

---

## Rate Setting Board

April 19, 2022

9:00 a.m. – 3:00 p.m.

Zoom attendance Only

### Table of Contents

Meeting Agenda.....	1-1
Member List.....	1-2
2022 Meeting Schedule.....	1-3
By-laws.....	2-1
Purpose and Overview of Meetings.....	3-1
IP Projections/Sustainability.....	4-1
Comparison of CBAs of Other States.....	5-1
Comparison of CBAs of Other States data.....	5-2
Self-Sufficiency/Living Wage Report.....	6-1
Wage Presentation.....	7-1
Effects of \$22 Wage Office in HCA Job Listings.....	7-2
Carina Presentation.....	8-1
CDE Recruitment.....	9-1
Paid Time Off and Holiday Proposal.....	10-1
Caregiver Testimony Brenda Morgan.....	11-1
Caregiver Testimony Dani Rice.....	11-2

---

Caregiver Testimony Diane Kessel.....	11-3
Caregiver Testimony Kelvin Hoang.....	11-4
Follow-up – Breakdown of IP Client Family Relationships ALTSA DDA.....	12-1
Follow-up – CBA information about California, Texas, and other states.....	12-2
Full PowerPoint with presentations.....	13-1

TAB 1

Consumer Directed Employer Rate Setting Board  
April 19, 2022  
9:00 am – 3:00 pm

## Agenda

Time/Minutes	Topic	Presenter
9:00-9:10	Welcome and Introductions	Facilitator
9:10-9:15	Purpose/Meeting Overview	Chair
9:15-9:20	Approval of Minutes 04.18.22	Chair
9:20-9:40	Opening Remarks/Old Business	Chair
	<b>Foundational Information</b>	
9:40-10:15	IP Projections/Sustainability	DSHS
10:15-10:35	Comparison of CBAs of Other States	DSHS
10:35-10:45	Break	
	<b>Wages Presentations</b>	
10:45-11:05	Self-Sufficiency/Living Wage Report	Alliance for a Just Society
11:05-12:00	Wage Presentation	SEIU 775
12:00-12:10	Board Discussion	All
12:10-1:00	Lunch	
	<b>IP Recruitment/Carina</b>	
1:00-1:30	Carina Presentation	Carina
1:30-1:45	CDE Recruitment	CDWA
1:45-2:00	Board Discussion	All
	<b>Paid Time Off /Holiday Pay</b>	
2:00-2:30	Union Research Presentation	SEIU 775
2:30-2:40	Board Discussion	All
2:40-3:00	Public Comment	Chair/Facilitator
3:00	Adjourn	Chair

Please note the agenda times may vary due to the flow of the meeting conversation.



## Rate Setting Board Members

Charles Reed	Chair
Adam Glickman*	Exclusive Bargaining Unit Designee
Bea Rector*	DSHS Representative
Ben Bledsoe*	CDE Representative
Robyn Williams*	Governor's Office Representative
Rep. Drew MacEwen^	House of Representatives (R)
Rep. Steve Tharinger^	House of Representatives (D)
Senator Ron Muzzall^	Senate (R)
Senator Annette Cleveland^	Senate (D)
Georgiann Dustin^	State Council on Aging Representative
Adrienne Stewart^	People with Intellectual or Developmental Disabilities Organization
Kim Conner^	People with Disabilities Organization
Eric Erickson^	Licensed Home Care Agency
Brittany Williams^	Home Care Worker

\*Voting member, ^Advisory member

---

## Rate Setting Board Meeting Schedule

March 21, 2022 9:00am – 12:00pm	Zoom
April 18, 2022 9:00am – 3:00pm	Zoom
April 19, 2022 9:00am – 3:00pm	Zoom
May 2, 2022 9:00am – 2:30pm	Zoom
May 10, 2022 9:00am – 3:00pm	TBD
May 19, 2022 9:00am – 3:00pm	TBD
June 9, 2022 9:00am – 3:00pm	TBD
June 14, 2022 9:00am – 3:00pm	TBD

\*\*Approved minutes from each meeting can be found at [Consumer Directed Employer Rate Setting Board | DSHS \(wa.gov\)](#)

TAB 2

---

## Rate Setting Board

[Approved By-Laws](#)

[Approved Charter](#)

[Approved Policy Selecting Chairperson](#)

Approved Policy Establishing and Submitting Rates \*\*Pending

TAB 3

# Purpose/meeting overview

RSB Chair

# CDE Rate Setting Board

## Mission Statement

The Board's mission is to determine a rational and sound rate guided by the joint goals of:

- continuing a successful self-directed care in-home program and
- promoting the growth of the individual provider (IP) workforce,
- while sustaining the Consumer Directed Employer(CDE).

# Function of the Rate Setting Board

Bring diverse perspectives and expertise to:

- Review and come prepared for discussion
- Review proposals for rate setting
- Discuss and evaluate rational and sound rates
- Recommend rates to the legislature

## Topics

**Labor Rate:** portion pay to IP includes: wages, benefits & associated taxes

**Administrative Rate:** compensate CDE for administrative duties



# Robert's Rules Overview –TO VOTE

## 6-steps to make a motion for a vote:

1. Member makes a motion
2. Another member seconds the motion
3. The Chair re-states the motion, formally present to Board for discussion.
4. The members discuss the motion
5. The Chair puts the question to a vote—4 voting members.
6. The Chair announces the results of the vote.

TAB 4

# IP Projections/Sustainability

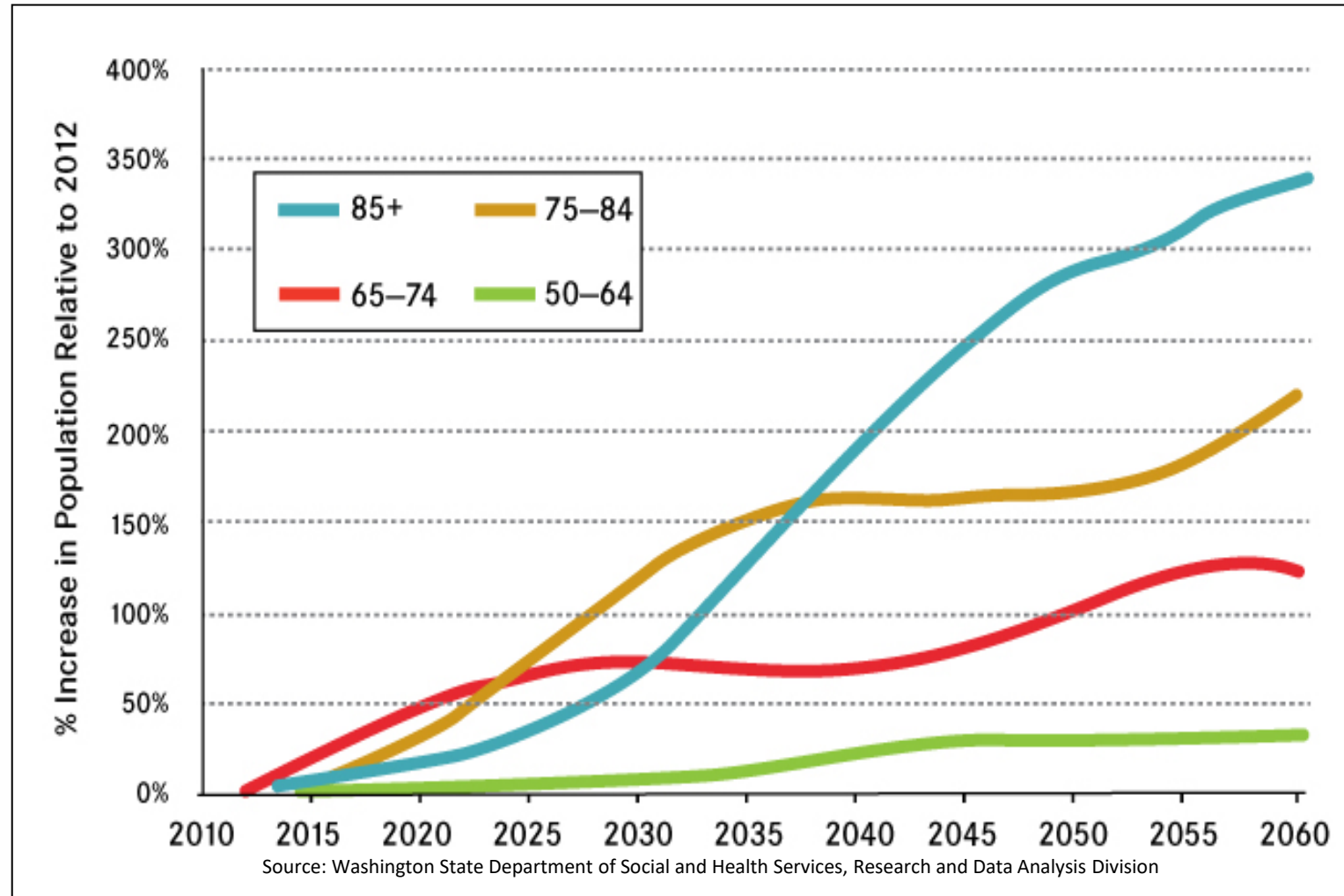
Christine Morris, Office Chief, Training,  
Communications & Workforce Development, ALTSA

Kim Maki, Workforce Development Unit Manager,  
ATLSA

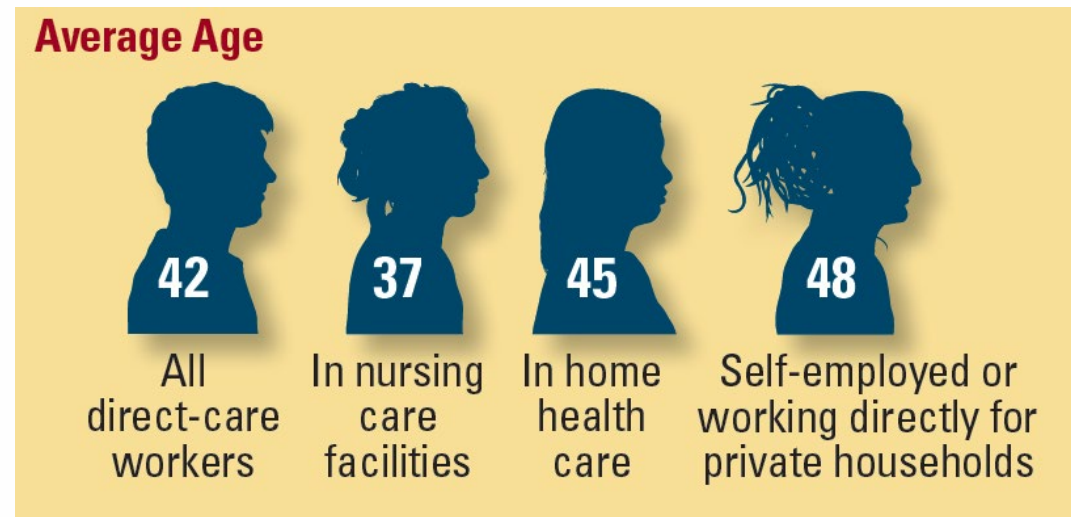
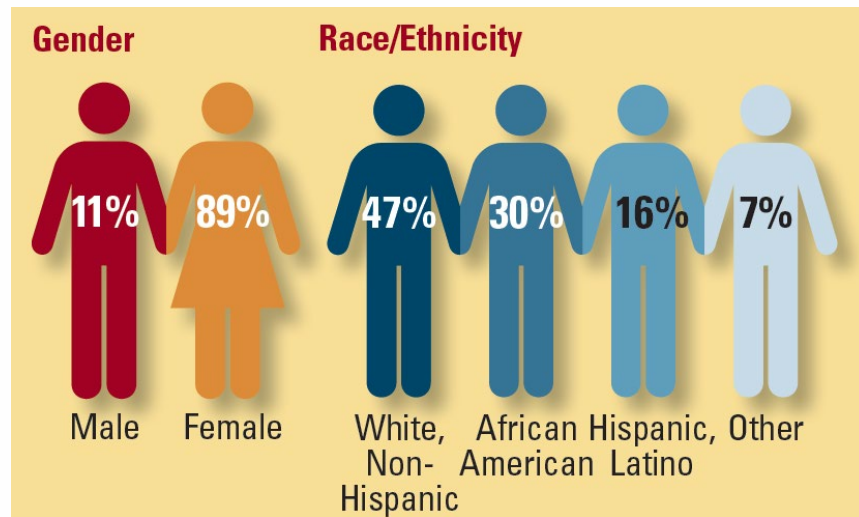
# Client Workforce in Demand

# Washington's Aging Population

Projected  
Growth of  
Older  
Population in  
Washington  
as a Percent  
of the 2012  
Population

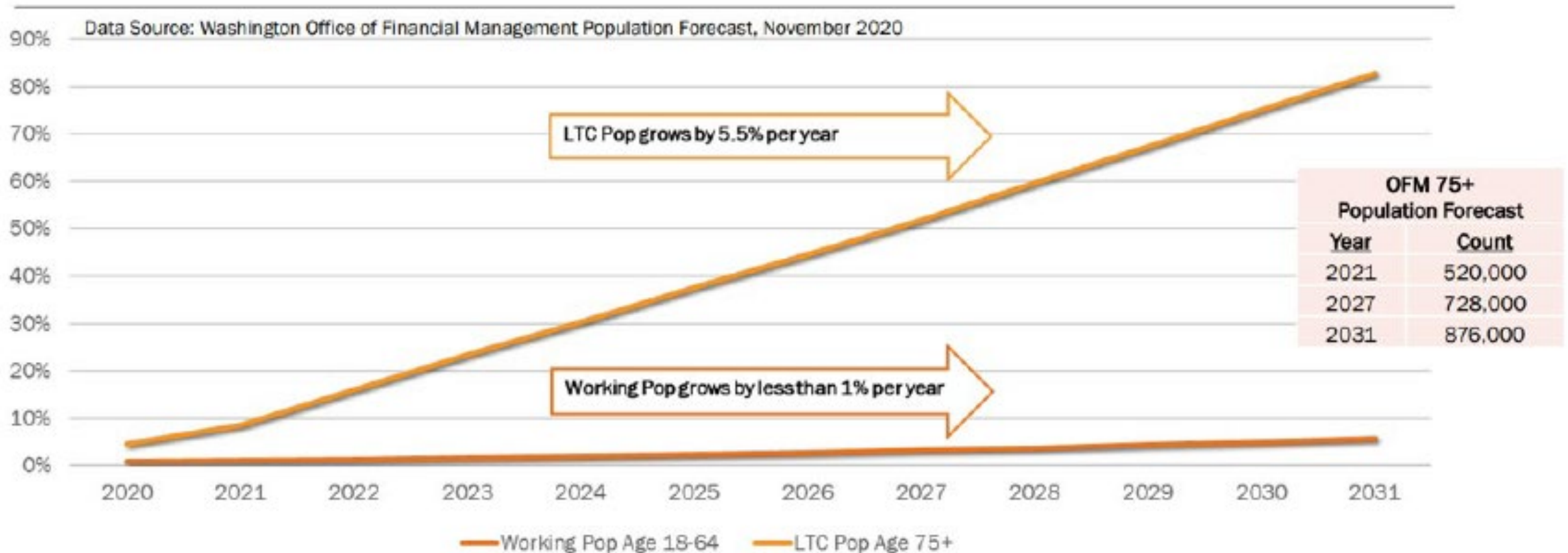


# National Demographics of Direct-Care Workers



Source: PHInational.org, *Occupational Projections for Direct-Care Workers 2012-2022*

# Demand for Long-Term Care is Quickly Outgrowing the Available Workforce

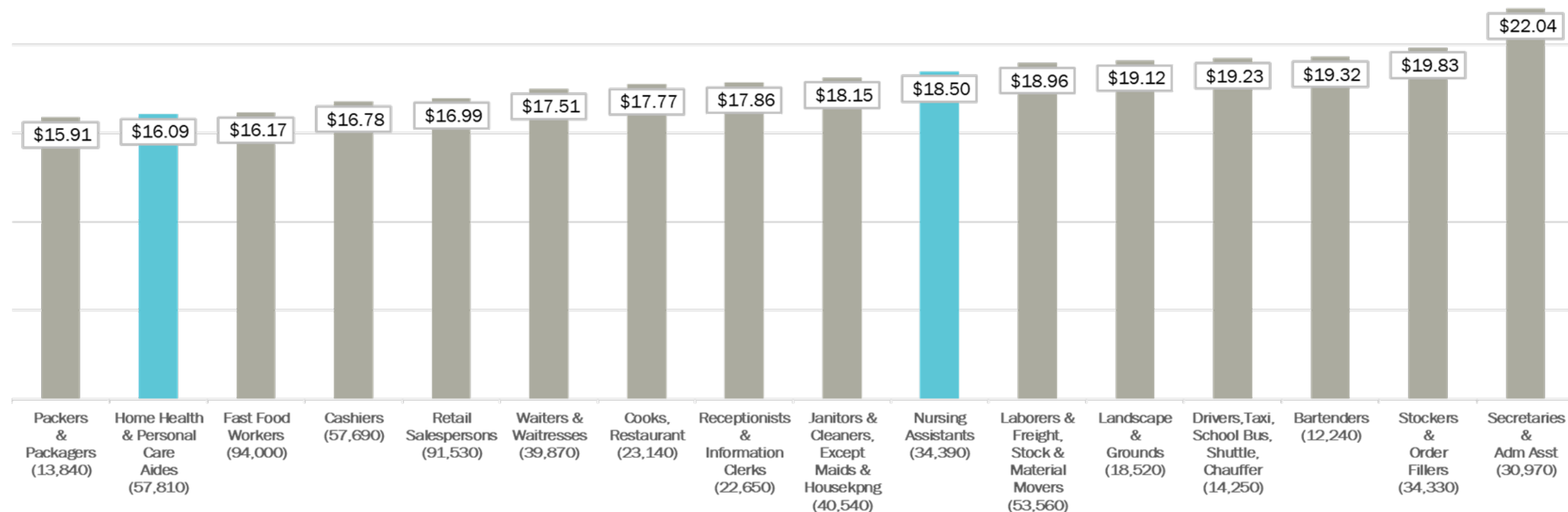


^Based on a forecast that carries forward the percentage of residents currently in long-term care as a proportion of the 75 and older population Slide courtesy of: C. Matti Consulting, LLC

# Market Place Competitors

Washington Occupations With Similar Average Hourly Wages to CNAs & Personal Care Aides (a.k.a. Homecare Aides)

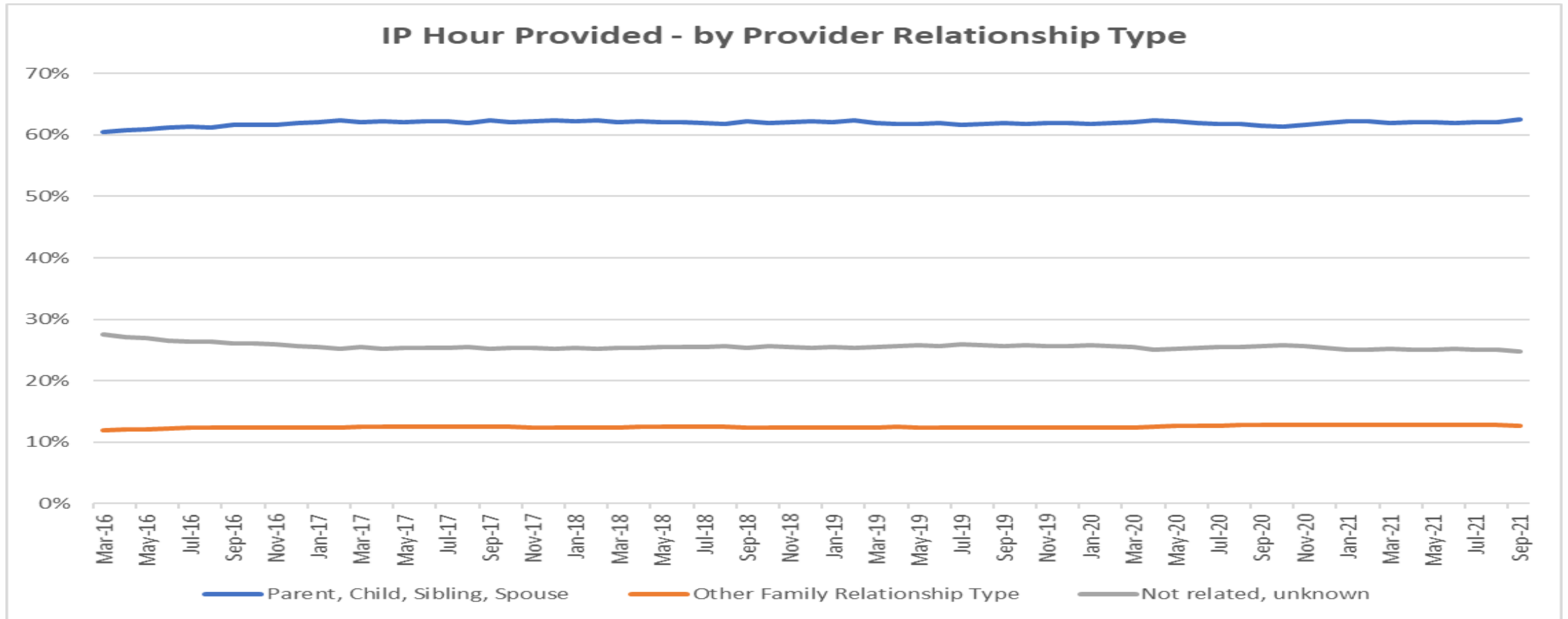
Data Source: Bureau of Labor Statistics, Department of Labor. May 2020 Occupational Employment and Wage Statistics (OEWS) Survey





# Workforce Status and Projections

# Family versus non-family



## Family versus non-family

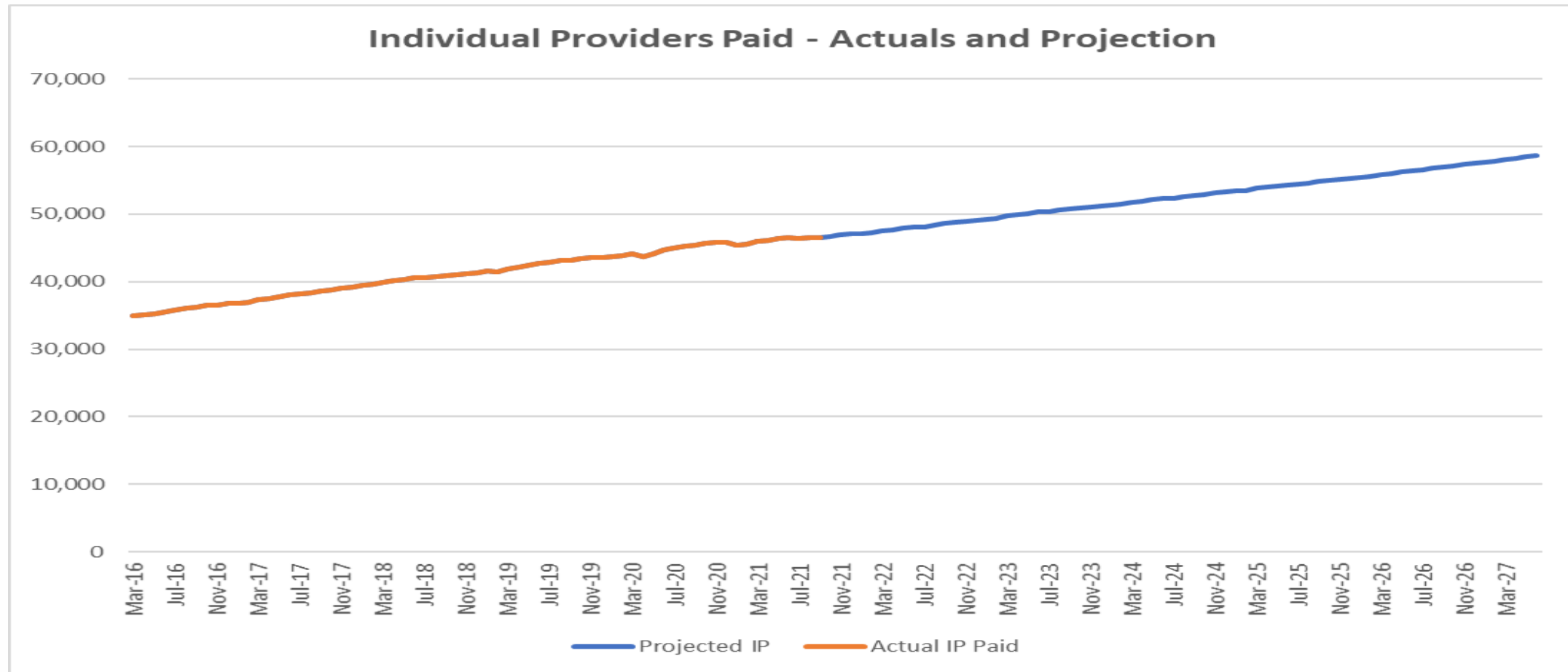
**The following data was derived from IP authorizations in 2018.**

As of 2018 across ALTSA and DDA, 10,848 of 40,242 client authorizations were coded as “Not Related”.

That means that:

- 73.1% of all Individual Providers authorized were “family” and
- 26.9% were “Not Related”

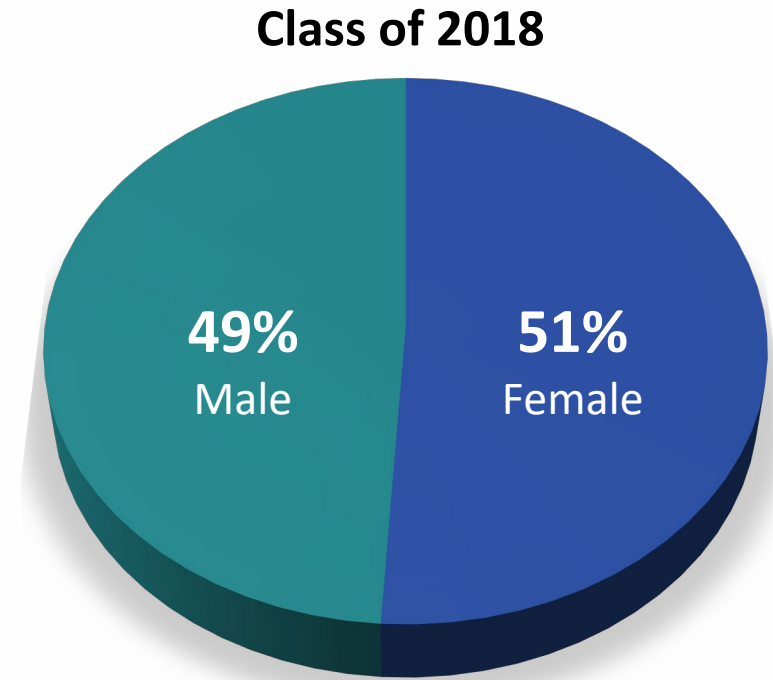
# IP Projections



# **Our Response To Workforce Challenges**

# Recruitment and Outreach Efforts to Diversify Workforce

- High School Statewide Direct Recruitment Campaign
- Regional Outreach Strategy to School Districts



67,996 high school graduates

Source: [OSPI 2019 Graduation Dropout Statistics](#)

# Recruitment and Outreach Efforts to Diversify Workforce

- **Running Start Statewide Recruitment Campaign will support a continued lens on sustaining a diverse workforce.**

**Percent of total headcount for select demographic groups 2014-15 to 2018-19**

Student Group	2014-15	2015-16	2016-17	2017-18	2018-19
Students of color	44%	44%	46%	47%	48%
Historically underserved students of color	27%	28%	29%	29%	30%

**Source:** [WA Community and Technical Colleges Annual Enrollment Summary 2018-19](#)

# Recruitment and Outreach Efforts to Diversify Workforce

- **University Career Center Statewide Campaign**





# **Workforce Retention Activities**

# Skill Building & Future Options to Retain Workforce

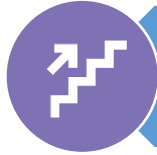
- On the job training
- Provide training in multiple languages
- Develop and amplify a career lattice

- Nursing Assistant, Certified (NAC)
- HCA or NAC Lead; Medication Aide
- LPN, RN, Nurse, OT, PT, ST
- Med Techs, Lab Techs

- Adult Family Home Owner or Operator
- Assisted Living office, sales, marketing, activities or nurse manager; administrator

- Nurse Educator
- Educator or para-educator
- Ongoing education that leads to other careers
- Social Worker
- Advocate

# Benefits Retain Staff



Career advancement & career lattices



Testing, training and certification



Base pay of \$15.50-17.90 per hour built in increases for certification, credentials, seniority



Health care, paid leave, retirement



Content and testing available in 13 languages

# Retention Activities at ALTSA

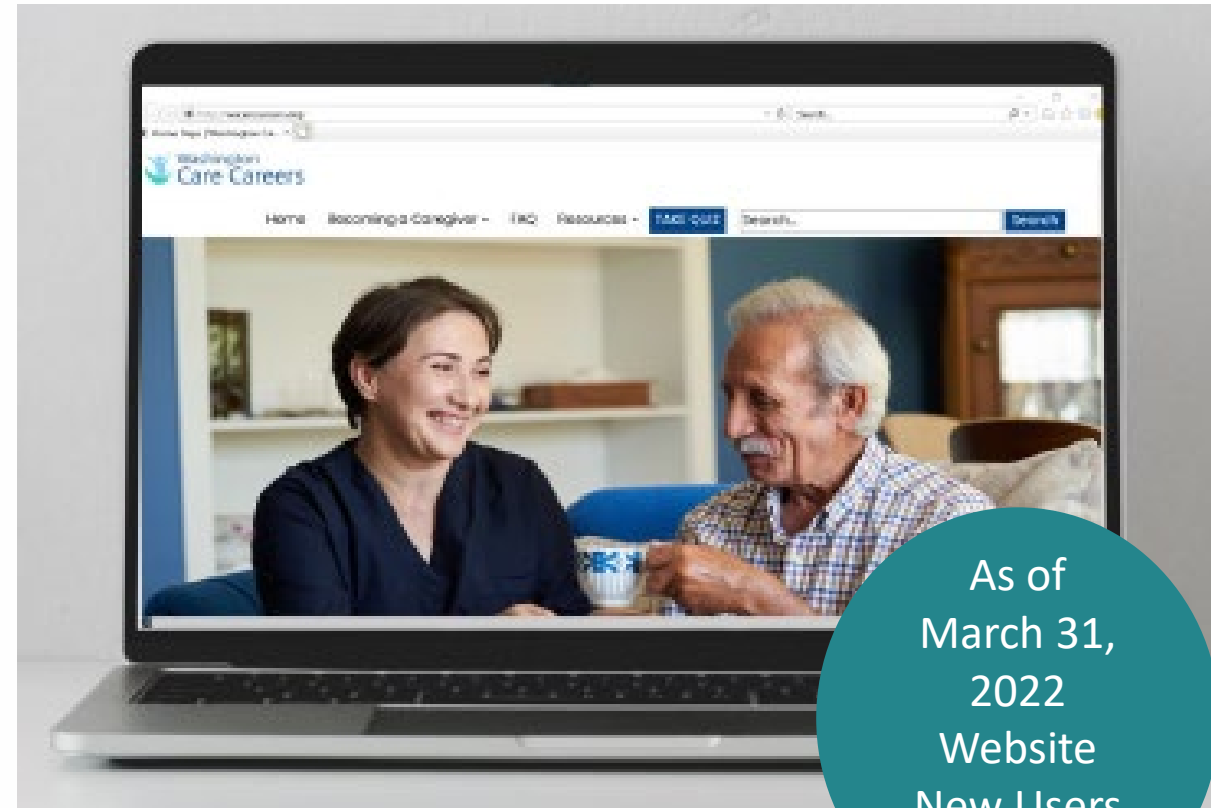
Workforce Development Team has hired a Retention Specialist to develop tools and resources that will help retain staff across settings.

- **Elevating Work Environment**
  - Leadership Development (Train the Trainer model)
  - Managing Communication
  - Developing Recognition Programs
- **Staff Well-Being Resources**
  - [Resiliency Toolkit developed specifically for caregivers](#)
  - [Self-Care Toolkit](#)

# Marketing Efforts

## Washington Care Careers Website

- Provides the public with a single, comprehensive source of information on Home Care Aide and Nursing Assistant Certified training, certification, and job search;
- Incorporates user-friendly, plain talk materials for a broad audience. Topics on the website include required training, certification information, career paths, compatibility quiz, job opportunities and more.



# Marketing Efforts

- Washington Care Careers 30-Second [Animated Video](#) for advertising on streaming apps.

