

Rate Setting Board

May 6, 2024

9:00 a.m. – 3:00 p.m.

In Person/Zoom Attendance

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TAB 1

Consumer Directed Employer Rate Setting Board

Meeting #3

May 6, 2024

Blake Office Park West 4450 10th Avenue SE, Lacey

Roosevelt / Chelan Rooms

9:00 am – 3:00 pm

Agenda

Time	Topic	Presenter(s)
9:00-9:30	<ul style="list-style-type: none"> ➤ Welcome and Introductions ➤ Purpose/Meeting Overview ➤ Approval of Minutes from 04.22.2024 & 04.24.2024 ➤ Opening Remarks/Old Business ➤ Proposals 	Facilitator Chair
Foundational Information		
9:30-9:50	➤ IP Projections/Sustainability	DSHS
9:50-10:00	➤ Board Discussion	
10:00-10:15	Break	
SEIU 775 surveys		
10:15-10:45	➤ Member survey	SEIU 775
10:45-11:00	➤ Board Discussion	All
11:00-11:30	➤ HCC employer survey	SEIU 775
11:30-11:45	➤ Board Discussion	All
11:45-12:45	Lunch	
Wages Presentations		
12:45-1:15	➤ Living Wage Report	Alliance for a Just Society
1:15-1:30	➤ Board Discussion	All
1:30-2:30	➤ Union Wage Presentation	SEIU 775
2:30-2:45	➤ Board Discussion	All
2:45-3:00	➤ 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
Cynthia Hollimon*	Governor's Office Representative
Rep. Kelly Chambers^	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
Open Position^	People with Intellectual or Developmental Disabilities Organization
Open Position^	People with Disabilities Organization
Eric Erickson^	Licensed Home Care Agency
Nellie Prieto^	Home Care Worker

*Voting member, ^Advisory member

Rate Setting Board Meeting Schedule

April 22, 2024 9:00am – 3:00pm	In Person/Zoom
April 24, 2024 9:00am – 3:00pm	In Person/Zoom
May 6, 2024 9:00am – 3:00pm	In Person/Zoom
May 17, 2024 9:00am – 3:00pm	In Person/Zoom
May 29, 2024 9:00am – 3:00pm	In Person/Zoom
June 5, 2024 9:00am – 3:00pm	In Person/Zoom
June 13, 2024 9:00am – 3:00pm	In Person/Zoom
July 8, 2024 9:00am – 3:00pm	In Person/Zoom
July 25, 2024 9:00am – 3:00pm	In Person/Zoom
August 5, 2024 9:00am – 3:00pm	In Person/Zoom

TAB 2

Rate Setting Board

[Approved By-Laws](#)

[Approved Charter](#)

[Approved Policy Selecting Chairperson](#)

[Approved Policy Establishing and Submitting Rates](#)

TAB 3

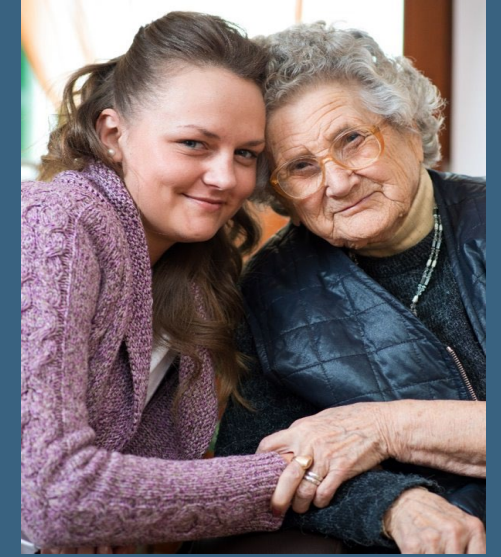


Washington State
Department of Social
& Health Services

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Workforce Development Recruitment and Retention Activities

Consumer Directed Employer
Rate Setting Board Meeting
May 6, 2024



Washington State
Department of Social
& Health Services

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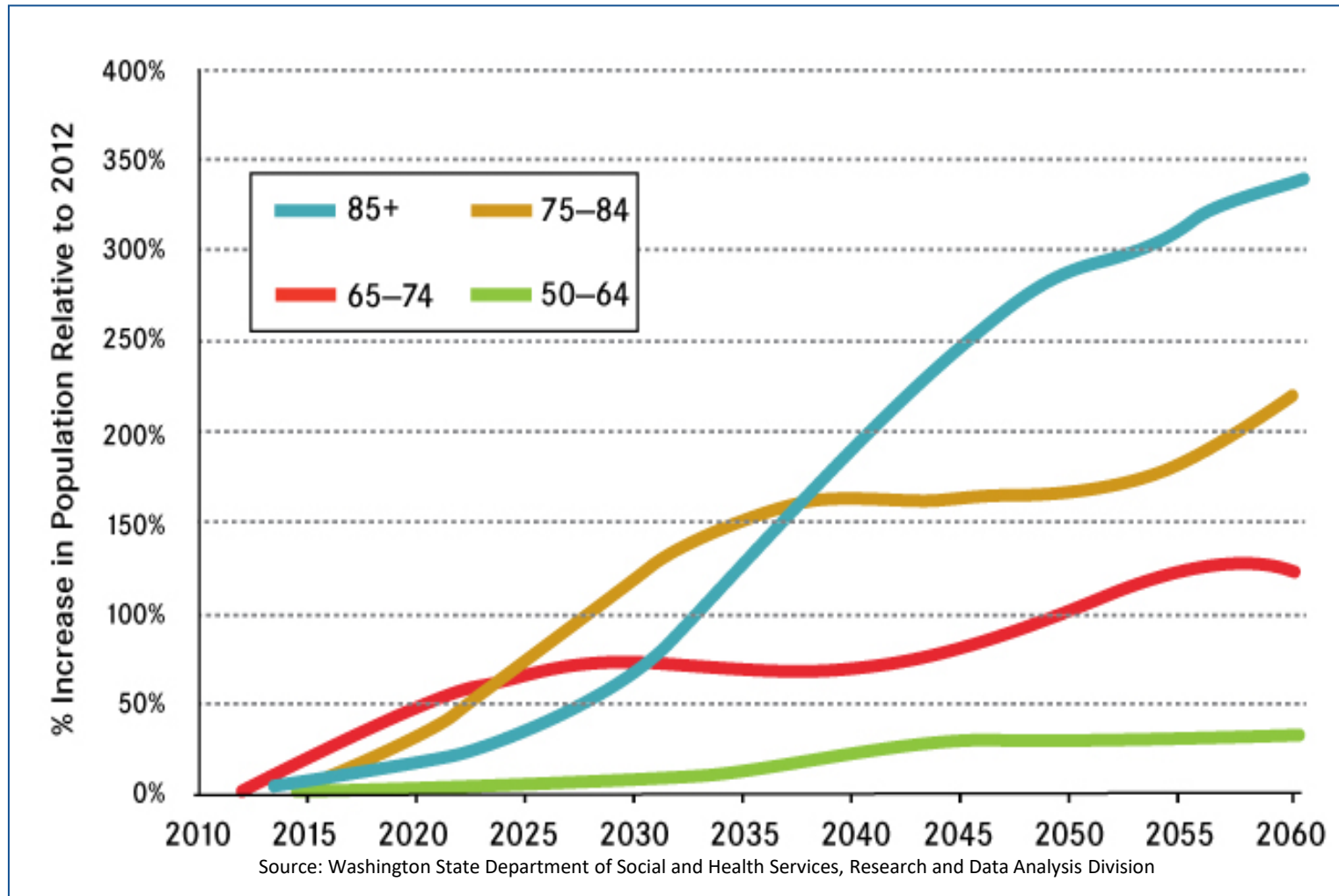
Presenters:
Christine Morris
Office Chief, Training, Communications & Workforce
Development,

Stacy Graff
Workforce Development Unit Manager,

Aging and Long-Term Support Administration (AL TSA)
Home and Community Services

Client Workforce in Demand

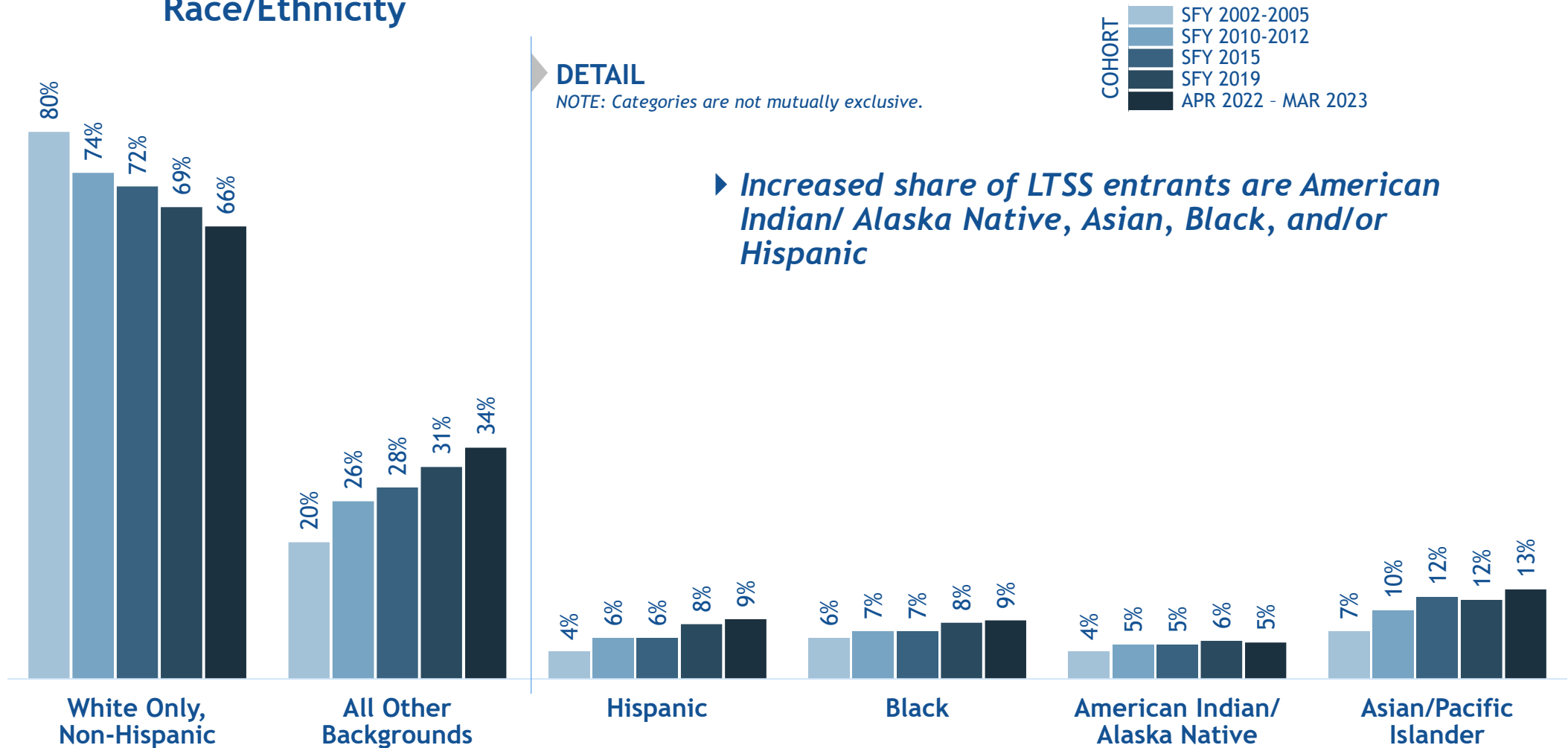
Washington's Population is Aging Rapidly



Increasing Diversity of Medicaid LTSS Clients Over Time

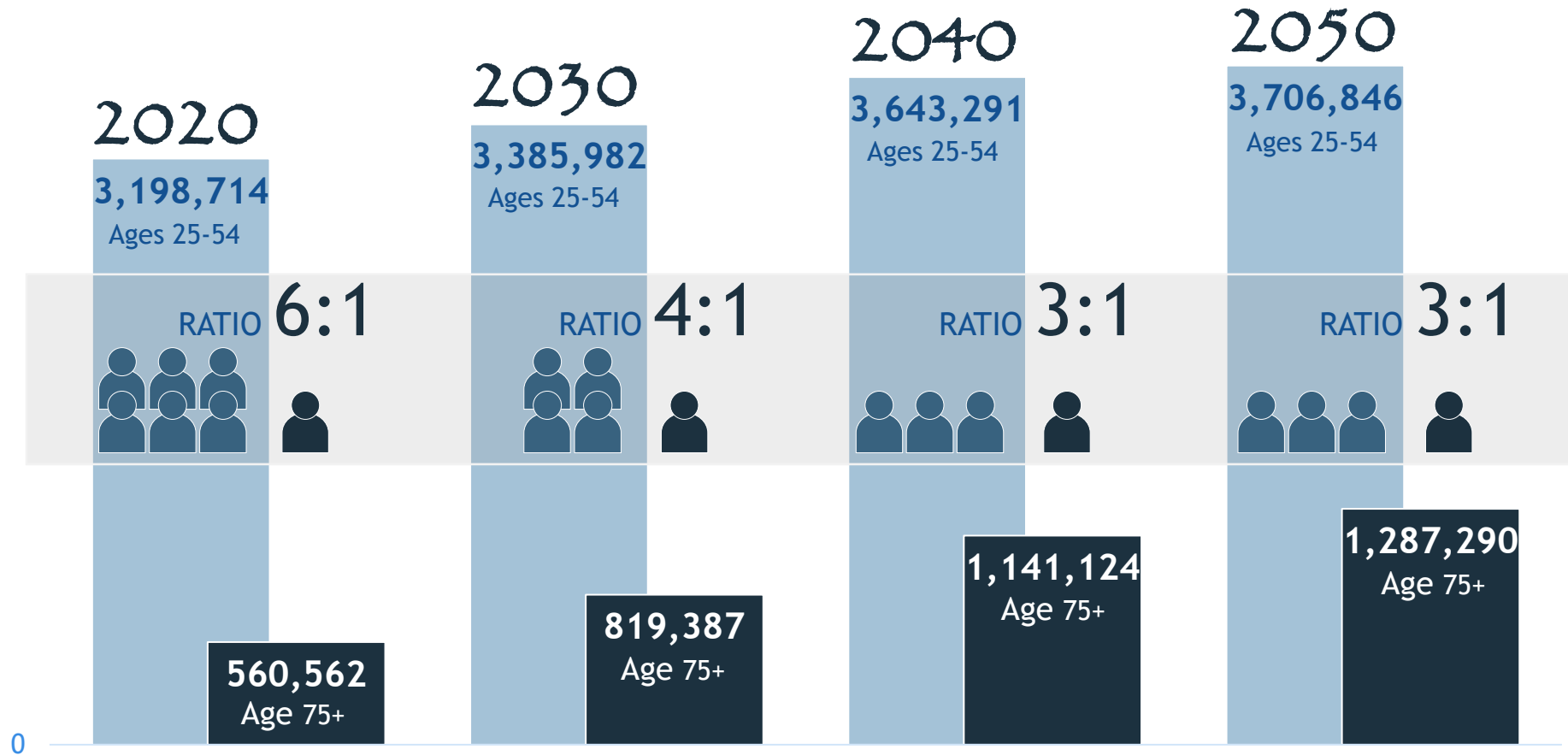
Comparison of cohorts starting LTSS services in SFYs 2002-05, 2010-12, 2015, 2019, and the 12 months ending March 2023

Race/Ethnicity



SOURCE: DSHS Research and Data Analysis Division, Integrated Client Databases.

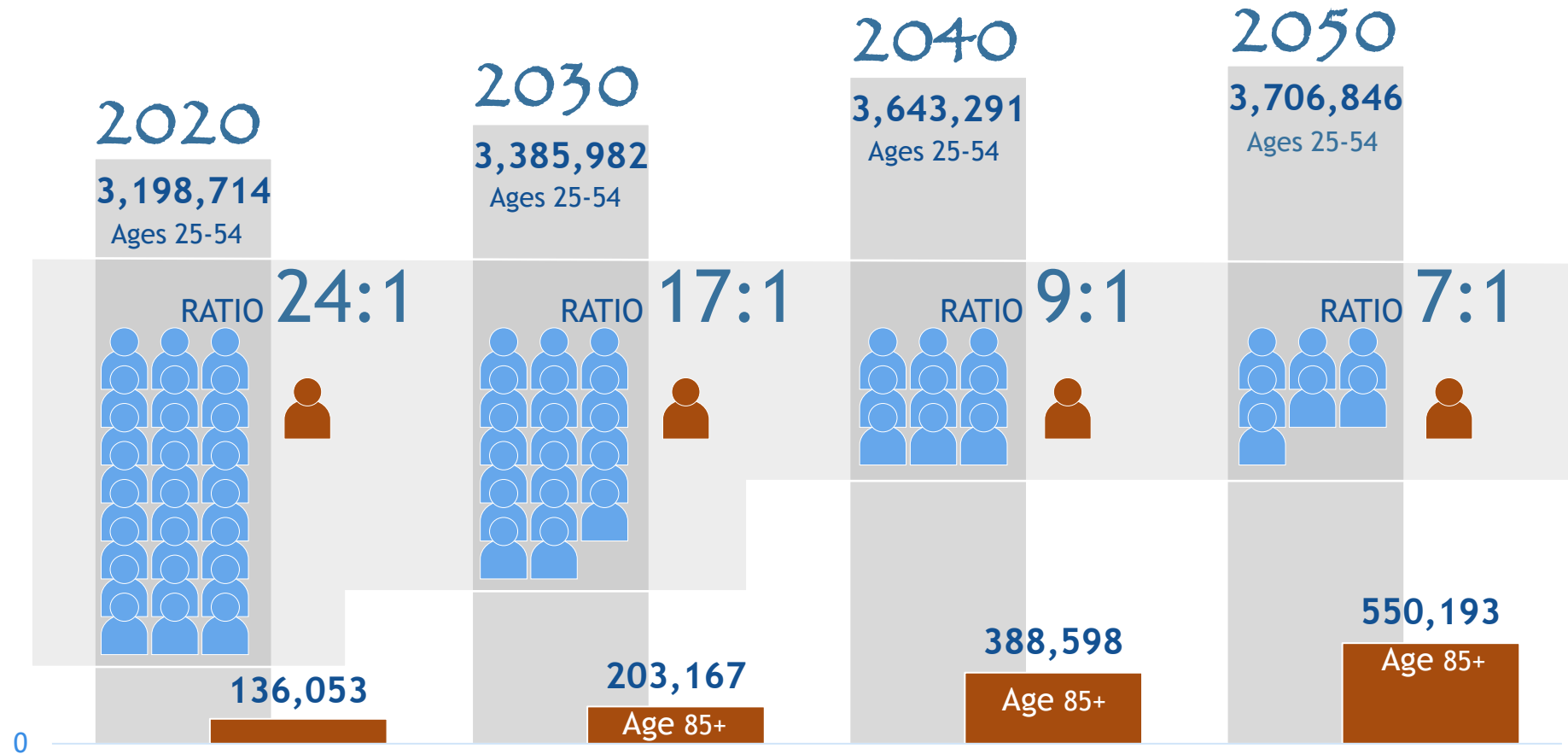
The Rapidly Growing Size of the Age 75+ Population Relative to Younger Adults Will Greatly Exacerbate Current LTSS Workforce Challenges



SOURCE: Washington State Office of Financial Management, Forecasting and Research Division. State population forecast November 2022, accessed October 2, 2023.

DSHS/Facilities, Finance, and Analytics Administration/Research and Data Analytics Division
OCTOBER 2023

The Rapidly Growing Size of the Age 85+ Population Relative to Younger Adults Will Greatly Exacerbate Current LTSS Workforce Challenges



SOURCE: Washington State Office of Financial Management, Forecasting and Research Division. State population forecast November 2022, accessed October 2, 2023.

DSHS/Facilities, Finance, and Analytics Administration/Research and Data Analytics
Division OCTOBER 2023

Workforce Status and Projections

**Family vs. Non-Family
Paid Caregivers**
*The following data
was derived from
ALISA and DDA IP
authorizations in 2018*

**Of 40,242 authorizations for people
choosing an Individual Provider:**

- 73% were “Family“ (Parent, Adult Child, Sibling, other family)
- 27% were coded as "Not Related"

*Parent and Adult Child providers accounted
for over 50% of the client authorizations
across the two administrations.*

AL TSA's Response to Workforce Challenges



Addressing Workforce Challenges

- Broaden recruitment & retention efforts.
- Reduce barriers to employment.
- Increase visibility and showcase the importance of the workforce in delivering essential, person-centered services.
- Innovative service delivery.
- Data collection & evaluation.

Marketing and
Outreach

High School Home
Care Aide Program

Navigation and
Support

Direct Care Workforce
Collaborative

Retention

Pilots/Projects
Remote Caregiving,
Transportation,
Employer/School
connections.

AL TSA Workforce Strategies

The Workforce Development Team at AL TSA works statewide and collaboratively with community partners on recruitment and retention of direct care workers.

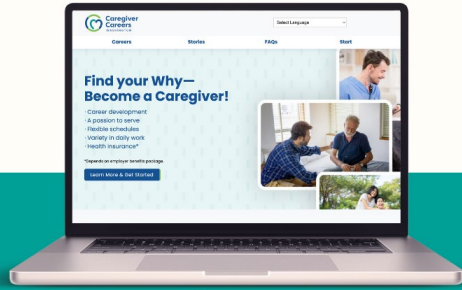


Marketing & Outreach



New Website Launch

LIVE NOW!



Website Promotion



Find Your WHY- Become a Caregiver!

- Career development
- A passion to serve
- Flexible schedules
- Variety in daily work
- Health insurance*



*Depends on employer benefits package.

[Learn More & Get Started](#)



Social Media Post

Spring Campaign Ad - Transit

Caregiving is



heart work.

Thank you to our community
caregivers. We see you, we
appreciate you, we need you!



Learn more and become a caregiver!

CaregiverCareersWA.com

New Website

Advertising
Campaigns

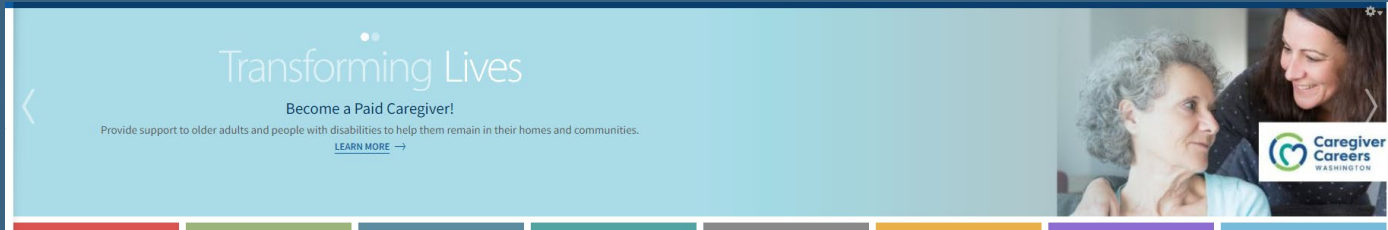
Social Media

Presentations

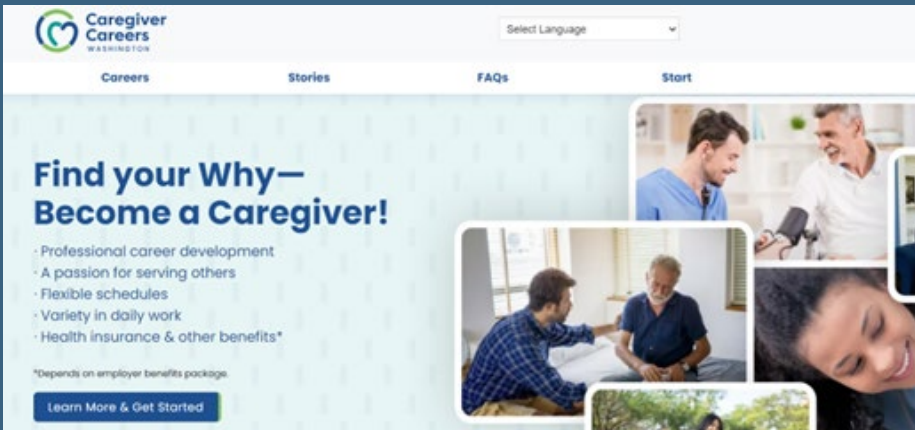
Career Fairs



New Logo & Brand Identity

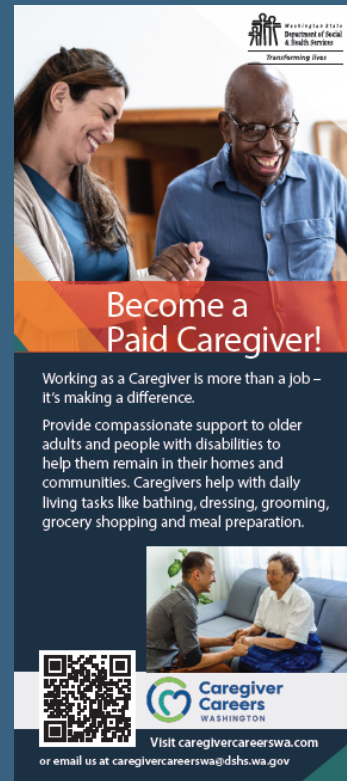


DSHS Homepage Banner Ad



New Website

- Develop & introduce new brand
- Build & launch updated website
- Promote Caregiver Information Events
- Design & initiate awareness campaign
- Create & share useful digital/print materials
- Advertise on social media platforms



Rack Card



Social Media Post



Washington State
Department of Social
& Health Services

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Washington Office of Superintendent of
PUBLIC INSTRUCTION

High School HCA Program

90-Hour
Course

75 hours of
DSHS HCA
training

Receive
certificate
of
completion
and HS
Credit

Test for
Credential

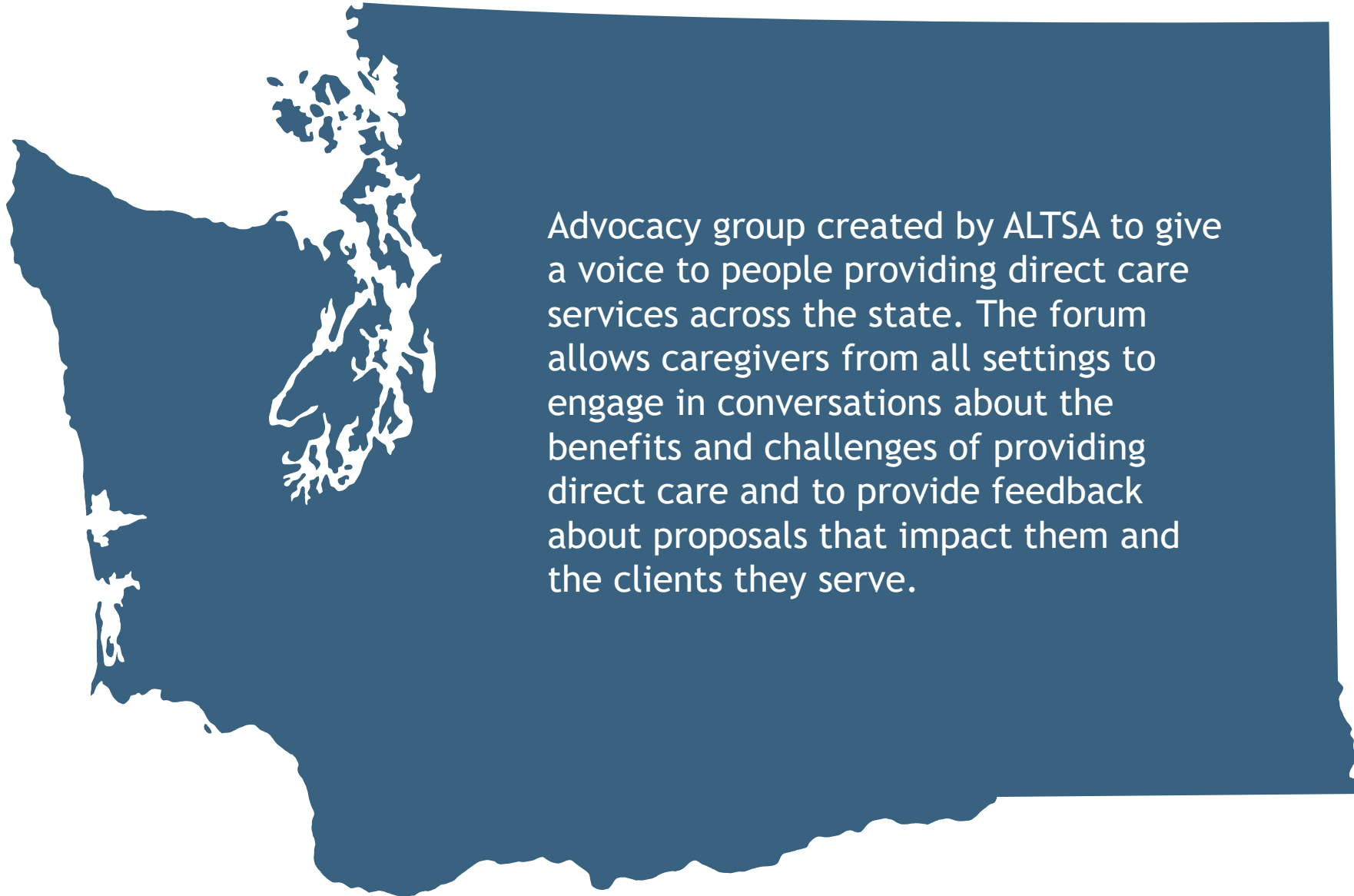
Navigation and Support

The Workforce Development team has three Workforce Navigators who help provide guidance and support to prospective home care aides from the point of interest, through employment.



Retention work is
key to maintaining
the caregiver
workforce.

Workforce Retention Activities



Advocacy group created by ALISA to give a voice to people providing direct care services across the state. The forum allows caregivers from all settings to engage in conversations about the benefits and challenges of providing direct care and to provide feedback about proposals that impact them and the clients they serve.

Direct Care Workforce Collaborative

- Improve job quality
- Rebranding
- Recruitment and Retention
- Training
- Career and Professional Development
- Data gathering and analysis
- Regulation
- Supports

Strong Patience
Courage
Heart Honest
Communicate Organized
Emotionally Forgiving Respectful
Kind Option
Rewarding
Work Ethical Positivity
Physical Commitment
Effective Career Relationship
Great Listen
Tolerant Boundaries
Detail-oriented
Passion

What advice would you give someone who's considering becoming a caregiver?

Retention Toolkit

5 modules-

- Communication
- Onboarding
- Recognition
- Wellness
- Harassment, Abuse, Discrimination **NEW!**

**Educate,
Inspire,
and
Empower
Leaders.
There is more
to retention
than just pay!**



Workforce Pilots and Other Projects

- Remote Caregiving Pilot
 - Transportation Pilot Development
 - Building partnerships and pipelines between schools/employers- Pilot Development
 - Direct Care Worker Surveys
-

For more information:

Christine Morris
Office Chief, Training, Communications & Workforce Development,
AL TSA/Home and Community Services
Christine.Morris@dshs.wa.gov

Stacy Graff
Workforce Development Unit Manager,
AL TSA/Home and Community Services
Stacy.Graff@dshs.wa.gov



Washington State
Department of Social
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TAB 4

2024 RSB Member Survey Presentation

May 6th, 2024.

SEIU 775 Research and Policy Department

Member Survey 2024

Objective: Collect data on the financial status, general welfare, income, and benefits needs of SEIU 775 members, while also assessing their viewpoints and future plans within the home care profession.

Survey sections: Financial situation, access to public assistance, access to healthcare, paid time off, and mileage.

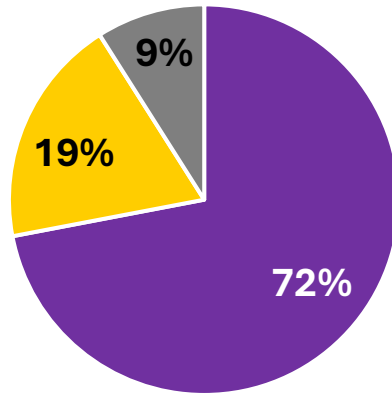
The online survey was distributed by email and texts to **52,224** Individual Providers (IPs) and Agency Providers (APs) starting February 2, 2024. The survey remained open until February 16, 2024.

Survey was translated and distributed in **6 languages**: Simplified Chinese, English, Korean, Russian, Spanish, and Vietnamese.

