



DIRECT CARE WORKERS OF IOWA 2019 WAGE & BENEFIT SURVEY

REPORT OF RESULTS
RELEASED JUNE 2019

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FOREWORD

In 2001, 2004, and 2010 Iowa CareGivers contracted with experts to conduct a Direct Care Worker Wage and Benefit Survey. This year we are pleased to partner with Iowa Workforce Development and the sponsors acknowledged on the following page to repeat the survey. IWD conducts a number of important employer surveys on a regular basis that complies with the Department of Labor standards in order to compare state and national data. They also provide valuable labor market analyses that help inform policies and practices related to building the workforce of today and the future.

Iowa CareGivers, collaborating with the sponsors and other stakeholders, will prepare an Executive Summary that will highlight key findings of the Direct Care Workers of Iowa 2019 Wage & Benefit Survey and seek input on recommendations for “Moving the Needle” in informing policy and practice decisions specific to ensuring a stable direct care workforce ready to meet the needs of Iowa’s employers and consumers.

We thank Iowa Workforce Development for coordinating and completing the Direct Care Workers of Iowa 2019 Wage & Benefit Survey along with all the individuals who responded, and look forward to taking the results to “move the needle”!

Sincerely,
Di Findley
Executive Director
Iowa CareGivers
di.findley@iowacaregivers.org

Partners & Sponsors

The 2019 Wage and Benefit Survey was made possible in part by Iowa Department of Public Health and the sponsors below. We extend our sincere gratitude to Iowa Workforce Development for their expertise; Northwest Area Foundation, Des Moines Area Community College; Iowa Association of Community College Trustees, Iowa Department on Aging, EveryStep, Iowa Assisted Living Association, Iowa Credit Union Foundation, and United Way of Central Iowa. The Iowa Department of Inspections and Appeals also provided valuable technical assistance. In addition, we acknowledge the commitment of Julie McMahon, Iowa CareGivers Consultant, who served as the lead on the project and Pam Biklen, IC Program Director.



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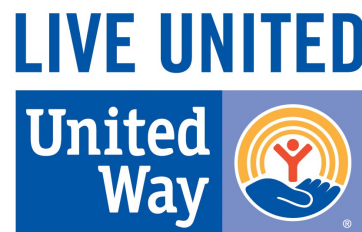


Iowa Assisted
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 Northwest Area
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Reducing Poverty. Building Prosperity.



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METHODOLOGY

For the 2019 survey, the 2010 questionnaire was reviewed and updated. In 2010 the survey was conducted by paper survey, the 2019 survey would be conducted as an on-line survey. Where possible, key 2010 survey questions were not changed to be able to compare the 2019 survey with the previous surveys. The 2019 survey instrument is included in Appendix B. Questions were added to the 2019 survey regarding the following:

- Reasons why an individual may no longer be a direct care worker and possible re-entry incentives
- Retirement and retention methods
- Mandatory hours in an individual's work environment
- Dental insurance
- ZIP code of residency
- Race and Ethnicity

Iowa Workforce Development utilized databases from Iowa CareGivers and Iowa Department of Inspections and Appeals to create an overall respondent list of people identified as currently working or previously worked as a direct care worker. The overall respondent list contained a total of 17,202 records out of the estimated 42,900 direct care workers per the U.S. Department of Labor, Bureau of Labor Statistics occupational employment estimates. The breakdown of direct care workers listed by the U.S. Department of Labor, Bureau of Labor Statistics occupational employment estimates are:

- Home Health Aides - 4,610
- Nursing Assistants - 20,740
- Personal Care Aides - 17,550

Iowa Workforce Development had also considered distributing the survey through willing employers, but in order to keep the randomization of the survey responses decided against it.

Beginning on January 14, 2019, 14,456 respondents that listed an email address were contacted, with reminder emails sent January 22 and January 31. On February 14, 2019, all respondents that did not reply were combined with those that only listed a postal address. A random sample of 6,700 were selected and contacted by postal mail. On March 3, 2019, all of the respondents with listed emails that did not reply were sent a final reminder email. By the end of the survey period (March 14, 2019), 940 responses were received, of which, 622 (66.2%) identified themselves as currently being a direct care worker.

This gives us an overall margin of error of 3.9% at a confidence level of 95%. Filtering variables to provide a deeper level of analysis may decrease representation of the entire population which will, in turn, increase the margin of error.

Employers across Iowa assign many different job titles to direct care, support & service occupations. For reporting consistency, we have grouped positions into the following occupational titles as defined by the U.S. Department of Labor, Bureau of Labor Statistics based on job descriptions and duties:

Occupation	Included Job Titles	Description
Home Health Aides	<i>Companion Home Care Aide Home Health Aid Hospice Aide Parent/Guardian</i>	Provide routine individualized healthcare, such as, changing bandages and dressing wounds and applying topical medications to the elderly, convalescents or persons with disabilities at the patient's home or in a care facility. Monitor or report changes in health status. May also provide personal care such as bathing, dressing and grooming of patient.
Nursing Assistants	<i>Certified Medical Assistant Certified Nursing Assistant Patient Care Technician Psychiatric/Mental Health Aide Resident Treatment Worker</i>	Provide basic patient care under direction of nursing staff. Perform duties such as feed, bathe, dress, groom, move patients or change linens. May transfer or transport patients. Includes nursing care attendants, nursing aides and nursing attendants.
Personal Care Aides	<i>Direct Attendant Care Worker Personal Care Assistant Direct Support Professional Resident Assistant Universal Worker</i>	Assist the elderly, convalescents or persons with disabilities with daily living activities at the person's home or in a care facility. Duties performed at a place of residence may include keeping house (making beds, doing laundry and washing dishes) and preparing meals. May provide assistance at non-residential care facilities. May advise families, the elderly, convalescents and persons with disabilities regarding such things as nutrition, cleanliness, and household activities.

Places of employment can also be assigned many different names and classifications. Iowa Workforce Development consulted with Iowa CareGivers to organize employment settings into the following categories:

Category	Included Places of Employment	
Community-Based	Adult Day Center Assisted Living Facility Group Home	Independent Living Facility Resident Care Facility
Nursing Home, Skilled Care, or Dementia Unit	Dementia Unit Long Term Rehabilitation Facility	Nursing Home Skilled Care Unit
Home Care and Hospice	Companion Care Facility Hospice	In-Home Care Non-Medical Facility
Hospital and Clinic	Clinic Hospital	
Temporary and Agency Staffing and Self-Employed	Parent/Guardian Self-Employed	Staffing Agency
Other	Daycare Center Prison	School

DEFINITIONS

Definitions of terms used throughout the report:

- **Median** - a value in an ordered set of values below and above which there is an equal number of values or which is the arithmetic mean of the two middle values if there is no one middle number (*Merriam-Webster Dictionary*)
- **Metro Area** - Defined in terms of whole counties, a metro area is an area that has at least one urbanized area of 50,000 or more in population and may include adjacent counties that have a minimum of 25 percent of workers commuting to the central counties of the metropolitan statistical area. Metropolitan Statistical Area specifics can be found at www.iowadatatcenter.org/aboutdata/statisticalareas
- **Non-Metro Area** - A non-metro area is an area that does not fall into a metro area. Metropolitan Statistical Area specifics can be found at www.iowadatatcenter.org/aboutdata/statisticalareas

CHALLENGES & LIMITATIONS

Connecting with the direct care workforce was the largest challenge to the 2019 Wage & Benefit Survey . Currently there is not an up-to-date centralized registry for direct care workers. The contact lists provided to Iowa Workforce Development contained a total of 17,202 records out of the estimated 42,900 direct care workers per the U.S. Department of Labor, Bureau of Labor Statistics occupational employment estimates. With this challenge we are still able to report an overall margin of error of 3.9% at a confidence level of 95%. The filtering of variables to provide further analysis may decrease the representation of the entire population which will, in turn, increase the margin of error.

Out of 14,456 the emails sent, just over four-fifths (83.8%) were successfully delivered. Of those, less than two-fifths (37.9%) were opened. This could be due to out of date information in regards to an individual’s email address or an incorrect email address listed.

Of the 6,700 letters sent by postal mail, slightly over one-fifth (1,446 or 21.6%) were returned as being undeliverable. Again, this could be due to out of date information as people move, list an incorrect address, or list an incomplete addresses.

A maintained comprehensive direct care worker central database system would allow for improved data collection and information dissemination.

CURRENT DIRECT CARE WORKERS (622 RESPONSES)

PREVIOUS DIRECT CARE WORKERS (318 RESPONSES)

REASONS WHY NO LONGER A DIRECT CARE WORKER:

Reason/Issue	Percent
Better Paying Job	38.1%
Advanced Healthcare Profession	28.8%
Burnout	26.1%
Left For A Job Outside Of Healthcare	22.6%
Lack Of Respect For Profession	18.6%
No Healthcare Benefits	10.2%
Retired	8.0%
No Retirement Benefits	6.6%
Moved From The Area	4.9%
Lack Of Proper Training	4.0%
Employment Was Terminated	4.0%
Unable To Find Work	4.0%
Health Related Issues	3.1%
Conflicts With Employer/ Co-Workers	3.1%
Family Needs	2.2%
Scheduling Conflicts	1.3%
Continuing My Education	1.3%
Other	0.4%

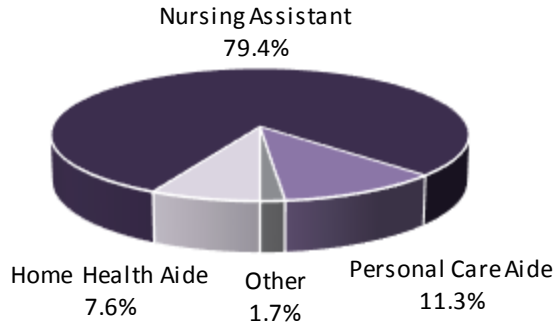
WHAT IT WOULD TAKE TO RETURN TO DIRECT CARE:

Desired to Return	Percent
Better Pay	57.7%
More Flexible Hours	35.7%
Better Health Care Coverage	22.5%
I Will Not Return To Direct Care/Support	22.5%
Reduction In Physical Demands Of The Job	22.0%
More Paid Time Off	19.4%
Opportunities To Specialize In Certain Areas	18.9%
Better or More Training	16.7%
Retirement Benefits	15.4%
Other	6.2%
Better Work Environment	4.0%

A REPORTED **4.9%** OF EMPLOYERS HAVE UNION REPRESENTATION IN THE WORKPLACE

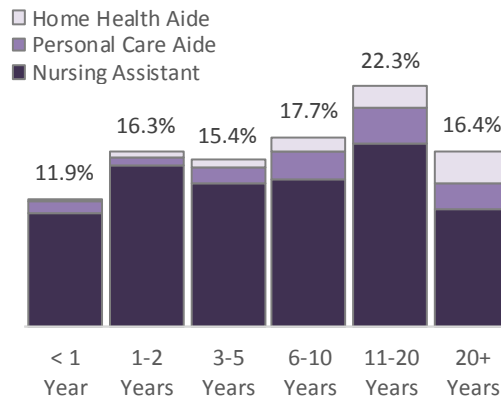
WORKPLACE INFORMATION

WHAT DO YOU DO AT YOUR MAIN DIRECT CARE JOB?

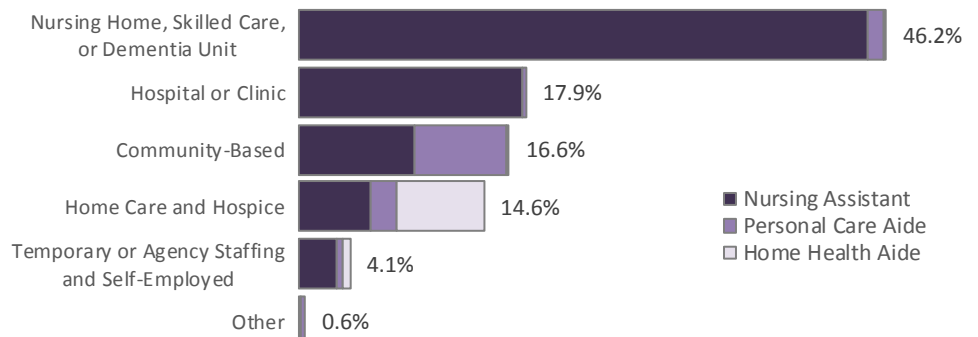


FEMALES ACCOUNT FOR **91.4%** OF THE RESPONDENTS

HOW LONG HAVE YOU WORKED IN THE FIELD OF DIRECT CARE?



WHAT TYPE OF CARE FACILITY IS YOUR MAIN DIRECT CARE JOB AT?



9.5% Plan To Retire In The Next 5 Years

WOULD CONSIDER STAYING IN THE FIELD IF RECEIVED:

Incentives	Percent
Better pay	58.6%
Reduction in the physical demands	46.6%
Better health care coverage	32.8%
More paid time off	32.8%
Retirement benefits	32.8%
More flexible hours	31.0%
I would not return to direct care/support	22.4%
Opportunities to specialize in certain areas	20.7%
Better or more training	12.1%

WORK INFO

AVERAGE HOURS WORKED PER WEEK AT MAIN DIRECT CARE JOB

33 hours/week

MEDIAN REPORTED HOURLY WAGE

\$13.80

GET PAID OVERTIME (TIME AND A HALF) FOR 40+ HOURS PER WEEK

81.1%

REQUIRED TO WORK MANDATORY HOURS

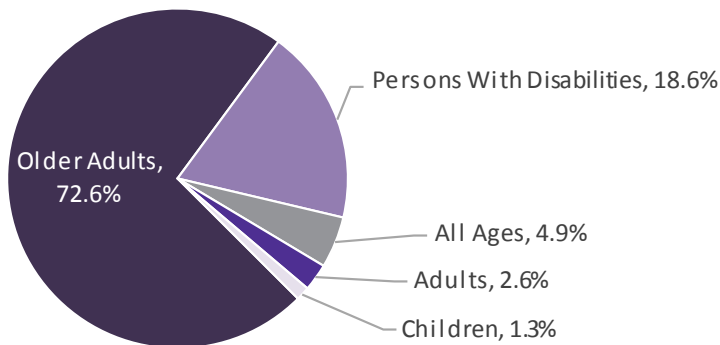
68.7% (Regular Hours)
12.9% (Overtime Hours)

EMPLOYMENT STATUS

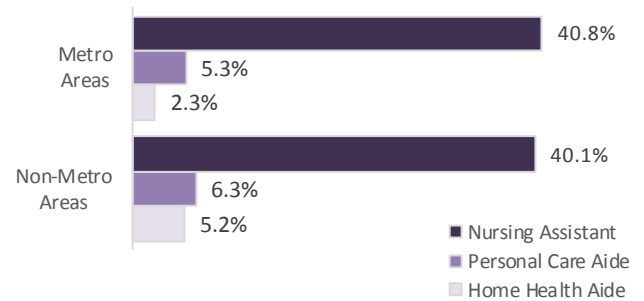
67.9% Full-time
20.9% Part-time
10.9% On call/As needed
0.3% Summer/Temporary

WORKPLACE INFORMATION (CONTINUED)

WHICH GROUP DO YOU MAINLY PROVIDE SERVICES FOR?



WHAT TYPE OF COMMUNITY SETTING DO YOU CURRENTLY WORK IN?



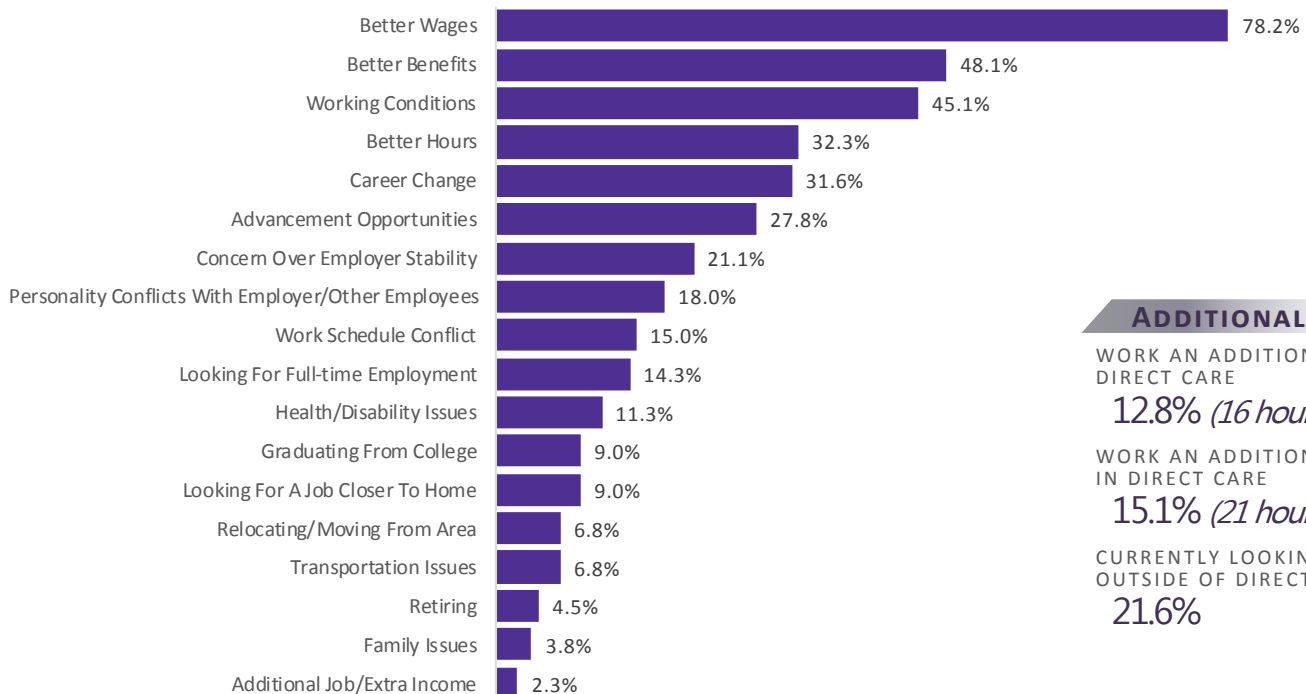
IN GENERAL, HOW CONCERNED ARE YOU WITH...

	Very Concerned	Somewhat Concerned	Not at All Concerned
Not Having Enough Staff To Provide Good Care	49.3%	31.4%	19.3%
Working When Sick	34.6%	35.8%	29.6%
Stress or Mental Health	32.5%	37.5%	30.0%
Injuries From Lifting or Transferring	25.2%	41.4%	33.4%
Your Personal Health And/Or Safety	14.4%	40.0%	45.6%
Not Getting Requested or Earned Time Off	22.0%	28.7%	49.3%
Having Shifts Changed Without Enough Notice	18.1%	23.3%	58.6%
Required To Work Overtime	8.3%	18.3%	73.4%

Sorted by sum of "concerned" columns

A REPORTED **27.9%**
OF RESPONDENTS
HAVE ANOTHER JOB

WHY ARE YOU LOOKING FOR WORK OUTSIDE OF THE FIELD OF DIRECT CARE?



ADDITIONAL JOB INFO

WORK AN ADDITIONAL JOB IN DIRECT CARE

12.8% (16 hours/week)

WORK AN ADDITIONAL JOB NOT IN DIRECT CARE

15.1% (21 hours/week)

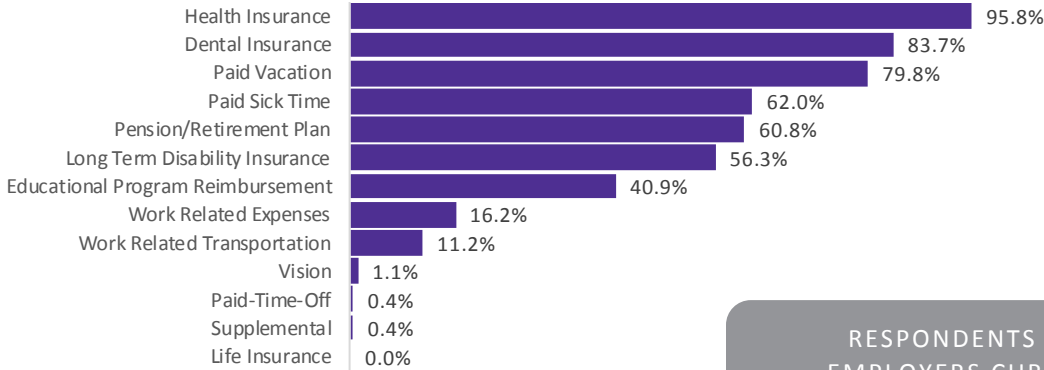
CURRENTLY LOOKING FOR WORK OUTSIDE OF DIRECT CARE

21.6%

CURRENT DIRECT CARE WORKERS (CONTINUED)

BENEFIT INFORMATION

WHAT BENEFITS DOES YOUR MAIN DIRECT CARE EMPLOYER OFFER?



HOW PREMIUMS ARE COVERED

SHARED COST
74.9%

100% EMPLOYEE PAID
22.3%

100% EMPLOYER PAID
2.8%

RESPONDENTS REPORTED **86.1%** OF EMPLOYERS CURRENTLY OFFER BENEFITS

HEALTHCARE SATISFACTION

COST OF PREMIUM

63.0% (Are Satisfied)

COVERAGE FOR PRE-EXISTING CONDITIONS

60.8% (Are Satisfied)

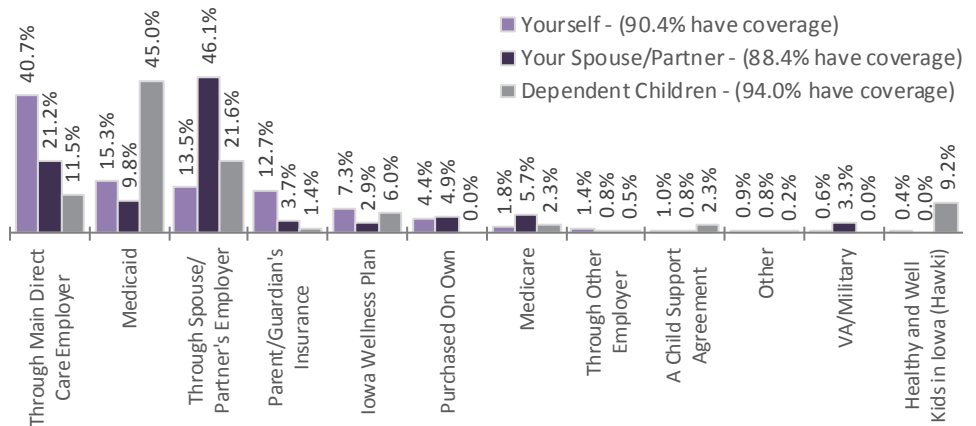
OUT-OF-POCKET OR CO-PAY EXPENSES

58.1% (Are Satisfied)

WHAT INSURANCE PAYS FOR

62.5% (Are Satisfied)

HOW IS HEALTH INSURANCE PROVIDED?



HEALTHCARE COSTS

EMPLOYER IMPROVED COVERAGE OR DECREASED COST TO EMPLOYEE

7.2%

EMPLOYER REDUCED COVERAGE OR INCREASED COST TO EMPLOYEE

22.2%

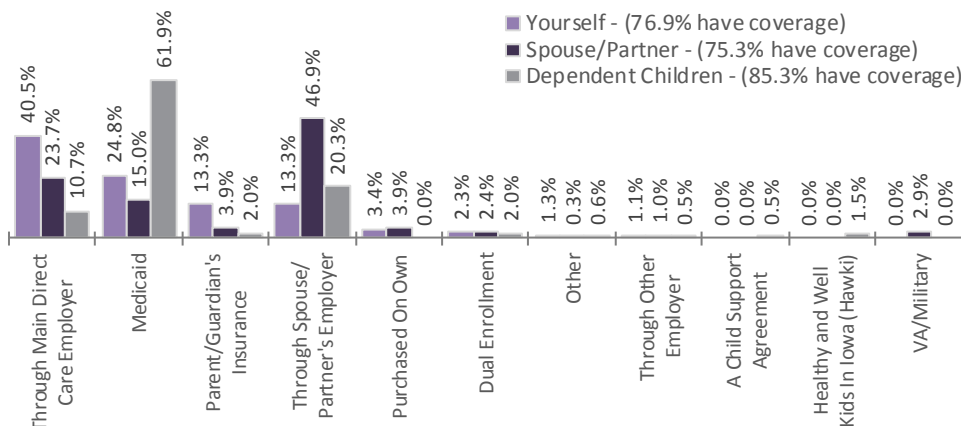
74.7% OF THOSE WITHOUT HEALTH INSURANCE REPORTED NOT BEING ABLE TO AFFORD PREMIUMS AS THE MAIN REASON

50.4% OF RESPONDENTS WITH HEALTH INSURANCE ARE CONCERNED ABOUT LOSING IT

28.2% OF ALL RESPONDENTS HAVE HAD A DENTAL PROBLEM IN THE PAST 12 MONTHS AND DID NOT SEE A DENTIST

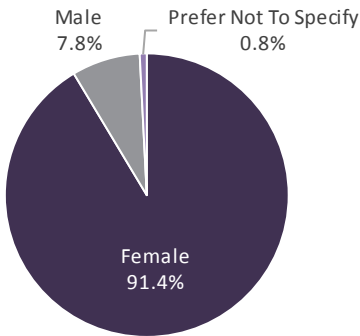
74.4% OF THOSE WHO DID NOT SEE A DENTIST REPORTED COST AS THE MAIN REASON

HOW IS DENTAL INSURANCE PROVIDED?



DEMOGRAPHIC INFORMATION

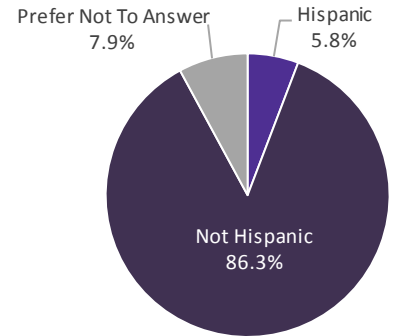
GENDER



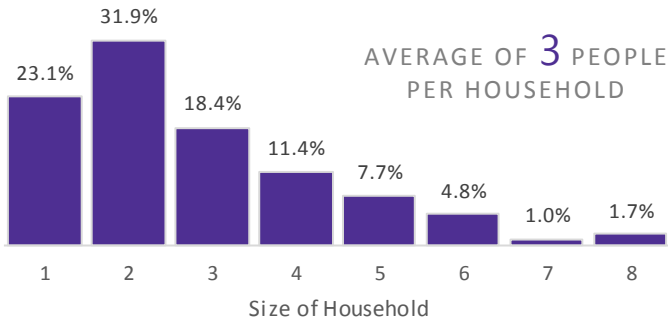
RACE

Race	Percent
White/Caucasian	77.6%
Black/African American	10.2%
Prefer Not To Answer	4.9%
Two or More Races	3.7%
Asian	1.8%
American Indian/Alaskan Native	1.3%
Other	0.5%

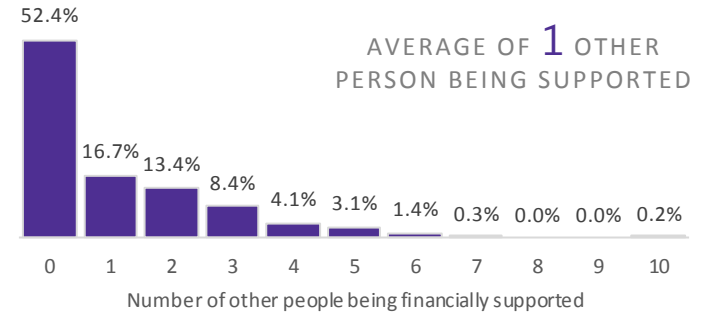
ETHNICITY



SIZE OF HOUSEHOLD



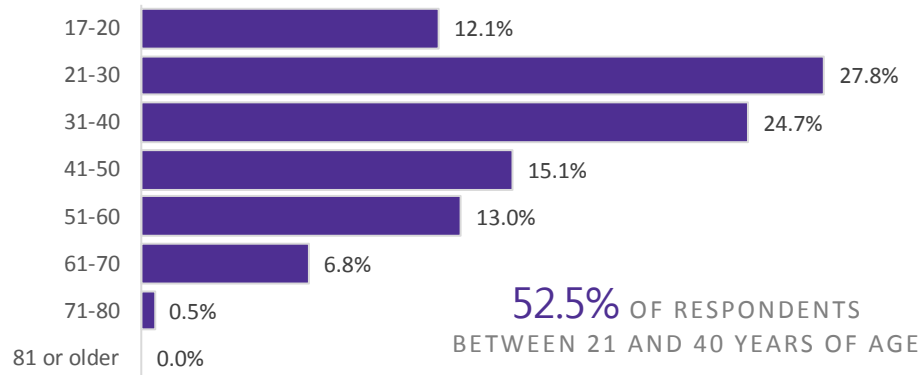
NUMBER OF PEOPLE BEING FINANCIALLY SUPPORTED (OTHER THAN SELF, SPOUSE/PARTNER, OR DEPENDENTS)



HOUSEHOLD INCOME

Household Income Range	Percent
Under \$10,000	8.9%
\$10,000-\$14,999	5.7%
\$15,000-\$19,999	7.4%
\$20,000-\$24,999	12.9%
\$25,000-\$29,999	11.9%
\$30,000-\$39,999	14.7%
\$40,000-\$49,999	9.7%
\$50,000-\$59,999	8.7%
\$60,000-\$69,999	7.4%
\$70,000 or more	12.7%

AGE RANGE



15.7% OF RESPONDENTS HAVE NO MORTGAGE/RENT PAYMENT

AN AVERAGE OF \$650 SPENT MONTHLY ON MORTGAGE/RENT

DO YOU PARTICIPATE IN ANY OF THE FOLLOWING?

	Does Participate	Does Not Participate	Not Sure What It Is
Federal Earned Income Tax Credit	43.7%	22.9%	33.4%
State Earned Income Tax Credit	40.9%	21.6%	37.5%
Food Stamps (SNAP)	16.6%	80.1%	3.3%
Home Energy Assistance Program	11.6%	65.0%	23.4%
Community Health Center or Free Health Clinic	10.0%	74.7%	15.3%
Special Supplemental Nutrition Program For Women, Infants, and Children (WIC)	9.9%	81.9%	8.2%
Child Care Subsidy Program	6.4%	71.6%	22.0%
Subsidized Housing	5.5%	67.9%	26.6%
Voluntary Income Tax Preparation Assistance	4.9%	49.8%	45.3%
Individual Development Account (IDA)	2.3%	39.0%	58.7%

Sorted by level of participation

Job Title

Breakouts by the following:

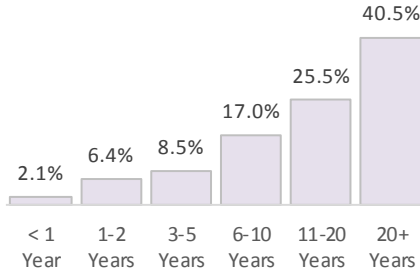
- Home Health Aides (Page 7)
- Nursing Assistants (Page 9)
- Personal Care Aides (Page 11)

HOME HEALTH AIDES

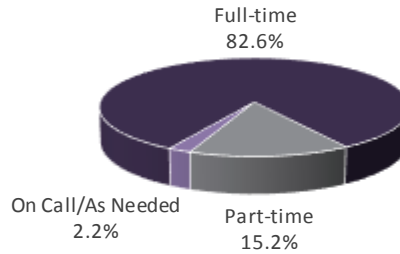
(47 RESPONSES)

WORKPLACE INFORMATION

HOW LONG HAVE YOU WORKED IN THE FIELD OF DIRECT CARE?



