

# WORKFORCE SURVEY REPORT

Incompass Michigan and Michigan Assisted Living Association conducted our 7th annual statewide workforce survey in March 2024.

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.

**88 organizations employing approximately 10,000 direct support staff from across the state responded to the workforce survey.**

### Funding Sources:

- Oakland Community Health Network – 25
- Detroit Wayne Integrated Health Network – 23
- Macomb County CMH Services – 23
- Lakeshore Regional Entity – 18
- Region 10 PIHP – 11
- CMH Partnership of Southeast MI – 10
- Northern Michigan Regional Entity – 9
- Mid-State Health Network – 8
- Southwest Michigan Behavioral Health – 6
- Northcare Network - 5

- Nearly 1/3 have health and/or safety concerns for individuals supported.
- 82% of those who refused additional work or programming in the last 12 months did so because of an inability to recruit staff.
- 18% discontinued programs within the past 6 months

Average Number of Full Time and Part Time Direct Support Staff <i>2023 Survey results</i>	114 112
Average Starting Wage Rate <i>2023 Survey results</i>	\$15.72 / hour* \$15.20 / hour*
Average Current Wage Rate <i>2023 Survey results</i>	\$17.12 / hour* \$16.13 / hour*
Average Annual Turnover Rate <i>2023 Survey results</i>	35.9% 41.5%
% of open/unfilled positions <i>2023 Survey results</i>	18.2% 18.8%

Total Number of Front Line Supervisors <i>2023 Survey results</i>	1,000 652
	\$20.03 / hour \$19.36 / hour
	\$21.88 / hour \$20.91 / hour
	10.1% 15.6%
	8.3% 11.5%

\* Wages include the \$.85 per hour wage increase.

In addition to the \$0.85 per hour wage increase, some organizations reported receiving additional funding within the past 6 months from one or more Community Mental Health Services Programs (CMHSPs) with whom they contract.

- 19% received retention bonuses for staff
- 11% received rate increases
- 10% received stability payments

**More than 100,000 individuals and their families rely on Direct Care Workers (DCWs) for their daily support and independence.** DCWs provide personal care, vocational services and community living supports to persons with disabilities.

## Respondents Noted:

*“Due to short staffing, it makes it difficult to not overwork staff. Our motto is teamwork makes the dream work. It would be nice to be fully staffed to help make things run more smoothly.”*

*“It is difficult to acquire and retain quality employees due to market competition. Our industry is on the low side, and they are able to get higher paying jobs in other industries with less jeopardy and less stress and less rigorous requirements for qualification.”*

Unfortunately, DCW wages in Michigan’s behavioral health system are directly tied to Medicaid funding, which has not kept pace with the needs of our state. As a result, Michigan DCWs bring home very small paychecks, and often have no medical or other benefits.

Consequently, thousands of DCWs are making a natural decision to leave the profession for jobs that allow them to better support themselves and their families.

This leaves tens of thousands of Michigan residents facing:

- Emergency situations in which care is not available
- Chronic or extended hospitalizations (we’re talking months, not weeks)
- Reliance on aging parents for ongoing care
- And, most important of all, a loss of the independence they enjoyed when DCWs were available

The natural outcome of these changes? The continued collapse of Michigan’s behavioral health system, and a worsening state of emergency for families.

**Michigan needs to fulfill the promise of a world-class environment promoting economic development and a talented workforce: equitable wages for direct care workers, less time doing paperwork and more time taking care of people, and an accessible career pathway to professionalize the field.**



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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.