Response rate: 14% (7,087 members)

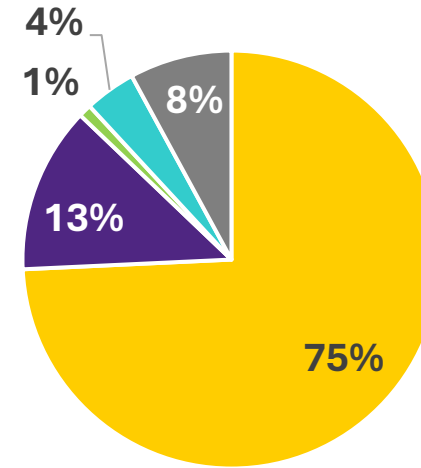
Survey respondent's demographics

Provider Type



- Individual Provider (IP) ■ Agency Provider (AP)
- Both IP and AP

Gender identity



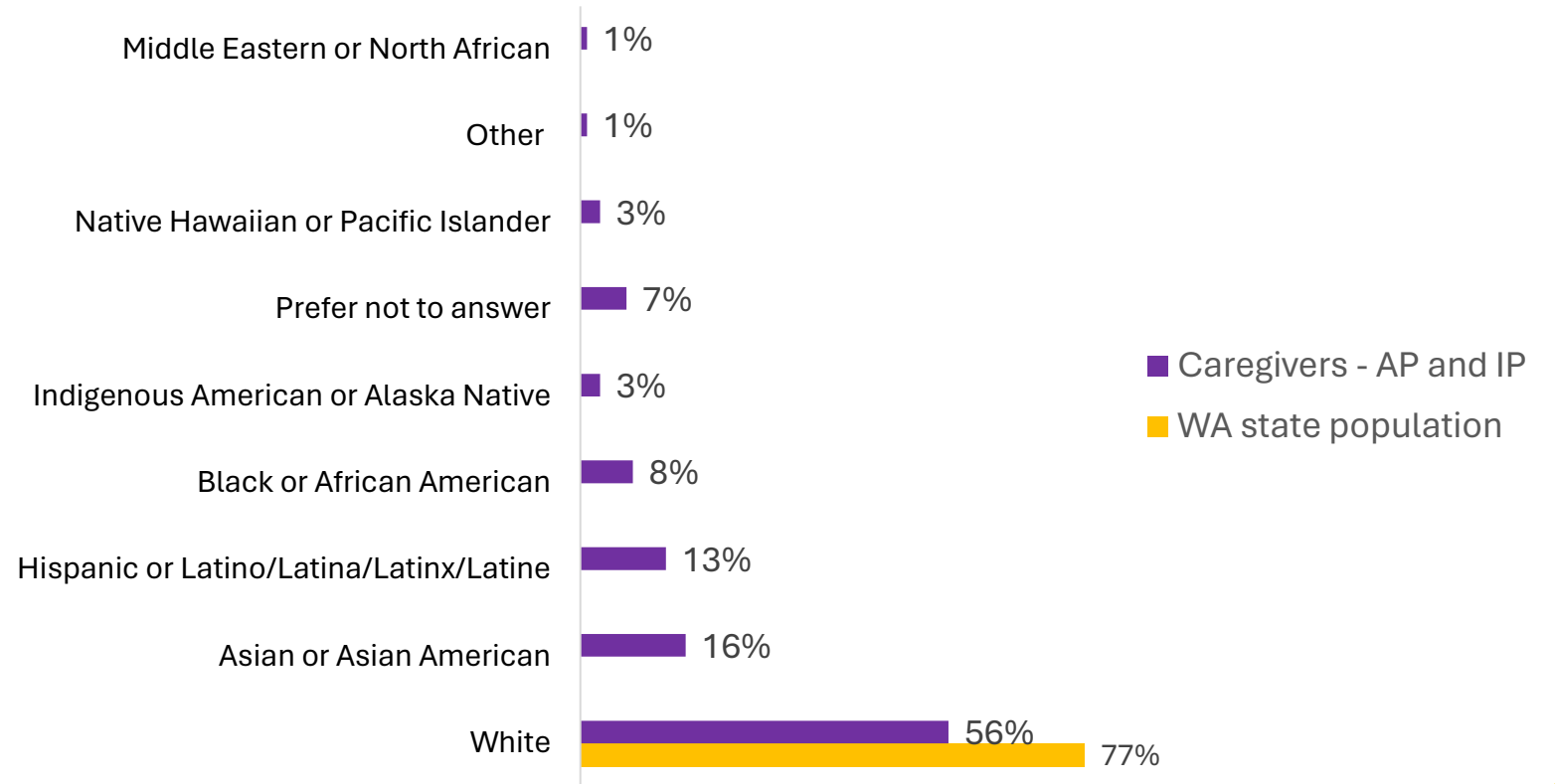
- Woman
- Man
- Nonbinary, genderfluid or genderqueer
- Prefer not to answer
- No response

1% of respondents identify as transgender

Caregiver demographics

Preferred Language	%
English	78%
Spanish	8%
Russian	5%
Cantonese	4%
Korean	3%
Other	3%
Ukrainian	3%
Vietnamese	3%
No response	3%
Mandarin	2%
Prefer not to answer	1%
Arabic	1%
Amharic	1%
Punjabi	1%
Grand Total	100%

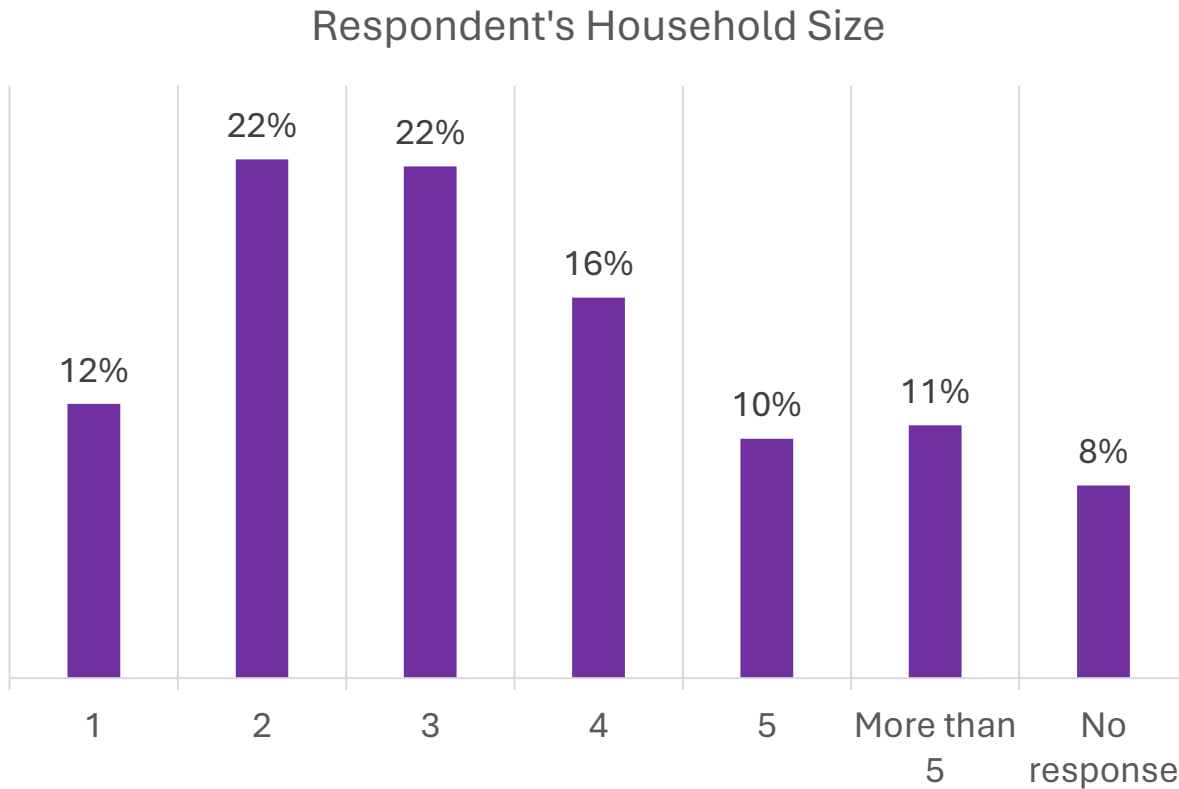
Caregivers responding to the survey race and ethnicity



Source: [United States Census Bureau](#)

Caregiver demographics

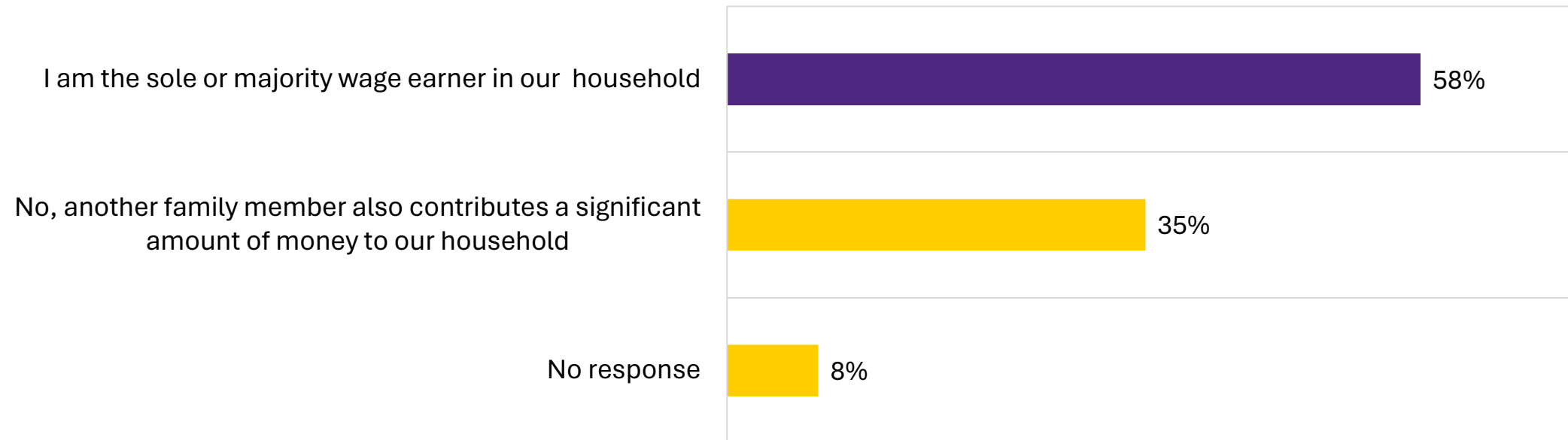
Household composition



40% of caregivers have at least one child under the age of 18 years old.

The majority of caregivers are the primary wage earners in their household.

Caregivers' income earner status



Number of dependents: Just under 80% of caregivers responding to the survey have at least one dependent.

Number of people who are financially dependent on caregivers

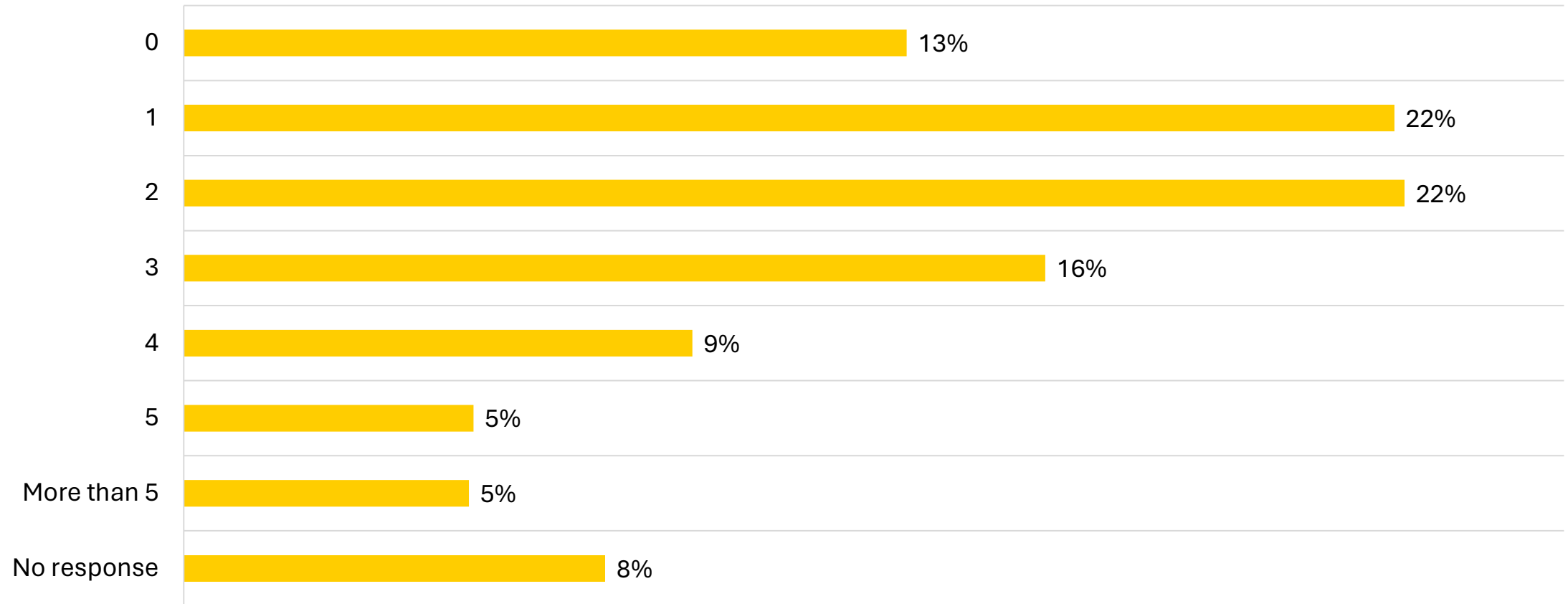


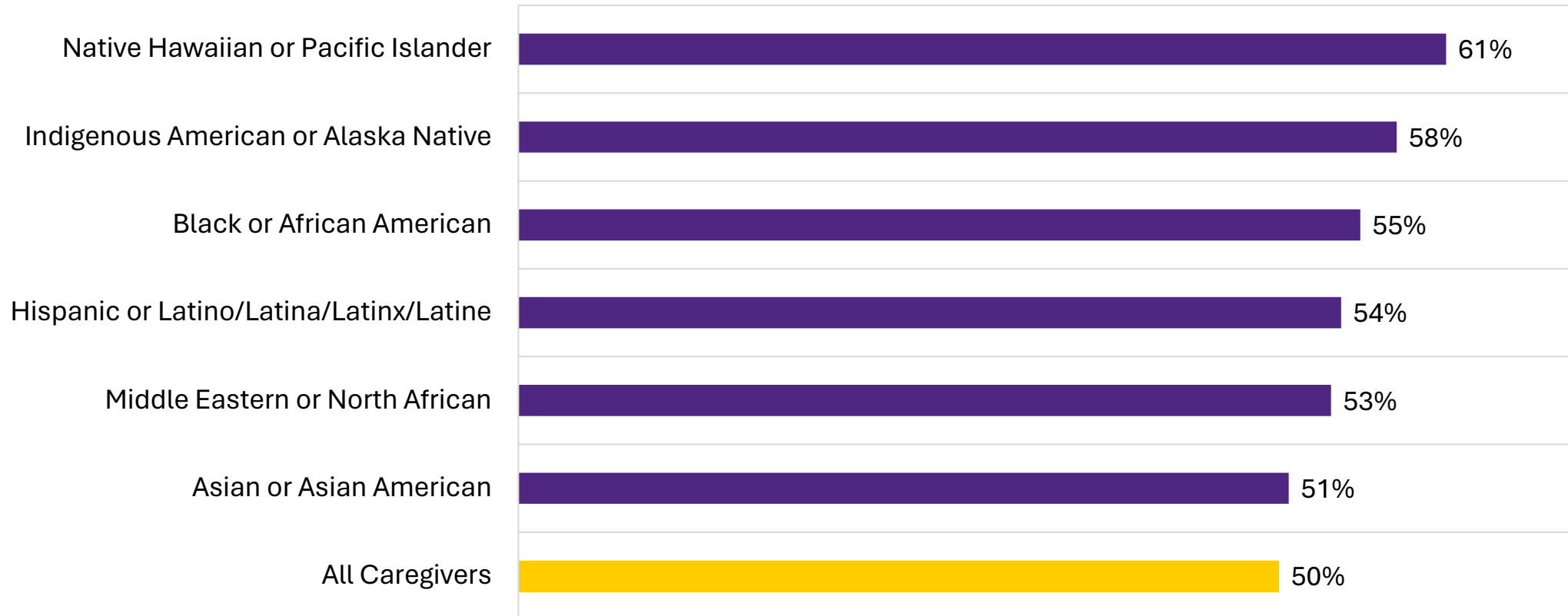
Table of Contents

- I. Caregivers' financial situation
- II. Public assistance
- III. Access to healthcare
- IV. Retention
- V. Paid time off
- VI. Mileage

I. Caregivers' financial situation

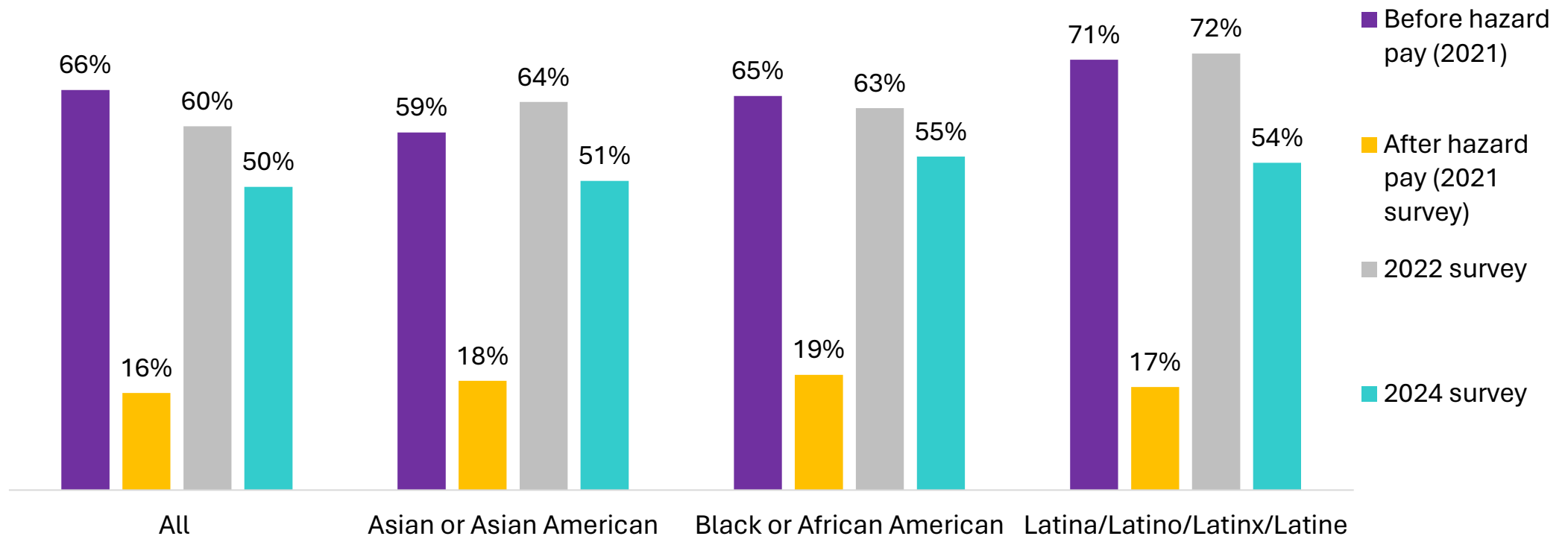
Financial Insecurity: Half of caregivers who responded to the survey reported that they are “Just getting by” or “Finding it Difficult to get by.” Caregivers of color report struggling more than caregivers who identify as white.

Caregivers who are “Just getting by” or “Finding it Difficult to get by” by race/ethnicity



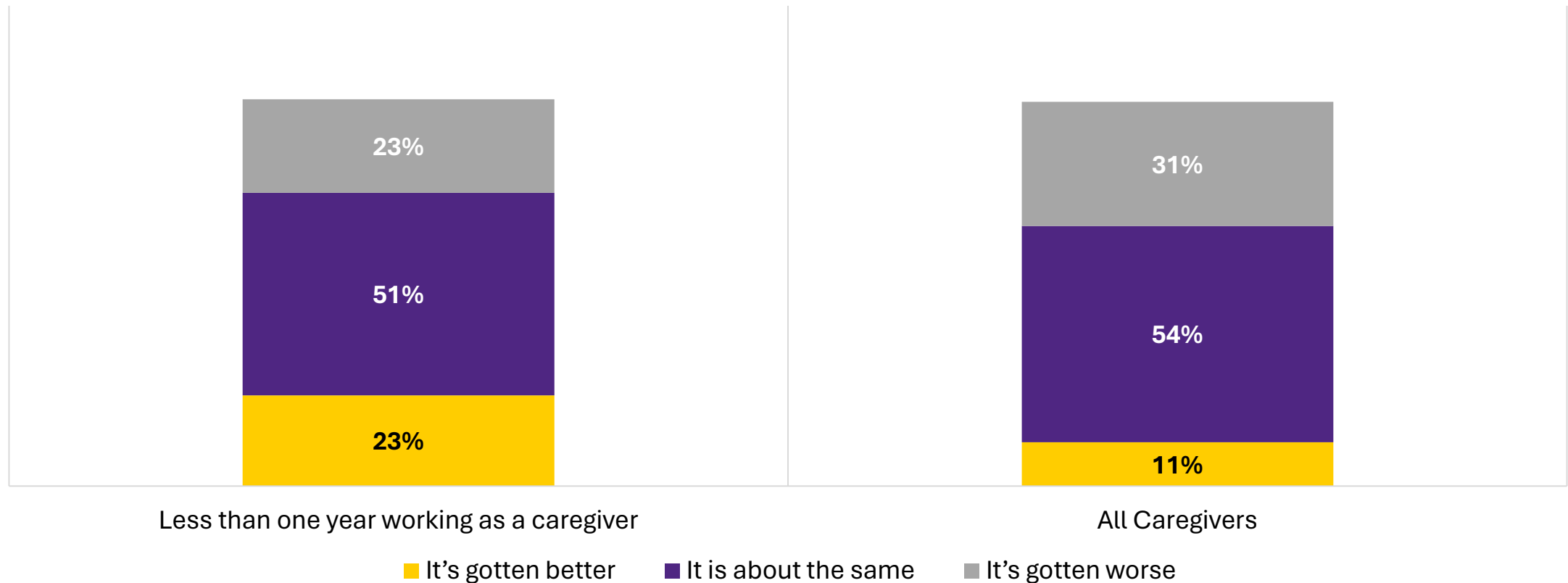
Financial insecurity: when compared with 2022, caregivers' reported financial security has improved; however, not at the levels of the positive impact of the initial hazard pay in May 2020.

Caregivers "Just getting by" or "finding it difficult to get by", 2020 - 2024



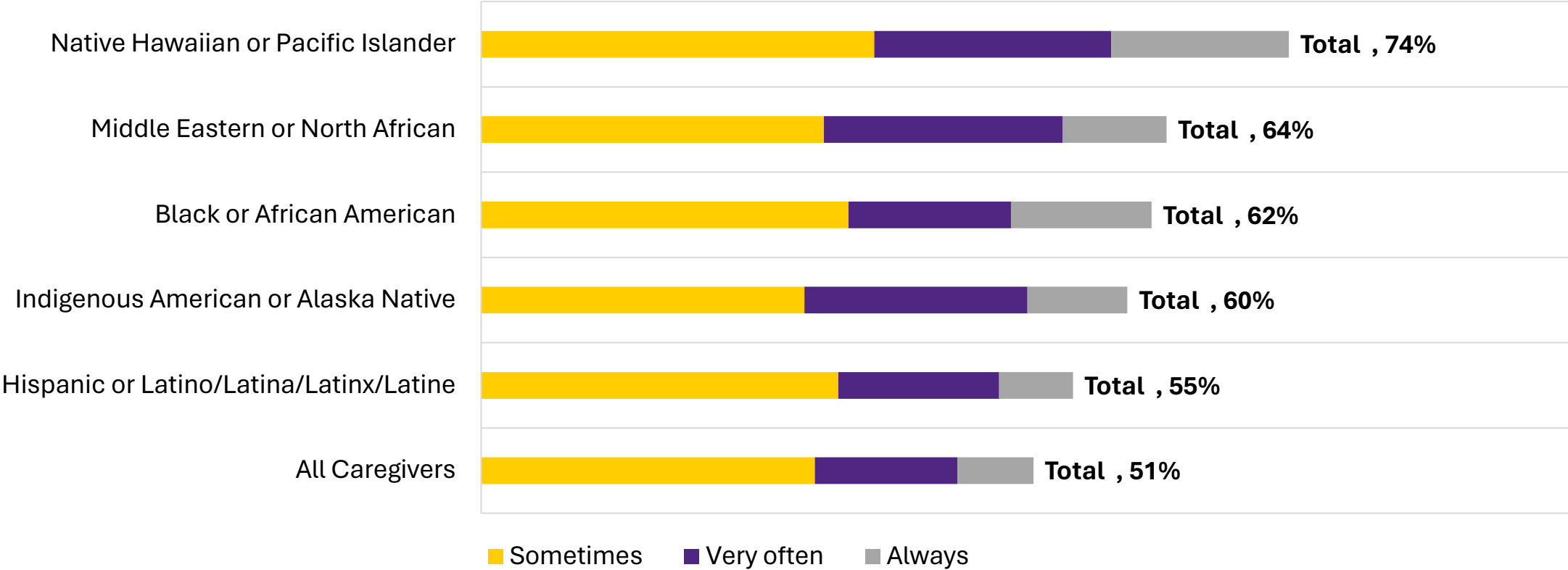
Financial Insecurity: Just over 30% of caregivers who responded to the survey reported that their financial condition has gotten worse in the past 12 months. On the other hand, 23% of caregivers who have been in the caregiver workforce for less than one year reported their financial situation has gotten better.

Change in caregivers financial situation over the last 12 months



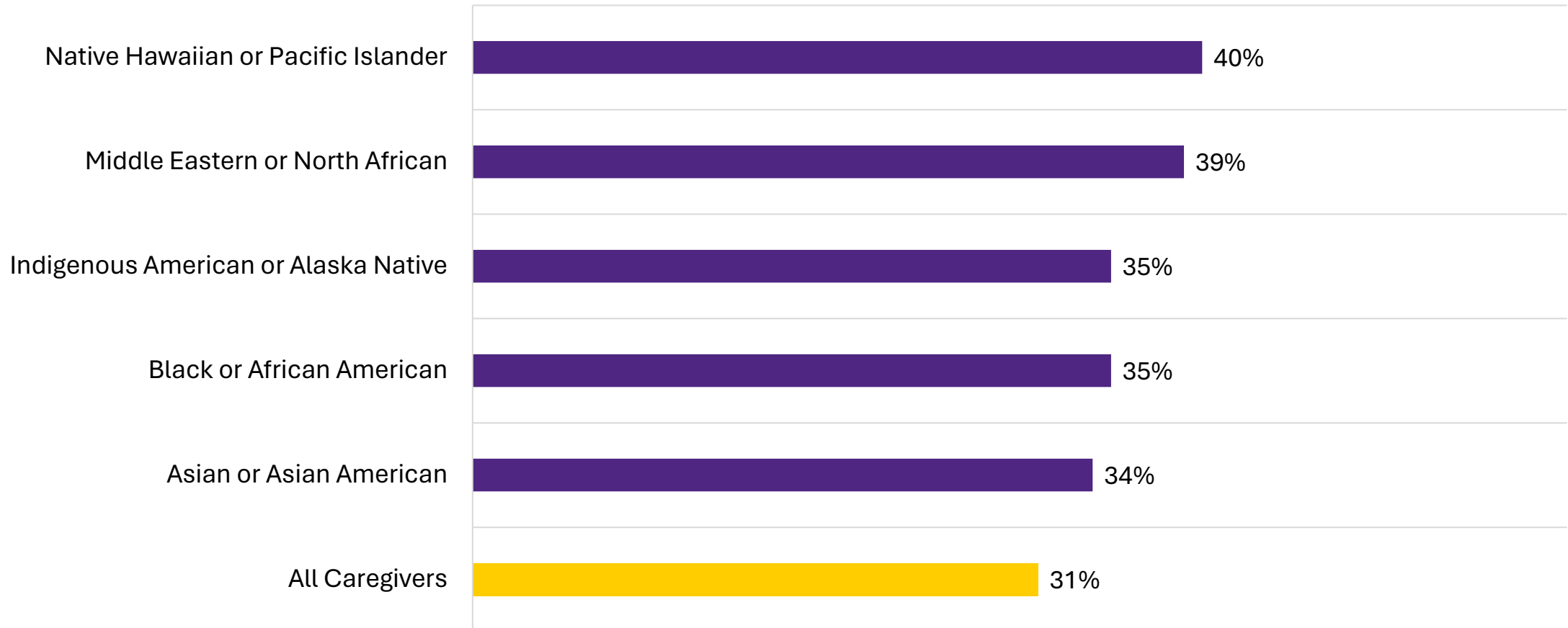
Financial Insecurity: Over the past 12 months, over half of caregivers responding to the survey stated they asked for financial assistance to cover their bills. Caregivers who do not identify as white or Asian or Asian American reported asking for financial assistance more frequently.

Caregivers who had to ask for money over the past 12 months to pay their bills (e.g., friends, family, & payday loans) by race/ethnicity



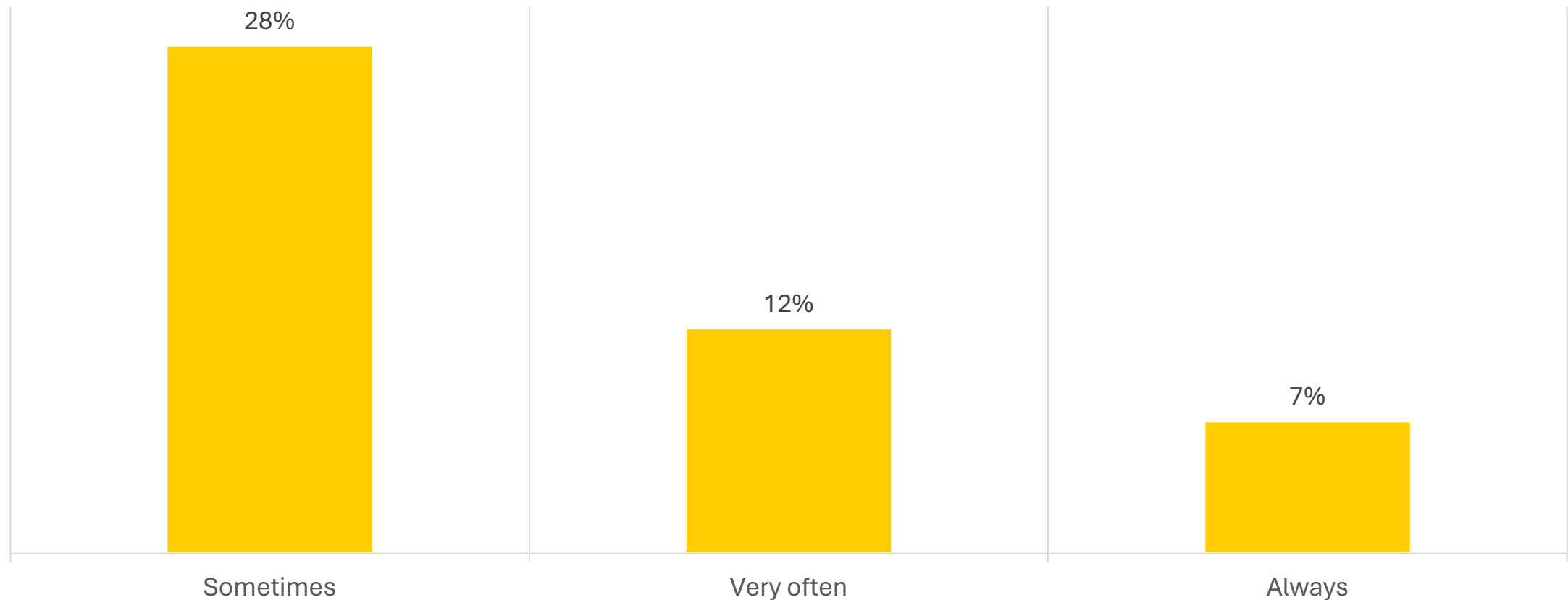
Financial Insecurity: Over 30% of caregivers who responded to the survey reported having to supplement their income “always” or “very frequently”

Caregivers who have had to "very often" or "always" supplement their income over the past 12 months with another job or gig work by race/ethnicity



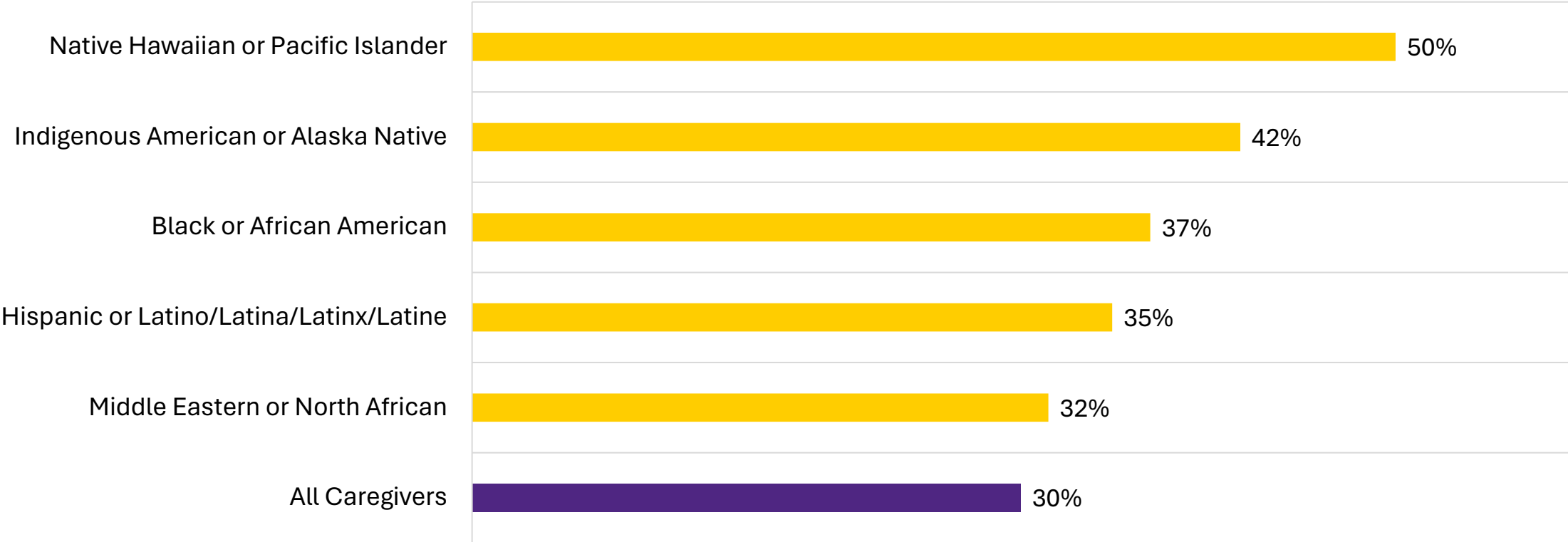
Financial Insecurity: In the last 12 months, 47% of caregivers who responded to the survey reported at least once missing payments for essential utilities like electricity and water.

