



**NATIONAL
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NASDDDS & HSRI

National Core Indicators® Intellectual and Developmental Disabilities

2020 Staff Stability Survey Report

COVID-19 Supplement



Human Services
Research Institute

NASDDDS

National Association of State Directors of Developmental Disabilities Services

Introduction

Collecting Comprehensive Data on the DSP Workforce and Provider Agency Experience During COVID-19

Each year, National Core Indicators® Intellectual and Developmental Disabilities (NCI®-IDD)—a collaboration between the National Association of State Directors of Developmental Disabilities Services, the Human Services Research Institute, and participating state developmental disability agencies—works with member states to implement the Staff Stability Survey. The NCI-IDD Staff Stability Survey collects comprehensive data on the Direct Support Professional (DSP) workforce providing direct supports to adults (age 18 and over) with intellectual and developmental disabilities (IDD). The goal of the survey is to generate data to help states understand workforce challenges, identify areas for further investigation, benchmark their workforce data, measure improvements made through policy or programmatic changes, and compare their state data to those of other states and the NCI-IDD average.

For the 2020 Staff Stability Survey, states could elect to include a COVID-19 survey supplement within the Staff Stability Survey—to examine gaps and strengths in emergency responses and gain a better understanding of how providers have experienced the pandemic.

In this supplemental report we present a selection of items from the standard survey followed by the results of the COVID-19 supplement to reveal the pandemic's impact on the DSP workforce and provider agencies.

This report is supplemental to the standard 2020 NCI-IDD Staff Stability Survey Report. To see the full 2020 NCI-IDD Staff Stability Survey Report, which includes information on response rates, margins of error, methodology, survey administration, weighting and other background information, see

<https://www.nationalcoreindicators.org/staff-stability-survey/>

The 2020 NCI-IDD Staff Stability Survey Report includes the data included in this supplement.

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<https://www.nationalcoreindicators.org/resources/staff-stability-survey/>

IMPORTANT NOTE: While the data in this report reflect the time period of January to December 2020, data collection occurred from January to September 2021: during the COVID-19 pandemic. Our sincere appreciation is extended to the state NCI coordinators and the staff in each provider agency who worked diligently to report the data while doing additional work to adjust to the significantly changed work environments. The NCI team appreciates the difficulty in collecting the data in the best conditions, and we recognize the extra effort required during the months in 2021 when all administrative activities faced particular challenges.

CONTACT INFORMATION

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Executive Summary

For the 2020 Staff Stability Survey, NCI added a set of supplemental questions to examine the provider and DSP experience during the COVID-19 pandemic. States could elect to include these supplemental questions to examine gaps and strengths in emergency responses and gain a better understanding of how providers and DSPs experienced the pandemic.

In this report, we present a selection of items from the standard survey followed by the results of the COVID-19 supplement to reveal the pandemic's impact on the DSP workforce and provider agencies.

Slightly over half (52.7%) of responding providers across states reported that the number of DSPs on their payroll decreased over the course of 2020 (between Jan. 1 and Dec. 31, 2020). Slightly less than half (40.5%) reported a decrease in the number of adults with IDD enrolled or approved for services over the course of 2020. Of those whose DSP numbers dropped by more than 10% in 2020, more than half (57.3%) experienced a decrease in numbers of adults with IDD enrolled in or approved for services.

Almost one fifth (18.7%) of responding providers put DSPs on furlough at some point during 2020. This percentage varied by state, ranging from 5.3% of agencies in one state to 31% of agencies in another.

Across states that included the COVID-19 Supplement in their Staff Stability Survey, 33.0% of agencies reported having closed locations/sites in response to the COVID-19 pandemic. Almost half, 47%, reported stopping the delivery of some supports either temporarily or permanently. About 15% reported paying family members to serve as support providers during the pandemic.

Changes in health and safety protocols implemented in 2020 included:

- Requiring DSPs to wear masks or other PPE (85.5%)
- Taking the temperature of all people upon entrance to facilities (79.2%)
- The implementation of health and safety training related to COVID-19 (82.2%)
- Requiring COVID-19 testing for some or all DSPs (51.4%)

In terms of wage bonuses or salary increases to retain DSPs during the pandemic, 38.3% of responding providers reported implementing at least one bonus for all DSPs and 25.5% reported implementing temporary wage increases to all DSPs supporting adults with IDD. Roughly one quarter (24.8%) reported that no wage bonuses or wage increases were implemented for the purposes of retaining DSPs during the pandemic.

Almost two thirds (58.9%) of responding agencies reported they consistently had an adequate supply of PPE for DSPs and people receiving services during 2020. To increase, maintain, or supplement their supply, 42.6% of responding agencies reported working with local or state emergency management or COVID response entities to secure PPE, while 40.0% sought or requested donations of homemade PPE, 35.2% sought or requested donations of non-homemade PPE, and 57.5% paid significantly higher prices to purchase more PPE.

This report is supplemental to the standard 2020 NCI-IDD Staff Stability Survey Report. To see the full 2020 NCI-IDD Staff Stability Survey Report, which includes information on response rates, margins of error, methodology, survey administration, weighting and other background information, see

<https://www.nationalcoreindicators.org/staff-stability-survey/>

A few notes about the survey results...

- When comparing results from year to year, please keep in mind that the **survey questions may have changed**.
- **Weighting** affects the NCI-IDD averages (see section on “Weights” for more information).
- **Consider the Ns** (number of responding provider agencies for each question); these vary by state and by question.
- Keep in mind that **some states only included HCBS Waiver-funded services** when establishing their sample of provider agencies.
- **Some states chose not to include the COVID-19 Supplement** in their 2020 surveys.

Response Rates – Standard Survey

Appendix A in the full 2020 NCI-IDD Staff Stability Survey Report provides more information on each state’s sample.

Number of Responses and Response Rates

A total of 2,987 surveys were included in this report. However, not every respondent answered every question, so we provide a ‘Number of Responses’ (N) figure for each state on each question.

If no questions were answered, surveys were considered invalid; however, they were still included in the denominator when calculating the response rate.

Surveys were deleted from the dataset and not considered eligible for analysis and not included in the denominator when calculating the response rate if:

- The provider agency reported that it did not provide any of the targeted service types.
- The provider agency reported that it did not employ DSPs.
- The provider agency had not been in operation for six continuous months in 2020.
- The provider agency indicated that it only uses contract DSPs and/or 1099 DSPs (and therefore does not have any DSPs on payroll).

	Valid responses	Total pop ¹	Response rate	Margin of error ^{2,3,4}
AL	95	175	54.3%	6.82%
AZ	222	423	52.5%	4.54%
CO	89	352	25.3%	8.99%
CT	64	127	50.4%	8.67%
DC	44	97	45.4%	10.98%
DE	28	34	82.4%	7.90%
GA	149	298	50.0%	5.69%
HI	44	47	93.6%	3.77%
IL	118	251	47.0%	6.58%
IN	93	132	70.5%	5.54%
LA	70	442	15.8%	10.76%
MD	132	225	58.7%	5.50%
MO	228	416	54.8%	4.37%
NC	137	341	40.2%	6.49%
NE	37	45	82.2%	6.87%
NJ	148	520	28.5%	6.82%
NY	223	304	73.4%	3.39%
OR	219	334	65.6%	3.89%
PA	346	804	43.0%	3.98%
RI*	6	33	18.2%	36.75%
SC	58	61	95.1%	2.88%
SD*	11	20	55.0%	20.34%
TN	106	129	82.2%	4.03%
TX	73	437 ⁵	16.7%	10.48%
UT	75	111	67.6%	6.47%
VA	141	509	27.7%	7.02%
WY	31	62	50.0%	12.55%
Total	2987	6730	44.4%	

*Based on the large margins of error, results from Rhode Island and South Dakota should be interpreted with caution.

