NCI
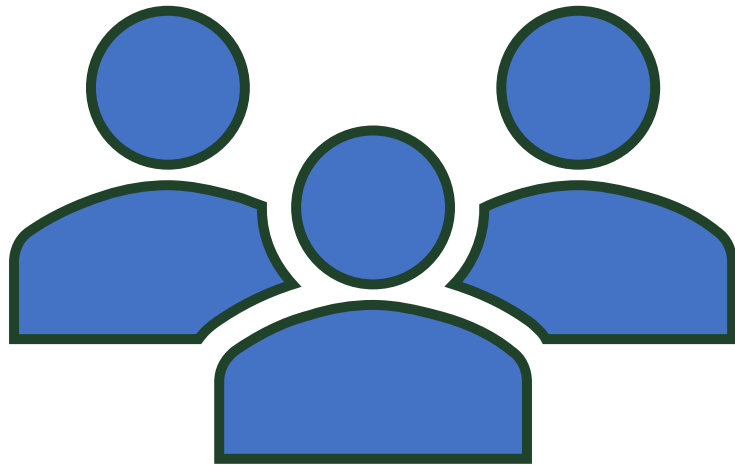# STATE OF THE WORKFORCE®
IDD
2022

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NCI
NATIONAL CORE
INDICATORS
PEOPLE DRIVEN DATA

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AGENDA

- What is National Core Indicators®?
- What is the NCI State of the Workforce, IDD (SoTW)?
- How do the SoTW surveys work?
- Some data from the SoTW from 2022
- How are states using the data
- State presentation: Colorado
- State presentation: Oregon

What is NATIONAL CORE INDICATORS ® (NCI ®) ?

- Collaborative partnership between NASDDDS, ADvancing States, HSRI & State DD and AD systems directors
  - NCI-Intellectual and Developmental Disabilities (NCI-IDD)
  - NCI-Aging and Physical Disabilities (NCI-AD)

Goal: Measure performance of public human service systems by looking at **outcomes**

- Help state systems assess performance by benchmarking across indicators, comparing to other states
- Domains related to valued life outcomes such as: employment, community inclusion & belonging, community participation, choice, rights, health, safety, relationships, access, service satisfaction, family outcomes, etc.

What is National Core Indicators?

Established
- 1997 NCI-Intellectual and Developmental Disabilities (IDD)
- 2015 NCI-Aging and Disability (AD)

Participating states
- 48 NCI-IDD
- 23 NCI-AD
- 30 State of the Workforce

Population addressed
- People with IDD
- Older adults
- People with physical disabilities
- Workforce

Covers multiple domains
- Hears directly from people receiving services
- State of the Workforce Survey

NCI State of the Workforce-- Development of the Survey

- The quality outcomes measured by NCI-IDD and NCI-AD are strongly contingent on the stability and quality of the direct support workforce.

- NCI's strong partnerships with state DD and AD systems allowed us to design and implement data collection about the workforce supporting the DD and AD populations by surveying provider agencies

So….Developed NCI-IDD and NCI-AD State of the Workforce (SoTW) Surveys

HOW DOES THE NCI STATE OF THE WORKFORCE WORK?

How did we get here?

- Demand for DSPs has increased due to….

    - The growth and aging of the US population

    - Increased ages for people with IDD

    - Fewer people moving into the DSP workforce

- Numbers of people becoming DSPs or remaining DSPs because…

    - Low wages, poor access to health insurance and lack of paid time off and other benefits

    - The high stress and demands of direct support employment

    - Insufficient training and preparation for DSP roles

    - Lack of professional recognition and status for skilled DSPs

NCI State of the Workforce

- ✓ Looks at the workforce supporting adults receiving DD-system supports

- 2014 developed with input from state DD systems

- Focus on stability and quality of DSP workforce (state and national level)

- $ Standardized measures and calculations to monitor priority data points: wages, turnover, vacancies, and employee benefits/environment

Survey Implementation

- States determine the population of service providers eligible for the survey

- States use their designated State Portal in the NCI Verity system to administer the surveys.

- Service providers enter data into online database collection system

- Portals open in February each year

- During the survey cycle, the State uses the portal to:
  - Send providers their email invitations
  - Edit/correct email addresses as needed
  - Track survey completion
  - Send reminder emails to providers

- Survey closes 6/30 each year

- NCI produces a report with aggregate data from each state.

