

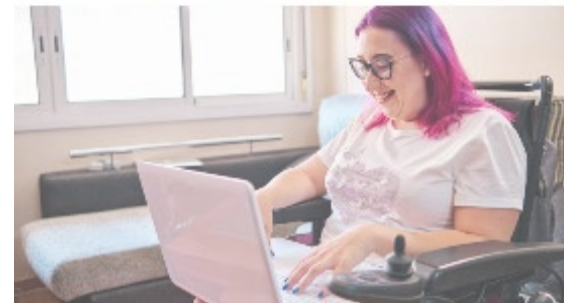
NCI State of the Workforce – Aging and Disabilities

*Results and
Implications for
Policy & Practice*

Dorothy Hiersteiner, Steph
Giordano, Rosa Plasencia,
Lindsay DuBois



About National Core Indicators®



National Core Indicators: People Driven Data

National Core Indicators **interviews people with disabilities and older adults who get services** from their state Intellectual and Developmental Disabilities or Aging and Disabled systems.

NCI surveys help us learn how people are doing. We share the information to people who oversee state systems. **This helps them to understand where things are going well and where things can go better.**



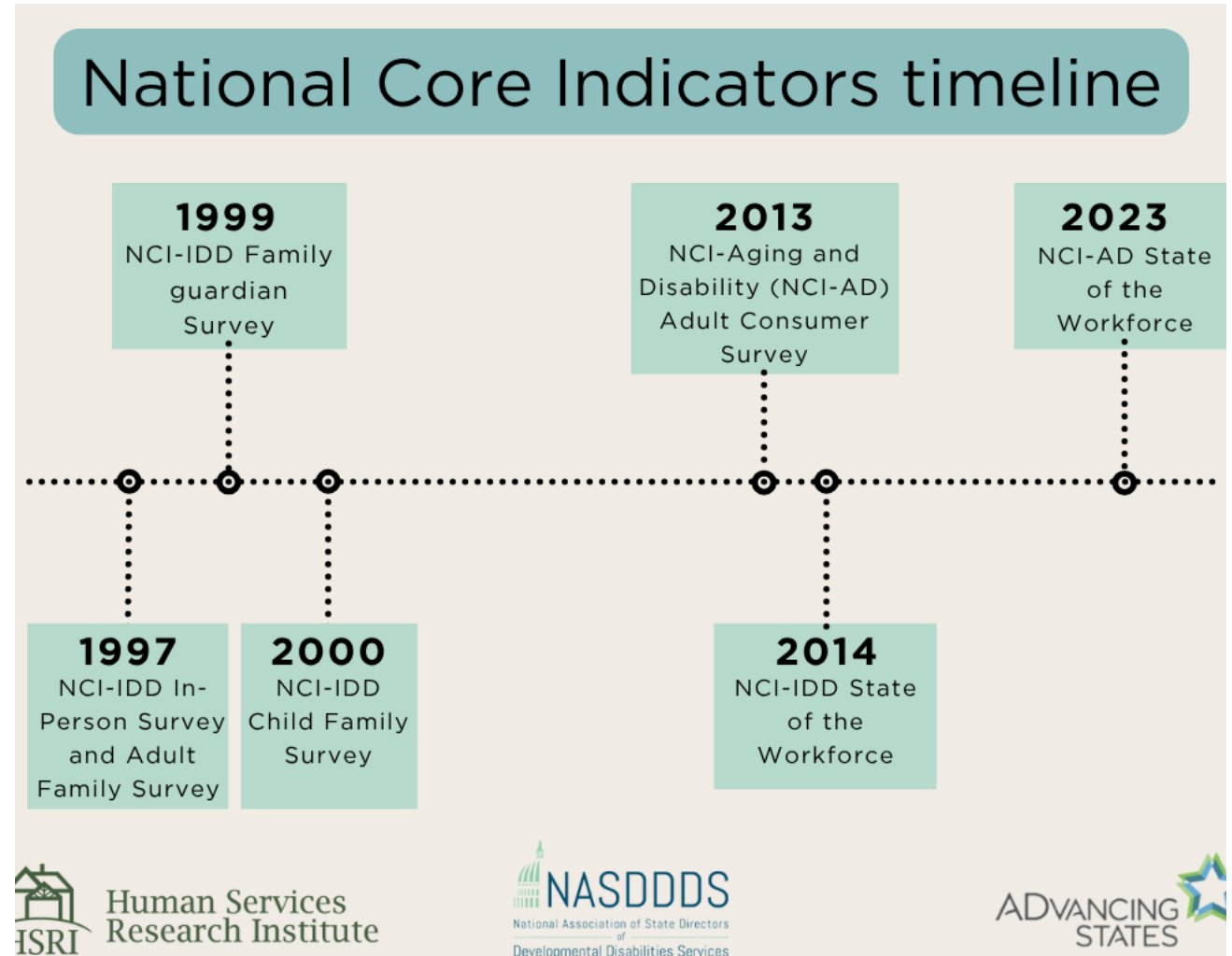
National Core Indicators (NCI)

