The Direct Care Workforce in Pennsylvania: Strategies to Improve Recruitment and Retention

Stephen Campbell, Policy Research Associate
We believe that caring, committed relationships between direct care workers and their clients are at the heart of quality care. Those relationships work best when direct care workers receive high-quality training, living wages, and respect for the central role they play.
Who are direct care workers in Pennsylvania?
# U.S. Home Care Workers

<table>
<thead>
<tr>
<th>Role</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct Care Workers in Pennsylvania</td>
<td>231,540</td>
</tr>
<tr>
<td>Personal Care Aides</td>
<td>92,040</td>
</tr>
<tr>
<td>Nursing Assistants</td>
<td>76,300</td>
</tr>
<tr>
<td>Home Health Aides</td>
<td>42,890</td>
</tr>
<tr>
<td>Independent Providers</td>
<td>20,310</td>
</tr>
</tbody>
</table>

- 9 in 10 Women
- 1 in 3 People of Color
- 1 in 2 High School Education or Less
- 40 Median Age

© PHI 2017

Pennsylvania Long-Term Care Council • December 7, 2017
The direct care workforce grew by half in the past ten years.*

*Excludes independent providers.
What is future demand for this workforce?
1.3 million
Projected population growth from 2010 to 2040 among people aged 65 and older

37,580
Projected growth in demand for direct care workers from 2014 to 2024
What are the challenges for this workforce?
For the purposes of the work of the Pennsylvania Long-Term Care Council and its committees, “direct care workers” refer to paid frontline workers who provide hands-on care, services, and support to the elderly and individuals with disabilities across the long-term services and supports continuum, from home and community-based settings to skilled nursing facilities.
What are the challenges for this workforce?

A large segment of the direct care workforce is employed in home care, which is the lowest paying long-term care industry.

<table>
<thead>
<tr>
<th>Service</th>
<th>Employment</th>
<th>Median Hourly Wage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Care</td>
<td>94,280</td>
<td>$10.90</td>
</tr>
<tr>
<td>Residential Care</td>
<td>45,400</td>
<td>$11.85</td>
</tr>
<tr>
<td>Continuing Care Retirement Communities and Assisted Living</td>
<td>25,170</td>
<td>$12.31</td>
</tr>
<tr>
<td>Residential Intellectual and Developmental Disability Facilities</td>
<td>20,230</td>
<td>$11.28</td>
</tr>
<tr>
<td>Nursing Homes</td>
<td>29,180</td>
<td>$13.45</td>
</tr>
<tr>
<td>Vocational Rehabilitation</td>
<td>1,630</td>
<td>$10.93</td>
</tr>
<tr>
<td>Long-Term Care Total</td>
<td>170,490</td>
<td>$11.59</td>
</tr>
</tbody>
</table>
What are the challenges for this workforce?

Direct care workers have a higher median hourly wage than retail workers and fast food workers.

<table>
<thead>
<tr>
<th></th>
<th>Employment</th>
<th>Median Hourly Wage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct Care Workers</td>
<td>170,490</td>
<td>$11.59</td>
</tr>
<tr>
<td>Retail Workers</td>
<td>294,990</td>
<td>$9.97</td>
</tr>
<tr>
<td>Fast Food Workers</td>
<td>117,860</td>
<td>$8.74</td>
</tr>
</tbody>
</table>
What are the challenges for this workforce?

Over half of direct care workers work part-time or for part of the year.

- Home Care: 69%
- Residential Care: 45%
- Nursing Homes: 51%
- Total: 59%
What are the challenges for this workforce?

Because of low wages and inconsistent hours, direct care workers earn a median annual income of $18,000.
What are the challenges for this workforce?

Median annual earnings are low across the region.

- Pennsylvania: $18,000
- West Virginia: $14,000
- Ohio: $15,200
- Delaware: $17,400
- New York: $19,500
- New Jersey: $19,800
- Maryland: $21,300
What are the challenges for this workforce?

Most direct care workers are employed by for-profit organizations.

- Home Care: 73% Private For-Profit, 15% Private Non-Profit, 7% Government, 5% Self-Employed
- Residential Care: 61% Private For-Profit, 31% Private Non-Profit, 7% Government, 7% Self-Employed
- Nursing Homes: 72% Private For-Profit, 19% Private Non-Profit, 9% Government, 19% Self-Employed
- Total: 71% Private For-Profit, 19% Private Non-Profit, 7% Government, 19% Self-Employed
What are the challenges for this workforce?

Workers who are employed by for-profit organizations tend to earn less than other workers.

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Private For-Profit</th>
<th>Private Non-Profit</th>
<th>Government</th>
<th>Self-Employed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Care</td>
<td>$9,200</td>
<td>$14,500</td>
<td>$17,400</td>
<td>$13,900</td>
</tr>
<tr>
<td>Residential Care</td>
<td>$16,700</td>
<td>$21,900</td>
<td>$30,000</td>
<td>$16,700</td>
</tr>
<tr>
<td>Nursing Homes</td>
<td>$21,200</td>
<td>$22,900</td>
<td>$30,000</td>
<td>$17,100</td>
</tr>
<tr>
<td>Total</td>
<td>$17,100</td>
<td>$20,500</td>
<td>$24,000</td>
<td>$17,400</td>
</tr>
</tbody>
</table>
What are the challenges for this workforce?

Low annual earnings result in a high poverty rate among direct care workers: one in six workers lives in poverty.
What are the challenges for this workforce?

Because poverty rates are high among direct care workers, two in five rely on some form of public assistance.

![Bar chart showing the percentage of direct care workers receiving public assistance in different settings.](chart.png)
What are the challenges for this workforce?

One in five direct care workers is uninsured.

- Home Care: 13% uninsured, 32% Medicaid/Medicare/Other, 39% Employer/Union, 74% Any Health Insurance
- Residential Care: 10% uninsured, 21% Medicaid/Medicare/Other, 21% Employer/Union, 64% Any Health Insurance
- Nursing Homes: 7% uninsured, 18% Medicaid/Medicare/Other, 18% Employer/Union, 68% Any Health Insurance
- Total: 11% uninsured, 26% Medicaid/Medicare/Other, 26% Employer/Union, 80% Any Health Insurance
Job Quality in Pennsylvania

- Wages and Compensation
- Training
- Supervision
- Opportunities for Advancement

What are the challenges for this workforce?
State Levers to Improve Direct Care Worker Recruitment and Retention
State Levers to Improve Direct Care Worker Recruitment and Retention

TRAINING STANDARDS
COMPENSATION
ADVANCED ROLES
REGISTRIES
State Levers to Improve Direct Care Worker Recruitment and Retention

TRAINING STANDARDS
COMPENSATION
ADVANCED ROLES
REGISTRIES
TRAINING STANDARDS
COMPENSATION
ADVANCED ROLES
REGISTRIES
State Levers to Improve Direct Care Worker Recruitment and Retention

TRAINING STANDARDS
COMPENSATION
ADVANCED ROLES
REGISTRIES
State Levers to Improve Direct Care Worker Recruitment and Retention

TRAINING STANDARDS
COMPENSATION
ADVANCED ROLES
REGISTRIES
Opportunities in Pennsylvania

- Workforce Development System
- Managed Long-Term Care
- Pennsylvania Long-Term Care Council
60 CAREGIVER ISSUES. ONE IDEA AT A TIME.

60CAREGIVERISSUES.ORG
#60CAREGIVERISSUES