

The State of the Direct Care Workforce

Beth Kowalczyk, Chief Policy Officer

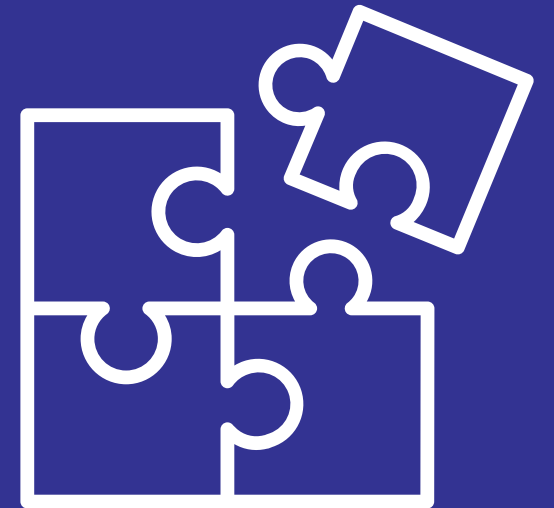
Ohio Association of Area Agencies on Aging

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The Problem

- Personal care providers want to provide quality care but over the last several years have been dropping out of PASSPORT due to low reimbursement rates.
- Care workers receive low wages, and do not typically receive mileage reimbursement, benefits, sick or personal leave or paid training.
- Different rates and requirements for similar work result in competition for a small number of workers and an imbalance in the system.
- Provider certification, especially for self-direction, takes too long and is different for each program. This is a particular problem for family members who are ready to help but need additional support.



Ohio AAA HCBS Programs

- Includes individuals enrolled in programs who are going without personal care because of a lack of direct care workers.
- Programs includes Older Americans Act, Medicaid waivers, and local levy programs.
- In January 2022, almost 2000 older adults were enrolled in PASSPORT and going without care.