¹ Total number of providers in the state minus those reported not to provide any of the requisite service types and/or reported not employing any DSPs. If a provider did not answer any questions in the survey, left blank the question about number of DSPs, or left blank the question about types of services provided, the provider was assumed to be eligible and thus included in the “total population” (and the denominator when calculating the response rate).

² Margin of error for sample based on valid responses and “total population”

³ Assuming 50% response distribution

⁴ Calculated using <http://www.raosoft.com/samplesize.html>

⁵ Does not include agencies for which the email address was unknown by the state.

Changes in numbers of DSPs on payroll between Jan. 1, 2020 and Dec. 31, 2020

Table 1. How many DSPs providing support for adults with IDD were on your payroll as of **Jan. 1, 2020**?
Numbers should not include staff hired through a temporary personnel agency, contract or 1099 workers, PRN or on-call workers.

	0-20 DSPs	21-40 DSPs	41-60 DSPs	61+ DSPs	Mean number of DSPs	Std. deviation	Median number of DSPs	N
AL	26.6%	28.7%	17.0%	27.7%	62.2	84.7	30.0	94
AZ	33.0%	18.3%	11.5%	37.2%	109.4	286.0	36.0	218
CO	66.3%	13.5%	12.4%	7.9%	25.5	44.6	12.5	89
CT	15.6%	14.1%	14.1%	56.3%	106.5	108.3	70.0	64
DC	36.4%	13.6%	11.4%	38.6%	81.4	86.2	39.5	44
DE	22.2%	18.5%	11.1%	48.1%	105.2	116.6	66.0	27
GA	53.4%	15.5%	8.1%	23.0%	47.1	75.0	20.0	148
HI	27.3%	22.7%	25.0%	25.0%	47.5	44.7	40.5	44
IL	32.2%	16.1%	11.9%	39.8%	83.2	113.8	44.0	118
IN	18.3%	12.9%	10.8%	58.1%	180.5	332.0	80.0	93
LA	24.3%	18.6%	12.9%	44.3%	91.4	124.8	50.0	70
MD	16.7%	13.6%	12.1%	57.6%	114.0	117.4	78.0	132
MO	38.2%	22.8%	8.8%	30.3%	77.5	171.8	30.0	228
NC	37.2%	24.8%	12.4%	25.5%	90.1	206.9	29.5	137
NE	32.4%	18.9%	10.8%	37.8%	109.0	165.9	39.0	37
NJ	45.8%	13.9%	4.9%	35.4%	90.0	170.1	23.0	144
NY	15.8%	6.3%	5.0%	73.0%	264.7	348.1	156.5	222
OR	58.4%	13.2%	7.8%	20.5%	47.9	95.4	14.0	219
PA	36.2%	16.3%	10.5%	37.0%	118.1	210.1	38.0	343
RI	33.3%	16.7%	16.7%	33.3%	92.8	98.4	45.0	6
SC	13.8%	8.6%	6.9%	70.7%	145.6	132.3	95.0	58
SD	9.1%	9.1%	9.1%	72.7%	97.2	56.0	92.5	11
TN	17.0%	10.4%	13.2%	59.4%	130.5	193.8	75.0	106
TX	43.8%	16.4%	15.1%	24.7%	49.6	71.4	27.0	73
UT	55.4%	18.9%	6.8%	18.9%	74.1	217.6	19.5	74
VA	57.1%	23.6%	5.7%	13.6%	30.5	41.8	16.0	140
WY	51.6%	22.6%	3.2%	22.6%	35.9	39.7	20.0	31
NCI-IDD Avg.	34.9%	15.8%	9.8%	39.6%	109.4	212.5	39.0	Total: 2970

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 2. How many DSPs providing support for adults with IDD were on your payroll as of Dec. 31, 2020?

Numbers should not include staff hired through a temporary personnel agency, contract or 1099 workers, PRN or on-call workers.

	1-20 DSPs	21-40 DSPs	41-60 DSPs	61+ DSPs	Mean number of DSPs	Std. deviation	Median number of DSPs	N
AL	32.6%	29.5%	11.6%	26.3%	54.92	67.925	28.00	95
AZ	31.5%	20.7%	10.4%	37.4%	123.79	323.895	38.00	222
CO	64.0%	19.1%	7.9%	9.0%	26.63	46.988	13.00	89
CT	15.6%	20.3%	12.5%	51.6%	102.39	110.085	65.00	64
DC	36.4%	15.9%	11.4%	36.4%	76.25	82.047	38.00	44
DE	32.1%	7.1%	10.7%	50.0%	102.93	126.044	61.00	28
GA	57.7%	14.8%	9.4%	18.1%	41.36	66.461	17.00	149
HI	36.4%	27.3%	13.6%	22.7%	43.89	45.013	33.50	44
IL	31.4%	19.5%	12.7%	36.4%	76.76	111.013	38.50	118
IN	22.6%	9.7%	9.7%	58.1%	172.53	319.707	75.00	93
LA	21.4%	20.0%	12.9%	45.7%	84.66	117.253	47.00	70
MD	15.2%	15.2%	13.6%	56.1%	109.47	113.744	71.50	132
MO	38.2%	23.7%	11.0%	27.2%	65.88	122.130	26.50	228
NC	39.4%	26.3%	8.8%	25.5%	89.89	225.064	26.00	137
NE	32.4%	21.6%	10.8%	35.1%	103.00	159.798	36.00	37
NJ	48.0%	10.8%	3.4%	37.8%	90.07	165.124	23.50	148
NY	17.5%	6.7%	4.5%	71.3%	246.78	319.948	141.00	223
OR	58.4%	14.2%	5.5%	21.9%	47.41	97.337	14.00	219
PA	35.3%	17.3%	10.1%	37.3%	109.21	190.214	37.50	346
RI	50.0%		16.7%	33.3%	86.17	97.764	36.50	6
SC	10.3%	10.3%	12.1%	67.2%	132.50	116.571	95.00	58
SD	9.1%	9.1%		81.8%	99.09	64.900	79.00	11
TN	17.9%	13.2%	9.4%	59.4%	119.59	173.418	70.00	106
TX	47.9%	15.1%	15.1%	21.9%	47.49	71.088	25.00	73
UT	60.0%	14.7%	6.7%	18.7%	67.35	214.772	16.00	75
VA	64.5%	17.0%	7.1%	11.3%	28.84	42.785	13.00	141
WY	51.6%	19.4%	3.2%	25.8%	34.39	35.821	19.00	31
NCI-IDD Avg.	35.8%	16.4%	9.1%	38.7%	104.43	204.770	37.00	Total: 2987

Notes: Unless otherwise noted, all NCI-IDD Averages (“NCI-IDD Avg.”), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states’ response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See “Cross-Year Comparisons” in the “Weights” section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 3. Percentage of agencies that reported changes in number of DSPs on payroll from Jan. 1, 2020 to Dec. 31, 2020

