

The state of aging and disability services in America

Findings from the latest NCI-AD™ Adult Consumer Survey and State of the Workforce Survey

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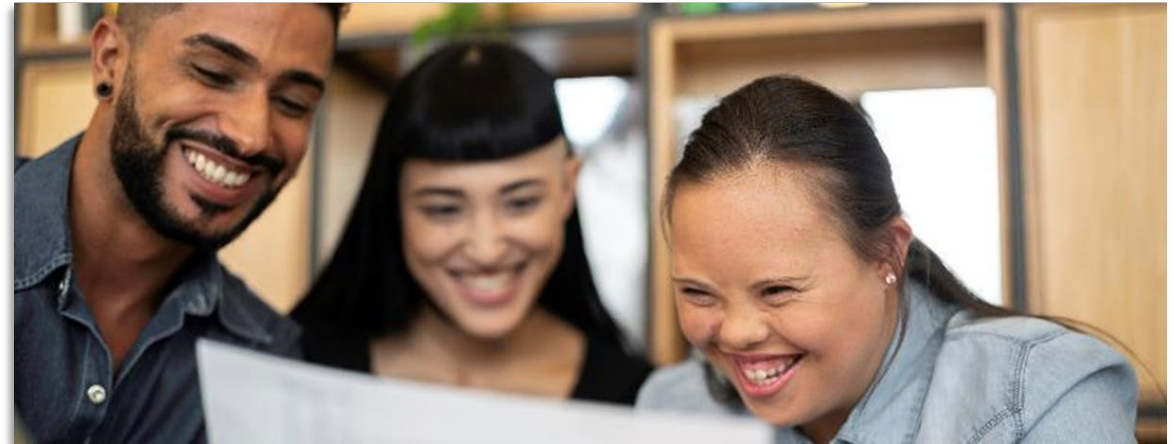
Co-Director NCI, HSRI



National Core Indicators: People Driven Data

National Core Indicators is an initiative designed to **benchmark and track** performance that support **quality improvement efforts** in state systems supporting people with intellectual and developmental disabilities (NCI-IDD) and older adults and people with physical disabilities (NCI-AD).

Our goal is to **support states in their quality improvement** efforts using valid and reliable data collection efforts that hear directly from the people using and supporting systems.



Preview

Review the latest findings from the 2023–2024 National Core Indicators–Aging and Disabilities (NCI-AD) survey. This data captures the experiences of more than 21,000 individuals who received home and community-based services (HCBS) across 20 states.

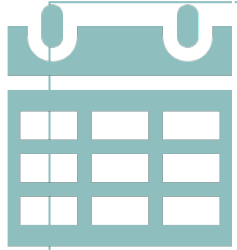
During this session, we'll examine key trends and takeaways that highlight how HCBS supports are affecting the quality of life, independence, and well-being of older adults and people with disabilities. This webinar will offer valuable insights to inform system improvements and person-centered practices.



Welcome and Who's Here

What would you like to hear about today?

