



Eric Holcomb, Governor
State of Indiana

Indiana Family and Social Services Administration

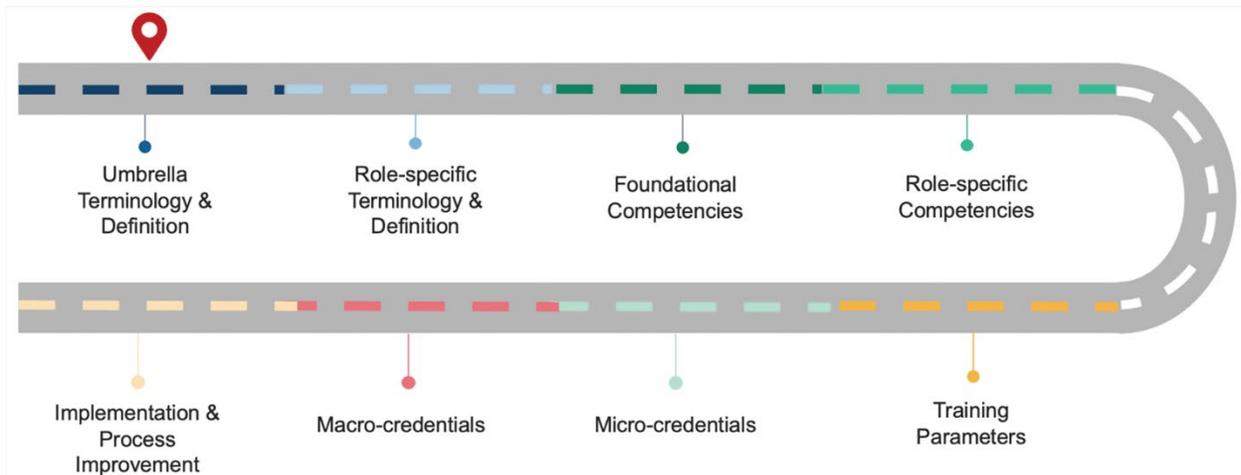
EXECUTIVE OFFICE
402 W. WASHINGTON ST., P.O. BOX 7083
INDIANAPOLIS, IN 46207-7083

Training Action Group: Umbrella Terminology and Definitions

Vision statement

To meet Hoosiers' home and community-based services needs, Indiana's direct service workforce will be proficient in core competencies with options to pursue professional development opportunities including specialized on-the-job training and academic study. Direct service workers' training credentials will be portable across HCBS settings and employment arrangements to ensure high quality and reliable supports and services as well as administrative efficiency.

Roadmap to meet the vision



1.

Objective

Workstream objective: To develop standardized terminology and concise definitions for all unlicensed direct service worker roles across HCBS settings



Background

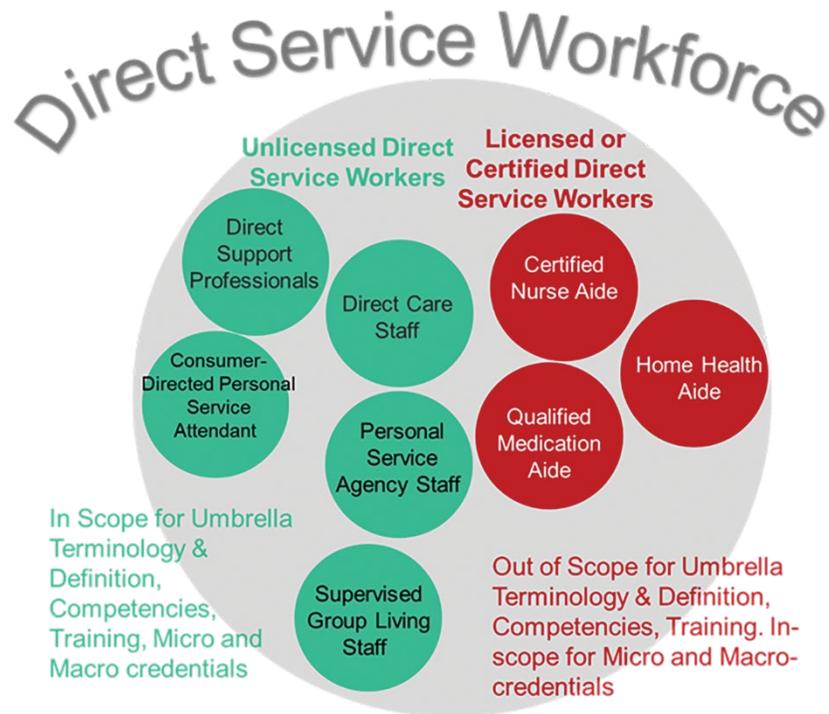
Unlicensed direct service workers are an essential component of the long-term services and supports workforce that provide a wide array of personal care services and supports to older adults and persons with disabilities. Yet, unlike other healthcare professions that are well defined, such as nursing, the unlicensed direct service workforce in Indiana is more of a patchwork of titles and regulations without a clear definition of who is and is not included. Establishing a standard definition is a foundational activity for targeted initiatives such as the development of standardized core competencies training or creating a pathway for advancement. A seminal goal of this action group is to choose an umbrella title and establish a concise definition that includes direct service roles across HCBS settings. Such terminology will serve to organize conversations and subsequent initiatives that target this essential workforce.

