

State of the Workforce Survey

2021-2023 AD Caregiver Trends

National Core Indicators® Aging and Physical Disability (NCI®-AD) conducts an annual State of the Workforce Survey. Wisconsin participates every two years. The survey collects comprehensive data from agencies that employ direct service workers (DSWs) and supports aging adults and adults with physical disabilities (AD). Its annual report provides reliable data on turnover, wages, benefits, recruitment, and other employment metrics.

The goal is to help states examine workforce challenges, identify areas for further investigation, benchmark their workforce data, measure improvements made through policy or programmatic changes. States can easily compare their data to other states and national averages.

Wisconsin participated in 2022 (2021 data) and 2024 (2023 data) to discover ways to improve the quality and stability of the caregiving workforce that assists long-term care Medicaid beneficiaries.

Survey Details	2021	2023
Data period	January 1-December 31, 2021	January 1-December 31, 2023
National participation	Missouri, Washington, Colorado, and Indiana	Colorado, Illinois, Indiana, Missouri, and Oregon
Wisconsin participation	274 participants (eligible to receive incentive)	182 participants (eligible to receive incentive)
Incentives	\$250-\$1,000 per agency	\$250-\$1,000 per agency

Resources

Learn how Wisconsin is leveraging funds from the American Rescue Plan act to boost home and community-based services at dhs.wi.gov/arpa/hcbs.htm.

Read the full 2021 and 2023 State of the Workforce Survey results at nci-ad.org/sotw-ad/reports.

2021–2023 Caregiver Trends

National Core Indicators® Intellectual and Developmental Disabilities (NCI®-IDD) conducts an annual State of the Workforce Survey. Wisconsin participates every two years. The survey collects comprehensive data from agencies that employ direct support professionals (DSPs) and support adults with intellectual and developmental disabilities (IDD). Its annual report provides reliable data on turnover, wages, benefits, recruitment, and other employment metrics.

The goal is to help states examine workforce challenges, identify areas for further investigation, benchmark their workforce data, measure improvements made through policy or programmatic changes. States can easily compare their data to other states and national averages.

Wisconsin participated in 2022 (2021 data) and 2024 (2023 data) to discover ways to improve the quality and stability of the caregiving workforce that assists long-term care Medicaid beneficiaries.

Survey Details	2021	2023
Data period	January 1–December 31, 2021	January 1– December 31, 2023
National participation	29 states plus the District of Columbia	26 states plus the District of Columbia
Wisconsin participation	204 agencies representing all 72 counties	202 agencies representing 70 counties
Incentives	\$250-\$1,000 per agency Total payout \$71,250	\$250-\$1,000 per agency Total payout \$62,250

