

WORKFORCE SURVEY REPORT

Incompass Michigan and Michigan Assisted Living Association (MALA) conducted a statewide workforce survey in August 2021.

The purpose of the survey is to obtain data on wage levels, turnover rates, and other important workforce data related to direct support staff providing behavioral health services.

Our organizations are particularly concerned with the staffing crisis which currently exists in the recruitment and retention of direct support staff throughout the state.

83 organizations employing approximately 7,200 direct support staff responded to the workforce survey. Key survey results are noted.

Total Number of Front Line Supervisors	655
Average Starting Wage Rate	\$16.26 / hour
Average Current Wage Rate	\$18.16 / hour
Average Annual Turnover Rate	16.5%
Average Seniority	11.27 years

Average Number of Full Time and Part Time Direct Support Staff	86
Average Starting Wage Rate <i>2020 Survey results</i>	\$11.75 / hour* \$11.44 / hour
Average Current Wage Rate <i>2020 Survey results</i>	\$12.73 / hour* \$12.76 / hour
Average Annual Turnover Rate <i>2020 Survey results</i>	40.1% 37.3%
Average Seniority <i>2020 Survey results</i>	5.68 years 6.77 years

**Wages do not include the temporary \$2.25 per hour premium pay increase.*

The average starting wage rate statewide of \$11.75 per hour for Direct Support Staff from the survey findings inhibits the ability of providers to compete with other private sector employers for staff, as noted by respondents:

- "We are unable to compete with the shops and other businesses in our community. Our Direct Care Workers are expected to have several responsibilities, be able to think on their feet at a time of crisis, know several aspects of their jobs, continued training, and they get paid less than Taco Bell [fast food] starting wage."
- "Rates need to allow for wages to be at least \$15/hour, just to compete with entry level jobs for high schoolers. Increasing wages won't necessarily guarantee getting new employees, but not raising wages will guarantee that we don't get new employees."
- "The situation is serious and is negatively impacting our ability to meet the needs of those we serve today and those we hope to serve tomorrow."



A statewide network of human service providers committed to diversity, equity and inclusion, optimal independence and engagement in the community, with enhanced quality and fullness of life.



Nonprofit organization representing community-based providers supporting individuals with disabilities in the behavioral health and long-term care systems.

Incompass Michigan and MALA appreciate all efforts to support increasing direct care wages, which is necessary to ensure the availability of quality behavioral health services and supports for persons with disabilities.

Direct Support Staff provide personal care, vocational services and community living supports to persons with disabilities.

Individuals receiving services from those surveyed include

- Developmental Disabilities - 95.1%
- Mental Illness - 63.4%
- Aging Adults - 25.6%
- Traumatic Brain Injury - 21.9%
- Substance Use Disorder - 18.3%

Survey respondents include Providers of the following services & supports:

- **Community Living Supports (75.6%):** assisting, reminding, observing, guiding or training individuals with meal preparation, laundry, household care and maintenance, money management, socialization and relationship building, non-medical care and activities of daily living
- **Personal Care (64.6%):** assisting individuals with eating/feeding, toileting, grooming, dressing, transferring, ambulation, personal hygiene and bathing
- **Residential Services in Licensed Settings (64.6%)**
- **Residential Services in Non-Licensed Settings (36.6%)**
- **Respite (26.8%)**
- **Supported Employment (41.5%):** includes activities needed to sustain paid work by individuals receiving services, including supervision and training, job coach, employment specialist services, personal assistance and consumer-run businesses
- **Other, Including Vocational Services including Skill Building Services (37.8%):** designed to increase economic self-sufficiency and/or to engage in meaningful activities such as school, work, and/or volunteering

Todd Culver
Chief Executive Officer
Incompass Michigan
tculver@incompassmi.org • 517-484-5588

Robert Stein
General Counsel
Michigan Assisted Living Association
rstein@miassistedliving.org • 734-525-2400