

**HOME CARE WORKERS
WAGE AND BENEFIT SURVEY
REPORT OF FINDINGS**



October 2004



IOWA BETTER JOBS BETTER CARE (BJBC) COALITION

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Funded through a 3 ½ -year, \$1.4 million grant from the Robert Wood Johnson Foundation and the Atlantic Philanthropies, The Iowa Better Jobs Better Care Coalition is a group of long-term care providers, workers, consumers, and policy makers that is working to reduce turnover among Iowa's direct care workers. The members of the Iowa BJBC Coalition as of September 2004 are:

Iowa CareGivers Association, Lead Agency

AARP Iowa

Aging Resources of Central Iowa

Alzheimer's Association, Greater Iowa Chapter

Center for Healthy Communities

Des Moines Area Community College

Direct Care Worker Advisory Council

Generations, Incorporated

Iowa Association of Area Agencies on Aging

Iowa Association of Homes and Services for the Aging

Iowa Commission on the Status of Women

Iowa Department of Elder Affairs

Iowa Department of Human Services, Bureau of Protective Services

Iowa Department of Inspections and Appeals, Health Facilities Division

Iowa Department of Public Health

Mid-Iowa Health Foundation

Northwest Iowa Community College

Office of the Long Term Care Ombudsman

Older Iowans Legislature

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Southwestern Community College

University of Iowa College of Nursing Certification Center



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Founded in 1992, the **mission** of the Iowa CareGivers Association is "to enhance the quality of care through dedication to the direct care worker and all caregivers." To accomplish its mission, ICA fosters partnerships between and among workers, advocates, providers, consumers, policy

makers, labor, educators, and others committed to quality care. ICA has three main **goals**: 1) increase access to quality care for those who need it, 2) increase the number of caregivers, and 3) enhance quality of care. ICA's focus is on four core **mission-driven activities**: 1) advocacy, 2) public awareness, 3) education, and 4) research and innovation.



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The Iowa Commission on the Status of Women, a division in the Department of Human Rights, is a state agency that promotes the full participation by women in the economic, political, and social life of the state.

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INTRODUCTION

Background

- This study is conducted under the auspices of the Iowa Better Jobs Better Care (BJBC) Coalition through a 3½-year, \$1.4 million grant sponsored by the Robert Wood Johnson Foundation and Atlantic Philanthropies.
- The Iowa BJBC Coalition is a group of long-term care providers, workers, consumers, and policy makers that is working to reduce turnover among Iowa's direct care workers*.
- The Iowa CareGivers Association (ICA) is the lead agency for the BJBC Coalition.
- This study builds on the 2001 Certified Nursing Assistant (CNA) Wage and Benefits Study conducted by the Iowa Commission on the Status of Woman and the Iowa CareGivers Association.

*Direct care workers are Certified Nursing Assistants (CNAs), Nursing Assistants, Home Care Workers, and Personal Attendants who work in nursing homes, home care agencies, hospices, and hospitals.

Purpose

The purpose of the study is to determine the wage and benefit status of Iowa's home care workers.

METHODOLOGY

Population and sample

- Mail was selected as the methodology for this study.
- The population is home care workers in Iowa.
- There is no state registry of home care workers in Iowa. A current list of home care workers was generated by requesting names and addresses from local agencies that provide home health services through the Iowa Department of Public Health Local Public Health Services contract.
- Additional names and addresses were obtained by contacting other home care agencies in Iowa.
- Surveys were mailed to all 452 persons whose names and addresses were supplied.

The survey

- The survey was mailed on July 26, 2004.
- The returns were collected until August 27, 2004
- Of the 452 surveys mailed, 3 came back in the mail marked “undeliverable.”
- A total of 218 surveys was returned, a 49% response rate.
- The first survey question determined if the respondent is currently working as a home care aide. If not, the respondent skipped to demographic questions at the end of the survey.
- One respondent is not currently working in home care.

Data analysis

- Frequencies have been calculated for all the questions on the survey.
- Statistical analysis has been done for several key factors related to wage and benefit issues.
- Statistically significant differences among the variables are identified in the report.
- Statistically significant differences are those that are large enough not to be attributable to chance. When differences are not significant, the responses may be considered a “statistical tie.”
- The maximum standard error range at the 95% confidence level for a sample of 217 respondents is $\pm 6.6\%$.

