

Report

HCESB - Employer Survey

July 14th 2022, 12:20 pm MDT

Q1 - How many personal care W-2 employees do you have?

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Number of W-2 personal care employees	0.00	475.00	63.28	71.18	5066.82	68

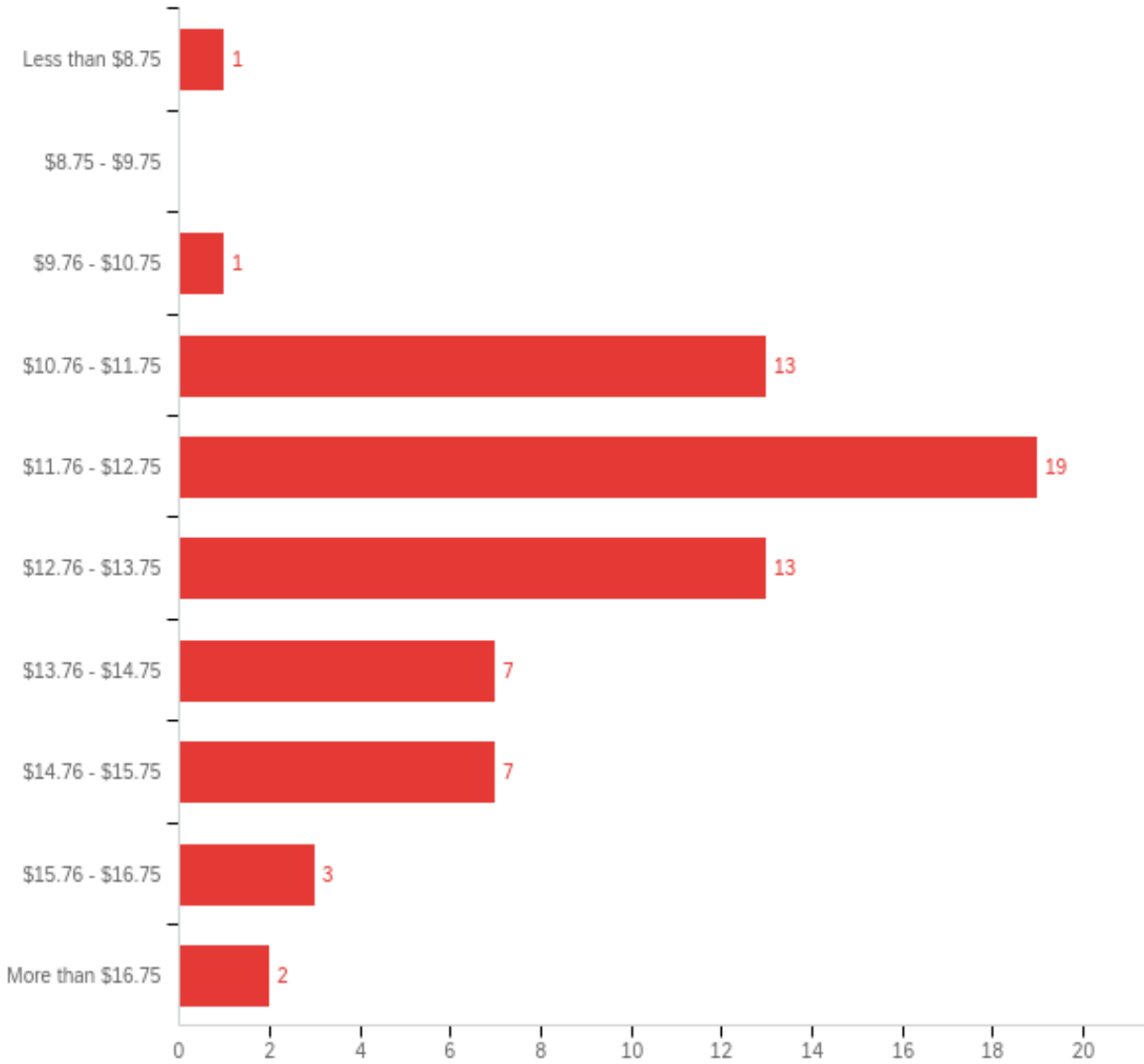
Q4 - How many personal care independent contractors do you have?

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Number of personal care independent contractors	0.00	23.00	4.48	6.41	41.11	21

Q5 - How many total personal care workers do you have?

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Total number of personal care workers	0.00	475.00	65.69	70.84	5018.21	64

Q27 - What is the average hourly wage that you pay across all personal care workers?

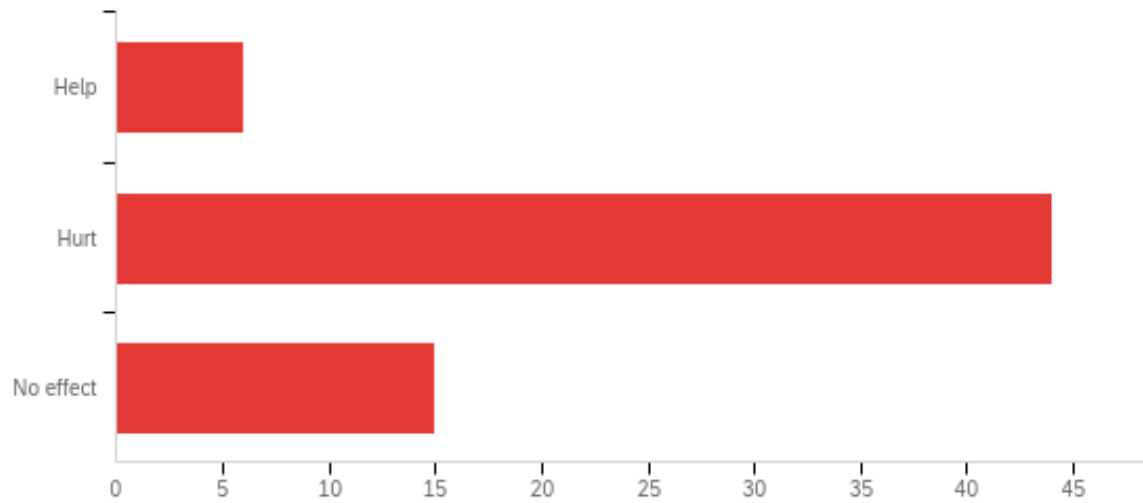


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What is the average hourly wage that you pay across all personal care workers?	1.00	10.00	5.77	1.72	2.96	66

#	Answer	%	Count
1	Less than \$8.75	1.52%	1
2	\$8.75 - \$9.75	0.00%	0

3	\$9.76 - \$10.75	1.52%	1
4	\$10.76 - \$11.75	19.70%	13
5	\$11.76 - \$12.75	28.79%	19
6	\$12.76 - \$13.75	19.70%	13
7	\$13.76 - \$14.75	10.61%	7
8	\$14.76 - \$15.75	10.61%	7
9	\$15.76 - \$16.75	4.55%	3
10	More than \$16.75	3.03%	2
	Total	100%	66

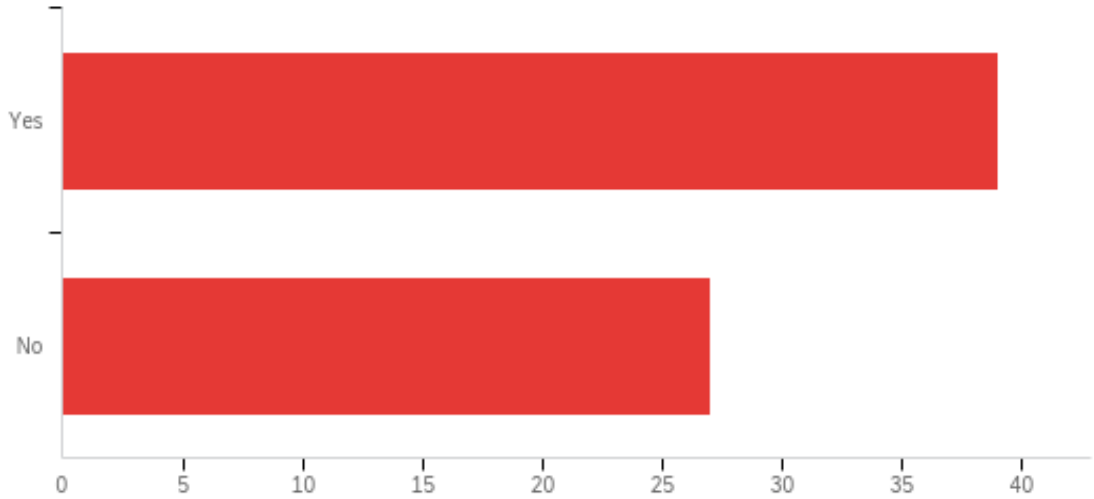
Q28 - Do reimbursement rates help or hurt in what you pay in personal care worker wages?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Do reimbursement rates help or hurt in what you pay in personal care worker wages?	1.00	3.00	2.14	0.55	0.30	65

#	Answer	%	Count
1	Help	9.23%	6
2	Hurt	67.69%	44
3	No effect	23.08%	15
	Total	100%	65

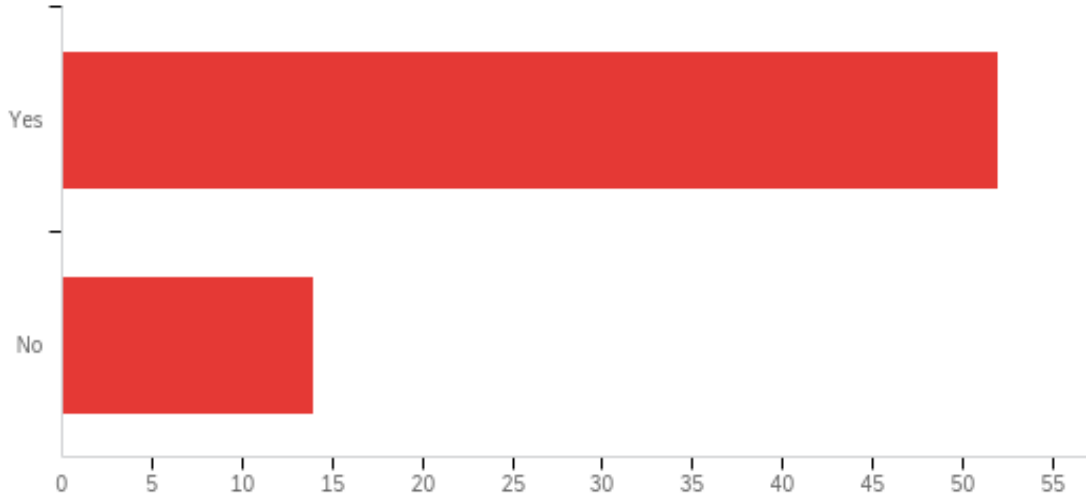
Q29 - Do you pay personal care workers a different amount based on the service a client is receiving?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Do you pay personal care workers a different amount based on the service a client is receiving?	1.00	2.00	1.41	0.49	0.24	66

#	Answer	%	Count
1	Yes	59.09%	39
2	No	40.91%	27
	Total	100%	66

Q6 - Is your agency contracted with Medicaid?



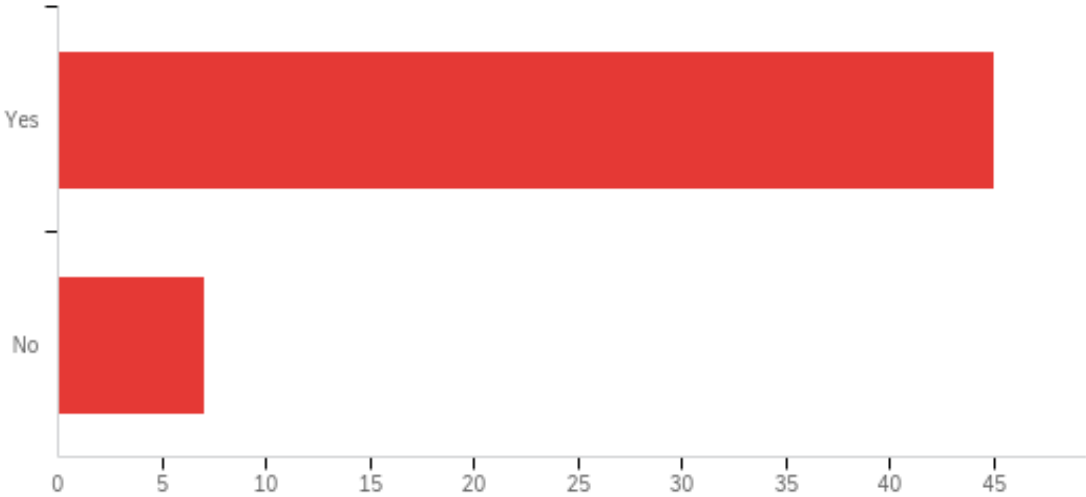
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Is your agency contracted with Medicaid?	1.00	2.00	1.21	0.41	0.17	66

#	Answer	%	Count
1	Yes	78.79%	52
2	No	21.21%	14
	Total	100%	66

Q7 - What percent of your clients are Medicaid recipients?