Survey Implementation Continued

- Some states have made participation in the SoTW surveys mandatory. This is done in various ways across states:
    - Inclusion in state provider contracts
    - Through regulations and statute
    - Through the levying of sanctions
- One state has included NCI SoTW participation in their Value Based Payments to facilitate quality outcomes and a monetary incentive is provided and other states are interested in doing the same.
- Several states are incentivizing participation in the survey

States can add "State-Specific" questions to the end of the survey

- States can add questions to address priority areas, initiatives or areas of interest not already included in the SoTW

- For example, states have added questions to address
    - emergency planning in case of natural disasters,
    - whether providers have participated in any state-specific initiatives or programs
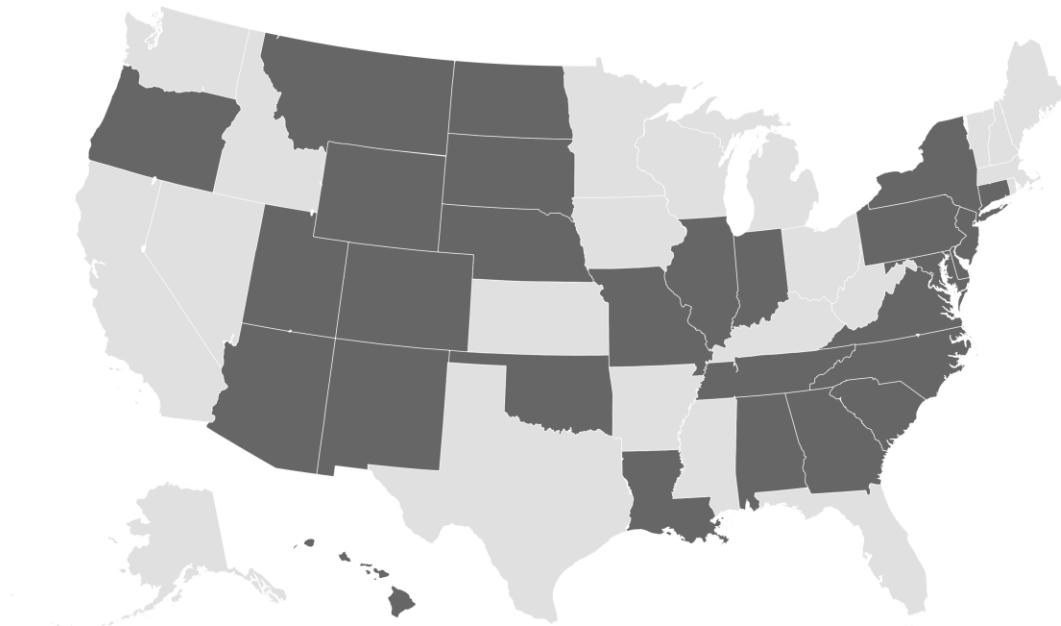   - And more

NCI STATE OF THE WORKFORCE: MEASURING KEY DSP WORKFORCE DATA WITHIN IDD SYSTEMS

Responses to the State of the Workforce Survey in 2022

States participating in the SoTW-IDD in 2022

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- Provider agencies within participating states respond about their DSP workforce

- Data refer to period between Jan 1, 2022-Dec 31, 2022

- 28 states and DC participated

- States administer the survey to all agencies who provide direct support to adults with IDD