WHAT IS YOUR EMPLOYMENT STATUS AT YOUR MAIN DIRECT CARE JOB?



A REPORTED **68.9%** OF RESPONDENTS WORK IN NON-METRO AREAS

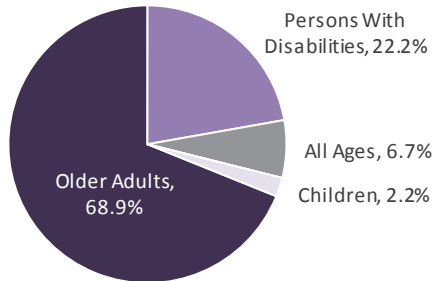
PROJECTIONS¹

2016 ESTIMATED EMPLOYMENT
8,305

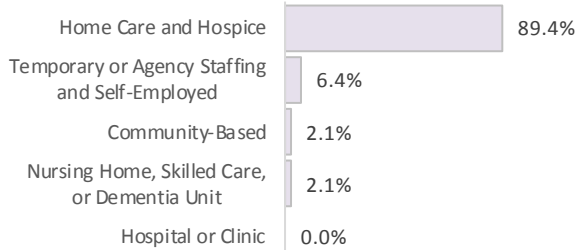
2026 PROJECTED EMPLOYMENT
10,890

PROJECTED ANNUAL OPENINGS
1,325

WHICH GROUP DO YOU MAINLY PROVIDE SERVICES FOR?



WHAT TYPE OF CARE FACILITY IS YOUR MAIN DIRECT CARE JOB AT?



WORK INFO

AVERAGE HOURS WORKED PER WEEK

34 hours/week

MEDIAN REPORTED HOURLY WAGE

\$15.63

GET PAID OVERTIME (TIME AND A HALF) FOR 40+ HOURS PER WEEK

66.0%

REQUIRED TO WORK MANDATORY HOURS

61.7% (Regular Hours)
6.5% (Overtime Hours)

HAS UNION REPRESENTATION IN THE WORKPLACE

2.1%

IN GENERAL, HOW CONCERNED ARE YOU WITH...

	Very Concerned	Somewhat Concerned	Not at All Concerned
Stress or Mental Health	13.3%	48.9%	37.8%
Injuries From Lifting or Transferring	6.7%	46.7%	46.6%
Working When Sick	15.6%	33.3%	51.1%
Your Personal Health And/Or Safety	6.7%	42.2%	51.1%
Not Getting Requested or Earned Time Off	4.4%	33.3%	62.3%
Not Having Enough Staff To Provide Good Care	13.3%	24.4%	62.3%
Having Shifts Changed Without Enough Notice	4.4%	22.2%	73.4%
Required To Work Overtime	0.0%	11.1%	88.9%

Sorted by sum of "concerned" columns

A REPORTED **27.7%** OF RESPONDENTS HAVE ANOTHER JOB

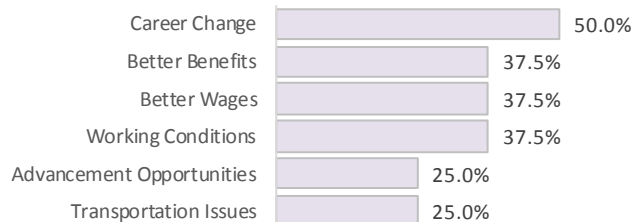
ADDITIONAL JOB INFO

WORK AN ADDITIONAL JOB IN DIRECT CARE
12.8% (14 hrs/wk)

WORK AN ADDITIONAL JOB NOT IN DIRECT CARE
14.9% (19 hrs/wk)

CURRENTLY LOOKING FOR WORK OUTSIDE OF DIRECT CARE
17.4%

TOP REASONS WHY RESPONDENTS ARE LOOKING FOR WORK OUTSIDE OF THE FIELD OF DIRECT CARE?



27.7% Plan To Retire In The Next 5 Years

WOULD CONSIDER STAYING IN THE FIELD IF RECEIVED:

Incentives	Percent
Better Pay	50.0%
Reduction In Physical Demands	50.0%
More Flexible Hours	33.3%
I Would Not Return To Direct Care/Support	25.0%
Retirement Benefits	25.0%
Better Health Care Coverage	16.7%
Better or More Training	16.7%
More Paid Time Off	16.7%
Opportunities To Specialize In Certain Areas	8.3%

¹Iowa Workforce Development, Occupational Projections, www.iowalmi.gov/occupational-projections

BENEFIT INFORMATION

A REPORTED **80.9%** OF EMPLOYERS CURRENTLY OFFER BENEFITS

HOW PREMIUMS ARE COVERED

SHARED COST

78.3%

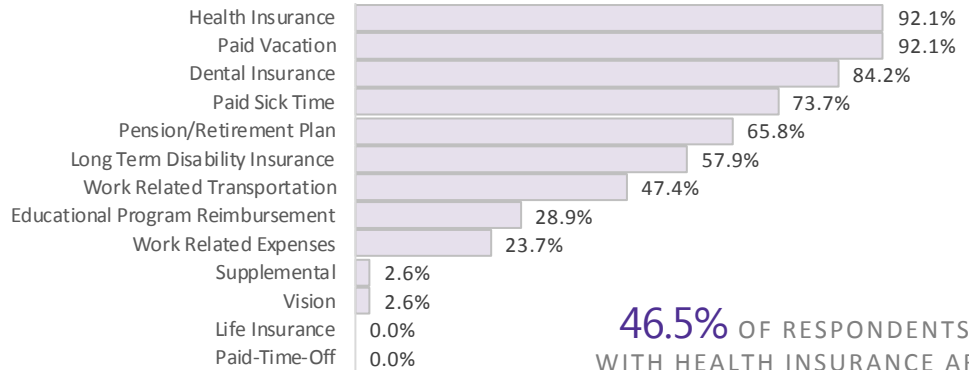
100% EMPLOYEE PAID

13.0%

100% EMPLOYER PAID

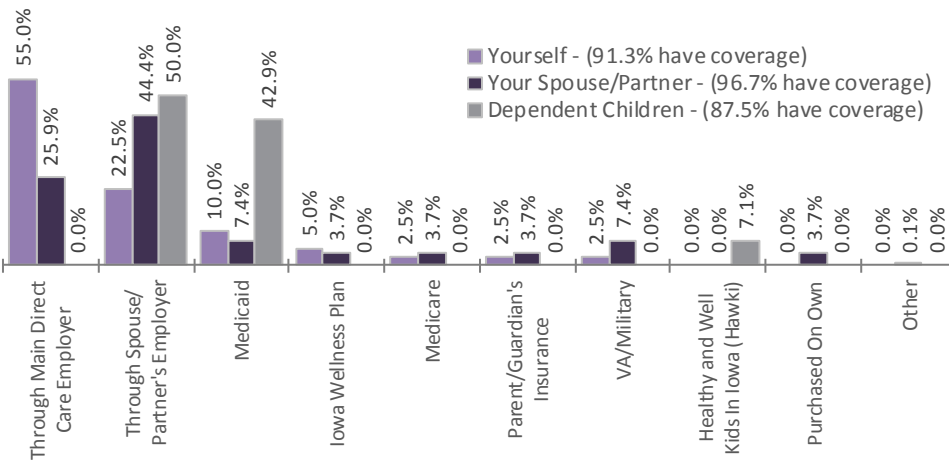
8.7%

WHAT BENEFITS DOES YOUR MAIN DIRECT CARE EMPLOYER OFFER?



46.5% OF RESPONDENTS WITH HEALTH INSURANCE ARE CONCERNED ABOUT LOSING IT

HOW IS HEALTH INSURANCE PROVIDED?



HEALTHCARE SATISFACTION

COST OF PREMIUM

73.8% (Are Satisfied)

COVERAGE FOR PRE-EXISTING CONDITIONS

77.5% (Are Satisfied)

OUT-OF-POCKET OR CO-PAY EXPENSES

66.6% (Are Satisfied)

WHAT INSURANCE PAYS FOR

76.2% (Are Satisfied)

HEALTHCARE COSTS

EMPLOYER IMPROVED COVERAGE OR DECREASED COST TO EMPLOYEE

10.5%

EMPLOYER REDUCED COVERAGE OR INCREASED COST TO EMPLOYEE

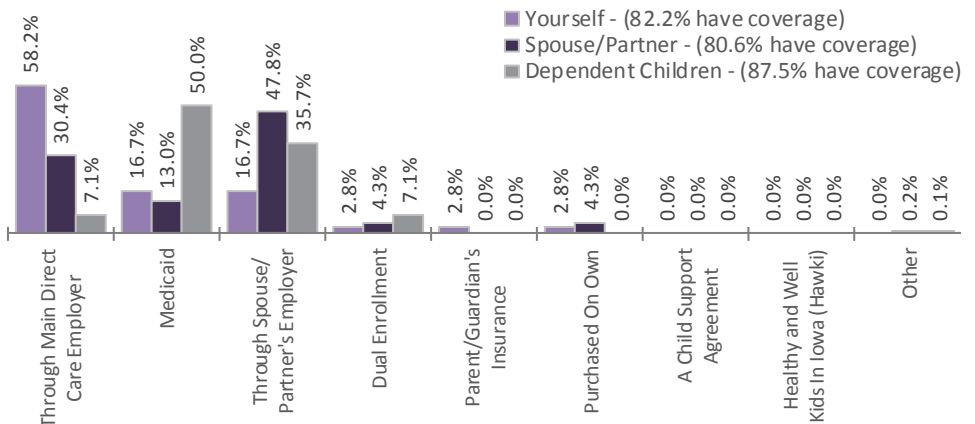
26.3%

23.4% OF ALL RESPONDENTS HAVE HAD A DENTAL PROBLEM IN THE PAST 12 MONTHS AND DID NOT SEE A DENTIST

63.6% OF THOSE WHO DID NOT SEE A DENTIST REPORTED COST AS THE MAIN REASON

80.0% OF THOSE WITHOUT HEALTH INSURANCE REPORTED NOT BEING ABLE TO AFFORD PREMIUMS AS THE MAIN REASON

HOW IS DENTAL INSURANCE PROVIDED?

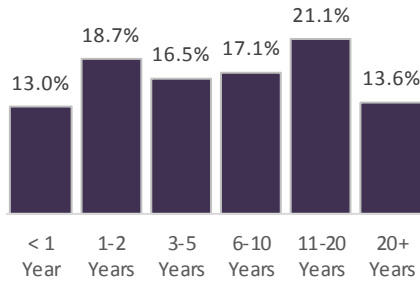


NURSING ASSISTANTS

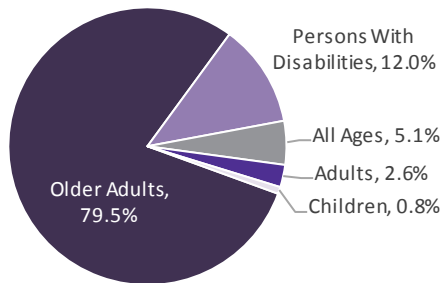
(494 RESPONSES)

WORKPLACE INFORMATION

HOW LONG HAVE YOU WORKED IN THE FIELD OF DIRECT CARE?



WHICH GROUP DO YOU MAINLY PROVIDE SERVICES FOR?



IN GENERAL, HOW CONCERNED ARE YOU WITH...

	Very Concerned	Somewhat Concerned	Not at All Concerned
Not Having Enough Staff To Provide Good Care	54.2%	30.2%	15.6%
Working When Sick	36.9%	36.4%	26.7%
Stress or Mental Health	34.6%	35.0%	30.4%
Injuries From Lifting or Transferring	27.7%	41.0%	31.3%
Your Personal Health And/Or Safety	15.0%	39.5%	45.5%
Not Getting Requested or Earned Time Off	23.8%	28.1%	48.1%
Having Shifts Changed Without Enough Notice	19.4%	24.0%	56.6%
Required To Work Overtime	9.0%	18.2%	72.8%

Sorted by sum of "concerned" columns

A REPORTED **27.8%** OF RESPONDENTS HAVE ANOTHER JOB

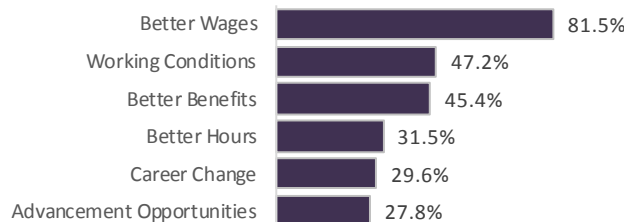
ADDITIONAL JOB INFO

WORK AN ADDITIONAL JOB IN DIRECT CARE
13.7% (17 hrs/wk)

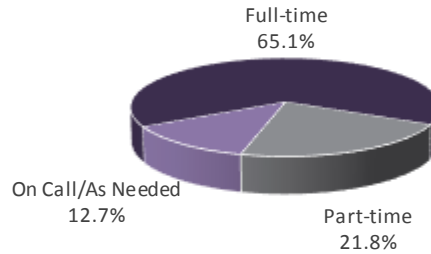
WORK AN ADDITIONAL JOB NOT IN DIRECT CARE
14.1% (22 hrs/wk)

CURRENTLY LOOKING FOR WORK OUTSIDE OF DIRECT CARE
22.0%

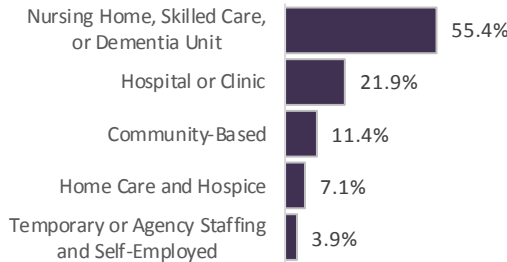
TOP REASONS WHY RESPONDENTS ARE LOOKING FOR WORK OUTSIDE OF THE FIELD OF DIRECT CARE?



WHAT IS YOUR EMPLOYMENT STATUS AT YOUR MAIN DIRECT CARE JOB?



WHAT TYPE OF CARE FACILITY IS YOUR MAIN DIRECT CARE JOB AT?



A REPORTED **50.4%** OF RESPONDENTS WORK IN METRO AREAS

PROJECTIONS¹

2016 ESTIMATED EMPLOYMENT
22,445

2026 PROJECTED EMPLOYMENT
24,520

PROJECTED ANNUAL OPENINGS
2,820

WORK INFO

AVERAGE HOURS WORKED PER WEEK
33 hours/week

MEDIAN REPORTED HOURLY WAGE
\$13.80

GET PAID OVERTIME (TIME AND A HALF) FOR 40+ HOURS PER WEEK
82.7%

REQUIRED TO WORK MANDATORY HOURS

69.3% (Regular Hours)
13.4% (Overtime Hours)

HAS UNION REPRESENTATION IN THE WORKPLACE
5.3%

7.9% Plan To Retire In The Next 5 Years

WOULD CONSIDER STAYING IN THE FIELD IF RECEIVED:

Incentives	Percent
Better Pay	64.1%
Reduction In Physical Demands	48.7%
Better Health Care Coverage	35.9%
More Flexible Hours	35.9%
More Paid Time Off	35.9%
Retirement Benefits	33.3%
Opportunities To Specialize In Certain Areas	28.2%
I Would Not Return To Direct Care/Support	17.9%
Better or More Training	12.8%

¹Iowa Workforce Development, Occupational Projections, www.iowalmi.gov/occupational-projections

BENEFIT INFORMATION

A REPORTED **88.0%** OF EMPLOYERS CURRENTLY OFFER BENEFITS

HOW PREMIUMS ARE COVERED

SHARED COST

72.7%

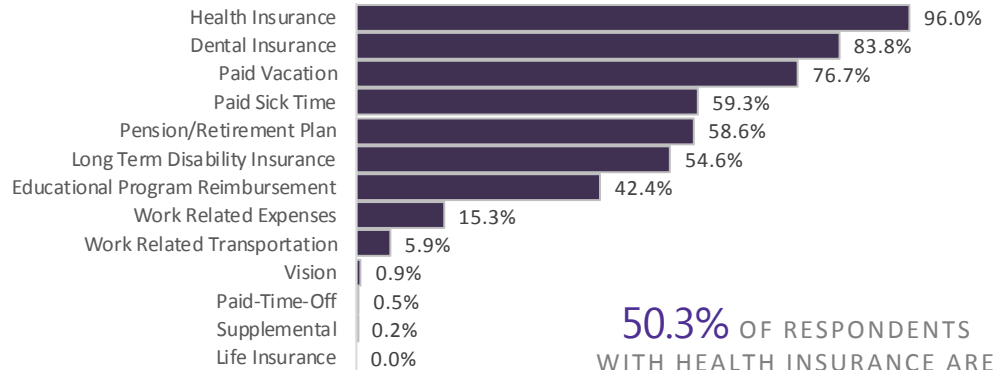
100% EMPLOYEE PAID

26.0%

100% EMPLOYER PAID

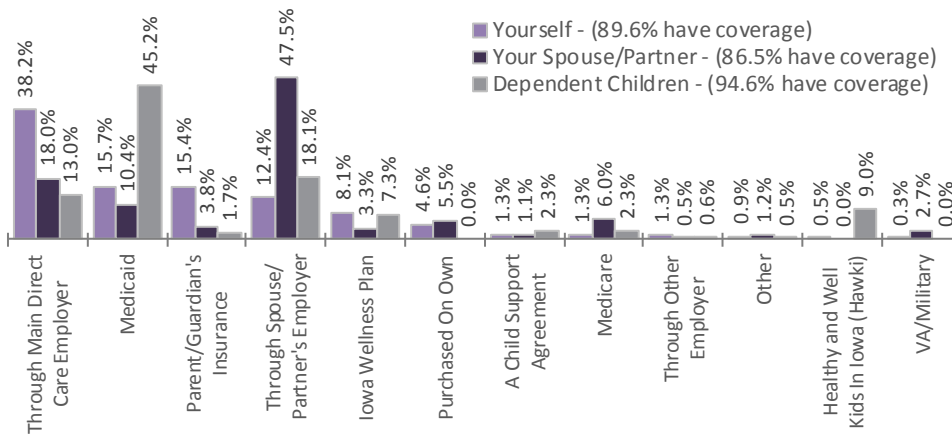
1.3%

WHAT BENEFITS DOES YOUR MAIN DIRECT CARE EMPLOYER OFFER?



50.3% OF RESPONDENTS WITH HEALTH INSURANCE ARE CONCERNED ABOUT LOSING IT

HOW IS HEALTH INSURANCE PROVIDED?



HEALTHCARE SATISFACTION

COST OF PREMIUM

60.8% (Are Satisfied)

COVERAGE FOR PRE-EXISTING CONDITIONS

58.3% (Are Satisfied)

OUT-OF-POCKET OR CO-PAY EXPENSES

57.1% (Are Satisfied)

WHAT INSURANCE PAYS FOR

60.8% (Are Satisfied)

HEALTHCARE COSTS

EMPLOYER IMPROVED COVERAGE OR DECREASED COST TO EMPLOYEE

5.6%

EMPLOYER REDUCED COVERAGE OR INCREASED COST TO EMPLOYEE

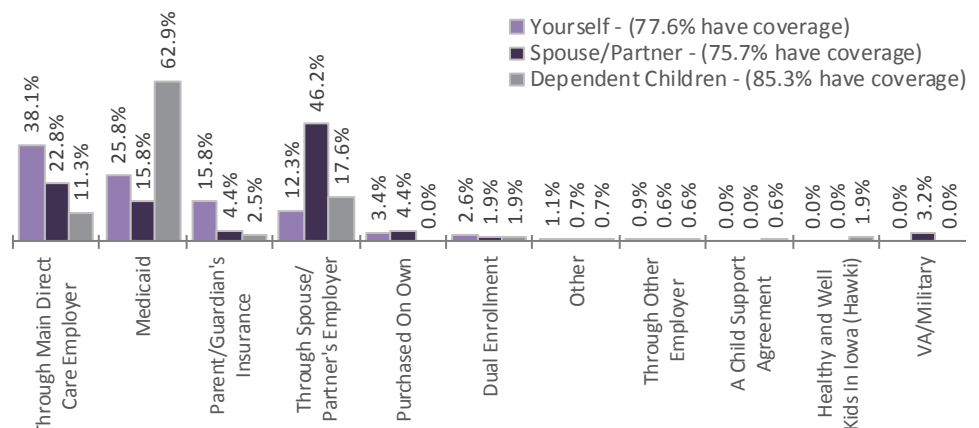
20.9%

28.4% OF ALL RESPONDENTS HAVE HAD A DENTAL PROBLEM IN THE PAST 12 MONTHS AND DID NOT SEE A DENTIST

76.1% OF THOSE WHO DID NOT SEE A DENTIST REPORTED COST AS THE MAIN REASON

72.9% OF THOSE WITHOUT HEALTH INSURANCE REPORTED NOT BEING ABLE TO AFFORD PREMIUMS AS THE MAIN REASON

HOW IS DENTAL INSURANCE PROVIDED?

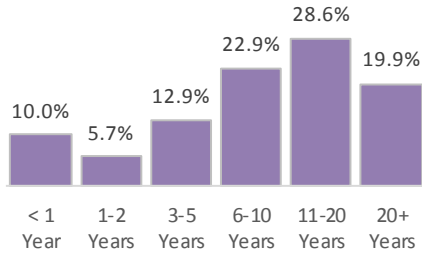


PERSONAL CARE AIDES

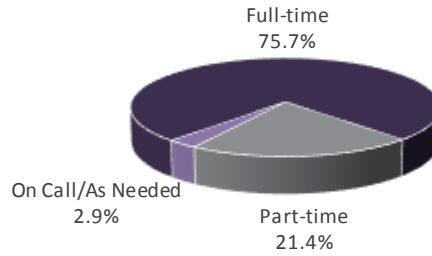
(70 RESPONSES)

WORKPLACE INFORMATION

HOW LONG HAVE YOU WORKED IN THE FIELD OF DIRECT CARE?



WHAT IS YOUR EMPLOYMENT STATUS AT YOUR MAIN DIRECT CARE JOB?



A REPORTED **54.3%** OF RESPONDENTS WORK IN NON-METRO AREAS

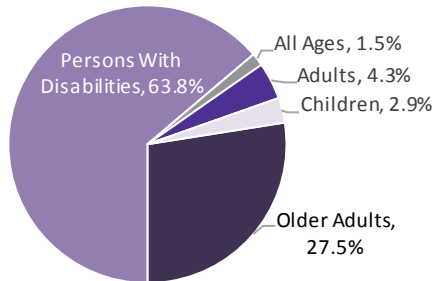
PROJECTIONS¹

2016 ESTIMATED EMPLOYMENT
8,570

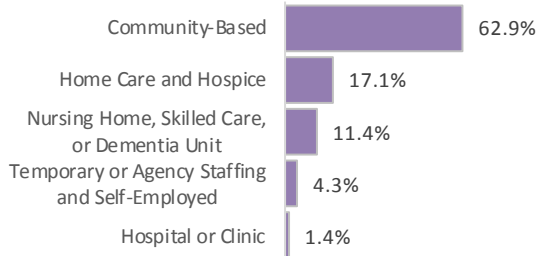
2026 PROJECTED EMPLOYMENT
11,345

PROJECTED ANNUAL OPENINGS
1,670

WHICH GROUP DO YOU MAINLY PROVIDE SERVICES FOR?



WHAT TYPE OF CARE FACILITY IS YOUR MAIN DIRECT CARE JOB AT?



WORK INFO

AVERAGE HOURS WORKED PER WEEK

36 hours/week

MEDIAN REPORTED HOURLY WAGE

\$13.34

GET PAID OVERTIME (TIME AND A HALF) FOR 40+ HOURS PER WEEK

81.4%

REQUIRED TO WORK MANDATORY HOURS

71.0% (Regular Hours)
15.9% (Overtime Hours)

HAS UNION REPRESENTATION IN THE WORKPLACE

4.3%

IN GENERAL, HOW CONCERNED ARE YOU WITH...

	Very Concerned	Somewhat Concerned	Not at All Concerned
Not Having Enough Staff To Provide Good Care	41.5%	41.5%	17.0%
Stress or Mental Health	32.3%	49.2%	18.5%
Working When Sick	32.3%	35.4%	32.3%
Injuries From Lifting or Transferring	18.8%	42.2%	39.0%
Your Personal Health And/Or Safety	15.4%	41.5%	43.1%
Not Getting Requested or Earned Time Off	23.1%	30.8%	46.1%
Having Shifts Changed Without Enough Notice	19.0%	20.6%	60.4%
Required To Work Overtime	9.4%	18.8%	71.8%

Sorted by sum of "concerned" columns

A REPORTED **26.1%** OF RESPONDENTS HAVE ANOTHER JOB

ADDITIONAL JOB INFO

WORK AN ADDITIONAL JOB IN DIRECT CARE

5.8% (14 hrs/wk)

WORK AN ADDITIONAL JOB NOT IN DIRECT CARE

20.3% (21 hrs/wk)

CURRENTLY LOOKING FOR WORK OUTSIDE OF DIRECT CARE

20.6%

TOP REASONS WHY RESPONDENTS ARE LOOKING FOR WORK OUTSIDE OF THE FIELD OF DIRECT CARE?



8.6% Plan To Retire In The Next 5 Years

WOULD CONSIDER STAYING IN THE FIELD IF RECEIVED:

Incentives	Percent
I Would Not Return To Direct Care/Support	50.0%
Retirement Benefits	50.0%
Better Health Care Coverage	33.3%
Better Pay	33.3%
More Paid Time Off	33.3%
Reduction In Physical Demands	33.3%
Better or More Training	0.0%
More Flexible Hours	0.0%
Opportunities To Specialize In Certain Areas	0.0%

BENEFIT INFORMATION

A REPORTED **77.1%** OF EMPLOYERS CURRENTLY OFFER BENEFITS

HOW PREMIUMS ARE COVERED

SHARED COST

80.0%

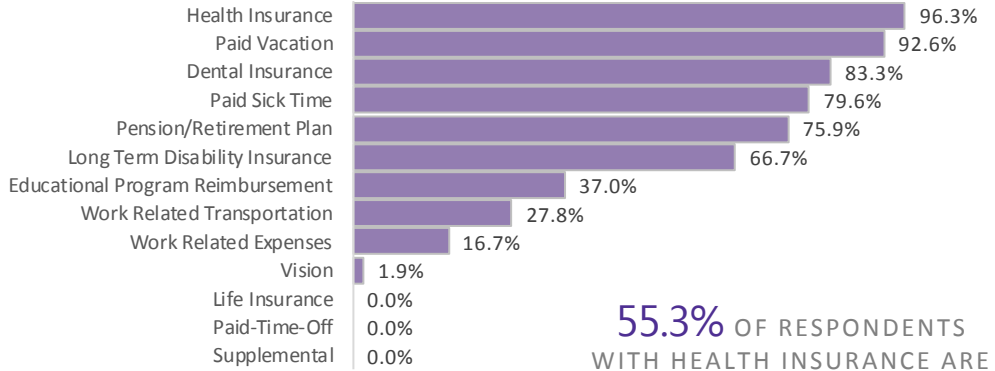
100% EMPLOYEE PAID

16.7%

100% EMPLOYER PAID

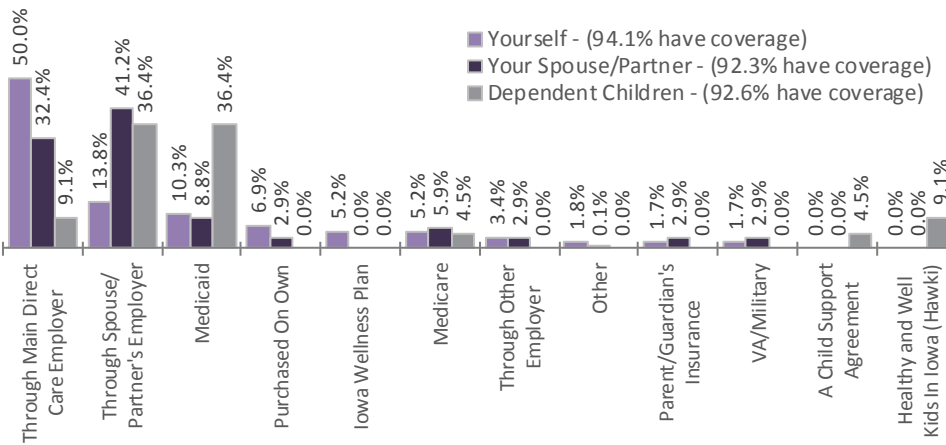
3.3%

WHAT BENEFITS DOES YOUR MAIN DIRECT CARE EMPLOYER OFFER?



55.3% OF RESPONDENTS WITH HEALTH INSURANCE ARE CONCERNED ABOUT LOSING IT

HOW IS HEALTH INSURANCE PROVIDED?



HEALTHCARE SATISFACTION

COST OF PREMIUM

66.7% (Are Satisfied)

COVERAGE FOR PRE-EXISTING CONDITIONS

61.7% (Are Satisfied)

OUT-OF-POCKET OR CO-PAY EXPENSES

55.0% (Are Satisfied)

WHAT INSURANCE PAYS FOR

60.0% (Are Satisfied)

HEALTHCARE COSTS

EMPLOYER IMPROVED COVERAGE OR DECREASED COST TO EMPLOYEE

14.1%

EMPLOYER REDUCED COVERAGE OR INCREASED COST TO EMPLOYEE

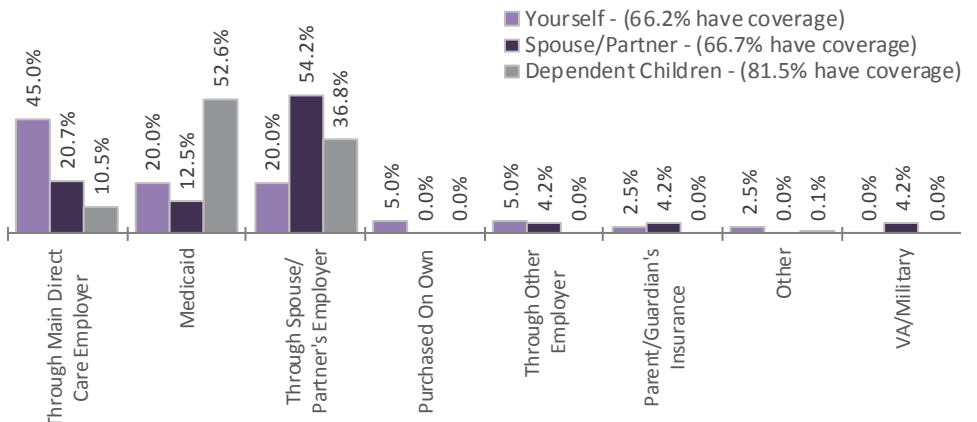
28.1%

31.4% OF ALL RESPONDENTS HAVE HAD A DENTAL PROBLEM IN THE PAST 12 MONTHS AND DID NOT SEE A DENTIST

72.7% OF THOSE WHO DID NOT SEE A DENTIST REPORTED COST AS THE MAIN REASON

87.5% OF THOSE WITHOUT HEALTH INSURANCE REPORTED NOT BEING ABLE TO AFFORD PREMIUMS AS THE MAIN REASON

HOW IS DENTAL INSURANCE PROVIDED?





