



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.¹

90%

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.

69%

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.

64%

of providers are considering delaying the launch of new programs as a result of the ongoing workforce crisis.

With an average turnover ratio of 39.7%,² 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.

¹ [The State of America's Direct Support Workforce Crisis 2024](#). (Alexandria, VA: ANCOR 2024).

² [The State of the Workforce Survey Report](#). (Alexandria, VA: National Core Indicators, 2023).