

THE 2021 NATIONAL CORE INDICATORS® - INTELLECTUAL AND DEVELOPMENTAL DISABILITIES STAFF STABILITY SURVEY



THIS PAPER VERSION OF THE SURVEY IS FOR REFERENCE ONLY. YOUR RESPONSES TO THIS SURVEY **MUST BE ENTERED IN THE ONLINE PORTAL**. PAPER OR SCANNED COPIES WILL NOT BE ACCEPTED.

Survey must be completed in the online data entry system by **June 30, 2022**

Pennsylvania's state contact is Ms. Lee Stephens. Please email her with any questions at lstephens@pa.gov.

The COVID-19 pandemic has had a significant impact on the Direct Support Professional (DSP) workforce. We added questions to this year's survey to determine how provider agencies were impacted and how DSPs were impacted. This additional information will help the DD system assess performance and develop effective and more meaningful response plans that can be swiftly implemented to help minimize the impact of future public health emergencies.

BEFORE YOU START

Your agency has been asked to complete this survey because you provide supports to **adults (18 and over) with intellectual/developmental disabilities (IDD)**.

We are interested in learning about your state's Direct Support Professional (DSP) workforce—Paid staff whose primary job responsibility is to provide support, help with skills development, guidance, or personal assistance at any location or during any activity (e.g., at home, at leisure activities, at work, during recreational activities, etc.) to adults with IDD. DSPs are also commonly known as Direct Support Workers (DSWs), Home Health Aides (HHAs), or Personal Care Attendants (PCAs).

This survey is being administered by National Core Indicators® – Intellectual and Developmental Disabilities (NCI®-IDD) on behalf of your state; state policymakers and advocates will use the data to guide decisions.



IF YOU BELIEVE YOU HAVE RECEIVED THIS SURVEY IN ERROR, PLEASE INFORM THE STATE CONTACT: lstephens@pa.gov AND EXPLAIN WHY.

DIRECTIONS

OVERVIEW

The survey asks for information on DSPs who were on your agency's payroll for any period of time from January 1, 2021 to December 31, 2021 and for whom your agency defined or currently defines wages and benefits. (For more information on who is considered a DSP, 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 2021
- 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 Support Professionals (DSPs)**. DSPs are also commonly known as Direct Support Workers (DSWs), Home Health Aides (HHAs), or Personal Care Attendants (PCAs); Employment Specialists (job coaches); Community Integration Specialists, etc.

For the purposes of this survey, DSPs are paid workers whose primary responsibility is to provide direct support to adults with intellectual and developmental disabilities (IDD) and 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.



Include these workers in your responses about DSPs:

- Paid staff whose primary job responsibility is to provide support, help with skills development, guidance, or personal assistance at any location or during any activity (i.e., at home, at leisure activities, at work, during recreational activities, etc.) to adults with IDD.
- Paid staff who spend at least 50% of their hours doing direct support tasks. Their primary job responsibility and more than 50% of their hours are spent doing direct support work.
- People with some supervisory responsibilities—but **only** if more than 50% of their hours are spent doing direct support tasks.



Do not include these workers in your responses about DSPs:

- Clinically licensed staff (therapists, nurses, social workers, psychologists, etc.)
- Behavior specialists, behavior technicians or behavior clinicians (BCBA)
- Those who **only** provide transportation, home modifications, and/or meal delivery
- Contract or 1099 workers
- On-call or PRN workers
- Staff hired through a temporary personnel agency
- 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 DSPs who are employed and work in addition to the primary shared living/foster care provider.

Regarding Fiscal Intermediaries or Employers of Record for DSPs 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 Staff Stability 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 DSPs employed by your agency; *do not include* DSPs hired and managed by people/families who are self-directing in your responses.

TYPES OF SUPPORTS

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

| Residential Supports | In-Home Supports | Non-Residential Supports |
|--|---|--|
| <p>Provided to a person in a home or apartment that is owned or operated by your agency.</p> <p><i>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.</i></p> <p><i>Residential supports include:</i></p> <ul style="list-style-type: none"> • Residential Services • 24-hour supports such as a Group Home, Agency-Operated Apartments or ICFs/ID • Host home or foster home services <p><i>If the service recipient holds a lease with your provider agency, this is considered a residential support or service.</i></p> | <p>Provided to a person in a home or apartment that is not owned or operated by your agency. This includes:</p> <ul style="list-style-type: none"> • 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) • This category can include homemaker/personal care services (in many states). | <p>Provided in a day program, community program, or work setting. This includes:</p> <ul style="list-style-type: none"> • Adult day services • Community supports such as supports provided to assist a person to participate in community activities • Employment or vocational services. This can include supports to help people who are looking for work or work supports such as job coaching or employment support. <p>PLEASE NOTE: Because of COVID-19, many traditionally ‘non-residential’ supports and services began to be provided in the person’s residence or home. If services provided by your agency fit the description above but because of COVID-19 were provided in a person’s residence/home, they are still considered “non-residential supports.”</p> |

