

2016-2017 Home Care Industry Assessment



NEW MA STUDY OF THE HOME CARE INDUSTRY FINDS HIGH AIDE TURNOVER AND CRITICAL SHORTAGES

Funded by **Tufts Health Plan Foundation**, a new study of the home care industry that supports elders receiving state and federal assisted home care, reveals major challenges related to the Home Care Aide workforce. These issues will inevitably lead to an insufficient number of workers to meet the growing demands of the aging population in the Commonwealth.

Home care aides (HCAs) provide the majority of paid hands-on care to older adults and people living in the community with disabilities. Without their support, thousands of the Commonwealth's most vulnerable residents would go without the care they need.

- *HCAs and home health aides (HHAs) are among the fastest growing occupations in the Commonwealth & our nation:*
 - Demand will increase by 25% and 38% respectively from 2014 to 2024.
- *HCAs are among the lowest paid workforces in the state:*
 - HCA's average wage: \$13.59
 - HHA's average wage: \$14.04

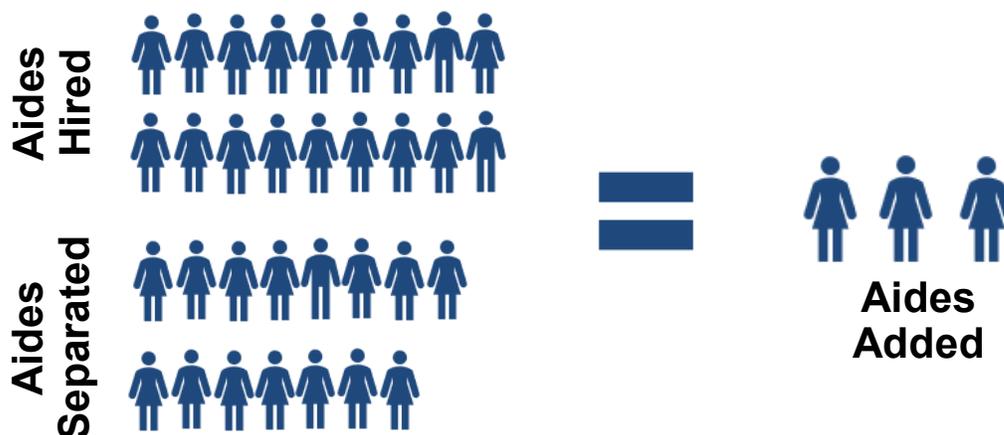
From 2016 to 2017, the Home Care Aide Foundation conducted an assessment of the state-funded home care program. A survey of home care agencies was completed in the fall of 2016 (N=58) and a survey of home care aides was collected during the summer and fall of 2017 (N=656).

KEY AGENCY FINDINGS

- On average, 35% of a home care agency's direct care workforce changes every three months leading to intense instability within the organization
- Over 45% of the home care agencies reported that they struggle to find home care aides to fill essential evening and weekend cases
- The reported *quarterly* turnover rate of the home care agencies that completed this survey was 16% compared to a national average turnover for all jobs of just 3.6% annually
- Nearly 90% of the home care agencies responded that their top workforce challenge was finding qualified home care aides

HOME CARE AIDE SHORTAGES

OVER 3 MONTH PERIOD (JANUARY-MARCH 2016)



Home care agencies can not keep up with the growing demand of home care aides required to meet the needs of elders in the community, a nearly 40% growth anticipated by 2024. The above figure illustrates the crux of the problem. Agencies hire on average 18 new home care aides every three months. However, because of voluntary and involuntary separations, they lose 15 home care aides over the same time period. As a result, agencies are only adding three new home care aides each quarter.