Use caution when interpreting these findings

- Because there is no master list of Iowa home care workers, the mailing list for this survey was generated as previously described and does not include the entire population of Iowa home care workers.
- Therefore, readers should **use caution** when interpreting the results of this survey because it is possible that the findings are not representative of all Iowa home care workers.

To obtain questionnaire and/or verbatim responses

- The transcribed verbatim responses to the open-ended questions and the 2004 Home Care Wage and Benefits questionnaire are posted on the ICA website at www.iowacaregivers.org or are available by contacting the Iowa CareGivers Association at 515-241-8697 or iowacga@aol.com.

FINDINGS - DEMOGRAPHICS

How long a home care worker?	Number of respondents	(217)
Less than 1 year		7%
More than 1 year, but less than 3 years		19%
3 - 5 years		12%
6 - 10 years		22%
11 - 20 years		29%
More than 20 years		11%

Total hours of training before starting work in home care	Number of respondents	(217)
None		3%
1 to 60 hours		32%
61 to 75 hours		22%
76 to 120 hours		25%
More than 120 hours		16%
No answer		1%

Age	Number of respondents	(218)
17 to 20 years		4%
21 to 30 years		7%
31 to 40 years		11%
41 to 50 years		33%
51 to 60 years		23%
Over 60 years		23%

Mean age: 48.9 years
Median age: 49 years

Gender		Number of respondents	(218)
	Female		97%
	Male		1%
	No answer		1%

Race/ethnicity		Number of respondents	(218)
	Hispanic/Latino		1%
	White		95%
	Black, African American		1%
	Asian		1%
	Multi-racial		1%
	No answer		2%

Household makeup – Number of adults over 18		Number of respondents	(213)
	One		23%
	Two		59%
	Three		15%
	Four or more		3%

Household makeup – Number of children under 18		Number of respondents	(218)
	None		70%
	One		15%
	Two		11%
	Three		3%
	Four or more		2%

**Household makeup –
Number of full or part time job holders**

	Number of respondents	(212)
One		34%
Two		48%
Three		12%
Four or more		3%

Total household income

	Number of respondents	(218)
Under \$10,000		6%
\$10,000 to \$14,999		8%
\$15,000 to \$17,999		6%
\$18,000 to \$19,999		7%
\$20,000 to \$24,999		14%
\$25,000 to \$29,999		10%
\$30,000 to \$39,000		12%
\$40,000 to \$49,999		12%
\$50,000 or more		16%
No answer		9%

FINDINGS – JOB CHARACTERISTICS

Tenure on current job		Number of respondents	(217)
		Less than one year	10%
		More than one year, but less than three years	21%
		3 to 5 years	13%
		6 to 10 years	21%
		11 to 20 years	27%
		More than 20 years	7%
Job title		Number of respondents	(217)
		Home Health Aide (HHA)	28%
		Home Care Aide (HCA)	72%
		Certified Nursing Assistant (CNA)	15%
		CNA plus CMA	1%
		Personal Care Assistant/Attendant	2%
		Hospice Aide	6%
		Other	7%
	Totals more than 100% due to multiple responses		

Job status

	Number of respondents	(217)
Full time		50%
Part time		44%
On call		4%
Pool		0%
Private duty (self employed)		1%

**Job status:
Statistically significant differences**

- Urban home care workers are more likely than rural home care workers to do private duty and pool work.
- Compared to full time workers, part time home care workers are:
 - More likely to be “not at all concerned” about their personal health and safety on the job.
 - More likely to indicate the number of hours they work is not enough.
 - Less likely to have health insurance offered at their main home care job.
 - Less likely to be enrolled if health care insurance is offered.
 - More likely to be age 61 or older.