Indiana’s Current State

Indiana does not define unlicensed DSWs. Instead, the unlicensed direct service workforce falls under the purview of various state entities, with each having differing reference language within state regulations. Direct support professionals, under the Indiana family and social services administration’s division of disability and rehabilitative services are treated as a separate workforce from direct care staff under the division of aging or personal care attendants under the Indiana department of health. In addition to terms used within state regulations or guidance, many titles are used by stakeholders to refer to this workforce, including personal care aide, homemaker, and attendant care, among many others. Implementation of the Indiana direct service workforce plan will require alignment beginning with a standardized title and an “umbrella” definition for the workers that provide HCBS (outside of roles that may already be formalized and defined, such as home health aides and certified nurse aides). In Indiana, these workers are generally divided into two roles, the workers that serve persons with intellectual and developmental disabilities (commonly referred to as direct support professionals) and workers that primarily serve older adults and those with disabling chronic conditions who need assistance activities of daily living or instrumental ADLs. Establishing titles and definitions for these specific roles will also be important as Indiana develops standardized core competencies and training and career development pathways.

Scope

The term “direct service workforce” can include both licensed and unlicensed individuals providing HCBS, however licensed CNAs and HHAs already have a standardized title and established definition so they are not within the scope for establishment of an umbrella title and definition. Instead, we are focusing on only unlicensed workers providing services, reimbursable under Medicaid and Medicaid waivers, to older adults and to persons with intellectual and developmental disabilities, including paid family caregivers and those employed by self-directed consumers. The following figure outlines which DSW roles are considered within scope and which are outside of scope for this activity.



Other State or Federal Approaches

A review of other states' terminology and definitions demonstrates significant variation in the level of detail included, from the simple and generalized to the complex and specific. The "Umbrella title and definitions" table below includes color-coded findings from other states or proposed federal legislation. Language for these definitions has been incorporated into state statute and rules, policy documents, Medicaid and training materials, or state government websites. Definitions may include the type of **services provided**, the **settings** (such as home or residential facilities) and the **population served** (such as older adults or individuals with intellectual and developmental disabilities). Definitions may also **explicitly include or exclude other roles** and note if the worker is **compensated** for their service (such as excluding unpaid volunteers, family caregivers or other roles).

Parameters included in definitions

States' definitions of direct service workforce roles range from broad to more specific or complex. For example, as listed in the table below, Minnesota broadly defines a DSW as, "a person who provides services to help a person with day-to-day activities in their home and community to help maximize his/her independence." This type of general definition avoids inadvertently excluding a subset of the direct service workforce. More complex definitions clearly delineate the definitional boundaries along the following five parameters of the workforce:

- **Services:** Each of the 11 state examples in the table below includes some language detailing services provided by the direct service workforce, from the simple such as "provide supportive services and care," to the detailed, "assistance for ADLS includes bathing, toileting, transfer and ambulation, skin care, grooming, dressing...".
- **Settings:** Inclusion of setting type in Indiana's definition may be important if the scope of the definition will include or exclude traditional HCBS settings such as private residences, group

homes, place of employment and adult day centers and assisted living facilities. About half of the examples from other states include settings.

