

# Supporting the Direct Care Workforce in Long-Term Care: Opportunities for Washington to Lead the Way

2024 LTC Workforce Summit  
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**Kezia Scales, PhD**, Vice President of Research & Evaluation, PHI





 **PHI** QUALITY CARE  
THROUGH  
QUALITY JOBS

# THE 5 PILLARS OF DIRECT CARE JOB QUALITY



**QUALITY  
TRAINING**



**FAIR  
COMPENSATION**



**QUALITY  
SUPERVISION  
& SUPPORT**



**RESPECT &  
RECOGNITION**



**REAL  
OPPORTUNITY**



“I think the majority of caregivers know that we are here to watch over each other and to help each other through life. I believe that people that are in the nurturing, caring business, they've got that understanding. ... [I]t's not all about the pay... But if we're going to make a living, it would help to be able to make a living.”

**ANNA ANNA**  
Individual Provider  
Spokane, WA



“Once I officially became an independent provider, I got access to resources and trainings I wish I had when I first cared for my grandfather. ... This work is rewarding in its own right, and I like being able to support individuals’ needs and help them do things they can’t do for themselves. But caring for someone as your job is a lot more demanding than people think.”

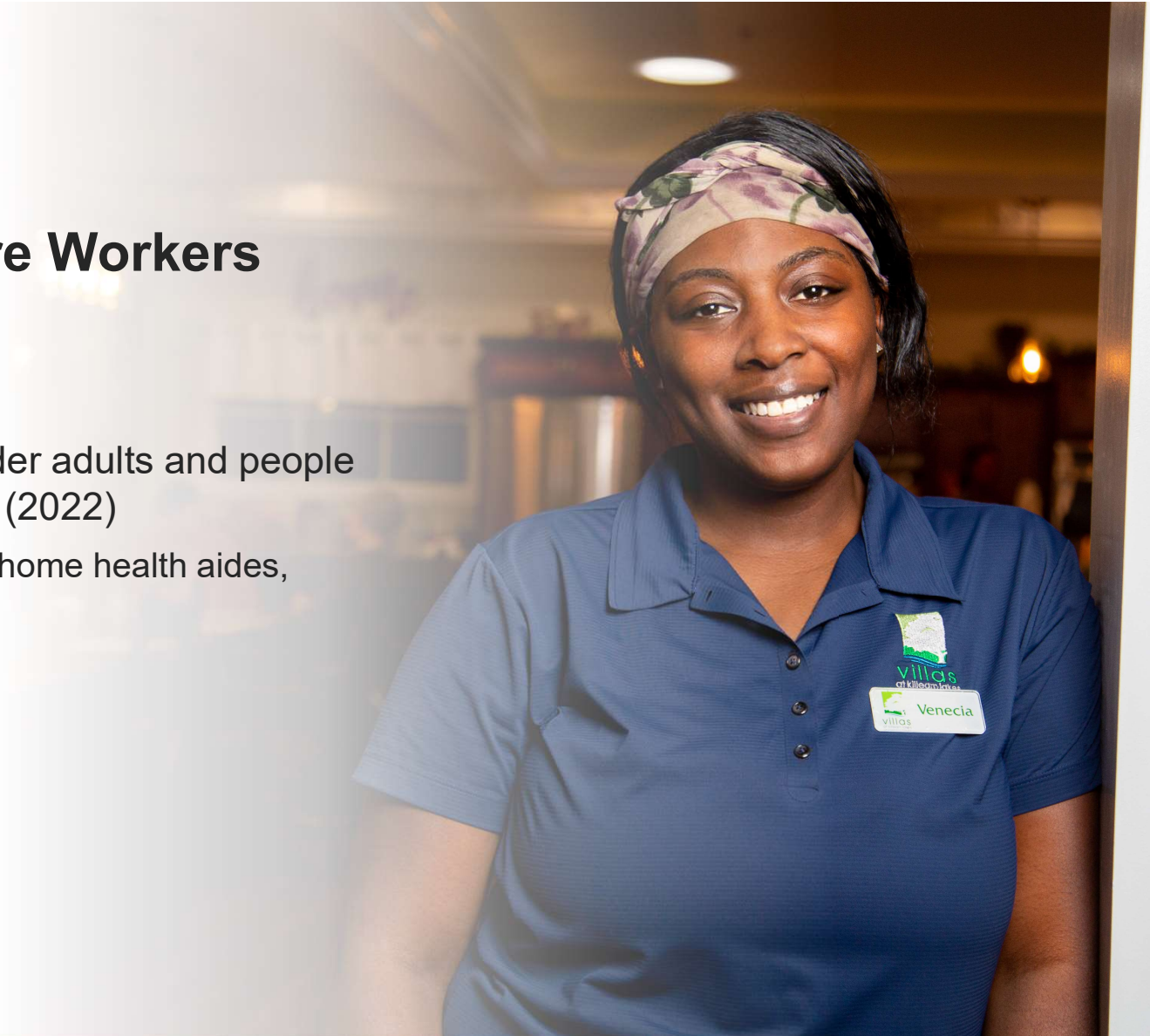
**ZCHON POLON**  
Individual Provider  
Colville, WA

