

Home and Community-Based Services

NCI-IDD State of the Workforce Survey

February 7, 2024

Agenda

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



Presenters

- Kevin Coughlin, Policy Implementation Initiative Advisor-Executive, Division of Medicaid Services
- Victoria Obatusin, Implementation Specialist, Division of Medicaid Services

Introduction

Kevin Coughlin

History

- Caregiver workforce crisis
- American Rescue Plan Act
- dhs.wisconsin.gov/arpa/hcbs.htm

1 in 4

direct caregiver
positions are vacant

>50%

Wisconsin's annual
caregiver turnover



Poll Question

What are your current workforce challenges?

(check all that apply)

- Wages and benefits
- Recruitment
- Turnover
- Transportation
- Retention
- Morale
- Other

Which is the most challenging?

(choose only one)

- Wages and benefits
- Recruitment
- Turnover
- Transportation
- Retention
- Morale
- Other

2023 Survey



- What is the NCI-IDD State of the Workforce Survey?
- What are the highlights from 2021?
- Why is your participation important?

Background of the Survey

National Core Indicators (NCI)



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

National Core Indicators (NCI)

- Launched in 1997 in 13 states – now in 46 states (plus DC)
- Collaboration among NASDDDS, HSRI, and State DD Directors
- Examines stability/quality of DSP workforce; provider base helps address this goal

Goal: Use outcomes from people receiving services to measure the performance of public systems for people with intellectual and developmental disabilities

Direct Support Professionals



Benefits to Wisconsin



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

Why Providers Should Join

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

Responding to the survey helps providers collect and assess their own data

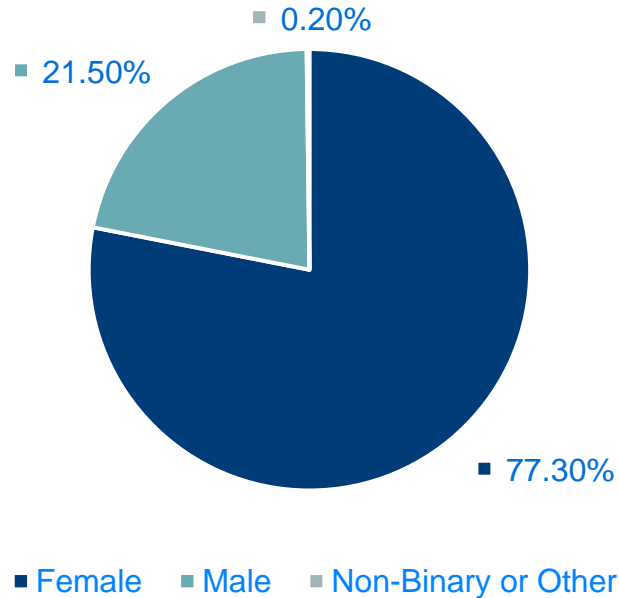
Providers can then compare their results with state averages to locate gaps

Wisconsin's Survey

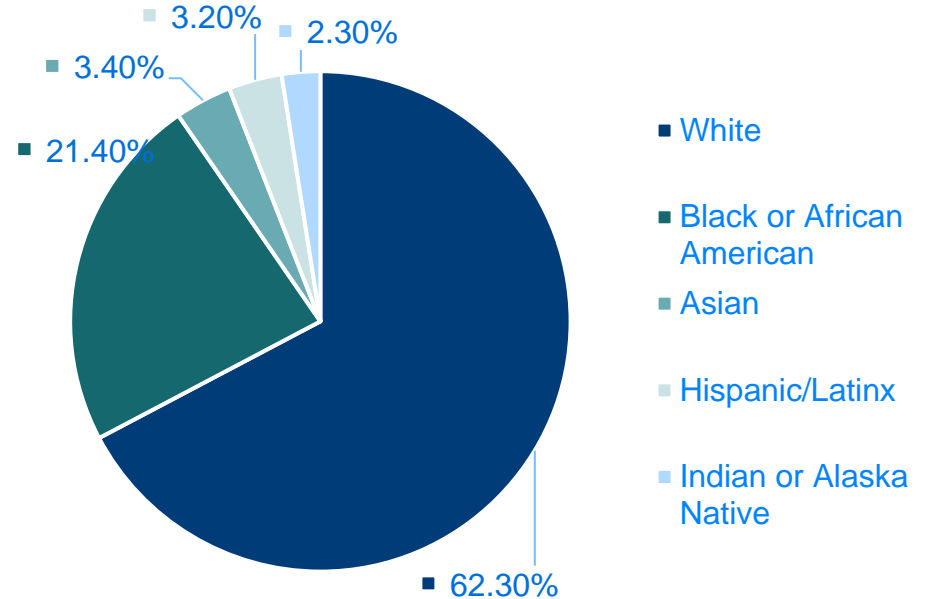
Key Data about Wisconsin's Workforce 2021