	Number of DSPs stayed the same from Jan to Dec 2020	Number of DSPs increased from Jan to Dec 2020	Number of DSPs decreased from Jan to Dec 2020	N
AL	19.1%	25.5%	55.3%	94
AZ	18.8%	39.0%	42.2%	218
CO	28.1%	31.5%	40.4%	89
CT	10.9%	29.7%	59.4%	64
DC	20.5%	27.3%	52.3%	44
DE	11.1%	33.3%	55.6%	27
GA	31.8%	17.6%	50.7%	148
HI	29.5%	18.2%	52.3%	44
IL	9.3%	27.1%	63.6%	118
IN	9.7%	34.4%	55.9%	93
LA	30.0%	20.0%	50.0%	70
MD	17.4%	25.0%	57.6%	132
MO	25.9%	20.6%	53.5%	228
NC	27.0%	16.8%	56.2%	137
NE	5.4%	27.0%	67.6%	37
NJ	27.1%	33.3%	39.6%	144
NY	14.4%	19.4%	66.2%	222
OR	28.3%	35.2%	36.5%	219
PA	18.4%	29.7%	51.9%	343
RI	16.7%	16.7%	66.7%	6
SC	8.6%	29.3%	62.1%	58
SD	9.1%	27.3%	63.6%	11
TN	15.1%	18.9%	66.0%	106
TX	34.2%	26.0%	39.7%	73
UT	18.9%	29.7%	51.4%	74
VA	25.7%	21.4%	52.9%	140
WY	32.3%	29.0%	38.7%	31
NCI-IDD Avg.	20.6%	26.8%	52.7%	Total: 2970

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Changes in numbers of adults with IDD enrolled or approved for services between Jan. 1, 2020 and Dec. 31, 2020

Table 4. How many adults with IDD were enrolled in or approved for* residential, in-home, and/or non-residential services from your agency on Jan. 1, 2020? (*This wording aims to capture people who were enrolled or approved for services but who may not have been receiving services due to COVID-19 protocols.)

Percentage of responding agencies with adults enrolled in or approved for residential, in-home and/or non-residential services...

	1-10 adults	11-20 adults	21-50 adults	51-99 adults	100-499 adults	500-999 adults	1000+ adults	Mean number of adults with IDD ⁶	Std. deviation	Median number of adults with IDD ¹⁰	N
AL	28.3%	25.0%	12.0%	23.9%	9.8%	1.1%		51.4	85.8	19.0	92
AZ	24.9%	15.8%	23.0%	13.9%	19.6%	1.9%	1.0%	83.9	155.5	32.0	209
CO	26.2%	4.8%	21.4%	26.2%	19.0%	2.4%		81.0	131.6	44.5	84
CT	8.1%	16.1%	19.4%	19.4%	37.1%			99.3	95.3	69.0	62
DC	29.5%	20.5%	22.7%	15.9%	11.4%			38.6	39.2	21.5	44
DE	16.0%	12.0%	32.0%	20.0%	20.0%			72.0	92.2	37.0	25
GA	30.3%	13.4%	16.2%	16.2%	23.9%			64.4	81.3	29.0	142
HI	22.7%	18.2%	20.5%	18.2%	20.5%			63.8	73.2	34.5	44
IL	9.6%	16.5%	15.7%	20.0%	32.2%	4.3%	1.7%	137.3	205.6	69.0	115
IN	14.1%	3.5%	15.3%	18.8%	36.5%	7.1%	4.7%	223.7	353.4	92.0	85
LA	27.3%	12.1%	27.3%	18.2%	13.6%	1.5%		56.8	83.8	26.0	66
MD	11.9%	10.3%	22.2%	21.4%	32.5%	0.8%	0.8%	109.9	151.7	57.0	126
MO	33.3%	16.7%	27.0%	11.7%	9.0%	1.8%	0.5%	57.5	126.6	21.0	222
NC	20.5%	13.6%	28.8%	19.7%	12.1%	1.5%	3.8%	129.5	366.8	35.5	132
NE	8.3%	5.6%	33.3%	22.2%	22.2%	8.3%		128.1	193.0	53.0	36
NJ	27.2%	16.2%	17.6%	14.0%	24.3%	0.7%		73.8	111.5	29.0	136
NY	4.4%	8.3%	9.2%	10.7%	44.2%	13.6%	9.7%	372.9	630.3	164.5	206
OR	45.2%	15.7%	17.1%	11.0%	10.5%	0.5%		41.6	77.1	12.5	210
PA	25.1%	15.6%	19.5%	11.4%	23.1%	5.1%	0.3%	105.5	171.0	30.0	334
RI	16.7%		33.3%	16.7%	33.3%			95.8	91.0	58.5	6
SC	5.6%	7.4%	9.3%	22.2%	48.1%	5.6%	1.9%	170.9	247.1	112.0	54
SD		10.0%		10.0%	70.0%	10.0%		155.0	133.6	131.0	10
TN	17.8%	12.9%	23.8%	23.8%	20.8%		1.0%	77.9	133.9	43.0	101
TX	25.0%	10.3%	17.6%	23.5%	20.6%	2.9%		87.8	134.4	47.5	68
UT	30.0%	17.1%	22.9%	15.7%	10.0%	4.3%		69.0	142.9	22.5	70
VA	45.0%	15.3%	19.8%	9.9%	9.2%	0.8%		38.0	82.2	14.0	131
WY	25.8%	16.1%	32.3%	19.4%	6.5%			34.3	32.7	23.0	31
NCI-IDD Avg.	23.8%	13.8%	19.2%	15.2%	22.8%	3.5%	1.7%	118.4	277.6	37.0	Total:2841

⁶ Enrolled in or approved for residential, in-home, and/or non-residential services. This wording aims to capture people who were enrolled or approved for services but may not have been receiving services due to COVID-19 protocols.

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Table 5. How many adults with IDD were enrolled in or approved for* residential, in-home, and/or non-residential services from your agency on **Dec. 31, 2020?**
 (*This wording aims to capture people who were enrolled or approved for services but who may not have been receiving services due to COVID-19 protocols.)

Percentage of responding agencies with adults enrolled in or approved for residential, in-home and/or non-residential services...

	1-10 adults	11-20 adults	21-50 adults	51-99 adults	100-499 adults	500-999 adults	1000+ adults	Mean number of adults with IDD⁷	Std. deviation	Median number of adults with IDD⁸	N
AL	29.3%	21.7%	20.7%	19.6%	7.6%	1.1%		46.77	81.671	20.00	92
AZ	26.8%	16.9%	23.0%	12.2%	18.3%	1.9%	0.9%	79.32	162.506	26.00	213
CO	23.8%	6.0%	26.2%	25.0%	15.5%	3.6%		79.57	122.605	44.00	84
CT	7.9%	14.3%	20.6%	25.4%	31.7%			95.59	91.071	65.00	63
DC	34.9%	20.9%	18.6%	16.3%	9.3%			33.60	34.271	17.00	43
DE	20.0%	12.0%	28.0%	20.0%	20.0%			66.88	89.550	42.00	25
GA	29.1%	14.2%	19.1%	17.7%	19.1%	0.7%		62.55	87.478	28.00	141
HI	29.5%	11.4%	27.3%	11.4%	20.5%			53.16	61.059	30.50	44
IL	9.6%	15.7%	19.1%	22.6%	27.0%	5.2%	0.9%	125.12	192.263	67.00	115
IN	10.7%	3.6%	17.9%	22.6%	36.9%	2.4%	6.0%	209.07	331.217	81.00	84
LA	26.9%	14.9%	25.4%	20.9%	11.9%			54.21	83.718	26.00	67
MD	11.8%	11.0%	23.6%	20.5%	31.5%	0.8%	0.8%	107.80	148.534	55.00	127
MO	31.8%	19.1%	26.4%	10.0%	10.5%	1.4%	0.9%	56.84	129.092	20.00	220
NC	21.4%	16.8%	27.5%	19.1%	10.7%	1.5%	3.1%	120.41	367.263	33.00	131
NE	8.3%	5.6%	41.7%	13.9%	25.0%	5.6%		116.89	173.424	47.00	36
NJ	22.5%	18.1%	18.1%	18.1%	22.5%	0.7%		75.12	111.993	33.00	138
NY	4.4%	7.3%	9.3%	11.7%	45.4%	13.7%	8.3%	362.79	623.582	169.00	205
OR	47.1%	12.4%	20.0%	11.4%	8.6%	0.5%		37.55	68.322	12.50	210
PA	24.9%	18.3%	18.6%	10.8%	23.1%	4.2%	0.3%	94.05	152.994	28.50	334
RI	16.7%		33.3%	16.7%	33.3%			82.83	70.904	56.00	6
SC	3.8%	9.4%	11.3%	24.5%	49.1%	1.9%		138.87	153.989	100.00	53
SD		10.0%		10.0%	70.0%	10.0%		156.80	143.608	130.50	10
TN	19.0%	14.0%	26.0%	24.0%	16.0%	1.0%		71.40	109.355	41.50	100
TX	24.6%	9.2%	15.4%	27.7%	20.0%	3.1%		91.63	139.350	52.00	65
UT	27.5%	24.6%	26.1%	11.6%	5.8%	4.3%		62.84	142.513	20.00	69
VA	45.9%	19.5%	15.8%	12.8%	5.3%	0.8%		31.65	73.373	12.00	133
WY	25.8%	22.6%	32.3%	12.9%	6.5%			32.03	29.047	25.00	31
NCI-IDD Avg.	23.8%	14.6%	20.2%	15.2%	21.6%	3.2%	1.4%	111.07	269.041	34.00	Total: 2839

