IOWA WORKFORCE SURVEY 2016: DIRECT CARE, SUPPORTS & SERVICE WORKERS

Released 2016

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Produced by:

Data Analysis by:
DIRECT CARE, SUPPORTS & SERVICE WORKERS SURVEY

METHODOLOGY & BACKGROUND

Iowa CareGivers partnered with Iowa Workforce Development to learn more about the workforce in Iowa that provides direct care, supports & services. Contributing to the Report was Steve Ovel (Legislative Consultant for the Iowa Association of Community College Trustees), Arlinda McKeen (State Public Policy Group), Erin Drinnin and Renee Miller (United Way of Central Iowa), Greg DeMoss (Department of Inspection and Appeals/Health Care Facilities).

Healthcare providers were invited to participate in the survey, which was conducted from April 18, 2016 to May 6, 2016 and was designed to help identify the following:

- Number of individuals working in direct care, supports & service occupations
- Current vacancies/job openings for direct care, supports & service occupations
- Employer obstacles retaining direct care, supports & service workers
- Future demand for the direct care, supports & service workers

The results of this study will help educators, workforce professionals and policy makers understand the needs of employers pertaining to these vital occupations and the critical support/services they provide.

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.

OVERVIEW

319 Total Responses 287 Vacancies for Direct Care, Supports & Service Workers

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 (AS REPORTED)

<table>
<thead>
<tr>
<th>Full-Time</th>
<th>Part-Time</th>
<th>Vacancies</th>
</tr>
</thead>
<tbody>
<tr>
<td>490</td>
<td>429</td>
<td>145</td>
</tr>
</tbody>
</table>

70 EMPLOYEES PLAN TO RETIRE IN THE NEXT YEAR

PERSONAL CARE AIDES (AS REPORTED)

<table>
<thead>
<tr>
<th>Full-Time</th>
<th>Part-Time</th>
<th>Vacancies</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,315</td>
<td>901</td>
<td>393</td>
</tr>
</tbody>
</table>

145 EMPLOYEES PLAN TO RETIRE IN THE NEXT YEAR

NURSING ASSISTANTS (AS REPORTED)

<table>
<thead>
<tr>
<th>Full-Time</th>
<th>Part-Time</th>
<th>Vacancies</th>
</tr>
</thead>
<tbody>
<tr>
<td>4,815</td>
<td>3,150</td>
<td></td>
</tr>
</tbody>
</table>

PERSONAL CARE AIDES, 20.9%

A TOTAL OF 324 EMPLOYEES PLAN TO RETIRE IN THE NEXT YEAR
## OVERVIEW (CONTINUED)

### Respondent Facility Type and Direct Care, Supports & Service Workers They Employ or Have Vacancies For

<table>
<thead>
<tr>
<th>Facility Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group Home, 2.4%</td>
<td></td>
</tr>
<tr>
<td>Hospital, 14.3%</td>
<td></td>
</tr>
<tr>
<td>Home Health, 14.3%</td>
<td></td>
</tr>
<tr>
<td>Nursing Home, 46%</td>
<td></td>
</tr>
<tr>
<td>Residential Care, 9.4%</td>
<td></td>
</tr>
<tr>
<td>Other Nursing &amp; Residential Care Facilities, 14.8%</td>
<td></td>
</tr>
</tbody>
</table>

All direct care/service workers represented in each facility type with 5.0% of employers having employees or vacancies in all categories.

### Nursing Assistants

**Estimated 2014 Employment:** 23,367

**Projected 2024 Employment:** 26,790

### Employment, Future Plans & Vacancies (as reported)

**Top Skills Needed by Nursing Assistants (listed in order of importance):**

- Active Listening: Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and not interrupting at inappropriate times.
- Social Perceptiveness: Being aware of others’ reactions and understanding why they react as they do.
- Coordination: Adjusting actions in relation to others’ actions.
- Monitoring: Monitoring/assessing performance of self, other individuals or organizations to make improvements or take corrective action.
- Speaking: Talking to others to convey information effectively.