THE 2021 NATIONAL CORE INDICATORS®-INTELLECTUAL AND DEVELOPMENTAL DISABILITIES (NCI-IDD) STAFF STABILITY SURVEY

Agency Profile

Write-in answer

1. Agency name or code number (optional):

2. Does your agency **ONLY** support **adults with intellectual/developmental disabilities (IDD)**?
 - Yes (GO TO Q4)
 - No (GO TO Q3)

3. If **NO** to Q2, can you isolate wage information, vacancy rates, and benefits for DSPs who work exclusively with adults with IDD, and can you report on these separately?
 - Yes → When answering the remainder of this survey, please refer *only* to DSPs who work exclusively with adults with IDD
 - No → Please refer to all DSPs when answering this survey

4. Does your agency **only** use contract DSPs and/or 1099 DSPs?

Answer “YES” if your agency does NOT have any DSPs on regular payroll and your agency only uses contract and/or 1099 DSPs

 - Yes → Please do not continue with the survey
 - No

5. Did you have any DSPs providing support for adults with IDD on your payroll on **December 31, 2021**?

(Do not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider)

 - Yes
 - No → Please do not continue with the survey

Reminders: For the purposes of this survey, DSPs are those whose primary job responsibility is to provide support, help with skills development, guidance, or personal assistance at any location or during any activity (i.e., at home, at leisure activities, at work, during recreational activities, etc.) to adults with IDD.

Please see the instructions under “Types of Workers to Consider” at the beginning of this survey for details about the types of positions to include in your responses.

6. Was your agency in operation for at least six continuous months between Jan. 1, 2021 and Dec. 31, 2021?
 - Yes
 - No → Please do not continue with the survey

In Questions 7-13 we will be asking about the following types of supports provided by DSPs to adults with IDD.

| Residential Supports | In-Home Supports | Non-Residential Supports |
|--|--|--|
| <p>Provided to a person in a home or apartment that is owned or operated by your agency. <i>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.</i></p> <p><i>Residential supports include:</i></p> <ul style="list-style-type: none"> • Residential Services • 24-hour supports such as a Group Home, Agency-Operated Apartments or ICFs/ID • Host home or foster home services <p><i>If the service recipient holds a lease with your provider agency, this is considered a residential support or service.</i></p> | <p>Provided to a person in a home or apartment that is not owned or operated by your agency. This includes:</p> <ul style="list-style-type: none"> • 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). • This category can include homemaker/personal care services (in many states). | <p>Provided in a day program, community program or work setting. This includes:</p> <ul style="list-style-type: none"> • Adult day services • Community supports such as supports provided to assist a person to participate in community activities • Employment or vocational services. This can include supports to help people who are looking for work or work supports such as job coaching or employment support. <p>PLEASE NOTE: Because of COVID-19, many traditionally 'non-residential' supports and services began to be provided in the person's residence or home. If services provided by your agency fit the description above but because of COVID-19 were provided in a person's residence/home, they are still considered "non-residential supports"</p> |

7. As of Dec. 31, 2021, did your provider agency provide **at least one** of the following types of support?

- **Residential**
- **In-home** and/or
- **Non-residential supports**

- Yes
 No → Please do not continue with the survey

8. As of Dec. 31, 2021, did your agency provide **residential supports** to adults with IDD?

Residential supports are defined above.

- Yes
 No

9. If YES to Q8, how many adults with IDD were receiving **residential supports** from your agency as of Dec. 31, 2021?

- 1-10 Adults with IDD
- 11-20 Adults with IDD
- 21-50 Adults with IDD
- 51-99 Adults with IDD
- 100-499 Adults with IDD
- 500-999 Adults with IDD
- 1000+ Adults with IDD

10. As of Dec. 31, 2021, did your agency provide **in-home supports** to adults with IDD in their own home or apartment or their family home or apartment? *In-home supports are defined above.*

- Yes
 No

11. If YES to Q10, how many adults with IDD were receiving **in-home supports** from your agency as of Dec. 31, 2021?
- 1-10 Adults with IDD
 - 11-20 Adults with IDD
 - 21-50 Adults with IDD
 - 51-99 Adults with IDD
 - 100-499 Adults with IDD
 - 500-999 Adults with IDD
 - 1000+ Adults with IDD
-

12. As of Dec. 31, 2021, did your agency provide '**non-residential**' supports and services to adults with IDD? *Non-residential supports are defined above.*
- Yes
 - No

PLEASE NOTE: *Because of COVID-19, many traditionally 'non-residential' supports and services began to be provided in the person's residence/home. If services provided by your agency fit the description for non-residential supports but because of COVID-19 were provided in a person's residence/home, they are still considered "non-residential supports"*

13. If YES to Q12, how many adults with IDD were receiving '**non-residential**' supports and services from your agency as of Dec. 31, 2021?