⁷ Enrolled in or approved for residential, in-home, and/or non-residential services.

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 6. Percentage of agencies that reported changes in number of adults with IDD enrolled or approved* for services between Jan. 1, 2020 and Dec. 31, 2020
 (*This wording aims to capture people who were enrolled or approved for services but who may not have been receiving services due to COVID-19 protocols.)

	Number ⁸ stayed the same from Jan to Dec 2020	Number ⁸ increased from Jan to Dec 2020	Number ⁸ decreased from Jan to Dec 2020	N
AL	39.1%	23.9%	37.0%	92
AZ	37.5%	25.0%	37.5%	208
CO	29.8%	29.8%	40.5%	84
CT	35.5%	27.4%	37.1%	62
DC	48.8%	11.6%	39.5%	43
DE	33.3%	25.0%	41.7%	24
GA	41.4%	23.6%	35.0%	140
HI	29.5%	27.3%	43.2%	44
IL	30.4%	16.5%	53.0%	115
IN	19.0%	29.8%	51.2%	84
LA	47.7%	18.5%	33.8%	65
MD	31.7%	32.5%	35.7%	126
MO	47.9%	17.4%	34.7%	219
NC	44.3%	16.0%	39.7%	131
NE	25.0%	30.6%	44.4%	36
NJ	33.8%	36.0%	30.1%	136
NY	27.5%	27.9%	44.6%	204
OR	44.0%	23.2%	32.9%	207
PA	29.6%	22.1%	48.3%	331
RI	16.7%	16.7%	66.7%	6
SC	41.5%	15.1%	43.4%	53
SD	30.0%	30.0%	40.0%	10
TN	41.0%	16.0%	43.0%	100
TX	49.2%	21.5%	29.2%	65
UT	33.3%	20.3%	46.4%	69
VA	46.2%	14.6%	39.2%	130
WY	35.5%	25.8%	38.7%	31
NCI-IDD	36.5%	23.0%	40.5%	Total: 2815
Avg.				

⁸ Number of adults with IDD enrolled in or approved for services

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. ● N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. ● Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. ● Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. ● Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 7. Of those providers that reported a **decrease in DSP numbers by more than 10%** over the course of 2020, the percentage that experienced changes in numbers of adults with IDD enrolled in or approved for* for services over the course of 2020.
 (*This wording aims to capture people who were enrolled or approved for services but who may not have been receiving services due to COVID-19 protocols.)

	Number enrolled in or approved for services ⁹ stayed the same across 2020	Number enrolled in or approved for services ⁹ increased across 2020	Number enrolled in or approved for services ⁹ decreased across 2020	N
AL	27.0%	18.9%	54.1%	37
AZ	27.8%	9.3%	63.0%	54
CO	22.2%	18.5%	59.3%	27
CT	47.6%	4.8%	47.6%	21
DC	23.5%	11.8%	64.7%	17
DE	42.9%	28.6%	28.6%	7
GA	37.1%	17.7%	45.2%	62
HI	15.8%	26.3%	57.9%	19
IL	20.0%	8.9%	71.1%	45
IN	21.9%	15.6%	62.5%	32
LA	41.2%	5.9%	52.9%	17
MD	32.6%	13.0%	54.3%	46
MO	30.6%	18.1%	51.4%	72
NC	37.2%	11.6%	51.2%	43
NE	31.3%	31.3%	37.5%	16
NJ	27.8%	22.2%	50.0%	36
NY	26.3%	22.4%	51.3%	76
OR	28.3%	20.8%	50.9%	53
PA	18.5%	11.8%	69.7%	119
RI*				
SC	7.1%	7.1%	85.7%	14
SD*				
TN	34.9%	7.0%	58.1%	43
TX	45.5%	27.3%	27.3%	22
UT	17.9%	3.6%	78.6%	28
VA	42.3%	11.5%	46.2%	52
WY	50.0%		50.0%	8
NCI-IDD Avg.	27.5%	15.1%	57.3%	Total: 972

* Data with Ns of three (3) or fewer have been suppressed

⁹Number of adults with IDD enrolled or approved for services

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. ● N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. ● Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. ● Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. ● Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 8. Did your agency put any DSPs on furlough¹⁰ for any period of time at any point between Jan. 1, 2020 and Dec. 31, 2020?¹¹

	Yes	No	N
AL	7.4%	92.6%	94
AZ	15.3%	84.7%	215
CO	21.2%	78.8%	85
CT	7.9%	92.1%	63
DC	31.7%	68.3%	41
DE	22.2%	77.8%	27
GA	17.6%	82.4%	142
HI	31.0%	69.0%	42
IL	15.0%	85.0%	113
IN	21.6%	78.4%	88
LA	10.4%	89.6%	67
MD	24.8%	75.2%	129
MO	13.1%	86.9%	221
NC	23.0%	77.0%	135
NE	29.7%	70.3%	37
NJ	18.0%	82.0%	139
NY	24.7%	75.3%	219
OR	15.6%	84.4%	211
PA	22.0%	78.0%	336
RI	33.3%	66.7%	6
SC	5.3%	94.7%	57
SD	30.0%	70.0%	10
TN	10.8%	89.2%	102
TX	15.3%	84.7%	72
UT	15.9%	84.1%	69
VA	21.5%	78.5%	130
WY	16.7%	83.3%	30
NCI-IDD Avg.	18.3%	81.7%	Total: 2880

¹⁰ A *furlough* is a mandatory temporary leave of absence after which the employee is expected to return to work or to be restored from a reduced work schedule. Furloughed DSPs are still technically employees: they retain their employment rights and generally retain their benefits.

¹¹ Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

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Table 9. If agency put any DSPs on furlough¹² for any period of time at any point between Jan. 1, 2020 and Dec. 31, 2020, had any of the furloughed DSPs been recalled (taken off furlough) as of Dec. 31, 2020¹³?