FINDINGS – WORK PLACE CHARACTERISTICS

Type of employer	Number of respondents	(217)
	Agency, in-home, or hospice care	93%
	Private duty (self employed)	1%
	Pool	1%
	Other	3%
	No answer	3%
If an agency, what type of agency?	Number of respondents	(203)
	Public health agency	60%
	Non profit agency	15%
	For profit agency	5%
	Not sure/don't know	9%
	No answer	11%
Rural/Urban	Number of respondents	(217)
	Rural	60%
	Urban	12%
	No answer	28%

FINDINGS – WORKING CONDITIONS

Number clients assigned per day

	Number of respondents	(214)
One to two clients		9%
Three to five clients		48%
Six to eight clients		41%
Nine or more clients		1%

Mean: 5.07 clients per day
Median: 5 clients per day

Average total travel time between clients per day

	Number of respondents	(209)
Up to 15 minutes		21%
16 to 30 minutes		20%
31 to 45 minutes		13%
46 to 60 minutes		21%
61 to 75 minutes		6%
75 to 90 minutes		12%
More than 90 minutes		7%

Mean 49.6 minutes
Median 45 minutes

Average total travel time between clients per day: Statistically significant difference

- The average daily travel time between clients for urban home care workers is significantly longer (64.3 minutes) than for rural home care workers (47.4 minutes).

**Average total miles driven
between clients per day**

	Number of respondents	(204)
Up to 10 miles		18%
11 to 15 miles		12%
16 to 20 miles		13%
21 to 25 miles		12%
25 to 30 miles		12%
31 to 35 miles		5%
36 to 40 miles		8%
41 to 50 miles		10%
More than 40 miles		9%
Mean: 28.4 miles		
Median: 25 miles		

**Satisfaction with number hours worked
in a typical week**

	Number of respondents	(211)
Too many hours		4%
Just about right		82%
Not enough hours		14%

**Satisfaction with number of hours
worked in a typical week:
Statistically significant difference**

- Part time home care workers are more likely to respond “not enough hours” than are full time home care workers.

Number of hours per week asked to work overtime on main home care job

	Number of respondents	(199)
0 hours		81%
1 to 7 hours		17%
8 hours or more hours		2%
Mean .58 hours		
Median 0 hours		

Number of agency home care jobs held by each worker

	Number of respondents	(217)
None		13%
1 job		80%
2 jobs		6%
3 or more jobs		1%

Number of self employed/ private duty jobs held by each worker

	Number of respondents	(217)
None		89%
1 job		6%
2 jobs		2%
3 or more jobs		2%

Number of pool jobs held by each worker

	Number of respondents	(217)
None		99%
One		1%

Number of hours per week asked to work overtime on additional home care jobs

	Number of respondents	(145)
0 hours		89%
1 to 4 hours		8%
More than 4 hours		3%
Mean: .39 hours		
Median: 0 hours		

Number of additional non-home care jobs

	Number of respondents	(197)
0 jobs		78%
1 job		13%
2 or more jobs		9%

Number of hours in typical week for the following:

Main home care job

	Number of respondents	(207)
0 to 8 hours		7%
9 to 16 hours		6%
17 to 32 hours		38%
33 to 40 hours		45%
More than 40 hours		3%
Mean: 30 hours		
Median: 32 hours		