Caregivers who reported missing payments on utilities in the last 12 months



Food Insecurity: Over the past 12 months, 30% of caregivers who responded to the survey reported that they frequently worried about whether they would have enough food to feed themselves and their families. Caregivers who do not identify as white or Asian or Asian American reported worrying more frequently.

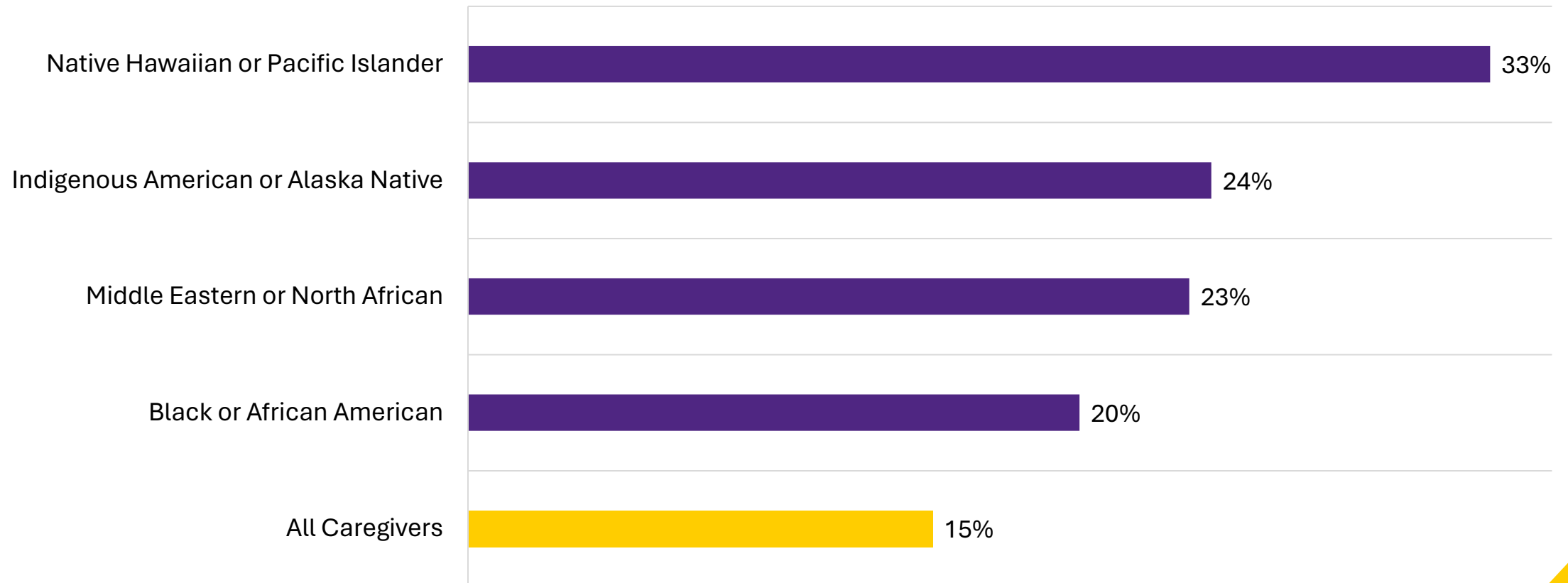
Caregivers who have worried about whether they will have enough food to feed themselves and their family in the last 12 months



Food Insecurity

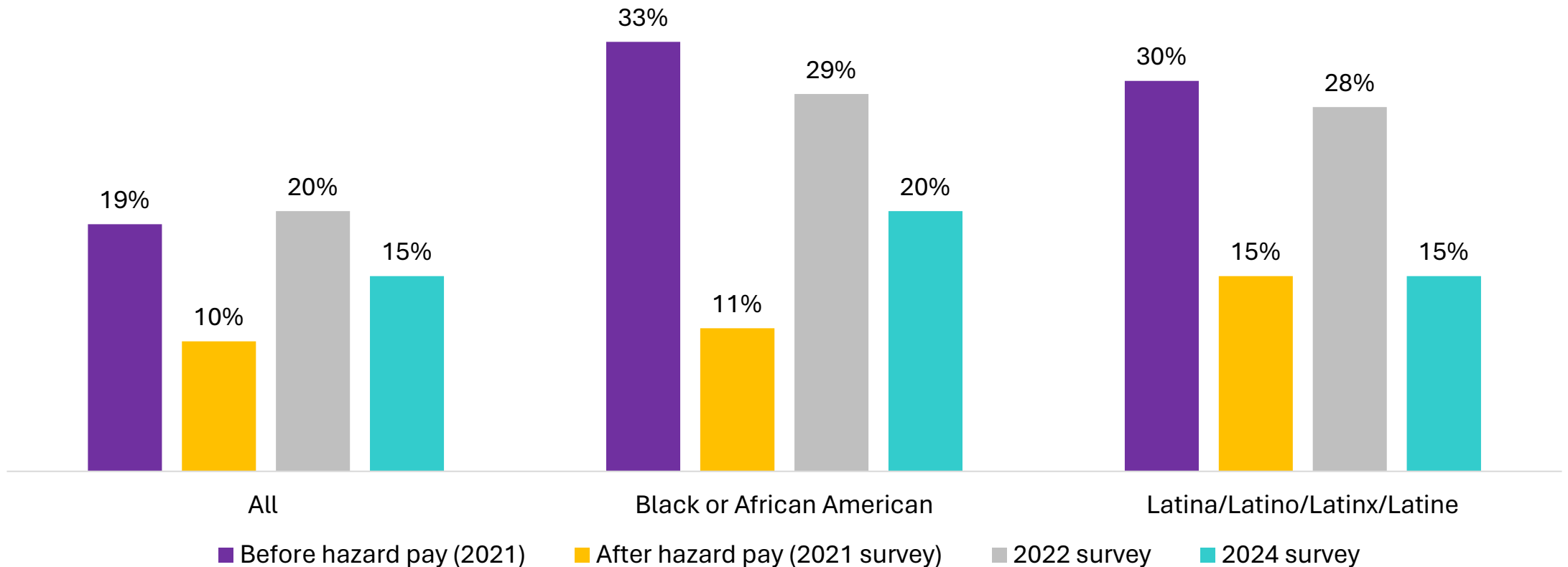
Over the past 12 months, 15% of caregivers who responded to the survey stated they ate less or skipped meals frequently due to financial issues. Caregivers who identified as Native Hawaiian, Pacific Islander, Indigenous American, or Alaska Native American reported eating less or skipping meals more frequently due to financial issues.

My family and I ate less or skipped meals due to financial issues by race/ethnicity



Food Insecurity: when compared with 2022, the percentage of caregivers who reported skipping meals due to financial issues has decreased for most caregivers, but the percentages are almost in all cases, still higher than right after hazard pay in 2020.

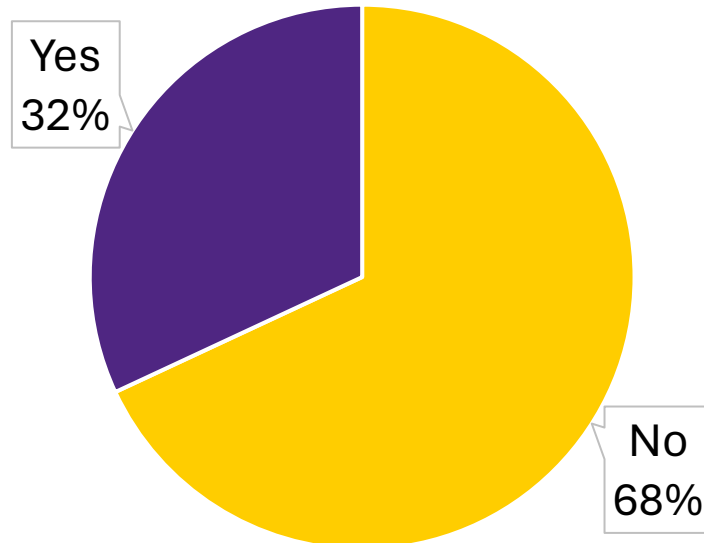
Caregivers who ate less or skipped meals “always” or “very often” over the past 12 months due to financial issues



Financial Emergency: The vast majority of caregivers still don't have enough savings to be able to pay for a \$400 emergency expense.

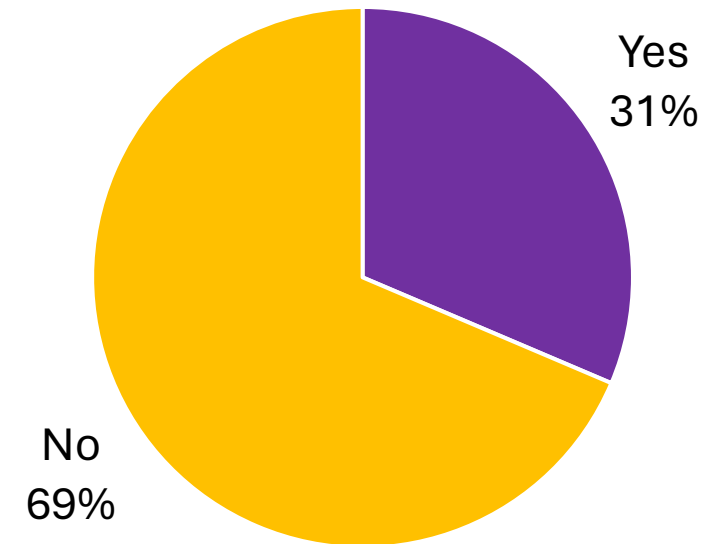
2024

Do you have enough savings to be able to pay for a \$400 emergency expense?



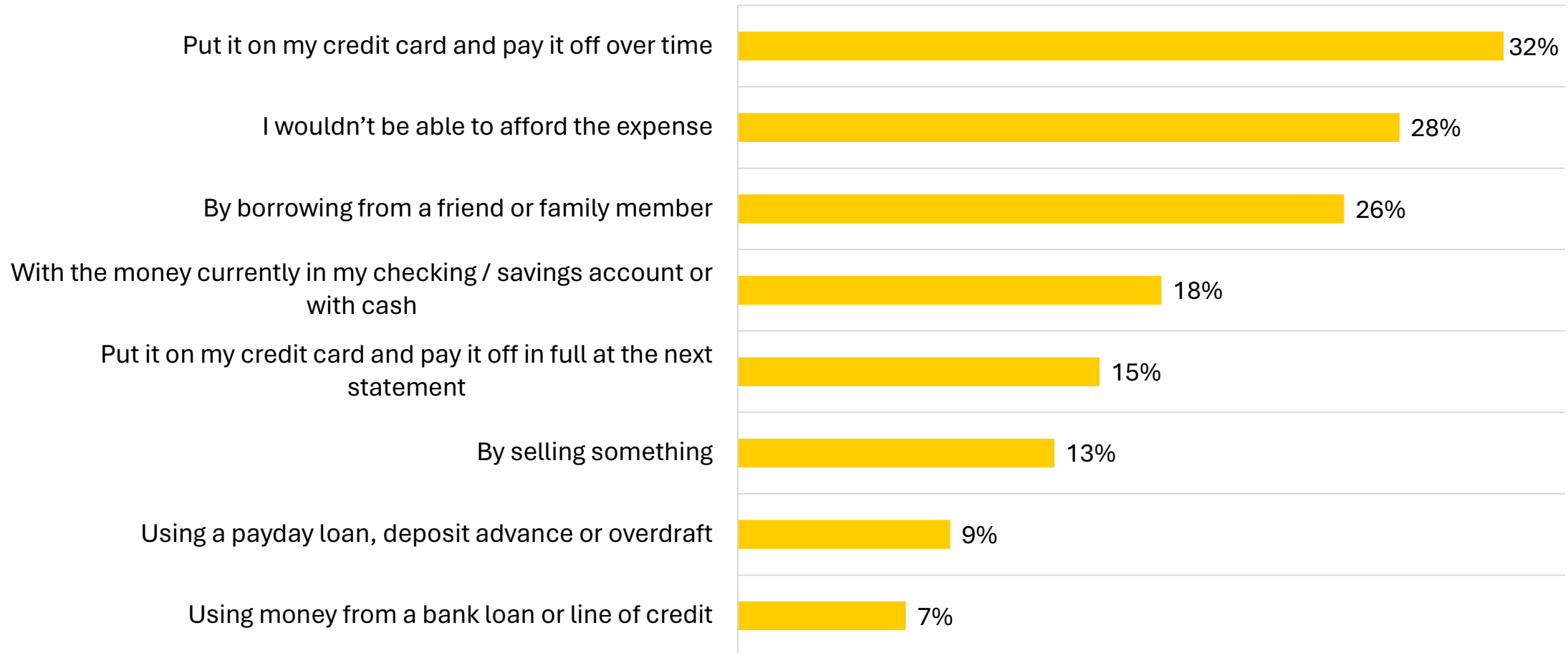
2022

Do you have enough savings to be able to pay for a \$400 emergency expense?



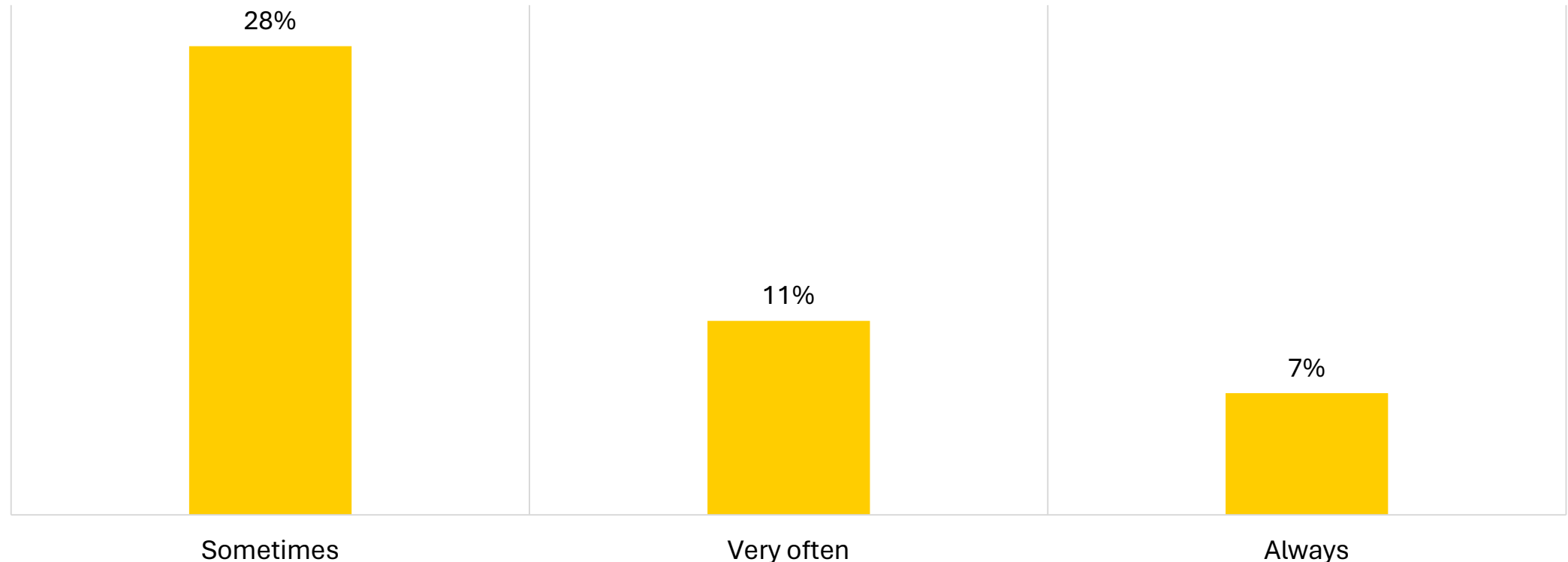
Financial Emergency

If you had to pay for an emergency expense that costs \$400. Today, how would you pay for this expense?



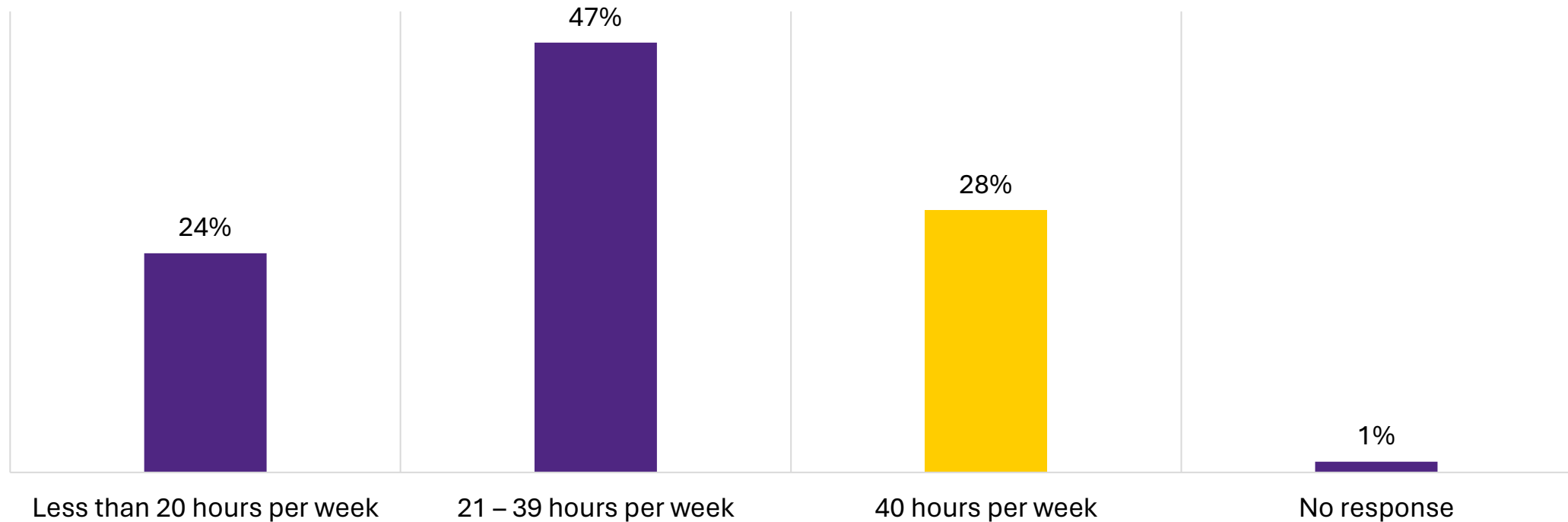
Housing: In the last 12 months, 46% of caregivers who responded to the survey indicated that they struggled with late payments for rent or mortgage.

Caregivers who reported making late payments on rent or a mortgage in the last 12 months



In the past 24 months, 429 (6%) of caregivers reported being unhoused and living outside, in a car, in a tent, in an overnight shelter, or temporarily in someone else's home.

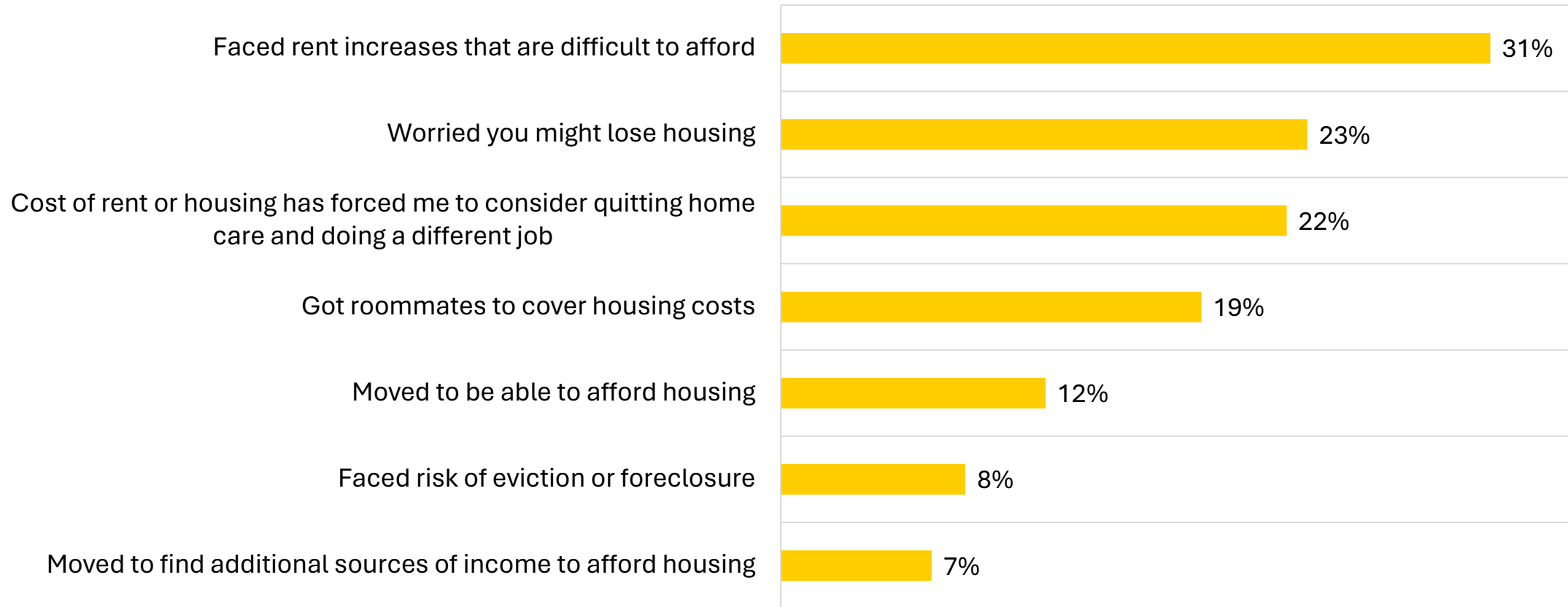
Caregivers that reported being unhoused in the past 24 months by average hours worked in the past 12 months



Source: SEIU 775 Member survey, March 2024

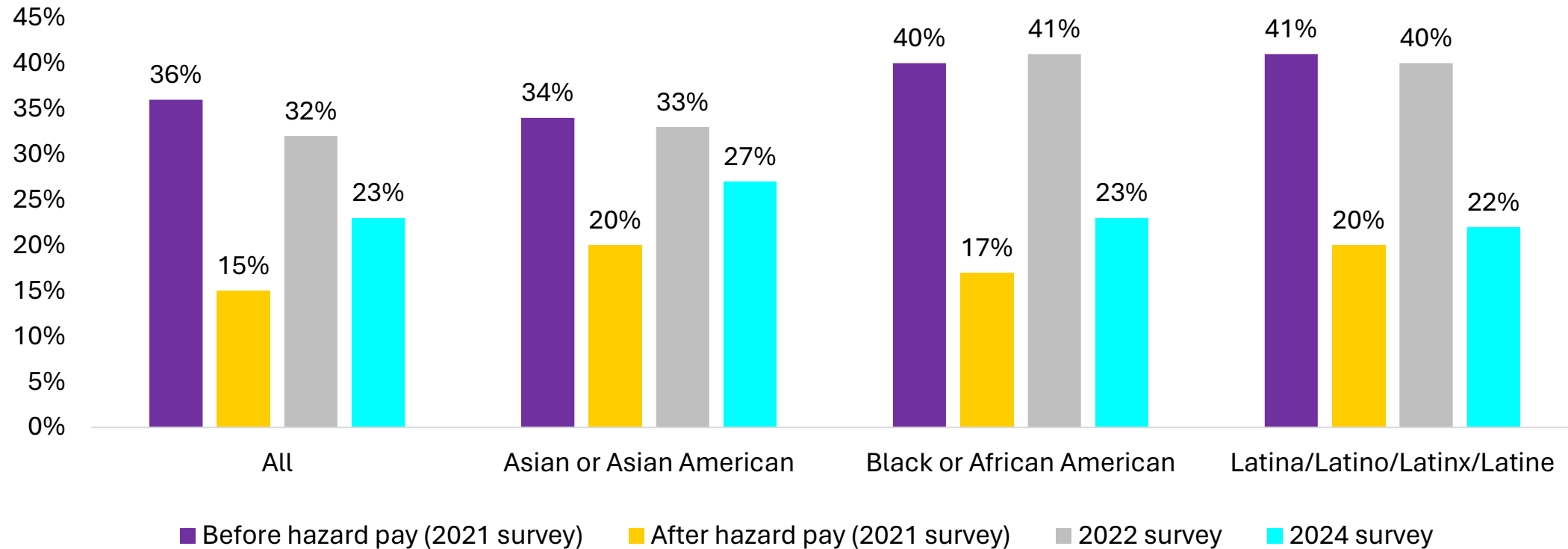
Housing: Over the past 24 months, caregivers consistently reported facing challenges to find or keep secure housing.

Caregivers facing challenges to find or keep secure housing



Housing insecurity: when compared with 2022, the percentage of caregivers who reported worrying about losing housing has decreased, but the percentages are still higher than right after hazard pay in 2020.

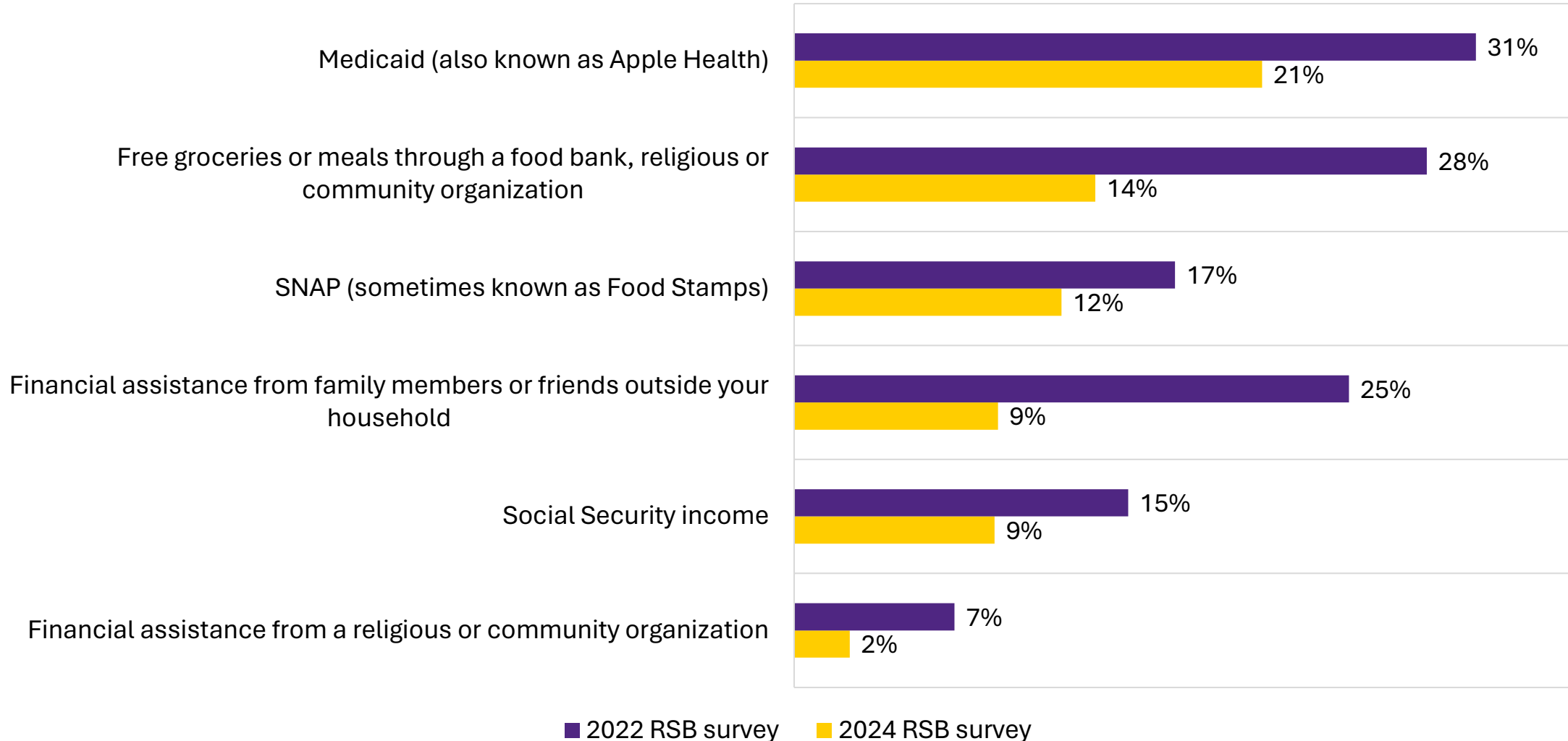
Caregivers worried about losing housing



Source: SEIU 775 Member survey, May 2021; SEIU 775 Member survey, March 2022; and SEIU 775 Member survey, March 2024

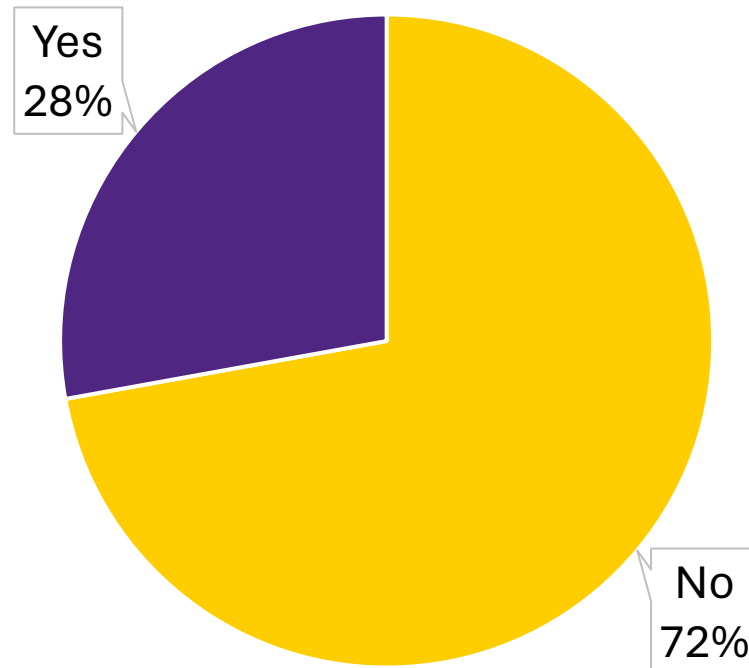
II. Public Assistance

Public Assistance



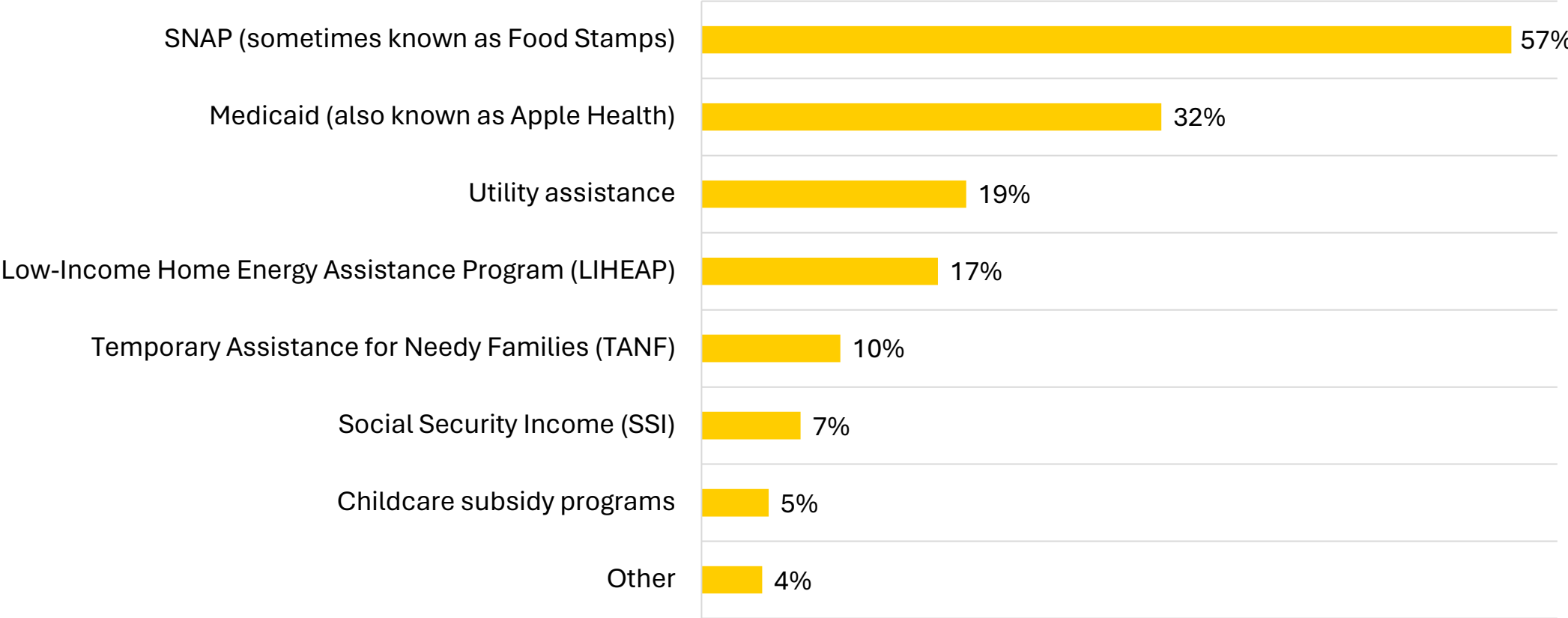
Public Assistance: Almost a third of caregivers have gotten off at least one public assistance program in the last 12 months.