2021 State IDD Data Demographics

Gender Identity



Racial Breakdown



2021 State IDD Data Highlights

Wages	Health Insurance	Paid Time Off	Turnover Ratio	Vacancy Rate
<ul style="list-style-type: none">• \$13.53 overall average wage• NCI-IDD average \$14.41	<ul style="list-style-type: none">• 39.9% of agencies offer• NCI-IDD average 59.9%	<ul style="list-style-type: none">• 62.3% provide some• NCI-IDD average 73.7%	<ul style="list-style-type: none">• 49.9%• NCI-IDD average 43.3%	<ul style="list-style-type: none">• 15.7% full-time and 16.8% part-time• NCI-IDD average 16.5% and 20.3%



Goals Moving Forward

- Learn firsthand the challenges Wisconsin providers and direct care professionals are facing
- Compare data with 2021 to see if we are improving
- Leverage insights to support other workforce initiatives to improve and enhance HCBS services

Eligibility



Provider or agency employs direct care professionals



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



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



Contact person with an email address



Benefits

- Your entries will be included in the 2023 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

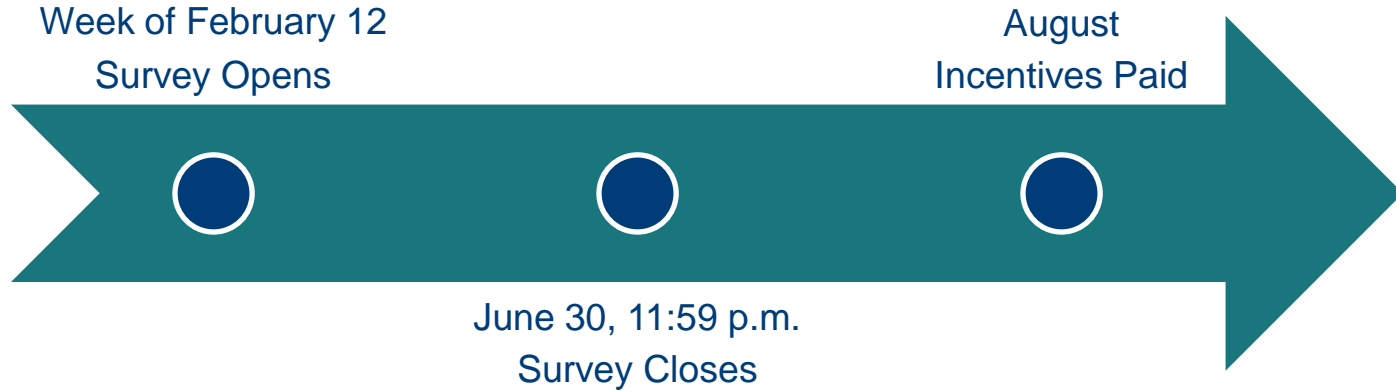
Participation Incentives



- \$250 - \$1,000 for eligible providers who submit a completed survey by June 30, 2024
- The amount is based on the number of direct care professionals you employ
- Incentive payments will be paid in August



Timeline





Poll Question

Are you interested in participating in the NCI-IDD State of the Workforce Survey?

- Yes
- No
- Undecided

Wrap-Up

Questions, Contact Information



Questions and Answers

Contact Us



Email us if you have questions or to be added to the State of the Workforce Survey mailing list:

victoria.obatusin@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



Survey will open
week of
February 12

Certified Direct Care Professional Program

- Free, online, self-paced training
- Estimated 30 hours of training
- 14 competencies
- \$500 total bonuses for hiring and retention



UNIVERSITY of WISCONSIN
GREEN BAY




WISCONSIN DEPARTMENT
of HEALTH SERVICES

WisCaregiver Connections

- Job postings
- Auto-match employers with job seekers
- Candidate profiles
- Credentialing details
- Training opportunities
- Employer and other stakeholder resources
- Educator/student resources
- Resource library





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



WISCONSIN DEPARTMENT
of HEALTH SERVICES