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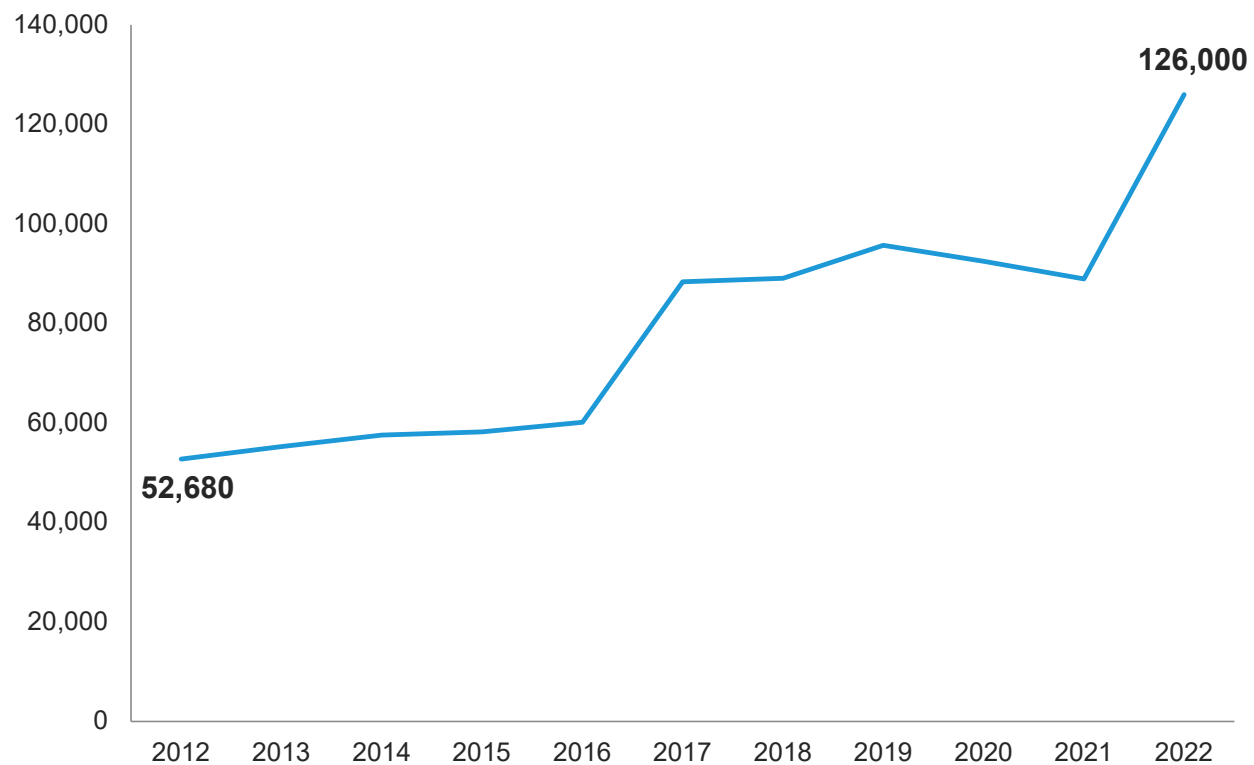
## Snapshot of Direct Care Workers in Washington State

