

ADDP Workforce Metrics Survey Executive Summary

The Commonwealth of Massachusetts faces an unprecedented workforce crisis. Employers are experiencing significant challenges filling positions and retaining staff. Vacancy rates and high turnover impact the ability of providers to offer services at the scale necessary to meet demand.

To quantify the impact that the current economic climate is having on its members, ADDP contracted with Fraser Consulting to conduct a survey of providers in March and April of 2023. The survey was designed to capture vacancy rates across key programs and job titles for agencies serving individuals with intellectual and developmental disabilities and acquired brain injuries. The response to the survey was extraordinary, with three-quarters of the 134 ADDP members responding. Key findings from the survey include the following:

Vacancies are high. Member agencies reported an overall vacancy rate of 26%, with a median rate of 23%. There was a wide variation in the vacancy rate between providers, with a small number below 10% and above 40%, and the bulk of providers distributed within that range. Geographically, providers in the Northeast region reported the highest overall vacancy rate, at nearly 29%. This level of staffing shortage places tremendous pressure on organizations to utilize overtime and temporary staffing, and to require managers to fill gaps in coverage.

Vacancy rates are somewhat consistent across service lines, but most acute in residential services.

ADDP reviewed six program types – Adult Long-Term Residential Services, Day Habilitation, Community Based Day Services, Supported Employment, Shared Living, and Adult Foster Care. Except for Adult Foster Care (the smallest program in the study), vacancy rates by program ranged from 21% to 27%. It is notable that the largest program, Adult Long-Term Residential Services, had the greatest vacancy rate at 27%. These positions include overnight and weekend shifts, which likely contribute to the high vacancy rates.

Nursing and Direct Care positions are the most challenging to fill. When looking at vacancy rates by job title, Licensed Practical Nurses had the highest reported vacancy rate, at 37%. Vacancies for the direct care category Direct Service Professional was 28%. Both positions feature prominently in the Adult Long-Term Residential program, which as noted above had the highest vacancy rate of the programs reviewed.

Waiting lists for day services are long. For non-residential programming, providers reported waiting lists, both for individuals who were receiving services prior to the pandemic, and for new referrals. These combined waiting lists are more than 30% of the pre-pandemic census.

The attached slides contain detailed information by service line and employee title. ADDP intends to repeat this survey on a regular basis to track trends over time.

Workforce Metrics Survey

Prepared for:

