

## OPEN MEETING MINUTES

Name of Governmental Body: IRIS Advisory Committee			Attending: Anne Karch, Fil Clissa, James Valona, Jason Glozier, Kathi Miller, Molly Bandt, Rachel Messenger, Rosie Bartel, Sue Urban
Date: 1/24/2023	Time Started: 9:32am	Time Ended: 12:40pm	
Location: Zoom Webinar			Presiding Officer: Christian Moran, DHS, Director Bureau of Programs and Policy, Alicia Boehme, DHS, Director of Quality and Oversight
<b>Minutes</b>			

**Members absent:** Martha Chambers

**DHS Staff present:** Alicia Boehme, Amy Chartier, Ann Lamberg, Christian Moran, Christine See, Daniel Bush, Grant Cummings, Kyle Novak, Leon Creary, Sheldon Kroning, Katie Kelnhofer, Steve Gress, Shelly Glenn

### Meeting Call to Order – Christian Moran

- Meeting was called to order at 9:32am
- Motion to approve minutes by Sue. Seconded by Rosie. Motion carried.

### Department Updates – Christian Moran, Alicia Boehme, Sheldon Kroning

- Christian provided department updates including announcing the new Medicaid Director Jamie Kuhn, CMS approval of the Statewide Transition Plan, committee member recruitment, completion of all IRIS provider agreements, and solicitation of feedback for the 2024 provider agreements.
  - Committee inquired about the possibility of in-person meetings throughout the state
  - Feedback that it is difficult to have a meeting this long in the middle of a workday
  - Committee inquired about timing of appointing new members and if prior applications would be considered
- Sheldon provided an update regarding Consumer Direct ending services at the end of January 2023
- Alicia provided a status on the START initiative
- Christian address a request received from the Survival Coalition regarding a plan language guide for IRIS onboarding
- There was a request for a topic regarding usual and customary last fall

### Fiscal Update – Dan Bush

- Dan provided updates on the automated monthly rate of service project and an IBA update on the functional screen application.
  - Committee inquired when revised budget statements would be available and expressed concerns regarding the length of time it has taken to complete
    - Budget statement process wrap around will be provided at future meeting
  - Committee asked if impact on BAs will be tracked
    - Dan indicated they would be, but it is a larger project and will take more time

### ARPA Update – Christian Moran

- Christian provided updates on the Staff Stability Survey, Direct Care Certification and Registry, Independent Living Pilot and ARPA grants for round 2
  - Kevin Coughlin will present a draft of the Direct Care Certification website in March
  - Committee requested feedback on whether AFH workers and personal care workers would receive appropriate credentials in the Direct Care Certification program

- Committee requested clarification on the focus of ARPA Grant funding for round two
  - Christian provided further clarification later in the meeting

### **Public Health Emergency Unwinding Update – Ann Lamberg**

- Updates have been presented at multiple forums, and the process is being developed. Reviews will occur over the next 14 months with participants receiving notice 45 days prior to review.

### **Ombudsman Update and Review – Kathi Miller, Leslie Stewart**

- Kathi and Leslie reviewed their presentation for the committee
  - Committee provided feedback on a specific situation where services were reduced without notification, DHS staff asked to be notified if this ever happens
  - Committee inquired regarding the status of background check issues with criminal records, DHS staff advised it had been reviewed and will need to be approved by the Governor's Office
  - Committee member requested the data spreadsheet the Ombudsman used previously

### **Public Comment**

- Ramsey Lee thanked the committee for their work. He thanked Kathi and Leslie for their presentation. He expressed concerns regarding the EVV hard launch. Ramsey added he would like to become a member of the committee and has submitted his application.
- Julie Burish is concerned with the ICA caseloads and turnover rates. She asked if DHS was aware of the high caseload, and if so, what are they doing about it? She asked that this be reviewed and addressed for the next contract as it is negatively impacting participants.
- Anne Rabin provided comment on the Direct Care and Certification for care workers pilot and process. She described difficulty she had in registering as a provider on the micro board.
- Adam Brabender said that he would like to see IRIS allow for co-payments for dental providers.
- James Endres stated there has been a worker shortage for some time. He expressed concern that rates were raised for personal care workers and not supportive care workers. He would like to see that those rates be made the same.

### **Merger Conversation – Alicia Boehme**

- Alicia provided details on the public comment received during the listening sessions on 12/14/2022 and 12/15/2022. DHS is now organizing verbal and written feedback to review for solutions. The website will be updated with an FAQ section. Link for feedback will be sent to committee.
  - No committee feedback

### **IRIS Certification – Katie Kelnhofer**

- Katie provided a summary of the current process and pending changes. This process used to involve two separate documents and is now going to be merged into one document. Goal is to get the criteria published online. Historically it has been paper submissions. Committee will be emailed after the meeting for feedback.
  - Committee requested this as an agenda item for March

### **Timesheets – Sheldon Kroning**

- DHS will be moving toward and in and out timesheet to assist with identifying fraud and neglect complaints as well as providing more detailed information regarding services performed. Current timesheets only define waiver services. There will be separate timesheets for live-in caregivers and non live-in caregivers.
  - Committee requested a soft launch prior to a hard launch.
  - Concern was expressed regarding non-payment of workers. Please make sure caregivers are paid.
  - Burden is on the worker and the participants. There are a lot of new changes for participants, so please consider training for both workers and participants.

**Policy and Topic Tracker – Amy Chartier**

- Amy reviewed the current policy and topic tracker
  - Committee expressed concern with rolling out the Service Provider Agreements too quickly
  - Nothing has changed regarding credentialing requirements

**Policy Update – Amy Chartier, Kyle Novak**

- Amy reviewed the EVV policy language draft and associated exceptions for newly added participants and for power outages.
- Kyle reviewed the Budget Amendment process and discussed the final round of feedback received. The initial drafting period has been shifting due to the comments received. This will be a thoughtful and intentional approach and will elongate the process a bit. It will allow the final product to be completed sooner.
  - No committee feedback

**Committee Business – Christian Moran**

- Christian provided a response regarding the focus of Round 2 ARPA Grants
- Committee expressed appreciation in working with Sheldon's and Amy's teams
- Committee asked how items can be included on the agenda and provided feedback for March topics
- The following items were requested for March
  - HCBS Setting Rule updates
  - Staff Stability Survey
  - Meeting format and location
  - Status of Background check review process
  - Supportive Home care usual and customary rates
  - Update on Monthly Budget Statement
  - Onboarding discussion
  - Certification Process
  - Direct Care Worker Program Update
  - Membership update

**Adjourn**

- Meeting adjourned at 12:40pm

Prepared by: Shelly Glenn on 1/25/2023.

These minutes are in draft form. They will be presented for approval by the governmental body on: 3/28/2023

		IRIS Contractors (Policy and Implementation every month)			IRIS Advisory Committee (IAC) (Meet every other month; email policy/content in off months when applicable)		
Policy / Content	Month	Materials Sent to Contractors (If applicable)	Present at Meeting	Feedback Due (email)	Materials Sent to IAC (If applicable)	Present at Meeting	Feedback Due (email)
<ul style="list-style-type: none"> <li>ISSP Development (Draft language for review #2)</li> <li>Eligibility (Draft language for review)</li> <li>ISSP Service Authorization Development (Contractor Discussion #2)</li> <li>Enrollment (Draft language for review #1)</li> </ul>	August	8/10/22	8/17/22	8/31/22	8/10/22	Off Month	8/31/22
<ul style="list-style-type: none"> <li>Budget Amendment (Contractor Introduction)</li> <li>ISSP Plan Development (Internal Review Completed)</li> <li>Eligibility (Internal Review Completed)</li> <li>ISSP Service Authorization Development (Draft language for review #1)</li> </ul>	September	9/14/22	9/21/22	10/05/22	9/20/22	9/27/22	10/05/22
<ul style="list-style-type: none"> <li>ISSP Service Authorization Development (Additional Draft Language Discussion)</li> <li>ISSP Service Authorization Development (Internal Review Completed)</li> </ul>	October	10/05/22	10/12/22	10/26/22	10/18/22	Off Month	10/26/22
<ul style="list-style-type: none"> <li>Enrollment (Draft Language Review #1)</li> <li>ISSP Service Authorization Development (Draft Language Review)</li> </ul>		10/18/22	10/25/22	11/08/22			

<ul style="list-style-type: none"> <li>#2/Begin Final Review Routing)</li> <li>Budget Amendment (Contractor Discussion #1)</li> </ul>							
<ul style="list-style-type: none"> <li>Enrollment/Disenrollment (Discussion #2)</li> <li>Budget Amendment (Contractor Discussion #2)</li> </ul>	<b>November</b>	11/2/22	11/9/22	11/23/22	11/8/22	11/15/22	11/23/22
<ul style="list-style-type: none"> <li>Budget Amendment (Contractor discussion #3)</li> <li>Enrollment/Disenrollment (Contractor discussion #3)</li> </ul>	<b>December</b>	12/14/22	12/21/22	1/4/23	12/14/22	Off Month	1/4/22
<ul style="list-style-type: none"> <li>Budget Amendment (Contractor discussion #4)</li> <li>ISSP Essential Provider Agreement (Update provided to Contractors)</li> <li>ISSP Participant Service Provider Agreement (Update provided to Contractors)</li> <li>EVV (Draft Language Review)</li> </ul>	<b>January 2023</b>	1/11/23	1/18/23	2/1/23	1/17/23	1/24/23	2/1/23
<ul style="list-style-type: none"> <li>Budget Amendment (Contractor workgroup #1)</li> <li>ISSP Essential Provider (Draft Language Review)</li> </ul>	<b>February</b>	2/8/23	2/15/23	3/1/23	2/14/23	Off Month	3/1/23
<ul style="list-style-type: none"> <li>Budget Amendment (Contractor update)</li> <li>ISSP Participant Service Provider Agreement (Off-cycle draft language review)</li> </ul>	<b>March</b>	3/8/23	3/15/23	4/4/23	3/22/23	3/28/23	4/4/23

<ul style="list-style-type: none"> <li>Enrollment (Off-cycle draft language review)</li> </ul>							
<ul style="list-style-type: none"> <li>Budget Amendment (Workgroup update)</li> <li>Disenrollment (Contractor discussion #1)</li> <li>Enrollment (Draft Language Review)</li> </ul>	April	4/12/23	4/19/23	5/3/23	4/12/23	Off Month	5/3/23
<ul style="list-style-type: none"> <li>Budget Amendment (Workgroup update)</li> <li>SDPC (Draft Language Review)</li> <li>IRIS Providers (Contractor Discussion)</li> </ul>	May	5/10/23	5/17/23	5/31/23	5/16/23	5/23/23	5/31/23
<ul style="list-style-type: none"> <li>Budget Amendment (Final draft review)</li> <li>IRIS Providers (Draft Language Review)</li> </ul>	June	6/14/23	6/21/23	7/5/23	6/14/23	Off Month	7/5/23

