

**TITLE:** Survey on Core Competencies for the Direct Service Workforce

**OMB CONTROL NUMBER:** 0938-1229

This document contains screenshots of the online survey tool as it will appear to respondents. A dark blue bar reading “Survey on Core Competencies for the Direct Service Workforce” indicates the start of a new survey screen. The first two screens had to be captured as multiple images. The variations in font size will not occur. They are only in this document to allow screens to fit as one image here.

Browser window showing the URL: <https://www.research.net/s/Competenc>. The page title is "Survey on Core Competencies for the Direct Service Workforce". The browser interface includes a menu bar (File, Edit, View, Favorites, Tools, Help) and a toolbar with "Convert" and "Select" options.

## Survey on Core Competencies for the Direct Service Workforce

# Welcome!

Welcome to this survey, which is sponsored by the Centers for Medicare and Medicaid Services. This survey will take about 30 minutes to complete.

You can either read the information below about the survey or click to watch a video that has the same information.

DSW A1

### Survey Focus

► **Types of Services Provided**

- Community living supports
- Personal care
- Home maker/ home chore
- Adult day care
- Adult day health services
- Supported employment services
- Respite
- Attendant care
- Peer support
- Residential counseling
- Addiction counseling



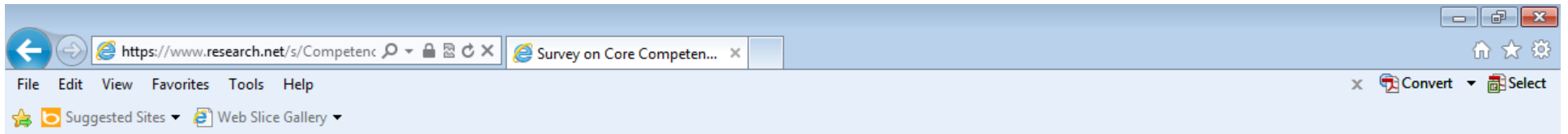
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## Purpose:

This survey asks your opinions about the skills needed by Direct Service Workers (DSWs) to provide services and support to individuals who are living at home or in other community settings. This includes older adults, people with mental health or substance use problems, intellectual and developmental disabilities, and physical disabilities.

The services and supports provided by Direct Service Workers can vary greatly depending on who is being served, what their needs are and who is providing the services. The information you provide will help to identify which skills are most commonly needed by Direct Service Workers. This survey is not about the skills of people who provide therapy services, like occupational therapy or psychotherapy. It is also not about people who work in institutions like nursing homes or schools for children.

## Definitions:



## Definitions:

Here are definitions of the words used in this survey.

Direct service workers are paid employees whose main job is to provide services and supports to individuals in their home or community. This includes full-time and part-time workers who spend at least 50% of their work hours doing direct service tasks. The type of supports and services provided by direct service workers vary widely.

Individual refers to the people who receive services and supports from a direct service worker.. Individuals who receive services and want to complete this survey must be their own guardian. **If you receive services and are not your own guardian please stop at this point.**

Family member or guardian refers to a family member, guardian, and/or conservator of a person who receives support from a direct service worker.

Frontline Supervisor or manager refers to a paid employee who hires, trains, and/or supervises direct service workers. Supervisors often spend a portion of their time also providing direct services.

Program directors or agency administrator refers to a paid employee who oversees the delivery of services to individuals.

## Risks and Benefits:

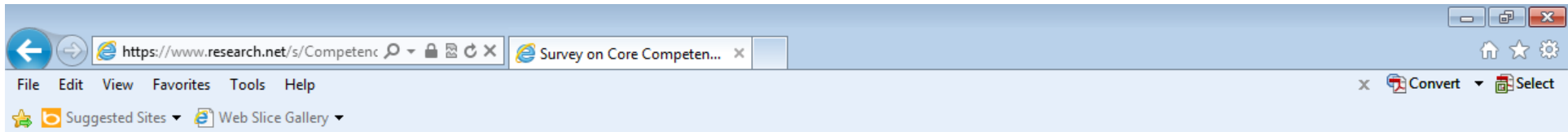
We are not aware of any risks or benefits to your participation in this study.

## Notice of Privacy/Confidentiality:

Your name will be kept private, will not be shared with others, and will not be printed in any report. Your responses are confidential and will not affect your job or the services you receive.

## Voluntary Participation:

Your participation is voluntary. You do not have to answer any questions you do not want to answer. You can stop at any time. Your decision whether or not to participate will not affect your job or the services you receive. By completing this survey you consent or agree to participate in this study.



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## **For More Information:**

If you have questions about the purpose of the survey or how to respond, please contact the Direct Service Workforce Resource Center toll-free at 1-877-822-2647, or by email: [info@dswresourccenter.org](mailto:info@dswresourccenter.org).

## **PRA Disclosure Statement:**

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0938-1229. The time required to complete this information collection is estimated to average 30 min per response, including the time to review instructions, search existing data resources, gather the data needed and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850.

