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2017 Staff Stability Survey Report: Oregon

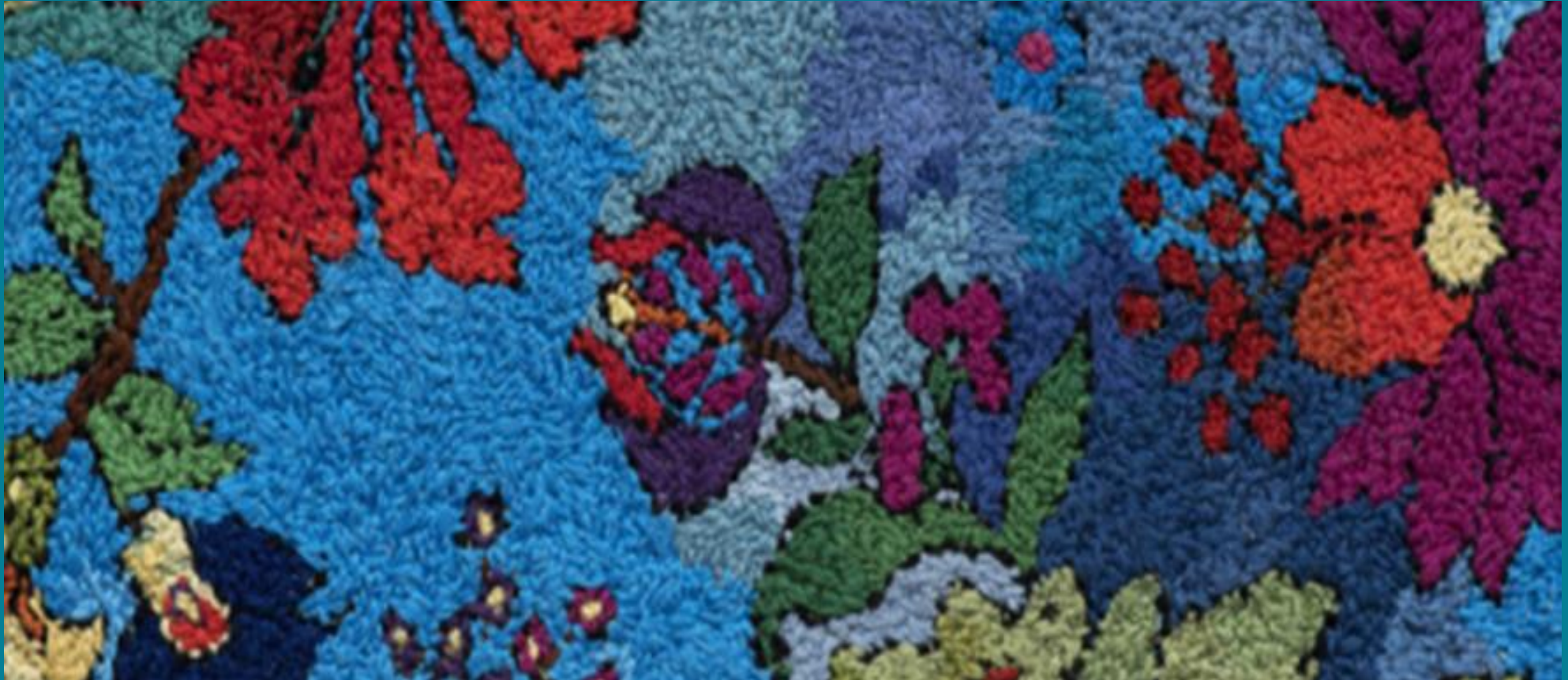
ADDENDUM: 5 AGENCIES (5/6/19)

NASDDDS

National Association of State Directors of Developmental Disabilities Services



Human Services
Research Institute



Introduction

Collecting Comprehensive Data on the DSP Workforce

Around the country, state developmental disability agencies focus on improving the quality and stability of the workforce of direct support professionals (DSPs) who assist adults with intellectual and developmental disabilities. These efforts come at a time of escalating demand for long-term services and supports in home and community-based settings. Importantly, states also seek to reduce the costs associated with staff turnover at provider agencies¹ and to reduce the impact of turnover on the quality of supports and outcomes for consumers^{2,3}.