Please include people receiving these in a nontraditional way due to COVID-19 (for example – in the person's home, virtually, outdoors, or other alternative methods of service delivery).

- 1-10 Adults with IDD
 - 11-20 Adults with IDD
 - 21-50 Adults with IDD
 - 51-99 Adults with IDD
 - 100-499 Adults with IDD
 - 500-999 Adults with IDD
 - 1000+ Adults with IDD
-

14. Does your agency provide services that are licensed or certified as an **Intermediate Care Facility for people with Intellectual/Developmental Disabilities (ICF/DD)**?
- Yes
 - No

15. How many adults with IDD were enrolled in or approved for residential, in-home, and/or non-residential services from your agency on **Jan. 1, 2021**?

*Please provide an unduplicated count. That is, if your agency serves someone at home **and** with non-residential supports, please count that person only once.*

16. How many adults with IDD were enrolled in or approved for residential, in-home, and/or non-residential services from your agency on **Dec. 31, 2021**?

(Q15 and Q16 are aimed at documenting the change in your service population over 2021.)

*Please provide an unduplicated count. That is, if your agency serves someone at home **and** with non-residential supports, please count that person only once.*

17. In 2021, did your agency have to turn away or stop accepting new service referrals due to DSP staffing issues?

- Yes
- No

18. Is your agency (*check all that apply*):

- Private for-profit
- Private nonprofit
- Government (city, county or state government, or local government boards)

If you are a Government agency, please select one of the following:

- State/County/Local Government—Your staff are local government employees (such as state, county, city or municipal employees hired through the local government hiring process and receiving benefits and wages through the local government payroll system)
- Other government entity - such as quasi-governmental agencies, county boards of disability, where employees are not government-hired directly, but their wages and benefits follow a government scale and are administered through a separate agency, not the state or local government payroll system) (please explain) _____

19. How many DSPs did you have on your payroll as of Jan. 1, 2021?

Include DSPs as defined under “Types of Workers to Consider” at the beginning of this survey. Do not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

**DO NOT include DSPs who were on full furlough as of Jan. 1, 2021.
DO include DSPs who were on partial furlough as of Jan 1, 2021.**

Furloughed DSPs: A furlough is a mandatory temporary leave of absence after which the employee is expected to return to work or to be restored from a reduced work schedule. Furloughed DSPs are still technically employees: they retain their employment rights and generally their benefits. Furlough can be **full** furlough (employee is completely furloughed and does not work any hours) or **partial** furlough (employee is furloughed for part of their regular employment (for example, 8 hours a week, 8 hours a month, etc.).

_____ DSPs supporting adults with IDD were on payroll as of Jan. 1, 2021

20. How many DSPs were on your payroll as of Dec. 31, 2021?

**Do not include DSPs who were on full furlough as of Dec. 31, 2021.
DO include DSPs who were on partial furlough as of Dec 31, 2021.**
(See above for the definition of furlough.)

(Q19 and Q20 are aimed at understanding the change in your DSP workforce over 2021.)

_____ DSPs supporting adults with IDD were on payroll as of Dec. 31, 2021

Your agency must have had at least one DSP supporting adults with IDD on payroll as of Dec. 31, 2021 to be eligible to respond to this survey.

If this question is left blank or answered with “0,” your agency’s responses will not be included in the survey.

21. Please indicate the number of DSPs on your payroll as of Dec. 31, 2021 who were continuously employed in a direct support capacity for:

- Less than 6 months _____
- Between 6 and 12 months _____
- Between 12 and 24 months _____
- Between 24 and 36 months _____
- More than 36 months _____

Do not include DSPs on full furlough as of Dec. 31, 2021; DO include DSPs who were on partial furlough as of Dec. 31, 2021. See above for definition of furlough. Include DSPs as defined under “Types of Workers to Consider” at the beginning of this survey. Do not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Note: The responses in Q21 must add up to the same number as in Q20.

22. Please indicate the number of DSPs on your payroll as of Dec. 31, 2021 who identify as:

American Indian or Alaska Native

Asian

(Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese, or Other Asian)

Black or African American

Pacific Islander

(Native Hawaiian, Guamanian or Chamorro, Samoan, or Other Pacific Islander)

White

Hispanic/Latino

(Mexican, Mexican American, Chicano, Puerto Rican, Cuban, or Other Spanish/Hispanic/Latino)

More than one race/ethnicity

Other race/ethnicity

Don't know

Do not include DSPs on full furlough as of Dec. 31, 2021; DO include DSPs who were on partial furlough as of Dec. 31, 2021. See above for definition of furlough. Include DSPs as defined under "Types of Workers to Consider" at the beginning of this survey. Do not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Note: The responses in Q22 must add up to the same number as in Q20.