- Does not include agencies or DSPs who exclusively support individuals who self-direct services
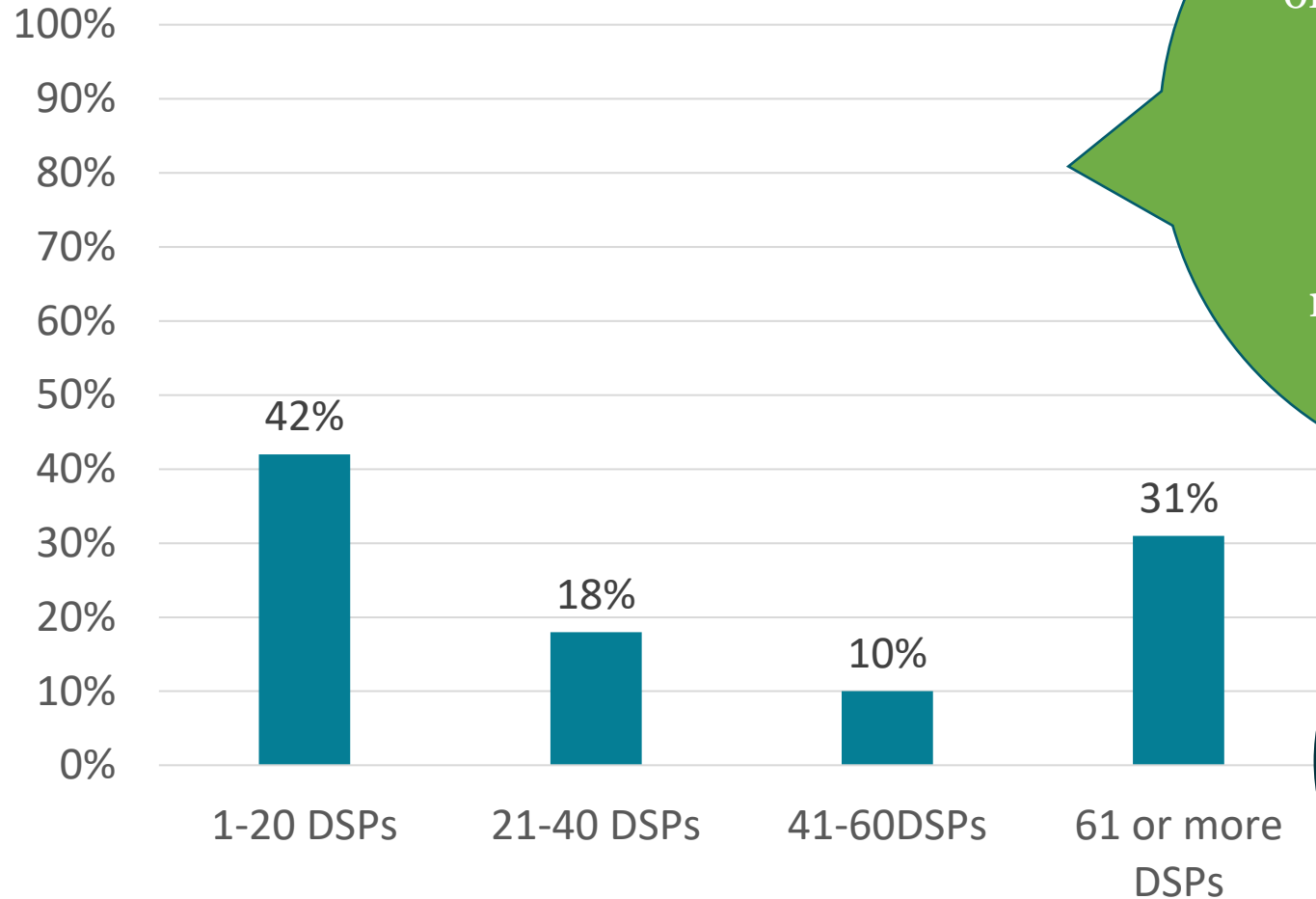
NCI
IDD

CONTEXT DATA

NCI-IDD Average Data are shown in this presentation,
but each state's data are shown in the report separately.

Agency characteristics

Size based on number of DSPs employed as of 12/31/22

Percentage of respondents who employ....

In one state, **5.3%** of responding agencies employ 1-20 DSPs

In another state, **72.9%** of responding agencies employ 1-20 DSPs

Notably, 60% of all providers participating in the survey employ 40 or fewer DSPs

Category	Percentage
1-20 DSPs	42%
21-40 DSPs	18%
41-60DSPs	10%
61 or more DSPs	31%

NCI IDD

DSP Demographics

	American Indian or Alaska Native	Asian	Black or African American	Pacific Islander	White	Hispanic/ Latino	More than one race/ethnicity	Other	Don't know
NCI-IDD Avg.	1%	2%	**44%**	1%	**34%**	**5%**	1%	1%	**11%**
		US 6%*	US 14%*		US 76%*	US 19%*			

