

The 2023 National Core Indicators® - Aging and Disabilities

STATE OF THE WORKFORCE SURVEY PARTICIPANT GUIDE

THIS PAPER VERSION OF THE SURVEY IS FOR REFERENCE ONLY.

- You must complete the survey in the **online portal**.
- Paper or scanned copies will not be accepted.

State contact: Jackie Wetzel

Questions? Email jackie.wetzel@odhs.oregon.gov

- You will get an **email link** to complete the survey online.
- You can start, save and come back to the online survey at any time.
- Use the same survey link for the duration of the survey. You do *not* need to request a new link to resume the survey.
- Don't forward the survey to anyone *outside* of your agency. You can forward it to people *in your agency* who have access to the relevant information.

NOTE: This guide is to help Oregon participants prepare for the online survey.

Survey invitations will be emailed in mid-September.

This guide includes supplemental notes for Oregon participants. These are marked as a “NOTE” and have a red border.

BEFORE YOU START

Your agency has been asked to complete this survey because your agency provides direct care and support to older adults and individuals with physical disabilities.

We are interested in learning about the workforce of Direct Service Workers (DSWs) in your state.

DSWs are paid staff whose primary job responsibility is to provide care and support to **“the AD population”** – older adults and/or individuals with physical disabilities who access publicly funded services in Medicaid waiver programs, Medicaid state plan programs, and/or state-funded programs, and/or older adults served by Older Americans Act programs.

You may want to have organizational staff in your Human Resources or Payroll departments complete this survey. You may also need information from program directors, so please review the survey questions and seek additional input as needed.

The goal of the survey and the resulting data is to help state governments understand DSW workforce challenges, identify areas for policy or program change or innovation, measure the impact of policy

NOTE: For this survey, “agency” includes assisted living and residential care facilities (including those with a memory care endorsement), AFHs that employ caregivers/DSWs, and in-home care agencies that serve the AD population.

or programs, and compare state data to those of other states and the NCI-AD average. The information in this survey will also be used as evidence to support efforts to create change.

This survey is being administered by National Core Indicators Aging and Disabilities (NCI-AD) on behalf of your state. State policymakers and advocates will use the data to guide decisions.

This survey will take approximately **1 hour** to complete, and you may leave and come back to it if needed. Once you hit “SUBMIT” at the end, you cannot re-enter the survey.



If you believe you received this survey in error, please inform the state contact jackie.wetzel@odhs.oregon.gov and explain why.

Directions start on the next page.

DIRECTIONS

OVERVIEW

The survey asks for information on DSWs supporting the AD population who were on your agency's payroll for any period of time from Jan. 1, 2023 to Dec. 31, 2023 and for whom your agency defined or currently defines wages and benefits. (For more information on who is considered a DSW, see "**Types of Workers to Consider**," below.)

We are collecting information on:

- Their date of hire
- Whether they are currently on staff or if they left/were terminated from the agency during 2023
- Their length of employment
- Whether they work full-time or part-time
- Hours and wages
- Benefits, such as paid time off, health insurance, etc.

You may want to have organizational staff in your Human Resources or Payroll departments complete this survey. You may also need information from program directors, so please review the survey questions and seek additional input as needed.

IMPORTANT DEFINITIONS

TYPES OF WORKERS TO CONSIDER

Most of the questions on this survey are about workers who are employed as **Direct Service Workers (DSWs)**. DSWs are also commonly known as Home Health Aides (HHAs), Personal Care Attendants (PCAs), Personal Care Workers (PCWs), Certified Nursing Assistants (CNAs), Nursing Assistants, Companions and/or Homemakers.

NOTE: DSWs are also called caregivers.

For the purposes of this survey, DSWs are paid workers whose primary job responsibility is to provide direct care and support to "**the AD population**" - older adults and/or individuals with physical disabilities who access publicly funded services in Medicaid waiver programs, Medicaid state plan programs, and/or state-funded programs, and/or older adults served by Older Americans Act programs.

DSWs' primary responsibilities are some or all the following **direct care and support tasks**:

- Support clients to maintain independence
- Provide personal assistance with Activities of Daily Living (ADLs): personal hygiene, grooming, dressing, toileting, transferring (mobility), and eating
- Basic clinical tasks such as monitoring vital signs, helping with prescribed exercises or administering medications
- Assistance with housekeeping, grocery shopping and cooking, accompany clients to doctor appointments or other errands
- Companionship
- Support in community engagement activities
- Support in day centers or other day activities
- Respite support

DSWs are workers for whom your agency defines wages and benefits directly.

Workers hired through a temporary personnel agency, contract, or 1099 arrangement **should not** be included in your responses. Workers for whom your agency serves solely as a fiscal intermediary or employer of record **should not** be included in your responses.