88k

YouTube  
Views



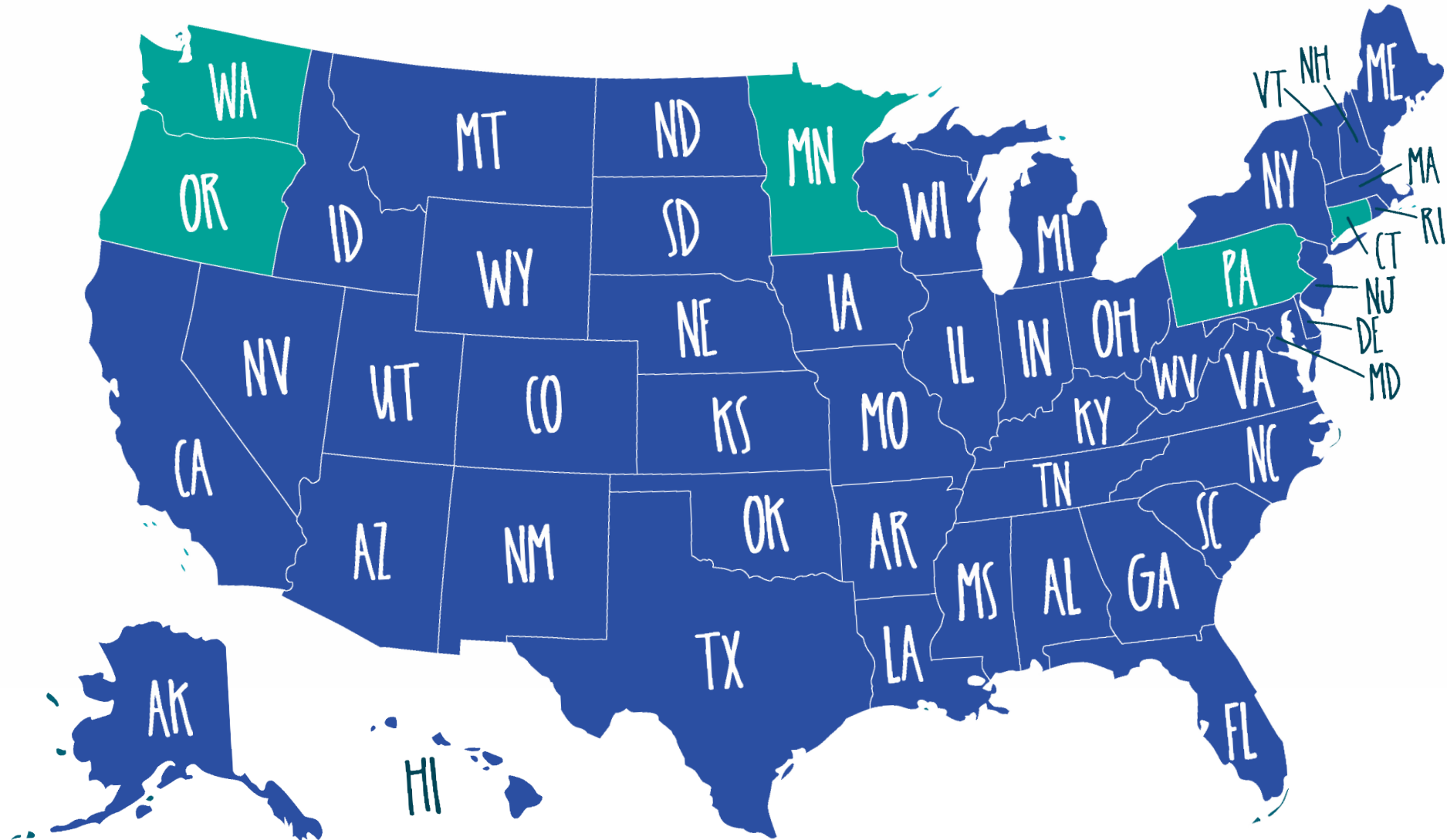
TAB 5

# Comparison of CBAs of other States

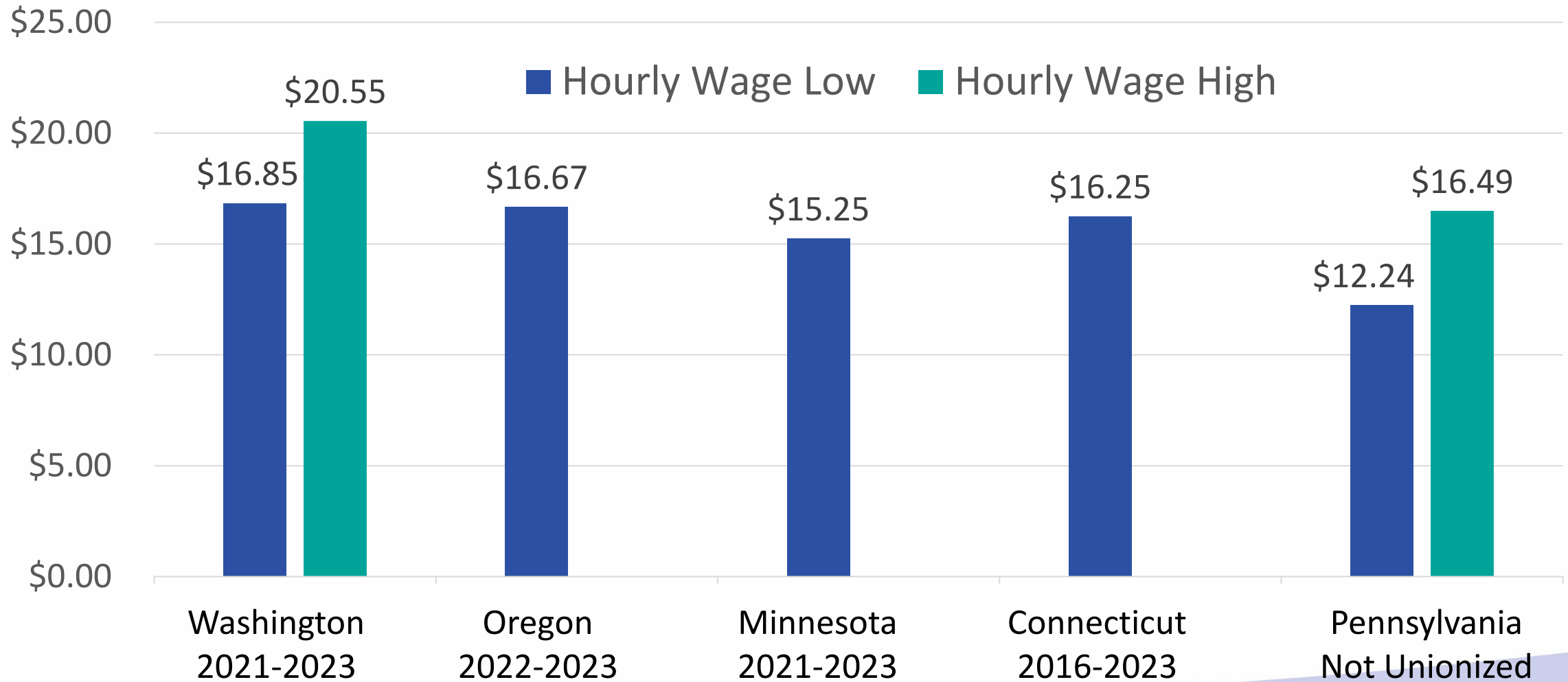
Amber Johnson, Planning and Labor Management  
Manager, ALTSA



# State Comparables



# Hourly Wage Comparable



State	Agreement type	CBA Period	Number of Represented Employees	Wage Range	Differential Pay (per hour)	Healthcare Benefits (employer contribution)
<b>Washington</b> <a href="https://seiu775.org/">https://seiu775.org/</a>	Statewide agreement	2021-2023 <a href="https://seiu775.org/wp-content/uploads/2021/07/State-of-Washington-2021-2023-CBA.pdf">https://seiu775.org/wp-content/uploads/2021/07/State-of-Washington-2021-2023-CBA.pdf</a>	45,000+	\$16.85 - \$20.55 Lowest to highest current wages based upon accumulation of hours worked	HCA Certification: \$0.25 Advanced Training: \$0.25 AHCAS: \$0.75 Individual providers shall be compensated an additional fifteen (15) minutes per pay period for the purposes of recording and submitting timesheets.	Effective July 1, 2021 \$3.79 Per DPH  Effective July 1, 2022,\$3.98 Per DPH
<b>Private Business entities in WA and Montana</b>	Contracts are held with Private business entities	2019-2021  List of all contracts: <a href="https://seiu775.org/findyourcontract/">https://seiu775.org/findyourcontract/</a>	total not disclosed	\$15.50 - \$19.07 wage scale based on accumulation of hours worked	Varies based on contract with each private entity	Varies based on contract with each private entity
<b>Oregon</b> <a href="https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/index.aspx">https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/index.aspx</a>	Statewide agreement	2022-2023 <a href="https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/Collective-Bargaining.aspx">https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/Collective-Bargaining.aspx</a>	22,000+	<ul style="list-style-type: none"> <li>• 5.7% raise on January 2022 (brings base pay up to \$16.67 per hour)</li> <li>• 6.7% raise on January 2023 (brings base pay up to \$17.77 per hour)</li> </ul>	OHCC Certification \$0.50 (Caps at 30% of workforce)  Enhanced Hourly \$1.00  Job Coaches \$1.50 the \$0.50 PDC Differential to be combined with the Enhanced and Job Coach Differentials (but not Exceptional and VDQ)  Ventilator Care \$3.00 (For awake staff 24 hours per day)  Exceptional Care \$3.00 (For awake staff more than twenty (20) hours in a twenty-four (24) hour period)	All premiums paid via state tax funded trust. Eligibility is based on hours worked.  Work 40 or more hours a month of eligible working hours - also know as bargaining unit hours - for two months in a row. There is then a one month waiting period while your hours are reported to the Benefits Administrative Office.  <a href="https://www.carewellseiu503.org/">https://www.carewellseiu503.org/</a>

State	Agreement type	CBA Period	Number of Represented Employees	Wage Range	Differential Pay (per hour)	Healthcare Benefits (employer contribution)
<b>Connecticut</b>  <a href="http://www.seiu1199ne.org/connecticut-2/home-care/">http://www.seiu1199ne.org/connecticut-2/home-care/</a>	Statewide agreement	2016-2021  <a href="http://www.seiu1199ne.org/wp-content/uploads/2018/12/2018-HOMECARE.pdf">http://www.seiu1199ne.org/wp-content/uploads/2018/12/2018-HOMECARE.pdf</a>	10,000+	\$16.25 No Range, incremental increase in minimum pay  For PCAs on "sleeping assignments": when the client is sleeping the PCA shall be paid the rate of \$10.77 per hour, when the client is awake and requires care the regular rates apply	No pay differential provided	No coverage
<b>Pennsylvania</b>	Not Unionized	Not Unionized	Not Unionized	Wages range \$12.24 to \$16.49 based on employer	No pay differential provided	No coverage
<b>Minnesota</b>  <a href="https://www.seiuhealthcaremn.org/home-care/">https://www.seiuhealthcaremn.org/home-care/</a>	Statewide agreement	2021-2023  <a href="https://drive.google.com/file/d/1Ebz5SAvQl1Nmj-yW1S_ho0rB7YMTGOSV/view">https://drive.google.com/file/d/1Ebz5SAvQl1Nmj-yW1S_ho0rB7YMTGOSV/view</a>	35,000+	<ul style="list-style-type: none"> <li>• Effective 10/01/2021 minimum hourly rate is \$14.40</li> <li>• Effective 07/01/2022 minimum hourly rate is \$15.25</li> </ul>	Enhanced Rate: 7.5% rate increase to those who work with clients that require at least 12+ hours of assistance each day.	No coverage

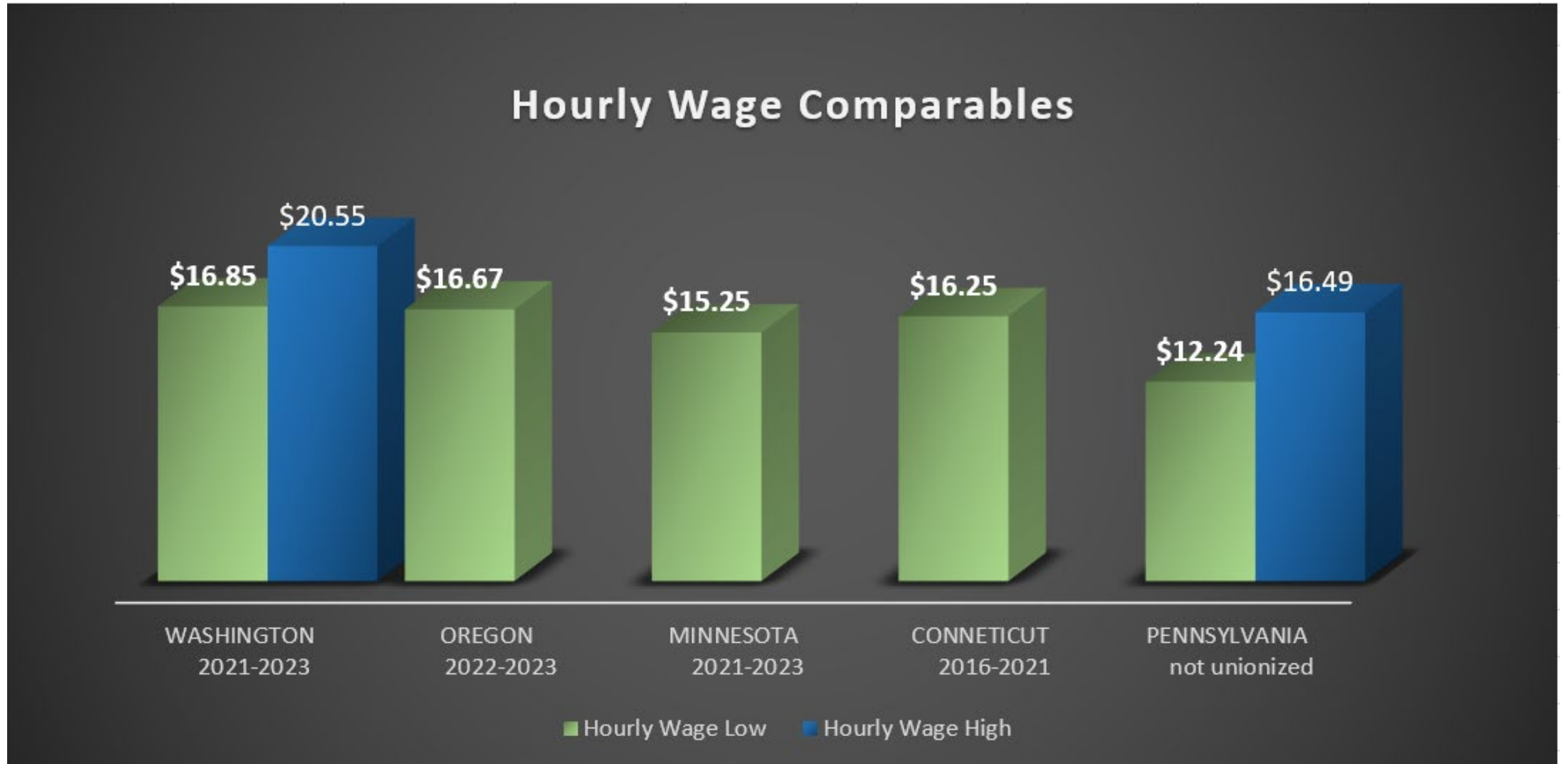
State	Retirement	Paid Time Off	Paid Holidays	Paid Training Time? Tuition Paid For?	Mileage Reimbursement
<b>Washington</b> <a href="https://seiu775.org/">https://seiu775.org/</a>	\$0.80 DPH for CCH above 701 hours & \$0.50 DPH for CCH below 701	PTO: 1 hour for every 25 hours of work 130 hour cap	Effective July 1, 2022, <ul style="list-style-type: none"> <li>Independence Day (July 4)</li> <li>New Year's Day</li> </ul> paid time and a half for the first 8 hours worked	Paid Training Time: Yes Tuition: Yes	Yes: Max of 100 Miles Reimbursed at Fed rate of \$.545 Home care workers providing transportation to services funded by the Home and Community Based Services (HCBS) waivers, the DDA Individual and Family Services Program, or the Veteran's Directed Home Services and identified in the consumer's Individual Support Plan, in excess of the above maximum per month, will be reimbursed up to an additional maximum authorized by the case manager
<b>Private Business entities in WA and Montana</b>	Varies based on contract with each private entity	Varies based on contract with each private entity	Varies based on contract with each private entity	Varies based on contract with each private entity	Varies based on contract with each private entity
<b>Oregon</b> <a href="https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/index.aspx">https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/index.aspx</a>	Language included in the new 22/23 agreement under a new article (need copy of new 22/23 agreement)	To be eligible for Carewell SEIU 503 paid time off benefits you must: <ul style="list-style-type: none"> <li>Work 80 or more eligible working hours — also known as bargaining unit hours — in one of the qualifying months:</li> <li>To earn 20 hours of PTO benefits on February 1, you must work 80 or more hours in either October, November, or December of the preceding year.</li> <li>To earn 20 hours of PTO on July 1, you must work 80 or more hours in March, April, or May of the same year.</li> </ul>	Effective 2023 <ul style="list-style-type: none"> <li>July 4</li> <li>Thanksgiving</li> <li>Christmas Day</li> </ul> paid time and a half for the first 8 hours worked	Paid Training Time: Yes Tuition: Yes	Reimbursed at \$0.56 per mile  pay for parking reimbursement (for instance when a consumer lives in downtown Portland and free parking is not available)

State	Retirement	Paid Time Off	Paid Holidays	Paid Training Time? Tuition Paid For?	Mileage Reimbursement
<b>Connecticut</b>  <a href="http://www.seiu1199ne.org/connecticut-2/home-care/">http://www.seiu1199ne.org/connecticut-2/home-care/</a>	None	None	Effective July 1, 2019: <ul style="list-style-type: none"> <li>• New Years</li> <li>• MLK Day</li> <li>• Memorial Day</li> <li>• Fourth of July</li> <li>• Thanksgiving</li> <li>• Christmas</li> </ul>	Paid Training Time: No Tuition: Yes (PCA Training Program limited to 25 students per year)  Required orientation: 3hrs- each eligible PCA who completes the class shall receive a stipend of \$48	None
<b>Pennsylvania</b>	None	None	None	None	None
<b>Minnesota</b>  <a href="https://www.seiuhealthcaremn.org/home-care/">https://www.seiuhealthcaremn.org/home-care/</a>	None	Accrue one (1) hour of PTO for every thirty (30) hours worked and must have worked at least six hundred (600) or six (6) months to utilize the hours	Holidays at 1.5 times normal pay rate: <ul style="list-style-type: none"> <li>• New Year's Day</li> <li>• MLK Day</li> <li>• Memorial Day</li> <li>• Labor Day</li> <li>• Thanksgiving</li> </ul> Effective 10/01/2021 the following are added: <ul style="list-style-type: none"> <li>• Floating Holiday (two)</li> </ul>	Paid Training Time: No Tuition: Yes  \$500 stipend will be paid to Individual Providers who complete designated, voluntary trainings	None

# Heat Map

	Hourly Wage Low High		Pd Training	Retirement	Health Care	Pd Holidays	Diff. Pay	Mileage	PTO
WASHINGTON 2021-2023	\$16.85	\$20.55	Time & Tuition	\$0.50-.80 DPH	\$3.98 per DPH	2	Certifications, Advanced Training, AHCAS	\$0.55	1 hour per 25 hours
OREGON 2022-2023	\$16.67		Time & Tuition	Yes?	Some Coverage	3	Certifications, Vent Care, Long Hours, Job Coach, Enhanced	\$0.56	20 hours earned, based on working minimum 80 hours a given quarter
MINNESOTA 2021-2023	\$15.25		Tuition	None	No Coverage	7	Long hours	\$0.00	1 hour per 30 hours
CONNECTICUT 2016-2021	\$16.25		None	None	No Coverage	6	None	\$0.00	0
PENNSYLVANIA not unionized	\$12.24	\$16.49	Tuition	None	No Coverage	0	None	\$0.00	0

# Hourly Wage





**TAB 6**

Alliance for a Just Society



# Still Struggling to Make Ends Meet: Job Gap 2020-2021



# Hello!

I am Lisa Mikesell

I have researched living wages, poverty, and calculated basic needs budgets since 2014 at both AJS and the University of Washington

I received an MPA from the Evans School at University of Washington in 2015

**Alliance for a Just Society** 



# What does it **cost to live?**

How do you figure out the minimum amount a family needs to get by?

Build a no-frills budget with basic necessities at market rate costs.

- No babysitting by grandma
- No deals on rent from friends
- No food stamps
- No family vacations

**Alliance for a Just Society** 



# Basic needs **budgets**

- Food
- Housing & Utilities
- Health Care
- Transportation
- Household, Clothing, & Personal
- Child Care
- Savings
- Taxes

**Alliance for a Just Society** 



# Different household **types**

## Household 1

Single adult

## Household 2

Single adult with one child  
between the ages of 6 and 8

## Household 3

Single adult with two children,  
one between the ages of 6  
and 8 and the other between  
the ages of 1 and 2

## Household 4

Two adults including one  
wage earner, with two  
children, one between the  
ages of 6 and 8 and the other  
between the ages of 1 and 2

## Household 5

Two adults, both wage  
earners, with two children, one  
between the ages of 6 and 8  
and the other between the  
ages of 1 and 2

**Alliance for a Just Society**



# Pandemic Effects

- Most data is collected yearly
- Rapidly changing economic situation since March 2020
  - Housing
  - Transportation
- Inflation is increasing

Alliance for a Just Society 



# Pandemic Benefits

- Major tax code changes for 2021 ONLY
  - Child Credit
  - Child and Dependent Care Credit
- Resulted in lower living wage for some family types in 2021

Ultimately, 2020 Job Gap wages better reflect what workers need to survive in 2022 and beyond.

**Alliance for a Just Society** 





WASHINGTON 2020 Monthly Family Budgets	Household 1: Single adult	Household 2: Single adult with a school-age child (age 6-8 yrs)	Household 3: Single adult with a toddler (12-24 months) and a school-age child (6-8yrs)	Household 4: Two adults (one of whom is working) with a toddler and a school-age child	Household 5: Two adults (both of whom are working) with a toddler and a school age child
<b>Food</b>	\$216.35	\$417.51	\$549.33	\$798.83	\$798.83
<b>Housing &amp; Utilities</b>	\$1,302.06	\$1,593.36	\$1,593.36	\$1,593.36	\$1,593.36
<b>Transportation</b>	\$525.67	\$487.93	\$544.53	\$1,167.27	\$1,222.46
<b>Health Care</b>	\$144.96	\$361.64	\$465.43	\$515.81	\$515.81
<b>Household, Clothing, &amp; Personal (18%)</b>	\$547.26	\$715.11	\$788.16	\$1,018.82	\$1,032.61
<b>Savings (10%)</b>	\$304.03	\$397.28	\$437.87	\$566.01	\$573.67
<b>Child Care</b>	\$0.00	\$765.85	\$2,260.28	\$0.00	\$2,260.28
<b>State/Federal Taxes (Annually)</b>	\$6,155.05	\$9,239.23	\$10,189.13	\$7,223.93	\$12,602.54
<b>Gross income needed (monthly)</b>	\$3,553.25	\$5,508.63	\$7,488.06	\$6,262.09	\$9,047.24
<b>Gross income needed (annually)</b>	\$42,639.03	\$66,103.51	\$89,856.68	\$75,145.04	\$108,566.84
<b>Living Wage per working adult (hourly)</b>	\$20.50	\$31.78	\$43.20	\$36.13	\$26.10

# Washington State Average

Alliance for a Just Society 



King County 2020 Monthly Family Budgets	Household 1: Single adult	Household 2: Single adult with a school-age child (age 6-8 yrs)	Household 3: Single adult with a toddler (12-24 months) and a school-age child (6-8yrs)	Household 4: Two adults (one of whom is working) with a toddler and a school-age child	Household 5: Two adults (both of whom are working) with a toddler and a school age child
<b>Food</b>	\$216.35	\$417.51	\$549.33	\$798.83	\$798.83
<b>Housing &amp; Utilities</b>	\$1,792.82	\$2,150.82	\$2,150.82	\$2,150.82	\$2,150.82
<b>Transportation</b>	\$525.67	\$487.93	\$544.53	\$1,167.27	\$1,222.46
<b>Health Care</b>	\$144.96	\$361.64	\$465.43	\$515.81	\$515.81
<b>Household, Clothing, &amp; Personal (18%)</b>	\$669.95	\$854.48	\$927.53	\$1,158.18	\$1,171.98
<b>Savings (10%)</b>	\$372.19	\$474.71	\$515.29	\$643.43	\$651.10
<b>Child Care</b>	\$0.00	\$1,021.22	\$2,936.69	\$0.00	\$2,936.69
<b>State/Federal Taxes</b>	\$7,919.49	\$13,353.62	\$20,263.55	\$9,218.45	\$18,356.95
<b>Gross income needed (monthly)</b>	\$4,381.90	\$6,881.11	\$9,778.25	\$7,202.55	\$10,977.43
<b>Gross income needed (annually)</b>	\$52,582.80	\$82,573.33	\$117,339.01	\$86,430.56	\$131,729.17
<b>Living Wage per working adult (hourly)</b>	\$25.28	\$39.70	\$56.41	\$41.55	\$31.67

# King County

Alliance for a Just Society 



Snohomish County 2020 Monthly Family Budgets	<b>Household 1:</b> Single adult	<b>Household 2:</b> Single adult with a school-age child (age 6-8 yrs)	<b>Household 3:</b> Single adult with a toddler (12-24 months) and a school-age child (6-8yrs)	<b>Household 4:</b> Two adults (one of whom is working) with a toddler and a school-age child	<b>Household 5:</b> Two adults (both of whom are working) with a toddler and a school age child
<b>Food</b>	\$216.35	\$417.51	\$549.33	\$798.83	\$798.83
<b>Housing &amp; Utilities</b>	\$1,792.82	\$2,150.82	\$2,150.82	\$2,150.82	\$2,150.82
<b>Transportation</b>	\$525.67	\$487.93	\$544.53	\$1,167.27	\$1,222.46
<b>Health Care</b>	\$144.96	\$361.64	\$465.43	\$515.81	\$515.81
<b>Household, Clothing, &amp; Personal (18%)</b>	\$669.95	\$854.48	\$927.53	\$1,158.18	\$1,171.98
<b>Savings (10%)</b>	\$372.19	\$474.71	\$515.29	\$643.43	\$651.10
<b>Child Care</b>	\$0.00	\$777.47	\$2,290.12	\$0.00	\$2,290.12
<b>State/Federal Taxes (Annually)</b>	\$7,919.49	\$12,373.09	\$17,497.44	\$9,218.45	\$15,793.85
<b>Gross income needed (monthly)</b>	\$4,381.90	\$6,555.65	\$8,901.17	\$7,202.55	\$10,117.27
<b>Gross income needed (annually)</b>	\$52,582.80	\$78,667.81	\$106,814.07	\$86,430.56	\$121,407.23
<b>Living Wage per working adult (hourly)</b>	\$25.28	\$37.82	\$51.35	\$41.55	\$29.18

# Snohomish County

Alliance for a Just Society 



# Spokane County

Spokane County 2020 Monthly Family Budgets	<b>Household 1:</b> Single adult	<b>Household 2:</b> Single adult with a school-age child (age 6-8 yrs)	<b>Household 3:</b> Single adult with a toddler (12-24 months) and a school-age child (6-8yrs)	<b>Household 4:</b> Two adults (one of whom is working) with a toddler and a school-age child	<b>Household 5:</b> Two adults (both of whom are working) with a toddler and a school age child
<b>Food</b>	\$216.35	\$417.51	\$549.33	\$798.83	\$798.83
<b>Housing &amp; Utilities</b>	\$747.82	\$961.82	\$961.82	\$961.82	\$961.82
<b>Transportation</b>	\$525.67	\$487.93	\$544.53	\$1,167.27	\$1,222.46
<b>Health Care</b>	\$144.96	\$361.64	\$465.43	\$515.81	\$515.81
<b>Household, Clothing, &amp; Personal (18%)</b>	\$408.70	\$557.23	\$630.28	\$860.93	\$874.73
<b>Savings (10%)</b>	\$227.06	\$309.57	\$350.15	\$478.30	\$485.96
<b>Child Care</b>	\$0.00	\$637.26	\$1,771.75	\$0.00	\$1,771.75
<b>State/Federal Taxes (Annually)</b>	\$4,170.74	\$5,336.72	\$8,757.77	\$4,960.50	\$8,529.17
<b>Gross income needed (monthly)</b>	\$2,618.12	\$4,177.69	\$6,003.11	\$5,196.33	\$7,342.12
<b>Gross income needed (annually)</b>	\$31,417.38	\$50,132.24	\$72,037.29	\$62,355.95	\$88,105.45
<b>Living Wage per working adult (hourly)</b>	\$15.10	\$24.10	\$34.63	\$29.98	\$21.18

Alliance for a Just Society 

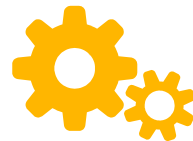


Yakima County 2020 Monthly Family Budgets	<b>Household 1:</b> Single adult	<b>Household 2:</b> Single adult with a school-age child (age 6-8 yrs)	<b>Household 3:</b> Single adult with a toddler (12-24 months) and a school-age child (6-8yrs)	<b>Household 4:</b> Two adults (one of whom is working) with a toddler and a school-age child	<b>Household 5:</b> Two adults (both of whom are working) with a toddler and a school age child
<b>Food</b>	\$216.35	\$417.51	\$549.33	\$798.83	\$798.83
<b>Housing &amp; Utilities</b>	\$820.82	\$1,064.82	\$1,064.82	\$1,064.82	\$1,064.82
<b>Transportation</b>	\$525.67	\$487.93	\$544.53	\$1,167.27	\$1,222.46
<b>Health Care</b>	\$144.96	\$361.64	\$465.43	\$515.81	\$515.81
<b>Household, Clothing, &amp; Personal (18%)</b>	\$426.95	\$582.98	\$656.03	\$886.68	\$900.48
<b>Savings (10%)</b>	\$237.19	\$323.88	\$364.46	\$492.60	\$500.27
<b>Child Care</b>	\$0.00	\$493.04	\$1,666.49	\$0.00	\$1,666.49
<b>State/Federal Taxes (Annually)</b>	\$4,431.89	\$5,335.58	\$8,902.16	\$5,332.15	\$8,624.56
<b>Gross income needed (monthly)</b>	\$2,741.27	\$4,176.43	\$6,052.94	\$5,370.36	\$7,387.87
<b>Gross income needed (annually)</b>	\$32,895.20	\$50,117.13	\$72,635.22	\$64,444.26	\$88,654.39
<b>Living Wage per working adult (hourly)</b>	\$15.81	\$24.09	\$34.92	\$30.98	\$21.31

# Yakima County

Alliance for a Just Society 

# How many hours?



Average IP worker wage 2022: \$20.49 per hour	Single Adult		Single Adult with Two Children	
	2020 Living Wage	Hours/Week at average wage to meet budget needs	2020 Living Wage	Hours/Week at average wage to meet budget needs
Statewide	\$20.50	40.0	\$43.20	84.3
King County	\$25.28	49.4	\$56.41	110.1
Snohomish County	\$25.28	49.4	\$51.35	100.2
Spokane County	\$15.10	29.5	\$34.63	67.6
Yakima County	\$15.81	30.9	\$34.92	68.2

Alliance for a Just Society 

# 2022 and beyond



- Inflation now at its highest rate since early 1980s
- Conflict abroad affecting cost of basic needs
  - Transportation
  - Food
- \$20.50 was the living wage for a single adult in 2020 - on track to be at least \$23.17 by 2025 using Economic and Revenue Council projections

**Alliance for a Just Society** 



# Thanks!

## Any questions?

Please type them in the chat! You can also find me at  
[Lisa.M.Mikesell@gmail.com](mailto:Lisa.M.Mikesell@gmail.com)

**Alliance for a Just Society** 



TAB 7

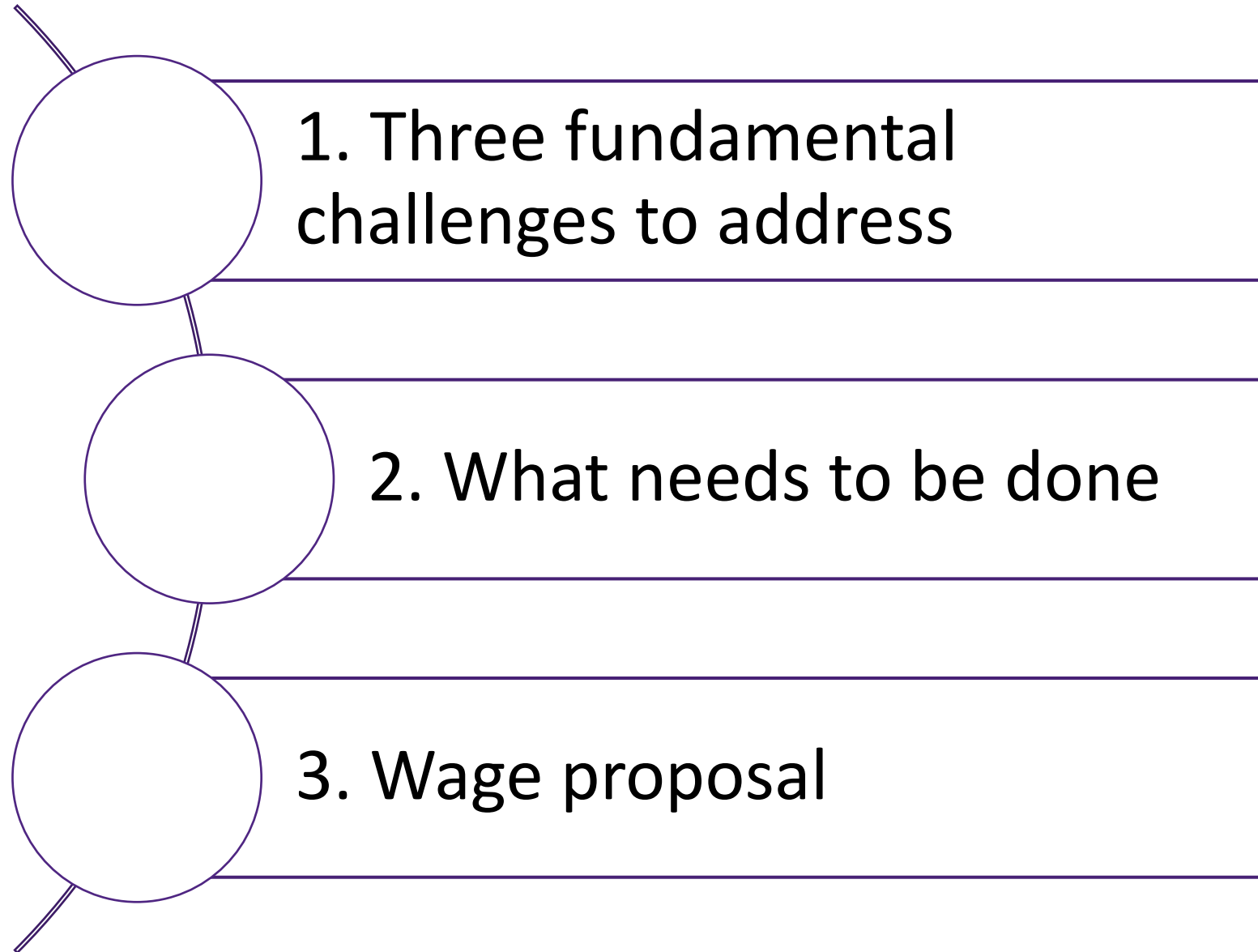
# Wages

Prepared for the Consumer Directed Rate Setting Board

April 2022

**Andrew Beane (he/him), Vice-president SEIU 775**

# Overview



## RCW 74.39A.530 – Consumer-directed employer program—Labor and administrative rates—Rate-setting board—Funding process

(4) Beginning in the year following the establishment of the initial rate under subsection (1) of this section, and in every even-numbered year thereafter, the rate-setting board shall attempt to determine a proposed labor rate, including a specific amount for health **benefits by considering the factors listed in RCW 41.56.465 (1) and (5).**

# Guidance in statute

## RCW 41.56.465(1)



(1) In making its determination, the panel shall be mindful of the legislative purpose enumerated in RCW [41.56.430](#) and, as additional standards or guidelines to aid it in reaching a decision, the panel **shall** consider:

(a) The constitutional and statutory authority of the employer;

(b) Stipulations of the parties;

**(c) The average consumer prices for goods and services, commonly known as the cost of living;**

(d) Changes in any of the circumstances under (a) through (c) of this subsection during the pendency of the proceedings; and

**(e) Such other factors, not confined to the factors under (a) through (d) of this subsection, that are normally or traditionally taken into consideration in the determination of wages, hours, and conditions of employment.**

# Guidance in statute

(5) For employees listed in RCW 74.39A.270:

(a) The panel shall consider:

*(i) A comparison of wages, hours, and conditions of employment of publicly reimbursed personnel providing similar services to similar clients, including clients who are elderly, frail, or have developmental disabilities, both in the state and across the United States; and*

*(ii) The financial ability of the state to pay for the compensation and fringe benefit provisions of a collective bargaining agreement; and*

(b) The panel may consider:

*(i) A comparison of wages, hours, and conditions of employment of publicly employed personnel providing similar services to similar clients, including clients who are elderly, frail, or have developmental disabilities, both in the state and across the United States;*

*(ii) The state's interest in promoting a stable long-term care workforce to provide quality and reliable care to vulnerable elderly and disabled recipients;*

*(iii) The state's interest in ensuring access to affordable, quality health care for all state citizens; and*

*(iv) The state's fiscal interest in reducing reliance upon public benefit programs including but not limited to medical coupons, food stamps, subsidized housing, and emergency medical services.*

# Guidance in statute

# Arbitrator Williams

“This Arbitrator is particularly mindful of the Union’s closing arguments related to the fact that the data does not set out what wages will be in those comparable jurisdictions on July 1 of 2005 and July 1 of 2006; the years of concern for this interest arbitration proceeding...The Arbitrator agrees with the Union’s line of reasoning...”

2004 IP CBA Interest Arb. Award, pp. 30-31

# Wage proposal addresses 3 fundamental challenges



Recruitment  
and retention



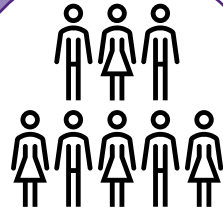
Living wage for  
caregivers



Keeping up with  
cost of living  
and inflation



# Challenge 1: Recruitment & Retention



A. Growing senior population

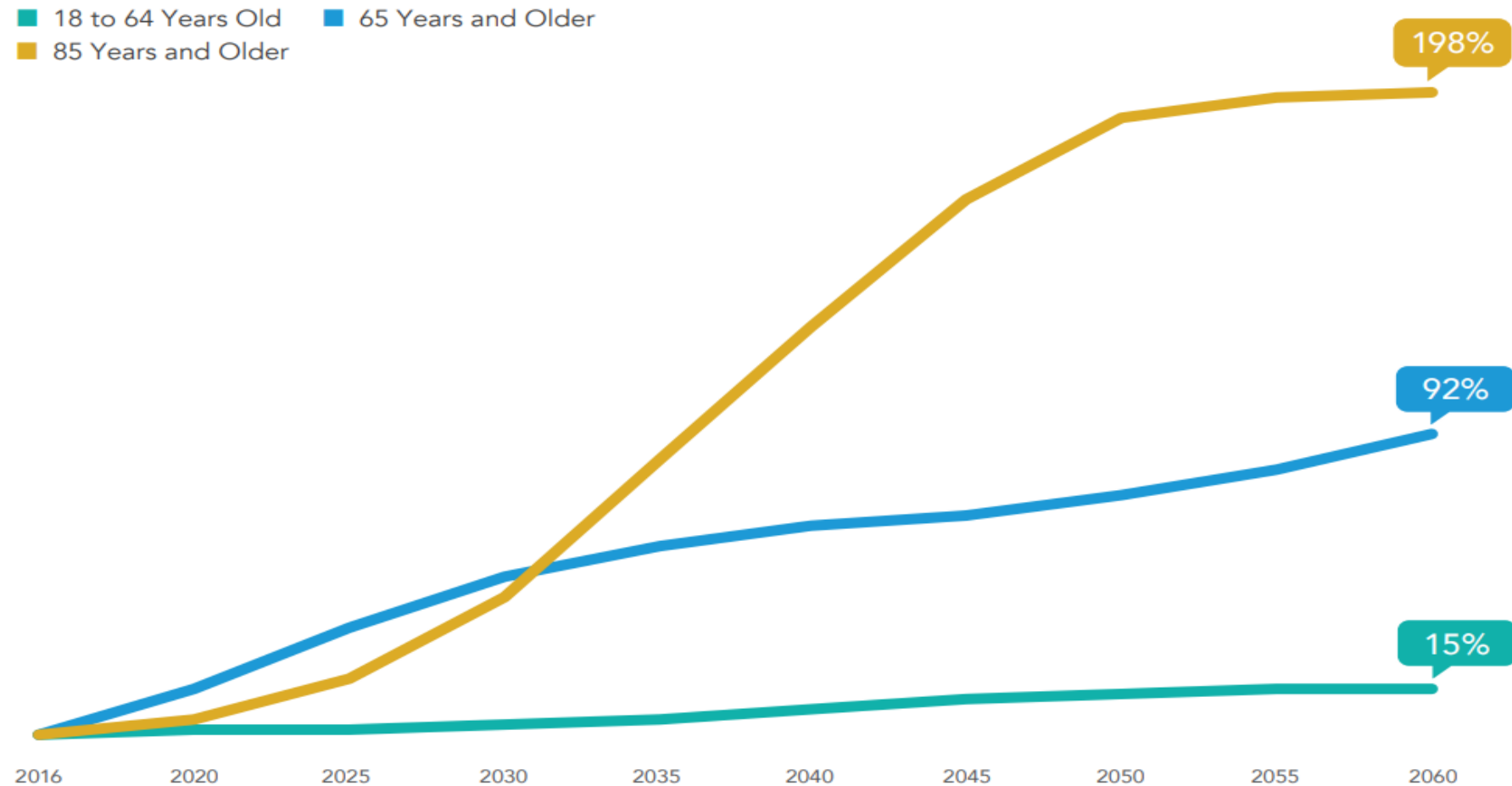


B. Growing demand for  
caregivers



C. Increasing difficulty to provide  
authorized home care services

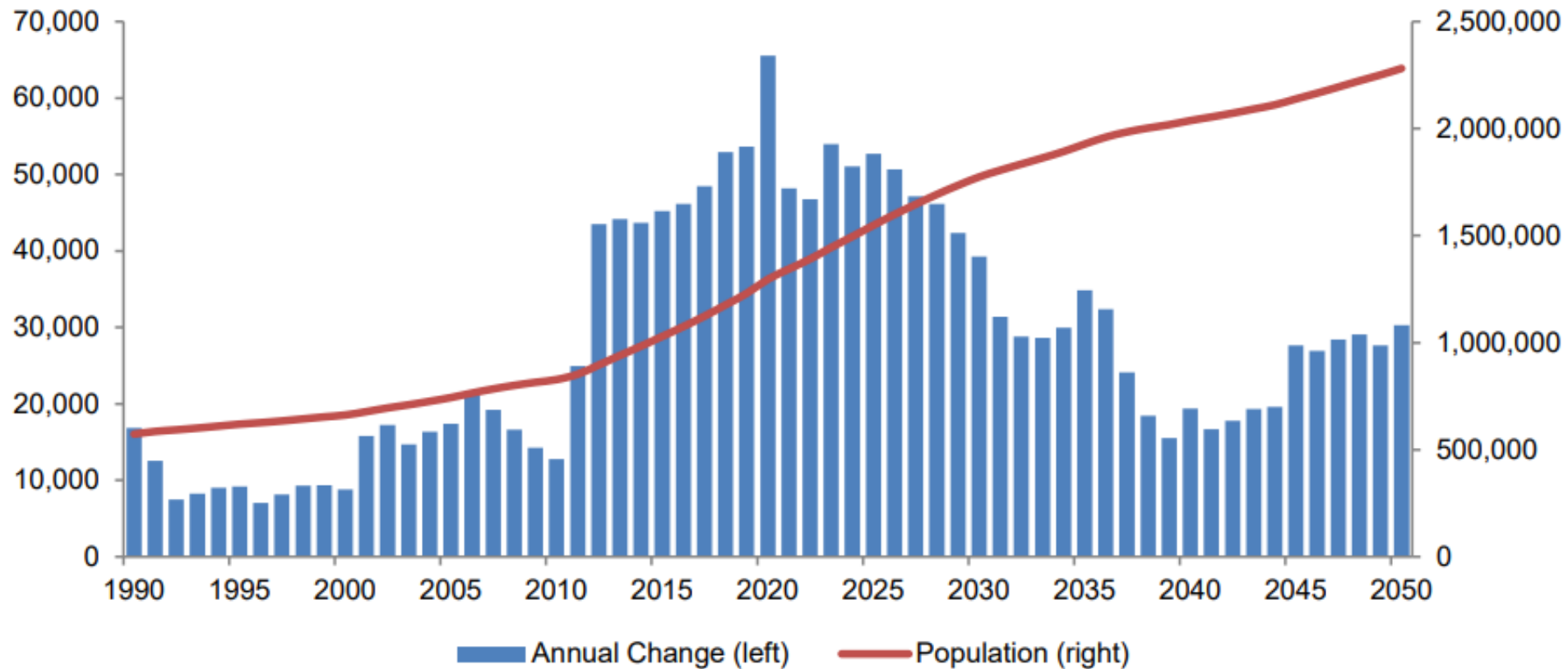
# Population is aging and living longer



Source: "Direct Care Workers in the United States: Key Facts," *PHI* (blog), accessed April 3, 2022, <https://phinational.org/resource/direct-care-workers-in-the-united-states-key-facts-2/>.