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Percent of clients on Medicaid	1.00	100.00	70.73	33.43	1117.71	49

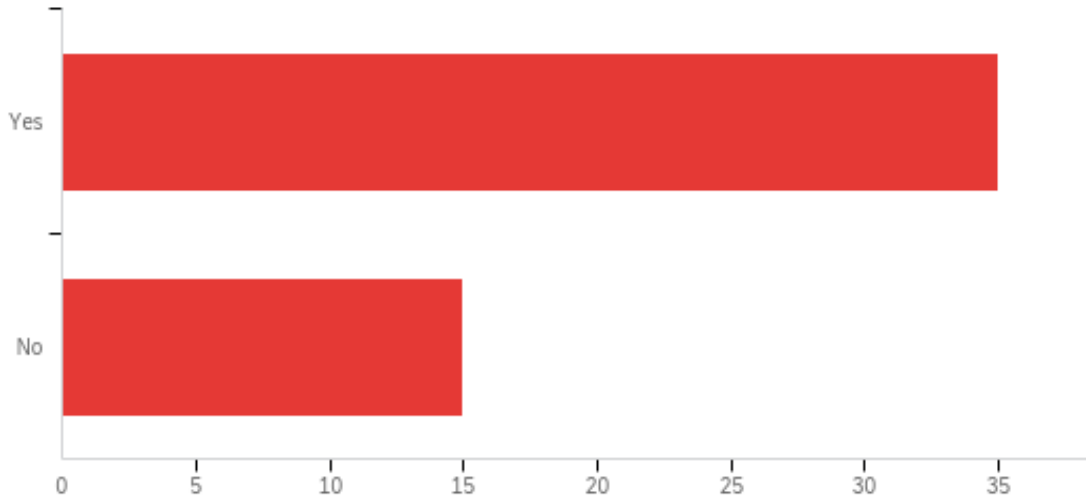
Q8 - Are you accepting new Medicaid clients?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Are you accepting new Medicaid clients?	1.00	2.00	1.13	0.34	0.12	52

#	Answer	%	Count
1	Yes	86.54%	45
2	No	13.46%	7
	Total	100%	52

Q9 - Does your agency provide Aged Waiver services?



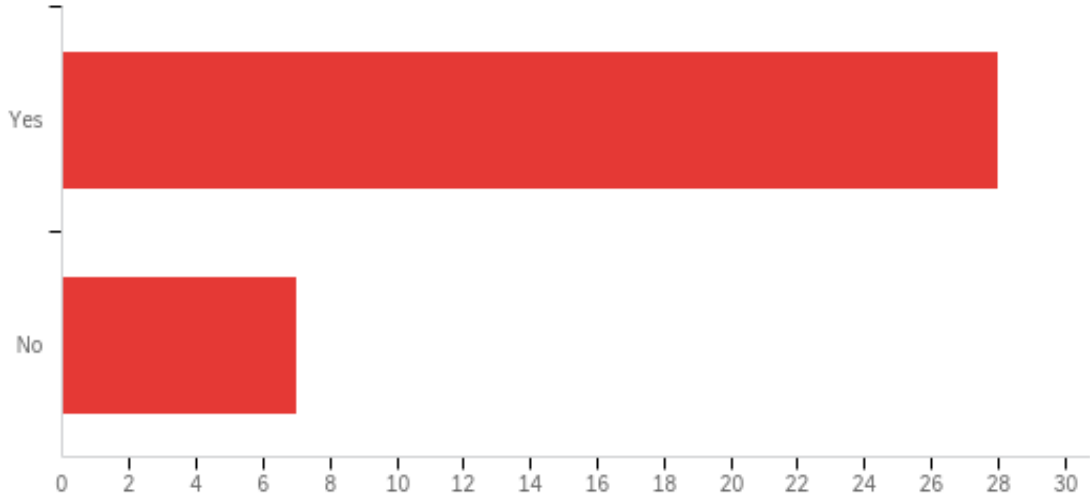
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Does your agency provide Aged Waiver services?	1.00	2.00	1.30	0.46	0.21	50

#	Answer	%	Count
1	Yes	70.00%	35
2	No	30.00%	15
	Total	100%	50

Q10 - What percent of your clients are on the Aged Waiver?

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Percent of your clients on the Aged Waiver	1.00	80.00	16.28	18.31	335.26	32

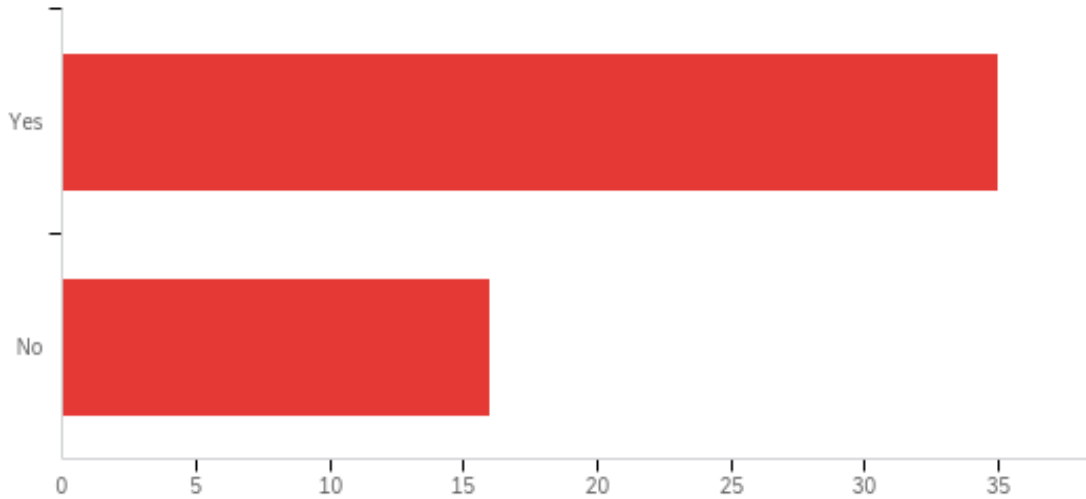
Q11 - Are you accepting new Aged Waiver clients?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Are you accepting new Aged Waiver clients?	1.00	2.00	1.20	0.40	0.16	35

#	Answer	%	Count
1	Yes	80.00%	28
2	No	20.00%	7
	Total	100%	35

Q12 - Does your agency provide Disabled Waiver services?



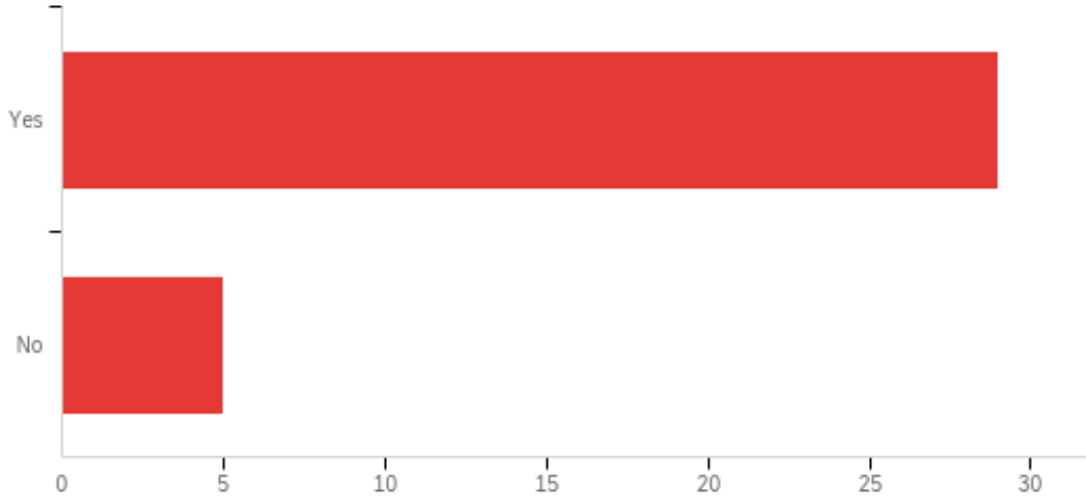
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Does your agency provide Disabled Waiver services?	1.00	2.00	1.31	0.46	0.22	51

#	Answer	%	Count
1	Yes	68.63%	35
2	No	31.37%	16
	Total	100%	51

Q13 - What percent of your clients are on Disabled Waiver?

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Percent of your clients on Disables Waiver	1.00	62.00	9.24	11.51	132.39	29

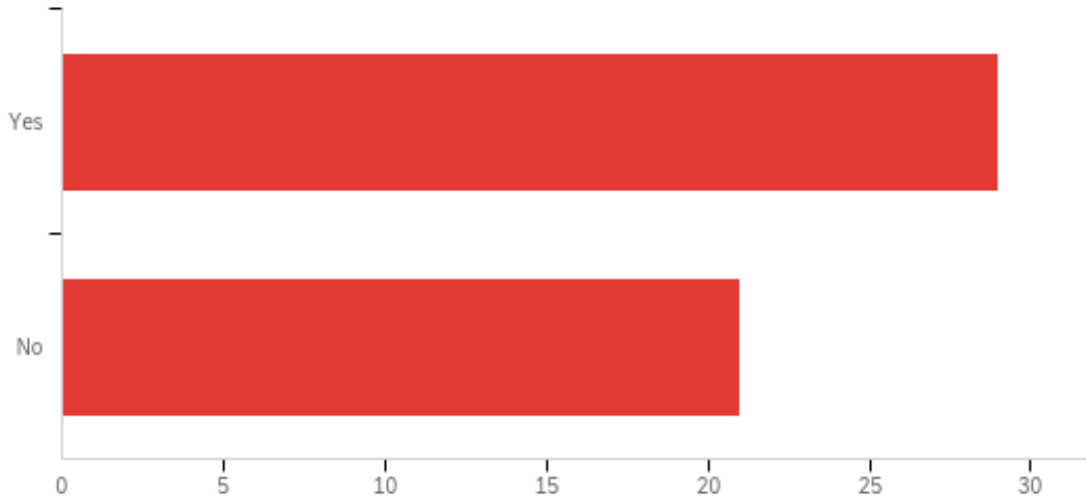
Q14 - Is your agency accepting new Disabled Waiver clients?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Is your agency accepting new Disabled Waiver clients?	1.00	2.00	1.15	0.35	0.13	34

#	Answer	%	Count
1	Yes	85.29%	29
2	No	14.71%	5
	Total	100%	34

Q15 - Does your agency contract with Medicaid Managed Care Organizations (MCOs)?



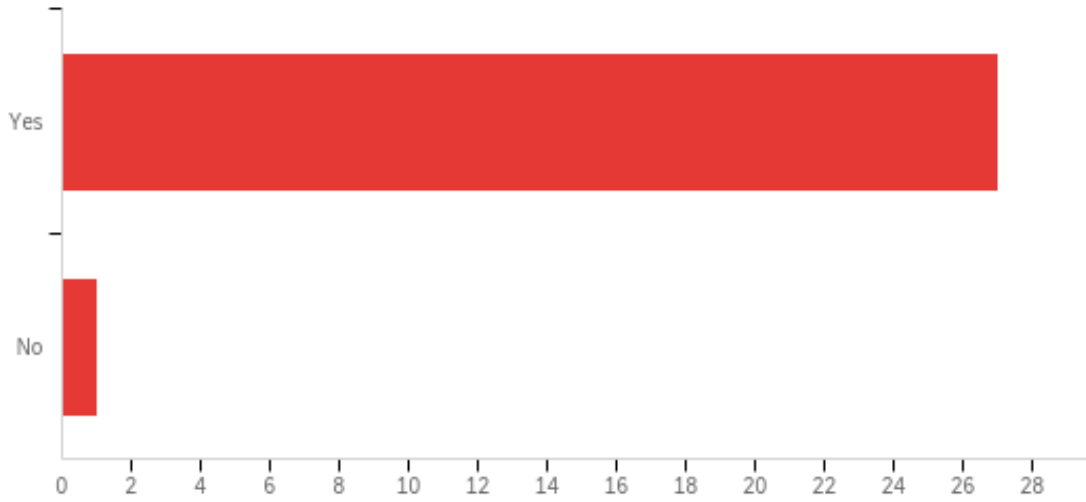
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Does your agency contract with Medicaid Managed Care Organizations (MCOs)?	1.00	2.00	1.42	0.49	0.24	50

#	Answer	%	Count
1	Yes	58.00%	29
2	No	42.00%	21
	Total	100%	50

Q16 - What percent of your clients are funded by Medicaid MCOs?

