

DIRECT CARE STAFF SHORTAGES GROWING VACANCY & TURNOVER SURVEY RESULTS

Not-for-profit OPWDD provider agencies that support people with developmental disabilities were surveyed for the first six months of 2016 to provide data on the growing turnover and vacancy rates for professional direct care staff (DSPs) and other support staff. Last year we collected 2015 data and previous to that in 2014 on the same questions to allow the measurement of workforce changes over time.

124 agencies in all regions of New York State responded to the survey, and 136 in 2015. Respondents had a total of 59,993 full and part-time DSPs and other support staff.



2016 VACANCY RATE

Respondents had an **11.08% vacancy rate** for professional direct care staff (DSPs) and other support staff in the first half of 2016. This represents a **43% higher increase in unfilled jobs** when compared to the 2014 vacancy rate of 7.76%

2016 TURNOVER RATE:

Respondents had a **24.8% one-year turnover rate** for DSPs and other support staff, which represents a **30.5% increase** in the one-year turnover since 2014.

2016 OVERTIME HOURS:

Respondents paid for **7,590,228 hours** of overtime for DSPs and other support staff, which is a **33.8% increase** over the 5,673,787 overtime hours in 2014.

2016 WORKFORCE DEMOGRAPHICS:

Respondents workforce of professional direct care staff (DSPs) and other support staff is:

- 73% women
- 44% black/African American
- 9% Hispanic/ Latino

REGIONAL VARIATION:

- All regions were relatively consistent in the percentage of women employed in these positions.
- Region 1 (NYC and LI) had the highest proportion of minority workers



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