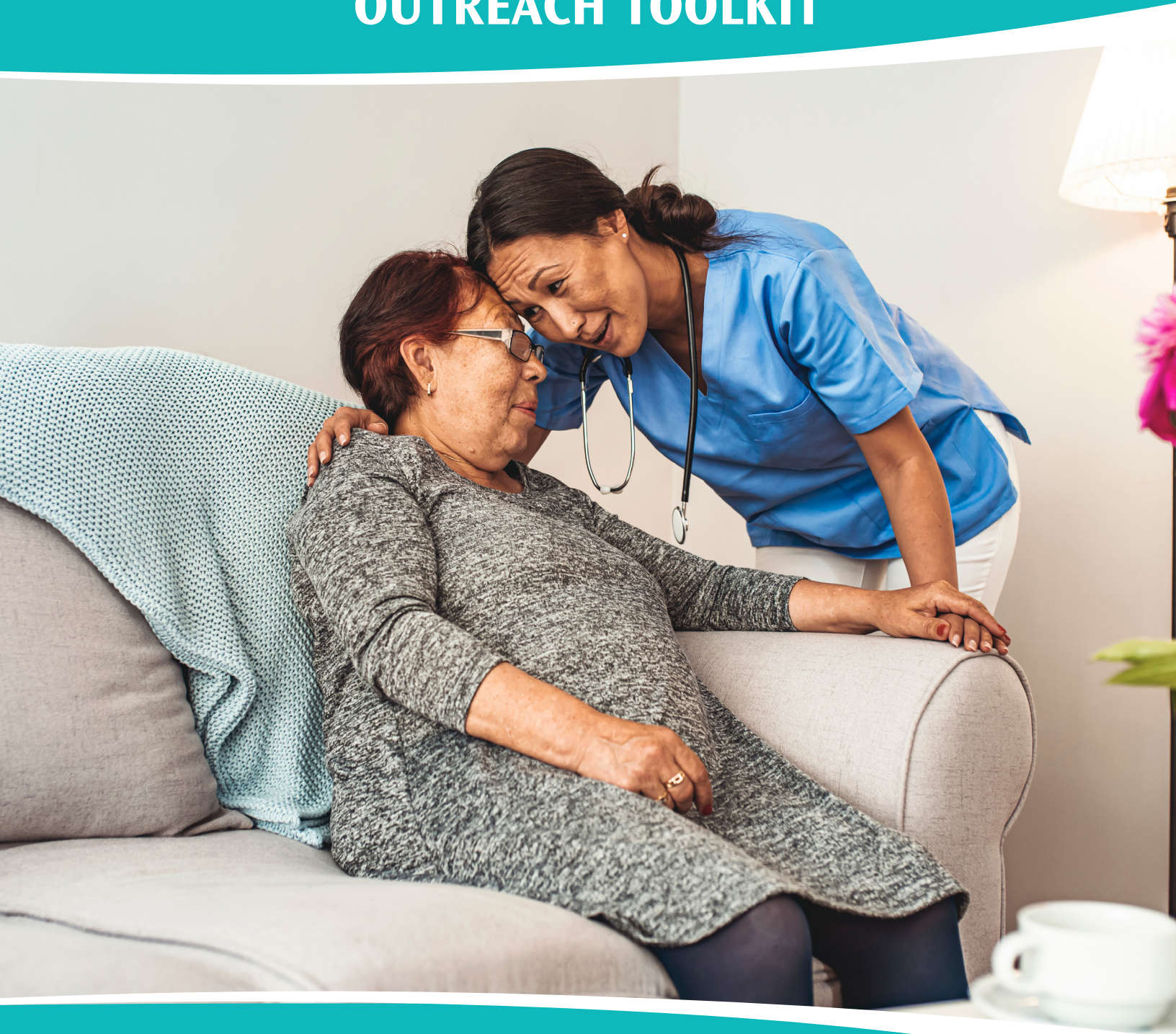


2022

STAFF STABILITY SURVEY OUTREACH TOOLKIT



Washington State
Department of Social
& Health Services

Transforming lives



NCI-AD

NATIONAL CORE INDICATORS
Aging and Disabilities™

WHAT'S INSIDE THE TOOLKIT



TABLE OF CONTENTS

- 3** Survey Overview
- 4** Social Media Posts
- 6** Newsletter Article Options for September
- 5** Newsletter Article Option for October
- 9** One Pager/Flyer
- 10** Website Blurb

STAFF STABILITY SURVEY

This toolkit contains information and resources that explain the purpose, process and goals of the upcoming pilot of the Staff Stability Survey-Aging and Physical Disabilities (SS-AD). The ultimate goal of this toolkit is to make it easier for partner organizations to help spread awareness and encourage Facility Providers to participate in the survey.

