



**Department of  
Developmental  
Disabilities**

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Policy and Strategic Direction

# **2023 Direct Support Professional (DSP) Compensation Survey Summary**

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## **2023 Workforce Highlights**

Department of Developmental Disabilities

30 E Broad Street  
Columbus, Ohio 43215

January 2025

# DODD 2023 DSP Compensation Survey Results

The Ohio Department of Developmental Disabilities (DODD) Direct Support Professional (DSP) Compensation Survey, which started in 2020 following large investments in rates that support DSP wages, provides critical insights into the state of Ohio's DSP workforce, including wages, compensation, vacancy rates, turnover rates, and the impact of recent Medicaid reimbursement rate increases. The 2023 survey closed on June 30, 2024, and included additional questions to collect early data on the FY24-25 budget investments.

The DeWine Administration has made it a priority to support people with developmental disabilities and those who support them. The FY24-25 state budget included a historic \$1.3 billion investment in provider rates to increase wages for DSPs. This commitment is a continuation of budget investments by Governor DeWine and is reflected in the survey results, which shows a significant increase in DSP wages and compensation.

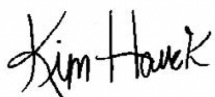
The FY24-25 budget included across the board increases to Home and Community Based Services, independent providers and Shared Living providers, as well as Intermediate Care Facilities.

**Significant Wage Increases:** Early estimates for July 2024 indicate the average starting wage increased to \$16.04 per hour. The average regular wage increased to \$17.04 per hour. When Governor DeWine took office, rates that supported wages for DSPs were at an average of \$11.12 per hour.

**Increased Total Compensation:** Average hourly compensation, which includes wages, fringe benefits/bonuses, and the employer share of payroll taxes and worker's compensation, also increased in 2023. Average hourly compensation increased from \$19.84 in 2022 to \$21.65 in 2023.

**Provider feedback:** Providers have reported to DODD that many are fully staffed for the first time in years and that is allowing them to increase the number of people they are supporting. Families, too, whether relying on DSPs or seeing the benefits of increases to Shared Living and Homemaker Personal Care rates, have reported the positive impact of increased wages on supporting their loved ones.

The DeWine Administration recognizes that DSPs are an essential part of Ohio's developmental disabilities system. Their hard work and dedication make it possible for people with developmental disabilities to live, work, and thrive in their communities. The historic investments made in the FY24-25 budget are a testament to the state's commitment to supporting DSPs and ensuring providers have the resources they need to provide high-quality support.



Director of the Ohio Department of Developmental Disabilities

# DODD 2023 DSP Compensation Survey Results

The purpose of the annual DODD DSP Compensation Survey is to track average hourly **wages** and **compensation** for DSPs who deliver homemaker/personal care (HPC) and/or adult day array services to Ohioans with developmental disabilities. For the purposes of this survey, wages are defined as the hourly pay rate to DSPs for providing direct care services.

Compensation refers to the total rewards package associated with employment, which may include all types of wages (i.e. regular, training, overtime), bonuses, all types of insurance, retirement, all other perks/benefits, employer share of payroll taxes, and workers compensation premiums. The data is used to evaluate the state of the DSP workforce and to determine how Medicaid reimbursement rate increases directly benefit DSPs. The survey asks questions about wages and fringe benefits offered to DSPs who were on the payroll for any length of time from January 1, 2023, to December 31, 2023. In addition, this year's survey included questions related to the 2024 reimbursement rate increases. This was also the first year DODD collected employment and compensation data on adult day array services, which include adult day services, vocational habilitation, and any type of individual or group employment supports.