Association of Developmental Disabilities Providers

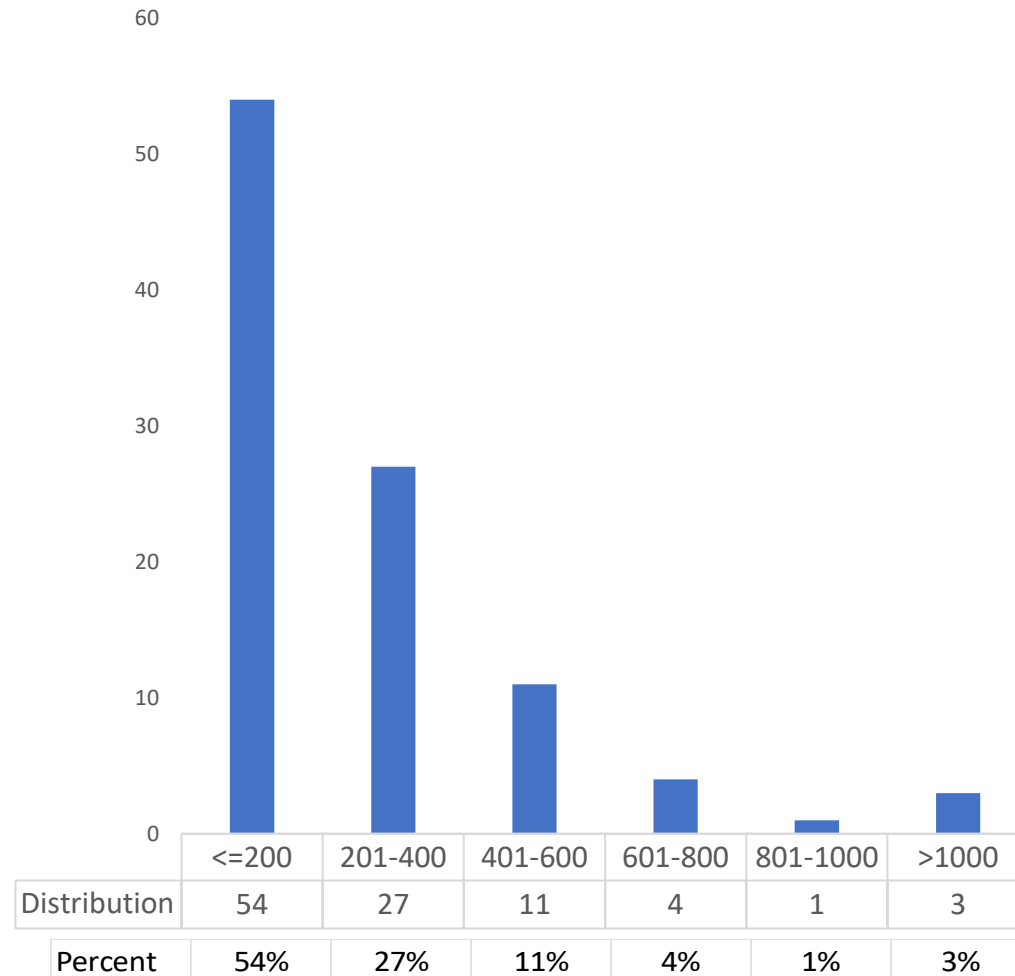
March 2023

Overall Responses

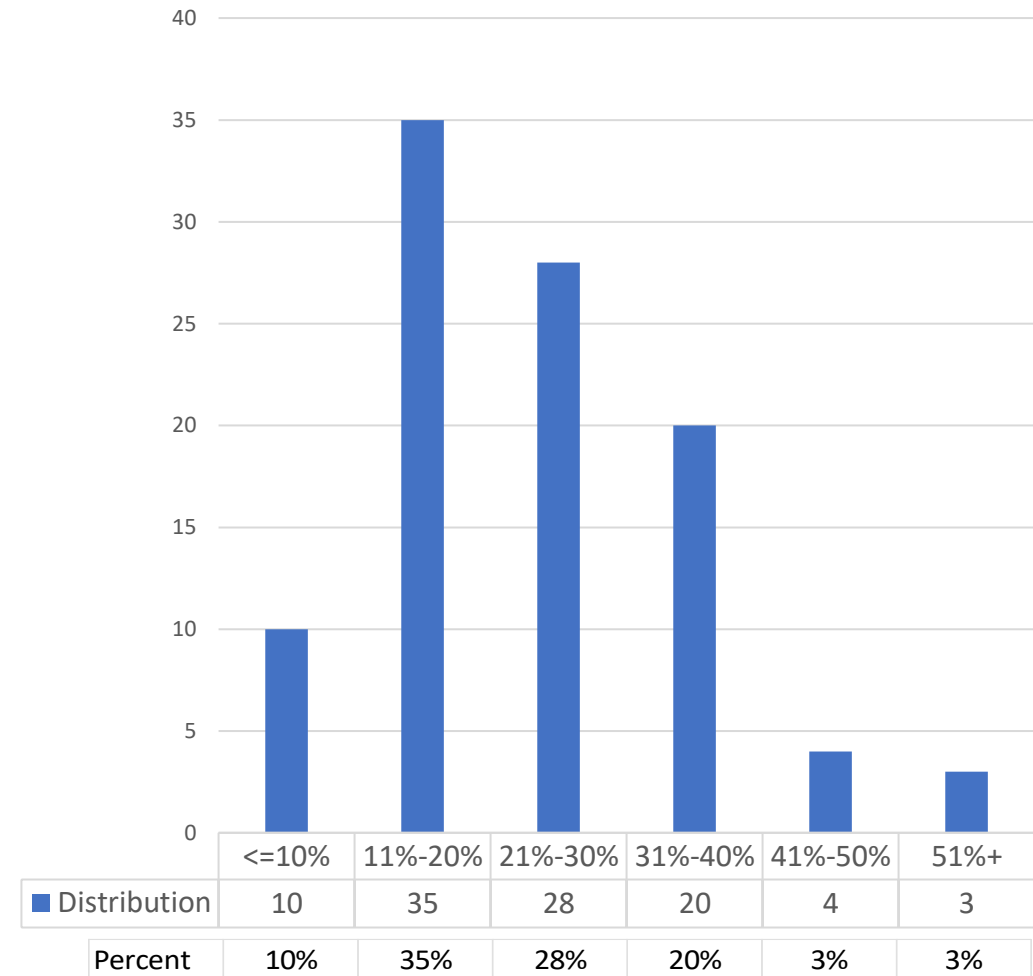
Total Responses

100

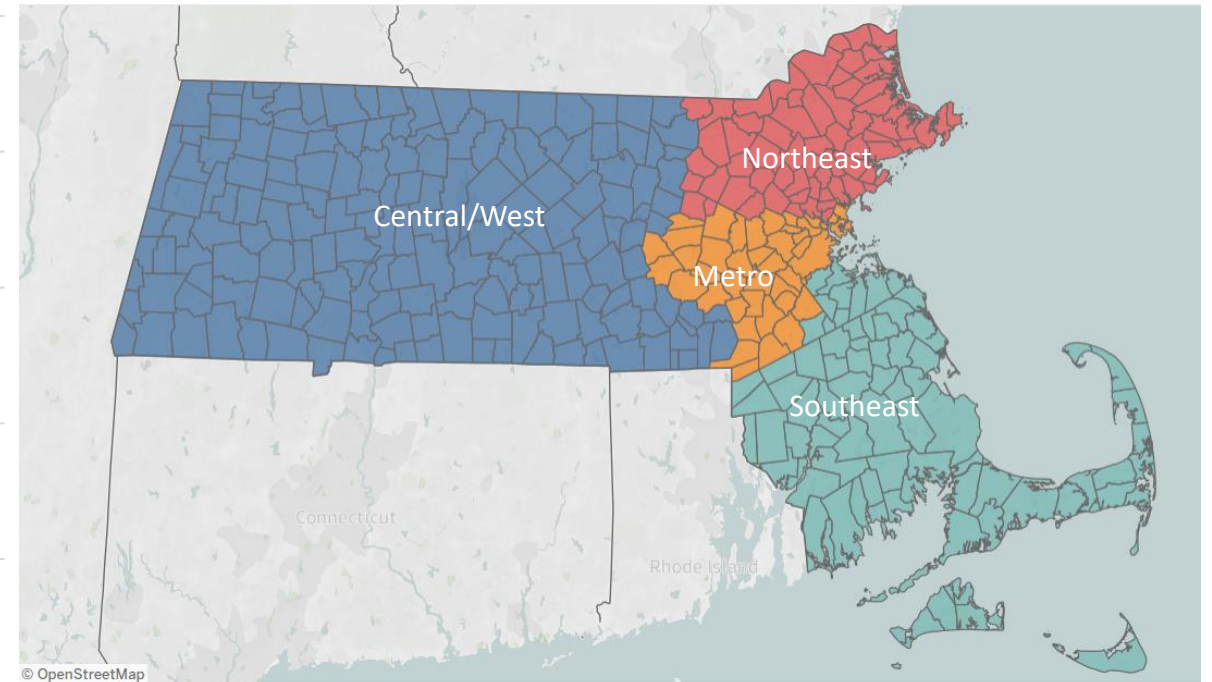
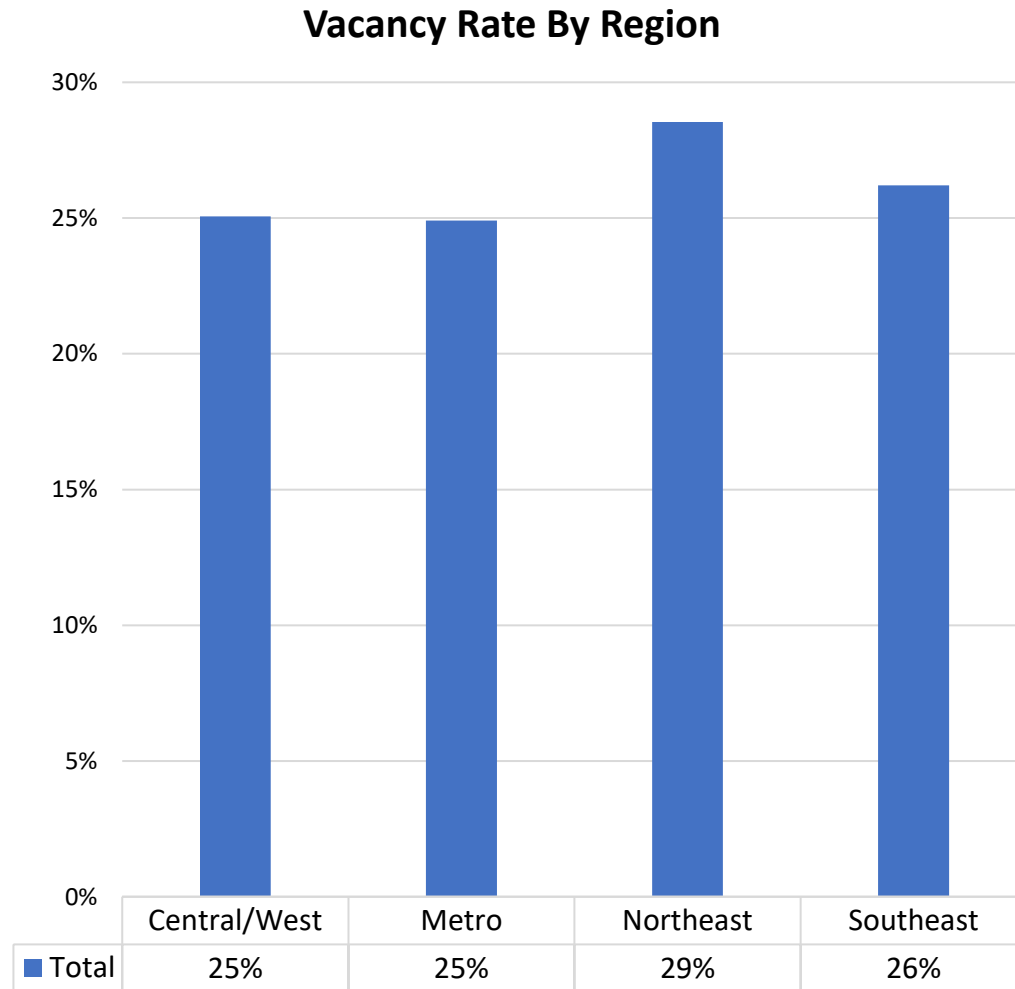
Agency Size, Based on Total FTEs



