



WISCONSIN DEPARTMENT  
*of* HEALTH SERVICES

# State of the Workforce Survey— Aging and Physical Disabilities

Informational Presentation  
2024 survey cycle (2023 data)  
September 15 – November 30, 2024

# Background



# Workforce and Caregiver Crisis

- Increased demand for caregivers
  - Long-term care employers will need to fill 7.4 million direct care jobs from 2019 to 2029
- Workers struggling with poverty
  - Median wage for DCW was \$13.56 in 2020
  - Median earnings were \$20,200
  - 44% relied on some form of public assistance
- Other factors
  - Immigrants constitute 31% of the home care workforce, compared to 17% of the total U.S. labor force.
  - COVID-19

[phinational.org/news/phi-releases-new-annual-data-on-the-u-s-direct-care-workforce/](https://phinational.org/news/phi-releases-new-annual-data-on-the-u-s-direct-care-workforce/)

# The Need for Data

- There is a direct care workforce crisis.
- State government is in position to make policy decisions.
- Data will:
  - Drive decisions
  - Be informed
  - Clearly identify and understand an issue
  - Ensure inclusion
  - Effectuate change
  - Measure success over time



# Previous Survey

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- National Core Indicators Intellectual and Developmental Disabilities State of the Workforce (NCI-IDD SoTW) Survey
- Launched in 2007
- Measures the strengths, weaknesses, and trends of the direct care workforce serving people with intellectual and developmental disabilities
- 27 states now participate
- Wisconsin first participated in 2022 (2021 data), 2024 survey (2023 data) just closed

[idd.nationalcoreindicators.org/wp-content/uploads/2023/02/2021StateoftheWorkforceReport\\_FINAL.pdf](https://idd.nationalcoreindicators.org/wp-content/uploads/2023/02/2021StateoftheWorkforceReport_FINAL.pdf)

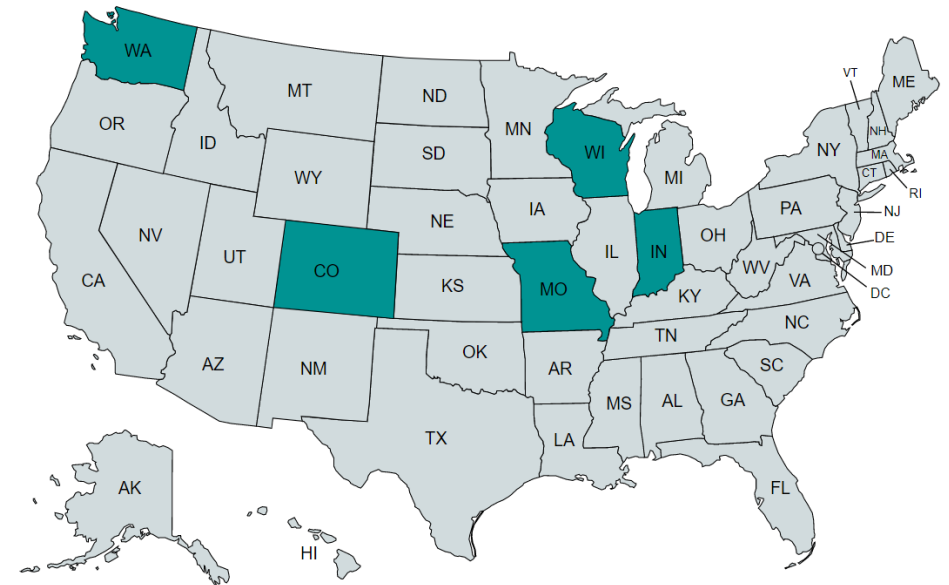
# Pilot Survey



# New Pilot Survey – NCI-AD SoTW

- National Core Indicators—Aging and Disabilities State of the Workforce (NCI-AD SoTW) Pilot
- Goal: develop a survey similar to the IDD one
- Focus on caregivers for older adults or people with physically disabilities
- Five states, including Wisconsin
- 7,461 providers

[nci-ad.org/upload/files/V2\\_ACCESSIBLE\\_NCI\\_SoTW-2021.pdf](https://nci-ad.org/upload/files/V2_ACCESSIBLE_NCI_SoTW-2021.pdf)



# Response Rates

State	Total number of agencies in the sample frame	Number of Completed Surveys	Number of Ineligible Respondents	Ineligible respondents as a % of the total number in the sample frame	Total agencies in portal minus ineligible agencies	Response rate	Margin of Error
CO	447	123	44	9.8%	403	30.5%	7.4%
IN	228 <sup>1</sup>	90	3	1.3%	225	40.0%	8.0% <sup>2</sup>
MO	1169	222	10	0.9%	1159	19.2%	5.9% <sup>3</sup>
WA	3185	35	29	0.9%	3156	1.1%	16.5%
WI	2432	275	133	5.5%	2299	12.0%	5.6 <sup>4</sup>

The response rate varied significantly by state. States were encouraged to aim for a margin of error of at most 5%. Though no states reached that goal, Missouri and Wisconsin came within one percentage point.

National data from 2021 SoTW AD Pilot Survey



# Reasons for Ineligibility

State	Had no DSWs providing support to AD population on payroll Dec. 31, 2021	Only used contract DSWs and/or 1099 DSWs and have no DSWs on regular payroll	Was not in operation for at least 6 continuous months in 2021	Provided neither residential, in-home nor non-residential supports	Total
CO	22	14	5	3	44
IN	2	1	0	0	3
MO	5	0	3	2	10
WA	10	12	4	3	29
WI	56	68	6	5	133

The number of ineligible respondents can potentially indicate the accuracy of the state's list of eligible providers. However, only those agencies that started the survey could be identified as ineligible; it is unknown how many non-responders were, in fact, ineligible.