## Survey Population

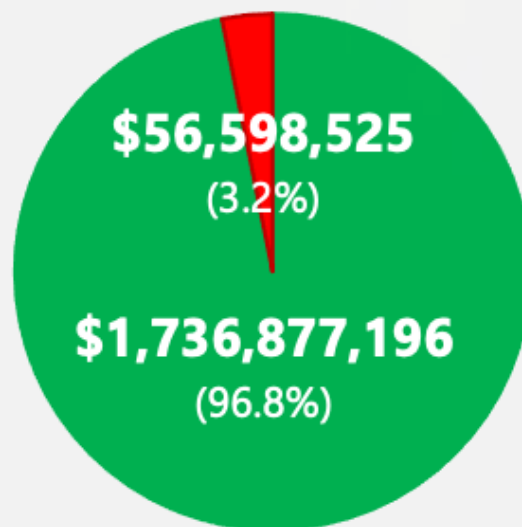
The survey was sent to 1,644 agencies who provided HPC and/or adult day array services in 2023 who were still providing services during the data collection period of April 15, 2024 - June 30, 2024. A total of 1,529 surveys were completed as of July 31, 2024, and included in this report, yielding a response rate of 93.0%. The 1,529 completed surveys accounted for 96.84% of the HPC and adult day array reimbursement for service date calendar year 2023.

Type of DODD Waiver Services Provided in CY2023 for Providers Still Providing Services as of 4/15/2024	Homemaker/ Personal Care (HPC) Services Only	Adult Day or Vocational Habilitation Only	Career Planning or Employment Services Only	Multiple Services	Total
Surveys Completed	957	66	15	491	1,529
Surveys Sent	1,045	71	16	512	1,644
Completion Rate	91.6%	93.0%	93.8%	95.9%	93.0%
Average Number of People Served	12	34	33	72	33
Median Number of People Served	7	16	25	34	12
Average Number of Directly Employed DSPs	22	7	7	48	30
Median Number of Directly Employed DSPs	10	5	5	24	13
Average Annual Reimbursement	\$732,081	\$315,519	\$32,776	\$2,067,128	\$1,135,956
Median Annual Reimbursement	\$310,436	\$194,102	\$17,790	\$914,751	\$410,692

**CY2023 Annual HPC/Adult Day Array  
Reimbursement by Survey Completion Status**  
(Total Survey Population Reimbursement =  
\$1,793,475,721)