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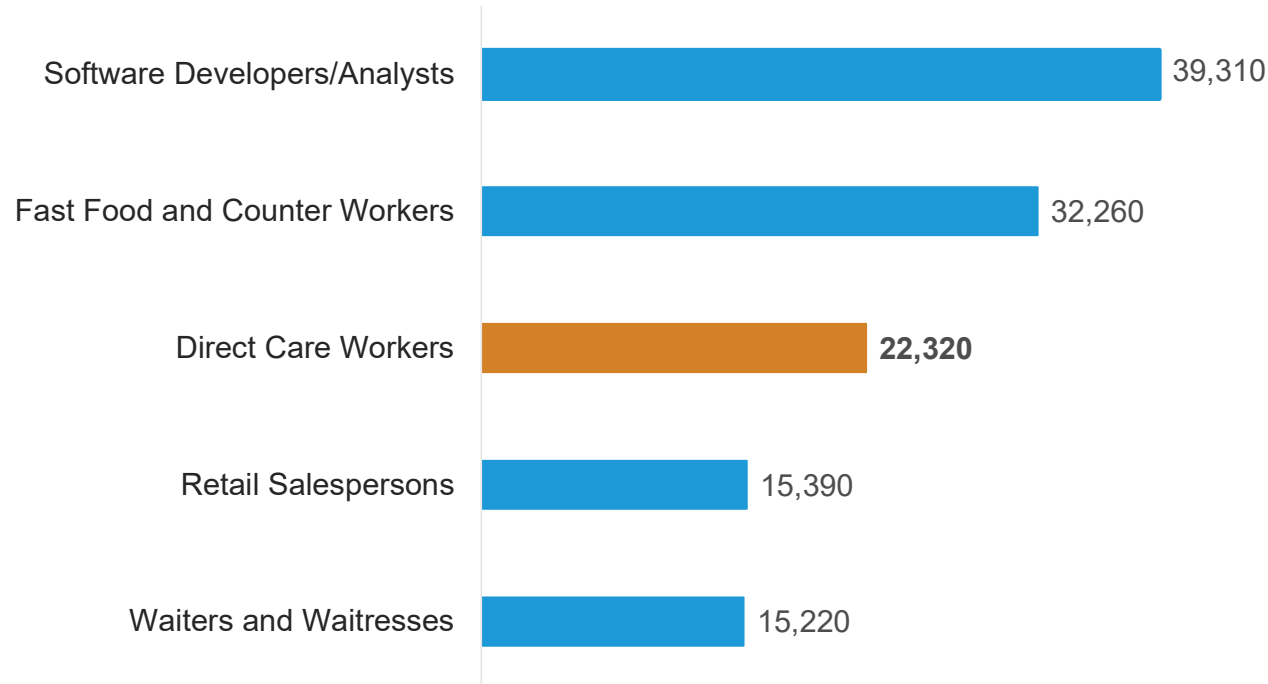
- 126,000 workers supporting older adults and people with disabilities across settings (2022)
  - 78% personal care aides and home health aides, 22% nursing assistants
- Profile:
  - 83% women
  - 47% people of color
  - 34% immigrants



