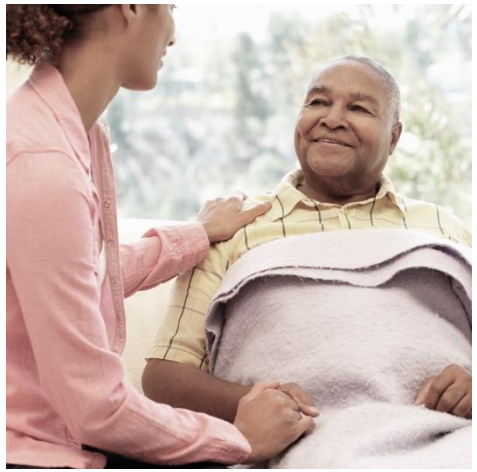
State of the Direct Support Workforce

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Why Do We Care About Quality?

We have created a movement and made promises to people with disabilities and their families

Policy alone does not create a stable and reliable system of supports – just staying you are person-centered doesn't make it so

The greater the investment the greater the expectations

We need to know what's working and what isn't working



National Core Indicators (NCI)

NCI tools collect data on performance and quality of life indicators directly from:

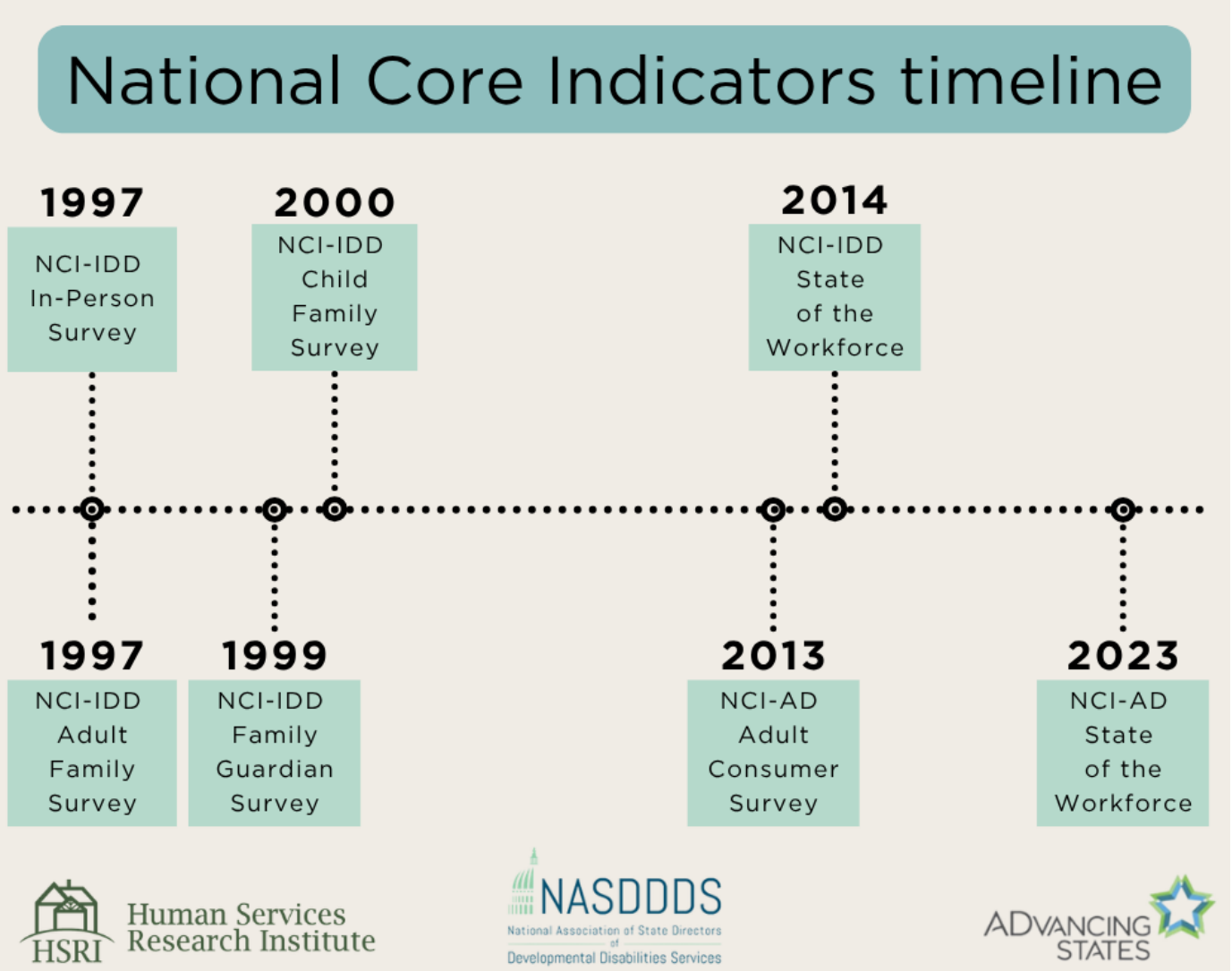
(1) people who use disability and/or aging services systems;