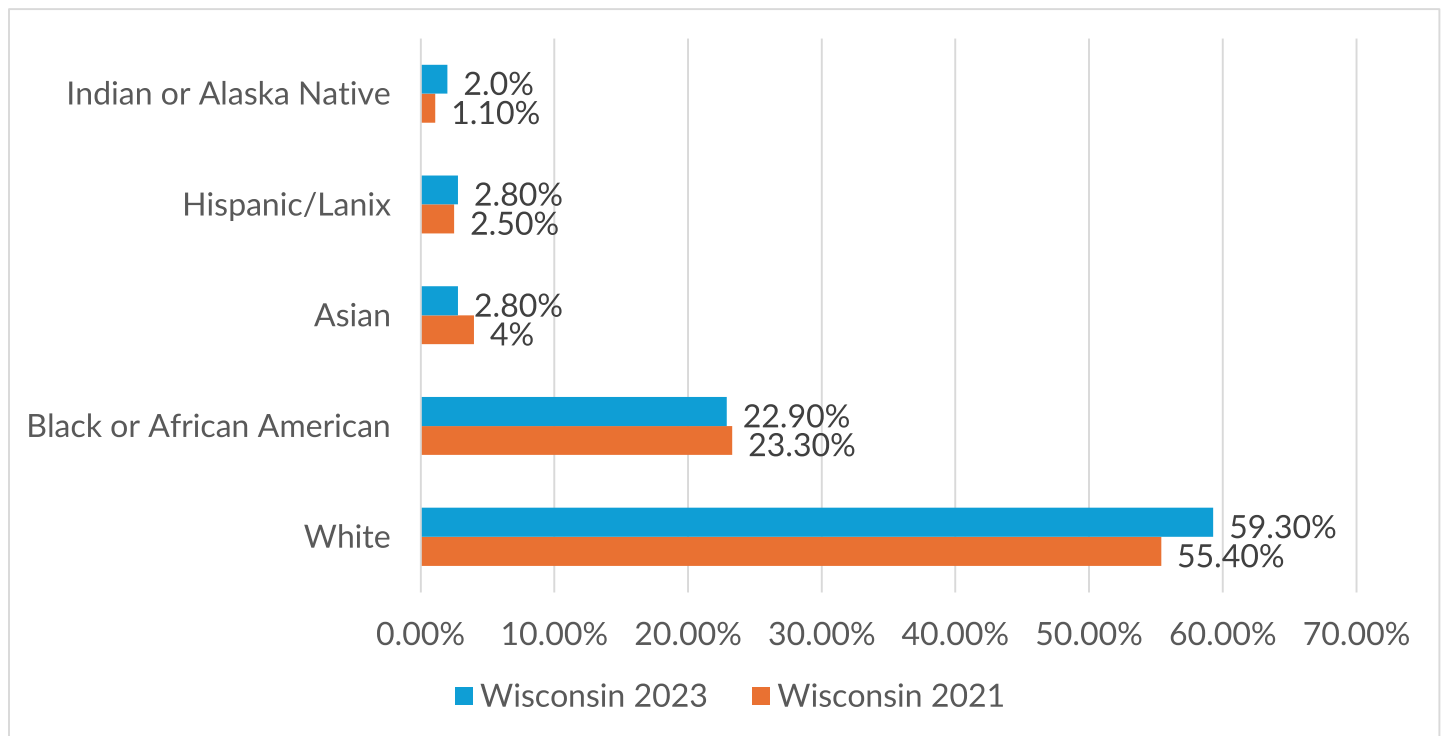
Resources

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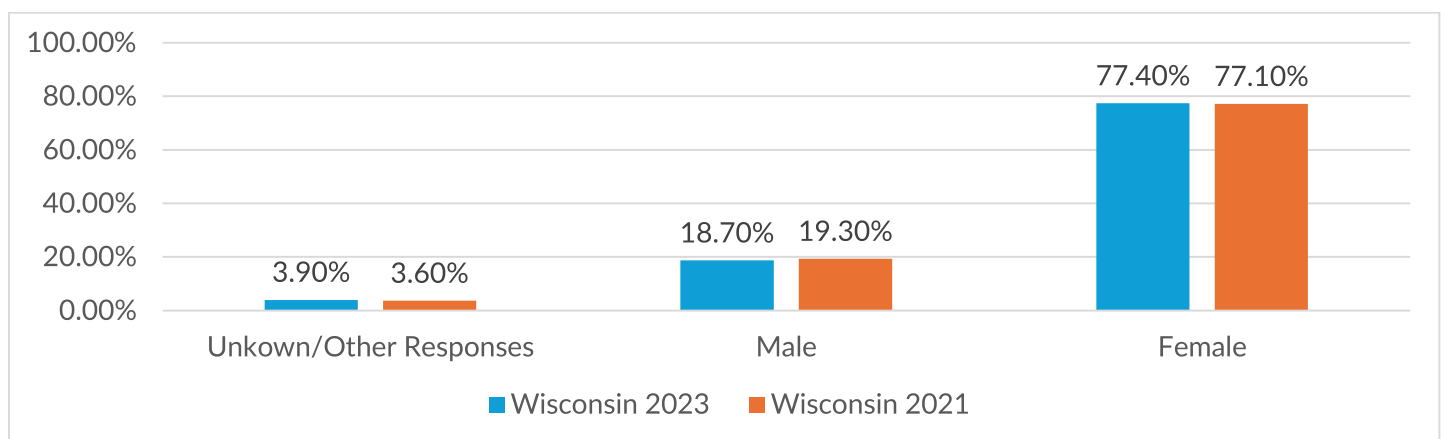
Read the full NCI State of the Workforce for Aging and Disabilities 2023 Report at nci-ad.org/sotw-ad/reports.