Distribution of Vacancy Rate

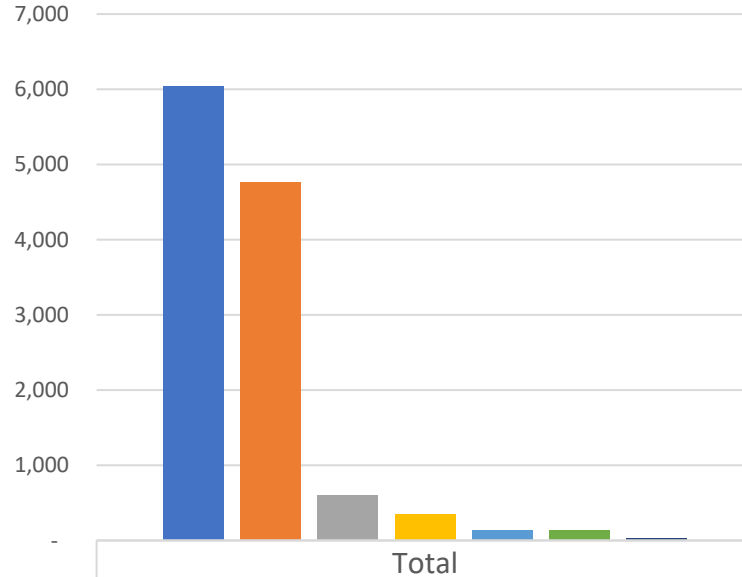


Vacancy Rates by DDS Region



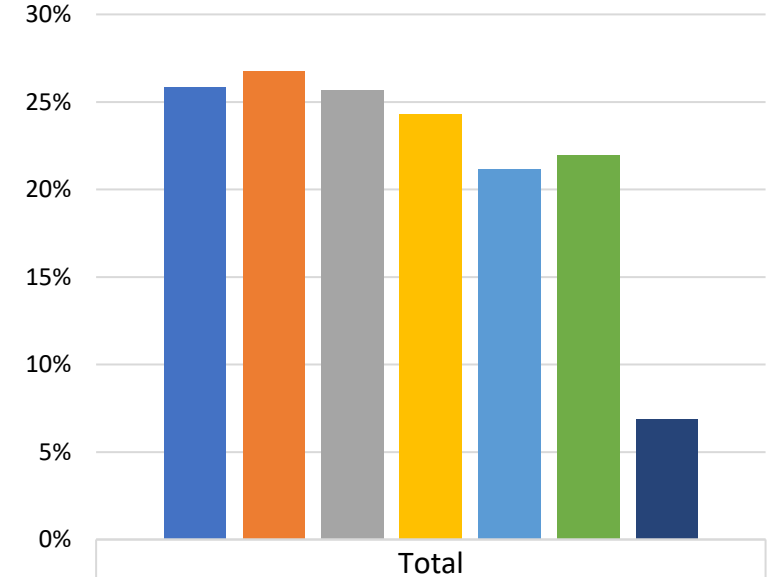
Vacancy Rates by Program

Vacant FTEs by Program



Total Vacant FTEs	6,040
ALTR - Vacant FTEs	4,773
Day Hab - Vacant FTEs	601
CBDS - Vacant FTEs	351
SE - Vacant FTEs	139
Shared Liv - Vacant FTEs	146
AFC - Vacant FTEs	29

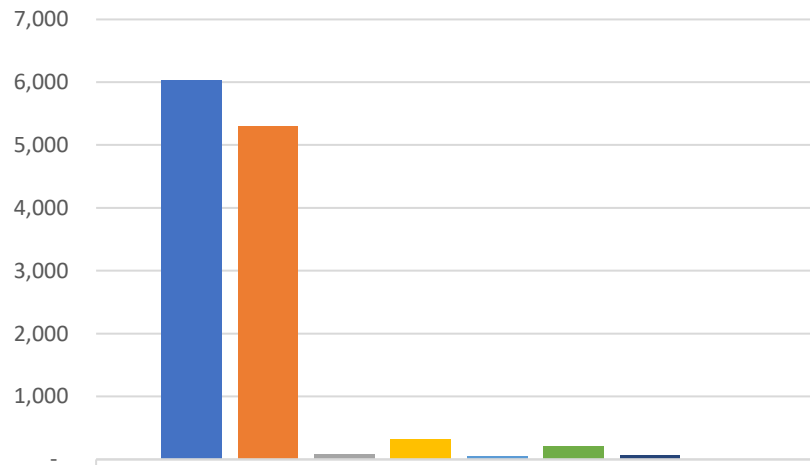
Vacancy Rate By Program



Total Vacancy Rate	26%
ALTR Vacancy Rate	27%
Day Hab Vacancy Rate	26%
CBDS Vacancy Rate	24%
SE Vacancy Rate	21%
Shared Living Vac Rate	22%
AFC Vacancy Rate	7%

