

JANUARY 17, 2024

IOWA MENTAL HEALTH PLANNING AND ADVISORY COUNCIL

*Discussion with Iowa CareGivers
on the Direct Care Workforce*



IOWA CAREGIVERS HISTORY...

- 13 Years Experience as a Nurse Aide
- Poorly Written Business Plan
- 12" Black and White Macintosh Computer
- Garage Sale Phone
- Group of Loyal Friends and Volunteers
- Independent, Nonpartisan, Nonprofit (501(c)3)
- Not a trade association



VISION

A Network of excellence in caregiving and support for all Iowans.

MISSION

To enhance the care and support of Iowans by providing education, research, recognition, and advocacy for those who provide direct care.

Exist to bring greater stability to the direct care workforce so Iowans receive the care and support they need.



DEFINING IOWA'S DIRECT CARE WORKFORCE

DEPARTMENT OF LABOR RECOGNIZES OCCUPATIONS BY TASKS:

- Certified Nurse Aide
- Home Health Aide
- Personal Care Assistant
- Orderlies, Psychiatric Aides
- Direct Support Professionals Recently Approved by DOL
- 30+ Titles - Umbrella

FUNDAMENTAL FLAW IN SYSTEM

[> Download the Issue Brief](#)



SIZE OF THE DIRECT CARE WORKFORCE

- Depends on who you ask?
- According to workforce development
40-65K
- Doesn't include nonmedical senior care



STAFF TURNOVER

Direct Care Worker In Nursing Facilities Turnover Report

- Nursing Home Turnover Data is Most Accurate Resource – Cost Reports
- Trending Upward - No Analysis
- Highest Turnover Among Housekeeping, CNAs, LPNs, and other Nursing Staff, and also among Administrators

Cost Of Turnover

- Turnover Was High Over 30 Years Ago When We First Started Out... It Will Remain High and Get Worse Unless We Fix the System.

[> Download report](#)



BURNOUT CONTRIBUTES TO TURNOVER — LAURA'S STORY

THERE TO COMFORT RESIDENTS: *I have been working a lot while in this pandemic. Goggles and masks are our uniform now. We are hot and sometimes can't breathe!! When the pandemic first came, no one knew what to expect... rules changed every day, we had to wear N95 masks, gowns, shoe protection, and hair nets. A Covid hall was designated for positive cases. I worked there at times and once we had to double up in rooms.*

When we were completely shut down and families couldn't visit, the residents missed their families' touch and voices. We were there to comfort residents when they were scared. Donated iPads is how we communicated with residents' families.

[> Download the HUB Newsletter](#)



Laura Stein

DIRECT CARE WORKER WAGES

2019 DCW WAGE AND BENEFIT SURVEY

Median Hourly Wage

- **2019** = \$13.80

LABOR MARKET INFORMATION

- **2021** = \$14.42
- **2022** = \$14.46

UTILIZATION OF WORKER SUPPORTS

- **HAWK-I** = 54%
- **IOWA WELLNESS PLAN** = 23%
- **No Insurance** = 10%
- **SNAP** = 10%
- **Working More Than One Job** = 28%



THINGS TO CONSIDER

- **Repeat Wage and Benefit Survey**
- **Look at the Entirety of the Direct Care Workforce When Establishing Policies and Practices.**
- **Example of Legislation Last Year.**

[> Download Wage & Benefit Survey](#)



