

# NCI Summary and Key Highlights

## 2019 - 2021

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### NCI State of the Workforce Introduction

The NCI-IDD State of the Workforce Survey is a cooperative effort between participating states, National Association of State Directors of Developmental Disabilities Services (NASDDDS), and Human Services Research Institute (HSRI) to collect comprehensive data on direct support professionals (DSPs) who provided direct supports to adults with intellectual or developmental disabilities (IDD). This survey occurs on an annual basis and provides information that will allow Wyoming to examine workforce challenges, identify areas for further investigation, establish baseline metrics, make recommendations for future policy and programmatic changes, and compare data to other states. In Wyoming, this survey was only sent to Comprehensive and Supports Waiver (DD Waiver) providers that had direct support employees and served more than three participants with IDD in a calendar year.

### Key takeaways

The provider data that was captured through the survey demonstrates that Wyoming DD Waiver providers have a hard time keeping DSPs employed. On average, providers are replacing over 50% of their workforce each year (*figure 7*). Most of those replacements occurred for staff that had been employed less than one year (*figure 6*). In calendar years 2019 and 2021, Wyoming had the highest turnover rate of all reporting states. Constant turnover may lead to poor continuity of care, which could negatively affect DD Waiver participants.

The State of the Workforce Survey examines two reasons that might lead to high turnover: pay and insurance. In 2021, the hourly living wage for one adult was \$15.25 (*figure 9*). The average hourly wage for DSPs in 2021 was \$13.50 (*figure 11*), which is 13% under the living wage. Furthermore, one adult with a child would need to make \$29.90 to have a living wage. This is a difference of \$16.40. A family with two adults (one working) and two children needs to make \$33.88 to have a living wage and this is a difference of \$20.38. From 2019 to 2021 less than 40% of providers offered dental, vision, or health insurance (*figure 13*).

### Focus of the Survey

Only providers who served three or more participants were selected to participate in the survey. All Wyoming providers are independent businesses and their administrative practices are not a focus of this survey. As such, this survey does not explore all reasons that might contribute to individuals seeking, keeping, or leaving a DSP job. Residential, In-Home, and Non-Residential Supports provided by DSPs were addressed in this survey. DSPs did not include licensed health care staff (e.g. nurses, psychologists, etc.), contract/1099 workers, or PRN workers.

### Response rate

The response rate informs Home and Community-Based Services (HCBS) Section staff on how many surveys were emailed to providers (denominator in *figure 1*), how many surveys were completed (numerator in *figure 1*), and the overall response rate percentage. All data was gathered during the designated calendar year (CY).

**Figure 1:** Number of Surveys Sent, Received, and Total Response Rate in Wyoming

	Number of Providers who Completed Survey	Number of Eligible Providers to take the Survey	Response Rate
CY 2019	29	61	48%
CY 2020	31	62	50%
CY 2021	35	56	63%

**Figure 2:** Percent Change in Response Rate in Wyoming over Time

Year over Year Change	
2019 to 2020	2020 to 2021
4.17%	25%

### DSP Workforce Statistics

The NCI-IDD State of the Workforce Survey provides several metrics that tell a story about the average number of employees in the field and what has happened to that workforce over the years. In highlighting a few metrics, observations and reasonable assumptions can be made about the status of this workforce in the State of Wyoming.

**Figure 3:** Number of DSPs on Payroll in Wyoming

	CY 2019	CY 2020	CY 2021
Number of DSPs on Payroll	846	914	1039

The DSP workforce in Wyoming is primarily made up of full-time employees. Full-time employees comprised 78.4% of the workforce in 2019, 79.4% of the workforce in 2020, and 78% of the workforce in 2021. From 2019 to 2021 the largest percent of employees were employed longer than thirty-six (36) months (*figure 4*). For years 2019 through 2021 those who were employed less than one year accounted for about 35% of the workforce. This puts the majority of the workforce at either being employed more than three years or less than one year.

### Length of Employment

**Figure 4:** Reported Duration of Employment of DSPs in Wyoming

	Less than 6 months	6-12 months	12-24 months	24-36 months	36+ months
CY 2019	20.4%	15.4%	18.9%	13.4%	31.9%
CY 2020	16.8%	18.1%	21.5%	11.6%	32.1%
CY 2021	21.2%	13.8%	17.6%	12.4%	35.0%

### Separations and furlough

In 2019-2021 the number of separations and furloughs was highest amongst those employed less than six months. When looking at the two groupings of those employed less than twelve (12) months, the percentage of separations and furloughs exceeds 50% (*figure 6*). In 2021 the

percentage of DSPs employed under twelve months and separated was 64.1%. It should be noted that furloughs were not a part of the 2019 survey. Numbers reported for that year only reflect employees who were separated. In 2020, five of the thirty responding providers furloughed DSPs and in 2021 no DSPs were furloughed. When looking at separations from 2019 to 2021, the percentage of employees who left voluntarily was greater than 70%.

