

ADVANCING STATES



Leadership, innovation, collaboration
for state Aging and Disability agencies

ASK About the State of the Workforce – Aging and Disabilities



Agenda

NCI-AD Introduction and Background

Why are Data Needed & Survey Goals

Staff Stability 2021 I/DD Data Findings

Colorado

Wisconsin

Process & Timeline

Questions?

Dorothy Hiersteiner	HSRI Research Associate Co-Director—National Core Indicators® (NCI®)
Sarah Hoerle	Colorado Waiver Administration and Compliance Unit Supervisor, Community Living Office
Rachel Newton	Colorado Quality Policy Specialist, Community Living Office
Ali Renk	Wisconsin Program and Policy Analyst, Wisconsin Department of Health Services
Rosa Plasencia	ADvancing States Director – NCI-AD

Speakers

National Core Indicators - Aging and Disabilities (NCI-AD)

Adult Consumer Survey (ACS)	State of the Workforce Survey – Aging and Disabilities (SoTW-AD)
<ul style="list-style-type: none"> • Launched in 2015 	<ul style="list-style-type: none"> • Piloted in 2022
<ul style="list-style-type: none"> • 29 states participation; • 22 in current survey cycle 	<ul style="list-style-type: none"> • 5 pilot states
<ul style="list-style-type: none"> • Developed by states for states 	<ul style="list-style-type: none"> • Developed by states for states
<ul style="list-style-type: none"> • Partnership between states, ADvancing States, and HSRI 	<ul style="list-style-type: none"> • Partnership between states, ADvancing States, and HSRI
<ul style="list-style-type: none"> • Consumer survey 	<ul style="list-style-type: none"> • Provider survey
<ul style="list-style-type: none"> • Optional modules: Service-Planning & Self Direction 	<ul style="list-style-type: none"> • Self-Direction module in planning phase
<ul style="list-style-type: none"> • 45 minutes – 1 hour to complete * can be completed in multiple sittings 	<ul style="list-style-type: none"> • 45 minutes – 1 hour to complete * can be completed in multiple sittings

Background



Workforce & Caregiver crisis

- Growing demand for direct service workforce (DSW) and caregivers
 - Long term care employers will need to fill 7.9 million job openings in direct care from 2020 to 2030
- Workers struggle with poverty
 - Median wage for DCW \$14.27 in 2021
 - Median earnings were \$21,700
 - 43% relied on some form of public assistance
- COVID-19

Why are Data Needed:

State government is in position to make policy decisions and impact.

Data is needed to:

- Drive decisions
- Be informed
- Clearly understand/identify an issue
- Ensure inclusion
- Effectuate change
- Measure success over time



State of the Workforce - AD Foundation

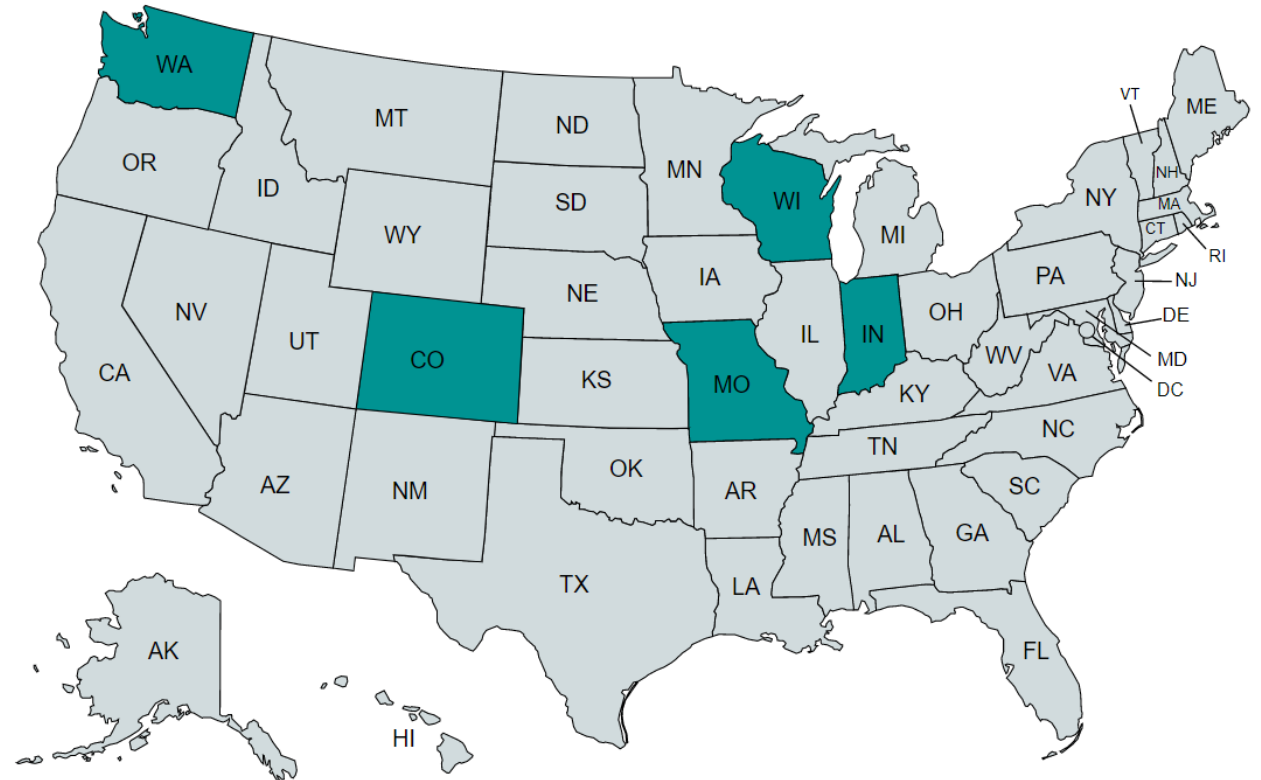
Conducted by states, HSRI and ADvancing States to gather information about the strengths, weaknesses, and trends of the direct care workforce

