any identified contact person issues.

**Indiana** received a point-in-time list of all providers that met the survey parameters from the state's case management system. The state used the primary email address to invite survey participants. Additional investigation was carried out to identify the contact person at each agency for undeliverable emails. Reminders throughout the survey timeframe were sent to each provider as well as included in the monthly provider webinar.

**Missouri** received a point in time list of all providers that met the survey parameters from the Division of Missouri Medicaid Audit and Compliance. This division is responsible for receiving and updating all provider contact information. The state used the primary email address to invite survey participants. Memorandums were sent noting the specific email address used on file and requiring the providers to contact the survey team if they did not receive an invite due to inaccurate contact information.

**Nebraska** reviewed a point in time list of all providers that met the survey parameters from the Division of Developmental Disabilities. The division is responsible for receiving and updating all provider contact information. The State used the primary email addresses to invite survey participants. Memorandums were sent noting the specific email address used on file. Additional investigation was carried out to identify the contact person at each agency for undeliverable emails. Reminders throughout the survey timeframe were sent

**New Hampshire:** The University of New Hampshire (UNH) Center on Aging and Community Living (CACL) obtained a list of Medicaid-approved home and community-based services (HCBS) providers, as well as contracted Title XX and Title IIIB HCBS providers, from the New Hampshire Department of Health and Human Services Medicaid Management Information System (MMIS).

CACL reviewed and refined this list by grouping providers by service type, removing permanently closed organizations, and excluding skilled nursing and self-directed providers. Staff also updated provider contact information, including email addresses and phone numbers, using publicly available company websites. In early August, providers were contacted by email and asked to confirm their organization's contact information through a Qualtrics survey. A total of 65 organizations responded.

Throughout the survey period, CACL staff responded to provider questions about eligibility and the definition of the Direct Support Workforce (DSW). Organizations that were no longer operating or did not provide services in 2024 were removed from the list.

Reminder notices were sent through the Verity system, and CACL staff conducted targeted outreach by emailing and calling organizations that had not yet responded. Two town hall sessions were also held to answer questions and provide additional guidance.

**North Carolina:** The sampling frame for North Carolina was developed using provider data and contact information obtained from the North Carolina Department of Health and Human Services (DHHS), Division of Health Service Regulation. The dataset included all home care providers licensed by the State of North Carolina as of August 2025. Each licensed facility was treated as a unique sampling unit. For agencies holding multiple licenses, each licensed facility and its corresponding contact information were initially included as separate entries in the sampling frame to ensure comprehensive coverage. Following the initial distribution of survey invitations, the Division of Aging conducted targeted data validation and quality assurance efforts. This included updating provider contacts and facility information, identifying and resolving undeliverable email addresses, and correcting inaccuracies related to designated contact persons. During the survey administration period, accommodation was made for agencies operating multiple licensed facilities. Upon request, these agencies were permitted to consolidate responses across facilities to reduce respondent burden and improve data quality. To enhance response rates, the Division of Aging implemented a structured follow-up protocol, which included multiple reminder emails and ongoing technical assistance. Staff also responded to participant inquiries via email and addressed any issues related to survey access or respondent identification in real time.

**Oklahoma:** Oklahoma did not provide this information.

# Appendix C: Comparable Wage Tables

From the Bureau of Labor Statistics Occupational Employment Statistics, May 2024

<https://data.bls.gov/oesprofile/>

## RESIDENTIAL ADVISORS

*Coordinate activities in resident facilities in secondary and college dormitories, group homes, or similar establishments. Order supplies and determine need for maintenance, repairs, and furnishings. May maintain household records and assign rooms. May assist residents with problem solving or refer them to counseling resources.*

**Mean Hourly Wage Estimate: \$19.99**

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$13.70	\$16.29	\$18.84	\$22.88	\$28.05