■ **Completed**

■ **Did not complete**

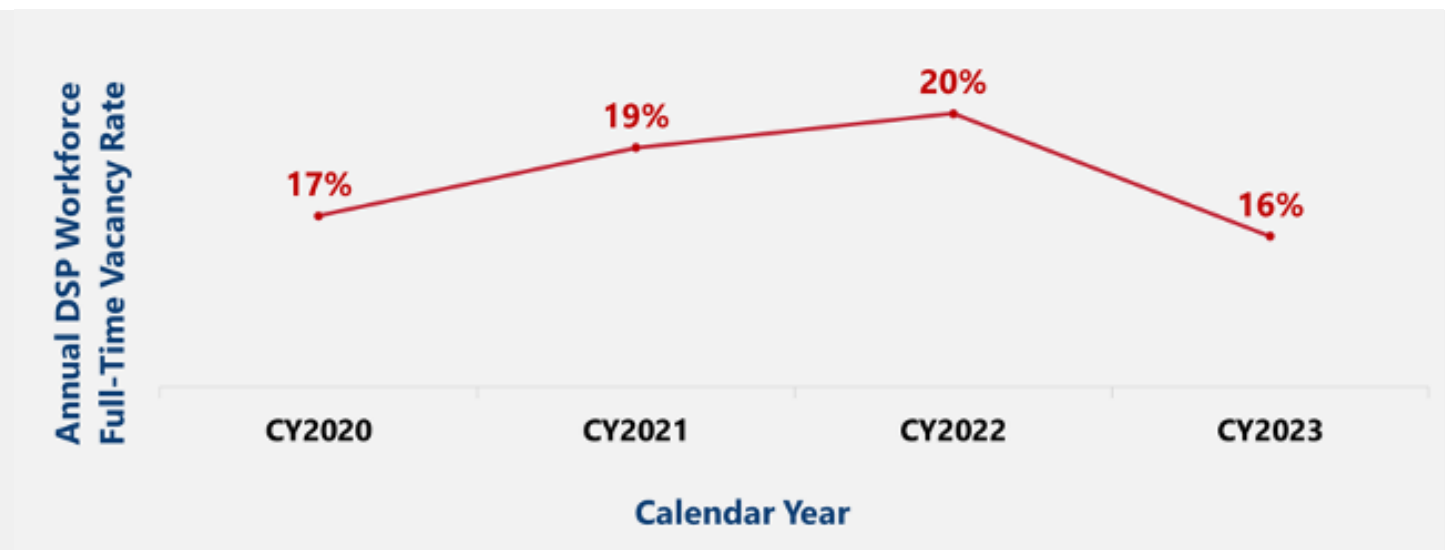


## Vacancy Rates

Agencies providing HPC and/or adult day array services reported a total of 8,451 DSP vacancies on December 31, 2023, with systemwide vacancy rate of 14.3% (full-time and part-time DSPs). Vacancy rates varied by type of services provided. For instance, HPC-providing agencies reported an average of 4.3 vacancies per provider, whereas day array-providing agencies reported an average of 1.2-1.5 vacancies per provider. The full-time vacancy rate decreased 4% from 20% to 16% between calendar year 2022 and calendar year 2023.

Type of DODD Waiver Services Provided in CY2023 for Providers Still on Active PAWS Plans as of 4/15/2024	Total Full-Time and Part-Time Vacancies	Average FT & PT Vacancies by Provider	Median FT & PT Vacancies by Provider	Average FT & PT Rate of Vacancy by Provider	Median FT & PT Rate of Vacancy by Provider
Homemaker/Personal Care (HPC) Services Only	3,870	4.3	1.0	14.6%	6.9%
Adult Day or Vocational Habilitation Only	96	1.5	0.0	15.3%	0.0%
Career Planning or Employment Services Only	17	1.2	0.0	12.7%	0.0%
Multiple Services	4,468	9.4	3.0	13.7%	11.7%
<b>Total</b>	<b>8,451</b>	<b>5.9</b>	<b>2.0</b>	<b>14.3%</b>	<b>9.0%</b>