(2) families; and

(3) those who deliver services

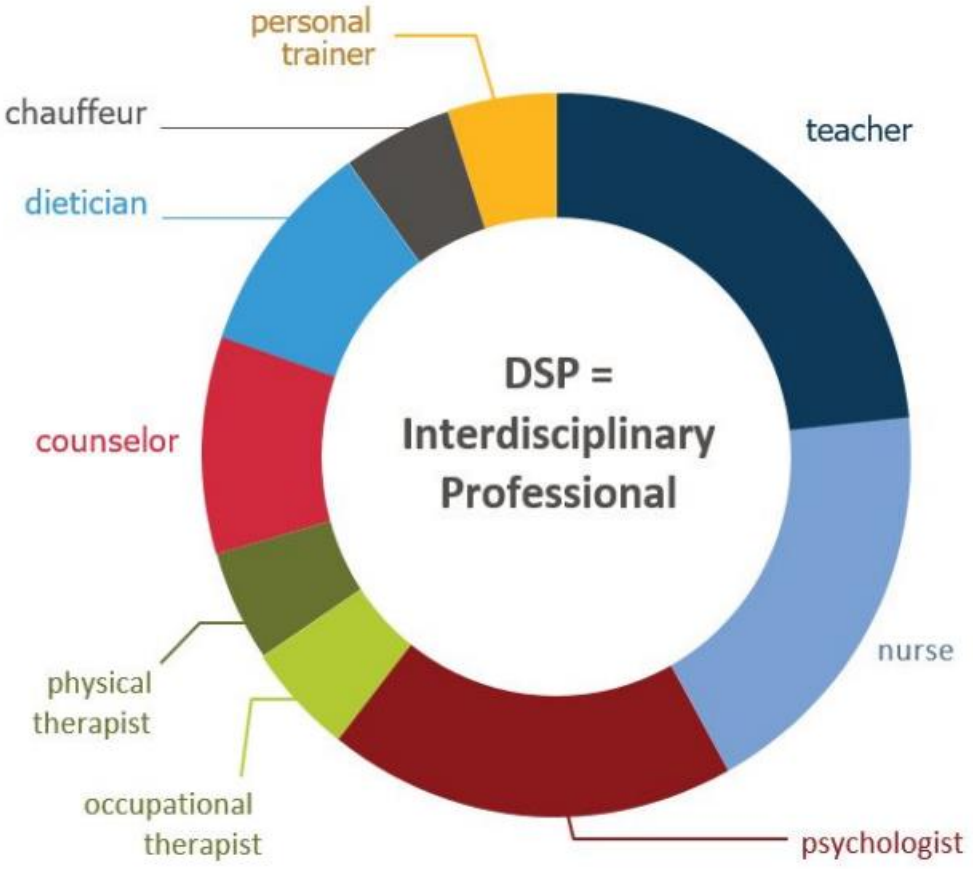
Participating states:

- NCI-IDD IPS and Family Surveys: 48
- NCI-AD: 26
- State of the Workforce: 30 states for the NCI-IDD SoTW, and 6 states for NCI-AD SoTW



Direct Support Professionals Workforce Crisis

- DSPs are paid staff who provide many different kinds of supports to people with disabilities
- For more than 30 years, there has been a high rate of turnover, or people leaving their jobs, among DSPs.
- Worker wages do not respond to typical labor market dynamics.
- State Medicaid agencies and legislatures set reimbursement rates