## HOME HEALTH AND PERSONAL CARE AIDES

*Home Health Aides: Provide routine individualized healthcare such as changing bandages and dressing wounds, and applying topical medications to the elderly, convalescents, or persons with disabilities at the patient's home or in a care facility. Monitor or report changes in health status. May also provide personal care such as bathing, dressing, and grooming of patient.*

*Personal Care Aides: Assist the elderly, convalescents, or persons with disabilities with daily living activities at the person's home or in a care facility. Duties performed at a place of residence may include keeping house (making beds, doing laundry, washing dishes) and preparing meals. May provide assistance at non-residential care facilities. May advise families, the elderly, convalescents, and persons with disabilities regarding such things as nutrition, cleanliness, and household activities.*

**Mean Hourly Wage Estimate: \$16.82**

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$12.31	\$14.60	\$16.78	\$18.26	\$21.25

## PSYCHIATRIC AIDES

*Assist mentally impaired or emotionally disturbed patients, working under direction of nursing and medical staff. May assist with daily living activities, lead patients in educational and recreational activities, or accompany patients to and from examinations and treatments. May restrain violent patients. Includes psychiatric orderlies.*

**Mean Hourly Wage Estimate: \$20.97**

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$14.87	\$17.27	\$20.00	\$23.45	\$28.14

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## NURSING ASSISTANTS

*Provide or assist with basic care or support under the direction of onsite licensed nursing staff. Perform duties such as monitoring of health status, feeding, bathing, dressing, grooming, toileting, or ambulation of patients in a health or nursing facility. May include medication administration and other health-related tasks. Includes nursing care attendants, nursing aides, and nursing attendants.*

**Mean Hourly Wage Estimate: \$19.84**

<b>Percentile</b>	<b>10%</b>	<b>25%</b>	<b>50% (Median)</b>	<b>75%</b>	<b>90%</b>
Hourly Wage	\$15.09	\$17.44	\$19.01	\$22.15	\$24.11

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## Appendix D: 2024 Living Wage Table by State

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 (2,080 hours per year). Figures are in dollars (\$) and were retrieved from: <http://livingwage.mit.edu><sup>101</sup>

State	NCI-AD Median Wage <sup>102</sup>	1 adult	1 adult and 1 child	2 adults (one working) and 2 children	2 working adults and 2 children
ILLINOIS	\$18.00	\$22.86	\$39.63	\$41.14	\$27.88
INDIANA	\$16.00	\$20.44	\$35.67	\$38.76	\$24.76
MISSOURI	\$15.00	\$20.20	\$34.25	\$38.24	\$24.31
NEBRASKA	\$18.90	\$20.12	\$35.86	\$38.77	\$25.61
NEW HAMPSHIRE <sup>103</sup>	\$18.00	\$25.10	\$45.39	\$44.35	\$31.36
NORTH CAROLINA	\$14.00	\$21.56	\$36.68	\$39.35	\$25.16
OKLAHOMA	\$13.00	\$19.33	\$32.68	\$36.50	\$23.33

<sup>101</sup> 2024 Living Wages were retrieved from the [2023 NCI State of the Workforce Survey Report](#). The Living Wages were retrieved in 2024. The Living Wages were originally sourced from <https://livingwage.mit.edu/> in 2024.

<sup>102</sup> From Table 22 in this report

<sup>103</sup> 2024 Living Wage was not available for NH. Instead, we used the 2026 data from <https://livingwage.mit.edu/> and deflated it to 2024 using [https://www.bls.gov/data/inflation\\_calculator.htm](https://www.bls.gov/data/inflation_calculator.htm). To deflate, we assumed the Feb 2026 living wage was the same as the Dec 2025 living wage (2026 data was not yet available on the BLS site at the time this report was written).

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## Appendix E: Selected Data from State of the Workforce in 2024 Compared to State of the Workforce in 2023

*Table F1. Turned away or stopped accepting new service referrals due to DSW staffing issues*

Only shows states that participated in the State of the Workforce 2023 and 2024.