## Historical Full-Time DSP Vacancy Rates, Calendar Year 2020-2023

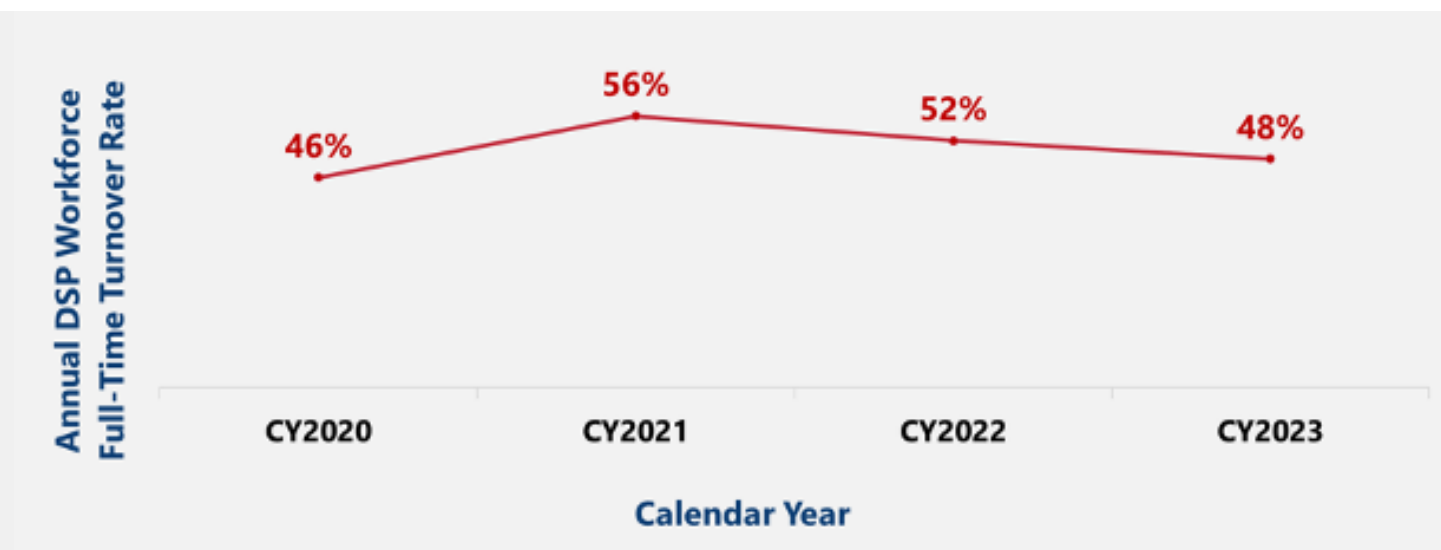


## Turnover Rates

Agencies providing HPC and/or adult day array services reported a total of 22,708 DSP resignations or terminations in calendar year 2023. The average number of resignations and terminations per agency is 15.7, with a median of 4.0. Turnover varies by services provided—the average number of staff departures for an HPC-serving agency was 11.9, whereas the average number of departures for an adult day program or vocational habilitation program was 3.5. The system-wide turnover rate was 50.1%, with higher rates of turnover for HPC-serving agencies than adult day array-serving agencies.

Type of DODD Waiver Services Provided in CY2023 for Providers Still on Active PAWS Plans as of 4/15/2024	Total Number of Full-Time and Part-Time DSPs Who Left Their Agencies (Resignation or Termination)	Average FT & PT Departures by Provider	Median FT & PT Departures by Provider	Average FT & PT Turnover Rate	Median FT & PT Turnover Rate
Homemaker/Personal Care (HPC) Services Only	10,619	11.9	3.0	51.5%	29.4%
Adult Day or Vocational Habilitation Only	219	3.5	1.0	44.9%	23.5%
Career Planning or Employment Services Only	41	2.9	1.0	32.3%	14.3%
Multiple Services	11,829	24.9	9.0	48.7%	37.3%
<b>Total</b>	22,708	15.7	4.0	50.1%	33.0%