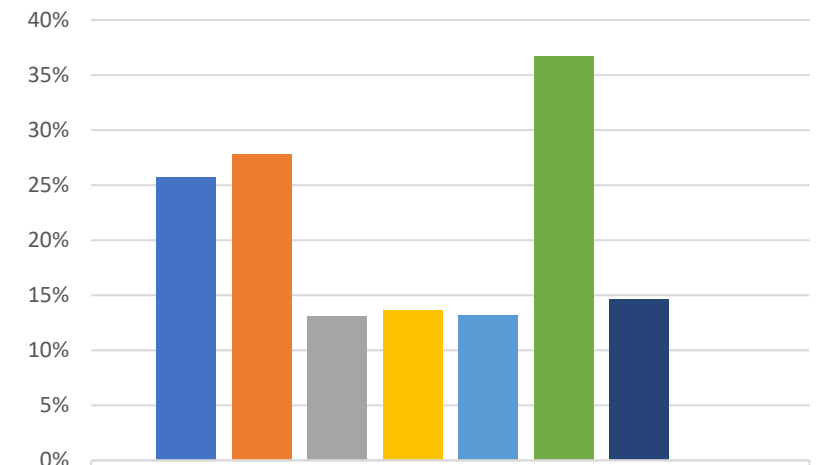
Vacancy Rates by Position

All Vacant FTEs by Position Type



	Total
All Vacancies	6,040
DSP	5,301
Case Manager	78
Site Manager	324
Clinician	43
LPN	217
RN	76
Community Health Worker	-

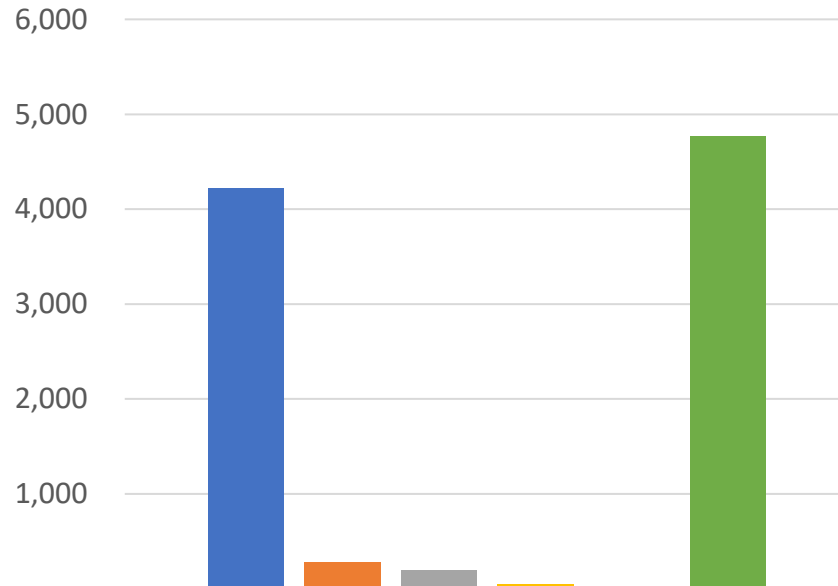
Vacancy Rates by Position Type



	Total
Overall	26%
DSP	28%
Case Manager	13%
Site Manager	14%
Clinician	13%
LPN	37%
RN	15%
Community Health Worker	0%

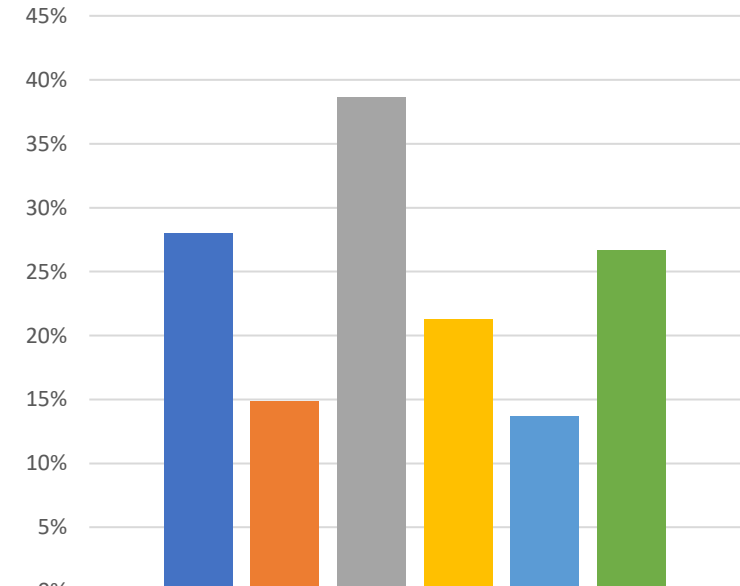
ALTR Vacancy Rates

ALTR Vacant FTEs by Position Type



	Total
ALTR DSP	4,221
ALTR Site Manager	277
ALTR LPN	201
ALTR RN	48
ALTR Clinician	26
Total ALTR	4,773

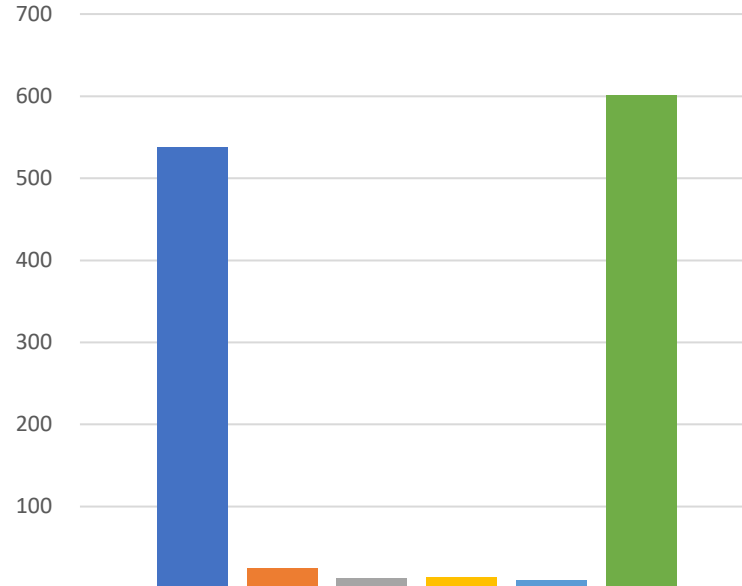
ALTR Vacancy Rates by Position Type



	Total
ALTR DSP	28%
ALTR Site Manager	15%
ALTR LPN	39%
ALTR RN	21%
ALTR Clinician	14%
Total ALTR Vacancy Rate	27%