## Washington State's direct care workforce has already grown rapidly to meet escalating demand...

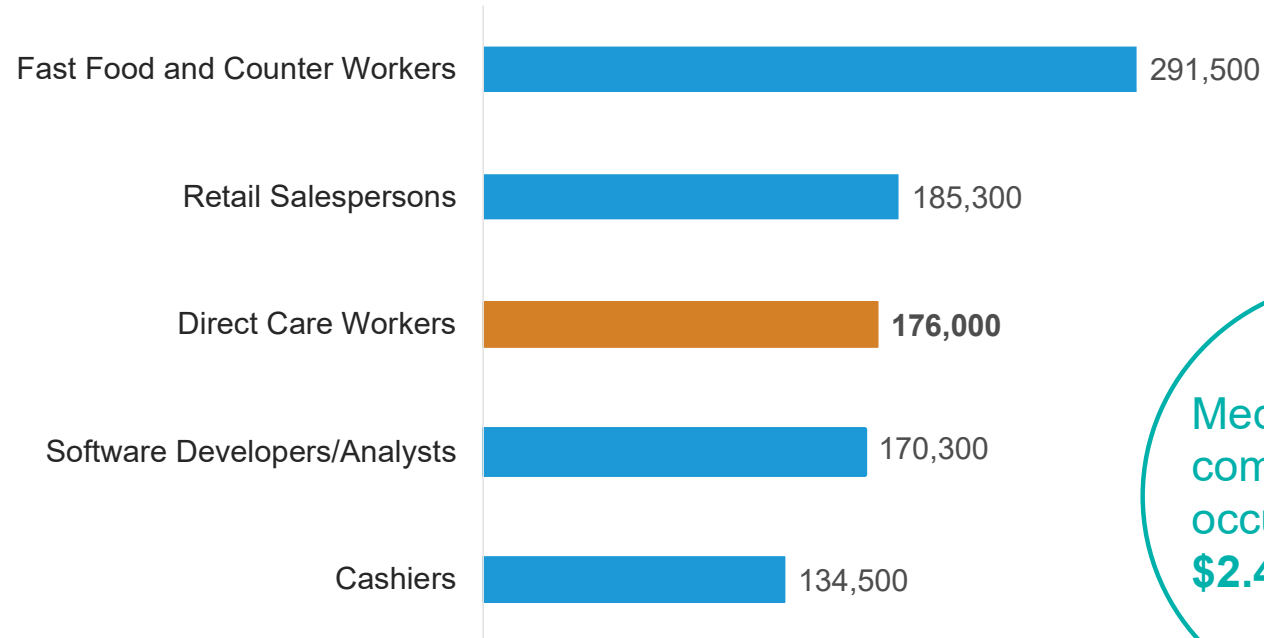


... and is expected to add more than **22,000 new direct care jobs** within the decade (2020-2030) — more new jobs than in nearly any other occupation.





Accounting for occupational separations as well,  
Washington will need to fill **176,000 total direct care  
job openings** in the same time period.

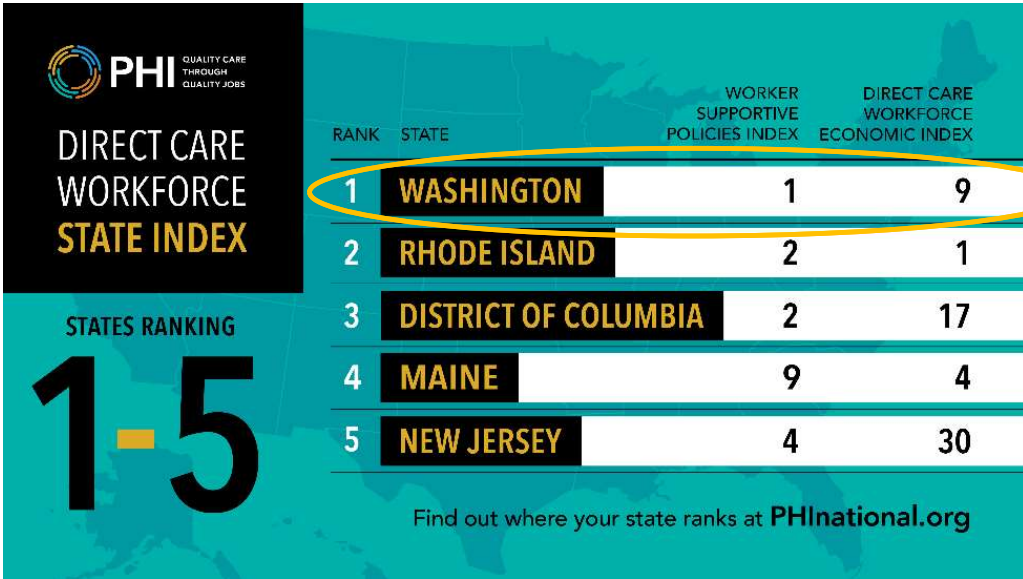


Median wages for  
competitive  
occupations are  
**\$2.48/hour higher**



# Leading into the Future

Photo credit:  
<https://www.flickr.com/photos/mytrave/photos/29295163454>



**Washington State is a national leader in direct care workforce and service delivery policy.**



## LTSS 2023 State Scorecard Report

TIER 1	
State	Rank
Minnesota	1
<b>Washington</b>	<b>2</b>
District of Columbia	3
Massachusetts	4
Colorado	5

## Five Opportunities to Lead

1. Support economic stability and growth
2. Develop career advancement opportunities
3. Strengthen supportive work environments
4. Tackle housing, transportation, and caregiving challenges
5. Prioritize workers' mental and emotional wellbeing



## OPPORTUNITY #1: SUPPORT ECONOMIC STABILITY AND GROWTH

**What is the trend?** Growing recognition of **benefit cliffs and plateaus** as major barriers to economic stability and growth for direct care workers.