# Growing senior population in WA

Figure 3.3: Population characteristics ages 65 and older



Source: "Forecast of the State Population," State of Washington, December 2021. [https://ofm.wa.gov/sites/default/files/public/dataresearch/pop/stfc/stfc\\_2021.pdf](https://ofm.wa.gov/sites/default/files/public/dataresearch/pop/stfc/stfc_2021.pdf)

# People with I / DD are living longer

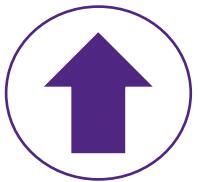
The number of adults with I/DD > 60 years in the United States is **projected to double** from 641,860 in 2000 to 1.2 million by 2030.

Source: "People with Intellectual and Developmental Disabilities Growing Old: An Overview," *University of Minnesota*, accessed January 11, 2022, <https://publications.ici.umn.edu/impact/23-1/people-with-intellectual-and-developmental-disabilities-growing-old-an-overview>

# People are living longer, but not healthier



Increased number of years living with a chronic condition and/or disability



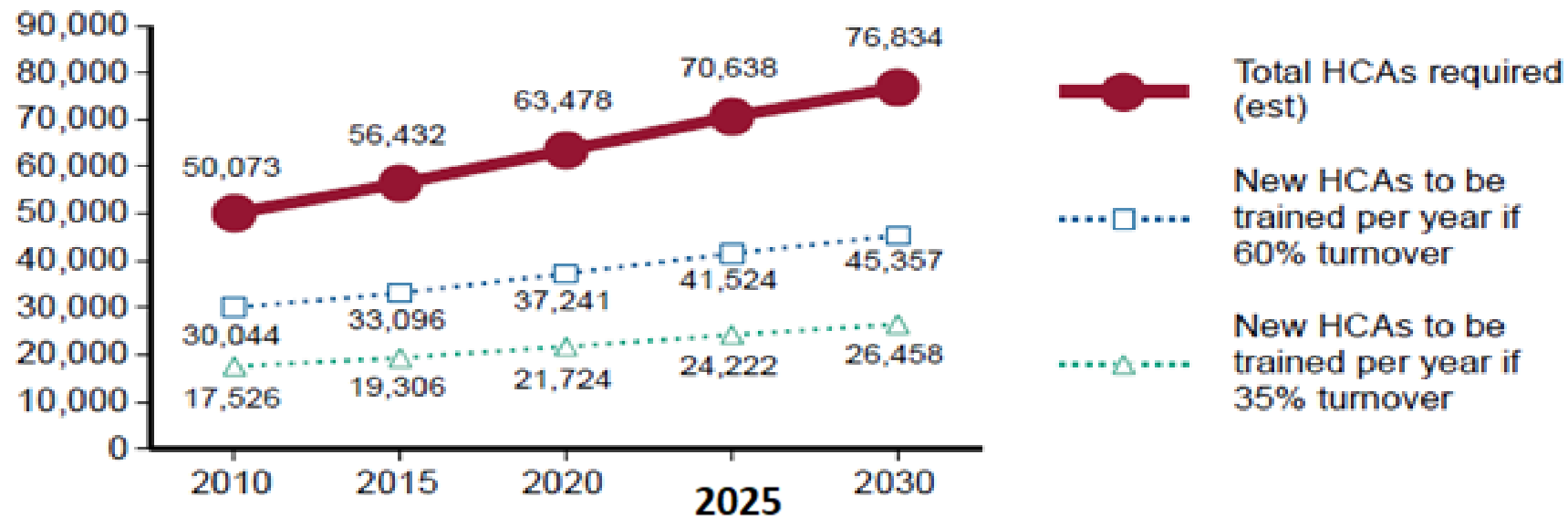
Percentage of population with Alzheimer's is increasing: 16.7% increase between 2020 – 2025 in the state of Washington.

# Disproportionate impact on older Black and Hispanic individuals

- Older non-Hispanic Blacks and Hispanic Americans are disproportionately more likely than older Whites to have Alzheimer's or other dementias:
  - 19% of Black adults and 14% of Hispanic adults aged 65 and older have Alzheimer's dementia compared with 10% of White older adults.

# Growing demand for caregivers in WA

**Figure 3: Projected Increase in Home Care Aide Supply Required for Home- and Community-Based Medicaid Services in Washington, 2010-2030\***



\*Based on estimated increases in the number of Medicaid consumers using HCA services as individual providers, through home care agencies, and in adult family homes and boarding homes.

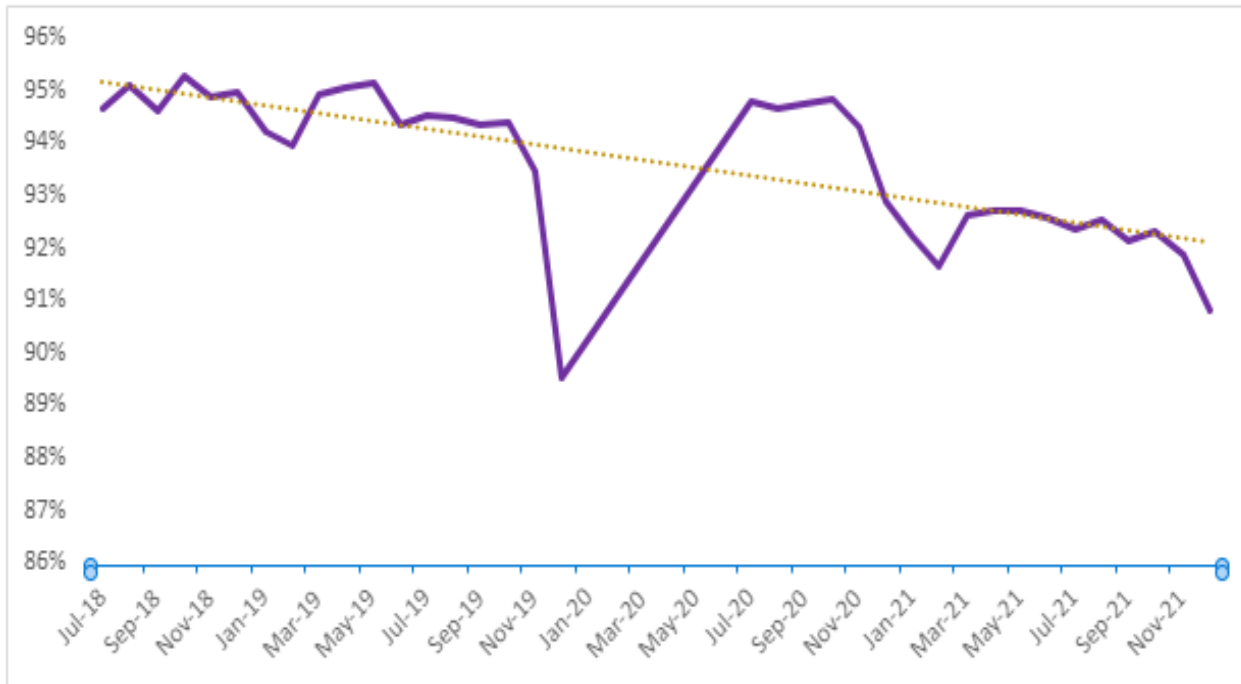
# Primary labor pool for direct care workers isn't keeping pace with demand

- In contrast to the rapid expansion of the older adult population, the population of adults aged 18 to 64 is expected to remain relatively static.
- There will be fewer potential paid and unpaid caregivers available to support older adults.
- Currently, in the U.S., there are 31 adults aged 18 to 64 for every adult aged 85 and older, but by 2060, that ratio will drop to 12 to 1.

Source: "It's Time to Care: A Detailed profile of America's Direct Care Workforce" PHI, 2020. <https://phinational.org/wp-content/uploads/2020/01/Its-Time-to-Care-2020-PHI.pdf>



# Downward trend in authorized vs claimed hours



Source: DSHS, Response to Information Request, March 2022

**Question: How did the COVID-19 pandemic worsen the problems facing direct care workers (...)?**

*“Right now, it is the access to services and the fact that people are having to wait to enter services just simply because of the shortage of the workforce.”*

**Bea Rector,**  
Director  
Home and Community-Based Services,  
DSHS

**Source:** “Strengthening the Direct Care Workforce: Scaling Up and Sustaining Strategies That Work,” Mathematica, Jun 03, 2021. (min 21.18 – 21.26).  
<https://www.mathematica.org/events/strengthening-the-direct-care-workforce-scaling-up-and-sustaining-strategies-that-work>

# Survey: Impact of the Pandemic Enhanced Rate (Hazard Pay) on Medicaid Home Care Agencies' Workforce in Washington

Mariana Morante, MA

Research & Policy Manager, SEIU 775

# Background on enhanced Medicaid rate

- Medicaid homecare agencies began receiving enhanced Medicaid rates in May 2020.
- Primarily used to provide temporary wage increases, or hazard pay, to home care workers.

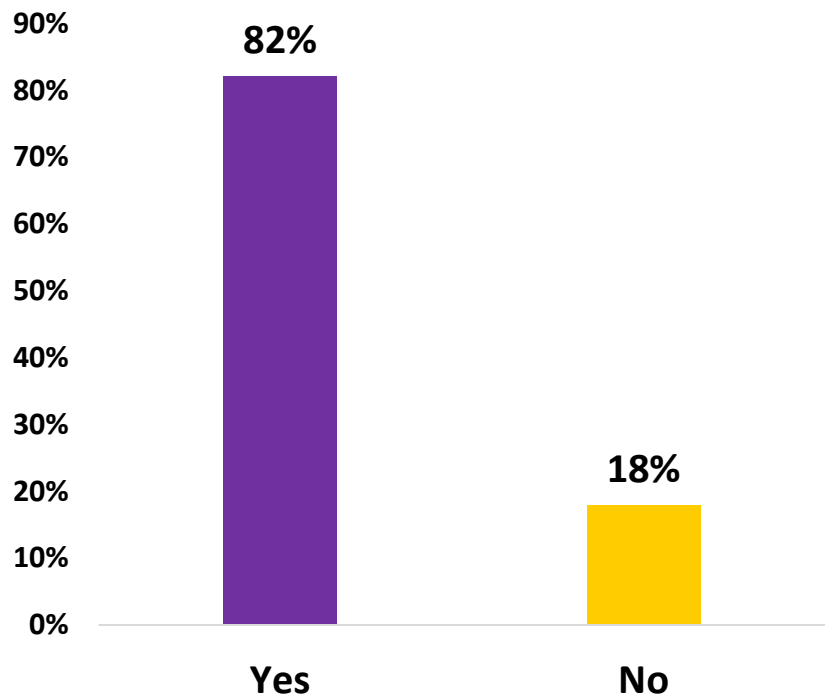
# Survey purpose and methodology

- SEIU 775 surveyed Medicaid home care agencies in the state of Washington to explore the impacts the enhanced rate has had on agencies:
  - Ability to provide Medicaid home care services
  - Caregivers' retention
  - Caregivers' recruitment
- The online survey was distributed by ALTSA to home care agencies (52 agencies) on February 4, 2022. The survey remained open until February 11, 2022.
- Response rate: **54%**

# Survey results

# Hazard pay improved home care agencies' ability to provide Medicaid services

**Q: "Have the higher wage rates through the pandemic helped your agency to get closer to meeting authorized home care Medicaid hours?"**



*"With being able to pay our employees a better wage, more of them are willing to work full time instead of part-time now."*

- Survey respondent

*"Because of better compensation caregivers agreed to work in more challenging situations where clients had high needs."*

- Survey respondent

*"It motivates people to work more hours"*

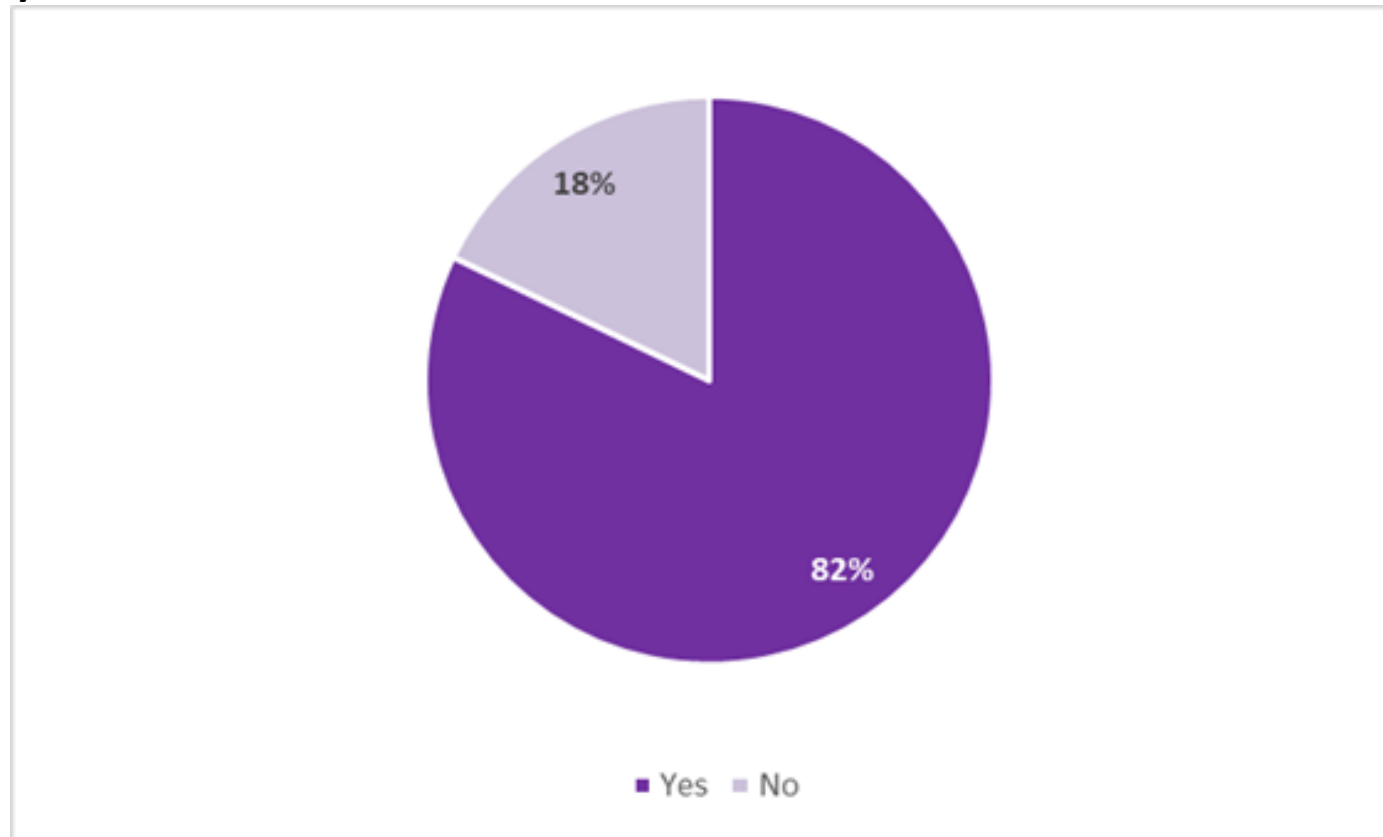
- Survey respondent

*"Caregivers are willing to accept more shifts due to additional hazard pay."*

- Survey respondent

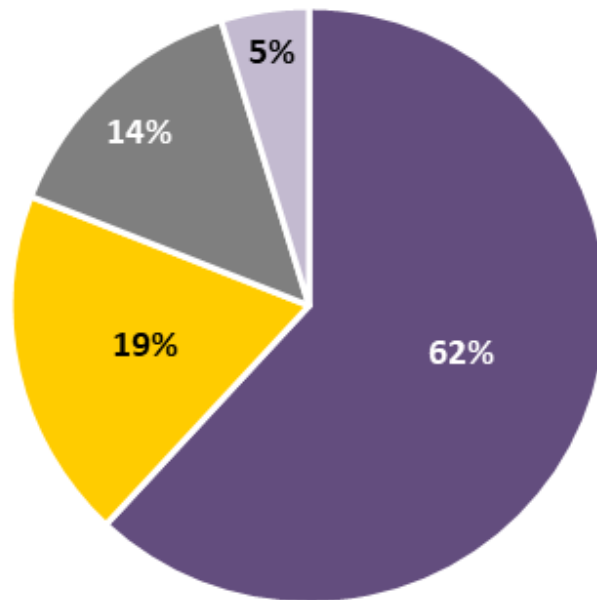
# Hazard pay improved home care agencies' ability to recruit home care workers

*Q: "From your perspective, has the temporary pandemic enhanced rate ("hazard pay") allowed the agency to fill out more open positions?"*



# Hazard pay improved home care agencies' ability to recruit home care workers

**Q: "How have rate increases helped the agency to increase recruitment?"**



■ Compete with other industries ■ Pay more ■ Improve caregivers' lives ■ Other

*"We've heard first-hand from our caregivers how vital these enhancements have been to allow them to afford to live and provide for their families, which by extension allows the vulnerable clients we serve to receive the essential services they require."*

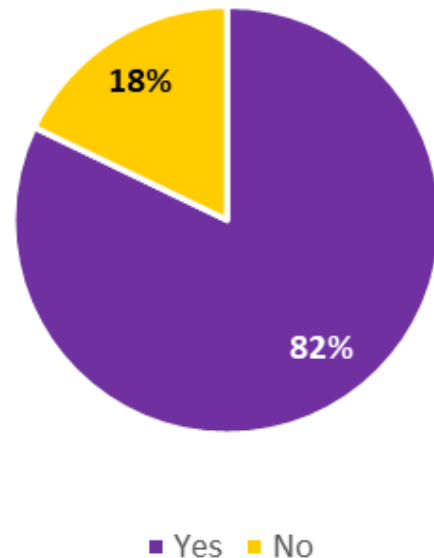
*Caregivers have been able to quit second or third jobs and sustain themselves with these enhancements. Without the hazard pay, our caregivers, clients, and agency will sustain adverse impacts of significant magnitude."*

- Survey respondent.



# Hazard pay improved home care agencies' ability to retain home care workers

***Q: "From your perspective, has the temporary pandemic enhanced rate ("hazard pay") improved your ability to reduce the number of home care workers quitting?"***



*"Current caregiver base rate is not enough to cover the increasing expenses of cost of living. If it wasn't for hazard extra pay, many caregivers would have to look for other jobs to sustain their living cost."*

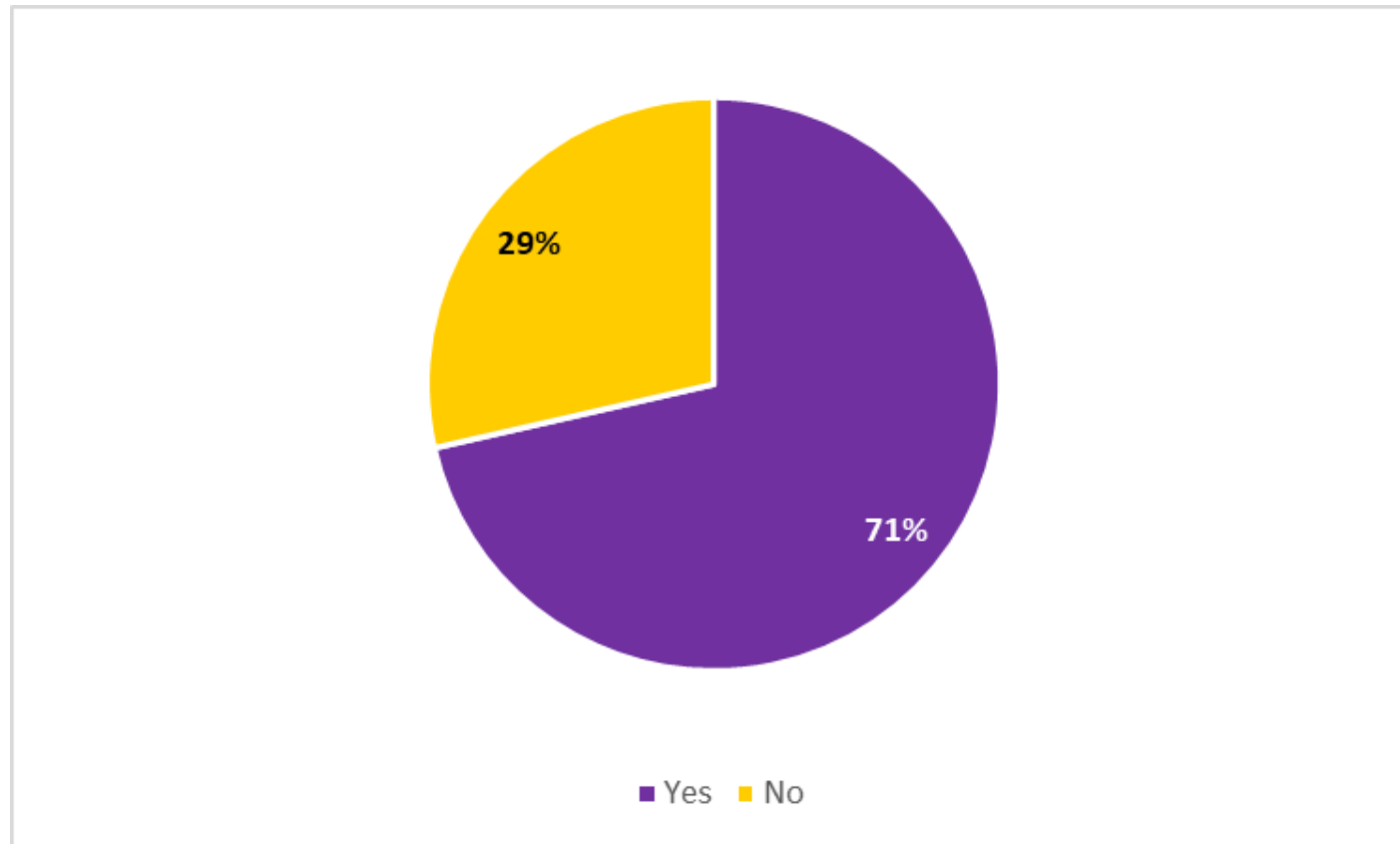
- Survey respondent

Yet, home care agencies are still facing challenges, among them, to...



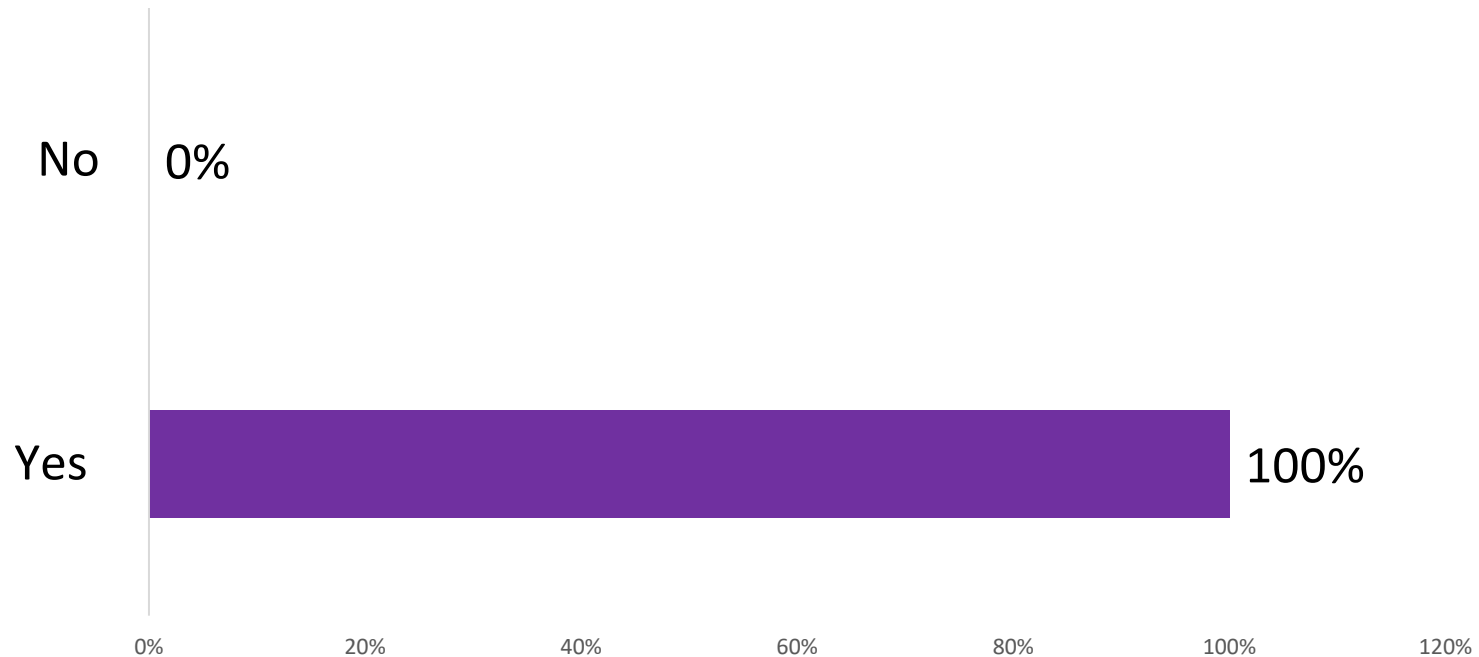
# Provide authorized Medicaid hours

***Q: “Over the past 12 months, has the agency experienced an increase in the percentage of authorized home care Medicaid hours that the agency has been unable to provide?”***



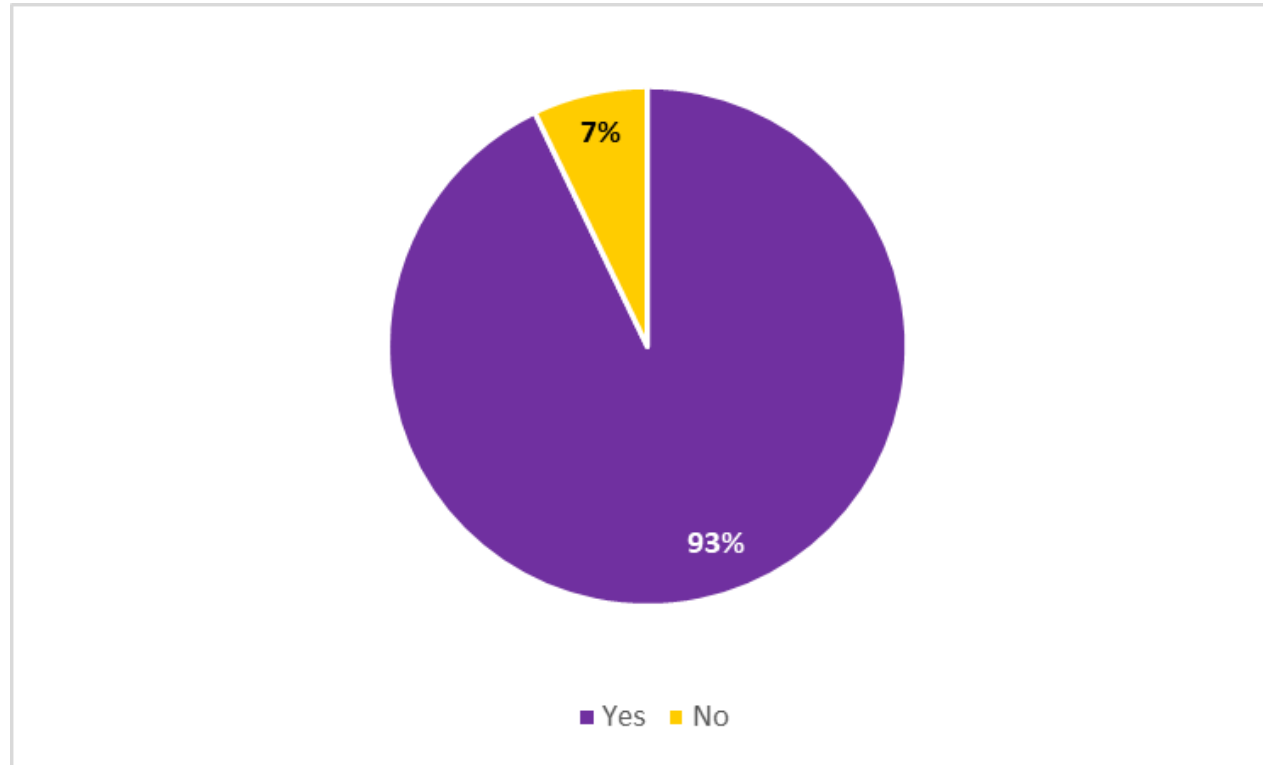
# Recruit home care workers

***Q: “Does your agency have any difficulties filling open positions for home care workers?”***



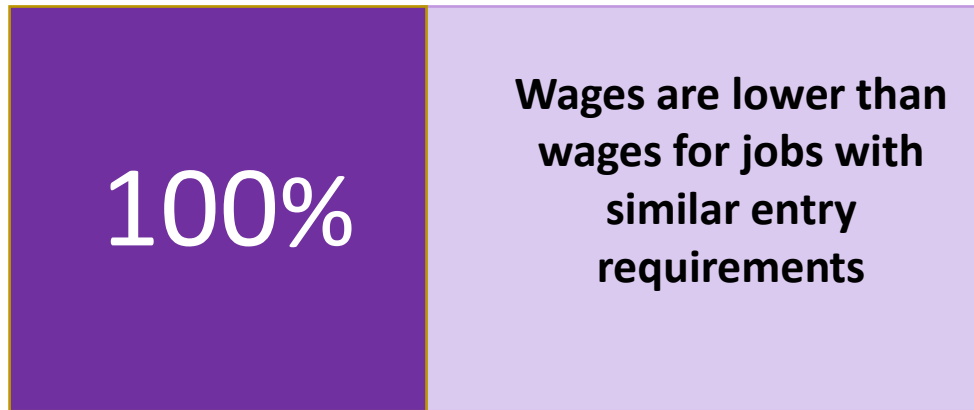
# Retain home care workers

***Q: “Does your agency have any difficulty retaining home care workers?”***

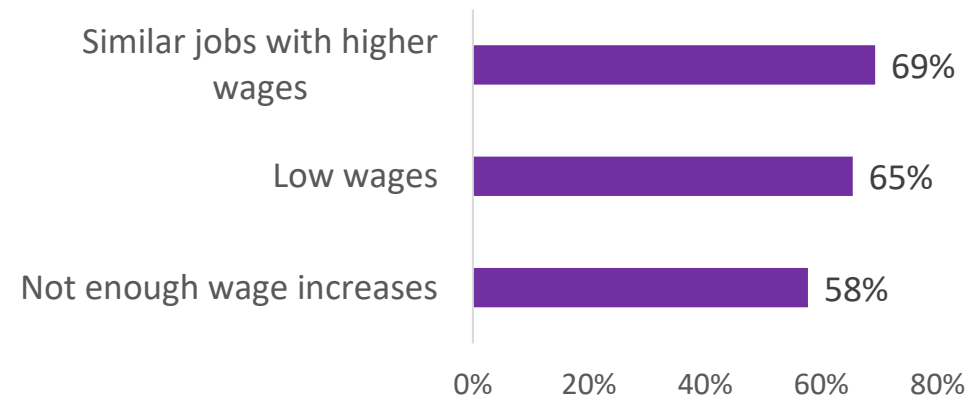


For home care agencies answering the survey, **wages** are a key factor driving retention and recruitment of home care workers

*Q: “Why do you think your agency has difficulties filling positions for home care workers?”*



*Q: “Why do you think your agency has difficulty retaining home care workers?”*



# Key Findings

- The enhanced rate improved home care agencies' ability to provide Medicaid services, and to recruit and retain caregivers by allowing them to pay higher wages to caregivers and thus, compete with other industries.
- Home care agencies are still facing significant challenges in providing Medicaid services and recruiting and retaining caregivers.
- For home care agencies, the most significant factor reducing their ability to recruit and retain caregivers is that, when compared with other jobs with higher wages and similar entry requirements, wages are still low.

