

# Adult Long-Term Care Provider Enrollment

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# Agenda

- Project overview
- Enrollment progress
- Communication Toolkits





# Project overview



# About the new system

- The system will enroll and certify home and community-based services providers with Wisconsin Medicaid through the ForwardHealth Portal.
- After becoming certified with Wisconsin Medicaid, providers will be able continue serving IRIS participants once they have ensured they have completing onboarding with IRIS FEAs.





### Who is affected?

### Adult LTC programs

- IRIS (Include, Respect, I Self-Direct)
- Family Care
- Family Care Partnership
- Program of All Inclusive
   Care for the Elderly (PACE)

### **Providers/Vendors**

- Organizations/agencies
- Sole proprietors
- Individual providers
- Tribal providers



### Who is not affected?

- Participant-hired workers (PHWs) will receive Wisconsin Medicaid IDs but they will not self-enroll through ForwardHealth.
- Supportive home care organizations and providers with a unique EVV provider agency ID should not enroll yet. This provider type is not yet available in the application, but it will be in mid-August 2025.



# Why the change?

### **Opportunity**



Centralization and automation



Standardization of provider vetting



Data management and reporting enhancement



Efficiency gains

### Compliance



CMS Managed Care Rule



21st Century Cures Act



Affordable Care Act



# Benefits and goals

- Short term benefits—vendors will:
  - Be listed in the public-facing ForwardHealth Provider Directory
  - o Easily choose the services and programs relevant to them
  - Easily supply information directly to DHS for background checks as applicable
- Long-term goal: streamline the Medicaid certification process so that vendors only supply credentials directly to DHS

## **Enrollment timeline**

Sep. 2024	August 2025	Oct. – Dec. 2025	Jan 1, 2026
Application available	Supportive home care provider organization application opens	Catch-up	Enrollment deadline
ForwardHealth began accepting adult LTC provider applications	ForwardHealth begins accepting applications from these providers	Ensure providers who need additional assistance are enrolled	Providers <b>must</b> be enrolled with Medicaid through ForwardHealth to be authorized and reimbursed for services



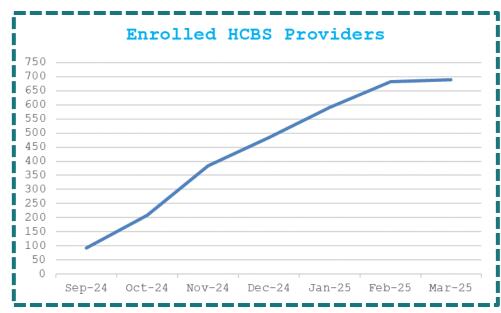
# Enrollment progress



# How many providers have enrolled?

DHS estimates total number of HCBS providers is 8,000-9,000.

So far, 688 providers have enrolled.





# **Communications Toolkits**



### **Toolkits**

# IRIS participant toolkit: <a href="https://dhs.wi.gov/iris/participant-ltcpm-toolkit.htm">dhs.wi.gov/iris/participant-ltcpm-toolkit.htm</a>

- Provider flyer
- Provider enrollment checklist
- IRIS tip sheet
- IRIS participant talking points



### **Toolkits**

### **FEA** toolkit:

### dhs.wi.gov/iris/fea-ltcpm-toolkit.htm

- Provider flyer
- Provider enrollment checklist
- Email for providers (excluding supportive home care providers)
- Email for supportive home care providers

- Short provider article
- Banner message
- Short IRIS participant article
- FEA support line talking points



### **Toolkits**

# ICA toolkit: <a href="https://dhs.wi.gov/iris/ica-ltcpm-toolkit.htm">dhs.wi.gov/iris/ica-ltcpm-toolkit.htm</a>

- Provider flyer
- Provider enrollment checklist
- ICA talking points
- IRIS tip sheet
- IRIS participant talking points



# **Questions for Committee**

- Do you think these materials will resonate with providers?
- 2. How can we make the IRIS participant materials better?
- 3. What's missing that would be useful?
- 4. How will you use these materials?



