

NCI Summary and Key Highlights

2019 - 2023



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 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 captured through the survey demonstrates that Wyoming DD Waiver providers have a hard time keeping DSPs employed. On average, providers are replacing around 50% of their workforce each year (*figure 7*). In calendar years 2019 and 2021, Wyoming had the highest turnover rate of all reporting states. Calendar year 2023 saw a decrease across the nation in turnover rates, but Wyoming ranked the third highest, behind Nebraska and South Dakota. Most of the turnover occurred for staff that had been employed less than one year (*figure 6*). 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, among many, that might lead to high turnover: insurance and pay. From 2019 to 2021 less than 43% of providers offered dental, vision, or health insurance. These numbers dropped to under 23% for 2022 and 2023 (*figure 13*).

For pay in Wyoming, In 2023 the Wyoming hourly living wage, as calculated by the Massachusetts Institute of Technology, for one adult was \$21.07 (*figure 9*). The average hourly wage for DSPs in 2023 was \$15.10 (*figure 11*), which is 39.5% under the living wage for one adult.

Furthermore, one adult with a child would need to make \$34.81 to have a living wage. This is a difference of \$19.71. A family with two adults (one working) and two children needs to make \$40.11 to have a living wage and this is a difference of \$25.01. The majority of DSPs among the reporting providers have mid-ranged wages, with few DSPs who make significantly more or less than the average DSP wages in Wyoming.

Focus of the Survey

In 2019 through 2021 providers who served three or more participants were selected to participate in the survey. In 2022 and 2023, agency providers were identified using the attestation form submitted to HCBS. All Wyoming providers operate their own 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 to adults 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. From 2019 to 2021 only providers who had more than three participants were selected to participate. This ended up targeting larger agencies. However, with new data beginning in 2022 HCBS was able to identify small agencies as well that employ far fewer DSPs and in many cases, only one. The majority of provider entities in Wyoming are small organizations, this number is more representative of the workforce than previous years.

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

Calendar Year	Number of Providers who Completed Survey	Number of Eligible Providers to take the Survey	Response Rate
2019	29	61	48%
2020	31	62	50%
2021	35	56	63%
2022	85	92	92%
2023	87	99	88%

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

Year over Year Change			
2019 to 2020	2020 to 2021	2021 to 2022	2022 to 2023
4.17%	26.0%	46.0%	-4.3%

DSP Workforce Statistics

The NCI-IDD State of the Workforce Survey provides several metrics that tell a story about the average number of employees 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 Providing Supports for Adults on Payroll in Wyoming

	CY 2019	CY 2020	CY 2021	CY 2022	CY2023
Number of DSPs on Payroll	846	914	1,039	1,405	1,379

The DSP workforce in Wyoming is primarily made up of full-time employees. From 2019 to 2021 full-time employees comprised about 78% of the workforce in. This dropped to 69% in 2022 and then to 67% in 2023. From 2019 to 2022 the largest percent of employees were those employed Less than twelve (12) months with the next highest category being those employed more than thirty-six (36) months (*figure 4*). However, in 2023 this shifted to the largest percentage of the workforce being employed over thirty-six (36) months at 42.6%. From 2019 to 2023 the number of employees staying for more than thirty-six (36) months has been steadily increasing. For years 2019 through 2023 those who were employed less than one year accounted for about 35% of the workforce. This puts over 60% 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

Calendar Year	Less than 6 months	6-12 months	12-24 months	24-36 months	36+ Months
2019	20.4%	15.4%	18.9%	13.4%	31.9%
2020	16.8%	18.1%	21.5%	11.6%	32.1%
2021	21.2%	13.8%	17.6%	12.4%	35.0%
2022	21.7%	16.3%	13.6%	12.8%	35.7%
2023	21.7%	10.8%	15.9%	9.0%	42.6%

Separations

In 2019-2023 the number of separations 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 went from 52% in 2019 to 74% in 2022 before retreating to 67% in 2023 (*figure 6*).

Figure 5: DSP Separation in Wyoming

	CY2019	CY2020	CY2021	CY2022	CY2023
Percentage of Employees who Voluntarily Separated	80.4%	71.9%	77.0%	75.3%	74.0%

Figure 6: DSP Separation by Duration of Employment in Wyoming

Calendar Year	Less than 6 months	6-12 months	12-24 months	24-36 months	36+ Months
2019	36.3%	15.6%	14.0%	3.5%	8.4%
2020	37.0%	19.2%	10.4%	2.6%	10.9%
2021	42.1%	22.0%	12.9%	10.3%	12.8%
2022	53.3%	20.6%	6.5%	6.9%	12.8%
2023	44.6%	22.4%	13.9%	8.1%	11.0%

Turnover Rates

When *Figure 3* through *Figure 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, except 2023 at 47.7%, 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	CY2022	CY2023
Turnover Rate	64.8%	50.2%	59.0%	50.0%	47.7%

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

Year over Year Change			
2019 to 2020	2020 to 2021	2021 to 2022	2022 to 2023
-22.53%	17.53%	-15.25%	-4.6%