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## Survey on Core Competencies for the Direct Service Workforce


### Background Questions

**Directions:** Please answer to the questions on each page and then click "Next" to go to the next page. Clicking on links in the survey will provide additional information.

Some pages of the survey (including this one) have audio options if your computer supports them. Click on the audio symbol to hear the text read aloud.


 **Which of the following best describes you?**

- Direct service worker
- Person who receives direct services and supports
- Family member or guardian of person who receives services
- Supervisor of direct service workers, program director or agency administrator


 **How long have you worked in this field or received services?**

Years

Months

 **Which service area do you currently work in? (Select the main area that you work in most of the time. Click on the link options for full descriptions)**

- [Aging and Elderly Services](#)
- [Behavioral Health Services](#)
- [Intellectual and Developmental Disabilities Services](#)
- [Physical Disabilities Services](#)

 **Which of the following services do you currently provide or receive? (Check all that apply)**

- [Aging and Elderly Services](#)
- [Behavioral Health Services](#)
- [Intellectual and Developmental Disabilities Services](#)
- [Physical Disabilities Services](#)



**Which of the following services do you currently provide or receive? (Check all that apply)**

- Community living supports
- Personal care
- Private duty nursing
- Home maker/home chore
- Adult day care
- Adult day health services
- Respite
- Supported employment services
- Peer support
- Residential counseling
- Addiction counseling

Other (please describe)



**Do you provide or receive participant- directed services? (Individual receiving services controls how their service dollars are spent)**

- Yes
- No

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## Survey on Core Competencies for the Direct Service Workforce



Below you will find statements that describe skills that Direct Service Workers might need to do their jobs well.

Please select a response that shows how much you agree or disagree that Direct Service Workers should have each of these skills.

### Core Competency Area #1 Communication



Strongly Agree

Agree

Neither Agree nor Disagree

Disagree

Strongly Disagree

I do not understand the skill statement.

A. Uses positive and respectful verbal, non-verbal and written communication that can be understood by the participant.



B. Explains services including any technical terms to the individual, and his or her family members.



C. Listens and communicates with the individual and family in a respectful and culturally appropriate manner.



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## Survey on Core Competencies for the Direct Service Workforce

### Core Competency Area #2: Providing Individualized Services

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	I do not understand the skill statement.
A. Builds collaborative, professional relationships with the individual and others on the support team.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. Helps design a service or support plan based on the choices and goals of the individual, and promotes active involvement of participant in the process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. Provides supports and services that help the individual achieve his or her goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D. Participates as an active member of individual service or support team.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E. Works in partnership with the individual to track progress toward goals and to change goals, as needed and desired by individual.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
F. Helps the individual transition between services and adapt to life changes, including moving into home and community based settings.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
G. Gathers and reviews information about an individual to provide quality services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



## Survey on Core Competencies for the Direct Service Workforce

### Core Competency Area #3: Evaluation and Observation



Strongly Agree

Agree

Neither Agree nor Disagree

Disagree

Strongly Disagree

I do not understand the skill statement.

A. Helps with the assessment process by gathering information from many sources.



B. Uses the results of assessments to discuss options with team members and to guide support work.



C. Collects information about individuals' goals and asks about his or her satisfaction with services.



D. Observes health and behavior of individual within the cultural context of individual and his or her family.










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**Survey on Core Competencies for the Direct Service Workforce**

**Core Competency Area #4: Participant Crisis Prevention and Intervention**



	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	I do not understand the skill statement.
A. Recognizes risk and works to prevent crisis situations in a way that meets the individual's need. 	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. Uses positive behavior supports to prevent crisis and promote health and safety. 	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. Uses appropriate and approved intervention approaches to resolve a crisis situation. 	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D. Seeks help from other staff or family members when needed during a crisis. 	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E. Monitors situations and communicates with the individual and his or her family and support team to reduce risk. 	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
F. Reports incidents according to rules. 	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
G. Sees own role within a conflict or crisis and changes behavior to minimize conflict. 	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Survey on Core Competencies for the Direct Service Workforce

### Core Competency Area #5: Safety



Strongly Agree

Agree

Neither Agree nor Disagree

Disagree

Strongly Disagree

I do not understand the skill statement.

A. Demonstrates ability to identify, prevent, and report situations of abuse, exploitation, and neglect according to laws and agency rules.



