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State of Nevada Department of Health and Human Services

Survey Result Highlights

Division of Public and Behavioral Health

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Helping people. It's who we are and what we do.



Responses

- Employer Survey
 - 128 responses
 - 106 full surveys
- Worker Survey
 - 404 responses
 - 278 full surveys

Typical Home Care Worker

- 77% female
- 53% over 50 years old
- 61% people of color (POC)
- Average of 10 years worked in home care
 - This survey heavily features career home care workers. Findings may have differed if focused on newer workers.
- 54% provide home care for a family member
- Care for average of 2 clients
- Hour Paid per Week:
 - 4% Fewer than 5
 - 10% 5 to 10
 - 37% 10 to 20
 - 36% 20 to 40
 - 11% More than 40
- Findings on this slide align with the Guinn Center and PHI reports.



Employer-Reported Service Types

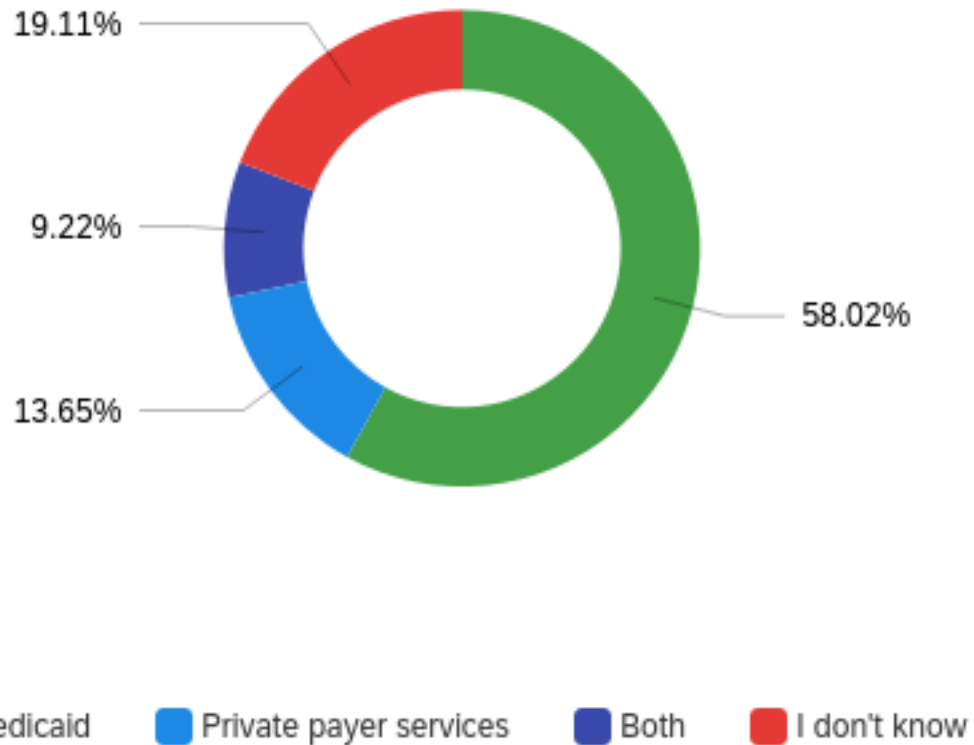
- Medicaid
 - 78% contracted
 - Average percent of clients on service: 70%
- Aged Waiver
 - 70% contracted
 - Average percent of clients on service: 16%
- Disabled Waiver
 - 68% contracted
 - Average percent of clients on service: 9%
- Medicaid Managed Care Organizations (MCOs)
 - 58% contracted
 - Average percent of clients on service: 12%

Employer-Reported Service Types (cont.)

- PAS/COPE/Jewish Family Services (ADSD HM)
 - 34% contracted
 - Average percent of clients on service: 6%
- Veterans Affairs (VA)
 - 43% contracted
 - Average percent of clients on service: 21%
- Other/Private Pay
 - 79% contracted
 - Average percent of clients on service: 29%



Worker response to payer source





Safe and healthful working conditions for home care employees



Worker Responses:

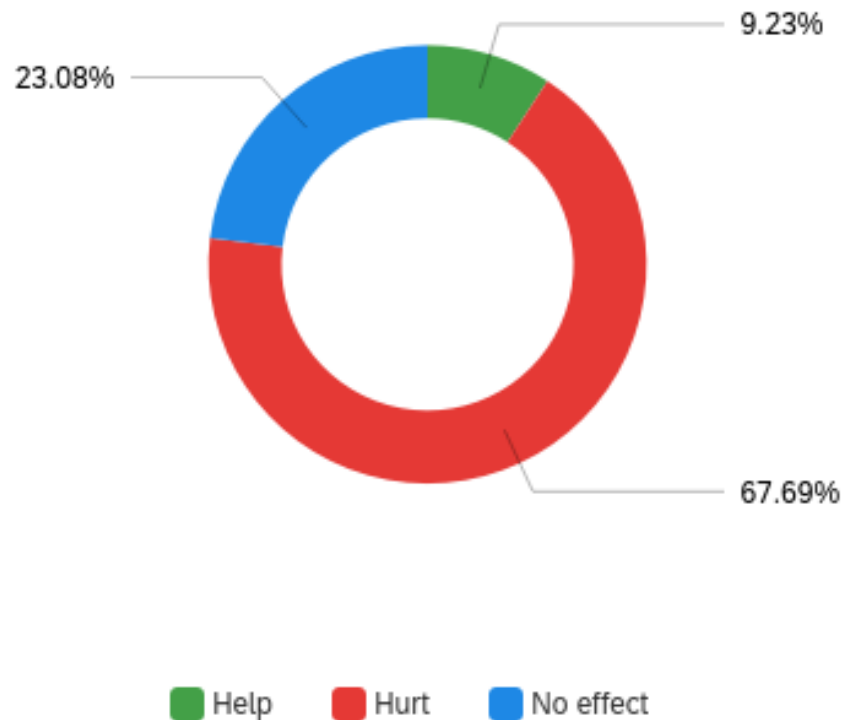
- Does your agency have an after-hours phone number that you can call if you have an issue?
 - 79% yes
- Is your agency typically available to answer your questions concerning issues/care for your client?
 - 92% yes
- Does your agency go over the service plan for your client with you?
 - 81% yes