NCI tools collect data on performance and quality of life indicators directly from:

- (1) people who use disability and/or aging services systems;
- (2) families; and
- (3) those who deliver services

Participating states:

- NCI-IDD IPS and Family Surveys: 48
- NCI-AD: 26
- State of the Workforce: 30 states for the NCI-IDD SoTW, and 6 states for NCI-AD SoTW



NOTE: All NCI data is available for secondary analysis!

Using NCI data for advocacy: The exit ramp

NCI data can reveal patterns and trends, but it doesn't necessarily tell you:

- The root cause(s)
- The right solution(s)

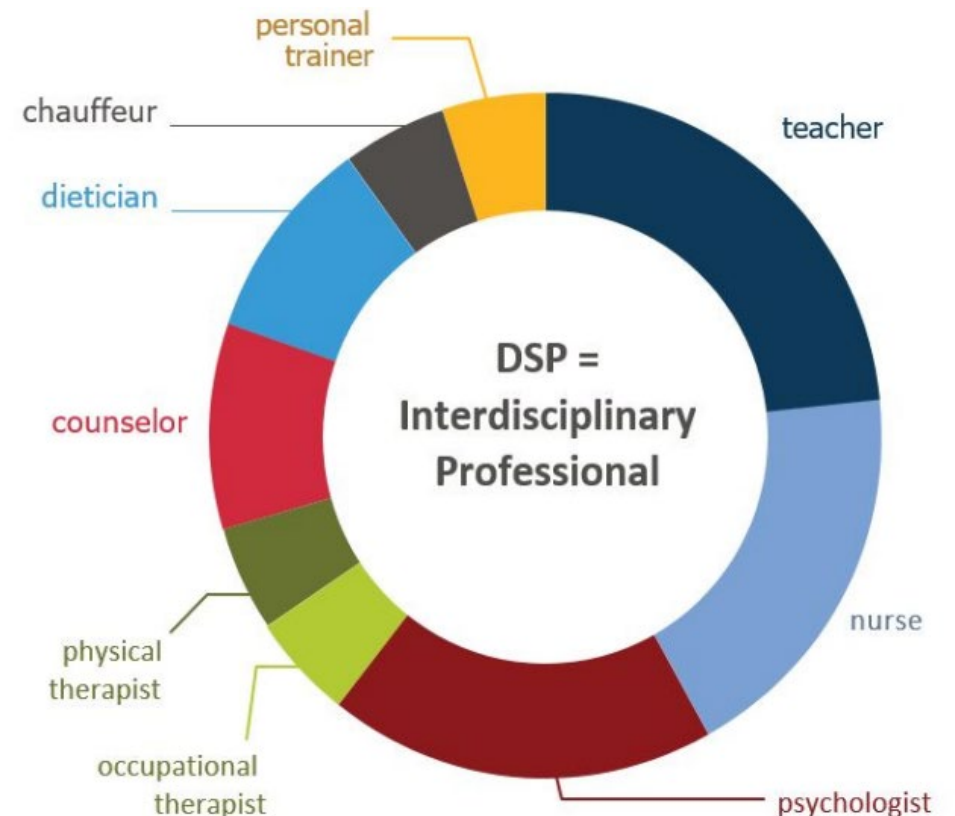
NCI data should be used to start a conversation about the **possible root causes of patterns to be sure to consider the various solutions** to improve systems.