Each year, National Core Indicators™ (NCI™)—a collaboration between the National Association of State Directors of Developmental Disabilities Services, the Human Services Research Institute, and participating states—works with member states to collect comprehensive data on the workforce providing direct supports to adults (age 18 and over) with intellectual and developmental disabilities. The goal is to help states benchmark their workforce data to those of other states so they can measure improvements made through policy or programmatic changes.

¹ U.S. Department of Health and Human Services (2006). The supply of direct support professionals serving individuals with intellectual disabilities and other developmental disabilities: Report to Congress. Retrieved from <http://aspe.hhs.gov/daltcp/reports/2006/DSPsupply.htm>

² Ibid.

This report presents the results for 5 provider agencies in Oregon that completed the 2017 Staff Stability survey. This report includes data on private agencies only.

Oregon House Bill 2684 requires residential training facilities and residential training homes to submit annual staffing data to a nationally standardized reporting survey organization specified by the Department of Human Services. The NCI Staff Stability Survey meets the obligations of such organizations under sections 2 and 3 of the ORS 443.400 to 443.455.

Some residential training facility and residential training home providers included in this report also provide supports in in-home and non-residential settings. As a result, some data in this report demonstrate information on DSPs in in-home and non-residential settings. However, the DSP wage information in this report is specific to DSPs working in residential settings.

³ Larson, S.A., Hewitt, A. & Lakin, K.C. (2004). A multi-perspective analysis of effects on recruitment and retention challenges on outcomes for persons with intellectual and developmental disabilities and their families. *American Journal on Mental Retardation*.

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Results of the 2017 Survey

NCI works with member states to collect comprehensive data on the workforce of DSPs providing supports to adults (age 18 and over) with intellectual and developmental disabilities.

This report presents the results for 5 residential provider agencies in Oregon that completed the 2017 survey.

Oregon House Bill 2684 requires residential training facilities and residential training homes to submit annual staffing data to a nationally standardized reporting survey organization specified by the Department of Human Services. The NCI Staff Stability Survey meets the obligations of such organizations under sections 2 and 3 of the ORS 443.400 to 443.455.

For the purposes of this survey, what is a DSP?

This survey asks about people employed as **Direct Support Professionals (DSPs)**. This includes all paid workers whose primary job responsibility is direct support.

More specifically, DSPs include

- All people whose primary job responsibility is to provide support, training, supervision, and personal assistance to adults with intellectual and developmental disabilities.
- All full-time and part-time DSPs.
- All paid staff members who spend at least 50% of their hours doing direct service tasks. These people may do some

supervisory tasks, but their primary job responsibility is direct support work, and more than half of their working hours are spent providing direct support.

For example, the DSP workforce includes the following job titles and those in similar roles (*this list is NOT exhaustive*):

- Home Health Aides (HHAs)
- Homemakers
- Residential Support Workers (RSWs)
- Community Habilitation Specialists
- Personal Attendants/Personal Care Aides
- DSPs working at job, day programs or community support programs

The following types of workers are not considered DSPs and are not included in this report:

- Temporary workers
- Licensed health care staff (nurses, social workers, psychologists, etc.)
- Administrative staff, or full-time managers or directors, unless they spend 50% or more of their hours providing direct hands-on support and personal assistance or supervision to individuals with disabilities

Characteristics of Responding Agencies

Table 1. Does your agency ONLY support adults with intellectual/developmental disabilities?⁴

AGENCY	Does your agency ONLY support adults with intellectual/developmental disabilities (IDD)?
COMMUNITY BASED GROUP HOME	Yes
CONNECTIONS RESIDENTIAL SERVICES	Yes
HILDAH AND KAY'S, LLC	Yes
WESTERN IDAHO TRAINING CO INC	Yes
RISING SUN SUPPORTED LIVING	Yes

⁴ If an agency was able to report separately on the DSPs providing support to adults with IDD, they were instructed to report on that population for the remainder of the survey. If an agency was unable to report separately on the DSP workforce working with adults with IDD, they were asked to continue with the survey and report on all DSPs.