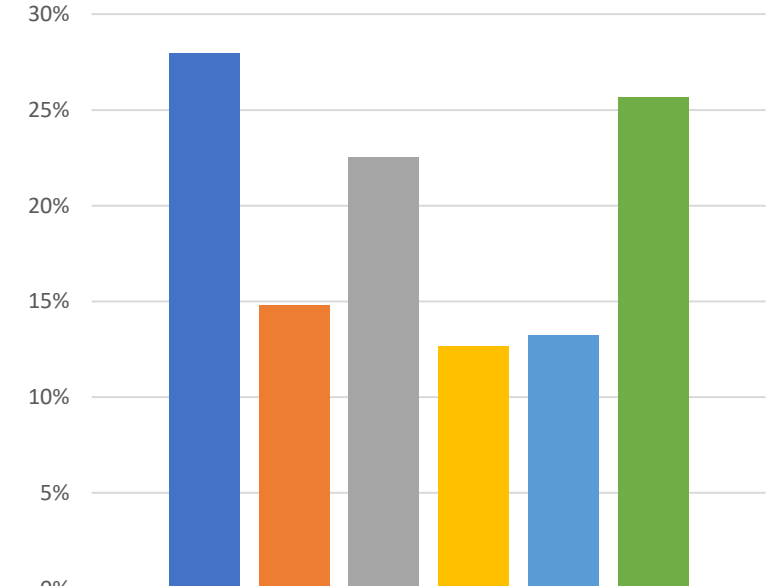
Day Habilitation Vacancy Rates

Day Hab Vacant FTEs by Position Type



	Total
Day Hab DSP	538
Day Hab Site Manager	26
Day Hab LPN	14
Day Hab RN	14
Day Hab Clinician	10
Total Day Hab Vacancy	601

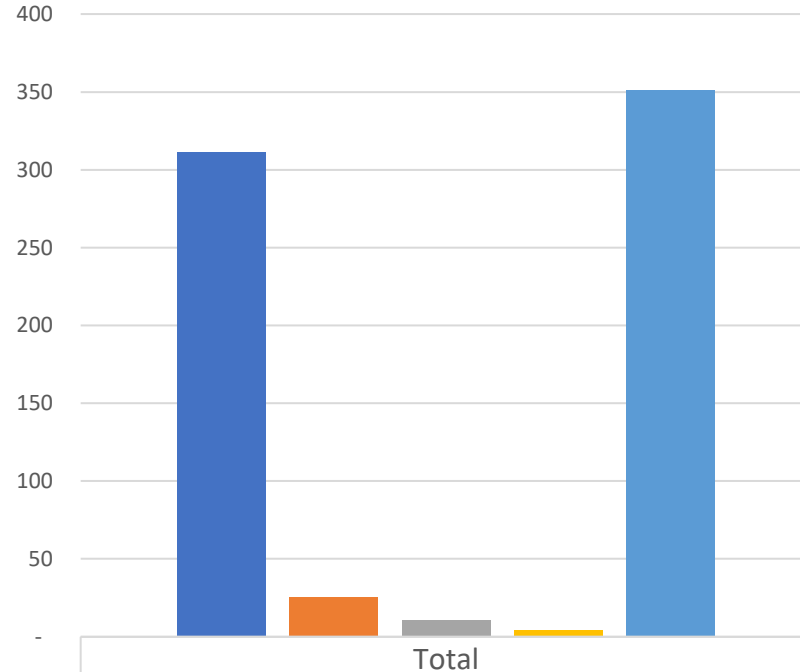
Day Hab Vacancy Rates by Position Type



	Total
Day Hab DSP	28%
Day Hab Site Manager	15%
Day Hab LPN	23%
Day Hab RN	13%
Day Hab Clinician	13%
Total Day Hab	26%

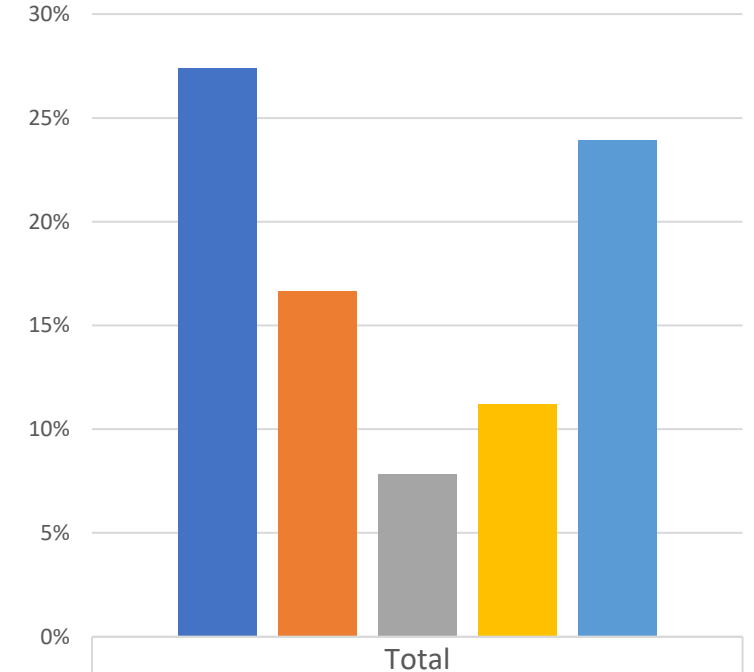
CBDS Vacancy Rates

CBDS Vacant FTEs by Position Type



■ CBDS DSP	311
■ CBDS Case Mgr	25
■ CBDS Site Mgr	11
■ CBDS Clinician	4
■ Total CBDS Vacant	351