Include these workers in your responses about DSWs:

- Paid staff whose primary job responsibility is to provide support to the AD population in the form of the above listed direct care and support tasks.
- DSWs for whom your agency defines wages and benefits directly. **Note:** *Please do not include DSWs who are exclusively supporting people who are self-directing their services.*
- Certified Nursing Assistants (CNAs) if the nursing care they provide is basic such as monitoring vital signs, applying or changing bandages, cleaning wounds, keeping records of health, helping with prescribed exercises or administering medications.
- Any paid staff who spend at least 50% of their hours doing direct care and support tasks. Their primary job responsibility and more than 50% of their hours are spent doing direct care and support work.
- Any paid staff with some supervisory responsibilities—but **only** if more than 50% of their hours are spent doing direct care and support tasks.
- **Regarding host/foster/family home arrangements:** respond only about DSWs who are employed and work in addition to the primary shared living/foster care provider.



Do not include these workers in your responses about DSWs:

- Clinically licensed staff (therapists, registered nurses, licensed practical nurses (LPNs), social workers, psychologists, etc.) **Note:** *Please include CNAs if the nursing care they provide is basic such as monitoring vital signs, applying or changing bandages, cleaning wounds, keeping records of health, helping with prescribed exercises or administering medications*
- Behavior specialists, behavior technicians or behavior clinicians (BCBA).
- DSWs that exclusively work in nursing homes.
- Those who **only** provide transportation, home modifications, and/or meal delivery
- Contract or 1099 workers.
- On-call or PRN workers (there is one survey question that addresses this workforce).
- Staff hired through a temporary personnel agency.
- DSWs who are exclusively supporting people who are self-directing their services.
- Primary host/foster/family home providers (Please respond only about DSWs who are employed and work in addition to the primary shared living/foster care provider).
- Admin staff or supervisory staff, unless they spend 50% or more of their time doing direct support work.

Regarding host/foster/family home arrangements: Please respond only about DSWs who are employed and work in addition to the primary shared living/foster care provider.

Regarding Fiscal Intermediaries or Employers of Record for DSWs working for people who are self-directing their own services:

- If your agency functions solely as a fiscal intermediary or employer of record, please do not respond to this survey; instead, email your State Contact listed above.
- If your agency functions as a fiscal intermediary/employer of record **and also** provides direct support, please respond only about the DSWs employed by your agency; *do not include* DSWs hired and managed by people/families who are self-directing in your responses.

TYPES OF SUPPORTS

The survey asks about the following supports provided by the DSWs in your agency:

| Residential Supports | In-Home Supports | Non-Residential Supports |
|--|---|--|
| <p>Provided to a person in a home or apartment that is owned or operated by your agency.</p> <p><i>This includes residential services delivered to people who DO NOT live in their family's home or their own private home/apartment which they rent or own.</i></p> <p><i>Residential supports include:</i></p> <ul style="list-style-type: none"> • 24-hour supports such as Assisted Living • Host home or foster home services • Residential Respite <p><i>If the service recipient holds a lease with your provider agency, this is considered a residential support or service.</i></p> <p><i>Please do not include Nursing Homes in your responses.</i></p> | <p>Provided to a person in a home or apartment that is not owned or operated by your agency.</p> <p><i>This includes:</i></p> <ul style="list-style-type: none"> • Supports provided to a person in their own private home or apartment, or a private home/apartment they live in with their family (only if their home or apartment is not owned or operated by your agency) • Respite services provided to a person in their own private home or apartment, or a private home/apartment they live in with their family (only if their home or apartment is not owned or operated by your agency) • This category can include homemaker/personal care services or companionship services | <p>Provided in a day service, community program, or work setting.</p> <p><i>This includes:</i></p> <ul style="list-style-type: none"> • Adult day services • Community supports such as supports provided to assist a person to participate in community activities • Skills training or skills development to support a person to self-sustain in the community |

Survey questions and guidance start on the next page.

THE 2023 NATIONAL CORE INDICATORS®-AGING AND DISABILITIES

—STATE OF THE WORKFORCE SURVEY

Agency Profile

Write-in answer

1. Agency name or code number (optional):

2. Does your agency **ONLY provide support to older adults and/or individuals with physical disabilities who access publicly funded services in Medicaid waivers, Medicaid state plan programs, and/or state-funded programs, and/or older adults served by Older Americans Act programs ("The AD Population")?**
 - ☐ Yes (GO TO Q4)
 - ☐ No (GO TO Q3)

3. If NO to Q2, can you isolate wage information, vacancy rates, and benefits for DSWs who work exclusively with **The AD Population**, and can you report on these separately?
 - ☐ Yes → When answering the remainder of this survey, please refer *only* to DSWs who work exclusively with **The AD Population**
 - ☐ No → Please refer to all DSWs when answering this survey

4. What types of public funding does your agency receive? (check all that apply)
 - ☐ Medicaid waivers (HCBS) funding
(this includes: 1915(c) Home and Community-Based Waivers, 1915(i) State Plan Home and Community-Based Services, 1915(j) Self-Directed Personal Assistance Services Under State Plan, 1915(k) Community First Choice, and/or 1115 Demonstration Waivers that includes HCBS)
 - ☐ Medicaid state plan program funding
 - ☐ State-funded program funding
 - ☐ Older Americans Act funding

NOTE: For question #4, providers in Oregon that accept Medicaid should check the first box "Medicaid waivers (HCBS) funding."