Table 2. Number of DSPs providing support for adults with IDD on agency payroll as of December 31, 2017⁵

AGENCY	Number of DSPs
COMMUNITY BASED GROUP HOME	10
CONNECTIONS RESIDENTIAL SERVICES	16
HILDAH AND KAY'S, LLC	6
WESTERN IDAHO TRAINING CO INC	30
RISING SUN SUPPORTED LIVING	8

⁵ Numbers do not include staff hired through a temporary personnel agency, contract or 1099 workers.

Types of Supports Provided

Providers were asked to indicate the types of support they provide among three distinct service types: residential, in-home, and non-residential.

- **Residential supports**—supports provided to a person who is living outside of the family home. This can include 24-hour supports such as a group home or ICF/ID. It can also include people living in supported housing or supported living receiving fewer than 24 hours of support (if the provider agency owns the residential setting or operates the lease).
- **In-home supports**—supports provided to a person in their home (only if their home is not owned or leased by the provider agency).
- **Non-residential supports**—such as day supports, community support programs, community-based employment supports, facility-based employment supports, out-of-home habilitation.

Some residential training facility and residential training home providers included in this report also provide supports in in-home and non-residential settings. As a result, some data in this report demonstrate information on DSPs in in-home and non-residential settings. However, the DSP wage information in this report is specific to DSPs working in residential settings.

Table 3. Service types provided, number range of adults with IDD served—residential

AGENCY	Agency provides residential supports	Number receiving residential supports
COMMUNITY BASED GROUP HOME	Yes	1-10 adults with IDD
CONNECTIONS RESIDENTIAL SERVICES	Yes	1-10 adults with IDD
HILDAH AND KAY'S, LLC	Yes	1-10 adults with IDD
WESTERN IDAHO TRAINING CO INC	Yes	11-20 adults with IDD
RISING SUN SUPPORTED LIVING	Yes	1-10 adults with IDD

Turnover Rate

The turnover rate in this report is a point-in-time rate. The denominator (total number of employed DSPs at each agency) is taken from a specific point in time: December 31, 2017.

Some agencies reported turnover rates exceeding 100%. This means that the number of DSPs that separated from the agency payroll in 2017 was greater than the number of DSPs employed as of Dec. 31, 2017. This may be a result of downsizing or agency restructuring.

Table 4. Turnover of DSPs providing support for adults with IDD

AGENCY	Number on payroll as of 12/31/2017	Number who left agency between 1/1/2017 and 12/31/2017	Turnover rate
COMMUNITY BASED GROUP HOME	10	16	160%
CONNECTIONS RESIDENTIAL SERVICES	16	7	44%
HILDAH AND KAY'S, LLC	6		
WESTERN IDAHO TRAINING CO INC	30	4	13%
RISING SUN SUPPORTED LIVING	8	0	0%

Tenure (Length of Employment) of DSPs

To calculate tenure rate, the number of DSPs employed in each agency for less than 6 months is divided by the total number of DSPs employed as of Dec 31, 2017. This created an agency-wide percentage of DSPs employed less than 6 months.

The same was done for DSPs employed between 6-12 months and those employed for 12+ months.

