

# Data to Innovate, Inform, and Influence: How States are Using NCI-AD for HCBS and DSW Policy and Planning

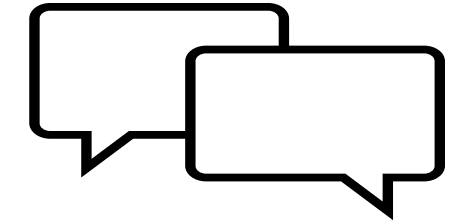
# Hello and Welcome!



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# Agenda



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## **National Core Indicators – Aging and Disabilities**

Introduction to National Core Indicators – Aging and Disabilities

Research Interests

Revisions

NCI-AD Adult Consumer Survey (ACS)

State of the Workforce – Aging and Disabilities (SoTW-AD)

## **State Perspectives**

North Dakota

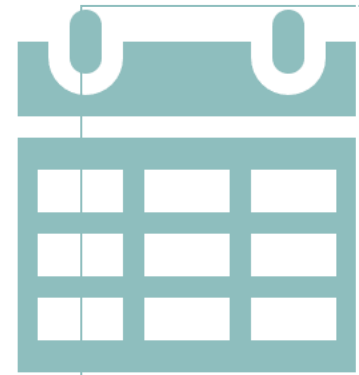
Colorado

## **Access Rule and HCBS Quality Measure Set**

## **Wrap Up/Questions**



# National Core Indicators—Aging and Disabilities



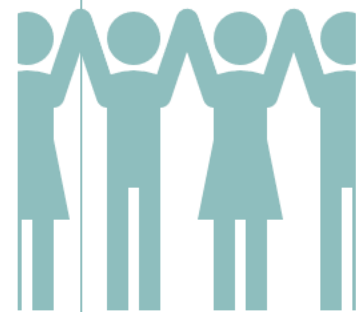
## Established

- 2015
- Grew out of NCI-IDD



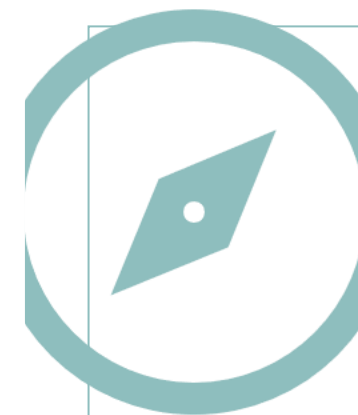
## Participating states

- 24 in 2023-2024
- 35 throughout project



## Population addressed

- Older adults and people with physical disabilities



## Survey Tools

- Adult Consumer Survey (ACS)
- State of the Workforce

# What's new with NCI-AD: Research Interests



## Unmet needs

- Alzheimer's Dementia and Related Dementias
- Historically Underserved populations
- Medicaid HCBS and Poor Health and Community Living Outcomes

## Medicaid Utilization

Policy, program delivery methods,  
and needs assessment results

# What's new with NCI-AD: Revisions

Steering committee  
meeting recap



## Top areas for improvement

### Workgroups

- Community involvement
- Relationships
- Health, wellness, medications
- Cultural competence
- Workforce
- Self-Direction

*Based on question: How much does this subdomain need to be changed or reviewed*



Medication



Relationships



Community  
Involvement



Health



# Domains (Area of Interest)

<b>Community Participation</b> <b>Access to Community Work</b> <b>Everyday Living Relationships</b>	<b>Safety Satisfaction</b> <b>Service Coordination</b> <b>Rights and Respect</b>	<b>Care Coordination</b> <b>Access to Technology</b> <b>Access to Needed Equipment</b> <b>Health Care</b>	<b>Medications</b> <b>Wellness</b> <b>Affordability</b> <b>Choice and Control</b>
<b>Self-Direction (Optional)</b> <b>Service Planning (Optional)</b> <b>State Specific Questions (Optional)</b>			