Employer Type

Breakouts by the following:

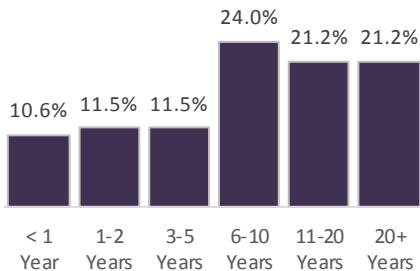
- Community-Based (Page 15)
- Home Care and Hospice (Page 17)
- Hospital or Clinic (Page 19)
- Nursing Home, Skilled Care, or Dementia Unit (Page 21)
- Temporary or Agency Staffing and Self-Employed (Page 23)

COMMUNITY-BASED EMPLOYERS

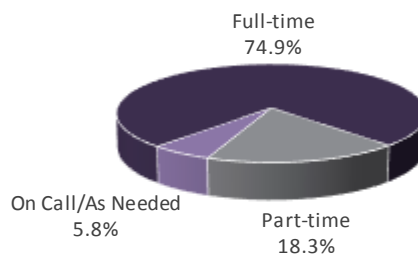
(104 RESPONSES)

WORKPLACE INFORMATION

HOW LONG HAVE YOU WORKED IN THE FIELD OF DIRECT CARE?

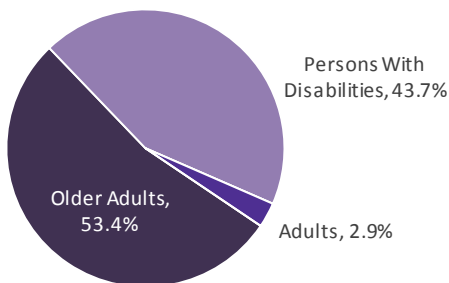


WHAT IS YOUR EMPLOYMENT STATUS AT YOUR MAIN DIRECT CARE JOB?

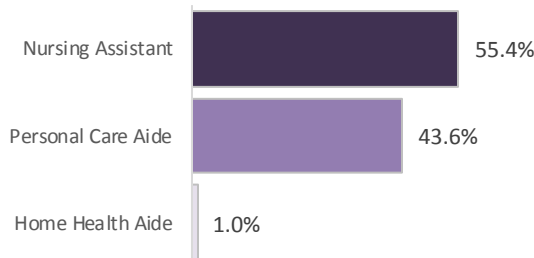


A REPORTED **52.5%** OF RESPONDENTS WORK IN NON-METRO AREAS

WHICH GROUP DO YOU MAINLY PROVIDE SERVICES FOR?



WHAT DO YOU DO AT YOUR MAIN DIRECT CARE JOB?



WORK INFO

AVERAGE HOURS WORKED PER WEEK

35 hours/week

MEDIAN REPORTED HOURLY WAGE

\$13.13

GET PAID OVERTIME (TIME AND A HALF) FOR 40+ HOURS PER WEEK

86.5%

REQUIRED TO WORK MANDATORY HOURS

76.9% (Regular Hours)
14.7% (Overtime Hours)

HAS UNION REPRESENTATION IN THE WORKPLACE

2.9%

IN GENERAL, HOW CONCERNED ARE YOU WITH...

	Very Concerned	Somewhat Concerned	Not at All Concerned
Not Having Enough Staff To Provide Good Care	41.7%	40.6%	17.7%
Working When Sick	36.5%	37.5%	26.0%
Stress or Mental Health	33.3%	40.6%	26.1%
Injuries From Lifting or Transferring	24.7%	38.1%	37.2%
Your Personal Health And/Or Safety	14.4%	41.2%	44.4%
Not Getting Requested or Earned Time Off	29.2%	24.0%	46.8%
Having Shifts Changed Without Enough Notice	20.0%	21.1%	58.9%
Required To Work Overtime	9.7%	23.7%	66.6%

Sorted by sum of "concerned" columns

A REPORTED **28.2%** OF RESPONDENTS HAVE ANOTHER JOB

ADDITIONAL JOB INFO

WORK AN ADDITIONAL JOB IN DIRECT CARE

11.7% (15 hrs/wk)

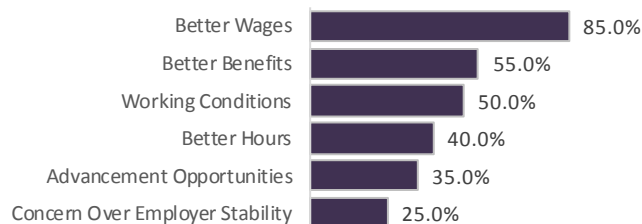
WORK AN ADDITIONAL JOB NOT IN DIRECT CARE

16.5% (20 hrs/wk)

CURRENTLY LOOKING FOR WORK OUTSIDE OF DIRECT CARE

19.4%

TOP REASONS WHY RESPONDENTS ARE LOOKING FOR WORK OUTSIDE OF THE FIELD OF DIRECT CARE?



9.6% Plan To Retire In The Next 5 Years

WOULD CONSIDER STAYING IN THE FIELD IF RECEIVED:

Incentives	Percent
Better Health Care Coverage	70.0%
Better Pay	50.0%
More Paid Time Off	40.0%
Retirement Benefits	40.0%
Opportunities To Specialize In Certain Areas	30.0%
Better or More Training	20.0%
Reduction In Physical Demands	20.0%
I Would Not Return To Direct Care/Support	10.0%
More Flexible Hours	10.0%

BENEFIT INFORMATION

A REPORTED **85.6%** OF EMPLOYERS CURRENTLY OFFER BENEFITS

HOW PREMIUMS ARE COVERED

SHARED COST

73.2%

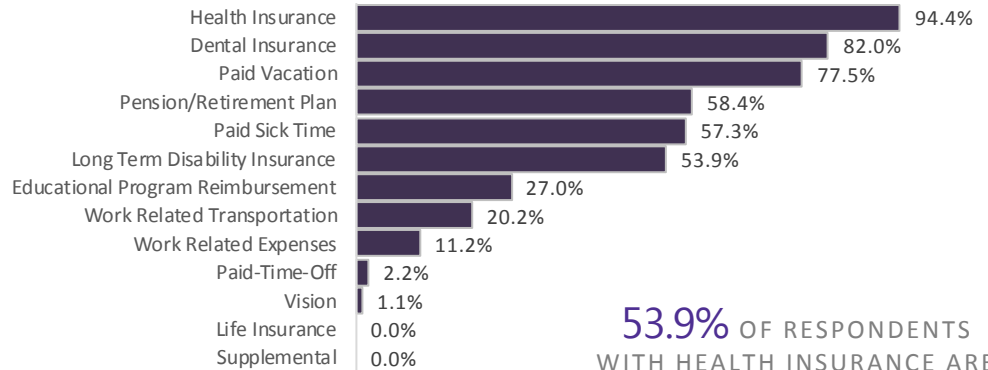
100% EMPLOYEE PAID

24.4%

100% EMPLOYER PAID

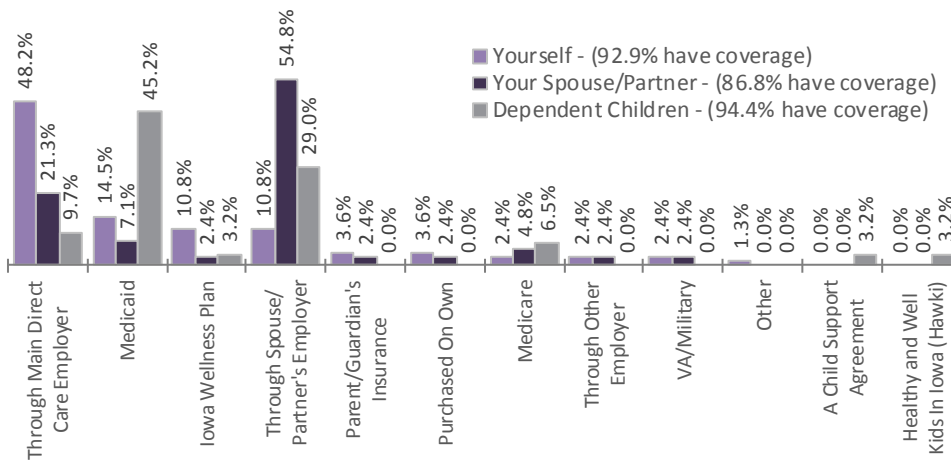
2.4%

WHAT BENEFITS DOES YOUR MAIN DIRECT CARE EMPLOYER OFFER?



53.9% OF RESPONDENTS WITH HEALTH INSURANCE ARE CONCERNED ABOUT LOSING IT

HOW IS HEALTH INSURANCE PROVIDED?



HEALTHCARE SATISFACTION

COST OF PREMIUM

71.1% (Are Satisfied)

COVERAGE FOR PRE-EXISTING CONDITIONS

64.3% (Are Satisfied)

OUT-OF-POCKET OR CO-PAY EXPENSES

57.2% (Are Satisfied)

WHAT INSURANCE PAYS FOR

59.1% (Are Satisfied)

HEALTHCARE COSTS

EMPLOYER IMPROVED COVERAGE OR DECREASED COST TO EMPLOYEE

12.4%

EMPLOYER REDUCED COVERAGE OR INCREASED COST TO EMPLOYEE

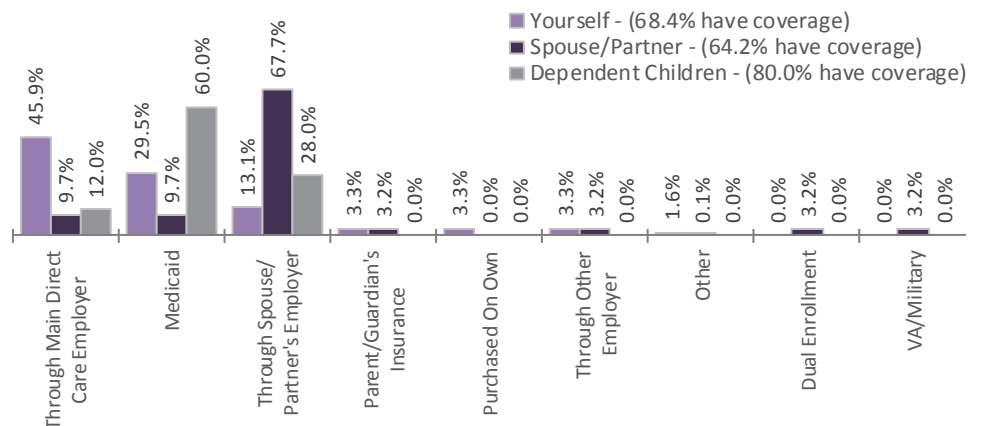
28.9%

27.5% OF ALL RESPONDENTS HAVE HAD A DENTAL PROBLEM IN THE PAST 12 MONTHS AND DID NOT SEE A DENTIST

82.1% OF THOSE WHO DID NOT SEE A DENTIST REPORTED COST AS THE MAIN REASON

82.4% OF THOSE WITHOUT HEALTH INSURANCE REPORTED NOT BEING ABLE TO AFFORD PREMIUMS AS THE MAIN REASON

HOW IS DENTAL INSURANCE PROVIDED?

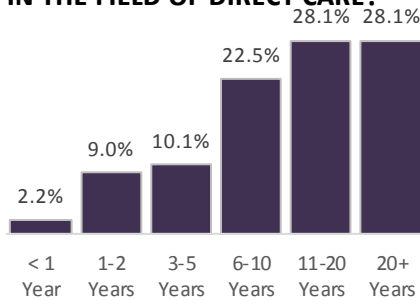


HOME CARE AND HOSPICE

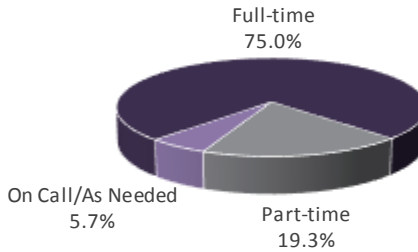
(89 RESPONSES)

WORKPLACE INFORMATION

HOW LONG HAVE YOU WORKED IN THE FIELD OF DIRECT CARE?

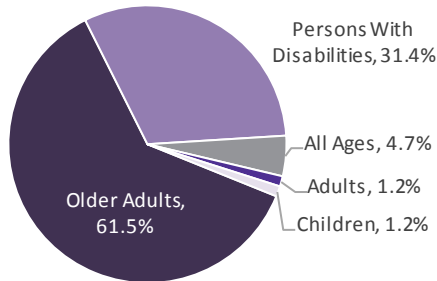


WHAT IS YOUR EMPLOYMENT STATUS AT YOUR MAIN DIRECT CARE JOB?

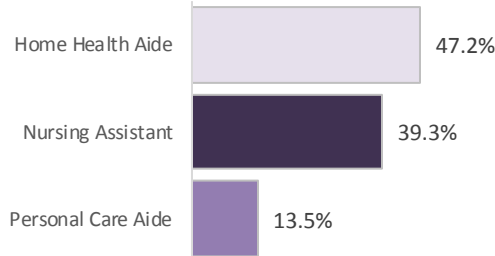


A REPORTED **61.2%** OF RESPONDENTS WORK IN NON-METRO AREAS

WHICH GROUP DO YOU MAINLY PROVIDE SERVICES FOR?



WHAT DO YOU DO AT YOUR MAIN DIRECT CARE JOB?



WORK INFO

AVERAGE HOURS WORKED PER WEEK

34 hours/week

MEDIAN REPORTED HOURLY WAGE

\$14.00

GET PAID OVERTIME (TIME AND A HALF) FOR 40+ HOURS PER WEEK

66.3%

REQUIRED TO WORK MANDATORY HOURS

53.4% (Regular Hours)
10.1% (Overtime Hours)

HAS UNION REPRESENTATION IN THE WORKPLACE

4.5%

IN GENERAL, HOW CONCERNED ARE YOU WITH...

	Very Concerned	Somewhat Concerned	Not at All Concerned
Stress or Mental Health	20.2%	42.9%	36.9%
Working When Sick	25.0%	33.3%	41.7%
Injuries From Lifting or Transferring	11.9%	44.0%	44.1%
Your Personal Health And/Or Safety	11.9%	42.9%	45.2%
Not Having Enough Staff To Provide Good Care	19.0%	31.0%	50.0%
Not Getting Requested or Earned Time Off	8.4%	30.1%	61.5%
Having Shifts Changed Without Enough Notice	13.3%	19.3%	67.4%
Required To Work Overtime	1.2%	11.1%	87.7%

Sorted by sum of "concerned" columns

A REPORTED **28.4%** OF RESPONDENTS HAVE ANOTHER JOB

ADDITIONAL JOB INFO

WORK AN ADDITIONAL JOB IN DIRECT CARE

14.8% (13 hrs/wk)

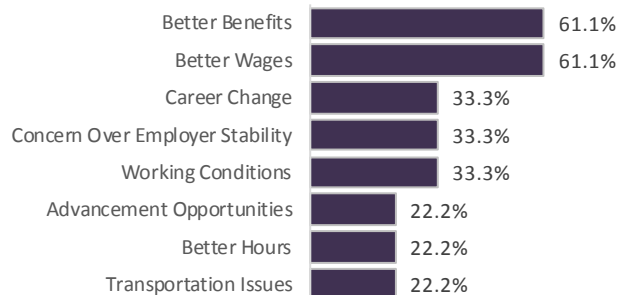
WORK AN ADDITIONAL JOB NOT IN DIRECT CARE

13.6% (17 hrs/wk)

CURRENTLY LOOKING FOR WORK OUTSIDE OF DIRECT CARE

20.7%

TOP REASONS WHY RESPONDENTS ARE LOOKING FOR WORK OUTSIDE OF THE FIELD OF DIRECT CARE?



20.2% Plan To Retire In The Next 5 Years

WOULD CONSIDER STAYING IN THE FIELD IF RECEIVED:

Incentives	Percent
Better Pay	47.1%
Reduction In Physical Demands	41.2%
I Would Not Return To Direct Care/Support	29.4%
Retirement Benefits	29.4%
More Flexible Hours	23.5%
Better Health Care Coverage	11.8%
More Paid Time Off	11.8%
Opportunities To Specialize In Certain Areas	11.8%
Better or More Training	5.9%

BENEFIT INFORMATION

A REPORTED **73.0%** OF EMPLOYERS CURRENTLY OFFER BENEFITS

HOW PREMIUMS ARE COVERED

SHARED COST

73.7%

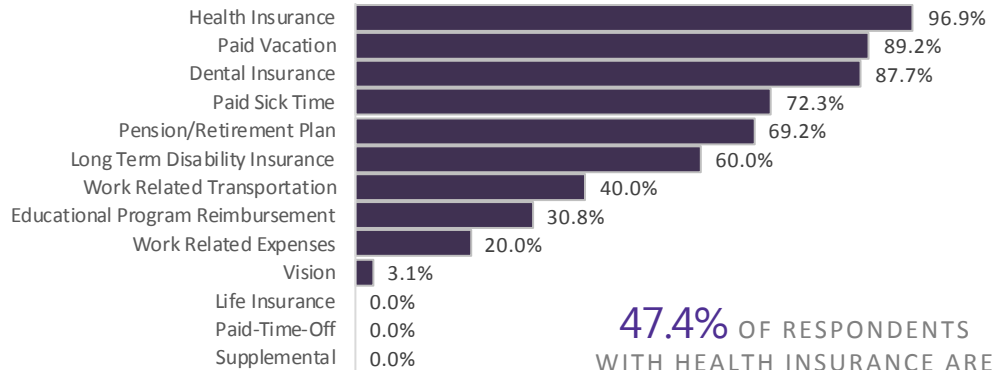
100% EMPLOYEE PAID

15.8%

100% EMPLOYER PAID

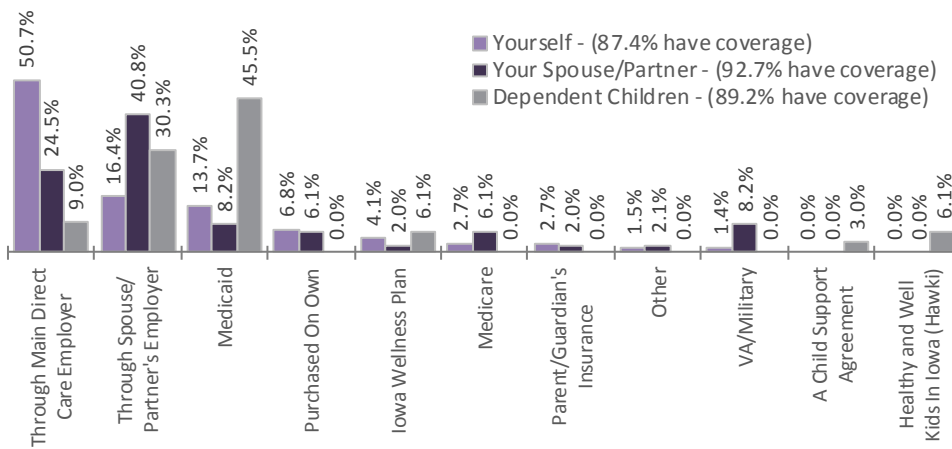
10.5%

WHAT BENEFITS DOES YOUR MAIN DIRECT CARE EMPLOYER OFFER?



47.4% OF RESPONDENTS WITH HEALTH INSURANCE ARE CONCERNED ABOUT LOSING IT

HOW IS HEALTH INSURANCE PROVIDED?



HEALTHCARE RATINGS

COST OF PREMIUM

61.1% (Are Satisfied)

COVERAGE FOR PRE-EXISTING CONDITIONS

79.4% (Are Satisfied)

OUT-OF-POCKET OR CO-PAY EXPENSES

62.5% (Are Satisfied)

WHAT INSURANCE PAYS FOR

75.0% (Are Satisfied)

HEALTHCARE COSTS

EMPLOYER IMPROVED COVERAGE OR DECREASED COST TO EMPLOYEE

5.9%

EMPLOYER REDUCED COVERAGE OR INCREASED COST TO EMPLOYEE

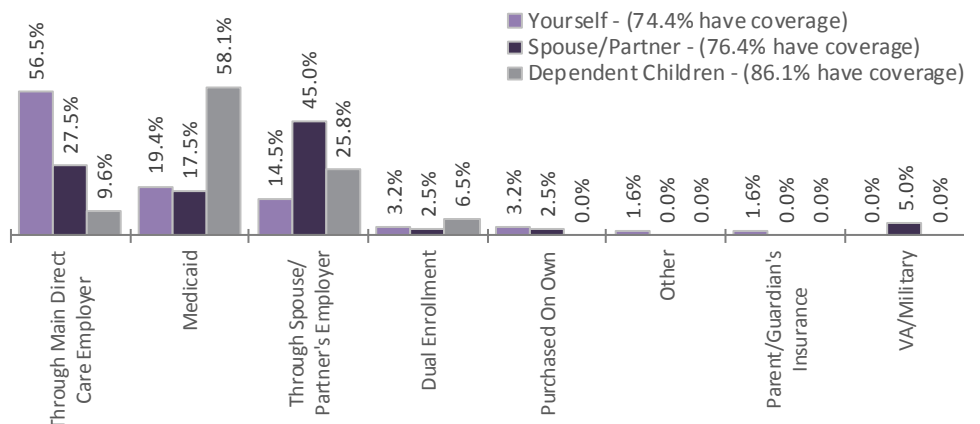
30.9%

31.8% OF ALL RESPONDENTS HAVE HAD A DENTAL PROBLEM IN THE PAST 12 MONTHS AND DID NOT SEE A DENTIST

67.9% OF THOSE WHO DID NOT SEE A DENTIST REPORTED COST AS THE MAIN REASON

76.9% OF THOSE WITHOUT HEALTH INSURANCE REPORTED NOT BEING ABLE TO AFFORD PREMIUMS AS THE MAIN REASON

HOW IS DENTAL INSURANCE PROVIDED?

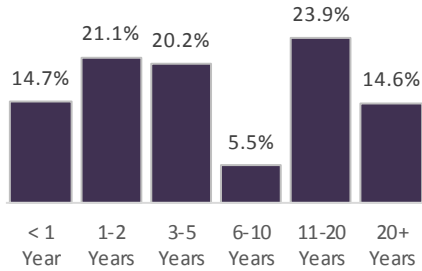


HOSPITAL OR CLINIC

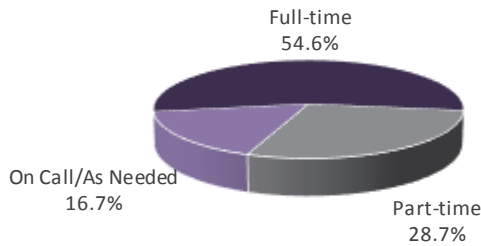
(110 RESPONSES)

WORKPLACE INFORMATION

HOW LONG HAVE YOU WORKED IN THE FIELD OF DIRECT CARE?

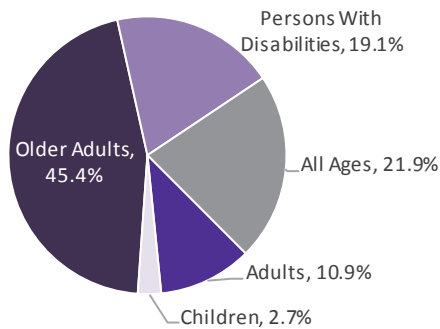


WHAT IS YOUR EMPLOYMENT STATUS AT YOUR MAIN DIRECT CARE JOB?

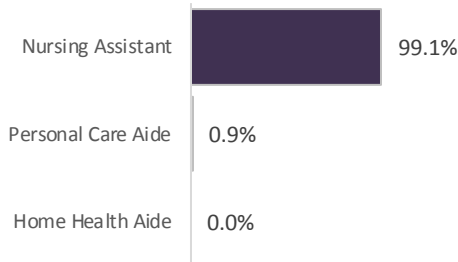


A REPORTED **60.9%** OF RESPONDENTS WORK IN METRO AREAS

WHICH GROUP DO YOU MAINLY PROVIDE SERVICES FOR?



WHAT DO YOU DO AT YOUR MAIN DIRECT CARE JOB?



WORK INFO

AVERAGE HOURS WORKED PER WEEK

31 hours/week

MEDIAN REPORTED HOURLY WAGE

\$13.55

GET PAID OVERTIME (TIME AND A HALF) FOR 40+ HOURS PER WEEK

83.6%

REQUIRED TO WORK MANDATORY HOURS

66.4% (Regular Hours)
6.4% (Overtime Hours)

HAS UNION REPRESENTATION IN THE WORKPLACE

6.5%

IN GENERAL, HOW CONCERNED ARE YOU WITH...

	Very Concerned	Somewhat Concerned	Not at All Concerned
Not Having Enough Staff To Provide Good Care	43.7%	35.0%	21.3%
Stress or Mental Health	30.4%	34.3%	35.3%
Injuries From Lifting or Transferring	21.2%	41.3%	37.5%
Working When Sick	25.2%	35.0%	39.8%
Not Getting Requested or Earned Time Off	16.5%	35.0%	48.5%
Your Personal Health And/Or Safety	13.6%	33.0%	53.4%
Having Shifts Changed Without Enough Notice	9.0%	29.0%	62.0%
Required To Work Overtime	4.9%	10.7%	84.4%

Sorted by sum of "concerned" columns

A REPORTED **34.3%** OF RESPONDENTS HAVE ANOTHER JOB

ADDITIONAL JOB INFO

WORK AN ADDITIONAL JOB IN DIRECT CARE

10.2% (15 hrs/wk)

WORK AN ADDITIONAL JOB NOT IN DIRECT CARE

24.1% (21 hrs/wk)

CURRENTLY LOOKING FOR WORK OUTSIDE OF DIRECT CARE

16.5%

TOP REASONS WHY RESPONDENTS ARE LOOKING FOR WORK OUTSIDE OF THE FIELD OF DIRECT CARE?



6.4% Plan To Retire In The Next 5 Years

WOULD CONSIDER STAYING IN THE FIELD IF RECEIVED:

Incentives	Percent
Better Pay	85.7%
Reduction In Physical Demands	71.4%
More Flexible Hours	57.1%
More Paid Time Off	57.1%
Better Health Care Coverage	42.9%
Opportunities To Specialize In Certain Areas	42.9%
Retirement Benefits	42.9%
Better or More Training	14.3%
I Would Not Return To Direct Care/Support	14.3%

BENEFIT INFORMATION

A REPORTED **94.5%** OF EMPLOYERS CURRENTLY OFFER BENEFITS

HOW PREMIUMS ARE COVERED

SHARED COST

87.2%

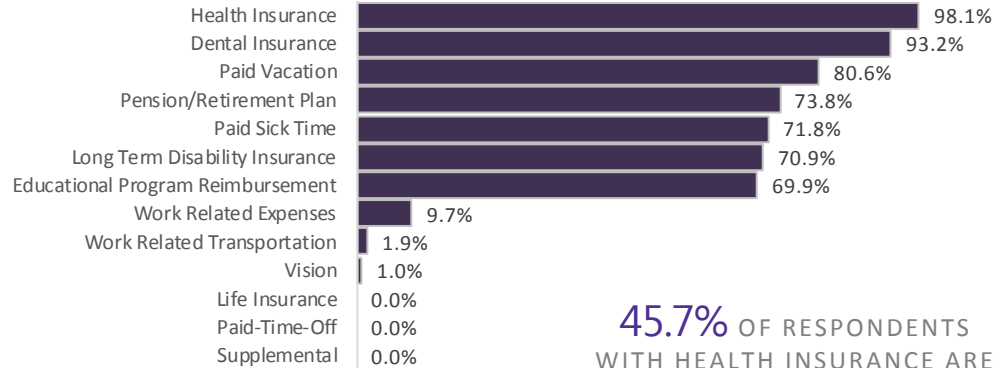
100% EMPLOYEE PAID

12.8%

100% EMPLOYER PAID

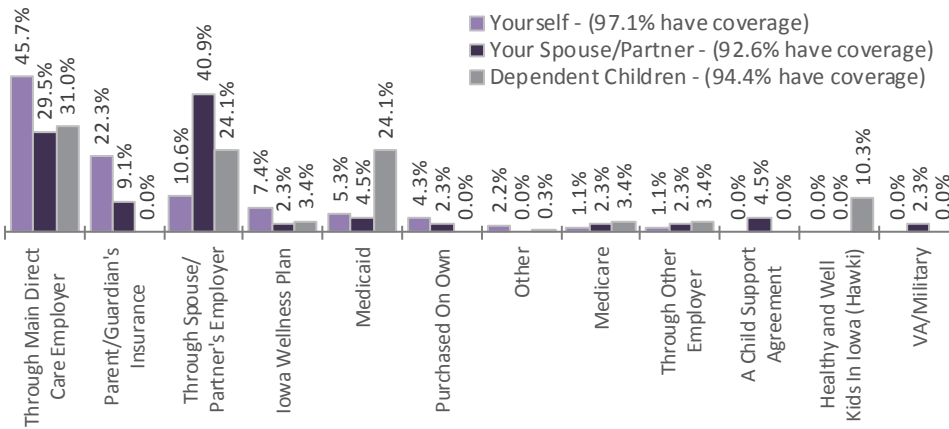
0.0%

WHAT BENEFITS DOES YOUR MAIN DIRECT CARE EMPLOYER OFFER?



45.7% OF RESPONDENTS WITH HEALTH INSURANCE ARE CONCERNED ABOUT LOSING IT

HOW IS HEALTH INSURANCE PROVIDED?