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Percent of clients funded by Medicaid MCOs	0.00	79.00	12.33	20.79	432.03	21

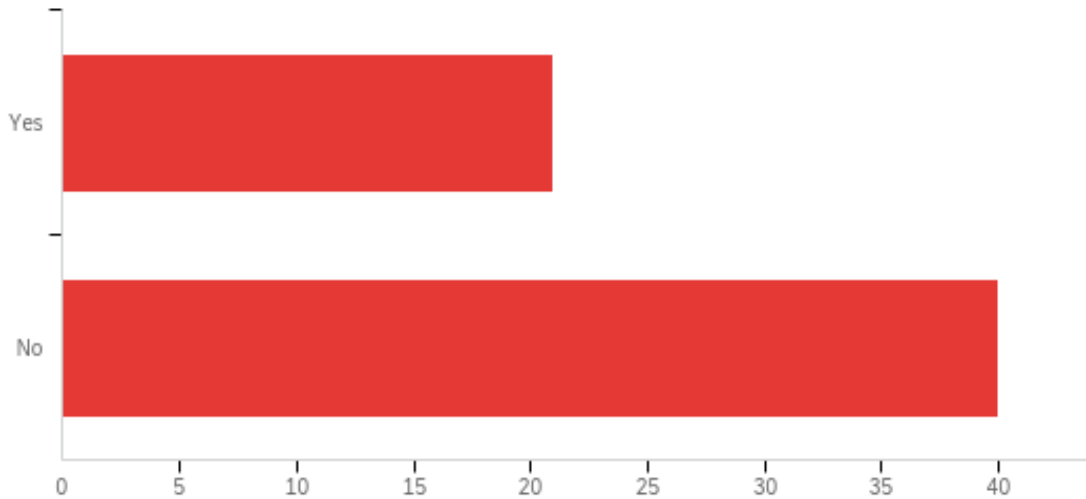
Q17 - Is your agency accepting new Medicaid MCO clients?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Is your agency accepting new Medicaid MCO clients?	1.00	2.00	1.04	0.19	0.03	28

#	Answer	%	Count
1	Yes	96.43%	27
2	No	3.57%	1
	Total	100%	28

Q18 - Does your agency contract with PAS/COPE/Jewish Family Services (ADSD HM) clients?



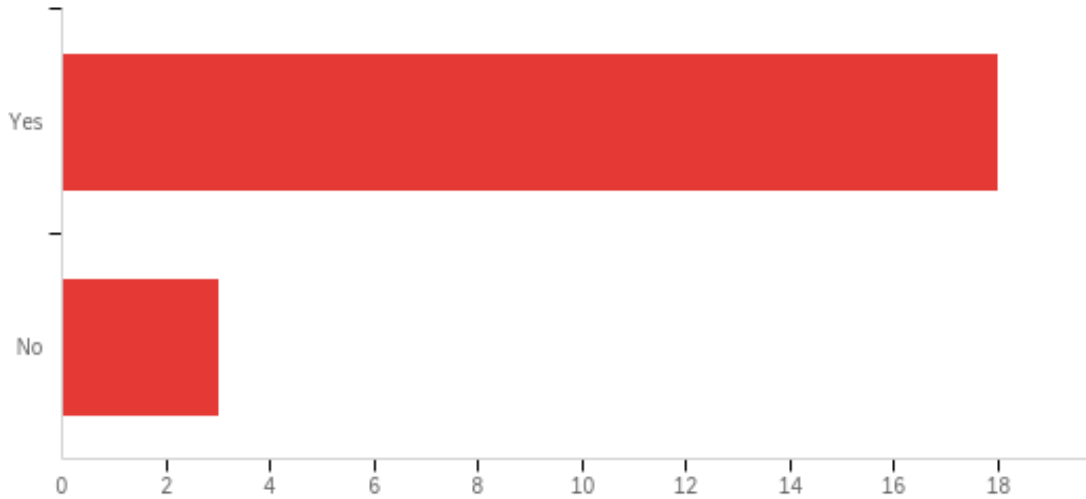
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Does your agency contract with PAS/COPE/Jewish Family Services (ADSD HM) clients?	1.00	2.00	1.66	0.48	0.23	61

#	Answer	%	Count
1	Yes	34.43%	21
2	No	65.57%	40
	Total	100%	61

Q19 - What percent of your clients are funded by these programs?

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Percent of your clients funded by PAS/COPE/Jewish Family Services.	1.00	20.00	6.53	4.32	18.67	19

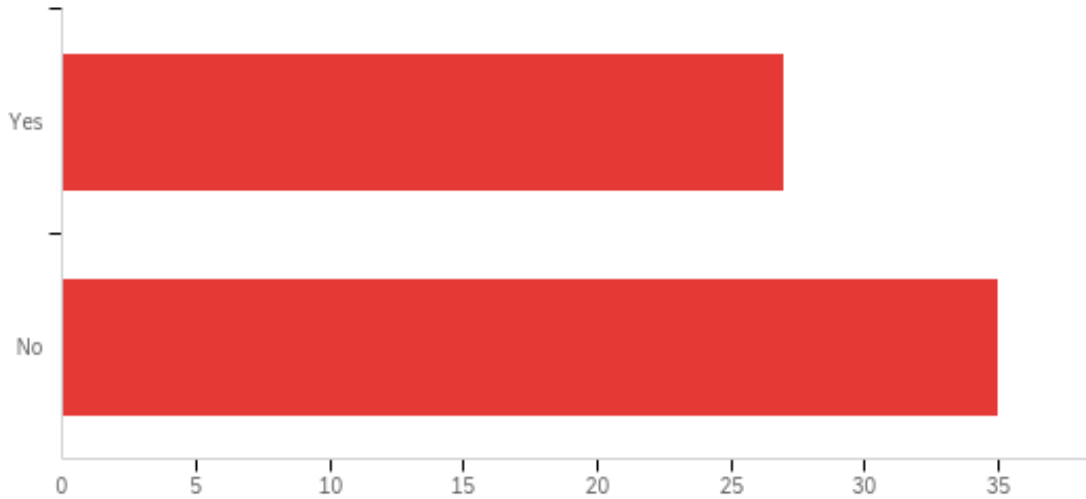
Q20 - Are you accepting new PAS/COPE/Jewish Family Services (ADSD HM) clients?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Are you accepting new PAS/COPE/Jewish Family Services (ADSD HM) clients?	1.00	2.00	1.14	0.35	0.12	21

#	Answer	%	Count
1	Yes	85.71%	18
2	No	14.29%	3
	Total	100%	21

Q22 - Does your agency provide Veterans Affairs (VA) services?



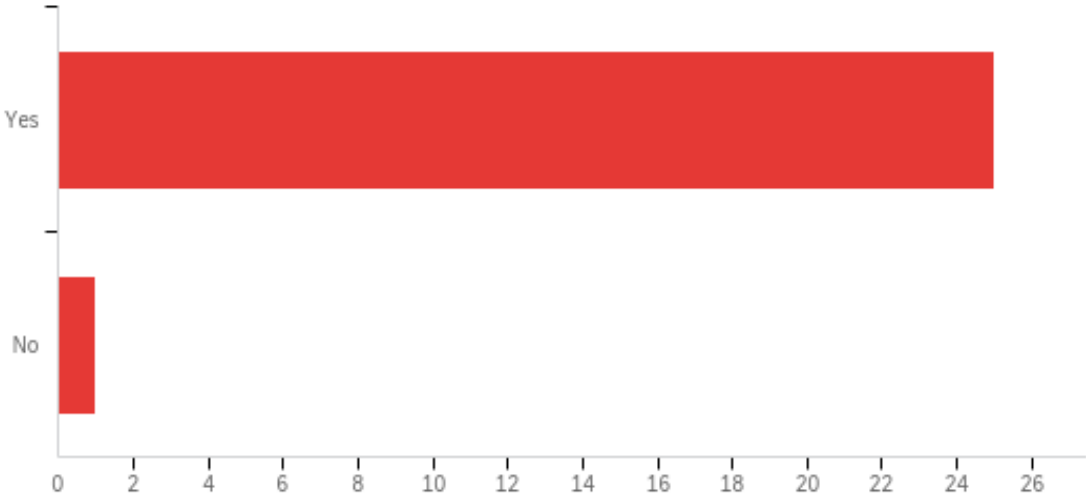
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Does your agency provide Veterans Affairs (VA) services?	1.00	2.00	1.56	0.50	0.25	62

#	Answer	%	Count
1	Yes	43.55%	27
2	No	56.45%	35
	Total	100%	62

Q21 - What percent of your clients are funded by VA?

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Percent of your clients funded by VA.	0.00	95.00	21.17	24.33	592.06	23

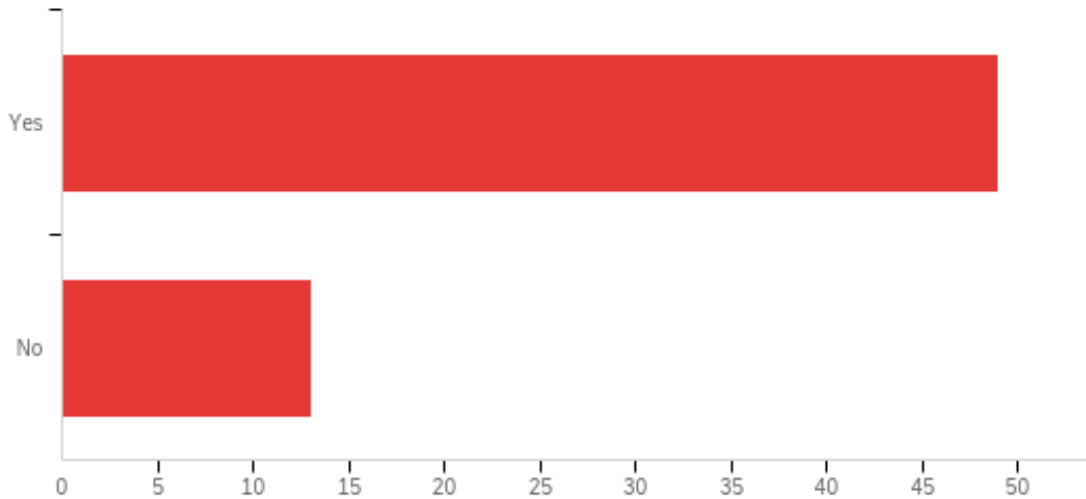
Q23 - Are you accepting new VA clients?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Are you accepting new VA clients?	1.00	2.00	1.04	0.19	0.04	26

#	Answer	%	Count
1	Yes	96.15%	25
2	No	3.85%	1
	Total	100%	26

Q24 - Does your agency have clients under any other payment sources (including private pay)?



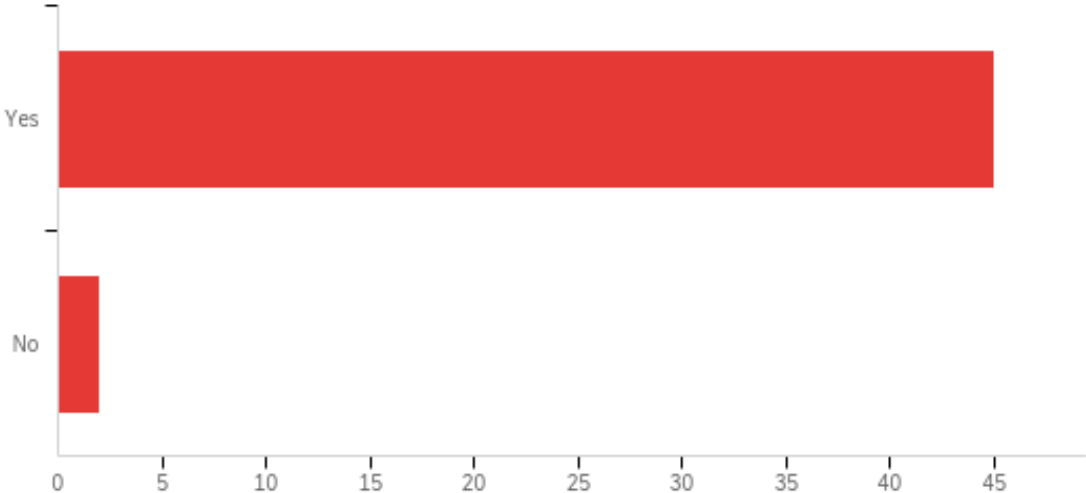
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Does your agency have clients under any other payment sources (including private pay)?	1.00	2.00	1.21	0.41	0.17	62

#	Answer	%	Count
1	Yes	79.03%	49
2	No	20.97%	13
	Total	100%	62

Q25 - What percent of your clients are funded by other payment sources (including private pay)?

