Direct Care Workforce
Current Investments

CalHHS & LWDA
February 1, 2022
Welcome & Introductions

Darci Delgado
Assistant Secretary
CA Health & Human Services Agency

Abby Snay
Deputy Secretary, Future of Workforce
CA Labor & Workforce Development Agency
LTSS Direct Care Workforce Map

PAID DIRECT CARE WORKERS

Shortage
600,000 – 3.2 million

Home & Community

Multi-purpose Senior Services Program
Programs of All Inclusive Care for the Elderly
Community Based Adult Services
Adult Day Health Care

Home

In-Home Supportive Services
Private Homecare Agencies
Gray Market

Congregate

Medical Facility

Assisted Living Facility

Skilled Nursing Facility
Intermediate Care Facility
Residential Care Facility for the Elderly
Adult Residential Facility
Direct Care Job Classifications

**Personal Care Aide (PCAs), personal attendant, personal assistant, caregiver, companion.** Assistance with ADLs (eating, dressing, bathing, and toileting), often with IADLs (housekeeping chores, meal preparation, medication management), sometimes help individuals go to work and remain engaged in their communities.

**Certified Nursing Assistant (CNAs)** Under direction of nursing or medical staff, CNAs assist with general patient care, assist residents with ADLs, and perform clinical tasks such as range-of-motion exercises and blood pressure readings.

**Home Health Aide (HHAs)** provide essentially the same care and services as CNAs, but at home or in community settings under the supervision of a nurse or therapist. HHAs may also perform light housekeeping tasks.

**Direct Support Professional (DSPs)** support persons with ID/DD with ADLs/IADLs, including at times administering medication, developing behavioral management plan, and managing medical records.

<table>
<thead>
<tr>
<th>Varies by program</th>
<th>60 hrs + 100 hrs supervised training</th>
<th>120 hrs</th>
<th>70 hrs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home, Congregate, Community</td>
<td>Congregate, Community, Hospitals</td>
<td>Home, Community</td>
<td>Congregate, Community</td>
</tr>
<tr>
<td>CA Department of Social Services (CDSS)</td>
<td>CA Department of Public Health (CDPH)</td>
<td>CA Department of Public Health (CDPH)</td>
<td>Department of Developmental Services (DDS)</td>
</tr>
</tbody>
</table>
Key Facts and Figures

- **Latinx**: 37%
- **White**: 23%
- **API**: 25%
- **Black**: 12%
- **Other**: 3%

- **80% Women**
- **47% Immigrant**
- **51% Public Assistance**
Key Facts and Figures

Wage Comparison

- Short-order cook: 15.89
- Housekeeper: 17.71
- Gardener: 19.35
- Direct Care Worker: 15.58
Key Facts and Figures

**Job Growth**

- **PCAS&HHAS**:
  - 2010: 104,320
  - 2020: 485,080
  - Growth: 473%

- **CNAS**:
  - 2010: 106,240
  - 2020: 97,970
  - Growth: 8.4%

- **ALL DCWS**:
  - 2010: 210,390
  - 2020: 597,500
  - Growth: 130%

**Median Hourly Wages**

- **ALL DCW**:
  - 2020: 14.61
  - 2010: 14.26

- **CNA**:
  - 2020: 18.06
  - 2010: 15.83

- **PCA & HHA**:
  - 2020: 14.05
  - 2010: 12.65
Impact of Raising the Wage Floor

+3.6M economic output

$165M Public Assistance savings

Improved patient safety & health

$1.3B saved in turnover costs

9.1% increase in staffing

50,000+ direct care jobs

17-21% increase in retention

Fewer ER visits & hospitalizations
Overview of 2021-2022 Investments

Julia Figueira-McDonough
CA Labor & Workforce Development Agency
Summary of DCW Investments FY 21-22

TOTAL
$946.4 Million

Job Category
- PCA
- CNA
- PATH
- DSP

- TOTAL
- Ongoing
- Clinical

Department
- CDSS
- DHCS
- HCAI
- CDA
- DDS
- LWDA

- CDSS 46%
- DHCS 12%
- HCAI 13%
- CDA 16%
- DDS 12%
- LWDA 1%

Setting
- Residential
- HCBS

- Both 10%
- Residential 7%
- HCBS 83%
# Personal Care Assistants

<table>
<thead>
<tr>
<th>IHSS Long Term Care Career Pathways</th>
<th>HCBS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TOTAL $ INVESTMENT</strong></td>
<td><strong>$295.1M</strong> + <strong>$137M for care economy stipends</strong></td>
</tr>
<tr>
<td><strong>TIME PERIOD</strong></td>
<td><strong>2 years, through 3/24</strong></td>
</tr>
<tr>
<td><strong>VOLUNTARY/REQUIRED</strong></td>
<td>Voluntary</td>
</tr>
</tbody>
</table>
| **CONTENT** | • Basic health & skills  
• Adult education  
• Cognitive: dementia, BH, I/DD  
• Complex physical needs  
• Transition from homelessness | Including but not limited to:  
• Skill building  
• Cultural competency  
• Preventing unnecessary institutionalization  
• Improving quality of care |
| **COMPENSATION** | Hourly wage paid for training, plus incentives under development | Under development |
| **RESPONSIBLE DEPARTMENT** | CA Department of Social Services (CDSS) | CA Department of Aging (CDA)  
Department of Health Care Services (DHCS) |
<table>
<thead>
<tr>
<th></th>
<th>@HCBS</th>
<th>@SNFs</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TOTAL $ INVESTMENT</strong></td>
<td>$75M</td>
<td>$45M</td>
</tr>
<tr>
<td><strong>TIME PERIOD</strong></td>
<td>2 years</td>
<td>6 years</td>
</tr>
<tr>
<td><strong>VOLUNTARY/REQUIRED</strong></td>
<td>Required</td>
<td>TBD</td>
</tr>
</tbody>
</table>
| **CONTENT**                      | Under development.         | • Establish new & expand current training opportunities.  
                                      • Provide scholarships, stipends, & grants.  
                                      • Expand CNA Apprenticeship  
                                      • Develop new CNA to LVN apprenticeship pathway  
                                      • Wrap-around services  
                                      • Earn and Learn  
                                      • Wage increase after passing state exam. |
| **COMPENSATION**                 | Under development.         | • Amounts of scholarships, stipends, grants TBD.          |
| **RESPONSIBLE DEPARTMENT**       | Department of Health Care Access & Information (HCAI) | HCAI | CA Labor & Workforce Development Agency (LWDA) |
# Direct Support Professional