Table 5. Tenure Among DSPs Employed as of Dec. 31, 2017

Based on DSPs providing support for adults with IDD and on payroll as of Dec. 31, 2017

AGENCY	Number of DSPs	% employed for less than 6 months	% employed for 6-12 months	% employed 12+ months
COMMUNITY BASED GROUP HOME	10	50%	10%	40%
CONNECTIONS RESIDENTIAL SERVICES	16	38%	38%	25%
HILDAH AND KAY'S, LLC	6			
WESTERN IDAHO TRAINING CO INC	30	40%	17%	43%
RISING SUN SUPPORTED LIVING	8	100%	0%	0%

Table 6. Tenure Among Separated DSP Employees (Left Between Jan. 1, 2017 and Dec. 31, 2017)

Based on DSPs providing support for adults with IDD

AGENCY	Number of DSPs who left in 2017	% that had been at the agency less than 6 months	% that had been at the agency 6-12 months	% that had been at the agency 12+ months
COMMUNITY BASED GROUP HOME	16	50%	44%	6%
CONNECTIONS RESIDENTIAL SERVICES	7	43%	14%	43%
HILDAH AND KAY'S, LLC				
WESTERN IDAHO TRAINING CO INC	4	100%	0%	0%
RISING SUN SUPPORTED LIVING	0			

Table 7. Reasons for Separations

Based on DSPs providing support for adults with IDD and who left the agency between Jan. 1, 2017 and Dec. 31, 2017

AGENCY	Number of DSPs who left in 2017	% voluntarily left position or quit	% terminated	% don't know whether terminated or quit
COMMUNITY BASED GROUP HOME	16	69%	31%	0%
CONNECTIONS RESIDENTIAL SERVICES	7	57%	43%	0%
HILDAH AND KAY'S, LLC				
WESTERN IDAHO TRAINING CO INC	4	50%	25%	25%
RISING SUN SUPPORTED LIVING	0			

Vacancy Rates

Table 8. Full-Time DSP and Part-Time DSP Vacancy Rates (as of Dec. 31, 2017)⁶

AGENCY	Vacancy Rate: Full-Time DSPs	Vacancy Rate: Part-Time DSPs
COMMUNITY BASED GROUP HOME		
CONNECTIONS RESIDENTIAL SERVICES	0%	0%
HILDAH AND KAY'S, LLC		
WESTERN IDAHO TRAINING CO INC	7%	0%
RISING SUN SUPPORTED LIVING	0%	0%

⁶ This is a point-in-time vacancy rate, not cumulative or an average across the year. Vacancy rates are calculated as follows: Vacant full-time or part-time positions divided by total number of full time or part-time direct support positions as of Dec. 31, 2017.

Hourly Wages

This wage table demonstrates the **average starting wage** (avg. hourly wage paid to new DSPs) and the **average wage** (avg. hourly wage paid to all DSPs regardless of how long they've been working).

Table 9. Hourly Wages

AGENCY	Average starting hourly wage: residential services	Average hourly wage: residential services
COMMUNITY BASED GROUP HOME	12.40	12.91
CONNECTIONS RESIDENTIAL SERVICES	11.00	11.00
HILDAH AND KAY'S, LLC	15.00	16.00
WESTERN IDAHO TRAINING CO INC	9.75	
RISING SUN SUPPORTED LIVING	12.00	12.00

Table 10. Agencies that gave bonuses to DSPs working with adults with IDD between Jan. 1, 2017 and Dec. 31, 2017 ⁷

AGENCY	Gave bonuses
COMMUNITY BASED GROUP HOME	No
CONNECTIONS RESIDENTIAL SERVICES	No
HILDAH AND KAY'S, LLC	No
WESTERN IDAHO TRAINING CO INC	No
RISING SUN SUPPORTED LIVING	Yes

⁷ A bonus is wage compensation supplemental to salary or wages. Bonuses are typically given at intervals less frequent than payroll.

Table 11. Percentage of total hours paid to DSPs working with adults with IDD that were regular hours and overtime hours in the month of October 2017 ⁸

AGENCY	Regular Hours	Overtime Hours
COMMUNITY BASED GROUP HOME	87%	13%
CONNECTIONS RESIDENTIAL SERVICES	77%	23%
HILDAH AND KAY'S, LLC	99%	1%
WESTERN IDAHO TRAINING CO INC	98%	2%
RISING SUN SUPPORTED LIVING	100%	0%

⁸ Only reported for those cases for which regular and overtime hours were reported. If there were no overtime hours, agencies were instructed to enter "0".