23. Please indicate the number of DSPs on your payroll as of Dec. 31, 2021 who identify as:

Male

Female

Non-conforming

Other

Don't know

Do not include DSPs on full furlough as of Dec. 31, 2021; DO include DSPs who were on partial furlough as of Dec. 31, 2021. See above for definition of furlough. Include DSPs as defined under "Types of Workers to Consider" at the beginning of this survey. Do not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Note: The responses in Q23 must add up to the same number as in Q20.

24. Did your agency **put any DSPs on furlough** for any period of time at any point between Jan. 1, 2021 and Dec. 31, 2021? (Do not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.)

Yes

No

Reminder: A furlough is a mandatory temporary leave of absence after which the employee is expected to return to work or to be restored from a reduced work schedule. Furloughed DSPs are still technically employees: they retain their employment rights and generally their benefits. *Furlough can be full furlough (employee is completely furloughed and does not work any hours) or partial furlough (employee is furloughed for part of their regular employment (for example, 8 hours a week, 8 hours a month, etc.).*

25. How many DSPs left/separated from your agency permanently between Jan. 1, 2021 and Dec. 31, 2021?

Permanently Separated DSPs are DSPs who were removed from your payroll for any reason during the year. Do not include workers who were promoted or transferred within the agency.

*****Please note: DSPs that separated from payroll in 2021 and then rejoined payroll in 2021 should NOT be included in this total.**

Do not include DSPs on full furlough as of Dec. 31, 2021; DO include DSPs who were on partial furlough as of Dec. 31, 2021. See above for definition of furlough. Include DSPs as defined under "Types of Workers to Consider" at the beginning of this survey. Do not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

26. Of those DSPs who left/separated from your agency permanently between Jan. 1, 2021 and Dec. 31, 2021, please indicate the number who had been continuously employed by your agency (in a direct support capacity) for:

- Less than 6 months _____
- Between 6 and 12 months _____
- Between 12 and 24 months _____
- Between 24 and 36 months _____
- More than 36 months _____

Note: The responses in Q26 must add up to the total number of permanently separated DSPs in Q25

27. Of those DSPs who left/separated from your agency permanently between Jan. 1, 2021 and Dec. 31, 2021, please indicate the number who left under each of the following circumstances. (Please DO NOT include those who were rehired or who rejoined payroll in 2021):

- Voluntarily left, retired or quit _____
- Employment was terminated _____
(due to performance issues or violation of agency policy)
- Laid off _____
(position was eliminated)
- Don't know _____

Note: The responses in Q27 must add up to the total number of permanently separated DSPs in Q25

28. Does your agency distinguish between full-time and part-time DSP positions?

- Yes
- No (GO TO Q36)

29. If yes, what is the **minimum** number of hours a week a DSP must work to be considered full-time?

- 1-29 hours per week
- 30 hours per week
- 31-39 hours per week
- 40 hours per week
- 41+ hours per week

| | |
|--|--|
| <p>30. How many full-time DSPs were on your payroll as of Dec. 31, 2021? <i>If the answer is none, please write "0"</i></p> <p><i>Do not include DSPs on full furlough as of Dec. 31, 2021; DO include DSPs who were on partial furlough as of Dec. 31, 2021. See above for definition of furlough. Include DSPs as defined under "Types of Workers to Consider" at the beginning of this survey. Do not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.</i></p> | |
| <p>31. How many full-time DSP position vacancies did you have at your agency as of Dec. 31, 2021? <i>If the answer is none, please write "0"</i></p> | |
| <p>32. Add your responses to Q30 and Q31 and enter the total here. This figure represents your total number of full-time DSP positions as of Dec. 31, 2021.</p> | |
| <p>33. How many part-time DSPs were on your payroll as of Dec. 31, 2021? (Do not include PRN or on-call workers) <i>If the answer is none, please write "0"</i></p> <p><i>Do not include DSPs on full furlough as of Dec. 31, 2021; DO include DSPs who were on partial furlough as of Dec. 31, 2021. See above for definition of furlough. Include DSPs as defined under "Types of Workers to Consider" at the beginning of this survey. Do not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.</i></p> | |
| <p>Note: The response in Q33 plus the response in Q30 must equal the response in Q20</p> | |
| <p>34. How many part-time DSP position vacancies did you have at your agency as of Dec. 31, 2021? <i>If the answer is none, please write "0"</i></p> | |
| <p>35. Add your responses to Q33 and Q34 and enter the total here. This figure represents your total number of part-time DSP positions as of Dec. 31, 2021.</p> | |
| <p>36. THIS QUESTION IS ABOUT ON-CALL or PRN WORKERS</p> <p>How many on-call DSPs and/or PRN DSPs were employed by your agency to support adults with IDD as of Dec. 31, 2021? (Only include those for whom your agency defines the wages. Do not include those hired through a temp agency.) <i>If the answer is none, please write "0"</i></p> | |

COMPENSATION

37. What was the average (mean) STARTING hourly wage paid to DSPs in each of the following types of services in 2021?

- Do not include overtime wages in your calculations.
- Do not include wage bonuses in your calculations.
- Do not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or primary host-home/foster-care providers
- Include DSPs as defined under “Types of Workers to Consider” at the beginning of this survey
- Please refer to the period between Jan. 1, 2021 and Dec. 31, 2021.