**Policies and Content Reviewed and Published:**

- [Electronic Visit Verification in IRIS \(P-03113\)](#)
- [IRIS Support Services Provider Training Standards \(P-03071\)](#)
- [Fiscal Employer Agent \(FEA\) Enrollments and Transfers \(P-03107\)](#) (Effective December 1, 2022)
- [Remote Services \(P-03081\)](#) (Effective January 1, 2022)
- [Vulnerable and High Risk Participants \(P-03128\)](#) (Effective January 1, 2022)
- [Reporting and Follow-up for Immediate Reportable and Critical Incidents \(P-03131\)](#) (Effective January 1, 2022)
- [Service Authorization Request Process \(P-03237\)](#) (Effective December 1, 2022)
- 2023 – 2024 IRIS Contractor Provider Agreement

**Currently In Progress:**

- Eligibility
- ISSP Service Authorization Development
- Essential Services Provider
- Participant Provider Service Agreement
- Enrollment
- Disenrollment

- Budget Amendments

\*Schedules are subject to change

YearlyTopic Items*						
	January	March	May	July	September	November
Committee Membership	X (New members)			X (recruiting)		
IRIS Contractor Provider Agreement						X
372 Report						X
Ombudsman Updates	X					
Participant Survey			X			
Enrollment reports			X			
NCI Data						X
Self-Direction NCI Data		X				
Review Topics for Next Year						X



\*Schedules are subject to change

YearlyTopic Items*						
	January	March	May	July	September	November
IBA (Individual Budget Allocation)			x			
Monthly Rate of Service (MROS) Change Reminder			x			
ARPA 5%	x					

\*Schedules are subject to change

Current Reports								Report Links
	Comments	January	March	May	July	September	November	
Enrollment numbers	could send bi-monthly with IRIS agendas	X	X	X	X	X	X	<a href="#">Enrollment Reports</a>
372 reports						X		<a href="#">372 Reports</a>
NCI data						X		<a href="#">NCI Data</a>
Employment Data	from Act 178							<a href="#">Employment Data</a>
Participant Satisfaction				X				<a href="#">Participant Satisfaction Survey</a>

[IRIS Advisory Committee Page](#)  
[IRIS Manuals, Resources, Reports](#)

## IAC Requested Topics

Standardized Monthly Budget Statements	Pending - resources not available at this time.
Background Checks	Pending - resources not available at this time.
Relocations/Transitions	Pending - resources not available at this time.
P4Ps	Pending - resources not available at this time.

# WORKER ONBOARDING CHECKLIST

From job offer to start date: Here are some tips to help you onboard your worker quickly.

USE THIS CHECKLIST TO KEEP TRACK OF WHAT YOU HAVE DONE

**Ask your IRIS consultant or Fiscal Employer Agent (FEA) for the new hire packet to give to your new worker.**

Your IRIS consultant can help you through the hiring process. Your IRIS consultant or FEA may help you with the hiring process by getting you the paper or online hiring packet.

**Tips:** Always reach out to your IRIS consultant or FEA if you have questions or want to check the status of the new worker's application. Ask your IRIS consultant if you can get a sample of a correctly completed packet to show your worker. Many FEAs also have completed samples on their websites.

MY IRIS consultant's information:

My IRIS consultant: \_\_\_\_\_

Email: \_\_\_\_\_

Phone Number: \_\_\_\_\_

MY FEA's contact information:

My FEA: \_\_\_\_\_

Email: \_\_\_\_\_

Phone Number: \_\_\_\_\_

**Give the new hire packet to your worker.**

It's important to tell the new worker that **all** the paperwork needs to be completed accurately and submitted together. Even though you have offered them the job, they are not officially hired and cannot start working until the date on the approval letter they get from the FEA. Leaving things blank, not using full legal names, or other errors on the forms will delay the start date.

**Tips:** Give the paperwork to your new hire when you offer them the job. Ask your IRIS consultant if you and your new worker can submit using e-signatures to make the process go faster and reduce chances of mistakes.

**After 5 days, start following up with your Fiscal Employer Agent until they tell you the new worker can start.**

Staying connected to your Fiscal Employer Agent is most important. Check in with your new worker often to see if they have received an approval letter from the FEA.

# MY CALL LOG

Use this call log to keep track of who you call, what information they tell you, and what you can do next to get the new worker ready to start.

MAKE COPIES OF THIS BLANK SHEET IF YOU NEED TO MAKE MORE THAN ONE CALL



**Who did I call?** \_\_\_\_\_

**What is their job title?** \_\_\_\_\_



**When did I call?**

- What Day? (Month/Day/Year) (\_\_\_\_/\_\_\_\_/\_\_\_\_)
- What time? \_\_\_\_\_



**Did I speak to someone or leave a message?**

- I talked to someone. Who did I speak to? (Name, job title, location) \_\_\_\_\_
- I left a message. Who did I leave a message with? (Name, job title, location) \_\_\_\_\_
- What did they say?  
\_\_\_\_\_  
\_\_\_\_\_

**Tip:** *If you left a message and have not heard back within 2 business days, call back to check in. .*



**What's Next?** Will they follow up? Is there another person to call?  
\_\_\_\_\_  
\_\_\_\_\_

**Tip:** *If you talk to someone, ask them what the next step is and what the timeline is?*



WISCONSIN DEPARTMENT  
*of* HEALTH SERVICES

Daniel Bush  
IRIS Fiscal Management  
Section Manager  
Bureau of Rate Setting  
Division of Medicaid Services

IRIS Advisory Committee  
March 28, 2023

# 2023 IBA Update Status

Through February 2023

1

## Data Notes

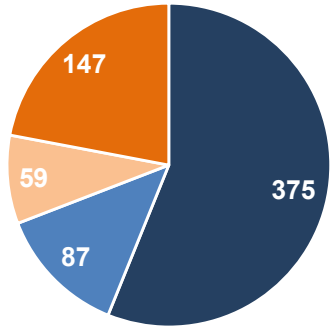
- Data includes IRIS participants with all of:
  - A service plan in effect at the end of 2022
  - A service plan updated in January or February 2023
  - A completed LTCFS with IBA calculated after the update
- Most continuing participants with January or February 2023 service plan updates used IBAs calculated in 2022
- Not enough data yet to evaluate budget amendments

2

2

# All Target Groups (668 PPTs)

IBA Change 2022 to 2023



■ +5% or more 
 ■ 0% to +5%  
■ -5% to 0% 
 ■ -5% or more

Average Monthly IBA	
2022	\$2,063.85
2023	\$2,257.54
<b>Change</b>	<b>+\$193.69</b>

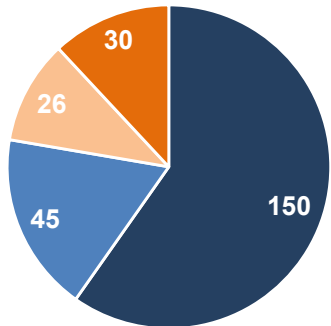
68% of participants between  
**\$334 and \$4,181**  
 (1 standard deviation)

3

3

# PD Target Group (251 PPTs)

IBA Change 2022 to 2023



■ +5% or more 
 ■ 0% to +5%  
■ -5% to 0% 
 ■ -5% or more

Average Monthly IBA	
2022	\$964.78
2023	\$1,117.69
<b>Change</b>	<b>+\$152.91</b>

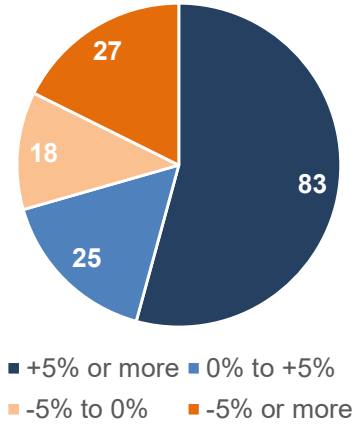
68% of participants between  
**\$659 and \$1,577**  
 (1 standard deviation)

4

4

# FE Target Group (153 PPTs)

IBA Change 2022 to 2023



Average Monthly IBA	
2022	\$1,285.09
2023	\$1,444.56
<b>Change</b>	<b>+\$159.47</b>

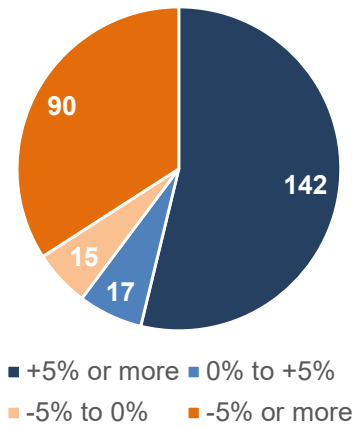
68% of participants between  
**\$698 and \$2,191**  
 (1 standard deviation)

5

5

# DD Target Group (264 PPTs)

IBA Change 2022 to 2023



Average Monthly IBA	
2022	\$3,560.13
2023	\$3,812.42
<b>Change</b>	<b>+\$252.29</b>

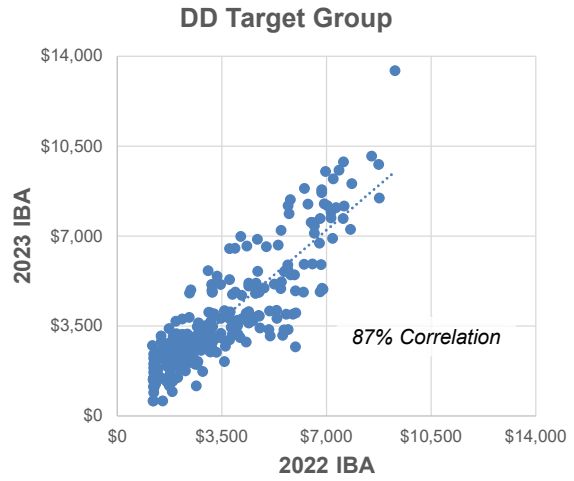
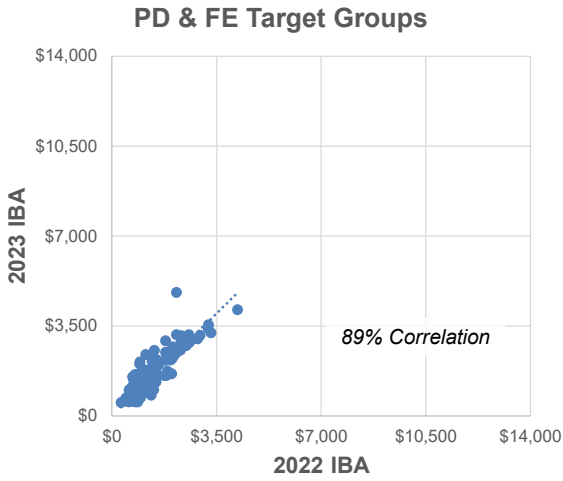
68% of participants between  
**\$1,620 and \$6,004**  
 (1 standard deviation)