Benefits

Paid time off

Agencies offer and track paid time off in two distinct methods:

- One method is offering a bank of hours from which employees can take paid time off, with no further delineation of the purpose or the type of time off. This method we refer to as **Pooled Paid Time Off**.
- The second method, which is more traditionally used by the Department of Labor, is to offer and track paid time off in **three distinct types: paid vacation time, paid sick time, and paid personal time**.

Both methods are means for providing paid time off to DSPs when they need it.

Table 12. Offered Pooled Paid Time Off between January 1, 2017 and December 31, 2017⁹

AGENCY	Offer pooled paid time off to some or all DSPs	Requirements for eligibility for pooled paid time off*			
		Must be full time	Must work a minimum amount of time within a defined time period	Must have been employed at the agency for a certain length of time	All DSPs are eligible
COMMUNITY BASED GROUP HOME	No				
CONNECTIONS RESIDENTIAL SERVICES	No				
HILDAH AND KAY'S, LLC	No				
WESTERN IDAHO TRAINING CO INC	No				
RISING SUN SUPPORTED LIVING	Yes	No	No	Yes	No

*Of those providing the benefit to some or all DSPs

⁹ 'Pooled Paid time off' is defined as a bank of hours in which the employer pools sick days, vacation days, and personal days together and the agency doesn't distinguish between category of time off. In previous iterations of the survey, this was referred to as "Paid time off." The clarification added in this 2017 survey may account for differences in data when compared to previous years.

Table 13. Offered Paid Vacation Time between January 1, 2017 and December 31, 2017

AGENCY	Offer paid vacation time to some or all DSPs	Requirements for eligibility for paid vacation time*			
		Must be full time	Must work a minimum amount of time within a defined time period	Must have been employed at the agency for a certain length of time	All DSPs are eligible
COMMUNITY BASED GROUP HOME	No				
CONNECTIONS RESIDENTIAL SERVICES	No				
HILDAH AND KAY'S, LLC	Yes	Yes**	No	Yes	No
WESTERN IDAHO TRAINING CO INC	Yes	No	No	Yes	No
RISING SUN SUPPORTED LIVING	No				

*Of those providing the benefit to some or all DSPs

**Did not report that agency distinguished between full time and part time DSPs.

Table 14. Offered Paid Sick Time between January 1, 2017 and December 31, 2017

AGENCY	Offer paid sick time to some or all DSPs	Requirements for eligibility for paid sick time*			
		Must be full time	Must work a minimum amount of time within a defined time period	Must have been employed at the agency for a certain length of time	All DSPs are eligible
COMMUNITY BASED GROUP HOME	Yes	No	No	No	Yes
CONNECTIONS RESIDENTIAL SERVICES	Yes	Yes	No	No	No
HILDAH AND KAY'S, LLC	Yes	Yes**	No	Yes	No
WESTERN IDAHO TRAINING CO INC	Yes	No	No	Yes	No
RISING SUN SUPPORTED LIVING	Yes	No	No	Yes	No

*Of those providing the benefit to some or all DSPs

**Did not report that agency distinguished between full time and part time DSPs.

Table 15. Offered Paid Personal Time between January 1, 2017 and December 31, 2017

AGENCY	Offer paid personal time to some or all DSPs
COMMUNITY BASED GROUP HOME	No
CONNECTIONS RESIDENTIAL SERVICES	No
HILDAH AND KAY'S, LLC	No
WESTERN IDAHO TRAINING CO INC	No
RISING SUN SUPPORTED LIVING	No