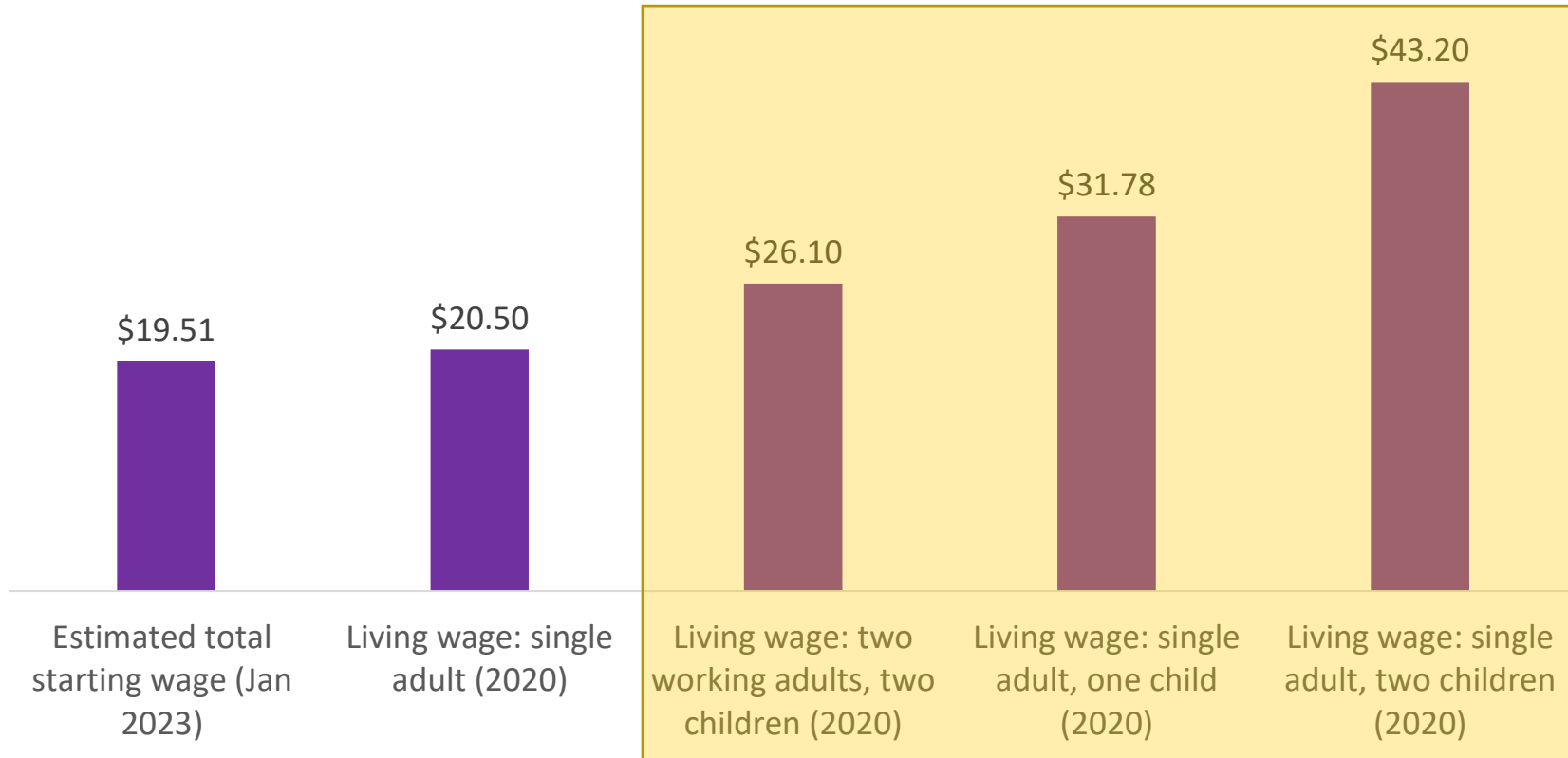
## Challenge 2: Living wage





# IPs are not making a living wage now

IP starting wage in 2023 Compared to WA Living Wages in 2020



- Almost half of home care workers in Washington (46%) have at least a dependent child
- 1 in 5 are single parents
- Need to expand the workforce

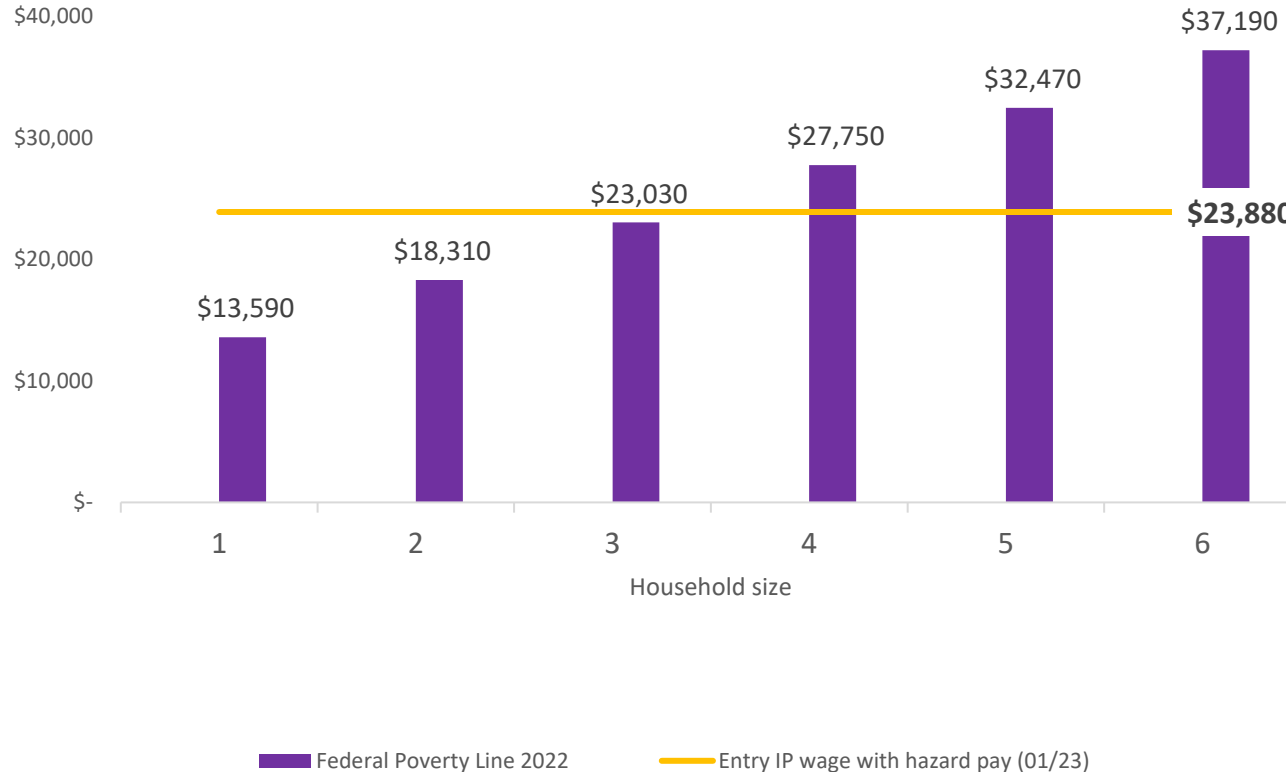
Sources: Own collaboration with information from Living Wage Report 2020-2021

"The Crisis of Low Wages in the US," accessed April 4, 2022, <https://www.oxfamamerica.org/explore/research-publications/the-crisis-of-low-wages-in-the-us/>

"It Is Time to Resolve the Direct Care Workforce Crisis in Long-Term Care | The Gerontologist | Oxford Academic," accessed April 4, 2022, <https://academic.oup.com/gerontologist/article/61/4/497/5898205>

"Demographics of Multigenerational Households" Pew Research Center, accessed April 4, 2022, <https://www.pewresearch.org/social-trends/2022/03/24/the-demographics-of-multigenerational-households/>

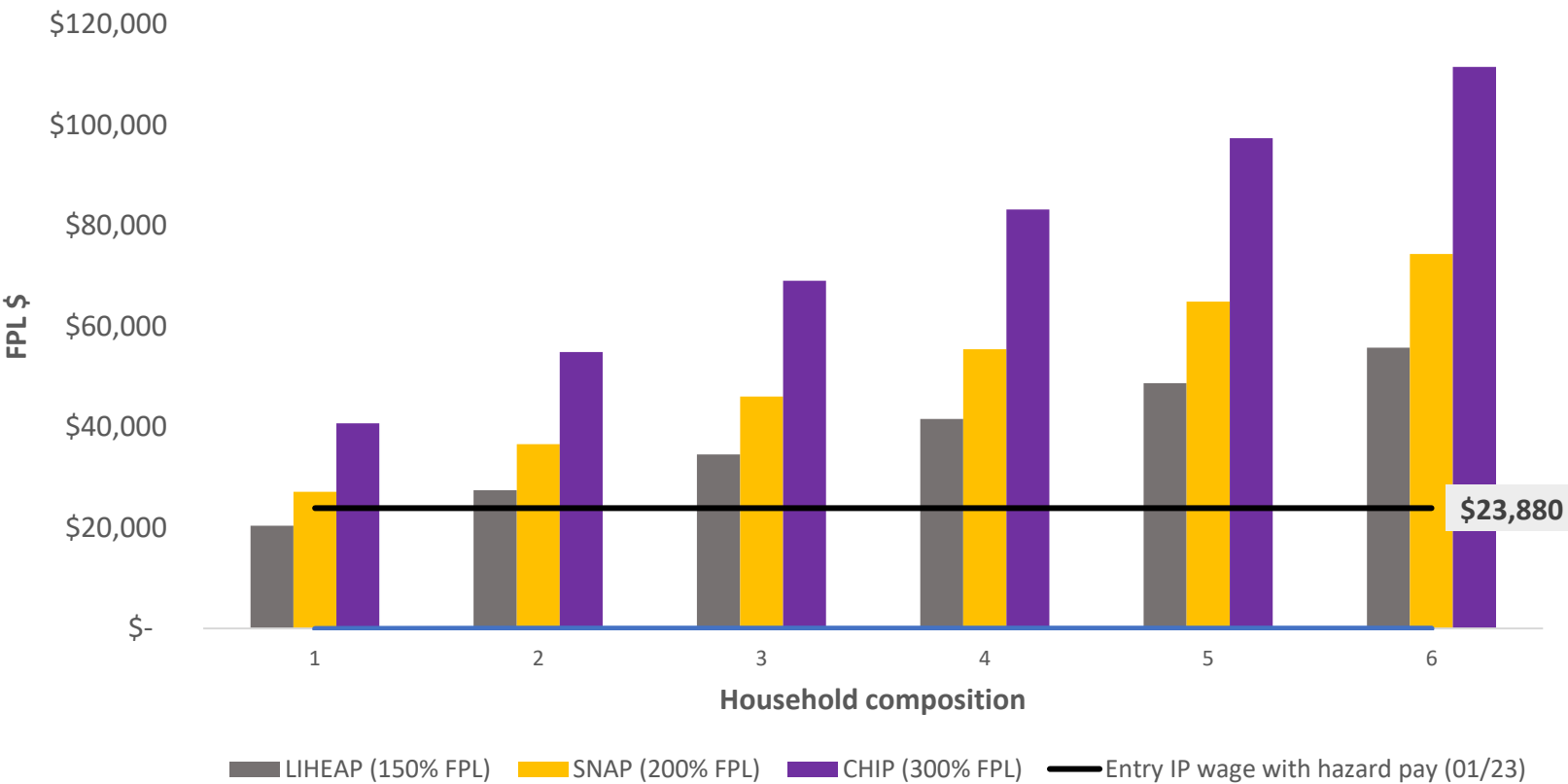
# Caregivers are not only not making a living wage, but many still live at or under the Federal Poverty Line



- In 2021, IPs worked 102 hours on average per month
- Single adults with two children or more at the bottom of the IP wage scale are at or below the Federal Poverty Line.

Source: Own elaboration with information from 2021 – 2023 CBA and wage reopener, "Poverty Guidelines," ASPE, accessed April 4, 2022, <https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines>

# Some public assistance programs caregivers are eligible for



Source: Own elaboration with information from 2021 – 2023 CBA and wage reopener, “Poverty Guidelines,” ASPE, accessed April 4, 2022, <https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines>

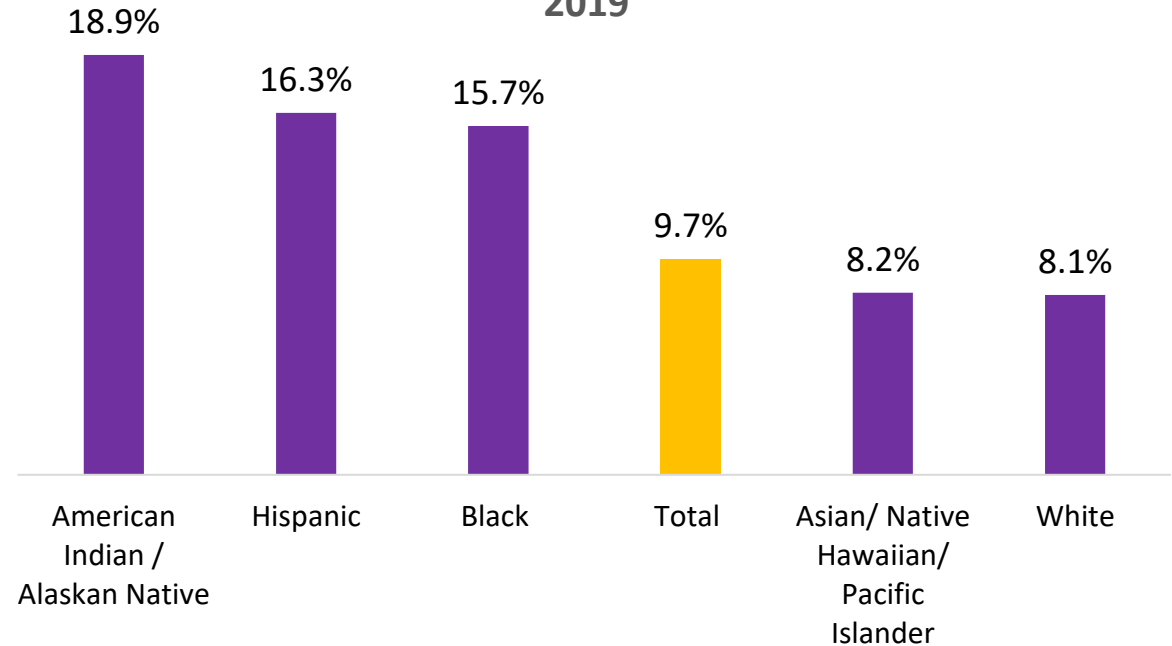
# Washington's economy is deeply unequal: Unlivable IP wages exacerbate racial inequity

Home care workers are disproportionately people of color

- Over one in three (36%) home care workers are people of color
- Black people make up 11% of caregivers, but only 4% of the state overall

Paying workers of color unlivable wages perpetuates racial inequity

Poverty by Race/Ethnicity in the State of Washington, 2019



Source: "Poverty by Race/Ethnicity." Kaiser Family Foundation. 2019. <https://www.kff.org/other/state-indicator/poverty-rate-by-raceethnicity/?currentTimeframe=0&sortModel=%7B%22colId%22:%22Location%22,%22sort%22:%22asc%22%7D>

Sources:

"Workforce Data Center: Direct Care Workers by Race and Ethnicity, 2017." PHI. 2017. <<https://phinational.org/policy-research/workforce-data-center/#var=Race+and+Ethnicity>

"Quick Facts: Washington." U.S. Census Bureau. 1 July 2019. <<https://www.census.gov/quickfacts/WA>>




# Challenge 3: Rising cost of living and staggering inflation





His two-weeks-notice turned into a  
hope-you-don't-notice.

Insider Risk Management |  code42

## US inflation jumped 8.5% in past year, highest since 1981

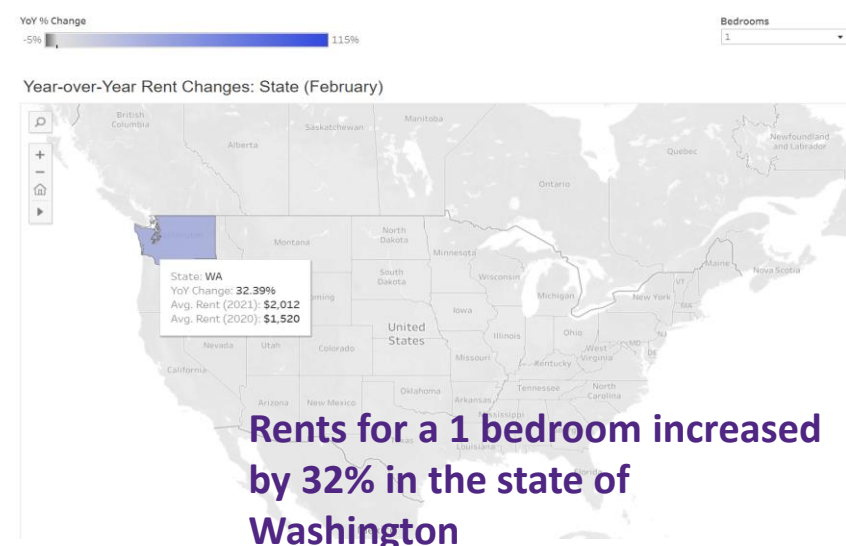
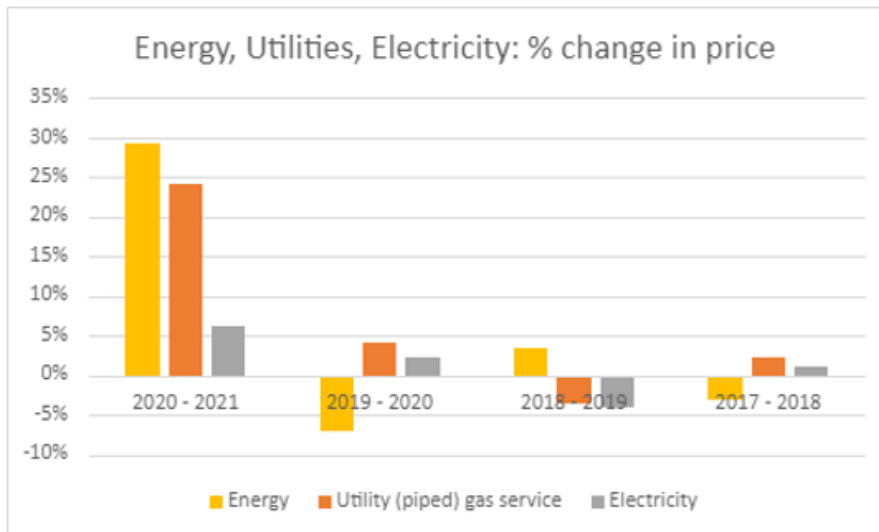
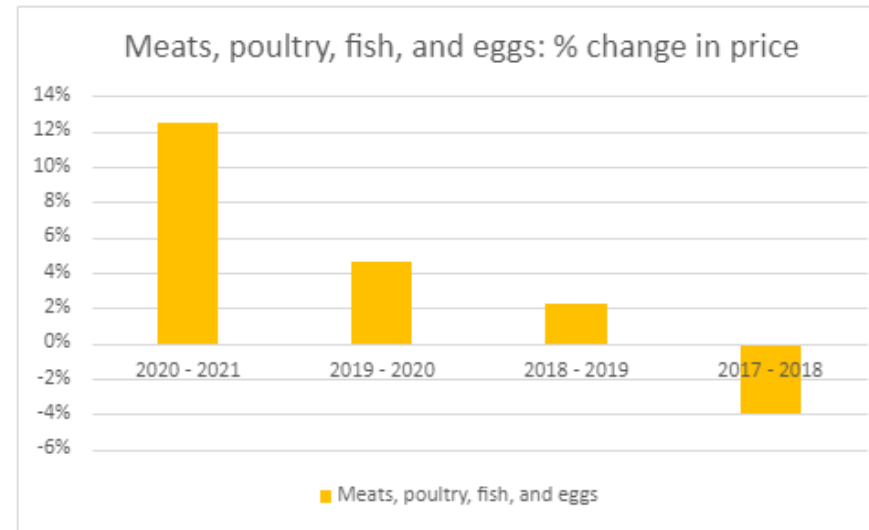
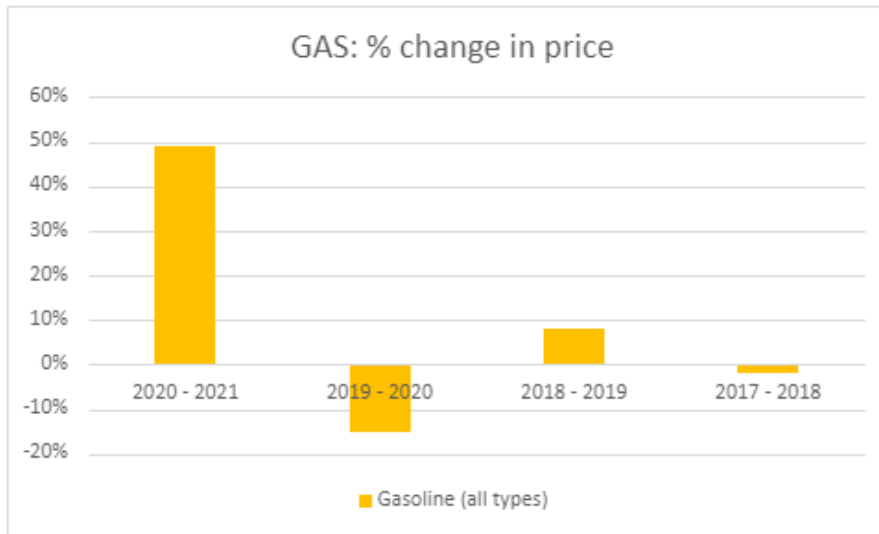
April 11, 2022 at 9:01 pm | Updated April 12, 2022 at 6:25 pm



Gasoline prices are displayed at a gas station April 1 in Vernon Hills, Illinois. Inflation soared over the past year at its fastest pace...



# Costs are going up across the board



Sources: "Rent.Com Rent Report: March 2022," *Rent.Com Research* (blog), accessed April 4, 2022, <https://www.rent.com/research/average-rent-price-report/>  
Bureau of Labor Statistics, U.S. Department of Labor, The Economics Daily, Consumer Price Index: 2021 in review at <https://www.bls.gov/opub/ted/2022/consumer-price-index-2021-in-review.htm> (visited April 07, 2022).

# SEIU 775 member surveys

## *Member survey 2021*

- Online survey distributed by email and text to Individual Providers (IPs) and Agency Providers (APs) in May 2021
- Response rate: 13%
- Survey was translated and distributed in 4 languages: English, Spanish, Russian, and Korean

Source: SEIU 775 Member survey, May 2021.

## *Member survey 2022*

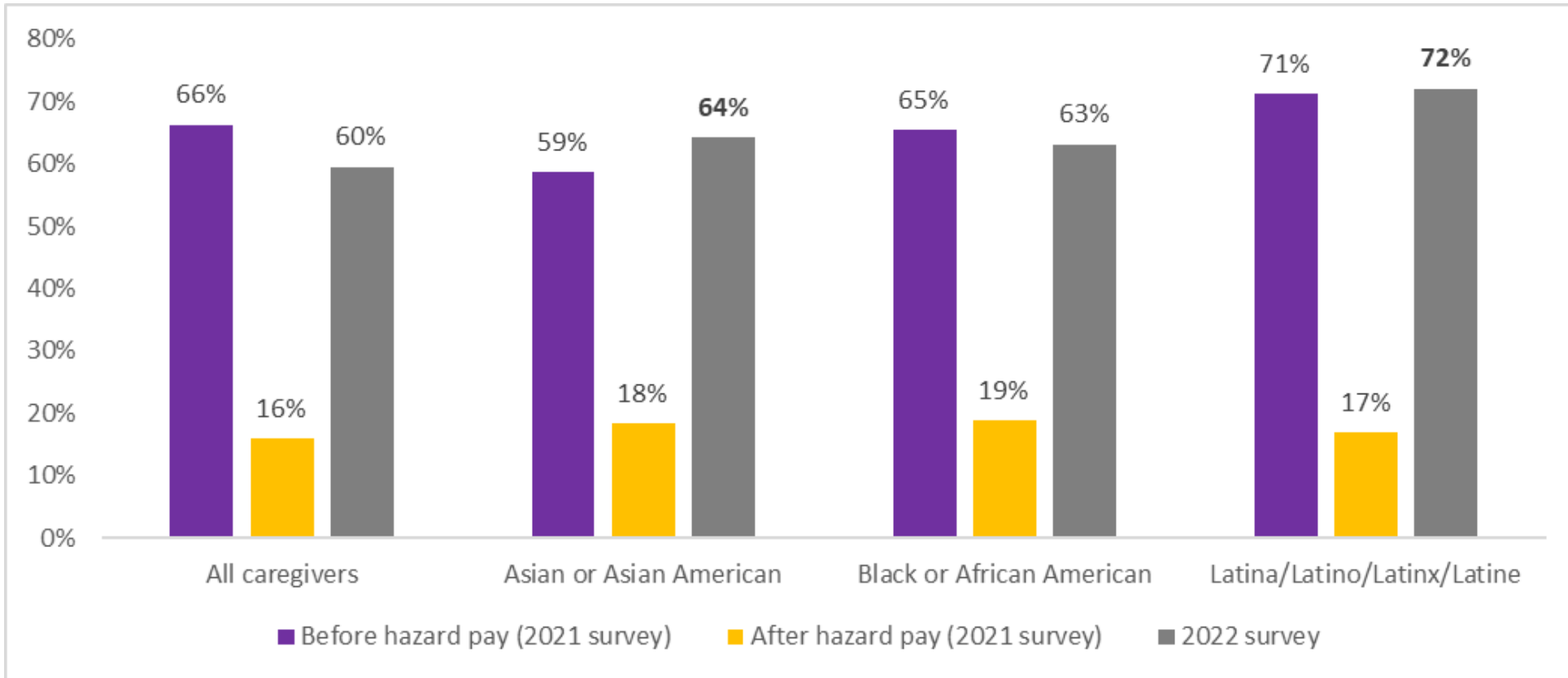
- Online survey distributed by email and text in March to Individual Providers (IPs) and Agency Providers (APs).
- Response rate: 13%
- Survey was translated and distributed in 6 languages: Chinese, English, Korean, Russian, Spanish, and Vietnamese.

Source: SEIU 775 Member survey, March 2022.



# The impact of hazard pay has decreased

**“Just getting by” or “finding it difficult” to get by**



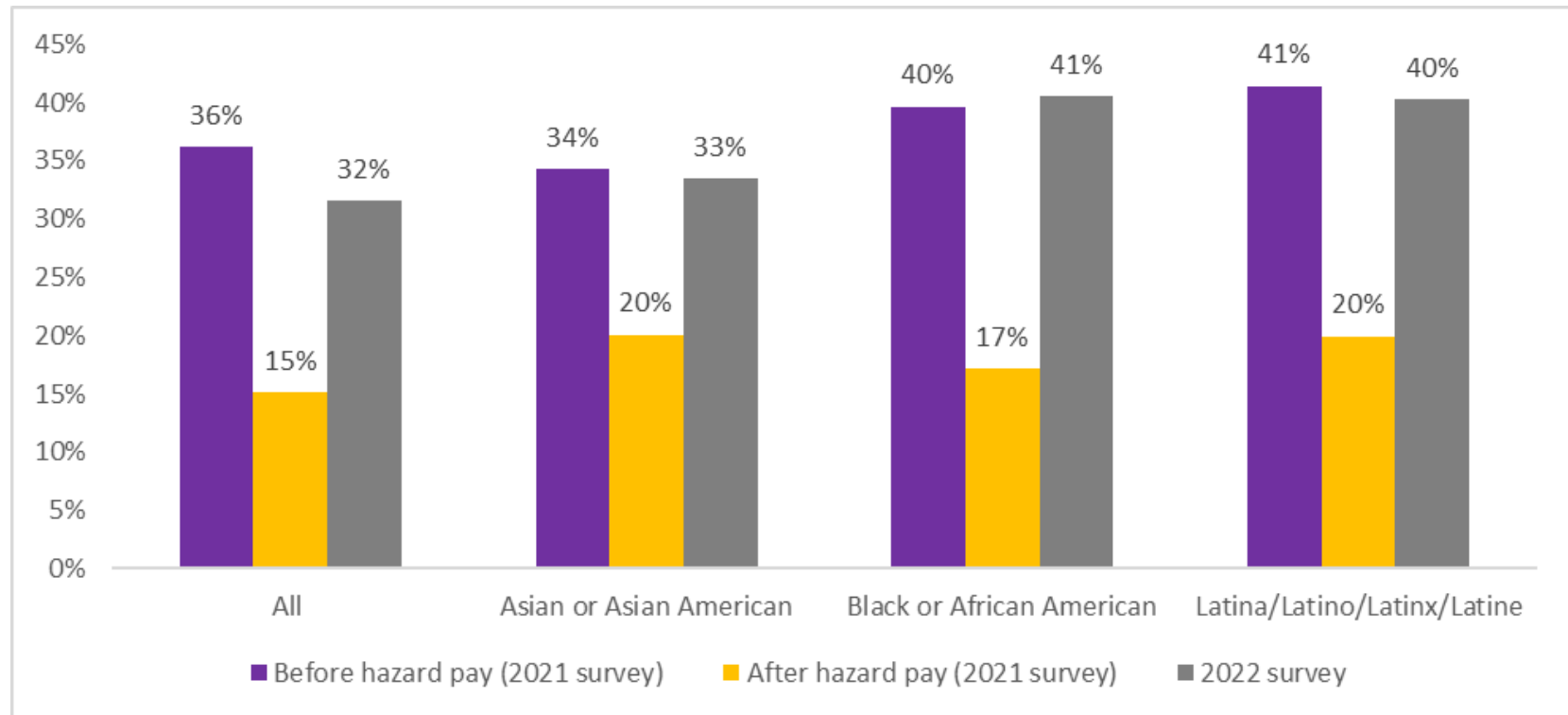
Source: SEIU 775 Member survey, May 2021, and SEIU 775 Member survey, March 2022.

# The impact of hazard pay has faded

“In January of 2021, with the money from hazard pay, we were finally able to get our own place. If our wages drop back down, I’m scared we’ll have to move out.”

- Lauren Evans,  
SEIU 775  
Caregiver,  
Vancouver, WA

## Respondents worry “always” and “very often” whether they will lose housing

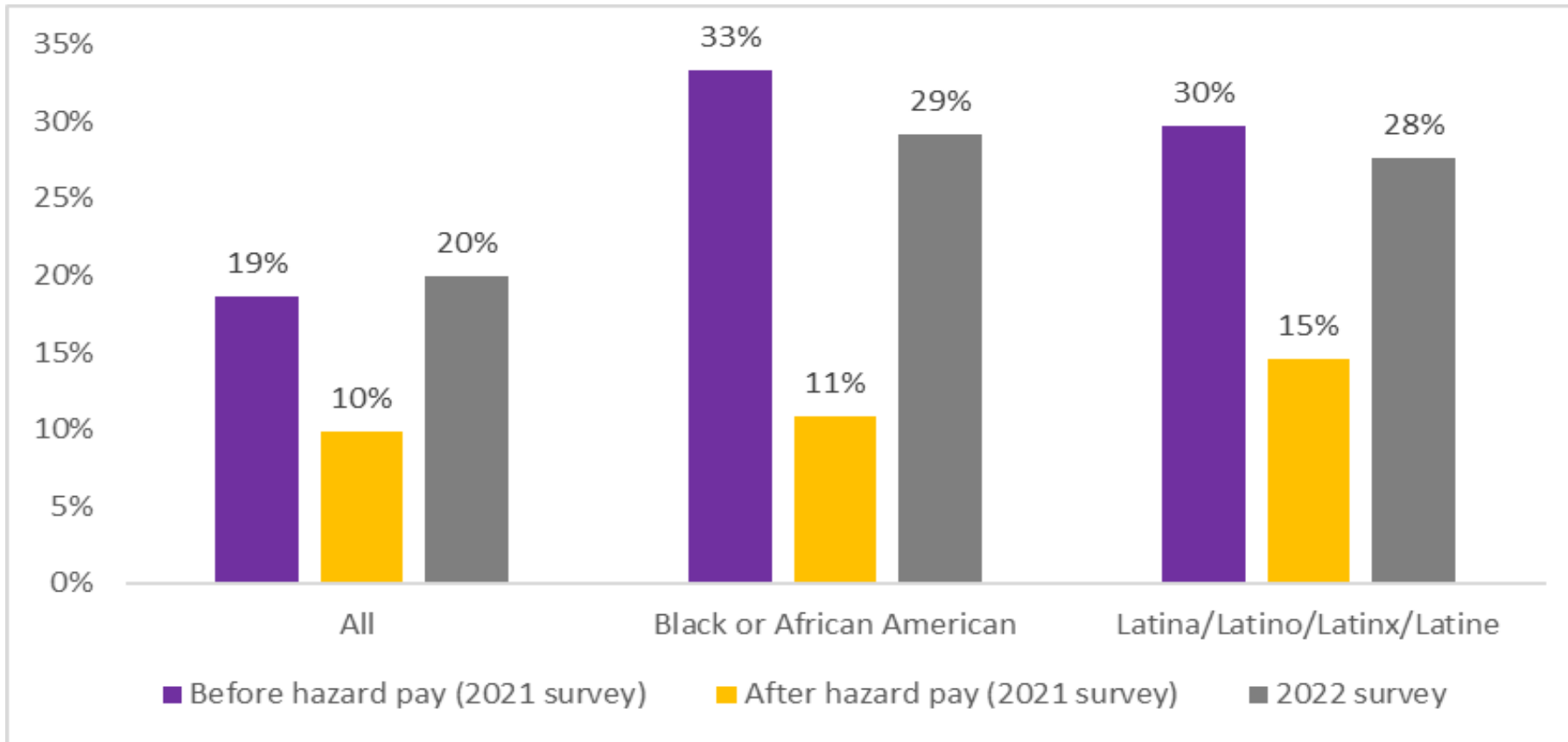


Source: SEIU 775 Member survey, May 2021, and SEIU 775 Member survey, March 2022.



# The impact of hazard pay has faded

**Respondents who ate less or skipped meals over the past 12 months due to financial issues**



Source: SEIU 775 Member survey, May 2021, and SEIU 775 Member survey, March 2022.

# What needs to be done?



1. A wage  
sufficient to  
recruit/retain  
caregivers



2. A true living  
wage for  
caregivers



3. A wage that at  
least keeps up  
with the cost of  
living

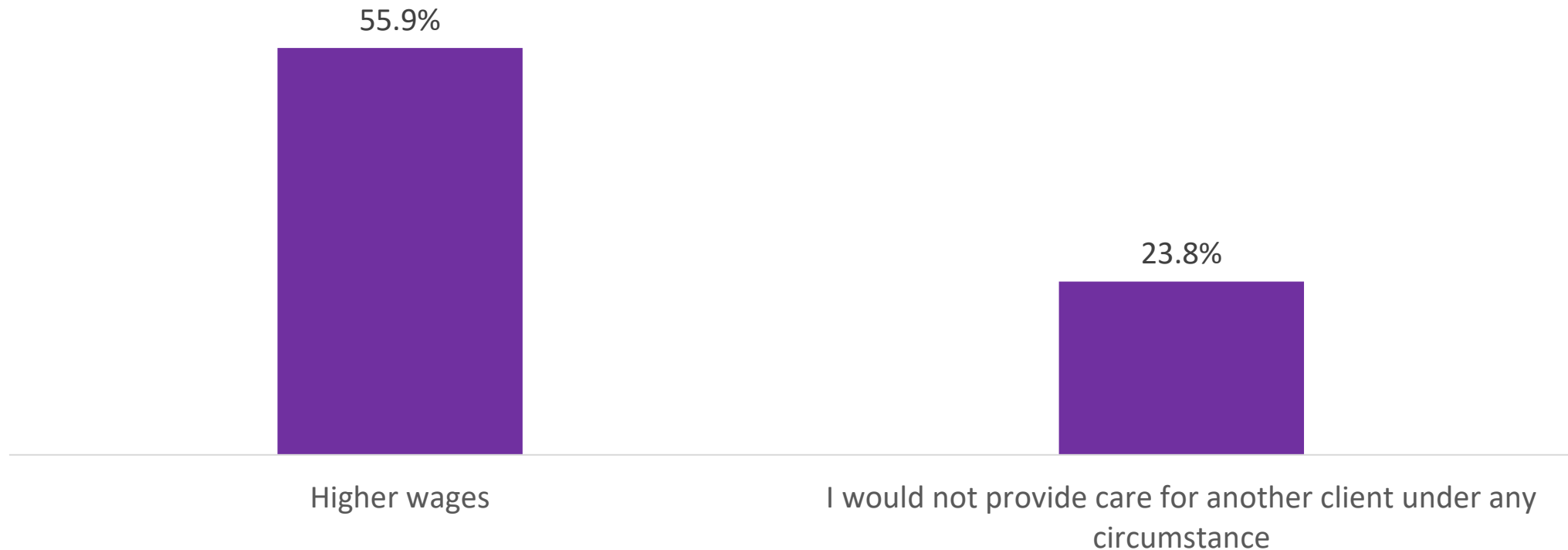
# Recruitment & retention

**49.8%** of respondents who were likely to quit say they would be willing to keep working for \$21 - \$25 dollars per hour

Source: SEIU 775 Member survey, March 2022.

## Recruitment & retention

If you were not providing care for your family member, which of the following conditions would need to happen for you to provide care for another client?



Source: SEIU 775 Member survey, March 2022.

# Living wage

## Living Wage Report 2020 – 2021 (Alliance for a Just Society)



**\$20.50** was the living wage for a single adult in 2020 - on track to be at least **\$23.17 by 2025**

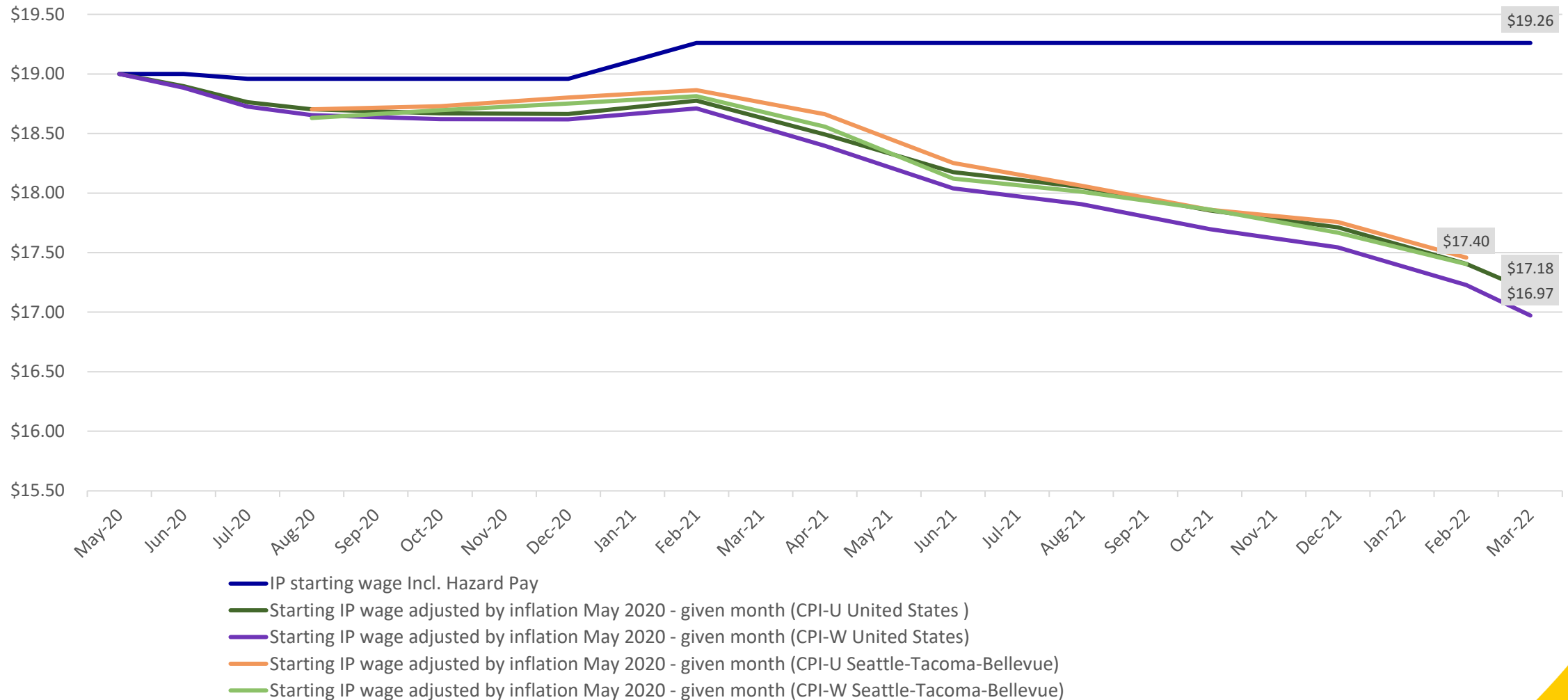


## SEIU 775 member data

Almost half of home care workers in Washington (46%) have at least a dependent child.

