

RESOURCE

To: Governors’ Offices
 Re: Common Direct Care Workforce Stakeholders
 From: National Governors Association
 Date: April 2022

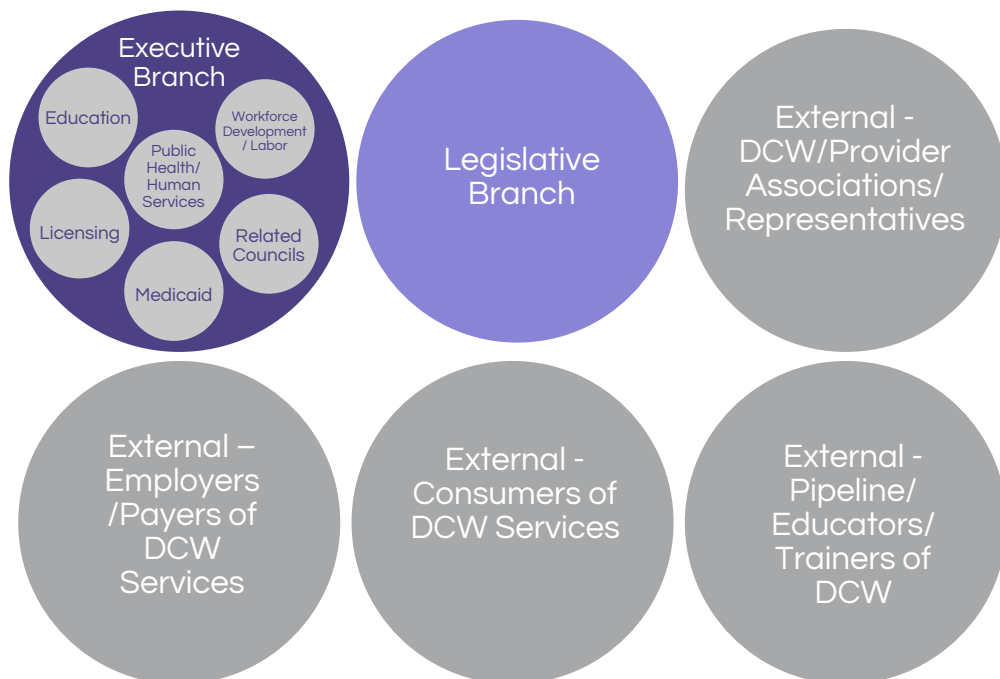
Purpose

The first consideration in the Issue Brief [State Strategies for Sector Growth and Retention of the Direct Care Workforce](#) is “Work across state agencies and with employers and academic institutions, such as community colleges, to identify priorities and coordinate in the development of pipeline and workforce development programs.”

As states take an organized approach to direct care workforce (DCW) planning, a helpful early step is generating a list of the various stakeholder perspectives. The following template can be used to identify and organize stakeholders by the role they serve in direct care workforce conversations. Such an inventory could support coordination of related initiatives, whether informal or formalized.

Common Direct Care Workforce Stakeholder Perspectives by Role

*Note: The list of stakeholder perspectives below was developed after reviewing membership from [state direct care workforce workgroups](#). These perspectives are presented for consideration and should not be considered exhaustive.



State Government - Executive Branch

Perspective	Common Role in DCW Conversations
Licensure boards or other entities that regulate or have jurisdiction over direct care workers	<ul style="list-style-type: none"> ● Occupational regulation ● Maintaining registry
Workforce development or labor agencies and any relevant boards or committees	<ul style="list-style-type: none"> ● Workforce development programming ● Direct care occupational explorer tools ● Career support services ● Reporting supply/demand findings from employers
Departments of education, higher education, career and technical education	<ul style="list-style-type: none"> ● Education/training for direct care roles ● Creating/supporting career pathways within or external to direct care roles ● Partnering with employers for work-based clinical training
Public health and human services agency	<ul style="list-style-type: none"> ● Occupational regulation ● Regulating the employing facility/agency (ex: nursing homes, home health agencies, behavioral health settings, etc.). ● Training provider
Medicaid Agencies	<ul style="list-style-type: none"> ● Reimbursement of direct care services ● Supporting enrollment of employers that hire direct care workers
State-based councils or forums	Some states have councils or forums related to the DCW overall or focused on special populations (such as disabilities or aging)

State Government - Legislative Branch

Perspective	Common Role in DCW Conversations
Health	Legislation and oversight related to a number of areas of health care, generally including direct care occupational regulation and Medicaid.
Labor	Legislation and oversight related to labor, employment, workforce, economic development, etc.
Appropriations/Budget/Ways and Means	Considers legislation involving expenditure of state and federal funds, including developing the state's budget with appropriations for state agencies, departments, and organizations. This likely includes any strategies related to direct care wage.

External - Employers/Payers of DCW Services

Perspective	Common Role in DCW Conversations
American Health Care Association/National Center for Assisted Living State Chapter	Association representing long term and post-acute care providers, including: non-profit and proprietary skilled nursing centers, assisted living communities, sub-acute centers and homes for individuals with intellectual and developmental disabilities
Leading Age	Association representing aging service providers
The ARC	Community-based advocacy organization for individuals with intellectual and developmental disabilities (these individuals may serve as consumer-employers of DCW or may receive DCW services)
Long-term Care Insurance	Payer of DCW services

Major Insurers/Managed Care	Payer of DCW services, may be responsible for DCW network adequacy measures
National MLTSS Health Plan Association	National organization that supports Medicaid managed long-term services and supports (MLTSS) and integrated care for dually eligible beneficiaries.
American Hospital Association	“National organization that represents and serves all types of hospitals, health care networks, and their patients and communities.”

External - Consumers of DCW Services

Perspective	Common Role in DCW Conversations
Area Agencies on Aging/USAgings	Supporting local Area Agencies on Aging and representing older adults and people with disabilities
Alzheimer’s Association	Represents individuals with Alzheimer’s that may receive DCW services
The ARC	Community-based advocacy organization for individuals with intellectual and developmental disabilities (these individuals may serve as consumer-employers of DCW or may receive DCW services)
AARP	Represents aging individuals
Individual Consumers	Consumers of DCW services

External - Pipeline/Educators/Trainers of DCW

Perspective	Common Role in DCW Conversations
Community Colleges	Community Colleges commonly provide education/training and/or testing services for entry into DCW roles
Area Health Education Center	AHECs may serve as pipeline support for DCWs by working with K12 students or pre-professional health care students
HOSA	State HOSA chapters may have connections with secondary, postsecondary, middle school, and adult learners interested in health care careers
Career and technical training entities	Many states have developed state-approval processes for DCW training. Approved training entities may be key stakeholders.
Higher Education Institutions	Career ladders may be developed from DCW roles to those touching the higher education sector.

External - DCW/Provider Associations/Representatives

Perspective	Common Role in DCW Conversations
Direct care workers or caregivers	Provide DCW services
Service Employees International Union (SEIU) or other unions	Union of members in healthcare and the public sector.
National Alliance for Direct Support Professionals (NASDP)	Represent the workforce providing services to individuals with intellectual or developmental disabilities
National Association for Home Care & Hospice	Organization representing home care and hospice organizations and their workforce.

Paraprofessional Healthcare Institute (PHI)	Direct care workforce research and advocacy
ADvancing States	“ADvancing States supports visionary leadership, the advancement of systems innovation and the articulation of national policies that support long-term services and supports for older adults and people with disabilities.”

*For questions about this document, please contact: ****