Average (mean) STARTING hourly wage for DSPs

- | | |
|---|------------------------|
| a) Average starting wages of DSPs across services and settings | \$____.____ (per hour) |
| b) Average starting wages of DSPs providing residential supports (as defined under “Types of Supports” at the beginning of this survey) | \$____.____ (per hour) |
| c) Average starting wages of DSPs providing in-home supports (as defined under “Types of Supports” at the beginning of this survey) | \$____.____ (per hour) |
| d) Average starting wages of DSPs providing non-residential services and supports (as defined under “Types of Supports” at the beginning of this survey) | \$____.____ (per hour) |

COVID-19 NOTE: If services provided by your agency fit the description of non-residential services and supports but were provided in the person’s home or residence due to the pandemic, they are still considered ‘non-residential services and supports’ for the purposes of this survey.

38. What was the average (mean) hourly wage paid to DSPs (regardless of length of employment) in each of the following types of services in 2021?

- Do not include overtime wages in your calculations.
- Do not include wage bonuses in your calculations.
- Do not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or primary host-home/foster-care providers
- Include DSPs as defined under “Types of Workers to Consider” at the beginning of this survey
- Please refer to the period between Jan. 1, 2021 and Dec. 31, 2021.

Average (mean) hourly wage for DSPs

- | | |
|---|------------------------|
| a) Average hourly wages of DSPs across services and settings | \$____.____ (per hour) |
| b) Average hourly wages of DSPs providing residential supports (as defined under “Types of Supports” at the beginning of this survey) | \$____.____ (per hour) |
| c) Average hourly wages of DSPs providing in-home supports (as defined under “Types of Supports” at the beginning of this survey) | \$____.____ (per hour) |
| d) Average hourly wages of DSPs providing non-residential services and supports (as defined under “Types of Supports” at the beginning of this survey) | \$____.____ (per hour) |

COVID-19 NOTE: If services provided by your agency fit the description of non-residential services and supports but were provided in the person’s home or residence due to the pandemic, they are still considered ‘non-residential services and supports’ for the purposes of this survey.

39. If your agency differentiates between full-time and part-time DSPs (as in Q28), do you use a different pay scale for full-time and part-time DSPs?

In other words, do starting wages and/or raise calculations differ for part-time DSPs versus full-time DSPs?

- Yes
- No

40. Does your agency provide a pay-differential for those DSPs who can communicate in languages other than English?

Please respond "yes" if your agency pays more to DSPs who can support people whose preferred language is not English, for example a higher pay rate for DSPs who can support people in Spanish, another world language or American Sign Language.

- Yes
- No

Bonuses and Overtime

41. Did your agency give **wage bonuses** to DSPs in 2021?

A bonus is wage compensation supplemental to salary or wages. Bonuses are typically given at intervals less frequent than payroll.

Do not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider

- Yes
- No (GO TO Q44)

42. Of the DSPs supporting adults with IDD on your payroll on Dec. 31, 2021, what is the total unduplicated count of DSPs who received at least one wage bonus between Jan. 1, 2021 and Dec. 31, 2021?

We're looking for the number of DSPs who received at least one wage bonus here; NOT the number of bonuses given.

Your answer here cannot be larger than your answer to Q20 (the total number of DSPs on your payroll as of Dec. 31, 2021).

Do not include DSPs on full furlough as of Dec. 31, 2021; DO include DSPs who were on partial furlough as of Dec. 31, 2021. See above for definition of furlough. Include DSPs as defined under "Types of Workers to Consider" at the beginning of this survey. Do not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Do not include commas in the numbers in your responses (e.g., type "1000" and don't type "1,000")

43. If your agency gave wage bonuses to DSPs in the year 2021, what was the average amount for the bonus? (In other words, the total amount paid in bonuses divided by the number of DSPs who received bonuses)

- Less than \$50
- \$50-\$100
- \$101-\$200
- \$201-\$300
- \$301-\$400
- \$401-\$500
- \$500+

44. What was the total number of **regular working hours** you paid to DSPs in 2021?
Do not include commas in the numbers in your responses (e.g., type "1000" and don't type "1,000")

45. What was the total number of **overtime hours** you paid to DSPs in 2021?
*If you distinguish between full-time and part-time DSPs (as in Q28), please only record the total number of overtime hours you paid to full-time DSPs in 2021.
Do not include commas in the numbers in your responses (e.g., type "1000" and don't type "1,000")*