6

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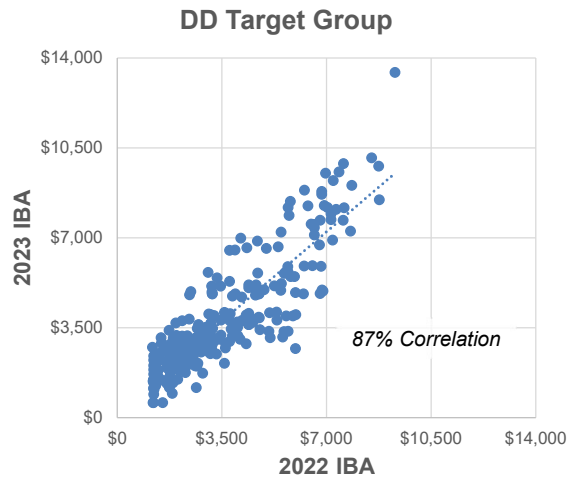
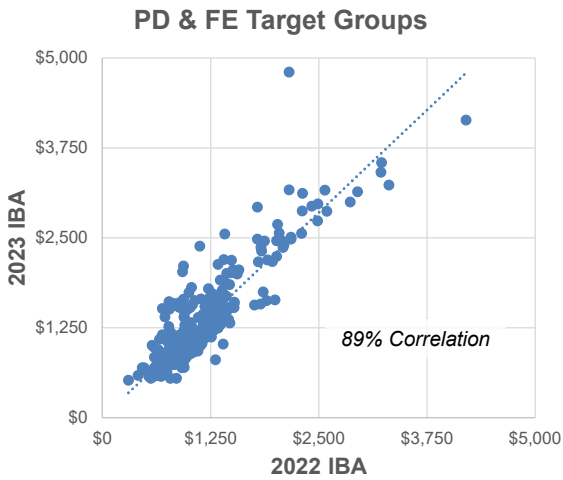
# 2022 vs. 2023 IBA Comparisons



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# 2022 vs. 2023 IBA Comparisons



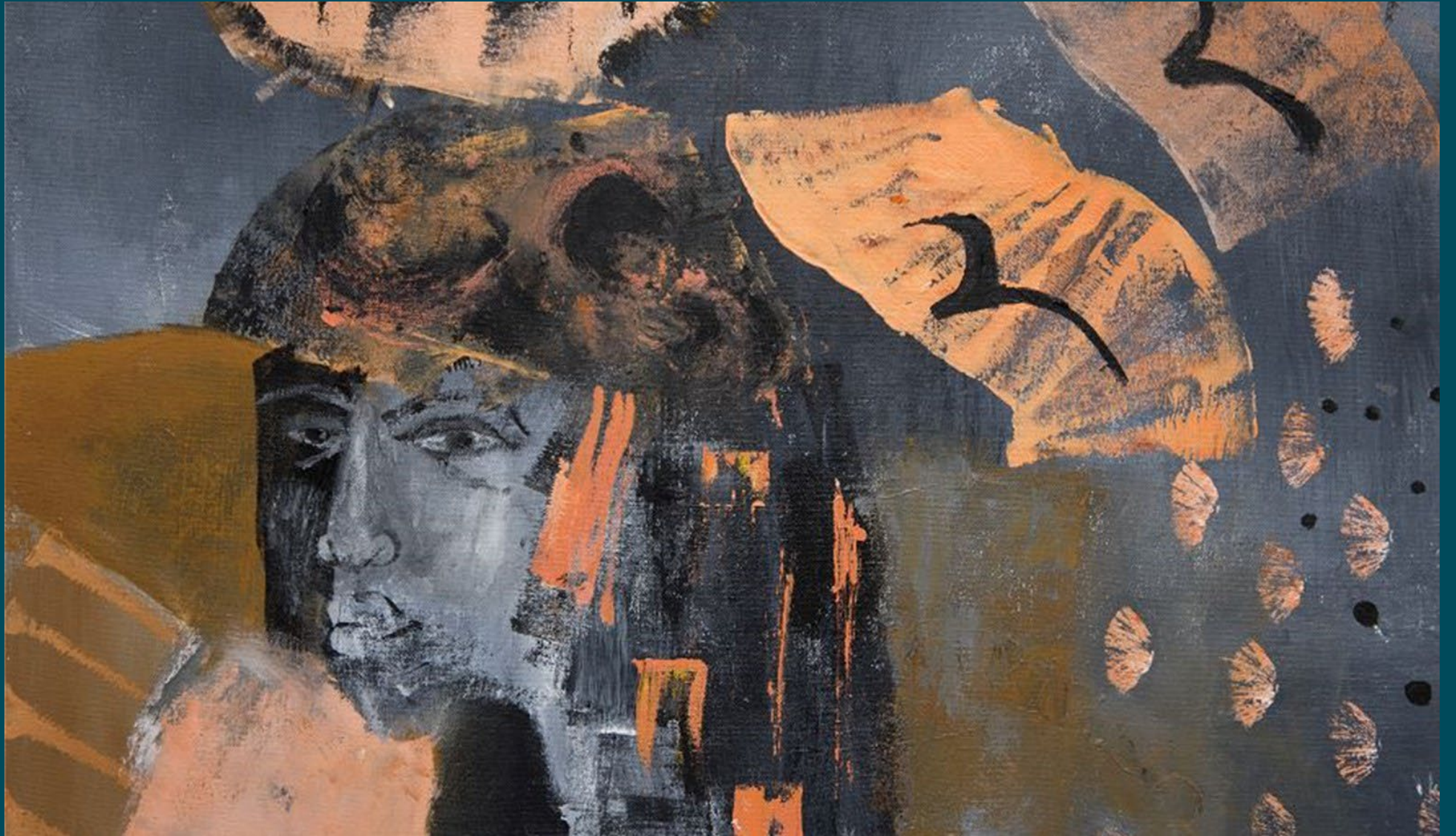
8

*Note that graph axis scales are different on this slide*

8

# Takeaways

- Solid majority of participants getting increases
- Strong correlations between 2022 and 2023
- Need more data for deeper dive with DD target group
- “Hold harmless” in effect for participants with calculated IBA decreases



Wisconsin

# 2021 State of the Workforce Survey Report | Data Glance

# Direct Support Professionals (DSPs)

**Direct Support Professionals** play a **CRITICAL** role within the service system.

The role of the DSP is

- To help with skills development
- To provide prescribed support and supervision
- To support people to learn new things
- To ensure optimal health and safety
- To help with upkeep of the person's home to assure it is clean, safe, and hazard free
- To support people with intellectual and developmental disabilities to experience the quality of life they desire



# Challenges Faced by DSP Workforce

COVID-19 has increased the challenges faced by the workforce



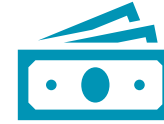
**Demand for home-based care increases demand for quality DSP workforce; HCBS settings rule will impact further**



**Aging population also require direct support- competing for the same workers**



**High vacancy rates/turnover rates impact service delivery – staffing ratios, access, trust and delays in progress**



**High turnover rates: extra incurred costs to providers**

- Recruitment costs
- Onboarding and Pre-Service Training
- Additional costs associated with overtime

# Data are needed to:

- Assess state's DSP workforce challenges and provide insight for potential improvement opportunities.
- Ensure all providers and states are collecting data and calculating indicators (turnover, for example) in the same standardized way.
- Create an opportunity for providers to speak in one, unified voice to the state DD system through these survey results.
- Communicate to the state about the experience during COVID-19 pandemic.



# Plan to Address the Workforce Crisis

- Use American Rescue Plan (ARPA) Home and Community-Based Services (HCBS) funding to help address the workforce crisis
  - Staff Stability Surveys
  - Certified Direct Care Professional initiative
  - Workforce Connections IT platform

[www.dhs.wisconsin.gov/arpa/hcbs.htm](http://www.dhs.wisconsin.gov/arpa/hcbs.htm)

# State of the Workforce (SoTW) Survey: WHY?

- The challenges faced by the DSP workforce have ripple effects and impact the lives and work of:
  - DSPs
  - Provider agencies and staff
  - People receiving supports and their families

## With the NCI-IDD SoTW Survey:

- Providers communicate their collective voice to the state
  - Where have providers faced challenges related to the DSP workforce?
  - Where might they be better supported?
- This voice is used to make decisions about the future of the system

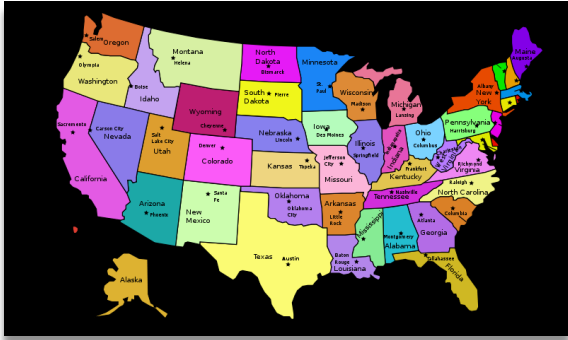


## Wisconsin's Goals

- 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



# National NCI-IDD State of the Workforce in 2021: Survey Basics



29 States + DC



3,770 Provider Agencies



Estimate  
280,000+ DSPs  
represented

NCI-IDD Avg. is weighted



# NCI-IDD State of the Workforce in 2022: Survey Basics

## Agencies and providers included in the sample:

- Providers and agencies serving Wisconsin’s Electronic Visit Verification system (EVV)
- Certified 1-2 bed adult family homes
- Licensed personal care agencies
- Supportive home care agencies
- Licensed and certified assisted living facilities
- DHS listserv groups

## Implementation strategies included:

- Provider recruitment
- Two informational two webinars
- Stakeholder presentations
- Listserv communications
- Dedicated workforce webpage
- Incentives ranging from \$250 - \$1,000 per agency (\$71,250)

	<b>Valid responses</b>	<b>Total population</b>	<b>Response rate</b>	<b>Margin of Error</b>
<b>WI</b>	204*	933	21.9%	6.07