In-home Care Agencies (IHCAs):
If you accept State Plan Personal Care (SPPC) clients, please also select "Medicaid state plan program funding."
If you accept Oregon Project Independence (OPI) clients, please also select "Medicaid state plan program funding" AND "Older Americans Act funding."

5. Did your agency **only** use contract DSWs and/or 1099 DSWs?
 Answer "YES" if your agency does NOT have any DSWs on regular payroll and your agency only uses contract and/or 1099 DSWs
Please do not skip this question. Your survey will not be counted if you do not provide an answer for this question.
 - ☐ Yes → Please click next and then click submit.
 - ☐ No

6. Did you have any DSWs providing support for the AD population on your payroll on **December 31, 2023?**

(Do not include DSWs hired through a temp agency, contract DSWs, 1099 DSWs, On-Call or PRN DSWs or a primary host-home/foster-care provider)

Please do not skip this question. Your survey will not be counted if you do not provide an answer for this question.

- ☐ Yes
- ☐ No → Please click next and then click submit

Reminders: For the purposes of this survey, DSWs are paid workers who:

- Support clients to maintain independence
- Provide personal assistance with Activities of Daily Living (ADLs): personal hygiene, grooming, dressing, toileting, transferring (mobility), and eating
- Conduct basic clinical tasks such as monitoring vital signs, helping with prescribed exercises or administering medications
- Assist with housekeeping, grocery shopping and cooking, accompany clients to doctor appointments or other errands
- Provide companionship
- Provide support in community engagement activities
- Provide support in day centers or other day activities
- Provide respite support

Please see the instructions under “Types of Workers to Consider” at the beginning of this survey for details about the types of positions to include in your responses.

7. Was your agency in operation for at least six continuous months between Jan. 1, 2023 and Dec. 31, 2023?

Please do not skip this question. Your survey will not be counted if you do not provide an answer for this question.

- ☐ Yes
- ☐ No → Please click next and then click submit

In Questions **8-13** we will be asking about the following types of supports provided by DSWs to The AD population.

| Residential Supports | In-Home Supports | Non-Residential Supports |
|--|---|--|
| <p>Provided to a person in a home or apartment that is owned or operated by your agency.</p> <p><i>This includes residential services delivered to people who DO NOT live in their family's home or their own private home/apartment which they rent or own.</i></p> <p><i>Residential supports include:</i></p> <ul style="list-style-type: none"> • 24-hour supports such as Assisted Living • Host home or foster home services • Residential Respite <p><i>If the service recipient holds a lease with your provider agency, this is considered a residential support or service.</i></p> <p><i>Please do not include Nursing Homes in your responses.</i></p> | <p>Provided to a person in a home or apartment that is not owned or operated by your agency. This includes:</p> <ul style="list-style-type: none"> • Supports provided to a person in their own private home or apartment, or a private home/apartment they live in with their family (only if their home or apartment is not owned or operated by your agency) • Respite services provided to a person in their own private home or apartment, or a private home/apartment they live in with their family (only if their home or apartment is not owned or operated by your agency) • This category can include homemaker/personal care services or companionship services | <p>Provided in a day service, community program, or work setting. This includes:</p> <ul style="list-style-type: none"> • Adult day services • Community supports such as supports provided to assist a person to participate in community activities • Skills training or skills development to support a person to self-sustain in the community |

8. As of Dec. 31, 2023, did your provider agency provide **at least one** of the following types of support?

- **Residential**
- **In-home** and/or
- **Non-residential supports**

Please do not skip this question. Your survey will not be counted if you do not provide an answer for this question.

- ☐ Yes
- ☐ No → Please click next and then click submit

9. As of Dec. 31, 2023, did your agency provide **residential supports** to the AD population?
Residential supports are defined above.

- ☐ Yes
- ☐ No

10. As of Dec. 31, 2023, did your agency provide **in-home supports** to people from the AD population in their own home or apartment or their family home or apartment? *In-home supports are defined above.*

- ☐ Yes
- ☐ No

11. As of Dec. 31, 2023, did your agency provide **'non-residential' supports and services** to people from the AD population? *Non-residential supports are defined above.*