Basis: Staff Stability Survey (I/DD population)

- Administered by states, HSRI and NASDDDS
- Launched in 2007
- 29 states use

Current states in the AD pilot:

- Colorado
- Indiana
- Missouri
- Washington
- Wisconsin



NCI Staff Stability Data

Data on following three slides are from the 2021 State of the Workforce Report available here: <https://legacy.nationalcoreindicators.org/staff-stability-survey/>

Representing a total of **3,838** providers from **29** states

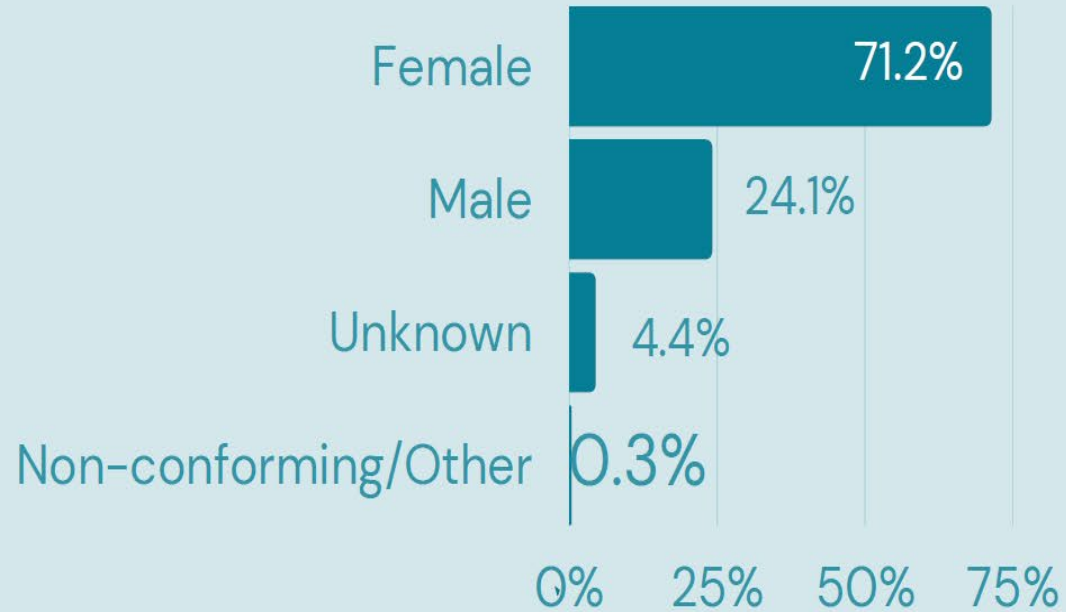
Data refer to the workforce of Direct Support Professionals (DSPs) supporting adults with IDD in 2020