\*Represents all 72 counties



# Data at a Glance

## Wages

- \$13.53 overall average wage
- NCI-IDD average \$14.41

## Health Insurance

- 39.9% of agencies offer
- NCI-IDD average 59.9%

## Paid Time Off

- 62.3% provide some
- NCI-IDD average 73.7%

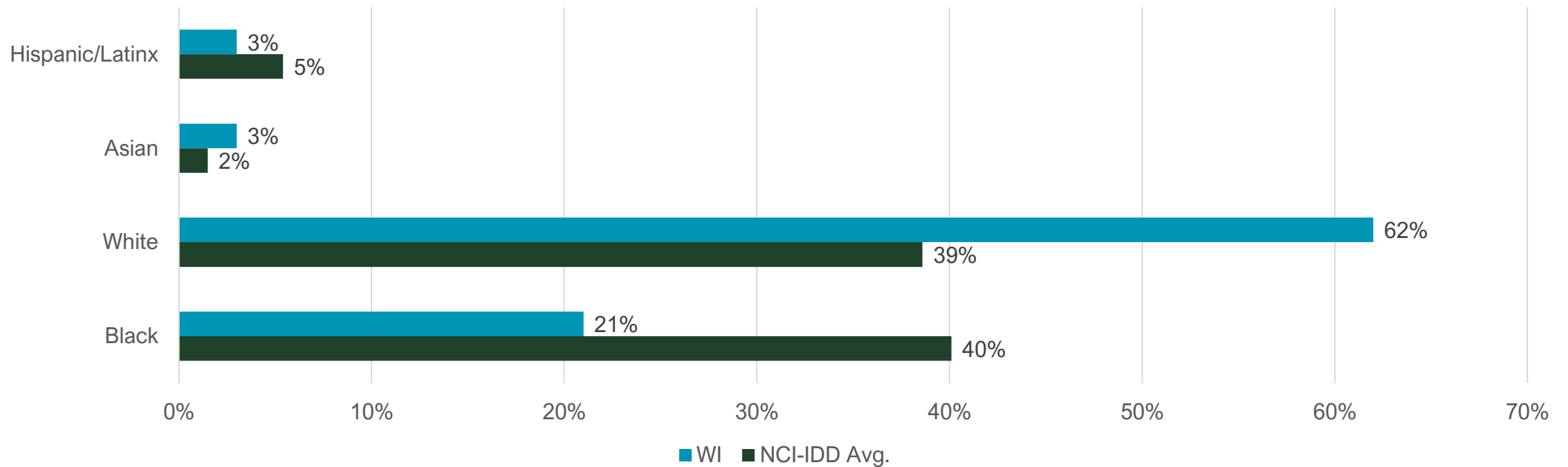
## Turnover Ratio

- 49.9%
- NCI-IDD average 43.3%

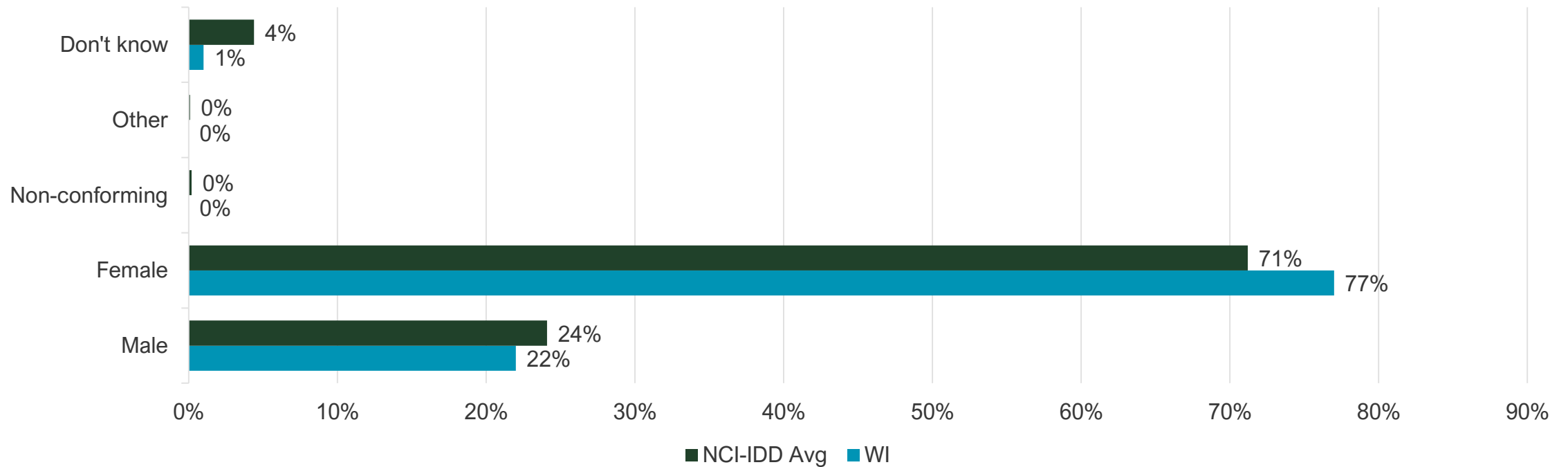
## Vacancy Rate

- 15.7% full-time and 16.8% part-time
- NCI-IDD average 16.5% and 20.3%

# DSP Workforce Demographics: Race/Ethnicity

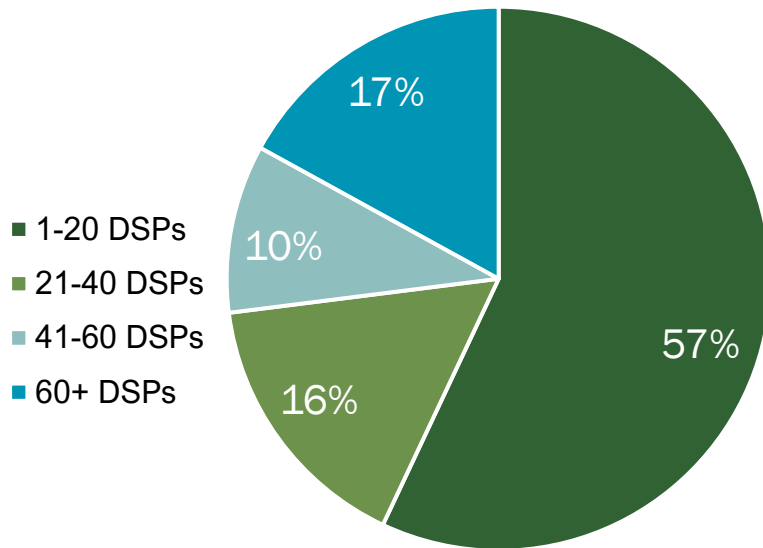


# DSP Workforce Demographics: Gender Identity

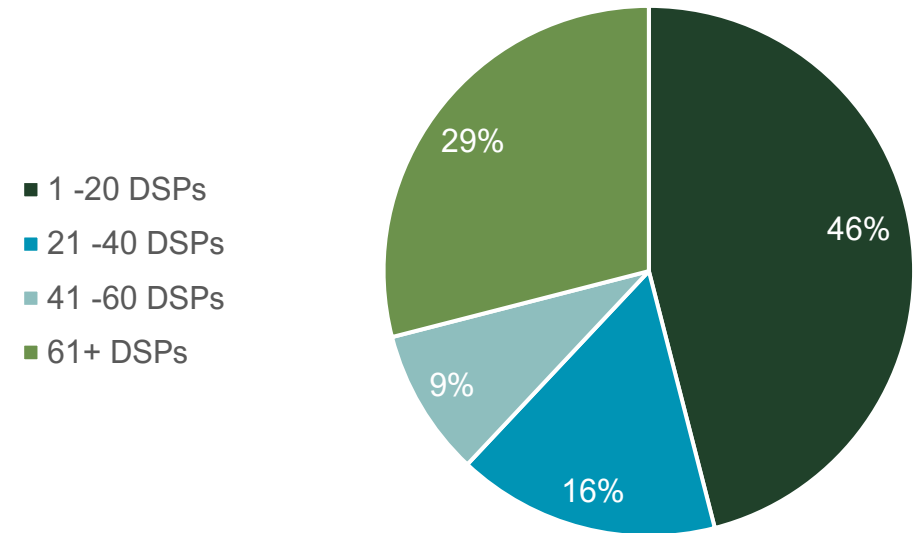


# Agency Size Based on Number of DSPs on Dec. 31, 2021

% Wisconsin Agencies

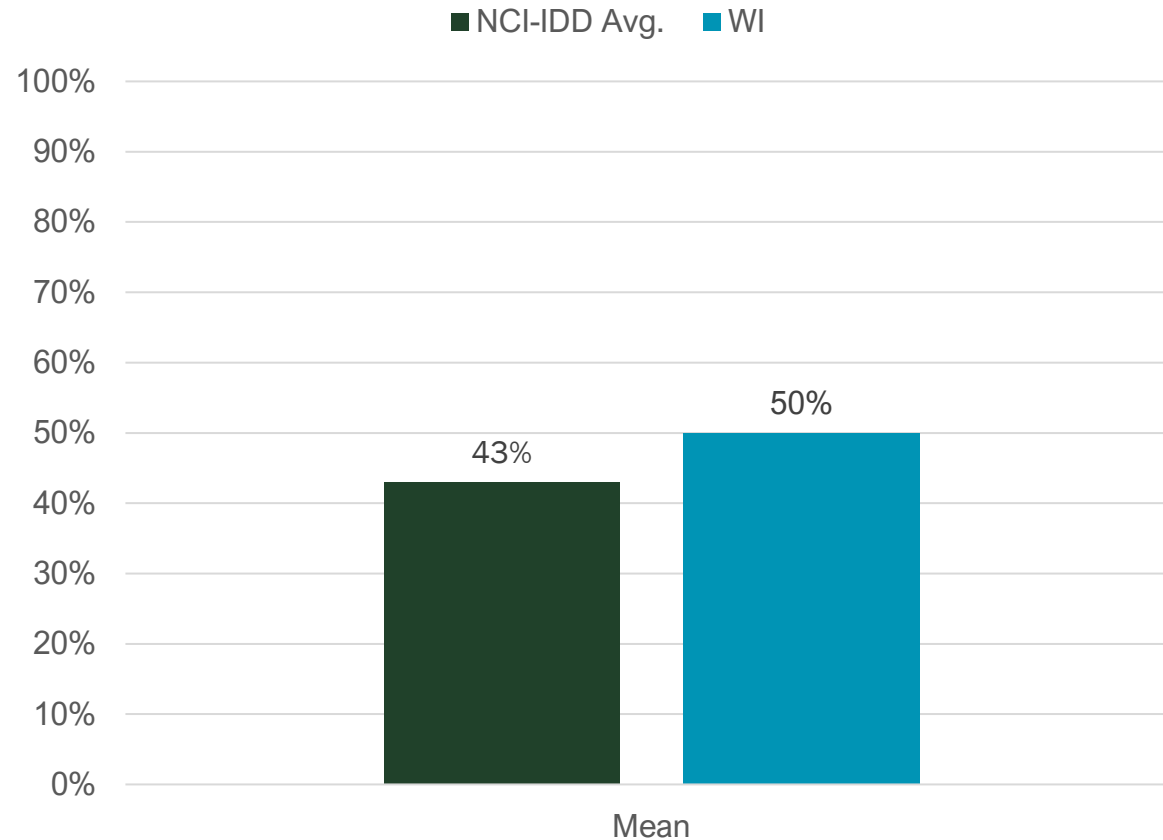


NCI-IDD Avg.