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Percent of your clients funded by other payment sources.	1.00	100.00	29.98	36.02	1297.67	45

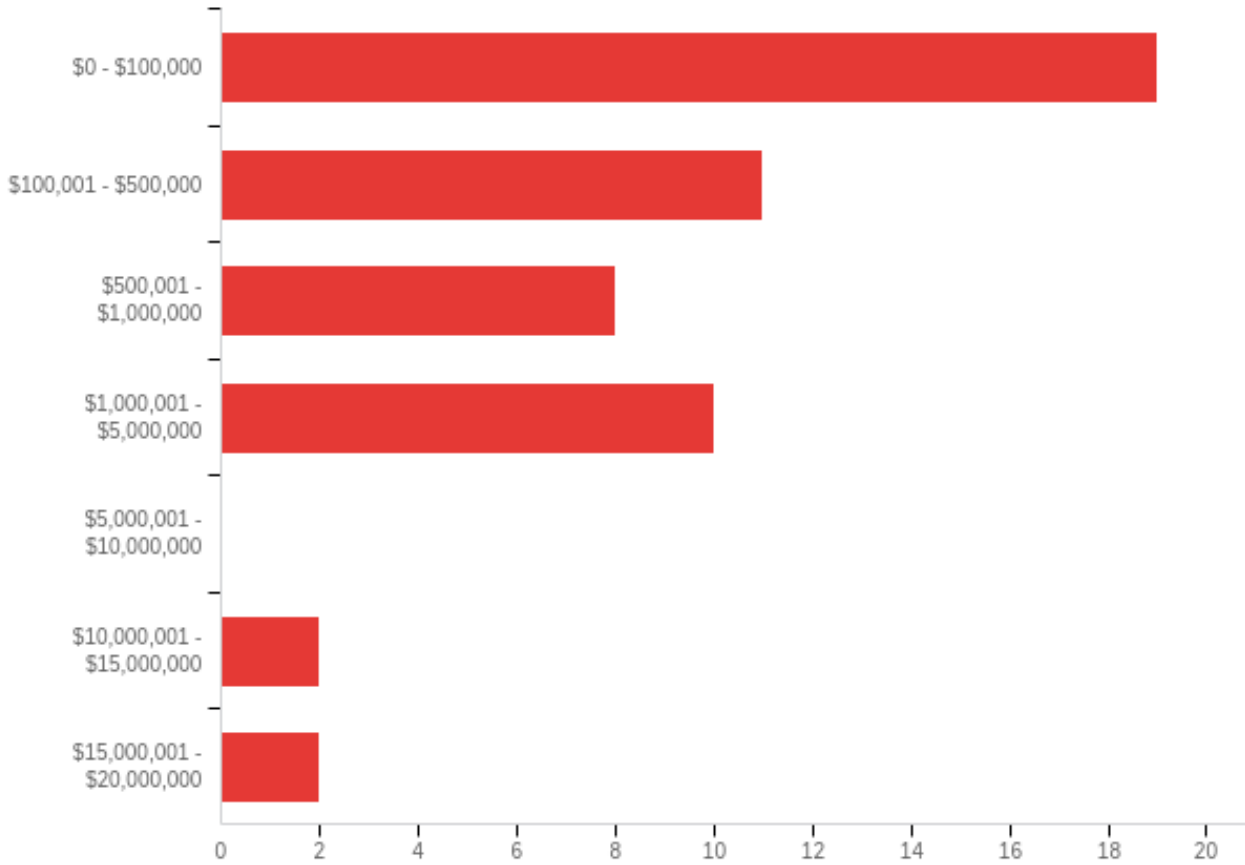
Q26 - Are you accepting new clients funded by other payment sources (including private pay)?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Are you accepting new clients funded by other payment sources (including private pay)?	1.00	2.00	1.04	0.20	0.04	47

#	Answer	%	Count
1	Yes	95.74%	45
2	No	4.26%	2
	Total	100%	47

Q30 - Total Medicaid revenue for calendar year 2021.

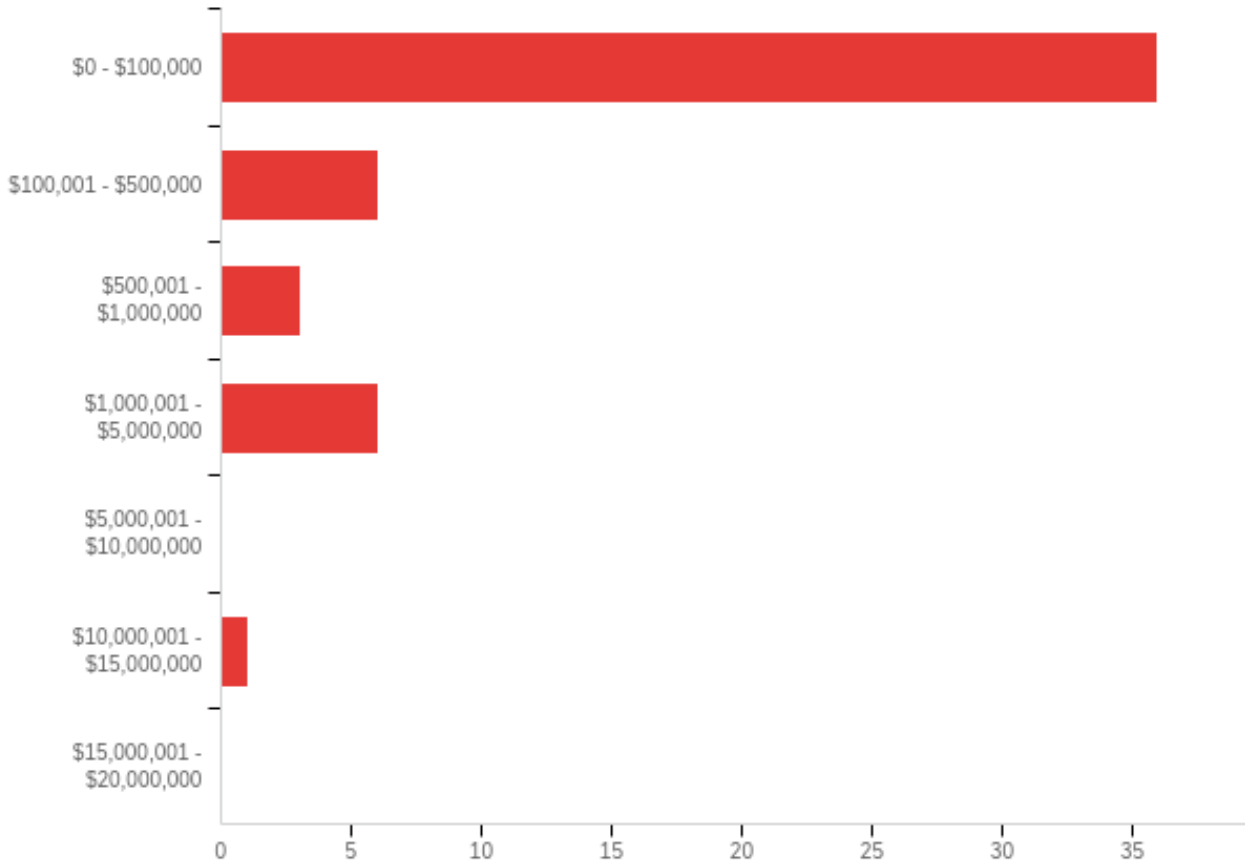


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Total Medicaid revenue for calendar year 2021.	1.00	7.00	2.52	1.61	2.60	52

#	Answer	%	Count
1	\$0 - \$100,000	36.54%	19
2	\$100,001 - \$500,000	21.15%	11
3	\$500,001 - \$1,000,000	15.38%	8
4	\$1,000,001 - \$5,000,000	19.23%	10
5	\$5,000,001 - \$10,000,000	0.00%	0
6	\$10,000,001 - \$15,000,000	3.85%	2

7	\$15,000,001 - \$20,000,000	3.85%	2
	Total	100%	52

Q63 - Total private pay revenue for calendar year 2021.

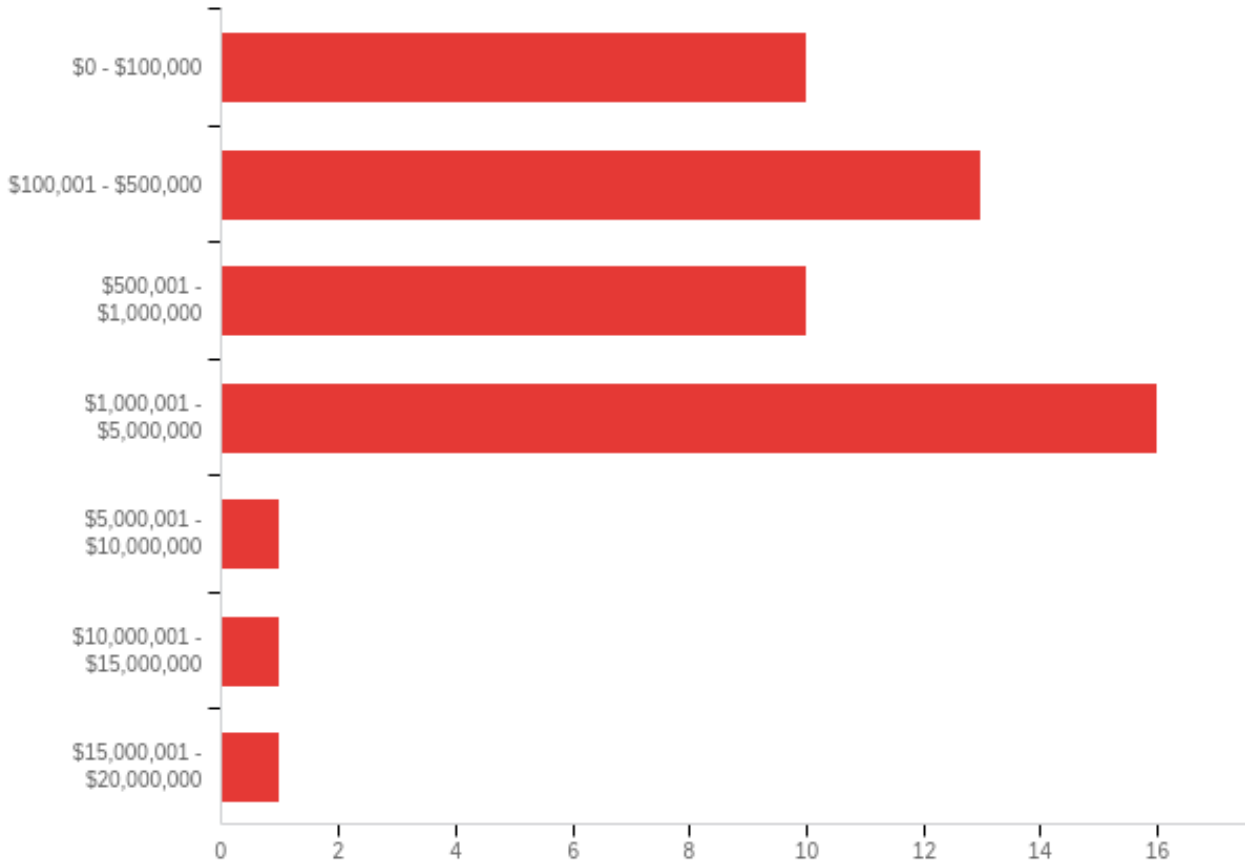


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Total private pay revenue for calendar year 2021.	1.00	6.00	1.67	1.19	1.41	52

#	Answer	%	Count
1	\$0 - \$100,000	69.23%	36
2	\$100,001 - \$500,000	11.54%	6
3	\$500,001 - \$1,000,000	5.77%	3
4	\$1,000,001 - \$5,000,000	11.54%	6
5	\$5,000,001 - \$10,000,000	0.00%	0
6	\$10,000,001 - \$15,000,000	1.92%	1

7	\$15,000,001 - \$20,000,000	0.00%	0
	Total	100%	52

Q64 - Total revenue (all funding streams) for calendar year 2021.

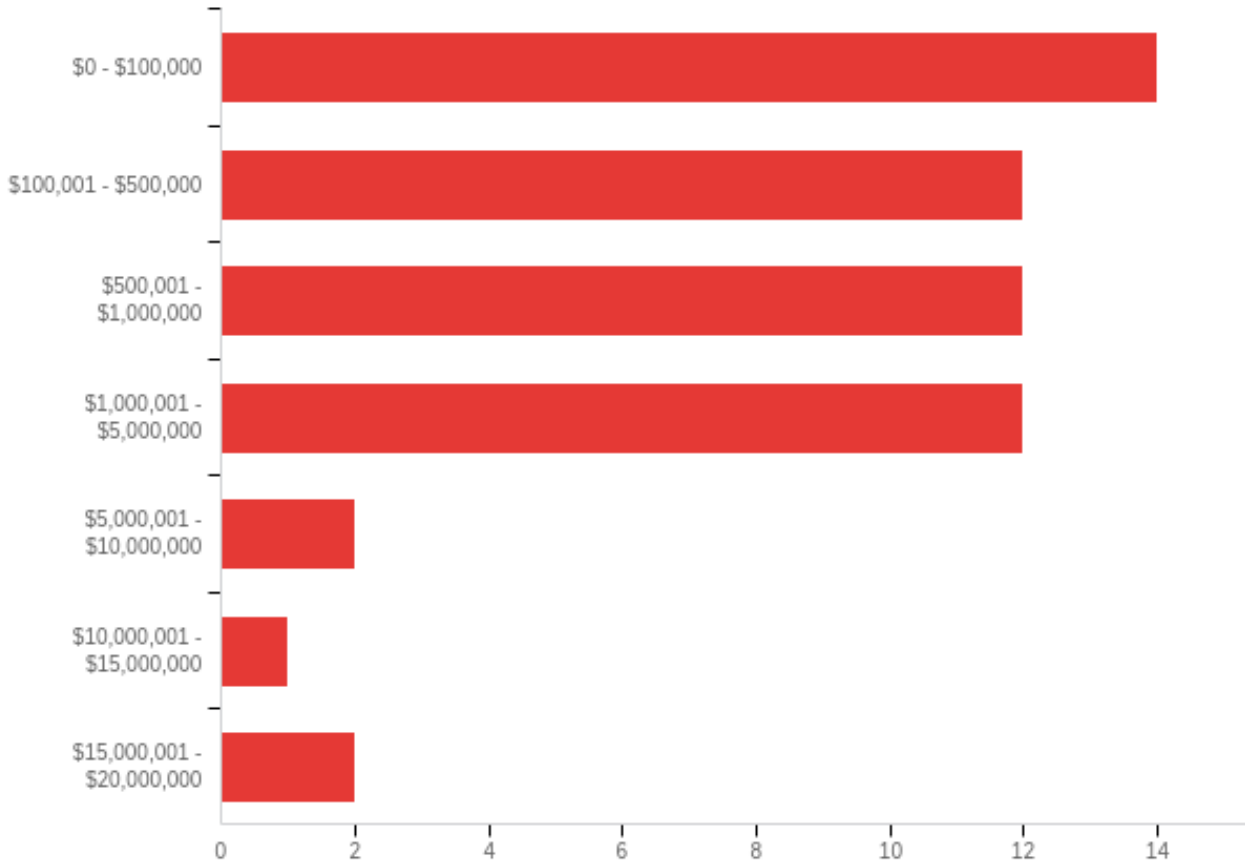


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Total revenue (all funding streams) for calendar year 2021.	1.00	7.00	2.85	1.36	1.86	52

#	Answer	%	Count
1	\$0 - \$100,000	19.23%	10
2	\$100,001 - \$500,000	25.00%	13
3	\$500,001 - \$1,000,000	19.23%	10
4	\$1,000,001 - \$5,000,000	30.77%	16
5	\$5,000,001 - \$10,000,000	1.92%	1
6	\$10,000,001 - \$15,000,000	1.92%	1

7	\$15,000,001 - \$20,000,000	1.92%	1
	Total	100%	52

Q65 - Total operating expenses for calendar year 2021.