Caregivers that have stopped receiving public assistance programs because they were above the income level required to be eligible



SNAP and Medicaid are the programs that caregivers reported they are most likely to lose access to

Programs caregivers stopped receiving because they were above the income level required to be eligible



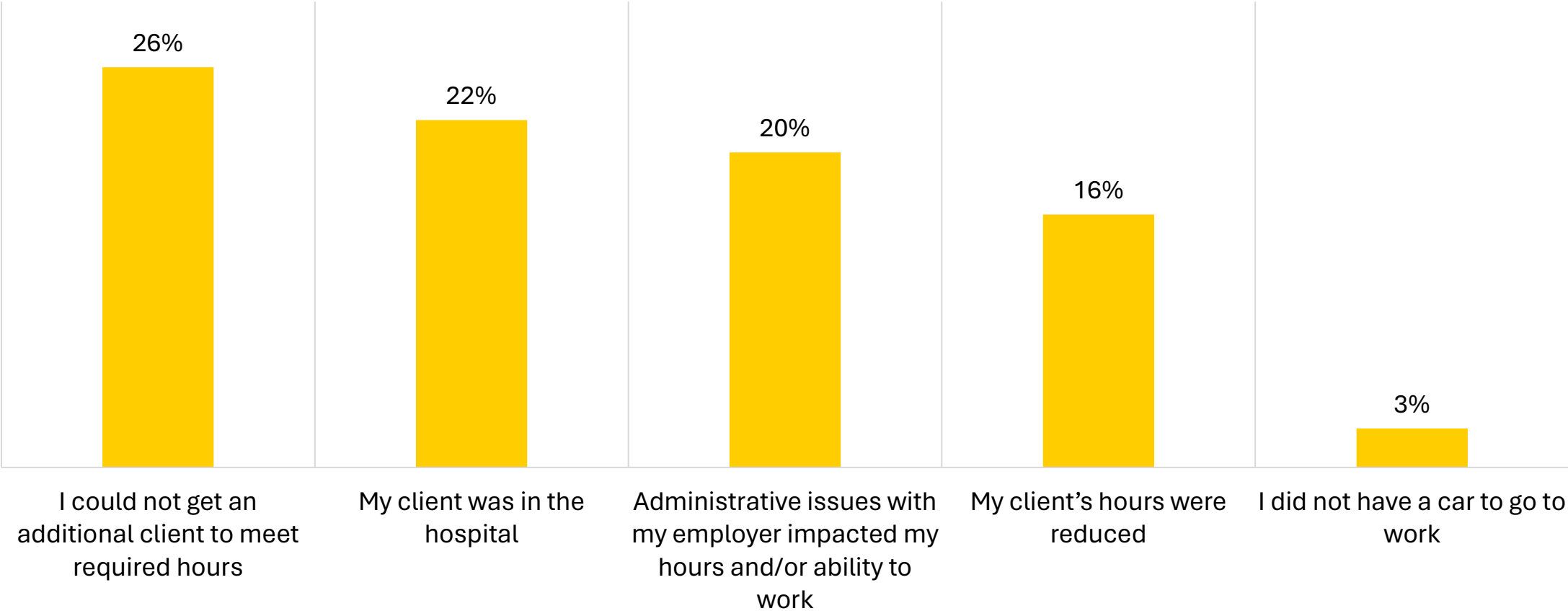
III. Access to Healthcare

Access to healthcare

Over the past 12 months, **80%** of agency providers and individual providers reported being worried about losing healthcare coverage because they did not get enough hours.

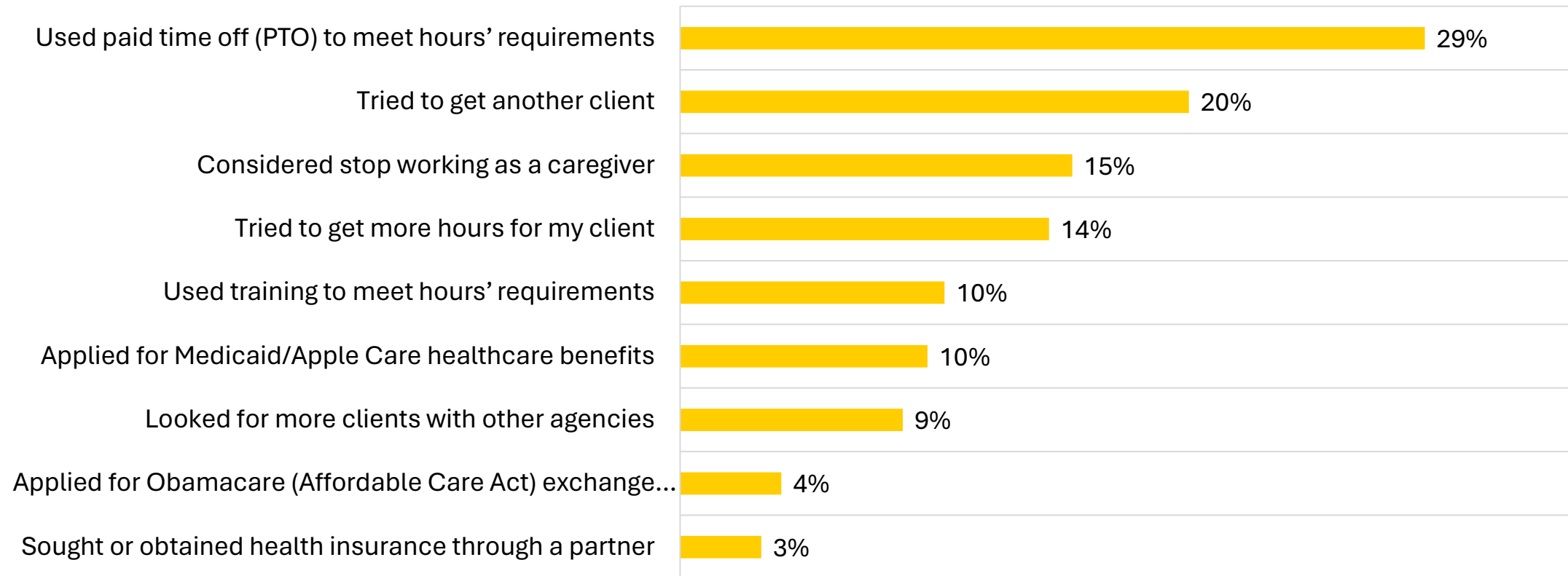
Access to healthcare: Caregivers responding to the survey reported to have lost hours for reasons out of their control.

Top reasons why caregivers did not have enough hours



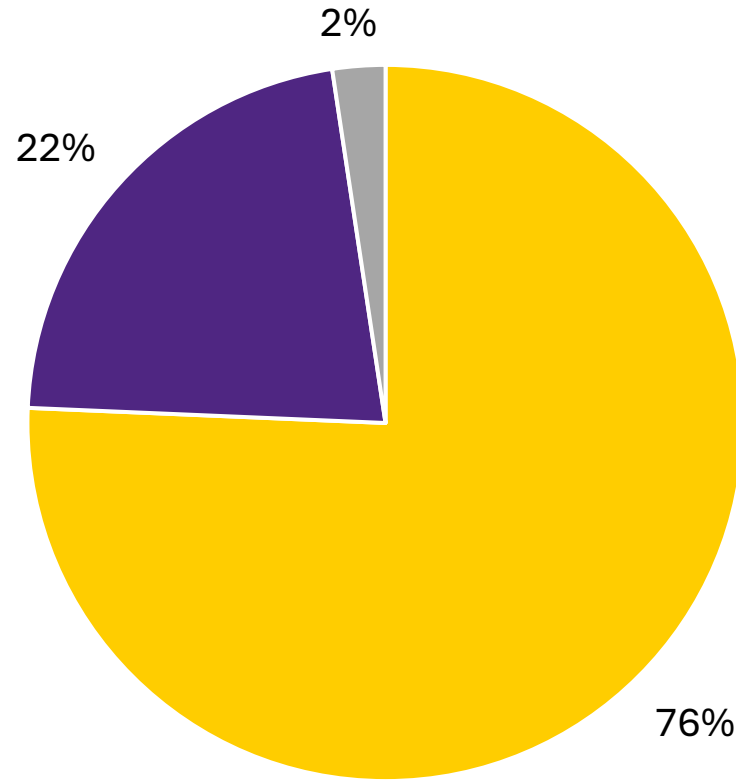
Access to healthcare: About 30% of caregivers responding to the survey reported having to use PTO to make sure they had enough hours to keep their healthcare coverage.

Alternatives caregivers used when they lost or were worried of losing healthcare coverage due to not enough hours



IV. Retention

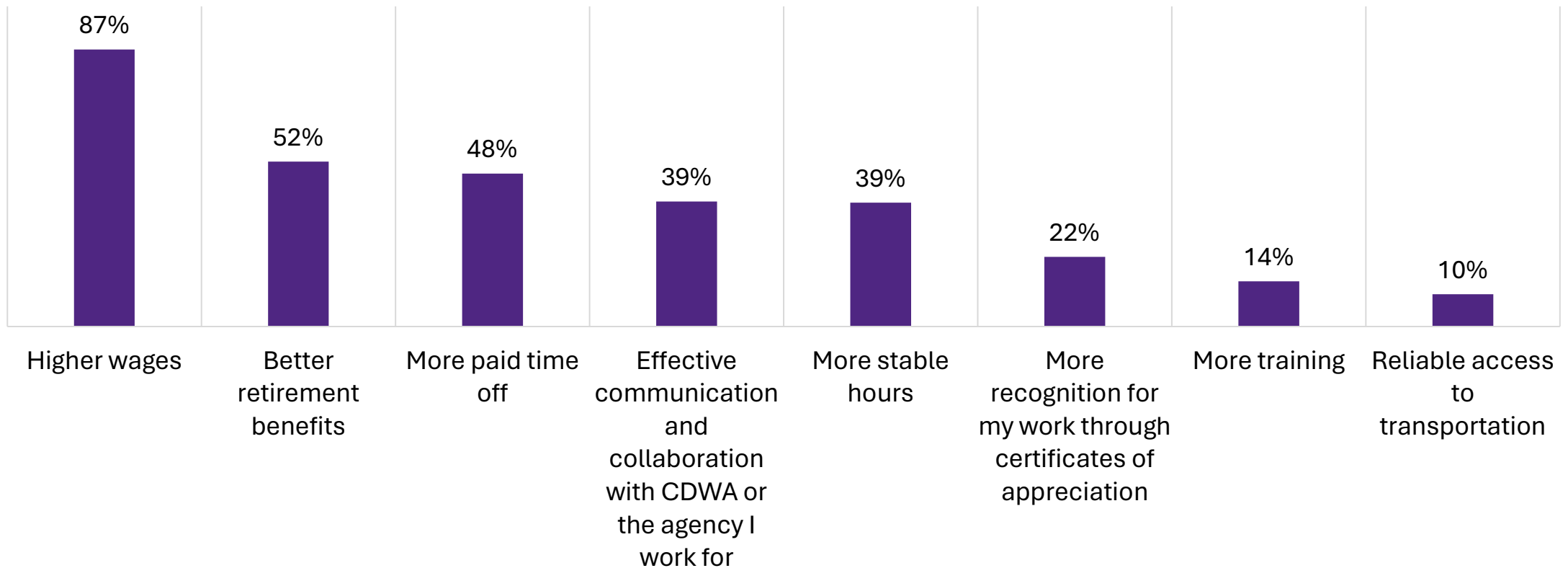
Retention: 24% of caregivers reported they were considering or planning to leave the workforce



- Planning to continue working as a home care worker
- Unsure whether you intend to keep working as a home care worker
- Planning to stop working as a home care worker

Retention: 87% of caregivers who responded that they were considering or planning to leave the workforce would be willing to stay for higher wages.

Caregivers considering or planning to leave the workforce would be willing to keep working as a home care worker if they had:



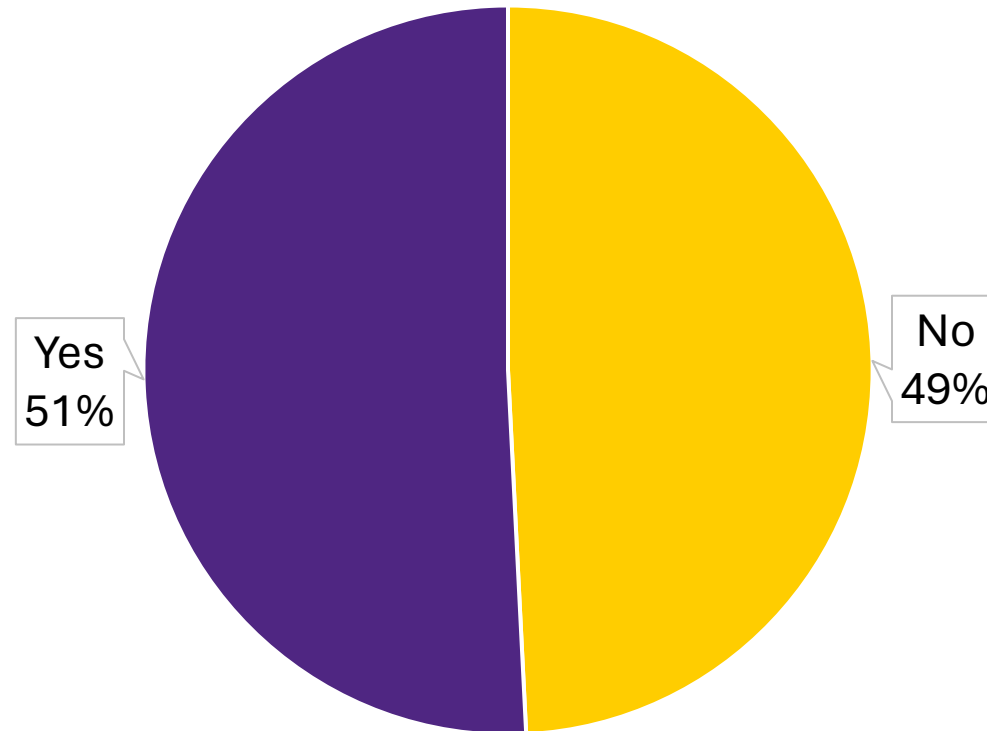
Retention: retirement

Q: If you knew that when you retired as a home care worker you would have saved for your retirement, for which amount would you be willing to keep working as a caregiver?

Summary of caregivers open ended responses to question on how much retirement benefit would need to be to stay in the workforce (Range of \$10,000-\$1,000,000)	
Min	\$10,000
<u>Median</u>	<u>\$105,000</u>
Max	\$1,000,000
<u>Average</u>	<u>\$258,750</u>

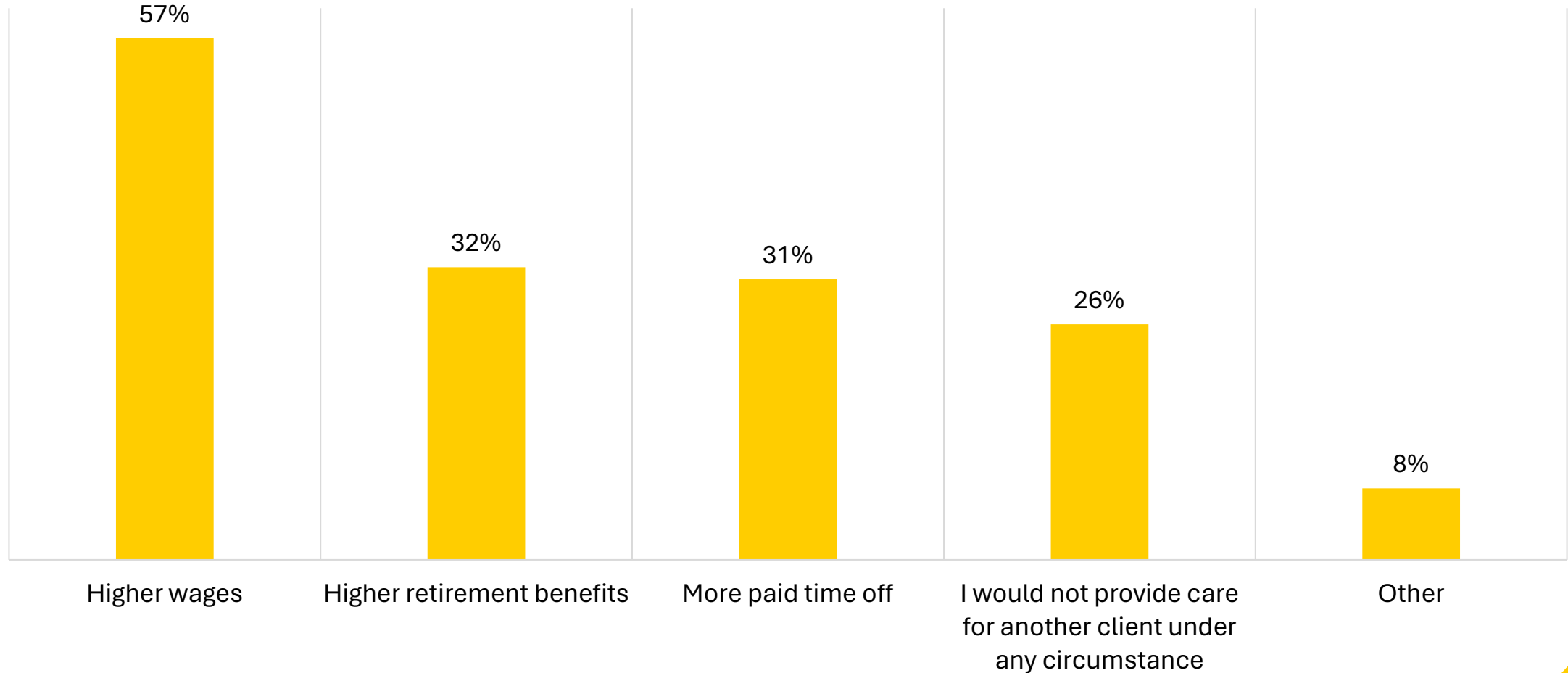
Retention: Family Caregivers

If your family member did not need care, do you think that – under your current employment conditions– you would provide paid care for another client?



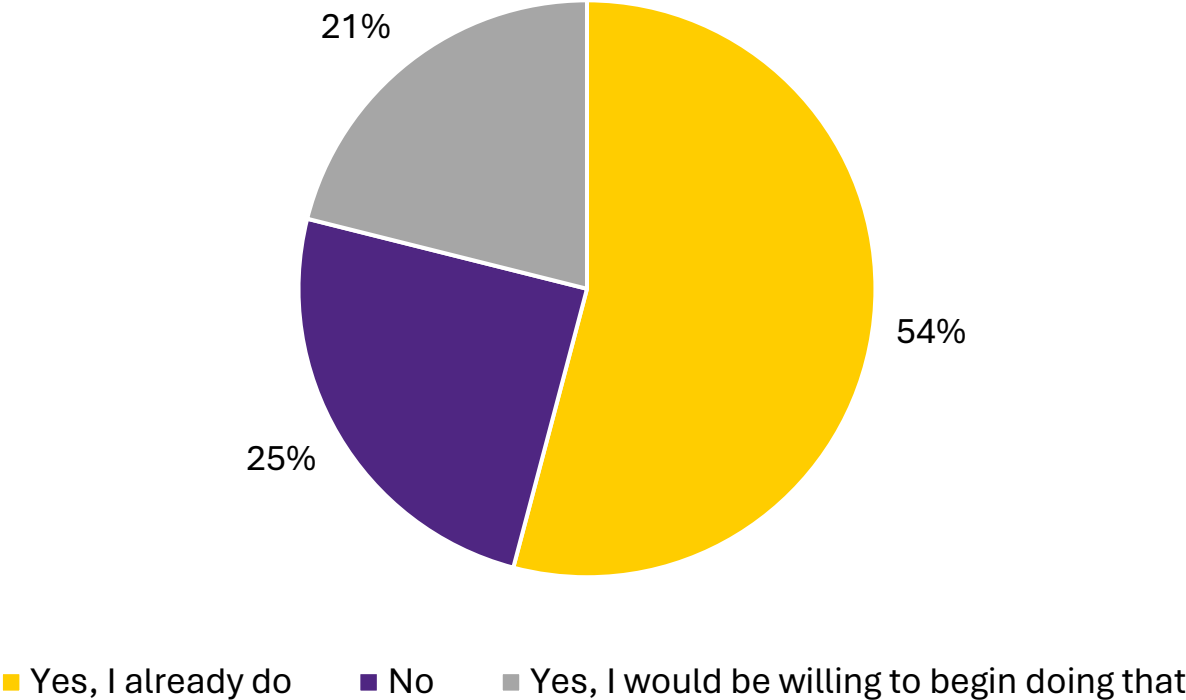
Family Caregivers: 57% of caregivers who responded they were not willing to provide care to another client other than their family member would consider doing so for higher wages.

Family caregivers willing to provide care to a client other than a family member



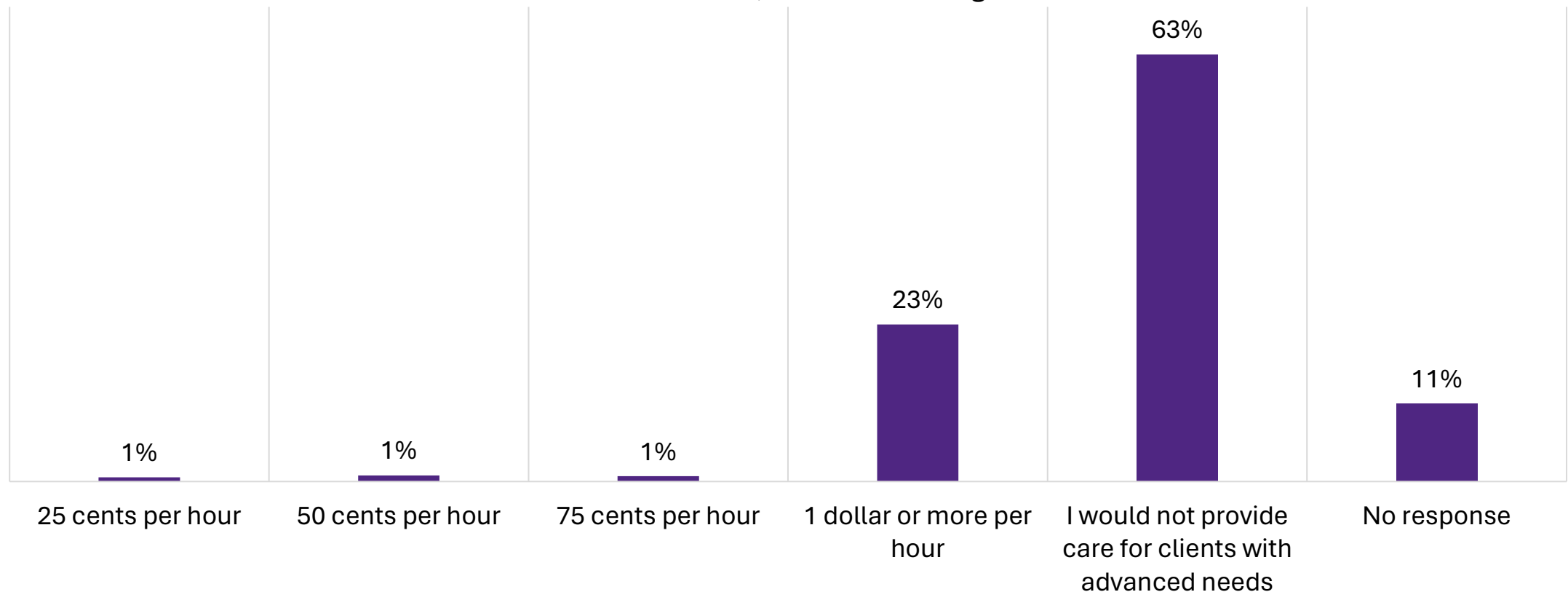
Advanced Needs: 21% of caregivers responded that they would be willing to start providing care to clients with advanced needs.

Caregivers already providing or willing to provide care to clients with advanced needs



Advanced Needs: 23% of caregivers who responded they were not willing to provide care to clients with advanced needs said that they would be willing to for a differential of \$1/hr.

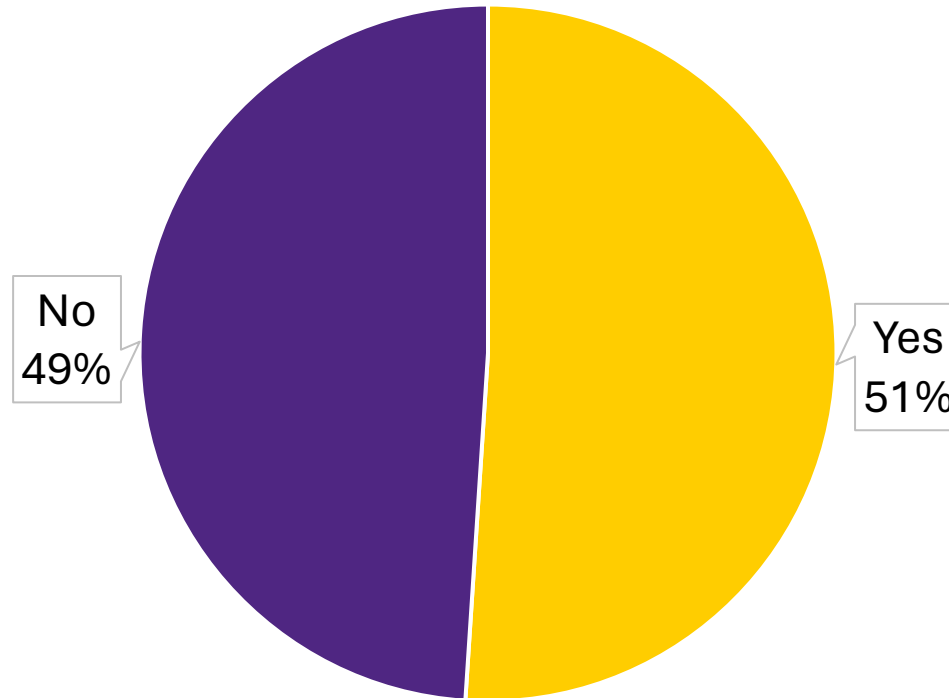
Amount by which caregivers who initially responded they would not provide care for a client with advanced needs, would be willing to do so



V. Paid time off & Holidays

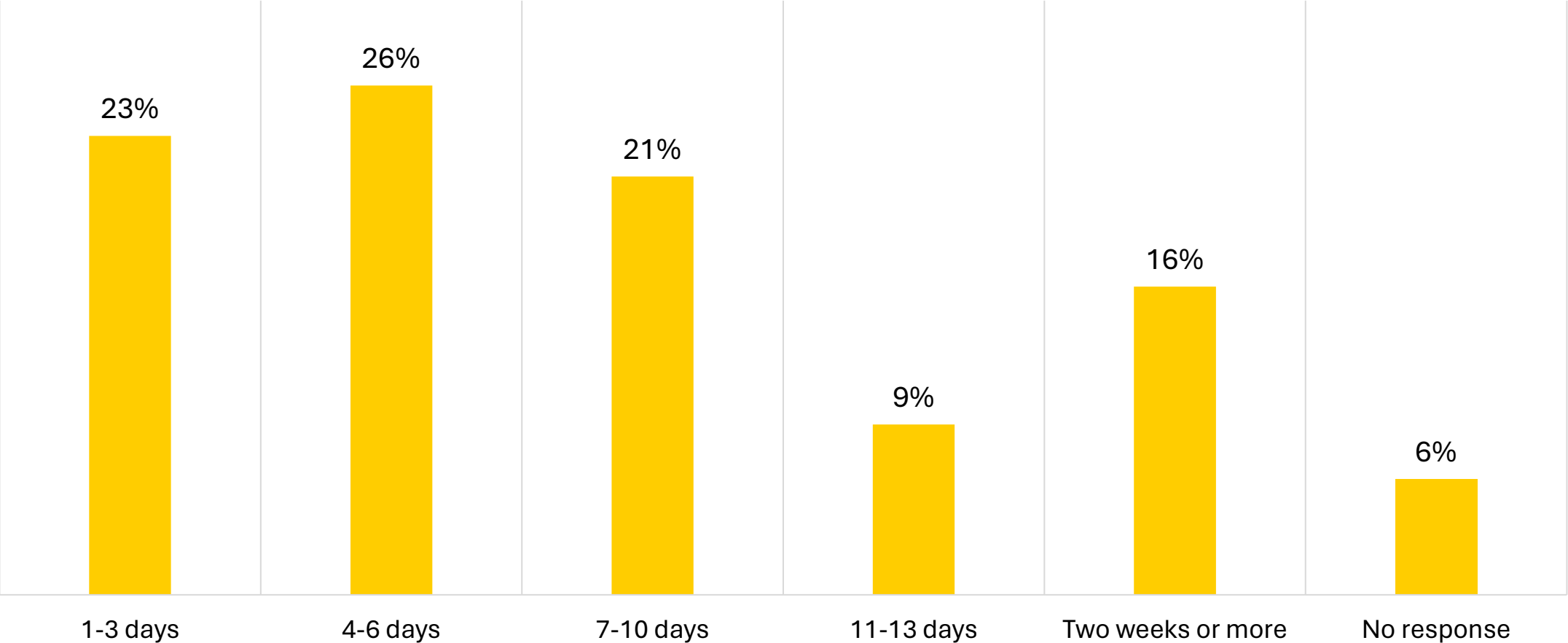
Paid Time Off: almost half of caregivers responding to the survey did not take PTO during the last 12 months

During the last 12 months, did you take any paid time off (PTOs) for any reason?



