



Centers for **Medicare & Medicaid** Services

National Direct Service Workforce Resource Center

State LTSS Priorities and DSW Resource Center Activities

Reinventing Quality Conference

Baltimore, Maryland

August 9, 2010

CMS DSW Resource Center

www.dswresourcecenter.org



Our mission is to support efforts to improve recruitment and retention of direct service workers who help people with disabilities and older adults to live independently and with dignity.

- Raising Awareness
 - Disseminating Best Practices
- Building Consensus and Promoting Partnership
 - Providing Technical Assistance

DSW Resource Center Partners

- The Lewin Group (www.lewin.com)
- PHI (www.phinational.org)
- Research and Training Center on Community Living, University of Minnesota (<http://rtc.umn.edu/main/index.asp>)
- Institute for the Future of Aging Services (www.aahsa.org/ifas.aspx)
- Annapolis Coalition for the Behavioral Health Workforce (www.annapoliscoalition.org)
- The Westchester Consulting Group (www.westchesterconsulting.com)

Why Workforce Recruitment and Retention Matters

- Increasing demand for LTSS services, especially HCBS
- Supply of workers not growing fast enough to keep up with demand
- Trend toward home and city-based services raises new challenges
- Quality of services depend on quality and stability of workforce
- Cost of turnover



Why it Matters to CMS and State Medicaid Agencies

\$\$\$ + Quality

- Timely and adequate provision of HCBS can delay or prevent institutionalization
- State Medicaid agencies play a key role in quality assurance, worker and supervisor education, wages and benefits, and provider reimbursement

Quality Care through Quality Jobs

Essential Elements of a Quality Job - PHI

- *Compensation - Wages, health insurance, full-time hours*
- *Opportunity - Training, participation in decision-making, career advancement*
- *Support - Linkages to organizational and community, supervisors, owners and managers*



State Long Term Services and Supports (LTSS) System Priorities

- Transition and diversion from institutions
- Single Entry Point/ No Wrong Door systems for LTSS
- Building participant-direction infrastructure
- Training and professional development
- LTSS Information Technology



Blurring Lines of LTSS Workforce

Direct Support Professionals

- Agency-based Providers
- Individual Providers

Informal Support Providers

- Family
- Friends
- Neighbors

Paid Support Providers

- Transition coordinators
- Options counselors
- Support brokers
- Peer supports

State LTSS Priorities

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DSW Resource Center Activities

- Intensive TA to Money Follows the Person grantees
- Dissemination of “best practice” recruitment and retention strategies
- Working across sectors serving different age and disability populations
- Intersecting family caregiver supports and workforce development initiatives (Leadership Summit 2010)
- Measuring workforce outcomes as key indicators of balancing and quality (National Balancing Indicators Project)



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