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Total operating expenses for calendar year 2021.	1.00	7.00	2.76	1.51	2.29	55

#	Answer	%	Count
1	\$0 - \$100,000	25.45%	14
2	\$100,001 - \$500,000	21.82%	12
3	\$500,001 - \$1,000,000	21.82%	12
4	\$1,000,001 - \$5,000,000	21.82%	12
5	\$5,000,001 - \$10,000,000	3.64%	2
6	\$10,000,001 - \$15,000,000	1.82%	1

7	\$15,000,001 - \$20,000,000	3.64%	2
	Total	100%	55

Q35 - What was your agency's gross profit margin for calendar year 2021?

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Gross profit margin percent	0.00	100.00	22.23	18.03	325.24	47

Q36 - Number of personal care workers who left your employment during calendar year 2021.

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Number of personal care workers who left in 2021	3.00	266.00	34.98	40.49	1639.58	45

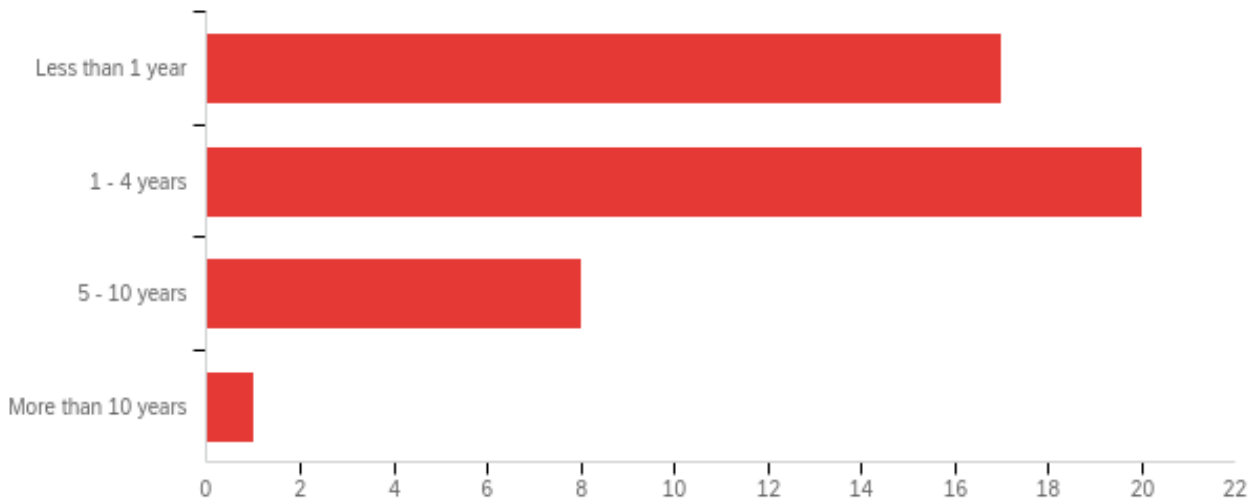
Q37 - Number of personal care workers hired during calendar year 2021.

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Number of personal care workers hired in 2021.	2.00	466.00	46.96	82.60	6823.06	45

Q38 - Agency-estimated calendar year 2021 average turnover rate (as a %).

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Turnover rate	2.00	95.00	40.42	27.70	767.34	40

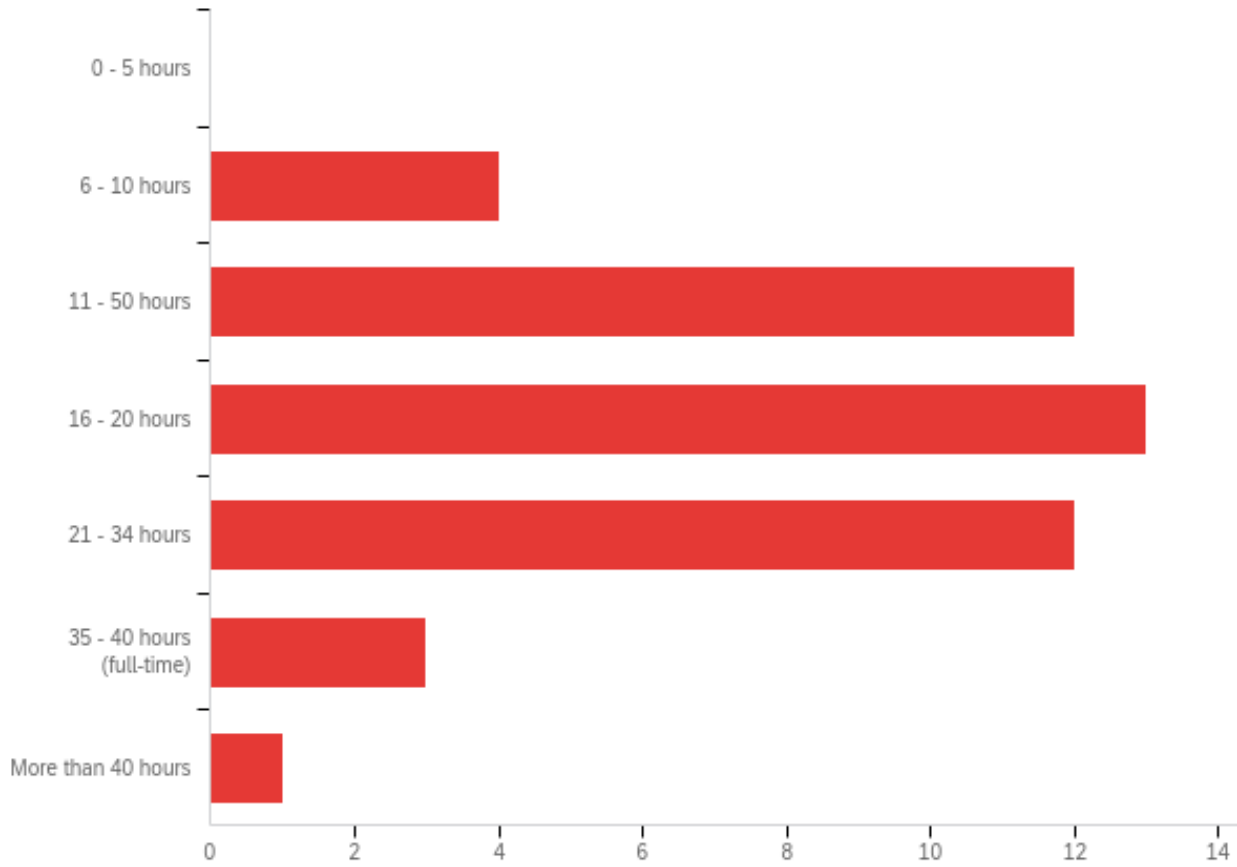
Q39 - What is the average length of time a personal care worker has been with your agency?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What is the average length of time a personal care worker has been with your agency?	1.00	4.00	1.85	0.78	0.61	46

#	Answer	%	Count
1	Less than 1 year	36.96%	17
2	1 - 4 years	43.48%	20
3	5 - 10 years	17.39%	8
4	More than 10 years	2.17%	1
	Total	100%	46

Q40 - What is the average number of hours personal care workers work per week in your agency?

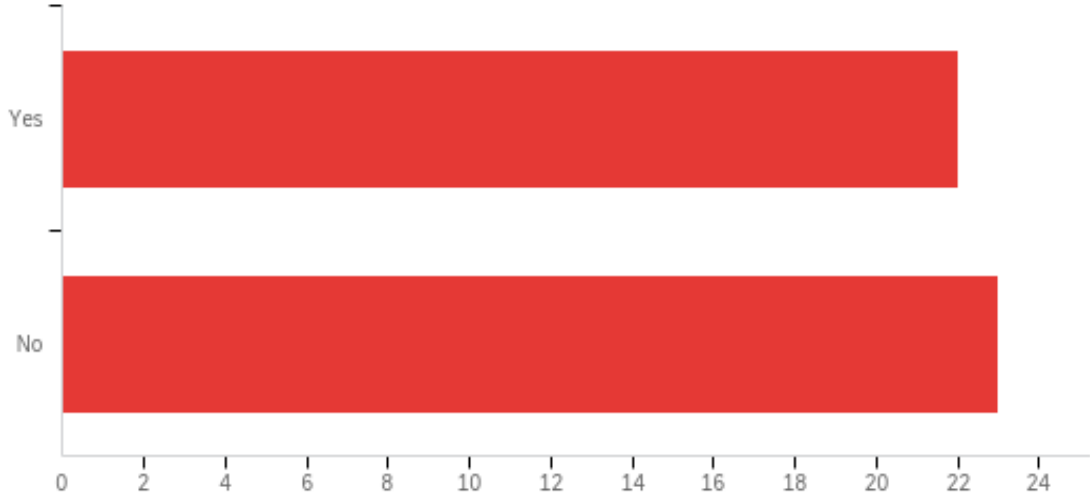


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What is the average number of hours personal care workers work per week in your agency?	2.00	7.00	4.02	1.16	1.36	45

#	Answer	%	Count
1	0 - 5 hours	0.00%	0
2	6 - 10 hours	8.89%	4
3	11 - 50 hours	26.67%	12
4	16 - 20 hours	28.89%	13
5	21 - 34 hours	26.67%	12

6	35 - 40 hours (full-time)	6.67%	3
7	More than 40 hours	2.22%	1
	Total	100%	45

Q41 - Have you had to terminate personal care workers for failing a background check for an offense you felt should not have excluded the individual from being hired as a caregiver?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Have you had to terminate personal care workers for failing a background check for an offense you felt should not have excluded the individual from being hired as a caregiver?	1.00	2.00	1.51	0.50	0.25	45

#	Answer	%	Count
1	Yes	48.89%	22
2	No	51.11%	23
	Total	100%	45

Q43 - Additional comments on losing personal care workers for failing a background check for an offense you felt should not have excluded the individual from being hired as a caregiver.

Additional comments on losing personal care workers for failing a background check for an offense you felt should not have excluded the individual from being hired as a caregiver.

no comment

some have been fired because the state didnt finish filing all their paper work. have to wait for the caregiver to finish getting all their case paperwork filed so we can re run the fingerprints to see if we can hire them

10-15 years old offense some petty stuff, such theft, stealing etc

Undetermined background

I have lost several great caregivers due to failures in the background checks that had no basis for exclusion or an infraction had been many many years ago

DUI

The background check system is racist. Every single caregiver discharged over the last 15 years due to a 5-year background recheck is a minority. Caregivers are often excluded due to paperwork issues in other jurisdictions causing the result to come back undetermined. Agencies often won't hire these caregivers even though they are not at fault.

Issues from long time ago, not related to service

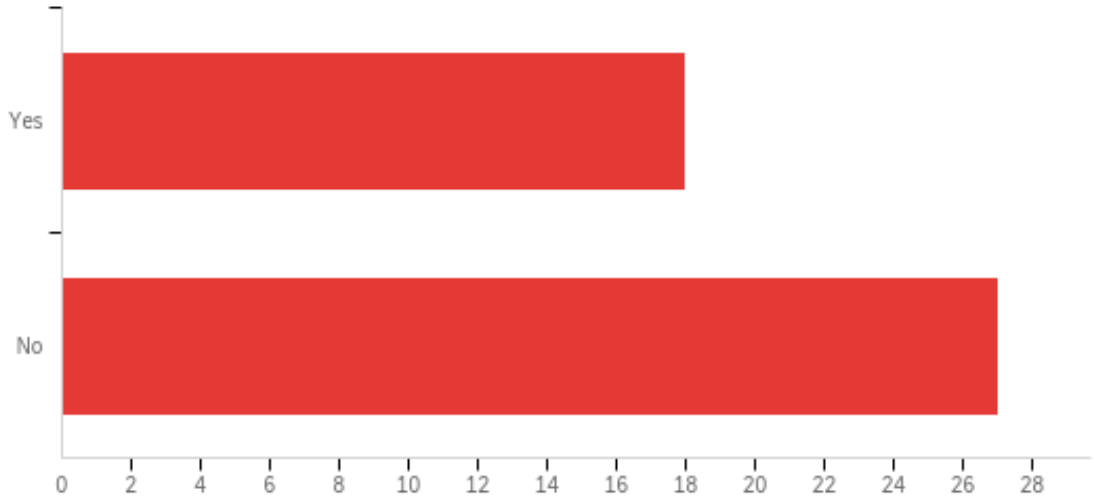
Caregiver defended herself in a family dispute over her child, spouse had pressed charges, she didn't dispute charges as she did strike spouse to defend child.

