

The image shows the Texas State Capitol building in Austin, Texas, featuring its iconic white dome and classical architecture. The building is set against a clear blue sky with a few wispy clouds. In the foreground, there are some green trees and a small American flag flying on a pole. The overall scene is bright and clear.

Texas Efforts to Address Direct Care Workforce Challenges

Spotlighting the Direct Care Workforce

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Center for Policy and Innovation

Texas Department of Aging and Disability Services

May 12, 2009



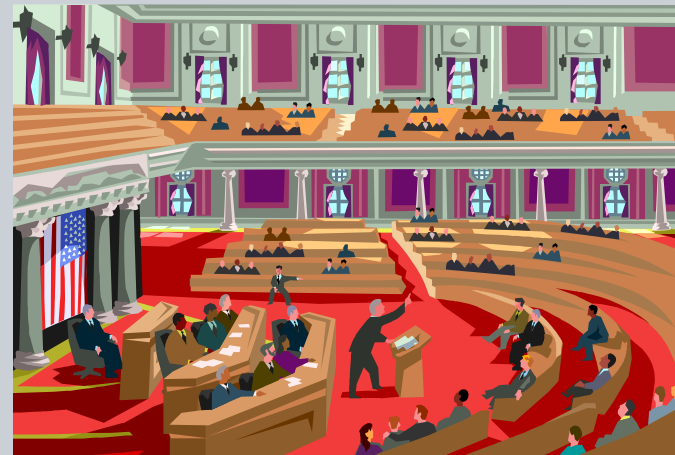
Texas Efforts to Address Direct Care Workforce Challenges

DADS Direct Service Workforce Initiative

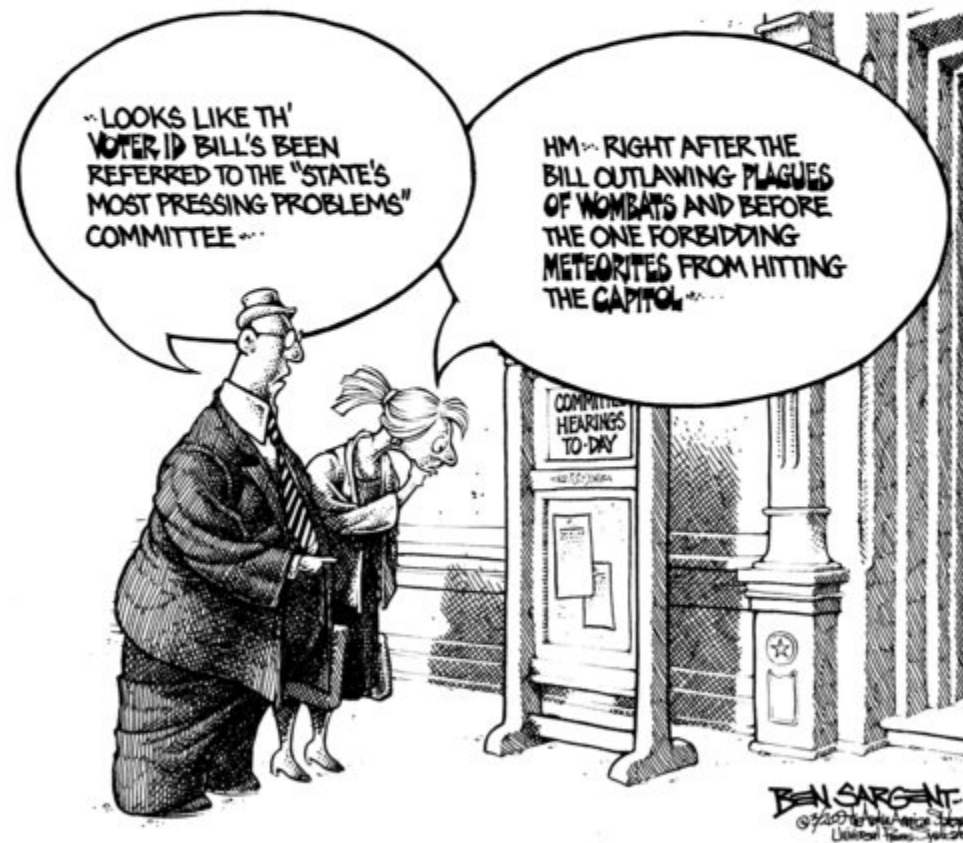
Other Initiatives



Pending Legislation



Ben Sargent, March/April/May 2009



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Tuesday, March 10, 2009

Ben Sargent, AMERICAN-STATESMAN



Texas Direct Service Workforce Initiative

CMS Grant

- 1-year award from CMS National DSW Resource Center in FY2006
- 1 of 5 states awarded first group of awards
- No funds attached; Technical assistance only

