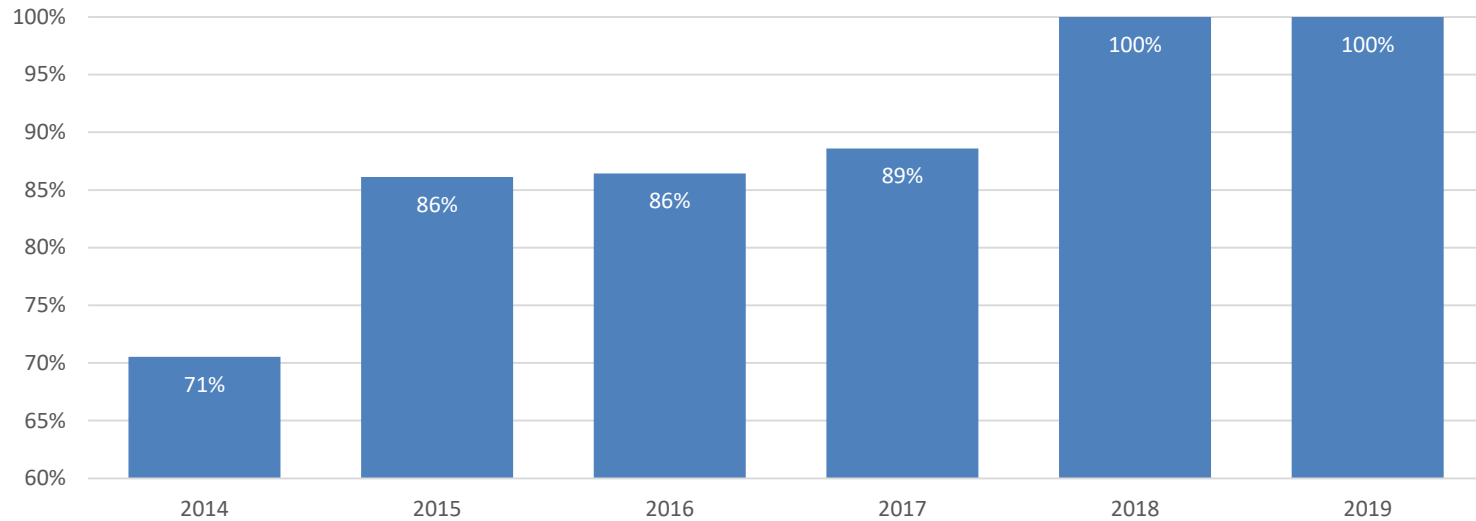


# 2019 Community Residential Staffing Results

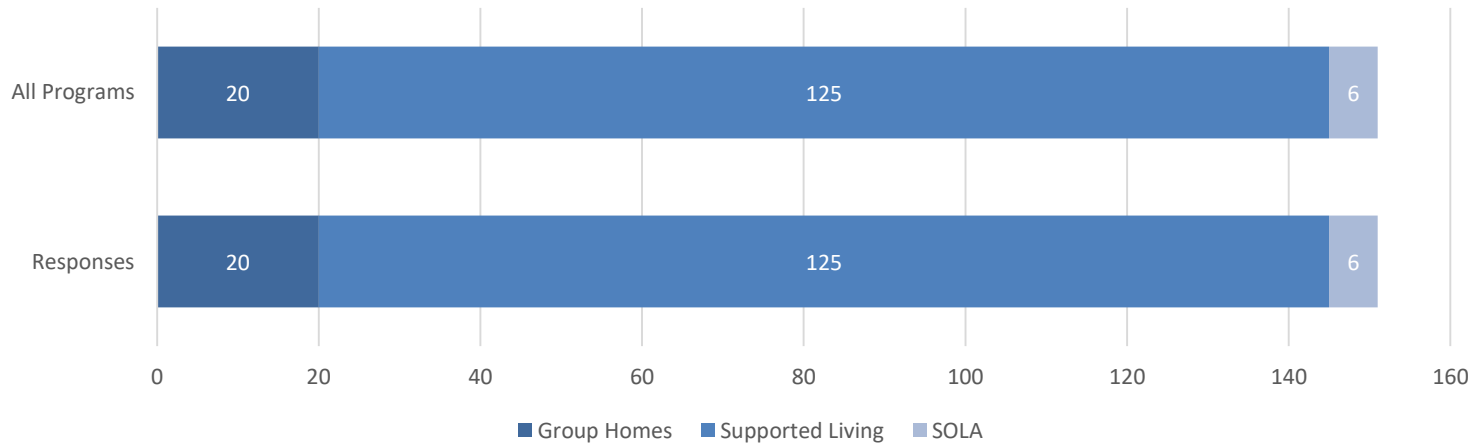
Department of Social and Health Services  
Management Services Division  
Office of Rates Management

