



# America's Direct Support Workforce Crisis

## Support Community-Based Disability Services

For more than a half-century, ANCOR has worked to shape policy and share solutions to strengthen the ability of community-based providers to support people with intellectual and developmental disabilities (I/DD). Our 2,500 members operate in nearly every corner of the country to make inclusion a reality for people with disabilities.

## The Direct Support Workforce Crisis

A longstanding direct support workforce crisis has led to closures of critically needed services and a denial of access to community-based supports. The data points at right illustrate the impossible choices community providers are forced to make due to staff shortages, and the lack of access as a result.<sup>1</sup>

95%

of providers experienced moderate to severe staffing shortages of an essential workforce—DSPs.

Direct Support Professionals (DSPs) provide essential caregiving services to people with I/DD, as well as supports such as job training and employment services.

77%

of providers are turning away new referrals due to staff shortages.

Stagnant reimbursement rates and decades of underinvestment have led to a growing DSP workforce crisis. Providers are struggling to compete for staff with more lucrative entry-level positions in other industries.

60%

of providers are considering additional service discontinuations as a result of the ongoing workforce crisis.

With an average turnover ratio of 43.3%,<sup>2</sup> the exodus of DSPs from the field has left people with I/DD without consistent access to critical support and at a higher risk for hospitalization and institutionalization.

<sup>1</sup> [The State of America's Direct Support Workforce Crisis 2023](#). (Alexandria, VA: ANCOR 2023)

<sup>2</sup> [The State of the Workforce Survey Report](#). (Alexandria, VA: National Core Indicators, 2022)



# HOW CAN CONGRESS HELP?

ANCOR supports the following solutions to increase recruitment, strengthen the workforce, and ensure the stability of disability supports:

**S. 1332**  
**H.R. 2941**

## Recognizing the Role of Direct Support Professionals Act

There is currently no federal standard occupational classification (SOC) for DSPs. Congress should support the creation of a SOC for DSPs, which would ensure accurate data collection and help policymakers address the workforce crisis.

**S. 3118**  
**H.R. 6296**

## HCBS Relief Act

Congress should support a crucial two-year, 10-point increase in the federal match (FMAP) for Medicaid, which would empower states to enhance their home and community-based services programs and address critical workforce issues.

**H.R. 7267**

## Disability Community Act

To address the unique challenges Medicaid-funded I/DD providers face in compliance with regulations that raise the cost of service delivery, providers need additional funding to ensure they are not forced to limit access to services for people with disabilities.