# **Questions** and Answers





# Thank you!

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





Certified Direct Care Professional WisCaregiverCDCP.com







# Wisconsin's Multi-Faceted Approach to Addressing the Direct Caregiving Workforce Crisis

# **Fact-Finding Surveys**



### Overview

- Targeted agencies submit workforce data on turnover, tenure, wages, benefits, and other key workforce statistics.
- The surveys include both nationwide and statespecific questions.
- Results will help DHS discover ways to improve the quality and stability of the caregiving workforce that assists long-term care Medicaid beneficiaries.





# State of the Workforce Surveys

# National Core Indicators Intellectual and Developmental Disability (NCI-IDD) State of the Workforce Survey

- 2021 (collected January to September 2022)
- 2023 (collected February to July 2024)

# National Core Indicators Aging and Physically Disabled (NCI-AD) State of the Workforce Survey

- 2021 (collected September to October 2022)
- 2023 (collected September to November 2024)

### Children's Long-Term Support Services Survey

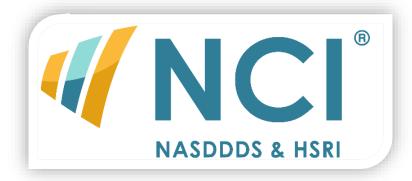
• 2023 (collected August to September 2024)



# 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 the stability and quality of the DSP workforce

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





### Benefits to Wisconsin



- Data is 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.



# 2021 State IDD Data Highlights

### 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% fulltime and 16.8% part-time
- NCI-IDD average 16.5% and 20.3%



# 2023 State IDD Data Highlights

### Wages

- \$15.24 overall average wage
- NCI-IDD average \$16.49

### Health Insurance

- 29.5% of agencies offer
- NCI-IDD average 60.2%

### Paid Time Off

- 57.5% provide some
- NCI-IDD average 75.9%

### Turnover Ratio

- 41.7%
- NCI-IDD average 39.7%

### Vacancy Rate

- 14.5% fulltime and 19.5% part-time
- NCI-IDD average 12.2% and 14.6%



### Website Resources

- ARPA HCBS Direct Care Workforce Reform and Analysis: https://www.dhs.wisconsin.gov/arpa/hcbs-directcareworkforce.htm
- ARPA Workforce Surveys: <a href="https://www.dhs.wisconsin.gov/arpa/hcbs-directcareworkforce-surveys.htm">https://www.dhs.wisconsin.gov/arpa/hcbs-directcareworkforce-surveys.htm</a>
- SoTW IDD Survey 2021-2023 WI Caregiver Trends:

https://www.dhs.wisconsin.gov/arpa/nci-idd-survey-caregiver-trends.pdf

- SoTW IDD Survey 2021-2023 WI Workforce Trends: https://www.dhs.wisconsin.gov/arpa/nci-idd-ad-survey-workforce-trends.pdf
- SoTW IDD Surveys 2023 National Report:
   https://idd.nationalcoreindicators.org/wp-content/uploads/2024/11/2023-NCI-IDD-SoTW\_241126\_FINAL.pdf



# 2021 State AD Data Highlights

### Wages

\$13.85 overall average wage

### Health Insurance

 29% of agencies offer

### Paid Time Off

54%providesome

### Turnover Ratio

• 49.6%

### Vacancy Rate

17.1% fulltime and 25.2% part-time



# 2023 State AD Data Highlights-DRAFT

### Wages

- \$15.47 overall average wage
- NCI-AD average \$16.27

### Health Insurance

- 29% of agencies offer
- NCI-AD average 41%

### Paid Time Off

- 53% provide some
- NCI-AD average 55.1%

### Turnover Ratio

- 48.0%
- NCI-AD average 47.8%

### Vacancy Rate

- 11.8% fulltime and 14.5% part-time
- NCI-AD average 8.4% and 14.5%



# 2023 Children's Long-Term Support Services Data

### Wages

\$20.30 overall average wage

### Health Insurance

20.7% of providers offer

### Paid Time Off

• 51.7% provide some

### Turnover Ratio

• 91.6% estimated ratio

### Vacancy Rate

 16.3% fulltime and part-time



### What's Next

- We are learning firsthand the challenges Wisconsin providers and direct care professionals are facing.
- We will compare new data year over year to see if we are improving and understand our opportunity areas.
- We will share findings with key collaborators.
- We will leverage insights to support other workforce initiatives to improve and enhance HCBS services.