* Data with Ns of three (3) or fewer have been suppressed

	Yes, all were recalled; furlough was ended	Yes, some were recalled; partial furlough ended	None were recalled as of 12/31/20	N
AL	28.6%	57.1%	14.3%	7
AZ	71.9%	25.0%	3.1%	32
CO	72.2%	27.8%		18
CT	80.0%	20.0%		5
DC	7.7%	69.2%	23.1%	13
DE	33.3%	50.0%	16.7%	6
GA	56.0%	40.0%	4.0%	25
HI	61.5%	38.5%		13
IL	52.9%	29.4%	17.6%	17
IN	78.9%	21.1%		19
LA	57.1%	28.6%	14.3%	7
MD	43.8%	40.6%	15.6%	32
MO	78.6%	14.3%	7.1%	28
NC	64.5%	19.4%	16.1%	31
NE	54.5%	36.4%	9.1%	11
NJ	56.0%	24.0%	20.0%	25
NY	62.3%	34.0%	3.8%	53
OR	68.8%	25.0%	6.3%	32
PA	52.7%	39.2%	8.1%	74
RI*				
SC*				
SD*				
TN	54.5%	27.3%	18.2%	11
TX	36.4%	27.3%	36.4%	11
UT	45.5%	45.5%	9.1%	11
VA	67.9%	25.0%	7.1%	28
WY	80.0%	20.0%		5
NCI-IDD Avg.	60.2%	31.6%	8.2%	Total: 521

¹² A *furlough* is a mandatory temporary leave of absence after which the employee is expected to return to work or to be restored from a reduced work schedule. Furloughed DSPs are still technically employees: they retain their employment rights and generally retain their benefits.

¹³ Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

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Table 10. Did your agency separate (fire/lay off or otherwise remove from payroll) any DSPs for any amount of time between Jan. 1, 2020 to Dec. 31, 2020 and then rehire them/re-add them to payroll prior to Dec. 31, 2020¹⁴?

	Yes	No	Don't Know	N
AL	21.7%	76.1%	2.2%	92
AZ	21.2%	74.5%	4.2%	212
CO	11.9%	85.7%	2.4%	84
CT	9.5%	87.3%	3.2%	63
DC	9.8%	90.2%		41
DE	25.9%	70.4%	3.7%	27
GA	16.3%	81.6%	2.1%	141
HI	7.1%	83.3%	9.5%	42
IL	25.0%	68.8%	6.3%	112
IN	23.9%	72.7%	3.4%	88
LA	14.9%	74.6%	10.4%	67
MD	19.5%	78.1%	2.3%	128
MO	16.1%	80.6%	3.2%	217
NC	12.7%	85.1%	2.2%	134
NE	35.1%	62.2%	2.7%	37
NJ	13.3%	81.5%	5.2%	135
NY	18.0%	76.5%	5.5%	217
OR	20.9%	76.3%	2.8%	211
PA	18.5%	77.8%	3.6%	329
RI	16.7%	83.3%		6
SC	22.8%	77.2%		57
SD	18.2%	81.8%		11
TN	26.0%	69.0%	5.0%	100
TX	18.1%	76.4%	5.6%	72
UT	14.5%	79.7%	5.8%	69
VA	15.7%	81.1%	3.1%	127
WY	16.7%	83.3%		30
NCI-IDD Avg.	18.6%	77.6%	3.8%	Total: 2849

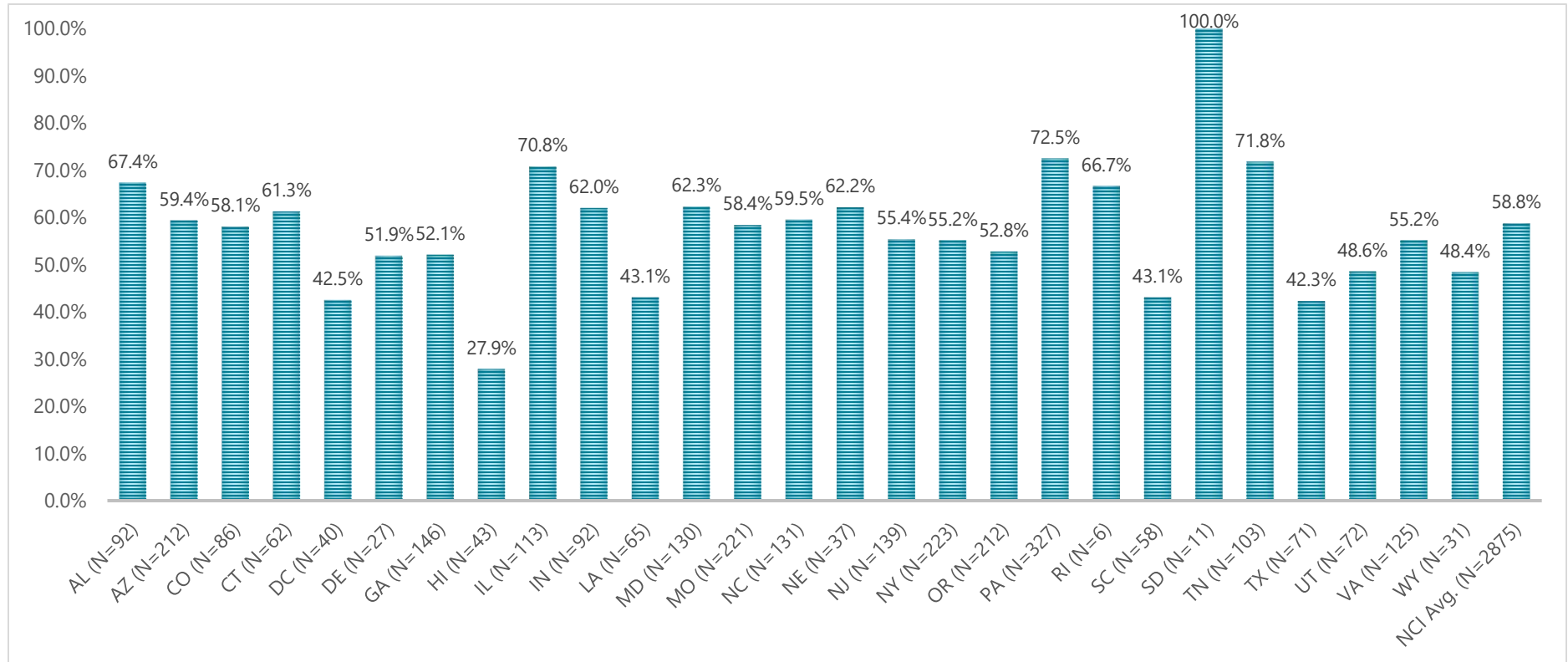
¹⁴ This situation differs from furlough because furloughed DSPs are still technically employees: they retain their employment rights and generally retain their benefits.

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Bonuses

Figure 7. Percentage of responding agencies that gave bonuses to DSPs between Jan. 1, 2020 and Dec. 31, 2020

A bonus is wage compensation supplemental to salary or wages. Bonuses are typically given at intervals less frequent than payroll. 'N' is the number of responding providers.



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Results from the COVID-19 Supplement

Table 11. If agency provided non-residential supports,¹⁵ did the agency do any of the following in response to COVID-19?¹⁶

	Altered how it delivered 'non-residential' supports (i.e., delivering services in a person's home, virtually, outside, etc.)	Stopped delivering certain 'non-residential' supports altogether (for a period of time or permanently)	Both altered the delivery of certain 'non-residential' supports & stopped providing other 'non-residential' supports	N
AZ	37.9%	19.4%	42.7%	103
CO	27.6%	1.3%	71.1%	76
CT	37.8%	2.2%	60.0%	45
DC	38.9%	5.6%	55.6%	18
DE	18.8%	12.5%	68.8%	16
GA	25.6%	6.7%	67.8%	90
HI	21.2%		78.8%	33
IL	33.8%	13.0%	53.2%	77
IN	13.6%	13.6%	72.9%	59
LA	39.3%	32.1%	28.6%	28
MD	46.2%	5.4%	48.4%	93
MO	16.3%	13.5%	70.2%	104
NC	41.3%	5.4%	53.3%	92
NJ	44.0%	6.0%	50.0%	100
OR	22.4%	3.5%	74.1%	85
PA	20.9%	6.6%	72.5%	182
RI	33.3%	16.7%	50.0%	6
SC	20.5%	9.1%	70.5%	44
SD	36.4%		63.6%	11
TN	33.3%	9.7%	56.9%	72
TX	40.4%	3.8%	55.8%	52
VA	30.4%	19.6%	50.0%	56
NCI-IDD Avg.	28.7%	8.9%	62.4%	Total: 1442