B. Recognizes the signs of abuse and neglect, including the improper use of restraints, and works to prevent them.



C. Maintains the safety of an individual in the case of an emergency.



D. Helps individuals to be safe and learn to be safe in the community.



E. Uses basic precautions and gives first aid as needed in an emergency.



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**Survey on Core Competencies for the Direct Service Workforce**

**Core Competency Area #6: Professionalism and Ethics**

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	I do not understand the skill statement.
A. Follows all relevant laws, regulations and is guided by ethical standards when doing work tasks.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. Supports individual in a collaborative manner and maintains professional boundaries.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. Shows professionalism by being on time, dressing appropriately for the job, and being responsible in all work tasks.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D. Seeks to reduce personal stress and increase wellness of himself or herself (the DSW).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E. Respects the individual and his or her family's right to privacy, respect, and dignity.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
F. Maintains confidentiality in all spoken and written communication, and follows in the rules in the Health Insurance Portability and Accountability Act of 1996 (HIPAA).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
G. Completes and submits documentation of services in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Survey on Core Competencies for the Direct Service Workforce

## Core Competency Area #7: Participant Empowerment and Advocacy

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	I do not understand the skill statement.
A. Helps the individual set goals, make informed choices, and follow-through on responsibilities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. Supports the individual to get needed services, support and resources.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. Supports the individual to advocate for him or herself by encouraging the individual to speak for his or her self.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D. Provides access to information about human, legal, and civil rights, and supports the individual to make informed choices about his or her life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E. Assists the individual past barriers to get needed services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
F. Tells the individual and his or her family about their rights and how they are protected.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Survey on Core Competencies for the Direct Service Workforce

## Core Competency Area #8: Supporting Health and Wellness

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	I do not understand the skill statement.
A. Supports the spiritual, emotional, and social wellbeing of the individual.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. Gives medications or assists the individual to take medication while following all laws and safety rules.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. Assists the individual to learn disease prevention and maintain good health.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D. Assists the individual to use infection control procedures and prevent illness.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E. Helps the individual make and keep regular health and dental care appointments.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
F. Helps the individual follow health care plans and use medical equipment as needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
G. Helps the individual to learn the signs of common health problems and take actions to improve health.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Survey on Core Competencies for the Direct Service Workforce

### Core Competency Area #9: Supporting Daily Community Living



Strongly Agree

Agree

Neither Agree nor Disagree

Disagree

Strongly Disagree

I do not understand the skill statement.

A. Assists the individual meet his or her physical and personal care needs (ie. toileting, bathing, grooming) and provide training when needed.








B. Provides person centered support and helps the individual to build on his or her strengths in life activities.








C. Teaches and assists the individual with household tasks such as laundry and cleaning.








D. Assists the individual to learn about meal planning and shopping, and safe food preparation.








E. Respects the role of family members in planning and providing services.

## Survey on Core Competencies for the Direct Service Workforce

### Core Competency Area #10: Community Inclusion and Service Networking



Strongly Agree      Agree      Neither Agree nor Disagree      Disagree      Strongly Disagree      I do not understand the skill statement.

A. Encourages and assists the individual to develop valued social roles based on his or her choices.



B. Gathers information about family and friends in the individual's life.



C. Supports the individual in making and keeping friends and other types of relationships.



D. Supports the individual to be included in community life and to live in the community of his or her choice.



E. Supports the individual to get help from friends, families, neighbors and others.



## Survey on Core Competencies for the Direct Service Workforce

### Core Competency Area #11: Cultural Competency



Strongly Agree

Agree

Neither Agree nor Disagree

Disagree

Strongly Disagree

I do not understand the skill statement.

A. Seeks to learn about culture of individual to provide better support and services.



B. Recognizes own biases and does not let them interfere in work relationships.



C. Respects the cultural needs and preferences of each individual.



D. Assists the person to find social, learning and recreational opportunities valued in his or her culture.



E. Provides or accesses services that fit with the individuals' culture or preferences.



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## Survey on Core Competencies for the Direct Service Workforce

### Core Competency Area #12: Education, Training and Self-Development



Strongly Agree

Agree

Neither Agree nor Disagree

Disagree

Strongly Disagree

I do not understand the skill statement.

A. Completes training and continues to develop skills and seek certification.



B. Seeks feedback from many sources and uses it to improve work performance and skills.



C. Learns and stays current with technology used for documentation, communication and other work activities.

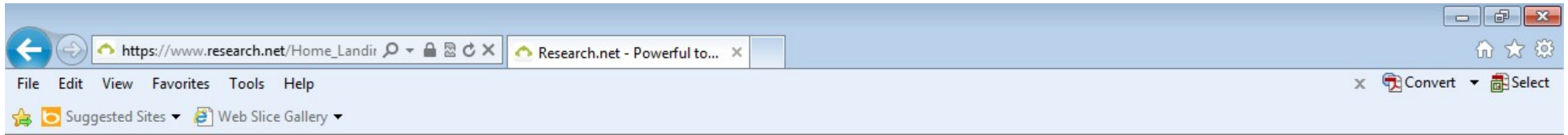


**Thank You for Completing this Survey!**

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Done

After respondents click “Done” they will see the following screen associated with the online survey program we are using (SurveyMonkey).



**Thank you for taking the survey.**

**Now you can create your own custom survey.**

- ✓ Complete brand control
- ✓ Your own research.net URL
- ✓ #1 online survey tool
- ✓ Over 8+ million customers
- ✓ Trusted by 100% of Fortune 100 companies.

[Learn more ▶](#)