HEALTHCARE SATISFACTION

COST OF PREMIUM

67.0% (Are Satisfied)

COVERAGE FOR PRE-EXISTING CONDITIONS

61.5% (Are Satisfied)

OUT-OF-POCKET OR CO-PAY EXPENSES

61.9% (Are Satisfied)

WHAT INSURANCE PAYS FOR

59.4% (Are Satisfied)

HEALTHCARE COSTS

EMPLOYER IMPROVED COVERAGE OR DECREASED COST TO EMPLOYEE

9.3%

EMPLOYER REDUCED COVERAGE OR INCREASED COST TO EMPLOYEE

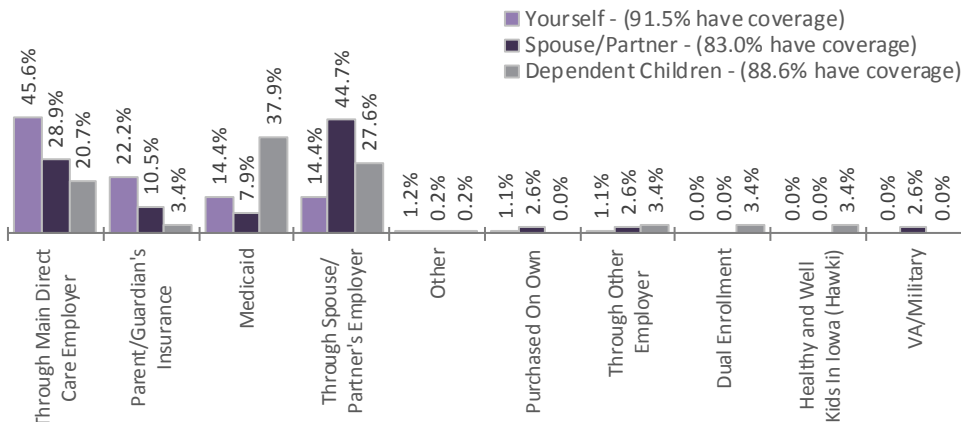
20.6%

23.9% OF ALL RESPONDENTS HAVE HAD A DENTAL PROBLEM IN THE PAST 12 MONTHS AND DID NOT SEE A DENTIST

72.0% OF THOSE WHO DID NOT SEE A DENTIST REPORTED COST AS THE MAIN REASON

55.6% OF THOSE WITHOUT HEALTH INSURANCE REPORTED NOT BEING ABLE TO AFFORD PREMIUMS AS THE MAIN REASON

HOW IS DENTAL INSURANCE PROVIDED?

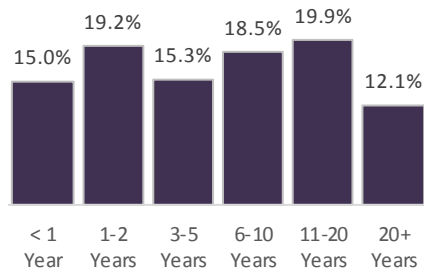


NURSING HOME, SKILLED CARE, OR DEMENTIA UNIT

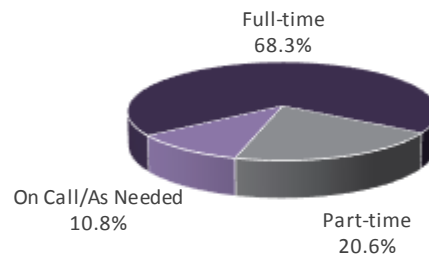
(288 RESPONSES)

WORKPLACE INFORMATION

HOW LONG HAVE YOU WORKED IN THE FIELD OF DIRECT CARE?

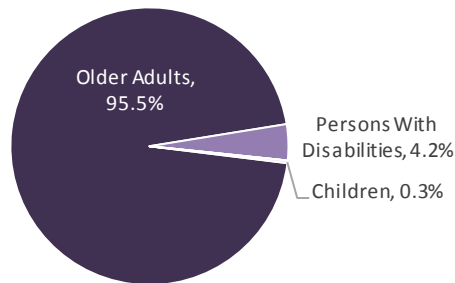


WHAT IS YOUR EMPLOYMENT STATUS AT YOUR MAIN DIRECT CARE JOB?

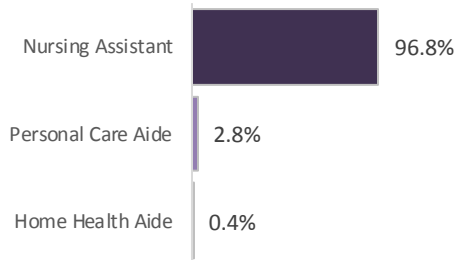


A REPORTED **55.1%** OF RESPONDENTS WORK IN NON-METRO AREAS

WHICH GROUP DO YOU MAINLY PROVIDE SERVICES FOR?



WHAT DO YOU DO AT YOUR MAIN DIRECT CARE JOB?



WORK INFO

AVERAGE HOURS WORKED PER WEEK

34 hours/week

MEDIAN REPORTED HOURLY WAGE

\$14.00

GET PAID OVERTIME (TIME AND A HALF) FOR 40+ HOURS PER WEEK

84.3%

REQUIRED TO WORK MANDATORY HOURS

72.8% (Regular Hours)
15.6% (Overtime Hours)

HAS UNION REPRESENTATION IN THE WORKPLACE

4.6%

IN GENERAL, HOW CONCERNED ARE YOU WITH...

	Very Concerned	Somewhat Concerned	Not at All Concerned
Not Having Enough Staff To Provide Good Care	61.8%	27.6%	10.6%
Working When Sick	41.2%	36.4%	22.4%
Injuries From Lifting or Transferring	29.8%	42.6%	27.6%
Stress or Mental Health	36.0%	36.0%	28.0%
Your Personal Health And/Or Safety	15.0%	41.0%	44.0%
Not Getting Requested or Earned Time Off	25.5%	27.7%	46.8%
Having Shifts Changed Without Enough Notice	21.6%	23.4%	55.0%
Required To Work Overtime	11.1%	21.4%	67.5%

Sorted by sum of "concerned" columns

A REPORTED **23.8%** OF RESPONDENTS HAVE ANOTHER JOB

ADDITIONAL JOB INFO

WORK AN ADDITIONAL JOB IN DIRECT CARE

11.9% (17 hrs/wk)

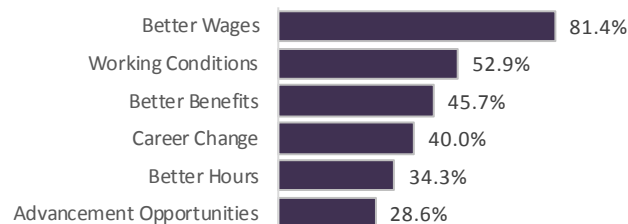
WORK AN ADDITIONAL JOB NOT IN DIRECT CARE

11.9% (23 hrs/wk)

CURRENTLY LOOKING FOR WORK OUTSIDE OF DIRECT CARE

24.4%

TOP REASONS WHY RESPONDENTS ARE LOOKING FOR WORK OUTSIDE OF THE FIELD OF DIRECT CARE?



8.0% Plan To Retire In The Next 5 Years

WOULD CONSIDER STAYING IN THE FIELD IF RECEIVED:

Incentives	Percent
Better Pay	60.9%
Reduction In Physical Demands	56.5%
More Flexible Hours	39.1%
More Paid Time Off	34.8%
Better Health Care Coverage	26.1%
I Would Not Return To Direct Care/Support	26.1%
Retirement Benefits	26.1%
Opportunities To Specialize In Certain Areas	17.4%
Better or More Training	13.0%

BENEFIT INFORMATION

A REPORTED **90.2%** OF EMPLOYERS CURRENTLY OFFER BENEFITS

HOW PREMIUMS ARE COVERED

SHARED COST

70.0%

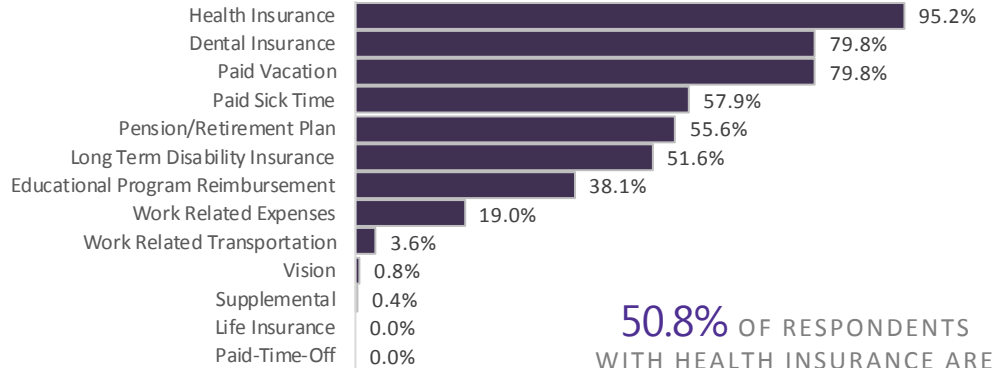
100% EMPLOYEE PAID

30.0%

100% EMPLOYER PAID

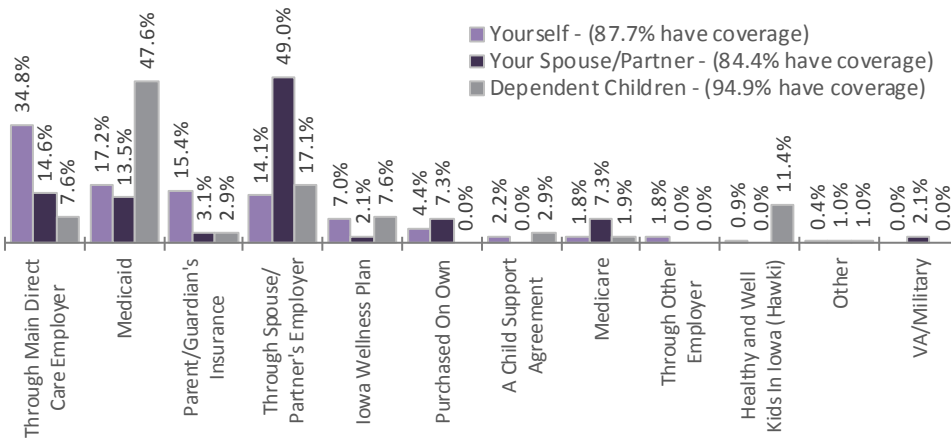
0.0%

WHAT BENEFITS DOES YOUR MAIN DIRECT CARE EMPLOYER OFFER?



50.8% OF RESPONDENTS WITH HEALTH INSURANCE ARE CONCERNED ABOUT LOSING IT

HOW IS HEALTH INSURANCE PROVIDED?



HEALTHCARE SATISFACTION

COST OF PREMIUM

60.3% (Are Satisfied)

COVERAGE FOR PRE-EXISTING CONDITIONS

55.2% (Are Satisfied)

OUT-OF-POCKET OR CO-PAY EXPENSES

56.3% (Are Satisfied)

WHAT INSURANCE PAYS FOR

60.7% (Are Satisfied)

HEALTHCARE COSTS

EMPLOYER IMPROVED COVERAGE OR DECREASED COST TO EMPLOYEE

5.2%

EMPLOYER REDUCED COVERAGE OR INCREASED COST TO EMPLOYEE

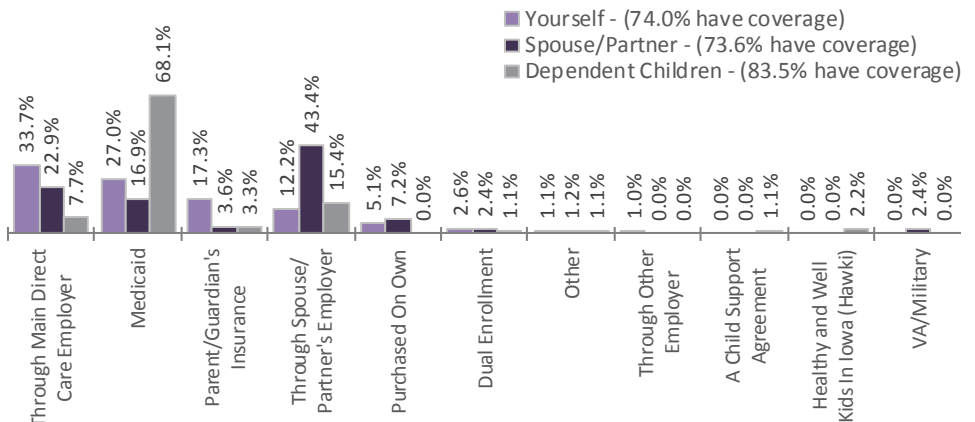
19.6%

28.1% OF ALL RESPONDENTS HAVE HAD A DENTAL PROBLEM IN THE PAST 12 MONTHS AND DID NOT SEE A DENTIST

77.8% OF THOSE WHO DID NOT SEE A DENTIST REPORTED COST AS THE MAIN REASON

73.8% OF THOSE WITHOUT HEALTH INSURANCE REPORTED NOT BEING ABLE TO AFFORD PREMIUMS AS THE MAIN REASON

HOW IS DENTAL INSURANCE PROVIDED?

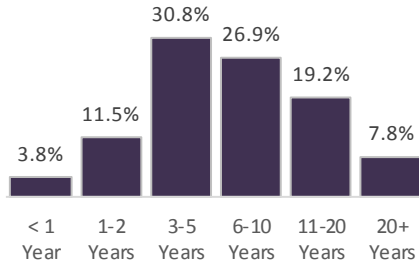


TEMPORARY OR AGENCY STAFFING AND SELF-EMPLOYED

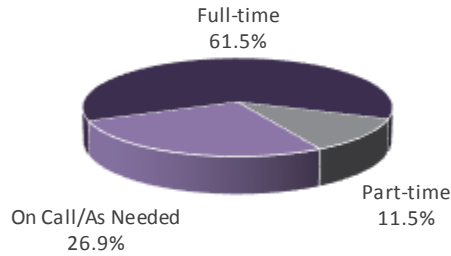
(26 RESPONSES)

WORKPLACE INFORMATION

HOW LONG HAVE YOU WORKED IN THE FIELD OF DIRECT CARE?

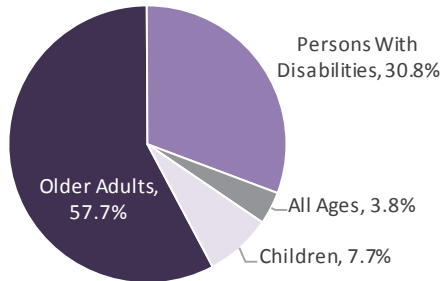


WHAT IS YOUR EMPLOYMENT STATUS AT YOUR MAIN DIRECT CARE JOB?

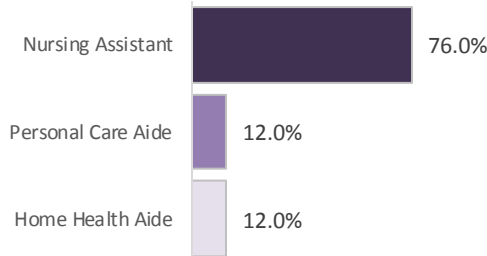


A REPORTED **56.0%** OF RESPONDENTS WORK IN METRO AREAS

WHICH GROUP DO YOU MAINLY PROVIDE SERVICES FOR?



WHAT DO YOU DO AT YOUR MAIN DIRECT CARE JOB?



WORK INFO

AVERAGE HOURS WORKED PER WEEK

31 hours/week

MEDIAN REPORTED HOURLY WAGE

\$15.00

GET PAID OVERTIME (TIME AND A HALF) FOR 40+ HOURS PER WEEK

69.2%

REQUIRED TO WORK MANDATORY HOURS

46.2% (Regular Hours)
8.0% (Overtime Hours)

HAS UNION REPRESENTATION IN THE WORKPLACE

0.0%

IN GENERAL, HOW CONCERNED ARE YOU WITH...

	Very Concerned	Somewhat Concerned	Not at All Concerned
Not Having Enough Staff To Provide Good Care	65.2%	26.1%	8.7%
Stress or Mental Health	39.1%	34.8%	26.1%
Injuries From Lifting or Transferring	43.5%	26.1%	30.4%
Working When Sick	34.8%	34.8%	30.4%
Your Personal Health And/Or Safety	17.4%	47.8%	34.8%
Having Shifts Changed Without Enough Notice	30.4%	26.1%	43.5%
Not Getting Requested or Earned Time Off	26.1%	26.1%	47.8%
Required To Work Overtime	9.1%	18.2%	72.7%

Sorted by sum of "concerned" columns

A REPORTED **52.0%** OF RESPONDENTS HAVE ANOTHER JOB

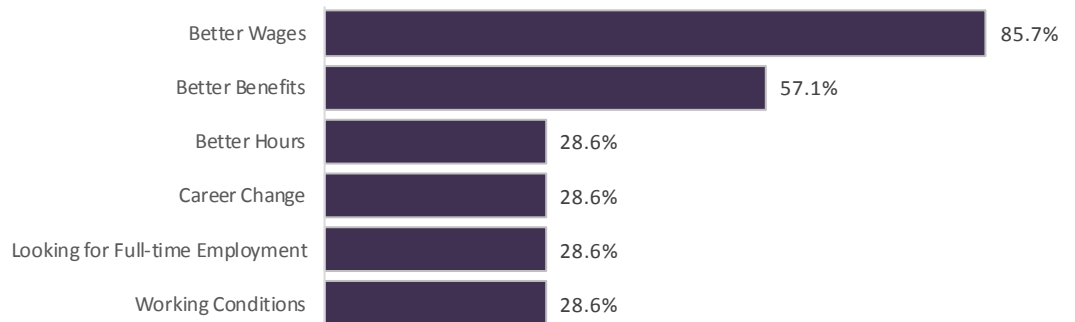
ADDITIONAL JOB INFO

WORK AN ADDITIONAL JOB IN DIRECT CARE
36.0% (23 hrs/wk)

WORK AN ADDITIONAL JOB NOT IN DIRECT CARE
16.0% (30 hrs/wk)

CURRENTLY LOOKING FOR WORK OUTSIDE OF DIRECT CARE
28.0%

TOP REASONS WHY RESPONDENTS ARE LOOKING FOR WORK OUTSIDE OF THE FIELD OF DIRECT CARE?



0.0% Plan To Retire In The Next 5 Years

BENEFIT INFORMATION

A REPORTED **50.0%** OF EMPLOYERS CURRENTLY OFFER BENEFITS

HOW PREMIUMS ARE COVERED

SHARED COST

66.7%

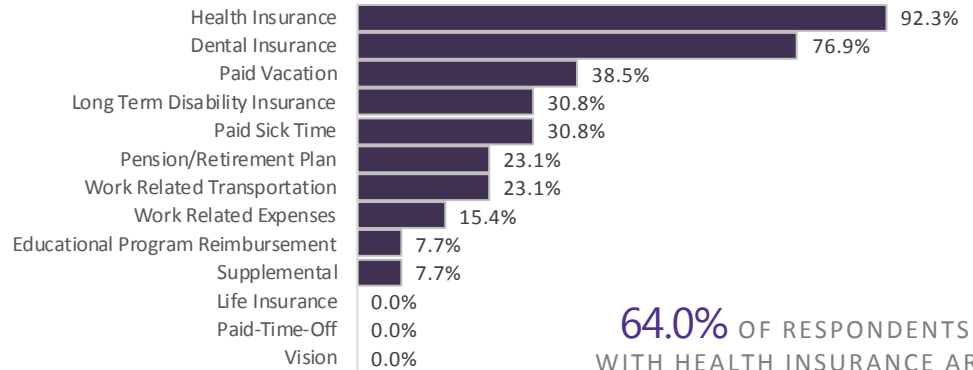
100% EMPLOYEE PAID

33.3%

100% EMPLOYER PAID

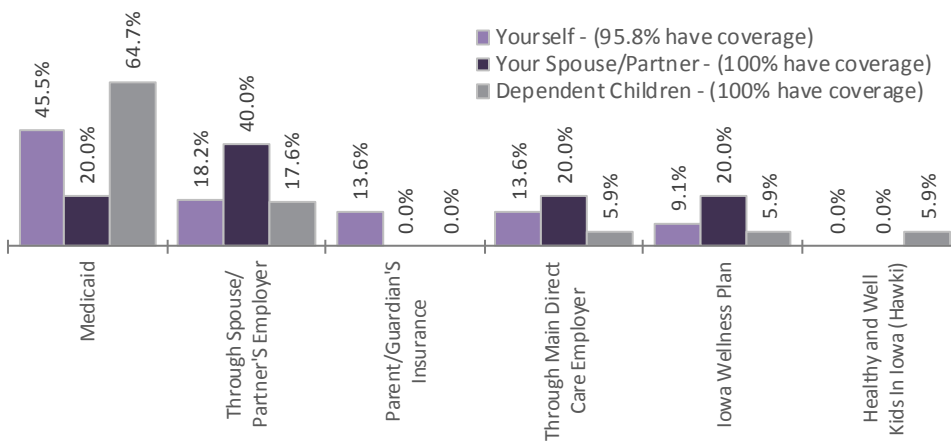
0.0%

WHAT BENEFITS DOES YOUR MAIN DIRECT CARE EMPLOYER OFFER?



64.0% OF RESPONDENTS WITH HEALTH INSURANCE ARE CONCERNED ABOUT LOSING IT

HOW IS HEALTH INSURANCE PROVIDED?



HEALTHCARE SATISFACTION

COST OF PREMIUM

50.0% (Are Satisfied)

COVERAGE FOR PRE-EXISTING CONDITIONS

52.1% (Are Satisfied)

OUT-OF-POCKET OR CO-PAY EXPENSES

47.8% (Are Satisfied)

WHAT INSURANCE PAYS FOR

65.2% (Are Satisfied)

HEALTHCARE COSTS

EMPLOYER IMPROVED COVERAGE OR DECREASED COST TO EMPLOYEE

4.3%

EMPLOYER REDUCED COVERAGE OR INCREASED COST TO EMPLOYEE

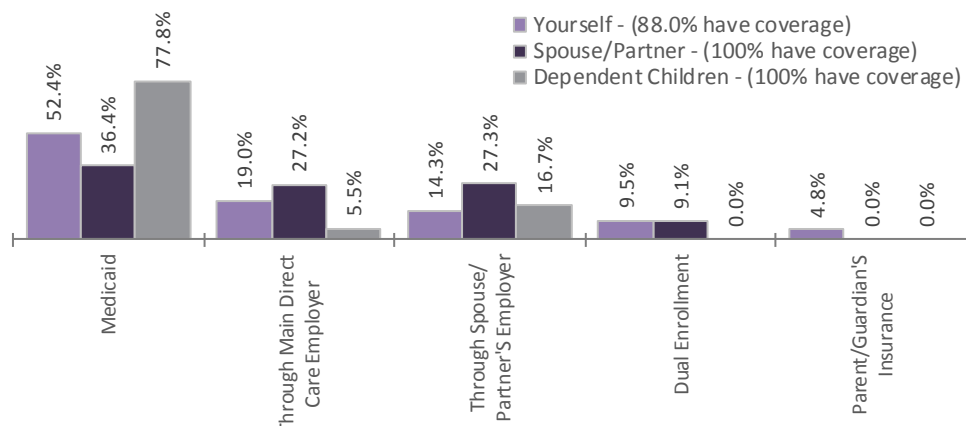
4.3%

30.8% OF ALL RESPONDENTS HAVE HAD A DENTAL PROBLEM IN THE PAST 12 MONTHS AND DID NOT SEE A DENTIST

50.0% OF THOSE WHO DID NOT SEE A DENTIST REPORTED COST AS THE MAIN REASON

100% OF THOSE WITHOUT HEALTH INSURANCE REPORTED NOT BEING ABLE TO AFFORD PREMIUMS AS THE MAIN REASON

HOW IS DENTAL INSURANCE PROVIDED?





Community Setting

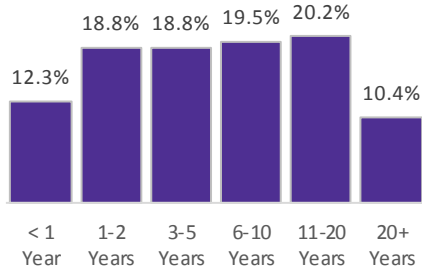
Breakouts by the following:

- Metro Areas (Page 27)
- Non-Metro Areas (Page 29)

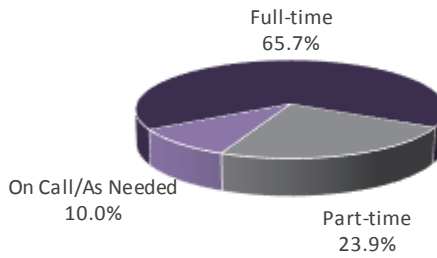
METRO AREAS (292 RESPONSES)

WORKPLACE INFORMATION

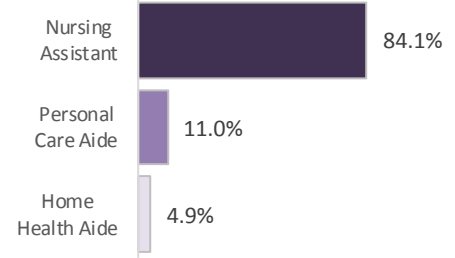
HOW LONG HAVE YOU WORKED IN THE FIELD OF DIRECT CARE?



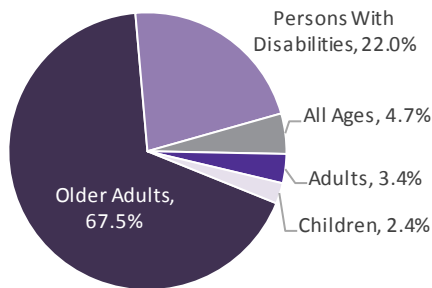
WHAT IS YOUR EMPLOYMENT STATUS AT YOUR MAIN DIRECT CARE JOB?



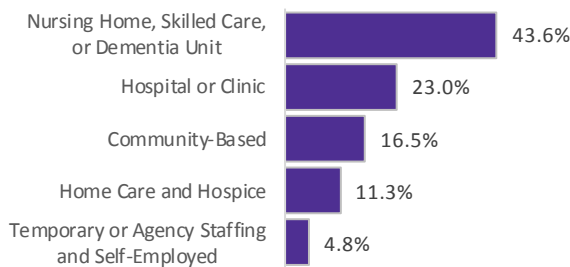
WHAT DO YOU DO AT YOUR MAIN DIRECT CARE JOB?



WHICH GROUP DO YOU MAINLY PROVIDE SERVICES FOR?



WHAT TYPE OF CARE FACILITY IS YOUR MAIN DIRECT CARE JOB AT?



WORK INFO

AVERAGE HOURS WORKED PER WEEK

33 hours/week

MEDIAN REPORTED HOURLY WAGE

\$13.78

GET PAID OVERTIME (TIME AND A HALF) FOR 40+ HOURS PER WEEK

80.8%

REQUIRED TO WORK MANDATORY HOURS

69.2% (Regular Hours)
13.7% (Overtime Hours)

HAS UNION REPRESENTATION IN THE WORKPLACE

6.6%

IN GENERAL, HOW CONCERNED ARE YOU WITH...

	Very Concerned	Somewhat Concerned	Not at All Concerned
Not Having Enough Staff To Provide Good Care	50.4%	30.7%	18.9%
Stress or Mental Health	39.9%	32.1%	28.0%
Working When Sick	37.2%	33.1%	29.7%
Injuries From Lifting or Transferring	32.0%	35.3%	32.7%
Your Personal Health And/Or Safety	18.6%	38.3%	43.1%
Not Getting Requested or Earned Time Off	26.3%	25.2%	48.5%
Having Shifts Changed Without Enough Notice	23.8%	17.0%	59.2%
Required To Work Overtime	8.6%	18.7%	72.7%

Sorted by sum of "concerned" columns

A REPORTED **27.2%** OF RESPONDENTS HAVE ANOTHER JOB

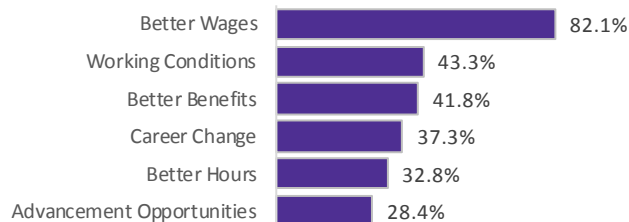
ADDITIONAL JOB INFO

WORK AN ADDITIONAL JOB IN DIRECT CARE
14.1% (16 hrs/wk)

WORK AN ADDITIONAL JOB NOT IN DIRECT CARE
13.1% (22 hrs/wk)

CURRENTLY LOOKING FOR WORK OUTSIDE OF DIRECT CARE
23.2%

TOP REASONS WHY RESPONDENTS ARE LOOKING FOR WORK OUTSIDE OF THE FIELD OF DIRECT CARE?



7.2% Plan To Retire In The Next 5 Years

WOULD CONSIDER STAYING IN THE FIELD IF RECEIVED:

Incentives	Percent
Better Pay	71.4%
Reduction In Physical Demands	47.6%
More Flexible Hours	42.9%
More Paid Time Off	42.9%
Retirement Benefits	38.1%
Better Health Care Coverage	33.3%
Opportunities To Specialize In Certain Areas	28.6%
I Would Not Return To Direct Care/Support	14.3%
Better or More Training	9.5%

BENEFIT INFORMATION

A REPORTED **83.4%** OF EMPLOYERS CURRENTLY OFFER BENEFITS

HOW PREMIUMS ARE COVERED

SHARED COST

75.9%

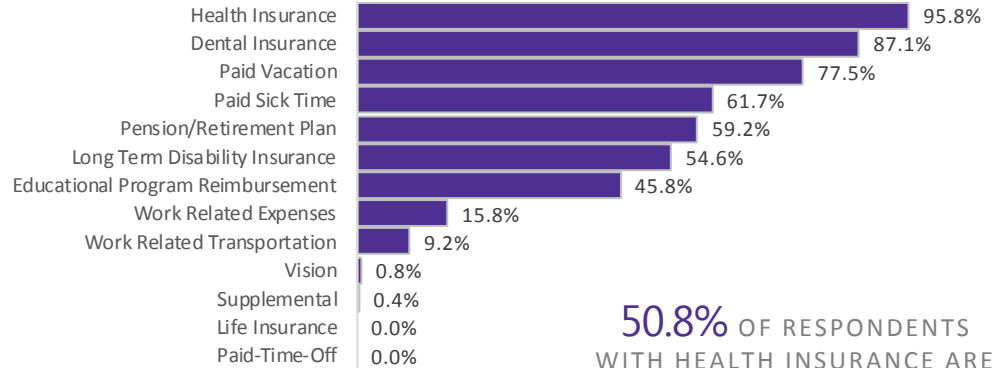
100% EMPLOYEE PAID

21.7%

100% EMPLOYER PAID

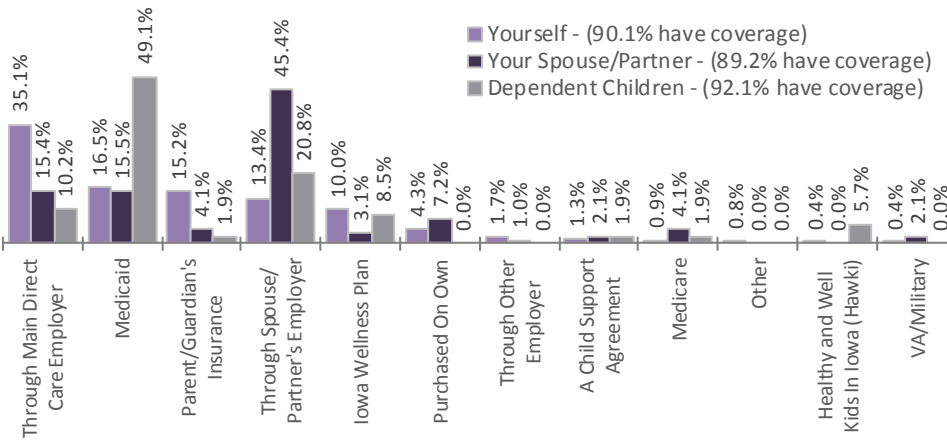
2.4%

WHAT BENEFITS DOES YOUR MAIN DIRECT CARE EMPLOYER OFFER?