NCI-AD: An Overview



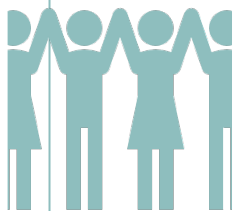
Established

- 2015
- Grew out of NCI-IDD



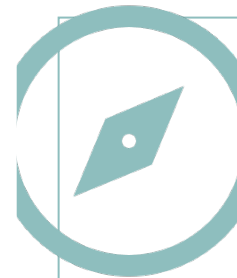
Participating states

- 30 states



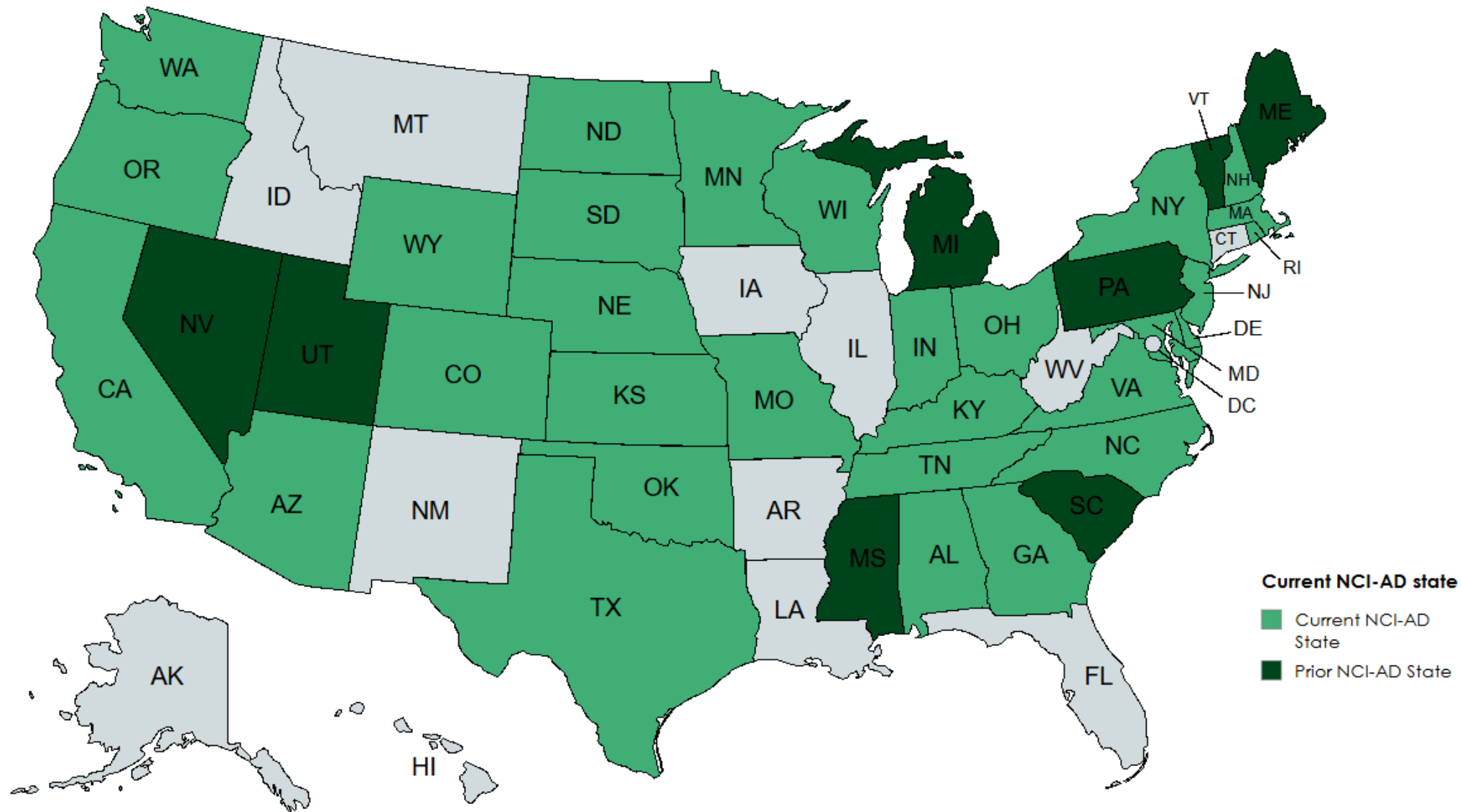
Population addressed

- Older adults and people with physical disabilities receiving LTSS services



Covers multiple domains

- AD domains and indicators
- **New** State of the Workforce Survey – Aging and Disabilities





Adult Consumer Survey (ACS) A Person-Centered Approach

- **Standardized survey with a sample of individuals receiving services**
 - No pre-screening procedures
- **Survey includes:**
 - Demographic and service-related characteristics typically from existing records
 - Main survey section conducted with person receiving services
 - Some questions may be answered by a proxy respondent
