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National Core Indicators – Aging and Disabilities[®] Staff Stability Pilot Survey Educational Webinars

Thursday, July 28, 2022 from 10:00 – 11:00 am PST

Thursday, July 28, 2022 from 2:00 – 3:00 pm PST



Housekeeping

 <p>Audience will be in listen only mode</p>	<p>Questions can be typed in the chat There will be a Q&A session at the end of the presentation</p> 
<p>Facilitators self-mute your lines when not speaking</p> 	 <p>A Q&A document will be produced with answer to questions from the forum and answers to those that we may not get to</p>
 <p>Slides will be posted on the ALTSA website after the presentation</p>	<p>Send questions after the educational webinar to: providerstabilitysurvey@dshs.wa.gov</p> 

ADvancing States is recording the webinar.

The recording is a public record and subject to disclosure under the Public Records Act (PRA).

No client specific, confidential, or personal information is discussed.

If you interact with the presenters (e.g., ask questions, make comments, etc.) understand your contribution becomes part of the public record. If you choose to do so, it implies your consent to being recorded.”

State of WA Facilitators and Presenters

Bett Schlemmer, Residential Care Services

Barbara Hannemann, Home and Community Services

Christine Morris, Home and Community Services

ADvancing State Facilitators and Presenters

Rosa Plasencia, ADvancing States (ADS)

Dorothy Hiersteiner, Human Services Research Institute (HSRI)

Educational Objectives

Inform providers, associations and attendees about the upcoming Staff Stability Survey-Aging and Physical Disabilities (SSS-AD) Pilot Survey aim and focus.

Providers, associations and attendees will understand the value of participating in the pilot survey to them, the state, and the essential direct service workforce.

Webinar Agenda

Introduction and Background

Workforce Background and Caregiver Crisis & Why Data is Needed

Pilot Survey Aim and Focus

Staff Stability Survey Goals

Direct Service Workers Skills

Survey Tool

Participating States In the Pilot

Timeline

Survey Assessment Data Points

Provider Participation

Survey Launch

Survey Data Analysis

Survey Confidentiality

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

Adult Consumer Survey (ACS)	Staff Stability Survey* State of the Workforce Survey
<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 (ADS), and Human Services Research Institute (HSRI) 	<ul style="list-style-type: none"> Partnership between states, ADvancing States (ADS), and Human Services Research Institute (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 	<ul style="list-style-type: none"> 45 minutes – 1 hour to complete

Data from 2020 Staff Stability ID/DD Survey



Across states, the **average DSP turnover rate** in 2020 was **44%**
State turnover rates ranged from **27%** to **80%**

Among DSPs who were employed as of December 31, 2020:

- **30%** had been employed **12 months or less**

Among DSPs who had **separated** from employment in 2020:

- **48%** had been employed **12 months or less**



Across all service types, agencies paid a **median hourly wage of \$13.36**

Data from 2020 Staff Stability ID/DD Survey

Across the 22 states that included the COVID-19 Supplement, respondents reported the following about their pandemic experience:

33% of agencies reported closing locations/sites

15% reported paying family members to serve as support providers during the pandemic

47% reported stopping the delivery of some supports, either temporarily or permanently

To retain DSPs during the pandemic . . .

38% reported implementing at least one wage bonus for all DSPs

26% reported implementing temporary wage increases for all DSPs

25% reported no wage bonuses or wage increases were implemented

Staff Stability Survey - AD Foundation

Data on previous two slides are from the 2020 Staff Stability Survey Report available here:

<https://www.nationalcoreindicators.org/staff-stability-survey/>

Representing a total of 2,987 providers from 27 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



Workforce & Caregiver Crisis - National

- Growing demand for direct service workforce (DSW) and caregivers
 - Long term care employers will need to fill 7.4 million job openings in direct care from 2019 to 2029
- Workers struggle with poverty
 - Median wage for DCW \$13.56 in 2020
 - Median earnings were \$20,200
 - 44% relied on some form of public assistance
 - Immigrants constitute 31 percent of the home care workforce, compared to 17 percent of the total U.S. labor force.
- COVID-19



American Rescue Plan Act (ARPA)

- HCBS Enhanced FMAP funding

Why Data is Needed

There is a direct service workforce (DSW) crisis
State government is in position to make policy decisions

Data is needed to:

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



Pilot Survey Aim

- The Aging & Long Term Supports Administration (AL TSA), in collaboration with ADvancing States (ADS), will be conducting a pilot survey using the National Core Indicators-Aging and Disabilities (NCI-AD) Staff Stability Survey-Aging and Physical Disabilities (SSS-AD) survey. NCI-AD is a collaborative effort between ADvancing States (formerly National Association of States United for Aging and Disabilities) and the Human Services Research Institute (HSRI). The survey will gather information about the strengths, weaknesses, and trends of the direct care workforce.
- Lessons learned from the pilot year will be applied to launch a survey available to all states in 2023.

