

RFI Co-design Workgroup Stakeholder Update: Direct Support Worker Initiatives

February 15, 2022

Agenda

- Overview of Direct Support Work (DSW) Initiative
- DSW advisory group
- Indiana DSW Plan with the Bowen Center
- Next steps and upcoming meetings

Why Reform Indiana's LTSS System?

From 2010 to 2030 the proportion of Hoosiers over 65 will grow from 13% to 20%. Indiana's disjointed system must be reformed to meet growing demand and to ensure Choice, drive Quality and manage Cost.

Choice: Hoosiers want to age at home



- 75% of people over 50 prefer to age in their own home – but only 45% of Hoosiers who qualify for Medicaid are aging at home*
- The risk of contracting COVID and impact of potential isolation drives an even increased desire to avoid institutional settings

Cost: Developing long-term sustainability



- Indiana has about 2% of the U.S. population, but over 3% of nursing facilities
- LTSS members are 4% of Medicaid enrollment, yet 28% of spend - only ~ 19% of LTSS spend goes to home and community-based services (HCBS)
- For next ten years, population projections show 28% increase in Hoosiers age 65+ and 45% increase in Hoosiers age 75+

Quality: Hoosiers deserve the best care



- AARP's LTSS Scorecard ranked Indiana 44th in the nation
- LTSS is uncoordinated and lacks cultural competency
- Payment for LTSS services is poorly linked to quality measures and not linked to outcomes

*Accurate as of January 2020

Indiana's Path to Long-term Services and Supports Reform

Our Objective

- 1) 75% of new LTSS members will live and receive services in a home and community-based setting
- 2) 50% of LTSS spend will be on home- and community-based services

Key Results (KR*) to Reform LTSS

1

Ensure Hoosiers have access to home- and community-based services within 72 hours

2

Move LTSS into a managed model

3

Link provider payments to member outcomes (value-based purchasing)

4

Create an integrated LTSS data system linking individuals, providers, facilities, and the state

5

Recruitment, retention, and training of direct support workforce

Our Focus Today

DSW Initiative

- Our goal: Grow, recruit, train, support, and retain the DSW workforce
- Launched last summer
 - Brought together the different divisions who offer services via DSWs, regulate, fund, or otherwise engage with DSWs
 - Development of workforce initiatives for Home and Community Based Services (HCBS) Plan submitted to CMS
 - Engaged ADvancing States to start a DSW advisory committee
 - Engaged the Bowen Center for an Indiana DSW workforce assessment and plan
 - Engaging with the peer agencies such as the Indiana Department of Health, Department of Workforce Development, and Professional Licensing Agency
- The year ahead
 - Meet with the DSW advisory group
 - Engage stakeholders
 - Complete the DSW workforce assessment and Indiana plan
- The work this year will inform next steps for both the LTSS reform for older adults and further implementation of the HCBS Enhanced FMAP plan

DSW Advisory Group

- We recognize the importance of hearing directly from DSWs
- In November, we asked stakeholders to recruit DSWs and received over 90 applications!
- 17 applicants chosen representing a variety of settings, regions of the state, backgrounds, education and experience, and populations served
- Kicked off the first meeting last week and will meet approximately quarterly



**Indiana Direct Support Workers:
We need to hear from you!**

The state of Indiana is looking for 8-10 direct support workers to serve on an advisory group to share your experiences and needs. The state knows that **you** are the backbone of the long term services and supports system.



Who: Direct support workers help older adults and people with disabilities to work and live where they want. This includes individual homes, assisted living facilities, nursing facilities, group homes, or a home shared with their caregiver. Examples of direct support workers include:

- » Home health aides
- » Personal care attendants
- » Certified nursing assistants
- » Licensed vocational nurses
- » Direct support professionals
- » Community health workers

What: We want to hear:

- » What is important to you?
- » What training would be helpful for your job?
- » What, if any, barriers exist to staying in your job as a direct support worker?
- » What would help you continue to stay in your job as a direct support worker?

When: Beginning in early 2022, the advisory group will meet at least four times a year for the next three years. We know your time is valuable - advisory group members will receive a gift card for participation.

How: If you would like to join the Direct Support Workers Advisory Group, please complete [this form](#) or contact April Young at ayoung@advancingstates.org or 202-898-2578 by **Tuesday, November 30, 2021**.