# Survey Response Rate

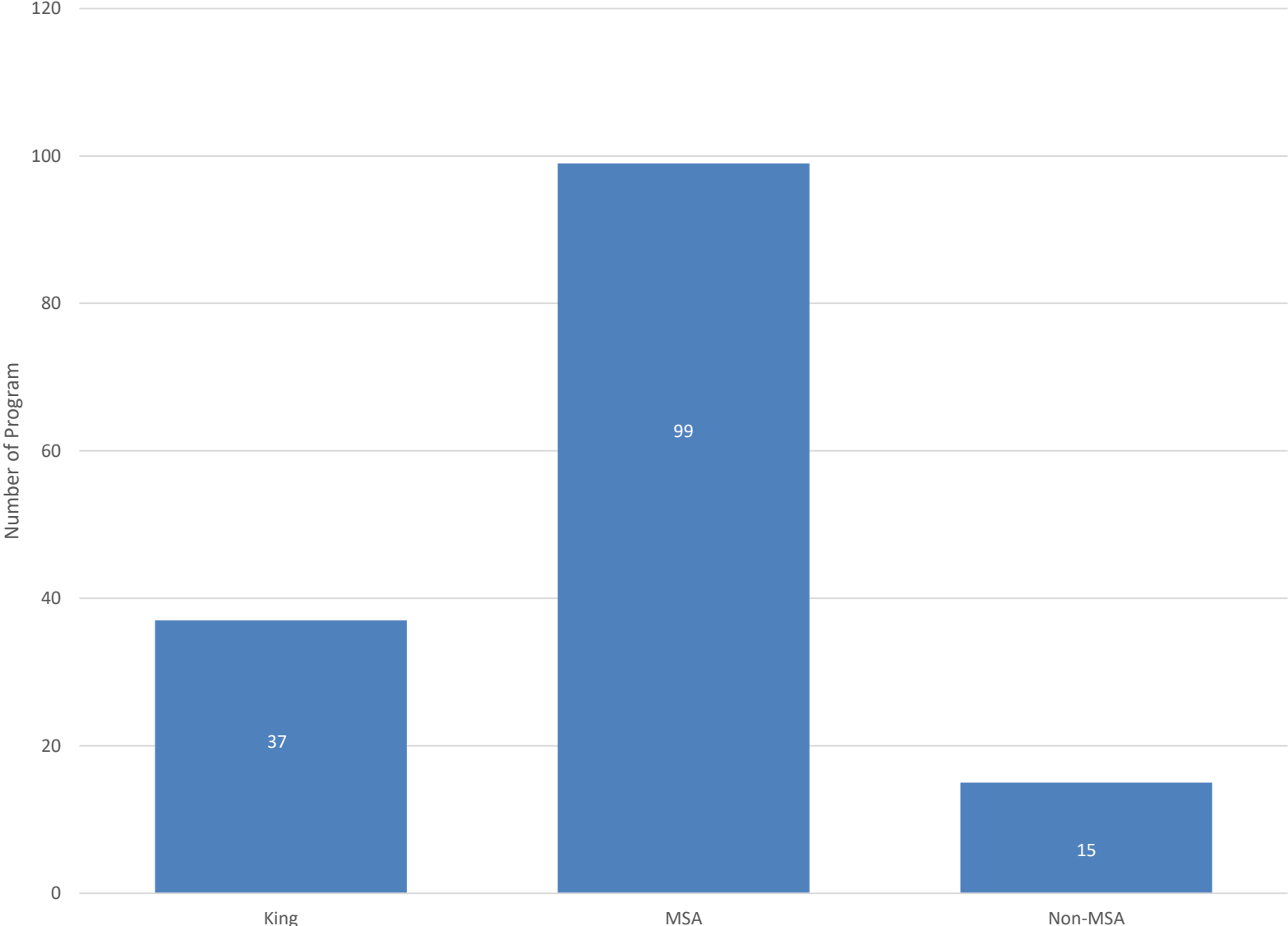
Survey Response Rate Over Time



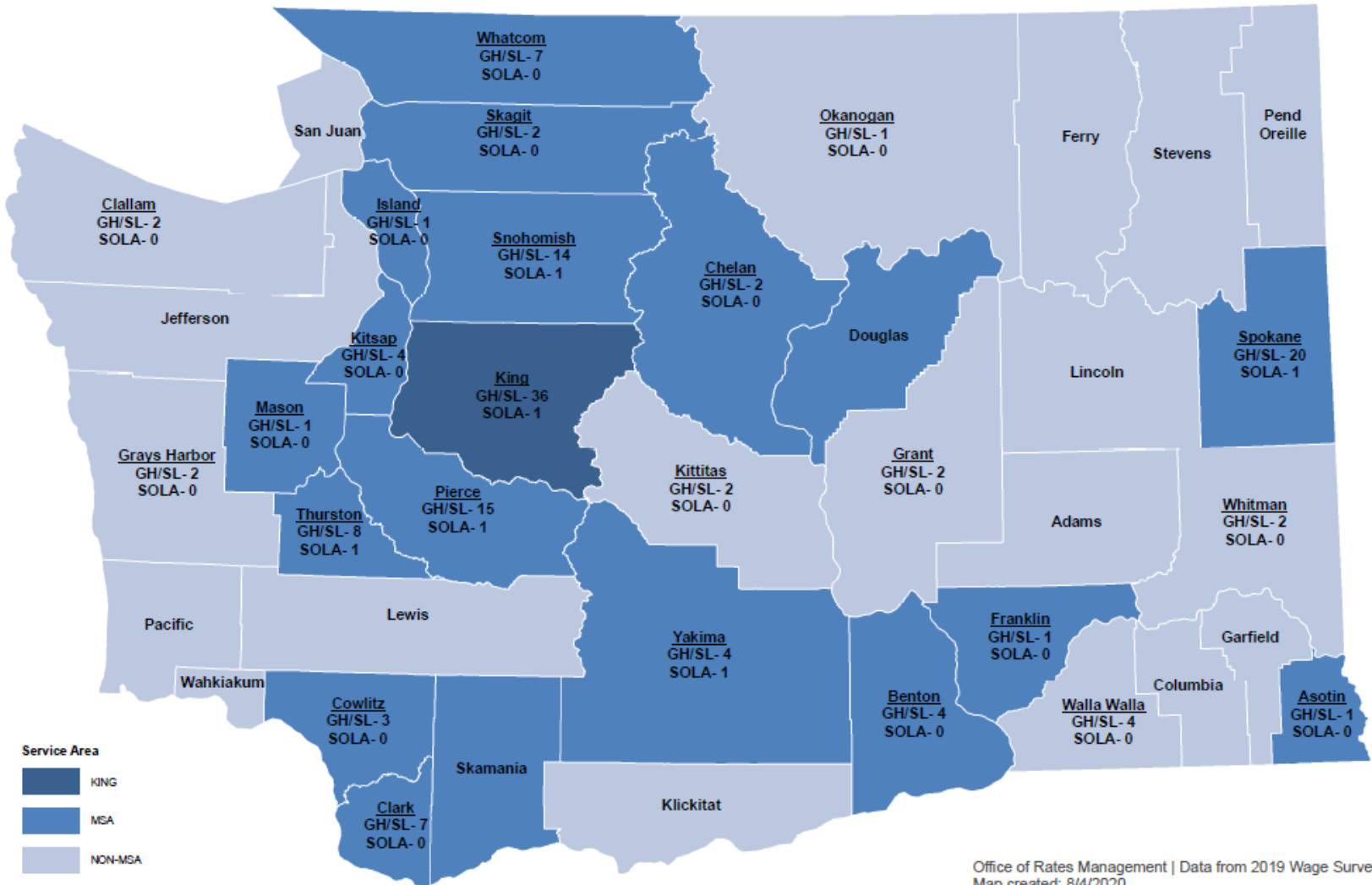
Program and Responses by Contract Type



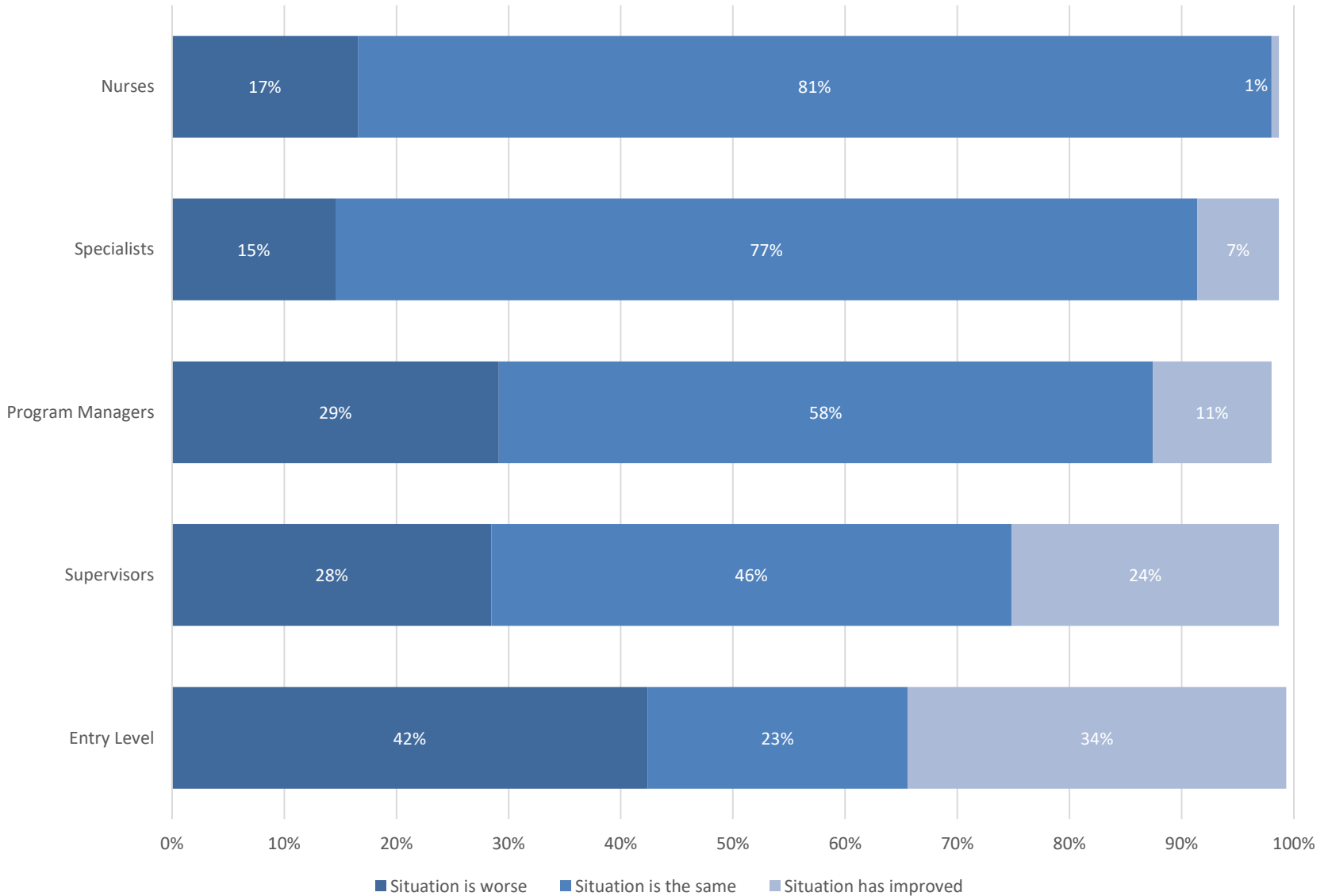
# Total Programs by Service Area



# Programs by County

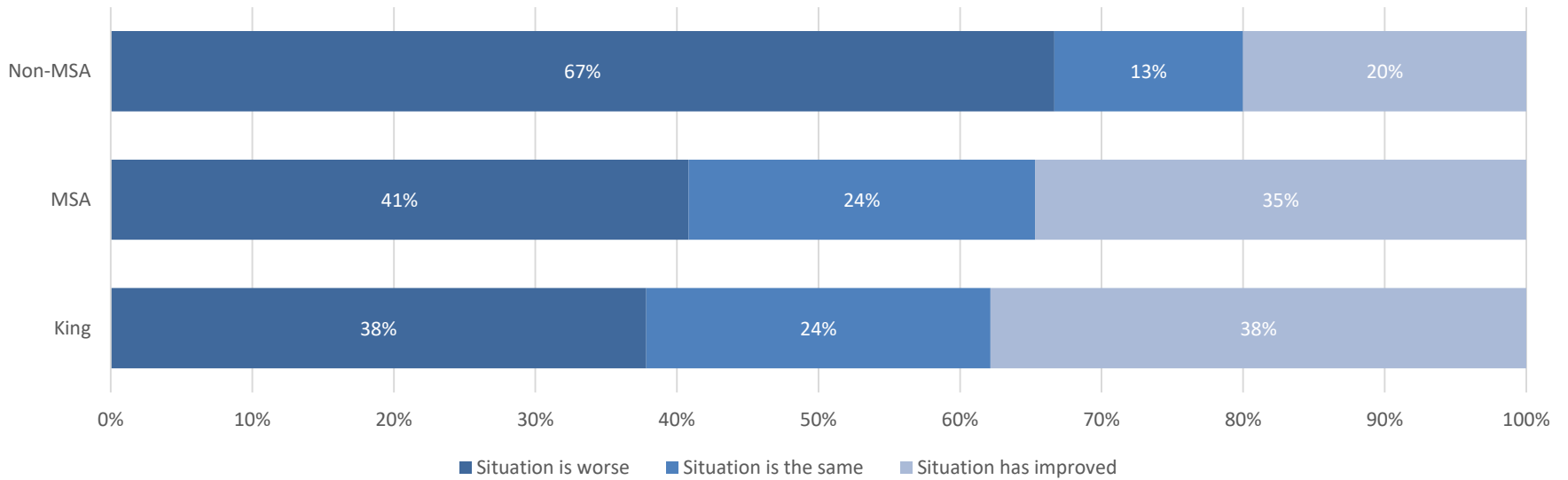