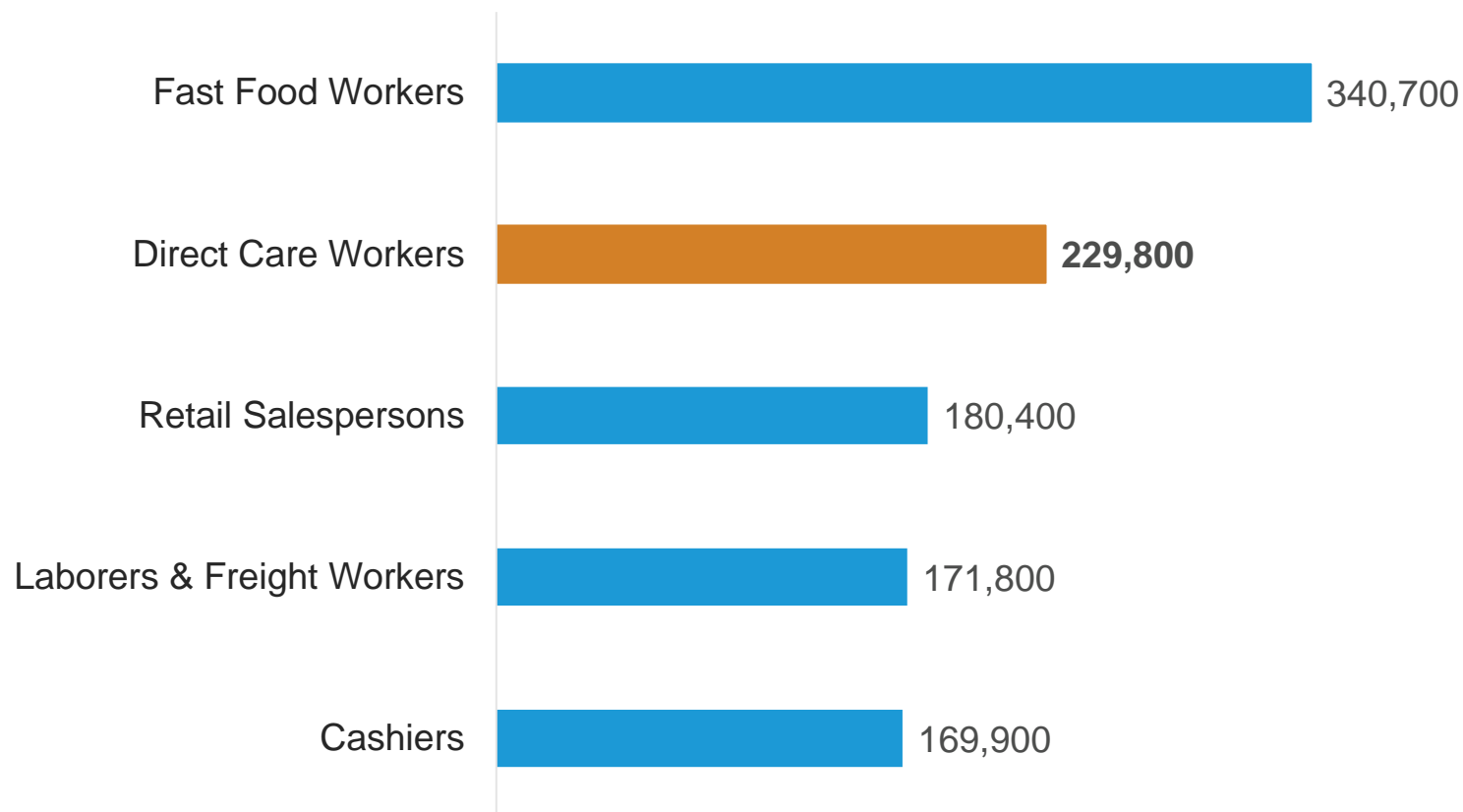


Feb. 2021

April 2021

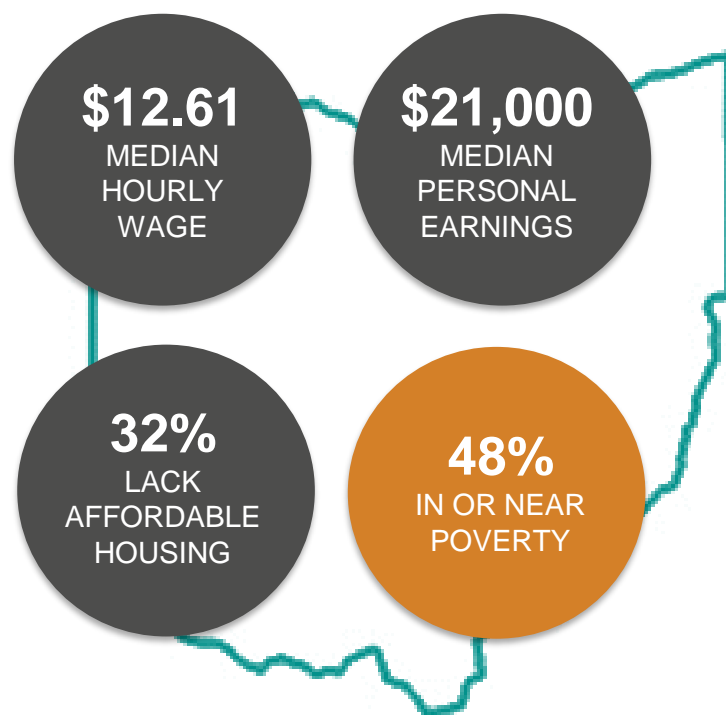
January 2022

There will be nearly 230,000 total job openings in direct care in Ohio from 2020 to 2030.