46. Of the DSPs supporting adults with IDD on your payroll on Dec. 31, 2021, what is the total unduplicated count of DSPs who received at least **one hour of overtime pay** between Jan. 1, 2021 and Dec. 31, 2021?
*Your answer here cannot be larger than the answer you provided in Q20 regarding the total number of DSPs on your payroll as of Dec. 31, 2021.
Do not include DSPs on full furlough as of Dec. 31, 2021; DO include DSPs who were on partial furlough as of Dec. 31, 2021. See above for definition of furlough. Include DSPs as defined under "Types of Workers to Consider" at the beginning of this survey. Do not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.
Do not include commas in the numbers in your responses (e.g., type "1000" and don't type "1,000")*

Benefits

In your answers to this section, **only consider those DSPs on your payroll**; do not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

47. Does your agency provide any paid time off to DSPs?
 Yes
 No (GO TO Q56)

48. Did your agency offer **pooled paid time off** to some or all DSPs in 2021?
Pooled paid time off = Paid time off that is not distinguished by category (vacation, sick or other time off); all accrued time is pooled. If your agency offers vacation, sick, personal or other time off but **it is not pooled**, please answer "no".
 Yes
 No (GO TO Q50)

49. If **pooled paid time off** was offered to some or all DSPs, what were the requirements for a DSP to be eligible? (Check all that apply)
 Must be working full time
 Must work a minimum amount of time in a defined period (for example, 35 hours/week, 18 days/month, etc.)
 Must have been employed at the agency for a certain length of time
 All DSPs are eligible (GO TO Q56)

50. Did your agency offer **paid vacation time** to some or all DSPs in 2021?
(If your agency offers pooled paid time off to all DSPs, you may skip this question.)
- Yes
 - No (GO TO Q52)
51. If **paid vacation time** was offered to some or all DSPs, what were the requirements for a DSP to be eligible?
(Check all that apply)
- Must be full time
 - Must work a minimum amount of time within a defined time period (for example, must work 35 hours/week, 18 days/month, etc.)
 - Must have been employed at the agency for a certain length of time
 - All DSPs are eligible
52. Did your agency offer **paid sick time** to some or all DSPs in 2021?
(If your agency offers pooled paid time off to all DSPs, you may skip this question.)
- Yes
 - No (GO TO Q54)
53. If **paid sick time** was offered to some or all DSPs, what were the requirements for a DSP to be eligible?
(Check all that apply)
- Must be full time
 - Must work a minimum amount of time within a defined time period (for example, must work 35 hours/week, 18 days/month, etc.)
 - Must have been employed at the agency for a certain length of time
 - All DSPs are eligible
-
54. Did your agency offer **paid personal time** to some or all DSPs in 2021?
(If your agency offers pooled paid time off to all DSPs, you may skip this question.)
- Yes
 - No (GO TO Q56)
-
55. If **paid personal time** was offered to some or all DSPs, what were the requirements for a DSP to be eligible?
(Check all that apply)
- Must be full time
 - Must work a minimum amount of time within a defined time period (for example, must work 35 hours/week, 18 days/month, etc.)
 - Must have been employed at the agency for a certain length of time
 - All DSPs are eligible
-
56. Did your agency offer **health (medical) insurance coverage** to some or all DSPs in 2021?
- Yes
 - No (GO TO Q60)

57. If **health (medical) insurance coverage** was offered to some or all DSPs, what were the requirements for a DSP to be eligible?
(Check all that apply)
- Must be full time
 - Must work a minimum amount of time within a defined time period (for example, must work 35 hours/week, 18 days/month, etc.)
 - Must have been employed at the agency for a certain length of time
 - All DSPs are eligible
-

58. As of Dec. 31, 2021, how many DSPs on payroll were eligible for the **health (medical) insurance** benefit from your agency?
(Here we are looking for the total number eligible—both those who enrolled and those who did not.)
- _____ DSPs are eligible for the health insurance benefit
- Your answer here cannot be larger than the answer you provided in **Q20** regarding the total number of DSPs on your payroll as of Dec. 31, 2021.
-

59. How many of the eligible DSPs were enrolled in the health insurance benefit as of Dec. 31., 2021? (Do not include dependents in this calculation.)
- _____ DSPs enrolled in the health insurance benefit
- Your answer here cannot be larger than the answer you provided in **Q58** regarding the total number of DSPs eligible for the benefit at your agency.
-

60. Did your agency offer **dental coverage** to some or all DSPs in 2021?
(If dental coverage is included in your agency's health insurance benefit, please answer "yes" to this question.)
- Yes
 - No
-

61. Did your agency offer **vision coverage** to some or all DSPs in 2021?
(If vision coverage is included in your agency's health insurance benefit, please answer "yes" to this question.)
- Yes
 - No
-

62. Did your agency offer an **employer-sponsored retirement plan (401K, 403b, or other plan)** to some or all DSPs in 2021?
- Yes
 - No (GO TO **Q64**)
-

63. If an **employer-sponsored retirement plan (401K, 403b or other plan)** was offered to some or all DSPs, what were the requirements for a DSP to be eligible? (Check all that apply)
- Must be full time
 - Must work a minimum amount of time within a defined time period (for example, must work 35 hours/week, 18 days/month, etc.)
 - Must have been employed at the agency for a certain length of time
 - All DSPs are eligible