**Figure 5: DSP Separation in Wyoming**

	CY2019	CY2020	CY2021
Percentage of Employees who Voluntarily Separated	80.4%	71.9%	77.0%

**Figure 6: DSP Separation and Furlough by Duration of Employment in Wyoming**

	Less than 6 months	6-12 months	12-24 months	24-36 months	36+ months
CY 2019	36.3%	15.6%	14.0%	3.5%	8.4%
CY 2020	37.0%	19.2%	10.4%	2.6%	10.9%
CY 2021	42.1%	22.0%	12.9%	10.3%	12.8%

### Turnover rates

When *Figures 3 through 7* are reviewed together, they paint a specific picture. On average, providers in the State of Wyoming are experiencing a turnover of more than 50% of their DSP workforce each year and the largest turnover is occurring for employees who have been employed less than a year. The majority of these separations are voluntary. In 2019 and 2021, Wyoming reported the highest turnover rate out of all the states that were surveyed. While there are many reasons why an employee would choose to leave an employer, the NCI-IDD State of the Workforce Survey does collect data that offers some potential reasons for the turnover in its wage and benefit sections.

**Figure 7: Turnover Rate of DSPs in Wyoming**

	CY2019	CY2020	CY2021
Turnover Rate	64.8%	50.2%	59.0%

**Figure 8: Percent Change in Turnover Rate in Wyoming over Time**

Year over Year Change	
2019 to 2020	2020 to 2021
-22.53%	17.53%

### Pay and Benefits for DSPs

The NCI-IDD State of the Workforce Survey takes living wage data from the Massachusetts Institute of Technology (MIT) Living Wage Calculator and reports it for each state. This data shows how much anyone living in Wyoming needs to make per hour to make a living wage. *Figure 9* shows the hourly wage calculated for Wyoming in calendar year 2021. *Figure 9* can be

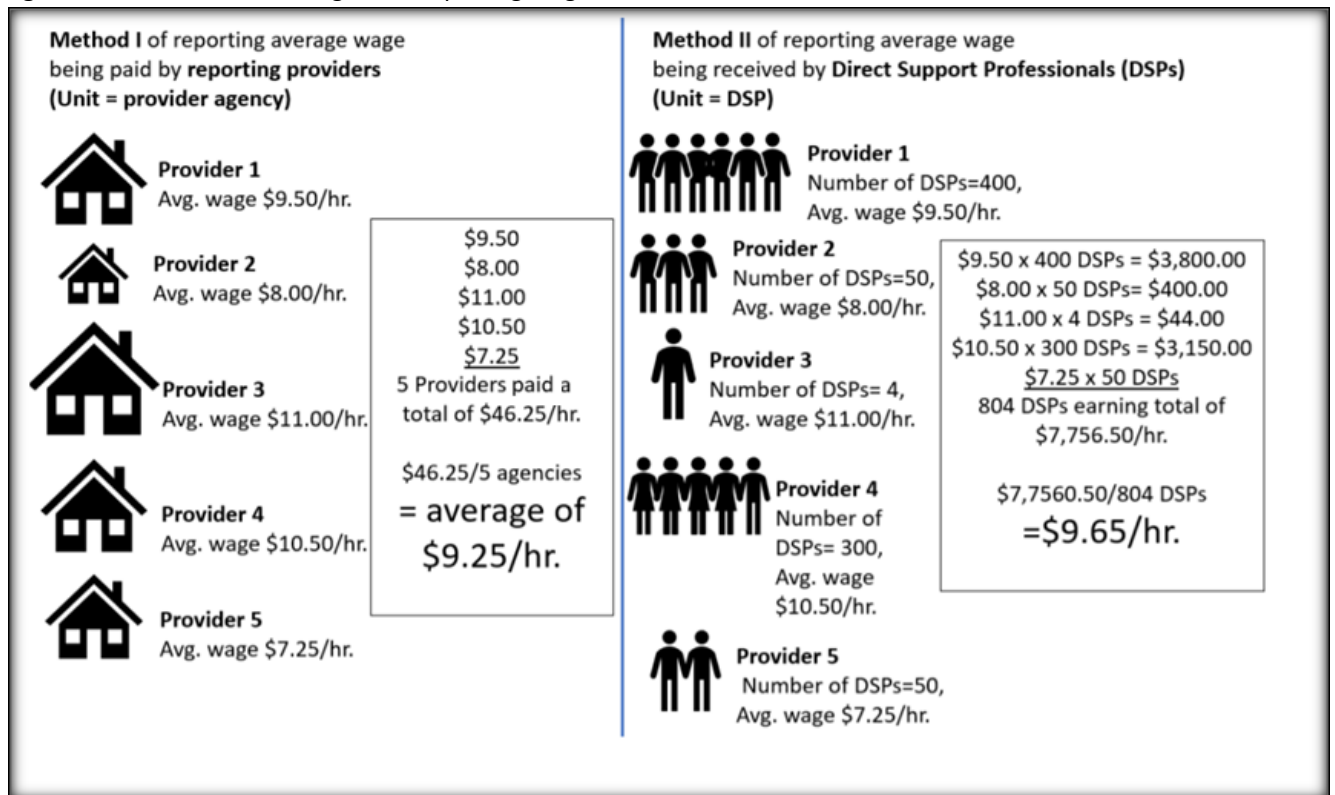
used for comparison with *Figure 11* and *Figure 12*. These figures show the average hourly wages DSPs were paid from 2019 to 2021. The survey reports wages using two different methods. *Figure 10* explains each of the two methodologies. It is noteworthy that method I and method II in *Figure 10* are both accurate. They are different ways to look at the same data. Method I looks at the average of each provider agency individually and then together as a whole, while method II looks at all DSPs employed across the State and then attains an average hourly wage. The key aspect of this data being that the two methodologies return an average that is similar. If averages are returned that are vastly different then the data warrants further investigation.