Table 16. Offered Health Insurance between January 1, 2017 and December 31, 2017

AGENCY	Offer health insurance to some or all DSPs	Requirements for eligibility for health insurance*			
		Must be full time	Must work a minimum amount of time within a defined time period	Must have been employed at the agency for a certain length of time	All DSPs are eligible
COMMUNITY BASED GROUP HOME	No				
CONNECTIONS RESIDENTIAL SERVICES	No				
HILDAH AND KAY'S, LLC	Yes	Yes**	No	Yes	No
WESTERN IDAHO TRAINING CO INC	Yes	Yes	No	Yes	No
RISING SUN SUPPORTED LIVING	No				

*Of those providing the benefit to some or all DSPs

**Did not report that agency distinguished between full time and part time DSPs.

Table 17. Offered Dental Insurance/Vision Coverage between January 1, 2017 and December 31, 2017

AGENCY	Dental coverage offered to some or all DSPs (supporting adults with IDD)	Vision coverage offered to some or all DSPs (supporting adults with IDD)
COMMUNITY BASED GROUP HOME	No	No
CONNECTIONS RESIDENTIAL SERVICES	No	No
HILDAH AND KAY'S, LLC	Yes	Yes
WESTERN IDAHO TRAINING CO INC	Yes	Yes
RISING SUN SUPPORTED LIVING	No	No

Table 18. Additional Types of Benefits Offered Between January 1, 2017 and December 31, 2017

These categories are not mutually exclusive. "Reimbursement or other support for post-secondary education" includes benefits such as tuition assistance; "Health incentive programs" include benefits like gyms, yoga programs, smoking cessation initiatives, etc.

AGENCY NAME	Reimbursement/support for post-secondary education	Employer paid job-related training	Employer-sponsored retirement plan (401K or other plan)	Employer-sponsored disability insurance	Flexible Spending Accounts	Health incentive programs	Life Insurance
COMMUNITY BASED GROUP HOME	No	Yes	No	No	No	No	No
CONNECTIONS RESIDENTIAL SERVICES	No	No	No	No	No	No	No
HILDAH AND KAY'S, LLC	Yes	Yes	No	No	No	No	No
WESTERN IDAHO TRAINING CO INC	Yes	Yes	Yes	Yes	Yes	No	Yes
RISING SUN SUPPORTED LIVING	No	Yes	No	No	No	No	No

Table 19. Other Benefits Offered (write-in option)

AGENCY	Other
COMMUNITY BASED GROUP HOME	No
CONNECTIONS RESIDENTIAL SERVICES	No
HILDAH AND KAY'S, LLC	No
WESTERN IDAHO TRAINING CO INC	No
RISING SUN SUPPORTED LIVING	No

Recruitment and Retention

Table 20. Recruitment and Retention Strategies

AGENCY	Pay incentive program or referral bonus program	Realistic job preview for DSP positions?
COMMUNITY BASED GROUP HOME	No	No
CONNECTIONS RESIDENTIAL SERVICES	No	Yes
HILDAH AND KAY'S, LLC	No	Yes
WESTERN IDAHO TRAINING CO INC	No	Yes
RISING SUN SUPPORTED LIVING	Yes	Yes

Table 32: Recruitment and Retention Strategies (continued)

AGENCY	DSPs receive training on a Code of Ethics	DSPs sign a Code of Ethics	Agency uses a DSP ladder to retain highly skilled workers in DSP roles (continuing to provide direct service to individuals with IDD)	Agency support staff to get credentialed through a state or nationally recognized professional organization
COMMUNITY BASED GROUP HOME	Yes	Yes	No	No
CONNECTIONS RESIDENTIAL SERVICES	Yes	Yes	Yes	Yes
HILDAH AND KAY'S, LLC	Yes	Yes	No	Yes
WESTERN IDAHO TRAINING CO INC	Yes	Yes	No	Yes
RISING SUN SUPPORTED LIVING	Yes	Yes	Yes	No

Appendix A: Instructions Provided to Survey Respondents

STAFF STABILITY SURVEY 2017



DECEMBER 2017

THIS PAPER VERSION OF THE SURVEY IS FOR REFERENCE. PLEASE NOTE THAT RESPONSES TO THIS SURVEY **MUST BE ENTERED IN THE ONLINE PORTAL**. PAPER OR SCANNED COPIES WILL NOT BE ACCEPTED OR COUNTED.