Direct Care Workforce Crisis

- DSWs are paid staff who provide many different kinds of supports to people with disabilities
- For many years, there has been a high rate of turnover, or people leaving their jobs
- Turnover is connected to low wages, poor benefits, and limited career growth

This figure was originally developed to show the many roles for DSPs. There is a great deal of overlap with the roles and responsibilities of DSWs.



Direct care workers: The ALICE posterchild

Direct care workers accessing public assistance, 2023 (from PHI)

Public Assistance	Home care	Residential care homes	Nursing homes	All industries
Any public assistance	59%	42%	42%	49%
Food and nutrition assistance	31%	21%	23%	26%
Medicaid	37%	27%	28%	31%
Cash assistance	3%	2%	2%	3%

Current policy around LTSS

- **OBBBA cuts federal spending on Medicaid and Medicare**
- **States will have to choose:**
 - Decrease enrollment in Medicaid
 - Decrease spending on optional services like HCBS; decrease hours/service coverage
 - Decrease reimbursements for providers

NCI-AD State of the Workforce (SoTW)



Sampling: States typically survey all of their eligible providers

Survey features:

- States identify eligible provider agencies
- Service providers enter data into online database collection system
- States work with Provider Networks and other interested parties to raise awareness of the survey and ensure buy-in
- States use different mechanisms to ensure robust response
 - Participation is written into statute
 - Incentives
 - Written into contracts

Leveraging SoTW data

Why data are needed

- State can use data to make **data-driven policy decisions** that impact providers, DSWs and people receiving supports.
- Provider agencies can use the data to improve **recruitment and retention efforts** and understand how they compare to providers in their state and nationally.

What data are needed

- Describe the workforce:
 - Demographics
 - Types of services provided
- Outcomes we're seeing
 - Turnover
 - Tenure (length of employment)
- What's contributing to those outcomes?
 - Wages
 - Benefits
 - Recruitment and retention strategies

What is the “The AD population?”

“The AD population:” providers for older adults and/or individuals with physical disabilities who access publicly funded services in:

- Medicaid waiver programs
- Medicaid state plan programs, and/or
- State-funded programs, and/or
- Older adults served by Older Americans Act programs.