Purpose

To identify barriers and possible solutions to improve recruitment, retention, and the perceived status of paraprofessional direct service workers in Texas



Direct Service Workforce Initiative

DSW Stakeholder Forum – November 2006

- **Austin, Texas**
- **National DSW experts and Texas stakeholders discussed DSW issues**
- **130 participants**

DSW Stakeholder Focus Groups – July 2007

- **El Paso, Houston, Progreso, San Angelo, Texas**
- **Invited participants from key stakeholder groups to 1-hour focus groups to discuss DSW issues**



Direct Service Workforce Initiative

Texas' Direct Service Workers

Estimated number:

- 269,950 in Texas
- 2.9 million in United States

3 categories:

- Nursing assistants (CNAs)
- Home health aides
- Personal and home care aides (attendants)



Direct Service Workforce Initiative

Why is there concern regarding this workforce?

**Paid direct service workers provide LTSS
consumers rely on to live independently and
remain in their community.**

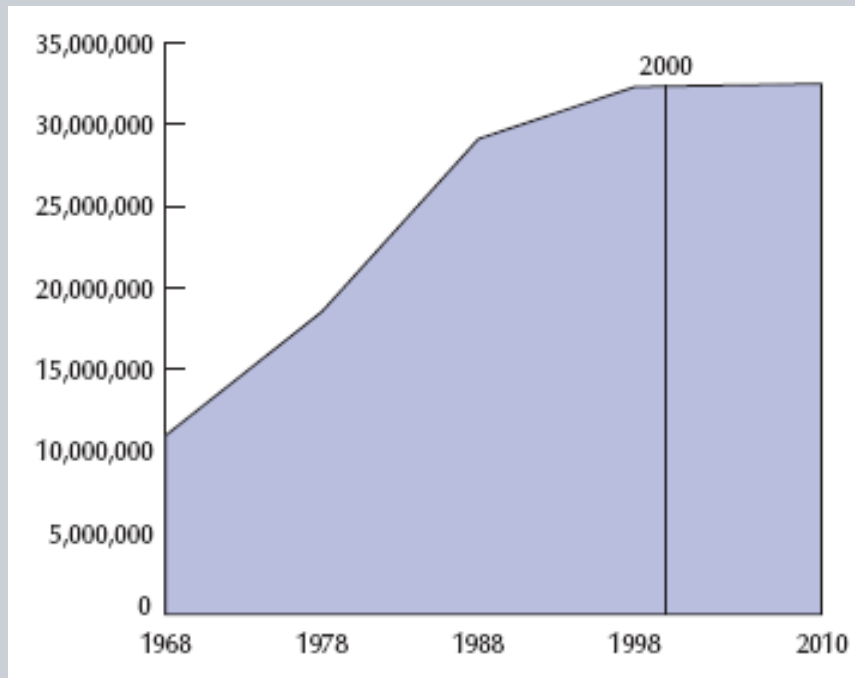
The demand for workers will outpace the supply.



Direct Service Workforce Initiative

Post-Baby Boom demographics and the “care gap”

Women aged 25-44 in Civilian Workforce from 1968-2000; projected to 2010

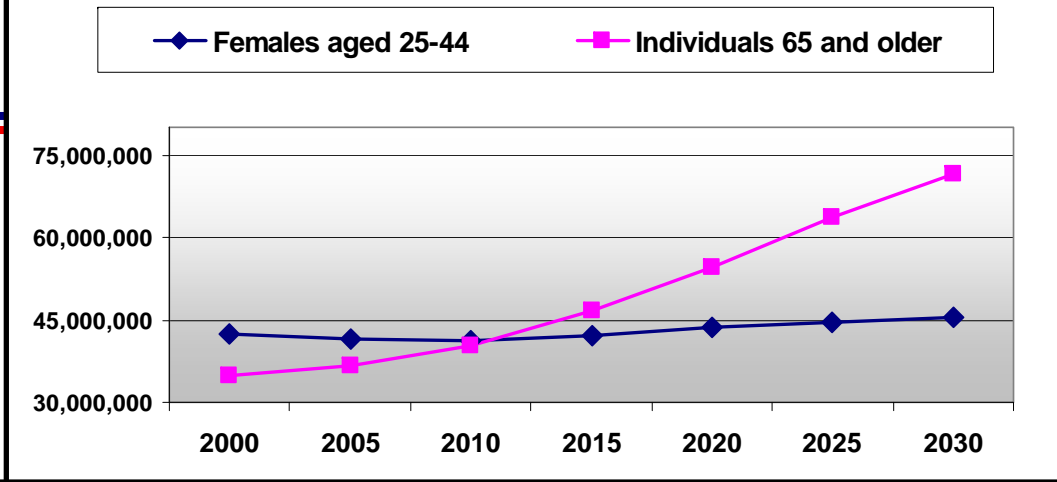


Graph courtesy of PHI (www.PHInational.org)