I have had to terminate two workers for offenses that were more than 25 years old. If they have not had a second offense, there should not be a lifetime exclusion. EX. solicitation at age 25; 27 years later at age 52, I had to terminate as this is a lifetime exclusion.

If the PCA is a family member and the patient is self directing they should be able to waive the background for the person they are choosing. For that matter, they (the patient) should be able to waive the background for anyone they choose.

Single mom failed do to DV case over 5years ago and had completed all CPS and Court Requirements Completed Counseling has had children back for 3 years and can't get a job with a facility for another 2 years. I wish we could come up with a program to support that scenario - extra quality control etc., she would have been an awesome team member.

Q42 - Have you lost personal care workers because they had problems using the EVV system?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Have you lost personal care workers because they had problems using the EVV system?	1.00	2.00	1.60	0.49	0.24	45

#	Answer	%	Count
1	Yes	40.00%	18
2	No	60.00%	27
	Total	100%	45

Q44 - Additional comments on losing personal care workers due to problems with EVV system.

Additional comments on losing personal care workers due to problems with EVV system.

Older PCAs and foreign PCAs struggle the application. They have trouble even logging in. They lock themselves out. They can't get in. Even if they do they may not clock in or out accurately. Since we are not able to go back and manually create claims they miss out on a lot of money, grow frustrated and quit. This also increases stress and burden on office staff because it gets taken out on us and also forces us to become technology experts trying to figure out every error or is the the application is having. Its way too much of a process for work that is already difficult as it is and for low pay. The rates need to be increase so we can pass it on to the PCAs. Retain staff and provide better service to recipients.

Language barrier. Not good with smart devices.

Incompetent system, not reliable, not working, provider of evs works on different time zone Just not pleasant to work with. Not consistent.

NO ONE!!!! No One!! wants to be bothered by using the authenticare system that has SO many flaws. it takes precious time out of their shift to call into the system. clients aren't given much time to start with. caregivers sometimes waste up to 10 mins trying to get the app or call in system to work. some clients flat out refuse to let the caregivers use their phones to clock in and out. caregivers cant afford to constantly upgrade their phone to stay up to date with the app that keeps having to be updated. its a complete waste of Medicaid money and hasn't saved any money

at the start of the program, we lost a handful of caregivers mostly due to difficulty to adjust to change and not being able to afford a smart phone

Some do a lot of stupid stuff out of ignorance such as clocking in and clocking outside the client home. etc.

Aged caregiver not able to deal with the application, others due to the frustration of the app not being reliable

This one reason we have stopped taking Medicaid clients

It is very unfortunate that the state continues to take so long to process new applications, changes to license information, adding endorsements, etc. The process severely hinders our business and our ability to contract with Medicaid MCOs, Veterans Administration, PAS/COPE/ Jewish Family Services, etc. It has been over a year for us to remove a former business partner from our license meanwhile, we are unable to move forward waiting for the removal which should be very simple. If our businesses were not held hostage by the prolonged process of waiting we may survive this next year to continue to serve the most venerable community of seniors that desperately need our services. Between, the failing EVV system and the state licensing process taking so long, it is very difficult to have a Personal Care Agency in Nevada. If Nevada wants to continue to offer quality personal care to the aging community there will need to address these two major concerns.

The EVV system is old technology that causes agencies to spend millions on extra staffing and write-offs. This board actually passed a proposal wanting to stay on the current platform so caregivers don't have to learn new software. That poor decision probably will cost caregivers on average a lost wage due to agency inefficiency (not of their own doing) of 25 cents an hour of wages. But at least caregivers don't need to spend 15 minutes learning new software. That's an extra \$250 a year (if working 1000 hours a year). But at least caregivers don't need to learn new software. The Medicaid EVV system is terrible. We have to pay extra office staff to work with the Medicaid EVV system! And then Medicaid pays extremely low rates! Not worth the whole process!

They get really frustrated when they have to wait for the EVV system to work. We always have issues with it. Often times they clock in and then can't find their clock out. And IVR instructions should be in picture format because the directions are too long. Also the turn over rate is high because the pay is so low and with inflation and minimum wage going up it's hard to pay them more than \$12 when most places pay at \$15.00. Please give us a raise. These

workers bust their butt all the time. This line of work can often be very hard.

Don't like to use, lost too many hours due to incompetent system. Service desk on different time zone, useless reply. Some issues totally not clear. Too many outages. Lack of information direct to PCA s, Authenticare not using the banner option. Too easy to cheat on the system. Can not trace signature client frame system.

Q45 - Have you lost personal care workers to higher paying jobs that require fewer skills (e.g., fast food restaurants, delivery services, retail)?

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Have you lost personal care workers to higher paying jobs that require fewer skills (e.g., fast food restaurants, delivery services, retail)?	1.00	2.00	1.11	0.31	0.10	45

#	Answer	%	Count
1	Yes	88.89%	40
2	No	11.11%	5
	Total	100%	45

Q46 - Additional comments on losing caregivers to higher paying jobs that require fewer skills.

Additional comments on losing caregivers to higher paying jobs that require fewer skills.

We are desperately struggling to maintain our workforce. We have a high quarter over quarter retention rate, but rising costs for us and for our employees in their daily lives are making it nearly impossible to keep them on as they can easily find other jobs that require less skill and less stress. The regulatory requirements for preparing an employee are also prohibitive and many quit before they finish state credentialing.

The rates are too low for the job that is requires and the they find the authenticare system to be a headache. If rates went up we can increase wages to ease frustration and reduce turnover.

It's getting harder and harder to find caregivers. Many prefer other jobs with benefits and less training requirements.

Due to the amount we receive from medicaid we are unable to pay are employees adequately for there skills.

Demand of more pay based on the set wage Clark county is paying is not enough. Especially due to the fact cost of living has gone up my agency has took a hold hit due to this. So if there is anyway to up the wages Clark County is paying out would be wonderful.

we are not able to compete with the pay other places are paying and our pca's are leaving us for jobs like restaurants, casinos, retail stores that pays them more and we have been force to hired new PCA's short term because as soon as the new pca gets a better paying job they quit and we need to start to look again is a never ending circle

We've not only lost employees for this reason but we've lost employees to higher paid unemployment

Recruitment been a challenge for me due to salary. Five employees left my company for a high paying job

The cost of gas price and more moneycan't keep workers

Flipping burgers pays 16-18, amazon pays 18-20 Anybody and everybody pays more. Reimbursement rates are never increased/ min wage is, cost of living is. Guess nevada is not a good state for this kind of care. Sad

we cant even compete with wages. no one wants to work for 12.50 an hour. I have programs that pay me more than Medicaid and waiver programs and I can pay the caregivers up to 17-19 and I still cant get that many people to take that job

This has been the major cause of our turn over right regarding caregivers because of higher paying jobs in other industries...during the exit interviews this is what's stated...they look for higher paying jobs because being a caregiver does not pay enough.

We are not taking Medicaid anymore until they raise the reimbursement rates. We have retained some Medicaid only because the PCA's have agreed to be paid only 11 an hour and that is still too much for the reimbursement. We consistently lose money on these clients. We have raised our pay (except Medicaid PCA's) and are seeing how much it is to add benefits like paid vacations and health insurance. Everything has gone up by 50% or more since the pandemic. Rent, PPE, insurance. Especially insurance. Thank you for considering raising the rates. They need to be higher. Not sure if that is realistic but, the current situation will only get worse. We have raised our pay across the payer sources except for Medicaid. When minimum wage goes over \$11, we will no longer be able to service the remaining Medicaid clients we have now.

Most of the caregivers we lose is due to wages. Our starting rate is one of the highest in the industry at \$12. We can get them up to \$12.50, but anything past that will be a loss. Operating cost such as workers comp, general liability, payroll taxes, and the Nevada Modified Tax are just a few that reduces most of our gross margin close to nothing. We are surrounded by casinos that are offering upwards of \$20 per hour for unskilled labor. Fast food places are upwards of \$14. A stocker at Walmart is over \$17. We cannot attract nor retain caregivers because we cannot compete. We are limited and bound to Medicaid's reimbursement rate of \$17.56 per hour. We take a loss with the Nevada's waiver program. Reimbursements for companion service is \$7.52 per hour (well below minimum wage - not sure how this can happen). Respite care's reimbursement, which is the most units authorized by Aging and Disability, is at \$9.40

Enticement with higher pay from companies like Amazon, Uber/Lyft, Target & Walmart just to mention few

Make more money with benefits and don't have to use their car and gas.

I have other revenue streams that allow us to pay our PCA's at a loss, but they still make higher wages elsewhere and do not stay in this field for more than a few weeks

there is a critical workforce shortage everywhere across the U.S.

This is a lot of work to do and the state does not pay us enough to offer a decent wage. So people are going to Target to get 15+ which is less work.

Medicaid does not reimburse according to the cost of living today. One of my caregivers is making less than her teenager working at Del Taco. They hired him as a 17-year-old starting at \$13 an hour plus overtime because they were short-staffed. The maximum we can offer our caregivers is \$12 an hour because they typically only serve Medicaid clients. The profit margin isn't just too small to pay a decent wage and maintain our business.

The state illegally pays less than minimum wage. The caregivers affected by this illegal reimbursement are primarily low-income, female, non-white caregivers. That issue, one that has existed from 2012 to 2020 while SEIU represented ADDUS caregivers should trigger the immediate termination for cause for everyone involved in this illegal, reprehensible activity.

Medicaid reimbursement rate needs to be higher due to the cost of living has went up and that rate does not allow a worker to be compensated as needed

Yes absolutely! Most places pay \$15 an hour with bonuses and it's hard sometimes because when you have a client that is bedbound or has Alzheimer's and is difficult to handle on a daily basis, that higher pay makes a difference. It's extremely hard to be competitive with the low pay received by the state. And now with gas prices being up the roof, no one wants to drive further than 10 min and that is very hard to get people to travel to work. Even increasing \$2.00 would make a world of difference. Inflation is no joke and the minimum raising and still going to raise this

summer, I break even and often don't even pay myself.

Medicaid and related parties are not paying industry rate. Minimum wage is going up and Medicaid is not increasing for the last 10-12 years, actually decreased their rates. Looks like Medicaid is killing the business in Nevada

We pay as high as we can based on what our elderly population can afford to pay us. Plus with gas prices so high, less are wanting to travel between clients.

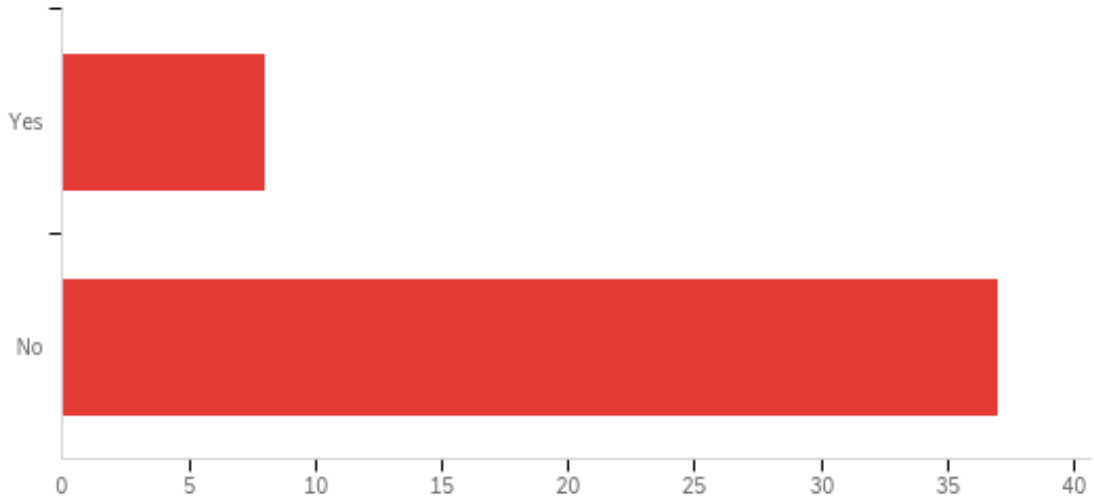
The primary reason for this was not the pay, but the 10 day wait for a 2-step TB when they could go to work immediately for fast food or retail.

We lose care workers to high paying jobs and jobs that offer more hours.