## Historical Full-Time DSP Turnover Rates, Calendar Year 2020-2023



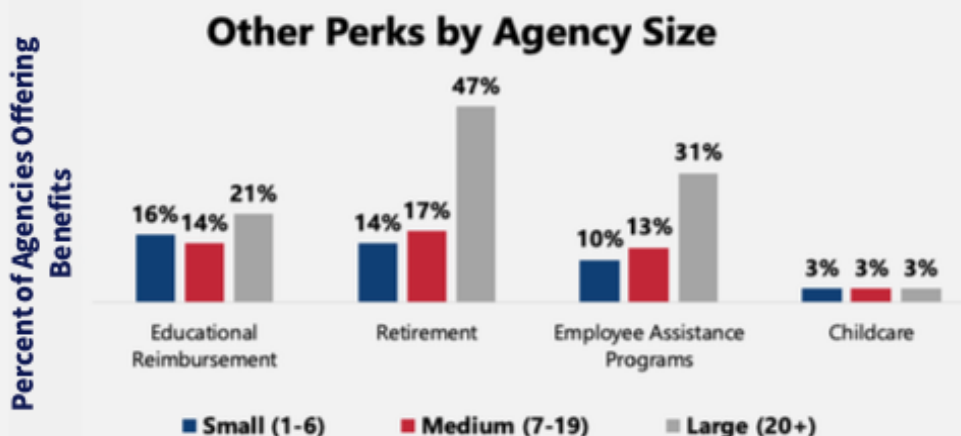
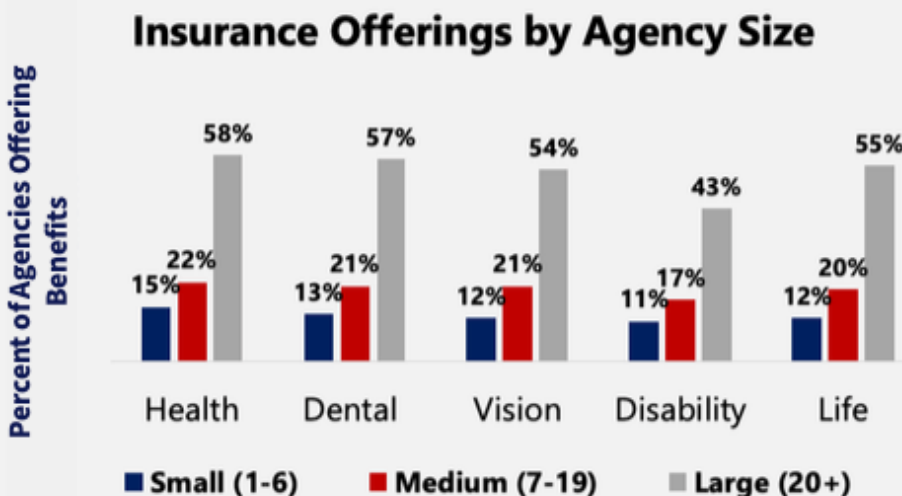
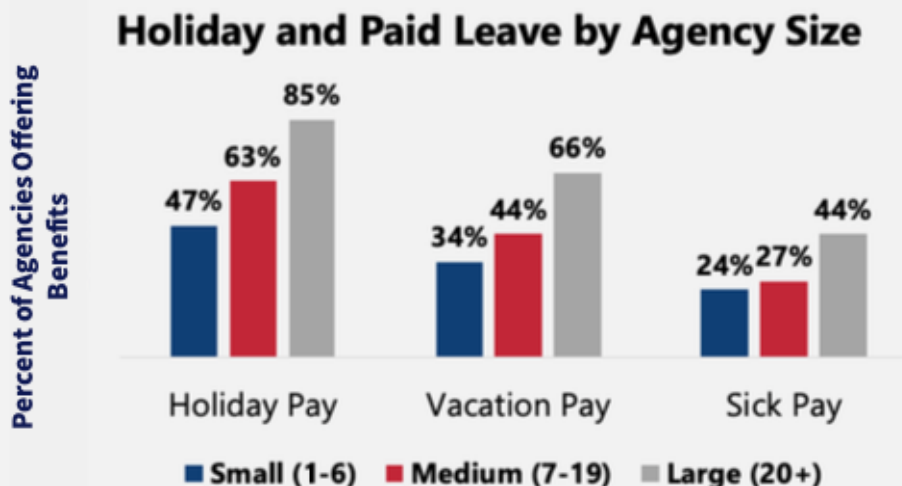
## Length of Employment

Approximately 27% of DSPs on December 31, 2023, were new hires (i.e., employed for 6 months or less). Longer-term employees, or those who remained with their current employer for two or more years, reached 44%. Length of employment varied by type of provided service—adult day array providers reported a greater percentage of long-term employment (43.6%-53.2%) than did agencies who only provide HPC (37.8%).

Type of DODD Waiver Services Provided in CY2023 for Providers Still on Active PAWS Plans as of 4/15/2024	Number of Full-Time and Part-Time DSPs Employed 0-6 Months	Percentage of Full-Time and Part-Time DSPs Employed 0-6 Months	Number of Full-Time and Part-Time DSPs Employed 7-24 Months	Percentage of Full-Time and Part-Time DSPs Employed 7-24 Months	Number of Full-Time and Part-Time DSPs Employed 24+Months	Percentage of Full-Time and Part-Time DSPs Employed 24+ Months
Homemaker/Personal Care (HPC) Services Only	5,919	30.8%	6,020	31.3%	7,266	37.8%
Adult Day or Vocational Habilitation Only	115	25.4%	140	31.0%	197	43.6%
Career Planning or Employment Services Only	12	12.8%	32	34.0%	50	53.2%
Multiple Services	5,291	23.0%	6,343	28.0%	11,022	48.6%
<b>Total</b>	11,337	27.0%	12,535	30.0%	18,535	44.0%

## Fringe Benefits

Fringe benefits varied by size of agency as measured by the number of people served in calendar year 2023. Agencies serving 20 or more people with developmental disabilities were more likely to offer various fringe benefits than do agencies serving fewer than 20 people.





