

Oregon Wage and Fringe Benefit Survey of Long-Term Care (LTC) Providers Frequently Asked Questions

What is this survey about? / What is the purpose of this survey?

The purpose of the study is to collect information on direct care workers employed by Oregon long-term services and supports providers, especially regarding their training, wages, fringe benefits, and turnover. The results of this study will be presented to the Joint Committee on Ways and Means during the 2015 legislative session

What do you mean by the term "direct care worker?" An employee hired by a provider type participating in this survey who does hands-on assistance with individuals to assist them with their activities of daily living (ADL), instrumental activities of daily living (IADL), or health related tasks.

What kinds of questions are in the survey?

Background information on providers; background information on direct care workers; current hourly wage of direct care workers; hourly wage from 2003 to 2013; Medicaid reimbursement rate, 2003 to 2014; current fringe benefits offered to direct care workers; receipt of fringe benefits during over time by direct care workers; length of employment and turnover for direct care workers

Who else is participating in this survey?

All provider types in the DHS system, including Nursing Facilities; Adult Foster Care Homes; Foster Homes for Children with Intellectual and Developmental Disabilities; Assisted Living Facilities; Residential Care Facilities; In-Home Agencies; Specialized Living Facilities; Adult Day Services, and Group Homes throughout the state of Oregon.

What is RTI International?

RTI International is an independent not-for-profit survey research organization which has been hired to manage the data collection and analysis effort.

How do I know this study is legitimate?

You may verify the legitimacy of this survey with Nathan Singer, nathan.m.singer@state.or.us

I lost my questionnaire, can I get another copy?

Yes, email or call Jessica Williams (jdwilliams@rti.org or 1-877-226-1192) to request a replacement questionnaire.

I have received several questionnaires/received several phone calls from you over the summer.

We re-mailed the questionnaire to providers who had not responded to the survey. After more time passed, we called providers who still had not responded.

Is this survey mandatory?/What are the terms and conditions of my Medicaid contract?

This survey is mandatory and required by your Medicaid Contract, as stated in Exhibit B Standard Terms and Conditions, Section 14 Records Maintenance, Access:

“Contractor shall maintain all financial records relating to this Contract in accordance with generally accepted accounting principles. All financial records, other records, books, documents, papers, plans, records of shipments and payments and writings of Contractor whether in paper, electronic or other form, that are pertinent to this Contract, are collectively referred to as

“Records.” Contractor acknowledges and agrees that DHS and the Secretary of State's Office and the federal government and their duly authorized representatives shall have access to all Records to perform examinations and audits and make excerpts and transcripts.”

Can I answer this questionnaire by phone or web?

This is designed as a paper questionnaire. There is no web option. If there is a specific reason you need to respond by phone please call Jessica Williams at 1-877-226-1192 who will assist you.

My organization has more than one provider in the system. Can I answer for all the sites on one questionnaire form?

No. Please provide answers on the questionnaire form only for the facility at the location indicated in the questionnaire label. Note that organizations with more than one provider in the system may have received separate questionnaires to report on their separate sites.

I don't have all the information.

If this provider was not in operation during a time period covered by this questionnaire, you can indicate this on the questionnaire and follow the appropriate instructions to answer questions for when you were in operation. If you need to obtain information from other individuals – such as other staff at the provider organization or agency - please do so, write the answers on the questionnaire, and return it to RTI. Please answer the survey as completely and accurately as you can.

What is the Oregon legislature budget note HB5029?

The Department of Human Services shall provide a report to the Joint Committee on Ways and Means during the 2015 legislative session on services, providers, and rates for each agency program relying on direct care workers for service delivery. Dependent on the project's final scope and expertise required, the Department may contract with a third party to complete the report. The report will include a description of the services, provider type, number of direct care workers, and worker turnover rates.

In addition, the report will show provider rates for the 2009-11, 2011-13, and 2013-15 biennia and the relationship between those rates and direct care worker wages. Where possible, the report will also show comparisons between the 2013-15 rates and what those rates would be if 2003-05 rates had been indexed to inflation from that biennium forward.

Within programs or specific services, the report will also describe how worker wages are determined, for example, whether by the employer or through a collective bargaining agreement. The Department will also identify any current data gaps, attempt to resolve them if possible, and outline strategies to resolve them for future reporting.

Finally, the report will explore other options – beyond simply increasing rates – for ensuring that funding increases translate into wage increases for direct care workers. Some recognized strategies include implementing wage pass through legislation, providing enhanced reimbursements tied to workforce outcomes, specifying a minimum allocation of rate to direct care labor costs, and revising contract language. It is the intent of the Joint Committee on Ways & Means that provider rate increases in the 2013-15 budget have as a priority salary and benefit increases for direct care workers in order to reduce turnover rates.