### State of the Workforce Survey

# 2021-2023 Caregiver Trends

National Core Indicators® Intellectual and Developmental Disabilities (NCI®-IDD) conducts an annual State of the Workforce Survey. Wisconsin participates every two years. The survey collects comprehensive data from agencies that employ direct support professionals (DSPs) and support adults with intellectual and developmental disabilities (IDD). Its annual report provides reliable data on turnover, wages, benefits, recruitment, and other employment metrics.

The goal is to help states examine workforce challenges, identify areas for further investigation, benchmark their workforce data, measure improvements made through policy or programmatic changes. States can easily compare their data to other states and national averages.

Wisconsin participated in 2022 (2021 data) and 2024 (2023 data) to discover ways to improve the quality and stability of the caregiving workforce that assists long-term care Medicaid beneficiaries.

Survey Details	2021	2023
Data period	January 1-December 31, 2021	January 1 - December 31, 2023
National participation	29 states plus the District of Columbia	26 states plus the District of Columbia
Wisconsin participation	204 agencies representing all 72 counties	202 agencies representing 70 counties
Incentives	\$250-\$1,000 per agency Total payout \$71,250	\$250-\$1,000 per agency Total payout \$62,250

### Resources

Learn how Wisconsin is leveraging funds from the American Rescue Plan act to boost home and community-based services at <a href="mailto:dhs.wisconsin.gov/arpa/hcbs.htm">dhs.wisconsin.gov/arpa/hcbs.htm</a>.

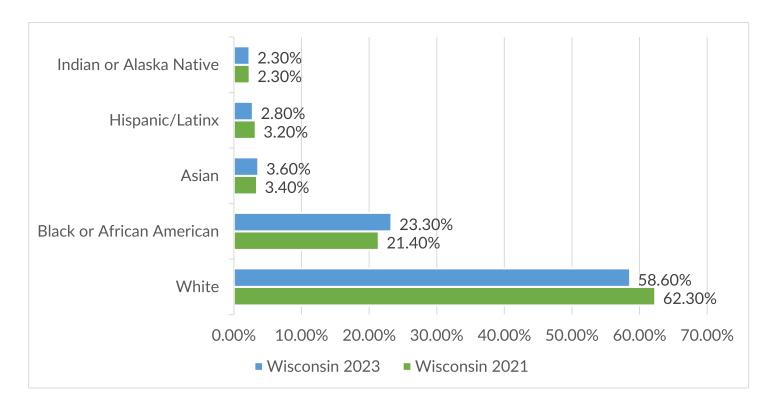
Read the full 2021 and 2023 State of the Workforce Survey results at idd.nationalcoreindicators.org/staff-providers.