# Turnover Ratios for DSPs as of Dec. 31, 2021

Number of provider agencies who responded in Wisconsin (N) = 204



WI State Minimum = 0%

WI State Maximum = 393%

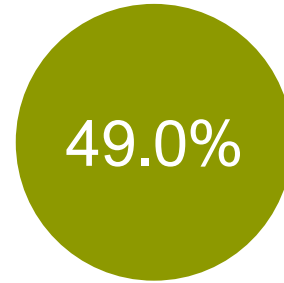
Each agency's turnover ratio is calculated as: (Total separated DSPs in past year) divided by (Total DSPs on payroll as of December 31, 2021). Notes: Agencies with turnover rates  $\geq 500\%$  were excluded from this analysis (5 agencies). Agencies were included if they reported the length of tenure of all DSPs reported employed as of 12/31/2021 (or left it blank). Agencies were included if they reported the length of tenure of all DSPs reported to have separated in 2021 (or left it blank)



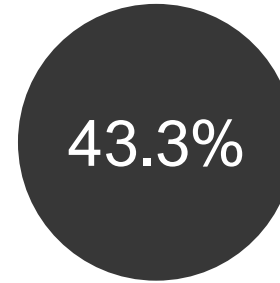
# Turnover Ratio Benchmark: Mean



Wisconsin



Midwest  
Peers



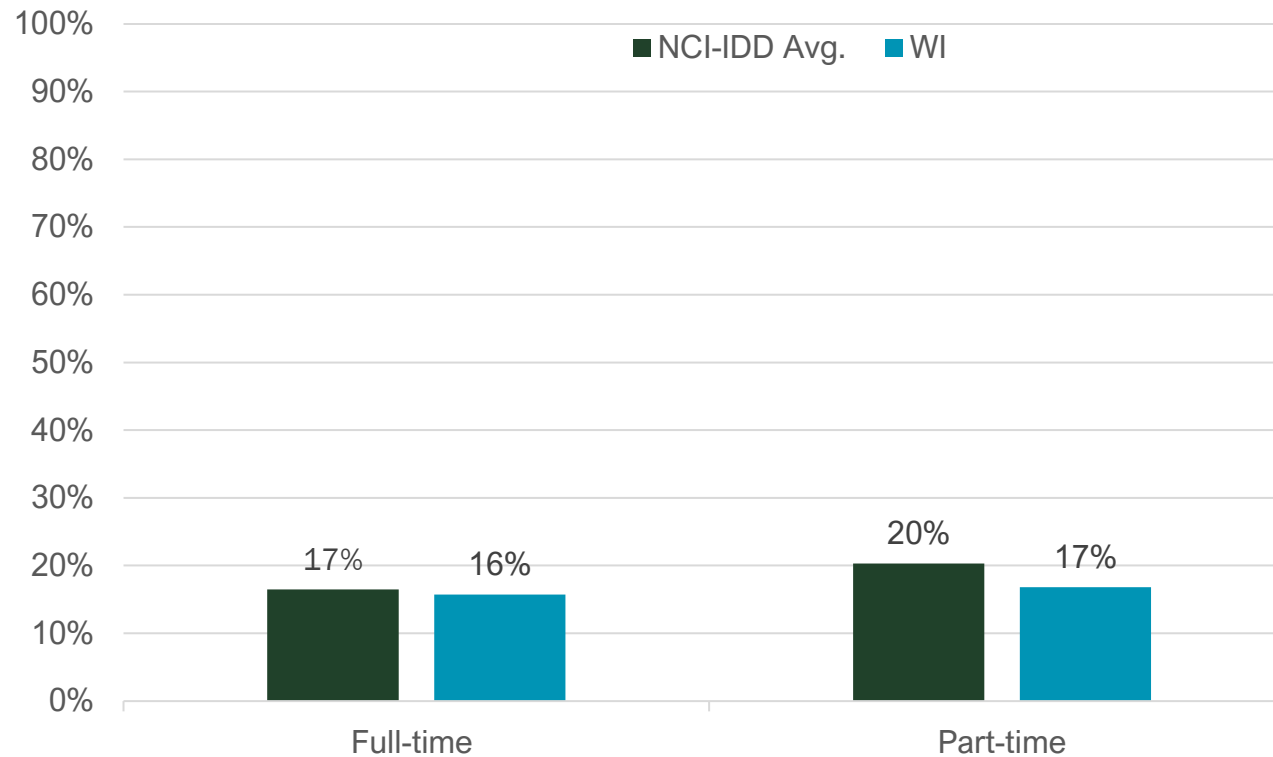
NCI-IDD

	Wisconsin	Illinois	Indiana	Missouri	NCI-IDD
Mean	49.9%	44.8%	50.6%	51.8%	43.3%
Median	34.0%	38.9%	45.1%	45.5%	33.3%



# Vacancy Rates as of Dec. 31, 2021

Number of provider agencies who responded in Wisconsin (N) = 136

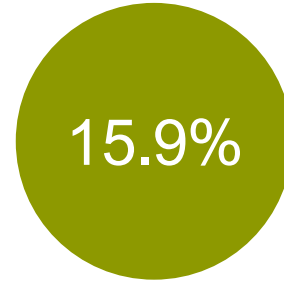




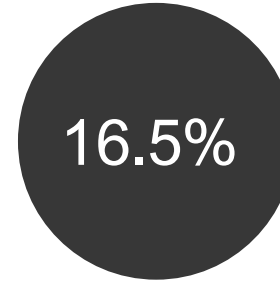
# Vacancy Rates Benchmark: Full-Time



Wisconsin



Midwest  
Peers

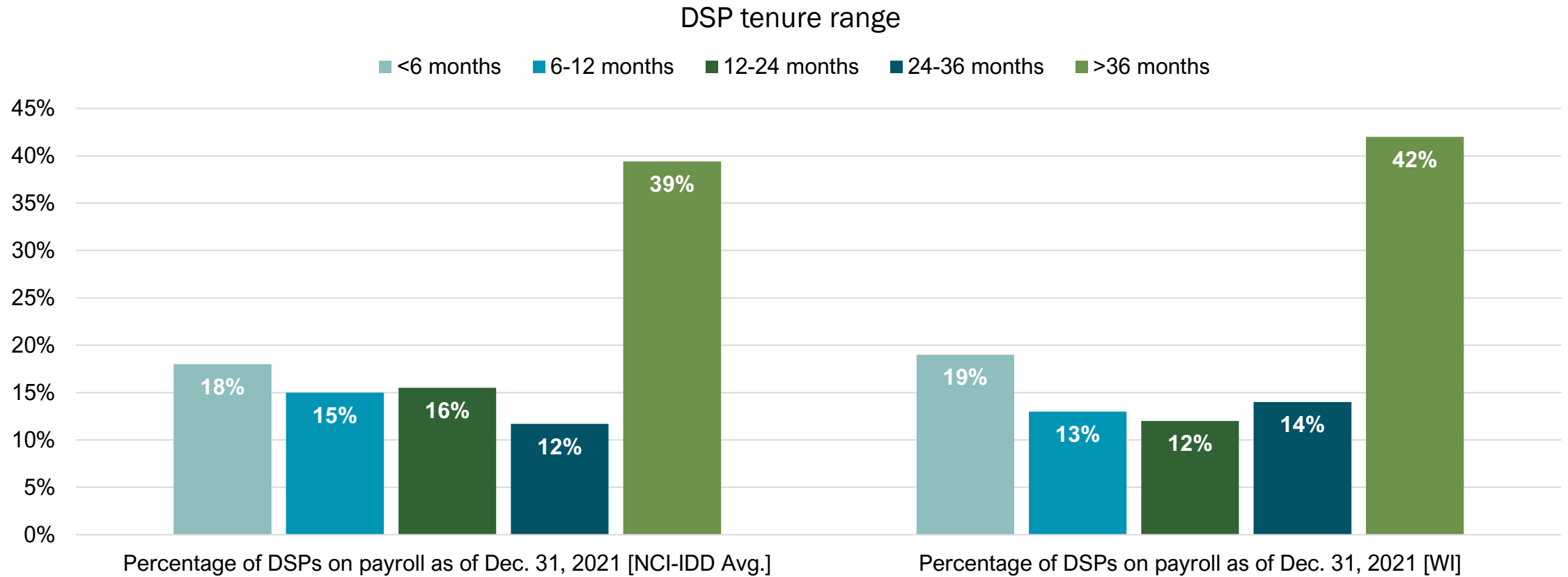


NCI-IDD

	Wisconsin	Illinois	Indiana	Missouri	NCI-IDD
Full-time	15.7%	17.3%	15.8%	14.7%	16.5%
Part-time	16.8%	22.5%	16.4%	18.0%	20.3%

# Tenure Among Employed DSPs

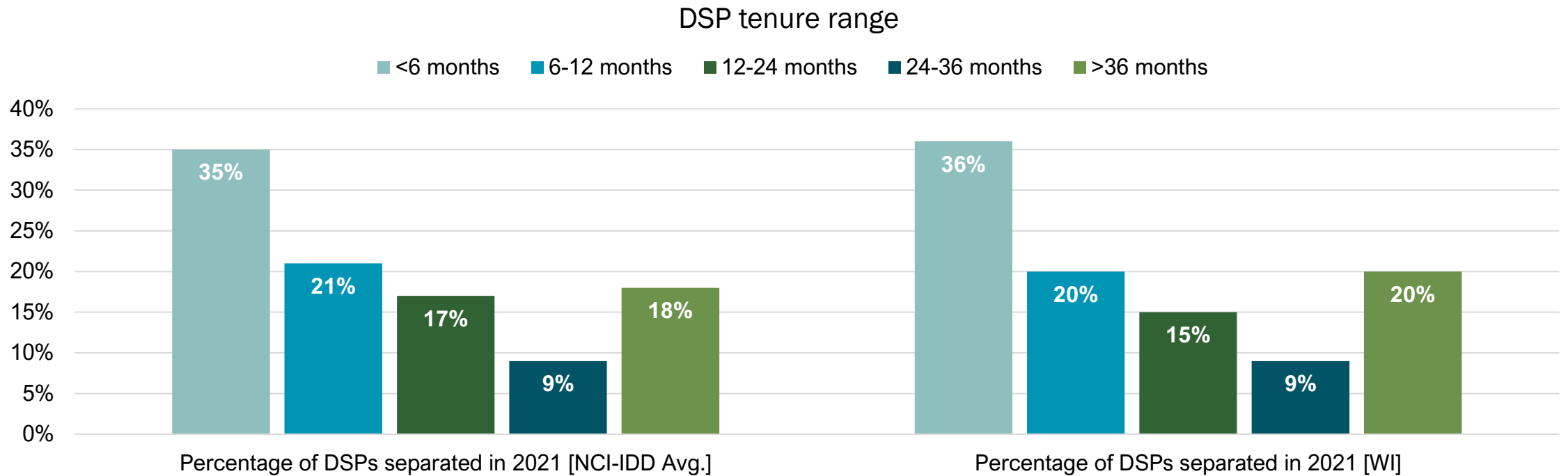
DSPs on payroll statewide = 9,230



Only includes agencies that provided information on both the total number of DSPs employed as of Dec. 31, 2021, and the tenure of those DSPs. State tenure rates are an average of all cases in the state. Only includes the number of DSPs reported by respondents that also reported the tenure of those DSPs.