- **Population Served:** Inclusion of the target population(s) in Indiana’s definition may be important if the scope of the definition will include or exclude older adults, persons with physical disabilities, and persons with intellectual or developmental disabilities. Half of the example definitions explicitly mention population served.
- **Inclusion/Exclusion of Specific Roles:** Some states chose to define which DSW roles were excluded (e.g., nurses) or included (e.g., respite care providers), as can be found in the Washington example below.
- **Compensation:** Five states indicated that their definition applies only to paid caregivers. This distinction may clear up confusion around unpaid volunteers and family caregivers who may be out of scope for many regulations and standardized training.

Umbrella Title and Definitions from Other States

Table color key: *Services; **Settings; #Populations; †Exclusion/inclusion; ‡Compensation

Table 1: Titles and Definition from Other States

Source	Title	Definition	Type
Alabama	Personal care attendant	Assists with any activity of daily living or instrumental activity of daily living . Assistance for ADLS includes bathing, toileting, transfer and ambulation, skin care, grooming, dressing, extension of therapies and exercise, routine care of adaptive equipment primarily involving cleaning as needed, meal preparation, assistance with eating, and incidental household cleaning and laundry . IADLS include assistance with shopping, budgeting, using public transportation, social interaction, recreation, and leisure activities . Assistance with IADLS includes accompaniment, coaching and minor problem-solving* necessary to achieve the objectives of increased independence, productivity and inclusion in the community** . Can also include supporting a person at an integrated worksite* where the individual is paid a competitive wage.	Alabama's Medicaid manual
Arizona	Direct care worker	Provides assistance or support with daily activities* . This can include bathing and grooming, housekeeping, help with meals, and encouragement of behaviors* that enhance community involvement.	Arizona's Training materials
Iowa	Direct care professional	Individuals who provide supportive services and care* to people who are aging or experiencing illnesses or disabilities# and who receive compensation for such services‡ . This definition excludes nurses, case managers and social workers† .	Iowa Policy document
Michigan	Direct care worker	General term referring to individuals who: <ul style="list-style-type: none"> • Provide essential skilled LTSS to older persons and those living with disabilities# • In all LTSS settings, including private homes or residential facilities** 	Michigan Policy document

Source	Title	Definition	Type
		<ul style="list-style-type: none"> Includes, but not limited to, certified nursing assistants, home health aides, hospice aides, personal care assistants, home care workers, direct support professionals, job coaches and self-directed home care workers† Share core assignments that generally include assisting with hands-on personal care, activities of daily living, instrumental activities of daily living, vocational assistance* and other tasks that contribute to an individual’s highest level of independence and quality of life 	
Maine I	Unlicensed assistive person	An unlicensed individual who by virtue of employment‡ has direct access to and provides direct care or direct contact assistance with activities of daily living or other services* to individuals in homes, assisted living programs, residential care facilities, hospitals and other health care and direct access services settings** . “Unlicensed assistive person” includes, but is not limited to, a direct support professional, residential care specialist, personal support specialist, mental health support specialist, mental health rehabilitation technician, behavior specialist, other qualified mental health professional, certified residential medication aide and registered medical assistant and other direct access workers or direct care workers† as described in rules adopted by the department. “Unlicensed assistive person” does not include a certified nursing assistant employed in the capacity of a certified nursing assistant† .	Maine's State statute and code - example 1
Maine II	Direct care worker	An individual who by virtue of employment‡ generally provides to individuals direct contact assistance with personal care or activities of daily living* or has direct access to provide care and services to clients, patients or residents# regardless of setting** . “Direct care worker” does not include a certified nursing assistant employed in that person’s capacity as a certified nursing assistant† .	Maine's state statute and code - example 2
Minnesota	Personal care assistant	A person who provides services to help a person with day-to-day activities* in their home and community** to help maximize his/her independence.	Minnesota policy document
Pennsylvania	Direct care worker/personal assistance worker	Paid‡ frontline workers who provide hands-on care, services and support* to the elderly and individuals with disabilities# across the long-term services and supports continuum from home and community-based settings to skilled nursing facilities**	Policy document
Virginia	Direct care staff	Having the primary role of assisting an individual on a day-to-day basis with routine personal care needs, social support and physical assistance in a wide range of daily living activities* so that the individual can lead a self-directed life in his own community. This term shall exclude consumer-directed staff† .	Virginia's statute and rules

