



Date: September 19, 2016

Attn.: Social Services Appropriations Committee Members; Legislative Fiscal Analyst; DSPD; and DHS

Utah Association of Community Services (UACS) member agencies have seen a huge decrease in turnover rates since the Utah State Legislature funded the first year of a three-year plan to increase direct care staff compensation. UACS member agencies began 2015 with an annual turnover rate of 86%. That rate has now dropped to 57% - a 29-point decrease in the first year of increased funding.

The same methodology was used to calculate the 86% baseline turnover percentage leading up to the first year of increases (4th quarter of FY2015 along with FY2016). The methodology formula was consistent across providers and was consistent between the baseline and FY2016 surveys:

$$\frac{\text{Total number of separations (departing employees) for FY2016}}{\text{Total number of Utah-based employees for FY2016}} = \text{FY2016 Turnover Rate}$$

The correlating numbers are:

$$\frac{3,669}{6,446} = 57\%$$

The compensation increase worked exactly like we had hoped, dramatically decreasing the turnover rate. This data demonstrates that the three-year plan is effective, and should be continued for the third year for FY2018. While a 29-point decrease in the turnover rate is significant, 57% is still extremely high. Less turnover of direct care staff provides more stability to the lives of Utahns with intellectual and developmental disabilities.

Please contact Charlie Luke, Executive Director, Utah Association of Community Services, with any questions: charlieluke@uacs.org or (801) 554-5442