# Tenure Among Separated DSPs

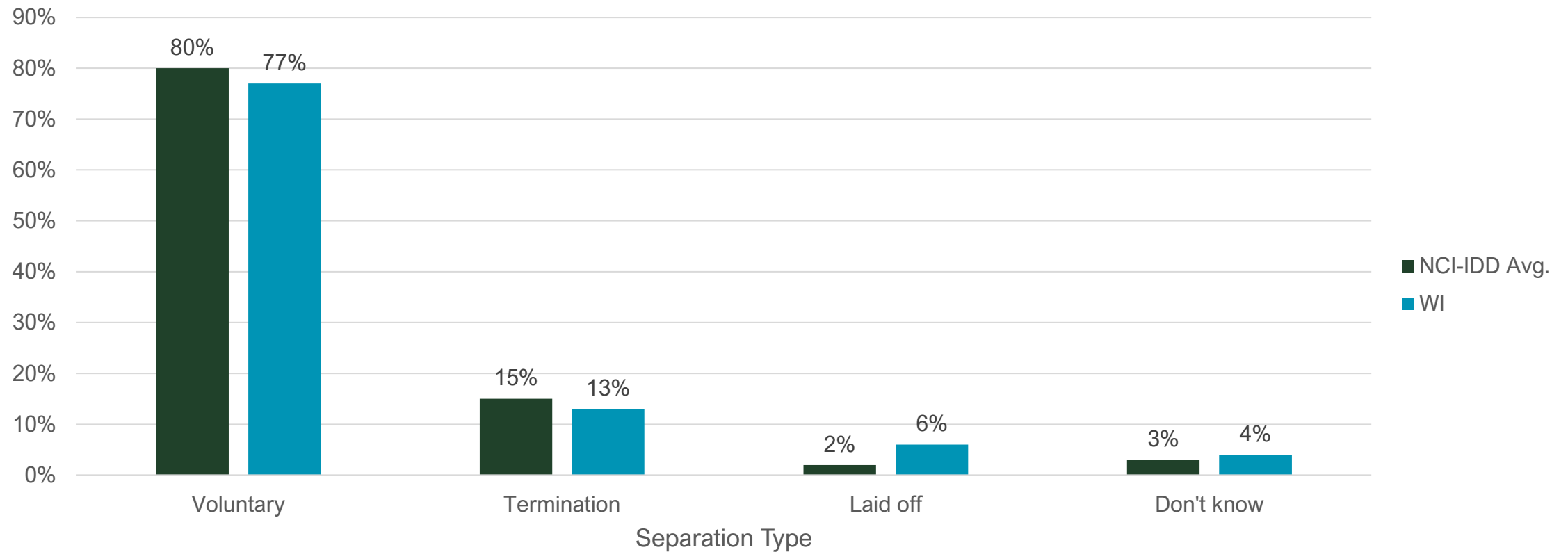
DSPs separated statewide = 5,848



Only includes agencies that provided information on both the total number of DSPs employed as of Dec. 31, 2021, and the tenure of those DSPs. State tenure rates are an average of all cases in the state. Only includes the number of DSPs reported by respondents that also reported the tenure of those DSPs.

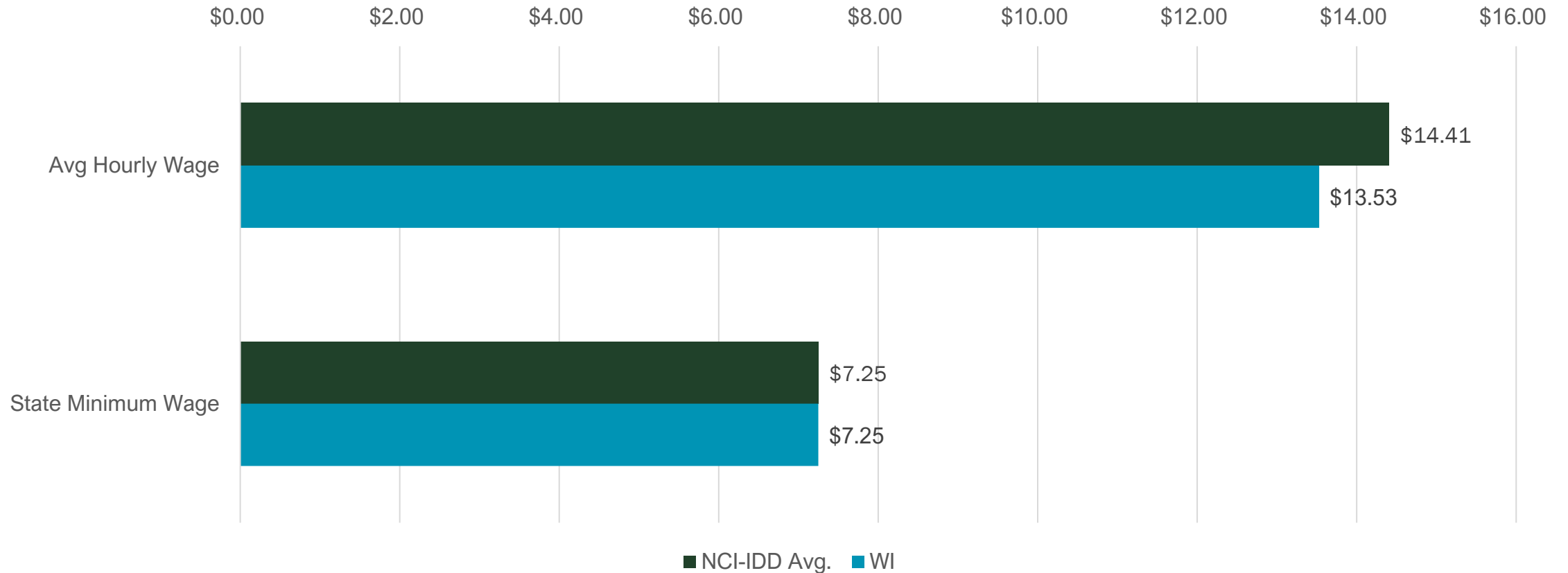
# Circumstances for DSP Separation

Percentage of total separations between Jan. 1 and Dec. 31, 2021



“Termination”= Due to performance issues or violation of agency policy. “Laid off” = DSPs were terminated because their position was eliminated

# Average Hourly Wage of All DSPs



\$7.25/hour is the federal minimum wage



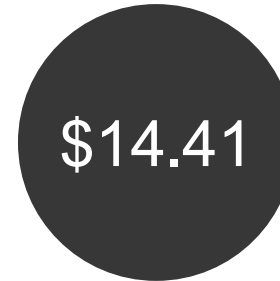
# Wages Benchmark: Overall Average Hourly



Wisconsin



Midwest  
Peers



NCI-IDD

	Wisconsin	Illinois	Indiana	Missouri	NCI-IDD
State Minimum	\$7.25	\$11.00	\$7.25	\$10.30	\$7.25*
Average Starting	\$12.90	\$13.97	\$13.24	\$12.84	\$13.61
Overall Average	\$13.53	\$14.87	\$13.93	\$13.69	\$14.41
Median	\$13.50	\$15.00	\$14.14	\$13.46	\$14.50

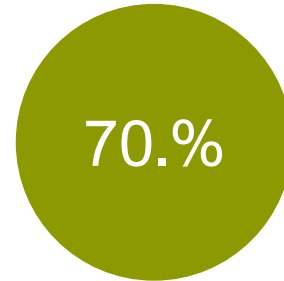
\*Federal minimum wage



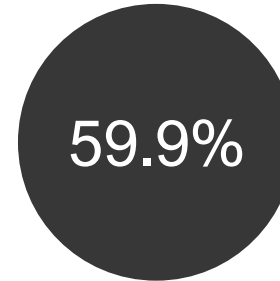
# Health Insurance Benchmark



Wisconsin



Midwest  
Peers

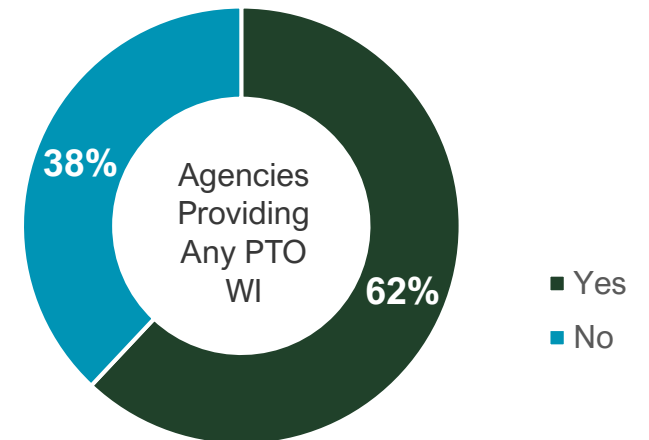
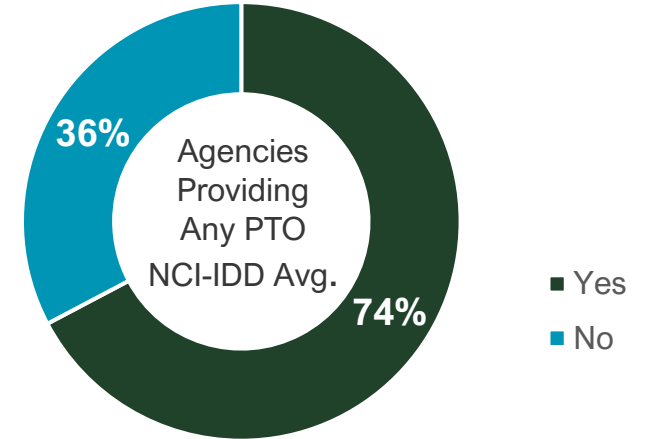
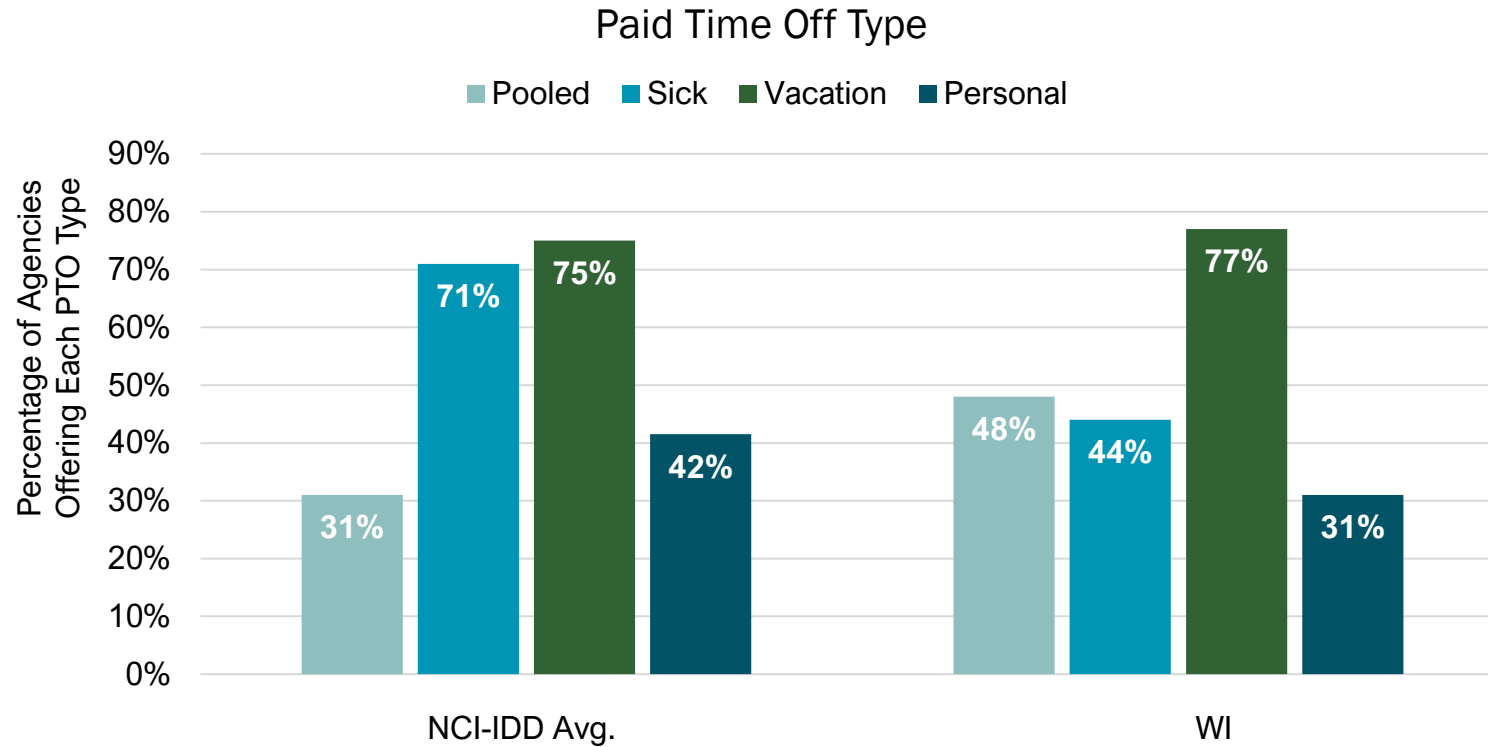


