



Leadership, innovation, collaboration
for state Aging and Disability agencies

State Initiatives to Support Direct Care Workers

September 2023

Our Vision:

Older adults, individuals with disabilities, and their caregivers will have access to the resources they need to live well & thrive in every community.

Our Mission:

To design, improve, and sustain state systems delivering long-term services and supports for people who are older or have a disability, and their caregivers.



The Basics

Majority Women

- 85% women
- 15% men

Majority Minority

- 27% Black or African American
- 23% Hispanic or Latino
- 9% Asian or Pacific Islander

Older Workforce

- 45% between the ages of 45 and 64

Many are Immigrants

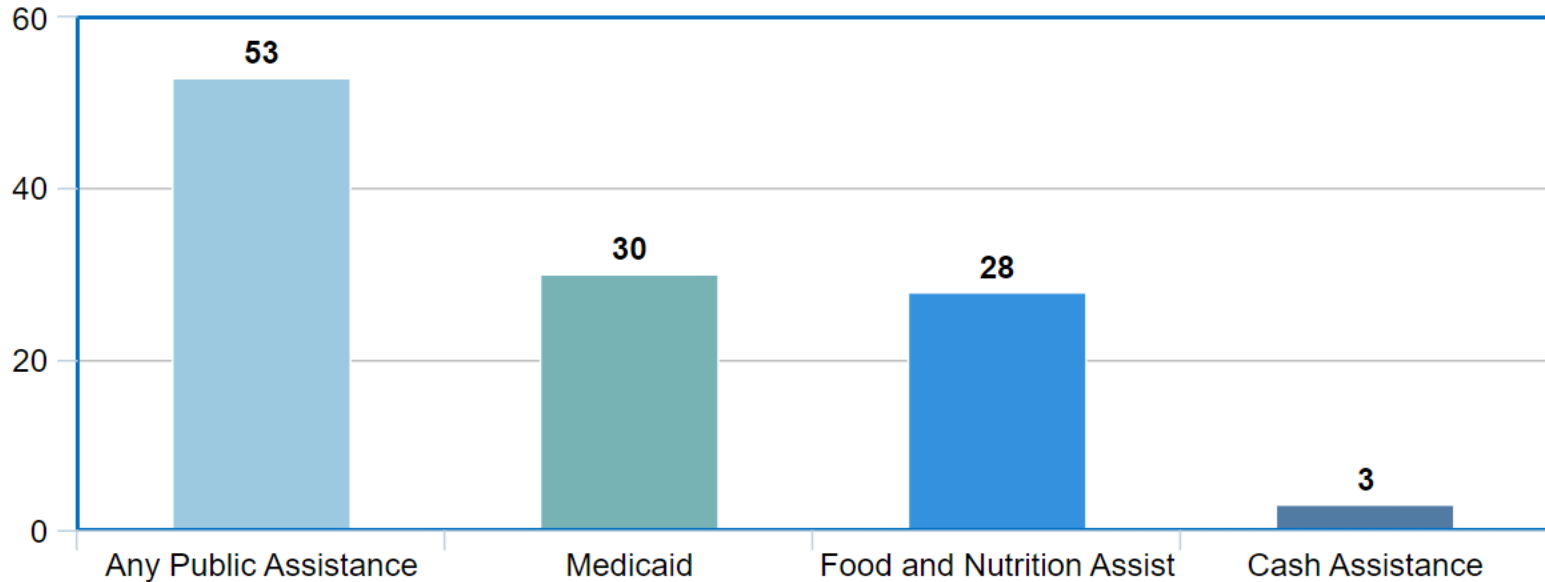
- 31% of the home care workforce

Chart Source: The percentages shown in the race and ethnicity figure do not total 100 percent because they are rounded to the nearest whole percentage. Ruggles, Steven, Sarah Flood, Ronald Goeken, Megan Schouweiler and Matthew Sobek. 2022. IPUMS USA: Version 12.0. <https://doi.org/10.18128/D010.V12.0>; analysis by PHI (June 2022).

Home care workers – More Stats

Accessing Public Assistance, 2020

Direct Care Workers in the United States: Key Facts, PHI, 2022



- Chart Source: Ruggles, Steven, Sarah Flood, Ronald Goeken, Megan Schouweiler and Matthew Sobek. 2022. IPUMS USA: Version 12.0. <https://doi.org/10.18128/D010.V12.0>; analysis by PHI (June 2022).

