



INFORMATIONAL MEMO

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TITLE: NATIONAL CORE INDICATORS – STAFF STABILITY SURVEY

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**DIVISION AND OFFICE: COST CONTROL AND QUALITY IMPROVEMENT
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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. This memo provides an overview of why the Department is conducting the survey and who is targeted by the Survey. The intended audience for this memo includes Intellectual and Developmental Disability Services Providers, Program Approved Service Agencies, and Community Centered Boards.

Information:

The Department will be conducting the National Core Indicators (NCI) Staff Stability Survey for Program Approved Service Agencies (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 intellectual and developmental disabilities (IDD). In order to evaluate and develop policies/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 required a 6.5 percent increase in rates to be passed-through to direct service providers of certain services in three waivers targeted to individuals 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.

Within one week, PASAs who provide services affected by the wage pass-through can expect 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, 2019. 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 nationalcoreindicators.org/resources/staff-stability-survey.

Attachment(s):

None

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