**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**

**Estimated Employment & Projected Growth Rate**

- **Nursing Assistants**: 14.6% Projected 2024 Employment, 32.2% Estimated 2014 Employment, 26.1%
- **Home Health Aides**: 25.0% Projected 2024 Employment, 21.6% Estimated 2014 Employment, 20.7%
- **Personal Care Aides**: 21.5% Projected 2024 Employment, 16.4% Estimated 2014 Employment, 15.7%

**Entry to Experienced Level Wages**

- **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**

- **Full-Time**: 6,620 (59.6%)
- **Part-Time**: 4,480 (40.4%)

**A Total of 1,826 Vacancies Were Reported For All Categories**

**Top Hiring Issues**
- Lack of applicants
- Low wages/compensation

**Planned Expansion In The Workforce In All Categories**
- 603 Full-Time Positions
- 605 Part-Time Positions

**Overview**

**Total Responses** 3,199

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

- **Reported Employed**: 11,100
- **Total Reported Vacancies**: 1,826
- **Median Cost of Turnover per Employee**: $2,000
- **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**

- **Full-Time**: 490 Vacancies 145
- **Part-Time**: 429 Vacancies 145

**Nursing Assistants**

- **Full-Time**: 4,815 Vacancies 1,288
- **Part-Time**: 3,150 Vacancies 901

**Personal Care Aides**

- **Full-Time**: 1,315 Vacancies 393
- **Part-Time**: 901 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 Leave 52.9%
  - Sick Leave 47.8%
  - Personal Days/Floating Holidays 44.1%
  - Training Leave 38.2%

**Other Information**

- **Female**: 86.7%
- **Male**: 13.3%
- **Average Age**: 44
- **Average Commute**: 7 miles

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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**

**Estimated 2014 Employment**: 10,036

**Projected 2024 Employment**: 13,264

**Future Workforce Plans by Percentage of Respondents**

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

- **Maintain**
  - 61.6% Full-Time
  - 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

**Personal Care Aides**

**Estimated 2014 Employment**: 6,978

**Projected 2024 Employment**: 8,802

**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

**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

**Nursing Assistants**

**Estimated 2014 Employment**: 23,367

**Projected 2024 Employment**: 26,790

**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% 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

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