	2023	2024
ILLINOIS	16.0%	7.3%
INDIANA	27.5%	15.0%
MISSOURI	35.9%	29.2%

*F2. Turnover Ratio*

Only shows states that participated in the State of the Workforce 2023 and 2024.

	2023	2024
ILLINOIS	36.4%	28.1%
INDIANA	44.7%	46.4%
MISSOURI	46.1%	46.3%

*F5. Median hourly wage paid to all DSWs*

Only shows states that participated in the State of the Workforce 2023 and 2024.

	2023	2024
ILLINOIS	17.49	18.00
INDIANA	15.00	16.00
MISSOURI	14.50	15.00

# Appendix F: Instructions Provided to Survey Respondents

## BEFORE YOU START

Your agency has been asked to complete this survey because your agency provides direct care and support to older adults and individuals with physical disabilities.

We are interested in learning about the workforce of Direct Service Workers (DSWs) in your state.

DSWs are paid staff whose primary job responsibility is to provide care and support to **“The AD population:”** older adults and/or individuals with physical disabilities who access publicly funded services in Medicaid waiver programs, Medicaid state plan programs, and/or state-funded programs, and/or older adults served by Older Americans Act programs.

You may want to have organizational staff in your Human Resources or Payroll departments complete this survey. You may also need information from program directors, so please review the survey questions and seek additional input as needed.

The goal of the survey and the resulting data is to help state governments understand DSW workforce challenges, identify areas for policy or program change or innovation, measure the impact of policy or programs, and compare state data to those of other states and the NCI-AD average. The information in this survey will also be used as evidence to support efforts to create change.

This survey is being administered by National Core Indicators Aging and Disabilities (NCI-AD) on behalf of your state; state policymakers and advocates will use the data to guide decisions. This survey will take approximately 1 hour to complete, and you may leave and come back to it if needed. Once you hit “SUBMIT” at the end, you cannot re-enter the survey.

## DIRECTIONS

### OVERVIEW

The survey asks for information on DSWs supporting the AD population who were on your agency’s payroll for any period of time from Jan. 1 to Dec. 31, 2024, and for whom your agency defined or currently defines wages and benefits. (For more information on who is considered a DSW, see **“Types of Workers to Consider,”** below.)

We are collecting information on:

- Their date of hire
- Whether they are currently on staff or if they left/were terminated from the agency during 2024

- Their length of employment
- Whether they work full-time or part-time
- Hours and wages
- Benefits, such as paid time off, health insurance, etc.

You may want to have organizational staff in your Human Resources or Payroll departments complete this survey. You may also need information from program directors, so please review the survey questions and seek additional input as needed.

## IMPORTANT DEFINITIONS

### Types of workers to consider

Most of the questions on this survey are about workers who are employed as **Direct Service Workers (DSWs)**. DSWs are also commonly known as Home Health Aides (HHAs), Personal Care Attendants (PCAs), Personal Care Workers (PCWs), Certified Nursing Assistants (CNAs), Nursing Assistants, Companions and/or Homemakers.

For the purposes of this survey, DSWs are paid workers whose primary job responsibility is to provide direct care and support to “**The AD population:**” older adults and/or individuals with physical disabilities who access publicly funded services in Medicaid waiver programs, Medicaid state plan programs, and/or state-funded programs, and/or older adults served by Older Americans Act programs.

DSWs’ primary responsibilities are some or all the following **direct care and support tasks**:

- Support clients to maintain independence
- Provide personal assistance with Activities of Daily Living (ADLs): personal hygiene, grooming, dressing, toileting, transferring (mobility), and eating
- Basic clinical tasks such as monitoring vital signs, helping with prescribed exercises or administering medications
- Assistance with housekeeping, grocery shopping and cooking, accompany clients to doctor appointments or other errands
- Companionship
- Support in community engagement activities
- Support in day centers or other day activities
- Respite support

DSWs are workers **for whom your agency defines wages and benefits directly**. Workers hired through a temporary personnel agency, contract, or 1099 arrangement should not be included in your responses. Workers for whom your agency serves solely as a fiscal intermediary or employer of record should not be included in your responses.