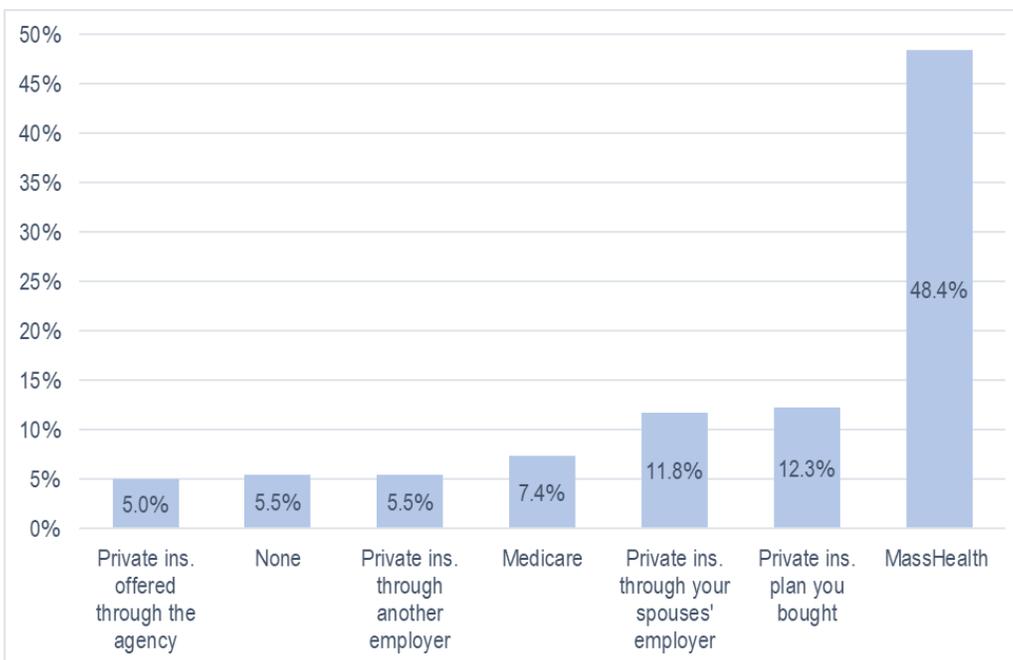
HOME CARE AIDE DEMOGRAPHICS

Quick Facts

- 1 Nearly 50% of the home care aide workforce was born outside of the United States
- 2 Very few home care aides receive health insurance through their employer— 48.4% are on MassHealth

- Home care aides are disproportionately female (96%) with an average age of 48
- Most have very little formal education and 40% of their households make an income of \$19,999 or less
- Over 25% have caregiving responsibilities of family or friends, and 36% have children under 18 they are responsible for
- Over 44% hold additional caregiving jobs, while 19% work other jobs outside of caregiving, such as in food service

HEALTH INSURANCE COVERAGE



- 54% of the workforce report being on at least one public benefit*
- 31% of those on public benefits reported decreasing their hours to remain eligible

**Public Benefits Include: MassHealth, Food Vouchers from the Women, Infants, and Children (WIC) Program, Supplemental Security Income (SSI), Public Housing or Rent Subsidy (Section 8), Food Vouchers from Supplemental Nutrition Assistance Program (SNAP), Social Security, or Other*

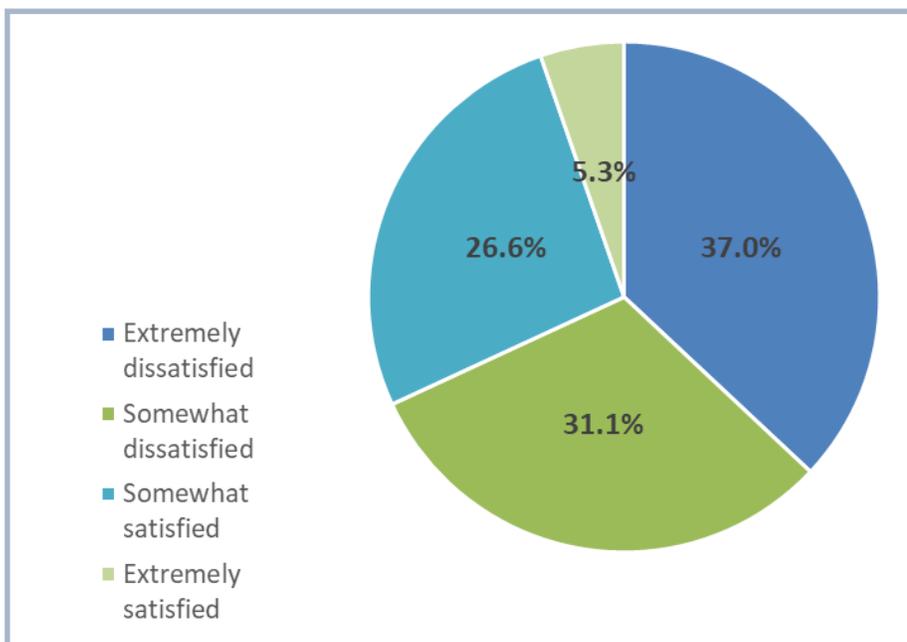
WORKFORCE CHALLENGES

Quick Facts

- 1 Home care aides are overwhelmingly dissatisfied with their pay
- 2 Nearly 40% intend to leave their job as a home care aide in the next year

- Though job satisfaction was relatively high overall, 84% stated they are 'somewhat' or 'extremely satisfied,' 37% reported that they are 'somewhat' or 'very likely' to leave their job in the next year
- The inconsistency of the schedules and limited training and promotional opportunities make the job unsustainable
- Nearly 30% stated that they felt 'not at all' or 'somewhat confident' working with clients with mental and behavioral health challenges; another 18% did not feel confident working with individuals with dementia/ Alzheimer's disease

SATISFACTION WITH PAY



- Misinformation or lack of information about their clients was stated as a major barrier to being successful on the job
- Home care aides report high dissatisfaction with the current rate of pay and the availability of benefits