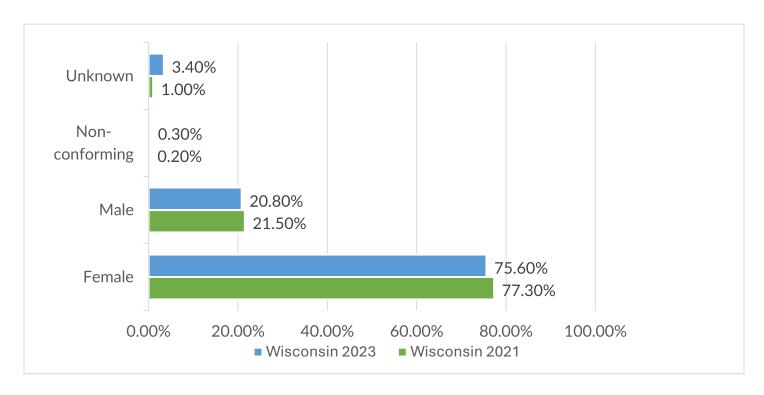


### **Visualizations**

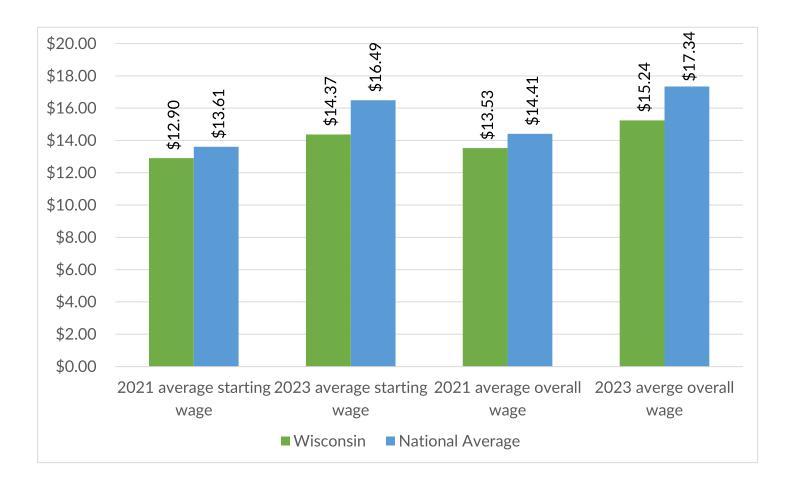
### Racial Breakdown



### **Gender Identity**

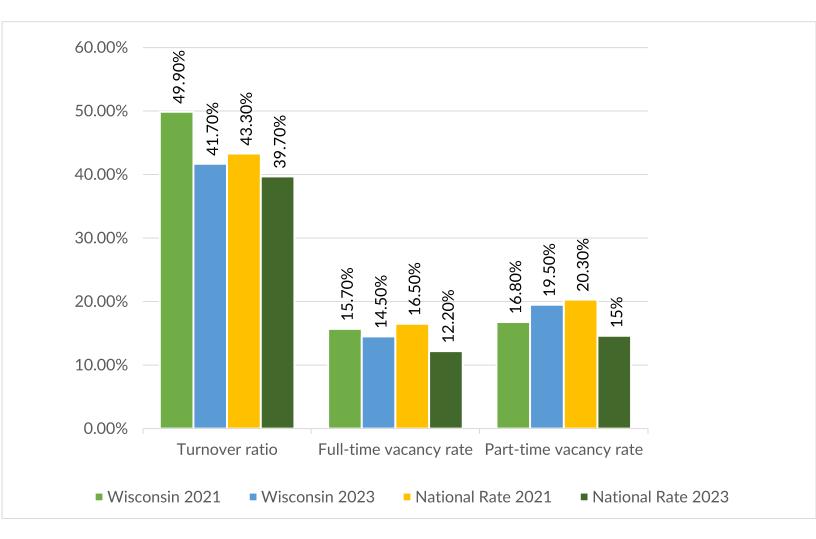


### Wages



Wisconsin is following a positive national trend of increasing wages for direct care workers. We continue to trail the national average and our Midwestern peers in all categories.