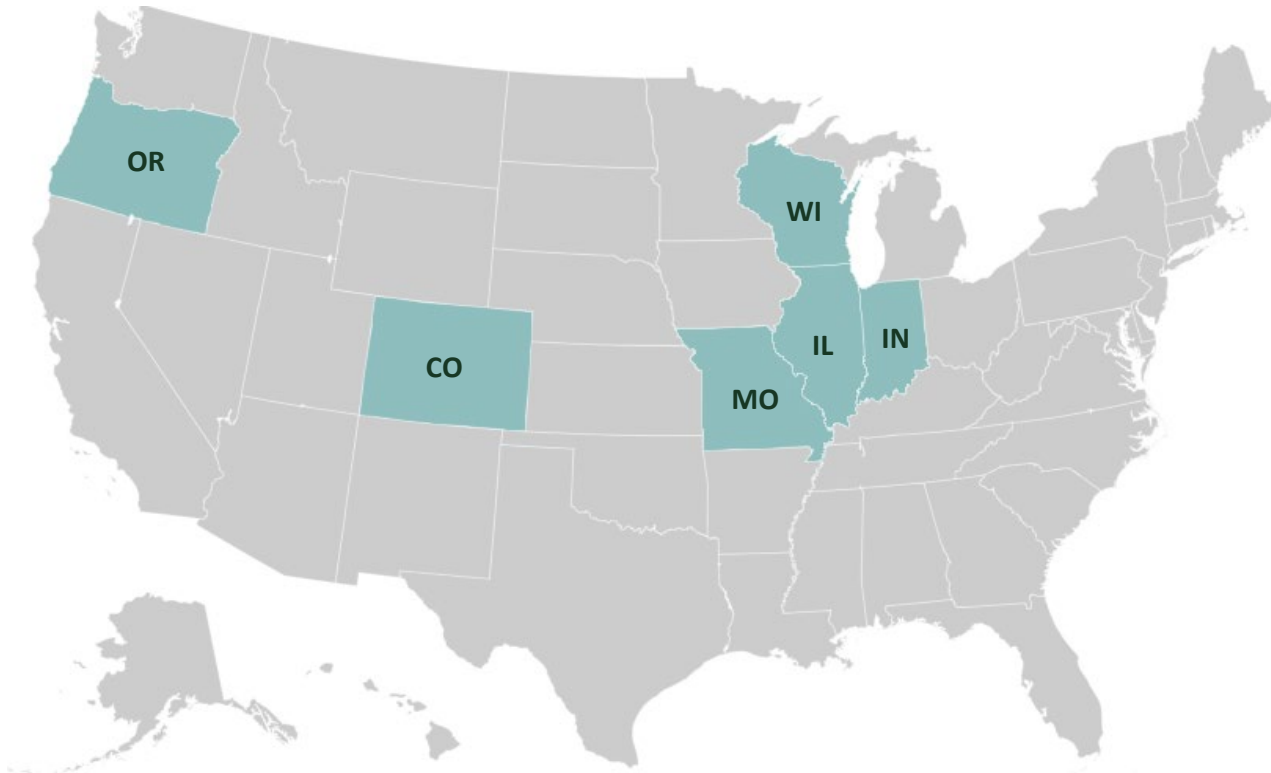


Who is not included in the survey?

The following are excluded from this survey:

- Nursing Home Facilities
- Self-directed DSWs
- Clinically licensed staff
 - CNAs may be included if they only conduct basic clinical tasks such as monitoring vital signs, helping with prescribed exercises or administering medications

State of the Workforce AD in 2023



More than **88,855 direct support workers with 1,232 provider agencies in 6 states** participated

- Data refers to period between Jan 1, 2023-Dec 31, 2023.
- Participating providers enter data directly into an online survey.
- NCI-AD Averages are weighted

State sampling frame

	Participating Provider Agencies	Total Number of Provider Agencies	Response rate
Colorado	108	448	24.1%
Illinois	144	385	37.4%
Indiana	359	1439	24.9%
Missouri	184	785	23.4%
Oregon	255	1410	18.1%
Wisconsin	182	1011	18.0%
Total	1232	5478	

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 2023 Average: 38.1%
Wisconsin	50.5%	182	
NCI-AD Average	28.8%	1228	

What is Turnover Ratio?