Source	Title	Definition	Type
Washington	Long term care worker	All persons who provide paid‡ , personal care services for the elderly or persons with disabilities# , including, but not limited to, the following: Individual providers paid to provide† in-home care services* to DSHS clients; direct care workers employed by home care agencies; providers of home care services† to persons with developmental disabilities# ; all direct care workers† in state-licensed assisted living facilities, adult family homes, as well as respite care providers and community residential service providers** ; any other direct care staff† who provide home or community-based services* to the elderly or persons with functional disabilities or developmental disabilities#	Washington Policy document
Wisconsin	Certified direct care professional	Provides personal care support activities of daily living such as bathing, dressing, grooming, eating, mobility, toileting, transferring and range of motion exercises* . Supportive home care, such as supervision and monitoring, general household tasks varying from laundry and vacuuming to yard work* and other assistance in a participant’s home and community** , such as errands or accompanying the participant on outings*	Wisconsin state website
U.S. Senate Bill S-2344	Direct care professional	An individual who, in exchange for compensation‡ , provides services to a person with a disability or an older individual# that promotes the independence of such person or individual, including— (I) Services that enhance the independence and community inclusion for such person or individual, including traveling with such person or individual or attending and assisting such person or individual while visiting friends and family, shopping or socializing* ; (II) Services such as coaching and supporting such person or individual in communicating needs, achieving self-expression, pursuing personal goals, living independently, and participating actively in employment or voluntary roles in the community* ; (III) Services such as providing assistance with activities of daily living (such as feeding, bathing, toileting and ambulation)* ; (IV) Services that support such person or individual at home, work, school, or in any other community setting** ; or and with tasks such as meal preparation, shopping, light housekeeping and laundry* ; (V) Services that promote health and wellness* , including scheduling and taking such person or individual to health care appointments, communicating with health and allied health professionals administering medications, implementing health and behavioral health interventions and treatment plans, monitoring and recording health status and progress*	Federal bill

Considerations: For Action Group Discussion

Given the variation in unlicensed DSW titles and definition adopted by other states, an initial, efficient next step may be for this action group to review initial, working language for both title and definition. The following have been prepared for action group review:

Initial title for consideration: Home and community-based services professional (HCBS professional)

Initial definition for consideration: A paid caregiver who provides person-centered HCBS to an older adult or to a person with a physical, intellectual, or developmental disability across a range of qualified settings. Services and supports provided by an HCBS professional may include but are not limited to: Assistance with activities of daily living, assistance with Instrumental Activities of Daily Living, accompaniment and queueing/coaching to achieve the individual's identified goal for maximum, optimal independence, productivity and community integration. This term shall exclude home health aides, certified nurse aides and qualified medication aides.

When reviewing the title and definition above and considering final language, the following questions are proposed for consideration:

- **Accuracy:** Does the title and definition accurately represent the unlicensed direct service workforce?
- **Concise:** Is the umbrella workforce definition sufficiently narrow that it only applies to the targeted sector of the long-term services and supports workforce? What additional parameters, if any, should be included in a definition?
- **Comprehensive:** Are the title and definition applicable to all facets of the LTSS workforce? If this language were to be implemented, are there any unlicensed direct service workers that would be unintentionally excluded?
- **Applicable:** Is the umbrella definition sufficient to move forward with the goals of standardized training development and career pathways buildout (micro- and macro-credentials)?

Final Title:

Final Definition:

Glossary of Terms

Activities of daily living: basic self-care tasks such as feeding, dressing, toileting and ambulation

Instrumental activities of daily living: more complex skills needed to live independently such as shopping, transportation, meal prep and housekeeping.

Home and community-based services: Services that allow individuals to remain in their home and community as an alternative to residing in an institutional facility. Home and community-based settings generally include an individual residence, supervised group living facility or group home, adult day centers, place of employment, assisted living facility.

Long term services and supports: Refers to care services provided in long term institutional settings, such as nursing homes, along with home and community settings.