Current landscape of the LTSS workforce

- Longstanding workforce shortages result in many agencies turning away referrals due to staffing issues and long waiting lists
- At the same time, there is growing demand:
  - LTSS employers will need to fill 9.3 million job openings in direct support from 2021 to 2031 (PHI)
- OBBBA cuts to federal spending on Medicaid and Medicare require states to balance cost-cutting strategies with maximizing outcomes for LTSS users
- **Work requirements may also impact DSPs who currently qualify for Medicaid and work part-time**

NCI makes people's experiences, voices, and outcomes visible

2024-25 Outcome Spotlight: Workforce



	NCI-IDD average	MA overall
Staff do things the way person wants them done	86%	79%
When in the community, staff support person in the way they want	90%	85%
Staff always come and leave when they are supposed to	91%	85%
Staff change too often	42%	63%



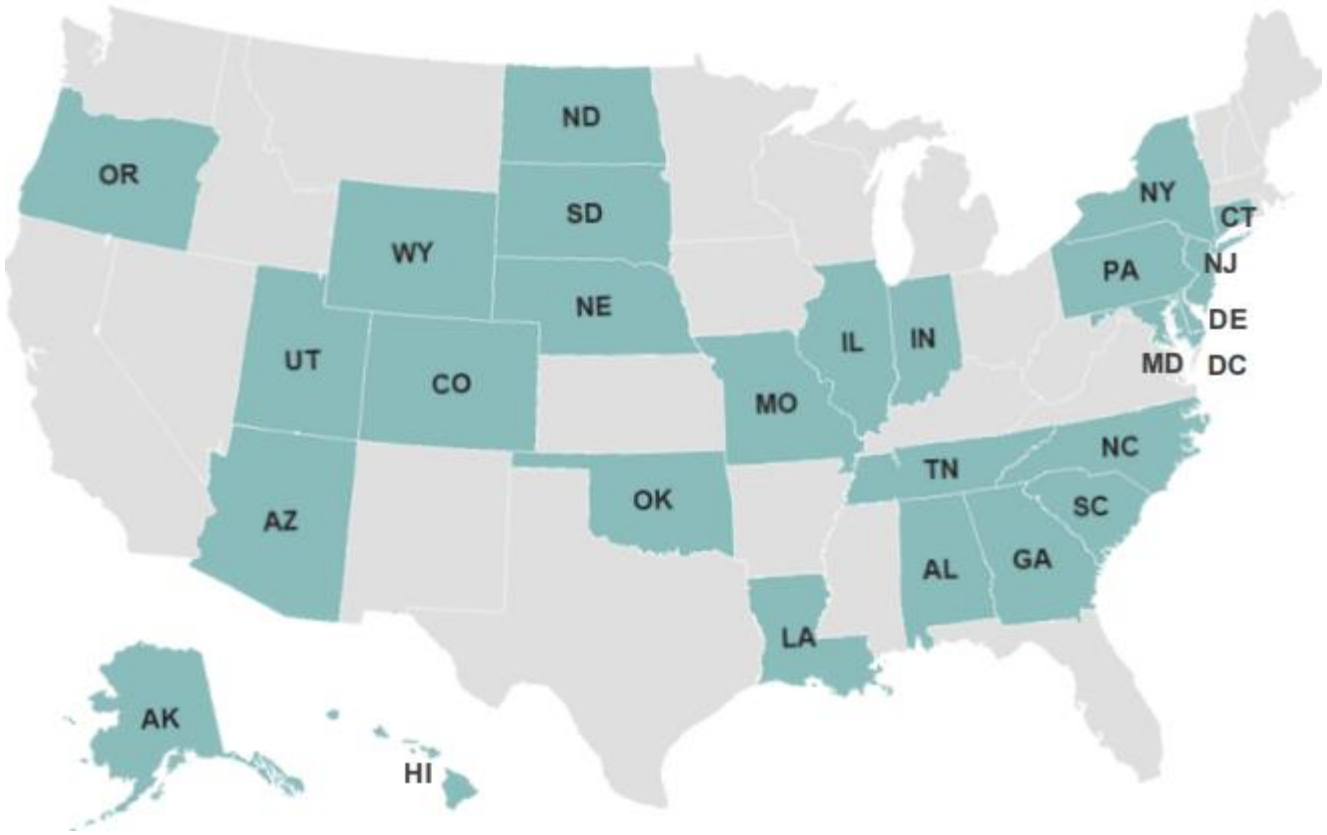
NCI State of the Workforce for IDD

NCI State of the Workforce (SoTW)