Reasons for Retention Issues

- Low pay, minimal benefits
- Feeling unprepared; lack of training
- Limited support, respect, recognition
- Gender and racial inequities
- Injuries on the job

2021
Survey of
HCBS
Agencies:

- 77% have turned away new referrals
- 58% have discontinued certain programs or services
- 84% have delayed programs due to staffing shortages (ANCOR 2021).

<https://www.macpac.gov/wp-content/uploads/2022/03/MACPAC-brief-on-HCBS-workforce.pdf>

State Support for the Direct Service Workforce


DSW Initiatives in ARPA Spend Plans

- Public awareness and marketing campaigns to attract new workers
- Providing training
- Focusing on workforce wellness
- Offering internship opportunities
- Environmental scans
- Transportation
- Development of mentoring/peer support programs



ARPA Analysis

State DSW Marketing Campaigns

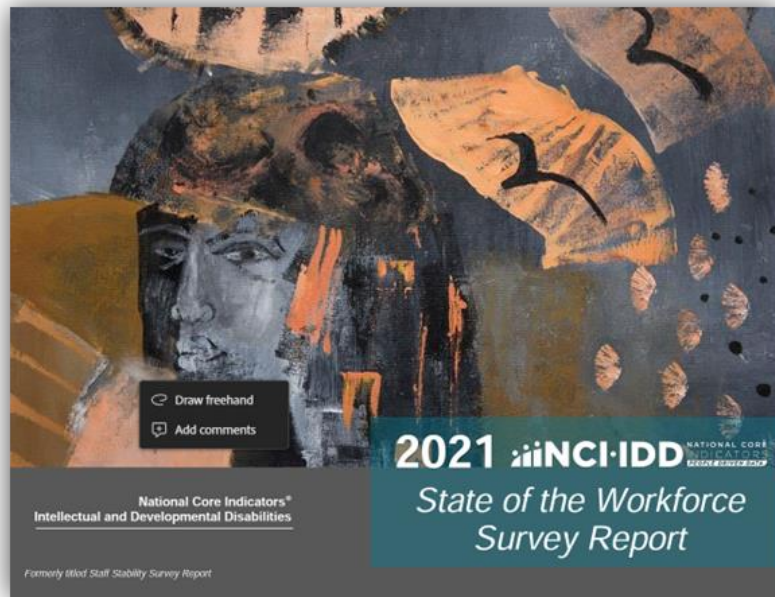
- General public but also targeted to rural populations, Spanish speaking
- Multiple modalities: tv, radio, social media, newspapers
- DSW input – surveys, focus groups
- Creating marketing toolkits
- 

State of the Workforce Survey

NCI-IDD State of the Workforce Survey

- Annual survey collecting data on DSP workforce providing support to IDD population
- 29 participating states in 2021
- 3,838 provider agencies included

<https://idd.nationalcoreindicators.org/staff-providers/>



NCI-IDD State of the Workforce Survey

- Goals include:
 - Help states examine workforce challenges
 - Identify areas for investigation
 - Benchmark workforce data
 - Measure improvements
 - Compare to other states

NCI-IDD State of the Workforce Survey Report

The weighted average turnover ratio was roughly 43%.

Median hourly wage: \$14.50

Of the DSPs who left employment in 2021, 56% had been employed less than 12 months.

Average ratio of 10 DSPs to 1 frontline supervisor.

Roughly 74% of responding agencies offered PTO of some type

State of the Workforce Survey – Aging and Disabilities

Measures key workforce data within aging and physical disabilities systems

Information comes from provider agencies

Aggregated data is available by state once the data collection period has ended

Annual report posted

For more information: <https://nci-ad.org/news/article/782> or rplasencia@advancingstates.org

SoTW-AD Topics Included

Demographics of
state DSW
workforce

Information on
providers in the
state (ex: size,
number of people
served)

DSW turnover
rates

Length of DSW
employment

Vacancy rates

Hourly wages

Benefits

Recruitment
and retention
strategies

States may add
10 of their own
questions

Direct Care Careers

Job Postings & Auto Match

- Providers and those self-directing can create job posts and be automatched

Trainings

- A portal to add, manage, or recommend trainings for workers

Candidate Profiles

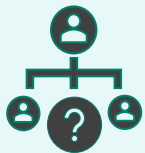
- Workers can create and maintain a profile page

Reports

- States can self-generate reports whenever needed

Credentialing Repository

- Take trainings recommended by the state, obtain certificates, renew annually



Employers a way to efficiently post job descriptions and fill staffing gaps quickly through auto-matching capabilities