**Include** these workers in your responses about DSWs:

- Paid staff whose primary job responsibility is to provide support to the AD population in the form of the above listed direct care and support tasks
- DSWs for whom your agency defines wages and benefits directly **Note:** *Please do not include DSWs who are exclusively supporting people who are self-directing their services*
- Certified Nursing Assistants (CNAs) if the nursing care they provide is basic such as monitoring vital signs, applying or changing bandages, cleaning wounds, keeping records of health, helping with prescribed exercises or administering medications
- Any paid staff who spend at least 50% of their hours doing direct care and support tasks. Their primary job responsibility and more than 50% of their hours are spent doing direct care and support work.
- Any paid staff with some supervisory responsibilities—but **only** if more than 50% of their hours are spent doing direct care and support tasks.
- **Regarding host/foster/family home arrangements:** respond only about DSWs who are employed and work in addition to the primary shared living/foster care provider



**Do not include** these workers in your responses about DSWs:

- Clinically licensed staff (therapists, registered nurses, licensed practical nurses (LPNs), social workers, psychologists, etc.) **Note:** *Please include CNAs if the nursing care they provide is basic such as monitoring vital signs, applying or changing bandages, cleaning wounds, keeping records of health, helping with prescribed exercises or administering medications*
- Behavior specialists, behavior technicians or behavior clinicians (BCBA)
- DSWs that exclusively work in nursing homes
- Those who **only** provide transportation, home modifications, and/or meal delivery
- Contract or 1099 workers
- On-call or PRN workers (there is one survey question that addresses this workforce)
- Staff hired through a temporary personnel agency
- DSWs who are exclusively supporting people who are self-directing their services
- Primary host/foster/family home providers (Please respond only about DSWs who are employed and work in addition to the primary shared living/foster care provider)
- Admin staff or supervisory staff, unless they spend 50% or more of their time doing direct support work

**Regarding host/foster/family home arrangements:** Please respond only about DSWs who are employed and work in addition to the primary shared living/foster care provider.

**Regarding Fiscal Intermediaries or Employers of Record for DSWs working for people who are self-directing their own services:** If your agency functions solely as a fiscal intermediary or employer of record, please do not respond to this survey; instead, email your State of the Workforce State Contact listed above.

If your agency functions as a fiscal intermediary/employer of record **and also** provides direct support, please respond only about the DSWs employed by your agency; *do not include* DSWs hired and managed by people/families who are self-directing in your responses.

The survey asks about the following supports provided by the DSWs in your agency

Residential Supports	In-Home Supports	Non-Residential Supports
<p><b>Provided to a person in a home or apartment that is owned or operated by your agency.</b>            This includes residential services delivered to people who DO NOT live in their family’s home or their own private home/apartment which they rent or own.            Residential supports include:</p> <ul style="list-style-type: none"> <li>• 24-hour supports such as Assisted Living</li> <li>• Host home or foster home services</li> <li>• Residential Respite</li> </ul> <p>If the service recipient holds a lease with your provider agency, this is considered a residential support or service.            Please do not include Nursing Homes in your responses.</p>	<p><b>Provided to a person in a home or apartment that is not owned or operated by your agency.</b> This includes:</p> <ul style="list-style-type: none"> <li>• Supports provided to a person in their own private home or apartment, or a private home/apartment they live in with their family (only if their home or apartment is not owned or operated by your agency)</li> <li>• Respite services provided to a person in their own private home or apartment, or a private home/apartment they live in with their family (only if their home or apartment is not owned or operated by your agency)</li> <li>• This category can include homemaker/personal care services or companionship services</li> </ul>	<p><b>Provided in a day service, community program, or work setting.</b> This includes:</p> <ul style="list-style-type: none"> <li>• Adult day services</li> <li>• Community supports such as supports provided to assist a person to participate in community activities</li> <li>• Skills training or skills development to support a person to self-sustain in the community</li> </ul>



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