Wages, Rates, Benefits

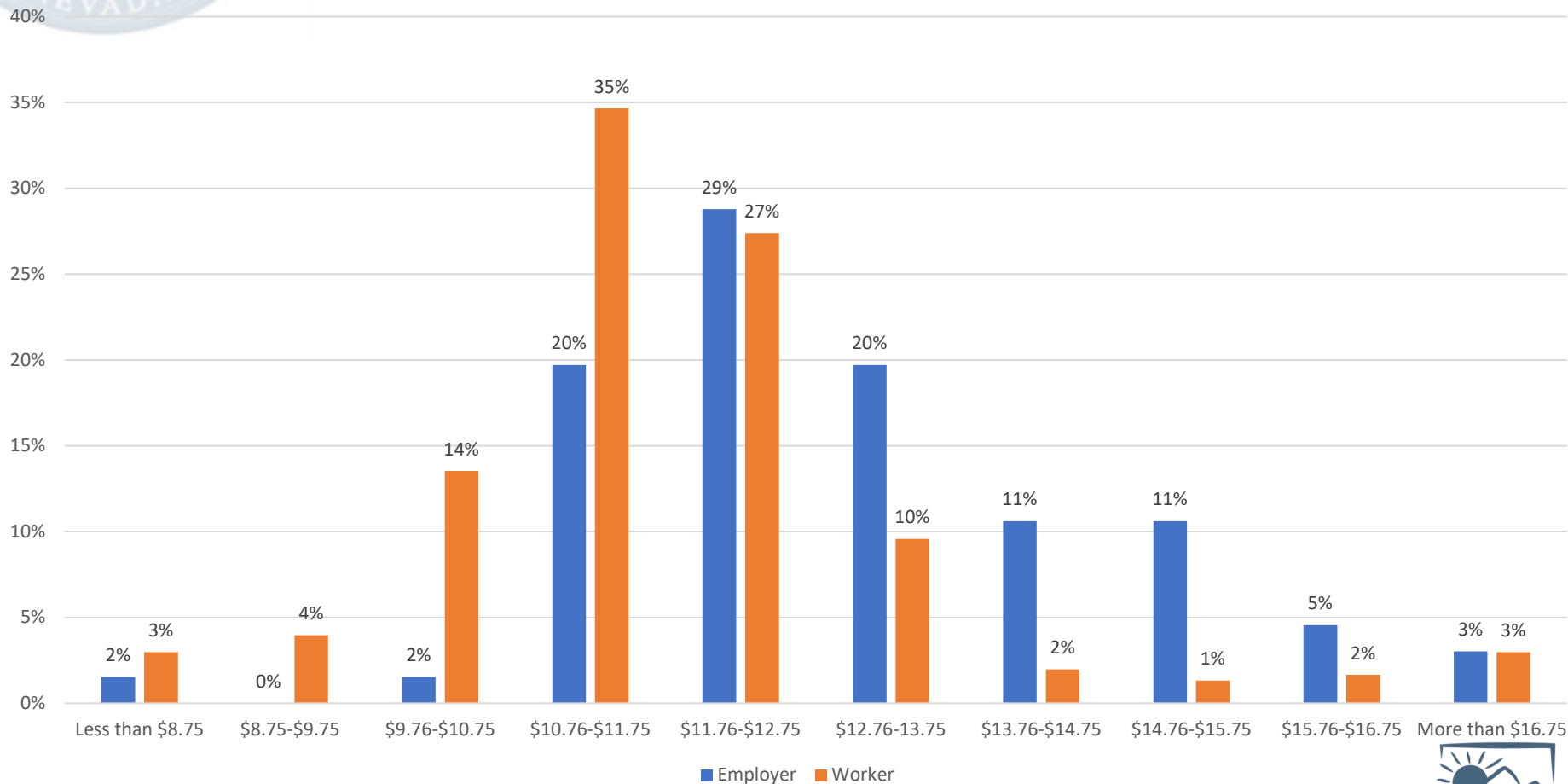


Do reimbursement rates help or hurt what employers pay in personal care worker wages?



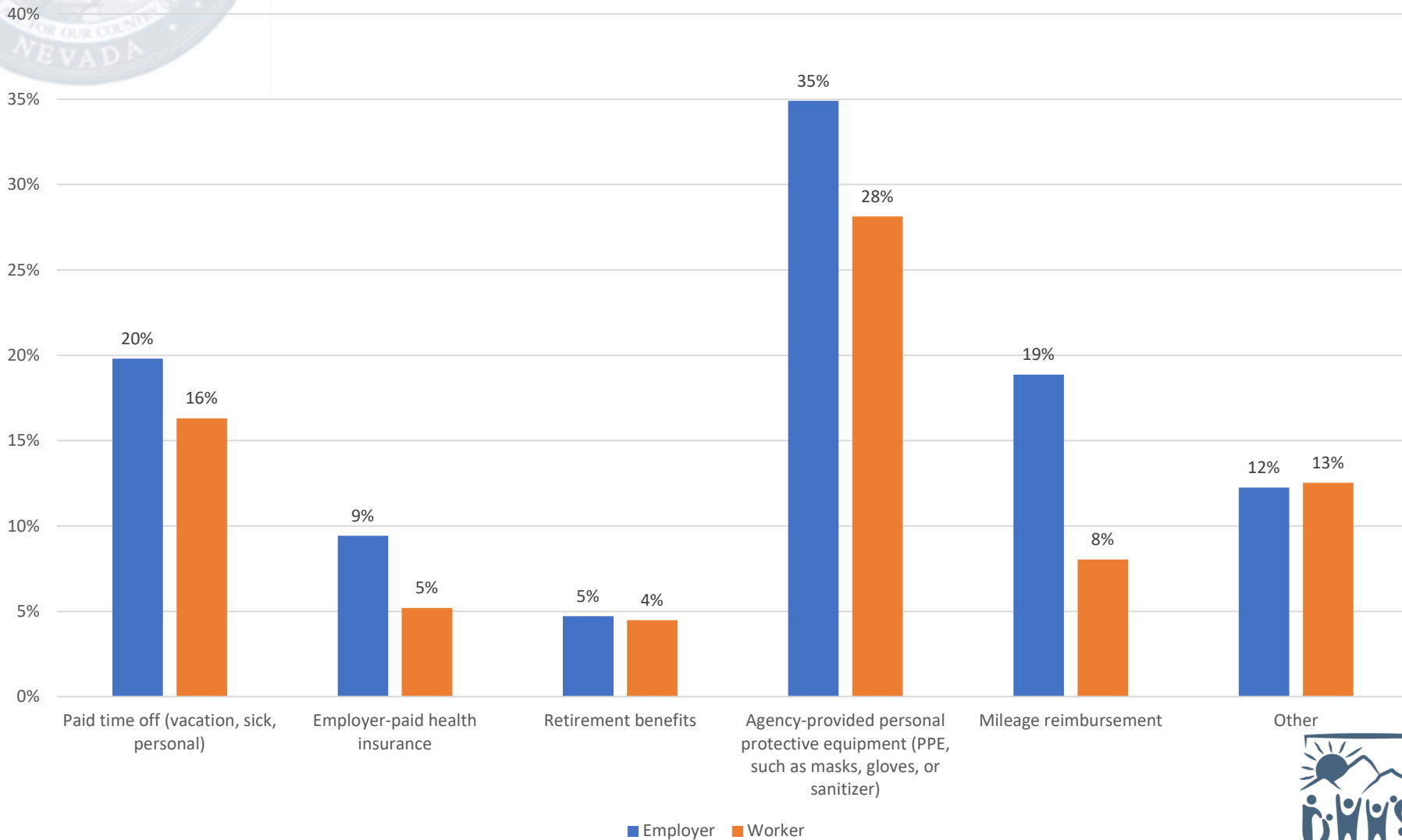
Employers asked for average wage Workers asked to select all wages that apply