# Reported Recruiting Difficulty by Position Type

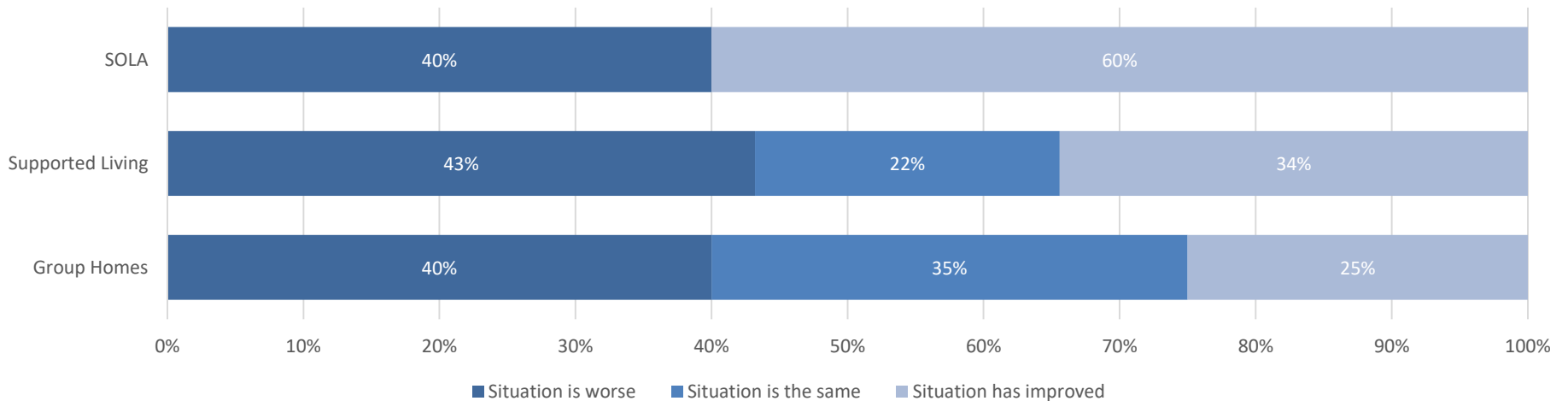


# Reported Difficulty in Recruiting (Entry Level Only)

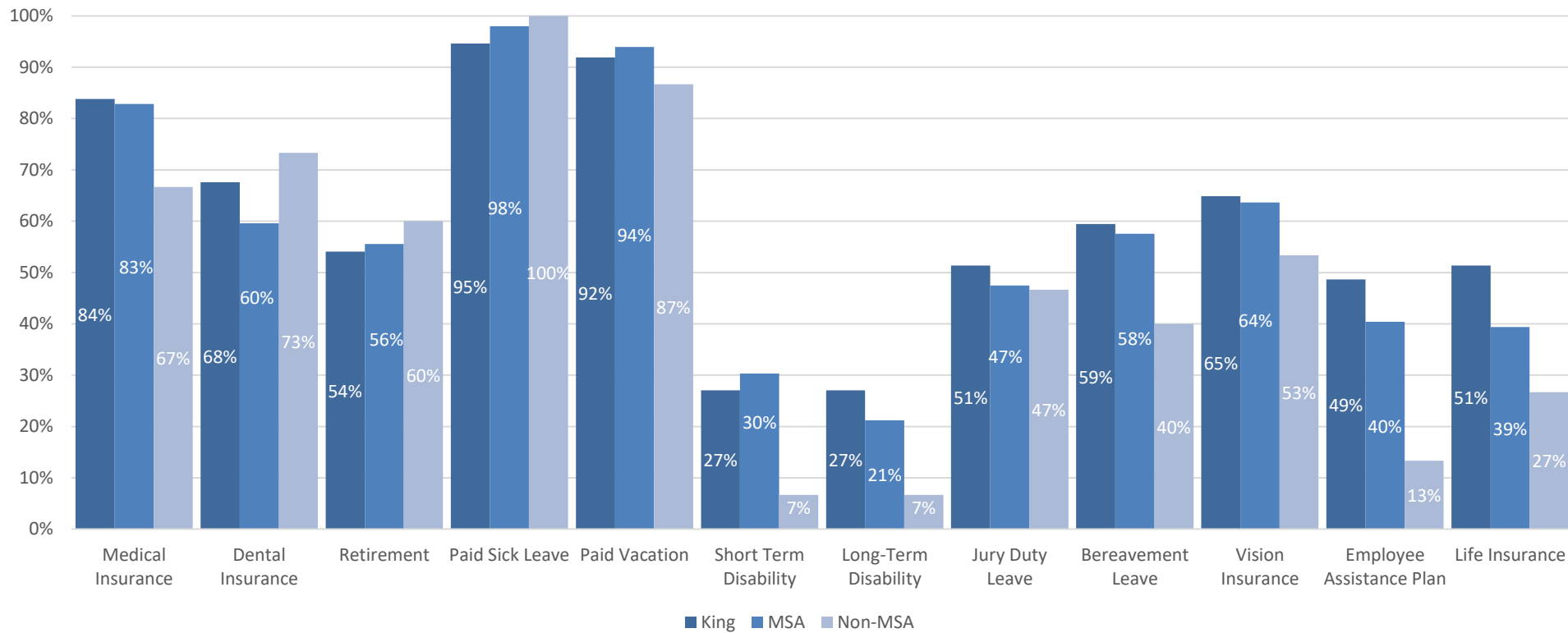
By Service Area



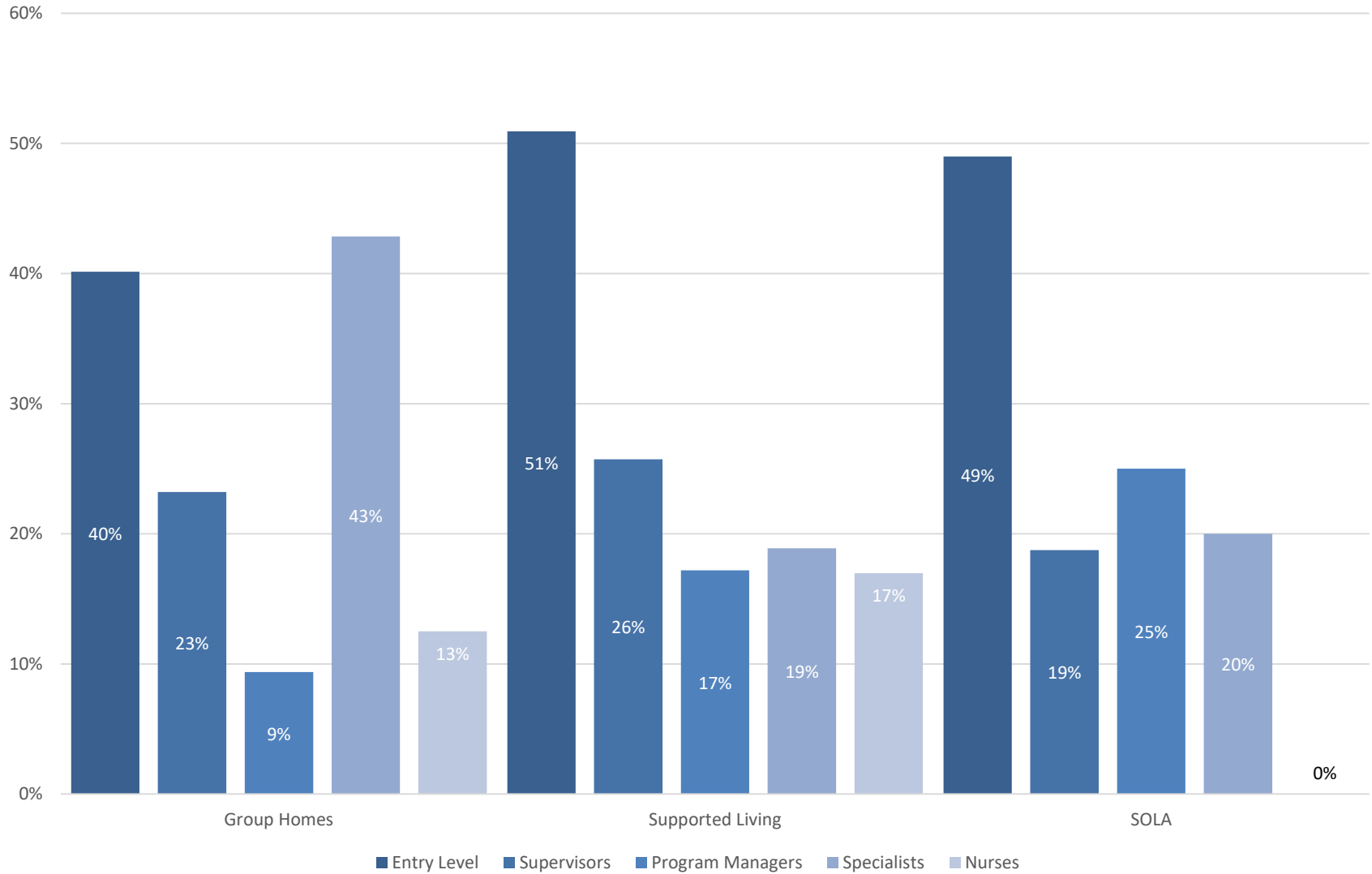