- **Survey conducted in-person, via video conference, over the phone**
- **Standardized surveyor training**
- **Allows questions to be reworded or rephrased using familiar names and terms**
- **Survey portions take 50 minutes on average**
- **Minimum sample ~400**

NCI-AD Domains

Community participation	Choice and control
Relationships	Satisfaction
Service coordination	Care coordination
Access to community	Access to needed equipment/modifications
Safety	Health care
Wellness	Medications
Rights and respect	Self-direction
Work	Everyday living
Affordability	Person-centered planning module (optional)
Access to technology	Self-direction (optional)



Why data are important to understanding quality

Using Quality Framework



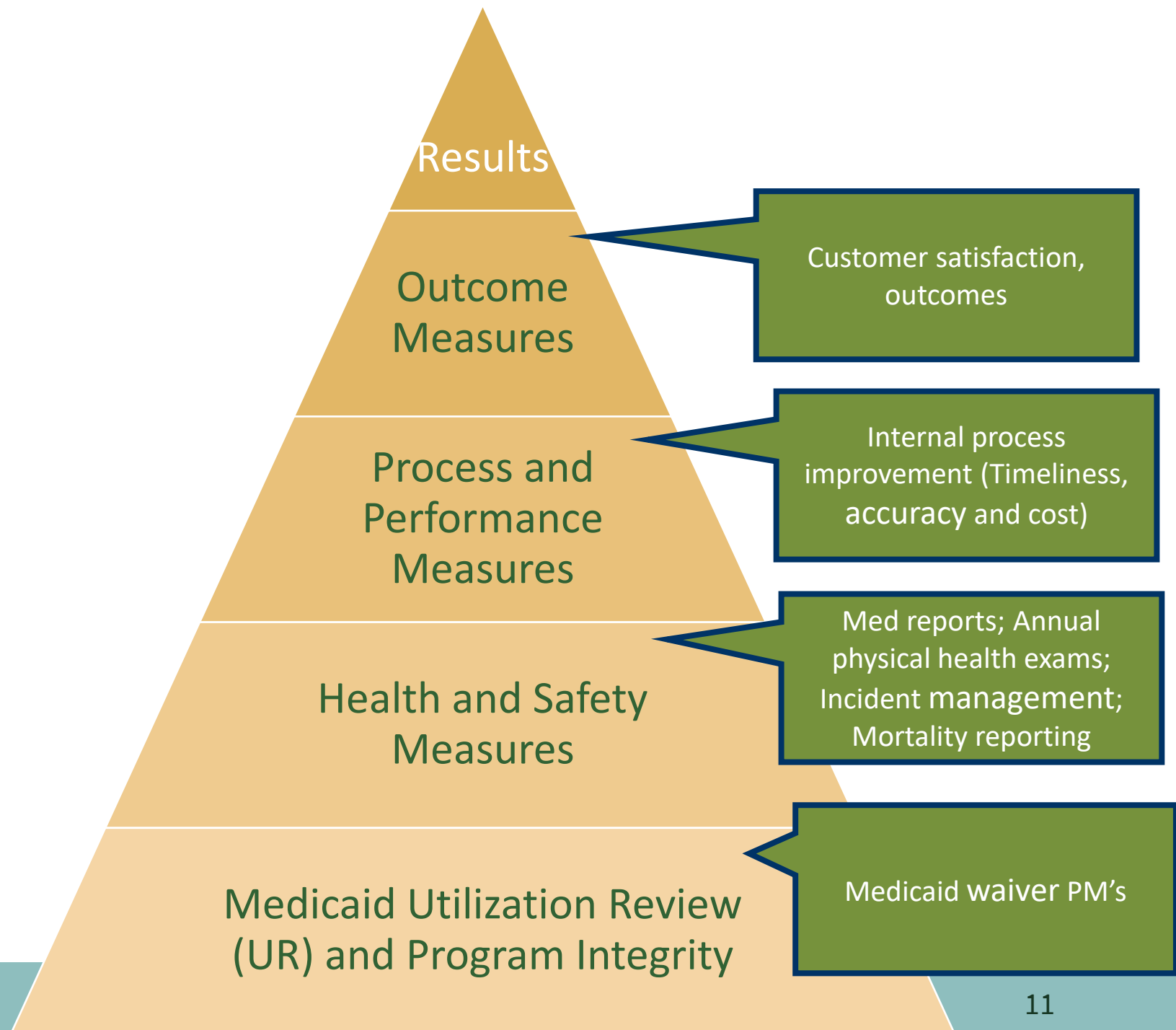
Compliance with
minimum standards
punches your ticket
to get in the game

