



# policy break

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## **GAO Workforce Development Report for LTSS Recipients**

The difficulty of recruiting and retaining direct care workers poses a serious problem to both the current and sizeable forthcoming long-term support services (LTSS) recipients. Due to the increasing concern about these issues, the Government Accountability Office (GAO) released a report on LTSS workforce development in August 2016, “Better Information Needed on Nursing Assistants, Home Health Aids, and Other Direct Care Workers.”

While the data sources of the report provide a broad picture of direct care workers who provide LTSS, the GAO determined that data has severe limitations and gaps that affect the report’s usefulness. These limitations include: (1) combining home health aides psychiatric aides, and nursing assistants into one occupational grouping, (2) not identifying independent providers from other direct care workers, (3) excluding direct care workers who provided LTSS part-time, (4) including individuals who identified as direct care workers who have not been employed in the last 12 months, (5) using self-reported data (excluding those who may not identify as a direct care worker), and (6) excluding individuals employed by private households by using “employer-based” data.