ADVANCING STATES 



DIRECT SUPPORT WORKFORCE STATE PLAN DEVELOPMENT PROJECT

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February 15, 2022



SCHOOL OF MEDICINE

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DSW STATE PLAN PROJECT

Fact:

DSWs work in a variety of populations and in a variety of settings and employment situations. This workforce is unique from others within the LTSS workforce in that they frequently represent entry level positions with minimal post-secondary training requirements

Current Scope:

- Define a strategy for the development of an LTSS DSW workforce plan
- Inventory, study, and make recommendations related to the DSW workforce with a particular focus on HCBS
- This focus is driven by Indiana's HCBS Enhanced FMAP plan and our collective goal to increase HCBS services, however, in order to accurately assess this workforce, an understanding of the entire LTSS sector is required



PROJECT ACTIVITIES



STAKEHOLDER ENGAGEMENT

The Issue

There is a large and diverse group of stakeholders for DSW Workforce Planning. There was no inventory of stakeholders or plan for targeted engagement.

The Response

- Create and organize (living) stakeholder inventory
- Develop plan for stakeholder engagement to ensure key perspectives are represented and build consensus/buy-in



INTERNAL ENVIRONMENT

Major Activities

- Defining the Workforce
- Supply and Demand Assessment
- Policy and Regulatory Assessment

Major Outcomes

- Comprehensive inventory of the direct support workforce
- Comprehensive reporting on current and projected community needs
- Informed recommendations for sustaining the direct support-workforce



DEFINING THE WORKFORCE

The Issue

Currently, Indiana does not have a common definition for the occupations, roles, and titles that are considered “Direct Support Workforce.” Planning cannot occur without this being defined?

The Response

- Key informant interviews with state agencies/entities that oversee administration of policies/programs involved in DSW (directly or indirectly)
- Review of statute, administrative code, and other government documentation where roles, training requirement, etc. are defined.
- Mapping of occupations, roles, titles to Standard Occupation Codes



SUPPLY AND DEMAND ASSESSMENT

The Issue

Indiana currently has little formal information on the DSW to support planning activities.

The Response

- Identify existing sources of workforce information to enable assessment of the current supply and characteristics
 - Wherever possible would include demographics, wage, etc.
- Prepare report summarizing current supply and identifying opportunities for future collection of supply information.



POLICY AND REGULATORY ASSESSMENT

The Issue

There is not currently an inventory of the policies and regulations influencing the DSW. Such information is needed to identify opportunities for streamlining and enhancements.

The Response

- Review of all statute, administrative code, and other documentation (example: provider manuals) where DSW roles are referenced or defined.
- Inventory of policy and regulation related to DSW



PROMISING PRACTICES

The Issue

Many states have and are undertaking DSW planning and policy initiatives. Structured information about these initiatives can inform planning and state plan development

The Response

Review of state promising practice that align with FSSA priorities/interests as well as address opportunities identified in the internal assessment.



PLAN DEVELOPMENT

The Issue

The purpose of this project is to prepare an Indiana State DSW Plan that encourages workforce development in the LTSS sector while also supporting and empowering the workforce

The Response

- Review findings from internal environment assessment and promising practices with FSSA and stakeholders
- Identify promising practices that are appropriate for Indiana
- Prepare plan outlining strategies



PROJECT TIMELINE

Overall Project: January 1, 2022- December 31, 2022

Plan Delivered: Fall 2022

Activity Area	Activities	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Stakholder Engagement	Stakeholder Inventory	X	O										
	Stakeholder Engagement Plan	X	X	O									
	Implementation of Stakeholder Engagement Plan		X	X	X	X	X	X	X	X	X	X	X
Internal Environment Assessment	Defining the Workforce	X	X	O									
	Supply Assessment	X	X	X	X	X	X	O					
	Demand Assessment		X	X	X	X	X	X	X	X	O		
	Policy and Regulation	X	X	X	X	O							
Promising Practices from Other States	Promising Practices Review	X	X	X	X	X	X	X					
	Initial Promising Practices Findings			O									
	Promising Practices Key Informant Interviews				X	X	O						
	Promising Practices Inventory	X	X	X	X	X	X						
LTSS DC/SW Plan	Event 1 - Kick off			X									
	Event 2 - Intial Planning						X						
	Event 3 - Recommendations and Workplan									X			
	Plan Drafting							X	X	X			
	Plan Finalized and Delivered										X		
	Workplan Refinement and Support											X	X
Administration	Standing meetings	X	X	X	X	X	X	X	X	X	X	X	X
	Project Wrap-up											X	X
	Project Evaluation												X



QUESTIONS?

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Workgroup Next Steps

- General feedback can be submitted to the Back Home inbox (backhome.indiana@fssa.in.gov) & workforce specific feedback to the HCBS Enhanced FMAP inbox (hcbs.spendplan@fssa.in.gov)
- Planning next phase of MLTSS engagement and will be sending calendar invitations soon: 60-90 minute meetings on specific MLTSS Scope or Work sections
- As the work gets underway with the Bowen Center, will reach out regarding further opportunities for engagement