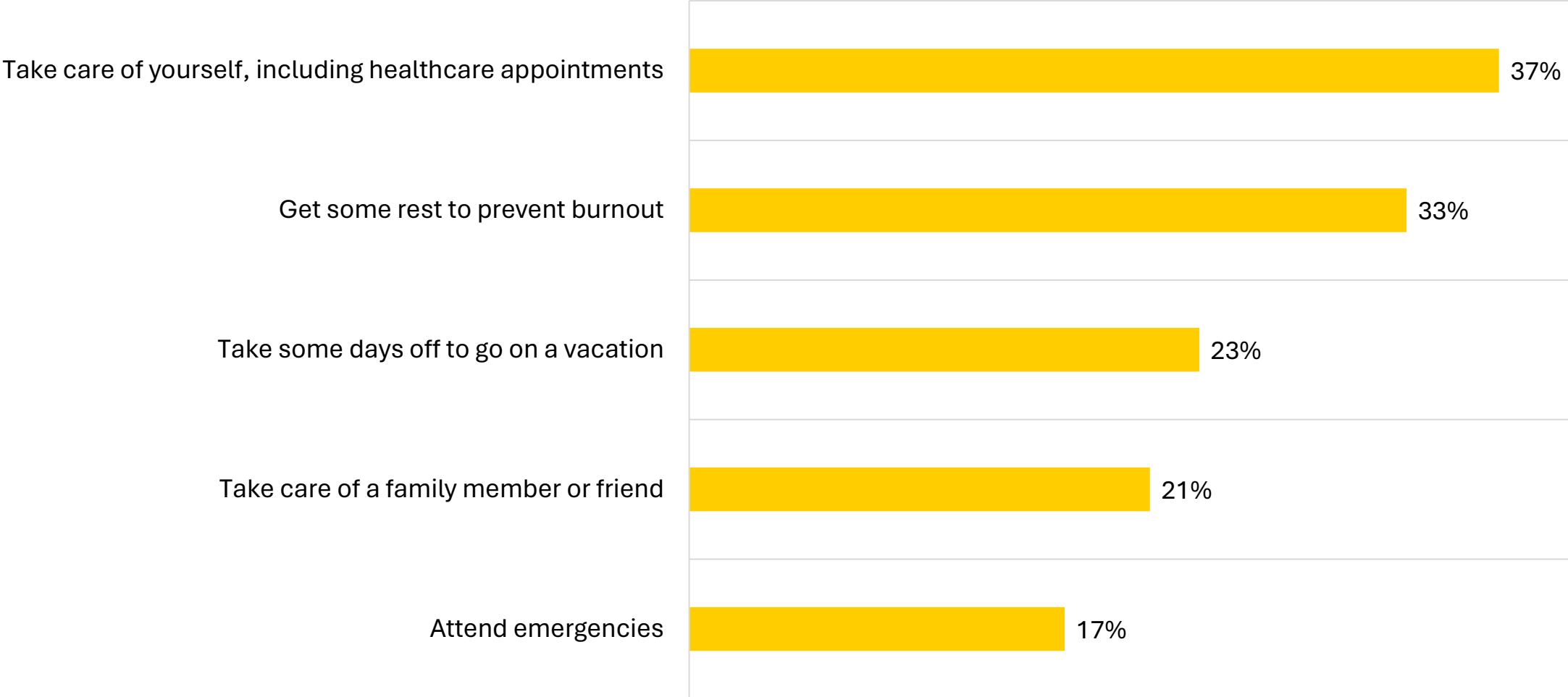
Paid Time Off

Number of PTO days caregivers who were able to take PTO took over the past year



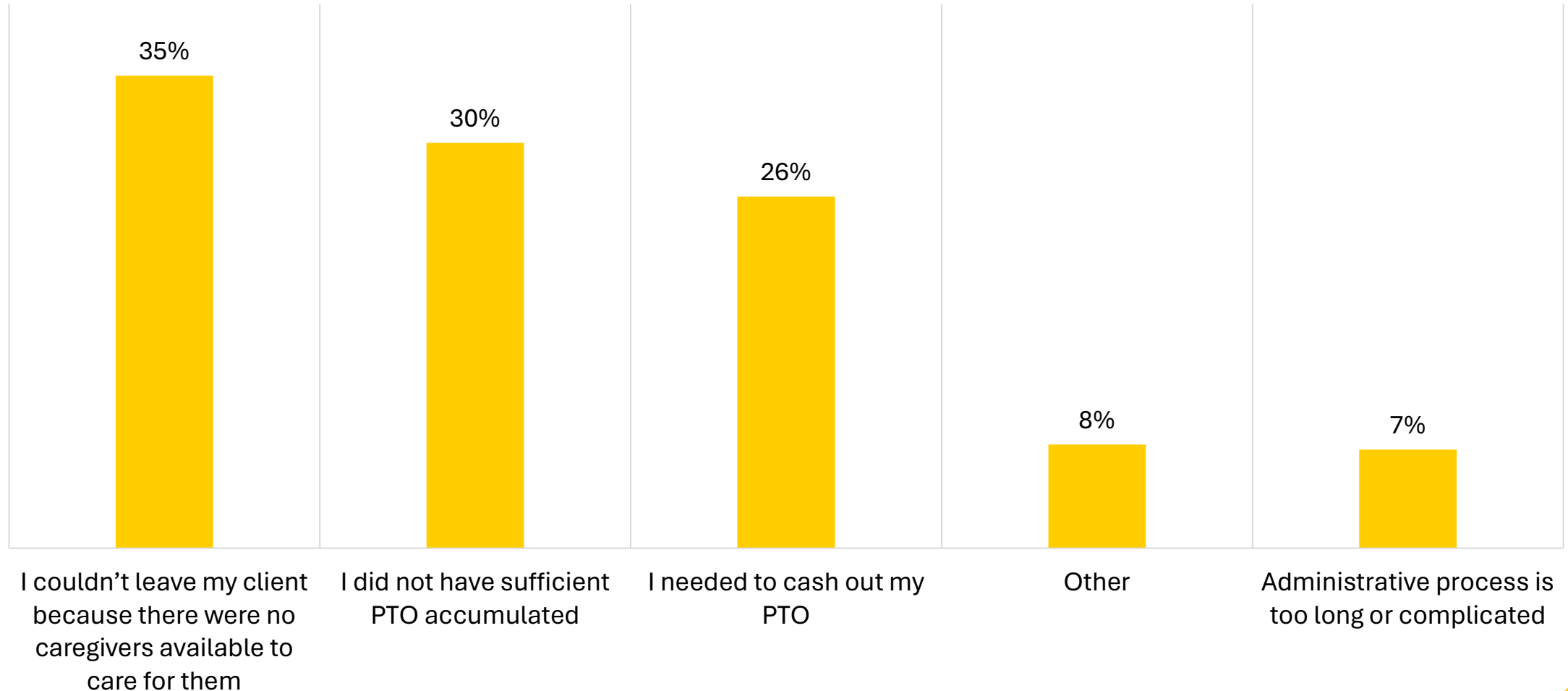
Paid Time Off

Reasons why caregivers Utilized Paid Time Off (PTO) in the Last 12 Months



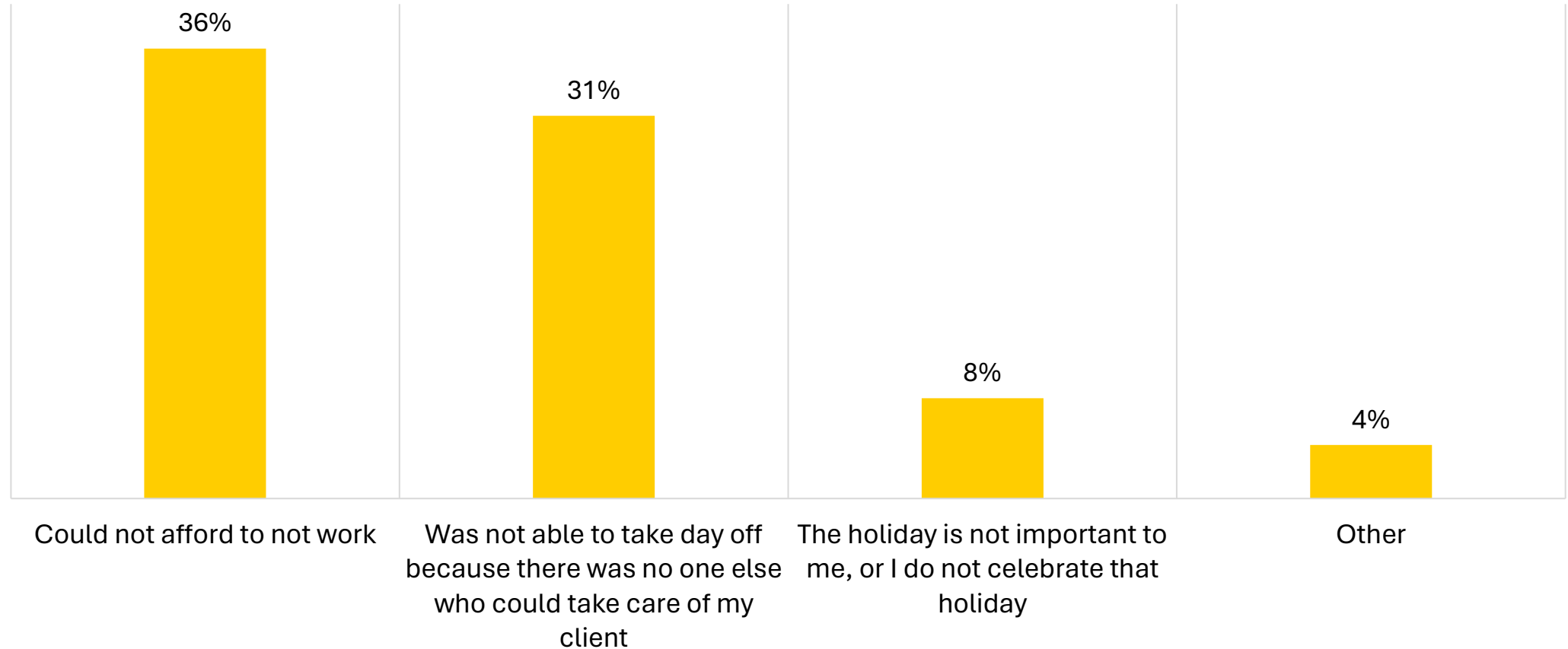
Paid Time Off: 35% of caregivers reported that they could not use their PTO because there wasn't another caregiver to take care of their client.

Reasons that prevented caregivers from taking PTO over the last year



Holidays: 36% of caregivers worked during a holiday because they could not afford not to work, and over a third because there was no one else who could take care of their client.

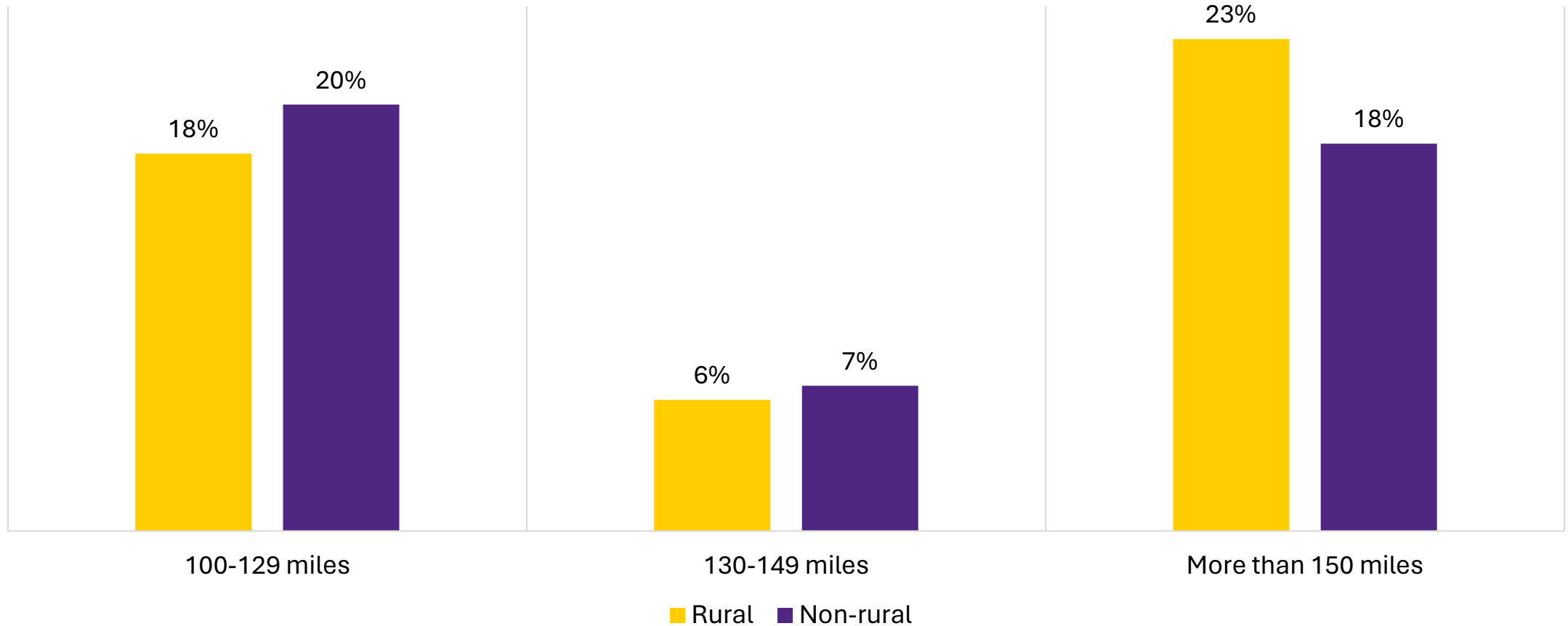
Reasons why caregivers worked over the holidays



VI. Mileage

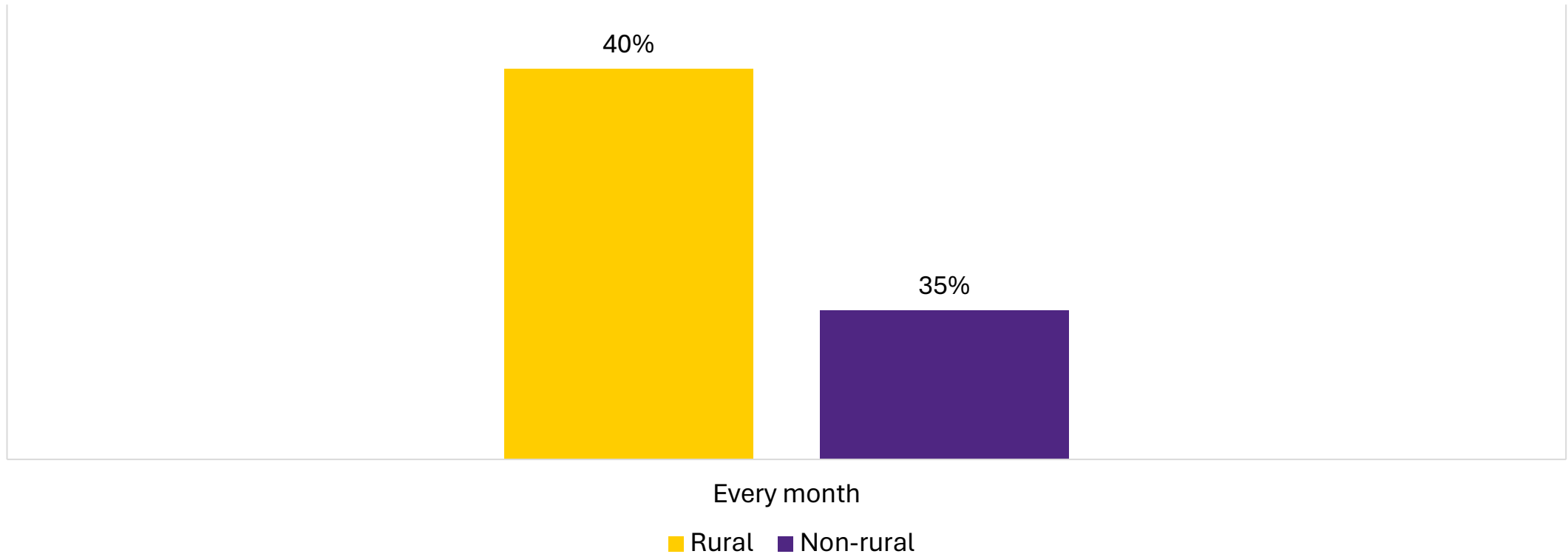
Mileage: Caregivers who responded to the survey who live or provide services in rural counties reported driving more miles every month.

About how many miles per month do you drive for your home care work on average?



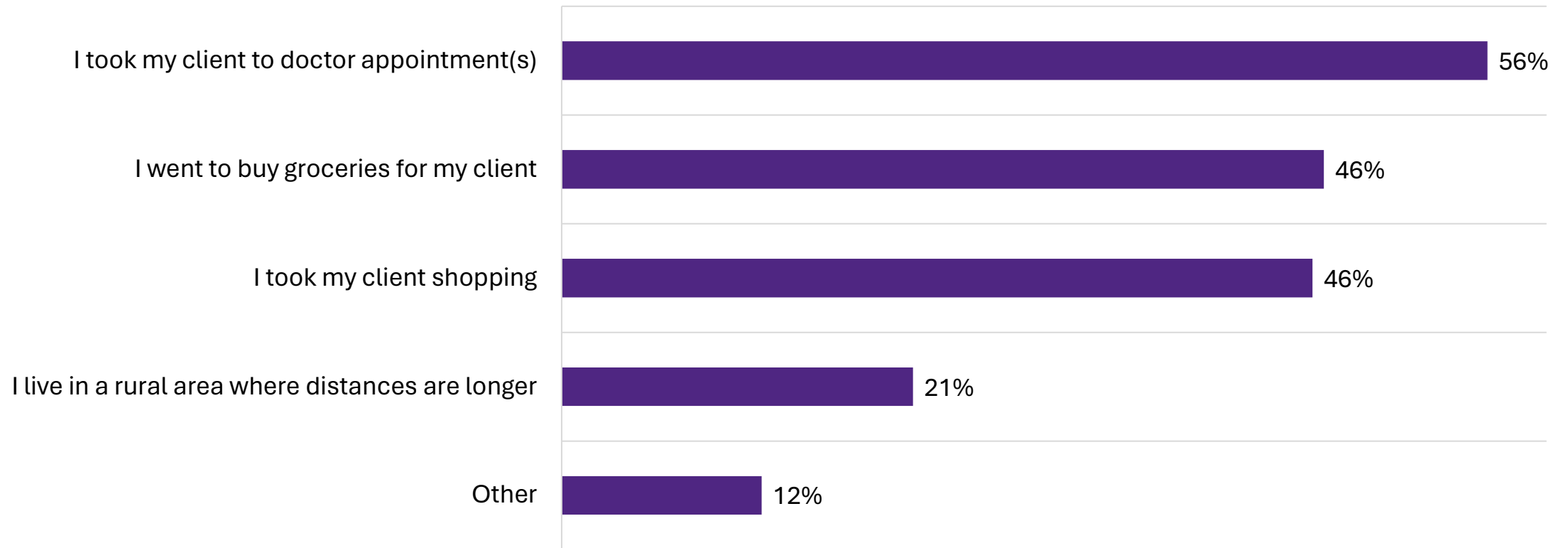
Mileage: 40% of caregivers who responded to the survey and live or provide services in rural areas reported driving over 110 miles every month in the past year.

Months of the past year when caregivers drove more than 110 miles per month for your client?



Mileage

Reasons caregivers drove more than 110 miles per month



Thank you!

TAB 5

2024 RSB survey results: Medicaid Home care agencies

May 2024

WA Home Care Coalition

SEIU 775 Research & Policy Department

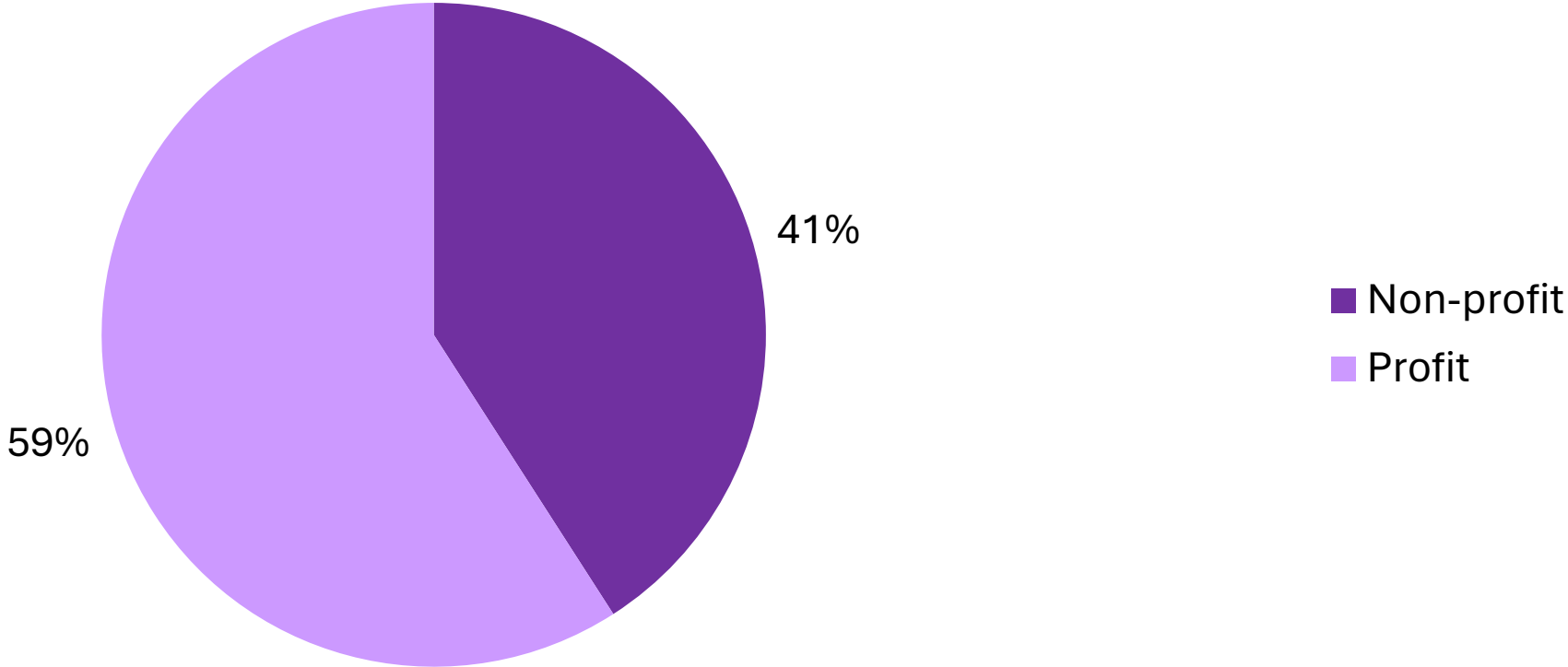
The survey

- WA Home Care Coalition & SEIU 775 surveyed Medicaid home care agencies in the state of Washington.
- The objective of the survey was to explore the labor and admin sufficiency rates and impact on:
 - Agencies' ability to provide Medicaid services, retain and recruit home care workers; and
 - Agencies' ability to recruit and retain admin staff such as supervisors, and explore increases to other non-direct care costs, and office rents/maintenance.
- The online survey was distributed by HCC to home care agencies (41 agencies) on Friday, February 23, 2024 . The survey remained open until Monday, March 11, 2024.
- Response rate: **54%**
- Based on the characteristics of agencies responding to the survey, we are fairly confident these results are representative of the overall home care Medicaid universe.

Sample characteristics

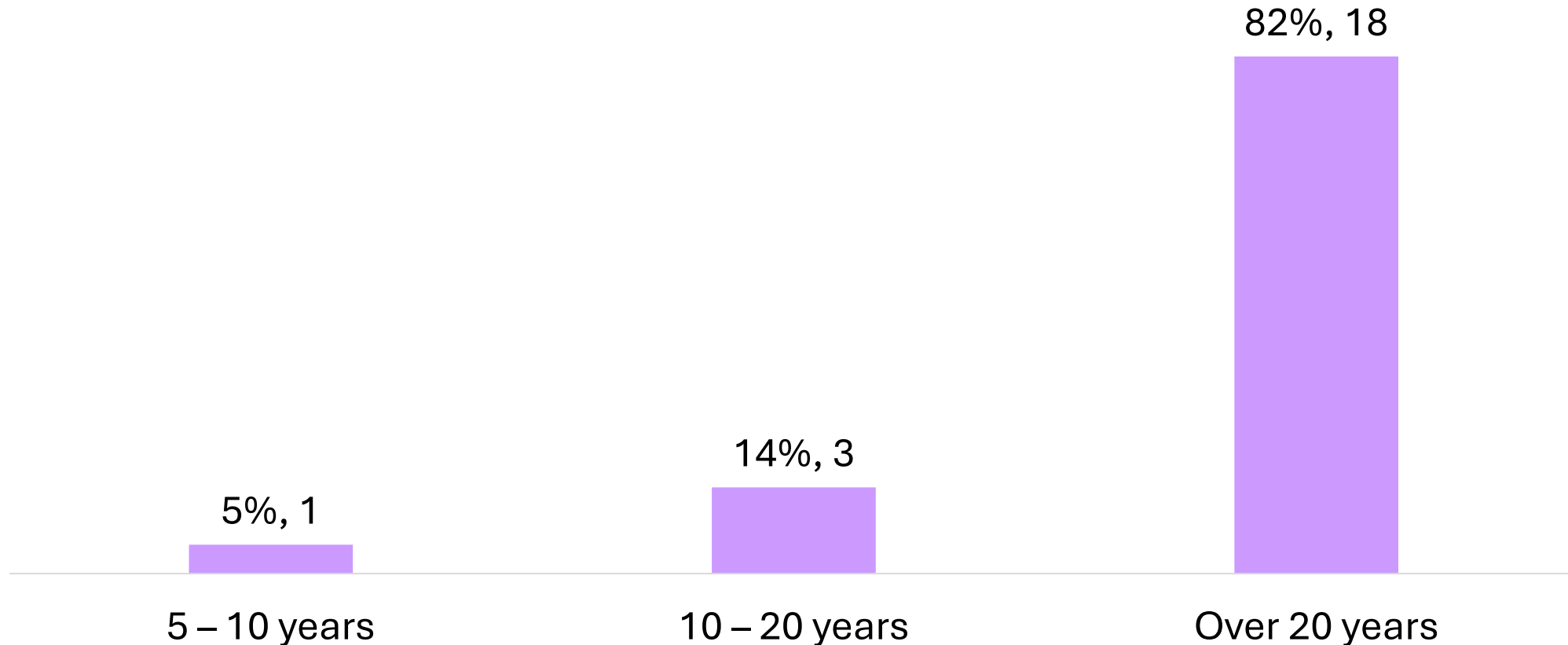
Q: Would you classify your agency as...

Type of agency



Q: How long has your agency been in operation?

Years of agency operation

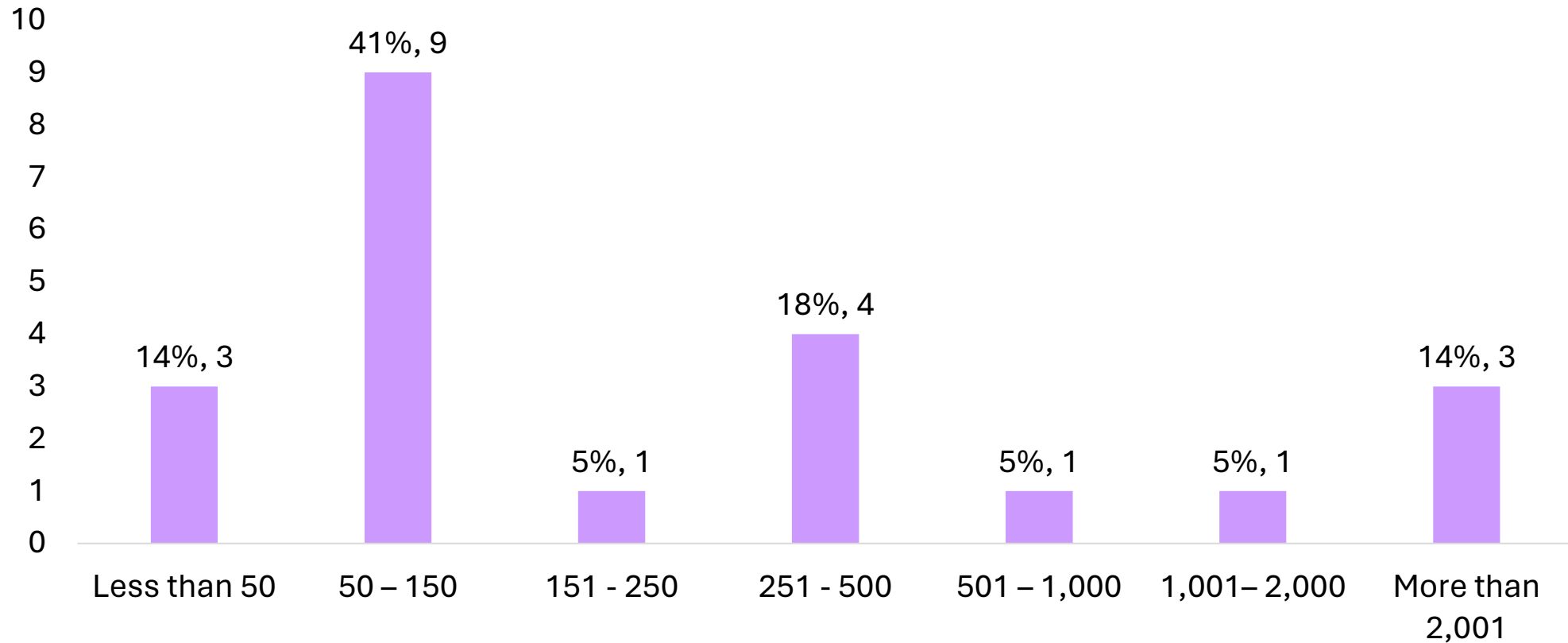


Q: In which AAA region(s) does your agency provide services?

DSHS Region	# Agencies providing services	Percentage
Aging and Disability Services (PSA 4)	11	50%
Snohomish County Aging and LTC Division (PSA 3)	10	45%
Southwest Washington Agency on Aging and Disabilities (PSA 7)	6	27%
Pierce County Aging and Long-Term Care (PSA 5)	6	27%
Northwest Regional Council (PSA 2)	6	27%
Southeast Washington Aging and Long-Term Care (PSA 9)	5	23%
Aging and Long-Term Care of Eastern Washington (PSA 11)	5	23%
Aging and Adult Care of Central Washington (PSA 8)	4	18%
Lewis/Mason/Thurston Area Agency on Aging (PSA 6)	4	18%
Kitsap County Division on Aging and Long-Term Care (PSA 13)	3	14%
Olympic Area Agency on Aging (PSA 1)	3	14%
Yakama Nation Area Agency on Aging (PSA 10)	2	9%
Colville Indian Area Agency on Aging (PSA 12)	1	5%
No response	1	5%

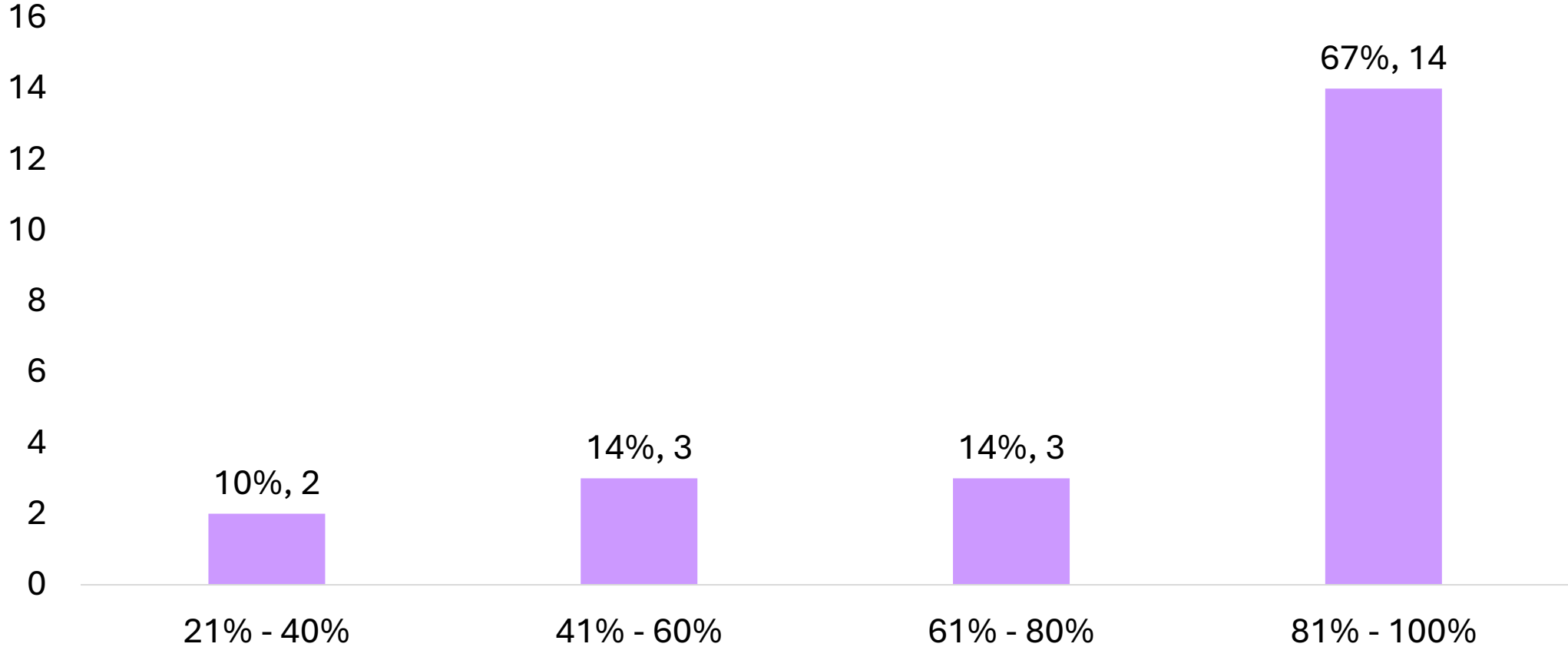
Q: How many home care workers does your agency currently employ?