Employer vs Worker Reported Wages



Reported benefits provided or received

Benefits





“Other” benefits listed

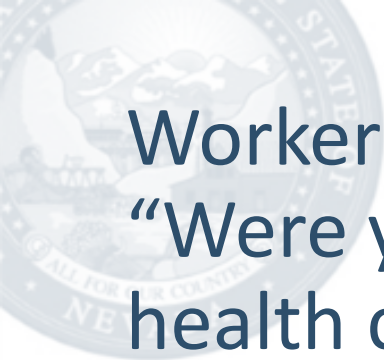
- Employers

- 401K
- AFLAC
- Gas assistance
- Bonuses
- Fingerprint cost
- CPR
- Gift card appreciation gifts
- Mileage as needed for fill-in
- Colonial Insurance
- Referral bonus
- Travel time
- Fuel and meal stipends as possible
- Caregiver rewards
- Employer Assistance Program
- Daily pay

- Workers

- 401K
- AFLAC
- Gas occasionally
- Incentive bonuses
- Some paid time off hours
- Paid basic personal care training
- Vacation
- Payday loan diversion program (“If we need money to pay a bill the agency pays the bill and takes it back through payroll. They intercept requests for payday loan verifications and lend us the money at no charge)
- TB test
- Vision insurance
- 30 counts of “None/Nothing”



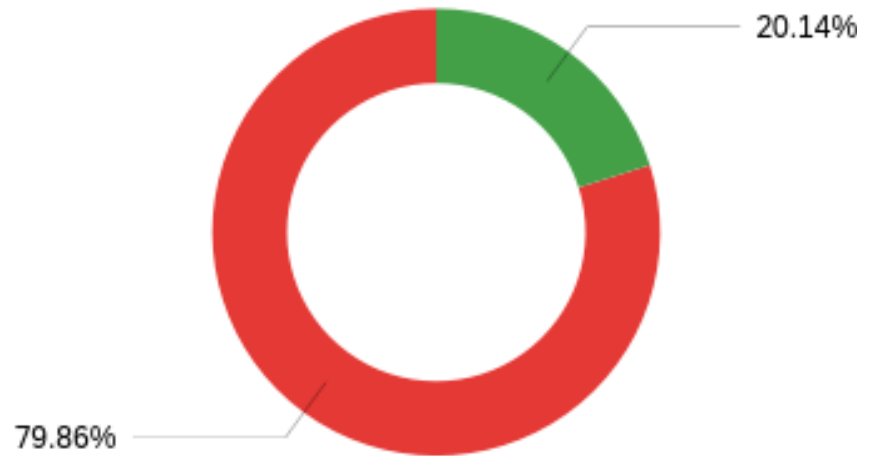


Worker response to “Were you offered health care benefits?”