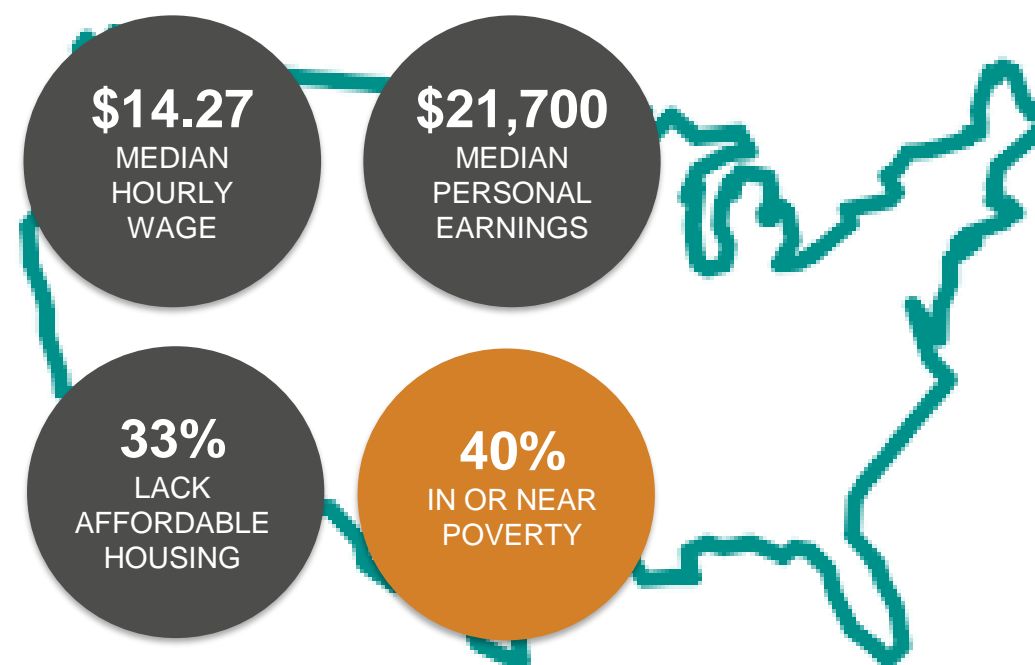


An Essential But Undervalued Workforce

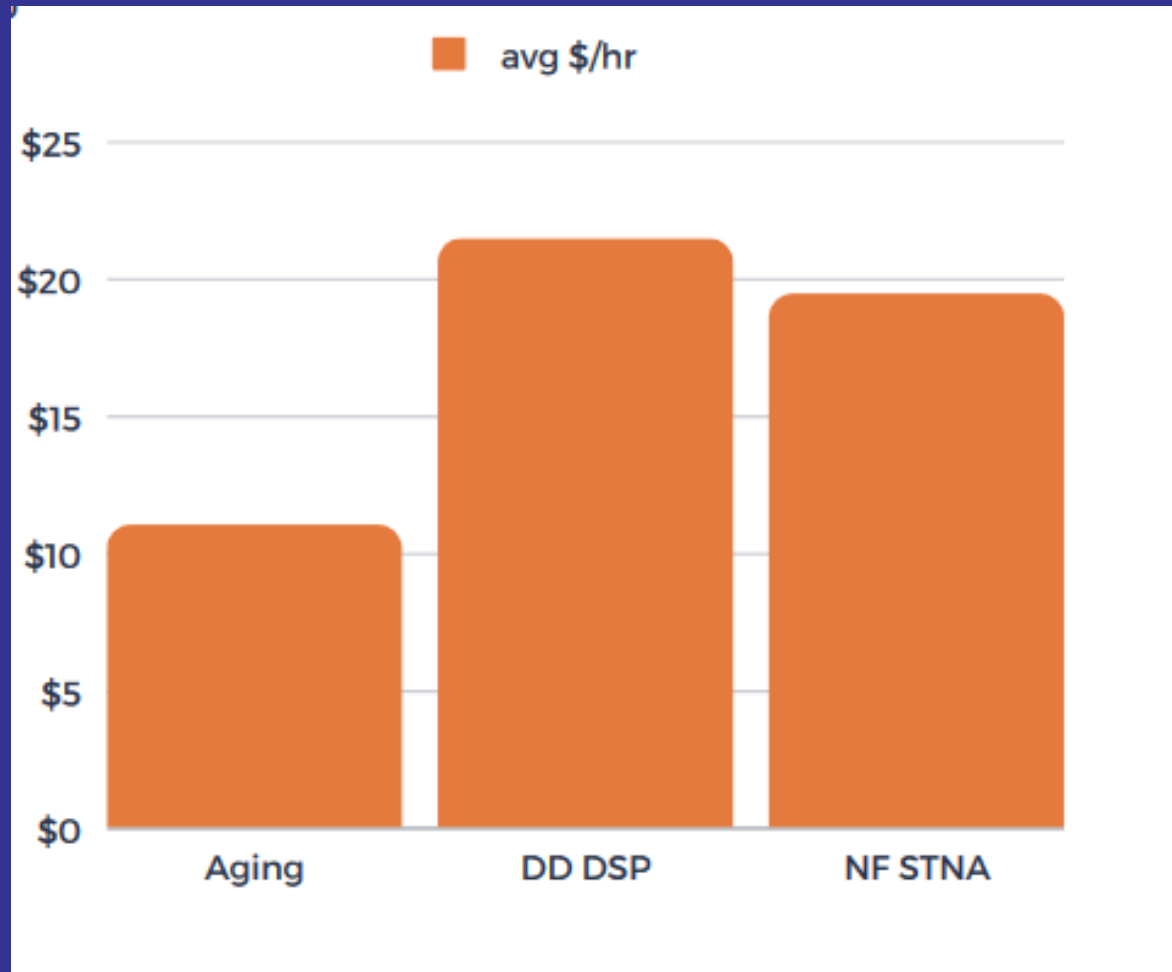
OH's Direct Care Workers



All U.S. Direct Care Workers



Ohio LTSS Wage Comparison



Different rates and requirements for similar work result in competition for a small number of workers and an imbalance in the system.

Lower pay rates for home care workers mean older Ohioans have less choice where to live.

Impact

- People waiting months to up to two years for personal care.
- People choosing not to enroll because they don't think they will get care.
- People cannot leave the hospital or nursing home rehab safely without supports.
- Family members are under increased stress.
- Home environments are declining.
- People choose to simply go without care or will go to nursing homes.



Opportunities

STATE:

- Direct Care Workforce Workgroup
- Specific ARPA funds for home and community-based services (10% EFMAP)
- State Budget

FEDERAL:

- Budget: Older Americans Act Title III(B)
- Better Care Better Jobs - S.2210
- HCBS Access Act draft



Solutions