50.8% OF RESPONDENTS WITH HEALTH INSURANCE ARE CONCERNED ABOUT LOSING IT

HOW IS HEALTH INSURANCE PROVIDED?



HEALTHCARE SATISFACTION

COST OF PREMIUM

59.2% (Are Satisfied)

COVERAGE FOR PRE-EXISTING CONDITIONS

58.8% (Are Satisfied)

OUT-OF-POCKET OR CO-PAY EXPENSES

55.5% (Are Satisfied)

WHAT INSURANCE PAYS FOR

57.8% (Are Satisfied)

HEALTHCARE COSTS

EMPLOYER IMPROVED COVERAGE OR DECREASED COST TO EMPLOYEE

6.1%

EMPLOYER REDUCED COVERAGE OR INCREASED COST TO EMPLOYEE

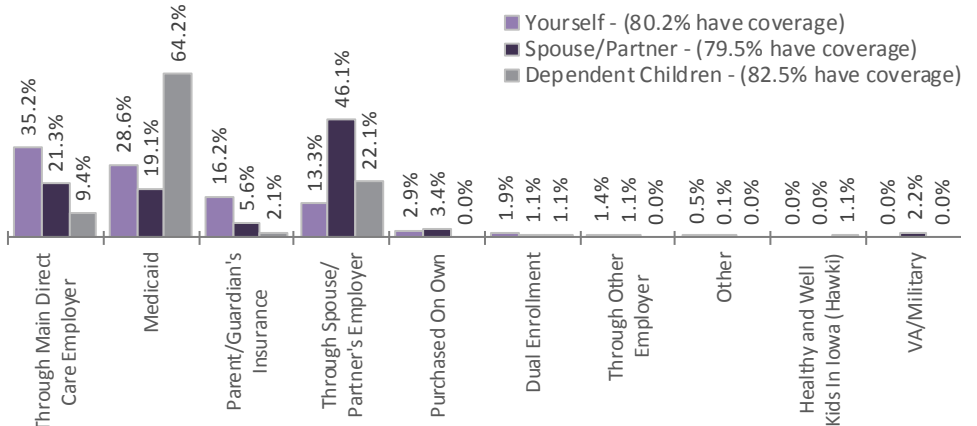
21.8%

31.6% OF ALL RESPONDENTS HAVE HAD A DENTAL PROBLEM IN THE PAST 12 MONTHS AND DID NOT SEE A DENTIST

70.0% OF THOSE WHO DID NOT SEE A DENTIST REPORTED COST AS THE MAIN REASON

62.8% OF THOSE WITHOUT HEALTH INSURANCE REPORTED NOT BEING ABLE TO AFFORD PREMIUMS AS THE MAIN REASON

HOW IS DENTAL INSURANCE PROVIDED?

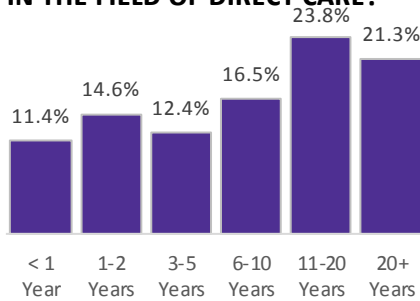


NON-METRO AREAS

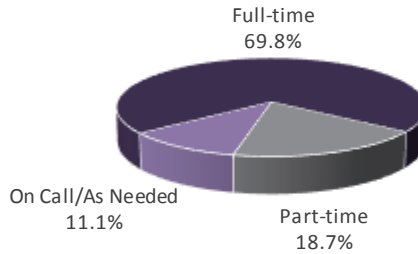
(317 RESPONSES)

WORKPLACE INFORMATION

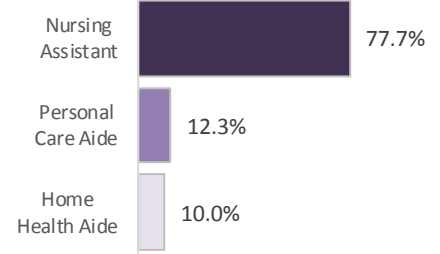
HOW LONG HAVE YOU WORKED IN THE FIELD OF DIRECT CARE?



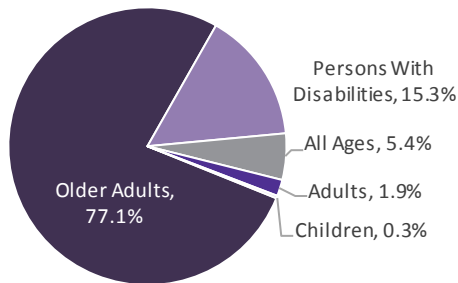
WHAT IS YOUR EMPLOYMENT STATUS AT YOUR MAIN DIRECT CARE JOB?



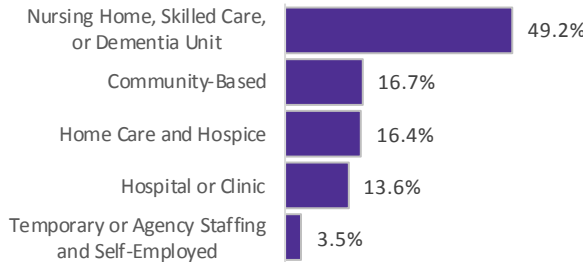
WHAT DO YOU DO AT YOUR MAIN DIRECT CARE JOB?



WHICH GROUP DO YOU MAINLY PROVIDE SERVICES FOR?



WHAT TYPE OF CARE FACILITY IS YOUR MAIN DIRECT CARE JOB AT?



WORK INFO

AVERAGE HOURS WORKED PER WEEK

34 hours/week

MEDIAN REPORTED HOURLY WAGE

\$13.82

GET PAID OVERTIME (TIME AND A HALF) FOR 40+ HOURS PER WEEK

81.0%

REQUIRED TO WORK MANDATORY HOURS

68.8% (Regular Hours)
11.7% (Overtime Hours)

HAS UNION REPRESENTATION IN THE WORKPLACE

3.5%

IN GENERAL, HOW CONCERNED ARE YOU WITH...

	Very Concerned	Somewhat Concerned	Not at All Concerned
Not Having Enough Staff To Provide Good Care	48.7%	32.5%	18.8%
Working When Sick	32.9%	37.5%	29.6%
Stress or Mental Health	26.7%	42.0%	31.3%
Injuries From Lifting or Transferring	19.2%	46.8%	34.0%
Your Personal Health And/Or Safety	10.7%	41.4%	47.9%
Not Getting Requested or Earned Time Off	18.6%	32.2%	49.2%
Having Shifts Changed Without Enough Notice	13.0%	29.2%	57.8%
Required To Work Overtime	8.0%	18.0%	74.0%

Sorted by sum of "concerned" columns

A REPORTED 27.8% OF RESPONDENTS HAVE ANOTHER JOB

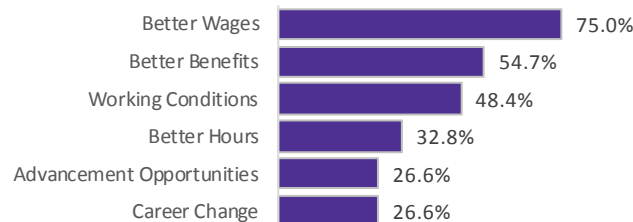
ADDITIONAL JOB INFO

WORK AN ADDITIONAL JOB IN DIRECT CARE
11.2% (16 hrs/wk)

WORK AN ADDITIONAL JOB NOT IN DIRECT CARE
16.6% (21 hrs/wk)

CURRENTLY LOOKING FOR WORK OUTSIDE OF DIRECT CARE
20.3%

TOP REASONS WHY RESPONDENTS ARE LOOKING FOR WORK OUTSIDE OF THE FIELD OF DIRECT CARE?



11.7% Plan To Retire In The Next 5 Years

WOULD CONSIDER STAYING IN THE FIELD IF RECEIVED:

Incentives	Percent
Better Pay	52.8%
Reduction In Physical Demands	47.2%
Better Health Care Coverage	33.3%
Retirement Benefits	30.6%
I Would Not Return To Direct Care/Support	27.8%
More Paid Time Off	27.8%
More Flexible Hours	22.2%
Opportunities To Specialize In Certain Areas	16.7%
Better or More Training	13.9%

BENEFIT INFORMATION

A REPORTED **88.6%** OF EMPLOYERS CURRENTLY OFFER BENEFITS

HOW PREMIUMS ARE COVERED

SHARED COST

74.2%

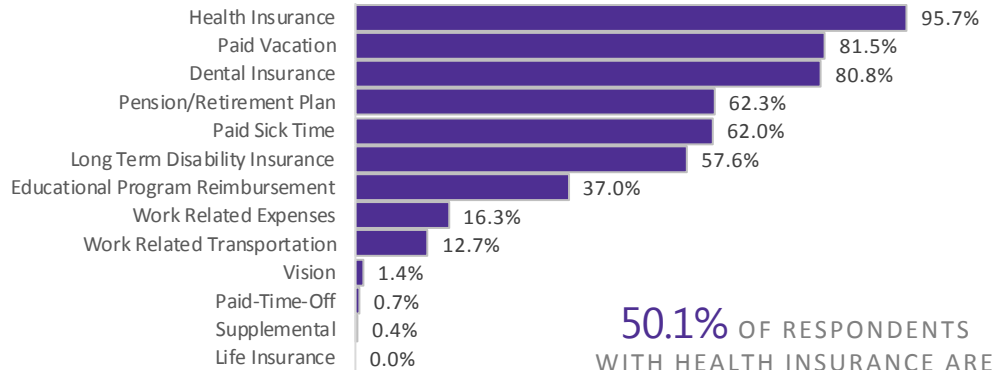
100% EMPLOYEE PAID

22.6%

100% EMPLOYER PAID

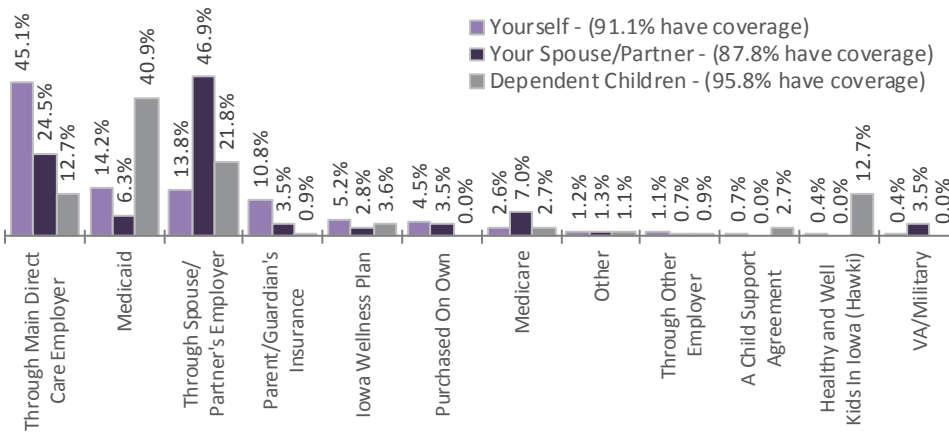
3.2%

WHAT BENEFITS DOES YOUR MAIN DIRECT CARE EMPLOYER OFFER?



50.1% OF RESPONDENTS WITH HEALTH INSURANCE ARE CONCERNED ABOUT LOSING IT

HOW IS HEALTH INSURANCE PROVIDED?



HEALTHCARE SATISFACTION

COST OF PREMIUM

66.9% (Are Satisfied)

COVERAGE FOR PRE-EXISTING CONDITIONS

62.1% (Are Satisfied)

OUT-OF-POCKET OR CO-PAY EXPENSES

60.0% (Are Satisfied)

WHAT INSURANCE PAYS FOR

66.3% (Are Satisfied)

HEALTHCARE COSTS

EMPLOYER IMPROVED COVERAGE OR DECREASED COST TO EMPLOYEE

8.4%

EMPLOYER REDUCED COVERAGE OR INCREASED COST TO EMPLOYEE

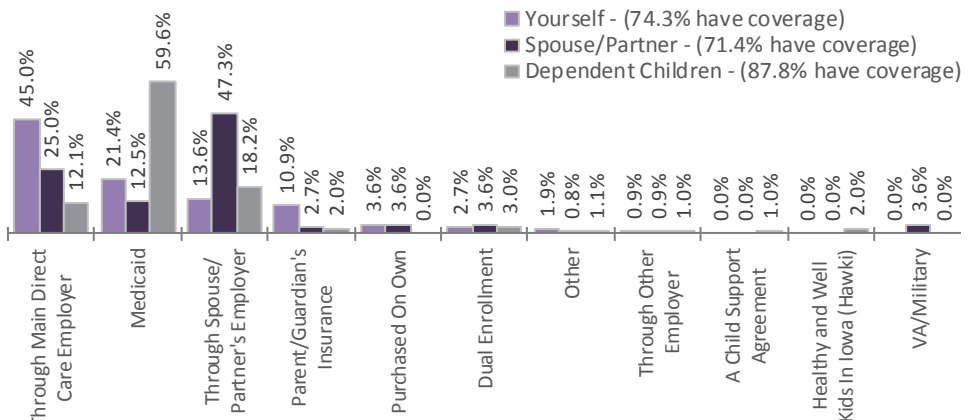
23.1%

24.6% OF ALL RESPONDENTS HAVE HAD A DENTAL PROBLEM IN THE PAST 12 MONTHS AND DID NOT SEE A DENTIST

78.2% OF THOSE WHO DID NOT SEE A DENTIST REPORTED COST AS THE MAIN REASON

86.8% OF THOSE WITHOUT HEALTH INSURANCE REPORTED NOT BEING ABLE TO AFFORD PREMIUMS AS THE MAIN REASON

HOW IS DENTAL INSURANCE PROVIDED?



Age Group

Breakouts by the following:

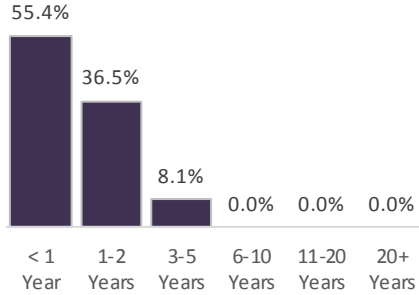
- 17 to 20 Years of Age (Page 33)
- 21 to 30 Years of Age (Page 35)
- 31 to 40 Years of Age (Page 37)
- 41 to 50 Years of Age (Page 39)
- 51 to 60 Years of Age (Page 41)
- 61 to 70 Years of Age (Page 43)

17 TO 20 YEARS OF AGE

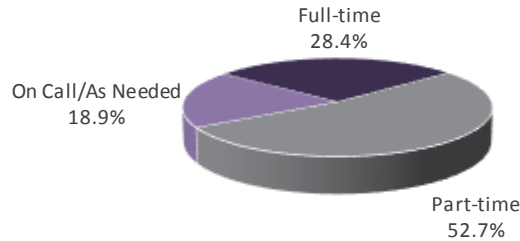
(74 RESPONSES)

WORKPLACE INFORMATION

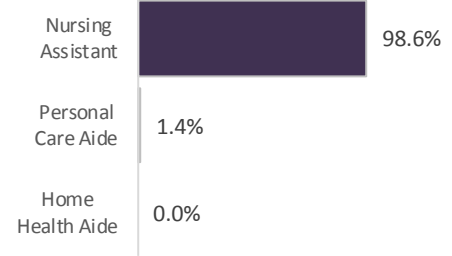
HOW LONG HAVE YOU WORKED IN THE FIELD OF DIRECT CARE?



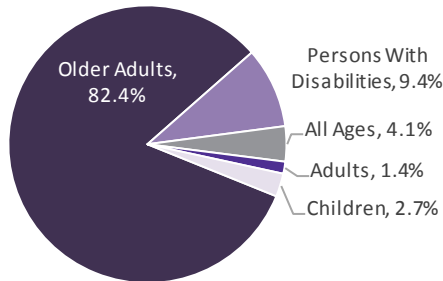
WHAT IS YOUR EMPLOYMENT STATUS AT YOUR MAIN DIRECT CARE JOB?



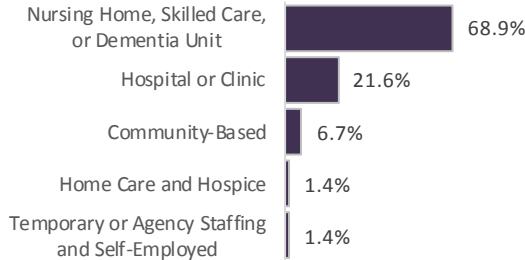
WHAT DO YOU DO AT YOUR MAIN DIRECT CARE JOB?



WHICH GROUP DO YOU MAINLY PROVIDE SERVICES FOR?



WHAT TYPE OF CARE FACILITY IS YOUR MAIN DIRECT CARE JOB AT?



A REPORTED **50.7%** OF RESPONDENTS WORK IN NON-METRO AREAS

WORK INFO

AVERAGE HOURS WORKED PER WEEK

25 hours/week

MEDIAN REPORTED HOURLY WAGE

\$12.84

GET PAID OVERTIME (TIME AND A HALF) FOR 40+ HOURS PER WEEK

70.8%

REQUIRED TO WORK MANDATORY HOURS

63.5% (Regular Hours)
5.4% (Overtime Hours)

HAS UNION REPRESENTATION IN THE WORKPLACE

1.4%

IN GENERAL, HOW CONCERNED ARE YOU WITH...

	Very Concerned	Somewhat Concerned	Not at All Concerned
Not Having Enough Staff To Provide Good Care	59.7%	30.6%	9.7%
Working When Sick	40.3%	37.5%	22.2%
Injuries From Lifting or Transferring	22.2%	52.8%	25.0%
Stress or Mental Health	36.6%	32.4%	31.0%
Not Getting Requested or Earned Time Off	31.4%	28.6%	40.0%
Having Shifts Changed Without Enough Notice	15.5%	33.8%	50.7%
Your Personal Health And/Or Safety	11.1%	37.5%	51.4%
Required To Work Overtime	4.3%	20.0%	75.7%

Sorted by sum of "concerned" columns

A REPORTED **24.6%** OF RESPONDENTS HAVE ANOTHER JOB

ADDITIONAL JOB INFO

WORK AN ADDITIONAL JOB IN DIRECT CARE

8.2% (16 hrs/wk)

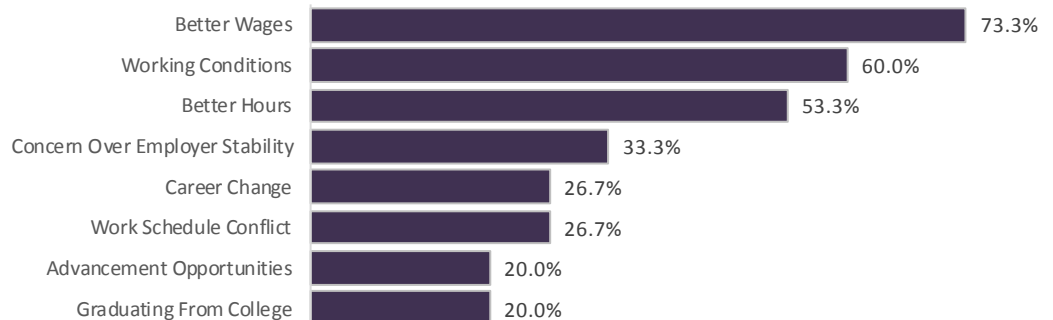
WORK AN ADDITIONAL JOB NOT IN DIRECT CARE

16.4% (14 hrs/wk)

CURRENTLY LOOKING FOR WORK OUTSIDE OF DIRECT CARE

20.5%

TOP REASONS WHY RESPONDENTS ARE LOOKING FOR WORK OUTSIDE OF THE FIELD OF DIRECT CARE?



0.0% Plan To Retire In The Next 5 Years

BENEFIT INFORMATION

A REPORTED **82.2%** OF EMPLOYERS CURRENTLY OFFER BENEFITS

HOW PREMIUMS ARE COVERED

SHARED COST

100%

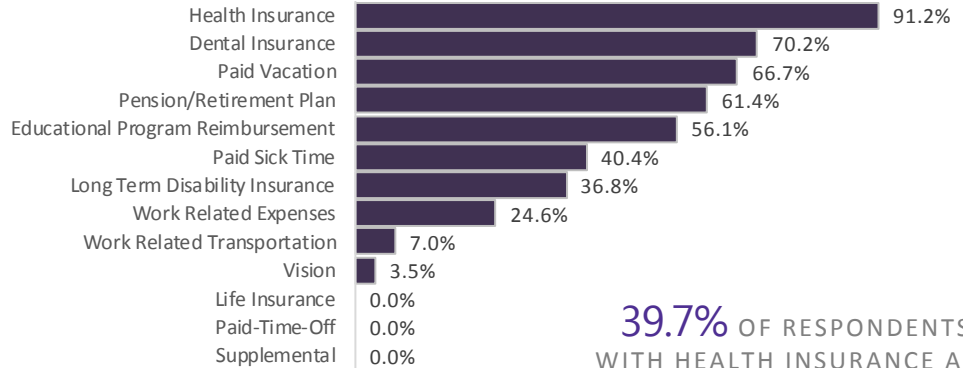
100% EMPLOYEE PAID

0.0%

100% EMPLOYER PAID

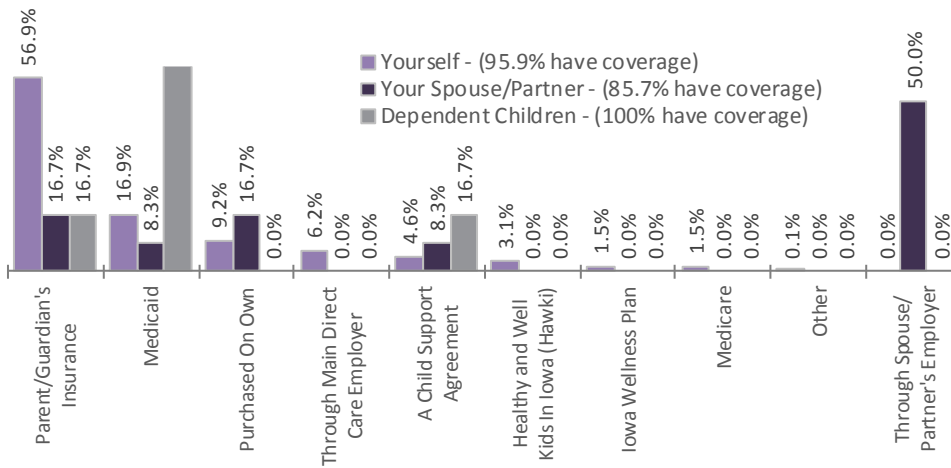
0.0%

WHAT BENEFITS DOES YOUR MAIN DIRECT CARE EMPLOYER OFFER?



39.7% OF RESPONDENTS WITH HEALTH INSURANCE ARE CONCERNED ABOUT LOSING IT

HOW IS HEALTH INSURANCE PROVIDED?



HEALTHCARE SATISFACTION

COST OF PREMIUM

49.2% (Are Satisfied)

COVERAGE FOR PRE-EXISTING CONDITIONS

46.5% (Are Satisfied)

OUT-OF-POCKET OR CO-PAY EXPENSES

51.7% (Are Satisfied)

WHAT INSURANCE PAYS FOR

53.4% (Are Satisfied)

HEALTHCARE COSTS

EMPLOYER IMPROVED COVERAGE OR DECREASED COST TO EMPLOYEE

4.2%

EMPLOYER REDUCED COVERAGE OR INCREASED COST TO EMPLOYEE

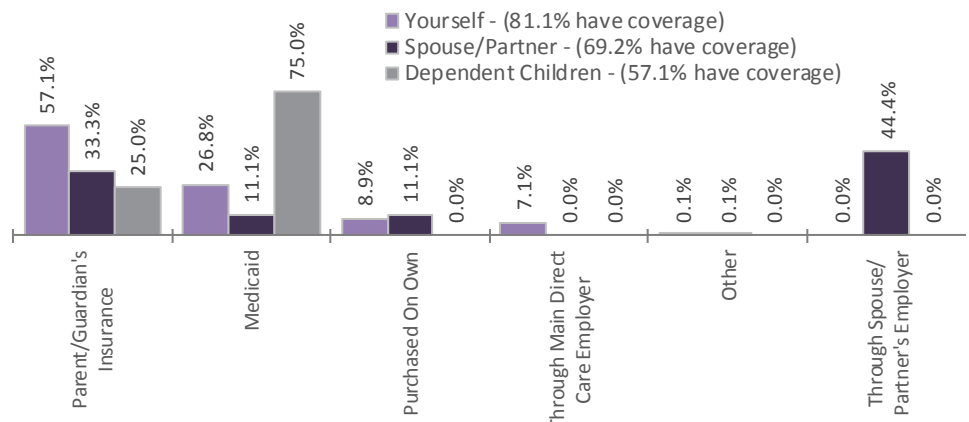
1.4%

17.6% OF ALL RESPONDENTS HAVE HAD A DENTAL PROBLEM IN THE PAST 12 MONTHS AND DID NOT SEE A DENTIST

75.0% OF THOSE WHO DID NOT SEE A DENTIST REPORTED COST AS THE MAIN REASON

80.0% OF THOSE WITHOUT HEALTH INSURANCE REPORTED NOT BEING ABLE TO AFFORD PREMIUMS AS THE MAIN REASON

HOW IS DENTAL INSURANCE PROVIDED?

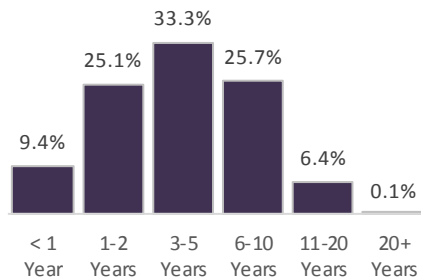


21 TO 30 YEARS OF AGE

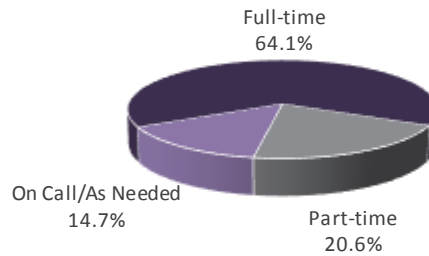
(171 RESPONSES)

WORKPLACE INFORMATION

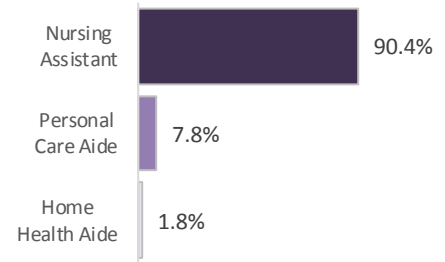
HOW LONG HAVE YOU WORKED IN THE FIELD OF DIRECT CARE?



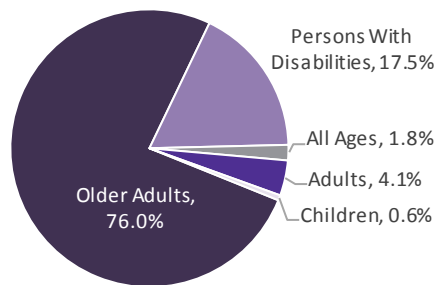
WHAT IS YOUR EMPLOYMENT STATUS AT YOUR MAIN DIRECT CARE JOB?



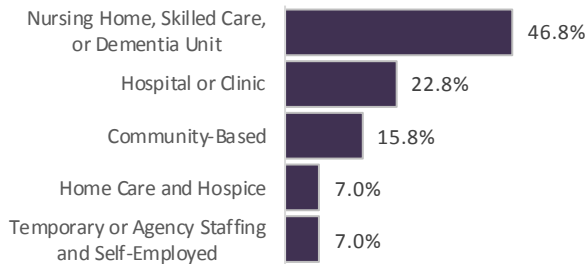
WHAT DO YOU DO AT YOUR MAIN DIRECT CARE JOB?



WHICH GROUP DO YOU MAINLY PROVIDE SERVICES FOR?



WHAT TYPE OF CARE FACILITY IS YOUR MAIN DIRECT CARE JOB AT?



A REPORTED **55.9%** OF RESPONDENTS WORK IN METRO AREAS

WORK INFO

AVERAGE HOURS WORKED PER WEEK

32 hours/week

MEDIAN REPORTED HOURLY WAGE

\$13.50

GET PAID OVERTIME (TIME AND A HALF) FOR 40+ HOURS PER WEEK

80.7%

REQUIRED TO WORK MANDATORY HOURS

70.0% (Regular Hours)
16.5% (Overtime Hours)

HAS UNION REPRESENTATION IN THE WORKPLACE

5.9%

IN GENERAL, HOW CONCERNED ARE YOU WITH...

	Very Concerned	Somewhat Concerned	Not at All Concerned
Not Having Enough Staff To Provide Good Care	53.3%	30.8%	15.9%
Working When Sick	42.3%	33.9%	23.8%
Stress or Mental Health	37.3%	35.5%	27.2%
Injuries From Lifting or Transferring	31.7%	34.7%	33.6%
Your Personal Health And/Or Safety	14.8%	42.6%	42.6%
Not Getting Requested or Earned Time Off	21.4%	26.8%	51.8%
Having Shifts Changed Without Enough Notice	21.9%	25.0%	53.1%
Required To Work Overtime	11.0%	15.9%	73.1%

Sorted by sum of "concerned" columns

A REPORTED **33.5%** OF RESPONDENTS HAVE ANOTHER JOB

ADDITIONAL JOB INFO

WORK AN ADDITIONAL JOB IN DIRECT CARE

17.6% (18 hrs/wk)

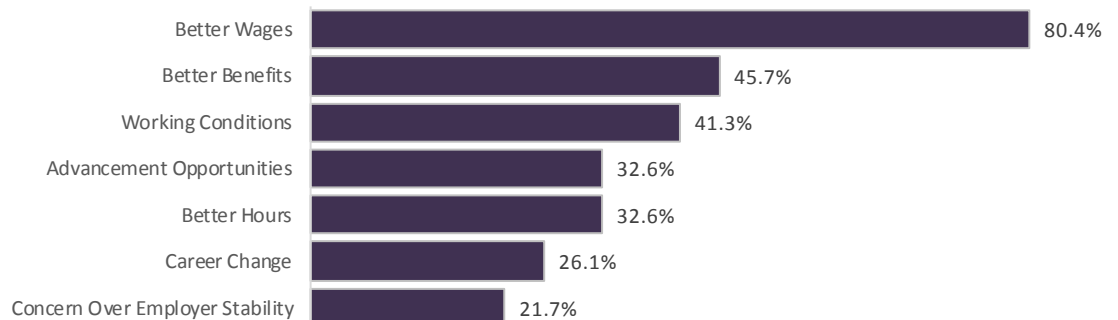
WORK AN ADDITIONAL JOB NOT IN DIRECT CARE

15.9% (23 hrs/wk)

CURRENTLY LOOKING FOR WORK OUTSIDE OF DIRECT CARE

26.9%

TOP REASONS WHY RESPONDENTS ARE LOOKING FOR WORK OUTSIDE OF THE FIELD OF DIRECT CARE?