Visualizations

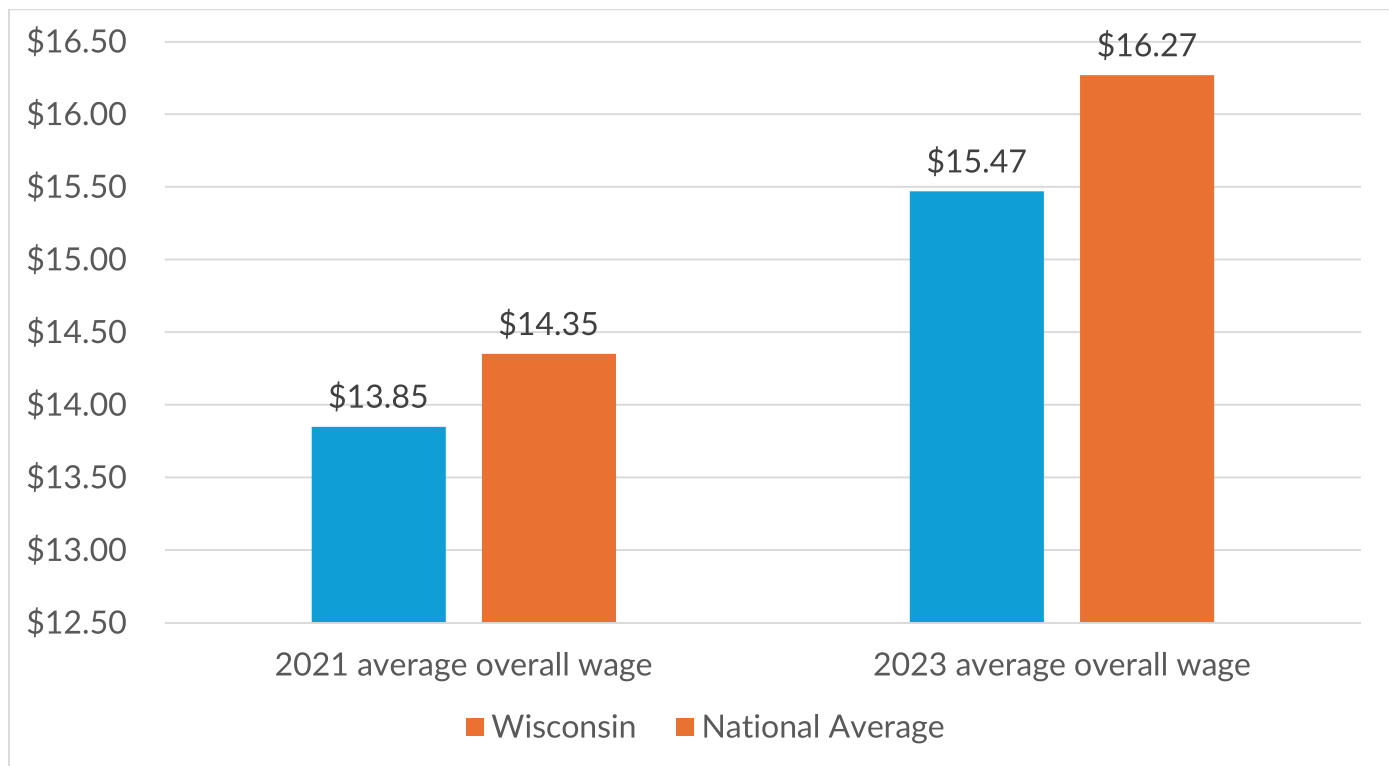
Racial Breakdown



Gender Identity

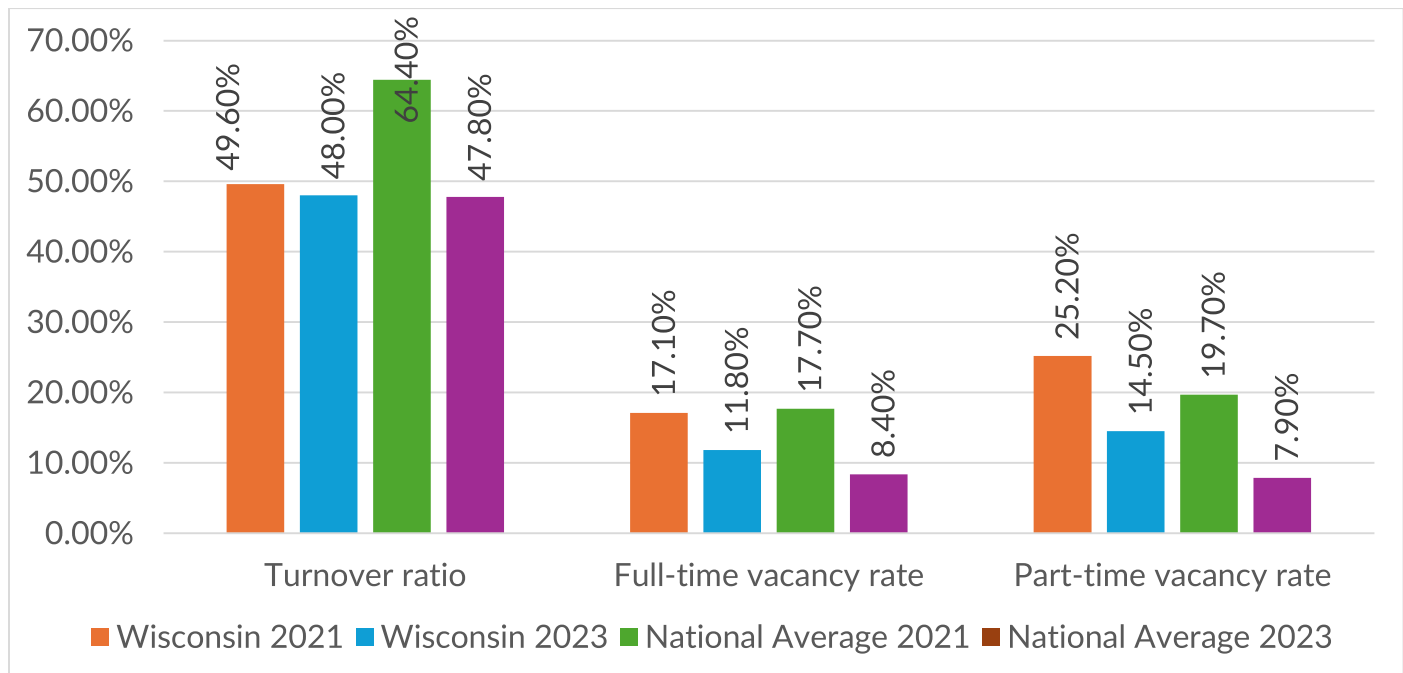


Wages



Note: Average starting wage is not included as this was not captured in the 2021 survey.

Wisconsin is following a positive national trend of increasing wages for direct care workers. We continue to trail the national average and our Midwestern peers in all categories.