# Background Information (BI)

## Key demographic characteristics:



Age	Gender	Race/Ethnicity	Marital Status
Preferred Language	Zip Code	Type of Residential Setting	Who Lives with Person
Guardian Status	Mobility	Falls	LTSS Services including SDS
Medicare Status	Conditions	Deaf/Hard of Hearing	Blind/Visually Impaired

# Data can help measure disparities

## Individual characteristics of people receiving services

Where people live

Gender

Race/Ethnicity

Disability

## The nature of their experiences with services

Interaction with staff and case managers

Self-direction

Choice and Control

## The context of their lives

Involvement with family and friends

Access to community involvement

Safety

## Health and well-being

Utilization of health services

Ability to manage chronic conditions

Mental healthcare



# Data are used to...



**Compare outcomes to other states**



**Compare specific groups or geographic regions within states**



**Identify areas for quality improvement**



**Share outcomes with stakeholders and advocates for feedback and strategic planning**

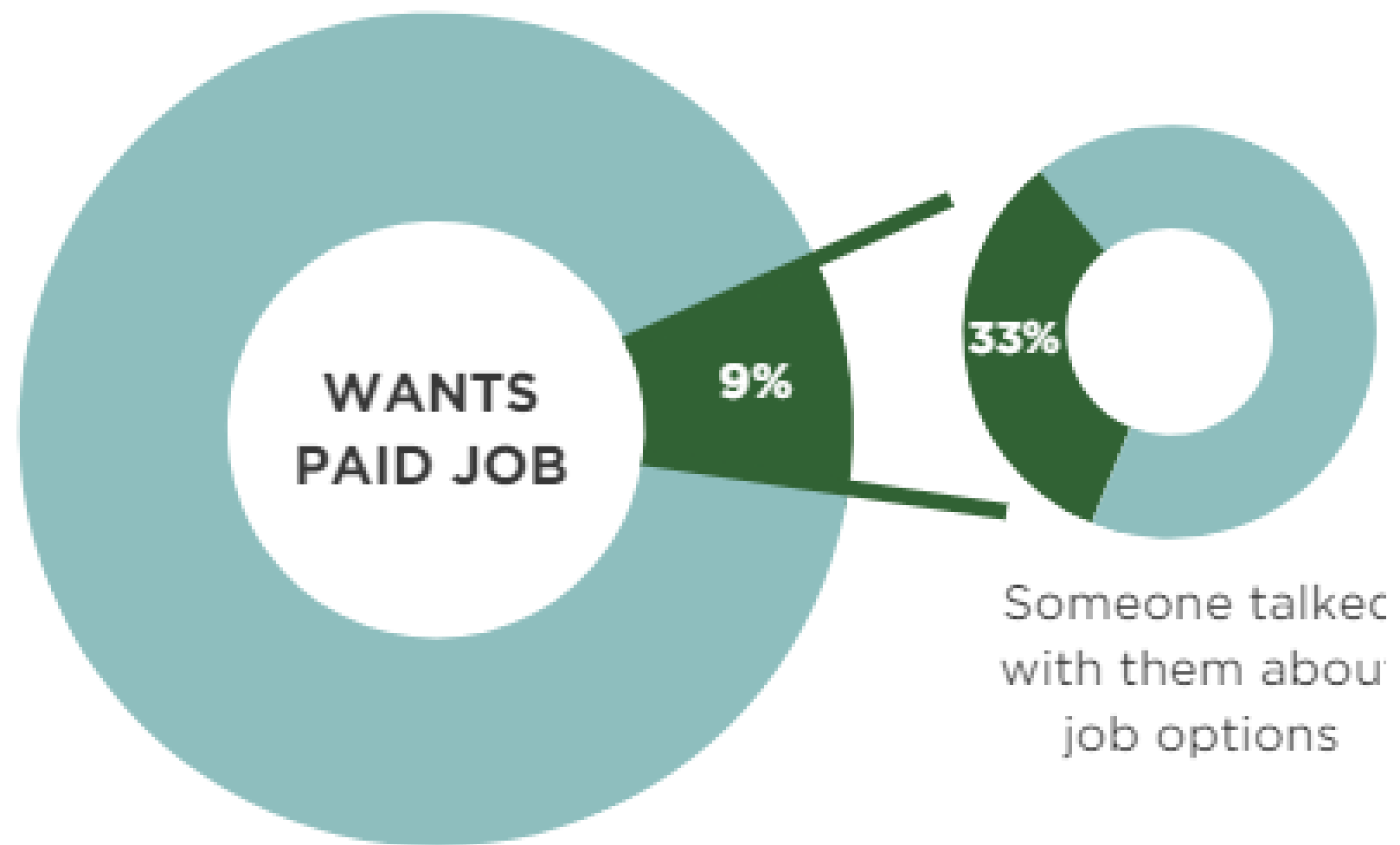


**Benchmark and track progress toward quality improvement goals over time**



**Researchers also use data to look more closely at specific topics**





Someone talked with them about job options



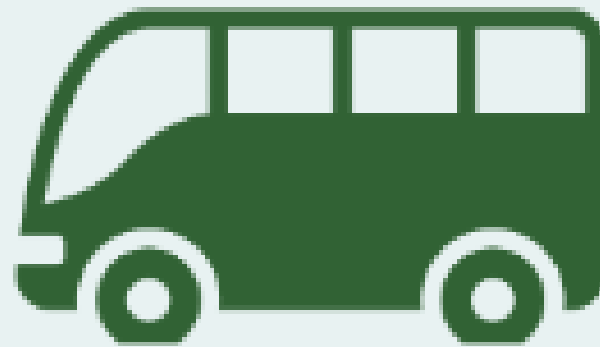
**85%**

can see/talk to family/friends they do not live with when they want



**77%**

have enough help with everyday activities



**74%**

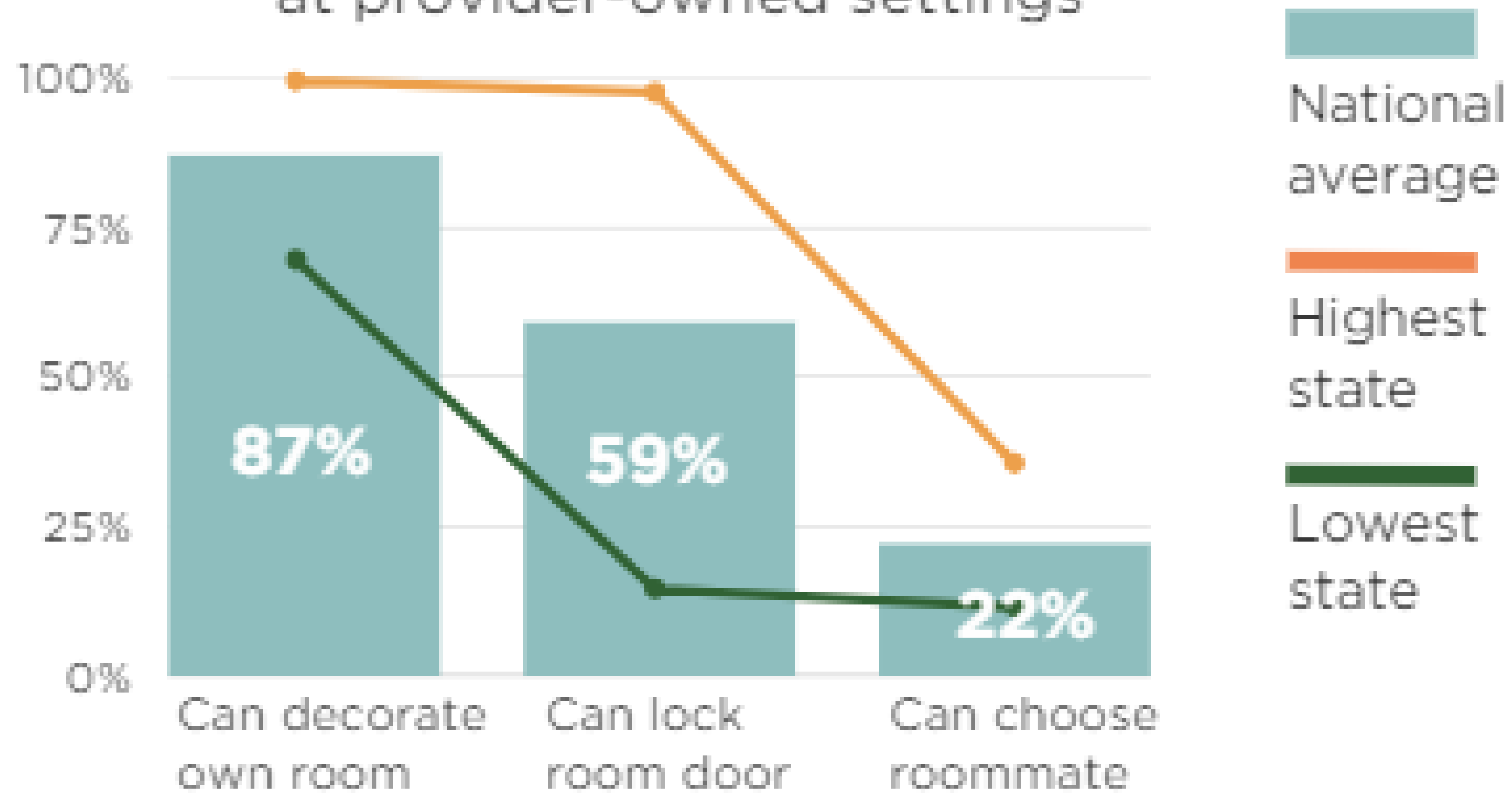
always have a way to get where they want to go