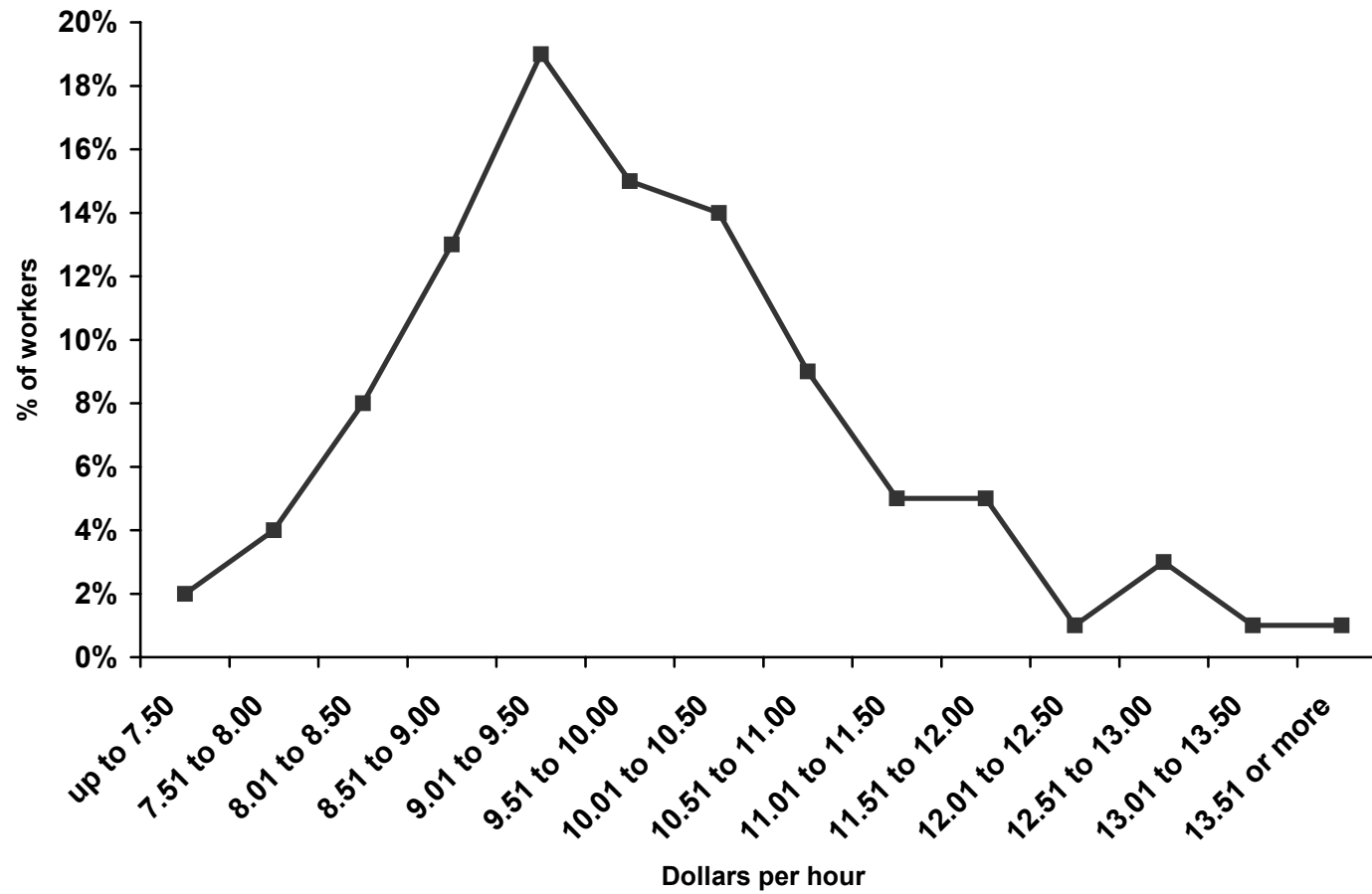
		Number of respondents	(83)
Additional home care jobs	0 to 8 hours		92%
	9 to 16 hours		6%
	17 to 32 hours		1%
	33 to 40 hours		1%
	More than 40 hours		0%
	Mean: 2.28		
		Number of respondents	(100)
Non-home care jobs	0 to 8 hours		74%
	9 to 16 hours		9%
	17 to 32 hours		12%
	33 to 40 hours		5%
	More than 40 hours		0%
Concern for personal health, safety on home care job		Number of respondents	(217)
	Very concerned		20%
	Somewhat concerned		42%
	Not at all concerned		37%
Concern for personal health, safety on home care job: Statistically significant differences	<ul style="list-style-type: none"> • Part time home care workers are more likely than full time workers to respond “not at all concerned.” • Home care workers under 40 years of age or 61 years or older are more likely than those ages 41 to 60 to respond, “not at all concerned.” 		

FINDINGS – WAGES AND BENEFITS

Regular hourly pay main home care job	Number of respondents	(213)
Up to \$7.50		2%
\$7.51 to \$8.00		4%
\$8.01 to \$8.50		8%
\$8.51 to \$9.00		13%
\$9.01 to \$9.50		19%
\$9.51 to \$10.00		15%
\$10.01 to \$10.50		14%
\$10.51 to \$11.00		9%
\$11.01 to \$11.50		5%
\$11.51 to \$12.00		5%
\$12.01 to \$12.50		1%
\$12.51 to \$13.00		3%
\$13.01 to \$13.50		1%
\$13.51 to \$23.00		1%
Mean hourly wage: \$9.94		
Median hourly wage: \$9.65		
56% earn under \$10.00		
92% earn under \$12.00		

The graph on the following page depicts the above pay ranges for home care workers.