Number of home care workers employed

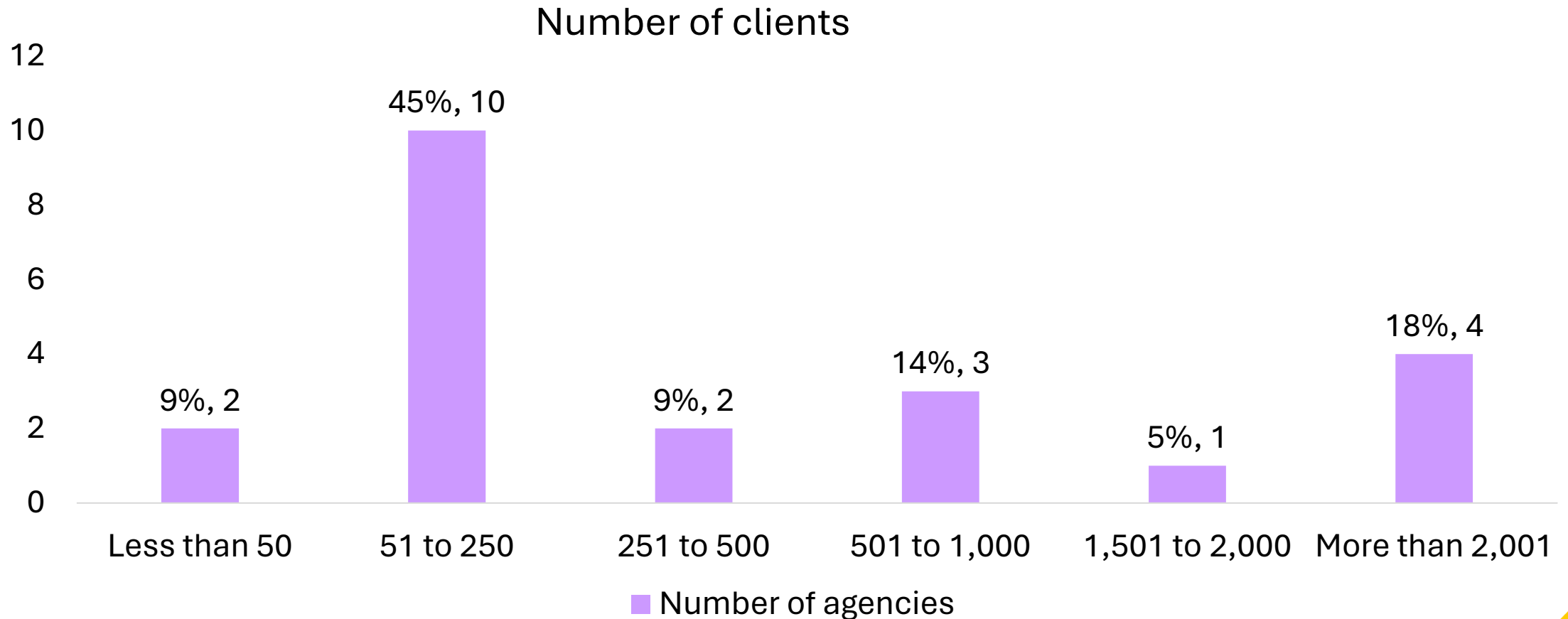


Q: To the best of your knowledge, on average, what percentage of your agency's annual hours are Medicaid hours?

Percentage of Medicaid hours

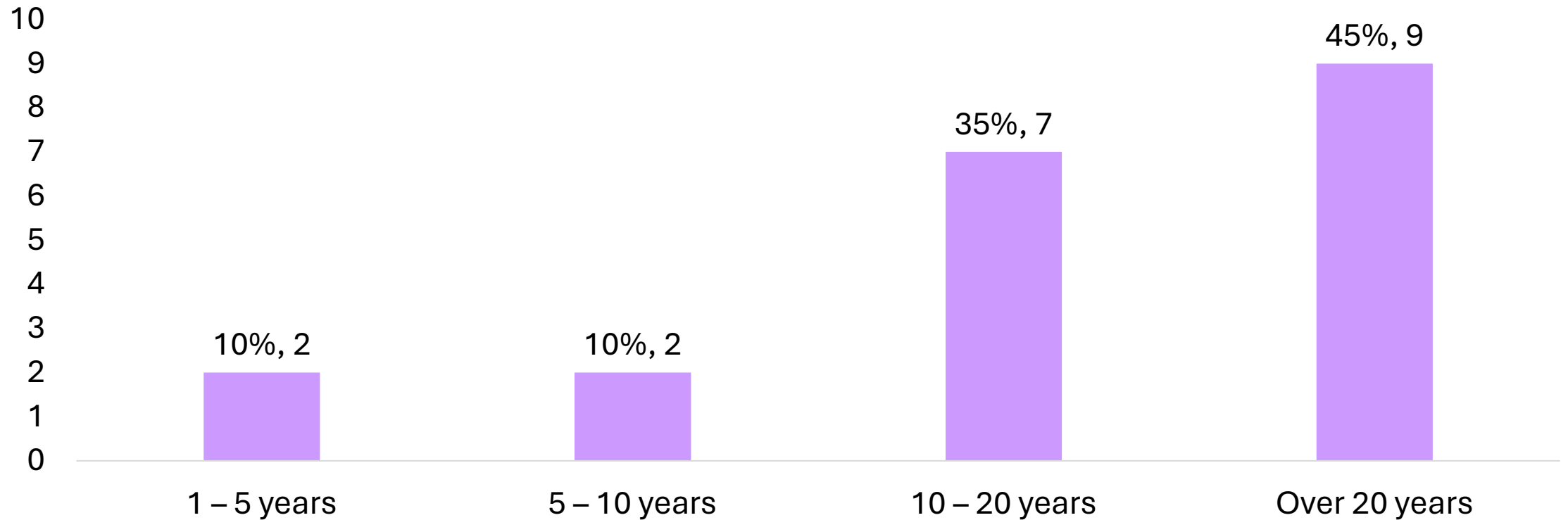


Q: How many Medicaid and non-Medicaid clients is your Agency currently serving?



Q: How long has your agency contracted with Washington's Department of Health and Human Services (DSHS) in WA to provide Medicaid home care services?

Years contracting with the DSHS



**Survey results: Recruitment,
retention and ability to provide
Medicaid hours**

Key takeaways

While, compared with survey results from 2022, there's some indication that there have been some improvements in agencies' ability to recruit and retain workers, agencies are still struggling:

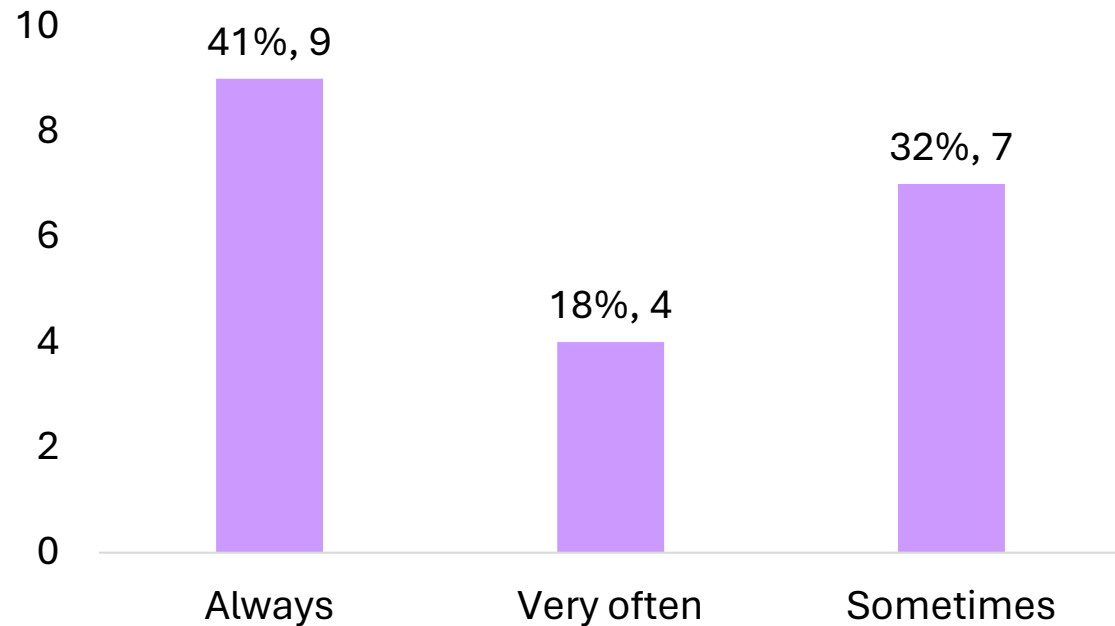
- 90% of agencies (compared to 100% in 2022) are still struggling to find workers “always” or “very often.”
- 82% of agencies, are struggling “always” or “very often” to retain home care workers.
- Workforce shortages, wages, the cost of housing, and the need for jobs with more stable hours, continue to be key factors impacting agencies' ability to recruit and retain home care workers.

Key takeaways

- Agencies are still struggling to provide authorized Medicaid hours of service. 72% of agencies responding it has been “very challenging” or “somewhat challenging”.
- Workforce shortages, the cost of living, and transit and transportation barriers, are among the most common factors agencies identify as impacting their ability to provide authorized home care Medicaid hours.

90% of Agencies still struggle to fill open positions

Percentage of agencies having difficulties filling open positions, 2024.

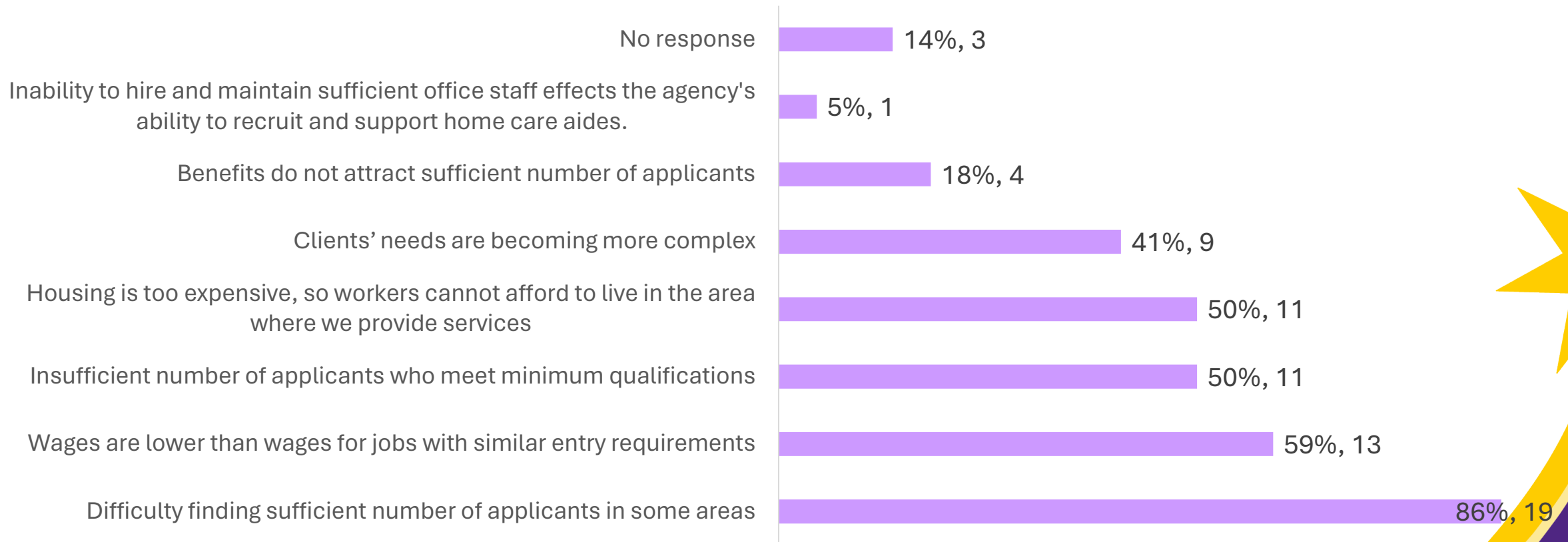


Percentage of agencies having difficulties filling open positions, 2022



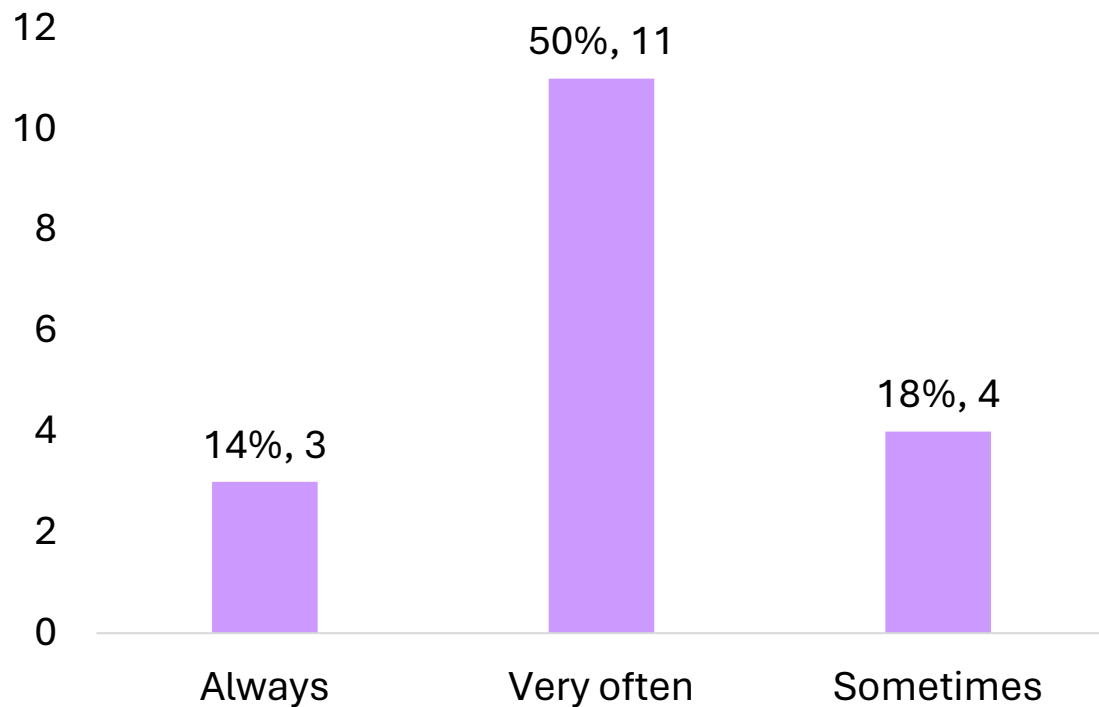
Insufficient number of applicants, low wages drive recruitment challenges

Factors impacting agencies ability to hire home care workers



82% of agencies said they have difficulty retaining workers

Difficulty retaining home care workers, 2024

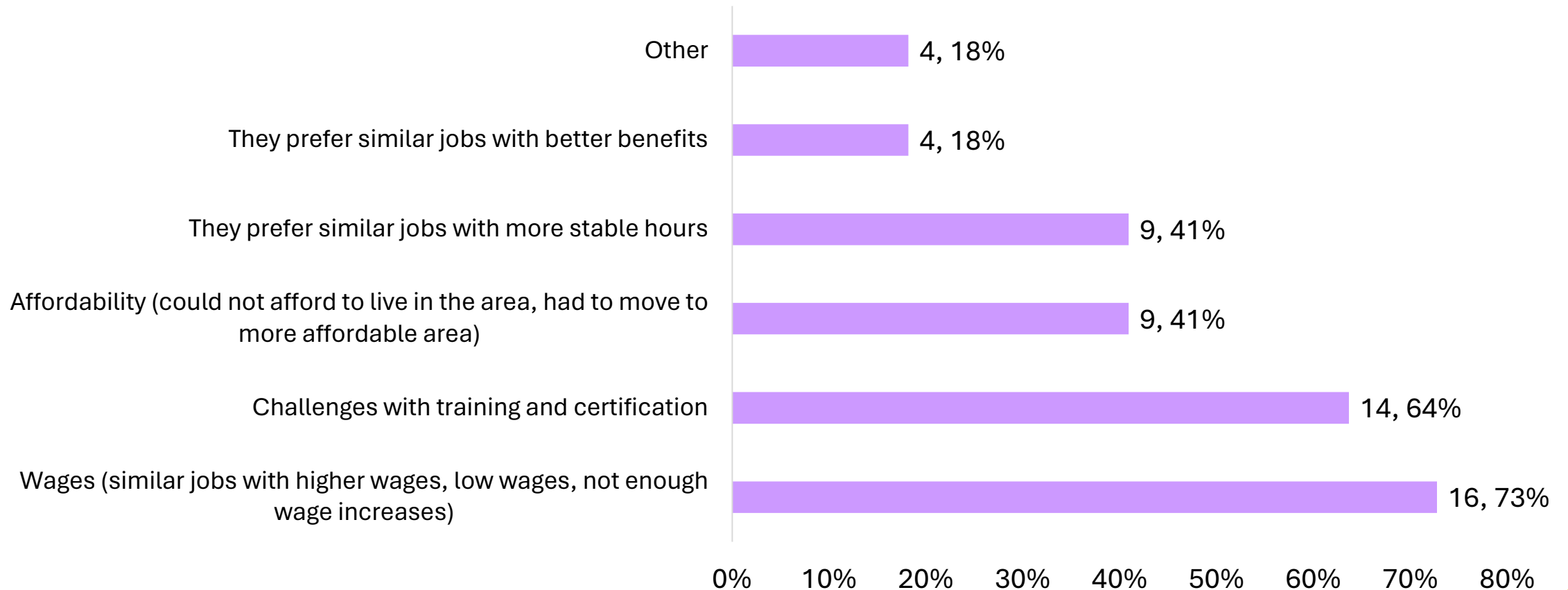


Difficulty retaining workers, 2022



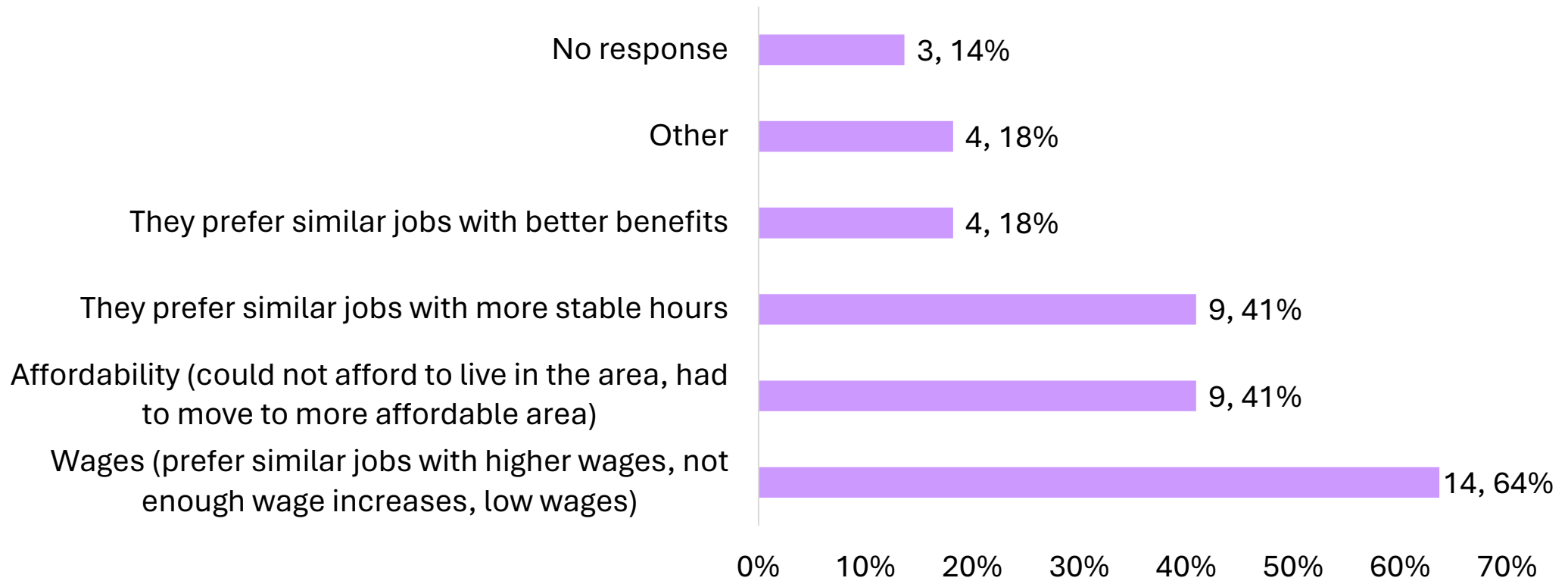
Wages impact agencies' ability to retain newly hired workers

Difficulty retaining newly hired workers



Wages and the cost of living are driving more experienced caregivers out of the homecare workforce

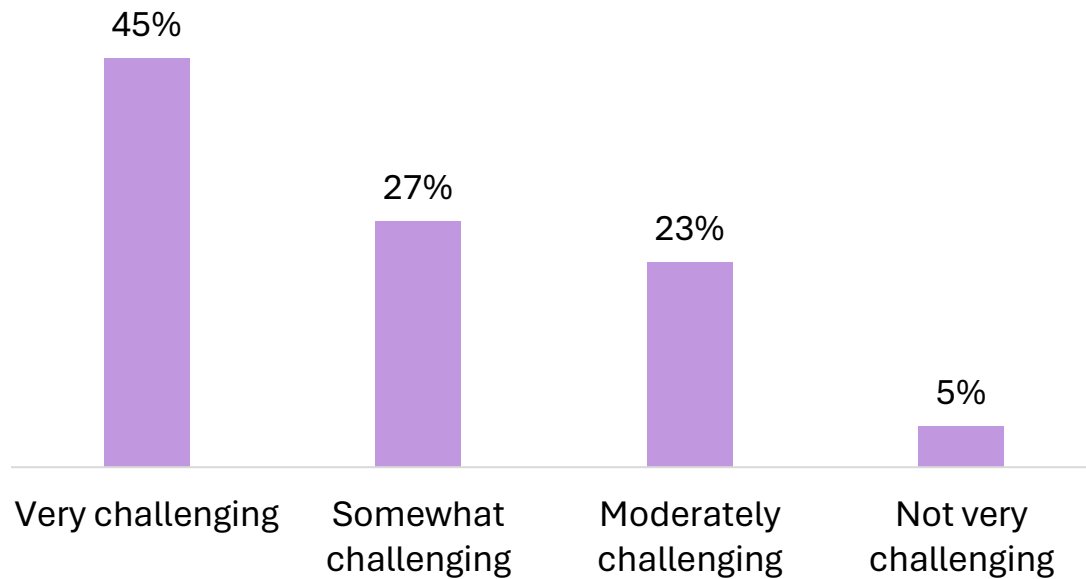
Difficulty retaining experienced homecare workers



72% of agencies are struggling to provide authorized Medicaid hours

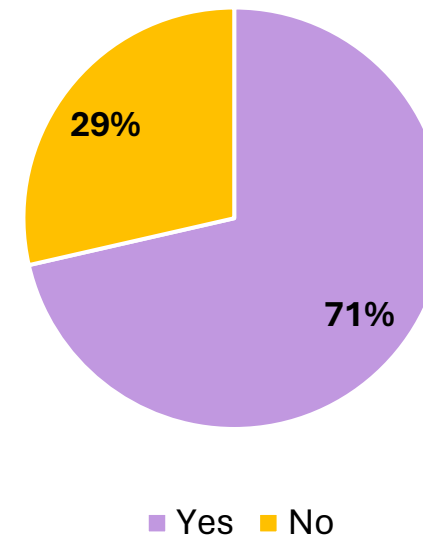
2024 survey question:

Over the past 12 months, how challenging has it been for the agency to provide all authorized home care Medicaid hours due to workforce shortages?



2022 survey question:

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?

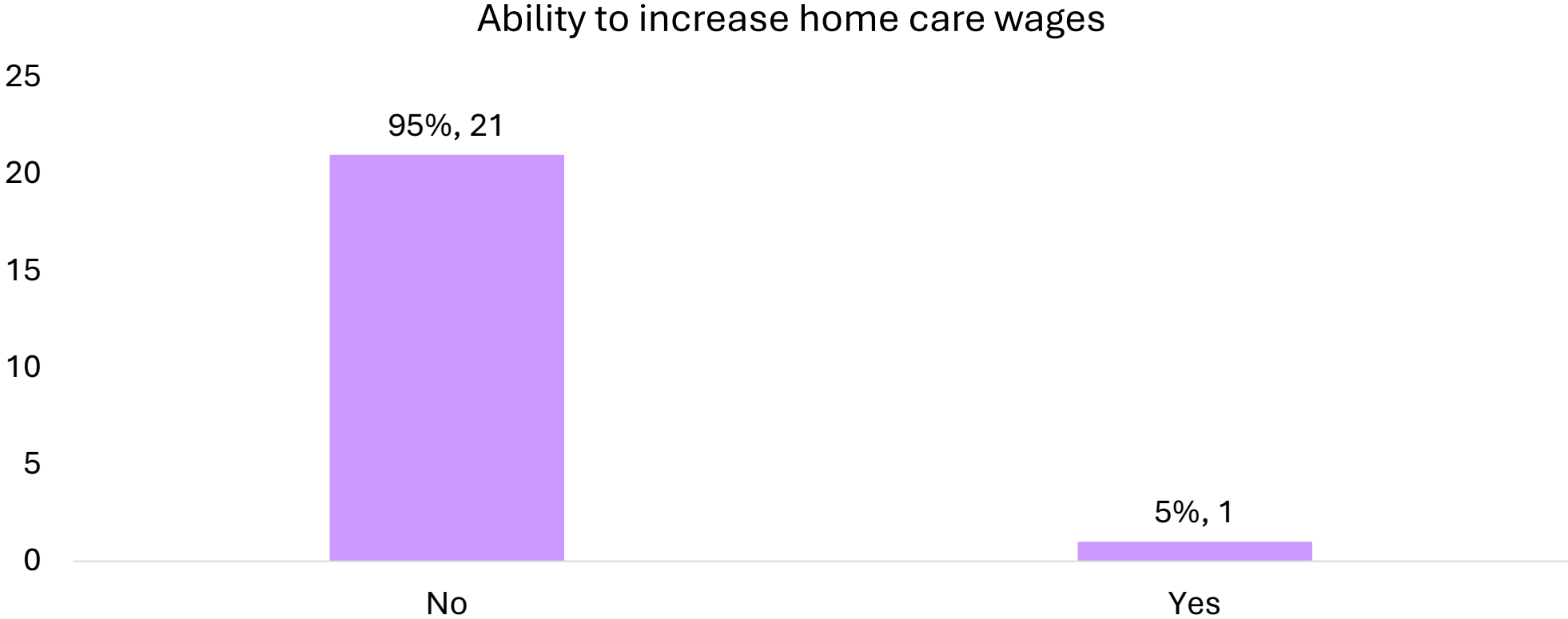


Source: SEIU and WA Home Care Coalition survey, March 2022

Q: Drawing from the experience of your agency, why has it been more challenging to provide all home care authorized Medicaid hours?

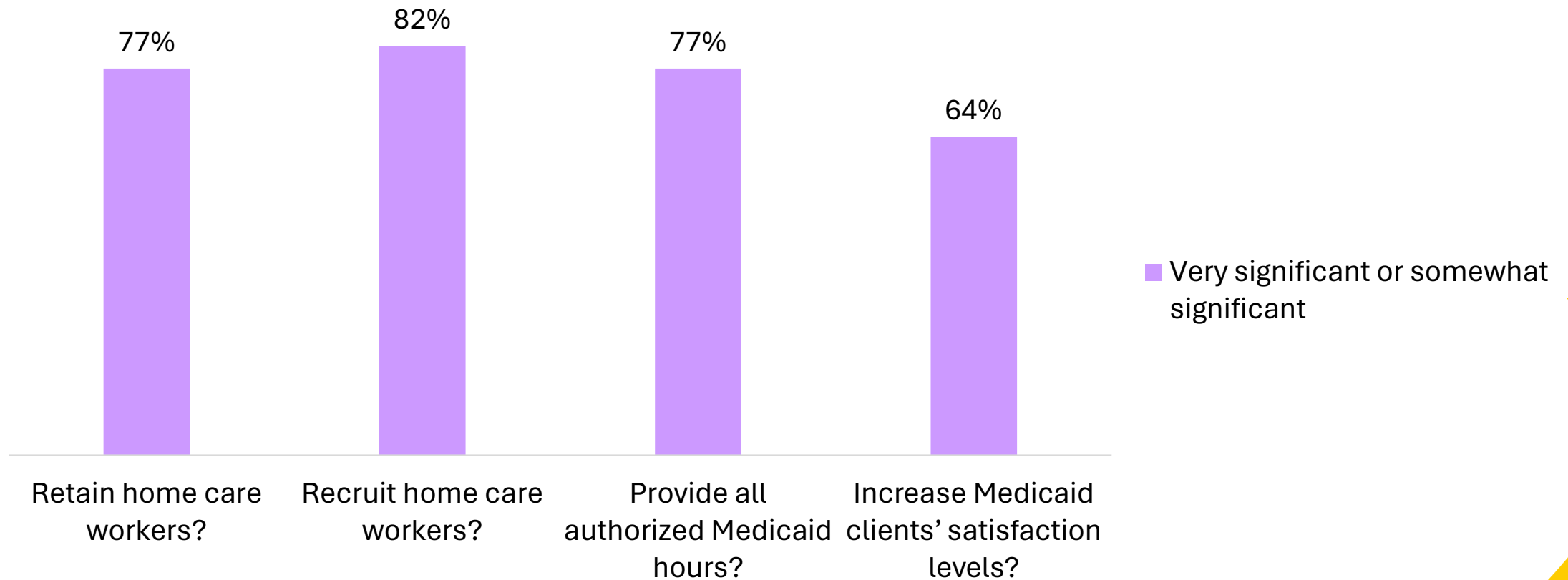
- “Because when a caregiver leaves or is out for some reason, **lack of workforce available** to fill in.”
- “**Increased behavioral acuity in clientele**, safety concerns in certain areas, transit barriers for HCAs, and many HCAs have had to move farther away from areas with a high client density.”
- “Lack of qualified candidates across the State. Applicants without experience are looking for simpler jobs.”
- “**Not enough applicants to fill client hours.**”
- “Not enough employees, high turnover, high transportation cost.”
- “Seattle Metro - cost of living”
- “**Shortage of workers**”
- “**Wages do not cover the cost of living without working multiple jobs.** Caregivers leave to whichever place provides the highest pay and works around 1 or 2 other jobs.”
- “Wages in King County have risen disproportionately to other areas. Increasing the cost of living, even at the new minimum wage of \$19.97, staff cannot meet the increased costs of food, childcare, gas, etc.”

Q: If labor rates for home care workers were not increased for FY26 - FY27, would your agency be able to increase home care wages from current levels?



Q: What would be the impact of having stagnant home care wages for your agency's ability to...?

