

## State of the Workforce Survey Frequently Asked Questions

**Q: What is the State of the Workforce Survey (SotW)?**

A: The SotW survey collects information about the direct service workforce, which includes caregivers, personal care attendants, personal support workers and home health aides. The SotW is part of the National Core Indicators – Aging and Disabilities (NCI-AD) program. NCI-AD is a national effort to measure and improve state systems that serve older adults and adults with physical disabilities. More information is available at <https://nci-ad.org/sotw-ad>.

**Q: Why is Oregon participating in the State of the Workforce Survey?**

A: The information collected through the SotW survey will help inform national and state policies to address the direct service worker (DSW) shortage.

**Q: Who should complete the survey?**

A: The survey should be completed by someone who has access to the human resource records of DSWs employed by the following types of providers:

- Assisted living and residential care facilities that employ DSWs.
- In-home care agencies that serve APD consumers.
- Adult foster home (AFH) providers who accept Medicaid rates and employ DSWs.

**Q: What if a provider has multiple locations?**

A: Facilities, in-home care agencies or adult foster homes with multiple locations should submit a separate response for each location.

**Q: How long does the survey take?**

A: The survey takes approximately one hour to complete. Participants may save progress and return to the survey later as needed.

**Q: What type of information is collected?**

A: The State of the Workforce survey collects information about the direct service workforce, such as wages, benefits, turnover, length of employment and demographics. Direct service workers (DSWs) are also known as caregivers, CNAs and personal care attendants.

**Q: What if a provider does not accept Medicaid?**

A: If a provider does not serve any clients or residents who receive Medicaid funding, please contact Jackie Wetzel at [Jackie.wetzel@odhs.oregon.gov](mailto:Jackie.wetzel@odhs.oregon.gov).

**Q: Can I forward the survey link?**

A: You may share the survey link with people in your organization as needed to respond to survey questions. Please do not forward the link outside of your organization.

**Q: How is this SotW different from other National Core Indicator (NCI) surveys?**

A: Oregon participates in other National Core Indicator (NCI) surveys including:

- NCI-Adult Consumer Surveys, which are completed by consumers. One survey is for people with developmental disabilities and another is for older adults and adults with physical disabilities.
- NCI-IDD State of the Workforce Survey, which is about the workforce that supports individuals with intellectual and developmental disabilities.

In contrast, this survey is about the direct service workforce that supports older adults and adults with physical disabilities. It is completed by the providers who employ DSWs.

**Q: How is this SotW survey different from the recent rate and wage study?**

A: The SotW survey is a multi-state initiative focused on direct service workers. While there are similarities between the SotW survey and the recent rate and wage survey, the SotW will collect information about activities related to recruitment and retention of DSWs, duration of DSW employment, supports for DSWs (e.g., credentialing programs or employee recognition programs), service disruption or impacts due to DSW vacancies, and reasons why DSW employment ended.