Hourly Wage Ranges for Home Care Workers



**Regular hourly pay:
Statistically significant differences**

- As the table below indicates, the mean hourly pay is significantly higher for those who have more tenure as home care workers as well as for those who have more tenure on their current home care job.

Tenure as home care worker	Mean hourly pay
5 years or less	\$9.05
6 to 10 years	\$10.33
11 years or more	\$10.58

Tenure on current home care job	Mean hourly pay
Less than 3 years	\$9.07
3 to 10 years	\$10.09
11 years or more	\$10.59

Overtime hourly pay on main home care job

	Number of respondents	(123)
Up to \$10.00		31%
\$10.01 to \$12.00		6%
\$12.01 to \$14.00		14%
\$14.01 to \$16.00		33%
\$16.01 to \$18.00		10%
Over \$18.00		7%

Mean overtime hourly rate: \$10.94
Median overtime hourly rate: \$13.97

Hourly pay for time traveling between clients

	Number of respondents	(131)
None		4%
Up to \$5.50		11%
\$5.51 to \$8.00		4%
\$8.01 to \$9.00		15%
\$9.01 to \$10.00		27%
\$10.01 to \$11.00		24%
\$11.01 to \$12.00		11%
Over \$12.00		5%
Mean: \$8.99		
Median: \$9.63		

Mileage pay for travel between clients

	Number of respondents	(192)
None		1%
4¢ to 30¢		24%
31¢ to 35¢		49%
36¢ to 39¢		26%
Mean: 32¢		
Median: 33¢		

**Mileage pay:
Statistically significant difference**

- Mean mileage pay is significantly higher for those who work in rural areas (33¢) than for those who work in urban areas (30¢).

Benefits offered at main home care job

	Number of respondents	(217)
Health insurance		80%
Paid sick time		60%
Paid vacation		76%
Pension/retirement		66%
Dental insurance		34%
Long term disability insurance		30%
Totals more than 100% due to multiple responses		

FINDINGS – HEALTH INSURANCE

Coverage for home care worker or family from any source	Number of respondents	(217)
Single coverage just for home care worker		36%
Single coverage just for worker's spouse		3%
Family coverage		40%
hawk-i coverage		1%
Medicaid just for children		4%
Medicaid for family		2%
Medicare		10%
Other		12%
No coverage for home care worker		13%
No coverage for rest of family		9%
Totals more than 100% due to multiple responses		
Type of family coverage	Number of respondents	(79)
Home care worker plus spouse plus children		58%
Home care worker plus spouse		39%
Home care worker's children only		3%

Is health care coverage offered at main job?	Yes	Number of respondents	(217)
	No		80%
			20%

**Health care coverage offered:
Statistically significant difference**

- Full time home care workers are more likely than part time workers to have health care coverage offered at their main job.
- Home care workers who have been in their current jobs for less than 3 years are less likely than those who have longer job tenure to have health care coverage offered at their main job.

If health insurance is offered, do you take it?	Yes	Number of respondents	(170)
	No		64%
			36%

**If health insurance offered, do you take it?:
Statistically significant differences**

- Home care workers who are less likely to be enrolled are:
 - On their current job less than 3 years
 - Part time workers
 - Under age 40 or age 61 or older
 - Earning \$10.00 per hour or less

If no, why not?		Number of respondents	(61)
	Cost/affordability		33%
	Have alternate		46%
	Not eligible		34%
	Dissatisfied with health insurance		3%
	Have another job, enrolled there		5%
	Other reason		13%

If yes, who pays for it?		Number of respondents	(109)
	Home care worker pays for all of it		10%
	Employer pays for all of it		29%

	Home care worker and employer share the cost	58%
	No answer	3%
Percent paid by home care worker	Number of respondents	(74)
	25% or less	27%
	26% to 50%	30%
	More than 50%	10%
	Not sure	33%
Premium cost	Number of respondents	(76)
	Lower than last year	7%
	Same as last year	12%
	Higher than last year	63%
	Don't know	18%
Co-pay required?	Number of respondents	(109)
	Yes	97%
	No	2%
	No answer	1%
Co-pay cost	Number of respondents	(106)
	Lower than last year	6%
	Same as last year	39%
	Higher than last year	43%
	Don't know	12%

Has co-pay cost kept home care worker from seeking health care?