These data represent the weighted NCI-IDD averages

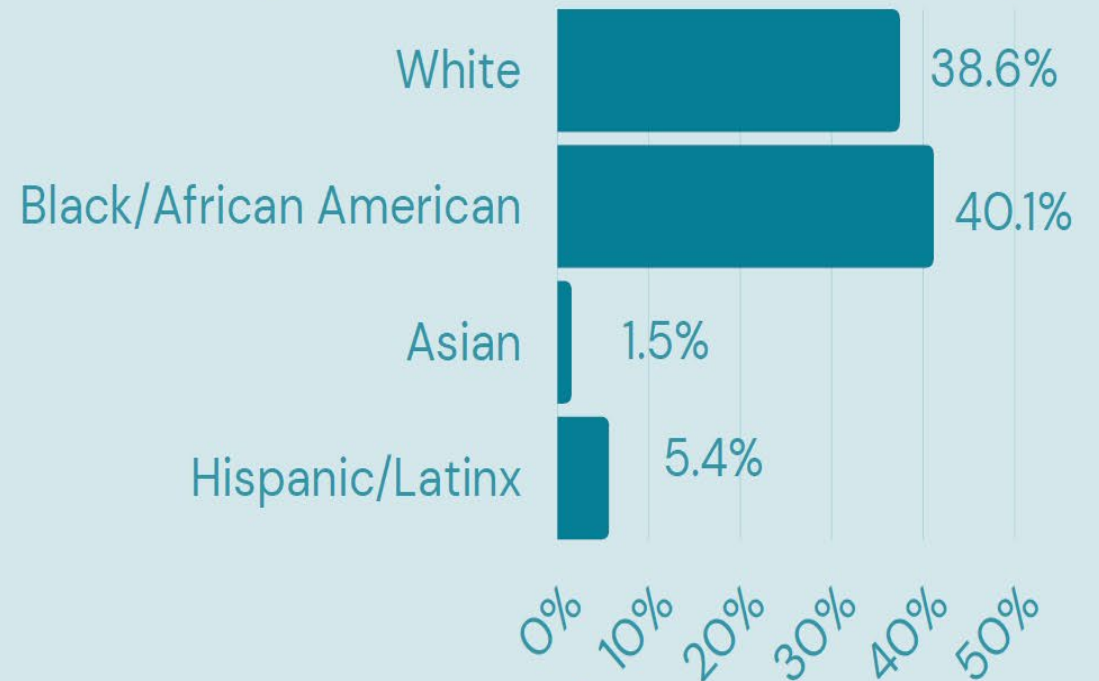
For more information on the survey and methodology, see link above

DSP DEMOGRAPHICS

Average breakdown of gender identity



Average breakdown of race/ethnicity



Data from 2021 State of the Workforce (I/DD) Survey



\$14.50

MEDIAN HOURLY WAGE

for DSPs across
all service types

73.7% of responding
agencies offered PTO of
some type

BENEFITS

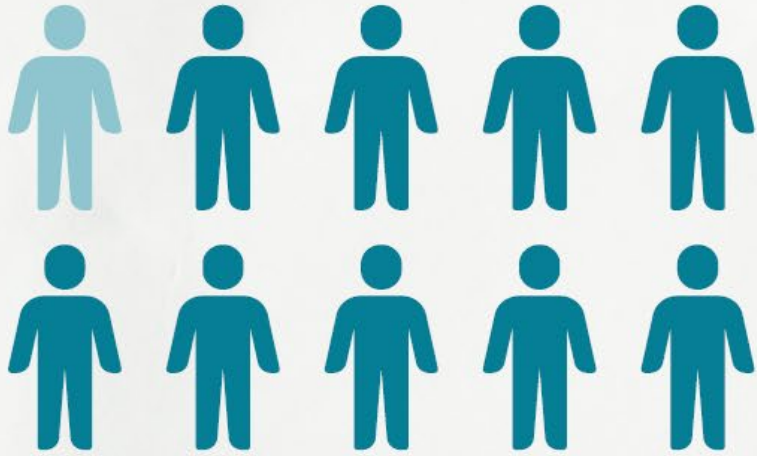
Among the
responding agencies,
**59.9% offered health
insurance**
to some
or all
DSPs



TURNOVER RATIO

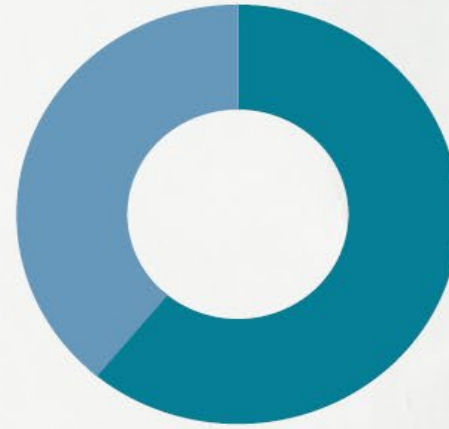
- Turnover ratio for DSPs in 2021 ranged from **28.5% to 59.0%**
- The weighted **average turnover ratio was 43.3%**

FRONTLINE SUPERVISORS



Across participating states, there was an average ratio of 1 frontline supervisor for every 10 DSPs

COVID-19 RESPONSE



65.7% report changes to delivery of supports

Almost two-thirds of responding agencies indicated there were changes in the way some supports were delivered in 2021

IMPORTANT NOTE: Data reflects the time period January to December 2021; data collection occurred between January and September 2022.

