

Home and Community-Based Services

NCI Staff Stability Survey

Michelle Wegner

Special Initiatives Coordinator





Agenda

- Presenters
- Introduction
- Preparing for the Survey
- Tennessee Experience
- Wisconsin's Inaugural Survey
- Wrap-Up

Presenters

- **Michelle Wegner**, Special Initiatives
Coordinator, Division of Medicaid Services
- **Laura Vegas**, Director of National Core
Indicators, National Association of State Directors
of Developmental Disabilities Services

- **Dorothy Hiersteiner,**
Research Associate,
Co-Director of
National Core
Indicators, Human
Services Research
Institute



- **Robin Wilmoth,**
Director of Workforce
Development,
Department of
Intellectual &
Development Disability,
State of Tennessee



Introduction

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History

- Workforce Crisis
- American Rescue Plan Act
- www.dhs.wisconsin.gov/arpa/hcbs.htm

AMERICAN
RESCUE PLAN

Caregiver Crisis

By the Numbers

1 in 4

direct caregiver
positions are
vacant

20,000

additional home
care workers
needed by 2024

>50%

Wisconsin's
annual caregiver
turnover



Poll Questions

What are your current workforce challenges?

(check all that apply)

- ☐ Wages and benefits
- ☐ Recruitment
- ☐ Turnover
- ☐ Pandemic-related issues
- ☐ Transportation
- ☐ Other

Which one is the most challenging?

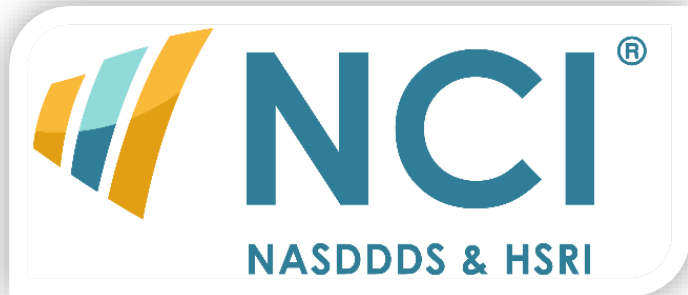


2020 Survey

- What is the NCI Staff Stability survey?
- What are the highlights from 2020?
- Why is your participation important?

Preparing for the Survey

Laura Vegas and Dorothy Hiersteiner



**National Core Indicators®-
Intellectual and Developmental Disabilities (NCI-IDD)**

What is NATIONAL CORE INDICATORS (NCI)?

Launched in 1997 in 13 participating states – now in 46 states (plus DC)

Collaboration between NASDDDS, HSRI & State DD Directors

- Goal: Use information on the outcomes experienced by people receiving services to **measure performance of public systems for people with intellectual and developmental disabilities**
- Looking at stability and quality of DSP workforce and provider base helps address this goal

www.nationalcoreindicators.org

NCI-AD—examines Aging and Physical Disability Systems www.nci-ad.org

Direct Support Professionals (DSPs)





Staff Stability Survey: WHY?

Lack of data about direct support workforce and the provider experience

- Data are needed to assess state's DSP workforce challenges, provide insight to inform potential improvement opportunities.
- Standardized methods for collecting and calculating the data impact credibility and comparability of final results
- Speaking as one voice is facilitated by collecting the same data

Staff Stability Survey: WHY?

Providers can communicate their collective voice to the state

This voice is used to make decisions about the future of the system

The data are only accurate if providers participate

Added bonus

Responding to the survey helps providers collect and assess their own data and see where gaps are

- When report comes out, providers can compare their results with the state averages to see where gaps lie

Standard survey tool

- Information about provider agency (service settings provided, numbers of DSPs and numbers of people served)
- Demographics of DSPs (Race/ethnicity and gender identity)
- Use of furlough
- Vacancy rates and turnover rates
- Tenure
- Wages
- Benefits
- Recruitment and retention strategies
- Frontline Supervisor info

Data will be
shared with
Wisconsin
Department of
Health Services

COVID Supplement:

- Standard survey tool:
- Changes to service provision (online, stopping certain services, etc.)
 - Changes to operations related to health and safety
 - Health and safety protocols put in place including testing and vaccination requirements
 - Access to PPE
 - Wage adjustments made for the purposes of retaining DSPs
 - Receipt of state/federal funding during pandemic

Tennessee Experience

Robin Wilmoth

**TENNESSEE DEPARTMENT OF
INTELLECTUAL AND
DEVELOPMENTAL DISABILITIES
(DIDD)
NATIONAL CORE INDICATORS (NCI)**

NCI DATA USAGE

NCI Data Usages throughout Tennessee

“NCI Roadshow”

- State service providers are made aware of the upcoming staff stability survey cycle through forums and media sites.
- The final data report is shared with all stakeholder groups throughout Tennessee through open forums and media sites .
- NCI Data is provided each year in the DIDD Tennessee State of the State Report as well as shared with state legislators on staffing situations in Tennessee for upcoming budgets.

NCI STAFF STABILITY TENNESSEE 2020 STATE REPORT

NCI DATA:

DIDD completed the National Core Indicators (NCI) Survey 2019 Staff Stability Survey along with 26 other states and the District of Columbia. DIDD providers returned surveys at an 81% return rate, with an increase of 8% over the previous year's 73%.

