

DIRECT SERVICE WORKERS ADVISORY BOARD

June 9, 2022



Agenda

1. **Welcome**
2. **Survey participation: Providing Support During the COVID-19 Pandemic: Direct Support Workforce Survey**
 - a. Link in the chat!
 - b. Can participate through July 22, 2022
3. **Bowen Center for Health Workforce Research and Policy**
 - a. Dr. Hannah Maxey, Director
4. **Follow up conversation dates**
 - a. Poll



June 9th, 2022

Direct Service Workforce Plan



SCHOOL OF MEDICINE
BOWEN CENTER FOR HEALTH
WORKFORCE RESEARCH & POLICY



Where are the gaps in the direct service workforce?

DSW Fact Finding Group (August 2021)

“We know recruitment strategies historically used are no longer effective.”

“Large untapped workforce”

“Indiana does not have a definition of DSPs”

“Don’t know how to identify the core competencies that are shared.”

“Alignment of roles across systems is key.”

“Lots of responsibility, liability, need to be on call 24/7, and physical demand in relation to pay received. There is a huge equity gap in pay.”

“I know we can do a better job connecting with career and tech ed programs to build a career path pipeline.”

“I know demand for workforce is increasing” “Don’t know specifically projection of demographics about what specific areas we will need workforce training in.”

“We know data exchange and sharing is prohibited, so we cannot share necessary data to truly understand the whole picture.”

“We know there’s a cliff effect for DSPs that depend on social benefits.” “We assume many DSPs have significant barriers to obtaining and maintaining employment.”

Conclusions

- Insufficient recruitment strategies
- Lack of standard definition for these workers & Inconsistency in DSW training/preparation
- Low wages & benefit offerings
- Lack of opportunities or incentives for career retention and development
- Lack of reliable workforce data
- DSWs experience social barriers to employment

Note: The above quotes are excerpts and are not intended to represent every response.



Researched Strategies

Recruitment

1. Public marketing campaign
2. Virtual information hub for DSWs
3. DSW Career Pathways in Indiana High Schools
4. Registered Apprenticeships for Home Health Aides

Training & Regulation

5. Implement a standardized definition for direct service workers across agencies/divisions and payer programs.
6. Determine a standardized state minimum training for DSWs in alignment with services or populations.
7. Determine appropriate DSW regulatory structure and entry requirements

Wages & Benefits

8. One-time ARPA Bonus payments to DSWs
9. Routine payments to DSWs – State flexibility on implementation (reward for quality, seniority, etc.)
10. Tiered payment for DSWs

Retention & Career Development

11. Support LTSS sector retention through development of a micro-credential pathway within DSW workforce
12. Work with community colleges to develop macro-credential pathways for DSWs to other roles

Workforce Data & Tracking

13. Capture workforce characteristics during renewal for existing and any newly regulated DSW occupations
14. Enhanced individual-level data: Expand EVV Reporting
15. Require provider-level reporting to include key DSW characteristics
16. Longitudinal tracking: Develop strategy to assess and evaluate DSW trends

Social & Other Supports

17. Transportation Reimbursement for DSWs
18. Specialized DSW “Social and Workforce Services Navigator” Role
19. DSW Information Guides & Resources

Strategies: The Six Buckets



- Goal: Ensuring sufficient capacity of the direct service workforce in Indiana
- Strategies focused on recruiting workers of all worker types (students, entry workers, career transitions)





Strategies: Recruitment

Strategy:	Public marketing campaign	Virtual information hub for DSWs	Develop or enhance high-school based CTE programming.	Registered Apprenticeship Home Health Aides
Responsible Parties	FSSA, IDOH, Employers, DSWs, Consumers, etc.	FSSA, State contractor (will likely req. consultation with other state agencies)	FSSA, DOE, DWD CTE	FSSA, DWD OWBLA, Employers
Activities before 3/31/24	Secure contractor, Create marketing plan, Roll-out	Secure contractor, Website development, Roll-out	Develop programming	RFA (State grant opportunity) to support development
Activities after 3/31/24	N/A	Website maintenance	Launch programming (in alignment with State minimum training standards)	DOL approval
Policy Vehicle	Programmatic	Programmatic	Programmatic	N/A (DOL programming)
Funding Mechanism	HCBS	HCBS to support buildout, need to identify source for maintenance costs	HCBS to support program development	HCBS to support RFA, DOL funding sustainability