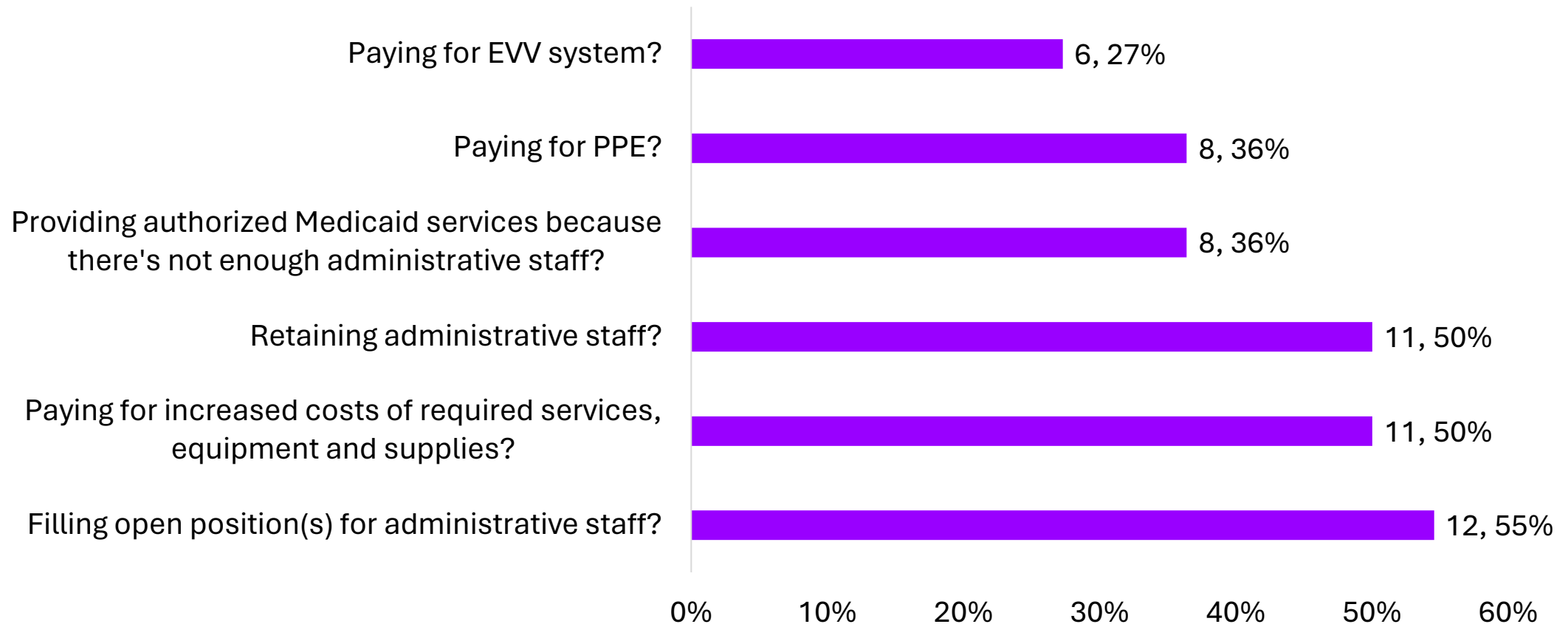
Impact of stagnant home care wages



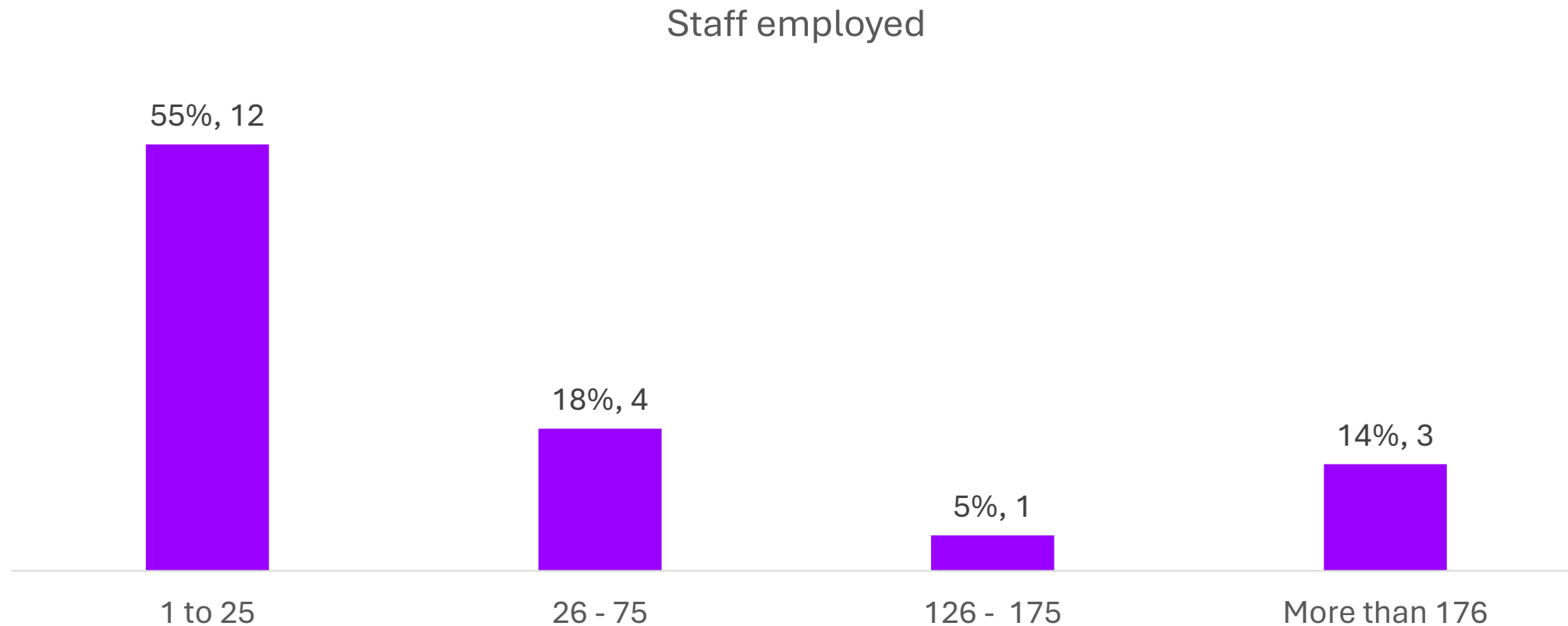
Care management rate (admin rate)

Q: Over the past 12 months, how often has your agency had any difficulties...

Agency difficulty – care management: “Always” or “Very often”

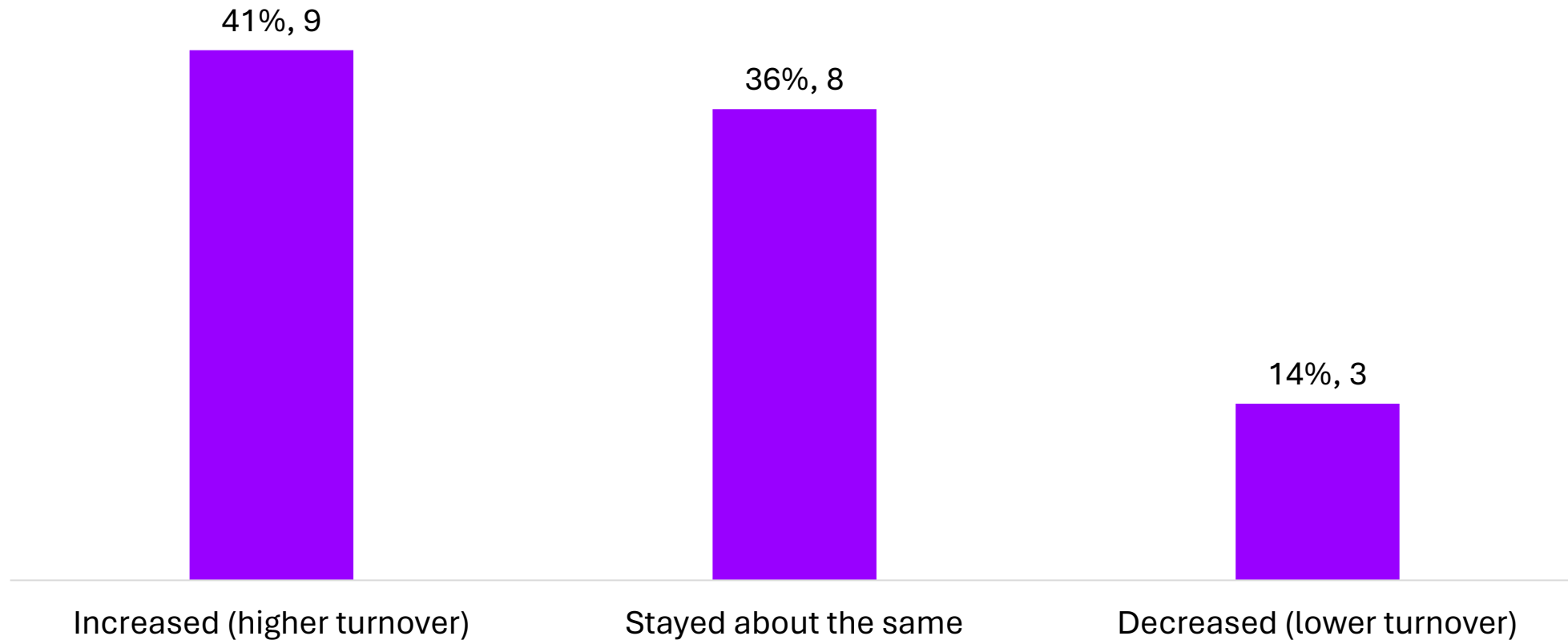


Q: Looking at your Agency's administrative (care management) staff, how many staff do you currently employ?



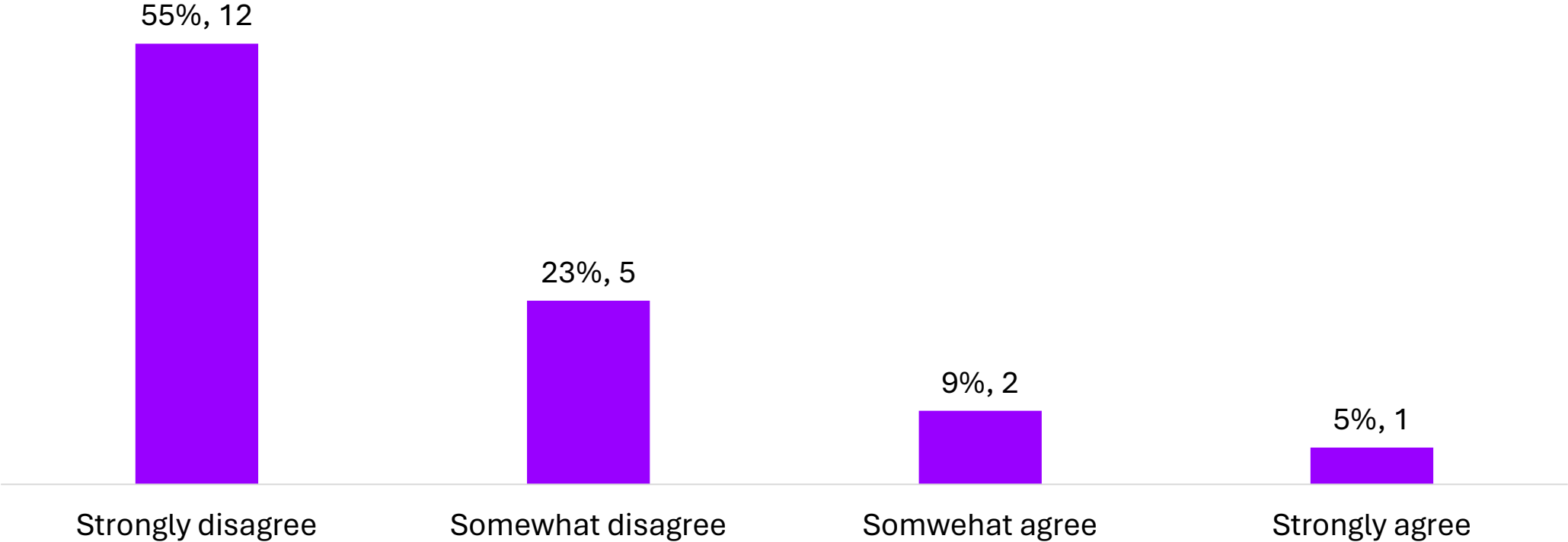
Q: When comparing calendar year 2022 to calendar year 2023, your Agency's Administrative (Care Management) Staff Turnover Rates have...

Turnover rates - staff



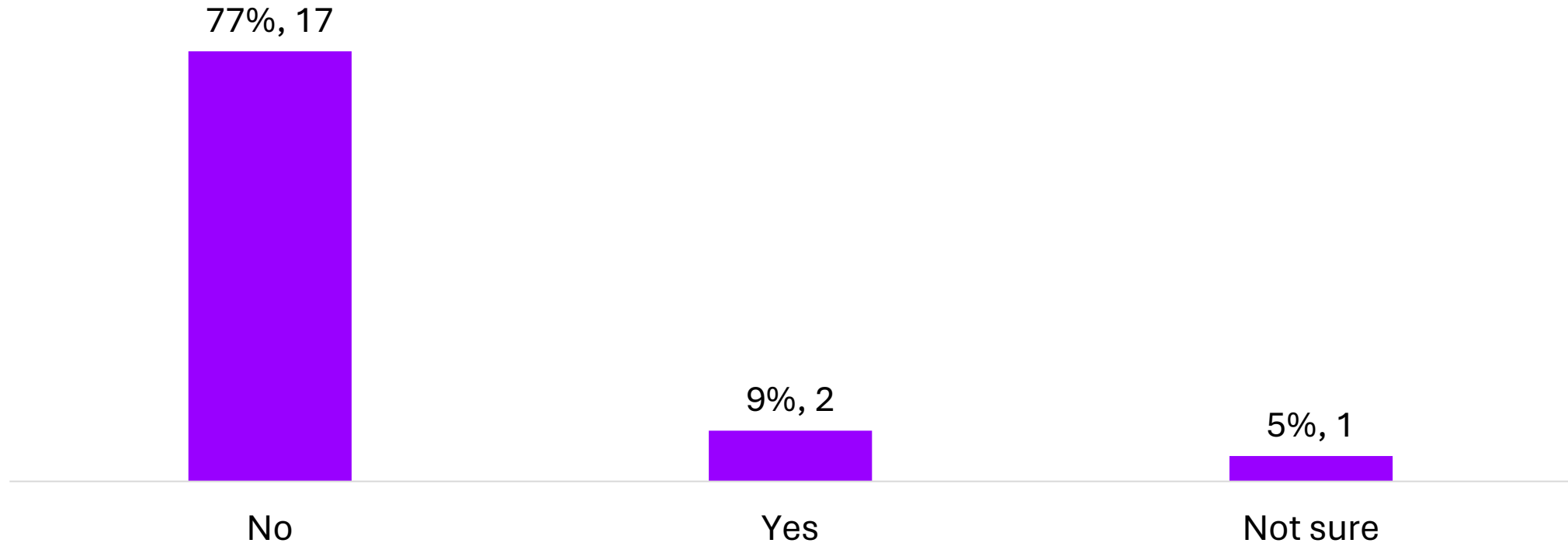
Q: From your experience, is the current administrative rate sufficient to cover for wages and benefits for supervisory staff to support caregivers and Medicaid clients' needs?

Admin rate sufficiency



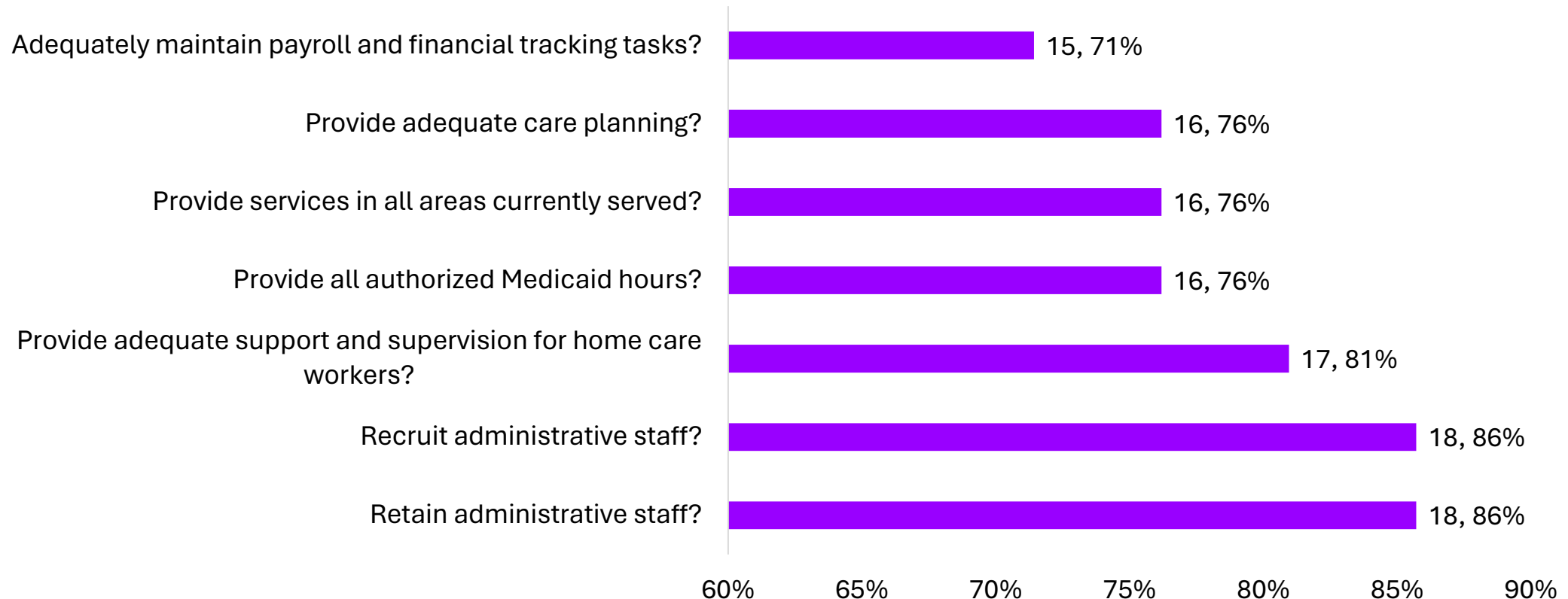
Q: From your experience, is the current administrative rate sufficient to cover the Agency's administrative costs of providing Medicaid personal care services?

Sufficiency admin rate



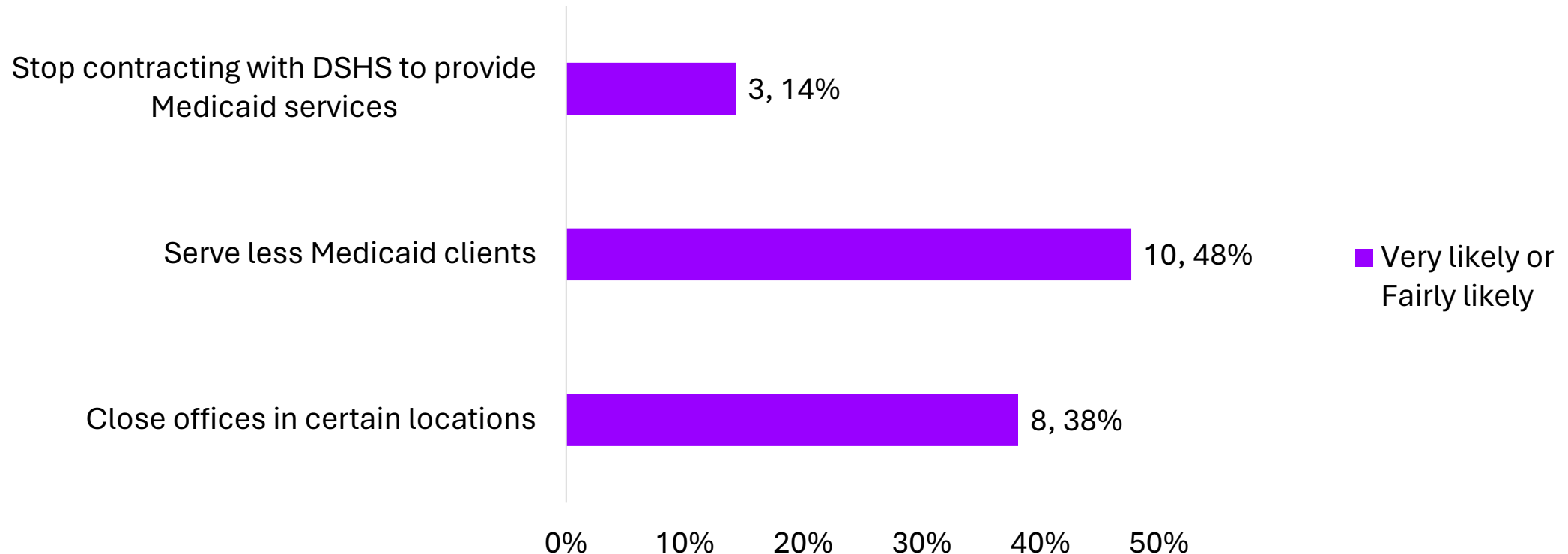
Q: What would be the impact having a stagnant administrative rate for fiscal year 2026 and fiscal year 2027 on your agency's ability to:

Negative impact of having a stagnant admin rate



Q: If there is no increase to the administrative rate increase for fiscal year 2026 and fiscal year 2027, how likely is it that the agency would:

Impact of stagnant admin rate



Thank you!

TAB 6

Alliance for a Just Society



Still Struggling to Make Ends Meet: Job Gap 2022-2023



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

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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

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Basic needs **budgets**



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

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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

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Pandemic **Effects**

- Most data is collected yearly
- Rapidly changing economic situation since March 2020
 - Housing
 - Transportation
- Inflation increased dramatically, but is leveling out



Pandemic **Benefits**

- Major tax code changes for 2021 ONLY
 - Child Credit
 - Child and Dependent Care Credit
- Resulted in significant cost increases for families with children between 2021 and 2022



Washington State Average

WASHINGTON 2023 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
Food	\$258.68	\$497.78	\$652.72	\$951.15	\$951.15
Housing & Utilities	\$1,586.34	\$1,892.60	\$1,892.60	\$1,955.59	\$1,955.59
Transportation	\$594.23	\$551.58	\$615.55	\$1,319.52	\$1,286.24
Health Care	\$175.74	\$421.21	\$553.25	\$620.41	\$620.41
Household, Clothing, & Personal (18%)	\$653.75	\$840.79	\$928.53	\$1,211.67	\$1,227.26
Savings (10%)	\$363.19	\$467.11	\$515.85	\$673.15	\$681.81
Child Care	\$0.00	\$823.23	\$2,429.78	\$0.00	\$2,429.78
State/Federal Taxes (Annually)	\$6,681.23	\$9,207.54	\$14,063.08	\$8,108.00	\$12,842.17
Gross income needed (monthly)	\$4,188.71	\$6,261.60	\$8,760.21	\$7,407.15	\$10,318.10
Gross income needed (annually)	\$50,264.46	\$75,139.16	\$105,122.46	\$88,885.78	\$123,817.15
Living Wage per working adult (hourly)	\$24.17	\$36.12	\$50.54	\$42.73	\$29.76

Alliance for a Just Society 



King County 2023 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
Food	\$258.68	\$497.78	\$652.72	\$951.15	\$951.15
Housing & Utilities	\$2,162.99	\$2,517.99	\$2,517.99	\$2,580.98	\$2,580.98
Transportation	\$594.23	\$551.58	\$615.55	\$1,319.52	\$1,381.91
Health Care	\$175.74	\$421.21	\$553.25	\$620.41	\$620.41
Household, Clothing, & Personal (18%)	\$797.91	\$997.14	\$1,084.88	\$1,368.01	\$1,383.61
Savings (10%)	\$443.28	\$553.97	\$602.71	\$760.01	\$768.67
Child Care	\$0.00	\$1,098.43	\$3,158.73	\$0.00	\$3,158.73
State/Federal Taxes (Annually)	\$8,568.69	\$13,302.55	\$19,853.18	\$10,159.75	\$15,788.12
Gross income needed (monthly)	\$5,146.90	\$7,746.65	\$10,840.26	\$8,446.72	\$12,337.90
Gross income needed (annually)	\$61,762.75	\$92,959.74	\$130,083.12	\$101,360.69	\$148,054.81
Living Wage per working adult (hourly)	\$29.69	\$44.69	\$62.54	\$48.73	\$35.59

King County

Alliance for a Just Society 

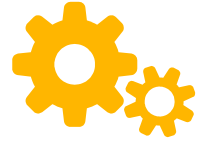


Snohomish County

Snohomish County 2023 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
Food	\$258.68	\$497.78	\$652.72	\$951.15	\$951.15
Housing & Utilities	\$2,162.99	\$2,517.99	\$2,517.99	\$2,580.98	\$2,580.98
Transportation	\$594.23	\$551.58	\$615.55	\$1,319.52	\$1,381.91
Health Care	\$175.74	\$421.21	\$553.25	\$620.41	\$620.41
Household, Clothing, & Personal (18%)	\$797.91	\$997.14	\$1,084.88	\$1,368.01	\$1,383.61
Savings (10%)	\$443.28	\$553.97	\$602.71	\$760.01	\$768.67
Child Care	\$0.00	\$836.25	\$2,463.28	\$0.00	\$2,463.28
State/Federal Taxes (Annually)	\$8,568.69	\$12,349.19	\$17,305.33	\$10,159.75	\$15,440.42
Gross income needed (monthly)	\$5,146.90	\$7,405.02	\$9,932.49	\$8,446.72	\$11,436.71
Gross income needed (annually)	\$61,762.75	\$88,860.22	\$119,189.87	\$101,360.69	\$137,240.56
Living Wage per working adult (hourly)	\$29.69	\$42.72	\$57.30	\$48.73	\$32.99

Alliance for a Just Society 

How many hours?



Average IP worker wage 2023: \$21.03 per hour	Single Adult		Single Adult with Two Children	
	2023 Living Wage	Hours/Week at average wage to meet budget needs	2023 Living Wage	Hours/Week at average wage to meet budget needs
Statewide	\$24.17	46.0	\$50.54	96.1
King County	\$29.69	56.5	\$62.54	119.0
Snohomish County	\$29.69	56.5	\$55.65	105.8

Union Healthcare

By removing standard healthcare costs as calculated by MEPS and replacing with union-provided healthcare, living wage rates drop from \$1.13 to \$4.43 per hour

Statewide WA average	HH1	HH2	HH3	HH4	HH5
Standard hourly wage	\$24.17	\$36.12	\$50.54	\$42.73	\$29.76 per adult
With Union Healthcare	\$23.04	\$33.40	\$46.44	\$38.30	\$27.55 per adult



2024 and beyond

- Inflation has calmed, but housing and food prices remain much higher than even 5 years ago.
- Health care prices continue to increase at a rate higher than inflation (CPI)
- Conflict abroad affecting cost of basic needs
 - Transportation
 - Food

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2024 and beyond

Statewide average projected	2023	2024	2025	2026	2027
Single adult wage	\$23.04	\$23.85	\$24.71	\$25.62	\$26.59
Single adult & 1 child	\$33.40	\$34.58	\$35.82	\$37.14	\$38.54

- These are conservative projections
- \$20.50 was the living wage for a single adult in 2020, was projected to be \$23.17 by 2025. Already \$24.17 in 2023

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

Alliance for a Just Society 

TAB 7

Caregivers' Wages

Prepared for the Consumer Directed Employer Rate Setting Board
May 2024.

Andrew Beane

He/Him | SEIU 775 Vice-President

Statutory Requirements

RCW 74.39A530(4) requires the rate-setting board to establish a rate by considering the factors listed in RCW 41.56.465 (1) and (5)

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.



**Statutory
requirements**

RCW 41.56.465 (5)

(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...



**Statutory
requirements**

RCW 41.56.465 (5)

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

(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.*



Statutory requirements

Statutory factors discussed in this presentation



A. Cost of living



B. Stable workforce: recruitment and retention



C. Comparables



D. Public Assistance

Cost of Living

RCW 41.56.465(1)(c)

In 2022, this Board recommended labor rates that resulted in a roughly 10% increase in wages over 2 years for caregivers in Washington...

Date	Range of wages
January 1 – June 30, 2023 (with hazard pay)	\$19.51 - \$21.92
July 1– December 31, 2023	\$20.60 - \$23.40
January 1 – June 30, 2024	\$20.81 - \$23.63
July 1 – December 31, 2024	\$21.12 - \$23.98
January 1 – June 30, 2025	\$21.44 - \$24.34

Source: Collective Bargaining Agreement between Consumer Direct Care Network Washington and Service Employees International Union 775, 2023 – 2025. <https://seiu775.org/wp-content/uploads/2023/08/Consumer-Direct-Washington-2023-2025-CBA-1.pdf>

Stubbornly high US inflation grew stronger than expected in March

By [Alicia Wallace](#), CNN

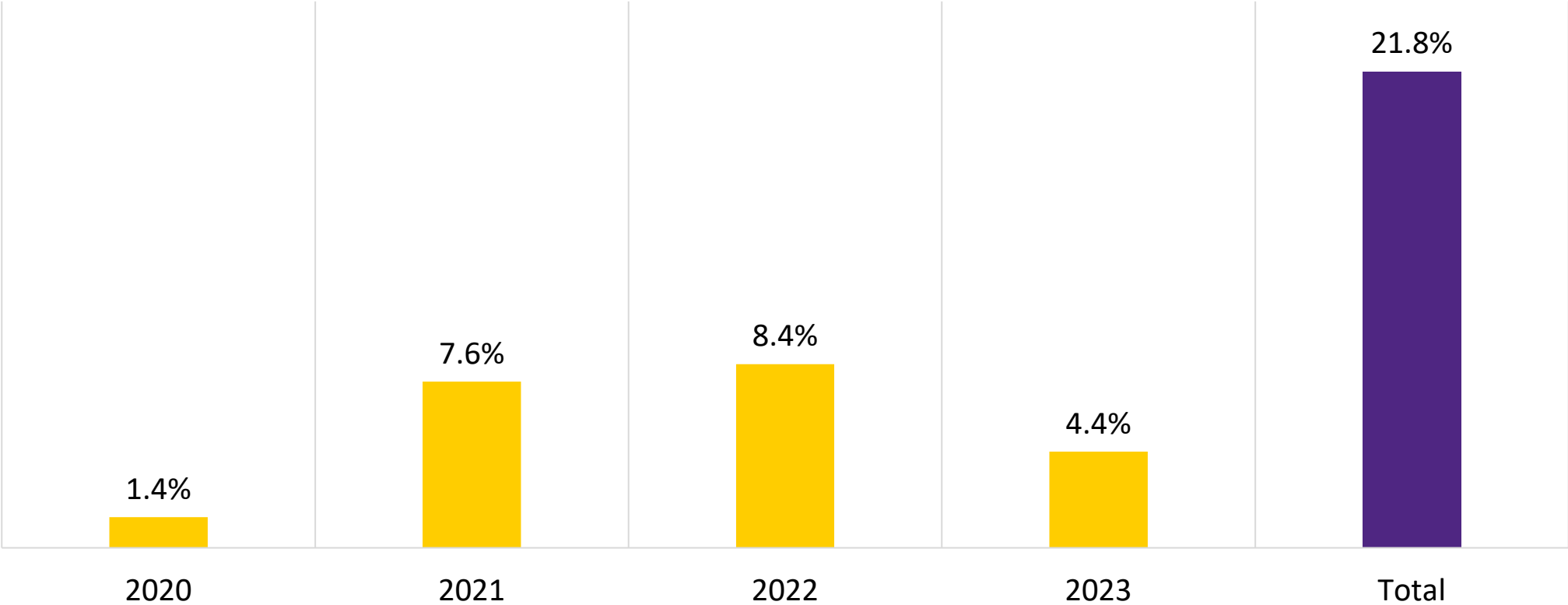
🕒 6 minute read · Updated 3:06 PM EDT, Wed April 10, 2024



Consumer prices rose 0.5% for the 19 months ended in March, surpassing economist expectations.

Overall, costs continue to rise in the state of Washington

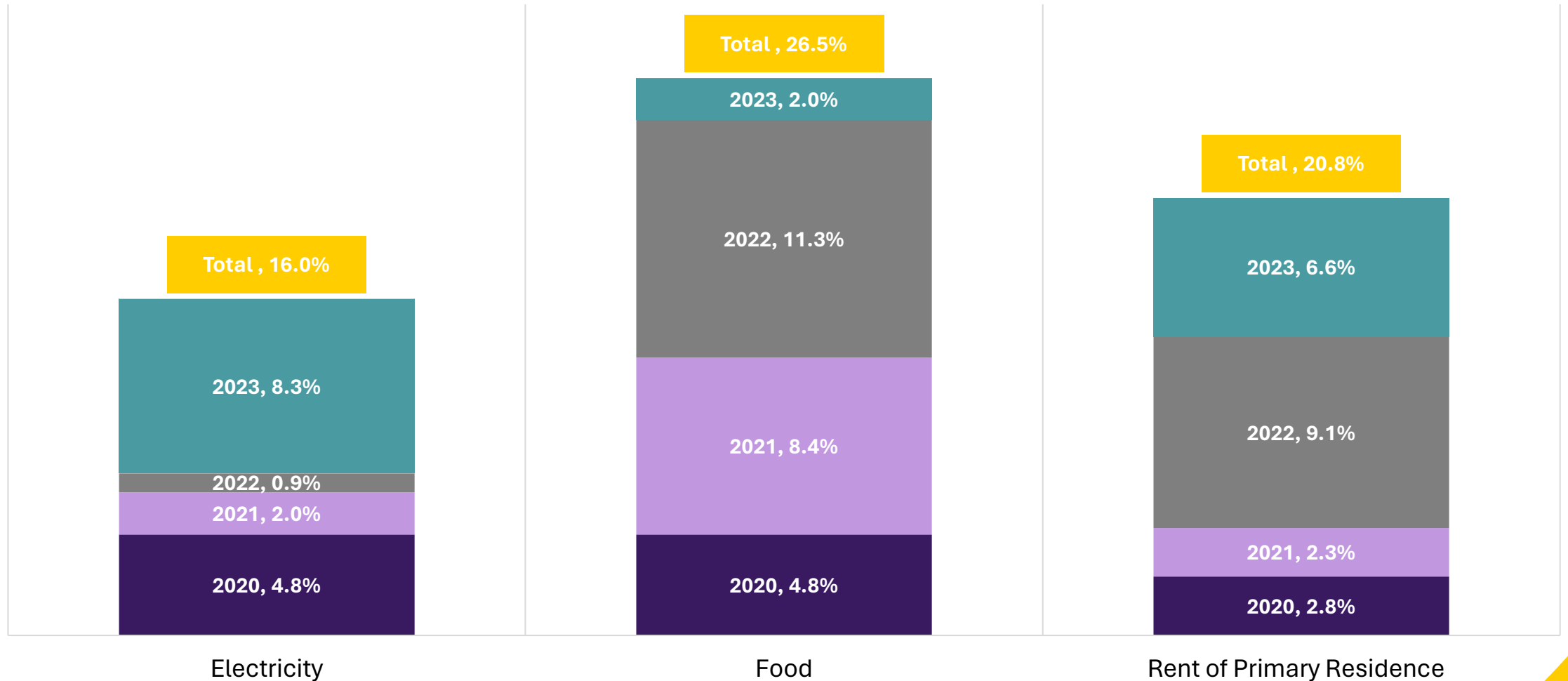
All Items index % Change from Dec. 2020 - Dec. 2023



Source: Bureau of Labor Statistics,, Consumer Price Index, Seattle area — [2023](#), [2022](#), [2021](#), & [2020](#) (visited Jan. 24, 2024).