¹⁵ **Non-residential Supports** are provided in a day program, community program, or work setting. This includes:

- Adult day program services and community supports, for example
- Job or vocational services (supports to help people who are looking for work or at their paid job—work supports, for example)

¹⁶ Only includes agencies that reported providing non-residential supports

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Table 12. *Pandemic-related changes in operations put in place in 2020 (Not mutually exclusive. Table continues on the following page.)*

	Closed locations/ sites	Limited the number of DSPs rotating into a location by increasing the hours per shift	Began live-in services	Altered how some supports were delivered	Stopped delivering some supports temporarily or permanently	N
AZ	32.7%	24.9%	1.8%	41.9%	35.9%	217
CO	44.2%	34.9%	3.5%	84.9%	69.8%	86
CT	50.0%	37.5%	9.4%	67.2%	57.8%	64
DC	20.9%	55.8%	9.3%	39.5%	39.5%	43
DE	30.8%	50.0%	11.5%	69.2%	61.5%	26
GA	38.1%	29.9%	4.8%	57.8%	51.7%	147
HI	52.3%	36.4%	2.3%	75.0%	52.3%	44
IL	44.3%	47.0%	20.0%	65.2%	48.7%	115
IN	31.9%	40.7%	13.2%	63.7%	56.0%	91
LA	19.1%	39.7%	5.9%	29.4%	32.4%	68
MD	38.0%	48.8%	4.7%	70.5%	46.5%	129
MO	27.9%	38.4%	8.2%	44.7%	44.3%	219
NC	31.8%	37.1%	4.5%	62.1%	41.7%	132
NJ	41.1%	34.8%	9.9%	71.6%	47.5%	141
OR	20.7%	27.2%	3.7%	44.7%	41.0%	217
PA	30.2%	40.2%	5.4%	58.9%	49.2%	331
RI	66.7%	66.7%	16.7%	83.3%	100.0%	6
SC	52.6%	40.4%		63.2%	64.9%	57
SD	81.8%	27.3%		100.0%	63.6%	11
TN	29.1%	51.5%	9.7%	66.0%	54.4%	103
TX	42.9%	41.4%	5.7%	58.6%	41.4%	70
VA	28.8%	30.4%	2.4%	36.8%	37.6%	125
NCI-IDD Avg.	33.0%	36.9%	6.0%	56.0%	47.0%	Total: 2442

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 13. Pandemic-related changes in operations put in place in 2020 (Not mutually exclusive) (Continued)

	Limited the number of sites/locations/addresses at which a DSP could work	Opened temporary respite locations	Required that DSPs not work for more than one agency	Tracked DSPs who were working for more than one agency	Paid family members as caregivers during the emergency	Other	N
AZ	26.7%	1.8%	4.6%	6.0%	35.9%	18.0%	217
CO	38.4%	4.7%	3.5%	11.6%	27.9%	29.1%	86
CT	43.8%	10.9%	1.6%	17.2%	1.6%	12.5%	64
DC	32.6%	4.7%	18.6%	32.6%	14.0%	14.0%	43
DE	57.7%	3.8%	3.8%	19.2%	3.8%	19.2%	26
GA	27.2%	0.7%	7.5%	12.9%	10.2%	22.4%	147
HI	31.8%	2.3%	2.3%	13.6%	15.9%	27.3%	44
IL	53.0%	4.3%	13.9%	15.7%	1.7%	14.8%	115
IN	39.6%	1.1%	3.3%	5.5%	29.7%	14.3%	91
LA	20.6%	2.9%	7.4%	11.8%	35.3%	10.3%	68
MD	50.4%	6.2%	13.2%	37.2%	33.3%	13.2%	129
MO	41.6%	6.4%	5.9%	10.0%	10.0%	16.9%	219
NC	30.3%	3.0%	6.1%	20.5%	28.0%	16.7%	132
NJ	31.9%	4.3%	4.3%	12.1%	20.6%	17.0%	141
OR	26.7%	1.4%	6.5%	11.5%	7.4%	19.4%	217
PA	42.6%	6.9%	3.3%	16.0%	11.5%	17.5%	331
RI	66.7%		33.3%	33.3%	16.7%	16.7%	6
SC	50.9%	5.3%		7.0%	1.8%	7.0%	57
SD	81.8%	36.4%		27.3%		45.5%	11
TN	46.6%	4.9%	11.7%	28.2%	4.9%	9.7%	103
TX	45.7%	2.9%	10.0%	12.9%	28.6%	11.4%	70
VA	24.8%	0.8%	12.8%	10.4%		11.2%	125
NCI-IDD Avg.	37.2%	4.1%	6.3%	14.4%	15.3%	16.6%	Total: 2442

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 14. Measures/changes in health and safety protocols implemented in 2020 (Not mutually exclusive. Table continues on the following page.)

	Took temperature for all people upon entry to facilities	Revised visitor policy/protocol	Implemented COVID-19 related DSP training on health and safety	Communicated guidelines on proper handwashing to staff and people receiving services	Communicated guidelines on social distancing to staff and people receiving services	Made changes to physical sites to optimize social distancing and/or quarantine requirements	Required DSPs to wear masks/other PPE	Required additional cleaning of sites	N
AZ	73.7%	74.7%	75.6%	83.4%	82.5%	59.4%	78.3%	76.5%	217
CO	83.7%	77.9%	88.4%	95.3%	95.3%	73.3%	91.9%	89.5%	86
CT	95.3%	95.3%	90.6%	95.3%	96.9%	78.1%	96.9%	96.9%	64
DC	83.7%	76.7%	86.0%	81.4%	86.0%	53.5%	83.7%	76.7%	43
DE	84.6%	80.8%	84.6%	88.5%	88.5%	73.1%	88.5%	84.6%	26
GA	82.3%	78.2%	83.0%	87.1%	87.1%	66.0%	89.1%	80.3%	147
HI	68.2%	70.5%	77.3%	88.6%	84.1%	72.7%	88.6%	81.8%	44
IL	86.1%	87.8%	85.2%	87.8%	88.7%	67.0%	86.1%	87.8%	115
IN	82.4%	82.4%	79.1%	84.6%	84.6%	57.1%	87.9%	83.5%	91
LA	72.1%	63.2%	73.5%	76.5%	75.0%	52.9%	76.5%	72.1%	68
MD	82.2%	82.9%	82.2%	89.1%	86.8%	67.4%	89.9%	83.7%	129
MO	82.6%	81.7%	84.9%	88.1%	87.2%	64.4%	81.7%	84.9%	219
NC	82.6%	84.8%	83.3%	89.4%	87.9%	74.2%	86.4%	81.1%	132
NJ	80.1%	72.3%	85.8%	85.8%	84.4%	70.2%	86.5%	79.4%	141
OR	64.1%	72.4%	82.5%	82.5%	81.6%	48.8%	83.4%	76.0%	217
PA	78.5%	75.5%	80.4%	84.3%	84.6%	61.3%	85.2%	79.8%	331
RI	83.3%	83.3%	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	6
SC	96.5%	94.7%	89.5%	93.0%	93.0%	84.2%	96.5%	94.7%	57
SD	81.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	11
TN	89.3%	88.3%	84.5%	93.2%	93.2%	59.2%	90.3%	84.5%	103
TX	87.1%	85.7%	85.7%	87.1%	87.1%	70.0%	85.7%	82.9%	70
VA	73.6%	72.8%	77.6%	80.0%	80.8%	54.4%	81.6%	76.0%	125
NCI-IDD Avg.	79.2%	78.9%	82.2%	86.4%	85.9%	63.0%	85.5%	81.5%	Total 2442

