



INFORMATIONAL MEMO

Title: National Core Indicator (NCI) - State of the Workforce Survey - Aging & Disabilities	Topic: LTSS
Audience: Aging and Disabilities (AD) Services Providers, Direct Care Workforce Agencies, Case Management Agencies (CMAs), and Single-Entry Points (SEPs).	Sub-Topic: Survey
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Memo Author: Rachel Newton	
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Purpose and Audience:

The Department of Health Care Policy & Financing (HCPF) will launch the National Core Indicators (NCI) State of the Workforce (SotW) Survey for Direct Care Workforce Agencies serving members enrolled on the Community Mental Health Supports Waiver (CMHS), Elderly, Blind, and Disabled Waiver (EBD), Brain Injury (BI), and the Complementary and Integrative Health Waiver (CIH). The intended audience for this memo includes Aging and Disabled (AD) Services Providers, Direct Care Workforce Agencies, and Case Management Agencies (CMA).

Information:

Background

HCPF will launch the NCI SotW Survey for Direct Care Workforce Agencies serving members enrolled on the CMHS, EBD, CIH, and BI waivers. The NCI-SotW is conducted across the country and will help Colorado measure improvement in the quality and stability of the workforce of direct care workers assisting aging and disabled adults. The NCI State of the Workforce is required to be conducted in Colorado by statute through House Bill 18-1407. The Department requires reliable data on turnover, wages, benefits, and retention strategies to evaluate and develop policies and programs to support the direct care workforce.

Survey Process

In September 2023, Direct Care Workforce Agencies who provide services to the targeted population can expect to receive a link via email to complete the survey online. Each Direct Care Workforce Agency will fill out one survey about their employed direct care workers. Data collection is set to close on Thursday, Nov. 30, 2023. The survey's findings will be shared later in the year, or in early 2024. For more information, please visit [HCPFS NCI Survey webpage](#).

Survey Incentives

As a thank-you, agencies that participate in the survey will receive "Lunch on Us." HCPF will send an electronic gift card for \$100 to participating Direct Care Workforce Agencies to purchase lunch for administrative staff that assisted in completing the survey. To receive the incentive, agencies must be eligible to complete the survey and the survey must be completed by the data collection due date.

HCPF thanks agencies for assisting the us with completing this mission-critical work that will help evaluate the stability of staff and services provided to our members.

Definition(s):

None

Attachment(s):

None

HCPF Contact:

Rachel Newton

Rachel.Newton@state.co.us