

Iowa's Direct Care Workforce Impact

Direct Care Worker (DCW) is an umbrella term used to define those who provide supportive services and care to Iowans of all ages and abilities.



Where do DCWs Work?

Peoples' homes and **over 2,500** assisted living and other community-based settings, nursing homes, hospices, residential facilities, group homes, hospitals, and other locations.



\$13.80 MEDIAN HOURLY WAGE

Source: 2019 Direct Care Worker Wage and Benefit Survey Executive Summary. <https://bit.ly/35oEU7J>

SIZE OF WORKFORCE
60,000 - 65,000



64%
AVERAGE TURNOVER
IN 2020

(CNAs IN NURSING FACILITIES)

84 OF 413 (16.4%) had CNA turnover greater than the 64% average turnover

The state is doing no analysis on turnover data and no uniform system exists to track how many CNAs leave jobs to pursue nursing or other health careers.

Source: Iowa Department of Human Services.



"HIGH TURNOVER AND WORKFORCE SHORTAGES HAVE AN IMPACT ON CARE QUALITY."

Source: Long Term Care Commission report to Congress.



ESTIMATED ANNUAL COST TO STATE AND EMPLOYERS \$134.5 MILLION

Estimate based on 2020 64% average annual turnover in all settings and a conservative \$3,500 cost to replacing each individual.

A WORKFORCE IN CRISIS BEFORE COVID-19 AND NOW FACING:

- Worsening Staff Shortages
- Mental Health Concerns From Stress/Exhaustion/Grief From Loss of Persons Served
- Fear of Contracting and Spreading the Virus to a Person Served or At Risk Loved One
- Inability to Afford Additional Childcare due to school closures and working extra hours
- No Paid Leave When Forced to Isolate or Quarantine Due to COVID



A network of excellence in caregiving and support for all Iowans.

COMMON TITLES

OVER 30 JOB TITLES that include Home Health Aide (HHA), Certified Nursing Assistant (CNA), Direct Support Professional (DSP); Resident Assistant (RA); Universal Worker (UW); Personal Care Assistant (PCA); Patient Care Technician (PCT); Hospice, Medication, and Rehabilitation Aide; Consumer Directed Attendant Care (CDAC) Worker, *and more.*



Compared to 7% overall growth rate for Iowa

Personal Care Assistants
37% (3.7% annual)

Home Health Aides
29% (2.9% annual)

Nursing Assistants
11% (1.1% annual)

Source: Iowa Workforce Development

A CHOSEN CAREER IN DIRECT CARE

"After 23 years, direct care is my career and all I ask is that society accept what I do as a career choice."

Anthony C. Wells, CNA, CHPNA



A BURDENSOME SYSTEM

- Lack of portable training
- Lack of continuing education standards so certifications can be retained
- Forced to take repetitive training

DIRECT CARE - A Chosen Career AND Where the Journey Begins for Nurses and Other Health Professionals



In their own words... those in direct care share the concerns and rewards of their work.

<https://bit.ly/ic-toughestjob>

WHERE HER NURSING JOURNEY BEGAN

Being a CNA taught me patience, people skills, and time management.

The transition from nursing school to working as a nurse has been a smooth process for me because my years as a CNA gave me a solid foundation to build my nursing career on.



Savannah Wood, R.N.



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