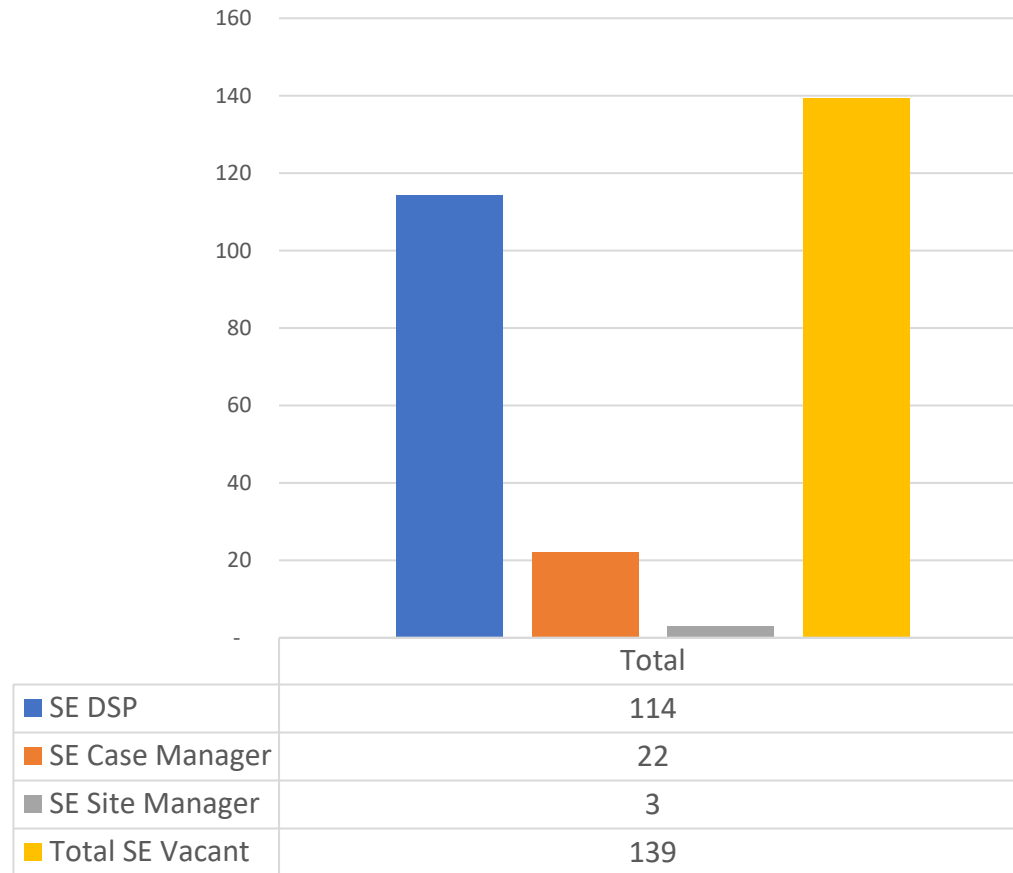
CBDS Vacancy Rates by Position Type



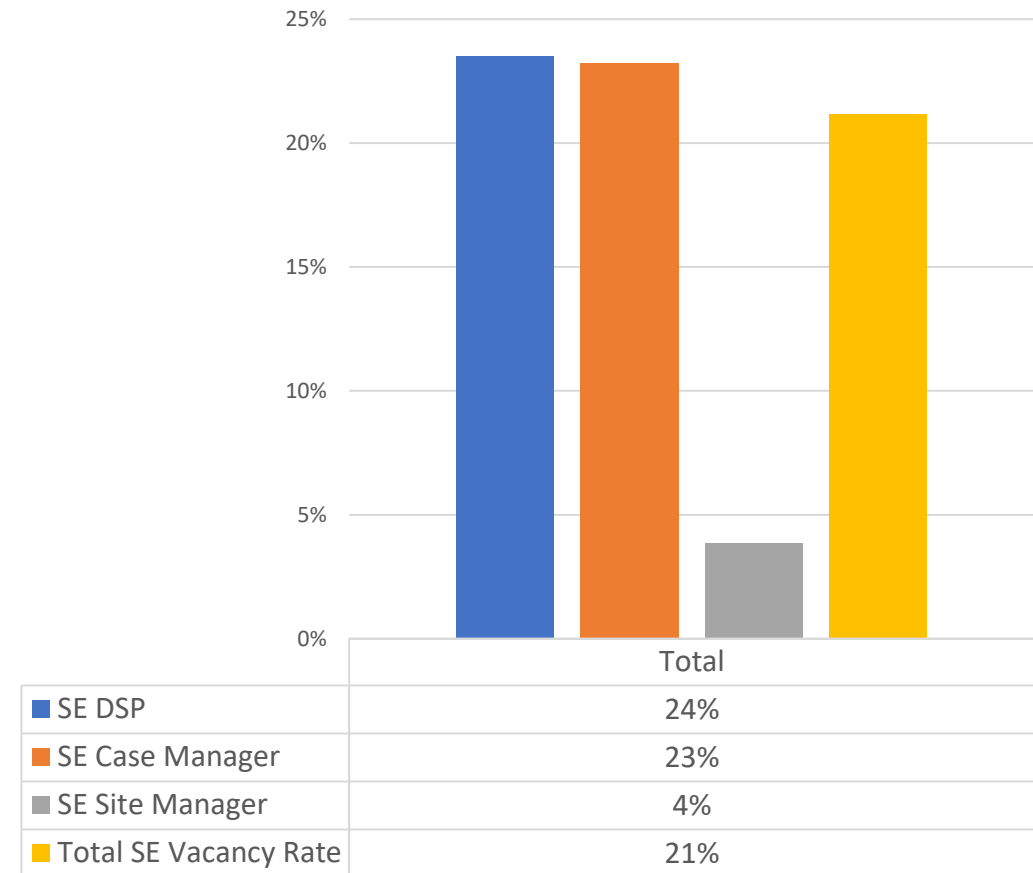
■ CBDS DSP	27%
■ CBDS Case Mgr	17%
■ CBDS Site Mgr	8%
■ CBDS Clinician	11%
■ Total CBDS Vacancy Rate	24%