0.0% Plan To Retire In The Next 5 Years

BENEFIT INFORMATION

A REPORTED **86.0%** OF EMPLOYERS CURRENTLY OFFER BENEFITS

HOW PREMIUMS ARE COVERED

SHARED COST

53.2%

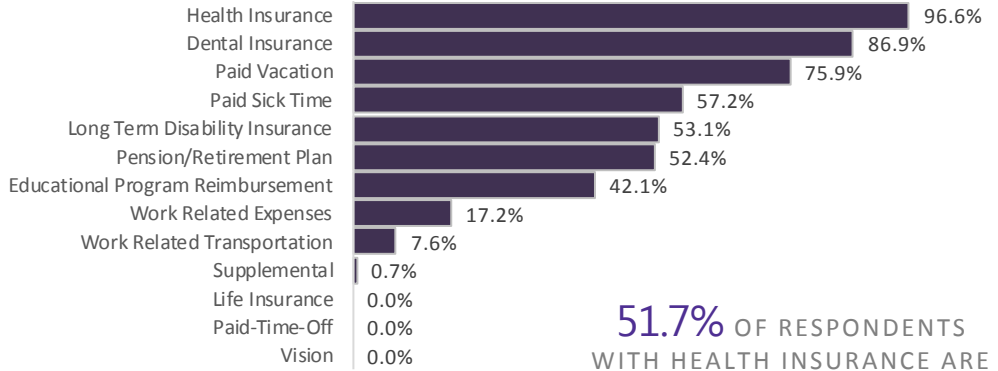
100% EMPLOYEE PAID

46.8%

100% EMPLOYER PAID

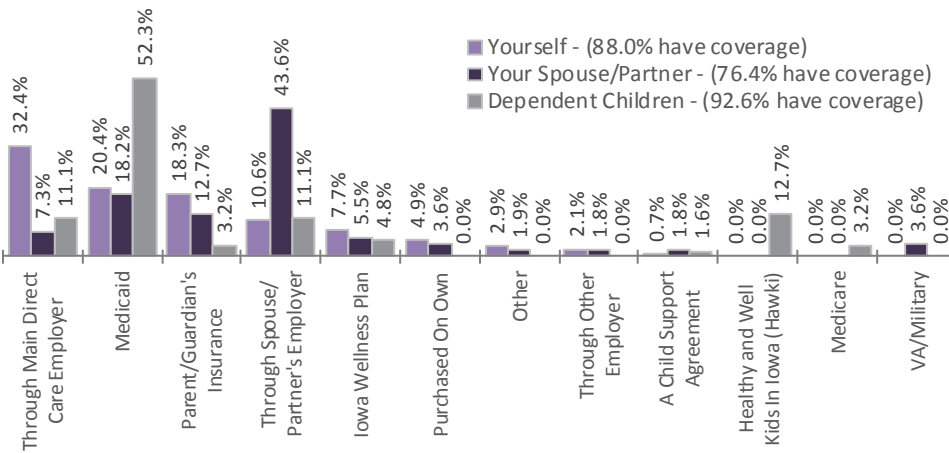
0.0%

WHAT BENEFITS DOES YOUR MAIN DIRECT CARE EMPLOYER OFFER?



51.7% OF RESPONDENTS WITH HEALTH INSURANCE ARE CONCERNED ABOUT LOSING IT

HOW IS HEALTH INSURANCE PROVIDED?



HEALTHCARE SATISFACTION

COST OF PREMIUM

62.3% (Are Satisfied)

COVERAGE FOR PRE-EXISTING CONDITIONS

60.9% (Are Satisfied)

OUT-OF-POCKET OR CO-PAY EXPENSES

62.1% (Are Satisfied)

WHAT INSURANCE PAYS FOR

62.0% (Are Satisfied)

HEALTHCARE COSTS

EMPLOYER IMPROVED COVERAGE OR DECREASED COST TO EMPLOYEE

5.0%

EMPLOYER REDUCED COVERAGE OR INCREASED COST TO EMPLOYEE

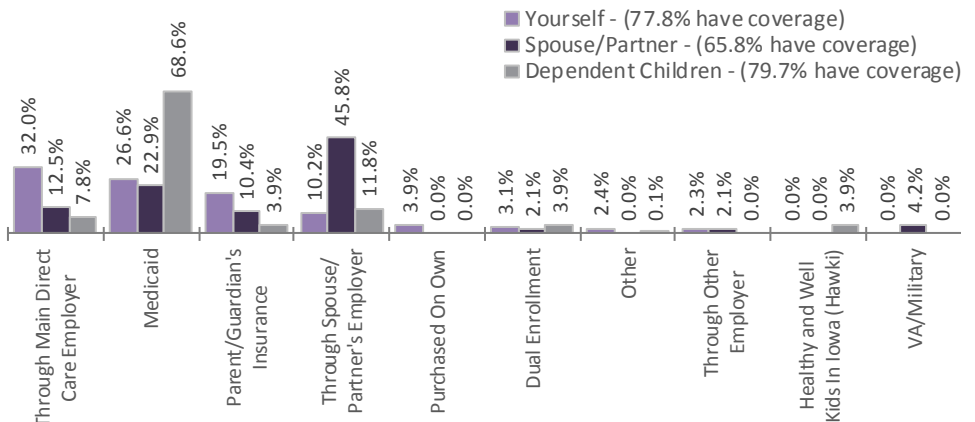
15.5%

28.2% OF ALL RESPONDENTS HAVE HAD A DENTAL PROBLEM IN THE PAST 12 MONTHS AND DID NOT SEE A DENTIST

72.7% OF THOSE WHO DID NOT SEE A DENTIST REPORTED COST AS THE MAIN REASON

72.7% OF THOSE WITHOUT HEALTH INSURANCE REPORTED NOT BEING ABLE TO AFFORD PREMIUMS AS THE MAIN REASON

HOW IS DENTAL INSURANCE PROVIDED?

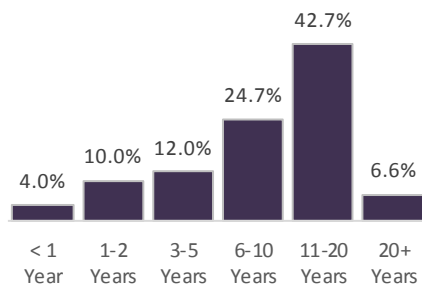


31 TO 40 YEARS OF AGE

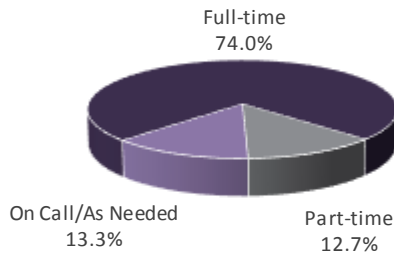
(152 RESPONSES)

WORKPLACE INFORMATION

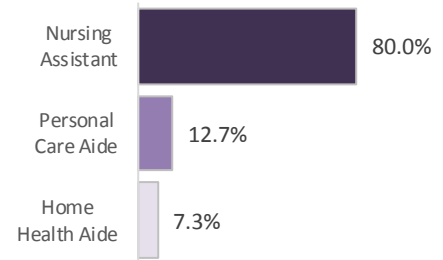
HOW LONG HAVE YOU WORKED IN THE FIELD OF DIRECT CARE?



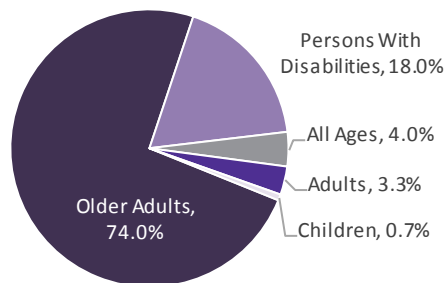
WHAT IS YOUR EMPLOYMENT STATUS AT YOUR MAIN DIRECT CARE JOB?



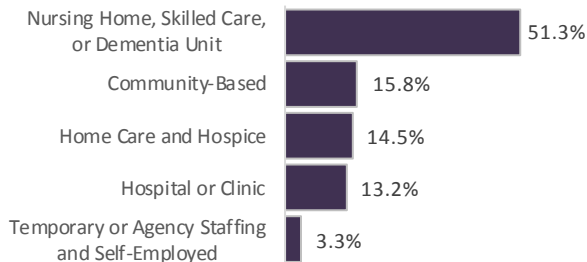
WHAT DO YOU DO AT YOUR MAIN DIRECT CARE JOB?



WHICH GROUP DO YOU MAINLY PROVIDE SERVICES FOR?



WHAT TYPE OF CARE FACILITY IS YOUR MAIN DIRECT CARE JOB AT?



A REPORTED **53.7%** OF RESPONDENTS WORK IN METRO AREAS

WORK INFO

AVERAGE HOURS WORKED PER WEEK

35 hours/week

MEDIAN REPORTED HOURLY WAGE

\$13.75

GET PAID OVERTIME (TIME AND A HALF) FOR 40+ HOURS PER WEEK

80.3%

REQUIRED TO WORK MANDATORY HOURS

67.8% (Regular Hours)
9.9% (Overtime Hours)

HAS UNION REPRESENTATION IN THE WORKPLACE

5.9%

IN GENERAL, HOW CONCERNED ARE YOU WITH...

	Very Concerned	Somewhat Concerned	Not at All Concerned
Not Having Enough Staff To Provide Good Care	51.4%	26.1%	22.5%
Stress or Mental Health	34.5%	35.9%	29.6%
Working When Sick	37.6%	31.2%	31.2%
Injuries From Lifting or Transferring	23.2%	40.1%	36.7%
Your Personal Health And/Or Safety	17.7%	34.8%	47.5%
Not Getting Requested or Earned Time Off	25.5%	22.7%	51.8%
Having Shifts Changed Without Enough Notice	22.5%	14.1%	63.4%
Required To Work Overtime	8.6%	17.3%	74.1%

Sorted by sum of "concerned" columns

A REPORTED **24.7%** OF RESPONDENTS HAVE ANOTHER JOB

ADDITIONAL JOB INFO

WORK AN ADDITIONAL JOB IN DIRECT CARE

12.0% (15 hrs/wk)

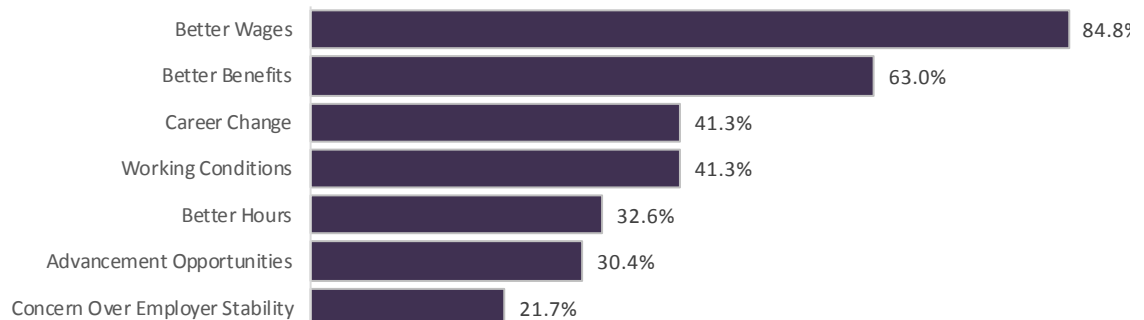
WORK AN ADDITIONAL JOB NOT IN DIRECT CARE

12.7% (30 hrs/wk)

CURRENTLY LOOKING FOR WORK OUTSIDE OF DIRECT CARE

30.5%

TOP REASONS WHY RESPONDENTS ARE LOOKING FOR WORK OUTSIDE OF THE FIELD OF DIRECT CARE?



0.0% Plan To Retire In The Next 5 Years

BENEFIT INFORMATION

A REPORTED **84.1%** OF EMPLOYERS CURRENTLY OFFER BENEFITS

HOW PREMIUMS ARE COVERED

SHARED COST

77.6%

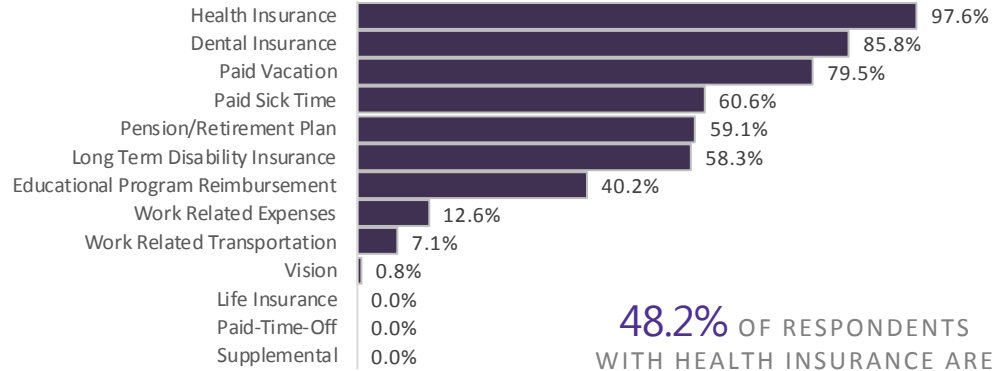
100% EMPLOYEE PAID

18.4%

100% EMPLOYER PAID

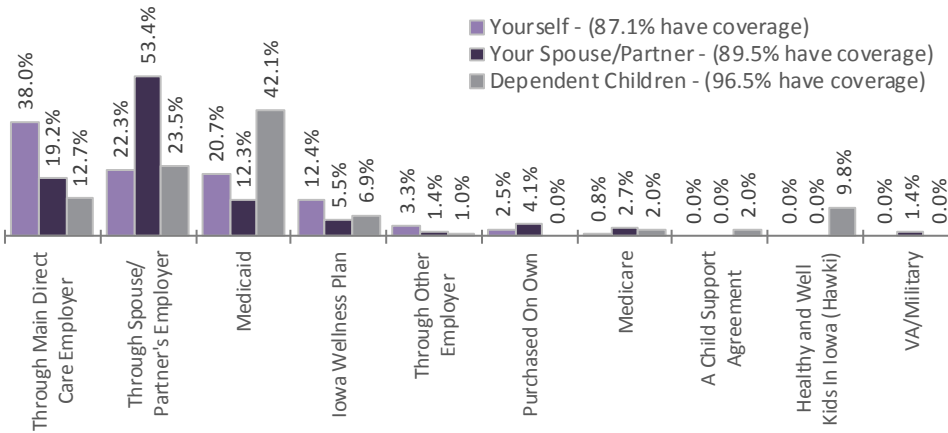
4.0%

WHAT BENEFITS DOES YOUR MAIN DIRECT CARE EMPLOYER OFFER?



48.2% OF RESPONDENTS WITH HEALTH INSURANCE ARE CONCERNED ABOUT LOSING IT

HOW IS HEALTH INSURANCE PROVIDED?



HEALTHCARE SATISFACTION

COST OF PREMIUM

59.3% (Are Satisfied)

COVERAGE FOR PRE-EXISTING CONDITIONS

60.2% (Are Satisfied)

OUT-OF-POCKET OR CO-PAY EXPENSES

52.3% (Are Satisfied)

WHAT INSURANCE PAYS FOR

61.7% (Are Satisfied)

HEALTHCARE COSTS

EMPLOYER IMPROVED COVERAGE OR DECREASED COST TO EMPLOYEE

7.9%

EMPLOYER REDUCED COVERAGE OR INCREASED COST TO EMPLOYEE

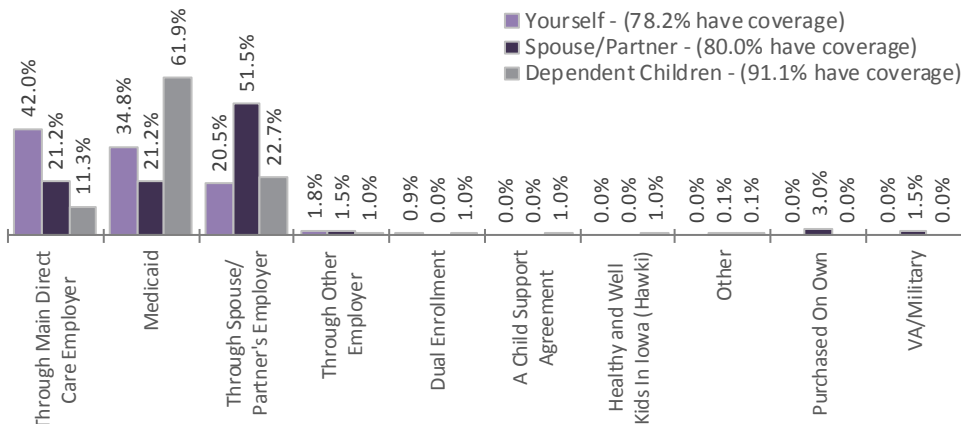
26.0%

37.1% OF ALL RESPONDENTS HAVE HAD A DENTAL PROBLEM IN THE PAST 12 MONTHS AND DID NOT SEE A DENTIST

69.6% OF THOSE WHO DID NOT SEE A DENTIST REPORTED COST AS THE MAIN REASON

83.3% OF THOSE WITHOUT HEALTH INSURANCE REPORTED NOT BEING ABLE TO AFFORD PREMIUMS AS THE MAIN REASON

HOW IS DENTAL INSURANCE PROVIDED?

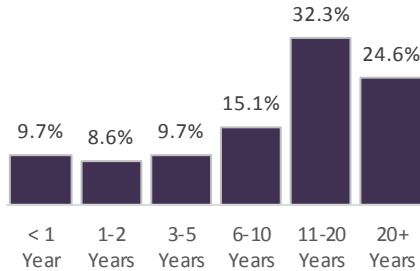


41 TO 50 YEARS OF AGE

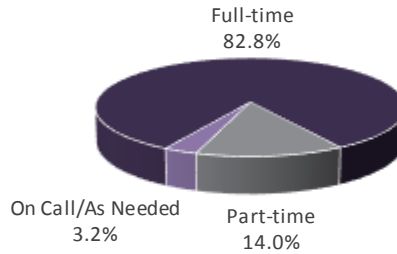
(93 RESPONSES)

WORKPLACE INFORMATION

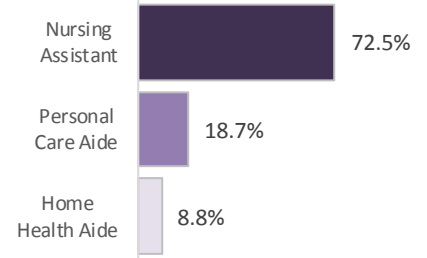
HOW LONG HAVE YOU WORKED IN THE FIELD OF DIRECT CARE?



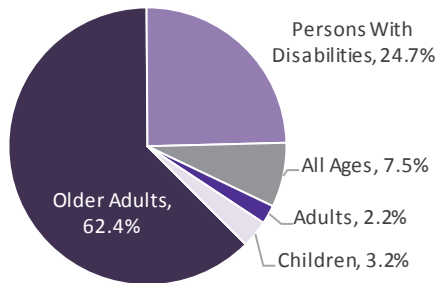
WHAT IS YOUR EMPLOYMENT STATUS AT YOUR MAIN DIRECT CARE JOB?



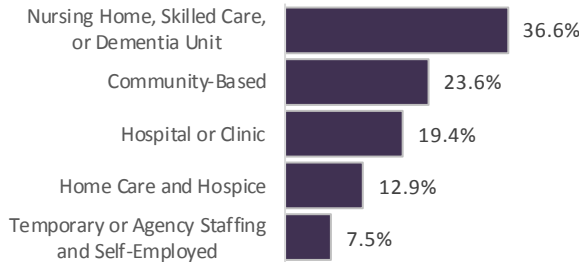
WHAT DO YOU DO AT YOUR MAIN DIRECT CARE JOB?



WHICH GROUP DO YOU MAINLY PROVIDE SERVICES FOR?



WHAT TYPE OF CARE FACILITY IS YOUR MAIN DIRECT CARE JOB AT?



A REPORTED **57.1%** OF RESPONDENTS WORK IN NON-METRO AREAS

WORK INFO

AVERAGE HOURS WORKED PER WEEK

38 hours/week

MEDIAN REPORTED HOURLY WAGE

\$14.05

GET PAID OVERTIME (TIME AND A HALF) FOR 40+ HOURS PER WEEK

83.9%

REQUIRED TO WORK MANDATORY HOURS

73.9% (Regular Hours)
16.3% (Overtime Hours)

HAS UNION REPRESENTATION IN THE WORKPLACE

3.3%

IN GENERAL, HOW CONCERNED ARE YOU WITH...

	Very Concerned	Somewhat Concerned	Not at All Concerned
Not Having Enough Staff To Provide Good Care	41.7%	35.7%	22.6%
Stress or Mental Health	25.0%	44.0%	31.0%
Working When Sick	26.2%	41.7%	32.1%
Injuries From Lifting or Transferring	15.3%	50.6%	34.1%
Your Personal Health And/Or Safety	10.6%	38.8%	50.6%
Not Getting Requested or Earned Time Off	17.9%	31.0%	51.1%
Required To Work Overtime	4.8%	27.4%	67.8%
Having Shifts Changed Without Enough Notice	12.2%	18.3%	69.5%

Sorted by sum of "concerned" columns

A REPORTED **27.1%** OF RESPONDENTS HAVE ANOTHER JOB

ADDITIONAL JOB INFO

WORK AN ADDITIONAL JOB IN DIRECT CARE

14.1% (16 hrs/wk)

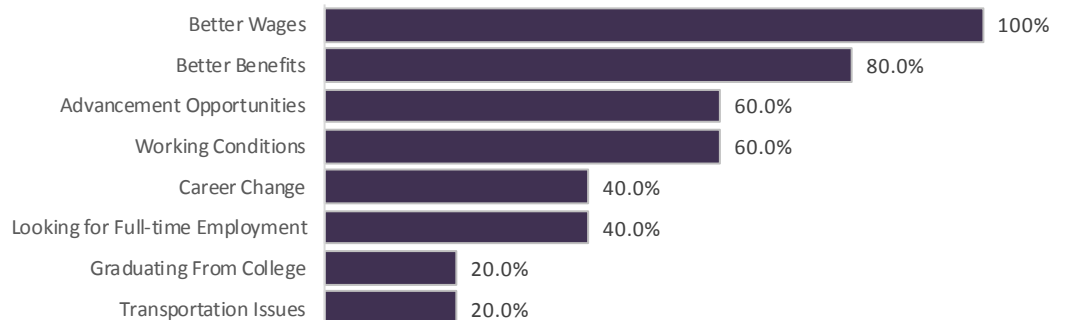
WORK AN ADDITIONAL JOB NOT IN DIRECT CARE

13.0% (15 hrs/wk)

CURRENTLY LOOKING FOR WORK OUTSIDE OF DIRECT CARE

5.5%

TOP REASONS WHY RESPONDENTS ARE LOOKING FOR WORK OUTSIDE OF THE FIELD OF DIRECT CARE?



0.0% Plan To Retire In The Next 5 Years

BENEFIT INFORMATION

A REPORTED **88.2%** OF EMPLOYERS CURRENTLY OFFER BENEFITS

HOW PREMIUMS ARE COVERED

SHARED COST

80.6%

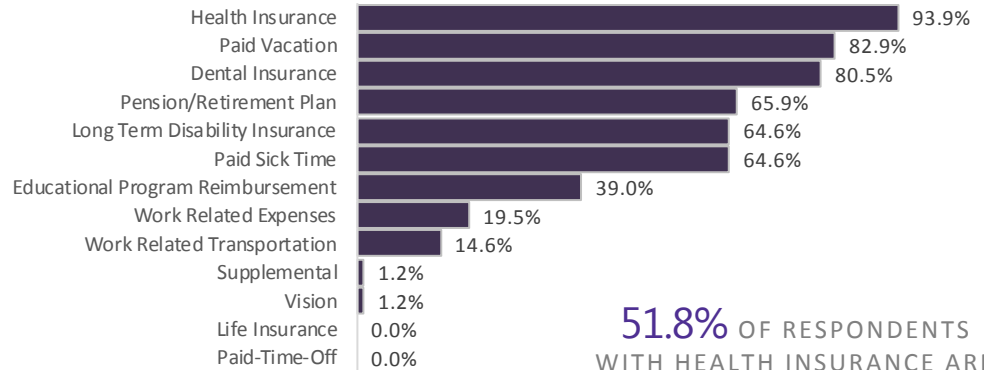
100% EMPLOYEE PAID

16.7%

100% EMPLOYER PAID

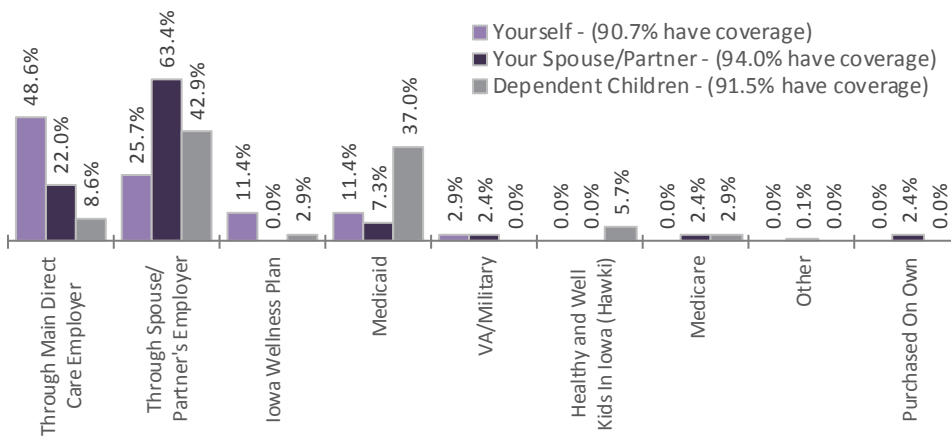
2.7%

WHAT BENEFITS DOES YOUR MAIN DIRECT CARE EMPLOYER OFFER?



51.8% OF RESPONDENTS WITH HEALTH INSURANCE ARE CONCERNED ABOUT LOSING IT

HOW IS HEALTH INSURANCE PROVIDED?



HEALTHCARE SATISFACTION

COST OF PREMIUM

66.2% (Are Satisfied)

COVERAGE FOR PRE-EXISTING CONDITIONS

57.9% (Are Satisfied)

OUT-OF-POCKET OR CO-PAY EXPENSES

55.2% (Are Satisfied)

WHAT INSURANCE PAYS FOR

64.0% (Are Satisfied)

HEALTHCARE COSTS

EMPLOYER IMPROVED COVERAGE OR DECREASED COST TO EMPLOYEE

10.7%

EMPLOYER REDUCED COVERAGE OR INCREASED COST TO EMPLOYEE

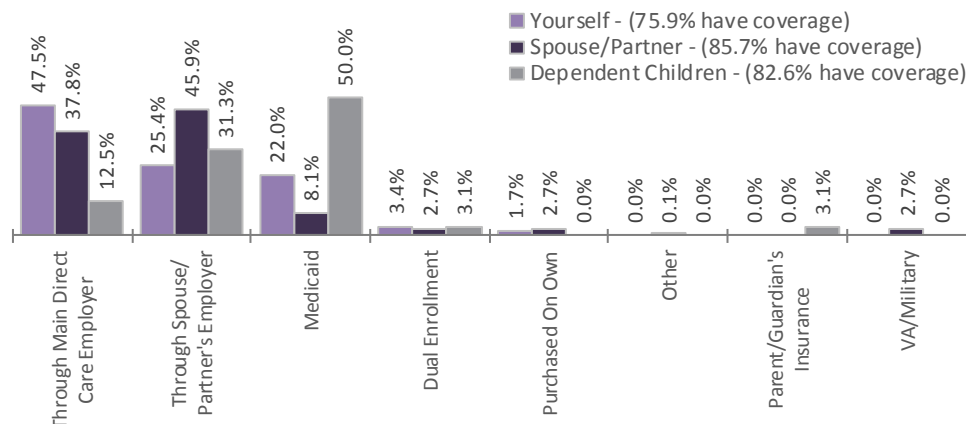
28.6%

38.0% OF ALL RESPONDENTS HAVE HAD A DENTAL PROBLEM IN THE PAST 12 MONTHS AND DID NOT SEE A DENTIST

68.5% OF THOSE WHO DID NOT SEE A DENTIST REPORTED COST AS THE MAIN REASON

69.2% OF THOSE WITHOUT HEALTH INSURANCE REPORTED NOT BEING ABLE TO AFFORD PREMIUMS AS THE MAIN REASON

HOW IS DENTAL INSURANCE PROVIDED?

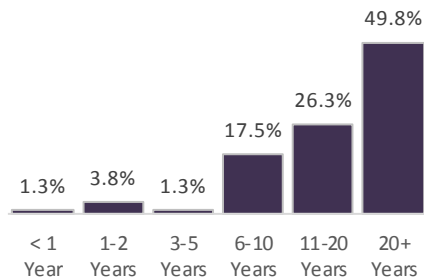


51 TO 60 YEARS OF AGE

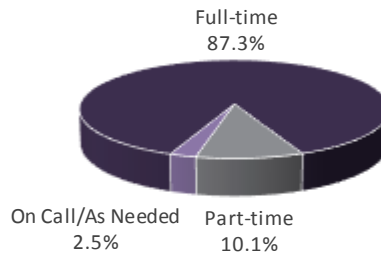
(80 RESPONSES)

WORKPLACE INFORMATION

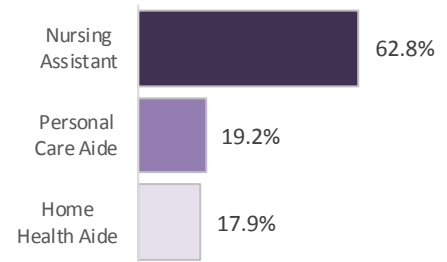
HOW LONG HAVE YOU WORKED IN THE FIELD OF DIRECT CARE?



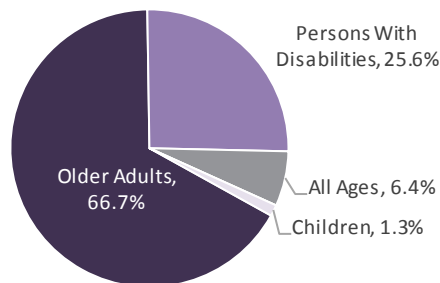
WHAT IS YOUR EMPLOYMENT STATUS AT YOUR MAIN DIRECT CARE JOB?



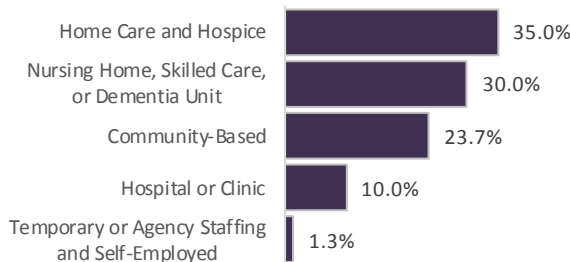
WHAT DO YOU DO AT YOUR MAIN DIRECT CARE JOB?



WHICH GROUP DO YOU MAINLY PROVIDE SERVICES FOR?



WHAT TYPE OF CARE FACILITY IS YOUR MAIN DIRECT CARE JOB AT?



