



2018 DIRECT CARE STAFF SHORTAGES

VACANCY SURVEY RESULTS*

The 2018 **#bFair2DirectCare** survey is the fifth survey of its kind and had the most robust non-profit provider response to date. The results continue to indicate that the field is struggling to recruit and retain staff with both vacancy and turnover rates which jeopardize the quality of care and support for people with intellectual and developmental disabilities. Support of the **#bFair2DirectCare** campaign will address these critical labor issues causing this health care crisis that hurts New Yorkers with disabilities and their families every day.



WHO ARE DIRECT SUPPORT PROFESSIONALS (DSPs)?

Direct Support Professionals (DSPs) are the men and women who carry out incredibly varied and important responsibilities to support New Yorkers with developmental disabilities and help them live safe, fulfilling lives. They are highly trained in a wide variety of critical areas that include administering medications, giving first aid and CPR, de-escalating dangerous situations, behavioral intervention, and ensuring the safety of those they support.

73% are women. 42% are Black/African American. 13% are Hispanic/Latino.

2018 VACANCY RATE

Respondents indicate that providers face a **2018 vacancy rate of 14.3%** in direct support staff, **virtually no improvement over the 2017 survey.**

2018 TURNOVER RATE

Annually, the 2018 direct support **staff turnover rate is 26.4%, again, no improvement over the 2017 rate.**

2018 OVERTIME HOURS

Providers responding to the survey, due to high vacancy rates and the inability to recruit staff, will pay over **12 million overtime hours** on an annual basis for 2018. **This represents a 17% increase in overtime hours from the 2017 survey, adding \$88 million to the costs of services and straining an underpaid and overextended DSP workforce.**

TRAINING/NEW HIRES

The revolving door of staff disrupts continuity of care and support, hurting New Yorkers with disabilities and their families – and comes at a high cost for providers, **who spend approximately \$32 million annually in administrative expenses for new hires.**

* 159 agencies responded which represents 81,673 employees supporting over 170,000 people and their families.

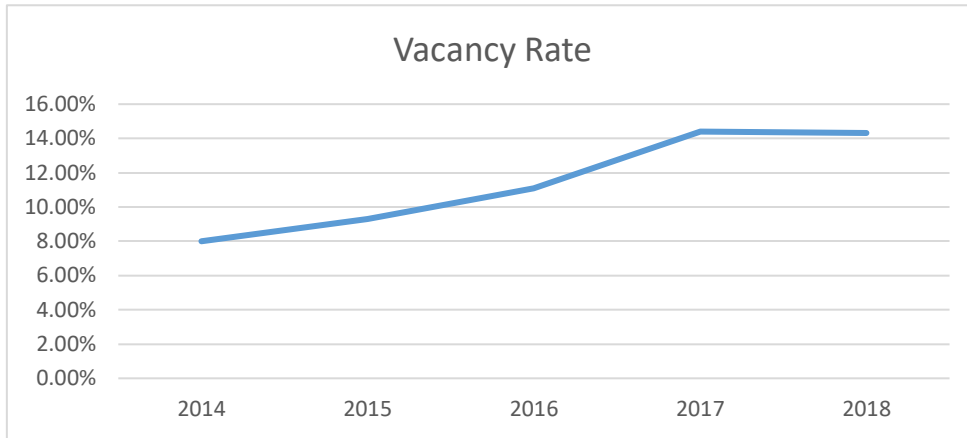
* Respondents also indicate that the workforce of professional direct care staff (DSPs) and other support staff are: 73% women; 42% black/African American; 13% Hispanic/Latin. All regions were relatively consistent with the percentage of women employed in these positions. Region 1 (NYC and LI) had the highest proportion of minority workers.

Note: These survey results are based on provider data from the period 1/1/18 – 6/30/18; 2018 annualized figures are based on the first 6-months of 2018.

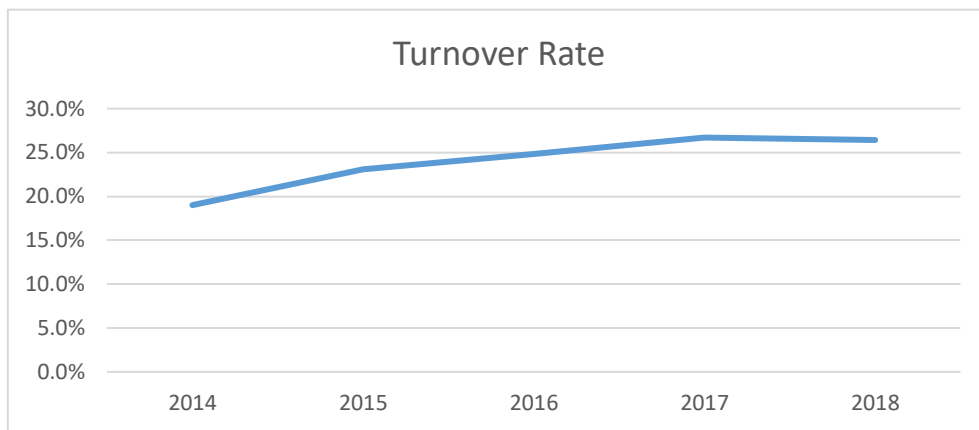


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2018 OVERTIME HOURS