By Home Type



# Percent of Programs Reporting Benefits by Service Area

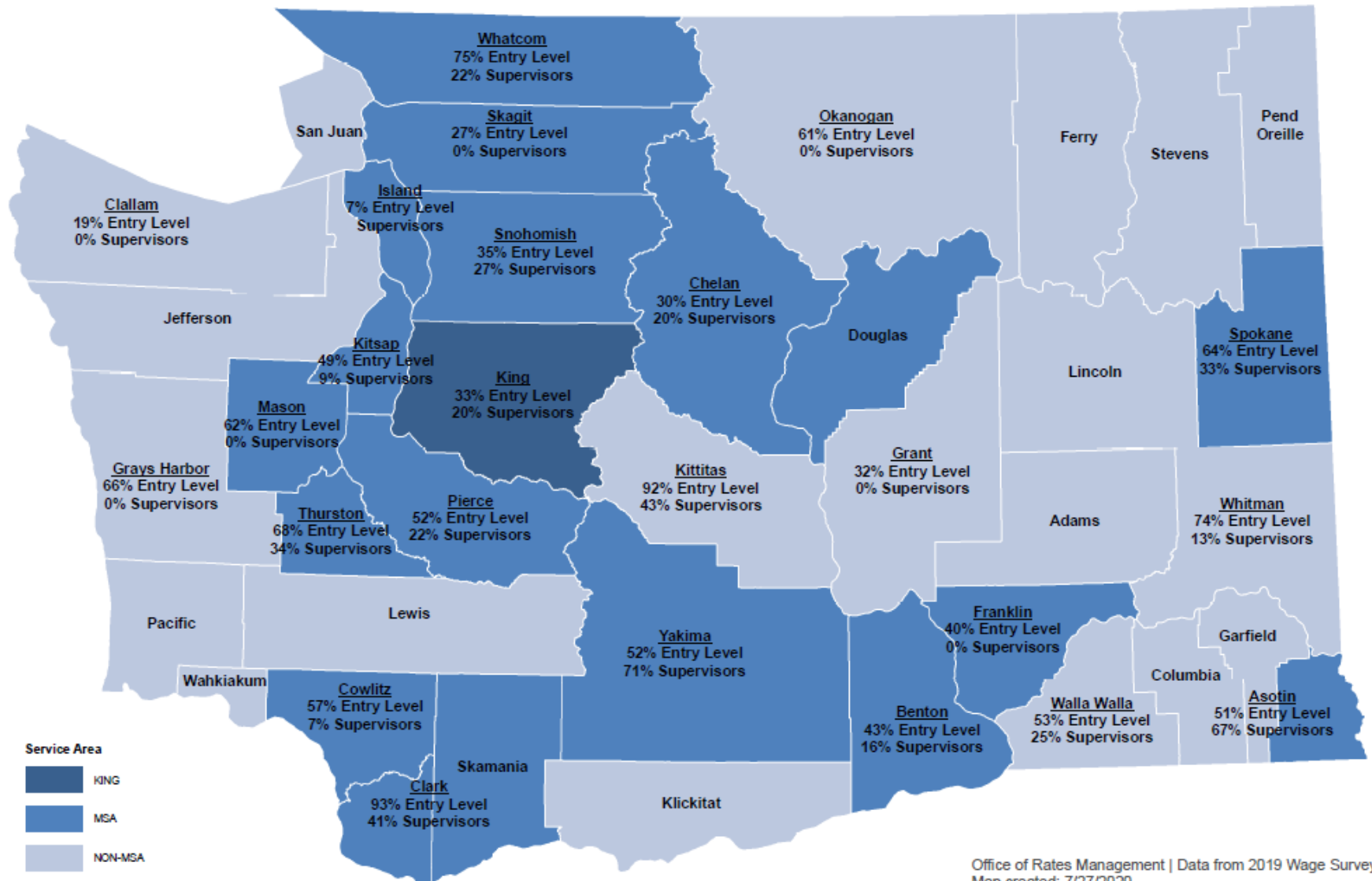


# Annual Turnover Rate by Position and Home Type





# Reported Entry Level and Supervisor Turnover by County



## Wages and Service Areas

### *Average Wages Reported