Meeting these
standards is the
floor, not the ceiling

Go beyond for
systemic
improvement

Each Quality Strategy Requires Data

From the base to the top- all measures matter



Federal Focus on Outcome Measures and Person-Reported Data

ACL

OAA Guidance



CMS

Access Regulation

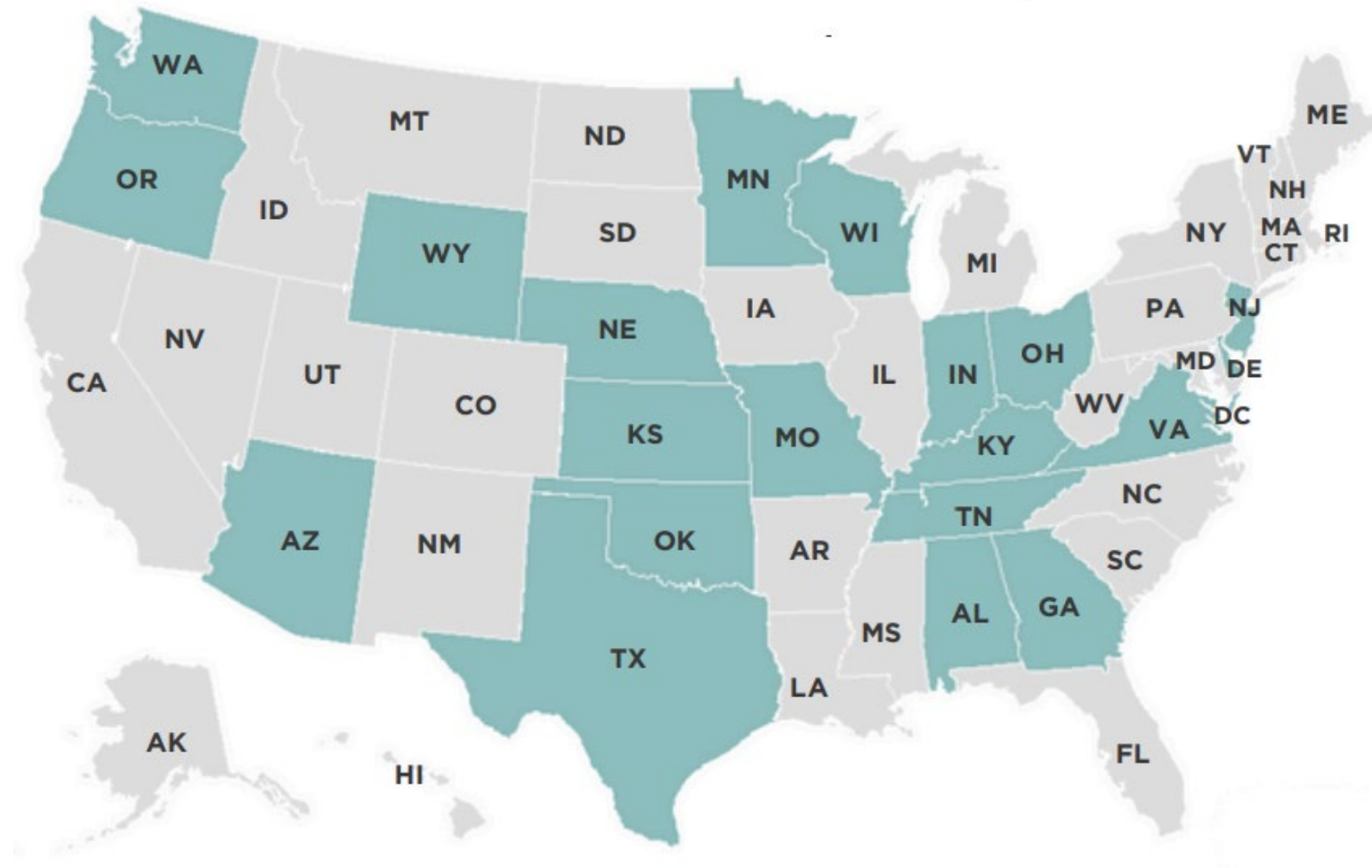
HCBS Quality Measure Set



NCI-AD ACS Outcomes

Select outcomes from 2023-24

**2023-24 ACS data
come from
21,041 people
receiving services
across
20 states**



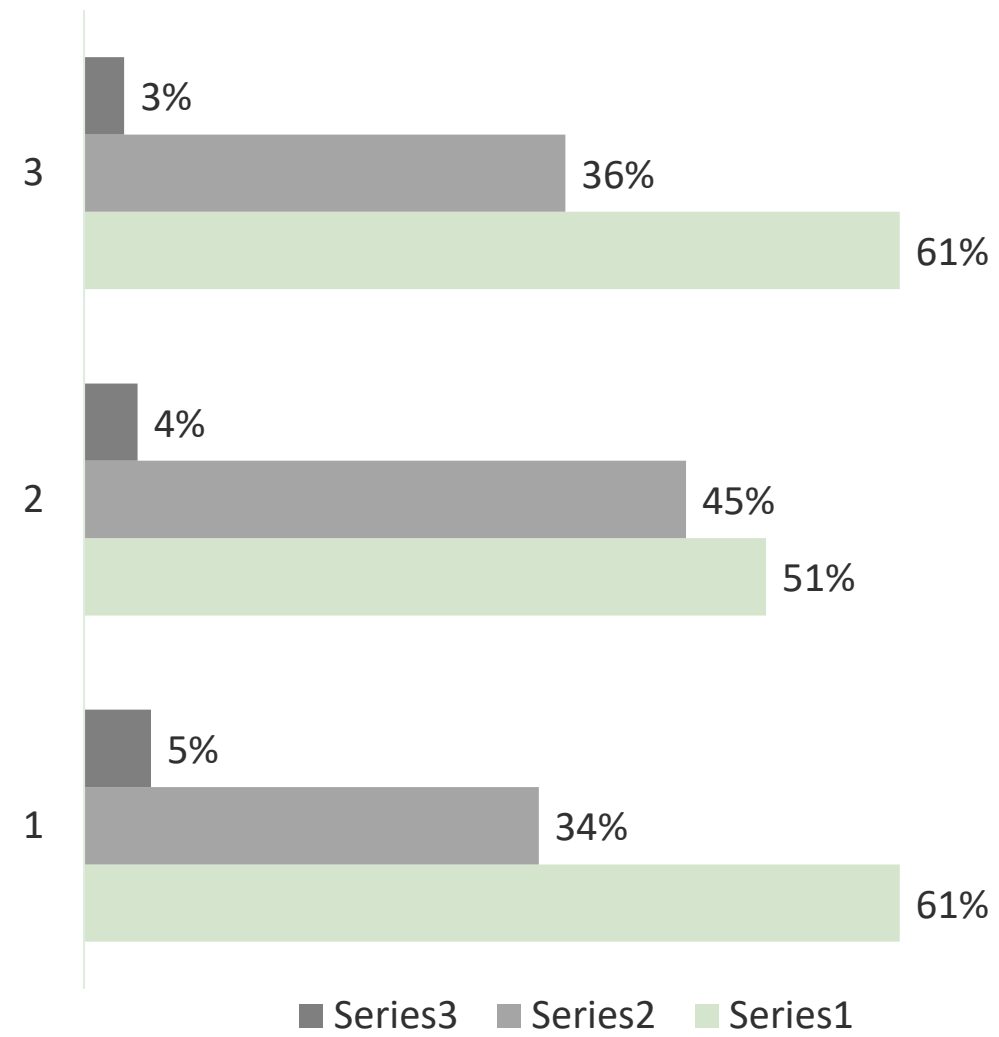
Highlighting Mental Health

28% have a mental health diagnosis

89% reported they have access to mental health services if they want to use it

9% reported needing access to mental health services

Mental Health Diagnosis by Age Group:
45-64 years olds have a higher rate of people with diagnosis than without





Overall, 25% have a history of frequent falls

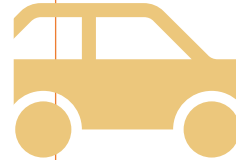
Among those with a history of falls:

- 85% worked with someone to reduce their risk of fall
- 48% had an ER visit in the past year due to a fall
- 57% report they are as active in the community as they want to be
- 28% report they often feel lonely

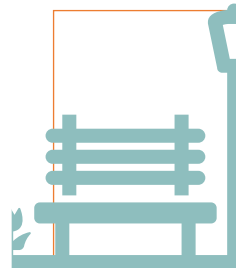
Transportation and Community



91%
Have transportation to get to
medical appointments



72%
Have transportation to do the
things they want outside of home



66% are as active in the
community as they want to be

- Of those who are not as active as they want to be, 32% say this is due to lack of transportation

