

Tennessee LTSS Workforce Quality Improvement 2022 Survey Results





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A stethoscope is positioned over a stylized pink heart. The background is a light orange gradient. A dark blue arrow points from the heart area towards the main text box.

Survey Results

Quality Survey Results

The Institute on Community Integration (ICI) at the University of Minnesota worked in collaboration with Wellpoint, UnitedHealthcare, and BlueCare TN, and TennCare to develop and administer the Quality Improvement in Long Term Services and Supports Workforce Initiative 2022 Survey, analyze the data, and report the results.

Results:

<https://publications.ici.umn.edu/tenncare/year-five-report/main>



Annual Survey



Employment and Community
First CHOICES Workforce
QuILTSS Initiative Survey 2018

YEAR ONE REPORT | October 2019



Research Training Center
Institute on Community Integration
University of Minnesota



12-month calendar year:

2018 (47 organizations)

2019 (75 organizations)

2020 (63 organizations)

2021 (131 organizations)*

2022 (154 organizations)

*Prior to 2022, the sample was made up of organizations primarily providing supports to the ECF CHOICES population. In 2022, Organizations providing CHOICES were added to the sample.

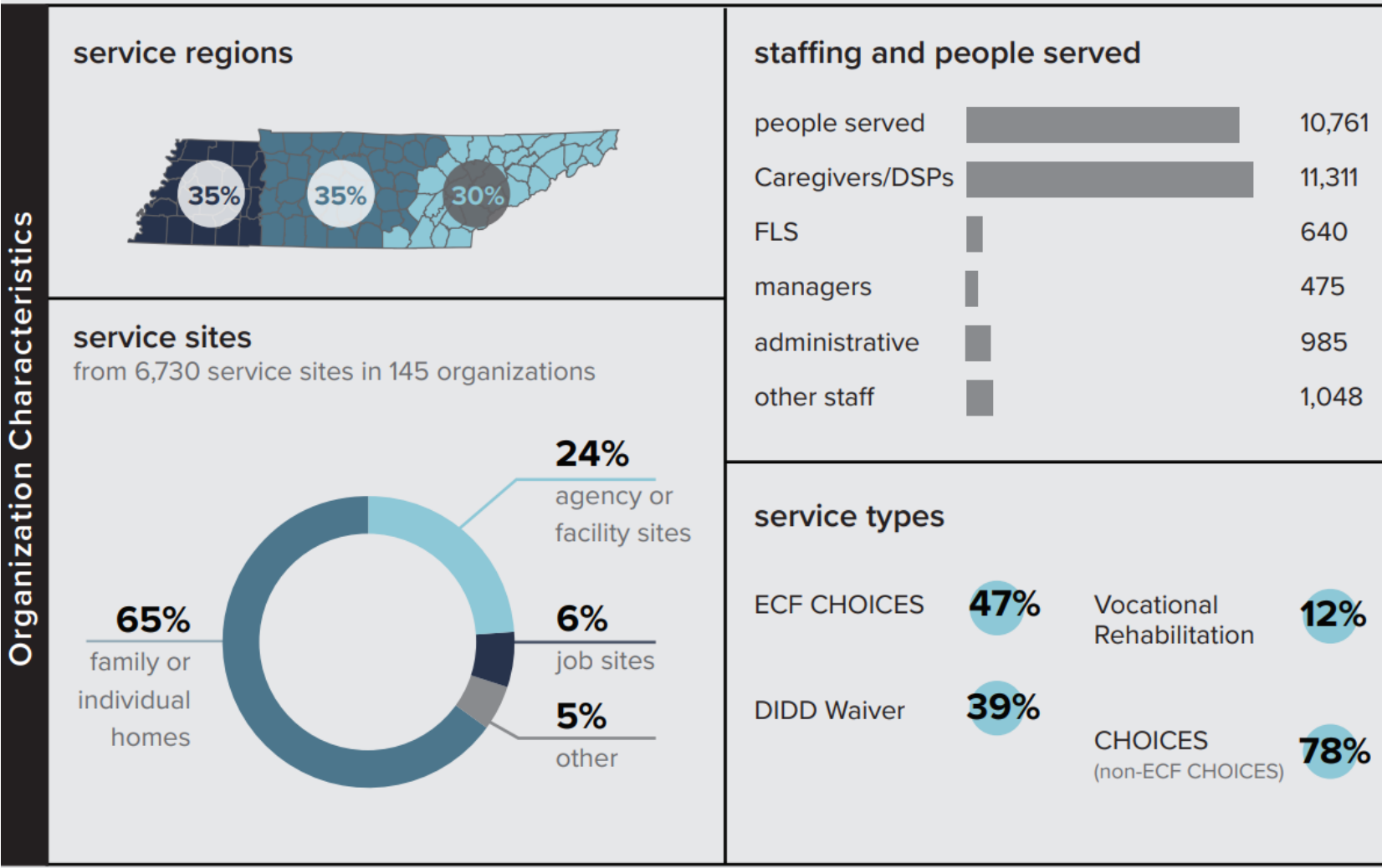
Caregivers / Direct Support Professionals (DSPs)