### **Turnover and Vacancy Rates**

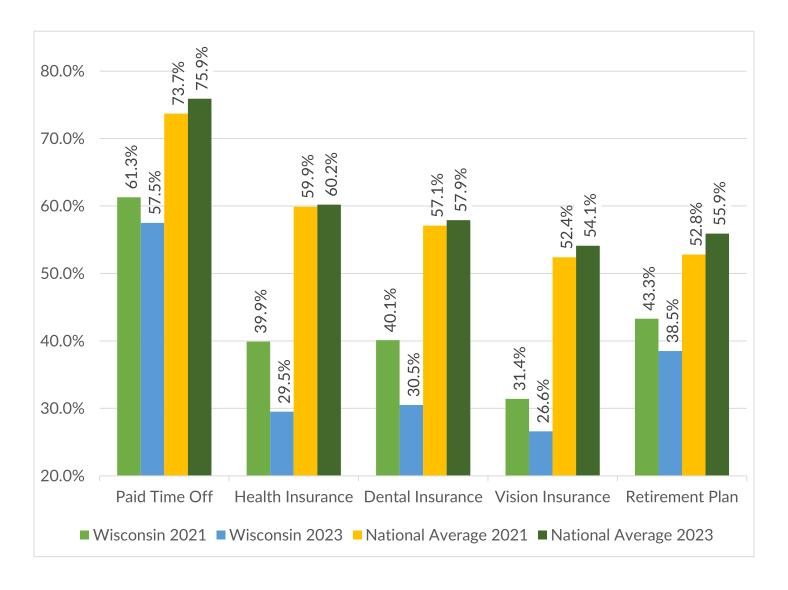


Turnover rates improved in Wisconsin, with lower average turnover reported. On this metric, Wisconsin and Missouri were tied for lowest average turnover in the Midwest, slightly higher than the national average.

Wisconsin's vacancy rate for full-time workers slightly declined in 2023 compared to 2021. Our peers improved to a greater degree, resulting in Wisconsin now having the highest vacancy rates in the Midwest.

For part time-workers, Wisconsin's vacancy rate rose, contrary to national and Midwestern trends.

### **Benefits**



Between 2021 and 2021, the rate of agencies offering direct care workers comprehensive benefits fell in Wisconsin. This may be due to many variables. More small agencies responded to the 2023 IDD survey than the 2021 survey, which could contribute to this decrease. Most of our Midwestern peers fall closer to NCI national averages.

### **Data Tables**

### Wages

	Wisc	onsin	Illir	nois	Indi	iana	Miss	souri	NCI-	IDD
	2021	2023	2021	2023	2021	2023	2021	2023	2021	2023
State	\$7.25	\$7.25	\$11.00	\$13.00	\$7.25	\$7.25	\$10.30	\$12.30	\$7.25	\$7.25
Minimum										
Average	\$12.90	\$14.37	\$13.97	\$16.49	\$13.24	\$15.41	\$12.84	\$16.15	\$13.61	\$16.49
Starting										
Overall	\$13.53	\$15.24	\$14.87	\$17.44	\$13.93	\$15.86	\$13.69	\$17.10	\$14.41	\$17.34
Average										
Median	\$13.50	\$15.00	\$15.00	\$17.07	\$14.14	\$15.94	\$13.46	\$17.00	\$14.50	\$17.20

### Benefits

	Wisc	onsin	Illir	nois	Indi	iana	Miss	ouri	NCI-	-IDD
	2021	2023	2021	2023	2021	2023	2021	2023	2021	2023
Paid Time Off	61.3	57.5	92.4	92.0	81.9	70.3	82.6	81.0	73.7	75.9
Health Insurance	39.9	29.5	78.8	77.7	61.7	54.3	71.0	69.4	59.9	60.2
Dental Insurance	40.1	30.5	68.9	71.2	65.6	54.3	61.8	63.7	57.1	57.9
Vision Insurance	31.4	26.6	57.6	55.0	63.0	51.9	61.0	61.7	52.4	54.1
Retirement Plan	43.3	38.5	68.2	73.9	55.9	46.2	55.8	58.9	52.8	55.9

### Turnover and Vacancy Rates

	Wisc	onsin	Illir	nois	Indi	ana	Miss	ouri	NCI-	·IDD
	2021	2023	2021	2023	2021	2023	2021	2023	2021	2023
Turnover	49.9%	41.7%	44.8%	46.8%	50.6%	44.2%	51.8%	41.7%	43.3%	39.7%
Full-time	15.7%	14.5%	17.3%	13.2%	15.8%	13.4%	14.7%	9.2%	16.5%	12.2%
vacancy										
Part-time	16.8%	19.5%	22.5%	21.4%	16.4%	12.7%	18.0%	13.6%	20.3%	14.6%
vacancy										

# Wisconsin Workforce Trends

Wisconsin has participated in the National Core Indicators® Intellectual and Developmental Disabilities (NCI®-IDD) survey and the National Core Indicators Aging and Physically Disabled (NCI-AD) State of the Workforce survey since 2022. Every other year, these surveys collect data about direct support professionals (DSPs) who support adults with IDD and AD. Wisconsin participates to find ways to improve the caregiving workforce for Medicaid members.

