



The Office of Developmental Programs (ODP) Prepares to Participate in the 2025 National Core Indicators® (NCI®) State of the Workforce (SoTW) Survey

ODP Announcement 25-103

AUDIENCE:

All ODP Service Providers employing Direct Support Professionals (DSPs) in 2025

PURPOSE:

To inform provider agencies of ODP's participation in the 2025 National Core Indicators® Intellectual and Developmental Disabilities (NCI®-IDD) State of the Workforce (SoTW) survey and to request confirmation of current contact information from eligible providers.

DISCUSSION:

The National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI) implemented the SoTW survey in 2014 to enable states to examine workforce challenges, identify areas for further exploration, benchmark statewide workforce data, and measure improvements made through policy or programmatic changes. In 2020, ODP began participating in the SoTW Survey; participation was anonymous and voluntary for all eligible providers.

Beginning in 2024, Residential Performance-Based Contracting (PBC) for providers in the Select and Clinically Enhanced tiers, in accordance with performance measure WF 03.3, will "participate in the NCI®-IDD State of the Workforce Survey and release provider

NCI®-IDD data to ODP to validate turnover and other workforce data.” All other eligible providers are strongly encouraged to participate and contribute to the data used to improve the Intellectual/Developmental Disabilities/Autism (I/DD/A) service system.

Approximately 28% of eligible Pennsylvania providers completed the survey for 2024, which resulted in a margin of error slightly lower than the 5% HSRI requested that states produce. The margin of error helps to estimate how close the survey results are to the truth. A smaller margin of error signifies more precise results. ODP hopes that the level of participation will increase for the 2025 survey and that the margin of error will remain less than five percent.

DSPs are an essential component of the ID/A service system. The State of the Workforce survey includes questions relating to the volume, stability, compensation, and benefits of DSPs serving adults 18 years of age and older. It gathers information on areas of DSP employment, such as:

- Dates of hire and exit/termination,
- Length of employment,
- Whether DSPs worked full-time or part-time,
- Hours and wages,
- Benefits, such as paid time off, health insurance, etc.,

HSRI has outlined the following for agencies to determine if staff meet DSP criteria for inclusion in the survey:

DSPs are:

- Paid staff whose primary job responsibility is to provide support, help with skills development, guidance, or personal assistance at any location or during any

activity (i.e., at home, at leisure activities, at work, during recreational activities, etc.) to adults with IDD,

- Paid staff who spend at least 50% of their hours doing direct support tasks. Their primary job responsibility and more than 50% of their hours are spent doing direct support work,
- People with some supervisory responsibilities—but only if more than 50% of their hours are spent doing direct support tasks, and
- Regarding host/foster/family home arrangements: respond only about Direct Support Workers (DSWs) who are employed and work in addition to the primary shared living/foster care provider.

DSPs are not:

- Clinically licensed staff (therapists, nurses, social workers, psychologists, etc.),
- Behavior specialists, behavior technicians, or behavior clinicians (BCBA)
- Those who only provide transportation, home modifications, and/or meal delivery,
- Contract or 1099 workers,
- On-call or PRN workers,
- Staff hired through a temporary personnel agency, or
- Admin staff or supervisory staff, unless they spend 50% or more of their time doing direct support work.

In preparation, ODP requests that all eligible providers review the attached list to verify that the appropriate contact information for completion of this survey is listed. It is recommended that the provider's Human Resources or Payroll Director completes the survey in collaboration with their executive leadership. If the information is not correct,

or if a provider employing DSPs in 2025 is not listed, **please contact ODP to provide the information by Friday, December 19, 2025**. Please also inform ODP if a listed agency does not employ DSPs so that it may be removed from the list. As a reminder, the survey portal will allow only one email address to be listed for each agency. ODP cannot add a secondary contact without removing the initial primary contact.

ODP will issue additional information about participation prior to the survey's online portal becoming available in February 2026.

Please include "2025 NCI SoTW survey Contact Change" in the subject line of any correspondence sent to ODP.

CONTACT:

Ms. Lee Stephens, ODP IM4Q/NCI®-IDD Statewide Lead, at ra-pwodpim4qnci@pa.gov.

ATTACHMENT:

- *NCI®-IDD SoTW Provider List 2025*