Employees/Candidates with a way to find and apply for jobs, connect to and communicate with various employers, verify certification, and obtain more education and/or credentials in one platform



States with actionable data about workforce needs and the ability to communicate directly with providers and workers

Care Attendant

AVAILABILITY

☒ Full-time

☐ Part-time

I CAN PROVIDE SUPPORT FOR

☒ Adults

☒ Children

☒ Seniors

I CAN PROVIDE SUPPORT FOR INDIVIDUALS WITH SPECIAL NEEDS

☒ Auditory or Hearing

☐ Invisible

☒ Other special needs

☒ Vision

☒ Deaf

☒ Medical

☒ Physical

ARE YOU WILLING TO WORK IN AN ENVIRONMENT WITH

☒ Cats

☒ Dogs

☐ Other pets

DISTANCE WILLING TO TRAVEL TO WORK LOCATION (IN MILES)

☐ 0-10

☐ 10-20

☒ 30+

☒ Willing to discuss

WILLING TO RELOCATE FOR THE RIGHT POSITION

☒ Yes

☐ No

☐ Willing to discuss



SCAN ME

☒ Intellectual

☒ Mobility

☒ Traumatic Brain Injury

☒ Speech and Language

State Specific Examples

Indiana's Direct Service Workforce Plan Reports



INDIANA DIRECT SERVICE WORKFORCE PLAN

Introduction



The Indiana Family and Social Services Administration is committed to individuals living in their community of choice and being supported to achieve their vision of an active life of their own design. To achieve this commitment, a diverse, stable and well-trained workforce is essential to providing quality person-centered services and supports. We recognize investment in this workforce—our direct service workers—is essential to the objective to serve more Hoosiers in their homes and communities.

These DSWs include certified nursing assistants, home health aides, direct support professionals, personal care aides and other non-licensed personnel. This workforce is historically understaffed in Indiana and across the nation. The ongoing challenges of low wages and the intense demands of these occupations were brought to light more so during the COVID-19 pandemic.

The need for these workers will only increase as Indiana's aging population continues to grow and persons with disabilities live more independently, resulting in an increased demand for home- and community-based services.

To better understand the HCBS landscape, FSSA has been intently engaging for several years with individuals with lived experiences. This includes hosting more than 70 listening sessions with individuals and families supported through the Division of Disability and Rehabilitative Services and the Division of Aging. Feedback from these sessions clearly pointed to the desire of individuals to be supported in living a life of their own design, with the support of a Direct Service Workforce to help them realize their goals.

Using this feedback as a centering principle, FSSA began a more focused effort in 2021 to study the Direct Service Workforce shortage so that the state is best positioned in the coming years, especially as managed long-term services and supports is implemented in 2024. The effort has included direct input from individuals with lived experiences, DSWs and other stakeholders, and engaging the Indiana University Bowen Center for Health Workforce