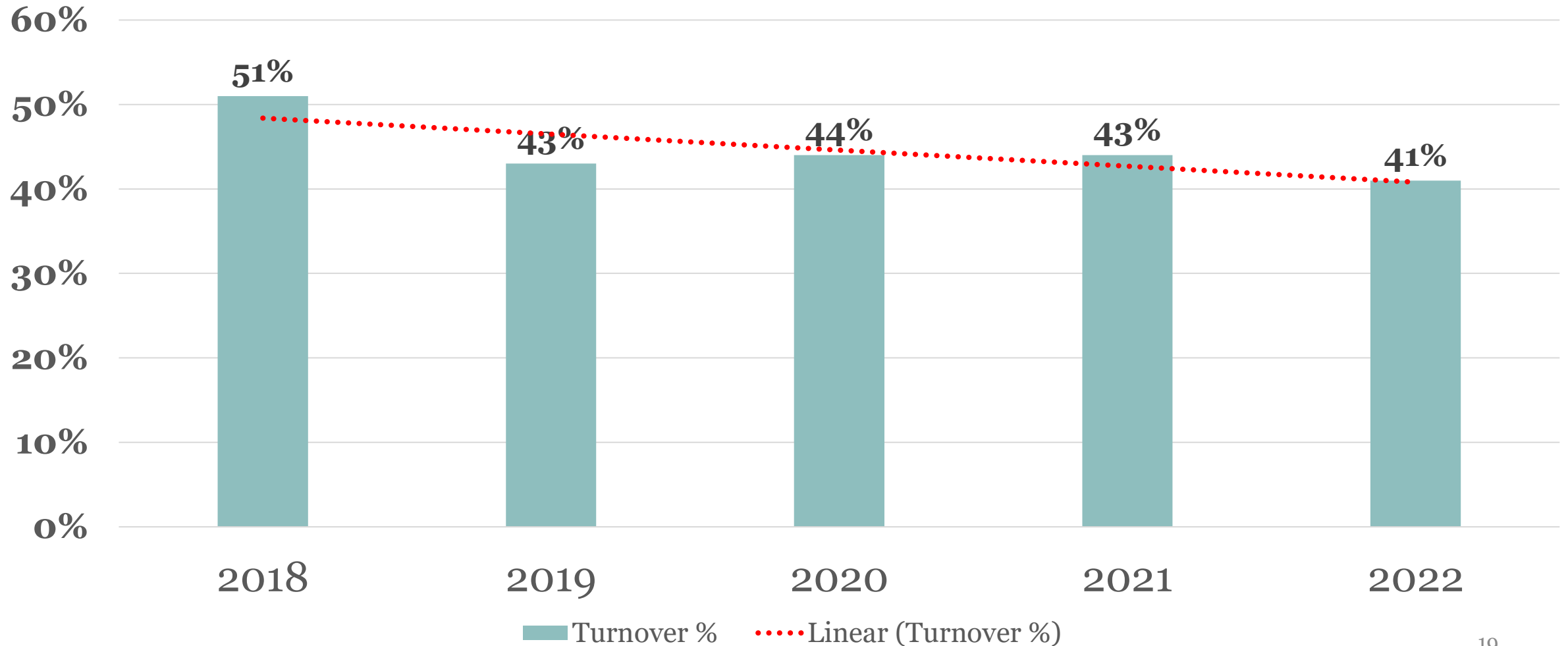Providers report that the DSP workforce is 70% female

OUTCOME DATA

Turnover

Turnover ratio: 41%

- 22 out of 24 states reported a **decrease** in turnover ratio since 2021 report (NCI-IDD Average in 2021, 43%)
- State range from 21% to 59%
- 4 states reported >50% turnover rate

Turnover Data 2018-2022

Turnover Percentage by Year

Bar chart showing turnover percentage by year: 2018 = 51%, 2019 = 43%, 2020 = 44%, 2021 = 43%, 2022 = 41%. Includes a red dotted linear trend line (Turnover %).

Legend: Turnover %   ····· Linear (Turnover %)

DSP Tenure

Tenure (**Employed DSPs**)

Tenure of DSPs employed as of Dec. 31, 2022

	<=12 months	12-36 months	36+ months
AVG	36%	27%	37%

Notes: Each agency's turnover rate is calculated as (total separated DSPs in past year)/(total direct support staff as of December 31, 2022). Formulas for tenure were based on the number of DSPs in each time range who separated from employment between Jan 1 and Dec. 31, 2022

Tenure (Separated DSPs)

- Tenure Among Separated DSP Employees (Left Between Jan. 1, 2022 and Dec. 31, 2022)

	<=12 months	12-36 months	36+ months
AVG	62%	22%	16%

Reasons for separation:

Voluntary	Termination	Laid off	Don't Know
• 77%	• 19%	• 1%	• 3%

Formulas for tenure were based on the number of DSPs in each time range who separated from employment between Jan 1 and Dec. 31, 2022

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CONTRIBUTING FACTOR DATA

Wages

Across all service types, responding agencies paid a **median hourly wage of $15.98**.