Nutrition

13% Have to skip meals due to financial worries

- 13% 18-44
- 18% 45-64
- 9% 65 and older

86% Have access to healthy food if they want it

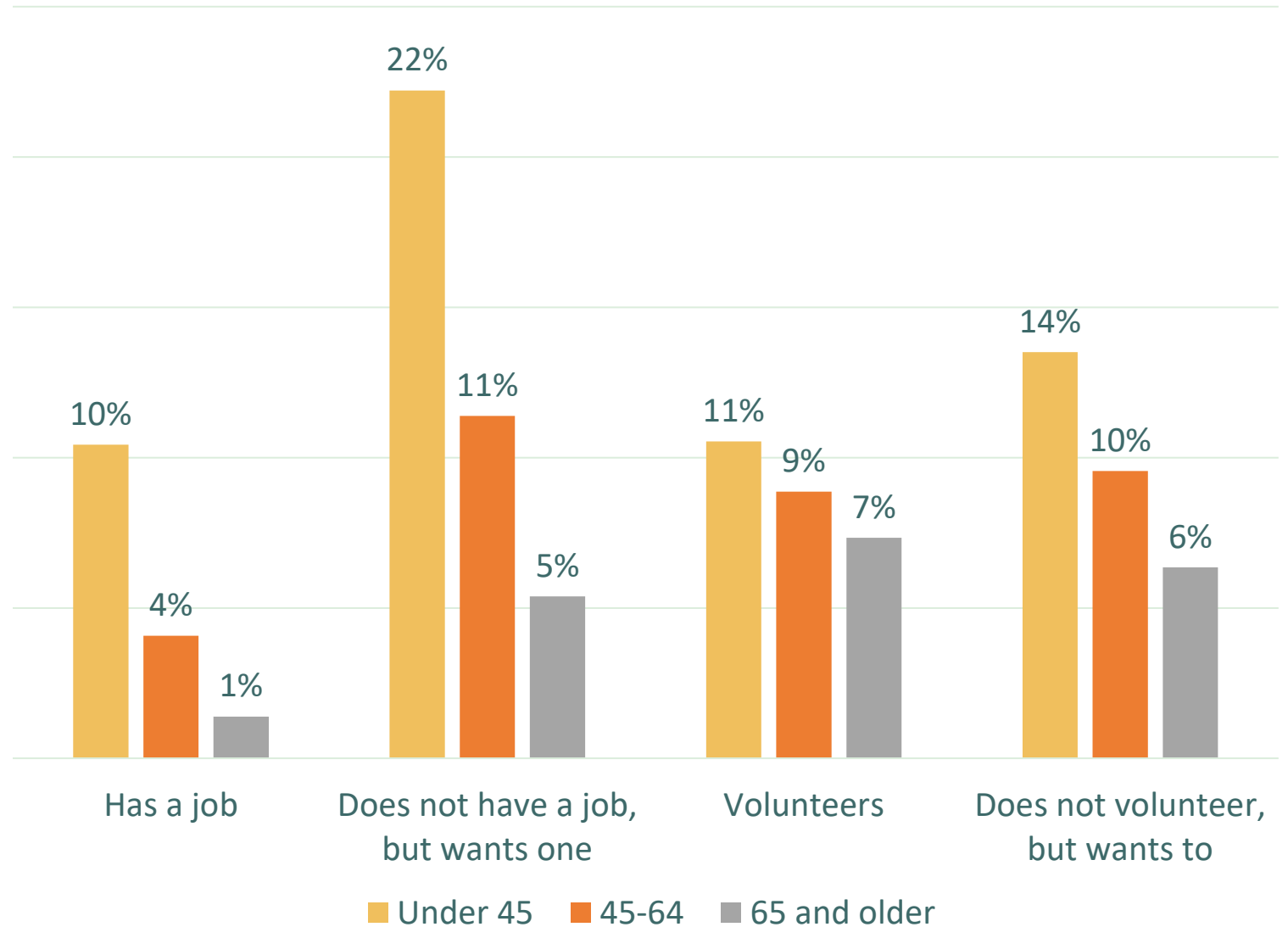
- 88% 18-44
- 83% 45-64
- 88% 65 and older

Daily life

Enjoys how they typically spend the day:

- 70% 18-45
- 62% 45-64
- 65% 65 and older

Employment and Volunteering



Older Americans Act & Medicaid Outcomes

Select NCI-AD Adult Consumer Outcomes 2023-24

Why Focus on Older Americans Act (OAA) and Multi-Sector Plans on Aging (MPA)

Growing number of states including Aging services in NCI-AD ACS sample

To date few states include specific experience of care (EOC) measures to understand, benchmark, and track progress toward meeting state plan goals

- Measures are tested for the population
- Allows for benchmarking and tracking within state OAA, against other state programs, OAA norms across states
- Provides opportunity for states to sample by AAA for further comparison

OAA Final Rule includes guidance for using data for:

- Developing state and area plans
- Evidence-based practice
- Program evaluation

NCI-AD measures track to many common state plan and MPA goals

- States may add questions to target goals not captured in the standard survey
- Data can be incorporated into state Multi-sector plans on aging

Sample* ACS Questions by Common State Plan and MPA Goals

Access to Services and Supports	Gets enough support for everyday activities (if needs at least some assistance)	62% OAA 82% NCI-AD
	Services and supports help them live the life they want	88% OAA 88% NCI-AD
Health, Wellness, and Nutrition	Has worked with someone to reduce risk of falls (if someone has concerns about them falling or being unstable)	74% OAA 81% NCI-AD
	Ever has to skip meals due to financial worries	13% OAA 13% NCI-AD
Emergency Preparedness and Safety	Has an emergency plan in place in case of widescale emergency	76% OAA 79% NCI-AD
	Knows who to talk to if they are mistreated, hurt, disrespected by others	79% OAA 81% NCI-AD
Workforce and Caregiving	Paid support staff change too often*	27% OAA 28% NCI-AD
	Has a backup plan if people who are paid to help them do not show up	63% OAA 73% NCI-AD
Community Access & Participation	Takes part in activities with others as much as they want to (in-person or virtually)	71% OAA 66% NCI-AD
	Has transportation to do the things they want outside of home	76% OAA 72% NCI-AD

*This is not exhaustive, Rosa and Steph can work with states to align with State Plans and MPAs 😊



Sample State Question Profiles

Enabling and assistive
technology

Rights and protection
from abuse

Dementia Services

Older Americans Act Outcomes

Select NCI-AD Adult Consumer Outcomes 2023-24

For this analysis...

Data are from 2023-24

Analysis criteria (NCI-AD and OAA):

- People 60 and older
- Those *not receiving* nursing facility services or living in assisted living

Programs represented:

- OAA – 1,032 respondents
- All Other– 9,649 respondents
 - PACE (282)
 - MLTSS (5,467)
 - Combined Medicaid(2,699)
 - Aging Medicaid (985)
 - PD Medicaid (216)



Workforce and Caregiving

In chat:

Have you implemented programs or activities to reach informal caregivers?

OAA respondents...