Supported Employment Vacancy Rates

Supported Employment Vacant FTEs by Position Type

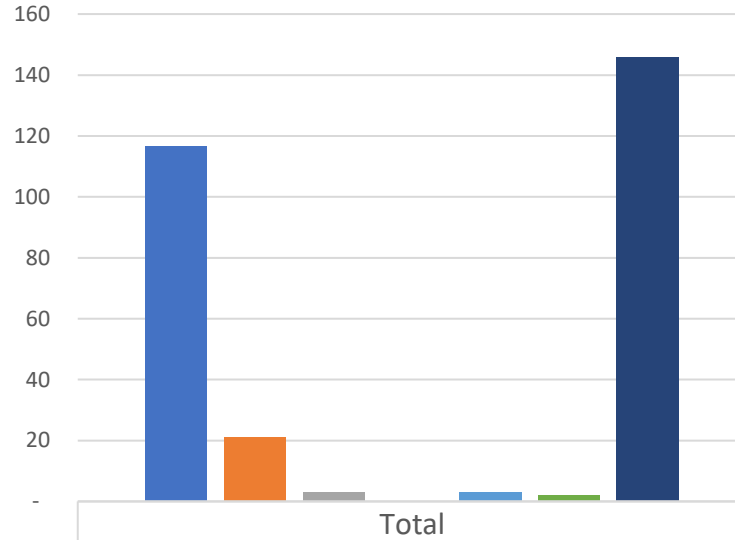


Supported Employment Vacancy Rates by Position Type



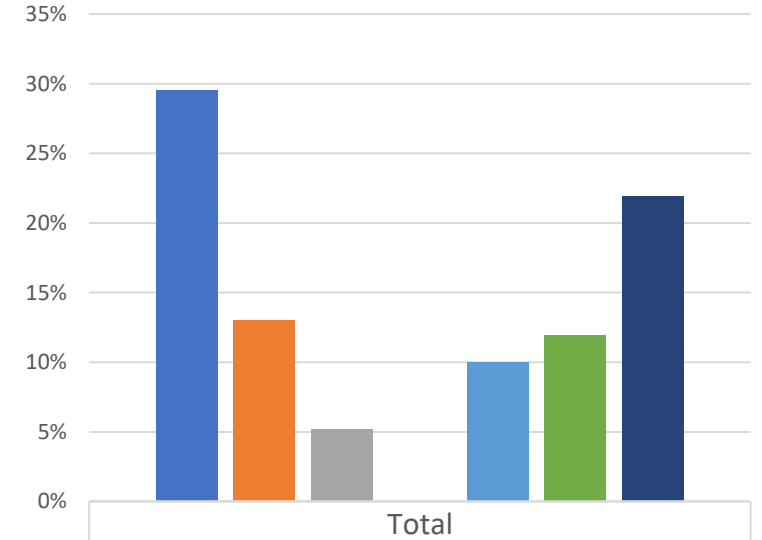
Shared Living Vacancy Rates

Shared Living Vacant FTEs by Position Type



Shared Living DSP	117
Shared Living Case Mgr	21
Shared Living Site Mgr	3
Shared Living LPN	-
Shared Living RN	3
Shared Living Clinician	2
Total Shared Living Vacancies	146

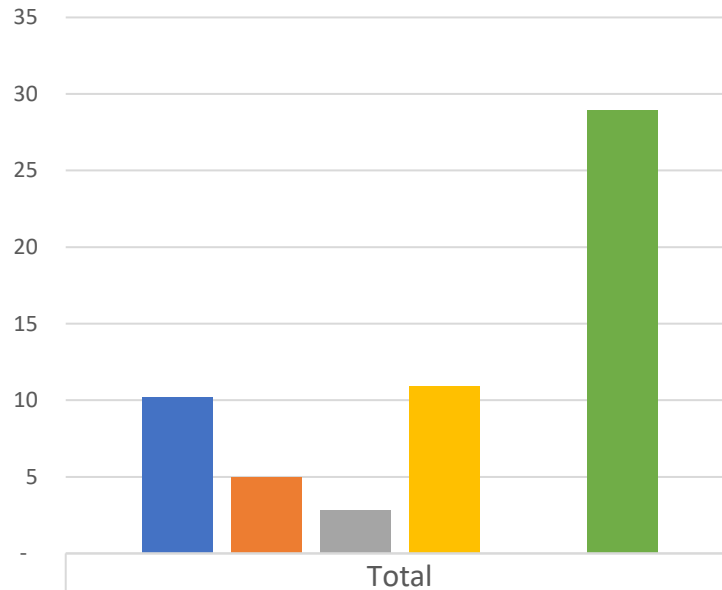
Shared Living Vacancy Rates by Position Type



Shared Living DSP	30%
Shared Living Case Mgr	13%
Shared Living Site Mgr	5%
Shared Living LPN	0%
Shared Living RN	10%
Shared Living Clinician	12%
Total Shared Living Vacancy Rate	22%