When broken out by service type, median hourly wages were:
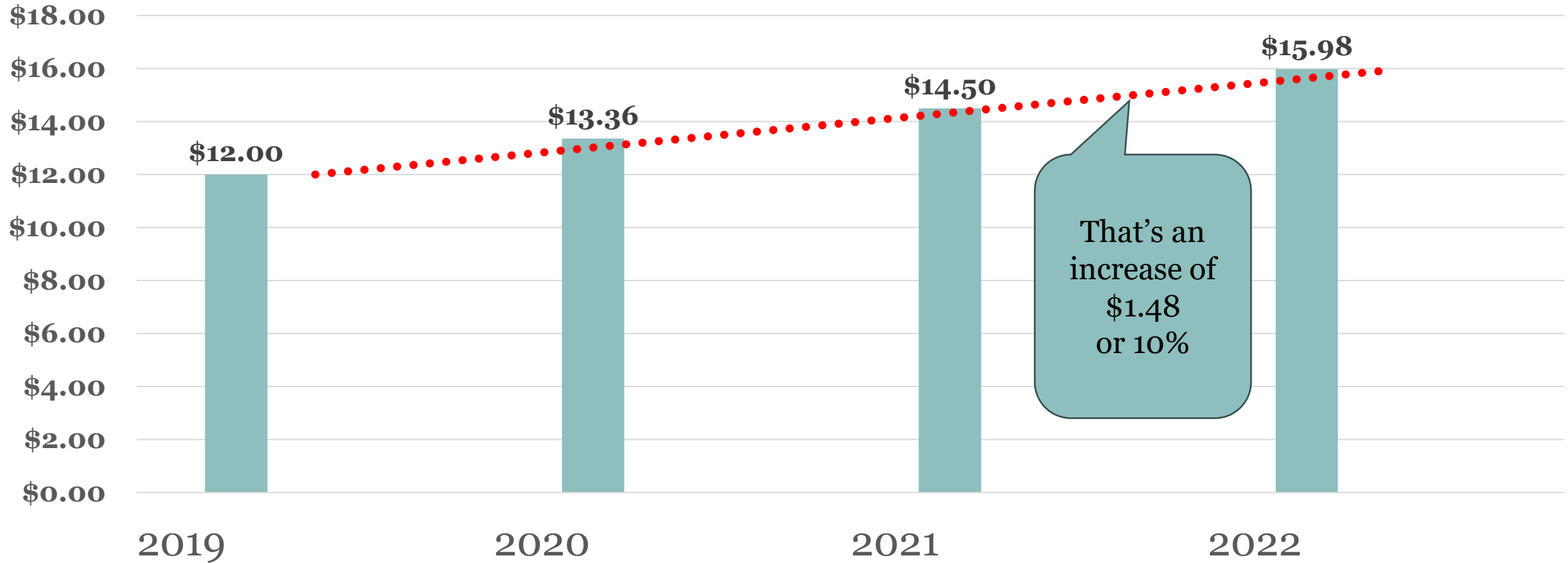
$15.76 for DSPs providing **residential** supports

$15.60 for DSPs providing **in-home** supports

$16.00 for DSPs providing **non-residential** supports

4 Years of Median Wage Data

Worker Benefits

Paid time off to some or all DSPs

75%

Offer health insurance to some or all DSPs

62%

Offer retirement plan to some or all DSPs 55%

Offer dental coverage to some or all DSPs

60%

Offer vision coverage to some or all DSPs

26%

Recruitment and Retention

Realistic Job Preview

81%

Train on code of ethics

81%

DSP ladder

28%

Staff supported to acquire credentials

27%

DSP included in agency governance

21%

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Additional Data Available on Responding Providers

- Types of supports (residential, in-home, non-residential)
- # of adults supported in each support type (residential, in-home, non-residential)
- Changes in number of adults enrolled in or approved for services
- % Full time/% part time
- Vacancy rates
- Starting wages (overall and for each support type)
- Wages as a % of state minimum wage
- Bonuses paid to employees
- Other benefits- tuition reimbursement, flex spending accounts, health incentives
- …….and more!

