

WORKFORCE SURVEY REPORT

Incompass Michigan and Michigan Assisted Living Association conducted our 6th annual statewide workforce survey in March 2023.

The purpose of the survey is to obtain data on wage levels, turnover rates, and other important workforce information related to direct support staff providing behavioral health services that demonstrates the depth and scope of the Direct Care Workforce crisis.

60 organizations employing approximately 6,700 direct support staff responded to the workforce survey. Key survey results are noted.

- Over 1/3 have health and/or safety concerns for individuals supported.
- 90% of those who refused additional work or programming in the last 12 months did so because of an inability to recruit staff.
- 1/4 discontinued programs within the past 6 months and nearly 1/4 are considering doing so.
- More than 3/4 of those considering discontinuing programs cite inability to recruit or retain staff as the reason.

Respondents Noted:

“With the constant openings in our programs, our staff are becoming burnt out. This can lead to them not being as quick to make important, lifesaving decisions.”

“It is exceedingly hard to attract staff with experience and maturity because we just can not offer them the same wage they can make in other less demanding jobs.”

Average Number of Full Time and Part Time Direct Support Staff <i>2022 Survey results</i>	112 119
Average Starting Wage Rate <i>2022 Survey results</i>	\$15.20 / hour* \$14.35 / hour*
Average Current Wage Rate <i>2022 Survey results</i>	\$16.13 / hour* \$15.87 / hour*
Average Annual Turnover Rate <i>2022 Survey results</i>	41.5% 44.7%
Average Seniority <i>2022 Survey results</i>	5.32 years 5.71 years
% of open/unfilled positions	18.8%

Total Number of Front Line Supervisors <i>2022 Survey results</i>	652 946
	\$19.36 / hour \$17.93 / hour
	\$20.91 / hour \$20.78 / hour
	15.6% 13.15%
	9.67 years 10.22
	11.5%

* Wages include the \$2.35 per hour premium pay increase.

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 - 98.3%
- Aging Adults - 18.3%
- Traumatic Brain Injury - 11.7%
- Mental Illness - 70%
- Substance Use Disorder - 13.3%

Many providers rely on state and federal Medicaid funding to pay employees and can't increase salaries to compete with the retail or food-services industries because their reimbursement rates are set based upon available Medicaid funding.

That's always been a challenge - but it's been exacerbated by the pandemic, high inflation, and increased wages in other sectors - making it impossible to compete in a labor market where employees leave to take a new job that pays a couple dollars more an hour.

The current level of compensation is just too low to keep DCWs on the job.

Programs and services that providers have discontinued or are considering discontinuing include:

- Community Living Supports
- Residential Services in Licensed and Non-Licensed Settings
- Facility-based Services including Skill Building Services
- Supported Employment

What happens to individuals when programs are closed or referrals cannot be accepted due to limited staffing?

They live with siblings or elderly parents, many of whom are in need of care themselves - or run the risk of returning to the kind of institutional-type settings our system of care moved away from nearly 50 years ago.



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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.



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