In this toolkit, you will find resources developed by ALTSA to enable consistent messaging and sharing of information.



SURVEY OVERVIEW

The Aging and Long-Term Support Administration (AL TSA), in collaboration with ADvancing States (ADS) and the Human Services Research Institute (HDSRI), will be conducting a pilot survey to gather information about the strengths, weaknesses, and trends of the direct care workforce. There is a direct service workforce crisis nationwide and state government can make policy decisions. Data is needed to:

- Clearly understand/identify any issues
- Ensure inclusion
- Be informed
- Strategically plan
- Effectuate change
- Measure success

Further information and resources for partners and providers is available at:

<https://www.dshs.wa.gov/altsa/rca-survey>

JOIN OUR COLLECTIVE SOCIAL MEDIA CAMPAIGN!

The survey is available September - October 31, 2022. Please mark your calendars and use your organization's social media platforms to help raise a unified voice promoting provider participation by sharing the following graphics and accompanying text!

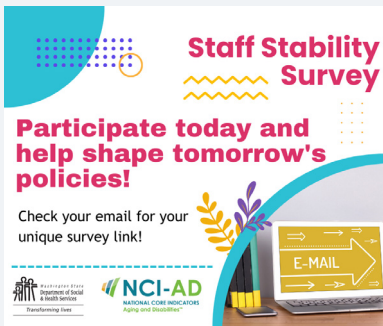


[Download Image](#)

Copy/Paste the Text Below:

Are you a facility provider? If you are, be sure to check your email for your invitation to complete the Staff Stability Survey. The information you provide is critical for helping shape future policies that impact you and the people you support!

If you have questions or cannot locate the email with your unique survey link reach out to providerstabilitysurvey@dshs.wa.gov or visit <https://www.dshs.wa.gov/altsa/rcs-survey>

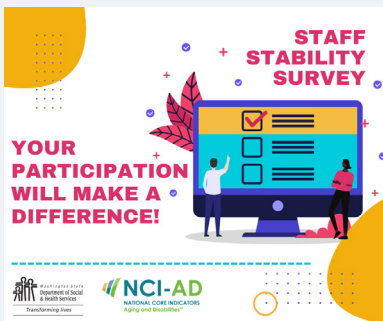


[Download Image](#)

Copy/Paste the Text Below:

Facility providers, now is your chance to participate in a survey that will help raise understanding and shape future policies that impact you, your employees and the incredible work you all do! Check your email for your unique survey link and complete the survey before October 31!

If you have questions or cannot locate the email with your unique survey link reach out to providerstabilitysurvey@dshs.wa.gov or visit <https://www.dshs.wa.gov/altsa/rcs-survey>



[Download Image](#)

Copy/Paste the Text Below:

The Staff Stability Survey has officially launched and facility provider participation is needed! If you are an Adult Family Home Provider, Assisted Living Facility Provider, Home Care Agency or Adult Day Center you should have received an email to access your survey.

If you have questions or cannot locate the email with your unique survey link reach out to providerstabilitysurvey@dshs.wa.gov or visit <https://www.dshs.wa.gov/altsa/rcs-survey>



[Download Image](#)

Copy/Paste the Text Below:

Facility providers, we need to hear from you! A survey has been sent to you to learn more about the types of services you provide, how many DSW's you employ, how many direct service worker vacancies you are experiencing and other critical information needed to help shape future policies.

If you have questions or cannot locate the email with your unique survey link reach out to providerstabilitysurvey@dshs.wa.gov or visit <https://www.dshs.wa.gov/altsa/rcs-survey>

HELPFUL TOOLS

- **Website link:** <https://www.dshs.wa.gov/altsa/rcs-survey>
- **Official Hashtag:** #StaffStabilitySurvey
- **Photos and Images:** Please feel free to use any of the developed images/graphics available in this toolkit or use your own images to help share the story!

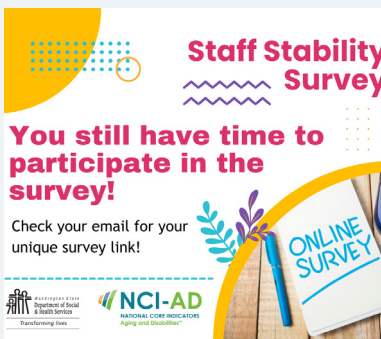


[Download Image](#)

Copy/Paste the Text Below:

Facility providers, October 31 is fast approaching but you still have time to participate and submit your survey! Check your email for your unique link so you can share important information needed to help shape future policies at the national and state level!