- ☐ Yes
- ☐ No

| | |
|---|--|
| <p>12. How many people from the AD population were enrolled in residential, in-home, and/or non-residential services from your agency on Jan. 1, 2023?</p> <p><i>Please provide an unduplicated count. That is, if your agency serves someone at home and with non-residential supports, please count that person only once.</i></p> | |
| <p>13. How many people from the AD population were enrolled in residential, in-home, and/or non-residential services from your agency on Dec. 31, 2023?</p> <p>(Q12 and Q13 are aimed at documenting the change in your service population over 2023.)</p> <p><i>Please provide an unduplicated count. That is, if your agency serves someone at home and with non-residential supports, please count that person only once.</i></p> | |
| <p>14. In 2023, did your agency have to turn away or stop accepting new service referrals due to DSW staffing issues?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> | |
| <p>15. Is your agency (check all that apply):</p> <p><input type="checkbox"/> Private for-profit</p> <p><input type="checkbox"/> Private nonprofit (Designated as a 501(c)3)</p> <p>Government (city, county or state government, or local government boards)</p> <p><i>If you are a Government agency, please select one of the following:</i></p> <p><input type="radio"/> State/County/Local Government—Your staff are local government employees (such as state, county, city or municipal employees hired through the local government hiring process and receiving benefits and wages through the local government payroll system)</p> <p><input type="radio"/> Other government entity - such as quasi-governmental agencies, county boards of disability, where employees are not government-hired directly, but their wages and benefits follow a government scale and are administered through a separate agency, not the state or local government payroll system) (please explain) _____</p> | |

| Payroll data | Write answer in this column |
|--|--|
| <p>16. How many DSWs did you have on your payroll as of Jan. 1, 2023?</p> <p><i>If no DSWs were on your payroll as of Jan 1, 2023, please enter "0".</i></p> <p><i>Please include all DSWs providing at least some support to people from the AD population, even if they also supported other populations. Include DSWs as defined under "Types of Workers to Consider" at the beginning of this survey. Do not include DSWs hired through a temp agency, contract DSWs, 1099 DSWs, On-Call or PRN DSWs or a primary host-home/foster-care provider.</i></p> | <p>_____ DSWs supporting people from the AD population were on payroll as of Jan. 1, 2023</p> |

17. How many DSWs were on your payroll as of Dec. 31, 2023?

(Q16 and Q17 are aimed at understanding the change in your DSW workforce over 2023.)

Note: Please note, the number you enter in Question 17 will be referenced throughout the survey. Keep this number handy!

Please do not skip this question. Your survey will not be counted if you do not provide an answer greater than 0 for this question

Please include all DSWs providing at least some support to people from the AD population, even if they also supported other populations. Include DSWs as defined under “Types of Workers to Consider” at the beginning of this survey. Do not include DSWs hired through a temp agency, contract DSWs, 1099 DSWs, On-Call or PRN DSWs or a primary host-home/foster-care provider.

_____ DSWs supporting people from the AD population were on payroll as of **Dec. 31, 2023**

Your agency must have had at least one DSW supporting people from the AD population on payroll as of Dec. 31, 2023 to be eligible to respond to this survey.

If this question is left blank or answered with “0,” your agency’s responses will not be included in the survey.

18. Please indicate the number of DSWs on your payroll as of Dec. 31, 2023 who were continuously employed in a direct support capacity for:

| | |
|--------------------------|-------|
| Less than 6 months | _____ |
| Between 6 and 12 months | _____ |
| Between 12 and 24 months | _____ |
| Between 24 and 36 months | _____ |
| More than 36 months | _____ |

Include DSWs as defined under “Types of Workers to Consider” at the beginning of this survey. Do not include DSWs hired through a temp agency, contract DSWs, 1099 DSWs, On-Call or PRN DSWs or a primary host-home/foster-care provider.

Note: The responses in Q18 must add up to the same number as in Q17.

19. Please indicate the number of DSWs on your payroll as of Dec. 31, 2023 who identify as:

American Indian or Alaska Native

Asian

(Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese, or Other Asian)

Black or African American

Pacific Islander

(Native Hawaiian, Guamanian or Chamorro, Samoan, or Other Pacific Islander)

White

Hispanic/Latino

(Mexican, Mexican American, Chicano, Puerto Rican, Cuban, or Other Spanish/Hispanic/Latino)

More than one race/ethnicity

Other race/ethnicity

Don’t know

Include DSWs as defined under “Types of Workers to Consider” at the beginning of this survey. Do not include DSWs hired through a temp agency, contract DSWs, 1099 DSWs, On-Call or PRN DSWs or a primary host-home/foster-care provider.

Note: The responses in Q19 must add up to the same number as in Q17.

20. Please indicate the number of DSWs on your payroll as of Dec. 31, 2023 who identify as:

Male _____
Female _____
Non-binary _____
Don't know _____

Include DSWs as defined under "Types of Workers to Consider" at the beginning of this survey. Do not include DSWs hired through a temp agency, contract DSWs, 1099 DSWs, On-Call or PRN DSWs or a primary host-home/foster-care provider.

Note: The responses in Q20 must add up to the same number as in Q17.

21. How many DSWs **left/separated from your agency permanently** between Jan. 1, 2023 and Dec. 31, 2023?

Permanently Separated DSWs are DSWs who were removed from your payroll for any reason during the year. Do not include workers who were promoted or transferred within the agency.

If no DSWs left/separated from your agency permanently between Jan. 1, 2023 and Dec. 31, 2023, please enter "0".

Include DSWs as defined under "Types of Workers to Consider" at the beginning of this survey. Do not include DSWs hired through a temp agency, contract DSWs, 1099 DSWs, On-Call or PRN DSWs or a primary host-home/foster-care provider.