<table>
<thead>
<tr>
<th>Category</th>
<th>Details</th>
</tr>
</thead>
</table>
| **TOTAL $ INVESTMENT**  | $7.9M (FY21-22)  
                         | $23.4M (FY22-23)  
<pre><code>                     | $85M Ongoing                                      |
</code></pre>
<p>| <strong>TIME PERIOD</strong>         | Ongoing (once implemented)                                              |
| <strong>VOLUNTARY/REQUIRED</strong>  | Voluntary                                                               |
| <strong>CONTENT</strong>             | • DSP Workforce Training and Development                               |
|                         | • DSP Bilingual Differential                                            |
| <strong>COMPENSATION</strong>        | • Wage differentials tied to 3-tiered training/certification           |
|                         | • Bilingual pay differential                                            |
| <strong>RESPONSIBLE DEPARTMENT</strong> | Department of Developmental Services (DDS)                          |</p>
<table>
<thead>
<tr>
<th><strong>TOTAL $ INVESTMENT</strong></th>
<th>$100M</th>
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</thead>
<tbody>
<tr>
<td><strong>TIME PERIOD</strong></td>
<td>Multi-year</td>
</tr>
<tr>
<td><strong>VOLUNTARY/REQUIRED</strong></td>
<td>Required</td>
</tr>
</tbody>
</table>
| **CONTENT**            | • Outreach to recruit workers with experience serving aging and disabled population, and homeless and formerly homeless individuals  
                          • Evidence-based practices for care coordination  
                          • Medical terminology and procedures  
                          • Coding, billing, data sharing |
| **COMPENSATION**       | Training stipends under development |
| **RESPONSIBLE DEPARTMENT** | Department of Health Care Services (DHCS) |
Department Highlights & Priorities

Susan DeMarois
CA Department of Aging

Claire Ramsey
CA Department of Social Services

Lisa Lowry
Department of Health Care Access & Information

Abby Snay
CA Labor & Workforce Development Agency

Catherine Knight
Department of Developmental Services

Joseph Billingsley & Anastasia Dodson
Department of Health Care Services
Closing Remarks

Susan DeMaroios
Director
CA Department of Aging

Darci Delgado
Assistant Secretary
CA Health & Human Services Agency
Thank you!

Please send any questions or comments to Engage@aging.ca.gov
<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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<tr>
<td>CalHHS</td>
<td>CA Health &amp; Human Services Agency</td>
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<td>CDPH</td>
<td>CA Department of Public Health</td>
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<tr>
<td>HCAI</td>
<td>Department of Health Care Access &amp; Information (formerly OSHPD)</td>
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<td>LWDA</td>
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# Key Terms

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<tbody>
<tr>
<td>HRTP</td>
<td>High-Road Training Partnership</td>
</tr>
<tr>
<td>WDB</td>
<td>Workforce Development Board</td>
</tr>
<tr>
<td>IHSS</td>
<td>In-Home Supportive Services</td>
</tr>
<tr>
<td>ADP</td>
<td>Alzheimer’s Disease Prevention</td>
</tr>
<tr>
<td>PATH</td>
<td>Projects in Assistance in Transition from Homelessness</td>
</tr>
<tr>
<td>HCBS</td>
<td>Home &amp; Community Based Services</td>
</tr>
<tr>
<td>ADL</td>
<td>Activities of Daily Living, such as eating, bathing, dressing, and toileting.</td>
</tr>
<tr>
<td>IADL</td>
<td>Intermediate Activities of Daily Living, such as housekeeping chores, meal preparation, and medication management.</td>
</tr>
<tr>
<td>ADRD</td>
<td>Alzheimer’s Disease &amp; Related Dementias</td>
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<td>PCA</td>
<td>Personal Care Aide, a.k.a. personal attendant, personal assistant, caregiver, companion</td>
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<td>CNA</td>
<td>Certified Nursing Assistant</td>
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<td>HHA</td>
<td>Home Health Aide</td>
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<td>DSP</td>
<td>Direct Support Professional</td>
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<tr>
<td>RCFE</td>
<td>Residential Care Facility for the Elderly</td>
</tr>
<tr>
<td>ARF</td>
<td>Adult Residential Facility</td>
</tr>
<tr>
<td>SNF</td>
<td>Skilled Nursing Facility</td>
</tr>
<tr>
<td>AL</td>
<td>Assisted Living</td>
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<tr>
<td>ICF</td>
<td>Intermediate Care Facility</td>
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