- **IDD: Direct Support Professional (DSP) workforce providing direct supports to adults (age 18 and over) receiving supports from the state DD systems**
- **Methods**
  - Administered annually
  - Participating states send online survey to every eligible provider agency
  - Provider agency enters data into online database collection system (self report)
  - States use different mechanisms to ensure robust response

State of the Workforce IDD in 2024



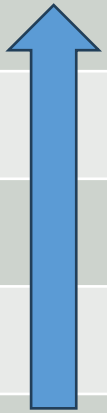
Data refers to period between Jan 1, 2024-Dec 31, 2024

More than **344,179 DSPs with 3,936 provider agencies in 26 states & D.C.** are represented

- 70% provided residential supports
- 49% provided in-home supports
- 56% provided non-residential supports

Trends: For profit provider agencies on the rise

	Private for-profit agency	Private non-profit agency	State/county government	Other government
IDD 2024	62%	35%	2%	2%
IDD 2023	59%	36%	2%	4%
IDD 2022	53%	43%	2%	3%
IDD 2021	49%	47%	2%	3%
IDD 2020	45%	50%	1%	4%



2024 NCI-IDD Wages

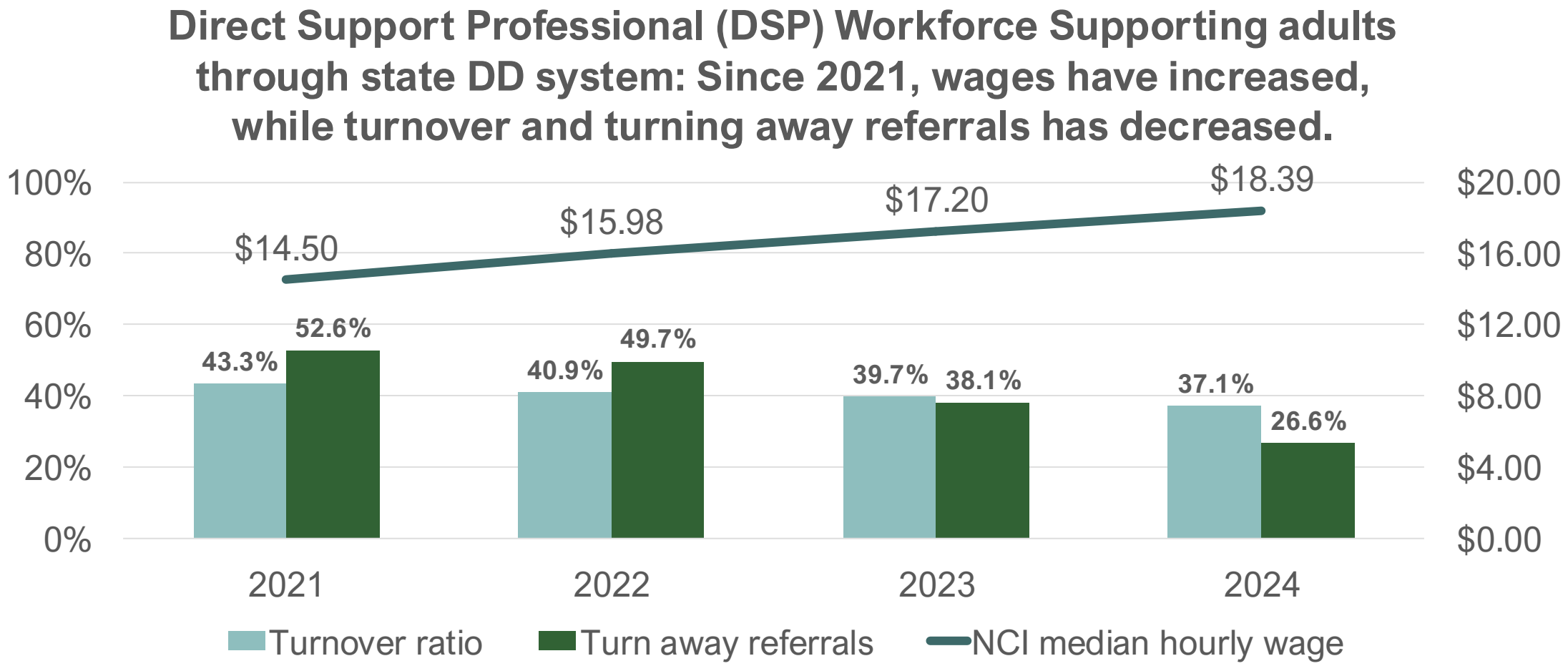
The median wage in 2024 for DSPs was $18.39/hr.