**58%**

can take part in activities with others as much as they want

## Outcomes related to regulations at provider-owned settings



**Among 7,040 Americans age  
65+ who use LTSS:**

- **58%** say they or someone else have *concerns about them falling*
- **86%** worked with someone to help *reduce their risk of falling*
- **11%** had a *visit to the emergency room* in the past year due to falling



**OLDER AMERICANS  
MONTH**

**DATA SPOTLIGHT**

For more information, see: [nci-ad.org](http://nci-ad.org)

**People who often feel lonely  
are less likely to:**

- **Always have help they need with everyday activities**
- **Always get enough help with self-care**
- **Report their services meet all their needs and goals**



**LONELINESS  
AWARENESS WEEK**

**DATA SPOTLIGHT**

For more information, see: [nci-ad.org](http://nci-ad.org)



# State of the Workforce – Aging and Disabilities (SoTW)

Conducted by States, HSRI and ADvancing States to gather information about the strengths, weaknesses, and trends of the direct service workforce (DSW)

- **Basis:**
  - **State of the Workforce Survey (I/DD population)**  
Administered by states, HSRI and NASDDDS  
Launched in 2007  
30 states use
  - **Aging and Disabilities 5 State Pilot: 2022**
- **Gather data that will inform policies and decision-making**
  - Access NPRM requires multiple data points about DSW wages
  - Use a tested tool, updated based on pilot state feedback

**SoTW-AD**  
**Launched July 2023**



# SoTW-AD Topics Included

Demographics of  
state DSW  
workforce

Information on  
providers in the  
state such as size,  
number of people  
served, etc.

DSW turnover rates

Length of DSW  
employment

Vacancy rates

Hourly wages

Benefits

Recruitment and  
retention strategies

States may add 10  
of their own  
questions



# How are states using SoTW-IDD data?

NY is using SoTW data to compare outcomes before and after a DSP credentialing project

Many states have required the SoTW through statute to monitor the DSP workforce

NCI-IDD staff have presented SoTW findings to federal agencies and data have been used in reports and papers

TN used data as evidence to advocate for a rate increase. Then used SoTW to determine whether rate increase went to wages.

