Workforce Development

Recruitment and Retention in an Amazon World

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Introductions

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We believe that caring, committed relationships between direct care workers and their clients are at the heart of quality care, and our work serves to strengthen those relationships.
Our Strategy

Learn what works – and what doesn’t.

Share lessons and implement best practices through hands-on coaching, training and consulting.

Support employers, policymakers and advocates to craft evidence-based policies and practices.
Who do we mean by “the workforce”?

**Personal care aides:** Support with activities of daily living (ADLs) plus assistance with household tasks, appointments, social and community engagement
(includes: direct support professionals, independent providers)

**Home health aides:** ADL support plus certain clinical tasks under supervision, e.g. blood pressure readings, range-of-motion exercises
(also: nursing assistants in home and community-based settings)
Home care job growth: 2016 to 2026

- Home Care: 1,033,000
- Food Preparation and Fast Food: 579,900
- Registered Nurses: 438,100
- Software Developers: 255,400
- Janitors and Cleaners: 236,500

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From 2016 to 2026, there will be 4.2 million home care job openings.
Four Trends Driving Demand

- More older people
- Preference for HCBS
- Increased longevity
- Changing caregiver supply
Projected population growth by age group: 2015 to 2050

Median hourly wages, inflation-adjusted (2008 to 2018)


<table>
<thead>
<tr>
<th>Category</th>
<th>2008</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal Care Aides</td>
<td>$10.33</td>
<td>$11.40</td>
</tr>
<tr>
<td>Home Aides and Nursing Assistants</td>
<td>$11.34</td>
<td>$11.77</td>
</tr>
<tr>
<td>All Home Care Workers</td>
<td>$10.83</td>
<td>$11.52</td>
</tr>
</tbody>
</table>
Low wages, high poverty

- 38% of home care workers work part-time
- Median annual earnings: $16,200
- 48% live in low-income households
- 53% rely on public assistance

Our Mission, Vision, Values

- **Mission** – To provide care and support to people in their homes and communities
- **Vision** – To help people live the life they want
- **Values** – Respect, Integrity, Service, Excellence
Our Locations

- Founded in 1990
- 26,000 Participants
- 37,000 Support Workers
- Serving 15 states and District of Columbia
- 29 years serving participants in community-based long-term care
Provider Challenges

- Workforce shortage among DSWs serving Medicaid participants
- Traditional agency
- Co-employ ~5,000 DSWs
- Fiscal agent for ~32,000 DSWs
- Challenges more pronounced in different geographies and with different populations
Medicaid Environment

- Self-direction provides accessibility to workers who may not otherwise consider becoming a DSW
- Wage rates vary state to state
- States are challenged to raise rates in line with minimum wage increases
State Minimum Wage

2019 U.S. DEPARTMENT OF LABOR
Arizona Case Study - Employment & Pay Trend History

- **2015-2016**: Industry was paying an average of $2.00 more than minimum wage.
- Caregivers had positive growth every year the industry was paying on average $2 more.
- **2017**: 1st year where the industry did NOT keep up with the growth of minimum wage — Industry saw its first decline in almost 10 years.
Arizona Case Study—Like State Trends

- Arizona is one of the only states with similar minimum wage rates that are over the 50% ratio of MW to Medicaid rates.
- Arizona industry at a disadvantage when attracting the future workforce.
- 2020 are anticipated reimbursement rates.
More State Trends

• Compared across a larger region
• Arizona is the ONLY State receiving reimbursements above the 50% to Minimum Wage ratio
• The HCBS rates to minimum wage ratio needs to be below the 50% ratio to allow providers to remain competitive to other industries and states
ANCOR’s Mission

To advance the ability of our members to support people with intellectual & developmental disabilities to fully participate in their communities.
Fastest-Growing Occupation Includes DSPs

Direct Support Professionals (DSPs) help people with disabilities live in the community, find employment and stay healthy. While there is no federal database specific to DSPs, they are considered part of the personal care aide (PCA) and home health aide (HHA) umbrella categories. The Bureau of Labor Statistics finds these two fields will have the most job growth and fourth-most job growth respectively this decade.

<table>
<thead>
<tr>
<th>OCCUPATION</th>
<th>NUMBER OF NEW JOBS (PROJECTED), 2016-26</th>
<th>2018 MEDIAN PAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal care aides</td>
<td>777,600</td>
<td>$24,620 per year</td>
</tr>
<tr>
<td>Combined food preparation and serving workers, including fast food</td>
<td>579,900</td>
<td>$21,250 per year</td>
</tr>
<tr>
<td>Registered nurses</td>
<td>438,100</td>
<td>$31,730 per year</td>
</tr>
<tr>
<td>Home health aides</td>
<td>431,200</td>
<td>$24,200 per year</td>
</tr>
<tr>
<td>Software developers, applications</td>
<td>255,400</td>
<td>$102,620 per year</td>
</tr>
</tbody>
</table>

44% of DSPs leave their jobs every year. (2017 statistic)
Wages Are a Large Part of the Challenge…

In 2017, the National Core Indicators (NCI) Survey found the average DSP wage to be $12 across 19 states. This is in keeping with 2015 data from the Department of Labor which ANCOR shared in our workforce crisis report.

Source: Department of Labor unpublished data
But Not the Only One

While inadequate wages are the lead reason that DSPs leave their work, other challenges within the work also need to be addressed to strengthen this workforce.

**DSP Reasons for Leaving**

- **Inadequate Pay**: 88.54%
- **Difficulties/Stress of Work Performed**: 66.88%
- **Lack of Advancement Opportunities**: 49.68%
- **Lack of Supervisory Support/Appreciation**: 42.04%
- **Insufficient Training/Guidance**: 28.66%
Questions?