### Living Wage for Wyoming in 2021

Figure 9: MIT Living Wage for Wyoming in 2021

1 adult	1 adult and 1 child	2 adults (one working) and 2 children	2 working adults and 2 children
\$15.25	\$29.90	\$33.88	\$21.64

Figure 10: NCI-IDD Methodologies for Reporting Wages



## Wage Information

**Figure 11:** Method 1- Average Wage Paid in Wyoming, by Reporting Providers.

Calendar Year	Average Hourly Wage	Median Hourly Wage	Wage Range
2019	\$12.31	\$12.00	\$9.50 - \$16.00
2020	\$12.94	\$12.95	\$10.00 - \$18.00
2021	\$13.50	\$13.00	\$9.50 - \$17.23

**Figure 12:** Method 2 – Average Wage Received in Wyoming, by DSPs.

Calendar Year	Average Hourly Wage
2019	\$ 11.61
2020	\$ 12.63
2021	\$ 13.63

## Insurance

The survey also provides insight into benefits such as paid time off and insurance. From 2019 to 2021, the number of Wyoming providers that offered health insurance ranged from 33% to 39%, dental insurance ranged from 35% to 44%, and vision insurance ranged from 25% to 30%. Most providers offered some type of paid time off benefit. Reported paid time off benefits were pooled paid time off, paid sick time, paid vacation time, and paid personal time. In 2019, 73.9% offered some paid time off. This decreased to 71% in 2020 and rose to 74.3% in 2021.

**Figure 13:** Percentage of Providers that Offer Some Insurance to Some or All DSPs in Wyoming by Insurance Type

Insurance Type	CY2019	CY2020	CY2021
	Percent of Providers that Offer Insurance to Some or all DSPs	Percent of Providers that Offer Insurance to Some or all DSPs	Percent of Providers that Offer Insurance to Some or all DSPs
Health Insurance	39.10%	33.33%	34.30%
Dental Insurance	43.50%	35.55%	37.10%
Vision Insurance	30.40%	25.80%	25.70%

## Additional Information

This survey is conducted on an annual basis and Wyoming plans to participate over the next several years. The data gathered in this survey will be reviewed and we will use it to see how the workforce in Wyoming is doing.

Residential, In-Home, and Non-Residential Supports provided by DSPs were addressed in this survey. DSPs did not include licensed health care staff (e.g. nurses, psychologists, etc.), contract/1099 workers, or PRN workers. Additional guidelines and definitions can be found in

the published report. Please visit the NCI website at <https://www.nationalcoreindicators.org/staff-stability-survey/> for more information or to view the full report. To learn more or see more detailed information about the MIT living wage calculations please go to <https://livingwage.mit.edu/states/56>.