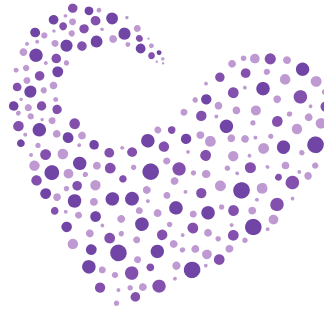
ECONOMIC IMPACT OF WORKFORCE SHORTAGES

Family CareGivers and Business Community

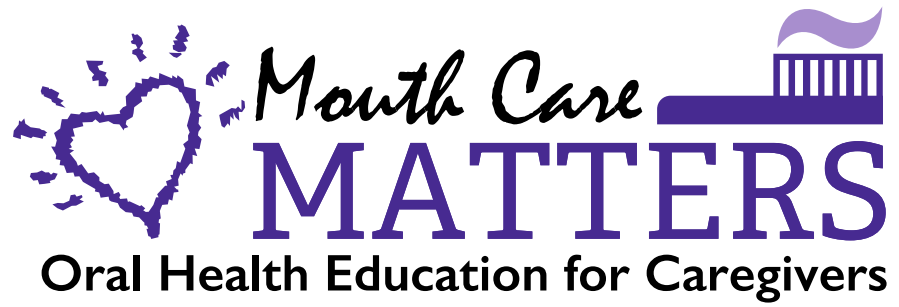


PREPARE TO CARE

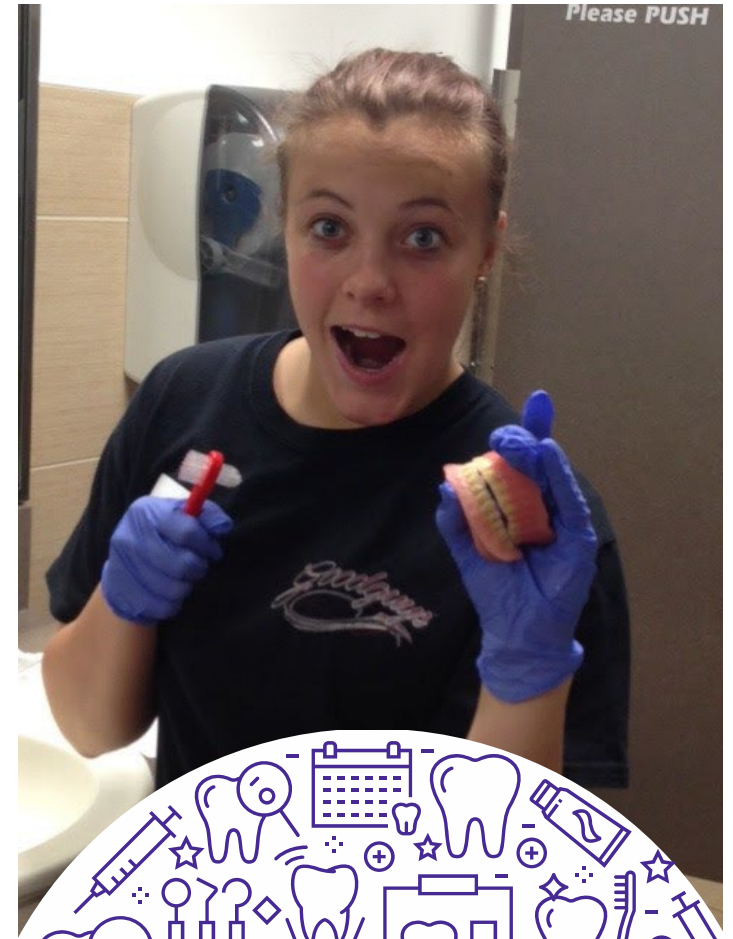
- Origin = Better Jobs
Better Care Coalition
- Unique Approach –
Two Tracks
- Portability of Credentials
- Specialty Endorsements



Prepare to Care
••• Mouth Care Matters •••
Oral Health Education for Direct Care Professionals



Mouth Care
MATTERS
Oral Health Education for Caregivers



IOWA CAREGIVERS – PILLARS OF OUR MISSION

EDUCATION

- Statewide Conference
- Newsletters – Tailored to DCW –Written by DCWs

RECOGNITION

- Story Card Project – Partnership with IDP
- Self-Care Retreats (2 in April – Telling – Ottumwa and Peosta)

RESEARCH

- Nursing Home Proposed Minimum Staffing Standards (Survey)
- Back Up Opinions by Facts – Represent Voices of DCWs

ADVOCACY



ADVOCACY – FIX THE SYSTEM

- Repeat DCW Wage and Benefit Survey and Compare to 2019 Findings (Impact on Those Using SNAP and Other Worker Supports)
- Increase Wages and if Increasing Reimbursement Rates is the Only Solution – Ensure Accountability That \$\$ Go to WAGES / NOT COMPENSATION
- Include the Direct Care Worker Registry into the Streamlining of Licensure Boards – an Initiative of DIAL (BCRC Recommendations)
- Welcome your support

[> Download the Direct Care Worker Registry Issue Brief](#)





FOR MORE INFORMATION:

Iowa CareGivers

939 Office Park Road #332
West Des Moines, IA 50265

IowaCareGivers.org

Contacts:

di.Findley@iowacaregivers.org
pam.Biklen@iowacaregivers.org