### How can WA lead the way?

- Increase access to financial literacy training, including about how to navigate benefit cliffs and plateaus
- Identify or develop and disseminate scheduling models that promote more stable and predictable hours for direct care workers
- Fund a pilot program on mitigating the risk of benefit cliffs for direct care workers in long-term care



# CAREER MAP

 **DC** | DEPARTMENT *of*  
HUMAN SERVICES

 WE ARE  
DISTRICT OF COLUMBIA  
**DC** MURIEL BOWSER, MAYOR

## OPPORTUNITY #2: DEVELOP CAREER ADVANCEMENT OPPORTUNITIES

**What is the trend?** Growing momentum around building **career ladders and lattices** for direct care workers across long-term care settings.

### How can WA lead the way?

- Build out portable micro-credentials for direct care workers to facilitate skills development and career mobility
- Pilot-test and scale up industry-recognized and reimbursed advanced roles for direct care workers





# WisCaregiver Careers

**C**ertified  
**D**irect  
**C**are  
**P**rofessional



00:30





## OPPORTUNITY #3: STRENGTHEN SUPPORTIVE WORK ENVIRONMENTS

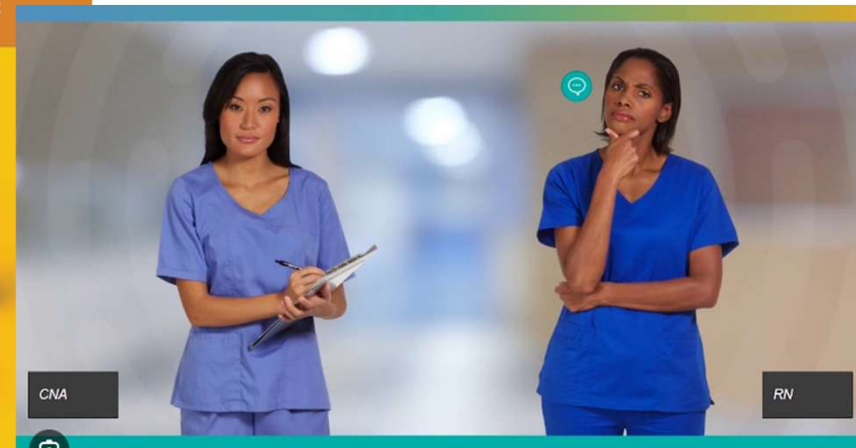
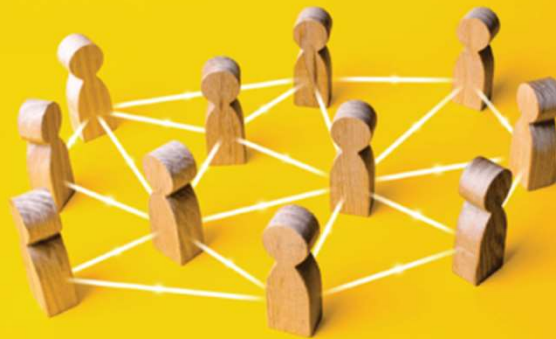
**What is the trend?** Growing focus on the importance of strengthening **relationships and support** for direct care workers in long-term care.

### How can WA lead the way?

- Promote competency-based, adult learner-centered supportive supervision training across long-term care settings
- Incentivize peer mentorship programs across long-term care
- Provide information and assistance to long-term care employers in addressing the specific support needs of different segments of the workforce, such as immigrants/refugees, rural workers, LGBTQ+ workers, and others



# PHI Coaching Supervision<sup>®</sup>



## OPPORTUNITY #4: TACKLE TRANSPORTATION, HOUSING, AND CAREGIVING

**What is the trend?** Growing discussion about the critical need to strengthen direct care workers' access to affordable **housing, transportation, and care.**

### How can WA lead the way?

- Explore additional housing, transportation, and childcare/eldercare benefits for direct care workers



# A High Road for Home Care

Program Assessment of the Healthcare Workers Rising Transportation Pilot





# Workforce Housing for Healthcare and Higher Education Institutions

09/06/2023 7 min Read

Fifth Third Bank discusses the critical need for workforce housing for healthcare and higher education employees.