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 15. Measures/changes in health and safety protocols implemented in 2020 (Not mutually exclusive) (Continued)

	Internal communications with COVID-19 updates sent to people receiving services and their families	Implemented surveys/questionnaires about staff health/symptoms	Took temperatures regularly	Required COVID-19 testing for some or all DSPs	Other COVID-19 related health and safety protocols implemented	N
AZ	64.5%	39.6%	68.7%	42.4%	18.4%	217
CO	87.2%	62.8%	81.4%	65.1%	16.3%	86
CT	79.7%	67.2%	90.6%	59.4%	28.1%	64
DC	81.4%	58.1%	74.4%	62.8%	20.9%	43
DE	76.9%	69.2%	84.6%	46.2%	42.3%	26
GA	71.4%	53.1%	79.6%	52.4%	18.4%	147
HI	68.2%	56.8%	72.7%	45.5%	29.5%	44
IL	75.7%	59.1%	87.0%	60.0%	20.9%	115
IN	75.8%	50.5%	76.9%	41.8%	11.0%	91
LA	50.0%	54.4%	67.6%	36.8%	10.3%	68
MD	69.0%	53.5%	79.8%	62.0%	20.2%	129
MO	64.8%	48.4%	82.6%	47.9%	17.8%	219
NC	80.3%	59.1%	78.0%	55.3%	22.0%	132
NJ	71.6%	63.1%	75.9%	50.4%	19.1%	141
OR	62.2%	48.8%	63.6%	43.3%	18.4%	217
PA	71.3%	55.6%	74.6%	52.3%	18.7%	331
RI	100.0%	50.0%	100.0%	83.3%	33.3%	6
SC	86.0%	64.9%	87.7%	70.2%	19.3%	57
SD	100.0%	72.7%	90.9%	81.8%	45.5%	11
TN	73.8%	54.4%	87.4%	60.2%	17.5%	103
TX	74.3%	60.0%	81.4%	54.3%	21.4%	70
VA	58.4%	41.6%	70.4%	48.8%	20.0%	125
NCI-IDD Avg.	70.0%	53.0%	76.4%	51.4%	19.1%	Total: 2442

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 16. Did agency track how many DSPs tested positive or were presumed positive for COVID-19 while on your agency's payroll in 2020?

	Yes, agency tracked this information	No, agency did not track this information	Don't know	N
AZ	73.6%	22.6%	3.8%	212
CO	84.9%	10.5%	4.7%	86
CT	91.9%	4.8%	3.2%	62
DC	100.0%			41
DE	100.0%			26
GA	89.4%	9.2%	1.4%	141
HI	75.0%	15.9%	9.1%	44
IL	92.7%	6.4%	0.9%	109
IN	90.9%	6.8%	2.3%	88
LA	84.6%	10.8%	4.6%	65
MD	90.3%	6.5%	3.2%	124
MO	80.0%	15.8%	4.2%	215
NC	84.5%	9.3%	6.2%	129
NJ	82.5%	12.4%	5.1%	137
OR	85.6%	9.1%	5.3%	208
PA	93.2%	5.0%	1.9%	322
RI	100.0%			6
SC	96.5%	1.8%	1.8%	57
SD	100.0%			11
TN	89.1%	9.9%	1.0%	101
TX	89.7%	7.4%	2.9%	68
VA	86.2%	10.3%	3.4%	116
NCI-IDD Avg.	86.6%	10.1%	3.3%	Total: 2368

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Table 17. Wage adjustments implemented by the agency specifically for the purposes of retaining DSPs (supporting adults with IDD) during the pandemic (Not mutually exclusive)

	Bonuses to ALL DSPs supporting adults with IDD	Temporary hourly wage increases to ALL DSPs supporting adults with IDD	Permanent hourly wage increases to ALL DSPs supporting adults with IDD	Targeted DSP bonuses to SOME DSPs supporting adults with IDD during the pandemic, for incentives related to specific working conditions	Targeted DSP temporary wage increases to SOME DSPs supporting adults with IDD during the pandemic, for incentives related to specific working conditions	Targeted DSP permanent wage increases to SOME DSPs supporting adults with IDD during the pandemic, for incentives related to specific working conditions	No bonuses or wage increases were given	N
AZ	41.9%	42.9%	12.0%	21.7%	23.0%	6.9%	12.4%	217
CO	20.9%	11.6%	5.8%	16.3%	9.3%	4.7%	38.4%	86
CT	35.9%	35.9%	6.3%	14.1%	31.3%	1.6%	15.6%	64
DC	25.6%	30.2%	7.0%	9.3%	30.2%	7.0%	25.6%	43
DE	23.1%	26.9%	7.7%	30.8%	15.4%	3.8%	26.9%	26
GA	37.4%	13.6%	10.9%	17.7%	12.2%	8.8%	31.3%	147
HI	4.5%	13.6%		6.8%	13.6%	2.3%	65.9%	44
IL	43.5%	27.0%	17.4%	20.9%	30.4%	3.5%	13.0%	115
IN	34.1%	20.9%	7.7%	27.5%	20.9%	6.6%	23.1%	91
LA	39.7%	17.6%	10.3%	27.9%	22.1%	7.4%	22.1%	68
MD	41.1%	23.3%	7.0%	24.8%	31.8%	3.1%	20.2%	129
MO	40.6%	19.6%	11.9%	18.3%	16.9%	4.6%	30.6%	219
NC	40.9%	22.7%	7.6%	16.7%	17.4%	4.5%	31.1%	132
NJ	31.9%	32.6%	22.0%	18.4%	13.5%	7.8%	27.7%	141
OR	30.4%	22.6%	19.8%	13.4%	13.8%	7.8%	24.4%	217
PA	52.9%	33.8%	10.3%	22.7%	23.9%	3.6%	18.4%	331
RI	66.7%	50.0%		50.0%	33.3%			6
SC	21.1%	21.1%	1.8%	21.1%	54.4%		22.8%	57
SD	81.8%	63.6%	9.1%	9.1%	63.6%			11
TN	42.7%	18.4%	7.8%	23.3%	27.2%	3.9%	23.3%	103
TX	27.1%	14.3%	10.0%	10.0%	21.4%	1.4%	37.1%	70
VA	32.0%	13.6%	12.0%	16.8%	15.2%	5.6%	41.6%	125
NCI-IDD Avg.	38.3%	25.5%	11.3%	19.4%	21.7%	5.1%	24.8%	Total: 2442

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 18. Which best describes the agency's access to Personal Protective Equipment (PPE) in 2020?