Survey must be completed in the online data entry system by **June 30, 2018**

Your state contact is [name]. Please email him/her with any questions at: [email].

Before You Start

Your agency has been asked to complete this survey because you provide supports to **adults (18 and over) with intellectual/developmental disabilities**. We are interested in learning about your state's Direct Support Professional (DSP) workforce—individuals who provide support, training, supervision, and personal assistance to adults with intellectual/developmental disabilities.

This survey is being administered by National Core Indicators (NCI) on behalf of your state. Results of this survey will be reported only in the aggregate; **your agency will not be identified in any way**. The information you provide is important to state policy-makers and advocates who will use the data to guide decisions.



If you believe you have received this survey in error, please contact the state contact: [email] and explain why

Directions

Overview

- 1) The survey will ask about the following information for DSPs who were on payroll for any length of time during the period of January 1, 2017 to December 31, 2017 and for whom your agency defines wages and benefits directly. (For further information on what is considered a DSP, see below under "**Types of Workers to Consider**")
 - Date of hire
 - Whether they are current staff or separated staff
 - Date of termination (if applicable)

- Whether they work full-time or part-time (current staff only)
 - Hours and wages
 - Benefits, such as paid time off, health insurance, etc.
- 2) This survey is best completed by employees from your Human Resources or Payroll departments. You may require information from program directors, so it is best if you review the survey questions and seek additional input as needed.

Important Definitions

Types of workers to consider

This survey is about people who are employed as **Direct Support Professionals**.

This includes paid workers whose primary job responsibility is direct support work and for whom your agency defines wages and benefits directly. (Note: do not include staff hired through a temporary personnel agency, contract or 1099 arrangement):



Include these workers in your responses:

- Paid staff members whose primary job responsibility is to provide support, training, supervision, and personal assistance to adults with intellectual/developmental disabilities.
- Paid staff members who spend at least 50% of their hours doing direct support tasks. These people may do some supervisory tasks, but their primary job responsibility and more than 50% of their hours are spent doing direct support work.
- **Only include** supervisors if more than 50% of their hours are spent doing direct support tasks.



Do not include these workers in your responses:

- Licensed healthcare staff (therapists, nurses, social workers, psychologists, etc.)
- Those who **only** provide transportation, home modifications, and/or meal delivery
- Contract or 1099 workers
- Staff hired through a temporary personnel agency
- Admin staff or supervisory staff, unless they spend 50% or more of their time doing direct support

Regarding host/foster/family home arrangements: Please respond only about DSPs who are employed and work in addition to the primary shared living/foster care provider.

Types of supports

Please include DSPs providing one or more of the following supports

Residential Support	In-Home Supports	Non-Residential Supports
<p>Your agency owns and/or operates the home in which the person lives.</p> <p><i>Residential Supports are supports provided to a person who is living outside of the family home. This can include 24-hour supports such as a group home or ICF/ID. Supported housing, supported living, shared living, host home or foster home should be counted in this category only if your agency owns the home or operates the lease.</i></p>	<p>Your agency does not own and/or operate the home in which the person lives.</p> <p><i>Supports provided to a person in their home (only if their home is not owned and/or operated by your agency).</i></p>	<p><i>Non-residential supports can include:</i></p> <ul style="list-style-type: none"> • <i>Day programs and community support programs (supports provided outside an individual’s home such as adult day program services and community supports)</i> • <i>Job or vocational services (supports to help individuals who are looking for work or on the job for which they are paid, e.g., work supports)</i>



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National Core Indicators™ is a collaboration between:

National Association of State Directors of Developmental Disabilities Services (NASDDDS)

www.nasdds.org

and

Human Services Research Institute (HSRI)

www.hsri.org

For questions about this report, please contact dhiersteiner@hsri.org