The information provided is vital for a true picture of the staffing situation currently in Tennessee. The survey results are used by DIDD and providers to monitor the current DSP staffing situations within the state.

A few critical data points:

- NCI Staff Stability Tennessee data report continues to increase with providers as they now see it is a tool viewed nationally and can use for inner agency reports and monitoring.
- Tennessee data for 2019 reflected the average overall Direct Support Professional (DSP) Rate was \$10.28 while the National rate was \$12.26.

NCI DATA USAGE TENNESSEE 2021 STATE REPORT

Fiscal

- DSPs are the backbone of the Home and Community Based Services system for people supported, and additional funding will assist with compensating the DSPs for the valued work they do.
- In 2021, the Tennessee 112th General Assembly passed the Fiscal Year 2022 Budget. This budget includes an unprecedented amount of over \$178M in additional funding to support those with Intellectual and Developmental Disabilities which included a 25% increase in the hourly wage for Direct Support Professionals.
- \$24,435,000 is purposed in the 2023 Tennessee fiscal budget to continue the state's commitment to raising wages for direct support workers with an increase to \$13.75 from \$12.50 per hour.

FUTURE OF TENNESSEE

NCI Data continues to be used throughout Tennessee

- NCI surveys and data provide a method to measure data provided in real time.
- NCI data provides a method to monitor direct impact of program changes and new initiatives.
- Providers and service agencies use NCI data for in house agency reports on trends and reporting their own data to stakeholders.
- NCI reports have shown considerable increase in the response rate in Tennessee.

Wisconsin's Inaugural Survey

Michelle Wegner



Goals

- Learn firsthand the challenges Wisconsin providers and direct care workers are facing
- Establish a benchmark so we can see if we are improving with subsequent staff stability surveys
- Leverage insights to support other workforce initiatives to improve and enhance HCBS services

Eligibility



Provider or agency employs direct care workers



Provides services to adults with Intellectual or Developmental Disabilities (IDD)



Has a Medicaid or Electronic Visit Verification (EVV) Medicaid provider number



Contact person with an email address

Benefits



Tell your story with data

- Your entries will be included in the final 2021 report
- You can compare the workforce statistics you submit to data from Wisconsin and other state averages
- You'll have access to concrete data to cite when addressing staff turnover and advocating for wage increases

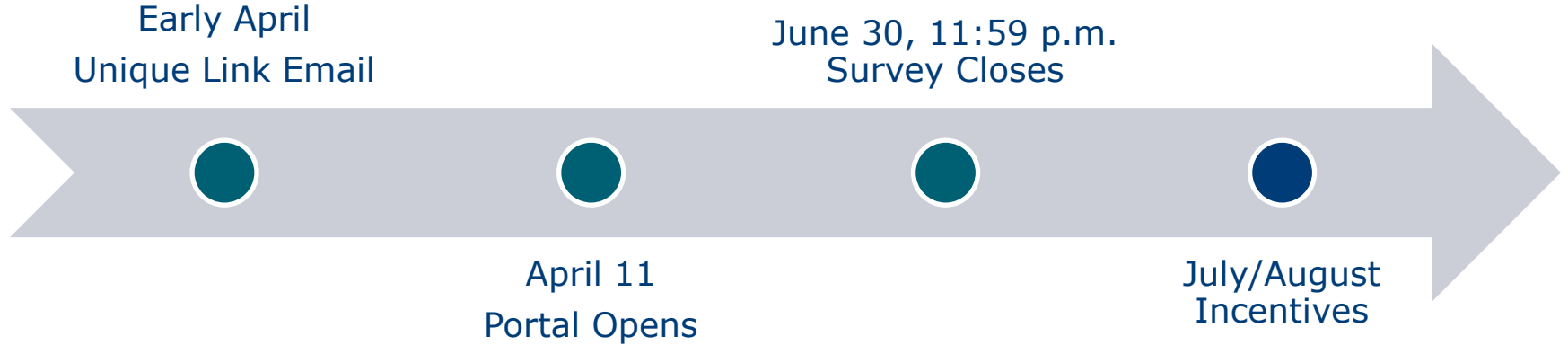


Incentives

- \$250 - \$1,000 for eligible participants that submit a completed survey
- The amount is based on the number of direct care workers you employ
- Incentive payments will be paid in July/August



Timeline



Other Workforce Initiatives



- Expand career opportunities through a professional certification system



- Design a one-stop workforce platform to connect employers and job seekers.

Learn more: www.dhs.wisconsin.gov/arpa/hcbs-directcareworkforce.htm



Poll Question

Are you interested in participating in the Staff Stability Survey?

- ☐ Yes
- ☐ No
- ☐ Undecided

Wrap-Up

Michelle Wegner



Questions and Answers

Contact Us



Email us if you have questions or to be added to the Staff Stability Survey mailing list:

DHSDMSWIARPAHCBS@dhs.wisconsin.gov



Sign up for general American Rescue Plan Act Home and Community-Based Services email updates:

www.dhs.wisconsin.gov/aboutdhs/alerts.htm



Website:

www.dhs.wisconsin.gov/arpa/hcbs.htm


Your Participation



We need
your voice



Portal will open
April 11, 2022



Protecting and promoting
the health and safety of the
people of Wisconsin.



WISCONSIN DEPARTMENT
of HEALTH SERVICES