22. Of those DSWs who **left/separated from your agency permanently between Jan. 1, 2023 and Dec. 31, 2023**, please indicate the number who had been continuously employed by your agency (in a direct support capacity) for:

Less than 6 months _____
Between 6 and 12 months _____
Between 12 and 24 months _____
Between 24 and 36 months _____
More than 36 months _____

Note: The responses in Q22 must add up to the total number of permanently separated DSWs in Q21

23. Of those DSWs who **left/separated from your agency permanently between Jan. 1, 2023 and Dec. 31, 2023**, please indicate the number who left under each of the following circumstances. (Please DO NOT include those who were rehired or who rejoined payroll in 2023):

Voluntarily left, retired or quit _____
Employment was terminated _____
(due to performance issues or violation of agency policy)
Laid off _____
(position was eliminated)
Don't know _____

Note: The responses in Q23 must add up to the total number of permanently separated DSWs in Q21

24. Does your agency distinguish between full-time and part-time DSW positions?

- ☐ Yes
☐ No (GO TO Q31)

| | | |
|---|---|--|
| 25. | <p>How many full-time DSWs were on your payroll as of Dec. 31, 2023?</p> <p><i>If the answer is none, please write "0"</i></p> <p><i>Include DSWs as defined under "Types of Workers to Consider" at the beginning of this survey. Do not include DSWs hired through a temp agency, contract DSWs, 1099 DSWs, On-Call or PRN DSWs or a primary host-home/foster-care provider.</i></p> | |
| 26. | <p>How many full-time DSW position vacancies did you have at your agency as of Dec. 31, 2023?</p> <p><i>If the answer is none, please write "0"</i></p> | |
| 27. | <p>Add your responses to Q25 and Q26 and enter the total here. This figure represents your total number of full-time DSW positions as of Dec. 31, 2023.</p> | |
| 28. | <p>How many part-time DSWs were on your payroll as of Dec. 31, 2023? (Do not include PRN or on-call workers)</p> <p><i>If the answer is none, please write "0"</i></p> <p><i>Include DSWs as defined under "Types of Workers to Consider" at the beginning of this survey. Do not include DSWs hired through a temp agency, contract DSWs, 1099 DSWs, On-Call or PRN DSWs or a primary host-home/foster-care provider.</i></p> | |
| Note: The response in Q28 plus the response in Q25 must equal the response in Q17 | | |
| 29. | <p>How many part-time DSW position vacancies did you have at your agency as of Dec. 31, 2023?</p> <p><i>If the answer is none, please write "0"</i></p> | |
| 30. | <p>Add your responses to Q28 and Q29 and enter the total here. This figure represents your total number of part-time DSW positions as of Dec. 31, 2023.</p> | |

COMPENSATION

31. What was the average (mean) STARTING hourly wage paid to DSWs in each of the following types of services in 2023?

- Do not include overtime wages in your calculations.
- Do not include wage bonuses in your calculations.
- Do not include DSWs hired through a temp agency, contract DSWs, 1099 DSWs, On-Call or PRN DSWs or primary host-home/foster-care providers
- Include DSWs as defined under “Types of Workers to Consider” at the beginning of this survey
- Please refer to the period between Jan. 1, 2023 and Dec. 31, 2023.

Average (mean) STARTING hourly wage for DSWs

- | | |
|---|------------------------|
| a) Average starting wages of DSWs across services and settings | \$____.____ (per hour) |
| b) Average starting wages of DSWs providing residential supports (as defined under “Types of Supports” at the beginning of this survey) | \$____.____ (per hour) |
| c) Average starting wages of DSWs providing in-home supports (as defined under “Types of Supports” at the beginning of this survey) | \$____.____ (per hour) |
| d) Average starting wages of DSWs providing non-residential services and supports (as defined under “Types of Supports” at the beginning of this survey) | \$____.____ (per hour) |

32. What was the average (mean) hourly wage paid to DSWs (regardless of length of employment) in each of the following types of services in 2023?

- Do not include overtime wages in your calculations.
- Do not include wage bonuses in your calculations.
- Do not include DSWs hired through a temp agency, contract DSWs, 1099 DSWs, On-Call or PRN DSWs or primary host-home/foster-care providers
- Include DSWs as defined under “Types of Workers to Consider” at the beginning of this survey
- Please refer to the period between Jan. 1, 2023 and Dec. 31, 2023.