NCI-IDD

Wisconsin	Illinois	Indiana	Missouri	NCI-IDD
39.9%	78.8%	61.7%	71.0%	59.9%

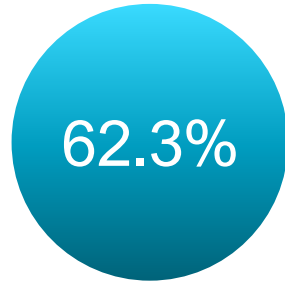


# Agencies Providing Paid Time Off to DSPs

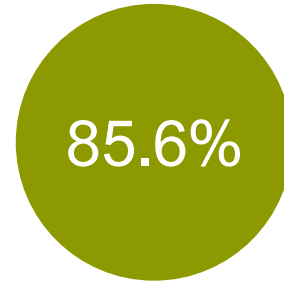




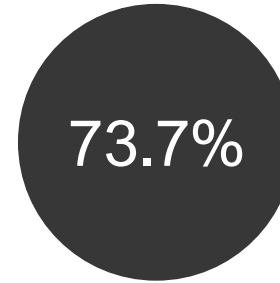
# Paid Time Off Benchmark: Any Type



Wisconsin



Midwest  
Peers

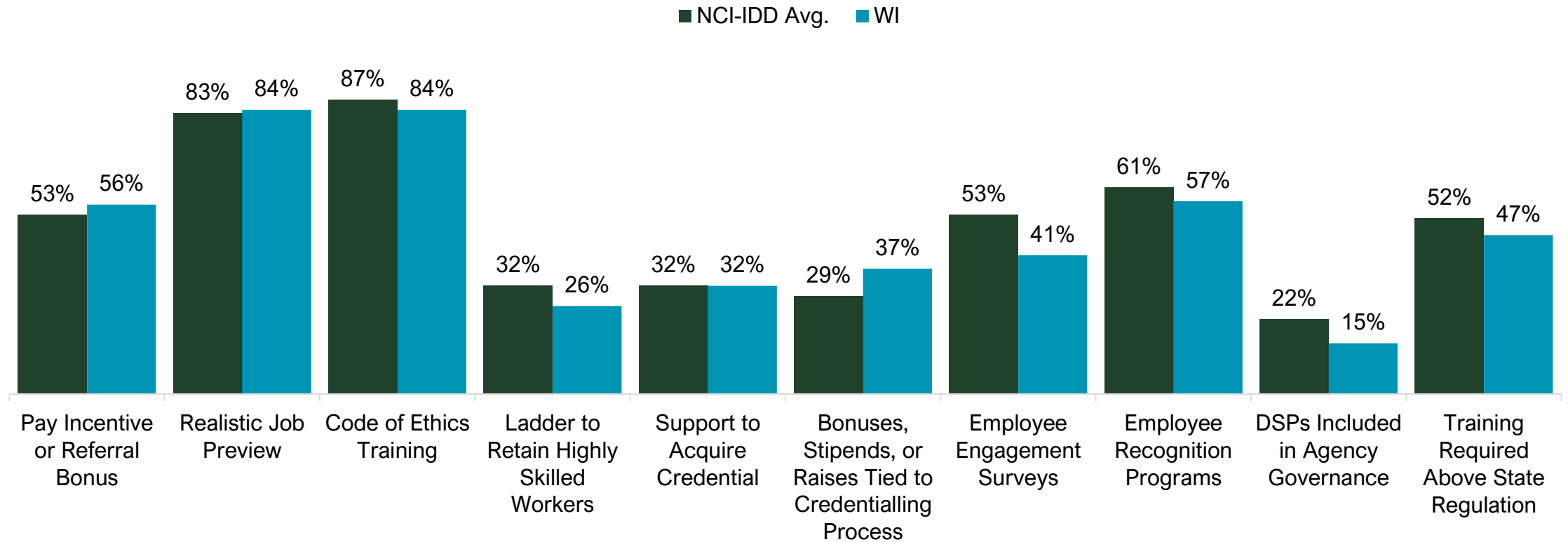


NCI-IDD

Wisconsin	Illinois	Indiana	Missouri	NCI-IDD
62.3%	92.4%	81.9%	82.6%	73.7%

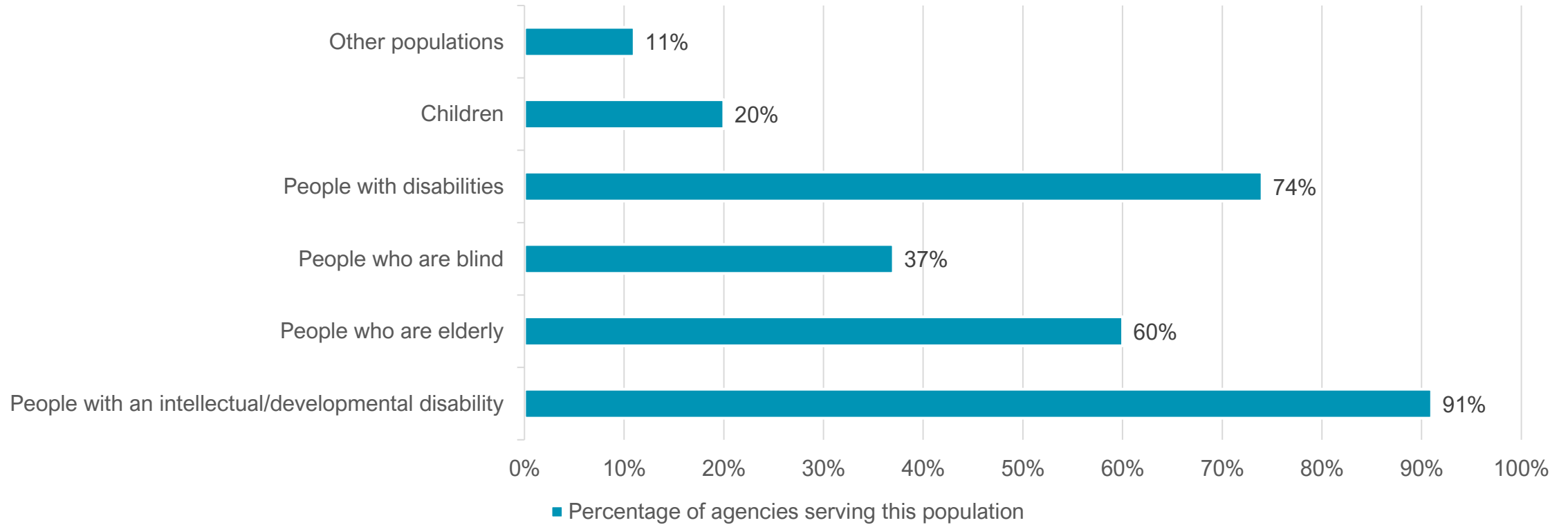
# Agency Recruitment and Retention Strategies

Percentage of Agencies Implementing Each Strategy Type





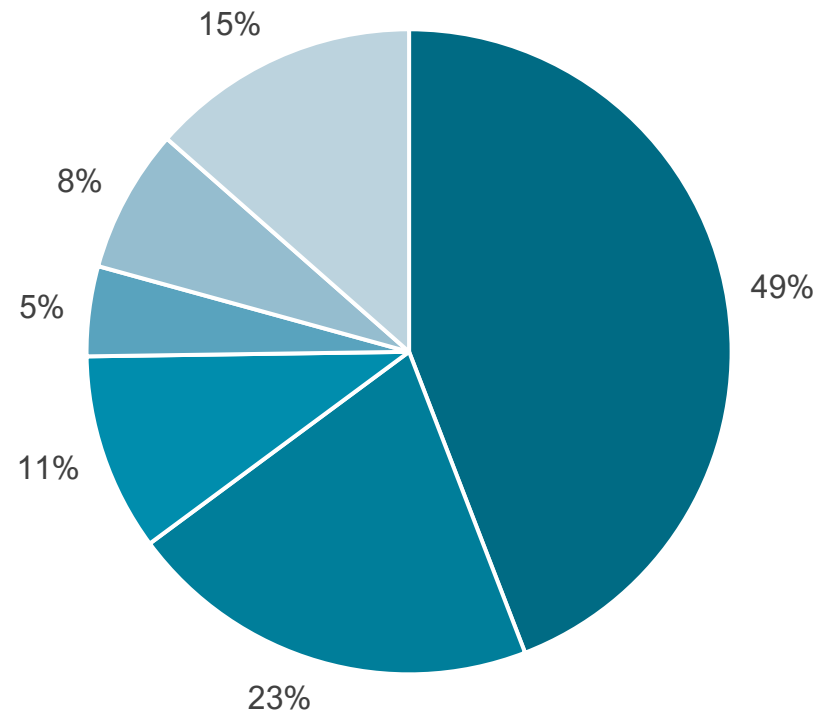
# “What client groups do you serve?”






# “At the end of 2021, please indicate your agency’s business considerations.”


- No changes to business model
- Anticipate expanding
- Anticipate contracting
- Anticipate Closing
- Don't know
- Other





“Have you increased wages for your DCWs during 2021?”

