# **DIRECT CARE, SUPPORTS & SERVICE WORKERS SURVEY**

Iowa CareGivers partnered with Iowa Workforce Development to learn more about the workforce in Iowa that provides direct care, supports & services.

Employers across Iowa assign more than 30 different job titles to direct care, supports & service occupations. For reporting consistency, we asked employers to categorize positions into the following occupational titles as defined by the U.S. Department of Labor, Bureau of Labor Statistics:

Home Health Aides -

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 -

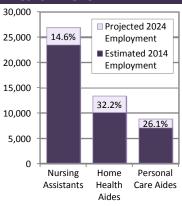
Provide basic patient care under direction of nursing staff. Perform duties such as feed, bathe, dress, groom, move patients or change linens. May transfer or transport patients. Includes nursing care attendants, nursing aides and nursing attendants.

Personal Care Aides -

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.

# SUMMARY





ENTRY TO EXPERIENCED LEVEL WAGES<sup>3</sup>

NURSING ASSISTANTS \$10.00-\$13.22/HR

HOME HEALTH AIDES \$9.23-\$11.74/HR

PERSONAL CARE AIDES \$9.01-11.63/HR

### REPORTED EMPLOYMENT

(FOR ALL CATEGORIES) FULL-TIME

6,620 (59.6%)

PART-TIME

4.480 (40.4%)

#### TOP RETENTION ISSUE (FOR ALL CATEGORIES)

Low wages/compensation

539 EMPLOYEES PLAN TO YEAR ACROSS ALL CATEGORIES A TOTAL OF 1,826 VACANCIES WERE REPORTED FOR ALL CATEGORIES

#### TOP HIRING ISSUES (FOR ALL CATEGORIES)

Lack of applicants Low wages/compensation

PLANNED EXPANSION IN THE WORKFORCE IN ALL CATEGORIES

603 FULL-TIME POSITIONS 605 PART-TIME POSITIONS

# **VFRVIFW**

REPORTED

EMPLOYED

11,100

Responses

TOTAL REPORTED

VACANCIES

1.826

MEDIAN COST OF TURNOVER PER EMPLOYEE

\$2,000

Employ or have Current Job Vacancies for Direct Care, Supports & Service Workers

WILLING TO CHANGE/ ACCEPT EMPLOYMENT 43.2%

PERCENTAGE OF RESPONDENTS THAT EMPLOY OR HAVE VACANCIES FOR DIRECT CARE/SERVICE WORKERS, REPORTED EMPLOYMENT & **VACANCIES PER DIRECT CARE, SUPPORTS & SERVICE WORKER TYPE** 

#### **HOME HEALTH AIDES** NURSING ASSISTANTS FULL-TIME | PART-TIME FULL-TIME 429 4,815 490 HOME HEALTH **VACANCIES** AIDES, 19.4% **NURSING** 145 PART-TIME ASSISTANTS, 3,150 **PERSONAL CARE** 59.7% **PERSONAL CARE AIDES** AIDES, 20.9% FULL-TIME PART-TIME VACANCIES 1,315 901 1,288 VACANCIES 393

## **BENEFITS OFFERED BY EMPLOYERS** TO BOTH FULL & PART-TIME

EMPLOYEES (AS REPORTED)	
INSURANCE COVERAGE	
Life Insurance	57.7%
Dental Coverage	52.9%
Long-Term Disability	51.5%
Health Insurance	49.3%
Accidental Death & Dismemberment Coverage	48.6%
Prescription Drug Coverage (included with medical)	48.6%
Short-Term Disability	47.8%
Vision Coverage	45.7%
Prescription Drug Coverage (stand alone policy)	14.5%
PAID LEAVE	
Paid-Time-Off (PTO)	65.7%
Bereavement/Funeral Leave	62.0%
Vacation	55.1%
Maternity/Paternity Leave	54.4%
Holiday Le ave	52.9%
Sick Leave	47.8%