A REPORTED **60.5%** OF RESPONDENTS WORK IN NON-METRO AREAS

WORK INFO

AVERAGE HOURS WORKED PER WEEK

39 hours/week

MEDIAN REPORTED HOURLY WAGE

\$14.45

GET PAID OVERTIME (TIME AND A HALF) FOR 40+ HOURS PER WEEK

83.8%

REQUIRED TO WORK MANDATORY HOURS

68.8% (Regular Hours)
15.0% (Overtime Hours)

HAS UNION REPRESENTATION IN THE WORKPLACE

5.0%

IN GENERAL, HOW CONCERNED ARE YOU WITH...

	Very Concerned	Somewhat Concerned	Not at All Concerned
Not Having Enough Staff To Provide Good Care	32.4%	42.3%	25.3%
Working When Sick	23.9%	45.1%	31.0%
Stress or Mental Health	27.1%	41.4%	31.5%
Injuries From Lifting or Transferring	28.2%	38.0%	33.8%
Your Personal Health And/Or Safety	15.5%	47.9%	36.6%
Not Getting Requested or Earned Time Off	16.9%	31.0%	52.1%
Having Shifts Changed Without Enough Notice	15.5%	26.8%	57.7%
Required To Work Overtime	8.5%	16.9%	74.6%

Sorted by sum of "concerned" columns

A REPORTED **31.7%** OF RESPONDENTS HAVE ANOTHER JOB

ADDITIONAL JOB INFO

WORK AN ADDITIONAL JOB IN DIRECT CARE

12.7% (15 hrs/wk)

WORK AN ADDITIONAL JOB NOT IN DIRECT CARE

19.0% (20 hrs/wk)

CURRENTLY LOOKING FOR WORK OUTSIDE OF DIRECT CARE

18.8%

TOP REASONS WHY RESPONDENTS ARE LOOKING FOR WORK OUTSIDE OF THE FIELD OF DIRECT CARE?



WOULD CONSIDER STAYING IN THE FIELD IF RECEIVED:

Incentives	Percent
Better Pay	70.0%
Better Health Care Coverage	40.0%
More Paid Time Off	40.0%
Reduction In Physical Demands	40.0%
I Would Not Return To Direct Care/Support	30.0%
More Flexible Hours	20.0%
Opportunities To Specialize In Certain Areas	20.0%
Retirement Benefits	20.0%
Better or More Training	0.0%

BENEFIT INFORMATION

A REPORTED **91.1%** OF EMPLOYERS CURRENTLY OFFER BENEFITS

HOW PREMIUMS ARE COVERED

SHARED COST

80.4%

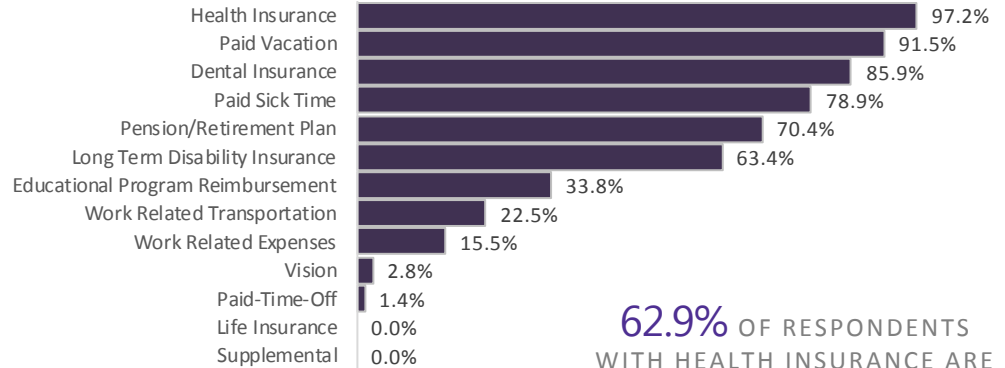
100% EMPLOYEE PAID

17.4%

100% EMPLOYER PAID

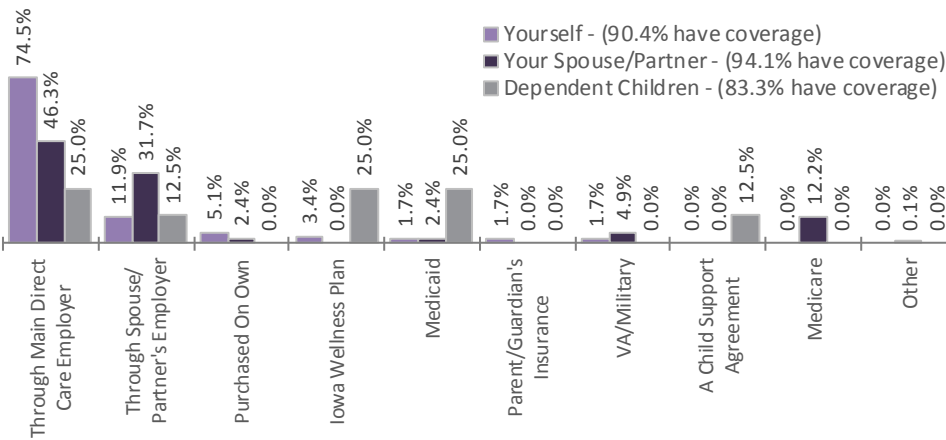
2.2%

WHAT BENEFITS DOES YOUR MAIN DIRECT CARE EMPLOYER OFFER?



62.9% OF RESPONDENTS WITH HEALTH INSURANCE ARE CONCERNED ABOUT LOSING IT

HOW IS HEALTH INSURANCE PROVIDED?



HEALTHCARE SATISFACTION

COST OF PREMIUM

72.3% (Are Satisfied)

COVERAGE FOR PRE-EXISTING CONDITIONS

71.2% (Are Satisfied)

OUT-OF-POCKET OR CO-PAY EXPENSES

65.2% (Are Satisfied)

WHAT INSURANCE PAYS FOR

65.6% (Are Satisfied)

HEALTHCARE COSTS

EMPLOYER IMPROVED COVERAGE OR DECREASED COST TO EMPLOYEE

7.2%

EMPLOYER REDUCED COVERAGE OR INCREASED COST TO EMPLOYEE

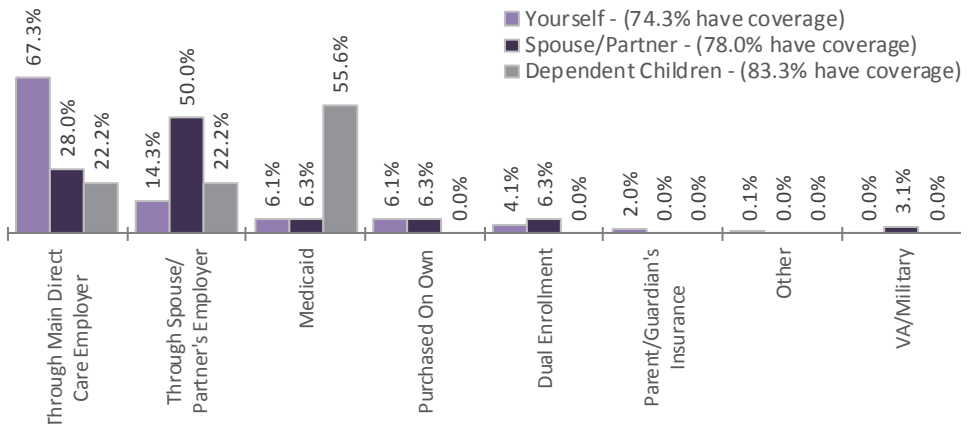
30.4%

20.3% OF ALL RESPONDENTS HAVE HAD A DENTAL PROBLEM IN THE PAST 12 MONTHS AND DID NOT SEE A DENTIST

100% OF THOSE WHO DID NOT SEE A DENTIST REPORTED COST AS THE MAIN REASON

66.7% OF THOSE WITHOUT HEALTH INSURANCE REPORTED NOT BEING ABLE TO AFFORD PREMIUMS AS THE MAIN REASON

HOW IS DENTAL INSURANCE PROVIDED?

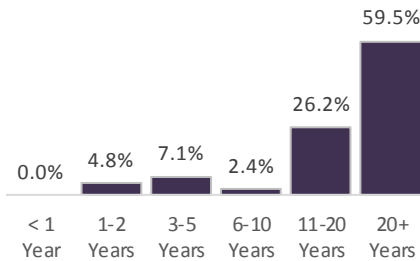


61 TO 70 YEARS OF AGE

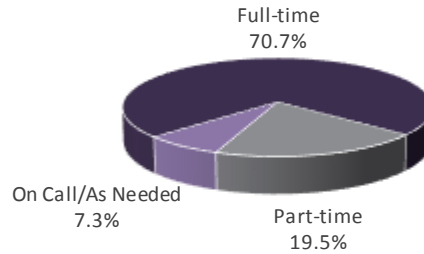
(42 RESPONSES)

WORKPLACE INFORMATION

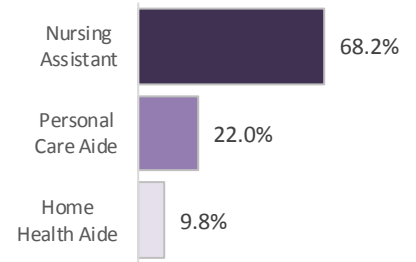
HOW LONG HAVE YOU WORKED IN THE FIELD OF DIRECT CARE?



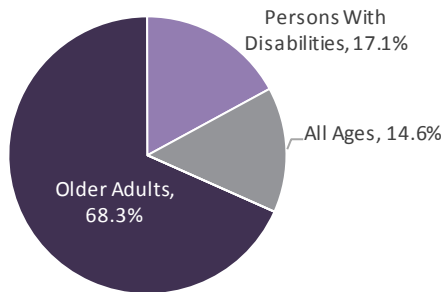
WHAT IS YOUR EMPLOYMENT STATUS AT YOUR MAIN DIRECT CARE JOB?



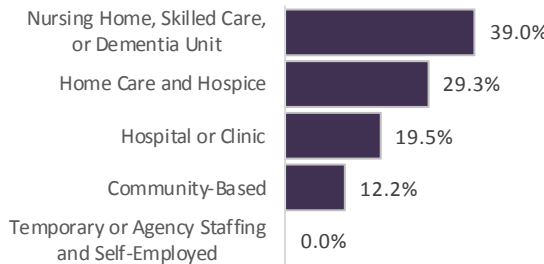
WHAT DO YOU DO AT YOUR MAIN DIRECT CARE JOB?



WHICH GROUP DO YOU MAINLY PROVIDE SERVICES FOR?



WHAT TYPE OF CARE FACILITY IS YOUR MAIN DIRECT CARE JOB AT?



A REPORTED **73.8%** OF RESPONDENTS WORK IN NON-METRO AREAS

WORK INFO

AVERAGE HOURS WORKED PER WEEK

32 hours/week

MEDIAN REPORTED HOURLY WAGE

\$15.75

GET PAID OVERTIME (TIME AND A HALF) FOR 40+ HOURS PER WEEK

90.5%

REQUIRED TO WORK MANDATORY HOURS

63.4% (Regular Hours)
12.2% (Overtime Hours)

HAS UNION REPRESENTATION IN THE WORKPLACE

7.3%

IN GENERAL, HOW CONCERNED ARE YOU WITH...

	Very Concerned	Somewhat Concerned	Not at All Concerned
Not Having Enough Staff To Provide Good Care	52.5%	27.5%	20.0%
Injuries From Lifting or Transferring	25.0%	45.0%	30.0%
Stress or Mental Health	23.1%	38.5%	38.4%
Not Getting Requested or Earned Time Off	7.7%	53.8%	38.5%
Your Personal Health And/Or Safety	12.5%	42.5%	45.0%
Working When Sick	20.0%	32.5%	47.5%
Having Shifts Changed Without Enough Notice	7.5%	35.0%	57.5%
Required To Work Overtime	7.7%	12.8%	79.5%

Sorted by sum of "concerned" columns

A REPORTED **19.1%** OF RESPONDENTS HAVE ANOTHER JOB

ADDITIONAL JOB INFO

WORK AN ADDITIONAL JOB IN DIRECT CARE

4.8% (6 hrs/wk)

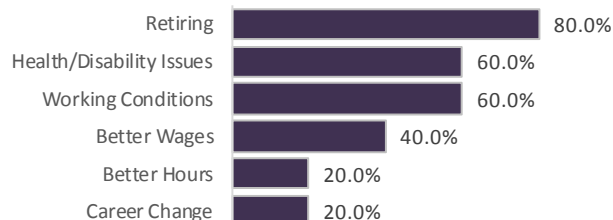
WORK AN ADDITIONAL JOB NOT IN DIRECT CARE

14.3% (16 hrs/wk)

CURRENTLY LOOKING FOR WORK OUTSIDE OF DIRECT CARE

12.2%

TOP REASONS WHY RESPONDENTS ARE LOOKING FOR WORK OUTSIDE OF THE FIELD OF DIRECT CARE?



73.8% Plan To Retire In The Next 5 Years

WOULD CONSIDER STAYING IN THE FIELD IF RECEIVED:

Incentives	Percent
Reduction In Physical Demands	56.7%
Better Pay	53.3%
Better Health Care Coverage	40.0%
Retirement Benefits	40.0%
More Flexible Hours	26.7%
More Paid Time Off	26.7%
Better or More Training	16.7%
I Would Not Return To Direct Care/Support	16.7%
Opportunities To Specialize In Certain Areas	13.3%

BENEFIT INFORMATION

A REPORTED **92.7%** OF EMPLOYERS CURRENTLY OFFER BENEFITS

HOW PREMIUMS ARE COVERED

SHARED COST

84.6%

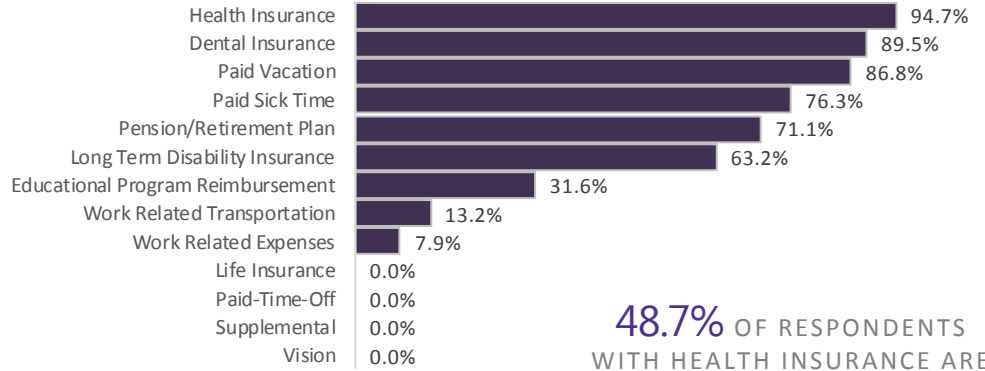
100% EMPLOYEE PAID

7.7%

100% EMPLOYER PAID

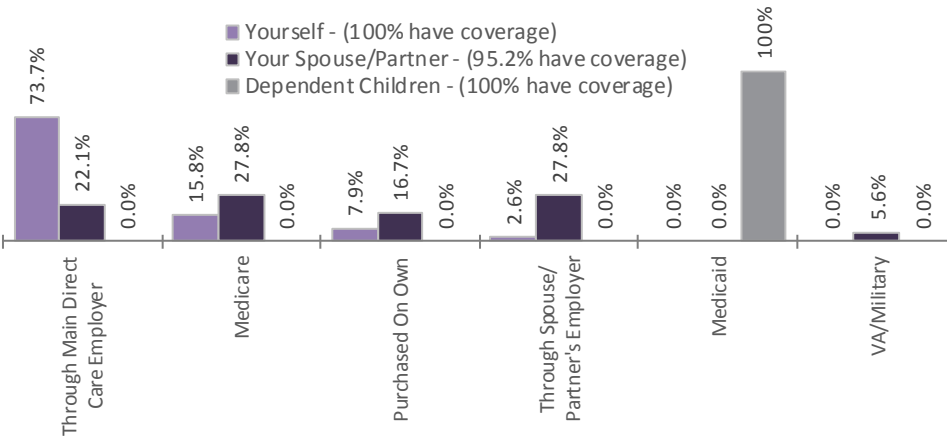
7.7%

WHAT BENEFITS DOES YOUR MAIN DIRECT CARE EMPLOYER OFFER?



48.7% OF RESPONDENTS WITH HEALTH INSURANCE ARE CONCERNED ABOUT LOSING IT

HOW IS HEALTH INSURANCE PROVIDED?



HEALTHCARE SATISFACTION

COST OF PREMIUM

79.5% (Are Satisfied)

COVERAGE FOR PRE-EXISTING CONDITIONS

75.6% (Are Satisfied)

OUT-OF-POCKET OR CO-PAY EXPENSES

66.6% (Are Satisfied)

WHAT INSURANCE PAYS FOR

74.3% (Are Satisfied)

HEALTHCARE COSTS

EMPLOYER IMPROVED COVERAGE OR DECREASED COST TO EMPLOYEE

10.5%

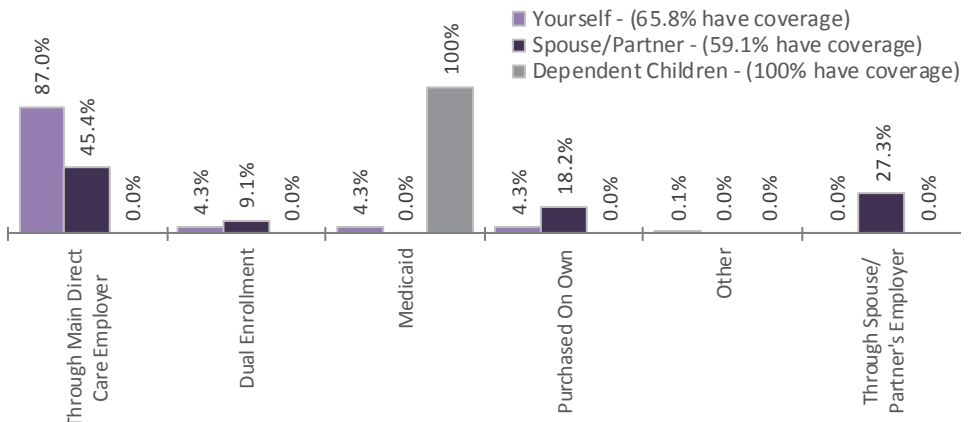
EMPLOYER REDUCED COVERAGE OR INCREASED COST TO EMPLOYEE

50.0%

11.9% OF ALL RESPONDENTS HAVE HAD A DENTAL PROBLEM IN THE PAST 12 MONTHS AND DID NOT SEE A DENTIST

100% OF THOSE WHO DID NOT SEE A DENTIST REPORTED COST AS THE MAIN REASON

HOW IS DENTAL INSURANCE PROVIDED?





Employment Status

Breakouts by the following:

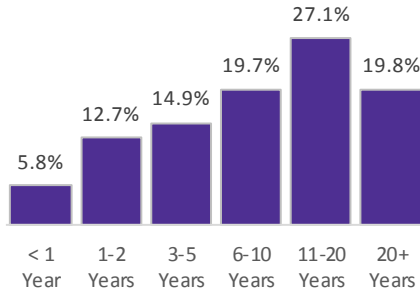
- Full-time Employment (Page 47)
- Part-time Employment (Page 49)

FULL-TIME EMPLOYMENT

(419 RESPONSES)

WORKPLACE INFORMATION

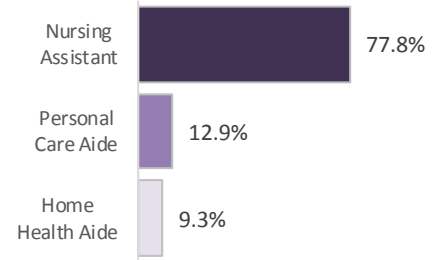
HOW LONG HAVE YOU WORKED IN THE FIELD OF DIRECT CARE?



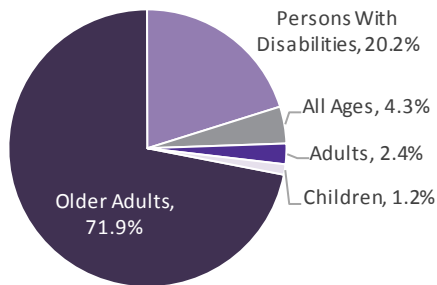
WHAT KIND OF COMMUNITY IS YOUR MAIN DIRECT CARE JOB IN?



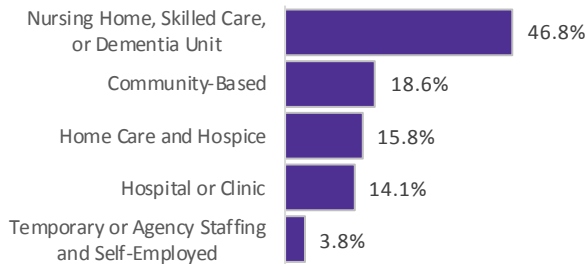
WHAT DO YOU DO AT YOUR MAIN DIRECT CARE JOB?



WHICH GROUP DO YOU MAINLY PROVIDE SERVICES FOR?



WHAT TYPE OF CARE FACILITY IS YOUR MAIN DIRECT CARE JOB AT?



A REPORTED **52.7%** OF RESPONDENTS ARE 21 TO 40 YEARS OF AGE

WORK INFO

AVERAGE HOURS WORKED PER WEEK

40 hours/week

MEDIAN REPORTED HOURLY WAGE

\$14.00

GET PAID OVERTIME (TIME AND A HALF) FOR 40+ HOURS PER WEEK

86.6%

REQUIRED TO WORK MANDATORY HOURS

78.9% (Regular Hours)
16.8% (Overtime Hours)

HAS UNION REPRESENTATION IN THE WORKPLACE

4.8%

IN GENERAL, HOW CONCERNED ARE YOU WITH...

	Very Concerned	Somewhat Concerned	Not at All Concerned
Not Having Enough Staff To Provide Good Care	52.7%	30.6%	16.7%
Working When Sick	35.7%	38.8%	25.5%
Stress or Mental Health	35.4%	38.7%	25.9%
Injuries From Lifting or Transferring	27.6%	40.1%	32.3%
Your Personal Health And/Or Safety	16.5%	40.9%	42.6%
Not Getting Requested or Earned Time Off	21.9%	31.0%	47.1%
Having Shifts Changed Without Enough Notice	20.7%	22.3%	57.0%
Required To Work Overtime	10.1%	22.2%	67.7%

Sorted by sum of "concerned" columns

A REPORTED **23.6%** OF RESPONDENTS HAVE ANOTHER JOB

ADDITIONAL JOB INFO

WORK AN ADDITIONAL JOB IN DIRECT CARE

13.0% (16 hrs/wk)

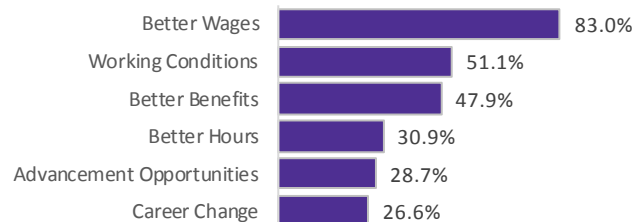
WORK AN ADDITIONAL JOB NOT IN DIRECT CARE

10.6% (17 hrs/wk)

CURRENTLY LOOKING FOR WORK OUTSIDE OF DIRECT CARE

22.7%

TOP REASONS WHY RESPONDENTS ARE LOOKING FOR WORK OUTSIDE OF THE FIELD OF DIRECT CARE?



10.8% Plan To Retire In The Next 5 Years

WOULD CONSIDER STAYING IN THE FIELD IF RECEIVED:

Incentives	Percent
Better Pay	70.5%
Reduction In Physical Demands	52.3%
Better Health Care Coverage	36.4%
More Flexible Hours	36.4%
More Paid Time Off	36.4%
Retirement Benefits	34.1%
Opportunities To Specialize In Certain Areas	27.3%
Better or More Training	13.6%
I Would Not Return To Direct Care/Support	9.1%

BENEFIT INFORMATION

A REPORTED **92.6%** OF EMPLOYERS CURRENTLY OFFER BENEFITS

HOW PREMIUMS ARE COVERED

SHARED COST

73.6%

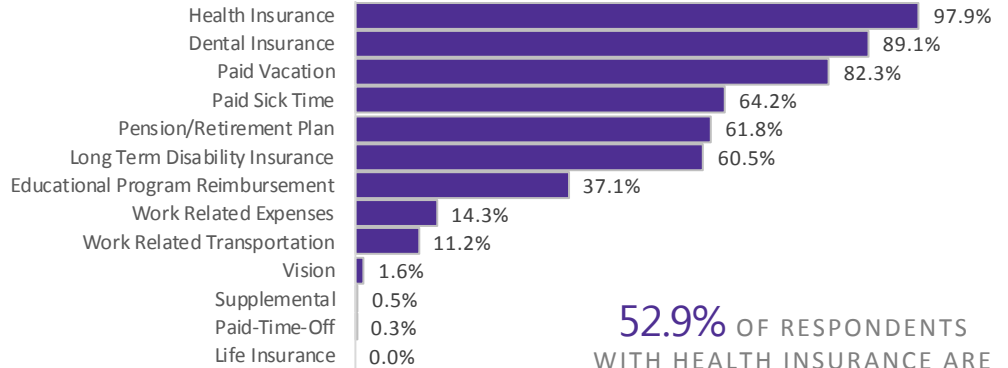
100% EMPLOYEE PAID

23.3%

100% EMPLOYER PAID

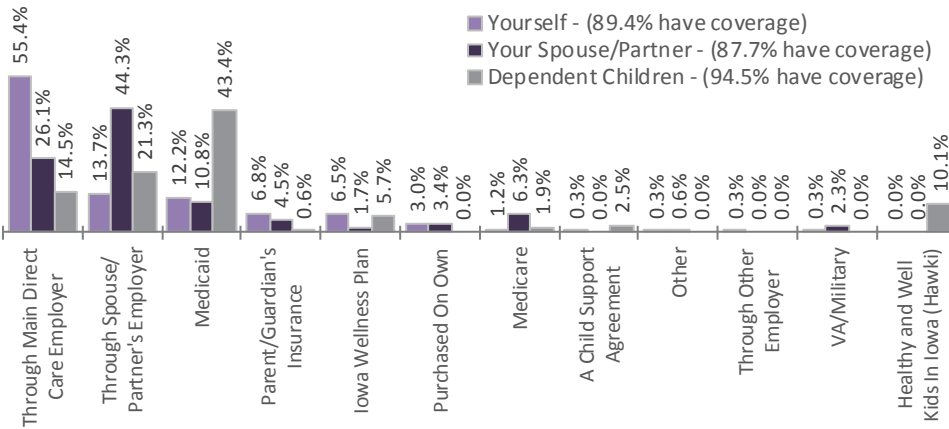
3.1%

WHAT BENEFITS DOES YOUR MAIN DIRECT CARE EMPLOYER OFFER?



52.9% OF RESPONDENTS WITH HEALTH INSURANCE ARE CONCERNED ABOUT LOSING IT

HOW IS HEALTH INSURANCE PROVIDED?



HEALTHCARE SATISFACTION

COST OF PREMIUM

62.5% (Are Satisfied)

COVERAGE FOR PRE-EXISTING CONDITIONS

61.6% (Are Satisfied)

OUT-OF-POCKET OR CO-PAY EXPENSES

56.1% (Are Satisfied)

WHAT INSURANCE PAYS FOR

62.4% (Are Satisfied)

HEALTHCARE COSTS

EMPLOYER IMPROVED COVERAGE OR DECREASED COST TO EMPLOYEE

8.2%

EMPLOYER REDUCED COVERAGE OR INCREASED COST TO EMPLOYEE

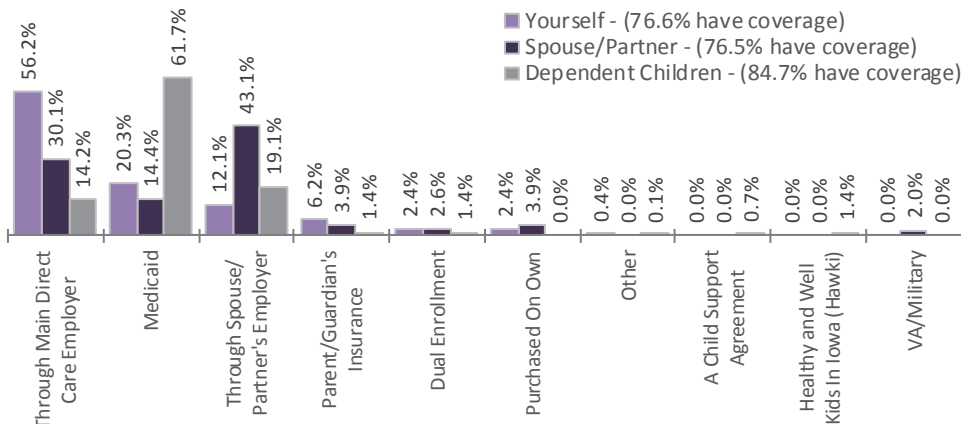
28.7%

31.7% OF ALL RESPONDENTS HAVE HAD A DENTAL PROBLEM IN THE PAST 12 MONTHS AND DID NOT SEE A DENTIST

79.5% OF THOSE WHO DID NOT SEE A DENTIST REPORTED COST AS THE MAIN REASON

77.2% OF THOSE WITHOUT HEALTH INSURANCE REPORTED NOT BEING ABLE TO AFFORD PREMIUMS AS THE MAIN REASON

HOW IS DENTAL INSURANCE PROVIDED?

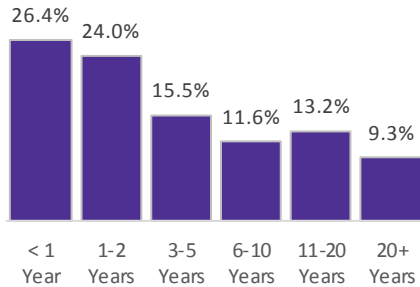


PART TIME EMPLOYMENT

(129 RESPONSES)

WORKPLACE INFORMATION

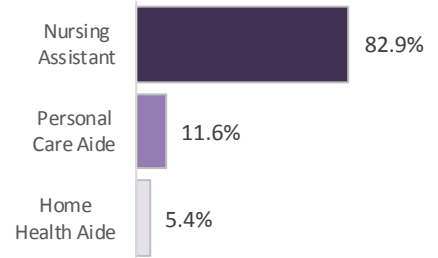
HOW LONG HAVE YOU WORKED IN THE FIELD OF DIRECT CARE?



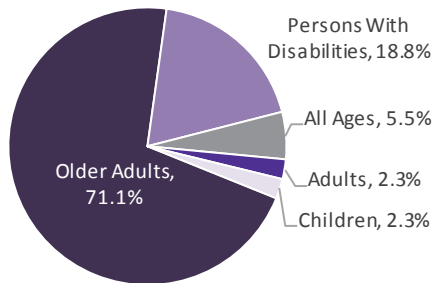
WHAT KIND OF COMMUNITY IS YOUR MAIN DIRECT CARE JOB IN?