1 in 5 are single parents

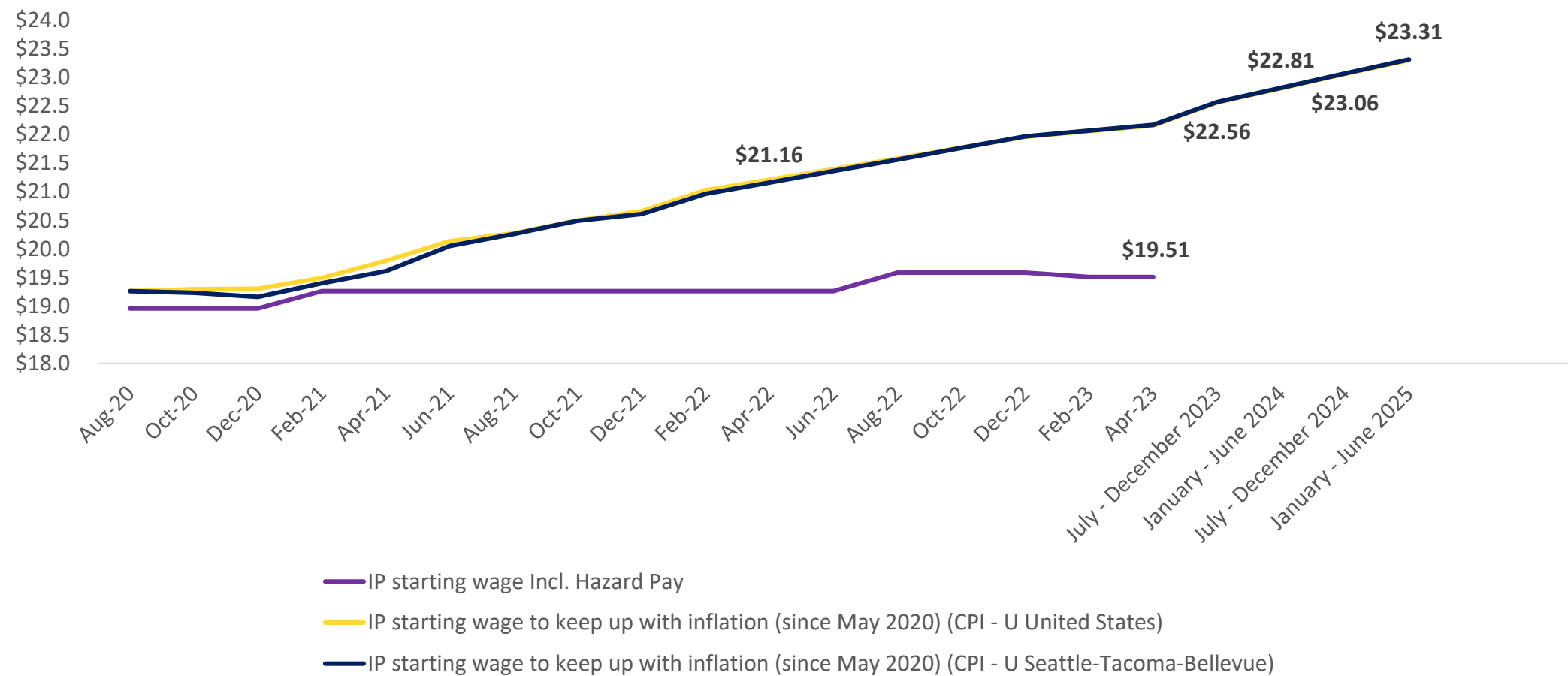
# The impact of inflation on IPs starting wages



Source: own elaboration with information from the U.S. Bureau of Labor Statistics



# Keeping up with inflation



# What does the data tell us?

- **Wage experiment:** \$22 dollars per hour will attract significantly more - nearly 10% more applicant leads than \$20 dollars per hour
- **Living wage:**
  - In 2020, two working adults with two children would need at least a wage of \$26.10 per working adult, and a single adult with one child would need at least a wage of \$31.78
    - By 2025 – a single adult would need a wage of \$23.17
- **Inflation:** \$23 per hour to maintain IPs purchasing power



# Wages – Recent History / Current

Date	Total Starting Wage	Increase from previous period (\$)	Increase from previous period (%)
Apr-20	\$16.00		
May-20	\$19.00	\$ 3.00	18.8%
Jan-21	\$19.26	\$ 0.26	1.4%
Jul-21	\$19.26	\$ -	0.0%
Jan-22	\$19.26	\$ -	0.0%
Jul-22	\$19.51	\$ 0.25	1.7%
Jan-23	\$19.51	\$	

*As a rough rule of thumb, average wage is \$1/hr above the starting wage, and the top of the wage scale is \$2.25 above the starting wage*

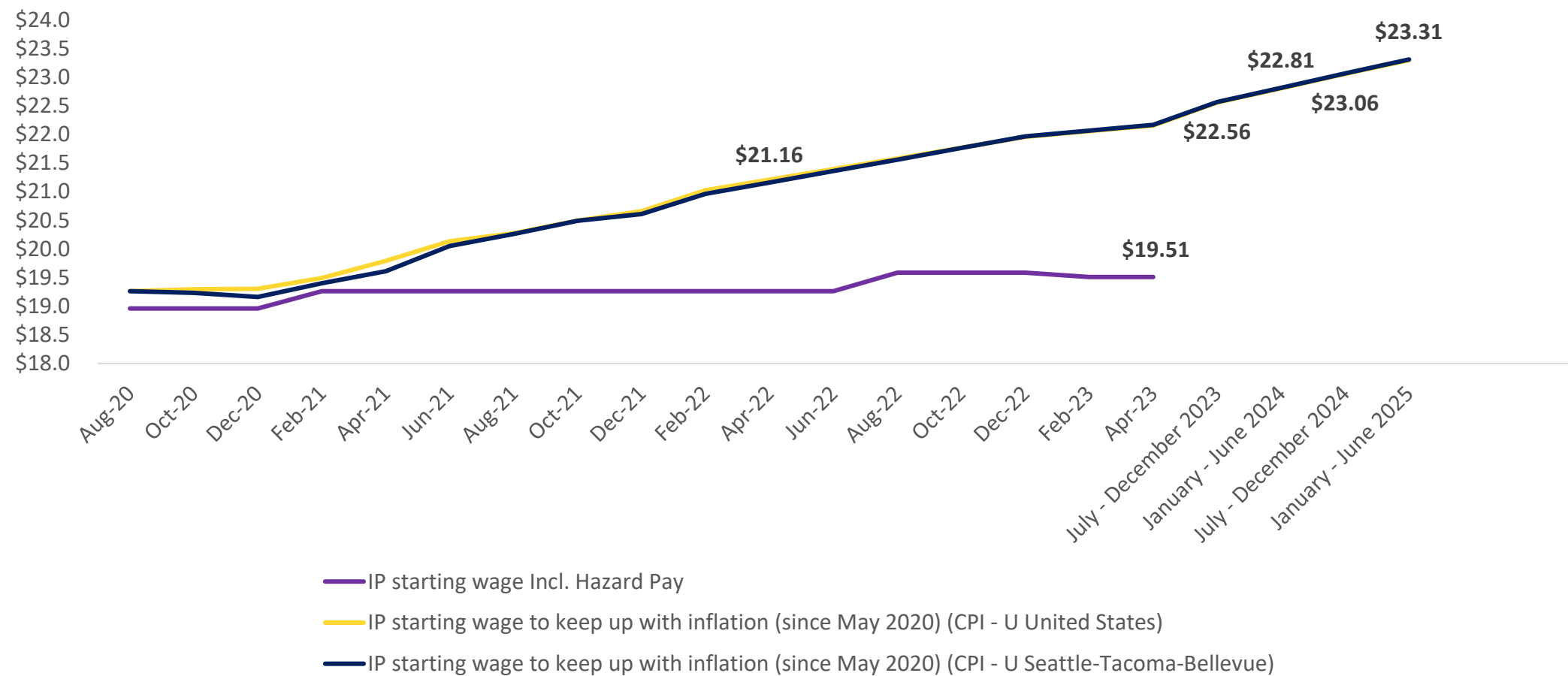


## Wages – SEIU 775 Proposal (Starting wage, for illustration purposes)

Date	IP Starting Wage	Increase from previous period
January 2023	\$19.51	0
July 2023	\$20.29	4%
January 2024	\$21.10	4%
July 2024	\$21.95	4%
<b>January 2025</b>	<b>\$22.82</b>	4%



# Keeping up with inflation



Thank you!



# **Effects of \$22 Wage Offer In HCA Job Listings On Job Seekers in Washington State**

April 8, 2022



# Experiment Conducted March 1 - March 25, 2022

Katie Hewitt, Digital Strategist  
Owner, Percussion Strategic

Funded by: SEIU 775





## Summary

Home Care Aide (HCA) employment offer of \$22 per hour attracted significantly more - **9.52% more** - applicant leads than a \$20 per hour offer.

# Hypothesis


Home Care Aide (HCA) employment listing in WA offering \$22 per hour plus benefits will attract significantly more applicants than an identical listing offering \$20 per hour plus benefits.

## Methodology

To ensure a sample audience of job seekers facing similar economic and pandemic conditions, and to prevent competing job listings that might confuse or discourage the audience, we placed identical job listings on four common job platforms at the same time: **Craigslist, Indeed, Google and Facebook.**

# Job Listing Examples

Ads ran from March 1 - 25, 2022



**Do GOOD for GREAT pay**  
**Amazing benefits worth \$\$\$!**

[Learn More](#)

WAHomeCareJobs.com

Do GOOD for GREAT pay and benefits

Amazing benefits for you worth \$\$\$.

Health, dental, vision, pension + paid training & state certification 🙌

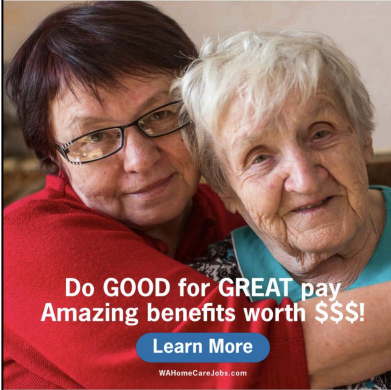
Flexible hours 🙌

Get paid to become a state certified HCA 🙌

Learn more: [https://www.wahomecarejobs.com/20plusbenefitsforyou?utm\\_medium=craigslist&utm\\_source=job-board&utm\\_campaign=for-you](https://www.wahomecarejobs.com/20plusbenefitsforyou?utm_medium=craigslist&utm_source=job-board&utm_campaign=for-you)

WA Home Care Jobs  
Published by AdHewitt Consulting · March 2 ·

Do GOOD for GREAT pay in WA! Amazing benefits worth \$\$\$! Health, dental, vision, pension + paid training & state certification + flexible hours 🙌



**Do GOOD for GREAT pay**  
**Amazing benefits worth \$\$\$!**

[Learn More](#)

WAHomeCareJobs.com

WAHOME CARE JOBS.COM

**Find A Home Care Job!**

\$20/hr + great employer paid benefits for you 🙌 Health, dental, vision, pe...

[Apply now](#)

173 32 Comments 26 Shares

Like Comment Share

Ad · [www.wahomecarejobs.com/](http://www.wahomecarejobs.com/)

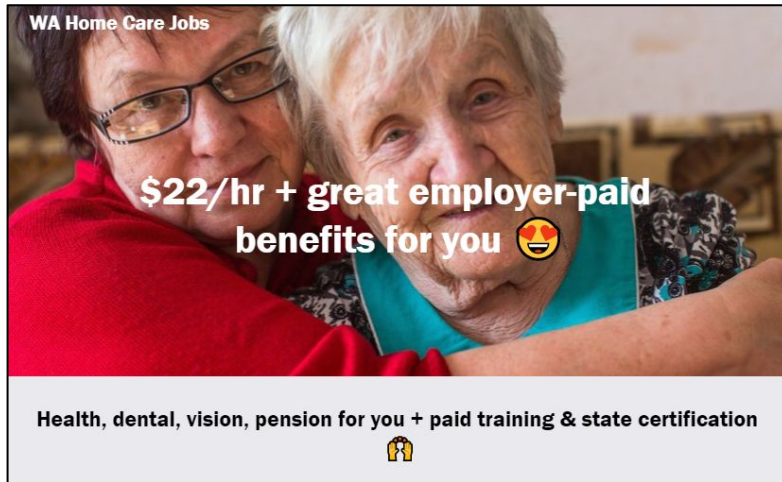
[Great Pay Doing Good | Home Care Jobs Near Me | WA Home Care Jobs](#)

Flexible hours, employer-paid training for state certification and benefits for you. Home care jobs with paid training and medical, vision, dental benefits for you.

## Users Randomly Delivered A or B Offers

During the experiment period, Google recorded 3,321 experiment sessions split almost evenly between two landing pages.

Offer A



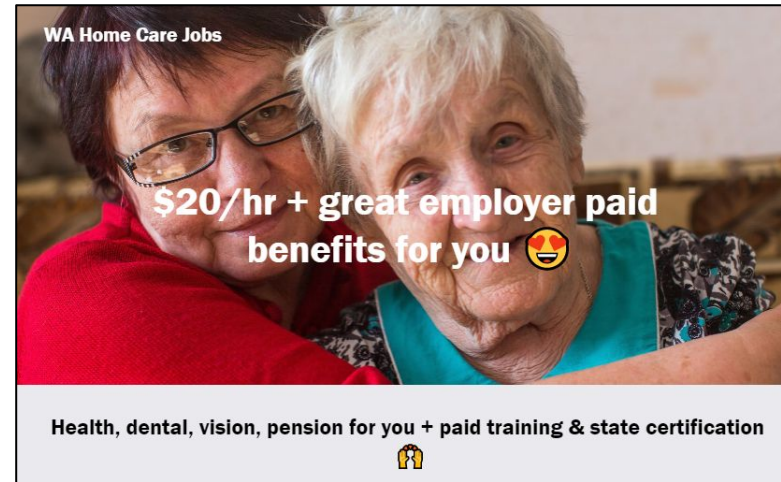
WA Home Care Jobs

**\$22/hr + great employer-paid  
benefits for you 🤗**

Health, dental, vision, pension for you + paid training & state certification 🙌

This image shows a landing page for 'WA Home Care Jobs'. It features a photograph of a woman with glasses and a red shirt hugging an elderly woman with white hair. The text overlay on the photo states '\$22/hr + great employer-paid benefits for you' with a hugging face emoji. Below the photo, in a white box, it lists 'Health, dental, vision, pension for you + paid training & state certification' with a raised hands emoji.

Offer B



WA Home Care Jobs

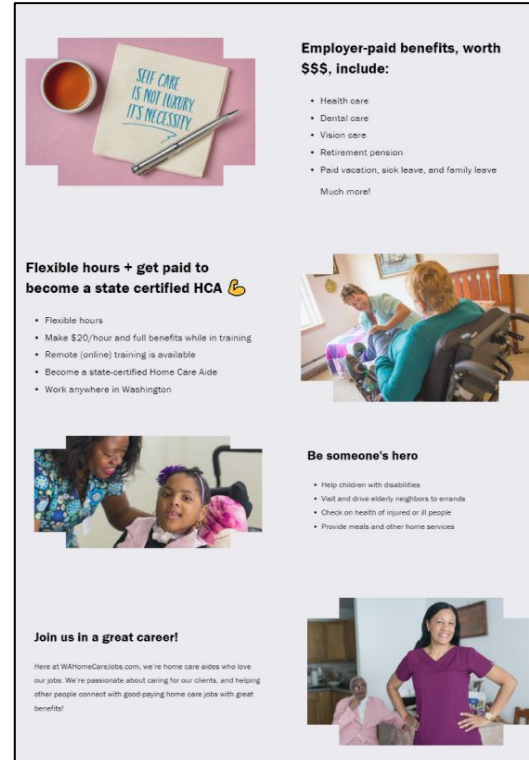
**\$20/hr + great employer paid  
benefits for you 🤗**

Health, dental, vision, pension for you + paid training & state certification 🙌

This image shows a landing page for 'WA Home Care Jobs', identical in layout to Offer A but with a different wage. It features the same photograph of a woman hugging an elderly woman. The text overlay on the photo states '\$20/hr + great employer paid benefits for you' with a hugging face emoji. Below the photo, in a white box, it lists 'Health, dental, vision, pension for you + paid training & state certification' with a raised hands emoji.

# Only variable text: Wage Rate

Offer A and Offer B included identical images and text, including information about the job tasks, benefits, and more.

A recruitment flyer for WA HomeCareJobs.com. It features a pink sticky note with the text "SELF CARE IS NOT LUXURY IT'S NECESSITY" and a pen. The flyer lists employer-paid benefits, flexible hours, and the opportunity to become a state-certified HCA. It also includes images of home care aides working with clients and a woman standing in a home setting.

**Employer-paid benefits, worth \$\$\$, include:**

- Health care
- Dental care
- Vision care
- Retirement pension
- Paid vacation, sick leave, and family leave
- Much more!

**Flexible hours + get paid to become a state certified HCA 🙌**

- Flexible hours
- Make \$20/hour and full benefits while in training
- Remote (online) training is available
- Become a state-certified Home Care Aide
- Work anywhere in Washington

**Be someone's hero**

- Help children with disabilities
- Visit and drive elderly neighbors to errands
- Check on health of injured or ill people
- Provide meals and other home services

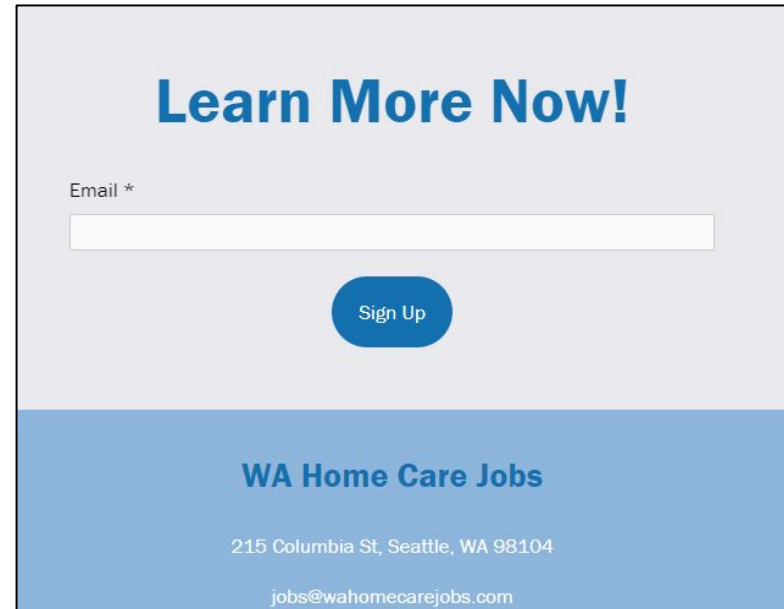
**Join us in a great career!**

Here at WAHomeCareJobs.com, we're home care aides who love our jobs. We're passionate about caring for our clients, and helping other people connect with good paying home care jobs with great benefits!

## Conversion = Providing E-mail

Two opportunities to provide email—one on top of page and one on bottom of page.

Nearly 500 people  
“converted” by giving their  
email address to learn more.

A screenshot of a web form for "WA Home Care Jobs". The form has a light blue header with the text "Learn More Now!". Below this is a white input field for an email address, preceded by the label "Email \*". Under the input field is a blue rounded button with the text "Sign Up". The bottom section of the form has a darker blue background and contains the text "WA Home Care Jobs", the address "215 Columbia St, Seattle, WA 98104", and the email "jobs@wahomecarejobs.com".

**Learn More Now!**

Email \*

**Sign Up**

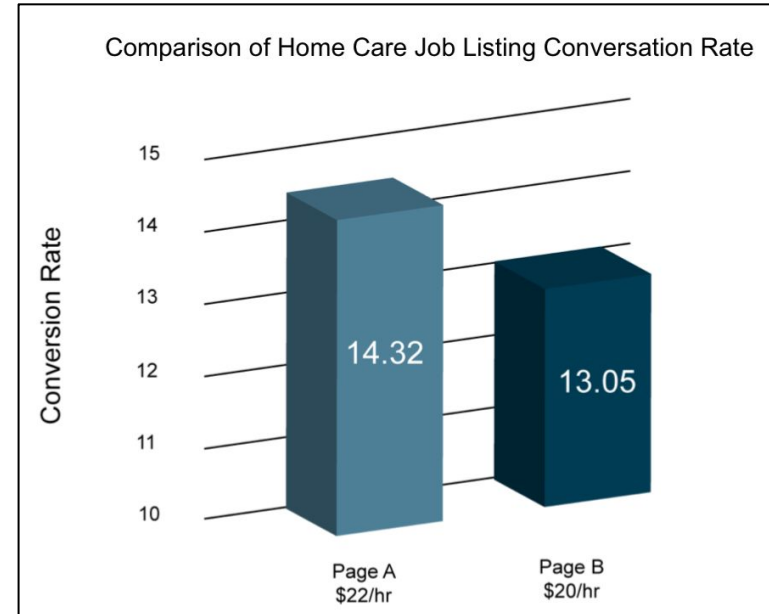
**WA Home Care Jobs**

215 Columbia St, Seattle, WA 98104

jobs@wahomecarejobs.com

## Results: More job seekers were significantly interested in \$22/hour job offer

- 9.52% more job lead conversions
- Conversions occurred 10% faster on Offer A page, within just 46 seconds on average
- 8% more visitors scrolled down Offer A page
- 95% statistical significance, 72% probability of same result





## Recommendation

To recruit a higher number of job seekers to HCA positions, employers will likely attract more applicant interest by advertising the higher pay rate of \$22 per hour.

**TAB 8**



# Carina: Expanding Access to Work and Care

April 19, 2022

# Who We Are

We are a technology nonprofit that believes communities are stronger when all people, regardless of income, can easily and safely access quality care and care providers receive good wages and steady work.

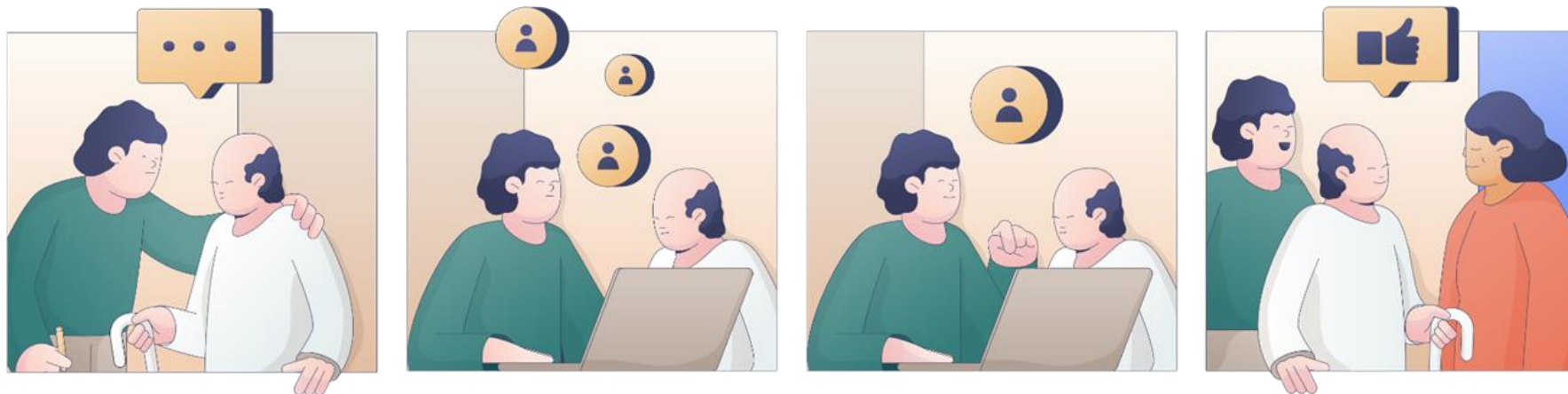


# What We Do

Carina provides a safe, easy-to-use, online **care-matching tool** in partnership with labor unions, benefits funds, state and local government, community organizations and employers

**Medicaid:** Help individuals providers find additional and new consumers near them and help consumers to find individual providers to meet their care needs

**Private Pay + Other Subsidies:** Match with a qualified agency with available providers

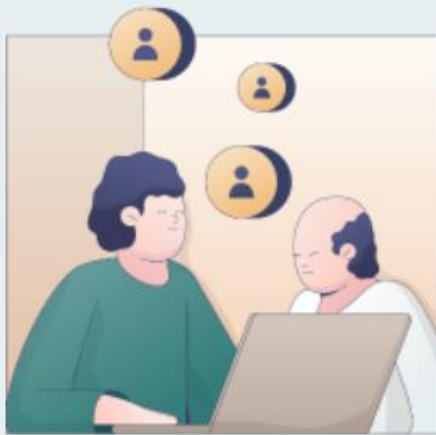


# How Carina Works



# Medicaid Consumer Usage:

## How it works



### Explore

Use our search and filter to find a provider near you.



### Message

Send messages, chat on the phone and meet in person for an interview.



### Match

Once you find the right fit, request an Okay to Work for your Individual Provider from CDWA.

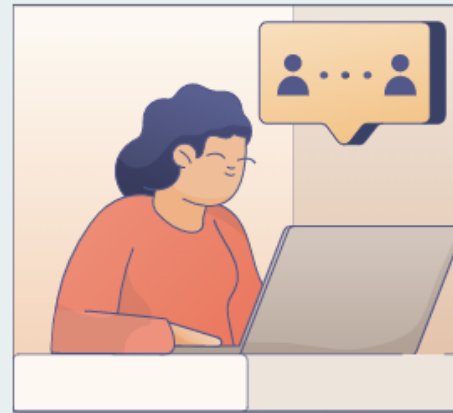
# Individual Provider Usage:

## How it works



### Explore

Use our search and filter to find home care jobs near you.



### Message

Send messages, chat on the phone and meet in person for an interview.



### Match

Once you find the right fit, request an Okay to Work from CDWA.



# Key Features



# Consumers: Search, Filter and Message Providers

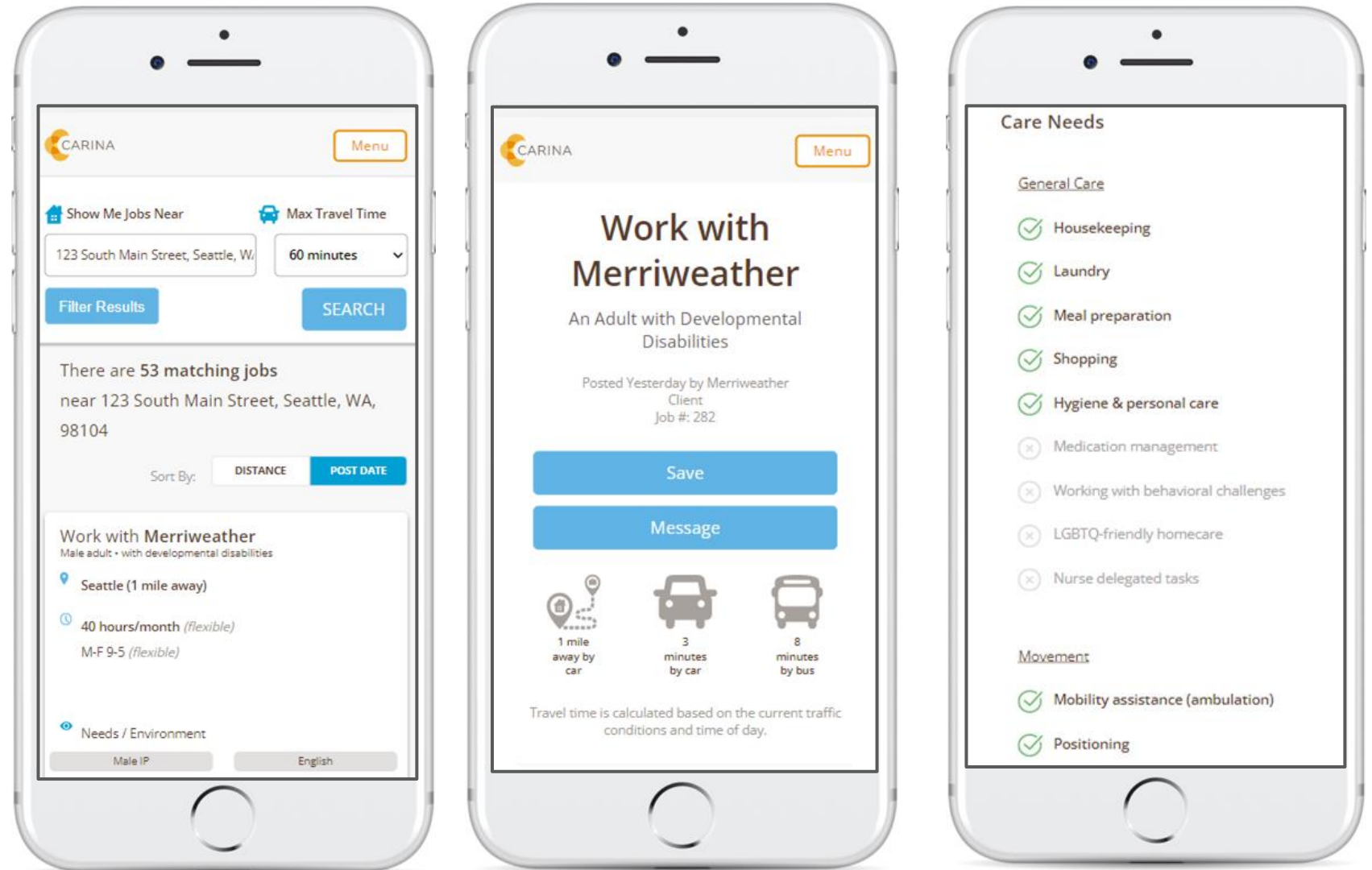
- Easily skim profiles for user prioritized info
- Surface new providers
- More information for review if desired in detailed provider profile view
- Save provider profiles for review later or get immediately connected by sending a message
- Dynamically reflects who you have messaged

The screenshot shows the CARINA website interface for finding providers. The top navigation bar includes links for Home, Post a Job, Find Jobs, Find Providers (highlighted), My Profile, and Messages. The main content area displays search results for providers near Seattle, WA, with 162 matching providers found. The results are sorted by Distance. The left sidebar contains filters for location (Seattle, WA), Max Travel Time (30 minutes), and a SEARCH button. Below the filters, there are sections for refining the search, including Provider Availability (Available Now, Available Soon, Not available), Monthly Hours, Care Category, Frequency, Client Gender, Provider Gender, Languages, and I need... The main content area shows four provider profiles: Maiza L, Susan M, Kellie H, and Areanna R. Each profile includes details like availability, location, languages, gender, and schedule. The bottom of each profile has buttons for READ MORE and MESSAGE.

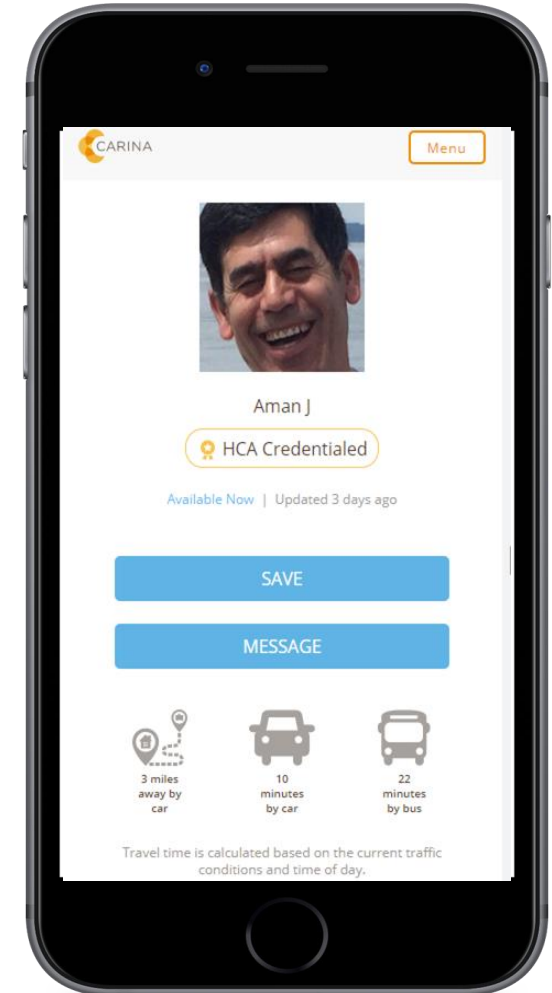
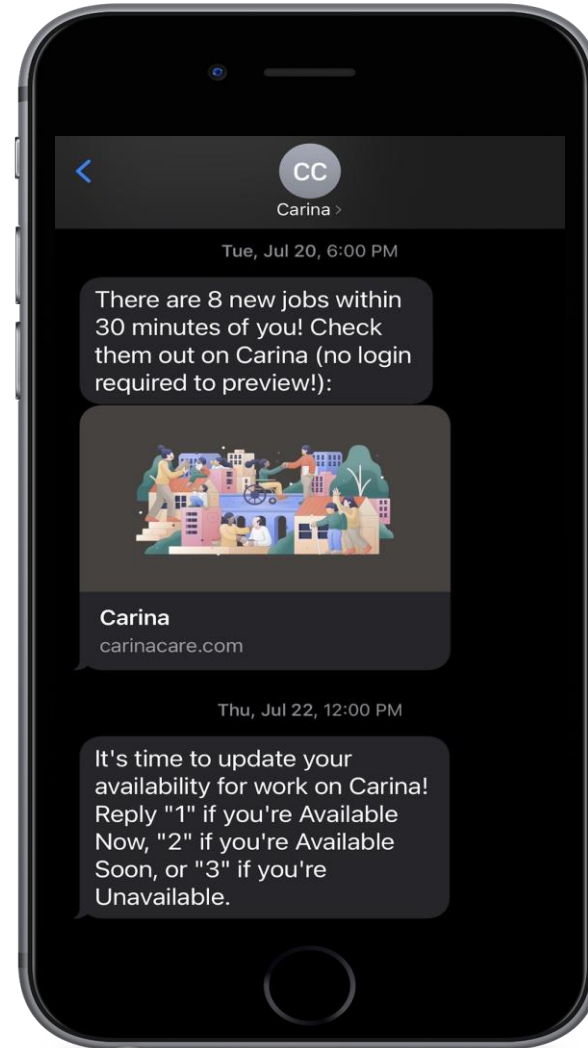
Provider Name	Availability	Location	Languages	Provider's Gender	Monthly Hours	Schedule	Buttons
Maiza L	Available Soon	Seattle (2 miles away)	English, Laotian, Thai	Female	65 (flexible)	Monday to Wednesday evening, Thursday and Saturday all day (flexible)	READ MORE, MESSAGE
Susan M	Available Soon	Seattle (2 miles away)	English	Female	0	Not right now	READ MORE, MESSAGE
Kellie H	Available Now	Seattle (2 miles away)			0		READ MORE, MESSAGE
Areanna R	Available Now	Seattle (2 miles away)	English	Female	180 (flexible)	Mon-Sat (flexible)	READ MORE, MESSAGE

# Providers: Search, Filter and Respond to Jobs

- Providers can search, filter & sort job posts based on needs/skills
- Easily find nearby connections
- Save jobs for later or get connected immediately by sending a message




# Data Freshness and Convenience



# In-App Messaging for Privacy and Security























- Secure messaging platform
- Send and respond to messages in-app
- Only you decide when to share your personal contact information and meet in real life
- Highlight unread messages; tied to alerts
- Save important messages or delete clutter

[Settings](#) [Help](#) [Contact Us](#) [Logout](#)

 [Home](#) [My Profile](#) [Find Jobs](#) [Find Providers](#) [Messages 2](#)

## Messages

REMINDER: Never share protected health information (PHI) about a client (e.g. your client's name, address, phone number, or your relationship to your client).

 <b>Inbox</b>	  <b>Karen S.</b> 11/21/16 Hi! I'm interested in the job that you poste... Job #123456 
 <b>Unread (2)</b>	  <b>Robert G.</b> 11/20/16 Let's set up an interview. Are you available... Job #65432 
 <b>Starred</b>	  <b>Jane N.</b> 11/19/16 You: Sorry that doesn't work for me. Direct Message 
 <b>Deleted Messages</b>	  <b>Austen S.</b> 11/18/16 Hi! I would really like to meet up. Direct Message 
	  <b>Bobbie S.</b> 11/17/16 You: I am very well. I will be in town on the... Direct Message 
	  <b>Linda S.</b> 11/16/16 I'm well, thanks. Would want to meet on th... Direct Message 

**Every 6 minutes,  
a connection is made on Carina.**

# Results to Date

24,200

Registered Users

10,250

Care Matches

4,920,000

Hours worked\*

Note: Carina statewide launch in WA was in August 2018

\*Estimate based on avg job 80 hours/month and assumed conservatively 6 months of care provided.



# Care Providers



“Carina is a safe and reliable way to find clients fast. The website helps all parties involved and takes the hard parts of the process. Love Carina and used it when I had extra time available and needed a new client. Best idea to start this site!”

– Larisa B., individual provider



# Care Seekers

“I love Carina and my new provider! She responded to a job a I posted and we clicked. I also run a group of families with special needs children that meet once a month and Carina is a hot topic. Everyone is sharing their Carina successes and telling others to give it a try.”