Average (mean) hourly wage for DSWs

- | | |
|---|------------------------|
| a) Average hourly wages of DSWs across services and settings | \$____.____ (per hour) |
| b) Average hourly wages of DSWs providing residential supports (as defined under “Types of Supports” at the beginning of this survey) | \$____.____ (per hour) |
| c) Average hourly wages of DSWs providing in-home supports (as defined under “Types of Supports” at the beginning of this survey) | \$____.____ (per hour) |
| d) Average hourly wages of DSWs providing non-residential services and supports (as defined under “Types of Supports” at the beginning of this survey) | \$____.____ (per hour) |

33. If your agency differentiates between full-time and part-time DSWs (as in Q24), do you use a different pay scale for full-time and part-time DSWs?
- In other words, do starting wages and/or raise calculations differ for part-time DSWs versus full-time DSWs?
- ☐ Yes
- ☐ No

34. Does your agency provide a pay-differential for those DSWs who can communicate in languages other than English?
- Please respond "yes" if your agency pays more to DSWs who can support people whose preferred language is not English, for example a higher pay rate for DSWs who can support people in Spanish, another world language or American Sign Language.*
- ☐ Yes
- ☐ No

Bonuses and Overtime

35. Did your agency give **wage bonuses** to DSWs in 2023?
- A bonus is wage compensation supplemental to salary or wages. Bonuses are typically given at intervals less frequent than payroll.*
- Do not include DSWs hired through a temp agency, contract DSWs, 1099 DSWs, On-Call or PRN DSWs or a primary host-home/foster-care provider*
- ☐ Yes
- ☐ No

Benefits

In your answers to this section, **only consider those DSWs on your payroll**; do not include DSWs hired through a temp agency, contract DSWs, 1099 DSWs, On-Call or PRN DSWs or a primary host-home/foster-care provider.

36. Does your agency provide any paid time off to DSWs?
- ☐ Yes
- ☐ No (GO TO Q45)
37. Did your agency offer **pooled paid time off** to some or all DSWs in 2023?
- Pooled paid time off** = Paid time off that is not distinguished by category (vacation, sick or other time off); all accrued time is pooled. If your agency offers vacation, sick, personal or other time off but **it is not pooled**, please answer "no".
- ☐ Yes
- ☐ No (GO TO Q39)
38. If **pooled paid time off** was offered to some or all DSWs, what were the requirements for a DSW to be eligible?
- (Check all that apply)
- ☐ Must be working full time
- ☐ Must work a minimum amount of time in a defined period (for example, 35 hours/week, 18 days/month, etc.)
- ☐ Must have been employed at the agency for a certain length of time
- ☐ All DSWs are eligible (GO TO Q45)

39. Did your agency offer **paid vacation time** to some or all DSWs in 2023?
(If your agency offers pooled paid time off to all DSWs, you may skip this question.)
- ☐ Yes
 - ☐ No (GO TO Q41)
40. If **paid vacation time** was offered to some or all DSWs, what were the requirements for a DSW to be eligible?
(Check all that apply)
- ☐ Must be full time
 - ☐ Must work a minimum amount of time within a defined time period (for example, must work 35 hours/week, 18 days/month, etc.)
 - ☐ Must have been employed at the agency for a certain length of time
 - ☐ All DSWs are eligible
41. Did your agency offer **paid sick time** to some or all DSWs in 2023?
(If your agency offers pooled paid time off to all DSWs, you may skip this question.)
- ☐ Yes
 - ☐ No (GO TO Q43)
42. If **paid sick time** was offered to some or all DSWs, what were the requirements for a DSW to be eligible?
(Check all that apply)
- ☐ Must be full time
 - ☐ Must work a minimum amount of time within a defined time period (for example, must work 35 hours/week, 18 days/month, etc.)
 - ☐ Must have been employed at the agency for a certain length of time
 - ☐ All DSWs are eligible
43. Did your agency offer **paid personal time** to some or all DSWs in 2023?
(If your agency offers pooled paid time off to all DSWs, you may skip this question.)
- ☐ Yes
 - ☐ No (GO TO Q45)
44. If **paid personal time** was offered to some or all DSWs, what were the requirements for a DSW to be eligible?
(Check all that apply)
- ☐ Must be full time
 - ☐ Must work a minimum amount of time within a defined time period (for example, must work 35 hours/week, 18 days/month, etc.)
 - ☐ Must have been employed at the agency for a certain length of time
 - ☐ All DSWs are eligible
45. Did your agency offer **health (medical) insurance coverage** to some or all DSWs in 2023?
- ☐ Yes
 - ☐ No (GO TO Q47)

46. If **health (medical) insurance coverage** was offered to some or all DSWs, what were the requirements for a DSW to be eligible?
(Check all that apply)
- ☐ Must be full time
 - ☐ Must work a minimum amount of time within a defined time period (for example, must work 35 hours/week, 18 days/month, etc.)
 - ☐ Must have been employed at the agency for a certain length of time
 - ☐ All DSWs are eligible
47. Did your agency offer **dental coverage** to some or all DSWs in 2023?
(If dental coverage is included in your agency's health insurance benefit, please answer "yes" to this question.)
- ☐ Yes
 - ☐ No
48. Did your agency offer **vision coverage** to some or all DSWs in 2023?
(If vision coverage is included in your agency's health insurance benefit, please answer "yes" to this question.)
- ☐ Yes
 - ☐ No
49. Did your agency offer an **employer-sponsored retirement plan (401K, 403b, or other plan)** to some or all DSWs in 2023?
- ☐ Yes
 - ☐ No (GO TO **Q51**)
50. If an **employer-sponsored retirement plan (401K, 403b or other plan)** was offered to some or all DSWs, what were the requirements for a DSW to be eligible? (Check all that apply)
- ☐ Must be full time
 - ☐ Must work a minimum amount of time within a defined time period (for example, must work 35 hours/week, 18 days/month, etc.)
 - ☐ Must have been employed at the agency for a certain length of time
 - ☐ All DSWs are eligible
51. What other benefits did your agency offer to some or all DSWs in 2023?
- ☐ Reimbursement or other support for post-secondary education (such as tuition assistance)
 - ☐ Employer-paid job-related training
 - ☐ Employer-sponsored disability insurance
 - ☐ Flexible Spending Accounts
 - ☐ Health incentive programs (for example: gyms, yoga, smoking cessation incentives...)
 - ☐ Life insurance
 - ☐ Transportation benefits—for example, bus pass, parking, carpooling
 - ☐ Childcare benefits
 - ☐ Employee Assistance Program (EAP)
 - ☐ I am not sure/don't know
 - ☐ Other (please describe) _____