Strategies: The Six Buckets



- Goal: Ensuring quality of the workforce and enhancing skills portability and career mobility for DSWs
- Strategies focused on developing training and workforce entry standards



Strategies: Training & Regulation



Strategy:	Standardized definition for DSWs across agencies/divisions and payer programs	Determine state DSW training requirements	Determine appropriate DSW regulatory structure and entry requirements
Responsible Parties	FSSA (General Counsel)	FSSA (DDRS, Aging, Medicaid) & IDOH	FSSA, IDOH, PLA
Activities before 3/31/24	Review current references, determine consensus definition	Review current training, determine desired approach	Develop regulatory schema (align with training and credentialing needs)
Activities after 3/31/24	None	Dependent on strategy pursued	Dependent on strategy pursued
Policy Vehicle	Legislation, IAC, Waiver amendment	To be determined	To be determined
Funding Mechanism	HCBS	HCBS	HCBS



Strategies: The Six Buckets



Recruitment

Training &
Regulation


Wages &
Benefits

- Goal: Monitoring sector wages and ensuring recognition of DSW contributions
- Strategies focused on developing training and workforce entry standards



Strategies: Wages & Benefits



Strategy:	 One-time ARPA Bonus payments to DSWs	Routine payments to DSWs – State flexibility on implementation (reward for quality, seniority, etc.)	Tiered payment for DSWs
Responsible Parties	FSSA	FSSA, Legislature	FSSA, HMA
Activities before 3/31/24	Payout	Determine strategy of interest, develop work plan	Research, develop strategy
Activities after 3/31/24	N/A	Implementation	Implementation
Policy Vehicle	Agency discretion – HCBS Stabilization Grants	State directed payment (MLTSS); Wage pass through (FFS)	State plan amendment
Funding Mechanism	HCBS	Appropriation, Other source	HCBS, Medicaid service



Strategies: The Six Buckets



Recruitment

Training &
Regulation

Wages &
Benefits

Retention
& Career
Development

- Goal: Supporting DSW retention and growth through acknowledgement and intentional micro- and macro- career pathway opportunities
- Strategies focused on recognition of experienced DSWs and development of formal career pathways for DSWs



Strategies: Retention & Career Development



Strategy:	Support LTSS sector retention through development of a micro-credential pathway within DSW workforce	Work with community colleges to develop macro-credential pathways for DSWs to other roles
Responsible Parties	FSSA, DWD-OWBLA	FSSA, DWD, Community colleges
Activities before 3/31/24	Develop pathways, map to training	Map career pathways; prioritize NextLevel/high-wage, high-demand jobs
Activities after 3/31/24	Ensure pathways and information are up to date	Modify degree plan and/or develop alternate pathways
Policy Vehicle	Programmatic	Modification to education program requirements
Funding Mechanism	HCBS	HCBS

[Oregon](#), [Tennessee](#)

[Massachusetts](#) (Vocational DSP Certificate → Associate Degree in Human Services)



Promising Practices: The Six Buckets



- Goal: Ensure information is available on DSWs to support state workforce planning, employer credentialing, and supporting consumer-directed workforce strategies
- Strategies focused on workforce data collection and monitoring which leverage existing administrative processes



