

BUILDING A STRONG DIRECT CARE WORKFORCE



STEP 1

A Centralized Direct Care Workforce Data Base System A Foundation Upon Which to Build

Direct care workforce includes home care, hospice, medication, and nurse aides; psychiatric aides, direct support professionals; personal care aides; consumer directed attendant care workers, and resident assistants, etc. Direct care workers (DCWs):

- make up one of the largest segments of Iowa's workforce (estimated 60K);
- are in high demand;
- experience high turnover rates (60%);
- earn a median hourly wage of \$13.80
- are predominantly female (95%)

LOCATION

- Iowa Department of Inspections and Appeals (IDIA)
 - Expands existing DCW Registry
 - Aligns with Departments plans for technology upgrades
 - Saves dollars by building upon the existing system

WHY IS A CENTRALIZED DIRECT CARE WORKFORCE DATA BASE NEEDED?

- **Win-Win For Stakeholders** - Workers; Iowans of all ages and abilities who need DCWs; employers; family caregivers, and the state overall stand to benefit.
- **Public Protection** - Streamline and complete timely background checks required under laws and regulations.
- **Data-driven Decision Making** - Means to collect data to inform Iowa Workforce Development's analysis of emerging trends relating to Iowa's direct care workforce in all settings; identify, at a minimum, the number of DCWs in Iowa, diversity in the workforce, and their employment settings to aid in planning how Iowa will meet the growing demand for the workforce; how many transition to a path to other health professions; and those who leave the field completely. There is currently no system to accurately know the total number of those working in direct care.
- **Consumer Access** - Create an opportunity to link consumers and family caregivers with direct care workers with specific training, skills, and availability through a public portal.
- **Portability of Workforce and Training** - A central and secure place to store a permanent record of trainings, certifications, credentials, continuing education and experience of those who work in the field of direct care/support to ensure the workforce and their trainings are portable; i.e. follow workers from one workplace or population served to another.
- **Decrease Repetitive Training** - Reduce costs/time for DCW and employers associated with repetitive training due to the lack of training and portability.
- **Improve Onboarding** - Expedite onboarding of direct care/support workers so they can start work more quickly.

HOW THIS BECAME A PRIORITY

- 13 Statewide Solutions-Focused Regional Listening Sessions With Employers & Community Colleges
- Survey of Health and Long-Term Services and Supports (LTSS) Employers
- 2019 Direct Care Worker Wage and Benefit Survey
- 2019 Multi-stakeholder Forum: Building a Strong Direct Care Workforce Participant Ballot Recommendations
- Survey Monkey Regarding the Central Direct Care Workforce Data Base
- Personal Stories

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

MISSION: TO ENHANCE THE CARE AND SUPPORT OF IOWANS BY PROVIDING EDUCATION, RESEARCH, RECOGNITION, AND ADVOCACY FOR THOSE WHO PROVIDE DIRECT CARE.

Iowa CareGivers

939 Office Park Road #332 • West Des Moines, IA 50265

Phone: (515) 223-2805 • Fax: (515) 226-3214

information@iowacaregivers.org • www.iowacaregivers.org