	Number of respondents	(106)
Yes		23%
No		75%
No answer		3%

Has co-pay cost kept home care worker from seeking health care?: Statistically significant difference

- Home care workers who earn between \$9.01 and \$10.00 per hour are more likely than those who earn less or those who earn more to respond affirmatively to this question.

Concern about losing coverage

	Number of respondents	(109)
Very concerned		34%
Somewhat concerned		39%
Not at all concerned		26%
No answer		2%

Level of satisfaction overall with coverage

	Number of respondents	(109)
Very satisfied		22%
Satisfied		55%
Not satisfied		20%
Don't know because never used it		2%
No answer		1%

FINDINGS – ATTITUDES ABOUT WORKING IN HOME CARE

	Number of respondents	(217)
Main reason for choosing to work in home care	Personal relationships/personal satisfaction	56%
	Flexibility/independence	15%
	Prior experience in healthcare/personal care	11%
	Needed a job, work, income	11%
	Change; chance, need to try something new	6%
	Work environment	6%
	Benefits	5%
	Interest in healthcare, to gain experience	5%
	Friend, family member request	4%
	Less physical/stressful job demands	3%
	Pay	3%
	Variety	3%
	Existing relationship with client	3%
	Boss/employer, co-workers	2%
	Proximity/travel	2%
	Fast growing field	2%
	Quality care/service	1%
	Other	2%
	No answer	4%

What do you like most about working in home care?

	Number of respondents	(217)
Personal relationships/personal satisfaction	81%	
Variety	12%	
Flexibility/independence	10%	
Quality care/service	3%	
Boss/employer, co-workers	2%	
Less physical/stressful job demands	1%	
Proximity/travel	1%	
Interest in healthcare, to gain experience	1%	
Other	1%	
No answer	4%	

What do you like least about working in home care?

	Number of respondents	(217)
Driving	18%	
Scheduling, last minute, not enough time w/clients	15%	
Low pay	12%	
Agency/employer, conflicts, paperwork, rules	10%	
Client expectations, complaints, conflicts	8%	
Unsafe, unsanitary, unpleasant work environment	8%	
Not enough hours	7%	
Job requirements e.g. housekeeping	6%	
Client's declining health, death, dying	6%	
Client's suffering/struggles	5%	
Benefits	4%	
Physical/emotional demands of work	3%	
Lack of respect	3%	
Job requirements, personal services provided	2%	

Like least, continued

Sexual harassment	1%
Lack of training, advancement	1%
Lack of support, poor quality of training	1%
Other	4%
Nothing I dislike	7%
No answer	7%

Ideas for improving home care work

	Number of respondents	(217)
Better pay, bonuses	24%	
Better benefits	11%	
Improved scheduling	9%	
Communication with agency, co-workers	7%	
More resources/funding for home care	7%	
Driving, less travel, better reimbursement	6%	
Improved training/opportunity for advancement	6%	
Respect/recognition of home care workers	6%	
Services provided	4%	
Better employees, screening of employees	3%	
Better agency management	2%	
Client care	2%	
Better screening of clients	2%	
Expand number/type of clients served	2%	
Working conditions, clean, safe, good equipment	1%	
Support from managers, supervisors	1%	
Other	2%	
None/don't know/not sure	4%	
No answer	29%	

CONCLUSIONS AND RECOMMENDATIONS

Conclusions: Demographics of current work force

- The home care work force consists primarily of women over 40 years of age. Half are between the ages of 41 and 60, and nearly one in four is over 60.
- More than one in ten home care workers is under the age of 30.
- The aging of Iowa's population and the push to provide community based care amplify the need to recruit and retain more home care workers.

Recommendations: Demographics of current work force

- Investigate the opportunity to recruit people under the age of 30 for home care work.
- Compare this survey's demographics to Iowa's demographics to determine if there is a pool of younger Iowans from which to recruit.
- Consider targeting recruitment efforts toward people age 40 and over, as they seem more likely than younger people to work in direct care.

