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In reply, please refer to:  
File:

Medicaid I/DD Waiver  
Memo No.: FY2023-02  
Date: September 30, 2022

**TO:** Medicaid I/DD Waiver Providers

**FROM:** Mary Brogan, Administrator  
Developmental Disabilities Division

**SUBJECT:** National Core Indicators State of the Workforce Survey (formerly called Staff Stability Survey)

Hawaii has been participating in the National Core Indicators (NCI) since 2012. The purpose of the NCI is to support participating states to gather a standard set of performance and outcome measures that can be used to track their own performance over time, to compare results across states, and to establish national benchmarks. As providers, you may be familiar with the survey as DDD typically conducts the in-person survey with the participants we serve.

As part of the NCI, DDD is collecting information on the State of the Workforce Survey (formerly called Staff Stability Survey). Research has demonstrated that stability of the workforce has direct impact on the lives of people supported. By participating in this survey through NCI, we can learn about the issues here in Hawaii that providers face in recruiting and retaining a highly skilled workforce. Your participation will allow our system to collect, analyze and use the workforce data to assess the impact of federal and state policy changes.

All I/DD Waiver Providers with direct support workers are required to participate in the survey per the Waiver Standards Version A (effective April 1, 2022) section 3.2.C. The survey is not used for independent contractor arrangements because the caregivers are not employed by the agency. Providers that do not employ any direct support workers are excluded from the survey, i.e., providers that only provide Training and Consultation, Vehicle Modifications, Assistive Technology and Specialized Medical Equipment and Supplies.

We are requesting your assistance to provide 2022 data for the survey which will be open from January 2023 to June 2023. The survey focuses on all employees who

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provide Medicaid Waiver services and supports to an adult with I/DD (age 18 years or older). The surveys are typically completed by the Payroll or Human Resources staff at each agency and will only require about an hour per month.

If you would like to read about the Staff Stability Survey results from 2020, please visit: [2020StaffStabilitySurveyReport\\_FINAL.pdf \(ncilegacy.com\)](https://ncilegacy.com/2020StaffStabilitySurveyReport_FINAL.pdf)

In preparation, we ask that your agency provide the name and email address of the staff person at your agency who will be the contact person to provide information and to complete the survey. Please submit your information to the Community Resources Branch at [doh.dddcrb@doh.hawaii.gov](mailto:doh.dddcrb@doh.hawaii.gov) by November 18, 2022.

If there are any questions, please feel free to call Carol Batangan-Rivera of the Outcomes and Compliance Branch, Outcomes Section, at (808) 453-6157.

c: Jon Fujii, DHS-MQD  
DDD Management Team