NY is also conducting additional analyses to understand predictors of tenure and turnover

UT used SoTW data to advocate for, and assess outcomes of a wage increase

States are using the SoTW as part of Value Based Purchasing



# State Perspectives: North Dakota and Colorado



## Kayla Trzpuc

MFP Program Administrator  
North Dakota

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## Kayla Trzpuc

### North Dakota

- Member of NCI-AD since 2021
- First ACS Survey Cycle 2022-2023

### Coordinated by:

- Adult and Aging Services Section
- North Dakota Health and Human Services



## Heather Johnson

ARPA Long-Term Direct Care  
Workforce Unit Supervisor  
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# Heather Johnson

## Colorado

- Member of NCI-AD since 2015
- Participating state –  
State of the Workforce-AD

## Coordinated by:

- Colorado Department of Health  
Care Financing & Policy
- Colorado Department of Human  
Services

# **What's new with NCI-AD:** Access Proposed Rule and HCBS Quality Measure Set

# HCBS Quality Measure Set: Background

## September 2020:

- CMS released a request for information (RFI) seeking feedback on a draft set of recommended HCBS measures

## July 21, 2022:

- SMDL 22-003 was released, detailing first-ever HCBS Quality Measure Set

## May 3, 2023 – July 2, 2023

- Access NRPM Released
- State Meetings
- Comments submitted from National NCI Project team and ADvancing States

**Final Access Rule Anticipated early 2024**





# HCBS Quality Measure Set Organization

Measures are arranged by the areas CMS is interested in:

1915(c) waiver assurance: Service Plans	1915(c) waiver assurance: Health and Welfare
Access	Rebalancing
Community Integration	

If a measure addresses more than one of these topics, they are indicated as such.



# HCBS Quality Measure Set Organization

## Source

Vast majority of measures are drawn from consumer surveys

## Flexibility

CMS permits states flexibility to determine which survey tool they implement:

NCI<sup>®</sup>-IDD

NCI-AD<sup>™</sup>

HCBS CAHPS<sup>®</sup> and

POM<sup>®</sup>

# HCBS Quality Measure Set Organization

**Multiple measures for each ‘topic’ means that states can use the consumer survey(s) of their choice to collect and report data on those topics, so that:**

- a state that fields the NCI-AD™ survey would only use the applicable NCI-AD™ measures in the measure set to report to CMS on outcomes for older adult and persons with physical disabilities
- a state that fields the NCI-IDD™ survey would only use the applicable NCI-IDD™ measures in the measure set to report to CMS on outcomes for adults with intellectual or developmental disabilities



# Key Takeaways

States that are already administering NCI-AD are better positioned to meet CMS reporting requirements

Many states are only surveying some waiver populations, not all, so additional work will be needed

**Equity stratification will be a heavy lift**



States with MLTSS programs could begin requiring MCOs to report the MLTSS measures in next contract cycle

# Access NPRM Quality Section Overview

## **Requires adoption of HCBS Quality Measure Set**

- Originally shared as guidance in CMS State Medicaid Director Letter #22-003
- Applies to all HCBS authorities (except state plan personal care) and all delivery systems as well as self-directed programs
- Requires stratification and sampling phase-in
- Set updated every other year by the Secretary
  - Process includes soliciting public comment

## **States must establish performance targets, reviewed and approved by CMS, of mandatory measures**

- Performance targets must include quality improvement strategies states will pursue to achieve the performance targets

## **Several operational changes required of states to meet compliance**



**80% or more of all Medicaid payments must go to compensation for direct care workers. Goal is to support hiring and keeping DPSs.**

Rule would apply to specific HCBS services: homemaker, home health aide, personal care



**States will be required to report on a set of nationally standardized quality measures specifically for HCBS established by CMS. Goal is to increase transparency, have comparative data across states, support quality improvement, and promote equity HCBS programs.**

## **Rule proposes requirement of data collection and reporting from the Quality Measure Set**

- Data will be stratified for certain measures by certain demographics
- States would be required to develop an accessible website to report HCBS reports



# Contact us:



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# Thank you!



## 2023 Home and Community-Based Services Conference