



TEXAS HEALTH AND HUMAN SERVICES COMMISSION

CHRIS TRAYLOR
EXECUTIVE COMMISSIONER

April 26, 2016

To: Community Living Assistance and Support Services (CLASS) Direct Service Agencies (DSAs)
Home and Community-based Services (HCS) providers
Primary Home Care (PHC) providers
Texas Home Living (TxHmL) providers

Subject: Information Letter No. 16-17 (Replaces Information Letter No. 16-14)
Attendant Recruitment and Retention Survey - ACTION DUE April 30, 2016

Dear Contracted Provider:

The 2016-2017 General Appropriations Act, H.B. 1, 84th Legislature, Regular Session, 2015 (Article II, HHSC Rider 89) states:

Recruitment and Retention Strategies. Out of funds appropriated above, the Health and Human Services Commission shall develop recruitment and retention strategies for community attendants to address the projected shortage of attendants.

As part of its compliance with Rider 89, the Health and Human Services Commission (HHSC) will be gathering attendant data from the 2015 Medicaid Cost Reports and an on-line survey. HHSC will use this data to help develop strategies that may address a potential attendant shortage.

Providers of services in the above-referenced programs who are required to complete a 2015 Medicaid Cost Report are also required to complete the online survey. Both the 2015 Medicaid Cost Reports and the online survey are due April 30, 2016. HHSC may place providers who fail to complete the 2015 Medicaid Cost Report and / or the online survey by the due date on vendor hold.

Data to be compiled from 2015 Cost Reports

HHSC will gather the following data related to attendants from the 2015 Cost Reports that are submitted by the above-referenced providers:

- Average hourly attendant wage;
- Whether employee benefits are offered to attendants; and
- Amount of attendant turnover for the following attendant types:
 - Community Based Alternatives (CBA) Personal Assistance Services (PAS) (although CBA was carved into managed care on 8/31/14, some providers will be reporting CBA data on their 2015 Cost Report due to their fiscal year);
 - CLASS Habilitation;
 - CLASS Community First Choice (CFC);
 - HCS Supported Home Living (SHL);
 - PHC Priority;
 - PHC Non-Priority;
 - STAR+PLUS (PAS);
 - STAR+PLUS CFC Attendant and Habilitation; and
 - TxHmL Community Support Services (CSS).

Data to be compiled from On-Line Survey

HHSC has created an online survey to gather additional data not captured through cost report. Questions addressed by the survey include the following:

- What is the initial hourly wage you pay attendants?
- Do you offer wage increases for attendants?
 - If the response is "Yes", what is the basis for the wage increase (e.g., additional training completed, length of employment, merit, positive client feedback, other)?
- In addition to your attendant base wages, do you offer additional pay to attendants?
 - If the response is "Yes", what is the basis for the additional pay (e.g., consumer need, financial capability, geographic, higher cost-of-living, inter-geographical wage disparities, low amenity levels, managerial efficiency, remote area allowance, variation between public and private sections, varying skill requirements, work shifts, other)?
- What is the estimated time required to fill a direct care vacancy?
- What is the estimated average length of employment for your attendants?

The online survey is available on the HHSC Rate Analysis Department webpage at <http://registration.hhsc.state.tx.us/RecruitmentRetentionSurvey.aspx>. Providers are to complete one survey for each Cost Report Group (cost report) in their combined entity. The person completing the survey does NOT have to be the entity contact for nor have any specific training. Note that the person who completes the survey will certify the information in the survey is correct and complete.

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An online survey should only include data for an individual Cost Report Group; do NOT combine survey data from multiple Cost Report Groups into a single survey. Separating the data by Cost Report Group will ensure the data reported in each survey aligns with the data in the 2015 Medicaid Cost Report. This will allow for a more accurate analysis of the data.

Please contact the persons listed below if you have any questions on the survey:

For Questions On:	Contact	E-Mail	Telephone
CLASS, PHC Survey Data	Sascha Duban	Sascha.duban@hhsc.state.tx.us	(512) 707-6077
	Daylon Hyder	Daylon.hyder@hhsc.state.tx.us	(512) 707-7454
HCS Survey Data	Elena Hudson	Elena.hudson@hhsc.state.tx.us	(512) 730-7463
Technical Issues with the survey	Rate Analysis Help Desk	costinformation@hhsc.state.tx.us	(512) 490-3193

Sincerely,

[signature on file]

Pam McDonald,
Director, HHSC Rate Analysis