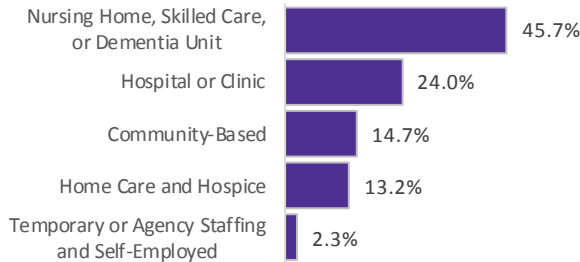
WHAT DO YOU DO AT YOUR MAIN DIRECT CARE JOB?



WHICH GROUP DO YOU MAINLY PROVIDE SERVICES FOR?



WHAT TYPE OF CARE FACILITY IS YOUR MAIN DIRECT CARE JOB AT?



A REPORTED **59.7%** OF RESPONDENTS ARE 17 TO 30 YEARS OF AGE

WORK INFO

AVERAGE HOURS WORKED PER WEEK

22 hours/week

MEDIAN REPORTED HOURLY WAGE

\$13.00

GET PAID OVERTIME (TIME AND A HALF) FOR 40+ HOURS PER WEEK

71.3%

REQUIRED TO WORK MANDATORY HOURS

58.9% (Regular Hours)
5.4% (Overtime Hours)

HAS UNION REPRESENTATION IN THE WORKPLACE

6.3%

IN GENERAL, HOW CONCERNED ARE YOU WITH...

	Very Concerned	Somewhat Concerned	Not at All Concerned
Not Having Enough Staff To Provide Good Care	41.1%	32.3%	26.6%
Injuries From Lifting or Transferring	22.6%	48.4%	29.0%
Stress or Mental Health	29.5%	36.9%	33.6%
Working When Sick	37.9%	24.2%	37.9%
Not Getting Requested or Earned Time Off	27.0%	24.6%	48.4%
Your Personal Health And/Or Safety	13.0%	38.2%	48.8%
Having Shifts Changed Without Enough Notice	13.8%	27.6%	58.6%
Required To Work Overtime	5.0%	10.7%	84.3%

Sorted by sum of "concerned" columns

A REPORTED **26.8%** OF RESPONDENTS HAVE ANOTHER JOB

ADDITIONAL JOB INFO

WORK AN ADDITIONAL JOB IN DIRECT CARE

11.8% (17 hrs/wk)

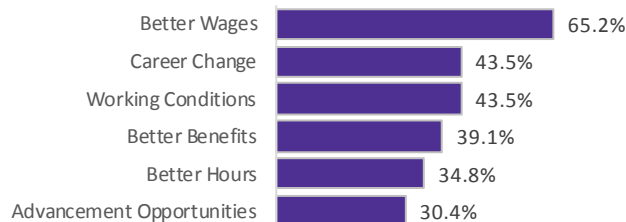
WORK AN ADDITIONAL JOB NOT IN DIRECT CARE

15.0% (24 hrs/wk)

CURRENTLY LOOKING FOR WORK OUTSIDE OF DIRECT CARE

18.0%

TOP REASONS WHY RESPONDENTS ARE LOOKING FOR WORK OUTSIDE OF THE FIELD OF DIRECT CARE?



7.8% Plan To Retire In The Next 5 Years

WOULD CONSIDER STAYING IN THE FIELD IF RECEIVED:

Incentives	Percent
I Would Not Return To Direct Care/Support	80.0%
More Paid Time Off	20.0%
Reduction In Physical Demands	20.0%
Retirement Benefits	20.0%
Better Health Care Coverage	10.0%
Better or More Training	10.0%
Better Pay	10.0%
More Flexible Hours	10.0%
Opportunities To Specialize In Certain Areas	0.0%

BENEFIT INFORMATION

A REPORTED **76.0%** OF EMPLOYERS CURRENTLY OFFER BENEFITS

HOW PREMIUMS ARE COVERED

SHARED COST

85.7%

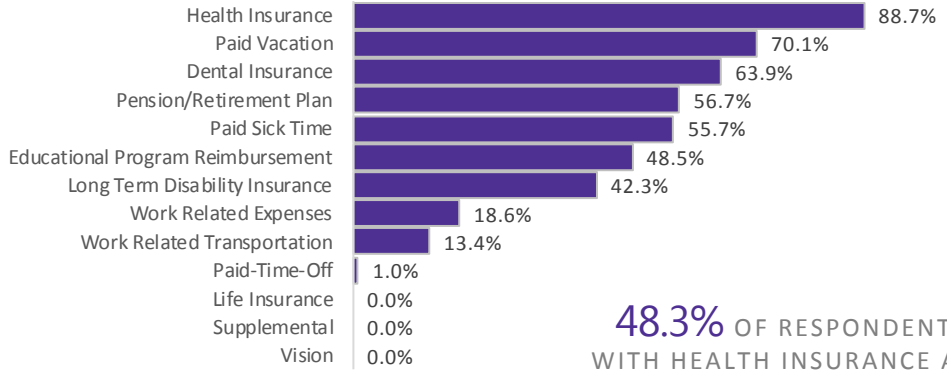
100% EMPLOYEE PAID

14.3%

100% EMPLOYER PAID

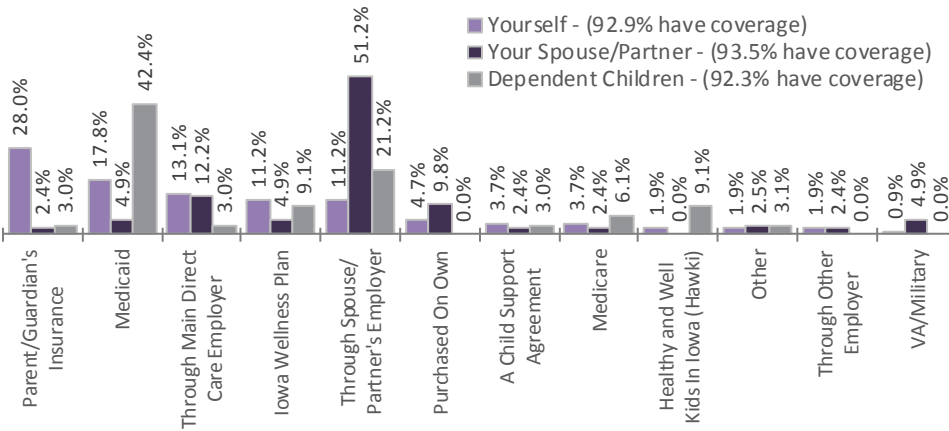
0.0%

WHAT BENEFITS DOES YOUR MAIN DIRECT CARE EMPLOYER OFFER?



48.3% OF RESPONDENTS WITH HEALTH INSURANCE ARE CONCERNED ABOUT LOSING IT

HOW IS HEALTH INSURANCE PROVIDED?



HEALTHCARE SATISFACTION

COST OF PREMIUM

65.4% (Are Satisfied)

COVERAGE FOR PRE-EXISTING CONDITIONS

59.6% (Are Satisfied)

OUT-OF-POCKET OR CO-PAY EXPENSES

61.2% (Are Satisfied)

WHAT INSURANCE PAYS FOR

57.7% (Are Satisfied)

HEALTHCARE COSTS

EMPLOYER IMPROVED COVERAGE OR DECREASED COST TO EMPLOYEE

7.3%

EMPLOYER REDUCED COVERAGE OR INCREASED COST TO EMPLOYEE

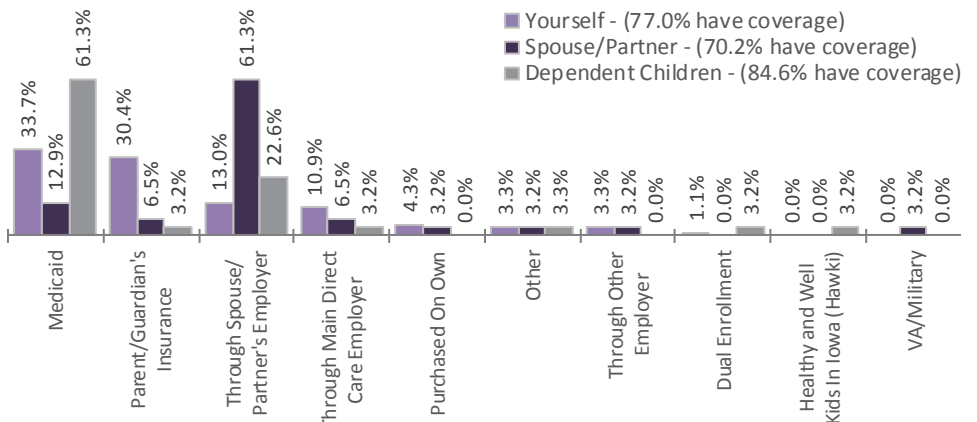
8.9%

20.3% OF ALL RESPONDENTS HAVE HAD A DENTAL PROBLEM IN THE PAST 12 MONTHS AND DID NOT SEE A DENTIST

61.5% OF THOSE WHO DID NOT SEE A DENTIST REPORTED COST AS THE MAIN REASON

64.7% OF THOSE WITHOUT HEALTH INSURANCE REPORTED NOT BEING ABLE TO AFFORD PREMIUMS AS THE MAIN REASON

HOW IS DENTAL INSURANCE PROVIDED?



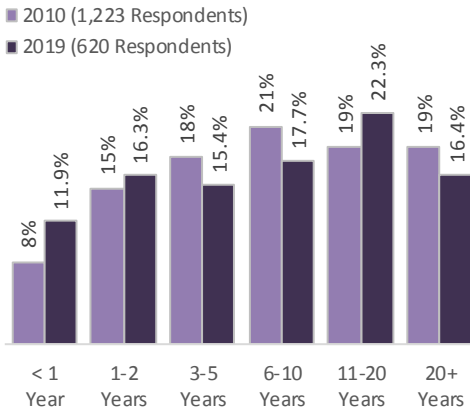


Appendices

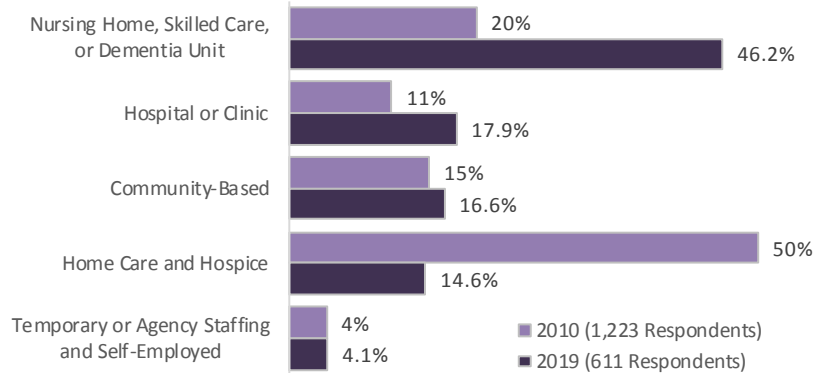
2010-2019 SURVEY COMPARISON

(Numbers for the 2010 survey were reported as whole percentages by Child and Family Policy Center)

HOW LONG HAVE YOU WORKED IN THE FIELD OF DIRECT CARE?



WHAT TYPE OF CARE FACILITY IS YOUR MAIN DIRECT CARE JOB AT?



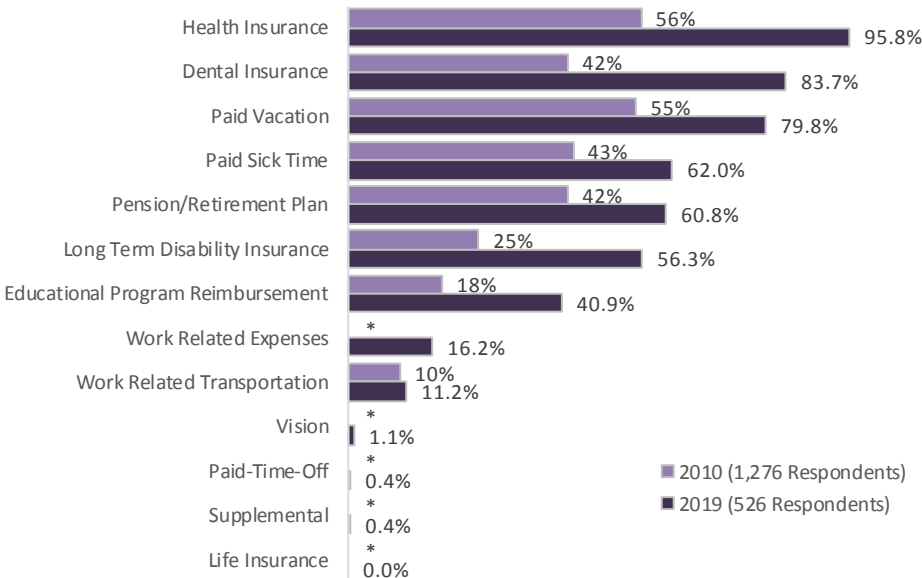
*Facilities from the 2010 survey were grouped together using the same method as the 2019 survey
 **Other facilities accounted for 0.6% of reported facilities in 2019, this was not reported in 2010

IN GENERAL, HOW CONCERNED ARE YOU WITH...

	Number of Respondents		Very Concerned		Somewhat Concerned		Not at All Concerned	
	2010	2019	2010	2019	2010	2019	2010	2019
Not Having Enough Staff To Provide Good Care	1,101	586	30%	49.3%	26%	31.4%	44%	19.3%
Working When Sick	1,135	583	30%	34.6%	35%	35.8%	35%	29.6%
Stress or Mental Health	1,126	582	25%	32.5%	36%	37.5%	40%	30.0%
Injuries From Lifting or Transferring	1,153	584	29%	25.2%	39%	41.4%	32%	33.4%
Your Personal Health And/Or Safety	1,185	585	25%	14.4%	38%	40.0%	37%	45.6%
Not Getting Requested or Earned Time Off	1,085	581	16%	22.0%	21%	28.7%	63%	49.3%
Having Shifts Changed Without Enough Notice	1,071	574	14%	18.1%	15%	23.3%	71%	58.6%
Required To Work Overtime	1,188	575	8%	8.3%	15%	18.3%	77%	73.4%

Sorted by sum of "concerned" columns of 2019 results

WHAT BENEFITS DOES YOUR MAIN DIRECT CARE EMPLOYER OFFER?



*Not collected as an option in 2010

IN 2010 **66%** REPORTED SHARED COSTS OF PREMIUMS

IN 2019 **74.9%** REPORTED SHARED COSTS OF PREMIUMS

IN 2010 **23%** REPORTED THE EMPLOYEE PAYS FOR PREMIUMS

IN 2019 **22.3%** REPORTED THE EMPLOYEE PAYS FOR PREMIUMS

IN 2010 **11%** REPORTED 100% EMPLOYER PAID PREMIUMS

IN 2019 **2.8%** REPORTED 100% EMPLOYER PAID PREMIUMS

WHAT IS YOUR HOURLY WAGE AT YOUR MAIN DIRECT CARE JOB?

	2010	2019
Number of Respondents	1,139	541
\$8.00 or less	2%	0%
\$8.01 to \$9.00	5%	0%
\$9.01 to \$10.00	16%	1.4%
\$10.01 to \$11.00	20%	3.9%
\$11.01 to \$12.00	18%	11.3%
\$12.01 to \$13.00	17%	17.7%
\$13.01 to \$14.00	15%	25.1%
\$14.01 to \$15.00	3%	15.3%
\$15.01 or more	4%	25.3%
Mean Hourly Wage	\$11.66	\$14.23
Median Hourly Wage	\$11.50	\$13.80

IN 2010 **30%** REPORTED
HAVING CHILDREN IN THE HOUSEHOLD

IN 2019 **42.7%** REPORTED
HAVING CHILDREN IN THE HOUSEHOLD

AGE RANGE

	2010	2019
Number of Respondents	1,217	615
17 to 20 years	3%	12.1%
21 to 30 years	17%	27.8%
31 to 40 years	12%	24.7%
41 to 50 years	25%	15.1%
51 to 60 years	28%	13.0%
Over 60 years	15%	7.3%

RACE

	2010	2019
Number of Respondents	1,218	615
*American Indian/Alaskan Native	N/A	1.3%
Asian	2%	1.8%
Black/African American	3%	10.2%
**Hispanic/Latino	1%	N/A
*Native Hawaiian/Other Pacific Islander	N/A	0.0%
White/Caucasian	92%	77.6%
Two or more races	1%	3.7%
*Prefer not to answer	N/A	4.9%
Other	1%	0.5%

*Not a category in 2010 survey

**Hispanic/Latino is an "Ethnicity". In the 2019 survey 5.8% of the respondents identified as Hispanic/Latino.

DO YOU PARTICIPATE IN ANY OF THE FOLLOWING?

		Not sure what it is		Know what it is, does not participate		Know what it is, do participate	
		2010	2019	2010	2019	2010	2019
Child Care Subsidy Program	# of Respondents	216	116	768	379	56	34
	% of Responses	21%	22.0%	74%	71.6%	5%	6.4%
Community Health Center or Free Health Clinic	# of Respondents	166	81	760	396	127	53
	% of Responses	16%	15.3%	72%	74.7%	12%	10.0%
Federal Earned Income Tax Credit	# of Respondents	386	180	322	123	366	235
	% of Responses	36%	33.4%	30%	22.9%	34%	43.7%
Food Stamps (SNAP)	# of Respondents	35	18	884	430	164	89
	% of Responses	3%	3.3%	82%	80.1%	15%	16.6%
Home Energy Assistance Program	# of Respondents	137	125	771	348	167	62
	% of Responses	13%	23.4%	72%	65.0%	15%	11.6%
Individual Development Account (IDA)	# of Respondents	544	310	463	206	32	12
	% of Responses	52%	58.7%	45%	39.0%	3%	2.3%
*Iowa Care Program	# of Respondents	351	N/A	603	N/A	99	N/A
	% of Responses	33%		57%		10%	
**Special Supplemental Nutrition Program For Women, Infants, and Children (WIC)	# of Respondents	N/A	44	N/A	438	N/A	53
	% of Responses		8.2%		81.9%		9.9%
State Earned Income Tax Credit	# of Respondents	428	201	316	116	330	219
	% of Responses	40%	37.5%	29%	21.6%	31%	40.9%
Subsidized Housing	# of Respondents	194	142	784	361	78	29
	% of Responses	18%	26.6%	74%	67.9%	7%	5.5%
Voluntary Income Tax Preparation Assistance	# of Respondents	364	241	611	265	76	26
	% of Responses	35%	45.3%	58%	49.8%	7%	4.9%

*Program ended in 2013

**Not asked in 2010 survey

SURVEY INSTRUMENT

Workplace Information

Direct Care Worker (DCW)

Direct care workers provide hands-on, personal care to lowans of all ages and abilities. Locations include nursing homes, hospitals, homes, hospices, adult day centers, assisted living, and other settings. Direct care workers do not include licensed nurses or other licensed health and long term care professionals.

1. Are you currently working as a direct care worker?

- Yes, I am currently working as a direct care worker *(Go To Question 4)*
- No, I am not currently working as a direct care worker

2. Why are you no longer working as a direct care worker?

(Select all that apply)

- Burnout
- Lack of proper training
- Lack of respect for my profession as a direct care worker
- Left for a job outside of healthcare
- Low pay
- Moved
- No healthcare benefits
- No retirement benefits
- Pursued nursing or another health profession
- Retired
- Other: _____

3. What would it take for you to return to the field?

(Select all that apply)

- Better health care coverage
- Better or more training
- Better pay
- More flexible hours
- More paid time off
- Opportunities to specialize in certain areas such as mouth care, autism, dementia care, etc.
- Reduction in the physical demands of the job
- Retirement benefits
- I would never return to direct care/support
- Other: _____

(Go To Question 44)

4. How long have you worked in the field of direct care?

- Less than one year
- More than 1 year, but less than 3 years
- 3-5 years
- 6-10 years
- 11-20 years
- More than 20 years

5. Do you plan to retire in the next 5 years?

- Yes
- No *(Go To Question 7)*

6. Would you consider staying in the field if you received:

(Select all that apply)

- Better health care coverage
- Better or more training
- Better pay
- More flexible hours
- More paid time off
- Opportunities to specialize in certain areas (oral care, autism, dementia care, etc.)
- Reduction in the physical demands of the job
- Retirement benefits
- I would never return to direct care/support
- Other: _____

The following questions have to do with your **MAIN** direct care job. Although you may have more than one job in direct care, you should answer these questions about your **main** job (*where you work the **most hours** in a typical week*).

7. Where is your MAIN direct care job?

- | | |
|---|--|
| <input type="checkbox"/> Adult day center | <input type="checkbox"/> In-home care agency (not county or public) |
| <input type="checkbox"/> Assisted living, independent living | <input type="checkbox"/> Non-medical, companion (In-home or facility) |
| <input type="checkbox"/> Group home | <input type="checkbox"/> Nursing home, skilled care, or dementia unit |
| <input type="checkbox"/> Hospice | <input type="checkbox"/> Residential Care Facility (RCF) |
| <input type="checkbox"/> Hospital | <input type="checkbox"/> Self employed |
| <input type="checkbox"/> In-home care (CDAC - Consumer Directed Attendant Care program) | <input type="checkbox"/> Staffing agency where I am sent to different facilities, agencies, or individuals as needed |
| <input type="checkbox"/> In-home care agency (county or public) | <input type="checkbox"/> Other: _____ |

8. On your MAIN direct care job are you:

- Certified Nursing Assistant (CNA)
- CNA plus other certification (medication aide, rehabilitation aide, etc.)
- Companion
- Directed Attendant Care (CDAC) worker or Personal Care Assistant
- Direct Support Professional
- Home Care Aide (HCA)
- Home Health Aide (HHA)
- Hospice Aide
- Patient Care Technician (PCT)
- Psychiatric/Mental Health Aide
- Resident Assistant
- Resident Treatment Worker
- Universal Worker
- Other: _____

9. Which group do you mainly provide services for?

- Older adults
- Persons with disabilities of all ages
- Other: _____

10. What is your employment status at your MAIN direct care job?

- | | |
|------------------------------------|--|
| <input type="checkbox"/> Full-time | <input type="checkbox"/> On call/as needed |
| <input type="checkbox"/> Part-time | <input type="checkbox"/> Other: _____ |

11. What is your hourly wage at your MAIN direct care job? \$ _____

12. In a typical week, about how many hours do you work at the your MAIN direct care job? _____ hrs/wk

13. Do you get paid overtime (time and one-half) for over 40 hours worked in one week at your MAIN direct care job?

- Yes
- No

14. Are you required to work mandatory regular hours at your MAIN direct care job?

- Yes, I am required to work mandatory regular hours
- No, I am not required to work mandatory regular hours

15. Are you required to work mandatory overtime hours at your MAIN direct care job?

- Yes, I am required to work mandatory overtime hours
- No, I am not required to work mandatory overtime hours

16. Does a union represent workers at your MAIN direct care job?

- Yes
- No (*Go To Question 18*)

17. Which union represents workers at your MAIN direct care job?

- AFCSME
- SEIU
- Teamsters
- Other: _____

Benefit Information

18. Are benefits offered at your MAIN direct care job?

- Yes
 No *(Go To Question 20)*

19. Which of the following benefits does your MAIN direct care employer offer?

(Select all that apply)

- Dental insurance
 Disability insurance for long periods of illness/injury
 Educational program reimbursement
 Health insurance
 Paid sick time
 Paid vacation
 Pension/retirement plan (not including Social Security)
 Work related expenses (uniform allowance, supplies, etc.)
 Work related transportation
 Other: _____

20. In the past two years, has your MAIN direct care employer:

- Dropped its health insurance plan
 Improved employee coverage or lessened employee cost
 Reduced health care benefits or increased employee cost
 Not sure
 Other: _____

21. Do you currently have dental insurance?

- Yes
 No *(Go To Question 23)*

22. How is your dental insurance provided?

- Through my MAIN direct care employer
 Through my spouse/partner's employer
 Medicaid, such as the Dental Wellness Plan or other
 Purchased on own (not through employer)
 Other: _____

23. During the past 12 months, have you had a dental problem which you would have liked to see a dentist about but you did not see the dentist?

- Yes
 No
 Don't know

24. What is the main reason you have not visited the dentist in the last 12 months?

- Cannot get to the office/clinic (too far away, no transportation)
 Cannot get to the office/clinic (no appointments available)
 Cost
 Did not have time
 Do not have/know a dentist
 Fear, apprehension, nervousness, pain, dislike going
 Have not thought of it
 Other priorities
 Don't know
 Other: _____

25. Do you currently have health insurance?

- Yes
 No *(Go To Question 28)*

26. How is your health insurance provided?

- Through my MAIN direct care employer
 Through my spouse/partner's employer
 Iowa Wellness Plan
 Medicaid (Title XIX)
 Medicare
 A child support agreement (dependents only)
 Hawki - Iowa's children's health insurance program (dependents only)
 Purchased on own (not through employer)
 Other: _____

27. How are the premium costs of your health insurance covered at your MAIN direct care job?

- I pay all of it
- My employer and I share the cost
- My employer pays all of it

28. Do you have a spouse/partner living in your household at this time?

- Yes
- No *(Go To Question 33)*

29. Do your spouse/partner currently have dental insurance?

- Yes
- No *(Go To Question 31)*

30. How is your spouse/partner's dental insurance provided?

- Through my MAIN direct care employer
- Through my spouse/partner's employer
- Medicaid, such as the Dental Wellness Plan or other
- Purchased on own (not through employer)
- Other: _____

31. Does your spouse/partner currently have health insurance?

- Yes
- No *(Go To Question 33)*

32. How is your spouse/partner's health insurance provided?

- Through my MAIN direct care employer
- Through my spouse/partner's employer
- Iowa Wellness Plan
- Medicaid (Title XIX)
- Medicare
- A child support agreement (dependents only)
- Hawki - Iowa's children's health insurance program (dependents only)
- Purchased on own (not through employer)
- Other: _____

33. Do you have one or more dependent children under the age of 18 living in your household at this time?

- Yes
- No *(Go To Question 38)*

34. Do your dependent/dependents currently have dental insurance?

- Yes
- No *(Go To Question 36)*

35. How is your dental insurance provided for your dependent/dependents?

- Through my MAIN direct care employer
- Through my spouse/partner's employer
- Medicaid, such as the Dental Wellness Plan or other
- Purchased on own (not through employer)
- Other: _____

36. Do your dependent/dependents have health insurance?

- Yes
- No *(Go To Question 38)*

37. How is your health insurance provided for your dependent/dependents?

- Through my MAIN direct care employer
- Through my spouse/partner's employer
- Iowa Wellness Plan
- Medicaid (Title XIX)
- Medicare
- A child support agreement (dependents only)
- Hawki - Iowa's children's health insurance program (dependents only)
- Purchased on own (not through employer)
- Other: _____

Benefit Information (Continued)

(If you/your family all have health insurance, please go to Question 39)

38. What are some reasons that you/your family do not have health insurance?

(Select all that apply)

- Can't afford premiums
- Deductibles are too high
- Employer doesn't offer health insurance
- Insurance doesn't pay what I need it to pay for
- Other: _____

(If you/your family do not have health insurance, please go to Question 40)

39. How satisfied are you with the overall health insurance coverage you have?

	<u>Not Sure</u>	<u>Not Satisfied</u>	<u>Satisfied</u>	<u>Very Satisfied</u>
Cost of your premium	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coverage for pre-existing conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your out-of-pocket or co-pay expenses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What the insurance pays for	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Work Environment Information

40. How concerned are you about the following at your MAIN direct care job?

	<u>Not Concerned</u> <u>At All</u>	<u>Somewhat</u> <u>Concerned</u>	<u>Very</u> <u>Concerned</u>
Your personal health and/or safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Injuries from lifting or transferring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working when sick	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stress or mental health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Required to work overtime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not having enough staff to provide good care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not getting requested or earned time off	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having shifts changed without enough notice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

41. Do you have another job in addition to your MAIN direct care job? If so, how many hours do you work in a typical week at that job?

- Yes, another direct care job(s) Number of hours worked per week: _____
- Yes, a non-direct care job(s) Number of hours worked per week: _____
- No

42. Are you currently looking for work outside of the field of direct care?

- Yes
- No (Go To Question 44)

43. Why are you looking for work outside of the field of direct care?

- | | |
|--|---|
| <input type="checkbox"/> Better wages | <input type="checkbox"/> Retiring |
| <input type="checkbox"/> Personality conflicts with employer/other employees | <input type="checkbox"/> Work schedule conflict |
| <input type="checkbox"/> Better benefits | <input type="checkbox"/> Advancement opportunities |
| <input type="checkbox"/> Transportation issues (cost of fuel, lack of vehicle, etc.) | <input type="checkbox"/> Relocating/moving from area |
| <input type="checkbox"/> Working conditions | <input type="checkbox"/> Looking for a job closer to home |
| <input type="checkbox"/> Looking for full-time employment | <input type="checkbox"/> Health/disability issues |
| <input type="checkbox"/> Family issues | <input type="checkbox"/> Concern over employer stability |
| <input type="checkbox"/> Graduating from college | <input type="checkbox"/> Better hours |
| <input type="checkbox"/> Career change | <input type="checkbox"/> Other: _____ |

Demographics & Household Information

44. Where do you work for your MAIN direct care employment?

ZIP Code: _____

County: _____

45. Where do you live?

ZIP Code: _____

County: _____

46. What is your gender?

- Female
- Male
- Transgender Female
- Transgender Male
- Prefer not to specify
- Other/Self-Identify: _____

47. What is the total size of your household? _____ (Include yourself, spouse/partner, and dependents under the age of 18)

48. How many other people are you financially supporting? _____ (Those other than yourself, spouse/partner, and dependents under the age of 18)

49. Which race best describes you?

- American Indian/Alaskan Native
- Asian
- Black/African American
- Native Hawaiian/Other Pacific Islander
- White/Caucasian
- Two or More Races
- Prefer not to answer
- Other: _____

50. Which ethnicity best describes you?

- Hispanic
- Not Hispanic
- Prefer not to answer

51. What is your age?

- 17-20
- 21-30
- 31-40
- 41-50
- 51-60
- 61-70
- 71-80
- 81 or older

52. What is your total annual household income?

(Include income from all household wage earners)

- Under \$10,000
- \$10,000-\$14,999
- \$15,000-\$19,999
- \$20,000-\$24,999
- \$25,000-\$29,999
- \$30,000-\$39,999
- \$40,000-\$49,999
- \$50,000-\$59,999
- \$60,000-\$69,999
- \$70,000 or more

Demographics & Household Information

53. How many other people are you financially supporting? _____
(Those other than yourself, spouse/partner, and dependents under the age of 18)

Please indicate if you know about and/or participate in any of the following:

	<i><u>Know what it is,</u></i> <i><u>DO Participate</u></i>	<i><u>Know what it is,</u></i> <i><u>DO NOT Participate</u></i>	<i><u>Not sure</u></i> <i><u>what it is</u></i>
Child care subsidy program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Health Center or free health clinic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Federal earned income tax credit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Food stamps (SNAP)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home energy assistance program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Individual development account (IDA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
State earned income tax credit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Subsidized housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Voluntary income tax preparation assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Thank you for taking the time to
provide us with this valuable information.**