	Consistently had adequate supply for DSPs and people receiving services; level of supply did not change	Did not consistently have adequate supply for DSPs and people receiving services; level of supply did not change	Access to PPE improved from March to December	Access to PPE decreased from March to December	Don't know	N
AZ	50.7%	6.2%	28.9%	10.0%	4.3%	211
CO	56.5%	2.4%	29.4%	4.7%	7.1%	85
CT	53.2%	4.8%	37.1%	1.6%	3.2%	62
DC	61.9%	2.4%	35.7%			42
DE	76.9%		19.2%	3.8%		26
GA	64.1%		29.6%	4.2%	2.1%	142
HI	38.6%	2.3%	47.7%	9.1%	2.3%	44
IL	59.1%		34.5%	6.4%		110
IN	67.4%	1.1%	27.0%	1.1%	3.4%	89
LA	50.0%	3.1%	34.4%	9.4%	3.1%	64
MD	50.8%	2.4%	40.3%	6.5%		124
MO	62.0%	0.9%	25.0%	9.7%	2.3%	216
NC	70.0%	0.8%	21.5%	6.9%	0.8%	130
NJ	64.7%	2.2%	24.3%	3.7%	5.1%	136
OR	54.7%	1.9%	32.5%	10.4%	0.5%	212
PA	58.5%	2.2%	34.6%	3.1%	1.6%	318
RI	66.7%		33.3%			6
SC	70.2%	3.5%	19.3%	5.3%	1.8%	57
SD	45.5%	18.2%	18.2%		18.2%	11
TN	61.8%	3.9%	24.5%	8.8%	1.0%	102
TX	53.6%	4.3%	29.0%	8.7%	4.3%	69
VA	63.2%	0.9%	28.2%	7.7%		117
NCI-IDD Avg.	58.9%	2.3%	30.1%	6.7%	2.0%	Total: 2373

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 19. What measures did your agency take to increase the supply of PPE? (Not mutually exclusive)

	Sought or requested donations of homemade PPE	Sought or requested donations of non-homemade PPE	Paid standard prices to purchase more PPE	Paid significantly higher prices to purchase more PPE	Participated in bulk purchasing with other agencies	Required DSPs to provide their own PPE	Worked with local or state emergency management or COVID response entities to increase supply of PPE	Other	Took no measures to increase supply of PPE	Don't know	N
AZ	28.1%	21.7%	57.1%	67.3%	10.6%	6.9%	24.0%	5.1%	0.9%	1.8%	217
CO	40.7%	25.6%	62.8%	48.8%	5.8%	8.1%	25.6%	3.5%	1.2%	4.7%	86
CT	43.8%	40.6%	70.3%	48.4%	29.7%	4.7%	64.1%	4.7%		6.3%	64
DC	25.6%	20.9%	60.5%	41.9%	16.3%	4.7%	37.2%	4.7%	2.3%		43
DE	38.5%	42.3%	73.1%	42.3%	26.9%		50.0%		3.8%		26
GA	29.3%	31.3%	59.2%	52.4%	21.1%	6.1%	45.6%	3.4%	2.0%	2.0%	147
HI	43.2%	56.8%	70.5%	54.5%	13.6%	20.5%	63.6%	6.8%		2.3%	44
IL	54.8%	49.6%	53.0%	53.0%	16.5%	5.2%	58.3%	5.2%	0.9%	3.5%	115
IN	49.5%	41.8%	65.9%	44.0%	23.1%	5.5%	42.9%	5.5%		2.2%	91
LA	19.1%	20.6%	45.6%	54.4%	10.3%	8.8%	48.5%	2.9%		4.4%	68
MD	43.4%	46.5%	62.0%	47.3%	31.8%	4.7%	70.5%	7.8%			129
MO	44.3%	34.7%	66.2%	55.7%	16.0%	3.2%	39.7%	3.2%	0.9%	3.2%	219
NC	40.2%	28.8%	60.6%	53.0%	18.2%	3.8%	50.0%	5.3%	0.8%	3.0%	132
NJ	20.6%	31.2%	66.0%	47.5%	18.4%	6.4%	27.7%	7.1%		3.5%	141
OR	38.7%	32.3%	65.0%	63.1%	13.4%	2.3%	39.6%	5.5%	0.9%	0.5%	217
PA	45.3%	37.5%	64.4%	59.5%	19.6%	3.3%	40.5%	7.9%	0.3%	0.9%	331
RI	50.0%	66.7%	33.3%	66.7%	33.3%		100.0%				6
SC	61.4%	54.4%	70.2%	56.1%	21.1%	5.3%	49.1%	3.5%		3.5%	57
SD	81.8%	63.6%	72.7%	90.9%	18.2%		72.7%	18.2%			11
TN	48.5%	42.7%	60.2%	66.0%	19.4%	6.8%	58.3%	1.9%	1.9%		103
TX	28.6%	37.1%	45.7%	68.6%	25.7%	8.6%	44.3%			1.4%	70
VA	24.0%	16.8%	52.0%	65.6%	16.8%	4.0%	24.8%	7.2%	1.6%	0.8%	125
NCI-IDD Avg.	40.0%	35.2%	62.3%	57.5%	17.8%	5.0%	42.6%	5.3%	0.8%	1.8%	Total: 2442

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Table 20. Funding sources from which agency received support during the pandemic (Not mutually exclusive)

	CARES Act	Paycheck Protection Program (loan or grant)	Medicaid Provider Relief Funds	Retainer Payments from state agency (Medicaid or DD)	Don't know	None of those listed	N
AZ	52.5%	68.7%	24.0%	27.2%	4.1%	12.4%	217
CO	30.2%	65.1%	25.6%	61.6%	4.7%	14.0%	86
CT	46.9%	53.1%	21.9%	31.3%	15.6%	1.6%	64
DC	37.2%	53.5%	11.6%	20.9%	7.0%	16.3%	43
DE	65.4%	34.6%	19.2%	38.5%	11.5%	7.7%	26
GA	31.3%	52.4%	12.9%	38.1%	6.8%	12.9%	147
HI	50.0%	70.5%	29.5%	34.1%	13.6%	6.8%	44
IL	46.1%	66.1%	19.1%	31.3%	8.7%	7.8%	115
IN	46.2%	70.3%	40.7%	13.2%	12.1%	5.5%	91
LA	30.9%	54.4%	29.4%	20.6%	11.8%	10.3%	68
MD	45.7%	72.9%	25.6%	45.0%	5.4%	6.2%	129
MO	53.9%	58.9%	32.0%	5.9%	6.4%	14.6%	219
NC	41.7%	53.8%	24.2%	37.1%	4.5%	8.3%	132
NJ	36.2%	50.4%	12.1%	40.4%	11.3%	6.4%	141
OR	26.7%	43.8%	12.0%	19.8%	9.2%	30.4%	217
PA	71.0%	53.5%	25.1%	39.3%	7.6%	3.6%	331
RI	66.7%	50.0%	50.0%	83.3%			6
SC	38.6%	40.4%	17.5%	14.0%	21.1%	8.8%	57
SD	90.9%	63.6%	18.2%	27.3%	9.1%		11
TN	38.8%	65.0%	8.7%	6.8%	7.8%	10.7%	103
TX	41.4%	64.3%	14.3%	4.3%	10.0%	14.3%	70
VA	44.8%	53.6%	27.2%	20.8%	4.0%	11.2%	125
NCI-IDD Avg.	47.1%	57.0%	21.9%	27.0%	8.1%	11.5%	Total: 2442

Notes: Unless otherwise noted, all NCI-IDD Averages ("NCI-IDD Avg."), in this report are weighted. • N = the number of provider agencies who responded to a question or subset of questions. Caution is advised in interpreting results based on small Ns, as smaller Ns are associated with larger margins of error. Data with Ns of three (3) or fewer have been suppressed. • Based on the large margin of error, results from Rhode Island and South Dakota should be interpreted with caution. • Caution is advised in comparing weighted NCI-IDD averages across years for two reasons: 1) participating states are not the same from one year to the next; and 2) states' response rates and, hence, their weights may differ every year, making their numbers more or less influential within the weighted average. See "Cross-Year Comparisons" in the "Weights" section for more info. • Data only include DSPs on agency payroll. Does not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

Cover Art



Emmanuel Preston has been attending Gateway Arts since 2006. Though he applies his images to ceramics, clothing, wooden plaques and other items, what he enjoys most is drawing and painting images of angels on paper or canvas. Preston's work often depicts heavenly scenes combined with other imagery; particularly dream-inspired. Sometimes muscular men will appear, and he will occasionally add in imagery from cinema or another unexpected source. Preston is dedicated to perfecting his craft and visually realizing his internal thoughts, desires, and philosophies.

He is comfortable working in many scales, from the intimate to the imposing.

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