- 50%+ hours spent in direct support tasks (e.g., personal care, home care, community integration, family model provider)

Frontline Supervisor (FLS)

- Primary responsibility (50% + of their role) is supervision of Caregivers/DSPs

Organization Characteristics: Tennessee 2022



Caregivers / Direct Support Professionals

Employment



Caregivers/DSPs: Tennessee 2022

on-call/
temp
3%

part-time
43%

full-time
54%



of Caregivers/DSPs worked across service types

service types: ECF Choices, DIDD Waiver, Vocational Rehabilitation, and CHOICES (non-ECF Choices)

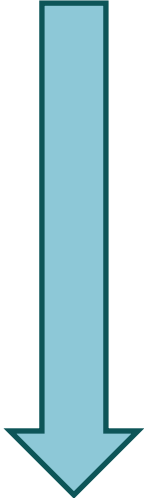
Caregiver/DSP Vacancies in Tennessee 2022

Vacancy

overall vacancy of **17%**
in 134 organizations



Down from 2021



Caregiver/DSP Vacancies in Tennessee 2021

Vacancy
overall vacancy of **21%**
in 108 organizations



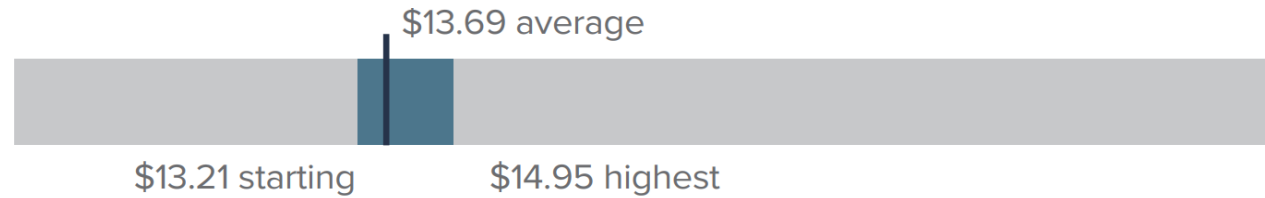
Caregiver/DSP Turnover in Tennessee 2022

- Annual turnover for full-time Caregivers/DSPs in calendar year 2022 was 46%.
- 2022 National average for at home care providers was 65% and Nursing Facilities 94%¹ ¹The Real Cost of Turnover in Healthcare (oracle.com)



Caregiver/DSP Wages in Tennessee 2022

Timeline of WF Survey Data Collection and Legislative Increases



2021

- June 2022 – begin collecting data for Jan – Dec 2021
 - July 1, 2021 – \$12.50 wage

2022

- June 2023 – begin collecting data for Jan – Dec 2022
 - July 1, 2022 – \$13.75 wage

(Future) 2023

- June 2024 – begin collecting data for Jan – Dec 2023
 - July 1, 2023 – \$15.00 wage AVERAGE

Caregiver/DSP Wages Over Time



Caregiver/DSP Benefits & Overtime in Tennessee 2022

Caregiver/DSP Benefits

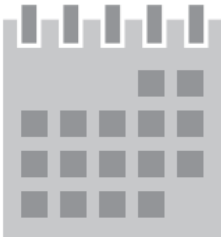


27%
are enrolled in
health care plans

- paid time off **40%**
- sick leave **11%**
- paid vacation **18%**
- health insurance **55%**