Strategies: Workforce Data & Tracking

Workforce
Data &
Tracking

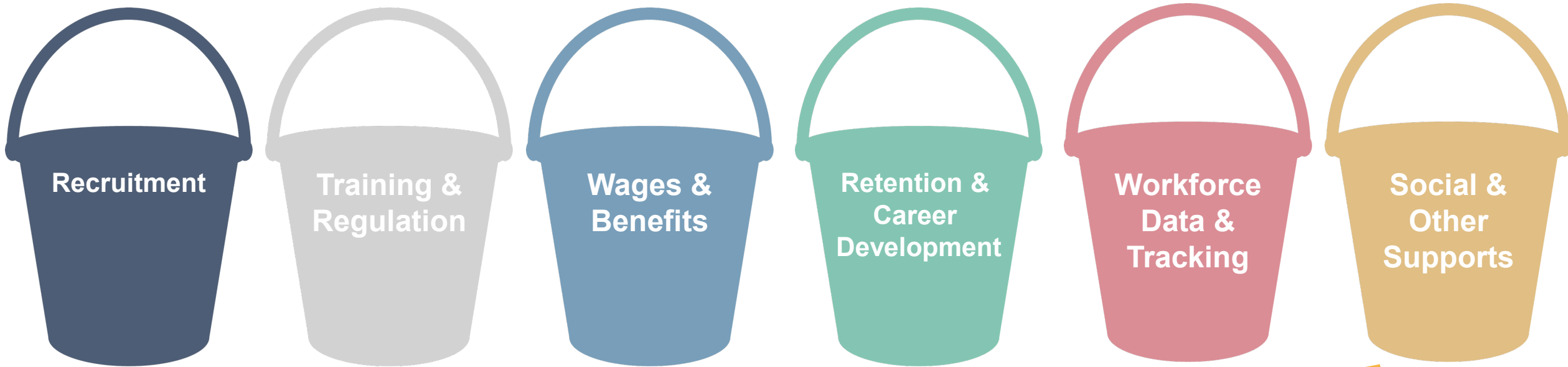
Strategy:	Capture workforce characteristics during renewal for existing and any newly regulated DSW occupations	Enhanced individual-level data: Expand EVV Reporting	Require provider-level reporting to include key DSW characteristics	Longitudinal tracking: Develop strategy to assess and evaluate DSW trends
Responsible Parties	PLA, IDOH	FSSA	FSSA	FSSA, MPH
Activities before 3/31/24	Develop survey tool, embed questions, launch survey	Determine desired additional reporting (settings, services, or data points)	Determine data fields and compliance mechanism	Develop evaluation strategies
Activities after 3/31/24	Data extract, maintenance	Monitor	Monitor, develop metrics	Evaluation implementation
Policy Vehicle	Programmatic for voluntary collection (legislation for mandatory)	May require waiver amendment	To be determined	Programmatic
Funding Mechanism	HCBS	HCBS	HCBS	HCBS

Already in place in IN for other occupations

Will expand to home health services by 1/1/23 per CMS



Strategies: The Six Buckets



- Goal: Develop state programming to address social or occupational needs identified by the DSW
- Strategies that support DSWs in order to fulfill job requirements and reduce employment-related burdens



Strategies: Social & Other Supports



Strategy:	Transportation reimbursements for DSWs	Specialized DSW “Social and Workforce Services Navigator” Role	DSW Information Guides & Resources
Responsible Parties	FSSA	FSSA	FSSA
Activities before 3/31/24	Determine program feasibility and guidance, launch program, determine sustainability funding	Determine program implementation, coordinate with other state entities, determine feasibility	Determine resources of interest to DSWs, develop resources in collaboration with other entities, launch on website
Activities after 3/31/24	Maintenance	Maintenance	Maintenance
Policy Vehicle	Waiver amendment	Waiver amendment	Programmatic
Funding Mechanism	HCBS, Sustainability TBD	HCBS, Sustainability TBD	HCBS

New York

Oregon



Let's Make a Date!



Next DSW Advisory Board Meeting

Poll:

Tuesday, June 21st

Thursday, June 23rd