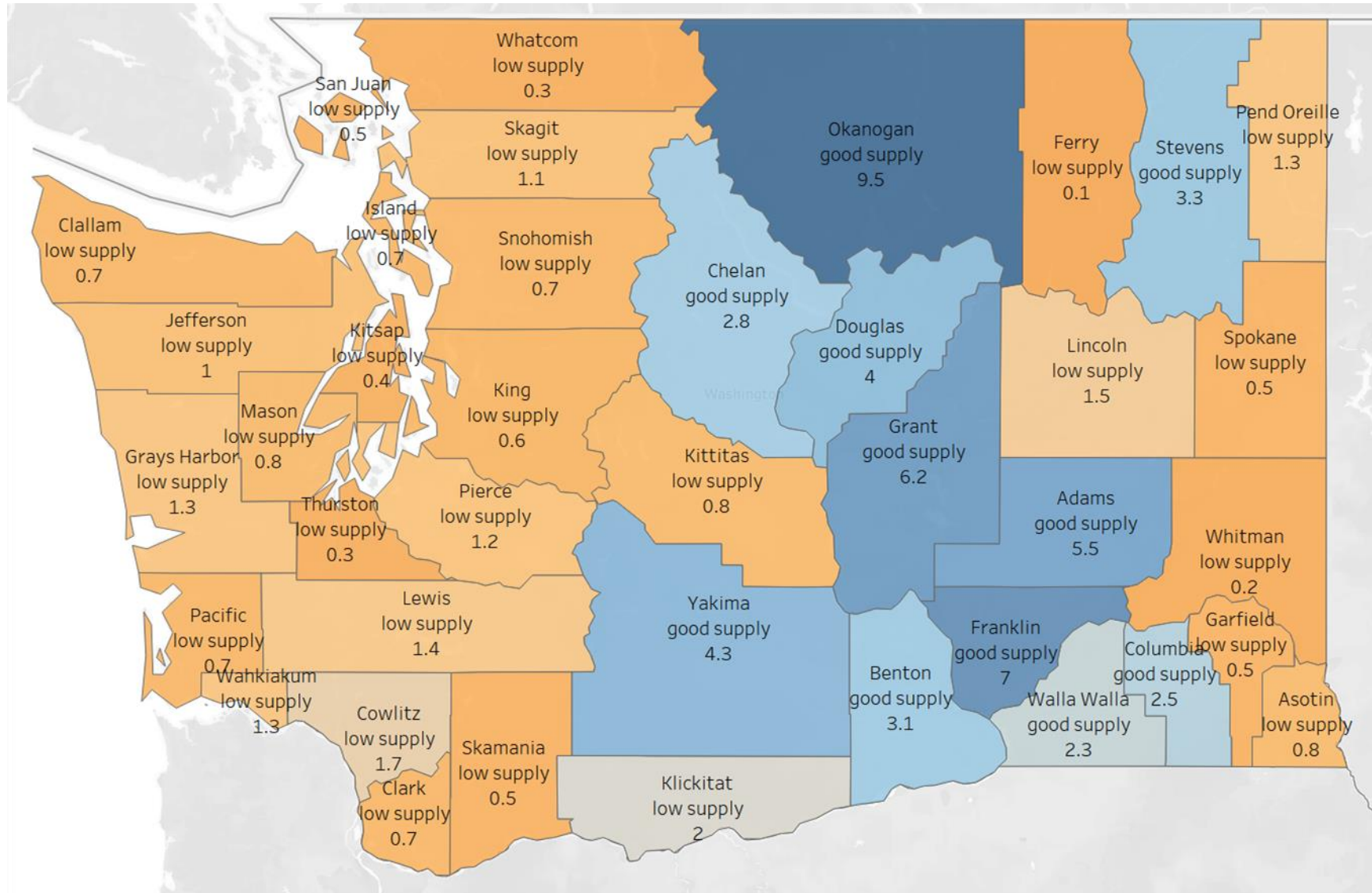
– Erika K., home care consumer



# Challenges



# Provider supply has been the consistent challenge with low 'available provider to jobs' ratios



# We have run two pilot programs on home care worker recruiting from 2019 to 2021



- Two pilots (one pre-Covid and one during Covid)
- Recruited 1200+ home care workers
- Partnered with home care agencies
- Did not produce desired results
- Surveyed all pilot participants at end of each pilot: Looking for higher pay was the top reason why workers did not end up working in home care



# We learned the following:

Learning:	Recommendations:
Wages are a barrier to attracting new recruits	Home care is perceived as a relatively hard (logistically, emotionally) job and therefore its benefits must substantially outweigh these costs in order for workers to choose this over other similarly-paid jobs. While the whole recruiting process must repeatedly highlight the benefits of the work, wages will need to increase to bring in a greater supply of home care workers.
Drop off is high during the application and interview process	Every potential recruits needs to treated as a hire to lose and decreasing the application steps as much as possible is important to compete with others similarly-paid jobs workers are considering.
Technology can be additive but cannot alone solve the problem	Technology including digital outreach and marketing can assist in reaching new audiences, reducing lag time between steps and provide supplemental supports to agencies and applicants. However, it eventually has to move offline for success and investment in technology, however well done, will not address the issues that workers raised.

# Thank you

Nidhi Mirani, Carina Executive Director  
[nidhi.mirani@carinacare.com](mailto:nidhi.mirani@carinacare.com)



TAB 9



# CDWA Individual Provider Recruiting Strategy




**April 19, 2022**

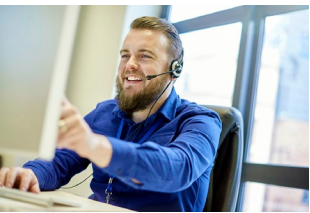
Ben Bledsoe, CEO  
Janilee Macleod, Senior Director





# HCRR Transition

-  CDWA assumes HCRR responsibilities as part of our contract
-  1,920 new IPs to be recruited in the first two years
-  Recruitment rate will increase 3.5% per year of the contract



# Current State

 Transitioned all Client job posting and Client/IP matching to CDWA

- ❖ Phase 1 – 2/1/22

- ❖ Phase 2 – 4/1/22

 CDWA has posted 363 jobs on Carina

 HCRRs recruiting IPs through June

 Directing IPs to apply on CDWA website

# YOU MAKE THE DIFFERENCE



## WE WELCOME YOU INTO A GROWING COMPANY

Consumer Direct Care Network is seeking innovative, collaborative, and committed professionals nationwide.

Dream of a job that makes a difference? We did too. Find yours below.

CARE NETWORK CAREERS

INDIVIDUAL PROVIDER CAREERS (WASHINGTON STATE)

Have questions, need help applying, or looking for additional information? We're here to help.

Washington Individual Provider (IP) careers: please email [InfoCDWA@ConsumerDirectCare.com](mailto:InfoCDWA@ConsumerDirectCare.com)

All other Care Network careers: please email [InfoJobs@ConsumerDirectCare.com](mailto:InfoJobs@ConsumerDirectCare.com)

# INDIVIDUAL PROVIDER (IP) RESOURCES



Welcome to Consumer Direct Care Network Washington's IP Resources page. Click the buttons below to explore different IP topics.

[GENERAL INFORMATION](#)[TRANSITION HIRING MATERIALS](#)[TIME AND MILEAGE ENTRY MATERIALS](#)[BRAND-NEW IP HIRING MATERIALS](#)[PAYROLL MATERIALS](#)[OTHER MATERIALS](#)



# Next Steps

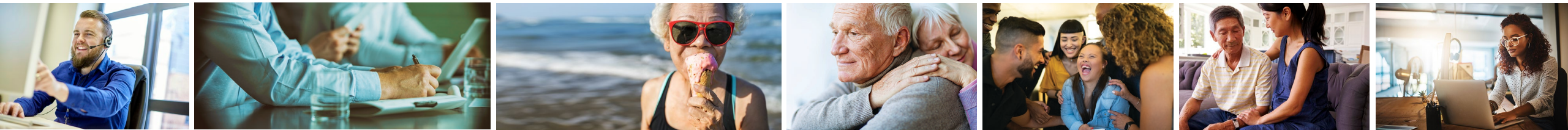
## June – CDWA takes on IP recruiting from HCRRs

### Recruiting Approach

- ❖ On the ground
- ❖ Social media campaigns

### Continue to post jobs on Carina

### LEP Recruitment



# WORK WHERE YOU SHINE BRIGHTEST

WE'RE HIRING CARING PEOPLE >



## WANT TO MAKE A DIFFERENCE IN YOUR COMMUNITY? START HERE.

Consumer Direct Care Network is hiring caring people across Washington.

Looking for a flexible job that fits your lifestyle? Do you want to work for a company whose mission is more than just words?

We should talk!

Join our team of caring people who support older adults and individuals with disabilities so they can remain healthy, happy, and independent in their homes and communities.

START YOUR NEW JOURNEY WITH US >

## WE'RE HIRING INDIVIDUAL PROVIDERS ACROSS WASHINGTON!

WHETHER YOU'RE LOOKING FOR JUST A FEW HOURS A WEEK OR FULL-TIME WORK, WE HAVE A POSITION FOR YOU.

### What's in it for you:

- Flexible part time and full time schedules
- A rewarding career helping others
- Fun and engaging work environment built on team unity
- Job satisfaction knowing you make a difference in people's lives
- Professional training to advance your career development

### Based on your position and employment status, you may be eligible for:

- 401(k) Retirement
- Inexpensive health insurance (medical, dental, vision)
- Flexibility
- Short and Long-Term Disability
- Flexible Spending Account

What You do Matters. Do What Matters to You!

JOIN OUR INDIVIDUAL PROVIDER COMMUNITY >

# Next Steps

SINCE 1999, CONSUMER DIRECT CARE NETWORK (CDCN) HAS SUPPORTED PEOPLE WHO NEED IN-HOME CARE. WE WORK TO KEEP A COMPLICATED INDUSTRY SIMPLE AND PROVIDE SERVICES THAT REFLECT OUR VISION - TO HELP PEOPLE LIVE THE LIFE THEY WANT.

WHO WE ARE



## WHAT PEOPLE SAY ABOUT US

"Laid back work environment. I learned a lot of good customer service working with an elderly client. She taught me many things during the two years I worked with her. Priceless!"

"Consumer Direct Care Network provides excellent in-home medical services and treats their employees fairly. Caregivers are granted the liberty of choosing their own hours/the hours that work best for their patients.

The compensation is not exactly stellar because Medicaid controls the wage, but the training is thorough and uncomplicated, and the management does their utmost to ensure a fair and balanced atmosphere for both caregivers and clients. Can't say enough good about this company."







# Next Steps





A New Way to  
**work**

**IPs, start your new journey today** 


CONSUMER DIRECT CARE NETWORK WASHINGTON



**Consumer Direct Care Network ...**   
Sponsored · 




WE ARE HIRING INDIVIDUAL PROVIDERS across Washington! We are looking for people like you to join our AMAZING team ...[See more](#)



A New Way to  
**care**



**IPs, start your new journey today** 

CONSUMER DIRECT CARE NETWORK WASHINGTON

[WWW.CONSUMERDIRECTWA.COM/IP-JOBS](http://WWW.CONSUMERDIRECTWA.COM/IP-JOBS)  
**Individual Provider Jobs**  
Want to make a difference in your commun...

 Like  Comment  Share



**Consumer Direct Care Network ...**   
Sponsored · 

Looking to make some extra money, but need flexible hours? Look no further. We're hiring Individual Providers (IP) across Washington!


If you have ever considered joining the home care workforce, now is the time.

What's in it for you?

- Flexible and personalized scheduling
- Competitive pay structure
- Medical benefits & 401k
- Fulfilment knowing what you do makes a difference

Join our IP Community and find your new and rewarding career in homecare today.

A New Way to  
**care**

**IPs, start your new journey today** 

CONSUMER DIRECT CARE NETWORK WASHINGTON

[consumerdirectwa.com](http://consumerdirectwa.com)  
**Looking for a Flexible Career?**  
Looking to make some extra money, but ne...

TAB 10



# Paid Time Off & Holidays Proposal

Prepared for the Consumer Directed Rate Setting Board

April 2022

# Overview

## 1. Paid time Off

- Current status
- Impacts of current policy
- Proposal

## 2. Holidays

- Current status
- Proposal

# Paid Time Off

# Current status

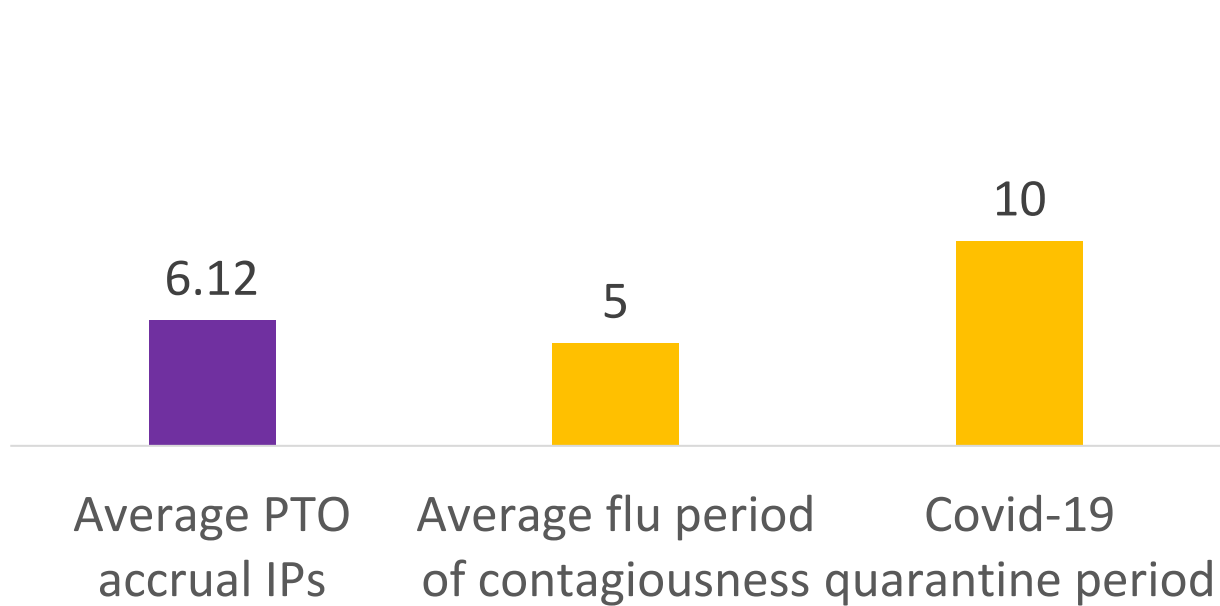


**1 hour for every 25 hours worked,  
capped at 130 hours**

**=**

- 10 days for a full-time worker
- Average IP (102 hours/month) accrues 6.12 days per year

# Current PTO accrual is not sufficient



Source: own elaboration with information from the CDC.

Leaves no time for



**Emergencies**



**Rest to prevent burnout**



**Even a small vacation**

## The majority of caregivers who used PTO for COVID used ALL their available PTO for COVID-19 related reasons

**41%** of respondents to 2022 SEIU 775'S member said survey they had to use PTO or sick time for reasons related to COVID-19.

Among caregivers using PTO for  
COVID-19 reasons,

**60%**

used all their available PTO



# Impacts of PTO policy



Retention & recruitment



Caregivers and clients' health



Public Health



Equity

# Recruitment & retention

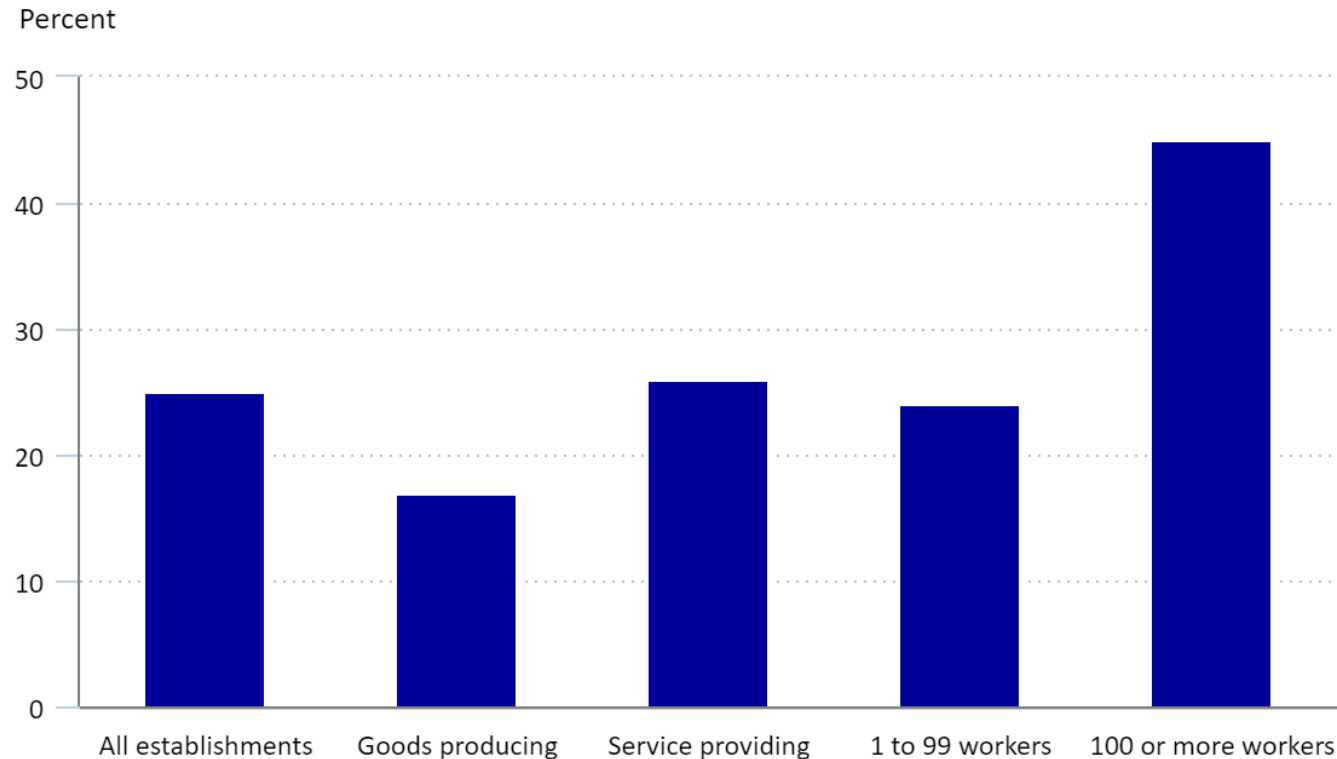
- Over half (58%) of employers say that offering paid leave helps them attract talent (The Workforce Institute at UKG, 2021)
- Paid sick leave decreases the probability of job separation by at least 2.5 percentage points or 25%. The association is strongest for workers without paid vacation leave and for mothers. (Hill 2013)

Sources: **The Business Case for Giving ALL Workers Paid Time Off** " *The Workforce Institute at UKG* (blog), March 9, 2021, <https://workforceinstitute.org/the-business-case-for-giving-all-workers-paid-time-off/>  
Heather D. Hill, "Paid Sick Leave and Job Stability," *Work and Occupations* 40, no. 2 (May 1, 2013): 143–73, <https://doi.org/10.1177/0730888413480893>



# Companies are expanding paid time off policies

**Chart 4. Percentage of establishments that created or modified sick leave or paid-time-off plans because of COVID-19, June 2020**



Hover over chart to view data.

Note: COVID-19 = coronavirus disease 2019.

Source: U.S. Bureau of Labor Statistics, National Compensation Survey supplement.



# Caregivers and clients' health & well-being

## Six In Ten Lower-Income Workers Report Missing Work In Past Three Months Due To COVID-19, Three In Ten Went To Work With COVID-19 Symptoms Or After Exposure

Percent of workers who report experiencing each of the following, by household income:



NOTE: Among those who are employed, but not self-employed. See topline for full question wording.

SOURCE: KFF COVID-19 Vaccine Monitor (February 9-21, 2022)

KFF COVID-19  
Vaccine Monitor

*“Without adequate paid sick leave and needing a paycheck, it’s not surprising that some workers – especially those with lower incomes – went to work with COVID-19 symptoms or after being exposed because they couldn’t afford not to.”*

Drew Altman  
KFF President and CEO

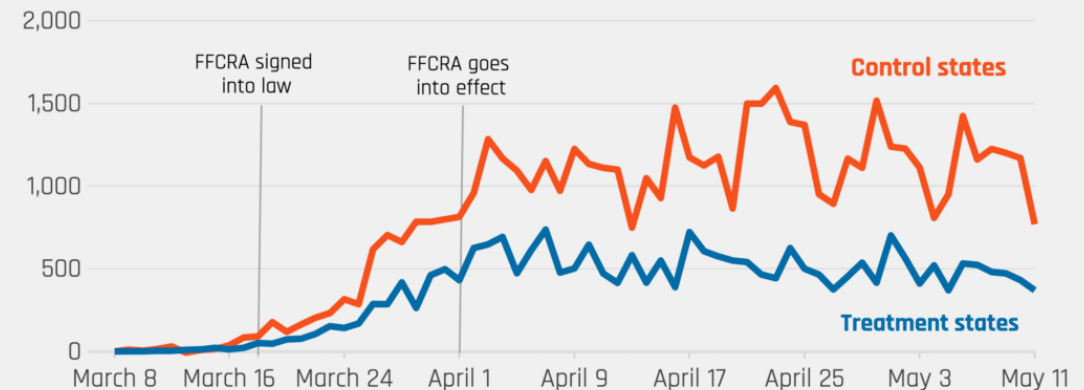
# Public Health

Local paid sick time laws have been found to reduce influenza-like infections by 30% to 40%.

Pichler & Ziebarth, 2019


## States where workers gained access to emergency sick leave experienced significantly fewer COVID-19 infections

Estimated average new daily cases, relative to March 8, between states with existing and new paid sick leave guarantees after passage of the Families First Coronavirus Response Act



Source: Stefan Pichler, Katherine Wen, and Nicolas R. Ziebarth, "COVID-19 Emergency Sick Leave Has Helped Flatten The Curve In The United States," Health Affairs 39 [12] [2020], available at <https://www.healthaffairs.org/doi/10.1377/hlthaff.2020.00863>.

Note: Excluding states with city-only paid sick leave [Illinois, New York, Minnesota, Pennsylvania].

 Equitable Growth

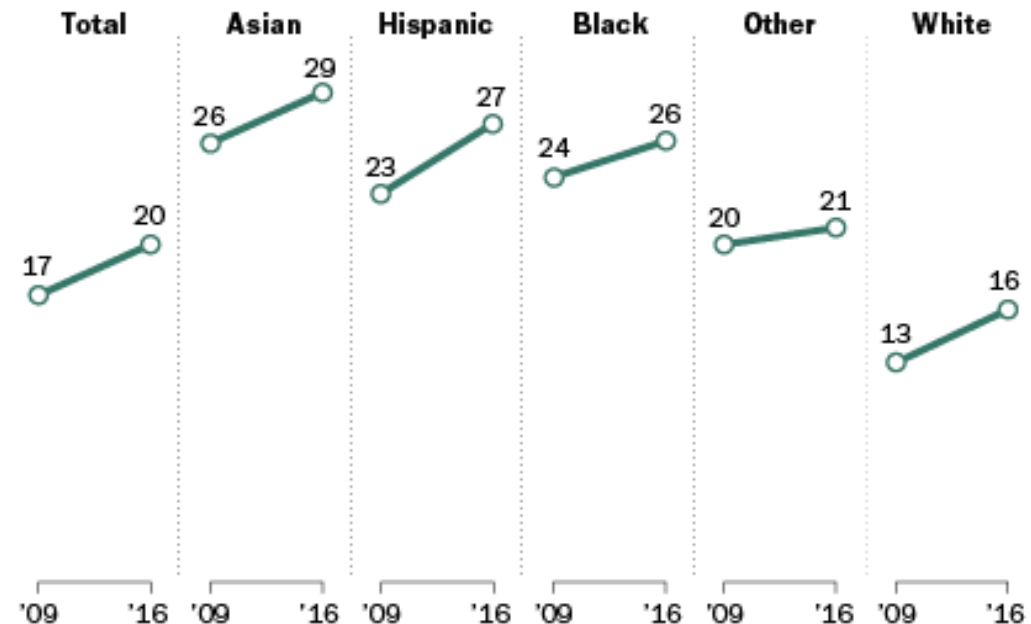
# Racial Equity

Home care workers are disproportionately women of color

- One in three (36%) home care workers are people of color
- Black people make up 11% of caregivers, but only 4% of the state overall
- 97% of caregivers are female

## Whites less likely than other racial and ethnic groups to live in multigenerational households

*% of population in multigenerational households*

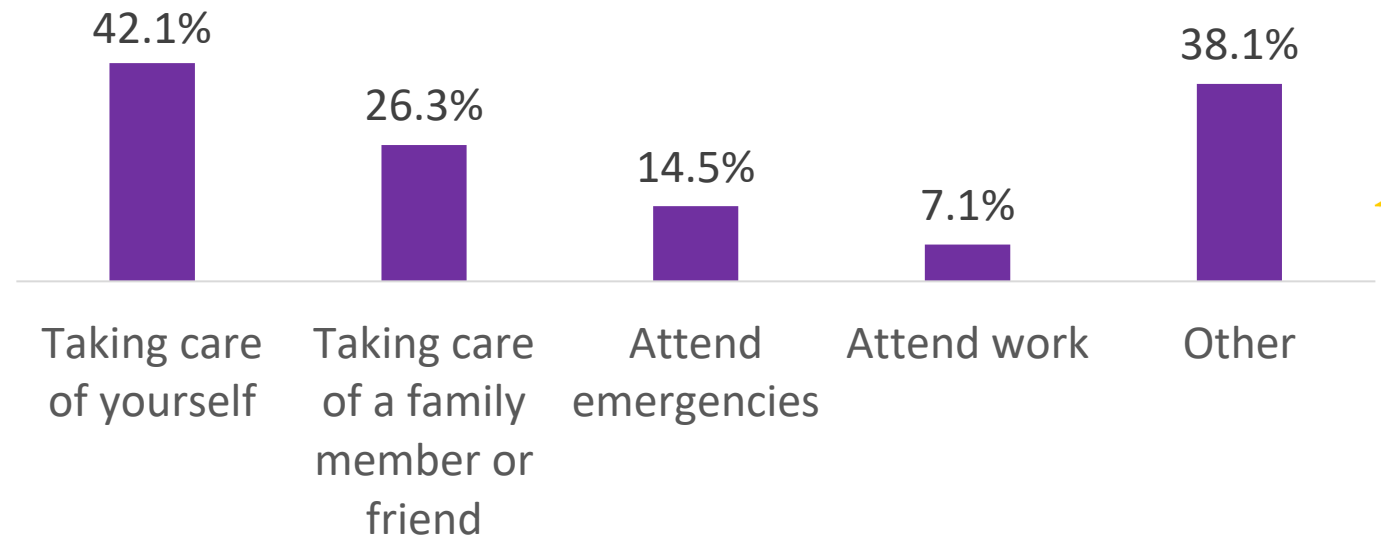


# The current cap on PTO impacts caregivers' ability to take care of themselves and their loved ones

27%

of respondents to member survey 2022 reached the PTO cap over the last two years

Activities reaching PTO cap prevented caregivers from doing



Source: SEIU 775 Member survey, March 2022.

# Comps



- **WA State – CNAs (part-time, pay status for 80 non-overtime hours in a calendar month):**
  - Vacation leave: estimated 7 days per year during the first and second year of employment and up to 25 days for 25 years or more of employment.
  - Sick days: Up to 12 sick days per year (max. 8 hours per month)
- **Full Life Care (WA Home Care agency):**
  - 1/20 with 125 hours cap
  - 13 days for a full-time worker
  - 8 days for an average of 102 hours per month
- **Catholic Community Services (WA Home Care agency):**
  - 1/25 with 187.5 cap

**1 hour for every 25  
hours worked,  
capped at 130  
hours**

**=**

- 10 days for a full-time worker
  - Average IP (102/month) accrues 6.12 days per year

## Sources:

WA State CNAs: “Collective Bargaining Agreement between The State of Washington and Washington Federation of State Employees” Effective July 1, 2021, through June 30, 2023, [https://ofm.wa.gov/sites/default/files/public/labor/agreements/21-23/wfse\\_gg.pdf](https://ofm.wa.gov/sites/default/files/public/labor/agreements/21-23/wfse_gg.pdf)

WA home care agencies: Collective Bargaining agreements 2021 – 2023 found at <https://seiu775.org/findyourcontract/>



# SEIU 775 Proposal

Include sufficient funds to:

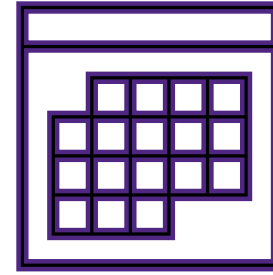
- Increase PTO accrual to **1 hour for every 20 hours** worked
  - Full time worker – 13 days
  - Average worker - 7.65 days



# Holidays

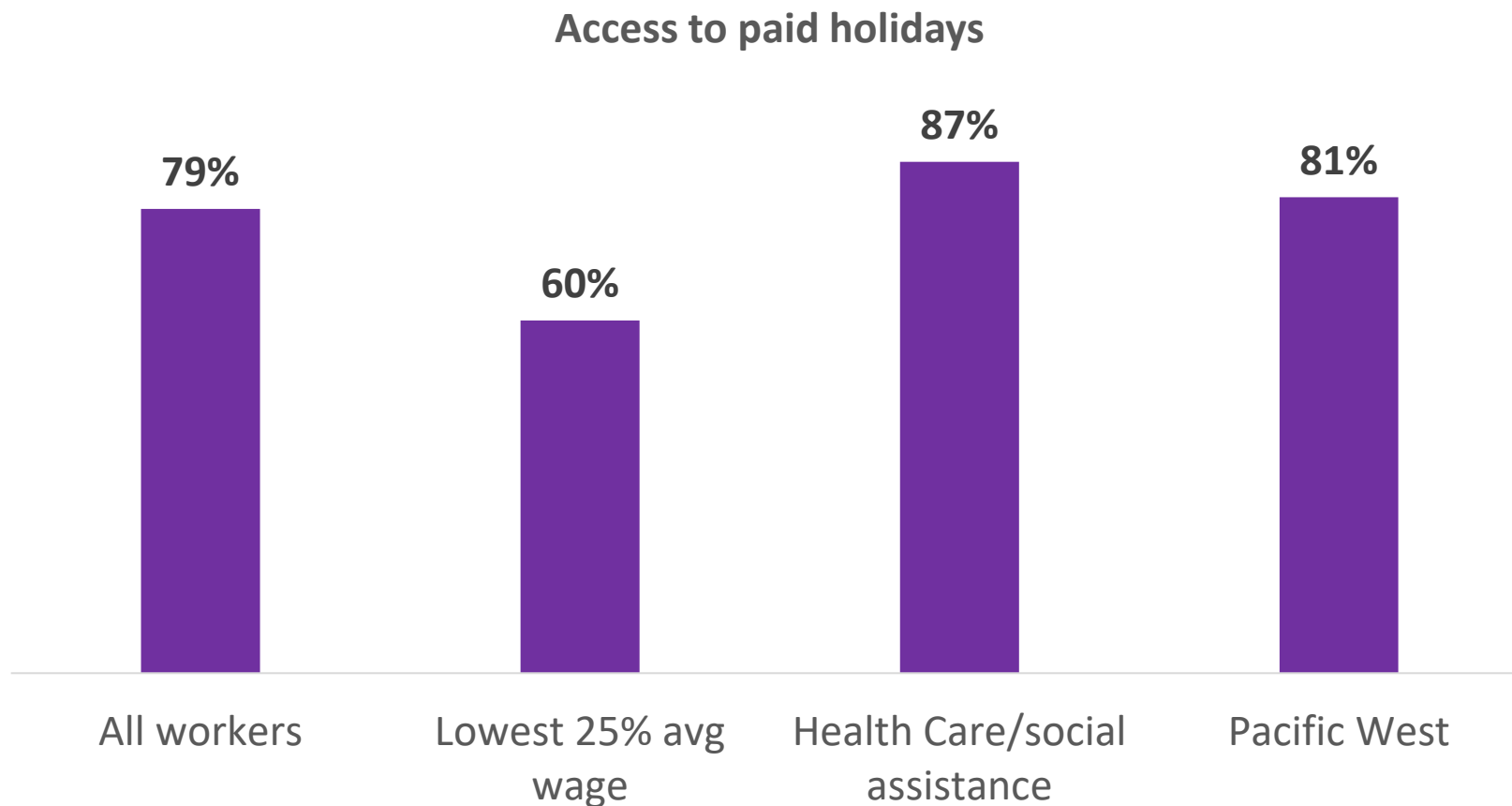


# Current status



- Currently, IPs have two paid holidays per year: New Years Eve and the 4th of July
- On these holidays, caregivers are paid at 1.5x their current hourly wage (including differentials)

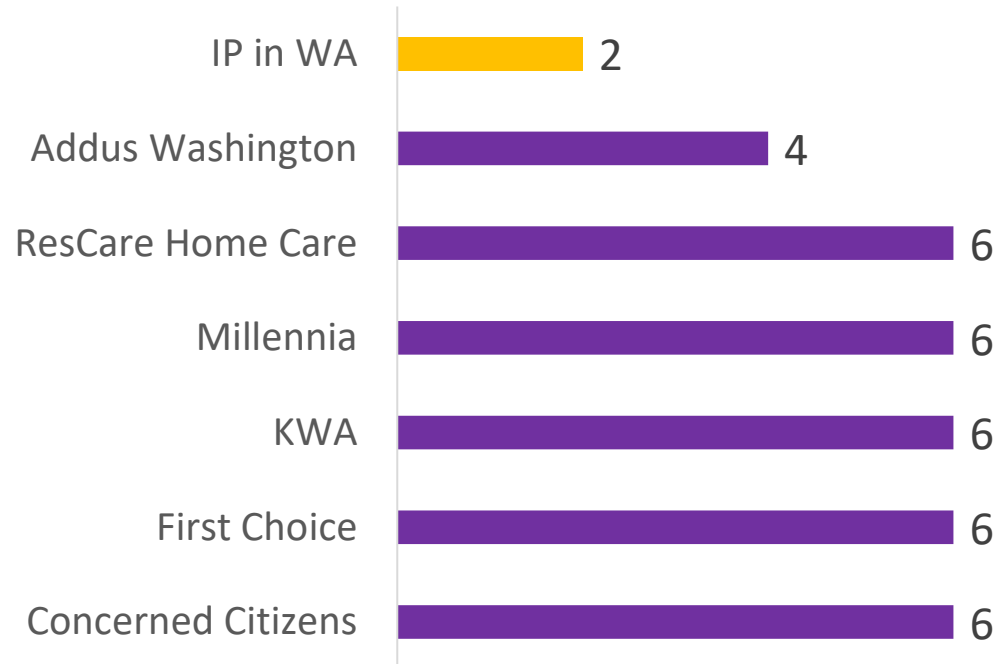
# Most Workers Have Paid Holidays



Source: US Bureau of Labor Statistics <https://www.bls.gov/news.release/ebs2.t06.htm>

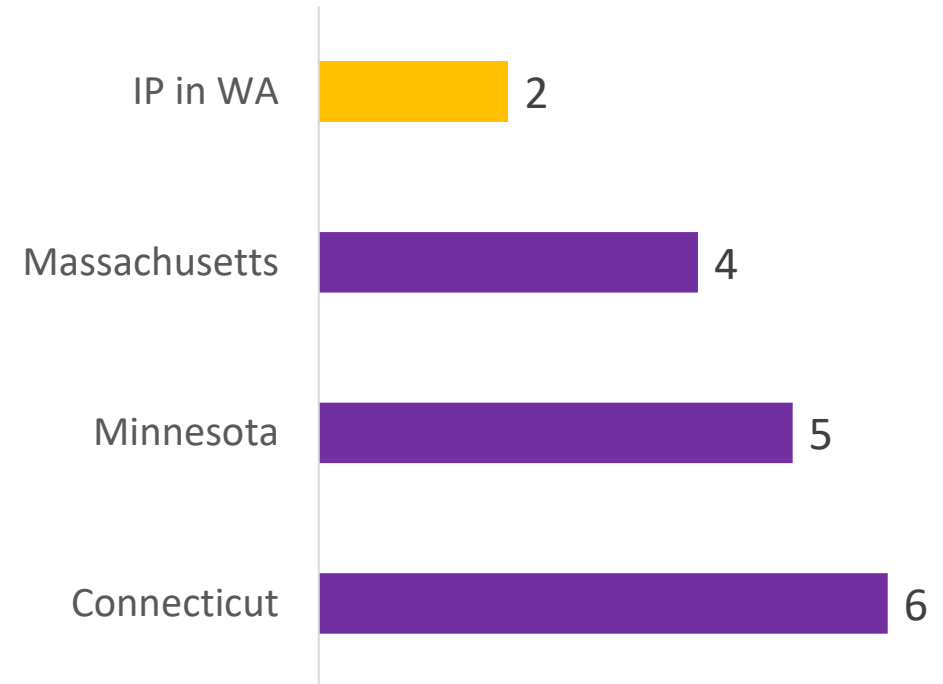
# Examples of HCA Paid Holidays

## Home care agencies in WA state



Source: Own elaboration with information from Collective Bargaining agreements 2021 – 2023 found at <https://seiu775.org/findyourcontract/>

## Other states



Source: Own elaboration with information from States Collective Bargaining agreements

# Holidays are an equity issue too...

- *“Holidays however deserve consideration simply from an equity basis. The Arbitrator is not aware of any work group in the public or private sector that does not have some provision for Holidays.”*
- *“Given the emotional and physical nature of the work of the Individual Providers, the Arbitrator views one Holiday as a small step toward filling an essential need of the IPs...”*

Arbitrator Skratek, pp. 33-34.

# SEIU 775 Proposal

Include sufficient funds to:

- Add **2 paid** holidays per year to get to **6** holidays total



Thank you!



**TAB 11**

Good morning. My name is Brenda Morgan. I'm from Pasco, and I've been an individual provider for a little over 18 years.