## Wages and Compensation, 2020-2024

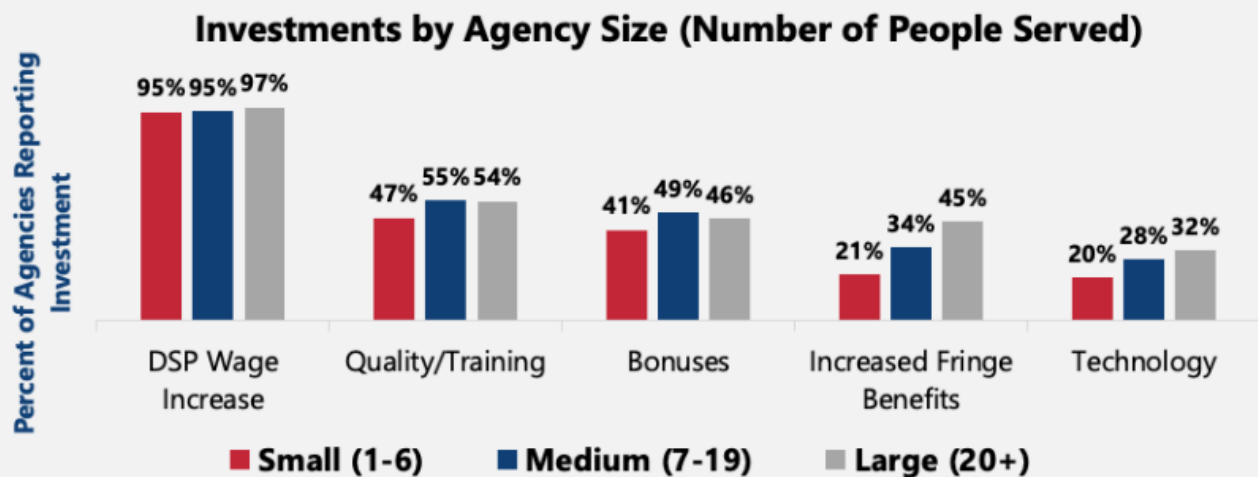
Below is a table of average and median DSP hourly wages and compensation from 2020-2023 with July 2024 early estimates. The average starting wage in 2023 was \$13.95 and average regular wage in 2023 was \$15.56. Early estimates for July 2024 indicate that the average starting wage increased to \$16.04, and the average regular wage increased to \$17.04. Total hourly compensation, which includes wages, fringe benefits/bonuses, and employer-share of payroll taxes and worker's compensation, also increased in 2023. Average hourly compensation increased from \$19.84 in 2022 to \$21.65 in 2023. Adult day array providers reported to offer higher wages and compensation per hour than agencies only offering HPC.

	Homemaker/Personal Care (HPC) Services Only					Adult Day or Vocational Habilitation Only		Career Planning or Employment Services Only	
	2020	2021	2022	2023	July 2024 Estimate	2023	July 2024 Estimate	2023	July 2024 Estimate
Reporting Providers	74	494	845	957	957	66	66	15	15
Starting Wage, Average	\$11.35	\$12.15	\$13.00	\$13.84	\$16.06	\$14.47	\$16.18	\$18.47	\$18.50
Starting Wage, Median	\$11.00	\$12.00	\$13.00	\$14.00	\$16.00	\$14.00	\$16.00	\$18.00	\$18.00
Regular Wage, Average	\$13.00	\$13.64	\$15.26	\$15.30	\$16.82	\$16.34	\$17.43	\$19.86	\$20.50
Regular Wage, Median	\$12.17	\$13.00	\$14.34	\$14.72	\$17.00	\$15.72	\$17.36	\$19.91	\$20.76
Total Compensation/Hour, Average	\$18.05	\$18.74	\$19.90	\$20.70	N/A	\$23.23	N/A	\$28.71	N/A
Total Compensation/Hour, Median	\$16.04	\$17.26	\$19.00	\$19.56	N/A	\$22.61	N/A	\$27.57	N/A