I really wish the reimbursement was better for waiver services as well as medicaid services. Especially with the minimum wage raising. But for waiver services we pay more to the pcas then we receive in payment when reimbursement

Walmart, \$17.00 hour to start

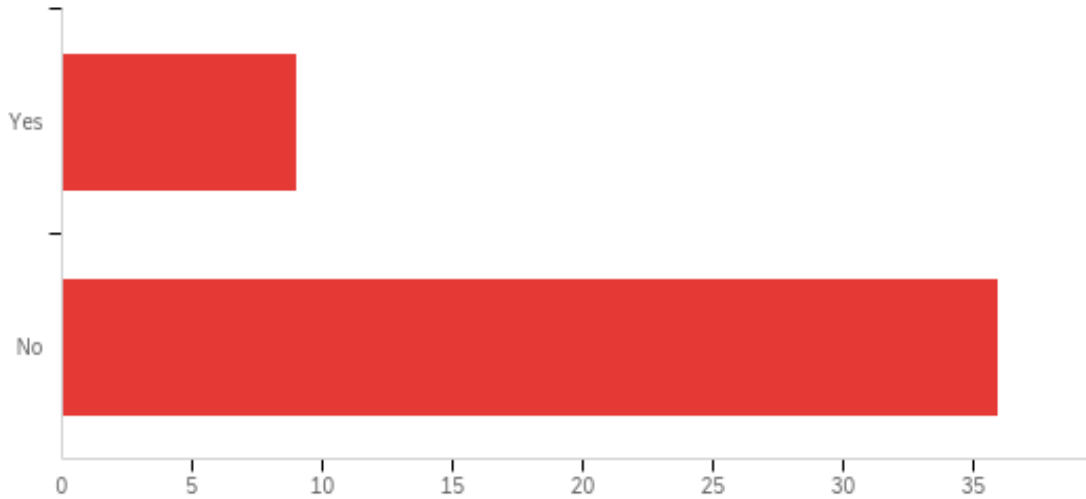
Q47 - In calendar year 2021, did your agency pay a sign-on bonus?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	In calendar year 2021, did your agency pay a sign-on bonus?	1.00	2.00	1.82	0.38	0.15	45

#	Answer	%	Count
1	Yes	17.78%	8
2	No	82.22%	37
	Total	100%	45

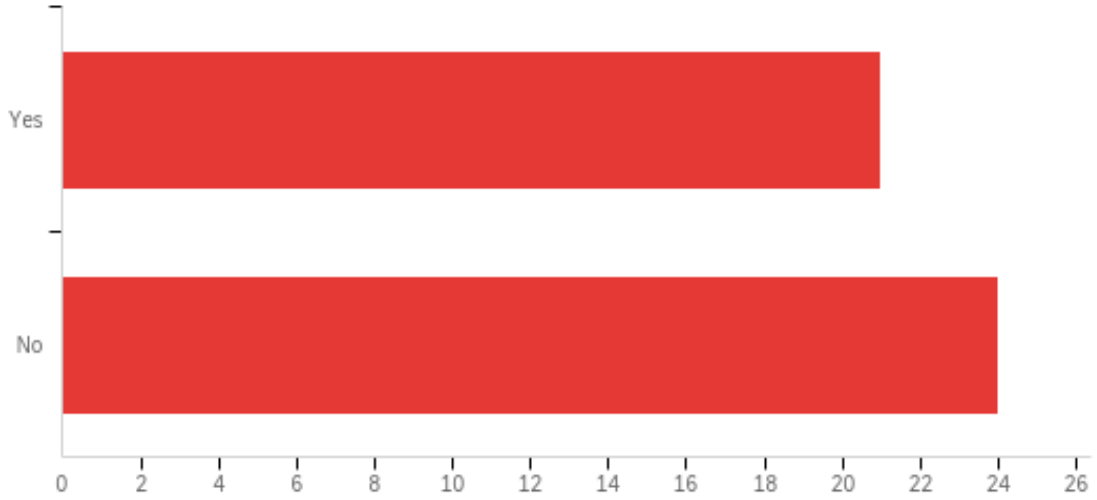
Q48 - In calendar year 2021, did your agency pay a retention bonus?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	In calendar year 2021, did your agency pay a retention bonus?	1.00	2.00	1.80	0.40	0.16	45

#	Answer	%	Count
1	Yes	20.00%	9
2	No	80.00%	36
	Total	100%	45

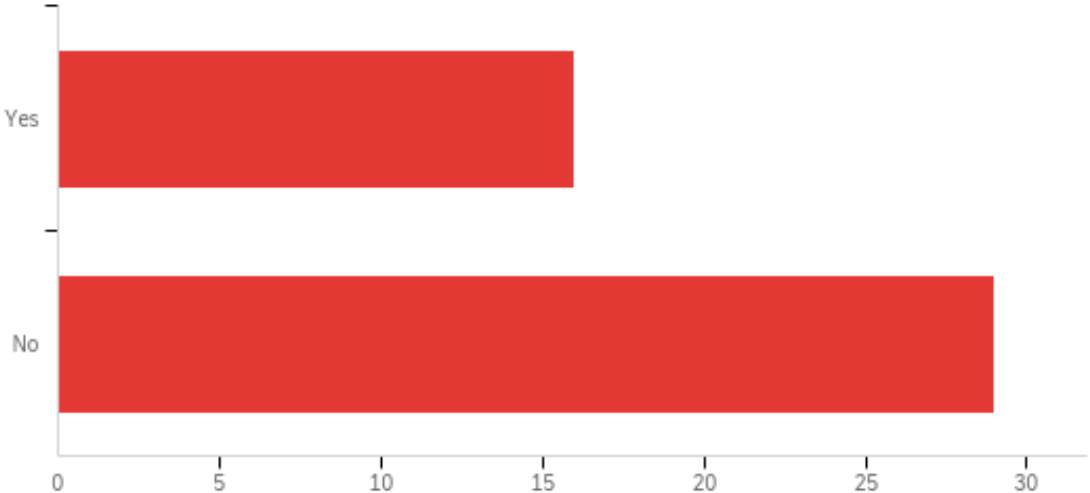
Q49 - Does your agency pay higher wages for seniority?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Does your agency pay higher wages for seniority?	1.00	2.00	1.53	0.50	0.25	45

#	Answer	%	Count
1	Yes	46.67%	21
2	No	53.33%	24
	Total	100%	45

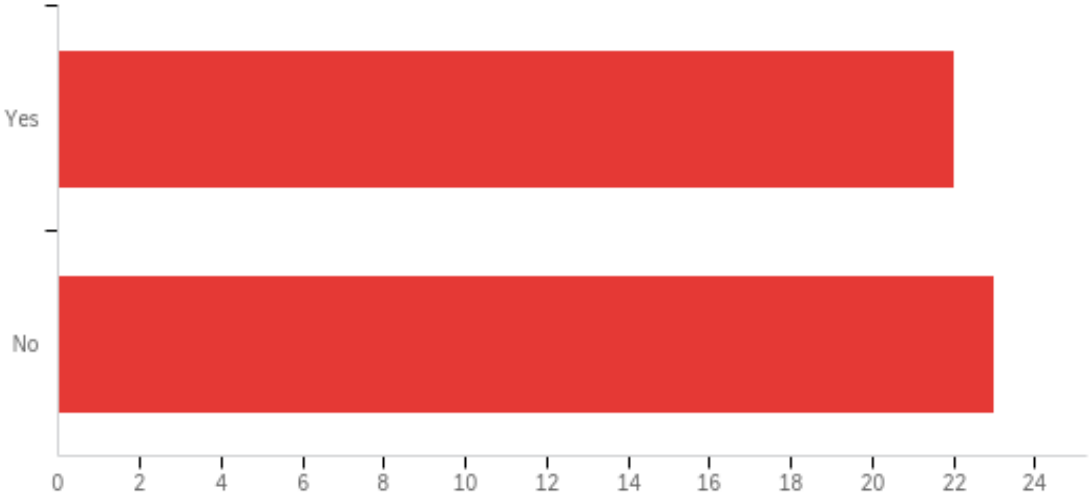
Q50 - Does your agency pay higher wages for skills (multi-lingual, flexibility, capability) over seniority?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Does your agency pay higher wages for skills (multi-lingual, flexibility, capability) over seniority?	1.00	2.00	1.64	0.48	0.23	45

#	Answer	%	Count
1	Yes	35.56%	16
2	No	64.44%	29
	Total	100%	45

Q51 - Would you be willing to hire 17-year-old personal care workers if the law was changed to allow it?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Would you be willing to hire 17-year-old personal care workers if the law was changed to allow it?	1.00	2.00	1.51	0.50	0.25	45

#	Answer	%	Count
1	Yes	48.89%	22
2	No	51.11%	23
	Total	100%	45

Q52 - List any recruitment practices you employ.

List any recruitment practices you employ.

Websites, social media, partnership with UNR

Have posted on indeed, also with Jobconnect and One Stop Career Center

Placing ads on Social Media

18 years and over pass background check must have a valid driver license proof of auto insurance current CPR and current first aid card physical examination or certification from a licensed physician that you are in a state of good health must pass background check Tow-Step TB skin test complete PCA Basic Training

post on indeed, craigslist, facebook, word of mouth, post at all schools, laundry mats, stores, talk to all caregivers and clients , radio ads

I network with my local CNA school for new graduates from the CNA program as a recruitment practice

We have gone almost all digital.

For 2022, we started a sign on bonus but has not change our success rate in attracting applicants. We have also offered referral bonuses to existing caregivers and has yielded nothing.

We pay for the background check, CPR, Physical & TB test Provide free training

Job Connect, Facebook, word of mouth

print, social media, contracting services

Standard for senior helpers, Indeed, community boards.

N/A

We pay all caregiver-related expenses. We classify our caregivers correctly, we don't break the law by hiring independent contractors. We offer a safe harbor 401K plan that requires the agency to match 80% of caregiver contributions up to 5%. We offer ACA-compliant medical coverage to everyone who qualifies.

We comply with Affordable care act requirements, but no caregivers want it. I think that they are covered by their husband's plan or Medicare. We offered 401k but, no caregivers want it. We also offer PTO.

Facebook marketplace, many reactions, no actual applications. Hourly rate just not good enough anymore

I am paying employees a referral fee of \$50 for each 50 hours worked up to \$200

Web-based job boards, trade schools, job fairs, word of mouth from current employees

Working on a relationship with CNA program Because there is no where else to say this, state gave me waiver for 17-yo with diploma graduated CNA Program and couldn't get hired as CNA so HCQC allowed me to hire assign as dual with clients permission. I WANT TO CREATE AN APPRENTICE PROGRAM FOR HIGH SCHOOL SENIORS.

Cover all onboarding costs (TB testing, Drug testing, CPR/First Aid, Physical, annual training)

Q53 - List any retention practices you employ.

List any retention practices you employ.

Significant training and ongoing support, generous benefits program including 3 weeks PTO and a retirement plan with employer match (both are available to all employees), guaranteed schedules regardless of client cancellations, incentive programs...

no write ups must have all credentials up to date

get paid higher

Point system for bonuses. We pay for everything. Tb, CPR/1st aid, fingerprinting, physical, PPE, etc.

Taking care, supporting, and respecting our caregivers is of the utmost importance for us when it comes to retention, but at the end of the day, financials will dictate many of the decision making for most employees in any industry, especially considering the difficulties in caring for individuals with disabilities

Pay employees for travel time plus bonus if we want coverage We pay for the time they are in attendance for In-Services Training We pay for their time if they need orientation and re-orientation for the client service plan

Be available for the caregiver 24/7 and help with personal situation if needed, extra gas if needed in between paydays

bonus, fuel bonus

We give gift cards, will help pay bills if they have worked 90 days

N/A

We terminate for negativity! It doesn't matter if you are a caregiver, a client, or work in the office. If you can't hold a civil conversation, we have to let you go.

We comply with Affordable care act requirements, but no caregivers want it. I think that they are covered by their husband's plan or Medicare. We offered 401k but, no caregivers want it. We also offer PTO.

Small family oriented business management, open door policy

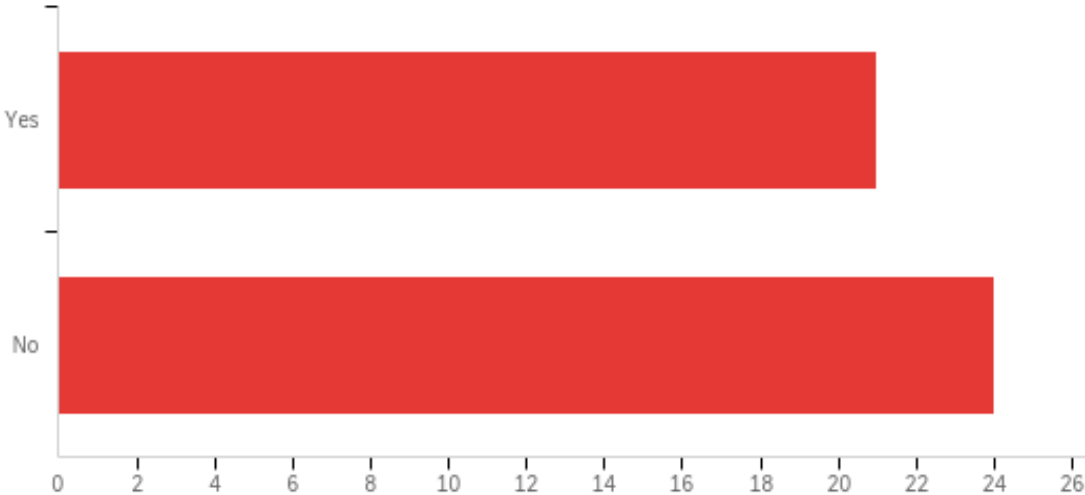
employee of the month, employee of the year, 1 year pins, 5 year pins, promotion opportunities to admin support and mentor positions.

