

June 16, 2014

DAL: *DCHBS 14 – 08*
Subject: *Direct Service Worker Validation Survey*

Dear Administrator:

I am writing to ask for your assistance in recruiting participants for an online survey designed to understand the skills direct service workers in the community (including Home Health Aides and Personal Care Aides) need to do their jobs well.

Based on their research, the National Direct Service Workforce Resource Center (the Center), funded by the Centers for Medicaid and Medicare Services (CMS) has identified core skills (referred to as Core Competencies) for the direct service workforce. The Center is now conducting a survey to determine if these skills are important to the work that direct service workers do in various community settings (including providing home care services to individuals).

The survey is designed to capture feedback and input from workers who provide home and community based supports and people who receive this support, including older adults, people with physical disabilities, people with intellectual and developmental disabilities, people who have mental health and substance use support needs.

Please refer to the information below.

What do I need to do to assist with this project?

We are requesting that you identify a total of two (2) agency personnel to complete the online survey as follows: one (1) Home Health Aide (HHA) or Personal Care Aide (PCA); and one (1) front line supervisor OR program director OR agency administrator.

Ideally, the HHA/PCA recruited to complete the survey should have some experience caring for individuals whose primary need for home care is a **physical disability**. Also, the supervisor/director/administrator recruited should have some experience overseeing HHAs/PCAs who care for persons whose primary need for home care is a **physical disability**.

How do my staff access the survey?

The survey is available at the following link: <https://www.research.net/s/PhysDisSurvey>

When can the survey be completed?

The survey will be available on the internet from June 16 to July 21, 2014.

How long does the survey take to complete?

The survey takes about 30 minutes to complete.

LHCSA

Please refer any questions about the survey to the National Direct Service Workforce Resource Center to their toll-free hotline (1-877-822-2647) or by email: info@dswresourcecenter.org

Thank you for your assistance with this important initiative.

Sincerely,

A handwritten signature in cursive script that reads "Rebecca Fuller Gray".

Rebecca Fuller Gray, Director
Division of Home & Community Based Services
Office of Primary Care and
Health Systems Management