This image shows the amount that wages would need to be increased in order for DSPs to earn a living wage for one adult in 2024



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 (2080 hours per year). Figures are in dollars ($) and were retrieved from: http://livingwage.mit.edu

A look back over the past 4 years: NCI-IDD

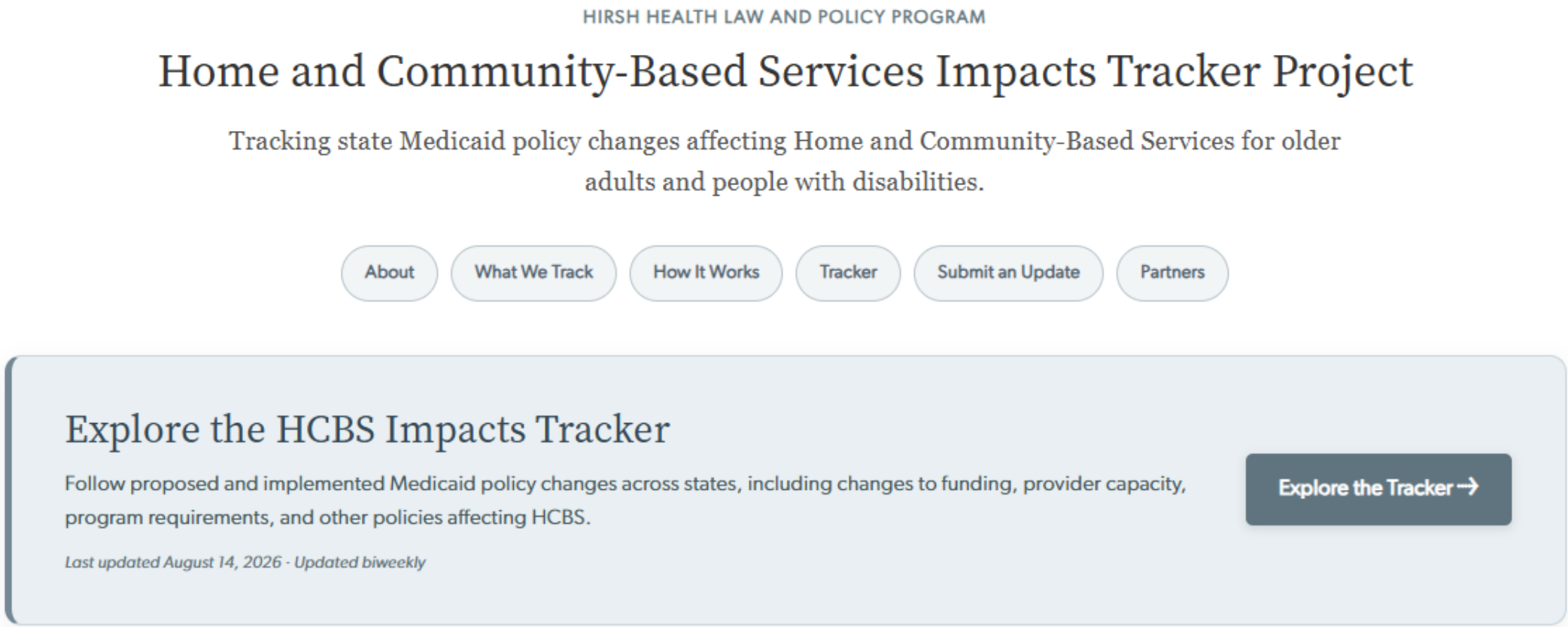


MA ADDP Workforce Metrics Survey 2025

- Staff FTE vacancy rates across ADDP providers have shown steady improvement over time:
- 24% in 2023
- 19% in 2024
- 15% in 2025
- BLS reported an overall job opening rate of just over 3% statewide in December 2025

ADDP Workforce Survey Report Sept 2025 Final.pdf; Massachusetts Job Openings and Labor Turnover — December 2025 : Northeast Information Office : U.S. Bureau of Labor Statistics. Job openings include all positions that are open on the last business day of the reference month.

HCBS Waiver Tracker



Thank you!

Any questions?



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