Conclusions: Demographics of current work force, continued

- About one in three home care workers has had 60 or fewer hours of training prior to starting home care work.
 - Many home care workers began in the field more than 11 years ago when 60 hours of training was considered adequate. Most likely they have had on the job training since that time.
 - Currently in Iowa, formal training, job titles, and job responsibilities for home care workers vary greatly.
 - Unless they are CNAs, home care workers are not included in the Iowa Direct Care Worker Registry.
-

**Recommendations:
Demographics of current
work force, continued**

- Make the results of this survey and the CNA Wage and Benefit survey available to policy makers, educators, State government, and other stakeholders, as well as the BJBC Education Workgroup.
 - Policy makers, educators, State government, and other stakeholders should consider studying and making recommendations about the minimum formal educational requirements for home care workers.
 - In addition, policy should be developed to include home care workers in the Iowa Direct Care Worker Registry.
-

**Conclusion:
Workplace characteristics,
hours worked**

- Part time home care workers are more likely than full time workers to indicate they do not work enough hours.

**Recommendation:
Workplace characteristics,
hours worked**

- Inform employers of this finding so they can consider ways of increasing hours for part time workers.
-

**Conclusion:
Workplace characteristics,
health and safety on job**

- Nearly two-thirds of home care workers are concerned about their personal health and safety on their home care job.

**Recommendation:
Workplace characteristics,
health and safety on job**

- Further investigate home care workers' specific concerns about their personal health and safety on the job with the goal of identifying ways to lessen or eliminate these problem areas.
 - Based on additional information about home care workers' specific health and safety concerns, implement change strategies, including policy or process changes, mentoring, training, and use of technology.
-

**Conclusion:
Wages**

- More than half of home care workers earn under \$10.00 per hour and nearly all earn under \$12.00 per hour.

**Recommendation:
Wages**

- Inform policy makers, the general public, and other stakeholders about the wages earned by Iowa's home care workers.
-

**Conclusions:
Health care coverage from
any source**

- More than one in ten home care workers has no health insurance coverage for themselves and about the same number has no coverage for the rest of their family.
- Seven percent have coverage for themselves or someone in their family from income-eligible sources (*hawk-i* and Medicaid).

**Recommendations:
Health care coverage from
any source**

- Make this information available to the general public, policy makers, and others who are interested in the health care insurance feasibility issue.
 - The information regarding income-eligible sources should be made available to administrators of those programs.
 - Further analysis of this information should include a side-by-side comparison of the health care coverage for home care workers and all Iowans.
-

**Conclusions:
Healthcare coverage at
home care worker's
workplace**

- Eight out of ten home care workers are offered health insurance coverage at work. More than one in three do not enroll in the coverage and of those, nearly one in three cites cost/affordability as the reason.
- The cost of insurance for most of the home care workers who are enrolled where they work is covered at least in part by their employer. Even so, there are home care workers who do not enroll due to the cost of the coverage.
- The cost of the co-pay has kept nearly one in four home care workers from seeking healthcare.
- Nearly three-fourths of home care workers are concerned and one out of three is *very* concerned that they might lose their health care coverage.

**Recommendation:
Healthcare coverage at
home care worker's
workplace**

- This information will be analyzed and included in the Direct Care Worker Health Care Insurance Feasibility Study which will be available on the Iowa CareGivers Association website at www.iowacaregivers.org or in hard copy by contacting the Iowa CareGivers Association at 515-241-8697 or iowacga@aol.com.
 - Communicate to the general public and policy makers that co-pay costs and fear of losing coverage magnify the picture of home care workers without adequate health care coverage. Communicate the importance of providing affordable coverage for home care workers.
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**Conclusion:
Attitudes about working in
home care**

- Having the opportunity to develop personal relationships with clients, variety in the work, flexibility of scheduling, and the opportunity for independence are the reasons respondents gave for initially choosing and for continuing to work in home care.

**Recommendation:
Attitudes about working in
home care**

- When recruiting and retaining people for home care work emphasize these factors that are important to home care workers.
 - Although this research focused on home care workers, this recommendation indicates how employers of facility-based direct care workers can apply this home care finding to facility work. The recommendation is: encourage facility-based employers to consider ways to make facility work more appealing by making it possible for their employees to develop relationships with patients/clients, have variety and independence in their work, and flexibility in their work schedules.
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