The NCI reports provide reliable data on employment metrics. This includes turnover, wages, benefits, and recruitment. The most recent findings on these metrics are available for <a href="NCI-IDD">NCI-IDD</a> and <a href="NCI-AD">NCI-AD</a>. The goal is to help states:

- Examine workforce challenges
- Identify areas for further investigation
- Benchmark the workforce data
- Measure improvements from policy changes or programs

States can compare their data to other states and national averages. States also have the opportunity to create and ask their own questions.

This report shares answers to Wisconsin's unique questions. It also shows how direct care agencies' responses changed from 2021 to 2023. The 2021 and 2023 NCI-IDD surveys asked Wisconsin's unique questions.

Go to <a href="mailto:dhs.wi.gov/arpa/hcbs-directcareworkforce-surveys.htm">dhs.wi.gov/arpa/hcbs-directcareworkforce-surveys.htm</a> to read reports and learn more about our workforce surveys.

### What county do you serve?

2021	2023	Change
All 72 counties represented	70 of 72 counties represented	-2





### What client groups do you serve?

In both our 2021 and 2023 IDD responses, we see that many of our direct care agencies serve a wide range of members. The care they provide is not limited to members with intellectual or developmental disabilities. In 2023, agencies reported serving a broader, more diverse range of members than in 2021.

Type of client	2021	2023	Change
Person with an IDD	91%	98%	6%
Person who is elderly	60%	72%	12%
Person who is blind	37%	48%	11%
Person with a physical disability	74%	78%	4%
Children	20%	22%	2%
Other	11%	14%	4%

### At the end of 2021 or 2023, indicate your agency's business considerations.

In 2023, we saw a positive trend of more agencies anticipating expanding business in the year ahead. In both 2021 and 2023 the most common answer was anticipating "no changes to business model."

Business changes	2021	2023	Change
No changes to business model	49%	50%	1%
Anticipate expanding	23%	32%	9%
Anticipate contracting	11%	12%	1%
Anticipate closing	5%	7%	2%
I don't know	8%	9%	1%
Other	15%	4%	-11%

### Have you increased wages for your direct care workers during the year?

Most agencies reported increasing wages for their direct care workers during the year in both 2021 and 2023. Slightly more agencies shifted from a response of "I don't know" to "No" in 2023 compared to 2021.

Increase wages	2021	2023	Change
Yes	77%	77%	0%
No	16%	21%	5%
I don't know	6%	2%	-4%

### What is the longevity of your direct care workforce?

We saw an increase in longevity of direct care workers from 2021 to 2023. We will monitor to see if this continues as a trend.

2021	2023	Change	
5.3 years	6.7 years	1.4 years	

### In your opinion, why are DCWs leaving their jobs? (Choose all that apply)

In 2021 and 2023, "pay is too low" was the most common response, although in 2023 this response decreased. "Inadequate Benefits" and "Lack of consistent schedule with enough hours" were the two next highest preset responses.

Reason for job change	2021	2023	Change
Lack of communication/schedule changes	6%	4%	-2%
Lack of training	5%	3%	-2%
Pay is too low	73%	61%	-12%
Lack of consistent schedule with enough hours	19%	20%	1%
Lack of support	8%	3%	-5%
Conflict with coworkers or management	13%	10%	-3%
Inadequate benefits	29%	25%	-4%
Working conditions	11%	6%	-5%
Travel time	11%	16%	5%
Not applicable	12%	15%	4%
Other	28%	21%	-7%

# New question in 2023: Have you hired new staff that are Certified Direct Care Professionals (CDCPs)?

Though most respondents reported being unaware of the <u>CDCP program</u> and not hiring new staff who were CDCPs, there were 29 respondents (14%) who indicated they have hired CDCPs. We hope to see this climb in the years to come.