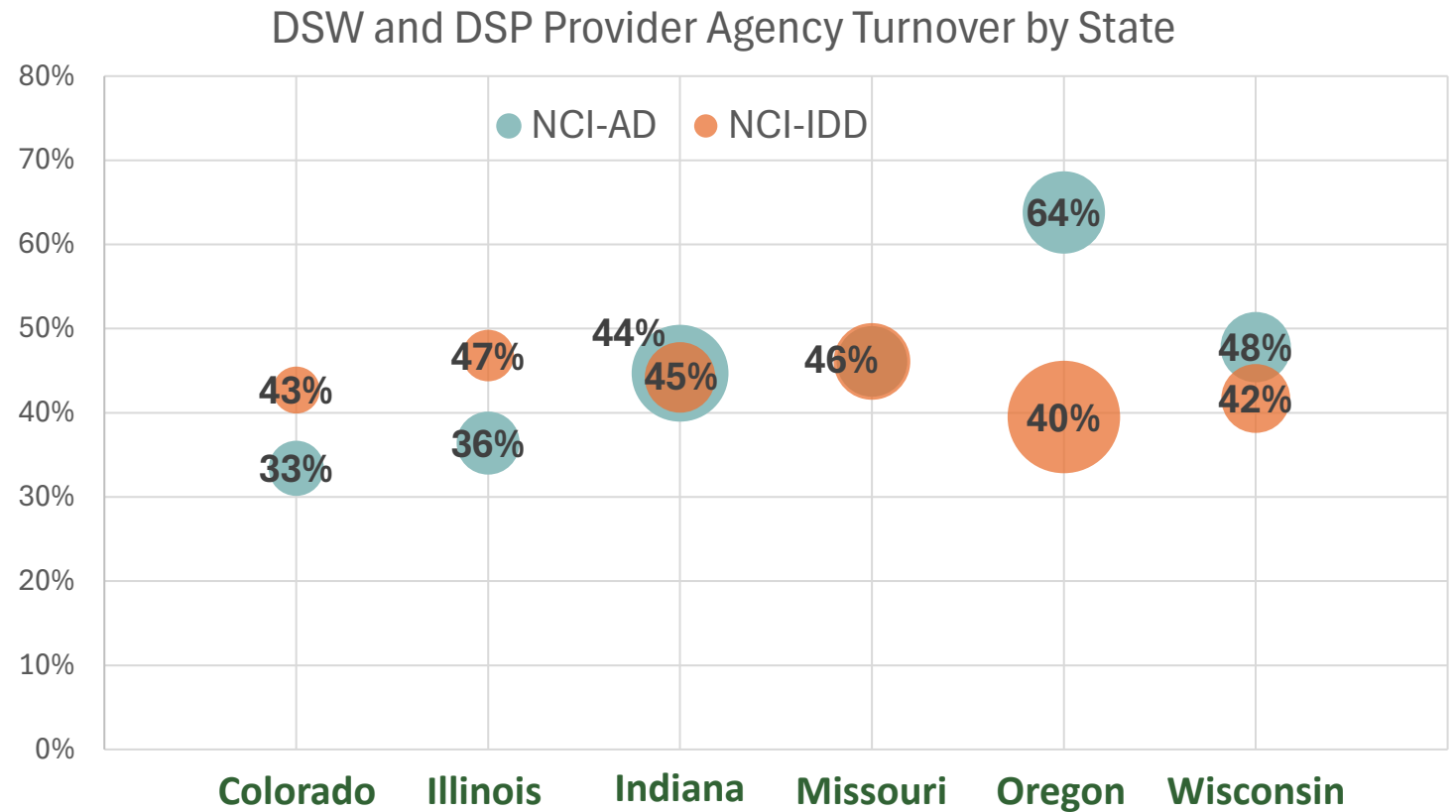
- A way to demonstrate the **rate at which employees are separating** (leaving) an employer
- Turnover ratio is a **percentage**, so it allows for comparisons between entities.
- A **higher turnover** means that **MORE employees are leaving**

of separated
DSWs in 2023

of DSWs on staff
as of Dec 31, 2023

Average turnover ratio was almost 50%

This means, that on average, DSW provider agencies saw **nearly 50% of their DSW staff leave** between January 1 and December 31 2023.



What is tenure?

“Tenure” is the length of employment.

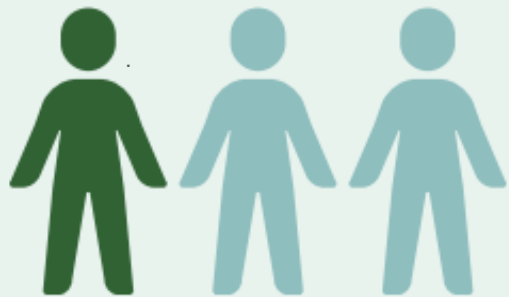
State of The Workforce measures tenure of two DSW populations:

- the length of employment of those currently employed
- the length of employment of those who left

Allows you to see where additional support might be needed.

- If a large percentage of employees are leaving after only 6 months employment, an agency might see that new employees need **more training and support** at the start of employment.
- If a large percentage of employees are leaving after 5 years, it can tell you something about **career opportunities or pay parity**

