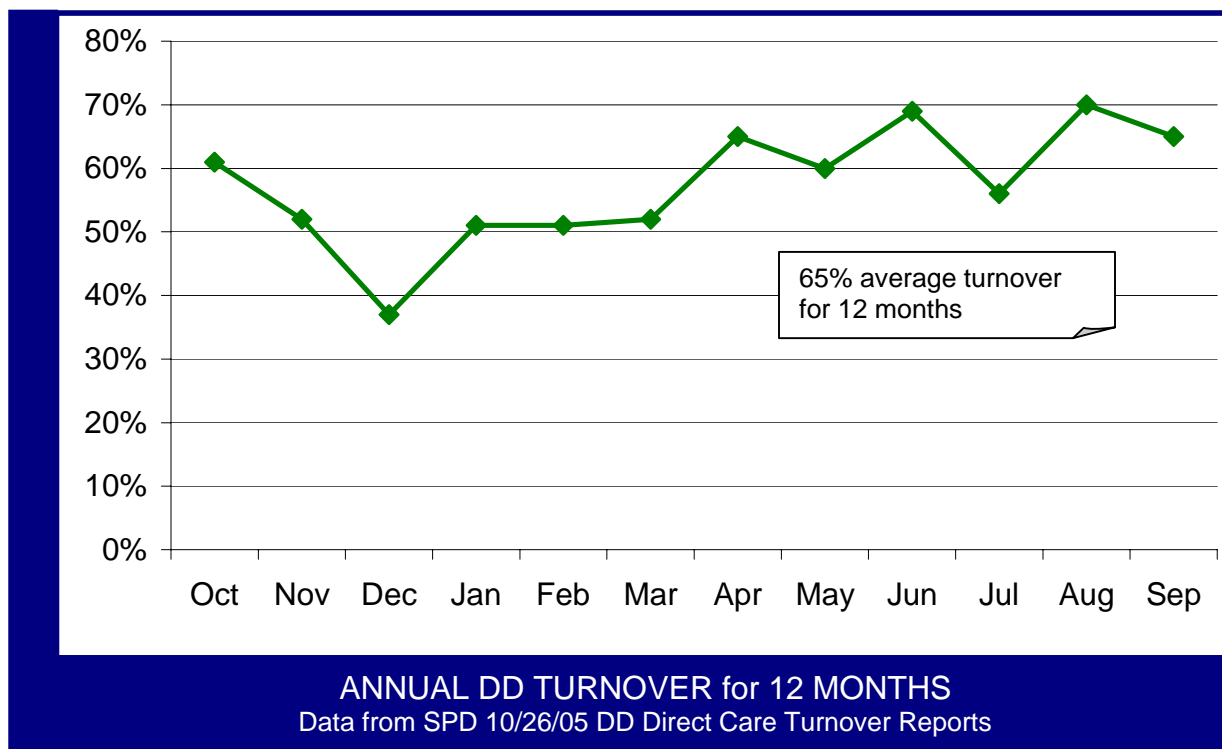




Turnover of DD Direct Care Employees

Over 6,000 DD Direct Care Employees show a 22% increase in turnover over the past six months, averaging 65% for the 2005 year!



Negative Impact of High Turnover

Relationships: Direct care employees provide complete physical support to many individuals. Frequent turnover is devastating to an individual's sense of safety and security in these relationships.

Service Quality: Studies agree that high turnover inevitably results in poorer quality of services and a greater likelihood of health and safety problems with these vulnerable individuals.

Replacement Costs: These are conservatively estimated at \$4,000 for each employee. Community providers now must hire over 3,000 people per year, at a total annual cost to them exceeding \$12 million.

Overtime and Vacancy Costs: Skyrocketing overtime costs and front-line supervisor burn-out are significant factors increased by direct care turnover.