If you have questions or cannot locate the email with your unique survey link reach out to providerstabilitysurvey@dshs.wa.gov or visit <https://www.dshs.wa.gov/altsa/rcs-survey>



[Download Image](#)

Copy/Paste the Text Below:

Thanks to all our facility providers that have participated and submitted their survey responses! For those of you have not yet participated, you still have time and your input is still greatly needed! Check your email for your unique survey link and submit your responses by October 31.

If you have questions or cannot locate the email with your unique survey link reach out to providerstabilitysurvey@dshs.wa.gov or visit <https://www.dshs.wa.gov/altsa/rcs-survey>



[Download Image](#)

Copy/Paste the Text Below:

Facility providers, don't delay and miss your chance to participate - check your email for your unique survey link, provide your responses and submit before the October 31 deadline! Your responses are necessary in helping make sure that Washington has a strong long-term services and support system!

If you have questions or cannot locate the email with your unique survey link reach out to providerstabilitysurvey@dshs.wa.gov or visit <https://www.dshs.wa.gov/altsa/rcs-survey>



[Download Image](#)

Copy/Paste the Text Below:

Tick-tock goes the clock! Time is running out for facility providers to participate in the Staff Stability Survey! If you have not already submitted your survey please do so before October 31!

If you have questions or cannot locate the email with your unique survey link reach out to providerstabilitysurvey@dshs.wa.gov or visit <https://www.dshs.wa.gov/altsa/rcs-survey>

NEWSLETTER OPTIONS - SEND IN SEPTEMBER

Please include information about the Staff Stability Survey-Aging and Physical Disabilities (SS-AD) Survey in your internal and external newsletter. Here are some suggested articles to use. You can copy and paste the text directly into your newsletter or modify it to meet your organization's needs.

Option 1: Full-Length Article

The Aging and Long-Term Support Administration (AL TSA), in collaboration with ADvancing States (ADS) and the Human Services Research Institute (HDSRI), will be conducting a pilot of the Staff Stability Survey-Aging and Physical Disabilities (SS-AD) to gather information about the strengths, weaknesses, and trends of the direct care workforce. Washington is one of five states participating in the pilot survey.

The survey will focus on providers who serve older adults and people with disabilities. AL TSA relies on our provider partnerships to help guide the improvement of services for the residents and clients we serve.

Providers who will be receiving the survey include Assisted Living Facilities, Adult Family Homes, Adult Day Health, and Home Care Agencies.

Providers included in the survey are those employing Direct Service Workers (DSW) funded through a variety of long-term supports and services (LTSS) publicly-funded program sources, including Medicaid and state-funded programs employed between January 1, 2021, and December 31, 2021. The survey will ask about:

- Types of services provided
- Length of DSW employment
- Number of DSWs employed
- Vacant positions
- Wages
- Benefits
- Recruitment and retention strategies
- COVID-19

AL TSA welcomes and encourages provider participation. Participation is voluntary. The survey launches this month, with an individualized link sent to each provider via email. Please check your email for your survey link so you can participate in this unique opportunity. Lessons learned from the pilot will be applied to launch a survey available to all states in 2023

If you have questions or cannot locate the email with your unique survey link reach out to providerstabilitysurvey@dshs.wa.gov or visit <https://www.dshs.wa.gov/altsa/rcs-survey>

Option 2: Midsize Article

The Aging and Long-Term Support Administration (AL TSA), in collaboration with ADvancing States (ADS) and the Human Services Research Institute (HDSRI), will be conducting a pilot of the Staff Stability Survey-Aging and Physical Disabilities (SS-AD) to gather information about the strengths, weaknesses, and trends of the direct care workforce. Washington is one of five states participating in the pilot survey.

The survey will focus on providers who serve older adults and people with disabilities. AL TSA relies on our provider partnerships to help guide the improvement of services for the residents and clients we serve.

Providers who will be receiving the survey include Assisted Living Facilities, Adult Family Homes, Adult Day Health, and Home Care Agencies.

AL TSA welcomes and encourages provider participation. Participation is voluntary. The survey launches this month, with an individualized link sent to each provider via email. Please check your email for your survey link so you can participate in this unique opportunity. Lessons learned from the pilot will be applied to launch a survey available to all states in 2023.