- Traditional source of entry-level workers
- 1968-2000: # women in labor force tripled
- 1980's: 10 million entered labor force
- 2000-2010: only 400,000 expected to enter labor force
- Post-Baby Boom demographics explains drop from 10 to <0.5 million from 1980's to 2010

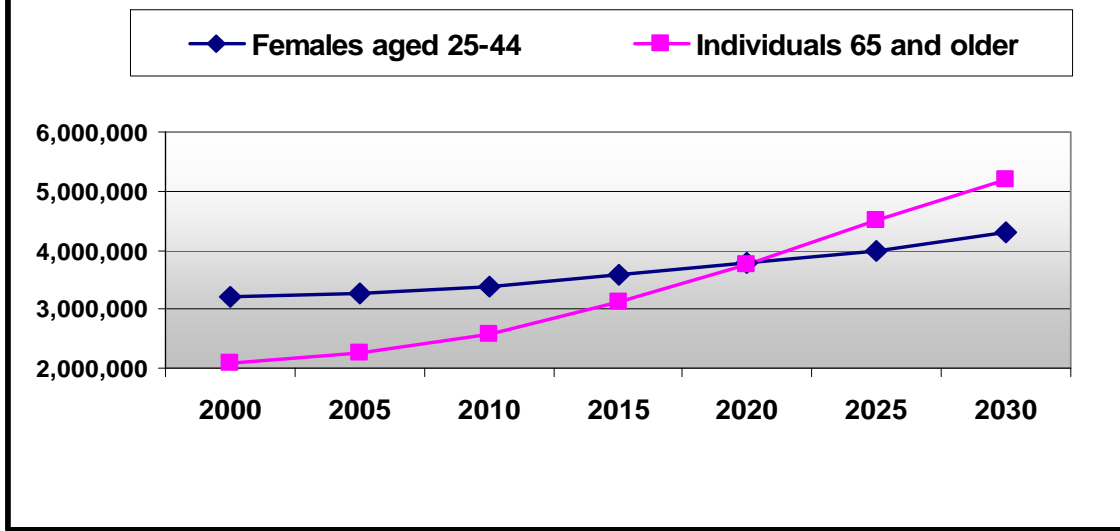


The Care Gap - U.S.



U.S. Care Gap	
Change in 65+	104 %
Change in Female 25-44	6.9%

The Care Gap - Texas



Texas Care Gap	
Change in 65+	150 %
Change in Female 25-44	34%



Direct Service Workforce Initiative

Why Workforce Recruitment & Retention Matters

Turnover costs money (\$2,500 in direct costs, \$1,500 in indirect costs per frontline worker)

Workforce instability contributes to service disruption and delivery failure

Impediment to maintaining consumers in communities



Direct Service Workforce Initiative

Direct Service Workers At-A-Glance

Income*	United States	Texas
Nursing aides, orderlies, attendants	\$10.67	\$9.43
Home health aides	\$9.34	\$7.17
Personal and home care aides	\$8.54	\$6.41
All occupations	\$14.61	\$13.26

* Median Hourly Wage Estimates, Bureau of Labor Statistics, May 2006



Direct Service Workforce Initiative

Categorized stakeholder input into:

3 major themes

- Compensation
- Opportunity
- Support

14 overarching recommendations

Stakeholder recommendations address major themes identified



Direct Service Workforce Initiative

Stakeholders recommend creating a quality job for paraprofessional direct service workers*

Compensation	Family-sustaining wages
	Affordable health insurance and other benefits
	Full-time hours
Opportunity	Excellent training
	Participation in decision making
	Career advancement
Support	Linkages to both organizational and community services
	Supervisors who set clear expectations, require accountability, and offer encouragement, support, and guidance
	Owner and manager participation in ongoing quality improvement