Pilot Focus

Focused on providers who serve older adults and people with physical disabilities (AD), the survey will collect valid and reliable provider-reported data about the status of the participating states' Direct Service Workers (DSWs).

The Pilot is about Direct Service Workers who:



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

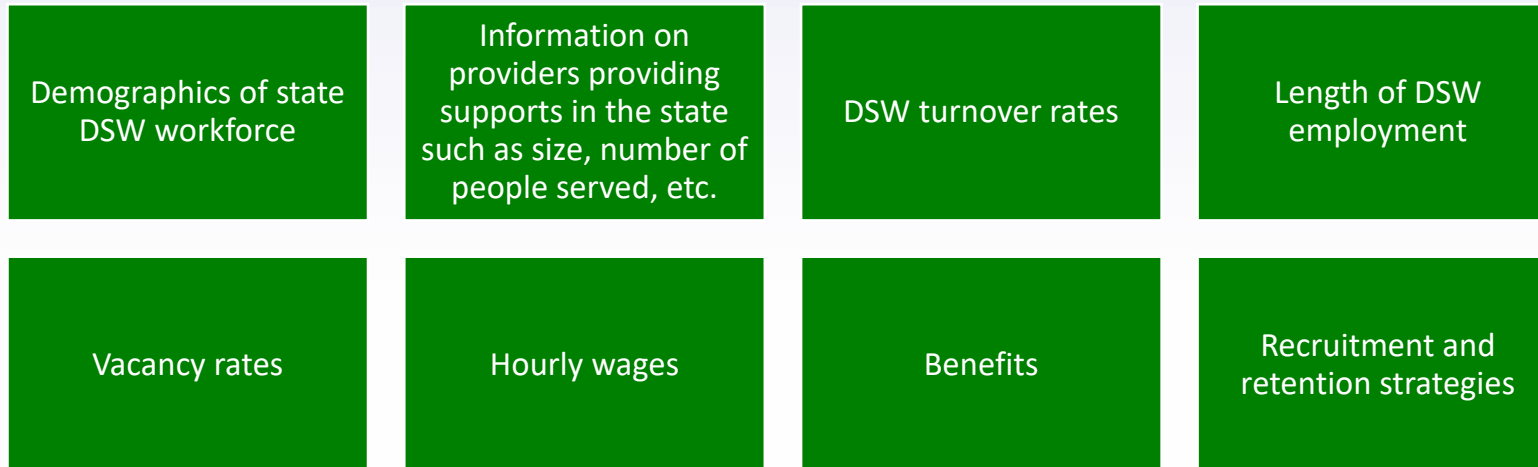


Survey Tool

The survey asks for information on Direct Service Workers supporting the AD population who were on a provider's payroll for any period of time from January 1, 2021 to December 31, 2021 and, for whom the facility defined or currently defines wages and benefits. Providers who are caregivers answer survey about their employed Direct Service Worker staff.

91 survey questions, but with some skip patterns

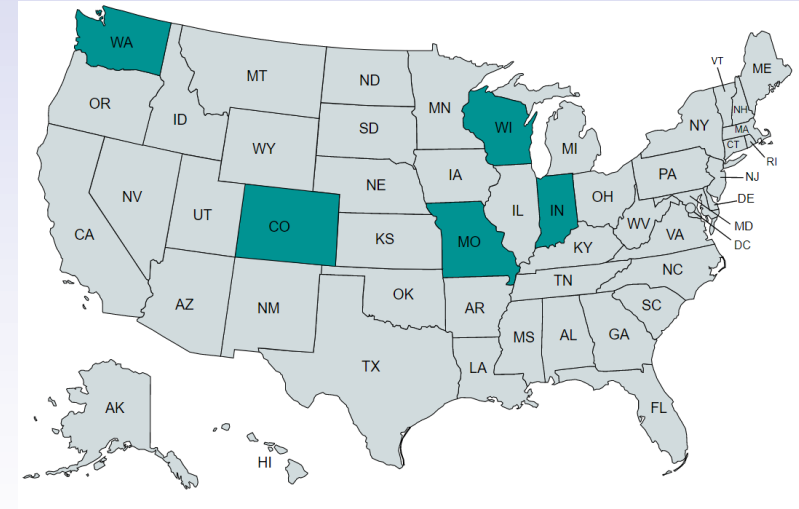
Topics included in Pilot Survey



Participating States

Colorado
Indiana
Missouri
Wisconsin
Washington

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Washington State
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Timelines