**Future Workforce Plans by Percentage of Respondents & Positions Affected:**

- **Expand:**
  - 42.4% Full-time (393)
  - 48.1% Part-time (411)
- **Reduce:**
  - 0.5% Full-time (8)
  - 1.3% Part-time (11)
- **Maintain:**
  - 57.1% Full-time
  - 50.6% Part-time

**Hiring Issues (listed in order of importance as reported):**

- Lack of applicants
- Low wages/compensation
- Scheduling issue
- Work ethic
- Competition
- Facility issues
- Lack of certified applicants

**Retention Issues (listed in order of importance as reported):**

- Low wages/compensation
- Work ethic
- Workload
- Employees/students furthering their education/career
- Competition
- Scheduling issues
- Lack of benefits

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1. Iowa Workforce Development, Labor Market Information Division, State of Iowa Laborshed Study 2015
3. Iowa Workforce Development, Labor Market Information Division, 2015 Iowa Wage Survey
**Home Health Aides**

**10,036**
Estimated 2014 Employment

**13,264**
Projected 2024 Employment

**Employment, Future Plans & Vacancies (as reported)**

**Top Skills Needed by Home Health Aides (listed in order of importance)**

- Active Listening: Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and not interrupting at inappropriate times.
- Service Orientation: Actively looking for ways to help people.
- Social Perceptiveness: Being aware of others’ reactions and understanding why they react as they do.
- Critical Thinking: Using logic and reasoning to identify the strengths and weaknesses of alternate solutions, conclusions or approaches to problems.
- Monitoring: Monitoring/assessing performance of yourself, other individuals or organizations to make improvements or take corrective action.
- Reading Comprehension: Understanding written sentences and paragraphs in work related documents.

**Future Workforce Plans by Percentage of Respondents & Positions Affected**

- **Expand**
  - 37.1% Full-Time (63)
  - 50.0% Part-Time (61)

- **Reduce**
  - 1.6% Full-Time (3)
  - 1.9% Part-Time (10)

- **Maintain**
  - 61.6% Full-Time
  - 48.1% Part-Time

**Hiring Issues (listed in order of importance as reported)**

- Lack of applicants
- Low wages/compensation
- Scheduling issue
- Lack of certified applicants
- Workload/job duties
- Work ethic
- Lack of experienced applicants

**Personal Care Aides**

**6,978**
Estimated 2014 Employment

**8,802**
Projected 2024 Employment

**Employment, Future Plans & Vacancies (as reported)**

**Top Skills Needed by Personal Care Aides (listed in order of importance)**

- Service Orientation: Actively looking for ways to help people.
- Social Perceptiveness: Being aware of others’ reactions and understanding why they react as they do.
- Active Listening: Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and not interrupting at inappropriate times.
- Speaking: Talking to others to convey information effectively.
- Monitoring: Monitoring/assessing performance of yourself, other individuals or organizations to make improvements or take corrective action.

**Future Workforce Plans by Percentage of Respondents & Positions Affected**

- **Expand**
  - 31.8% Full-Time (147)
  - 50.0% Part-Time (133)

- **Reduce**
  - 3.0% Full-Time (2)
  - 0.0% Part-Time

- **Maintain**
  - 65.2% Full-Time
  - 50.0% Part-Time

**Hiring Issues (listed in order of importance as reported)**

- Lack of applicants
- Low wages/compensation
- Lack of skilled applicants
- Work ethic
- Scheduling issue
- Lack of benefits
- Lack of experienced applicants

**Retention Issues (listed in order of importance as reported)**

- Low wages/compensation
- Workload
- Scheduling issues
- Lack of benefits
- Employees/students furthering their education/career
- Work ethic
- Competition

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1. Iowa Workforce Development, Labor Market Information Division, Occupational Projections program. Employment Projections by Occupation, 2014 and Projected 2024
2. Iowa Workforce Development, Labor Market Information Division, 2015 Iowa Wage Survey

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