* Essential elements of a quality job, Paraprofessional Healthcare Institute



Key Accomplishments

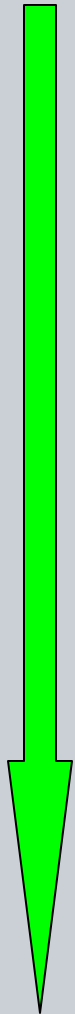
DADS presented stakeholder recommendations to DSWAC 

DSWAC submitted its top 6 stakeholder recommendations to PIAC 

PIAC included DSWAC top stakeholder recommendations in its report to Texas HHS Executive Commissioner Hawkins 

HHSC included recommendations in Promoting Independence Plan 

HHSC included options to increase provider rates in Appropriations Request 





Next steps at DADS

DADS is examining feasibility of additional ideas that support the recommendations made by the Texas DSW Initiative:

- **Realistic job preview for new workers**
- **Partnerships to provide worker training**
- **Cost-benefits of incentives to reduce turnover**



Other Texas Initiatives

- Long-Term Care Partnership
- Pending Legislation



Long-Term Care Partnership

What is it?

- **Public-private partnership between state agencies and private insurance providers to offer LTC insurance.**
- **A way to plan for LTC needs; protect resources:**
 - **Asset/Resource disregard during Medicaid eligibility determination**
 - **Asset/Resource protection during MERP.**
- **A way to reduce Medicaid expenditures by delaying or eliminating need to rely on Medicaid for LTC services.**



Long-Term Care Partnership

How does this relate?

- Private insurance will pay for the services policy holders receive.
 - Including in-home services



Long-Term Care Partnership

- Aging population – **Texans 65+ projected to increase from 2.3M in 2005 to 7.4M in 2040.**

- Demand for Services – **In 2040, half of Texans aged 65+ expected to have some type of disability and would benefit from LTC services.**

- Unsustainable Medicaid budget increases:
 - **Medicaid pays for 67% of all Nursing Facility care**
 - **Texas LTC costs could nearly quadruple from \$3.5B in 2005 to \$12.5B by 2040.**



Long-Term Care Partnership

Target Population

- Texans aged 45 to 65 -- currently almost 3 million Texans
- Individuals of moderate income
- Individuals who might otherwise rely on Medicaid to meet LTC needs
- Individuals who have assets and want to protect against 'impoverishment' before becoming Medicaid-eligible



Long-Term Care Partnership

Key Accomplishments

- **HHSC, DADS, and TDI working together to finalize development and implementation of Partnership.**

- **HHSC rules:**
 - **Final rules adopted May, 2008**
 - **State Plan Amendment approved – effective March 1, 2008.**

- **TDI rules:**
 - **Final Rules adopted February 2009.**

- **HHSC, DADS, and TDI developing LTC awareness campaign and website *ownyourfuturetexas.org***