64. What other benefits did your agency offer to some or all DSPs in 2021?
- Reimbursement or other support for post-secondary education (such as tuition assistance)
 - Employer-paid job-related training
 - Employer-sponsored disability insurance
 - Flexible Spending Accounts
 - Health incentive programs (gyms, yoga, smoking cessation incentives...)
 - Life insurance
 - Transportation benefits—for example, bus pass, parking, carpooling
 - Childcare benefits
 - Employee Assistance Program (EAP)
 - I am not sure/don't know
 - Other (please describe) _____

Recruitment and Retention

65. Does your agency offer a pay incentive or referral bonus for current DSP staff to bring in new recruits?
- Yes
 - No
66. If YES to Q65, what is the incentive amount?
- \$1-\$50
 - \$51-\$100
 - \$101-\$150
 - \$151-\$200
 - \$200+
 - Don't Know
67. Please check all strategies your agency uses to retain staff in DSP positions (*Check all that apply – list continues on next page.*):
- Does your agency offer a **realistic job preview** for DSP positions?
A realistic job preview provides the applicant with accurate information about the job duties (both positive and negative) from the perspective of people who do the work; it is provided to the applicant prior to making a job offer and its purpose is to help an applicant decide if they would like to pursue the job.
 - Do your DSPs receive **training on a Code of Ethics**?
 - Does your agency use a **DSP ladder** to retain highly skilled workers in DSP roles (continuing to provide direct service to individuals with IDD)? (For example, a *career ladder for DSPs*)
 - Does your agency support staff to get **credentialed** through a state or nationally recognized professional organization? (For example, Direct Course College of Direct Support through National Association of Direct Support Professionals, etc.)
Support may take the form of financial support to cover the cost of the credential, paying the DSP for the time needed to complete the credential, or other financial support.
 - Are **bonuses, stipends or raises** provided to DSPs as they **complete key stages of a credentialing process or upon completion of the credentialing process**?

- Does your agency implement any **employee engagement surveys**, or other efforts aimed at assessing DSP satisfaction and experience working for the agency?
- Does your agency have any **employee recognition programs** such as initiatives to reward DSPs for achievement, anniversaries, and other milestones?
- Are **DSPs included in agency governance**? For example, do DSPs serve on advisory boards within the agency? Do DSPs play a role in hiring?
- Does your agency **require any training for DSPs** above and beyond those trainings required by state regulation?

Frontline Supervisors

The next questions refer EXCLUSIVELY to **Frontline Supervisors**—the first line of management in human service organizations. These are staff who supervise DSPs working with adults with IDD and often also engage in direct support as part of their duties. For these questions, **please answer about Frontline Supervisors who spend more than 50% of their time on supervisory tasks.**

- | | |
|---|--|
| <p>68. How many Frontline Supervisors supervising DSPs were employed by your agency as of Dec. 31, 2021? <i>(Please only include Frontline Supervisors who supervise DSPs supporting adults with IDD)</i></p> | |
| <p>69. Are the Frontline Supervisors employed by your agency paid hourly wages (and therefore eligible for overtime pay) or are they salaried?</p> <ul style="list-style-type: none"> <input type="checkbox"/> All Frontline Supervisors are paid hourly <input type="checkbox"/> All Frontline Supervisors are salaried <input type="checkbox"/> Some Frontline Supervisors are paid hourly, and some are salaried | |
| <p>70. Did Frontline Supervisors receive additional pay/wages for overtime hours (hours worked beyond 40 per week) in 2021? <i>(Please only include Frontline Supervisors who supervise DSPs supporting adults with IDD)</i></p> <ul style="list-style-type: none"> <input type="checkbox"/> Yes <input type="checkbox"/> No (GO TO Q73) | |
| <p>71. How many hours of overtime did your agency pay to Frontline Supervisors in 2021? (Please use your agency’s definition of “overtime”) <i>(If Frontline Supervisors are not eligible for overtime, please leave blank)</i> <i>(Please only include Frontline Supervisors who supervise DSPs supporting adults with IDD)</i></p> | |
| <p>72. How many Frontline Supervisors received overtime pay from your agency in 2021? <i>(Please only include Frontline Supervisors who supervise DSPs supporting adults with IDD)</i></p> | |

73. Please indicate the number of Frontline Supervisors on your payroll as of Dec. 31, 2021 (Q68) who identify as:

American Indian or Alaska Native

Asian

(Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese, or Other Asian)

Black or African American

Pacific Islander

(Native Hawaiian, Guamanian or Chamorro, Samoan, or Other Pacific Islander)

White

Hispanic/Latino

(Mexican, Mexican American, Chicano, Puerto Rican, Cuban, or Other Spanish/Hispanic/Latino)

More than one race/ethnicity

Other race/ethnicity

Don't know

Note: The responses in Q73 must total the response provided in Q68

74. Of the total number of **Frontline Supervisors** on your payroll as of Dec. 31, 2021 (Q68), please indicate the number who identify as:

Male _____

Female _____

Non-conforming _____

Other _____

Don't Know _____

Note: The responses in Q74 must total the response provided in Q68

EMERGENCY AND DISASTER PLANNING

75. Does your agency have an emergency management and/or disaster preparedness plan for potential future evacuations or shelter-in-place orders (for example, those related to hurricanes, fires, or pandemics)?