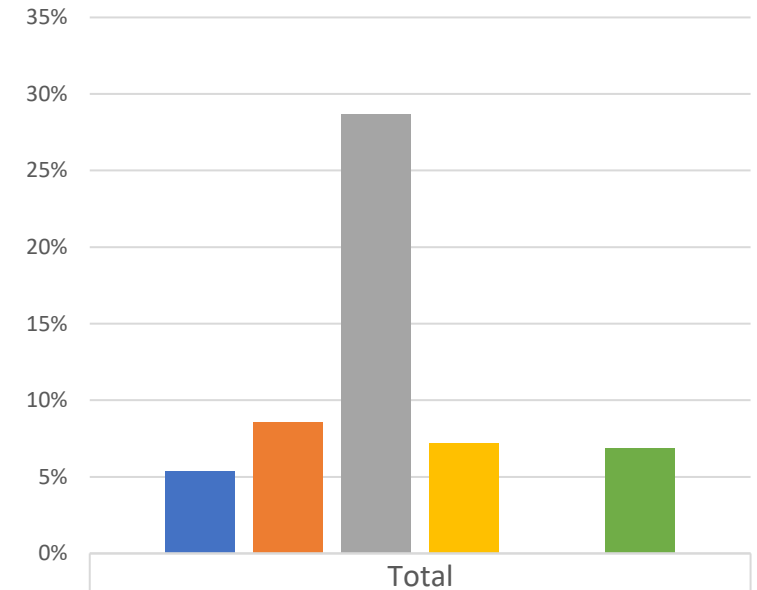
AFC Vacancy Rates

AFC Vacant FTEs by Position Type



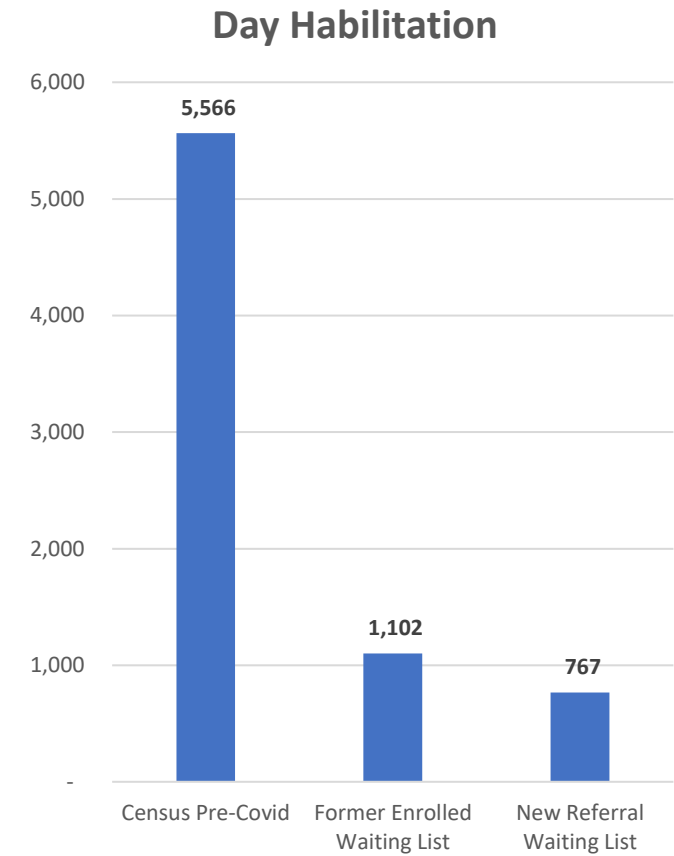
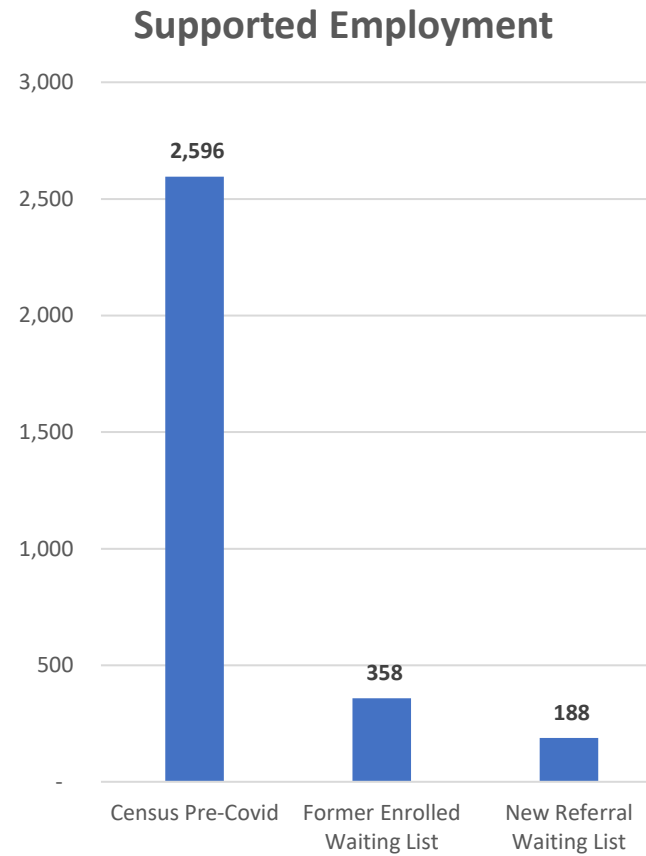
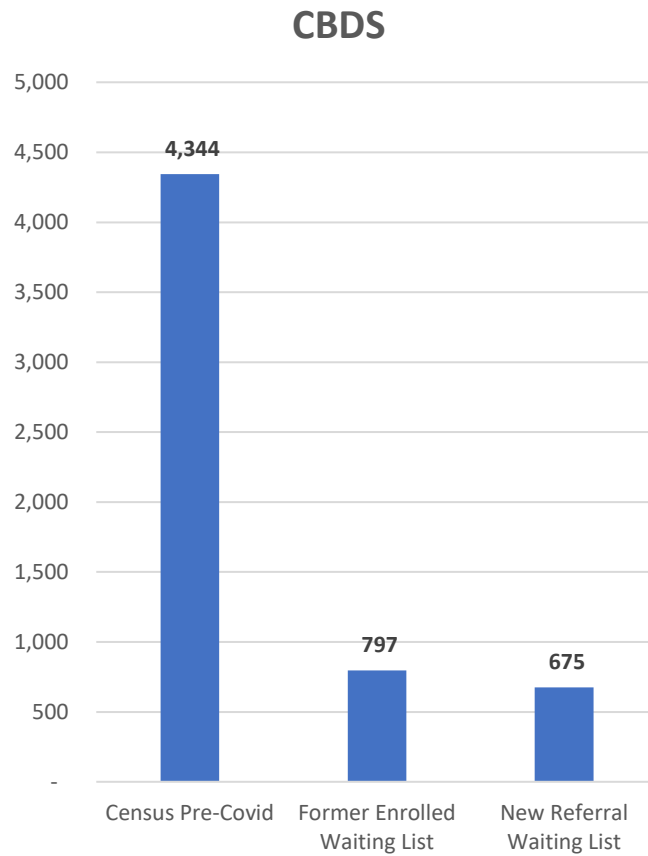
AFC Case Manager	10
AFC Site Manager	5
AFC LPN	3
AFC RN	11
AFC Community Health Worker	-
Total AFC Vacancy	29

AFC Vacancy Rates by Position Type



AFC Case Manager	5%
AFC Site Manager	9%
AFC LPN	29%
AFC RN	7%
AFC Community Health Worker	0%
Total AFC Vacancy Rate	7%

Day Program Waiting Lists



Participating Organizations

ADDP would like to thank its member organizations for providing the critical data necessary to complete this survey.

Advocates	Cooperative for Human Services, Inc.	Morgan Memorial Goodwill Industries	Tempus Unlimited, Inc.
Almadan Inc	Cooperative Production, Inc	Multicultural Community Services	The Arc of Bristol County
Aspire Living & Learning, Inc.	Crystal Springs, Inc.	NeuroRestorative	The Arc of Opportunity in North Central Massachusetts
Attleboro Enterprises Inc.	Delta Projects	New England Village, Inc.	The Arc of Plymouth and Upper Cape Cod
Autism Services Association, Inc.	Friendship Home	Nexus, Inc	The Arc of the South Shore
BAMSI	GAAMHA, Inc	NFI Massachusetts	The Edinburg Center
Bay Cove Human Services	Grow Associates	Nonotuck Resource Associates, Inc.	The Gandara Center
Beaverbrook STEP Inc.	Growthways	North Suffolk Community Services, Inc.	The Guild for Human Services
Behavioral Associates of Massachusetts	Guidewire, Inc.	Northeast Arc	The Kennedy Donovan Center
Behavioral Health Network, Inc.	Habilitation Assistance Corporation	NuPath Inc	The NEEDS Center
Berkshire County Arc, Inc.	HopeWell, Inc.	Open Sky Community Service	The Nemasket Group, Inc.
Berkshire Family & Individual Resources, Inc.	House of Possibilities, Inc.	Opportunity Works, Inc.	The United Arc
Berkshire Hills Music	Incompass Human Services	Pathlight	Thrive Support and Advocacy
Better Community Living Inc	Jewish Family & Children's Service	Pathway To Possible INC	Transitions Centers
Bridges Homeward	JRI, Inc.	People, Incorporated	Triangle Inc
Bridgewell	L'Arche Boston North, Inc	PLUS Company Inc	Turning Point Inc.
Cape Abilities	Latham Centers Inc.	ReachInc	UCP of MetroBoston
Cardinal Cushing Centers	LifeStream	Resources for Human Development	Venture Community Services
Center for Human Development	Lifeworks Inc.	Riverbrook Residence	Viability
Center of Hope Foundation, Inc.	MAB Community Services, Inc	Riverside Community Care	Vinfen
Charles River Center	Massachusetts Mentor	Riverside Industries, Inc.	Walnut Street Center, Inc
CMHS, Inc.	Melmark New England	Road to Responsibility, Inc.	Waystone Health & Human Services
Communitas, Inc.	Mental Health Association	ServiceNet, Inc.	Western Massachusetts Training Consortium, Inc.
Community Connections Inc	Minute Man Arc for Human Services	Seven Hills Foundation	WORK Inc.
Community Resources for Justice	Mo Life, Inc.	Sunshine Village	Work, Community, Independence, Inc.