Recruitment and Retention

52. Does your agency offer a pay incentive or referral bonus for current DSW staff to bring in new recruits?
- ☐ Yes
 - ☐ No
53. Please check all strategies your agency uses to recruit and retain staff in DSW positions (*Check all that apply – list continues on next page.*):
- ☐ Does your agency offer a **realistic job preview** for DSW positions?
A realistic job preview provides the applicant with accurate information about the job duties (both positive and negative) from the perspective of people who do the work; it is provided to the applicant prior to making a job offer and its purpose is to help an applicant decide if they would like to pursue the job.
 - ☐ Does your agency offer a **sign-on bonus** to newly hired DSWs?
 - ☐ Does your agency **engage with high schools and/or local colleges/universities** for recruitment purposes?
 - ☐ Does your agency offer and/or participate in **apprenticeship programs** for recruitment purposes?
An apprenticeship program uses a combination of on-the-job training and classroom learning that provides experience in a job.
 - ☐ Do your DSWs receive **training on a Code of Ethics**?
 - ☐ Does your agency use a **DSW ladder** to retain workers in DSW roles (continuing to provide direct service to the AD population)? (For example, *a career ladder for DSWs*)
 - ☐ Does your agency support staff to get **credentialed** through a state or nationally recognized professional organization?
Support may take the form of financial support to cover the cost of the credential, paying the DSW for the time needed to complete the credential, or other financial support.
 - ☐ Are **bonuses, stipends or raises** provided to DSWs as they **complete key stages of a credentialing process or upon completion of the credentialing process**?
 - ☐ Does your agency implement any **employee engagement surveys**, or other efforts aimed at assessing DSW satisfaction and experience working for the agency?
 - ☐ Does your agency have any **employee recognition programs** such as initiatives to reward DSWs for achievement, anniversaries, and other milestones?
 - ☐ Are **DSWs included in agency governance**? For example, do DSWs serve on advisory boards within the agency? Do DSWs play a role in hiring?
 - ☐ Does your agency **require any training for DSWs** above and beyond those trainings required by state regulation?

Frontline Supervisors

The next questions refer EXCLUSIVELY to **Frontline Supervisors**—the first line of management in human service organizations. These are staff who supervise DSWs working with the AD population and often also engage in direct support as part of their duties. For these questions, **please answer about Frontline Supervisors who spend more than 50% of their time on supervisory tasks.**

| | | | | | | | | | | | |
|---|--|---|---|----------------------------------|--|--------------|---|-------------------------------------|-----------------------------|-------------------|--|
| 54. | <p>How many Frontline Supervisors supervising DSWs were employed by your agency as of Dec. 31, 2023?</p> <p><i>(Please only include Frontline Supervisors who supervise DSWs supporting the AD population)</i></p> | | | | | | | | | | |
| 55. | <p>Did Frontline Supervisors receive additional pay/wages for overtime hours (hours worked beyond 40 per week) in 2023?</p> <p><i>(Please only include Frontline Supervisors who supervise DSWs supporting the AD population)</i></p> <p> <input type="checkbox"/> Yes <input type="checkbox"/> No </p> | | | | | | | | | | |
| 56. | <p>Please indicate the number of Frontline Supervisors on your payroll as of Dec. 31, 2023 (Q54) who identify as:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">American Indian or Alaska Native</td> </tr> <tr> <td style="text-align: center;">Asian (Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese, or Other Asian)</td> </tr> <tr> <td style="text-align: center;">Black or African American</td> </tr> <tr> <td style="text-align: center;">Pacific Islander (Native Hawaiian, Guamanian or Chamorro, Samoan, or Other Pacific Islander)</td> </tr> <tr> <td style="text-align: center;">White</td> </tr> <tr> <td style="text-align: center;">Hispanic/Latino (Mexican, Mexican American, Chicano, Puerto Rican, Cuban, or Other Spanish/Hispanic/Latino)</td> </tr> <tr> <td style="text-align: center;">More than one race/ethnicity</td> </tr> <tr> <td style="text-align: center;">Other race/ethnicity</td> </tr> <tr> <td style="text-align: center;">Don't know</td> </tr> </table> | American Indian or Alaska Native | Asian (Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese, or Other Asian) | Black or African American | Pacific Islander (Native Hawaiian, Guamanian or Chamorro, Samoan, or Other Pacific Islander) | White | Hispanic/Latino (Mexican, Mexican American, Chicano, Puerto Rican, Cuban, or Other Spanish/Hispanic/Latino) | More than one race/ethnicity | Other race/ethnicity | Don't know | |
| American Indian or Alaska Native | | | | | | | | | | | |
| Asian (Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese, or Other Asian) | | | | | | | | | | | |
| Black or African American | | | | | | | | | | | |
| Pacific Islander (Native Hawaiian, Guamanian or Chamorro, Samoan, or Other Pacific Islander) | | | | | | | | | | | |
| White | | | | | | | | | | | |
| Hispanic/Latino (Mexican, Mexican American, Chicano, Puerto Rican, Cuban, or Other Spanish/Hispanic/Latino) | | | | | | | | | | | |
| More than one race/ethnicity | | | | | | | | | | | |
| Other race/ethnicity | | | | | | | | | | | |
| Don't know | | | | | | | | | | | |

