



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Aging and Long-Term Support Administration
PO Box 45600, Olympia, WA 98504-5600

July 13, 2022

AL TSA: AFH #2022-032
AL TSA: ALF #2022-028
NATIONAL CORE INDICATORS – AGING AND DISABILITIES (NCI-AD)
PILOT STAFF STABILITY SURVEY

Dear Administrator/Provider, Adult Day Health and Home Care Agencies:

The Aging and Long-Term Support Administration, in collaboration with Advancing States, will be conducting a pilot survey using the National Core Indicators-Aging and Disabilities (NCI-AD) Staff Stability Survey-Aging and Physical Disabilities (SSS-AD) survey. NCI-AD is a collaborative effort between Advancing States (formerly National Association of States United for Aging and Disabilities) and the Human Services Research Institute (HSRI). Focused on providers who serve older adults and people with physical disabilities, the survey will collect valid and reliable provider-reported data about the status of the participating states' direct service workers (DSWs). Washington is one of five states participating in the pilot. Lessons learned from the pilot year will be applied to launch a survey available to all states in 2023.

The SSS-AD pilot survey is a unique and timely tool for participating states to assess the status, turnover, reimbursement, recruitment, and other pertinent data points, critical areas of concern about the DSW workforce. The survey will collect information such as:

- Demographics of the DSW workforce.
- Information on providers providing supports (facility size, number of people served)
- DSW turnover rates
- Length of DSW employment
- Vacancy rates
- Hourly wages
- Benefits
- Recruitment and retention strategies

What Providers Are Asked to Do

AL TSA welcomes and encourages your participation in this survey. We rely on provider partnerships to help guide the improvement of services for the residents and clients we serve. In partnership, AL TSA is hopeful for a robust provider survey participation response. If you are a provider employing DSWs funded through a variety of LTSS publicly funded program sources, including Medicaid, state-funded program sources and/or Older Americans Act programs, you will be receiving the survey. Providers receiving this survey include Assisted Living Facilities, Adult Family Homes, Adult Day Health, and Home Care Agencies.

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ALTSA will administer the survey in August 2022 to providers via email through a web-linked portal. The survey will ask providers to respond about the DSWs on their payroll. At this time, NCI-AD will not collect information about DSWs supporting people who are self-directing their supports, DSWs working in nursing homes, or any licensed staff, i.e., nurses, social workers, therapists.

NCI-AD will aggregate collected survey data and prepare a national report. Participating states and providers will be able to use this report in a number of ways, including:

- Workforce initiatives
- Government partnerships
- Context for NCI-AD service outcomes data
- Baseline data for future analysis
- Budget projections
- Policy planning
- Stakeholder engagement
- Quality assurance

Confidentiality

Participant provider names, contact information, and survey responses are completely confidential. Provider names and representatives will not appear in the national report. Answers will not affect any services.

Upcoming Education Webinars

ALTSA will offer education webinars on the following day and times:

- **Thursday, July 28, 2022 from 10:00 – 11:00 am PST:**
Join Zoom Meeting (LIVE)
<https://nasuad.zoom.us/j/83696812522>
- **Thursday, July 28, 2022 from 2:00 – 3:00 pm PST:**
Join Zoom Meeting (LIVE)
<https://nasuad.zoom.us/j/87977267816>

The webinars will outline the staffing stability survey pilot timelines, go over what it is about, invite provider participation, explain the state's role and expectations, and provide examples of how providers and states can use the pilot survey data for performance measurement and quality improvement.

ALTSA encourages providers employing DSWs funded through a variety of LTSS publicly funded program sources, including Medicaid, state-funded program sources, and/or Older Americans Act programs to attend the webinars. To be most effective, the provider representative responsible for completing the survey should attend.

The webinar will be posted on the ALTSA website after the July webinars. Please allow a few days after the webinar for the website to be updated. Advancing States will assist with the webinars.

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Contacts

If you have questions about this letter, for assisted living facilities and adult family homes, contact Bett Schlemmer bett.schlemmer@dshs.wa.gov. For other LTSS programs, contact Barbara Hannemann, Barbara.Hannemann@dshs.wa.gov.

Thank you for your consideration in participating in the SSS-AD survey. AL TSA and participating providers will gain much valuable information from the survey about the essential DSW workforce.

Sincerely,

 for

Bea Rector, Interim Assistant Secretary
Aging and Long-Term Support Administration

DSHS: "Transforming Lives"