- **77%** reported increased wages



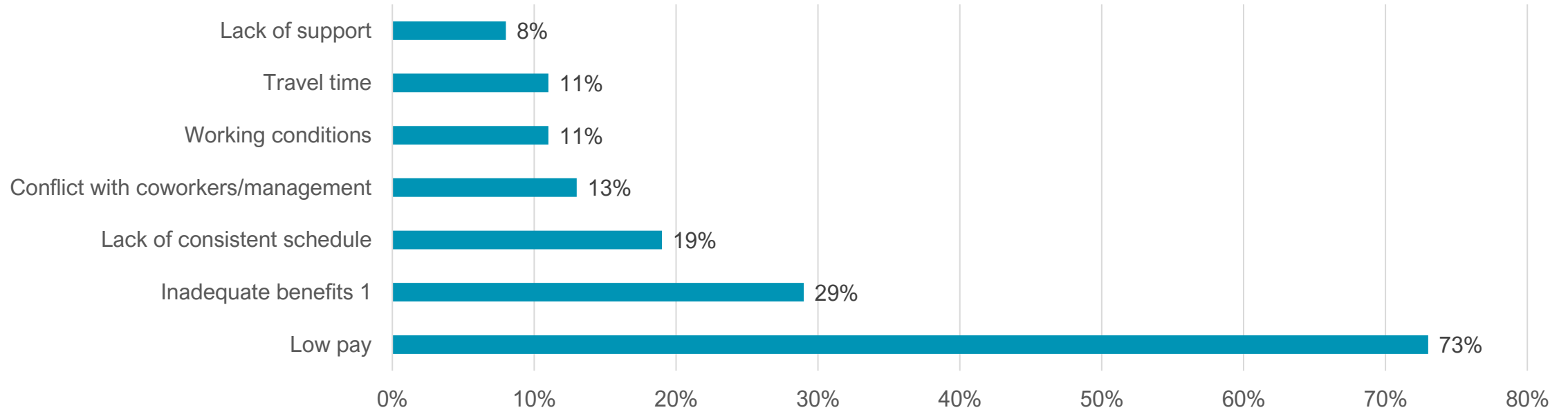
“What is the longevity of your DCW workforce?”

- Agencies report an average of **5.3 years of service**



# “In your opinion, why are DCWs leaving their jobs?”

Reasons for Leaving





“Please estimate the percentage of clients/participants you had to turn away because you did not have enough DCWs to provide services.”

- **24%** of respondents did not have to turn away any clients
- **33%** turned away 1-20% of clients
- **32%** turned away 21-50% of clients
- **11%** did not respond or did not know





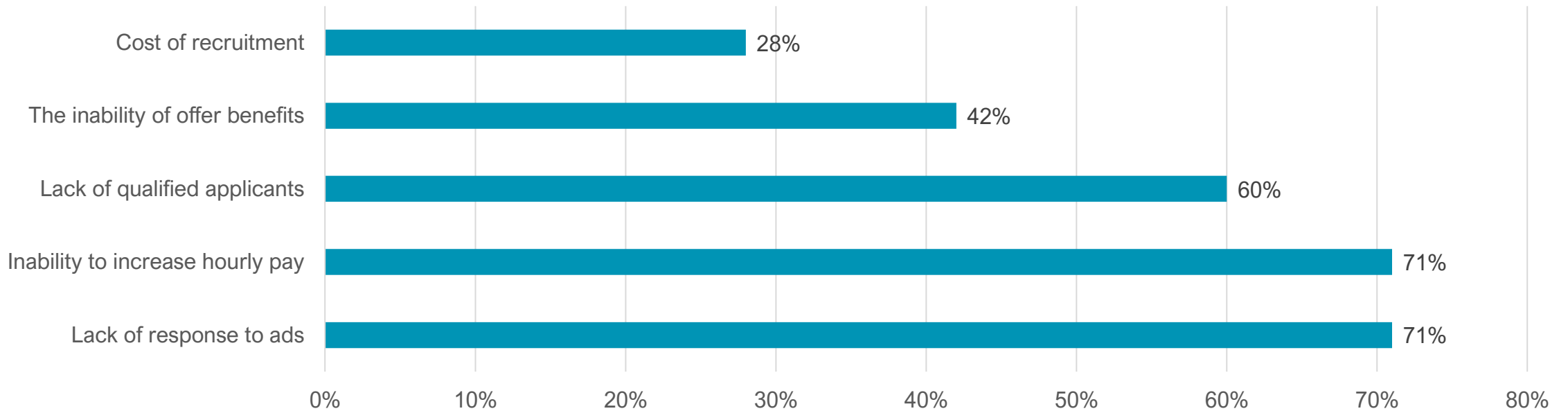
# “What tools do you need to strengthen to build your DCW workforce?”

- 1 Standardized Training for DCWs
- 2 Recruitment tools/resources
- 3 Retention tools/resources
- 4 Support for DCW workforce such as transportation, childcare
- 5 More funding to offer higher wages/benefits



# “What are your biggest barriers for recruitment?”

Recruitment Barriers  
(multiple responses allowed)



# How are SoTW data being used?

NY is using SS data to conduct a deeper examination of predictors of tenure and turnover in the state

One state is offering small grants to providers willing to try something new and share their learning.

OH created innovation grants for providers which resulted in groundbreaking practices to retain DSPs

Federal researchers are looking at SS data to examine the effects of COVID and how providers can be supported better in emergencies

OR requires GH providers to complete the survey (imposes fines) and uses the data to monitor wages and other critical indicators of workforce stability

UT uses NCI data to advocate for, and assess outcomes of a wage increase

# Going beyond anecdote. What can states do with NCI-IDD data?

## Learn

State can learn from the variation in your state

- How can smaller agencies be supported as system changes are anticipated?

## Organize

The state can 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.

## 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).
- Comparison of wage and benefit similarities and differences can provide insight into potential factors that may impact turnover.

## Focus on

State can focus on the termination rates of DSPs.

- identify possible state or local agency policies contributing to higher-than-average rates of termination when compared to other states.



# Contact Us



- Email us if you have questions or to be added to the Staff Stability Survey mailing list:
- [DHSDMSWIARPAHCBS@dhs.wisconsin.gov](mailto: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](http://www.dhs.wisconsin.gov/aboutdhs/alerts.htm)



- Website: [www.dhs.wisconsin.gov/arpa/hcbs.htm](http://www.dhs.wisconsin.gov/arpa/hcbs.htm)

To see the  
complete  
report, click  
[here](#)

# What's Next

- SoTW Survey for persons who self-direct their care: Wisconsin participated in a Focus group with two other states, NASDDDS, ADvancing States and national stakeholders.
- Goal is to have a national SoTW Survey for self-direction during ARPA Funding window.



# Other ARPA Workforce updates

## Certified Direct Care Professionals

- On-line, on-demand curriculum is under development.
- Marketing campaign under development
- Website under development
- Wisconsin Certified Direct Care Professional (CDCP) video  
<https://vimeo.com/user8859005/review/750949211/1dfea1d7b6>

## IT Workforce Platform

- Handshake – Connecting employers to job seekers.
  - For IRIS participants, balancing access with privacy
- Option to remain anonymous
- IRIS participants will be able to create customizable profiles.

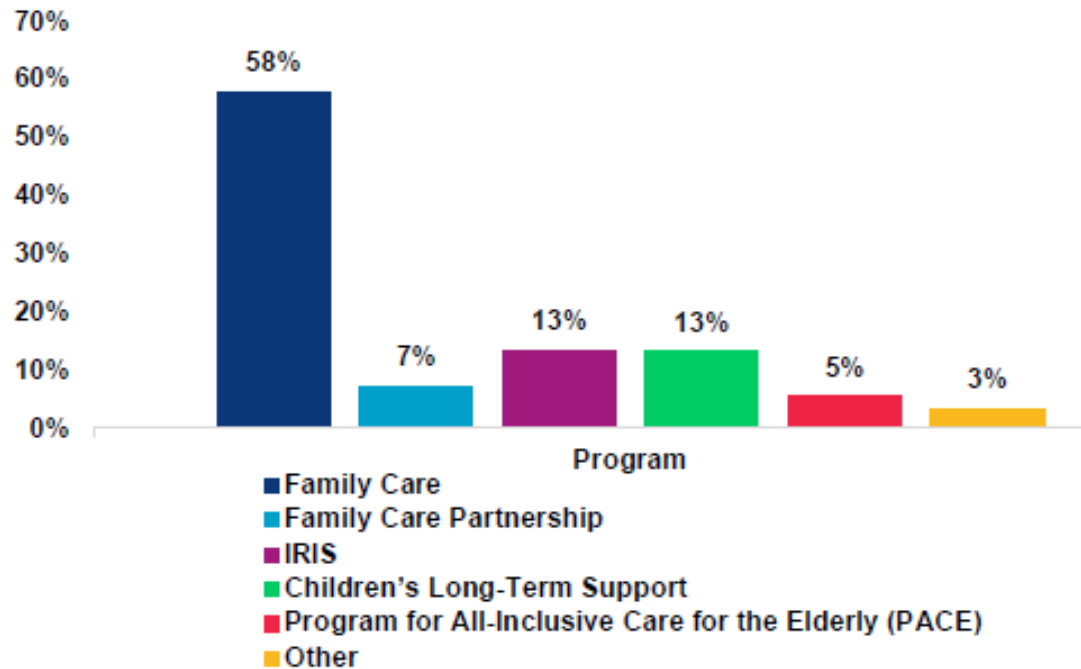


# Grants Round 2 Applications

New Applications Created <i>Applications created in Round 2</i>	Total Applications Submitted <i>New and Resubmitted Applications</i>	Cash Amount Requested from Submitted Applications	Average Cash Amount Requested
552	449	\$86,030,886.15	\$191,605.54

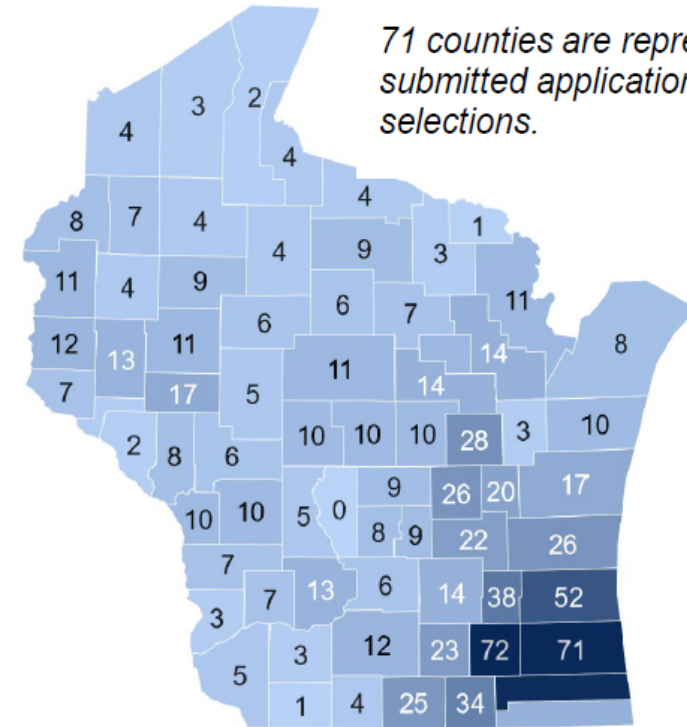
## Medicaid Programs that Would Benefit from Submitted Applications

58% of submitted applications would benefit the Family Care Medicaid program.



## Counties Represented in Submitted Applications

71 counties are represented in the 365 submitted applications with county selections.



# Questions?

**Kevin Coughlin, DHS**

Policy Initiatives Advisor - Executive  
Department of Health Services  
Division of Medicaid Services

[Kevin.Coughlin@dhs.wisconsin.gov](mailto:Kevin.Coughlin@dhs.wisconsin.gov)