SCAN ME



DIRECT SERVICE workforce

INDIANA DIRECT SERVICE WORKFORCE REPORT



SCHOOL OF MEDICINE
BOWEN CENTER FOR HEALTH
WORKFORCE RESEARCH & POLICY



SCAN ME

Indiana's Direct Service Workforce Advisory Board

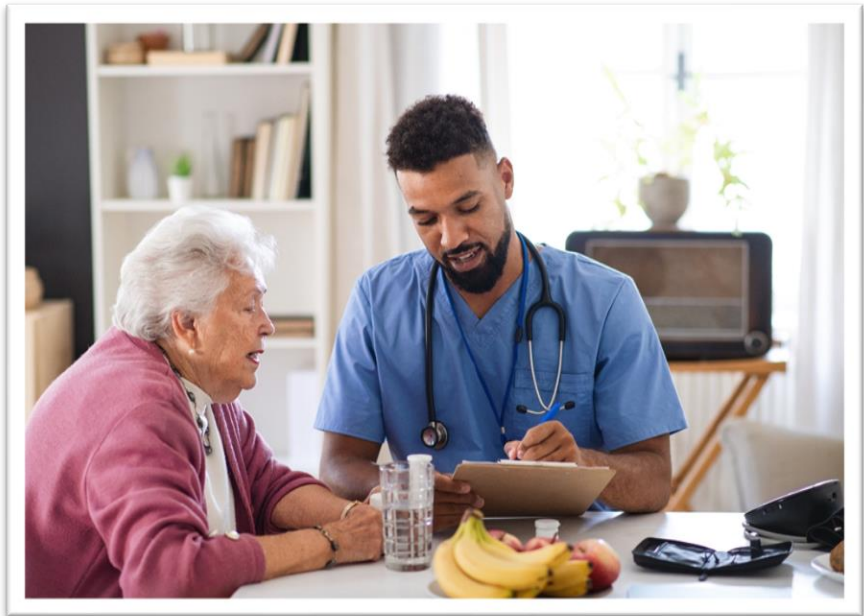
- **Who:** Seventeen (17) direct service workers who come alongside of older adults and people with disabilities to work and live where they want, including individual homes, assisted living facilities, and group homes. Members were selected through a competitive application process and are compensated for their participation.
- **What:** Examples of what FSSA wants and needs to learn from direct service workers throughout the implementation phase:
 - » What is **important to you** in your role as a direct service worker?
 - » What **training(s)** would be helpful in your role as a direct service worker?
 - » What, if any, **barriers** exist to staying and/or advancing in your role as a direct service worker?
 - » What **types of support** would enable you stay in your role as a direct service worker?
- The Direct Service Workforce Advisory Board has met eight (8) times since January 2022. During these meetings FSSA staff, consultants, and external stakeholders provided updates and solicited feedback from Advisory Board members. FSSA also connects frequently with Advisory Board members via e-mail and texting.
- In addition, Advisory Board members have participated in FSSA stakeholder meetings (i.e., strategy sessions, workgroup meetings) and conferences.



A Direct Care Workforce Training and Retention Program

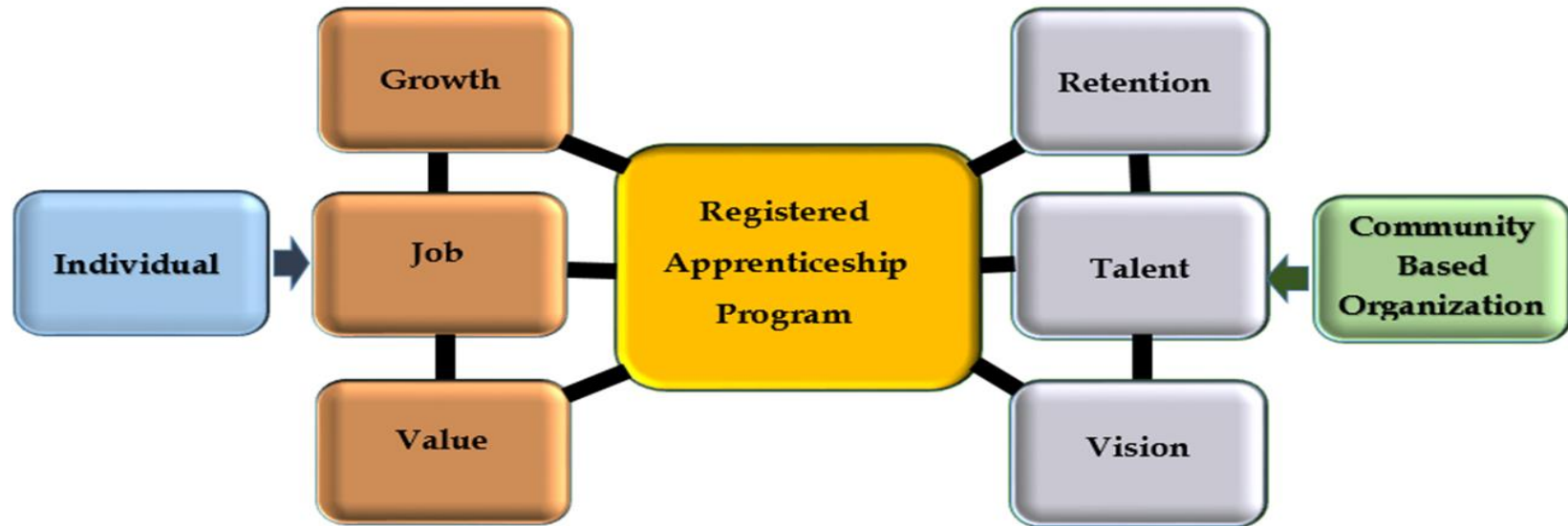
CalGrows Innovation Fund

- Incentives for training and retention
- Accessibility and Career Advancement
- Training Design
- Outreach





Missouri Talent Pathways Building Workforce Solutions





Leadership, innovation, collaboration
for state Aging and Disability agencies

April Young MSW
Senior Director of Strategic Initiatives
Ayoung@advancingstates.org