Overtime

in 129 organizations



2,399,338
hours over 2022

\$17,100,135
cost over 2022



Frontline Supervisors

Employment



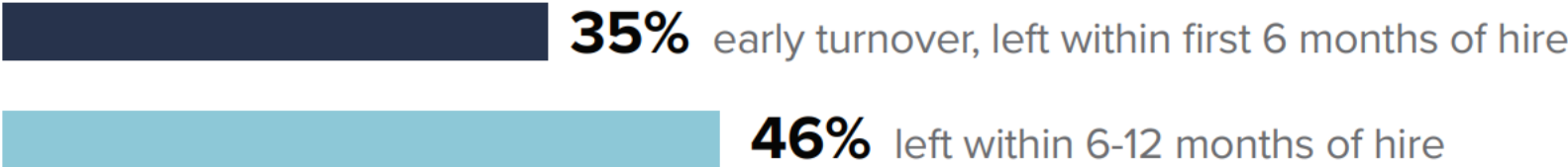
FLS Turnover & Vacancies in Tennessee 2022

Turnover

overall turnover of **30%**
in 96 organizations



Of those who left:

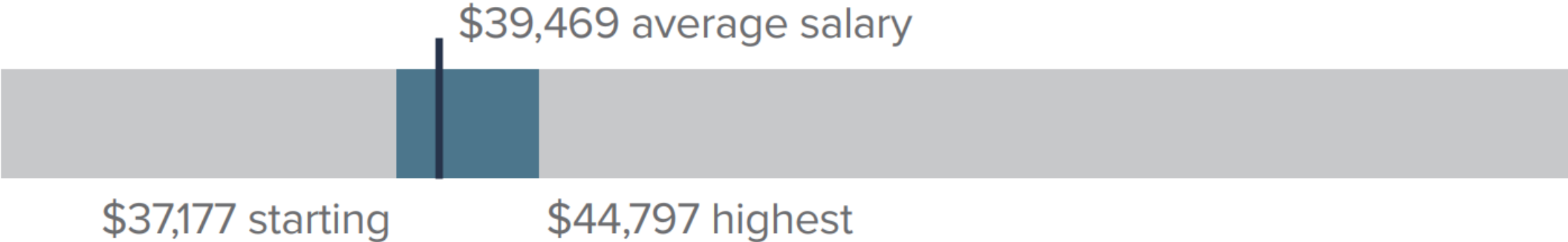


Vacancy

overall **22%**
in 99 organizations



FLS Wages in Tennessee 2022



FLS Wages Over Time



Survey Impact



Survey and Data Collection



- Data unique to Tennessee
- Used to inform ongoing discussions and decisions about wages
- Evaluate results to refine survey
 - New survey 2/3rds shorter
- Making sure providers voices are heard

Ongoing Support for Provider Organizations in Workforce Development



- Provider Workforce Development Quarterly Training
- Increased provider events
- DSP TN Website

Competency Based Training and Wage Incentives



- DSP/Paid Caregiver Career Pathways
- NADSP E-Badge Academy - \$51,000 incentive payouts Q1
- Intuitional partnerships
- Engage stakeholders to gather feedback from these efforts
- Provider focus groups and stakeholder activities

Provide Targeted Support to Implement Statewide Tools to Recruit & Select

Provide support to organizations to:

- Pipeline expansion and connecting to new pools of talent
- Relationship development opportunities
- Increased events, consultations, and provider engagement



Looking for a career with meaning?

Gain valuable experience and learn new skills by working with people with disabilities.
Become a direct support professional.

TN Division of TennCare

TNCO
TENNESSEE COMMUNITY ORGANIZATIONS



Questions?

The reports and state/regional profiles are available at tenncare.ici.umn.edu

Questions, suggestions, comments? Contact us at LTSS.WorkforceDevelopment@tn.gov



Division of
TennCare

LTSS



Thank you!

Learn more: tenncare.ici.umn.edu