National data from 2021 SoTW AD Pilot Survey

# Missing Data for Average Wages

State	Percent missing data
COLORADO	9.8%
INDIANA	6.7%
MISSOURI	10.8%
WASHINGTON	20.0%
WISCONSIN	9.5%
Overall missingness	10.1%

Average wage data and starting wage data also had slightly higher rates of missing data. (Reported data that were outside expected ranges (i.e., <\$5/hour or >\$30/hour) are considered “missing.”)

National data from 2021 SoTW AD Pilot Survey

# Lessons Learned

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- Insights from the pilot to be applied to the final survey:
  - More clarity on who should be included in the survey (direct service workers on the payroll who support the AD population)
  - For data validation, clarity on how agencies should report the wages of DSWs to prohibit a response of \$0.00
  - Clearer definitions of questions for better comprehension
  - More targeted methods to accumulate the list of eligible provider agencies
  - Financial incentives for providers who complete the survey

# New SoTW-AD Survey



# Overview

- The new National Core Indicators—Aging and Disabilities State of the Workforce (NCI-AD SoTW) Survey is ready to be launched
- It was developed including lessons learned from the pilot
- The submission period is September 15 through November 30, 2024
- Agencies that serve older adults and people with disabilities will report 2023 data



# Who is included?

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- Direct services workers (DSWs) who:
  - Support people to maintain independence
  - Provide personal assistance with Activities of Daily Living (ADLs): personal hygiene, grooming, dressing, toileting, transferring (mobility), and eating
  - 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
  - Are CNAs, if the nursing care they provide is basic, such as monitoring vital signs, changing bandages, cleaning wounds, keeping health records, helping with prescribed exercises or administering medication

# Who is not included?

- Clinically licensed staff (therapists, registered nurses, licensed practical nurses, social workers, psychologists, etc.).
- Behavior specialists, behavior technicians or behavior clinicians (BCBA)
- DSWs that exclusively work in nursing homes
- Those who only provide transportation, home modifications, and/or meal delivery
- Contract or 1099 workers
- On-call or PRN workers
- Staff hired through a temporary personnel agency
- DSWs who exclusively support people who are self-directing their services
- Primary host/foster/family home providers
- Admin staff or supervisory staff, unless they spend 50% or more of their time doing direct support work

# Survey Topics

Demographics  
of the state  
DSW  
workforce

Provider  
details (size or  
number  
served)

DSW turnover  
and vacancy  
rates

Length of  
DSW  
employment

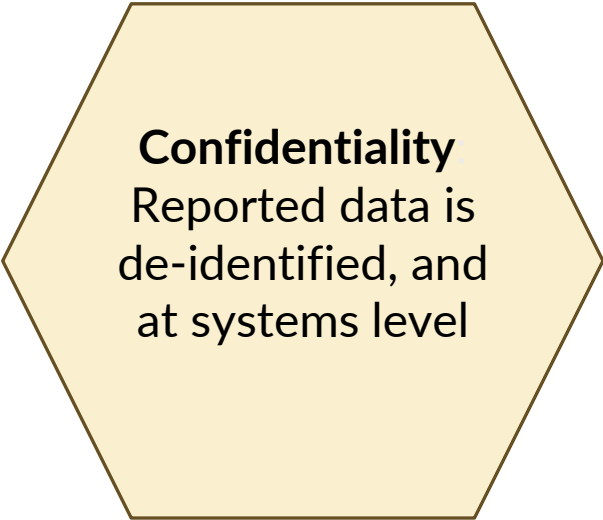
Recruitment  
and retention  
strategies

Hourly wages  
and employee  
benefits



# Survey Process

- States create list of providers and gather provider email addresses
- Individualized portal survey link created for each provider
- State sends individualized link to each provider
- Provider completes survey using individualized link
- State access to data set for analysis, reporting, policy development
- Data used to create national report



**Confidentiality**  
Reported data is de-identified, and at systems level

# Pilot Timeline

August 2024

- Finalize pilot survey
- Begin sampling strategies with states
- Begin survey cycle

September 15 –  
November 30, 2024

- Launch September 15, 2024
- Survey administered by Wisconsin
- Data deadline November 30, 2024

December 2024 –  
March 2025

- Data collection and analysis
- Send out incentives to participating states
- Draft national report
- Draft analysis specific to Wisconsin's data

# Incentives

- Organizations that complete the entire Staff Stability Survey-AD will receive a participation incentive
- The amount is \$250, \$500, \$750, or \$1,000, depending on the number of direct care workers employed



# Contact Us

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- Wisconsin Department of Health Services
  - Visit [dhs.wi.gov/arpa/hcbs-directcareworkforce.htm](https://dhs.wi.gov/arpa/hcbs-directcareworkforce.htm) for more information
  - Email us at [DHSDMSWIARPAHCBS@dhs.wisconsin.gov](mailto:DHSDMSWIARPAHCBS@dhs.wisconsin.gov) with any questions
  - Sign up for email notices about the state's ARPA initiatives at [public.govdelivery.com/accounts/WIDHS/subscriber/new?topic\\_id=WIDHS\\_643](https://public.govdelivery.com/accounts/WIDHS/subscriber/new?topic_id=WIDHS_643)
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Thank you!



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