



INFORMATIONAL MEMO

TITLE:	NATIONAL CORE INDICATOR-STAFF STABILITY SURVEY
SUPERSEDES NUMBER:	N/A
EFFECTIVE DATE:	MARCH 25, 2022
DIVISION AND OFFICE:	BENEFITS AND SERVICES MANAGEMENT DIVISION, OFFICE OF COMMUNITY LIVING
PROGRAM AREA:	WAIVER ADMINISTRATION AND COMPLIANCE
KEY WORDS:	NATIONAL CORE INDICATORS, SURVEY, STAFF STABILITY, PROGRAM APPROVED SERVICE AGENCIES, DIRECT SERVICE PROVIDERS
INFORMATIONAL MEMO NUMBER: HCPF IM 22-013	
ISSUE DATE: MARCH 29, 2022	
APPROVED BY: LANA EGGERS	

HCPF Memo Series can be accessed online: <https://www.colorado.gov/hcpf/memo-series>

Purpose and Audience:

The Department of Health Care Policy & Financing (Department) will soon be conducting the National Core Indicators (NCI) Staff Stability Survey for Program Approved Service Agencies (PASAs). This National Informational Memo provides an overview of why the Department is conducting and who is targeted by the survey. The intended audience for this memo includes Intellectual and Developmental Disability (IDD) Services Providers, PASAs, and Community Centered Boards.

Information:

The Department will be conducting the NCI Staff Stability Survey for PASAs. The NCI Staff Stability Survey is conducted across the country and will help Colorado measure improvement in the quality and stability of the workforce of direct support professionals assisting adults with IDD. To evaluate and develop policies and programs to support the direct service provider workforce, the Department requires reliable data on turnover, wages, benefits, and retention strategies.

The NCI Staff Stability Survey is required to be conducted by statute through House Bill 18-1407. This bill also required a 6.5 percent increase in rates to be passed through to direct service providers of certain services in three HCBS waivers targeted to individuals with IDD, with the intention of increasing staff stability for those services. The survey will ultimately help establish a baseline of workforce data and will continue to be conducted every year to measure progress. The survey tool does not replace reporting or auditing required by HB 18-1407, but rather complements such reporting by asking questions directly about staff stability.

By the end of March, PASAs who provide services affected by the wage passthrough can expect to receive the link to complete the NCI Staff Stability survey online. Each PASA will only fill out one survey about their direct service provider workforce. We are asking that the survey be completed by June 30, 2022. The survey's findings will be shared later in the year. The Department thanks PASAs for assisting the Department with completing this mission-critical work that will help evaluate the stability of staff and services provided to the members we serve. For more information, please visit <https://hcpf.colorado.gov/nci-survey>.

Attachment(s):

[2020 National Core Indicators \(NCI\) Staff Stability Survey Report](#)

[2020 National Core Indicator \(NCI\) Staff Stability Survey--COVID Supplement](#)

[2019 National Core Indicators \(NCI\) Staff Stability Survey Report](#)

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