I want to tell you about hazard pay and how it has helped me keep afloat.

Since October 2020 my husband was laid off. He'd been helping the household with his unemployment. But since September of 2021 when his benefits ran out, I've been the only income in our household. It has clearly taken him some time to get back on his feet, but we can't lose hope.

During this time hazard pay has been a lifeline. However, the price of everything kept going up, and now I'm feeling the heat! My paycheck doesn't stretch out even half as much as it did months ago.

I can't afford to fill up my tank like I used to and that's a problem. My work requires me to take my client to her appointments, do her shopping, and run her errands, since she is unable to drive.

She's had a lot more appointments lately. This month alone we've been averaging one to three appointments per week, up from one to three appointments every other week. That's a lot more time spent on the road. Grocery shopping has become another concern. Since my client is on fixed income, she and I have had to get creative on where to buy groceries, toiletries and other goods. That means having to drive even further out sometimes.

I drive her where she needs to go because I want her to have good things, even if that means going out of my way. But that gas money and vehicle maintenance comes out of my own paycheck, and it's really starting to add up. I just leased my truck in 2019 and I never expected it to get this much usage already, but it's the only vehicle I have that can accommodate my client and her medical equipment.

I do this work because I love it. I love my client, and I've been her provider for 14 years. I'm like the daughter she doesn't have and am the only friend this pandemic left her. But I cannot do this work for free. Hazard pay helped, and it made me feel seen and appreciated. It helped tremendously in our household and allowed us to keep the lights on and have food on the table. But inflation has eaten up most those gains.

The work thousands of individual providers like me do is important, even if it's not fancy or flashy. It allows people like my client have their best lives in the comfort of their own homes. The work I do should be paid well enough that I should also be able to have a good life. The strain of constant worrying about money is difficult, to say the least. And while I stay in this work out of love for what I do, other caregivers can't afford to make that choice, and leave a field that desperately needs more workers.

We need to make sure that caregivers are paid a good wage to support themselves and their families.



Hello. My name is Dani Rice and I'm an individual provider from Asotin.

I'm fortunate to have good health insurance through my Union. It's literally saved my life. And my husband is fortunate to have a good job as a journeyman electrician. He has health insurance through his employer too.

But there is nothing for our six-year-old son. There is no option to add him to my plan, or to my husband's. And on the open market it would cost us \$500 a month to cover him. We can't afford that.

Last year, my son had an accident on the playground. He was playing with another kid, and they ran headfirst into each other.

My son ended up with a huge gash on his nose and a lot of swelling around it, and it was only because both my mom and I are former EMT's that we were able to determine that it wasn't broken. But I felt so guilty for not scooping him up and taking him to the ER, just because I knew we wouldn't be able to pay the bills. If my son got hurt badly, or in an accident, I really don't know what we would do. It makes me feel like as a parent, I'm failing my son.

Being able to add my son to my insurance would be a game changer. I would feel safer knowing that he was covered in the event of an emergency. It's a normal part of life for kids to have accidents and get hurt. But it's not a normal part of life to potentially go into bankruptcy if I had to take my kid to the hospital.

Adding dependent coverage is the right thing to do for so many families like mine and the time to do it is now. Thank you.

Hello, my name is Diane Kessell and I am an individual provider from Washougal. I've been a caregiver since 2013.

With my most recent client, I had to leave family gatherings in the middle of the day on both Thanksgiving and Christmas and go to work. It's important for me to make sure that my client was safe and well taken care of. But it was time that I had to give up out of my own day with my family that I can't get back.

It puts a crimp in the middle of the day, and I couldn't settle in and enjoy myself. I would have liked to have a family board game day or catch up with loved ones that I hadn't seen in a while. That's impossible for me to do when I had to leave for a shift in the middle of the day.

My client needed me, so I had to go, and that's my responsibility. But truthfully, it's hard to explain to my grandkids why I can't be there with them all day on these special days. And I hate that their memories of Grandma on Christmas are of me leaving them to go to work.

I will just come right out and say it: the PTO that we receive is not enough. We only have two paid holidays. And sick time and vacation time are the same bucket. This leaves caregivers like me in a situation where there's not enough PTO to go around.

God forbid I get sick or if my client says I am not needed that day because that means there will be no vacation time. And that vacation time is equally important because this work is hard, both mentally and physically, and we are all deserving of a rest.

Having more PTO, having more holidays, would have a positive impact on the caregiver workforce in general because a well-rested caregiver is one who can perform their job better and will stay in the field longer. And we need good caregivers to stick around so that we can be there for our clients.

We need to increase PTO and paid holidays for caregivers. Thank you.

My name is Kelvin Hoang and I am an individual provider in Olympia. I take care of my mother.

When I first started caregiving, I took care of both of my parents. But I found that I could not support my family on that income. At one point I had to take on five jobs just to pay the bills. This was so stressful. Managing all the schedules and finding time to do all of them felt impossible. Eventually I found another full-time job, in addition to taking care of my parents, so now I'm down to only two jobs.

But I don't think this is right. I think that one job should be enough, and I think that job should be caregiving.

I think most people look at caregiving as an easy job, and that was my perception before I started. But I realized it is not easy. You need a lot of training. You need a lot of compassion and caring. Sometimes you feel like you are very alone. I feel like there aren't a lot of people that understand what it is like to do this job, and especially what it is like to take care of a family member. Caregiving is hard work, and it deserves to be paid well.

Inflation has been tough; I had to cut expenses many times. I had to stop buying fresh fruits and vegetables, and that was really difficult for me, because cooking with fresh fruits and vegetables is something I really enjoy, and it's important in my culture too.

Hazard pay helped for a bit, but then the cost of groceries and gas went up so much that I feel like I'm right back where we started. That's why I had to find another job in addition to caregiving. It's still difficult. I don't feel like I have much time to myself, and I am tired. I would rather just have one job.

My job keeps my mother safe and healthy in her home, where she can live with dignity and respect. It is hard work. It should be paid well enough that a caregiver can support their family. We need to make sure that the wage is high enough to do that.

TAB 12

**Breakdown of all “Provider/Client Relationships” across Administrations**  
**(AL TSA/DDA)**

As of 2018, below are the client counts and total relationship percentages:

**AL TSA**

<b>Provider to Client Relationship</b>	<b>Client Count</b>	<b>% of Total</b>
Aunt/Uncle	92	0.3%
Child	12,385	43.4%
Cousin	115	0.4%
Daughter/Son-in-law	1975	6.9%
Grandchild	1392	4.9%
Grandparent	37	0.1%
Niece/Nephew	550	1.9%
Not related	8399	29.5%
Parent	2041	7.2%
Sibling	1422	5.0%
Spouse	3	0.0%
Null	101	0.4%

**DDA:**

<b>Provider to Client Relationship</b>	<b>Client Count</b>	<b>% of Total</b>
Aunt/Uncle	479	4.1%
Child	12	0.1%
Cousin	79	0.7%
Daughter/Son-in-law	11	0.1%
Grandchild	103	0.9%
Grandparent	670	5.7%
Niece/Nephew	57	0.5%
Not related	2447	20.9%
Parent	6445	54.9%
Sibling	1389	11.8%
Spouse	1	0.0%
Null	37	0.3%

## **Breakdown of all “Provider/Client Relationships” across Administrations (AL TSA/DDA)**

For this same timeframe 43% of AL TSA authorizations were coded as “child” providers, and 7.2% “Parent” providers.

Conversely, DDA has 54.9% of their authorizations coded as “Parent”.

**Across Both Administrations (AL TSA and DDA), Parent and Adult Child providers accounted for over 50% of the client authorizations, and about 73% of IPs were (*in some way*) related to the client served.**

Family relationships are broken down here:

### **Aging And Long-Term Services Administration (AL TSA) includes about 70.5% “relatives”.**

- 43.4% Child
- 7.2% Parent
- 6.9% Child “in-law”
- 12.5% All others “Family” related in different ways; such as Grandparent, Cousin, etc..

### **Developmental Disabilities Administration includes about 79% “relatives”.**

- 54.9% Parent Providers
- 11.8% Siblings
- 5.7% Grandparents
- 6.7% All others “Family” related in different ways; such as Grandparent, Cousin, etc..

State	Agreement type	CBA Period	Number of Represented Employees	State Minimum Wage	Wage Range	Differential Pay (per hour)	Waiting List for IPs?
<b>Washington</b> <a href="https://seiu775.org/">https://seiu775.org/</a>	Statewide agreement	2021-2023 <a href="https://seiu775.org/wp-content/uploads/2021/07/State-of-Washington-2021-2023-CBA.pdf">https://seiu775.org/wp-content/uploads/2021/07/State-of-Washington-2021-2023-CBA.pdf</a>	45,000+	\$14.49	\$16.85 - \$19.65 Lowest to highest current wages based upon accumulation of hours worked	HCA Certification: \$0.25 Advanced Training: \$0.25 AHCAS: \$0.75 Individual providers shall be compensated an additional fifteen (15) minutes per pay period for the purposes of recording and submitting timesheets.	No
<b>Private Business entities in WA and Montana</b>	Contracts are held with Private business entities	2019-2021 List of all contracts: <a href="https://seiu775.org/fin-dyourcontract/">https://seiu775.org/fin-dyourcontract/</a>	total not disclosed	Montana: \$9.20 Washington: \$14.49	\$15.50 - \$19.07 wage scale based on accumulation of hours worked	Varies based on contract with each private entity	No
<b>Oregon</b> <a href="https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/index.aspx">https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/index.aspx</a>	Statewide agreement	2022-2023 <a href="https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/Collective-Bargaining.aspx">https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/Collective-Bargaining.aspx</a>	22,000+	There are two types of standards for minimum wage in Oregon. As of <b>July 1, 2021</b> the standard minimum wage is \$12.75 and for those that live in Nonurban Counties, the minimum wage is \$12.00. Beginning <b>July 1, 2022</b> the standard minimum wage is \$13.50 and for those that live in Nonurban Counties, the minimum wage is \$12.50.	<ul style="list-style-type: none"> <li>• 5.7% raise on January 2022 (brings base pay up to \$16.67 per hour)</li> <li>• 6.7% raise on January 2023 (brings base pay up to \$17.77 per hour)</li> </ul>	OHCC Certification \$0.50 (Caps at 30% of workforce) Enhanced Hourly \$1.00 Job Coaches \$1.50 the \$0.50 PDC Differential to be combined with the Enhanced and Job Coach Differentials (but not Exceptional and VDQ) Ventilator Care \$3.00 (For awake staff 24 hours per day) Exceptional Care \$3.00 (For awake staff more than twenty (20) hours in a twenty-four (24) hour period)	No

State	Agreement type	CBA Period	Number of Represented Employees	State Minimum Wage	Wage Range	Differential Pay (per hour)	Waiting List for IPs?
<b>Connecticut</b>  <a href="http://www.seiu1199ne.org/connecticut-2/home-care/">http://www.seiu1199ne.org/connecticut-2/home-care/</a>	Statewide agreement	2016-2021  <a href="http://www.seiu1199ne.org/wp-content/uploads/2018/12/2018-HOMECARE.pdf">http://www.seiu1199ne.org/wp-content/uploads/2018/12/2018-HOMECARE.pdf</a>	10,000+	Effective August 1, 2021, Connecticut's minimum wage increased from \$12 per hour to \$13 per hour. The minimum wage will increase to \$14 per hour on July 1, 2022, and to \$15 per hour on June 1, 2023	\$16.25  No Range, incremental increase in minimum pay  For PCAs on "sleeping assignments": when the client is sleeping the PCA shall be paid the rate of \$10.77 per hour, when the client is awake and requires care the regular rates apply	No pay differential provided	No
<b>Pennsylvania</b>	Not Unionized	Not Unionized	Not Unionized	\$7.25	Wages range \$12.24 to \$16.49 based on employer	No pay differential provided	No
<b>Minnesota</b>  <a href="https://www.seiuhealthcaremn.org/home-care/">https://www.seiuhealthcaremn.org/home-care/</a>	Statewide agreement	2021-2023  <a href="https://drive.google.com/file/d/1Ebz5SAvQl1Nmj-yW1S_ho0rB7YMTGOSV/view">https://drive.google.com/file/d/1Ebz5SAvQl1Nmj-yW1S_ho0rB7YMTGOSV/view</a>	35,000+	\$10.33	<ul style="list-style-type: none"> <li>• Effective 10/01/2021 minimum hourly rate is \$14.40</li> <li>• Effective 07/01/2022 minimum hourly rate is \$15.25</li> </ul>	Enhanced Rate: 7.5% rate increase to those who work with clients that require at least 12+ hours of assistance each day.	No



State	Agreement type	CBA Period	Number of Represented Employees	State Minimum Wage	Wage Range	Differential Pay (per hour)	Waiting List for IPs?
Texas	Contracts are held with Private business entities	Not Unionized	Not Unionized	\$7.25	<p>Individual Providers that are contracted with Texas Health and Human Services the base rate is \$8.11.</p> <p><a href="https://www.hhs.texas.gov/sites/default/files/documents/il-2022-04.pdf">https://www.hhs.texas.gov/sites/default/files/documents/il-2022-04.pdf</a></p> <p>For those providers that wish to enroll in the rate enhancement program and willing to meet spending and other program requirements for the state contract. The enrollment for this program is only held annually for a 30-day period and a contract must be signed. For the PHC there is a rate enhancement that is provided at \$0.05 per unit with 35 levels available to add on. Levels are monetary increments above the base rate.</p> <p><a href="https://pfd.hhs.texas.gov/long-term-services-supports/primary-home-care-phc">https://pfd.hhs.texas.gov/long-term-services-supports/primary-home-care-phc</a></p>	No pay differential provided	No

State	Agreement type	CBA Period	Number of Represented Employees	State Minimum Wage	Wage Range	Differential Pay (per hour)	Waiting List for IPs?
<b>LA County California</b>	Statewide agreement	Effective January 1, 2020 -June 30, 2023 <a href="https://www.calhr.ca.gov/labor-relations/Documents/mou-20200102-20230630-SEIU.pdf">https://www.calhr.ca.gov/labor-relations/Documents/mou-20200102-20230630-SEIU.pdf</a>	95,000	On January 1, 2022, the minimum wage in California increased to \$15 per hour for employers with twenty-six or more employees, and \$14 per hour for employers with twenty-five or fewer employees. The minimum wage for workers in <b>unincorporated</b> areas in Los Angeles County will be \$15.96 per hour beginning July 1, 2022.	\$16.00 per hour eligible to work up to 66 hours per week	No pay differential provided	No
<b>San Francisco California</b>	Statewide agreement	Effective January 1, 2020 -June 30, 2023 <a href="https://www.calhr.ca.gov/labor-relations/Documents/mou-20200102-20230630-SEIU.pdf">https://www.calhr.ca.gov/labor-relations/Documents/mou-20200102-20230630-SEIU.pdf</a>	95,000	On January 1, 2022, the minimum wage in California increased to \$15 per hour for employers with twenty-six or more employees, and \$14 per hour for employers with twenty-five or fewer employees. Employees that perform work in San Francisco, including part-time and temporary employees, must be paid no less than the San Francisco minimum wage, currently \$16.32 per hour. On July 1, 2022, the San Francisco minimum wage will increase to \$16.99.	Hourly pay for San Francisco's IHSS Providers is \$18.00.	No pay differential provided	No

State	Healthcare Benefits (Employer contribution)	Retirement	Paid Time Off	Paid Holidays	Paid Training Time? Tuition Paid for?	Mileage Reimbursement?
<b>Washington</b> <a href="https://seiu775.org/">https://seiu775.org/</a>	Effective July 1, 2021 \$3.79 Per DPH  Effective July 1, 2022 \$3.98 Per DPH	\$0.80 DPH for CCH above 701 hours & \$.50 DPH for CCH below 701	PTO: 1 hour for every 25 hours of work 130 hour cap	Effective July 1, 2022, <ul style="list-style-type: none"> <li>Independence Day (July 4)</li> <li>New Year's Day</li> </ul> paid time and a half for the first 8 hours worked	Paid Training Time: Yes Tuition: Yes	Yes: Max of 100 Miles Reimbursed at Fed rate of \$.545 Home care workers providing transportation to services funded by the Home and Community Based Services (HCBS) waivers, the DDA Individual and Family Services Program, or the Veteran's Directed Home Services and identified in the consumer's Individual Support Plan, in excess of the above maximum per month, will be reimbursed up to an additional maximum authorized by the case manager
<b>Private Business entities in WA and Montana</b>	Varies based on contract with each private entity	Varies based on contract with each private entity	Varies based on contract with each private entity	Varies based on contract with each private entity	Varies based on contract with each private entity	Varies based on contract with each private entity
<b>Oregon</b> <a href="https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/index.aspx">https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/index.aspx</a>	All premiums paid via state tax funded trust. Eligibility is based on hours worked.  Work 40 or more hours a month of eligible working hours - also known as bargaining unit hours - for two months in a row. There is then a one month waiting period while your hours are reported to the Benefits Administrative Office.  <a href="https://www.carewellseiu503.org/">https://www.carewellseiu503.org/</a>	Language included in the new 22/23 agreement under a new article (need copy of new 22/23 agreement)	To be eligible for Carewell SEIU 503 paid time off benefits you must: <ul style="list-style-type: none"> <li>Work 80 or more eligible working hours — also known as bargaining unit hours — in one of the qualifying months:</li> <li>To earn 20 hours of PTO benefits on February 1, you must work 80 or more hours in either October, November or December of the preceding year.</li> <li>To earn 20 hours of PTO on July 1, you must work 80 or more hours in March, April or May of the same year.</li> </ul>	Effective 2023 <ul style="list-style-type: none"> <li>July 4,</li> <li>Thanksgiving</li> <li>Christmas Day</li> </ul> paid time and a half for the first 8 hours worked	Paid Training Time: Yes Tuition: Yes	Reimbursed at \$0.56 per mile  pay for parking reimbursement (for instance when a consumer lives in downtown Portland and free parking is not available)

State	Healthcare Benefits (Employer contribution)	Retirement	Paid Time Off	Paid Holidays	Paid Training Time? Tuition Paid for?	Mileage Reimbursement?
<b>Connecticut</b>  <a href="http://www.seiu1199ne.org/connecticut-2/home-care/">http://www.seiu1199ne.org/connecticut-2/home-care/</a>	No coverage	None	None	Effective July 1, 2019: <ul style="list-style-type: none"> <li>• New Years</li> <li>• MLK Day</li> <li>• Memorial Day</li> <li>• Fourth of July</li> <li>• Thanksgiving</li> <li>• Christmas</li> </ul>	Paid Training Time: No Tuition: Yes (PCA Training Program limited to 25 students per year)  Required orientation: 3hrs- each eligible PCA who completes the class shall receive a stipend of \$48	None
<b>Pennsylvania</b>	No coverage	None	None	None	None	None
<b>Minnesota</b>  <a href="https://www.seiuhhealthcaremn.org/home-care/">https://www.seiuhhealthcaremn.org/home-care/</a>	No coverage	None	Accrue one (1) hour of PTO for every thirty (30) hours worked and must have worked at least six hundred (600) or six (6) months to utilize the hours	Holidays at 1.5 times normal pay rate: <ul style="list-style-type: none"> <li>• New Year's Day</li> <li>• MLK Day</li> <li>• Memorial Day</li> <li>• Labor Day</li> <li>• Thanksgiving</li> </ul> Effective 10/01/2021 the following are added: <ul style="list-style-type: none"> <li>• Floating Holiday (two)</li> </ul>	Paid Training Time: No Tuition: Yes  \$500 stipend will be paid to Individual Providers who complete designated, voluntary trainings	None
<b>Texas</b>	No coverage	None	None	None	None	None

State	Healthcare Benefits (Employer contribution)	Retirement	Paid Time Off	Paid Holidays	Paid Training Time? Tuition Paid for?	Mileage Reimbursement?
LA County California	Medical Insurance. from Valley Health Plan. ... Dental Insurance. from Liberty Dental. ... Vision Care Insurance. from Vision Services Plan. ... <a href="https://www.pascla.org/pasc-health-benefits/health-care-plan-frequently-asked-questions/">https://www.pascla.org/pasc-health-benefits/health-care-plan-frequently-asked-questions/</a>	The CalSavers Retirement Savings Program is available for IHSS Providers	Work 100 hours for an IHSS recipient to earn paid sick leave hours; and Wait 60 days or work an additional 200 hours, whichever comes first, before using paid sick leave hours. Note: Any unused paid sick leave will expire on June 30th each year. In other words, if you don't use it, you lose it. But don't worry, you will accrue the full amount of sick leave at the beginning of each fiscal year on July 1st.	None	None	No mileage reimbursement but the travel time is reimbursed up to seven hours a week if the provider works for multiple clients. If you travel from one recipient's location to another recipient's location on the same workday in order to provide IHSS services to both recipients, you can get paid for that travel time, but that time cannot be more than seven hours per workweek. These seven hours are in addition to the 66 hours. • To get paid for that travel time, you must travel directly from one recipient's location to the other recipient's location without stopping. If you make only a brief stop on your way to the second recipient's location, such as to fill your gas tank at a service station, you are still considered to be traveling directly. However, if you stop to conduct personal business or if you return to your own home, you can only be paid for the time that it would have taken to travel between the two locations where services are provided without the personal stops. • If your total estimated weekly travel time will be more than

State	Healthcare Benefits (Employer contribution)	Retirement	Paid Time Off	Paid Holidays	Paid Training Time? Tuition Paid for?	Mileage Reimbursement?
						seven hours, you will need to adjust your work schedule so that your travel time is less than seven hours.
San Francisco California	<p>Health and Vision: You are eligible to apply for Healthy Workers insurance through San Francisco Health Plan (SFHP) if you were authorized to work and were paid to work with a minimum of 25 hours for the most current two consecutive months. This insurance includes doctor visits, hospitalization, pharmacy services, and vision care.</p> <p>Dental: You are eligible to apply for Liberty Dental Plan if you were authorized to work and were paid to work with a minimum of 25 hours for the most current six consecutive months.</p>	The CalSavers Retirement Savings Program is available for IHSS Providers	Work 100 hours for an IHSS recipient to earn paid sick leave hours; and Wait 60 days or work an additional 200 hours, whichever comes first, before using paid sick leave hours. Note: Any unused paid sick leave will expire on June 30th each year. In other words, if you don't use it, you lose it. But don't worry, you will accrue the full amount of sick leave at the beginning of each fiscal year on July 1st.	None	None	<p>No mileage reimbursement but the travel time is reimbursed up to seven hours a week if the provider works for multiple clients. If you travel from one recipient's location to another recipient's location on the same workday in order to provide IHSS services to both recipients, you can get paid for that travel time, but that time cannot be more than seven hours per workweek. These seven hours are in addition to the 66 hours.</p> <ul style="list-style-type: none"><li>• To get paid for that travel time, you must travel directly from one recipient's location to the other recipient's</li></ul>

State	Healthcare Benefits (Employer contribution)	Retirement	Paid Time Off	Paid Holidays	Paid Training Time? Tuition Paid for?	Mileage Reimbursement?
						<p>location without stopping. If you make only a brief stop on your way to the second recipient's location, such as to fill your gas tank at a service station, you are still considered to be traveling directly. However, if you stop to conduct personal business or if you return to your own home, you can only be paid for the time that it would have taken to travel between the two locations where services are provided without the personal stops.</p> <ul style="list-style-type: none"><li>• If your total estimated weekly travel time will be more than seven hours, you will need to adjust your work schedule so that your travel time is less than seven hours.</li></ul>

TAB 13



Transforming  
Lives

# Consumer Directed Employer Rate Setting Board Meeting

April 19, 2022



# Purpose/meeting overview

RSB Chair

# CDE Rate Setting Board

## Mission Statement

The Board's mission is to determine a rational and sound rate guided by the joint goals of:

- continuing a successful self-directed care in-home program and
- promoting the growth of the individual provider (IP) workforce,
- while sustaining the Consumer Directed Employer(CDE).

# Function of the Rate Setting Board

Bring diverse perspectives and expertise to:

- Review and come prepared for discussion
- Review proposals for rate setting
- Discuss and evaluate rational and sound rates
- Recommend rates to the legislature

## Topics

**Labor Rate:** portion pay to IP includes: wages, benefits & associated taxes

**Administrative Rate:** compensate CDE for administrative duties

# Robert's Rules Overview –TO VOTE

## 6-steps to make a motion for a vote:

1. Member makes a motion
2. Another member seconds the motion
3. The Chair re-states the motion, formally present to Board for discussion.
4. The members discuss the motion
5. The Chair puts the question to a vote—4 voting members.
6. The Chair announces the results of the vote.

# Approval of 4.18.2022 Meeting Minutes

RSB Chair

# Opening Remarks/Old Business

RSB Chair

# IP Projections/Sustainability

Christine Morris, Office Chief, Training,  
Communications & Workforce Development, ALTSA

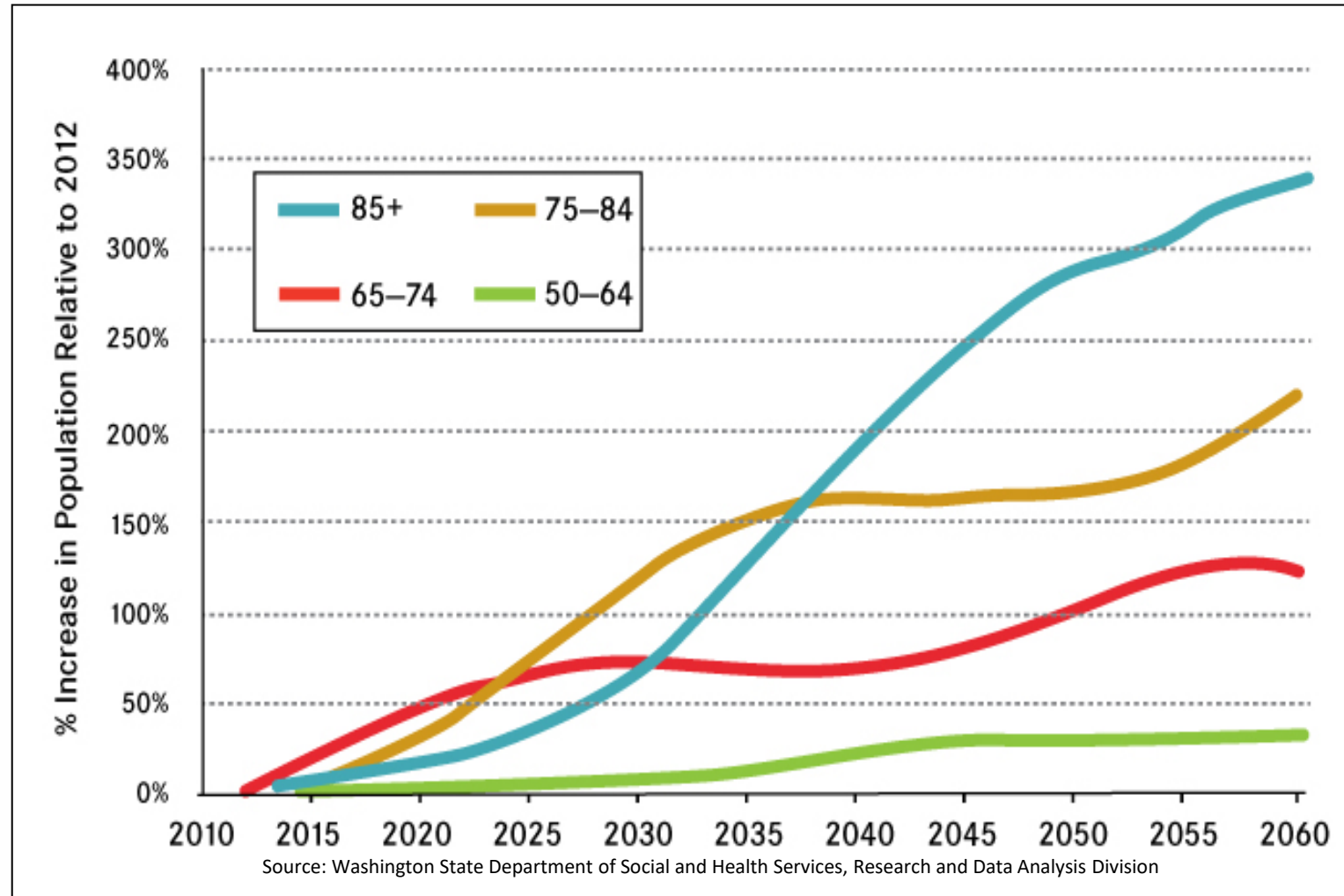
Kim Maki, Workforce Development Unit Manager,  
ATLSA



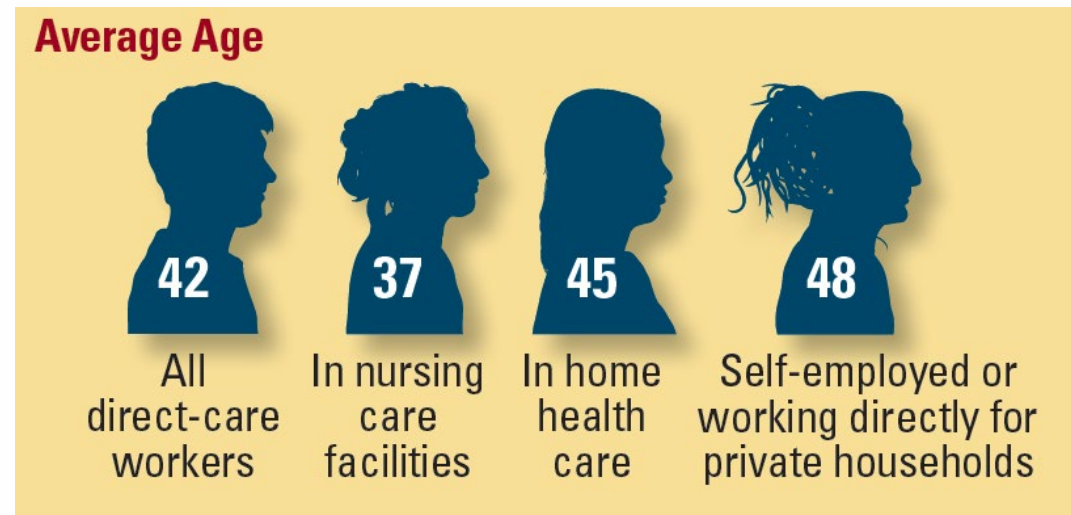
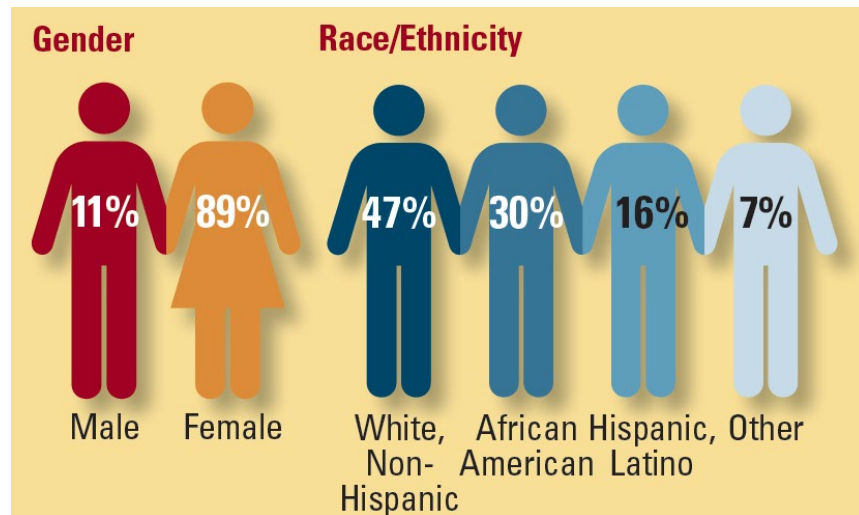
# Client Workforce in Demand

# Washington's Aging Population

Projected  
Growth of  
Older  
Population in  
Washington  
as a Percent  
of the 2012  
Population



# National Demographics of Direct-Care Workers



Source: PHInational.org, *Occupational Projections for Direct-Care Workers 2012-2022*

# Demand for Long-Term Care is Quickly Outgrowing the Available Workforce

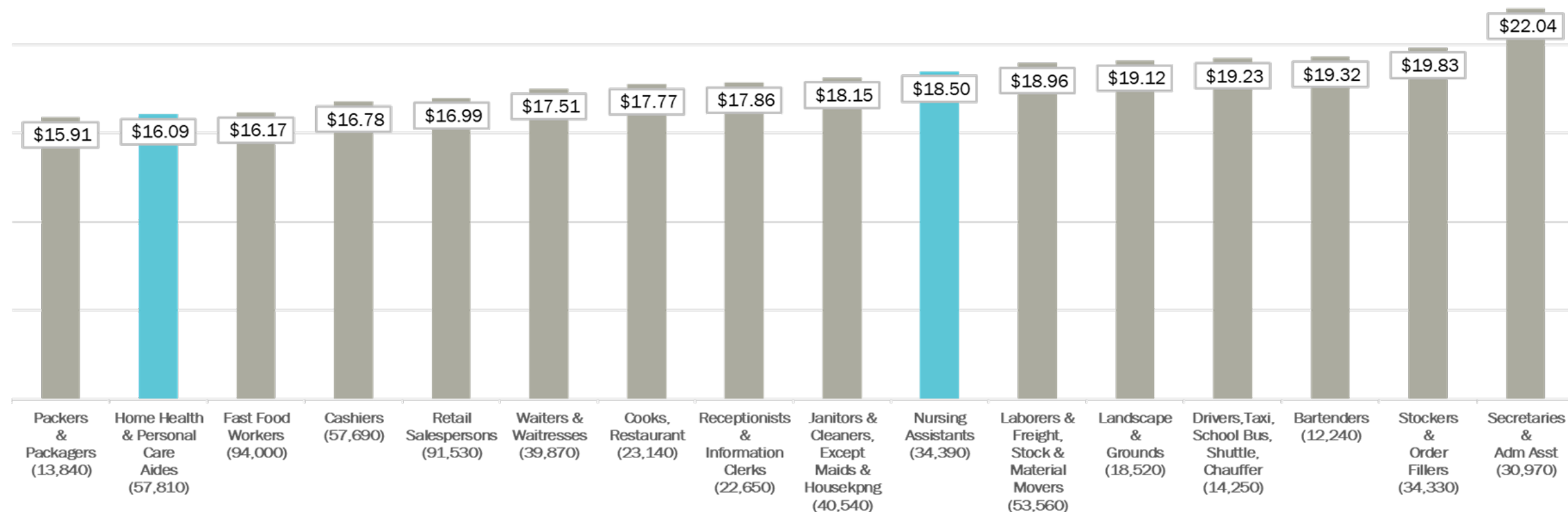


^Based on a forecast that carries forward the percentage of residents currently in long-term care as a proportion of the 75 and older population Slide courtesy of: C. Matti Consulting, LLC

# Market Place Competitors

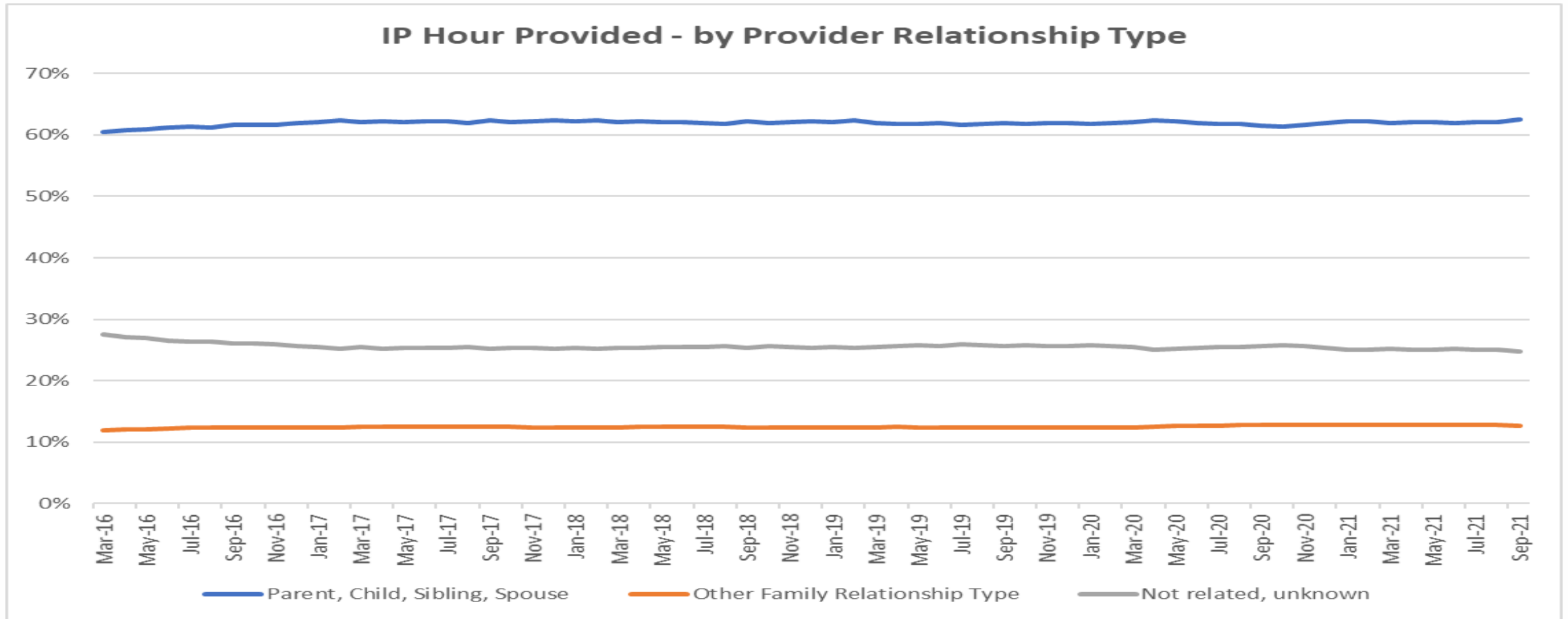
Washington Occupations With Similar Average Hourly Wages to CNAs & Personal Care Aides (a.k.a. Homecare Aides)

Data Source: Bureau of Labor Statistics, Department of Labor. May 2020 Occupational Employment and Wage Statistics (OEWS) Survey



# Workforce Status and Projections

# Family versus non-family



## Family versus non-family

**The following data was derived from IP authorizations in 2018.**

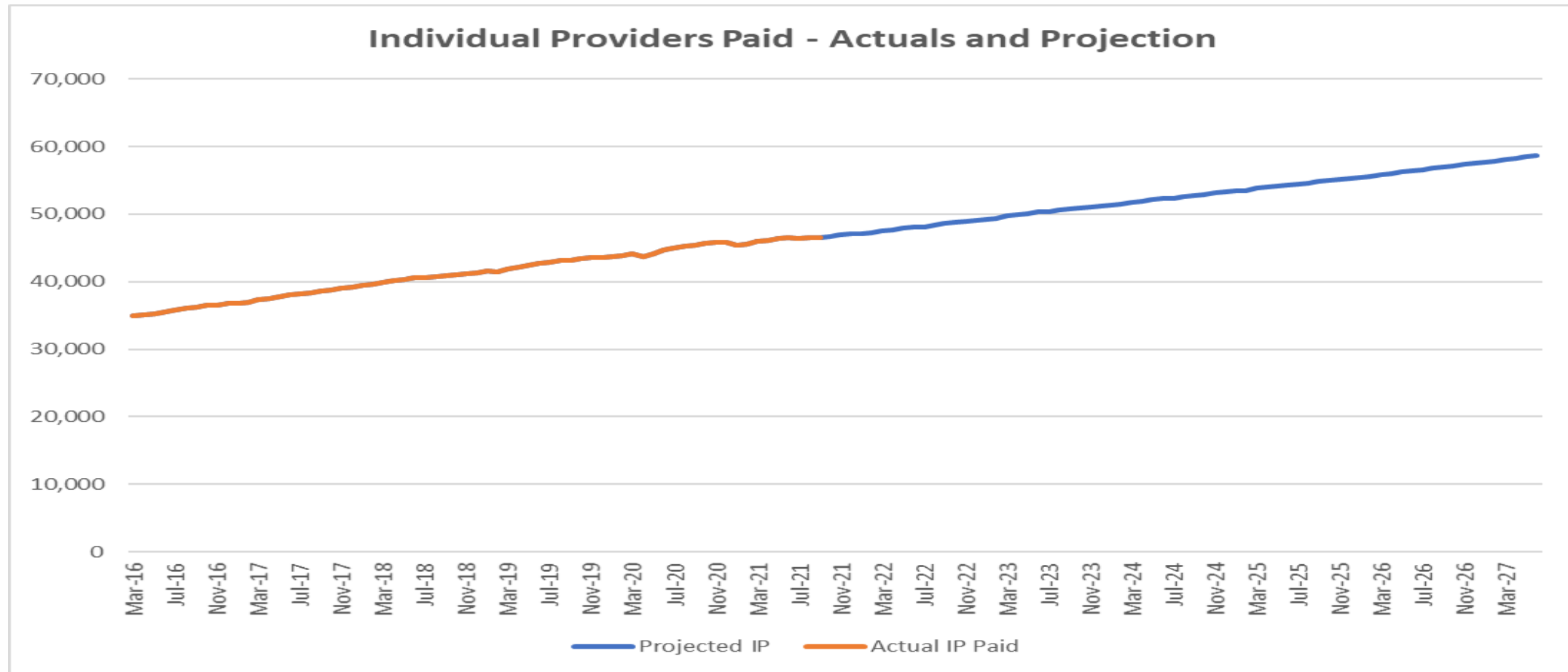
As of 2018 across ALTSA and DDA, 10,848 of 40,242 client authorizations were coded as “Not Related”.