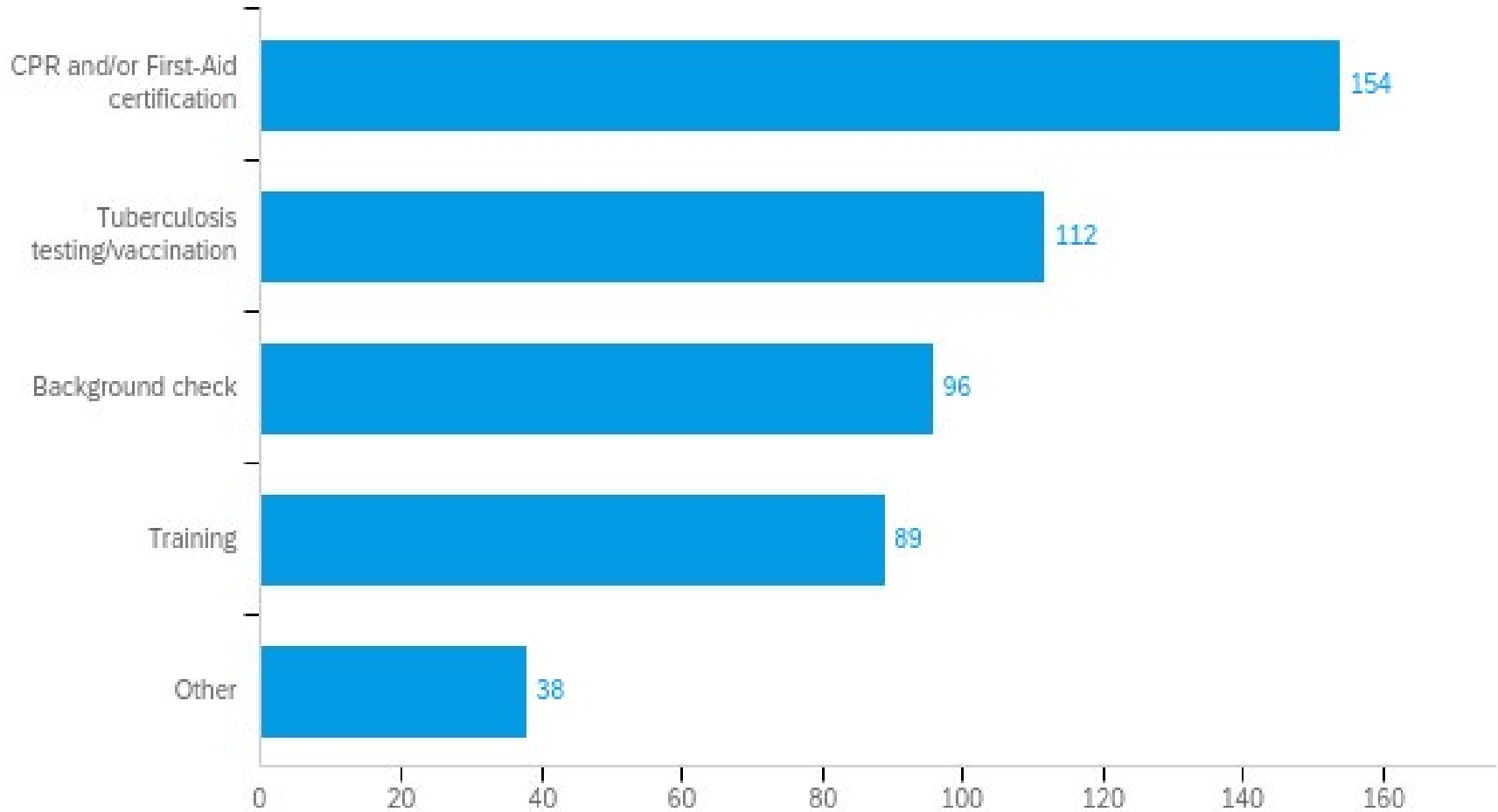
Yes No

Worker response to “Were you offered retirement benefits?”



Yes No

Select any work expenses you (the worker) paid in calendar year 2021





“Other” expenses listed:

- Physical
- PPE and other supplies/equipment
- Travel
- Fingerprinting
- Gas
- Training
- Uniforms
- None
- Was reimbursed

Worker Responses:

- Of workers who care for more than 1 client:
 - 11% receive mileage reimbursement
 - 75% do not know their agency's mileage reimbursement policy and how to submit for payment.
- Did you receive a W-2 tax form from an agency for calendar year 2021?
 - 89% yes
- Do you ever work more than 40 hours a week and not receive paid overtime?
 - 23% yes
- Have you ever not been paid for work performed due to problems with the EVV system?
 - 26% yes
- Does your agency go over the service plan for your client with you?
 - 81% yes

Employer Responses

- Number of personal care workers hired during calendar year 2021.
 - Average 47
 - Minimum 2
 - Maximum 466
- Number of personal care workers who left your employment during calendar year 2021.
 - Average 35 (74% turnover rate)
 - Minimum 3
 - Maximum 266
- How many personal care W-2 employees do you have?
 - Average 63
 - Minimum 0
 - Maximum 475
- How many personal care independent contractors do you have?
 - Average 4
 - Minimum 0
 - Maximum 23
- Average gross profit margin: 22%
 - *Please note that this question had a low response rate of 47 employers.