If you have questions or cannot locate the email with your unique survey link reach out to providerstabilitysurvey@dshs.wa.gov or visit <https://www.dshs.wa.gov/altsa/rcs-survey>

Option 3: Brief Article

The Aging and Long-Term Support Administration (AL TSA), in collaboration with ADvancing States (ADS) and the Human Services Research Institute (HDSRI), will be conducting a pilot of the Staff Stability Survey-Aging and Physical Disabilities (SS-AD) to gather information about the strengths, weaknesses, and trends of the direct care workforce.

Providers who will be receiving the survey include Assisted Living Facilities, Adult Family Homes, Adult Day Health, and Home Care Agencies.

AL TSA welcomes and encourages provider participation. Participation is voluntary. The survey launches this month, with an individualized link sent to each provider via email. Please check your email for your survey link so you can participate in this unique opportunity. Lessons learned from the pilot will be applied to launch a survey available to all states in 2023.

If you have questions or cannot locate the email with your unique survey link reach out to providerstabilitysurvey@dshs.wa.gov or visit <https://www.dshs.wa.gov/altsa/rcs-survey>

NEWSLETTER OPTION - SEND IN OCTOBER

Please include information about the Staff Stability Survey-Aging and Physical Disabilities (SS-AD) Survey in your internal and external newsletter. Here is a suggested article to distribute in October. You can copy and paste the text directly into your newsletter or modify it to meet your organization's needs.

Option 1: Full-Length Article

By now, you should have received your link to the Staff Stability Survey-Aging and Physical Disabilities (SS-AD). Attached is a sample of the message sent to AFH and ALF providers, adult day health and home care agencies. (NCI-AD SS invite)

Please check your email for a link exclusively created for you. If you are interested in participating, please be sure to take the survey by October 31, 2022.

This pilot survey is conducted by the Aging and Long-Term Support Administration (AL TSA), in collaboration with ADvancing States (ADS) and the Human Services Research Institute (HDSRI, to gather information about the strengths, weaknesses, and trends of the direct services workforce (DSW). Washington is one of five states participating in this pilot survey. Also attached is a summary with further detail about this survey and objectives (SSS-AD project summary).

Thank you for your consideration in participating in this survey. AL TSA and participating providers will gain much valuable information from the survey about the essential DSW workforce.

If you have questions or cannot locate the email with your unique survey link reach out to providerstabilitysurvey@dshs.wa.gov or visit <https://www.dshs.wa.gov/altsa/rscs-survey>

Download the below one pager and share with your networks that will benefit from this important information!

Aging and Long-Term Support Administration Staff Stability Survey

Facility Providers your participation in the survey is greatly needed!

BACKGROUND

The Department of Social and Health Services (DSHS), Aging and Long-Term Support Administration (AL TSA) is participating in a pilot survey of agencies that serve older adults and people with physical disabilities.

Survey results will help AL TSA learn how to improve the quality and stability of the direct care service workforce in organizations like yours.

YOUR PARTICIPATION & IMPACT

Although participation is voluntary the impact a high volume of responses can have is important to note. Data from this survey has the potential to result in future policies related to:

- » Government partnerships
- » Policy planning
- » Workforce initiatives
- » Stakeholder engagement
- » Budget projections
- » Quality assurance

Ongoing survey results will give participating state agencies, providers and stakeholders critical information to help shape future policies that impact you and the people you support!

QUICK INFO

Which providers are invited to participate?

- » Adult Family Home Providers
- » Assisted Living Facility Providers
- » Home Care Agencies
- » Adult Day Centers

How do providers access the survey?

An email with a unique link to access the survey will be emailed to providers in September 2022.

How long do providers have to participate in the survey?

The deadline to submit survey responses is October 31, 2022.



NEXT STEPS

1. Check your email inbox for an email that provides you with your unique survey link.
2. Complete and submit the survey no later than October 31, 2022.

QUESTIONS?

If you have questions or cannot locate the email with your unique survey link reach out to providerstabilitysurvey@dshs.wa.gov or visit <https://www.dshs.wa.gov/altsa/rcs-survey>



[Download Image](#)



WEBSITE BLURB

Below is a brief write up that can be shared on your website so providers visiting your organization's website can be made aware of their opportunity to participate in the survey!

Copy/Paste the text below and share it on your website.

Attention facility providers! Be on the lookout for an email containing a link for you to participate in the Staff Stability Survey. Your participation is critical in helping capture valuable feedback that can help shape future national and state level policies! If you have questions or cannot locate the email with your unique survey link reach out to providerstabilitysurvey@dshs.wa.gov or visit <https://www.dshs.wa.gov/altsa/rcs-survey>