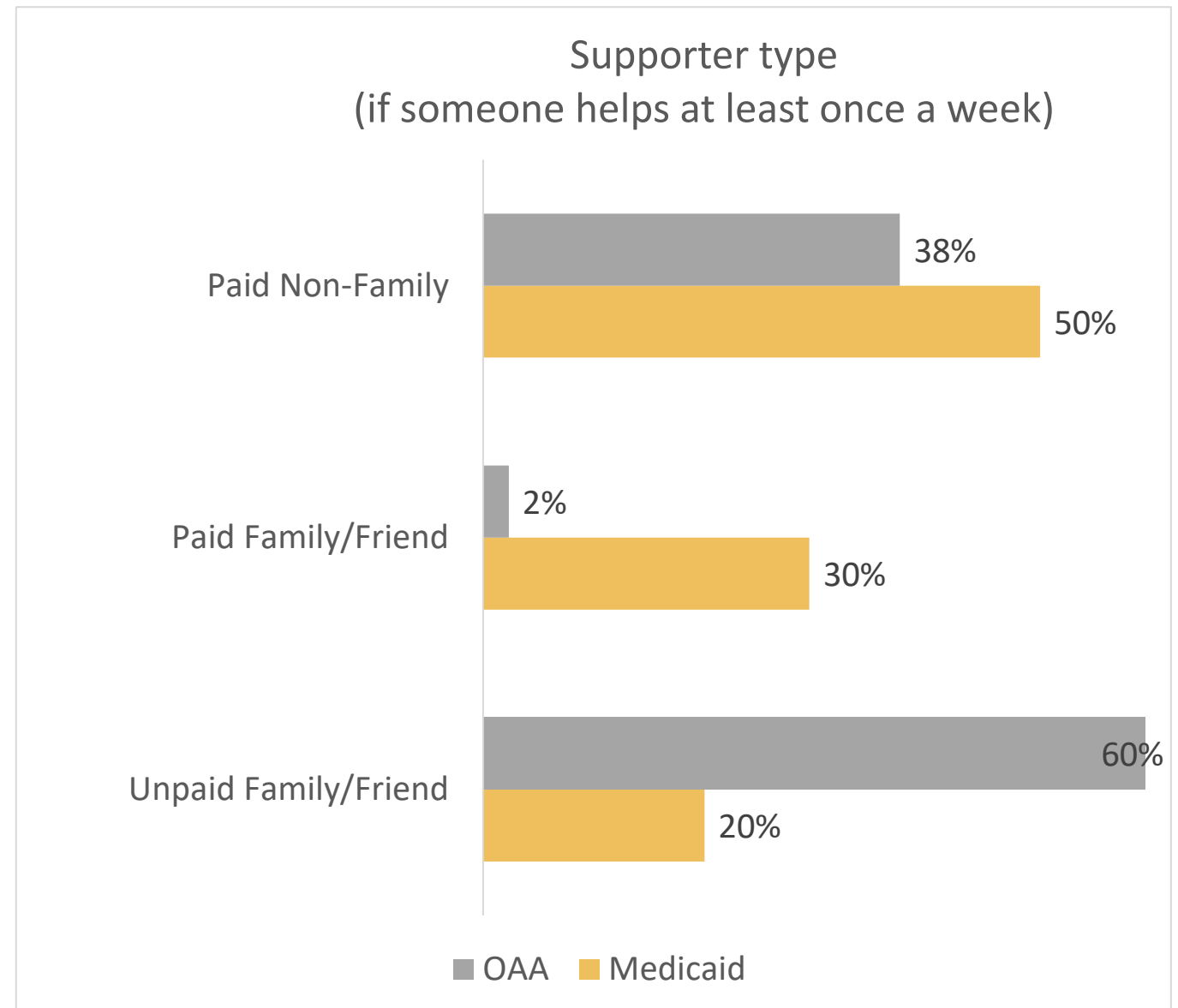
had **lower rates of reporting they have someone who helps** them on a regular basis (at least once a week)**

- 64% OAA
- 89% Medicaid

And OAA respondents were more than **three times as likely to rely on unpaid family/friends** as their primary supporter**

They were also less likely to **have back up plan** if their paid support did not show up**

- 57% OAA
- 69% Medicaid



**Sig. at .01

Health, Wellness, and Nutrition

In chat:

What are the health and wellness priorities of the people you serve?

OAA respondents had higher rates of receiving home delivered meals compared to Medicaid users (70% v 23%)**, however...

Similar rates **had to skip meals** due to financial worries

- **13%** OAA
- **11%** Medicaid

And fewer reported they **have access to healthy foods** when they want them**

- **84%** OAA
- **88%** Medicaid

16% of OAA respondents reported they **need additional home delivered meals**.

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Emergency Preparedness and Safety