Long term sustainability: Increase the reimbursement rate for personal care services for PASSPORT by 50%, integrated with a \$20/hour wage for direct care staff.

Immediate need:

- Streamlined Housekeeping
- Provider Engagement Coach



Contact

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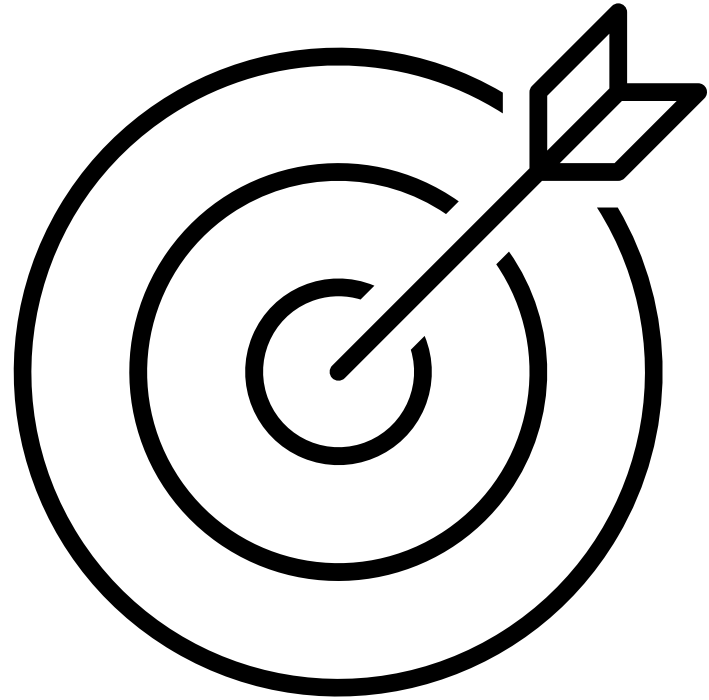
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AAA9 Workforce Shortage Survey



Key Takeaways:

- Home Health Agencies in our region have an average of 35 HHA positions available.
- 20 of those positions are typically filled.
- On average 15 HHA positions are available within an agency.



Key Takeaways:

- Home Health Agencies in our region have had an average of 8 HHAs leave employment within the last 6 months.
- Providers have identified this as an increase in this occurrence.

Key Takeaways:

- On average open HHA positions take 1-3 months to fill the position.
- Once they are filled, HHAs are only staying employed for an average of 1-3 months before leaving.
- Main reasons for leaving employment are:
 - Low wages
 - Poor benefits package
 - No mileage reimbursement