July 2022

Distribute Dear Provider Invitation Letter to Participate in Pilot Survey
Provide Educational Webinars on the Pilot Survey

Later August – October 2022

Pilot Survey Launch
Human Services Research Institute (HSRI) Survey data collection

November 2022 – January 2023

HSRI Data Analysis and Review
ADvancing States and HSRI review of Staffing Stability Survey for full launch
Preparation of Pilot Survey Technical Report

March 2023

Full launch of National survey in other states

Survey Assessment Data Points

The SSS-AD pilot survey is a unique and timely tool for participating states to assess the status, turnover, reimbursement, recruitment, and other pertinent data points, critical areas of concern about the DSW workforce. The survey will collect information such as:

Demographics of the DSW workforce

Information on providers providing supports (facility size, number of people served)

DSW turnover rates

Length of DSW employment

Vacancy rates

Hourly wages

Benefits

Recruitment and retention strategies

Provider Participation

ALTSA relies on our provider partnerships to help guide the improvement of services for the residents and clients we serve.

In partnership, ALTSA is hopeful for a robust provider survey participation response.

Providers included in the survey are those employing DSWs funded through a variety of LTSS publicly funded program sources, including Medicaid and state-funded programs. Providers who will be receiving the survey include: Assisted Living Facilities, Adult Family Homes, Adult Day Health, and Home Care Agencies.

We welcome and encourage provider participation.

Participation is voluntary.

Survey Launch

HRSI creates an individualized portal survey link for each provider.

ALTSA sends the individualized link to each provider in August 2022 to via email through a web linked portal. The survey will ask providers to respond to the survey based on the DSWs on their payroll.

The providers complete the survey using their individualized link. When finished, the providers hit “submit” and the link delivers the survey to HSRI.

At this time, NCI-AD will not collect information about DSWs supporting people who are self-directing their supports, DSWs working in nursing homes, and for any licensed staff, i.e., nurses, social workers, therapists.

Survey Data Analysis



National Core Indicators-Aging and Disabilities will aggregate collected survey data and prepare a technical report.

Participating states and providers will be able to use this report in a number of ways, including:

- Workforce initiatives
- Government partnerships
- Context for NCI-AD service outcomes data
- Baseline data for future analysis
- Budget projections
- Policy planning
- Stakeholder engagement
- Quality assurance

Survey Confidentiality

Participant provider names, contact information, and survey responses are completely confidential.

Provider names and representatives will not appear in the national report. Answers will not affect any services.

Questions?



Good understanding of:

The upcoming Staff Stability Survey-Aging and Physical Disabilities (SSS-AD) Survey aim and focus.

The value of participating in the pilot survey about the essential direct service workforce.

The Survey Assessment Data Points, Provider Participation, Survey Launch, Survey Data Analysis and Survey Confidentiality

For more information about the upcoming pilot survey, refer to the Dear Provider Letter posted in Gov.Delivery on July 13th, 2022.

<https://www.dshs.wa.gov/sites/default/files/AL TSA/rcs/documents/multiple/022-07-14-1.pdf>

Contacts

State of WA

For assisted living facilities and adult family homes, contact Bett Schlemmer
bett.schlemmer@dshs.wa.gov.

For other LTSS programs, contact Barbara Hannemann,
Barbara.Hannemann@dshs.wa.gov.

ADvancing States (ADS)

For information about ADS, contact Rosa Plasencia
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Human Services Research Institute (HSRI)

For information about the insitute, contact Dorothy Hiersteiner
dhiersteiner@hsri.org

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Washington State
Department of Social
& Health Services

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Thank You

Thank you for thinking about helping ALTSA by sharing information in the SSS-AD survey.

Much value will be gained from learning more about our valuable Direct Service Workforce.

We look forward to your participation.

*Bea-Alise Rector, Assistant Secretary, ALTSA
ADvancing States
Human Services Research Institute*