Emergency planning



CAN GET TO SAFETY QUICKLY IN
AN EMERGENCY**

82% OAA

87% MEDICAID



HAS AN EMERGENCY PLAN IN
PLACE**

70% OAA

78% MEDICAID

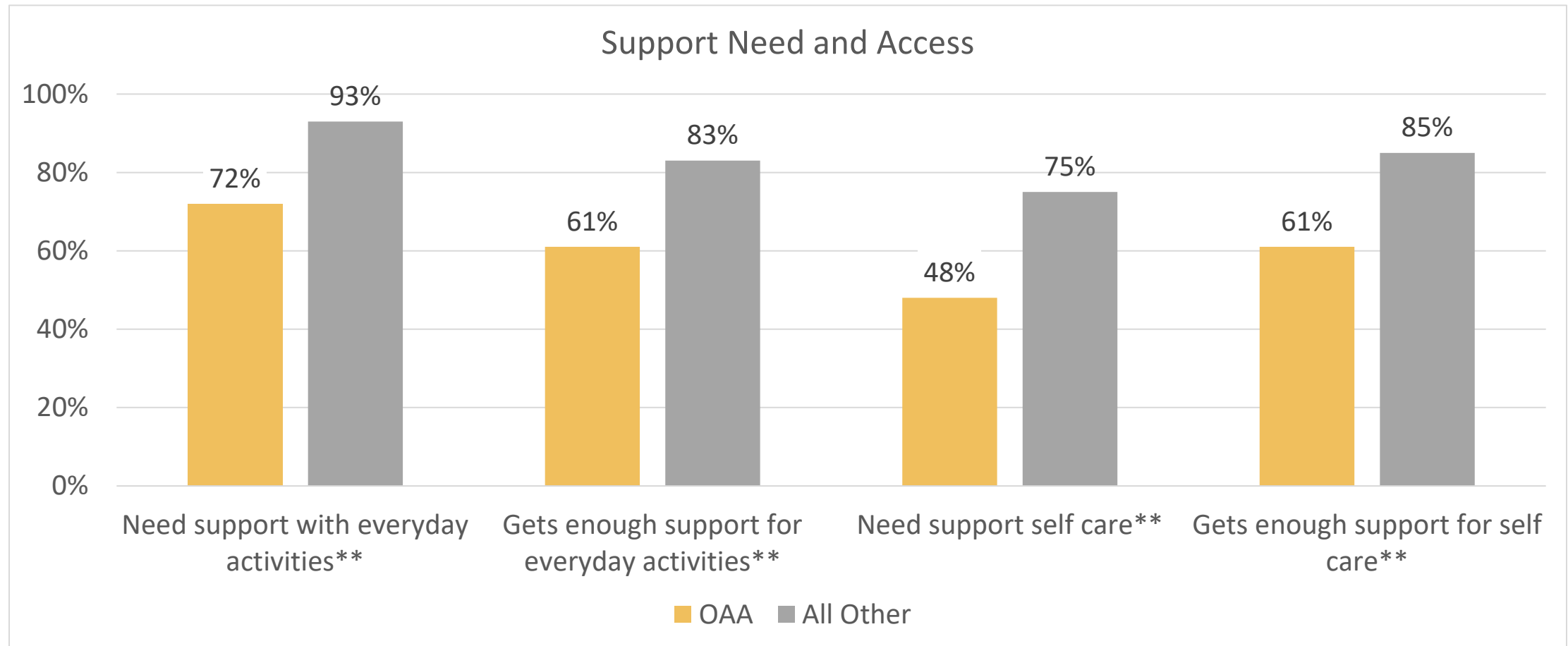
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Access to Services and Supports

In chat:

What are your goals related to access to services and supports?

OAA respondents reported lower ADL/IADL support need but also had lower rates of getting the support they need.



**Sig. at .01

Fewer OAA respondents reported services meet their needs and goals**

- 63% OAA
- 75% Medicaid

**Sig. at .01



Additional Services Needed



Homemaker/Chore Services**

45% OAA

27% Medicaid



Transportation**

- 32% OAA

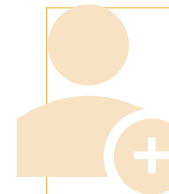
- 23% Medicaid



Personal Care Assistance, Personal Care Services

- 31% OAA

- 27% Medicaid



Companion Services**

- 22% OAA

- 12% Medicaid



Dental Care**

- 18% OAA

- 12% Medicaid

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NCI-AD State of the Workforce

2023 Data

NCI State of the Workforce - Aging and Disabilities



Conducted by states, HSRI and ADvancing States to gather information about the strengths, weaknesses, and trends of the direct care workforce

- NCI State of the Workforce, AD in 2023
- 6 states participated
- 1,232 provider agencies
- 88,855 DSWs represented

NCI-AD State of the Workforce

AGENCY CHARACTERISTICS



68%

Provide in-home supports



84%

Private for-profit businesses



32% Report a **more than 10%** increase in the number of members of the AD population enrolled in or approved for services



29% Report they **turned away or stopped accepting referrals** due to staffing issues.

TURNOVER AND TENURE



48%

Average **turnover ratio** across states



Just over **1 out of every 3 DSWs (37%)** employed as of Dec 31, 2023 had been working at their provider agency for **2 or more years.**

In contrast, almost **1 out of every 2 DSWs (47%)** who *left* their employer in 2023 had been on staff for **less than 6 months.**



Percentage of agencies that turned away or stopped accepting new service referrals in 2023 due to DSW staffing issues

	Percent	N	
Colorado	39.3%	107	2022: 42.4%
Illinois	16.0%	144	
Indiana	27.5%	357	2022: 51.4%
Missouri	35.9%	184	
Oregon	16.5%	254	NCI-IDD Average: 38.1% Lower across all states
Wisconsin	50.5%	182	
NCI-AD Average	28.8%	1228	

Agency type

	Private for-profit agency	Private non-profit agency	State/county government	Other government	N
Colorado	85.8%	11.3%	0.9%	1.9%	106
Illinois	81.8%	17.5%	0.7%	0.0%	143
Indiana	86.8%	8.3%	5.2%	0.6%	348
Missouri	76.0%	14.9%	10.3%	0.6%	175
Oregon	84.7%	10.9%	4.0%	2.4%	248
Wisconsin	82.3%	15.5%	0.0%	2.2%	181
NCI-AD Average	83.8%	11.8%	4.2%	1.2%	1201

NCI-IDD
59.0%

NCI-IDD
36.1%

What is Turnover Ratio?