By Service Area (excluding SOLA)*

Staff Position	King		MSA		NMSA	
	Year One	Year Two	Year One	Year Two	Year One	Year Two
Entry Level	\$14.52	\$15.39	\$13.67	\$14.64	\$13.73	\$14.99
Supervisors	\$18.02	\$19.25	\$17.54	\$18.98	\$17.05	\$18.63
Program Managers	\$22.25	\$23.54	\$21.53	\$23.42	\$24.25	\$25.70
Specialists	\$23.07	\$23.92	\$19.91	\$21.75	\$21.72	\$23.04
Nurses	\$28.96	\$30.62	\$31.30	\$33.54	\$30.16	\$31.66

### *Range of Year One Wages Reported By Service Area (excluding SOLA)*

Staff Position	King		MSA		NMSA	
	Low	High	Low	High	Low	High
Entry Level	\$12.50	\$16.00	\$12.00	\$17.00	\$12.00	\$16.00
Supervisors	\$15.00	\$25.00	\$12.50	\$25.00	\$12.50	\$21.75
Program Managers	\$17.50	\$32.60	\$13.50	\$30.00	\$15.00	\$35.00
Specialists	\$17.00	\$36.05	\$13.00	\$36.05	\$15.00	\$26.56
Nurses	\$20.00	\$36.05	\$25.00	\$42.00	\$18.31	\$42.00