State of the Workforce Survey Goals

Workforce Initiatives

Government Partnerships

Budget Projections

Baseline Data for Future Analysis

Context for NCI-AD Outcomes

Policy Planning

Stakeholder Engagement

Quality Assurance

State of the Workforce- Aging and Disabilities

Next will discuss how we can gather relevant data for aging and physical disability populations through the SoTW-AD



Who is included in the survey?

Direct Service Workers (DSWs):

- Support people to maintain independence
- Provide personal assistance such as support to get out of bed, bathe, dress and groom
- Conduct basic clinical tasks such as monitoring vital signs, helping with prescribed exercises or administering medications
- Assist with housekeeping, grocery shopping and cooking, accompany clients to doctor appointments or other errands
- Provide companionship
- Provide support in community engagement activities
- Provide support in day centers or other day activities
- Provide respite support



Who is not included in the survey?

The following are excluded from this pilot survey:

- Nursing Home Facilities
- Self-directed DSWs
- Clinically licensed staff
 - CNAs may be included

Topics included in survey

Demographics of
state DSW
workforce

Information on
providers providing
supports in the state
such as size, number
of people served, etc.

DSW turnover
rates

Length of DSW
employment

Vacancy rates

Hourly wages

Benefits

Recruitment and
retention strategies

Surveying Process

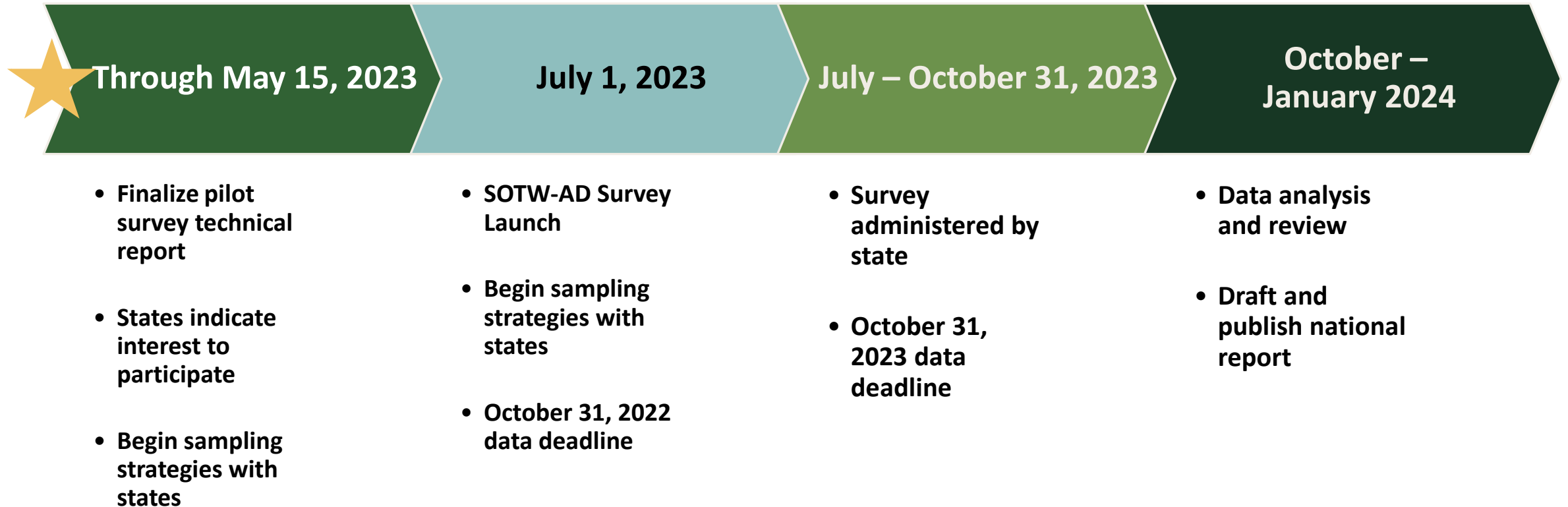
Process

- States create list of providers and gather provider e-mail addresses
- Individualized portal survey link created for each provider
- State sends individualized link to each provider
- Provider completes survey using individualized link
- State access to data set for analysis, reporting, policy development
- National data used to create technical report

Confidentiality

- Reported data is de-identified, and at systems level

Survey Timeline



Thank you!

Questions?



Please reach out:

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