Hired CDCPs	Number	Percent
Yes	29	14%
No	119	59%
Unaware of the CDCP Program	54	27%
Total	202	N/A

# Estimate the percentage of clients you've had to turn away in the calendar year because you did not have enough direct care workers to support them.

Between 2021 and 2023, reporting categories changed, which limits the validity of a comparison. Here you can see the 2023 responses.

Clients turned away	2023
0%	38%
1-5%	10%
6-10%	7%
11-20%	7%
21-30%	6%
31-40%	3%
41-50%	2%
51-60%	3%
61-70%	3%
71-80%	3%
81-90%	2%
91-100%	6%
I don't know/blank	7%

### What are your biggest barriers for recruitment?

The most common answer in both 2021 and 2023 was the inability to increase hourly pay, though we saw a slight decline in this response from 2021 to 2023. The second most common response was a lack of qualified applicants, though this fell as well (more significantly). The greatest decline was seen in the response "no one responding to ads"—a positive trend.

Barriers	2021	2023	Change
Cost of recruitment is high	28%	34%	6%
No one responding to ads	71%	49%	-22%
Unable to offer benefits	42%	46%	4%
Inability to increase hourly pay	71%	69%	-2%
Lack of qualified applicants	60%	50%	-10%
No barriers to recruitment	5%	7%	2%

# What do you most need to strengthen your DCW workforce (increase numbers, improve skills)?

The most common answer in 2023 was more funding to offer higher wages and benefits—a significant increase over 2021, when this was the lowest rated response. The need for standardized training for DCWs fell, perhaps due to the work of new, standardized curriculum provided for free via <a href="WisCaregiver Careers">WisCaregiver Careers</a>. The other rising need identified was for support for the DCW workforce, such as transportation and childcare, while needs for recruitment and retention tools fell.

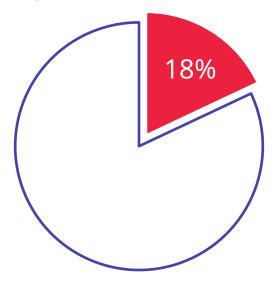
Reason for job change	2021	2023	Assessment
More funding to offer higher wages/benefits	#5	#1	↑ Increasing need
Standardized training for DCWs	#1	#3	↓ Decreasing need
Support for DCW workforce such as transportation, childcare	#4	#2	↑ Increasing need
Recruitment tools/resources	#2	#5	↓ Decreasing need
Retention tools/resources	#3	#4	↓ Decreasing need



# FACTSHEET No Cuts to Medicaid

### Who does Medicaid Serve?

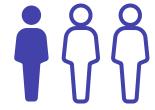
**18% of Wisconsin's population** get health or long-term care services through Medicaid.



That's **1.3 million people** in the state.

### Medicaid covers ...

1 in 3 people with disabilities



1 in 7 adults ages 19 to 64



Source: KFF, Medicaid in Wisconsin Factsheet, files.kff.org/attachment/fact-sheet-medicaid-state-WI

### **Medicaid Programs**-

Medicaid helps meet the needs of Wisconsinites with disabilities across the lifespan through all Medicaid-funded programs, including:

Children's Long Term Support Program (CLTS)

Katie Beckett

Family Care and IRIS

Medicaid Purchase Plan (MAPP)

Badger Care Plus

Other critical programs that serve people with disabilities such as Birth to 3 and Comprehensive Community Services (CCS) also have Medicaid as a major funding source.

Learn about all 19 Medicaid programs here:

www.dhs.wisconsin.gov/publications/p02383.pdf

### **Medicaid Funding**

Many Wisconsin jobs depend on Medicaid funding. Funding supports payments for many Wisconsin jobs, like...

primary and specialist care

mental health professionals

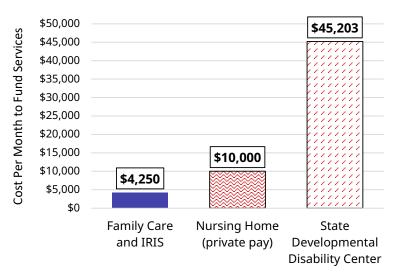
school-based services home health care businesses

### **Funding Facts**

→ Medicaid is the largest funding source for mental health services.