# Summary for Group Home and Supported Living

## RESIDENTIAL STAFFING SURVEY - 2019 Wage, Vacancy & Turnover Data

Staffing Breakdown			Hourly Wages		Hourly Wage Range		Vacancy and Turnover	
Number of Staff Positions	Total Staff	%	Entry Level	Two Year	Low	High	Vacancy Rate	Turnover Rate
Entry Level	10,188	85.3%	\$13.89	\$14.86	\$12.00	\$17.00	14.4%	50.5%
1st Line Supervisors	919	7.7%	\$17.61	\$19.01	\$12.50	\$25.00	9.6%	25.6%
Program Managers	451	3.8%	\$21.97	\$23.66	\$13.50	\$35.00	6.2%	16.6%
Specialists	321	2.7%	\$20.43	\$22.11	\$13.00	\$36.05	6.2%	19.9%
Nurses	61	0.5%	\$30.47	\$32.48	\$18.31	\$42.00	8.2%	16.4%
Total No. Positions	11,940	100.0%	Average Vacancy & Turnover				13.5%	46.3%
Number of Vacant Positions			Breakdown of Employees that Left					
Entry Level	1,469	91.2%	Entry Level	5,144	93.1%			
1st Line Supervisors	88	5.5%	1st Line Supervisors	235	4.3%			
Program Managers	28	1.7%	Program Managers	75	1.4%			
Specialists	20	1.2%	Specialists	64	1.2%			
Nurses	5	0.3%	Nurses	10	0.2%			
Total Vacant Positions	1,610	100.0%	Total Employees Left	5,528	100.0%			

Note: The above data does not include data from the SOLA programs

## Summary for SOLA

RESIDENTIAL STAFFING SURVEY - 2019 Wage, Vacancy & Turnover Data								
Staffing Breakdown			Hourly Wages Reported		Hourly Wage		Vacancy and Turnover	
Number of Staff Positions	Total Staff	Percent of Group	Entry Level	Two Year	Low	High	Vacancy Rate	Turnover Rate
Entry Level	249	90.2%	\$16.98	\$19.47	\$15.52	\$17.94	20.5%	49.0%
1st Line Supervisors	16	5.8%	\$20.06	\$23.20	\$19.59	\$20.18	0.0%	18.8%
Program Managers	4	1.4%	\$29.91	\$37.16	\$29.91	\$29.91	0.0%	25.0%
Specialists	5	1.8%	\$18.59	\$24.39	\$15.61	\$24.54	0.0%	20.0%
Nurses	2	0.7%	\$37.84	\$38.24	\$33.90	\$39.81	0.0%	0.0%
Total No. Positions	276	100.0%	Average Vacancy & Turnover				18.5%	46.0%
Vacant Positions			Breakdown of Employees that Left					
Entry Level	51	100.0%	Entry Level	122	96.1%			
1st Line Supervisors	-	0.0%	1st Line Supervisors	3	2.4%			
Program Managers	-	0.0%	Program Managers	1	0.8%			
Specialists	-	0.0%	Specialists	1	0.8%			
Nurses	-	0.0%	Nurses	-	0.0%			
Total Vacant Positions	51	100.0%	Total Employees Left	127	100.0%			

Note: The above data includes only data from the SOLA programs

## Summary for All Programs

RESIDENTIAL STAFFING SURVEY - 2019								
Wage, Vacancy & Turnover Data								
Staffing Breakdown			Hourly Wages Reported		Hourly Wage		Vacancy and Turnover	
Number of Staff Positions	Total Staff	Percent of Group	Entry Level	Two Year	Low	High	Vacancy Rate	Turnover Rate
Entry Level	10,437	85.4%	\$13.99	\$15.02	\$12.00	\$17.94	14.6%	50.5%
1st Line Supervisors	935	7.7%	\$17.70	\$19.16	\$12.50	\$25.00	9.4%	25.5%
Program Managers	455	3.7%	\$22.15	\$23.97	\$13.50	\$35.00	6.2%	16.7%
Specialists	326	2.7%	\$20.35	\$22.20	\$13.00	\$36.05	6.1%	19.9%
Nurses	63	0.5%	\$31.07	\$32.95	\$18.31	\$42.00	7.9%	15.9%
Total No. Positions	12,216	100.0%	Average Vacancy & Turnover				13.6%	46.3%
Vacant Positions			Breakdown of Employees that Left					
Entry Level	1,520	91.5%	Entry Level	5,266	93.1%			
1st Line Supervisors	88	5.3%	1st Line Supervisors	238	4.2%			
Program Managers	28	1.7%	Program Managers	76	1.3%			
Specialists	20	1.2%	Specialists	65	1.1%			
Nurses	5	0.3%	Nurses	10	0.2%			
Total Vacant Positions	1,661	100.0%	Total Employees Left	5,655	100.0%			

Transforming  
Lives