Yes

No

76. Does your agency's emergency management and/or disaster preparedness plan include actions to take in the case of potential DSP staffing shortages?

Yes

No

77. What pandemic-related measures/changes in **operations** did your agency put in place in 2021? (Check all that apply)

- Discontinued programs or service offerings in 2021
- Permanently closed locations/sites in 2021
- Made changes in how some supports were delivered (Began changes in 2021 or continued changes made in 2020). (For example, began delivering traditionally out-of-home services in a person's home, virtually, outside, or other such alterations)
- Requested increase in home/site licensed capacity
- Other pandemic-related changes in operations in 2021 _____
- None of the above

78. What measures/changes in **health and safety protocols** did your agency have in 2021? (Check all that apply)

Health and safety protocols at sites/locations that were implemented for the first time or maintained for some or all of 2021:

- Had in place a pandemic-related visitor policy/protocol
- Implemented or continued COVID-19-related DSP training on health and safety
- Made new changes or maintained changes to physical sites to optimize social distancing and/or quarantine requirements
- Required DSPs to wear masks and/or other PPE
- Required additional cleaning of sites to prevent the spread of COVID-19
- Required regular COVID-19 testing for some or all DSPs
- COVID-19 vaccination was required for some or all DSPs (go to Q79)
- Other COVID-19-related health and safety protocols at sites/locations:

- None of the above

79. In 2021, were ALL DSPs required to get fully vaccinated to continue working at your agency? *This includes internal, agency-based requirements and/or external mandates (federal, state and/or local).*

- Yes
- No → Go To Q81

80. If yes, was the requirement (check one):

- Internal, agency-based requirement
- External, federal, state and/or local mandate
- Both** internal, agency-based requirements **and** external, federal, state and/or local mandates are in place at the agency

81. In 2021, were some or all DSPs required to get regular COVID-19 testing?

- Yes
- No

82. In 2021, did any DSPs separate or leave employment at your agency as a result of vaccine and/or testing requirements?

- Yes
- No

83. In 2021, did your agency offer a financial incentive (for example, a bonus or a wage increase) for DSPs who were fully vaccinated?
- Yes
 - No
-
84. In 2021, did your agency offer paid time off to DSPs to receive and recover from the vaccine? *This is in addition to standard PTO provided by your agency.*
- Yes
 - No
-
85. In 2021, did your agency track how many DSPs tested positive or were presumed positive for COVID-19 while on your agency's payroll?
- Yes, agency tracked this information
 - No, agency did not track this information
-
86. In 2021, did your agency implement **bonuses and/or wage adjustments** specifically for the purposes of retaining DSPs during the pandemic? If YES, please CHECK ALL THAT APPLY.
- (Note: A bonus is wage compensation supplemental to salary or wages.):
- In 2021, agency gave **bonuses** to **some or all DSPs**
 - In 2021, agency gave **temporary** hourly wage increases to **some or all DSPs**
 - In 2021, agency gave **permanent** hourly wage increases to **some or all DSPs**
-
87. In 2021, to fill DSP positions, did your agency change requirements for employment as a DSP? CHECK ALL THAT APPLY
- Yes, we reduced the required level of formal education
 - Yes, we reduced requirements related to background checks
 - Yes, we paid families to provide supports in non-self-directed programs
 - Yes, we changed other requirements for employment to fill DSP positions _____
 - No, we maintained the same requirements for DSP employment
-
88. Which of the following best describes your agency's access to PPE (personal protective equipment, specifically masks and gloves) in 2021?
- Always had enough access to PPE for DSPs and people receiving services
 - Did not always have enough access to PPE for DSPs and people receiving services
-
89. Please indicate the funding sources from which your agency received support during 2021. (Check all that apply.)
- The Coronavirus Aid, Relief, and Economic Security (CARES) Act
 - Medicaid Provider Relief Funds
 - Retainer payments from state agency (either Medicaid or DD agency)
 - American Rescue Plan Funds 2021 (ARPA)
 - Received increased financial support but don't know the source
 - None of the above

Comments

- 90.** OPTIONAL: Thank you for your careful attention and effort in completing this survey. Occasionally, data fall far outside the average range of all reporting agencies. If that occurs, are you willing to be contacted by HSRI to verify the data you entered?

If you are willing to be contacted, please provide your email address here:

-
- 91.** How long did it take you to complete this survey? _____Hours _____Minutes

-
- 92.** Please enter any comments you have about this survey