Tenure



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.**

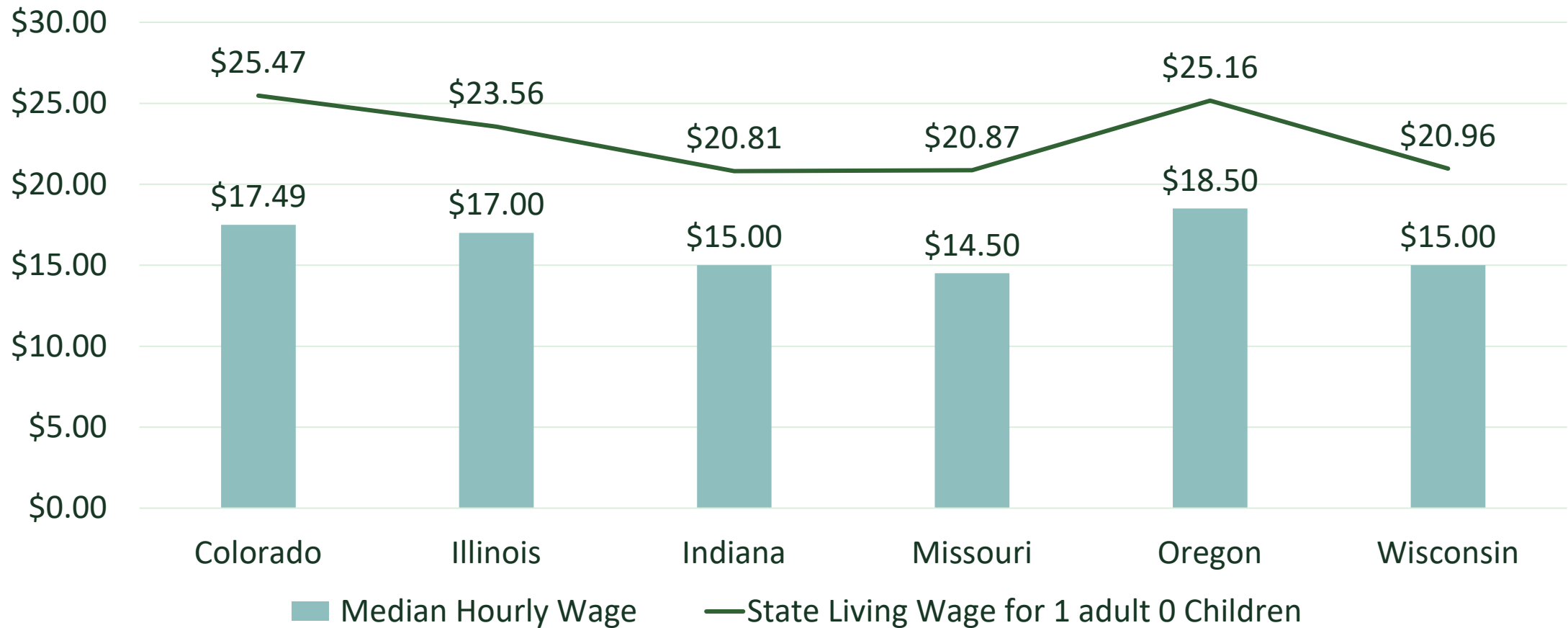
In contrast, almost **1 out of every 2 DSWs (47%)** who *left* their employer in 2023 had been on staff for **less than 6 months.**



43% of DSWs on payroll as of Dec 31, 2023 had been employed **for fewer than 12 months**

NCI-AD Wages

Overall median hourly wage: \$16.00



<http://livingwage.mit.edu>

Benefits

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

In all states (besides OR), providers on the IDD side provided paid time off at higher rates than those on the AD side

Recruitment and Retention



How Providers Can Support DSWs



- Use Employee Assistance Programs (EAPs)
- Explore Employee Resource Networks
- Address occupational hazards for DSWs due to low wages
- Lower frontline supervisor to staff ratios (1 to 10 preferable)
- Connect competency-based certification to wage increases/promotions
- Engage DSWs in shaping organizational culture
- Improve the match between DSWs and the people they support
- Create peer mentorship programs

Possible State Initiatives

- Work with state provider organization to **analyze data** to identify factors that may influence turnover
- **Compare state performance** with other similar states with better performance to identify ways to improve retention/recruitment data
- Advocate for **increases in provider reimbursement rates**
- Ensure that **rate increases are passed to DSWs**
- Identify **training and certification** as part of value-based payments
- Convene a **community of practice** with providers and other interested groups to examine ways to reduce administrative costs

Possible National Initiatives

- Use NCI State of the Workforce **data to inform legislators, Medicaid rate setters, and agency leadership** about the extent of the workforce crisis.
- Chart the impact of any workforce **initiatives on improved tenure and turnover.**
- Work with researchers to examine the **relationships between provider, policies** and other variables on turnover and tenure.
- Track the implementation of the HCBS Access Rule using NCI data



THANK YOU!

For more information, please email
dheirsteiner@hsri.org