Commercial Real Estate

## Seattle-area developers turn Anacortes motel into workforce housing

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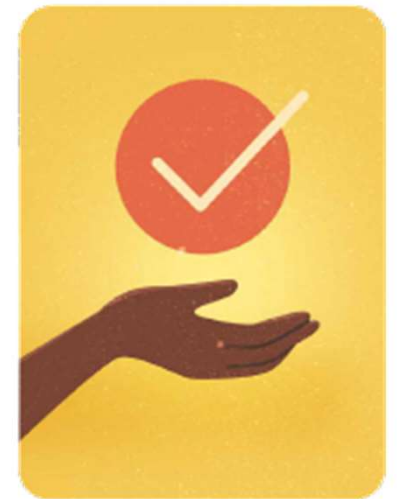


## OPPORTUNITY #5: PRIORITIZE WORKERS' MENTAL AND EMOTIONAL WELLBEING

**What is the trend?** Growing understanding of the imperative to support direct care workers' **mental and emotional wellbeing**.

**How can WA lead the way?**

- Identify or develop and disseminate targeted resources to support workers' mental and emotional health



# Tools for Calm Course

Learn practical ways to deal with the stress and challenges in your life in this instructor-led webinar course you can attend from home.



## This course can help you:

- ✓ Find moments to relax.
- ✓ Stay calm in the midst of stress.
- ✓ Sleep better.
- ✓ Deal with anxiety or depression.
- ✓ Meet a community of caregivers to

## About the Course

Tools for Calm is a weekly, 1-hour course that you attend over 6 weeks. Caregivers who have a Continuing Education (CE) requirement will receive 1 CE credit for each session they complete. You must take all 6 sessions of Tools for Calm to receive 6 CE credits.

This course covers practical tools and skills caregivers can integrate into their daily activities to increase mindfulness, i.e. increase their awareness of their environment, body, behaviors, and internal thoughts and emotions. This increased awareness helps caregivers better cope with stress and anxiety, more effectively manage intense situations, and improve their efficacy as caregivers.

# Resources



- AARP Long-Term Services and Supports State Scorecard 2023 Edition, Washington State: <https://ltsschoices.aarp.org/scorecard-report/2023/states/Washington>
- A High Road for Home Care: Program Assessment of the Healthcare Workers Rising Transportation Pilot: <https://www.ilr.cornell.edu/worker-institute/blog/reports-and-publications/new-report-high-road-home-care>
- Improving Health and Economic Security By Reducing Work Schedule Uncertainty: <https://www.pnas.org/doi/10.1073/pnas.2107828118>
- Mitigating Benefits Cliffs: The Career MAP Program in Washington, DC: <https://www.atlantafed.org/community-development/publications/partners-update/2023/10/04/mitigating-benefits-cliffs-the-career-map-program-in-washington-dc>
- PHI Coaching Supervision®: <https://www.phinational.org/service/phi-coaching-approach/>; <https://educate.ahcancal.org/products/phi-coaching-supervision>
- PHI Direct Care Workforce State Index: <https://www.phinational.org/state-index-tool/>
- PHI Direct Care Worker Story Project: <https://www.phinational.org/worker-stories/>
- PHI Workforce Data Center: <https://www.phinational.org/policy-research/workforce-data-center/>
- Projections Central Long-Term Occupational Projections: <https://www.projectionscentral.org/Projections/LongTerm>
- SEIU 775 Benefits Group Continuing Education: <https://seiu775benefitsgroup.org/learning/continuing-education/>
- Wisconsin's Certified Direct Care Professional (CDCP) Program: <https://www.dhs.wisconsin.gov/caregiver-career/index.htm>
- Workforce Housing Examples: <https://www.53.com/content/fifth-third/en/financial-insights/business/markets-economy/workforce-housing-for-healthcare-higher-education.html>; <https://www.bizjournals.com/seattle/news/2022/08/03/developers-turn-anacortes-motel-workforce-housing.html>





## Kezia Scales, PhD

Vice President of Research & Evaluation

[kscales@PHInational.org](mailto:kscales@PHInational.org)

261 Madison Avenue, Suite 913 • New York, New York 10016 • [PHInational.org](http://PHInational.org)

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