Personal Days/Floating

Holidays

Training Leave

#### **HOW PREMIUMS** $\mathsf{ARE}\;\mathsf{PAID}^{I}$

100% EMPLOYER PAID

8.7%

100% EMPLOYEE

PAID

17.4%

SHARED COST

69.6%

OTHER

ARRANGEMENTS

4.3%

#### **OTHER** INFORMATION<sup>1</sup>

FEMALE MALE

86.7% 13.3%

AVERAGE AGE

44 AVERAGE

44.1%

COMMUTE 7 miles

<sup>1</sup>Iowa Workforce Development, Labor Market Information Division, State of Iowa Laborshed Study 2015 <sup>2</sup>Iowa Workforce Development, Labor Market Information Division, Occupational Projections program. Employment Projections by Occupation, 2014 and Projected 2024 <sup>3</sup>lowa Workforce Development, Labor Market Information Division, 2015 Iowa Wage Survey

NURSING ASSISTANTS

Estimated 2014 Employment<sup>2</sup>

Projected 2024 Employment

#### FUTURE WORKFORCE PLANS BY PERCENTAGE OF RESPONDENTS

EXPAND **42.4%** FULL-TIME (393 JOBS) 48.1% PART-TIME (411 JOBS)

MAINTAIN **57.1%** FULL-TIME **50.6%** РАКТ-ТІМЕ

#### HIRING ISSUES (LISTED IN ORDER OF IMPORTANCE AS REPORTED)

Lack of applicants

Low wages/compensation

**RETENTION ISSUES** (LISTED IN ORDER OF IMPORTANCE AS REPORTED)

Low wages/compensation

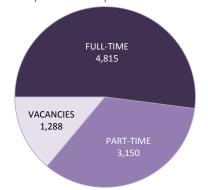
ENTRY LEVEL WAGE<sup>3</sup> \$10.00/HR

MEDIAN WAGE<sup>3</sup> \$11.53/HR

EXPERIENCED WAGE<sup>3</sup> \$13.22/HR



(AS REPORTED)



HOME HEALTH AIDES

Estimated 2014 Employment<sup>2</sup>

13,264
Projected 2024 Employment<sup>2</sup>

#### **FUTURE WORKFORCE PLANS BY PERCENTAGE OF RESPONDENTS**

EXPAND **37.1%** FULL-TIME (63 JOBS) **50.0%** PART-TIME (61 JOBS)

MAINTAIN 61.6% FULL-ΤΙΜΕ 48.1% PART-TIME

HIRING ISSUES (LISTED IN ORDER OF IMPORTANCE AS REPORTED)

Lack of applicants

Low wages/compensation

**RETENTION ISSUES** (LISTED IN ORDER OF IMPORTANCE AS REPORTED)

Low wages/compensation

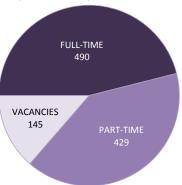
ENTRY LEVEL WAGE<sup>3</sup> \$9.23/HR

MEDIAN WAGE<sup>3</sup> \$10.77/HR

EXPERIENCED WAGE<sup>3</sup> \$11.74/HR

## **EMPLOYMENT & VACANCIES**

(AS REPORTED)



# PERSONAL CARE

Estimated 2014 Employment

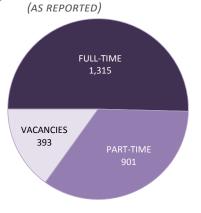
## FUTURE WORKFORCE PLANS BY PERCENTAGE OF RESPONDENTS

EXPAND 31.8% FULL-TIME (147 JOBS) **50.0%** PART-TIME (133 JOBS)

MAINTAIN **65.2%** FULL-TIME **50.0%** PART-TIME ENTRY LEVEL WAGE<sup>3</sup> \$9.01/HR

MEDIAN WAGE<sup>3</sup> \$10.61/HR

EXPERIENCED WAGE<sup>3</sup> \$11.63/HR



**EMPLOYMENT &** 

**VACANCIES** 

HIRING ISSUES (LISTED IN ORDER OF IMPORTANCE AS REPORTED)

Lack of applicants

Low wages/compensation

**RETENTION ISSUES** (LISTED IN ORDER OF IMPORTANCE AS REPORTED)

Low wages/compensation

<sup>1</sup>lowa Workforce Development, Labor Market Information Division, State of Iowa Laborshed Study 2015 <sup>2</sup>lowa Workforce Development, Labor Market Information Division, Occupational Projections program. Employment Projections by Occupation, 2014 and Projected 2024 <sup>3</sup>lowa Workforce Development, Labor Market Information Division, 2015 Iowa Wage Survey

#### **Produced by Iowa CareGivers**

Data Analysis by Iowa Workforce Development

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