Caregiver of the month, caregiver appreciation lunches, raises, ongoing training.

Fine tuning. Currently raise at 90 days, 6-months and annually.

Anniversary bonus tiered on seniority, Caregiver Appreciation events, holiday parties, regular calls to check-in on Caregivers

Q54 - Do you contract with a training entity?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Do you contract with a training entity?	1.00	2.00	1.53	0.50	0.25	45

#	Answer	%	Count
1	Yes	46.67%	21
2	No	53.33%	24
	Total	100%	45

Q55 - If yes, please name the entity

If yes, please name the entity

Vida Training Center

Care Academy

Vida Training Center

Vida Training Center

Vida

Vida Training Center

Relias

Masterdom training center

Vida

Home Care Pulse Training

Vida

Navvon

care academy

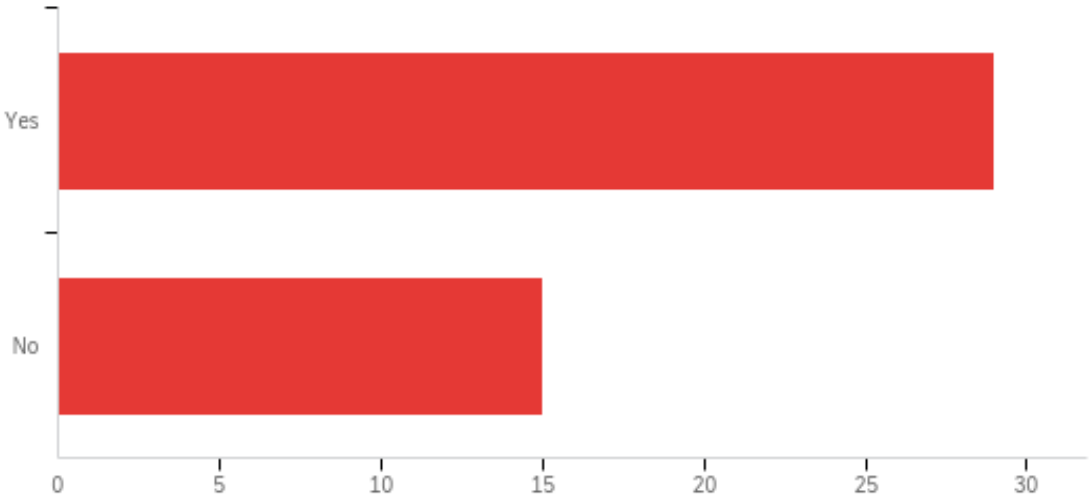
Vida training

Home Care Pulse

In the Know

Home Care Pulse/In The Know

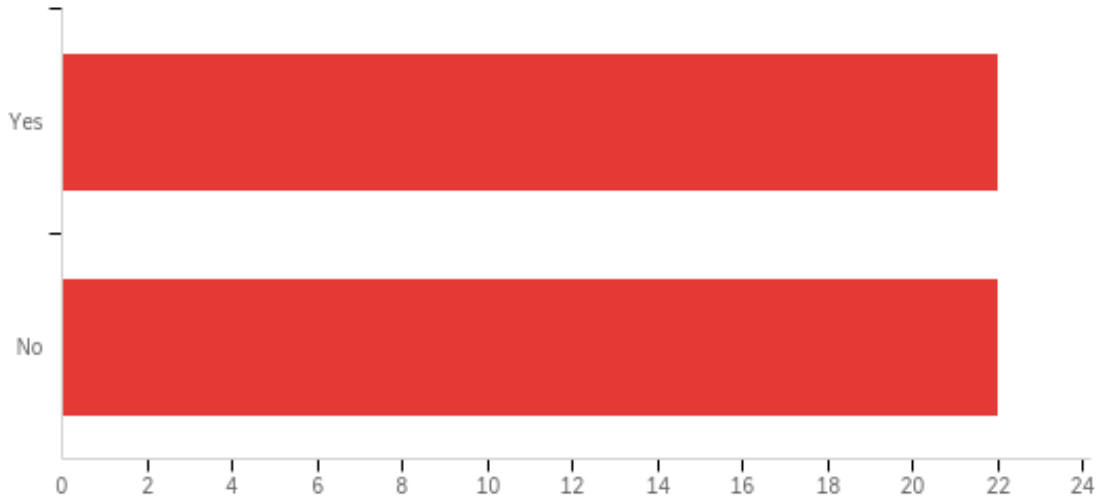
Q56 - Does your agency supply all the required personal care worker training free of charge?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Does your agency supply all the required personal care worker training free of charge?	1.00	2.00	1.34	0.47	0.22	44

#	Answer	%	Count
1	Yes	65.91%	29
2	No	34.09%	15
	Total	100%	44

Q57 - Does your agency pay personal care workers for the time spent on annual training?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Does your agency pay personal care workers for the time spent on annual training?	1.00	2.00	1.50	0.50	0.25	44

#	Answer	%	Count
1	Yes	50.00%	22
2	No	50.00%	22
	Total	100%	44

Q58 - What changes would you like to see in the state's training requirements for personal care workers?

What changes would you like to see in the state's training requirements for personal care workers?

FREE CLASSES FOR EACH INDIVIDUAL WHO IS TRYING TO BE CAREGIVER

Less trainings that take away from working time. Cultural competency for example is unnecessary because caregivers are already trained about OSHA and on respect and discrimination. We've never had an issue about anyone's sexuality being questioned or discriminated on. It's just another training on the quickly growing list of trainings requirements that deters a lot of people from becoming a caregiver.

To really help the individuals with the lack of requirements that are needed for the position. And to increase the pay on the board. Due to the fact we are taking chances with our health to our clients that are in need of services and we did with a lot so that should be taken in consideration.

I would like to know more about free training for personal care.

State provided standard pca training so all the same and no need to waste time on checking training as long as provided by one entity

I agree with all the training requirements that are current according to the NRS guidelines & the State

To help reduce certification and renewal cost for both applicant and employers, a 1-step TB test should be sufficient when getting certified and should not be an annual testing. Background checks and/or others should be reimbursable.

1. The requirement for CPR training every two years 2. Annual In-Service Training other than emergency situations such as eg. COVID-19 Pandemic

That the state has a website with all the required training across the board for all agencies. Stop the TB test and the Statement of Good Health.

It is cumbersome and a financial drain when employees only stay days to weeks

eliminate the need for caregivers to do the Cultural Awareness training. We are one-on-one in the home

Make it more easy. My caregivers have to drive 1 hour and a half if they go

Have the option to be paid

Trainings should cost less. The staff can barely afford to pay bills let alone trainings.

More efficient options to meet cultural competency requirements.

Something that actually works for personal care. Training that's put together by professionals that meets the needs of the industry. More importantly, targeting what is needed and not wasting time on training that sounds good but doesn't make the industry better.

It's not the training that is the issue. It is the unreasonable 2 step TB test, physical and other started up requirements many of which are not required in other health-related industries. Because it takes a new employee so long to complete they go work somewhere else.

Training should be more available and free if charge since the reimbursement rate is so low people can't afford to pay for classes

Less hours of training and the State reimbursing the agency for that training.

Standard training for all, based on state requirements, all the same so no more nonsense with wrong requirements, no more issues

The Cultural Competency is a HUGE Burdon. I can't afford \$90 per employee at hire and annually Plus paying the 8 hours on top of the orientation hours needed with the current program. If State were to offer this program as they do the Elder Abuse program, that would be appreciated.

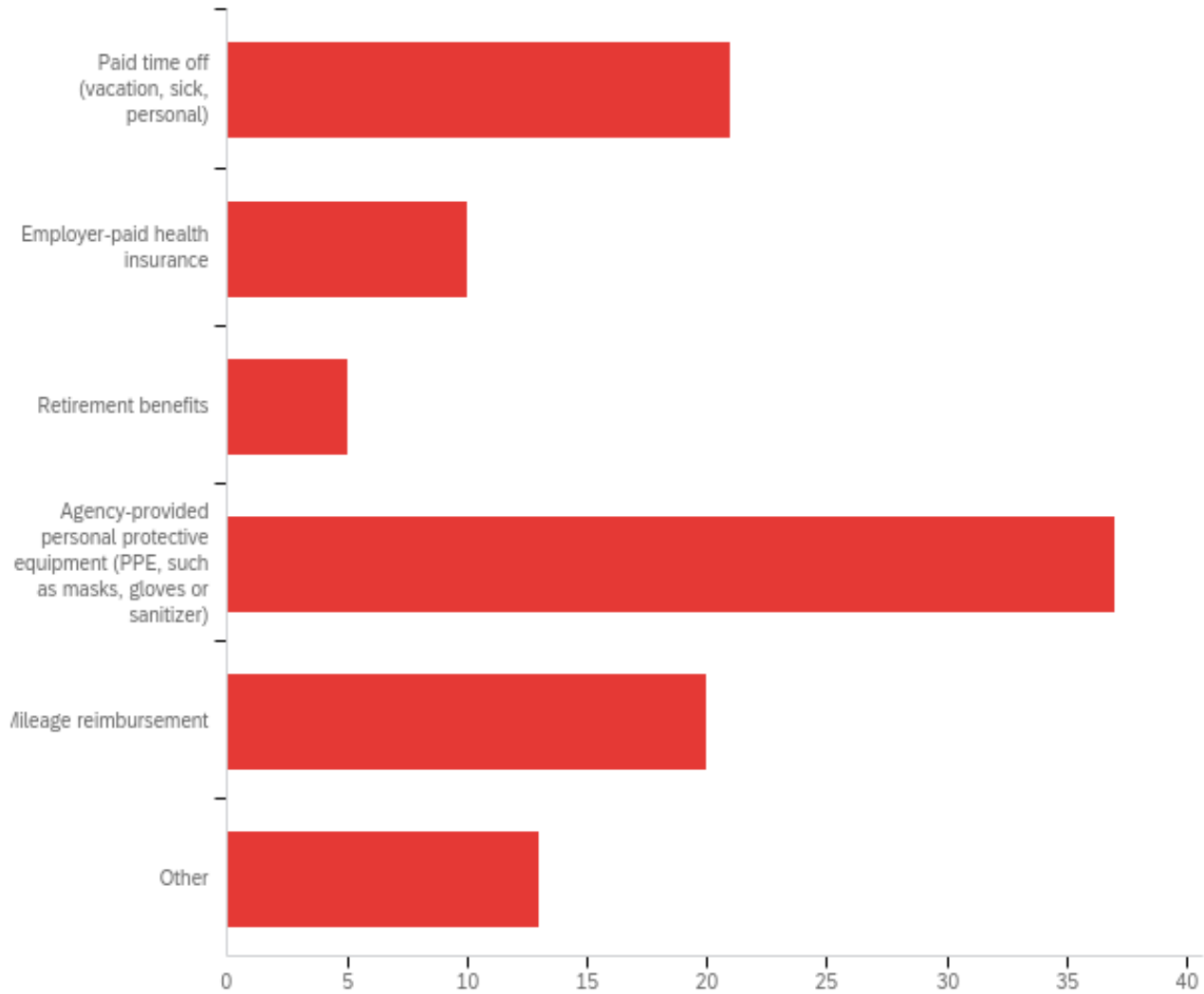
I would like training such as Cultural competence and other continuing education classes to be provided online so the caregivers can access high quality training with little to no cost.

The cultural competency training, which is now mandatory is very difficult for personal care workers who do not speak much English. Training should be made available in additional languages like Chinese Mandarin and Cantonese.

Training for pca's is provided at hire but deducted from final check if leave in less than 90 days. To require family / personal caregivers receiving pay through state funding or Veterans funding the same amount of training that we are required to provide our employees and that the funders would contract with various agencies as reimbursed training entities.

More detailed requirements for annual training. The pre-employment training list is quite exhaustive, but the only requirement for annual training is Elder Abuse.

Q59 - Select any benefits your agency provided for personal care workers in calendar year 2021.



#	Answer	%	Count
1	Paid time off (vacation, sick, personal)	19.81%	21
2	Employer-paid health insurance	9.43%	10
3	Retirement benefits	4.72%	5
4	Agency-provided personal protective equipment (PPE, such as masks, gloves or sanitizer)	34.91%	37
5	Mileage reimbursement	18.87%	20
6	Other	12.26%	13
	Total	100%	106

Q59_6_TEXT - Other

Other - Text

401k

Fingerprint cost, CPR

AFLAC

gift card appreciation gifts

Bonus & Mileage as PRN for fill-in

Aflac, Colonial Insu

Referral bonus

travel time and gas assistance

Fuel & Meal Stipends as possible

Caregiver Rewards

Travel Time, Employer Assistance Program, Daily Pay