



COMMUNITY RESIDENTIAL SERVICES ASSOCIATION

Supported Living: Providing Services During COVID-19

Serving people with intellectual and developmental disabilities in their **home community** is a long-standing top priority for Washington state. Supported Living providers, also known as Community Residential Services, are the primary provider of these services in our state. Over **21 million service hours** are delivered each year for approximately **4,600 clients**.

The health and safety of our clients and staff is our top priority

Supported Living providers have continued to serve our clients during the COVID-19 pandemic. Supporting our clients, who have challenging behaviors with the added stress of the pandemic, is extremely difficult now. Our staff must try to keep our clients from being scared, angry, upset, or reactive in the face of potential infection. Social distancing and isolation (when required) is challenging for anyone, but particularly with clients wanting to engage with friends, family members, and housemates but not understanding why they can't.

Supported Living is facing unprecedented costs as a result of COVID-19

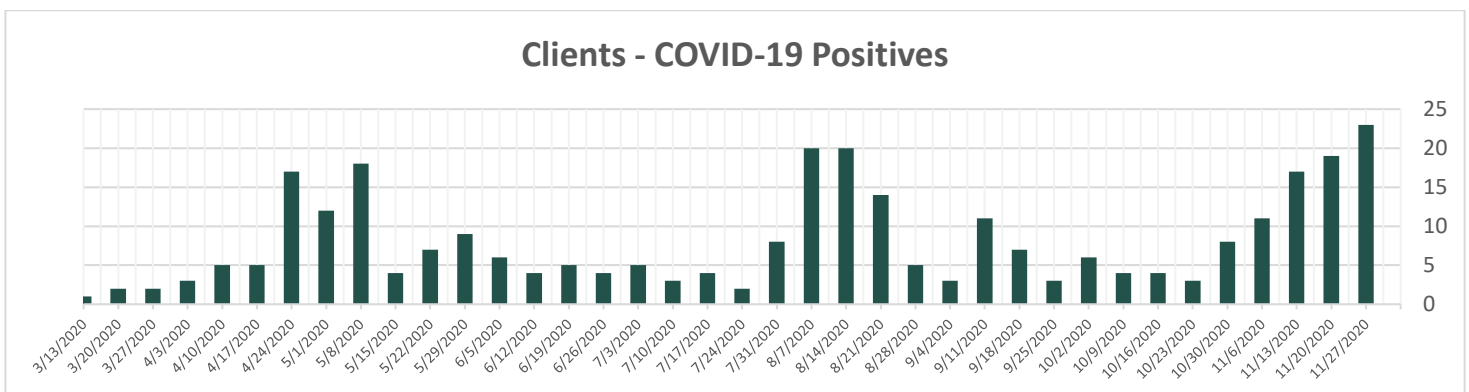
| 2020 COVID-19 Related Expenditures | Average cost per agency* | Per client average* |
|--|--------------------------|---------------------|
| PPE and Disinfection & Cleaning Supplies | \$29,308 | \$494 |
| Other equipment & modifications | \$29,686 | \$500 |
| Hazard pay for staff | \$529,531 | \$8,920 |
| Other personnel and COVID-19 expenses | \$109,310 | \$1,841 |
| Total COVID-19 Expenses | \$697,835 | \$11,755 |

* Based on survey of all Supported Living providers with response data representing 40% of clients served

COVID-19 cases are greatly impacting Supported Living providers, but these protective measures are keeping positivity rates lower than other long-term care settings

| | Client COVID-19 positive cases | Client COVID-19 positivity % | Staff COVID-19 positive cases |
|---|--------------------------------|------------------------------|-------------------------------|
| Residential Habilitation Centers (RHCs) | 72 | 13.0% | 197 |
| Community Residential settings | 281 | 6.2% | 583 |

Any cuts to Supported Living funding would be devastating to the clients that we serve, especially while numbers are increasing.



Supported Living continues to lose ground with Minimum Wage and State-Operated programs

Services & Costs

- ✓ Community Residential – **4,563 people served** (*85.8% of those served*) Average cost per client day = **\$418.08**
- ✓ SOLA's – 200 people served (*3.8% of those served*) Average cost per client day = **\$755.95**
- ✓ RHC's – 554 people served (*10.4% of those served*) Average cost per client day = **\$1,163.20**

SOLA programs are 81% more expensive, while RHC's are 178% more expensive than Supported Living

Entry Level Wages and the Impact on Turnover

- Community Residential = **\$13.89** per hour
- SOLA = **\$16.98** per hour

SOLA wages are 22.2% higher than Community Residential, which experienced turnover around 50% for the fifth consecutive year (50.5% in 2019)

Vacancy Rate (in positions)

- ✓ Direct Support Staff = **14.4%** - **Highest rate of open direct support positions in over a decade!**
 - As a result, about **1 out of 7** direct support hours are filled with staff working and paid overtime

A Decade of Underfunding: Washington & Seattle Minimum Wage Mandates compared to Average Starting Wage for Supported Living Direct Support Staff

| Date | Statewide Minimum Wage | Statewide average entry wage | Statewide % Difference | Statewide Self-Sufficiency ** | Diff. from DSP Wage | Seattle Minimum Wage | Seattle DSP avg. entry wage | Seattle % Diff. |
|------|------------------------|------------------------------|------------------------|-------------------------------|---------------------|----------------------|-----------------------------|-----------------|
| 2020 | \$13.50 | \$13.89 | 2.9% | \$17.42 | (25.4%) | \$16.39 | \$14.52 | (11.4%) |
| 2019 | \$12.00 | \$12.85 | 7.1% | | | \$16.00 | \$13.60 | (15%) |
| 2018 | \$11.50 | \$12.24 | 6.4% | | | \$15.45 | \$13.04 | (18.5%) |
| 2017 | \$11.00 | \$11.34 | 3.1% | \$14.06 | (24%) | \$15.00 | \$11.91 | (26%) |
| 2016 | \$9.47 | \$10.77 | 13.7% | | | \$13.00 | \$11.23 | (15.7%) |
| 2015 | \$9.47 | \$10.41 | 9.9% | | | \$11.00 | \$10.83 | (1.5%) |
| 2014 | \$9.32 | \$10.26 | 10.1% | \$11.06 | (7.8%) | \$9.32 | \$10.73 | 15.1% |
| 2013 | \$9.19 | \$10.12 | 10.1% | | | \$9.19 | \$10.60 | 15.3% |
| 2012 | \$9.04 | \$9.75 | 7.9% | | | \$9.04 | \$9.98 | 10.4% |
| 2011 | \$8.67 | \$9.90 | 14.2% | \$10.90 | (10.1%) | \$8.67 | \$10.63 | 22.6% |
| 2010 | \$8.55 | \$9.90 | 15.8% | | | \$8.55 | \$10.56 | 23.5% |
| 2009 | \$8.55 | \$9.98 | 16.7% | \$8.91 | 10.7% | \$8.55 | \$10.60 | 24.0% |
| 2008 | \$8.07 | \$9.98 | 23.7% | | | \$8.07 | \$10.22 | 26.6% |

** The Self-Sufficiency Standard for Washington State 2020 by Diana M Pearce, PhD, Director of Center for Women's Welfare at the University of Washington School of Social Work in collaboration with the Workforce Development Council of Seattle-King County