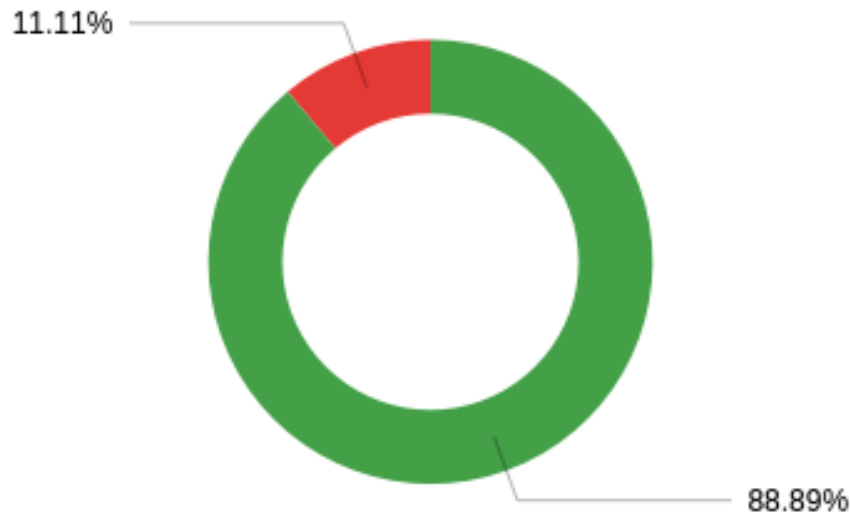




Recruitment and Retention



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



Yes No

Employer comments on losing workers to higher paying/lower skill jobs (number of mentions)

- Rates are too low or unable to pay high enough wages due to rates – 17
- Other jobs pay more – 14
- Rising cost of living – 8
- Other jobs require less training/stress/work – 7
- Other jobs have more/better benefits – 3
- Workers quit before finishing State credential process – 3
- Rising cost of business – 2
- Other jobs offer more hours – 1
- Authenticare is inconvenient – 1
- Higher pay on unemployment – 1
- Other jobs do not require use of own car and gas – 1
- Overall U.S. labor shortage – 1

Employer response to “List any recruitment practices you employ”

- Websites (Indeed, Job Connect, One Stop Career Center, Craigslist)
- Social media
- Radio
- Word of mouth
- Contracting services
- Partnerships with schools/colleges/CNA programs
- Physical postings at stores/businesses
- Sign on bonus
- Paid onboarding costs (TB test, drug test, training, physical, etc.)
- Offer benefits
- Job fairs

Employer response to “List any retention practices you employ”

- Training
- Ongoing support
- Benefits (PTO, retirement)
- Guaranteed schedules
- Incentive programs
- Pay increases
- Bonuses
- Paid training
- Paid travel time
- 24/7 availability to caregivers
- Employee awards and appreciation



Training and Training Requirements



Worker Responses:

- Have you ever been assigned clients to care for and you felt weren't appropriately trained for the client's needs?
 - 18% yes
- Are there areas where you feel you need additional training?
 - 17% yes
- List areas of additional training:
 - 10% First aid
 - 5% CPR
 - 21% Alzheimer's/dementia
 - 15% Disease control
 - 18% Dietary
 - 13% Basic care (transfers, cooking, cleaning, etc.)
 - 14% Other

Worker Responses:

- “Other” trainings listed
 - Disaster planning
 - Psychology
 - How to help client deal with Medicaid/Medicare documents
 - Vitals
 - Charting temperature
 - Hoyer’s lift
 - Mental health
 - Deal with client’s family members
 - Any extra training

Background Checks – Employer Responses

- 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?
 - 48% yes
- Additional comments:
 - Old offense
 - Petty crime
 - Undetermined background
 - Overwhelmingly minorities dismissed due to failed background check
 - Issues not related to service
 - Single/non-repeated offense



Questions?