	Multiple Services					Total				
	2020	2021	2022	2023	July 2024 Estimate	2020	2021	2022	2023	July 2024 Estimate
Reporting Providers	103	300	138	491	491	176	794	983	1,529	1,529
Percent of Statewide Reimbursement Represented						27%	79%	81%	97%	N/A
Starting Wage, Average	\$11.12	\$12.02	\$13.02	\$13.96	\$15.92	\$11.21	\$12.10	\$13.00	\$13.95	\$16.04
Starting Wage, Median	\$11.00	\$12.00	\$13.00	\$14.00	\$16.00	\$11.00	\$12.00	\$13.00	\$14.00	\$16.00
Regular Wage, Average	\$14.86	\$13.85	\$15.37	\$15.81	\$17.31	\$12.96	\$13.72	\$15.28	\$15.56	\$17.04
Regular Wage, Median	\$12.55	\$13.00	\$14.60	\$15.15	\$17.04	\$12.38	\$13.00	\$14.34	\$15.00	\$17.00
Total Compensation/Hour, Average	\$18.22	\$19.33	\$19.45	\$22.94	N/A	\$18.17	\$18.96	\$19.84	\$21.65	N/A
Total Compensation/Hour, Median	\$16.90	\$17.98	\$19.00	\$22.23	N/A	\$16.34	\$17.56	\$19.00	\$20.66	N/A

## Use of Additional Funding

The FY24-25 state operating budget, signed by Ohio Governor Mike DeWine, with the support of the Ohio General Assembly, included a historic \$1.3 billion investment into waiver and intermediate care facility (ICF) provider rates so DSPs could get paid more. The graph below indicates how agencies are using the 38% waiver reimbursement increase to benefit their workforce. Nearly all (95%-97%) of the agencies intend on increasing wages. About half of medium to large sized agencies also intend on using additional funding to increase bonuses, fringe benefits, and quality/training initiatives. Nearly one-fifth to one-third of agencies plan to invest in technology as part of their funding increase.



## Comments on Rate Increase

“

*Increased rate of pay! My ability to provide full health dental and vision benefits to all of my employees in 2024, my ability to promote several staff into supervisory pay scales all due to our raise in 2024! Thank you!*

”

“

*The retention bonus we paid out last year plus our relatively higher start-up hourly wages has been very impactful in attracting potential employees. The retention bonus couple with good management practices has resulted in low staff turn-over and significant referral rates.*

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## Providers Who Did Not Participate

The following is a list of active providers meeting survey requirement criteria who did not participate in this year's data collection process:

Provider Name	Office County
A Brighter Day Farm and At Home, Inc.	Clermont
A Brighter Living, LLC	Franklin
A Knack 4 Caring	Hamilton
A Loving Heart Youth Services, Inc.	Montgomery
Aaron's Arbor	Hamilton
Abundance of Love Supported Living, LLC	Hamilton
Ahava Home Care	Cuyahoga
Alco Services, LLC	Tuscarawas
All Care Specialists, Inc.	Lake
Assured Home Health Agency, LLC	Lucas
Beacon Specialized Living Ohio, Inc.	Franklin
Beyond All Boundaries, LLC	Hamilton
Bono Home Health Care, LLC	Franklin
BR549, LLC	Geauga
Buckeye Home Healthcare Services, LLC	Franklin
Capable Kids	Lucas
Carden Elite Supported Living, LLC	Hamilton
Care First, LLC	Columbiana
Caretenders of Cleveland, Inc.	Out-of-State
Cater to You	Stark
Central Ohio Life Care Center, LLC	Franklin
Choices and Opportunities	Franklin
Clear Choice Assisted Living, LLC	Cuyahoga
Clevelandcare Health Services, LLC	Cuyahoga
Columbia Home Health Care, Inc.	Franklin
Comfort Ease Home Care, LLC	Cuyahoga
Companions R Us	Hamilton
Compassion Keepers Home Health Services	Lucas
Connections in Ohio, Inc.	Cuyahoga
Continental Home Health Care, Inc.	Franklin
Curtis Group, Inc.	Stark
CWM Enterprises, LLC	Summit
Darlene's Place New Day Group Home, LLC	Cuyahoga
Divine Healthcare Services, LLC	Franklin
Divine Home Health Care, LLC	Franklin
Dynamic Day Health Center	Franklin