- **Policies available for sale – May 2009**



Long-Term Care Partnership

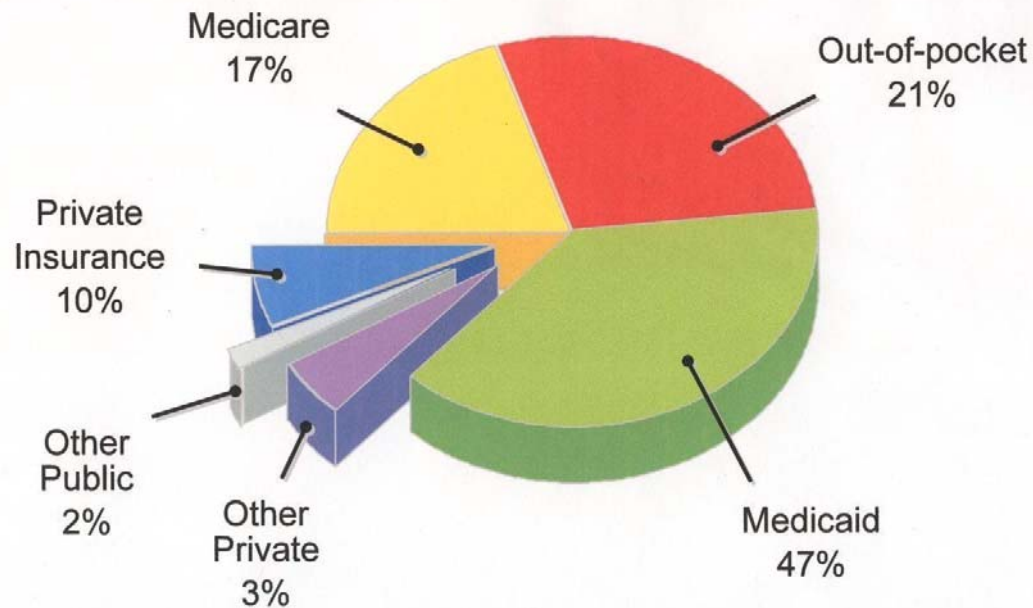
Key Features of Policies

- Asset /Resource Protection – (Dollar-for-dollar model)
- At initial determination of Medicaid eligibility, asset / resources protected up to the amount of benefits paid.
- At the time of Medicaid Estate Recovery (MERP), asset / resources protected from MERP up to the amount of benefits paid.
- Tax Eligible – Some or all of premiums tax-deductible.



Long-Term Care Partnership

Who Pays for LTC?



* Georgetown University Long-Term Care Financing Project, Fact Sheet: "Who Pays for Long-Term Care," May, 2003, as Updated July, 2004



Pending Legislation





Pending Legislation

Notable legislative deadlines:

- **Monday 5/11: House bills MUST be reported out of house committee**
- **Thurs-Friday 5/14 and 5/15: Last days for house bills to be on house calendar**
- **Sat 5/23: Last day for house committees to report out senate bills**
- **Tues-Wed 5/26 and 5/27: Last days for Senate bills to be on house calendar; last days for Senate to consider any bills on senate floor**
- **6/1: Sine Die**
- **6/21: Last day for governor to sign or veto**



Pending Legislation

Over 7,000 bills

DADS is monitoring over 500, including:

- **HB 3263/SB1850 -- HCBS Workforce Council**
- **SB-1766-- Relating to informal caregiver support services.**
- **SB 1 -- Appropriations, especially Goal H of HHSC LAR -- provider rate increases and interest list reduction**
- **HB 802 – Respite**
- **SB 1484 – consumer direction to elderly and persons with disability**



Pending Legislation

- **HB 802/SB 50 – Lifespan Respite: House bill (engrossed) set for hearing in the senate on 5/12.**
 - **Respite care provides a caregiver temporary relief from the responsibilities of caring for a family member or friend with a long-term physical or mental disability.**
 - **DADS shall implement the lifespan respite services program to promote the provision of respite services through contracts with eligible community-based organizations or local governmental entities.**



Pending Legislation

- **SB 1484/HB 3260 – consumer direction to elderly and persons with disability**
 - Senate bill was referred to House Human Services Committee on 5/4; has not been set for hearing. House bill was reported out of house committee and sent to local calendar on 4/28.



Pending Legislation

HB 3263/SB1850 -- HCBS Workforce Council

- Passed the Senate
- Senate bill replaced the house bill and was passed out of house committee; was sent to Calendars Committee on 4/24 but as of 5/11 was not set on house calendar.
 - Establishes a workforce council for home- and community-based (HCBS) services, not just HCS waiver. The council will study workplace issues with HCBS providers, such as turnover, wages, and future need for HCBS personal attendants. The council is authorized to request reports and other information from DADS. The council will make recommendations to the executive commissioner and the legislature.



Pending Legislation

SB 1 -- Appropriations, especially Goal H of HHSC LAR -- provider rate increases and interest list reduction

- **The conference committees have been meeting daily (and nightly). We still do not have information about either. We expect to know more later in week.**
- **Preliminary -- DADS' waivers funded to current service levels.**



Pending Legislation

- **SB 1230 – Legislative Committee on Aging**
 - Senate bill (passed) was reported favorably from house committee on 5/7. House bill was received in the senate.
 - Provides that the Legislative Committee on Aging (committee) is established to study issues relating to the aging population of Texas, including issues related to the health care, income, transportation, housing, education, and employment needs of that population, and to make recommendations to address those issues.



Pending Legislation

At the federal level:

➤ **Representatives Lois Capps (D-CA) and Lee Terry (R-NE) introduced the Direct Support Professionals Fairness and Security Act (H.R. 868).**

▪ **Would take important steps to ensure that direct support professionals are paid wages and benefits that enable them to stay in their jobs:**

➤ **Last action was 2/4/2009, when the bill was referred to the House Committee on Energy and Commerce.**



Next steps

“Recruitment and retention challenges will be present for the next 20 years.” (PHI)

Paraprofessional Healthcare Institute recommends:

- **Improve jobs for workers, recognize and reward workers, build support for low-wage workers**
- **Start at a place where real and immediate gains can be anticipated and a long-term strategy can be built**
- **Don't be discouraged if first attempts do not entirely fix the problem**



Contact Information

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