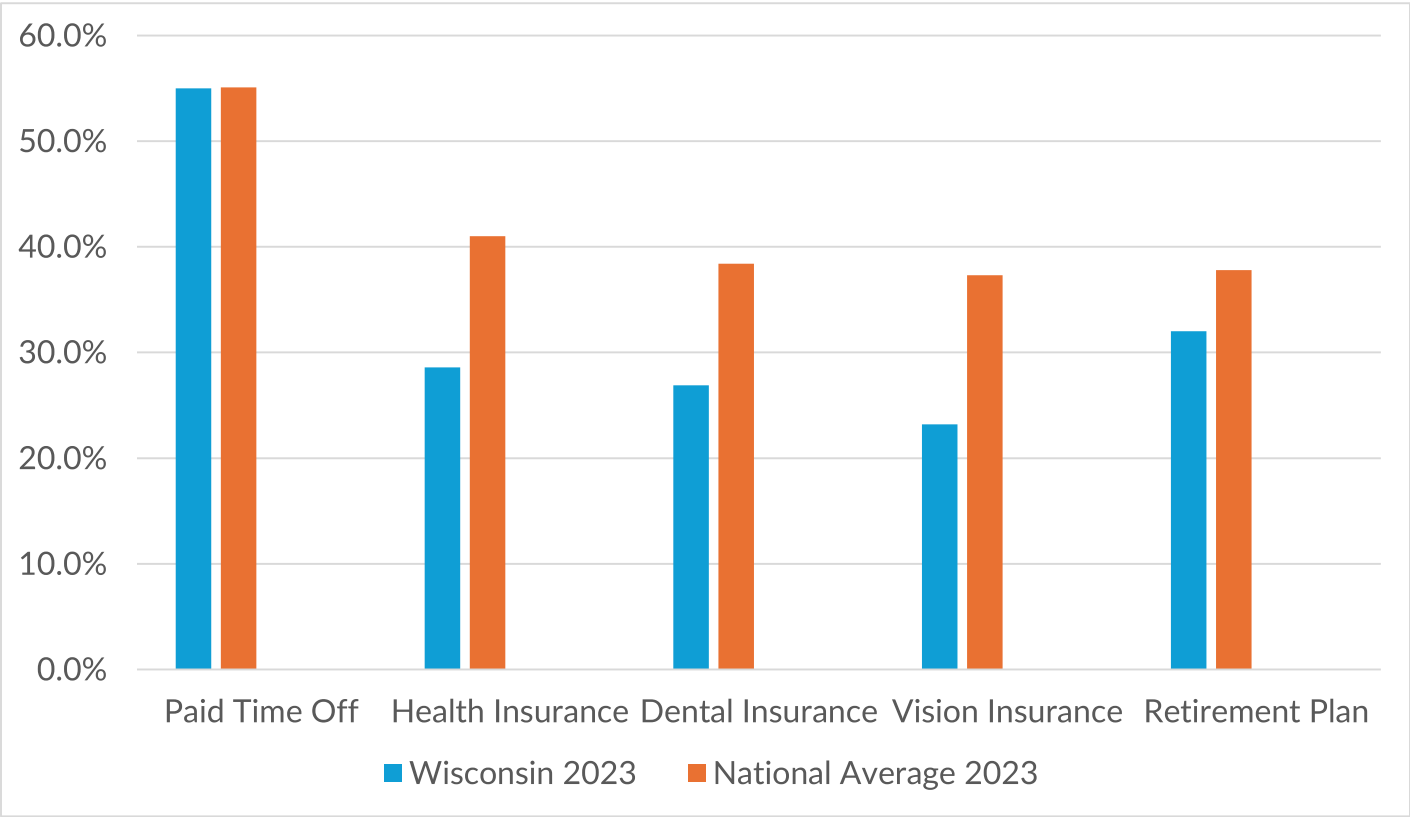


Turnover rates slightly improved in Wisconsin, with lower average turnover reported. On this metric, Wisconsin's average turnover is a little higher than its Midwest peers and the national average.

Wisconsin’s vacancy rate for full-time workers noticeably declined in 2023 compared to 2021. Wisconsin has the highest vacancy rates in the Midwest, and it is also higher than the national average.

For part-time workers, Wisconsin’s vacancy rates significantly decreased in 2023 compared to 2021. But Wisconsin has the highest vacancy rates in the Midwest and compared to the national average.

Benefits



Note: 2021 NCI-AD data is not available.

The rate of agencies offering direct care workers comprehensive benefits in Wisconsin aligns with our Midwestern peers. For agencies offering paid time off, Wisconsin closely trails to NCI national averages.

2023 NCI AD Data Tables

2021 NCI-AD data is not available.

Wages

	Wisconsin	Illinois	Indiana	Missouri	NCI-AD
State Minimum	\$7.25	\$13.00	\$7.25	\$12.00	\$7.25
Average Starting	\$14.66	\$16.71	\$14.85	\$14.06	\$15.72
Overall Average	\$15.47	\$16.95	\$15.29	\$14.55	\$16.27
Median	\$15.00	\$17.00	\$15.00	\$14.50	\$16.00

Benefits

	Wisconsin	Illinois	Indiana	Missouri	NCI-AD
Paid Time Off	53.0%	71.5%	42.2%	42.9%	55.1%
Health Insurance	28.6%	62.2%	33.5%	28.3%	41.0%
Dental Insurance	26.9%	49.7%	33.7%	22.8%	38.4%
Vision Insurance	23.2%	48.3%	33.4%	23.0%	37.3%
Retirement Plan	32.0%	53.5%	30.4%	21.3%	37.8%

Turnover and Vacancy Rates

	Wisconsin	Illinois	Indiana	Missouri	NCI-AD
Turnover	48.0%	36.4%	44.7%	46.1%	47.8%
Full-time vacancy	11.8%	7.8%	7.1%	7.4%	8.4%
Part-time vacancy	14.5%	6.0%	6.9%	7.2%	7.9%