- A way to demonstrate the **rate at which employees are separating** (leaving) an employer
- Turnover ratio is a **percentage**, so it allows for comparisons between entities.
- A **higher turnover** means that **MORE employees are leaving**

of separated
DSWs in 2023

of DSWs on staff
as of Dec 31, 2023

Average turnover ratio

	NCI-AD 2022	NCI-AD 2023	<i>NCI-IDD 2023</i>
Colorado	49.4%	33.4%	42.7%
Illinois		36.4%	46.8%
Indiana		44.7%	44.2%
Missouri	48.2%	46.1%	46.1%
Oregon		63.8%	39.5%
Wisconsin		48.0%	41.7%
NCI-AD Average		47.8%	39.7%

Tenure of DSWs on payroll as of 12/31/23

	Less than 6 months	6-12 months	12-24 months	24-36 months	36+months	N
Colorado	18.3%	21.4%	19.2%	11.6%	29.5%	105
Illinois	23.2%	24.2%	23.1%	10.2%	19.3%	136
Indiana	26.3%	25.1%	18.9%	9.6%	20.1%	350
Missouri	15.9%	14.1%	21.5%	14.2%	34.2%	184
Oregon	22.5%	20.3%	20.5%	10.4%	26.4%	250
Wisconsin	14.9%	16.9%	16.4%	12.1%	39.7%	180
NCI-AD Average	21.8%	21.2%	19.7%	10.9%	26.4%	1205

43.0% employed
less than a year



Tenure of DSWs who separated in 2023

	Less than 6 months	6-12 months	12-24 months	24-36 months	36+ months	# of agencies w/ data on tenure of separated DSWs
Colorado	43.6%	26.3%	14.4%	8.9%	6.9%	76
Illinois	49.7%	24.0%	12.4%	6.0%	7.9%	113
Indiana	48.8%	28.8%	13.4%	3.6%	5.2%	279
Missouri	42.0%	23.0%	14.4%	8.5%	12.2%	137
Oregon	50.7%	23.4%	13.6%	5.3%	7.0%	187
Wisconsin	46.9%	22.0%	14.0%	5.9%	11.1%	135
NCI-AD Average	47.9%	25.5%	13.6%	5.4%	7.6%	927

In all states, over 50% of those who separated did so within
1 year



Wages

	Average hourly wage	% of AD agencies paying an average hourly wage more than \$0.50 below living wage	<i>IDD average hourly wage</i>
Colorado	17.77	100.0%	<i>19.01</i>
Illinois	16.95	100.0%	<i>17.44</i>
Indiana	15.29	98.2%	<i>15.86</i>
Missouri	14.55	99.4%	<i>17.10</i>
Oregon	18.81	99.6%	<i>19.80</i>
Wisconsin	15.47	98.8%	<i>15.24</i>
NCI-AD Average	16.27	99.0%	<i>17.34</i>

The living wage shown is the hourly rate that an individual in a household must earn to support themselves and their family. The assumption is the sole provider is working full-time (2080 hours per year). Figures are in dollars (\$) and were retrieved from: <http://livingwage.mit.edu>



Benefits

	Paid time off
Colorado	60.2% (NCI-IDD 71.0%)
Illinois	71.5% (NCI-IDD 92.0%)
Indiana	42.2% (NCI-IDD 70.3%)
Missouri	42.9% (NCI-IDD 81.0%)
Oregon	77.3% (NCI-IDD 66.2%)
Wisconsin	53.0% (NCI-IDD 57.5%)
NCI-AD Average	55.1% (NCI-IDD 75.9%)

Survey also asks about:

- Paid vacation, sick, personal time
- Dental and vision coverage
- Health insurance
- Retirement
- Other benefits like FSA, transportation, childcare, etc.

Recruitment and Retention

		Engage with high schools and/or local colleges/universities	Apprenticeship programs
	Realistic job preview		
Colorado	76.2%	21.0%	8.6%
Illinois	82.4%	41.5%	4.9%
Indiana	82.9%	34.9%	9.7%
Missouri	84.8%	30.3%	6.7%
Oregon	77.7%	26.5%	8.0%
Wisconsin	86.9%	40.5%	10.1%
NCI-AD Average	82.1%	33.1%	8.4%



Recruitment and Retention

	Support staff to get credentialed through a state or nationally recognized professional organization	Bonuses, stipends or raises provided to DSWs as they complete key stages of a credentialling process	Employee engagement surveys	DSWs included in agency governance
Colorado	33.3%	23.8%	47.6%	15.2%
Illinois	18.3%	33.1%	78.9%	9.2%
Indiana	38.6%	38.6%	63.7%	10.6%
Missouri	21.9%	25.3%	24.2%	6.2%
Oregon	29.4%	34.5%	55.5%	14.3%
Wisconsin	42.9%	40.5%	41.1%	11.9%
NCI-AD Average	32.5%	34.7%	54.6%	11.0%

What Next?

Take action with the data

				
Talk with leadership <ul style="list-style-type: none">•Identify NCI measures related to strategic plans, state or federal requirements•Bring in other relevant departments and agencies (like DD and Medicaid)	Engage with Your Communities <ul style="list-style-type: none">•Bring together a coalition of people to provide insights, develop plans, provide feedback.•Be sure to include people who use, provide, and interact with services.	Review NCI Data with Coalition <ul style="list-style-type: none">•Discuss relevant outcomes and be clear about limitations of the NCI data.•Remember to look at multiple measures (e.g., what do data tell you about choice AND satisfaction with living setting)•Ask questions and get feedback about the outcomes you are seeing - are the data surprising or as expected, what may be impacting outcomes?	Decide on an Area for Improvement <ul style="list-style-type: none">•Is there a strategic plan or set of priorities in place?•Are there state or federal regulations that must be met?•Are there efforts underway in other state agencies that would allow for synergy/shared learning?•Is there an area where the state is consistently under-performing?	Take action <ul style="list-style-type: none">•Set small and specific goals•Decide on interventions•Evaluate along the way•Don't be afraid to pivot

Other NCI-AD Resources

UMN:

- Alzheimer's and other dementias study on unmet need

Brandeis:

- Disparity and unmet need among
- Person-centered planning

NCI-AD Spotlights:

- [Mental Health](#)
- [Healthcare Access](#)
- [Alzheimer's and other dementias](#)

NCI-AD Presentations food insecurity and loneliness: <https://shorturl.at/gzLWZ>

Questions? Comments? Learn more!

NCI-AD

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