Note: The responses in **Q56 must total the response provided in **Q54****

| | | |
|-----|--|---|
| 57. | <p>Of the total number of Frontline Supervisors on your payroll as of Dec. 31, 2023 (Q54), please indicate the number who identify as:</p> | <p>Male _____</p> <p>Female _____</p> <p>Non-binary _____</p> <p>Don't Know _____</p> |
|-----|--|---|

Note: The responses in **Q57 must total the response provided in **Q54****

OR-1. Are you answering for a community-based care facility (an assisted living or residential care facility)?

- ☐ Yes (If yes, continue with Oregon-specific questions.)
- ☐ No (If no, the survey ends.)

Impact of Direct Service Worker (DSW) Shortages on Resident Safety

OR-2. How has the shortage of Direct Service Workers affected safety and care in your facility?

- ☐ No impact
- ☐ Minor impact
- ☐ Moderate impact
- ☐ Significant impact
- ☐ Not sure

The next two questions ask about staffing ratios. A staffing ratio refers to the number of direct service workers (DSWs) available to care for a certain number of residents. It is typically expressed as the number of caregivers per resident (e.g., a 1:5 ratio means there is one DSW for every five residents) and is used to assess the adequacy of staffing in providing appropriate care and support to residents.

To calculate the staffing ratio, you can use the following formula:

Staffing Ratio = (Number of Residents) / (Number of Direct Service Workers)

For example, if there are 30 residents and 5 DSWs, there are 6 residents for every 1 DSW ($30 \div 5 = 6$).

This means there is 1 DSW for every 6 residents, often expressed as a 1:6 staffing ratio.

DSW Staffing Levels and Ratios (Daytime)

OR-3. What is your current DSW-to-resident ratio during the day?

- ☐ 1:5 or less
- ☐ 1:10
- ☐ 1:15
- ☐ 1:20
- ☐ 1:25 or more

DSW Staffing Levels and Ratios (Overnight)

OR-4. What is your current DSW-to-resident ratio overnight?

- ☐ 1:5 or less
- ☐ 1:10
- ☐ 1:15
- ☐ 1:20
- ☐ 1:25 or more
- ☐ Not sure

Recruitment and Retention Challenges

OR-5. In 2023, what challenges did you face in hiring and keeping Direct Service Workers? (Select all that apply)

- ☐ Low number of applicants
- ☐ Inability to pay competitive wages
- ☐ Competition with other employers
- ☐ Lack of qualified candidates

☐ Other

Effect on Hospital-to-Facility Transfers

OR-6. In 2023, how did the DSW shortage affected your ability to accept new residents from hospitals? (Select all that apply)

- ☐ No effect
- ☐ Delays in accepting new residents
- ☐ Increased wait times for admissions
- ☐ Unable to accept new residents
- ☐ Not sure

Strategies to Address DSW Shortages

OR-7. What strategies or programs have you used to address the DSW shortage? (Select all that apply)

- ☐ Increased wages
- ☐ Better benefits
- ☐ Training and development programs
- ☐ Recruitment bonuses
- ☐ Partnerships with schools or colleges

Support Needed to Improve Efforts

OR-8. What additional support or resource would help the **most** with DSW shortages?
Check one.

- ☐ Increased Medicaid rates
- ☐ Support for training and development
- ☐ Recruitment services
- ☐ Policy changes (please describe)

Comments

- 58.** OPTIONAL: Thank you for your careful attention and effort in completing this survey. Occasionally, data fall far outside the average range of all reporting agencies. If that occurs, are you willing to be contacted by HSRI to verify the data you entered?

If you are willing to be contacted, please provide your email address here:

-
- 59.** How long did it take you to complete this survey? _____Hours _____Minutes

-
- 60.** Please enter any comments you have about this survey