That means that:

- 73.1% of all Individual Providers authorized were “family” and
- 26.9% were “Not Related”



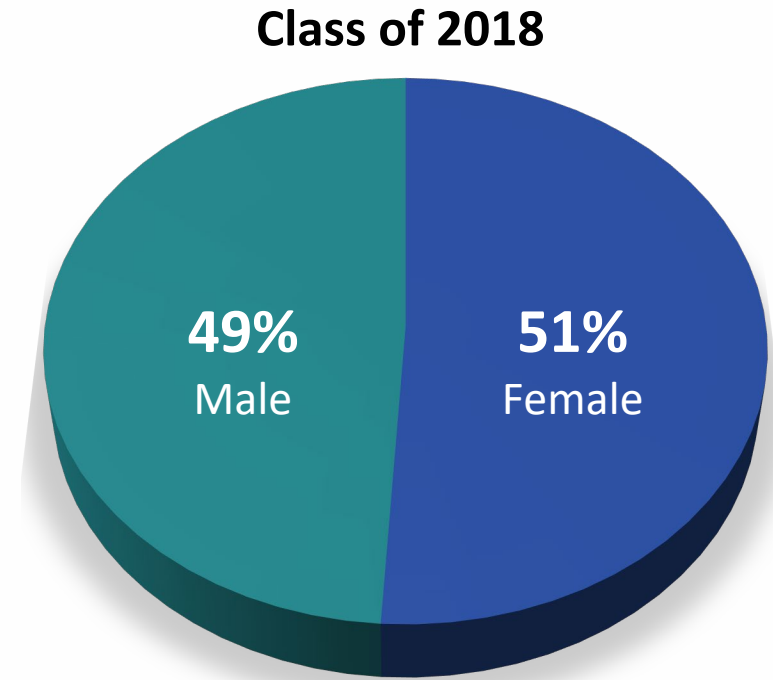
# IP Projections



# **Our Response To Workforce Challenges**

# Recruitment and Outreach Efforts to Diversify Workforce

- High School Statewide Direct Recruitment Campaign
- Regional Outreach Strategy to School Districts



67,996 high school graduates

Source: [OSPI 2019 Graduation Dropout Statistics](#)

# Recruitment and Outreach Efforts to Diversify Workforce

- **Running Start Statewide Recruitment Campaign will support a continued lens on sustaining a diverse workforce.**

**Percent of total headcount for select demographic groups 2014-15 to 2018-19**

Student Group	2014-15	2015-16	2016-17	2017-18	2018-19
Students of color	44%	44%	46%	47%	48%
Historically underserved students of color	27%	28%	29%	29%	30%

**Source:** [WA Community and Technical Colleges Annual Enrollment Summary 2018-19](#)

# Recruitment and Outreach Efforts to Diversify Workforce

- **University Career Center Statewide Campaign**



# **Workforce Retention Activities**

# Skill Building & Future Options to Retain Workforce

- On the job training
- Provide training in multiple languages
- Develop and amplify a career lattice

- Nursing Assistant, Certified (NAC)
- HCA or NAC Lead; Medication Aide
- LPN, RN, Nurse, OT, PT, ST
- Med Techs, Lab Techs

- Adult Family Home Owner or Operator
- Assisted Living office, sales, marketing, activities or nurse manager; administrator

- Nurse Educator
- Educator or para-educator
- Ongoing education that leads to other careers
- Social Worker
- Advocate

# Benefits Retain Staff



Career advancement & career lattices



Testing, training and certification



Base pay of \$15.50-17.90 per hour built in increases for certification, credentials, seniority



Health care, paid leave, retirement



Content and testing available in 13 languages



# Retention Activities at ALTSA

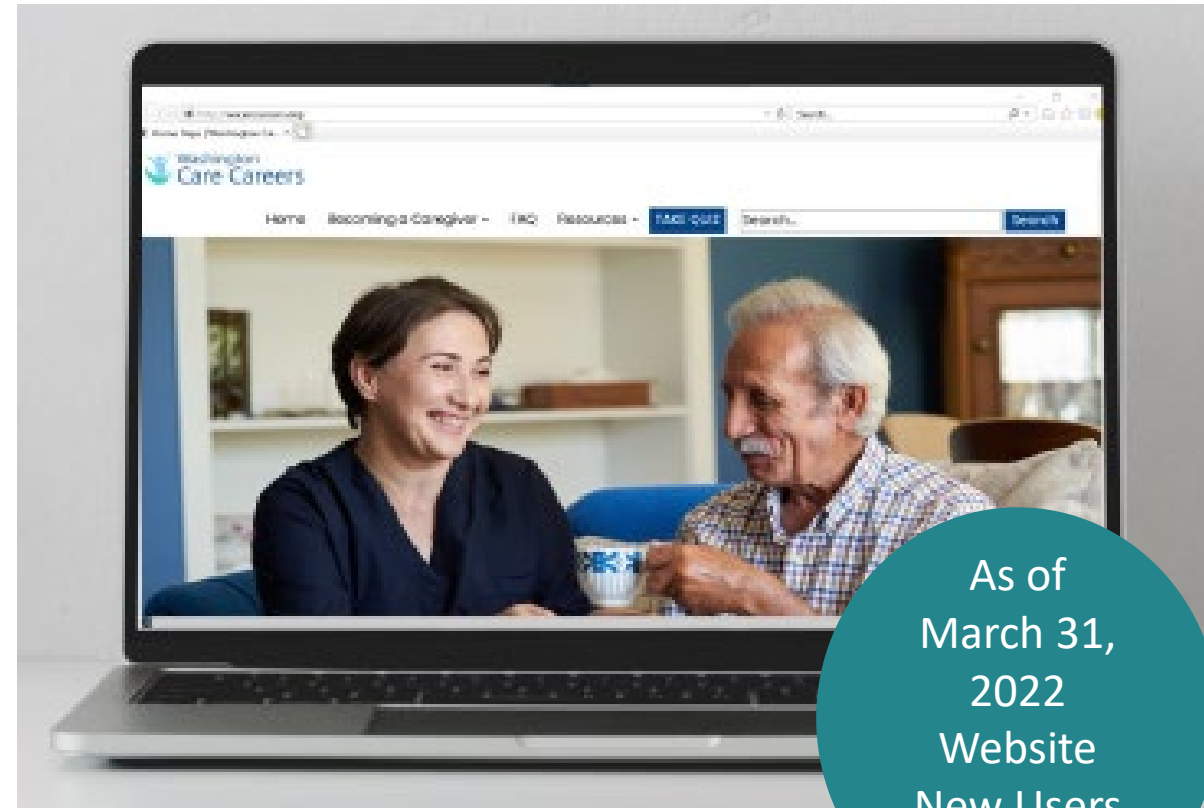
Workforce Development Team has hired a Retention Specialist to develop tools and resources that will help retain staff across settings.

- **Elevating Work Environment**
  - Leadership Development (Train the Trainer model)
  - Managing Communication
  - Developing Recognition Programs
- **Staff Well-Being Resources**
  - [Resiliency Toolkit developed specifically for caregivers](#)
  - [Self-Care Toolkit](#)

# Marketing Efforts

## Washington Care Careers Website

- Provides the public with a single, comprehensive source of information on Home Care Aide and Nursing Assistant Certified training, certification, and job search;
- Incorporates user-friendly, plain talk materials for a broad audience. Topics on the website include required training, certification information, career paths, compatibility quiz, job opportunities and more.



# Marketing Efforts

- Washington Care Careers 30-Second [Animated Video](#) for advertising on streaming apps.

88k

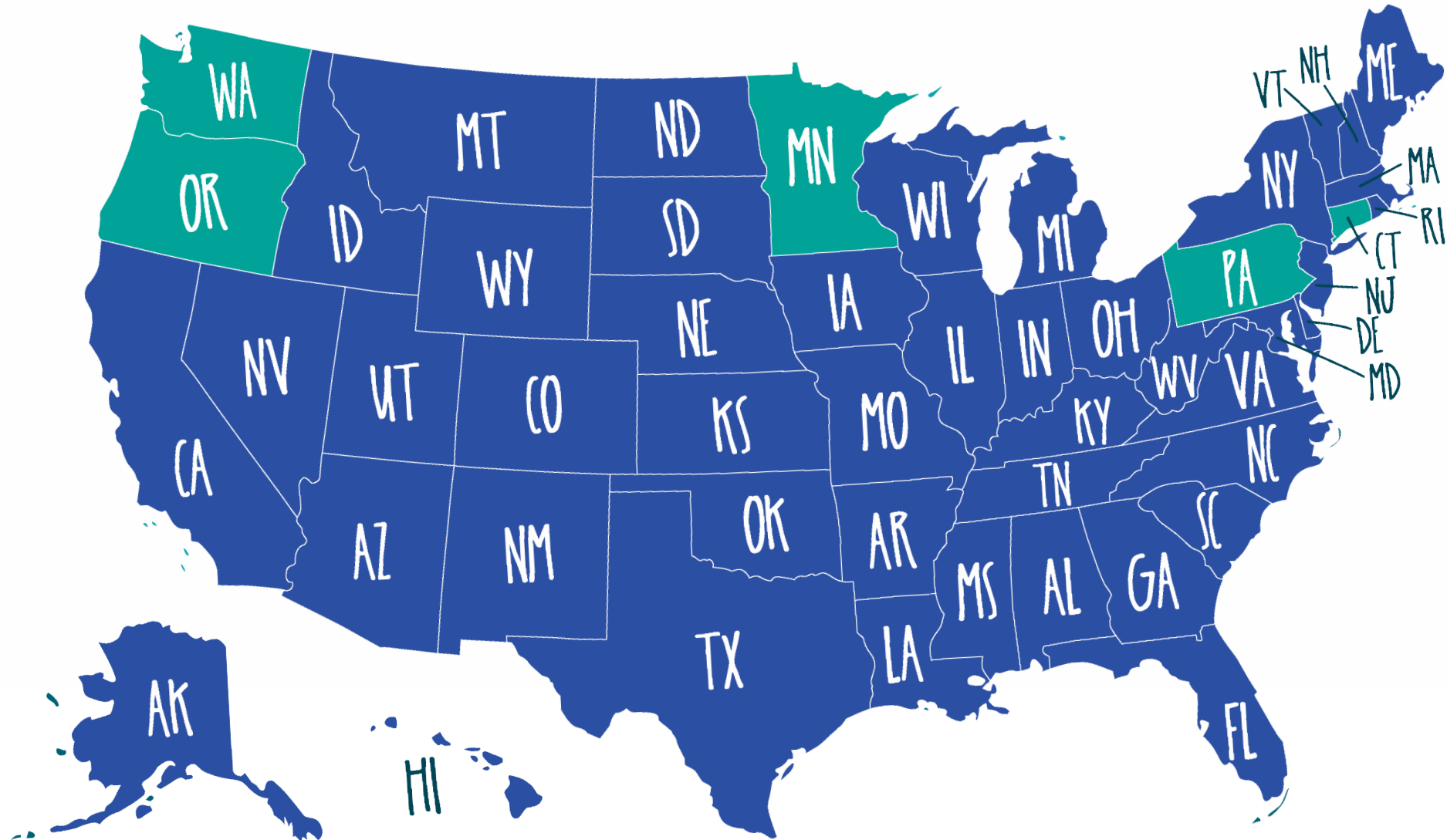
YouTube  
Views



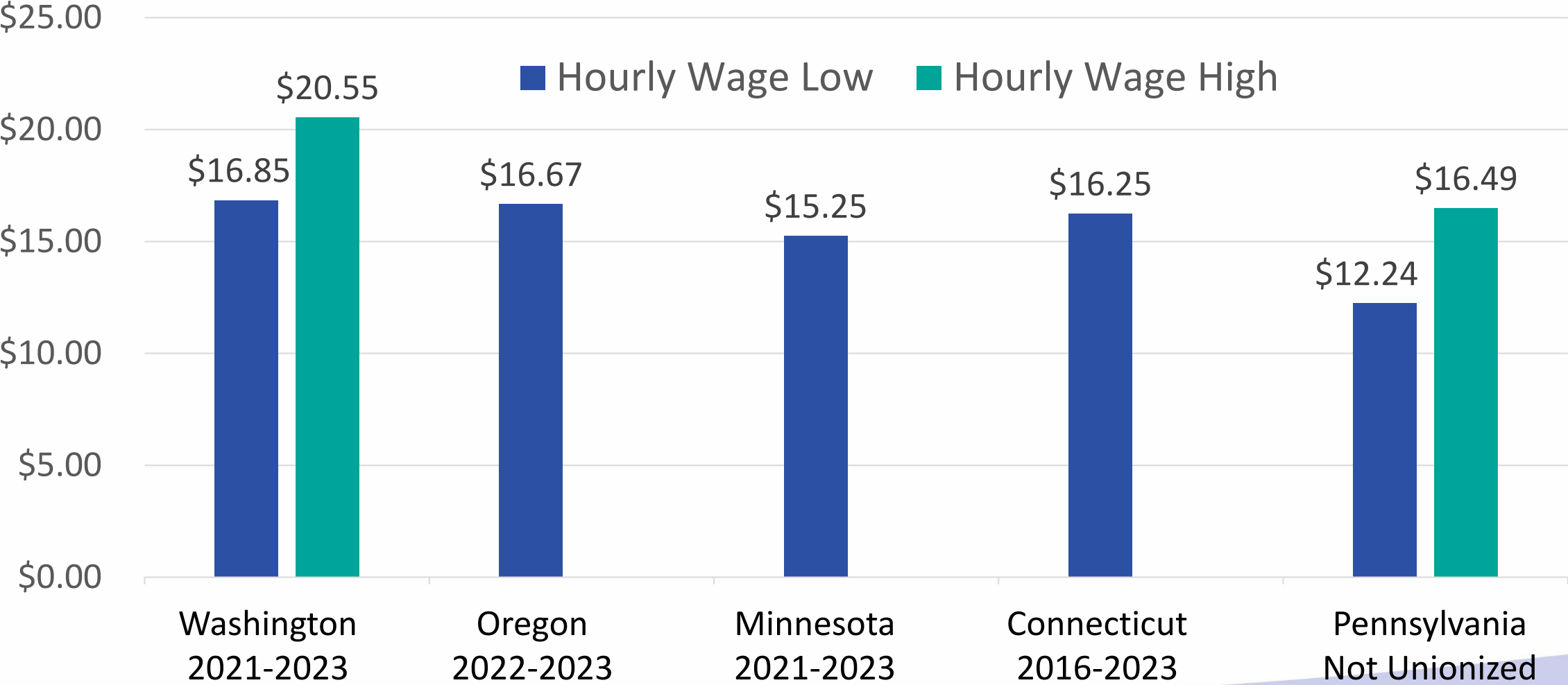
# Comparison of CBAs of other States

Amber Johnson, Planning and Labor Management  
Manager, ALTSA

# State Comparables



# Hourly Wage Comparable



Break  
10 min

# Self-sufficiency/living wage report

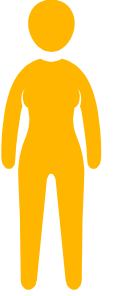
## Alliance for a Just Society



Alliance for a Just Society



# Still Struggling to Make Ends Meet: Job Gap 2020-2021



# Hello!

## I am Lisa Mikesell

I have researched living wages, poverty, and calculated basic needs budgets since 2014 at both AJS and the University of Washington

I received an MPA from the Evans School at University of Washington in 2015

**Alliance for a Just Society** 



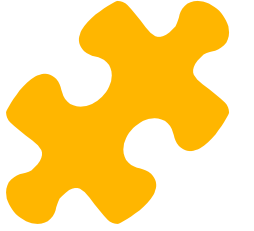
# What does it **cost to live?**

How do you figure out the minimum amount a family needs to get by?

Build a no-frills budget with basic necessities at market rate costs.

- No babysitting by grandma
- No deals on rent from friends
- No food stamps
- No family vacations

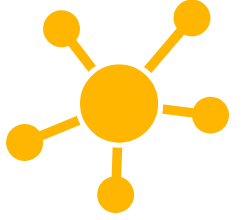
**Alliance for a Just Society** 



# Basic needs **budgets**

- Food
- Housing & Utilities
- Health Care
- Transportation
- Household, Clothing, & Personal
- Child Care
- Savings
- Taxes

**Alliance for a Just Society** 



# Different household **types**

## Household 1

Single adult

## Household 2

Single adult with one child between the ages of 6 and 8

## Household 3

Single adult with two children, one between the ages of 6 and 8 and the other between the ages of 1 and 2

## Household 4

Two adults including one wage earner, with two children, one between the ages of 6 and 8 and the other between the ages of 1 and 2

## Household 5

Two adults, both wage earners, with two children, one between the ages of 6 and 8 and the other between the ages of 1 and 2

**Alliance for a Just Society** 



# Pandemic **Effects**

- Most data is collected yearly
- Rapidly changing economic situation since March 2020
  - Housing
  - Transportation
- Inflation is increasing

**Alliance for a Just Society** 



# Pandemic **Benefits**

- Major tax code changes for 2021 ONLY
  - Child Credit
  - Child and Dependent Care Credit
- Resulted in lower living wage for some family types in 2021

Ultimately, 2020 Job Gap wages better reflect what workers need to survive in 2022 and beyond.



# Washington State Average

WASHINGTON 2020 Monthly Family Budgets	Household 1: Single adult	Household 2: Single adult with a school-age child (age 6-8 yrs)	Household 3: Single adult with a toddler (12-24 months) and a school-age child (6-8yrs)	Household 4: Two adults (one of whom is working) with a toddler and a school-age child	Household 5: Two adults (both of whom are working) with a toddler and a school age child
<b>Food</b>	\$216.35	\$417.51	\$549.33	\$798.83	\$798.83
<b>Housing &amp; Utilities</b>	\$1,302.06	\$1,593.36	\$1,593.36	\$1,593.36	\$1,593.36
<b>Transportation</b>	\$525.67	\$487.93	\$544.53	\$1,167.27	\$1,222.46
<b>Health Care</b>	\$144.96	\$361.64	\$465.43	\$515.81	\$515.81
<b>Household, Clothing, &amp; Personal (18%)</b>	\$547.26	\$715.11	\$788.16	\$1,018.82	\$1,032.61
<b>Savings (10%)</b>	\$304.03	\$397.28	\$437.87	\$566.01	\$573.67
<b>Child Care</b>	\$0.00	\$765.85	\$2,260.28	\$0.00	\$2,260.28
<b>State/Federal Taxes (Annually)</b>	\$6,155.05	\$9,239.23	\$10,189.13	\$7,223.93	\$12,602.54
<b>Gross income needed per working adult</b>	\$3,553.25	\$5,508.63	\$7,488.06	\$6,262.09	\$9,047.24
<b>Gross income needed per working adult</b>	\$42,639.03	\$66,103.51	\$89,856.68	\$75,145.04	\$108,566.84
<b>Living Wage per working adult (hourly)</b>	\$20.50	\$31.78	\$43.20	\$36.13	\$26.10

Alliance for a Just Society 





# King County

King County 2020 Monthly Family Budgets	<b>Household 1:</b> Single adult	<b>Household 2:</b> Single adult with a school-age child (age 6-8 yrs)	<b>Household 3:</b> Single adult with a toddler (12-24 months) and a school-age child (6-8yrs)	<b>Household 4:</b> Two adults (one of whom is working) with a toddler and a school-age child	<b>Household 5:</b> Two adults (both of whom are working) with a toddler and a school age child
<b>Food</b>	\$216.35	\$417.51	\$549.33	\$798.83	\$798.83
<b>Housing &amp; Utilities</b>	\$1,792.82	\$2,150.82	\$2,150.82	\$2,150.82	\$2,150.82
<b>Transportation</b>	\$525.67	\$487.93	\$544.53	\$1,167.27	\$1,222.46
<b>Health Care</b>	\$144.96	\$361.64	\$465.43	\$515.81	\$515.81
<b>Household, Clothing, &amp; Personal (18%)</b>	\$669.95	\$854.48	\$927.53	\$1,158.18	\$1,171.98
<b>Savings (10%)</b>	\$372.19	\$474.71	\$515.29	\$643.43	\$651.10
<b>Child Care</b>	\$0.00	\$1,021.22	\$2,936.69	\$0.00	\$2,936.69
<b>State/Federal Taxes</b>	\$7,919.49	\$13,353.62	\$20,263.55	\$9,218.45	\$18,356.95
<b>Gross income needed per working adult</b>	\$4,381.90	\$6,881.11	\$9,778.25	\$7,202.55	\$10,977.43
<b>Gross income needed per working adult</b>	\$52,582.80	\$82,573.33	\$117,339.01	\$86,430.56	\$131,729.17
<b>Living Wage per working adult (hourly)</b>	\$25.28	\$39.70	\$56.41	\$41.55	\$31.67

Alliance for a Just Society 



# Snohomish County

Snohomish County 2020 Monthly Family Budgets	<b>Household 1:</b> Single adult	<b>Household 2:</b> Single adult with a school-age child (age 6-8 yrs)	<b>Household 3:</b> Single adult with a toddler (12-24 months) and a school-age child (6-8yrs)	<b>Household 4:</b> Two adults (one of whom is working) with a toddler and a school-age child	<b>Household 5:</b> Two adults (both of whom are working) with a toddler and a school age child
<b>Food</b>	\$216.35	\$417.51	\$549.33	\$798.83	\$798.83
<b>Housing &amp; Utilities</b>	\$1,792.82	\$2,150.82	\$2,150.82	\$2,150.82	\$2,150.82
<b>Transportation</b>	\$525.67	\$487.93	\$544.53	\$1,167.27	\$1,222.46
<b>Health Care</b>	\$144.96	\$361.64	\$465.43	\$515.81	\$515.81
<b>Household, Clothing, &amp; Personal (18%)</b>	\$669.95	\$854.48	\$927.53	\$1,158.18	\$1,171.98
<b>Savings (10%)</b>	\$372.19	\$474.71	\$515.29	\$643.43	\$651.10
<b>Child Care</b>	\$0.00	\$777.47	\$2,290.12	\$0.00	\$2,290.12
<b>State/Federal Taxes (Annually)</b>	\$7,919.49	\$12,373.09	\$17,497.44	\$9,218.45	\$15,793.85
<b>Gross income needed per working adult</b>	\$4,381.90	\$6,555.65	\$8,901.17	\$7,202.55	\$10,117.27
<b>Gross income needed per working adult</b>	\$52,582.80	\$78,667.81	\$106,814.07	\$86,430.56	\$121,407.23
<b>Living Wage per working adult (hourly)</b>	\$25.28	\$37.82	\$51.35	\$41.55	\$29.18

Alliance for a Just Society 



# Spokane County

Spokane County 2020 Monthly Family Budgets	<b>Household 1:</b> Single adult	<b>Household 2:</b> Single adult with a school-age child (age 6-8 yrs)	<b>Household 3:</b> Single adult with a toddler (12-24 months) and a school-age child (6-8yrs)	<b>Household 4:</b> Two adults (one of whom is working) with a toddler and a school-age child	<b>Household 5:</b> Two adults (both of whom are working) with a toddler and a school age child
<b>Food</b>	\$216.35	\$417.51	\$549.33	\$798.83	\$798.83
<b>Housing &amp; Utilities</b>	\$747.82	\$961.82	\$961.82	\$961.82	\$961.82
<b>Transportation</b>	\$525.67	\$487.93	\$544.53	\$1,167.27	\$1,222.46
<b>Health Care</b>	\$144.96	\$361.64	\$465.43	\$515.81	\$515.81
<b>Household, Clothing, &amp; Personal (18%)</b>	\$408.70	\$557.23	\$630.28	\$860.93	\$874.73
<b>Savings (10%)</b>	\$227.06	\$309.57	\$350.15	\$478.30	\$485.96
<b>Child Care</b>	\$0.00	\$637.26	\$1,771.75	\$0.00	\$1,771.75
<b>State/Federal Taxes (Annually)</b>	\$4,170.74	\$5,336.72	\$8,757.77	\$4,960.50	\$8,529.17
<b>Gross income needed per working adult</b>	\$2,618.12	\$4,177.69	\$6,003.11	\$5,196.33	\$7,342.12
<b>Gross income needed per working adult</b>	\$31,417.38	\$50,132.24	\$72,037.29	\$62,355.95	\$88,105.45
<b>Living Wage per working adult (hourly)</b>	\$15.10	\$24.10	\$34.63	\$29.98	\$21.18

Alliance for a Just Society 

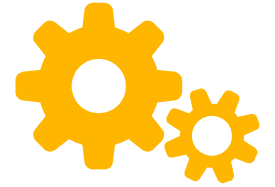


# Yakima County

Yakima County 2020 Monthly Family Budgets	Household 1: Single adult	Household 2: Single adult with a school-age child (age 6-8 yrs)	Household 3: Single adult with a toddler (12-24 months) and a school-age child (6-8yrs)	Household 4: Two adults (one of whom is working) with a toddler and a school-age child	Household 5: Two adults (both of whom are working) with a toddler and a school age child
<b>Food</b>	\$216.35	\$417.51	\$549.33	\$798.83	\$798.83
<b>Housing &amp; Utilities</b>	\$820.82	\$1,064.82	\$1,064.82	\$1,064.82	\$1,064.82
<b>Transportation</b>	\$525.67	\$487.93	\$544.53	\$1,167.27	\$1,222.46
<b>Health Care</b>	\$144.96	\$361.64	\$465.43	\$515.81	\$515.81
<b>Household, Clothing, &amp; Personal (18%)</b>	\$426.95	\$582.98	\$656.03	\$886.68	\$900.48
<b>Savings (10%)</b>	\$237.19	\$323.88	\$364.46	\$492.60	\$500.27
<b>Child Care</b>	\$0.00	\$493.04	\$1,666.49	\$0.00	\$1,666.49
<b>State/Federal Taxes (Annually)</b>	\$4,431.89	\$5,335.58	\$8,902.16	\$5,332.15	\$8,624.56
<b>Gross income needed per working adult (monthly)</b>	\$2,741.27	\$4,176.43	\$6,052.94	\$5,370.36	\$7,387.87
<b>Gross income needed per working adult</b>	\$32,895.20	\$50,117.13	\$72,635.22	\$64,444.26	\$88,654.39
<b>Living Wage per working adult (hourly)</b>	\$15.81	\$24.09	\$34.92	\$30.98	\$21.31

Alliance for a Just Society 

# How many **hours?**



Average IP worker wage 2022: \$20.49 per hour	Single Adult		Single Adult with Two Children	
	2020 Living Wage	Hours/Week at average wage to meet budget needs	2020 Living Wage	Hours/Week at average wage to meet budget needs
Statewide	\$20.50	40.0	\$43.20	84.3
King County	\$25.28	49.4	\$56.41	110.1
Snohomish County	\$25.28	49.4	\$51.35	100.2
Spokane County	\$15.10	29.5	\$34.63	67.6
Yakima County	\$15.81	30.9	\$34.92	68.2

**Alliance for a Just Society** 



# 2022 and beyond

- Inflation now at its highest rate since early 1980s
- Conflict abroad affecting cost of basic needs
  - Transportation
  - Food
- \$20.50 was the living wage for a single adult in 2020 - on track to be at least \$23.17 by 2025 using OFM projections

**Alliance for a Just Society** 



# Thanks!

## Any questions?

Please type them in the chat! You can also find me at [Lisa.M.Mikesell@gmail.com](mailto:Lisa.M.Mikesell@gmail.com)

**Alliance for a Just Society** 



# Wage Presentation

Andrew Beane, Vice President SEIU 775



# Board discussion

# Lunch

50 minutes

# Carina

Nidhi Mirani, CEO of Carina




# CDWA Recruitment

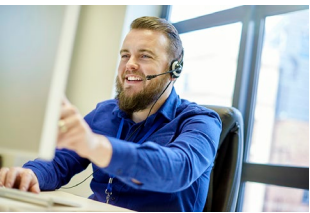
Individual Provider Recruitment Strategy

Ben Bledsoe, CEO

Janilee Macleod, Senior Director

# HCRR Transition

-  CDWA assumes HCRR responsibilities as part of our contract
-  1,920 new IPs to be recruited in the first two years
-  Recruitment rate will increase 3.5% per year of the contract



# Current State

 Transitioned all Client job posting and Client/IP matching to CDWA

- ❖ Phase 1 – 2/1/22

- ❖ Phase 2 – 4/1/22

 CDWA has posted 363 jobs on Carina

 HCRRs recruiting IPs through June

 Directing IPs to apply on CDWA website

# YOU MAKE THE DIFFERENCE



## WE WELCOME YOU INTO A GROWING COMPANY

Consumer Direct Care Network is seeking innovative, collaborative, and committed professionals nationwide.

Dream of a job that makes a difference? We did too. Find yours below.

CARE NETWORK CAREERS

INDIVIDUAL PROVIDER CAREERS (WASHINGTON STATE)

Have questions, need help applying, or looking for additional information? We're here to help.

Washington Individual Provider (IP) careers: please email [InfoCDWA@ConsumerDirectCare.com](mailto:InfoCDWA@ConsumerDirectCare.com)

All other Care Network careers: please email [InfoJobs@ConsumerDirectCare.com](mailto:InfoJobs@ConsumerDirectCare.com)

# INDIVIDUAL PROVIDER (IP) RESOURCES



Welcome to Consumer Direct Care Network Washington's IP Resources page. Click the buttons below to explore different IP topics.

[GENERAL INFORMATION](#)[TRANSITION HIRING MATERIALS](#)[TIME AND MILEAGE ENTRY MATERIALS](#)[BRAND-NEW IP HIRING MATERIALS](#)[PAYROLL MATERIALS](#)[OTHER MATERIALS](#)



# Next Steps

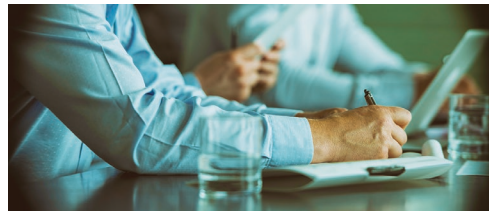
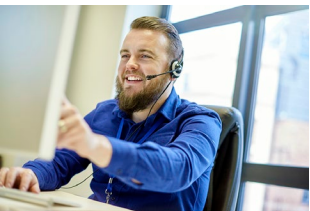
## June – CDWA takes on IP recruiting from HCRRs

### Recruiting Approach

- ❖ On the ground
- ❖ Social media campaigns

### Continue to post jobs on Carina

### LEP Recruitment



# WORK WHERE YOU SHINE BRIGHTEST

WE'RE HIRING CARING PEOPLE >



## WANT TO MAKE A DIFFERENCE IN YOUR COMMUNITY? START HERE.

Consumer Direct Care Network is hiring caring people across Washington.

Looking for a flexible job that fits your lifestyle? Do you want to work for a company whose mission is more than just words?

We should talk!

Join our team of caring people who support older adults and individuals with disabilities so they can remain healthy, happy, and independent in their homes and communities.

[START YOUR NEW JOURNEY WITH US >](#)

## WE'RE HIRING INDIVIDUAL PROVIDERS ACROSS WASHINGTON!

WHETHER YOU'RE LOOKING FOR JUST A FEW HOURS A WEEK OR FULL-TIME WORK, WE HAVE A POSITION FOR YOU.

### What's in it for you:

- Flexible part time and full time schedules
- A rewarding career helping others
- Fun and engaging work environment built on team unity
- Job satisfaction knowing you make a difference in people's lives
- Professional training to advance your career development

### Based on your position and employment status, you may be eligible for:

- 401(k) Retirement
- Inexpensive health insurance (medical, dental, vision)
- Flexibility
- Short and Long-Term Disability
- Flexible Spending Account

What You do Matters. Do What Matters to You!

[JOIN OUR INDIVIDUAL PROVIDER COMMUNITY >](#)

# Next Steps

SINCE 1999, CONSUMER DIRECT CARE NETWORK (CDCN) HAS SUPPORTED PEOPLE WHO NEED IN-HOME CARE. WE WORK TO KEEP A COMPLICATED INDUSTRY SIMPLE AND PROVIDE SERVICES THAT REFLECT OUR VISION - TO HELP PEOPLE LIVE THE LIFE THEY WANT.

[WHO WE ARE](#)



## WHAT PEOPLE SAY ABOUT US

"Laid back work environment. I learned a lot of good customer service working with an elderly client. She taught me many things during the two years I worked with her. Priceless!"

"Consumer Direct Care Network provides excellent in-home medical services and treats their employees fairly. Caregivers are granted the liberty of choosing their own hours/the hours that work best for their patients.

The compensation is not exactly stellar because Medicaid controls the wage, but the training is thorough and uncomplicated, and the management does their utmost to ensure a fair and balanced atmosphere for both caregivers and clients. Can't say enough good about this company."







# Next Steps





A New Way to  
**work**

**IPs, start your new journey today** 


CONSUMER DIRECT CARE NETWORK WASHINGTON



**Consumer Direct Care Network** ...   
Sponsored · 




WE ARE HIRING INDIVIDUAL PROVIDERS across Washington! We are looking for people like you to join our AMAZING team ...[See more](#)



A New Way to  
**care**



**IPs, start your new journey today** 

CONSUMER DIRECT CARE NETWORK WASHINGTON

[WWW.CONSUMERDIRECTWA.COM/IP-JOBS](http://WWW.CONSUMERDIRECTWA.COM/IP-JOBS)  
**Individual Provider Jobs**  
Want to make a difference in your commun...

 Like  Comment  Share



**Consumer Direct Care Network** ...   
Sponsored · 

Looking to make some extra money, but need flexible hours? Look no further. We're hiring Individual Providers (IP) across Washington!


If you have ever considered joining the home care workforce, now is the time.

What's in it for you?

- Flexible and personalized scheduling
- Competitive pay structure
- Medical benefits & 401k
- Fulfilment knowing what you do makes a difference

Join our IP Community and find your new and rewarding career in homecare today.

A New Way to  
**care**

**IPs, start your new journey today** 

CONSUMER DIRECT CARE NETWORK WASHINGTON

[consumerdirectwa.com](http://consumerdirectwa.com)  
**Looking for a Flexible Career?**  
Looking to make some extra money, but ne...

# Board discussion

# Union Research

Alexis Rodich, Research and Policy Director, SEIU 775

# Board discussion

# Public Comment

# Adjourn