



Date: October 16, 2019

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

Utah Association of Community Services (UACS) member agencies continue to see overall decreases in turnover rates during the five years since the Utah State Legislature has funded a plan to increase direct care staff compensation. UACS member agencies began 2015 with an annual turnover rate of 86%. That rate dropped to **57% in FY2016** - a 29-point decrease in Year 1, **49% in FY2017** - an 8-point decrease in Year 2, **62% in FY2018** - a 13-point increase in Year 3, and is **64% in FY2019** - a 2-point increase in Year 4.

During the fourth year of funding in FY2019 the committee appropriated \$1,500,000, which was less than the third year of funding in FY2018 when \$2,000,000 was appropriated. \$5,000,000 had been appropriated in FY2016 and FY2017.

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 FY2019 surveys.

Less turnover of direct care staff provides more stability to the lives of Utahns with intellectual and developmental disabilities. We hope that the Legislature continues to value the success of the two full funding years in FY2016 and FY2017, and the partial funding in FY2018, FY2019, and FY2020.

UACS is concerned about the trend of increasing turnover and encourages the committee to continue to proactively address direct care staff turnover through increased funding for both direct care staff compensation and administrative operations. We also recommend the committee look at legislation to link direct care staff compensation and provider rates to the Consumer Price Index (CPI) or other economic indicators to better provide automatic incremental annual increases. While this would not eliminate the need to occasionally adjust direct care staff compensation and provider rates with specific appropriations, it would help avoid future disparity between provider and community compensation.

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