Pay and Benefits for DSPs

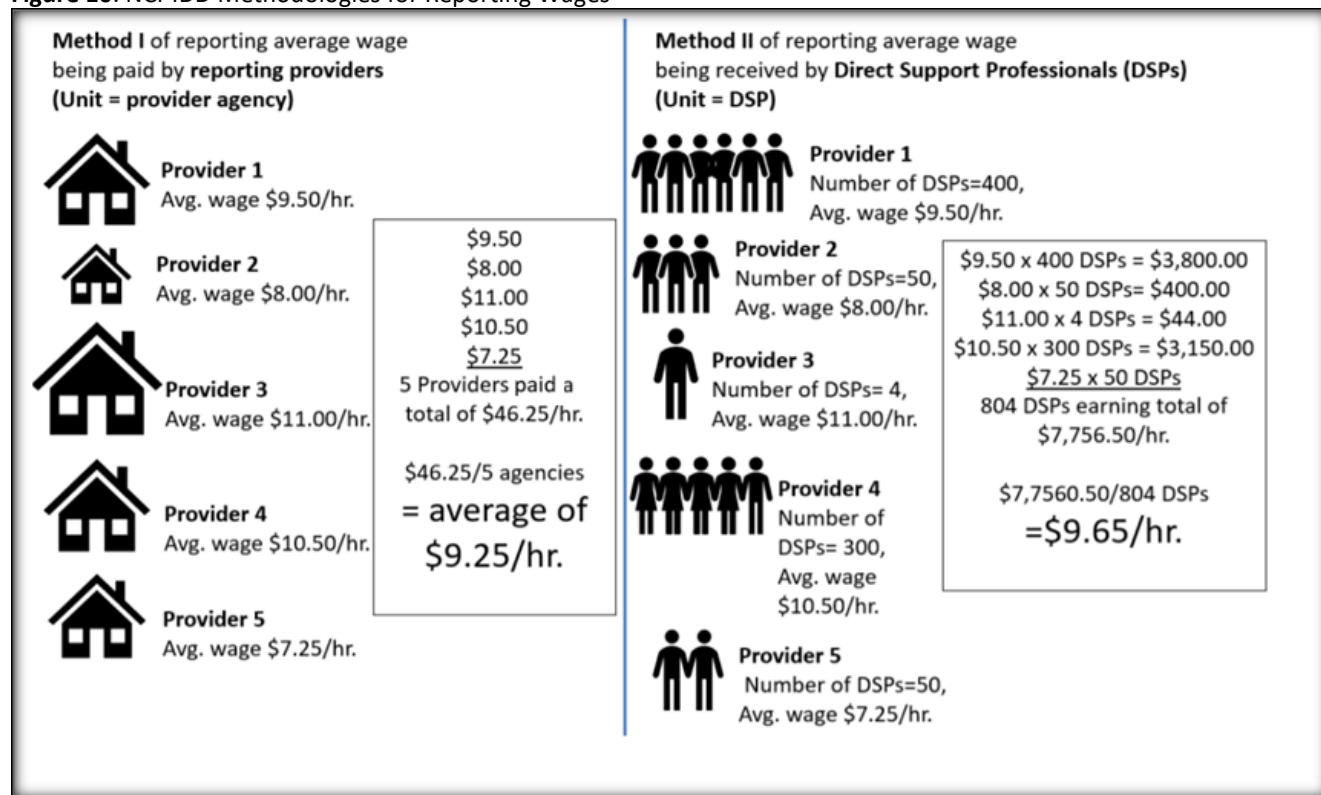
The NCI-IDD State of the Workforce Survey takes living wage data from the Massachusetts Institute of Technology (MIT) Living Wage Calculator and reports it for each state. This data shows how much anyone living in Wyoming needs to make per hour to make a living wage. *Figure 9* shows the hourly wage calculated for Wyoming in calendar year 2023. *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 2023. 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 2023

Figure 9: MIT Living Wage for Wyoming in 2023

1 adult	1 adult and 1 child	2 adults (one working) and 2 children	2 working adults and 2 children
\$21.07	\$34.81	\$40.11	\$24.45

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
2022	\$14.64	\$14.25	\$6.50 - \$28.00
2023	\$15.10	\$14.92	\$7.50 - \$22.50

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
2022	\$ 14.55
2023	\$ 15.14

Insurance

The survey also provides insight into benefits such as paid time off and insurance. From 2019 to 2021 over a third of providers offered health insurance and dental insurance. From 2019 to 2021 over 25% of providers offered vision insurance. Beginning in 2022 these numbers dropped for all insurance types. In 2022 and 2023, 18.1% and 18.4% of providers offered health insurance, respectively. Dental insurance was offered by 22.9% and 20.7% of providers. Vision insurance was offered by 19.5% and 18.4% of providers (*figure 13*).

Reported paid time off benefits were pooled paid time off, paid sick time, paid vacation time, and paid personal time. From 2019 to 2023 this is what providers reported in the survey. In 2019, 73.9% of providers offered some paid time off. In 2019, 73.9% offered some paid time off. This decreased to 71% in 2020 and rose to 74.3% in 2021. However, in 2022, 48.2% of providers offered any paid time off to DSPs and in 2023 that number was 46%.

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

Insurance Type	CY2019	CY2020	CY2021	CY2022	CY2023
Health Insurance	39.10%	33.33%	34.30%	18.1%	18.4%
Dental Insurance	43.50%	35.55%	37.10%	22.9%	20.7%
Vision Insurance	30.40%	25.80%	25.70%	19.5%	18.4%

While the information presented above may appear to demonstrate a decrease in provider benefits over time, it is likely that the decrease reported in these benefits is attributed to redefining the population of Wyoming providers surveyed. From 2019 to 2021, providers who served more than three participants were selected to participate. This ended up targeting larger agencies with a larger number of staff members. However, with new data beginning in 2022, HCBS was able to identify smaller agencies to participate in the survey. This change to methodology resulted in a more diverse provider population being surveyed, and is likely what led to a reported decrease in benefits that provider offer. Rather than an overall drop in benefits from all providers, the smaller providers may be less likely to offer benefits, impacting the overall total.

Additional Information

This survey is conducted on an annual basis and Wyoming plans to continue its participation. The data gathered in this survey is used to inform ongoing conversations, evaluation, and support of the Wyoming HCBS service workforce.

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>.