ELX, LLC	Summit
Emma's Angels of Giving Grace	Richland
Encouraging Homes, LLC	Lucas
Essential Care Patners, LLC	Franklin
Evierose's Loving Care, LLC	Summit
Experience Home Health Care, LLC	Summit
Extended Hearts	Montgomery
Extended Life Home Care, Ltd.	Franklin
F&M Healthcare Plus	Franklin
Family Choice Healthcare Plus, LLC	Franklin
Family Support Care, LLC	Butler
First Step Healthcare	Franklin
Fraternal Health Care, LLC	Cuyahoga
Freedom Life Residential, LLC	Lucas
Frontier Health Care Services, LLC	Franklin
Guardian Managed Care Solutions	Hamilton
Genesis Home	Mahoning
GMR Exceptional Care, Inc.	Hamilton
Good Works Disability Services, LLC	Franklin
Guardian Angel Services, LLC	Cuyahoga
Hands of Grace Services, LLC	Ashland
Healthy Life Home Healthcare, LLC	Franklin
Hearts of Humanity	Summit
Helpin Hands	Cuyahoga
I Care Health Services	Greene
I Love Healthcare, LLC	Cuyahoga
Inclusive Homecare Provider services	Hamilton
Infinite Care	Lucas
Innovative Home Health Practice, LLC	Franklin
JLL Healthcare, LLC	Franklin
Just For You Supportive Living, LLC	Hamilton
Kentix Developmental Health, LLC	Summit
KEPR Ventures, LLC	Stark
Kimbercare Homes, Inc.	Summit
Kind Heart, LLC	Montgomery
Kindred Kare	Summit
L.E.A.A.P.	Warren
L.o.v.e Health Care Agency	Cuyahoga
Life Simplified, LLC	Stark
Lordess Care and Medtrans, LLC	Hamilton
West Home	Tuscarawas

Make A Change Summit, LLC	Summit
Meadowbrook Services	Summit
Messiah Helping Hands, LLC	Lucas
Moonlight Home Health Care, Inc.	Mahoning
Noor Home Health Care, LLC	Cuyahoga
Northwest TLD Services, LLC	Lucas
NSS Home Care, LLC	Cuyahoga
Ohana Support Services	Lucas
Ohio Home Care Alliance, LLC	Franklin
Ohio Senior Home Care, LLC	Franklin
Ossai Healthcare Services, LLC	Franklin
Our Caring Hearts Healthcare & Transportation, Inc.	Hamilton
Pacific Home Health Services, LLC	Franklin
Pathways Provider, LLC	Montgomery
Prosperity Care Services, LLC	Franklin
Protem HomeCare	Cuyahoga
Quality Care for Independence	Hamilton
Quality for Life, LTD.	Franklin
Reliable Family Care	Hamilton
Risor Home Services, LLC	Lucas
Safe Harbor Home Healthcare	Cuyahoga
Services for Independent Living, Inc.	Cuyahoga
Sincere Hearts Home Care, LLC	Cuyahoga
Smith Family Homes, LLC	Wood
Sojourn Residential Living, LLC	Franklin
Spec Results, LLC	Lucas
SpiritHorse of Ohio, LLC	Greene
Sun Rise Agency, LLC	Franklin
Sunshine Home Care	Hamilton
The Easley Group Agency	Montgomery
The Hoovler Home, LLC	Brown
TLC Homes	Summit
TriCounty Visiting Nurses, LLC	Hamilton
Trusted Care Providers, LLC	Summit
Unique Choices, LLC	Hancock
Unity I Home Health Care, LLC	Scioto
VNA Comprehensive Services, Inc.	Van Wert
Warming Hearts Supportive Services, LLC.	Cuyahoga
ZNC Healthcare, LLC	Franklin