NCI State of the Workforce for Aging and Physical Disabilities (NCI-AD State of the Workforce)

- In 2023, NCI-AD launched the State of the Workforce for the Direct Support Worker workforce supporting the AD population.

- Assists states to gather data on this critical workforce to

  - Compare and share knowledge with IDD around workforce

  - Develop and evaluate policies and programs to address the workforce

  - Provide critical data on the workforce

  - Is your state interested? Email rplasencia@advancingstates.org

How are states using NCI State of the Workforce?

- One state is using SoTW data to compare outcomes before and after a DSP credentialing project

- One state is conducting additional analyses to understand predictors of tenure and turnover

- One state used data as evidence to advocate for a rate increase. Then used SoTW to determine whether rate increase went to wages. Created Advisory Groups to review the data and strategize.

- Many states use the SoTW to target technical assistance to providers, to include in ongoing rate discussions, and to include in the overall Quality Assurance Plans for further analysis and improvement opportunities

How are states using NCI State of the Workforce?

- States use the data to inform policy changes, design recruitment and retention efforts and examine the impact of rate increases over time

- States use the SoTW Survey to fulfill state-level data reporting requirements

- In some states, data are shared with provider leadership to guide workforce initiatives and quality improvement activities

What can states do with these data?

Learn

- Learn from the variation in their state
  - How do smaller agencies compare to larger agencies?
  - How can smaller agencies be supported as system changes are anticipated?

Organize

- Organize a learning collaborative workgroup
  - Look for patterns or trends by size of agency, region of the state, or other categories
  - Use quality tools to identify improvement opportunities
  - Share best or emerging practices.
  - Encourage providers to utilize their own data to compare to state data, national data, benchmarking, etc.

Work

- Work with service provider trade associations
  - Analyze trends by size of the agency or type of service provided (residential, in-home, and/or non-residential).
  - Compare-wage and benefit similarities and differences to get insight into potential factors that may impact turnover.

Access Rule

- The proposed Access rule as envisioned, focuses on access to high quality services.

- Transparency of data is a common thread running through the proposed Access rule.

- Plan is to align NCI State of the Workforce with any requirements for reporting DSP wages that may accompany rule promulgation.

NCI IDD

Rachel Newton, Quality Policy Specialist
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Office of Community Living

Colorado & State of the Workforce

- Participating since 2018 per HB 18-1407.

- The initial objective behind was to gather high-quality data aimed at assessing the impacts associated with raising reimbursement rates by 6.5% increase, for specific services outlined in the bill. Service agencies were mandated to allocate 100% of the additional funding resulting from the reimbursement rate hike toward enhancing compensation for direct care workers.

- Colorado provides data to the state legislature annually to track impact.

COLORADO
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Policy & Financing

Colorado & Workforce Initiatives

There are program and policy changes that have been implemented during this 5-year data collection span.

- Base Wage Requirement
  - Dashboard: https://hcpf.colorado.gov/direct-care-workforce-base-wage#Dashboard

- Direct Care Workforce Collaborative
  - https://hcpf.colorado.gov/direct-care-workforce-collaborative
  - Action Groups:
    - Compensation and Benefits
    - Training and Career Advancement
    - Value and Awareness

COLORADO
Department of Health Care
Policy & Financing

Colorado, ARPA, & Workforce Initiatives

- Direct Care Workforce Satisfaction Survey

- Standardized Core Curriculum - training designed for use by individuals working in a variety of settings and with different populations

- Resource and Job Hub

- Awarding grants to support higher-level training for individual direct care workers, prospective direct care workers, and Home and Community Based Service (HCBS) employers

- Public Awareness Campaign

- Direct Care Spotlight: https://hcpf.colorado.gov/direct-care-spotlight

Publish Data for Public Access

Ultimately, participation in this survey has helped to establish a baseline of workforce data to continue to examine workforce challenges, identify areas for further investigation, measure improvements made through policy or programmatic changes, and compare Colorado's data, to those of other states.

- NCI Survey Website
- SotW 5-Year Comparative Data Analysis Report (2018 to 2022)
- At-A-Glance Reports
- Quality Dashboard – ARPA 8.08

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Oregon Office of Developmental Disability Services (ODDS)
Oregon Department of Human Services

Scroll to the bottom to see the "NCI Staff Stability Surveys" reports and the "Oregon Direct Support Professional Workforce Stability" reports

https://www.oregon.gov/odhs/data/Pages/odds-data.aspx

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Thank you!