Source: McCourt School of Public Policy, ccf.georgetown.edu/wp-content/uploads/2025/02/Medicaid-is-Vital-to-Wisconsin-2025-Fact-Sheet.pdf

→ Medicaid funds almost all long-term care, including Wisconsin's institution diversion programs that keep kids, people with disabilities, and older adults out of expensive Medicaid-funded nursing homes and institutions.



**Chart:** Comparison of the cost per month for long-term care services.

### What happens if federal Medicaid funding is cut?

### Wisconsin has a lot to lose if federal Medicaid funding is cut.

Medicaid funding cuts being discussed by Congress are so large they would impact everyone in Medicaid. There would be no way to protect certain populations.

Almost \$13 billion (or 26%) of Wisconsin's budget is Medicaid. More than 60% of that is federal Medicaid funding.

Source: 2023 Wisconsin Act 19

doa.wi.gov/budget/SBO/2023%20Wisconsin%20

Act%2019.pdf

Many disability services funded by Medicaid are "optional" as defined by federal law. They are most effective at keeping costs down and keeping people in their homes and communities instead of costly facilities. This includes home and community-based programs like the Children's Long Term Support Program (CLTS), Family Care, and IRIS.

Less federal Medicaid funding would force Wisconsin to make very hard decisions that would have a huge impact on Wisconsinites.

### It would change:

the costs of keeping care the same.

who can or can't get care.

what care people can get.

how much people get paid to provide that care.



### **SPRING ELECTION IS APRIL 1, 2025**

### Are you registered to vote?

- Check your registration at <u>myvote.wi.gov</u>.
- If you can't register before election day, you can register at the polls.
- If you can't make it to the polls, vote early or request an absentee ballot at <u>myvote.wi.gov/en-us/</u>.

### **Deadlines**

### To register

- Online and by mail until March 12.
- In Municipal Clerk's Office until March 28.
- In person at the polls on April 1.

### To absentee vote

- The last day to request an Absentee Ballot is March 27.
   Visit myvote.wi.gov/en-us/Vote-Absentee-By-Mail.
- In-Person Absentee Voting (early voting) is March 18 March 30, depending on your municipality. For specific times and locations, visit myvote.wi.gov/en-us/Vote-Absentee-In-Person.

# VOTE

### What is on the ballot?

To see a sample ballot, visit myvote.wi.gov/en-us/Whats-On-My-Ballot.

- State Supreme Court: disabilityvote.org/2019/wisconsin-supreme-court-fact-sheet/
- State Superintendent of Public Instruction: <a href="mailto:disabilityvote.org/2021/state-superintendent-of-public-instruction-resources/">disabilityvote.org/2021/state-superintendent-of-public-instruction-resources/</a>
- Constitutional Amendment to Require Voter ID as part of the state constitution: <u>my.lwv.org/wisconsin/april-2025-amendment-vote-no</u>
- Your ballot may include local races such as school board and county supervisor.
  - o School Board: <a href="mailto:disabilityvote.org/2022/school-board-fact-sheet/">disabilityvote.org/2022/school-board-fact-sheet/</a>
  - Local Elections: disabilityvote.org/2022/local-elections-factsheet/



- You must bring an acceptable Wisconsin photo ID card. Your photo ID does not have to have your current address for voting purposes.
- You are allowed to bring someone to help you vote as long as it is not your employer or union representative.
- If you have complaints about access to voting or believe your voting rights have been violated, file a complaint with the Wisconsin Election Commission: <u>elections.wi.gov</u>/; 1-866-VOTE-WIS.
- Your completed ballot must be received by 8 pm on election day.

### Your vote is your voice!

For help filing a complaint or disability-related questions voting questions, contact the **Disability Rights Wisconsin Voter Hotline** at **844-DIS-VOTE** / **844-347-8683**.





The Wisconsin Disability Vote Coalition is a project of Disability Rights Wisconsin and the Wisconsin Board for People with Developmental Disabilities.

www.disabilityvote.org/

www.facebook.com/wisconsindisabilityvote/