



DIRECT CARE WORKFORCE STRATEGIES CENTER

Building national capacity to support community living

Call-to-Action for Building the Home-and Community-Based Services Workforce Data Infrastructure

May 21, 2024



Housekeeping

- All participants have cameras turned off and are muted.
- ASL translation is being provided on this webinar.
- CART is available through the Zoom captions feature.
- A brief Questions and Answers session will be held towards the end of the webinar. Please use the Q&A feature to ask any questions to panelists.
- Please reach out to conference@ncoa.org should you have any technical issues during the webinar.
- The webinar will be recorded, and a copy of the slides will be available after the webinar.



Introductions

Speakers:

- **Maura Calsyn**, Deputy Administrator for Programs, Administration for Community Living
- **Tisamarie Sherry**, Deputy Assistant Secretary for Behavioral Health, Disability, and Aging Policy, performing the delegable duties of the Assistant Secretary for Planning and Evaluation, Office of the Assistant Secretary for Planning and Evaluation
- **Sarah Jane Glynn**, Chief Economist, Office of the Secretary, US Department of Labor

IMPROVING DATA ON THE
WORKFORCE DELIVERING HOME
AND COMMUNITY-BASED
SERVICES

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Deputy Assistant Secretary for Behavioral Health, Disability and Aging
Policy,

Performing the delegable duties of the Assistant Secretary for Planning
and Evaluation

U.S. Department of Health and Human Services

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HCBS FORWARD GOALS

- **Home and Community-Based Services (HCBS) Federal Opportunities Regarding Workforce and Research Data (HCBS FORWARD) workgroup**
 - Ensure that older adults and children and adults with disabilities have ready access to a high-quality trained workforce that can support their goals of living independently and participating in their community; that the workforce receives family sustaining wages and benefits and is empowered to advocate for themselves and those they support; and that there is available data to ensure that these goals are being met.
 - Ensure available data to...meet growing demand for these workers, improve workforce planning efforts, improve access to high-quality services, inform policies to support these workers, and evaluate policy impacts.

HCBS FORWARD PROCESS

- Identify key policy questions on this workforce to establish data priorities.
- Analyze existing data sources on this workforce.
- Identify ways to fill critical gaps in knowledge.
- Focus on policy: what data we need to support the workforce, meet the growing demand for these workers, improve access to high-quality services, and track the impacts of policy changes over time?
- Gather external input from stakeholders.

MAJOR GAPS IDENTIFIED

- Federal data on HCBS workers are insufficient to address many of the most pressing research and policy questions, resulting in significant gaps in available national data.
- Existing data are insufficient for measuring the stability of the workforce or its capacity to meet rising demand. Much of the data that are available cannot be disaggregated by state.
- Little is known about if or how workers who provide services to individuals through private pay differ from workers providing government-funded services, or how those working under self-direction models differ from those providing more traditional, agency-driven HCBS.
- Data are needed to better understand emerging trends such as leveraging technologies that support efficiency and effectiveness in home care; and quantifying linkages between workforce investments and quality outcomes, both for individuals and workers.

RECOMMENDATION 1

- **Establish and regularly field a nationally representative survey of the HCBS workforce.**
 - Should be replicated every 3 to 5 years to evaluate the impact of policy changes, follow trends over time, and have timely data to understand future challenges.
 - Substantial new effort, need phased approach, and significant ongoing source of funding
 - Currently, there is no national sampling frame that could be used to identify HCBS workers.
 - HHS has taken initial steps to inform a national survey of HCBS workers.

RECOMMENDATION 2

- **Establish and regularly field a nationally representative survey of adults with disabilities (ages 18 to 64) about their need for, and receipt of, services and supports.**
 - Should be replicated every 3 to 5 years to evaluate the impact of policy changes, follow trends over time, and have timely data to understand future challenges.
 - Substantial new effort, need phased approach, and significant ongoing source of funding.
 - HHS has taken initial steps to inform a national survey of adults with disabilities.

RECOMMENDATION 3

- **Enhance consistent and systematic state data collection efforts and share evidence-informed best practices of state data collection on the HCBS workforce.**
 - Opportunities exist for states to learn from one another and share evidence-informed practices to improve state-based workforce data collections.
 - Lessons learned from states to improve data collection on the workforce will be published on the *ACL Direct Care Workforce Strategy Center* online resource hub.
 - CMS Access Rule state requirements will advance understanding of HCBS workforce compensation, payment adequacy, access, and quality.
 - CMS Workforce Registries initiative supports the development and implementation of direct care worker registries and best practices related to registries - an important strategy for ensuring that individuals receiving Medicaid-covered HCBS have awareness of and access to qualified workers who deliver services.

RECOMMENDATION 4

- **Maximize the availability of existing federal data sources to produce additional information on the HCBS workforce.**
 - Federal statistical system produces HCBS workforce information from a variety of sources, including BLS and Census Bureau.
 - Agencies release data through a variety of means including press releases, tables, written analysis, and public use microdata files, but more could be done to broaden the exposure of the HCBS workforce data.
 - HHS and DOL are taking steps to make existing data on the HCBS workforce more readily available to researchers and others.

RECOMMENDATION 5

- **Maximize existing administrative data sources to provide information on the HCBS workforce.**
 - Administrative data (Medicaid claims data), may be a significant resource for data on the HCBS workforce.
 - Medicaid claims data have not been analyzed fully to understand data on employers and workers providing HCBS.
 - HHS is currently conducting exploratory research using the Transformed Medicaid Statistical Information System (T-MSIS) data.

FORTHCOMING RESOURCES

- ACL's Direct Care Workforce Strategies Center website serves as a centralized source for federal data on the HCBS workforce, new publications, and updates from the field.
- HCBS FORWARD workgroup products are available, [Building Workforce Data Infrastructure | ACL Administration for Community Living](#)
- HHS/ASPE – study of wages of direct care workers compared to other jobs (replication).
- HCBS FORWARD *Data Source Information Table*
- DOL micro-data release. BLS will spotlight data on HHAs and PCAs by publishing summary tables and summarizing data in reports, *Spotlight on Statistics*, and *Commissioner's Corner* publications.
- DOL research brief analyzing care workers' pay – including early childhood and home care workers – in comparison to the pay of other workers with similar levels of training and skill. (Executive Order 14095)

Introductions

Panelists:

- **Facilitator: Stephanie Gibbs**, Director of Direct Care Workforce Strategies Center, National Council on Aging
- **Amy Hewitt**, Director, Institute on Community Integration/Director, Research & Training Center on Community Living/Director, MNLEND, University of Minnesota
- **Sean Slone**, Senior Policy Analyst, The Council of State Governments
- **Christopher Dula**, Senior Healthcare Workforce Researcher, Workforce Training and Education Coordinating Board

Panel Discussion



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