CPI for electricity, food, and rent of primary residence

Consumer Price Index, Seattle area, December 2020 – December 2023



Source Bureau of Labor Statistics, Consumer Price Index, Seattle area — [2023](#), [2022](#), [2021](#), & [2020](#) (visited Jan. 24, 2024).

Affordable Housing Crisis in Washington State

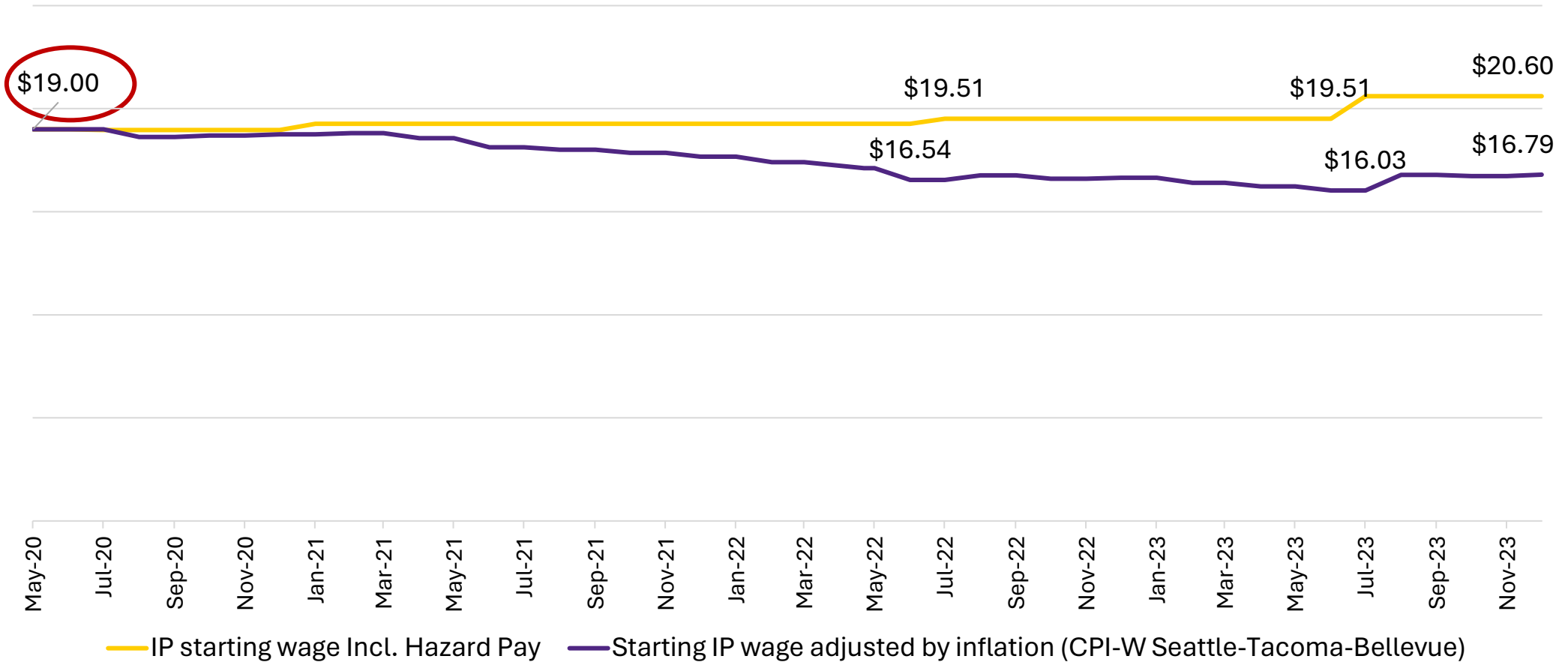
Average Washington Metropolitan Statistical Area Rental Market Affordability,
December 2023



Source: National Housing Conference: paycheck to paycheck housing tool, December 2023- <https://nhc.org/paycheck-to-paycheck/> and IP wages' calculated with data from SEIU 775.
Note: 122 hours per month.

The Impact of Inflation on IPs Wages

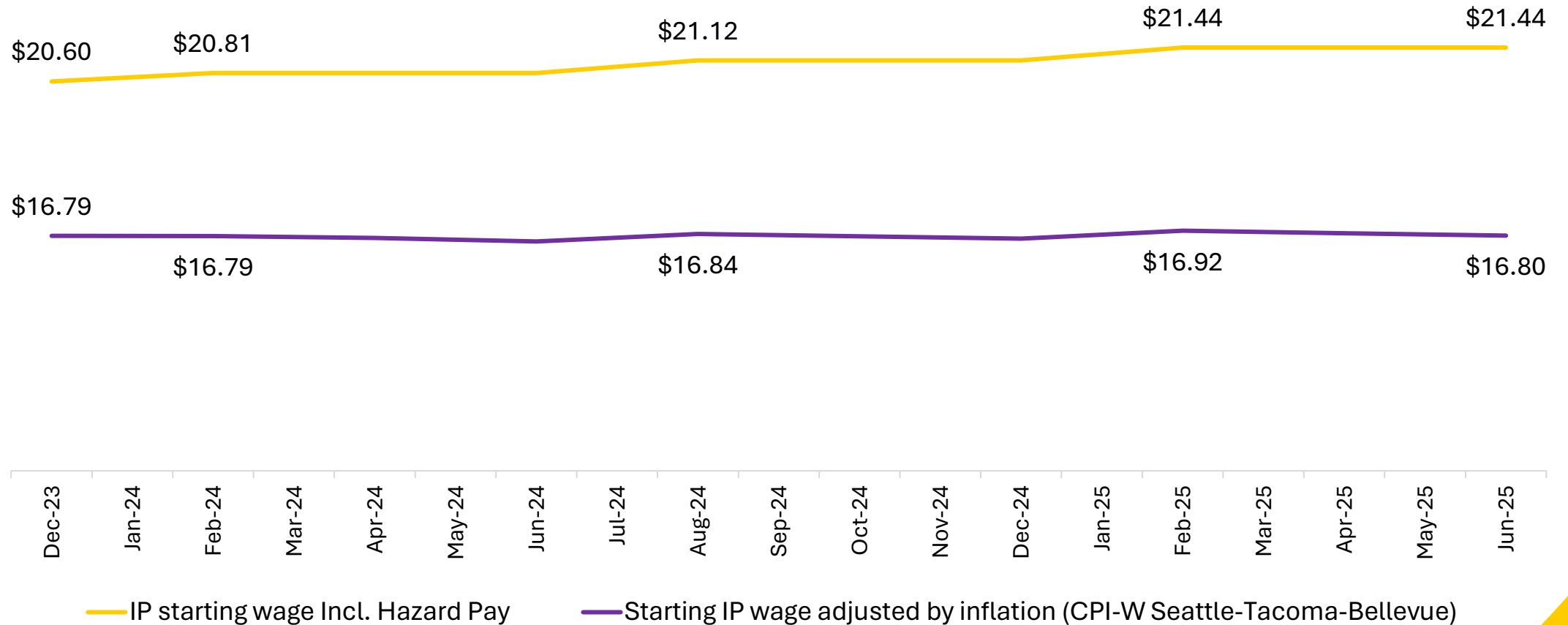
IP starting wage, adjusted for inflation (May 2020)



Source: Own elaboration with information from SEIU 775 Collective Bargaining Agreements, the Bureau of Labor Statistics, Consumer Price Index, Seattle area — [2023](#), [2022](#), [2021](#), & [2020](#) (visited Jan. 24, 2024). Washington State Economic and Revenue Forecast Council [February 2024](#)

Projection through the end of the biennium...

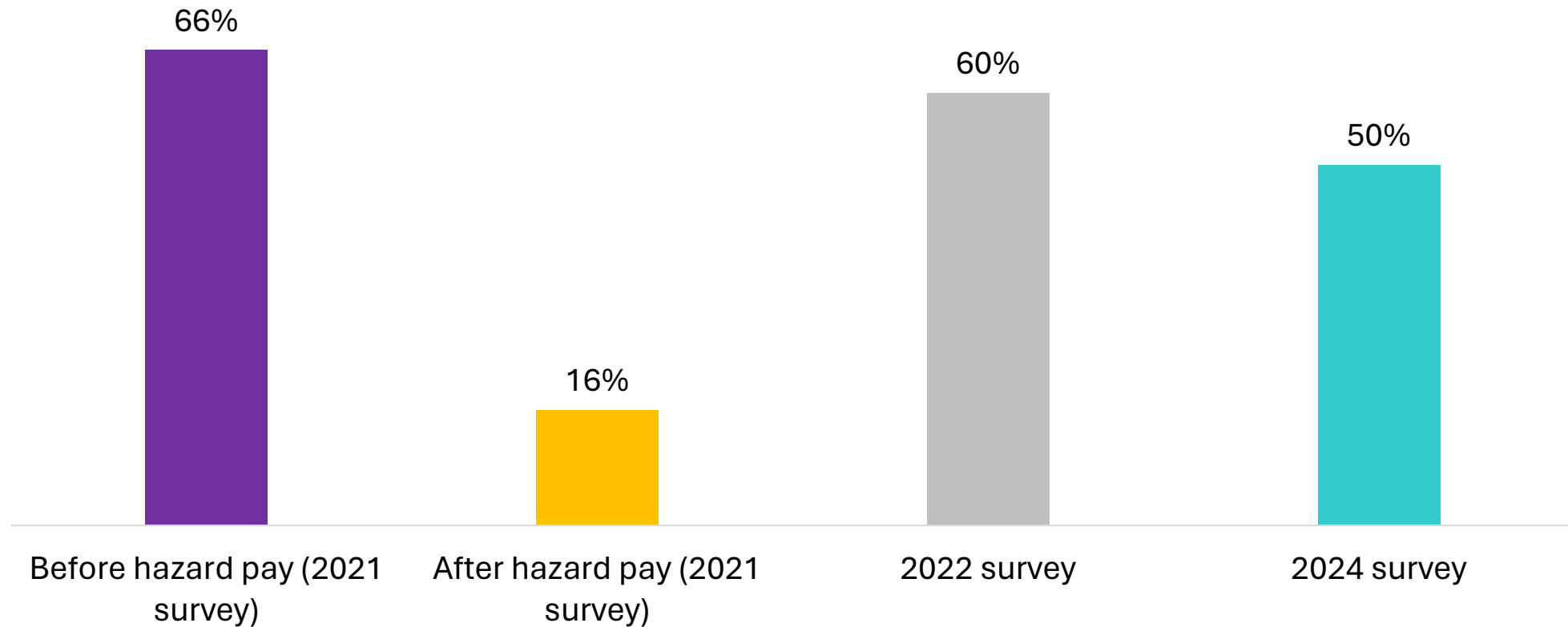
IP starting wage adjusted by inflation (May 2020) through FY26 and FY27



Source: Own elaboration with information from SEIU 775 Collective Bargaining Agreements, the Bureau of Labor Statistics, Consumer Price Index, Seattle area — [2023](#), [2022](#), [2021](#), & [2020](#) (visited Jan. 24, 2024).
Washington State Economic and Revenue Forecast Council [February 2024](#)

Despite July 2023 wage increase, 50% of caregivers report they continue to struggle to get by

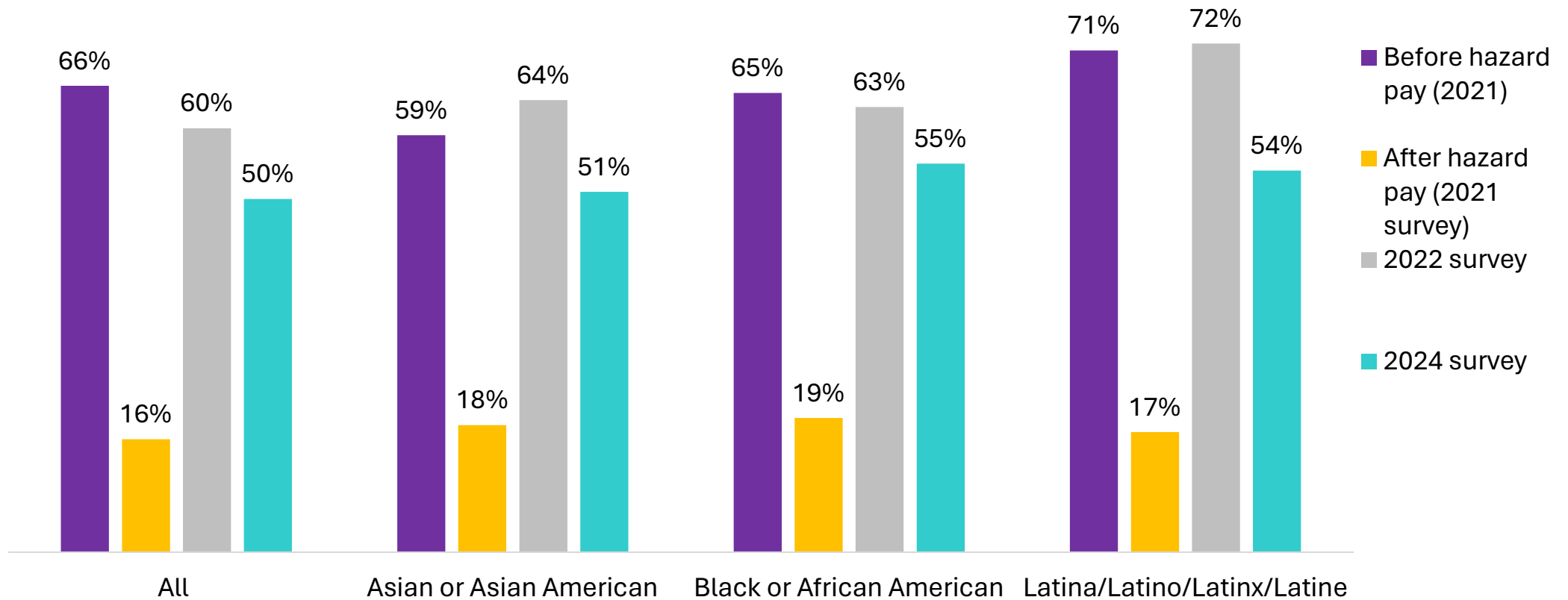
Caregivers "just getting by" or "finding it difficult to get by"



Source: SEIU 775 Member survey, May 2021; SEIU 775 Member survey, March 2022; and SEIU 775 Member survey, March 2024

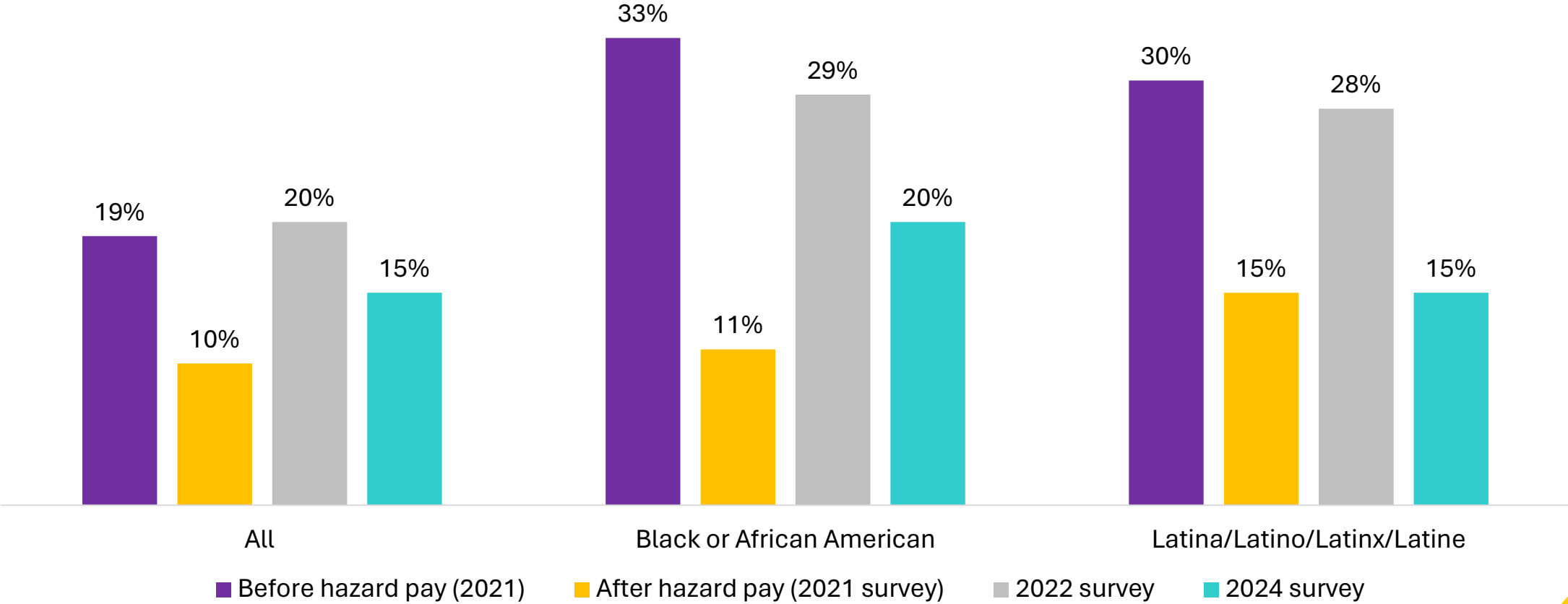
Disproportionate impact across caregivers' reported race/ethnicity

Caregivers "Just getting by" or "finding it difficult to get by", 2020 - 2024



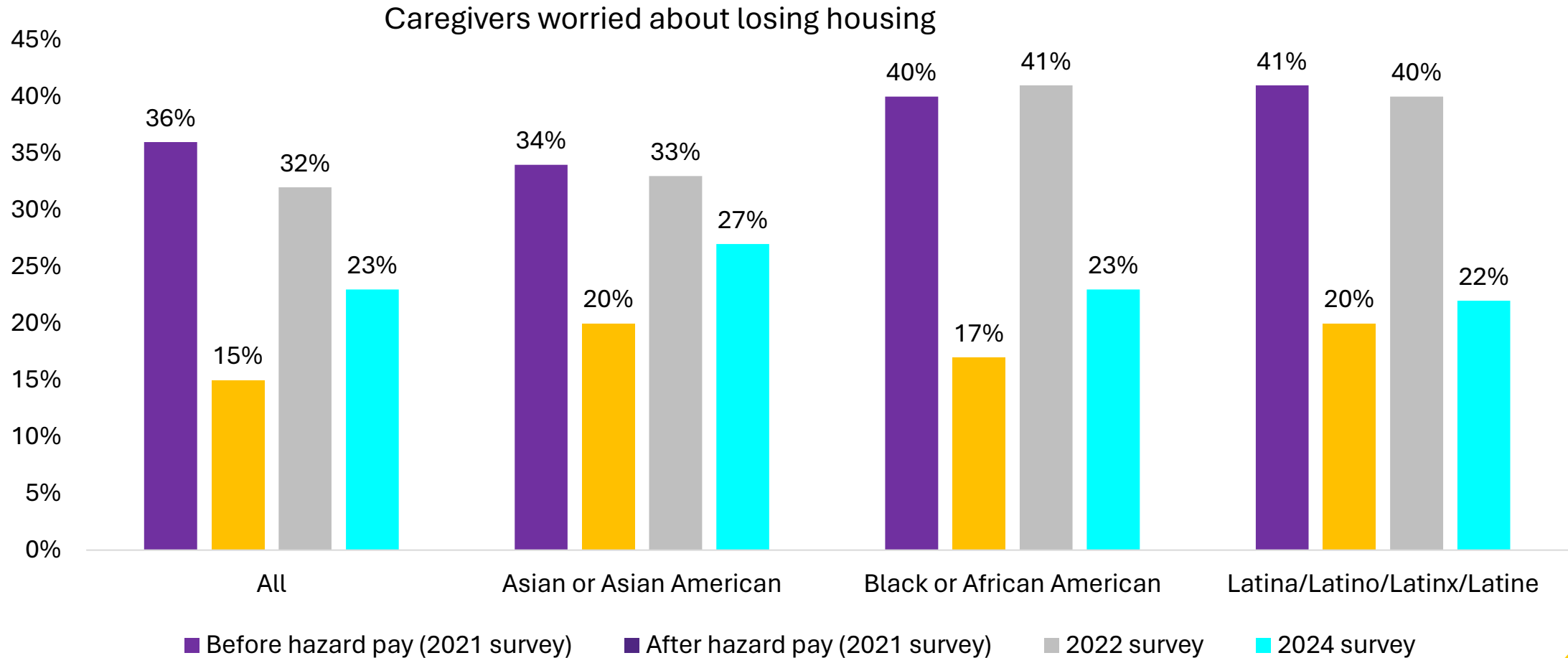
Caregivers, particularly Black and Latinx caregivers, are still struggling with food insecurity

Caregivers who ate less or skipped meals “always” or “very often” over the past 12 months due to financial issues



Source: SEIU 775 Member survey, May 2021; SEIU 775 Member survey, March 2022; and SEIU 775 Member survey, March 2024

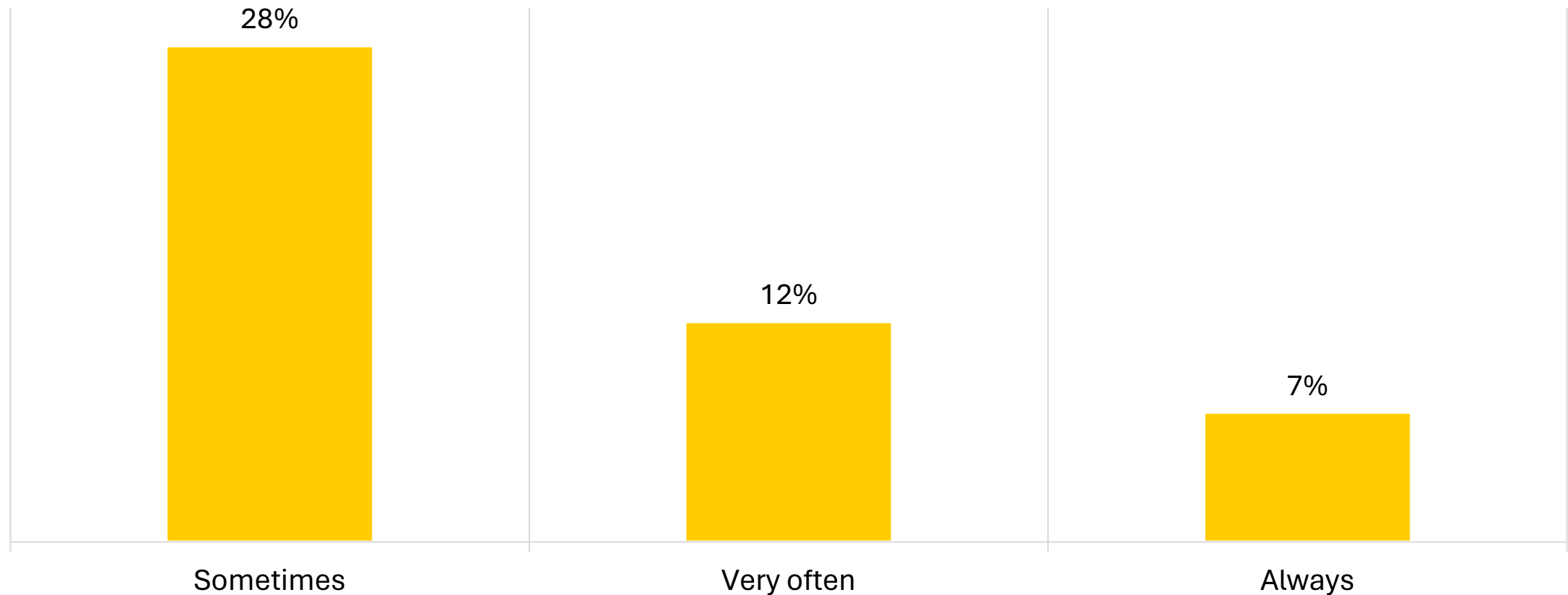
... and caregivers are still worried about losing housing



Source: SEIU 775 Member survey, May 2021; SEIU 775 Member survey, March 2022; and SEIU 775 Member survey, March 2024

In the last 12 months, 47% of caregivers who responded to the survey reported at least once missing payments for essential utilities like electricity and water.

Caregivers who reported missing payments on utilities in the last 12 months



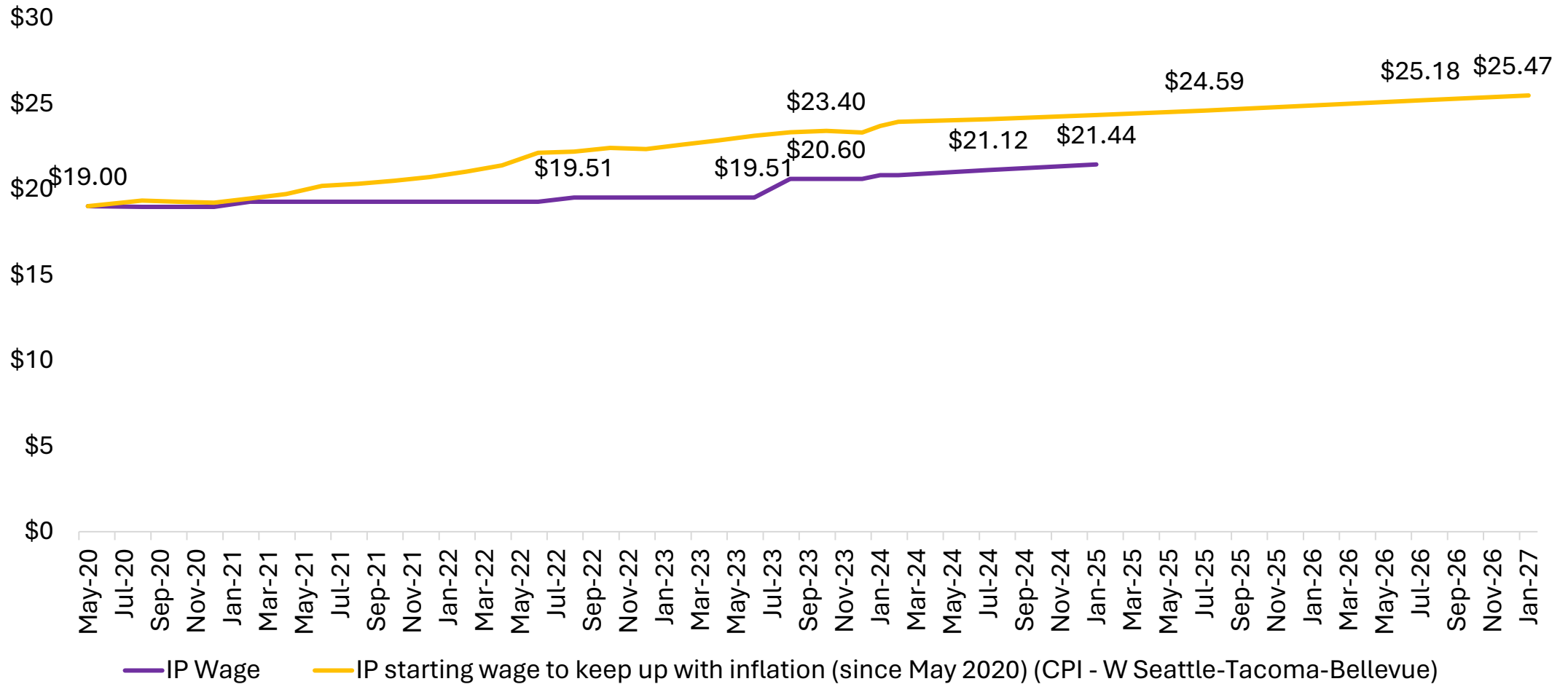
Source: SEIU 775 Member survey, March 2024

In the past 24 months, 429 (6%) of caregivers reported being unhoused and living outside, in a car, in a tent, in an overnight shelter, or temporarily in someone else's home.

Source: SEIU 775 Member survey, March 2024

Increase to IP starting wages needed to keep up with Inflation

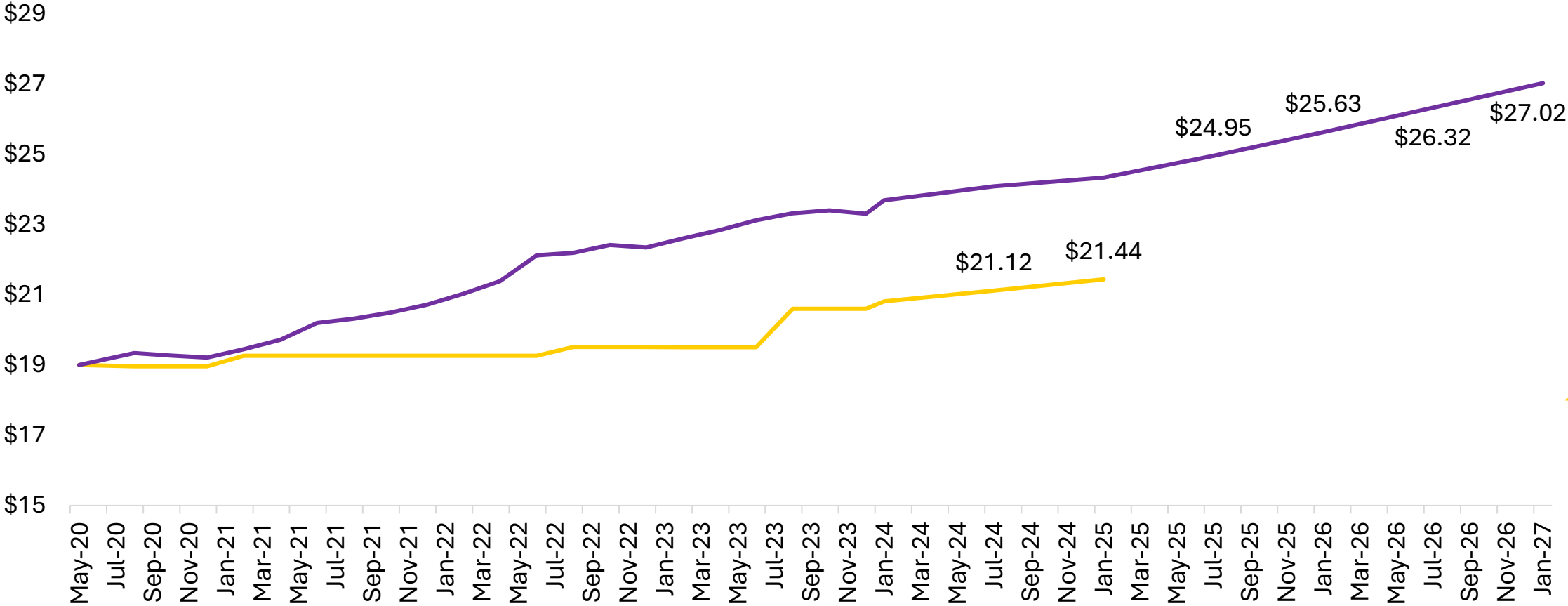
IP starting wage to keep up with inflation, May 2020 – January 2027



Source: Own elaboration with information from SEIU 775 Collective Bargaining Agreements, the Bureau of Labor Statistics, Consumer Price Index, Seattle area — 2023, 2022, 2021, & 2020 (visited Jan. 24, 2024). Washington State Economic and Revenue Forecast Council February 2024

IP starting wages keeping up with inflation plus 3% annual increase

IP starting wage to keep up with inflation and additional wage increases FY26 - FY27

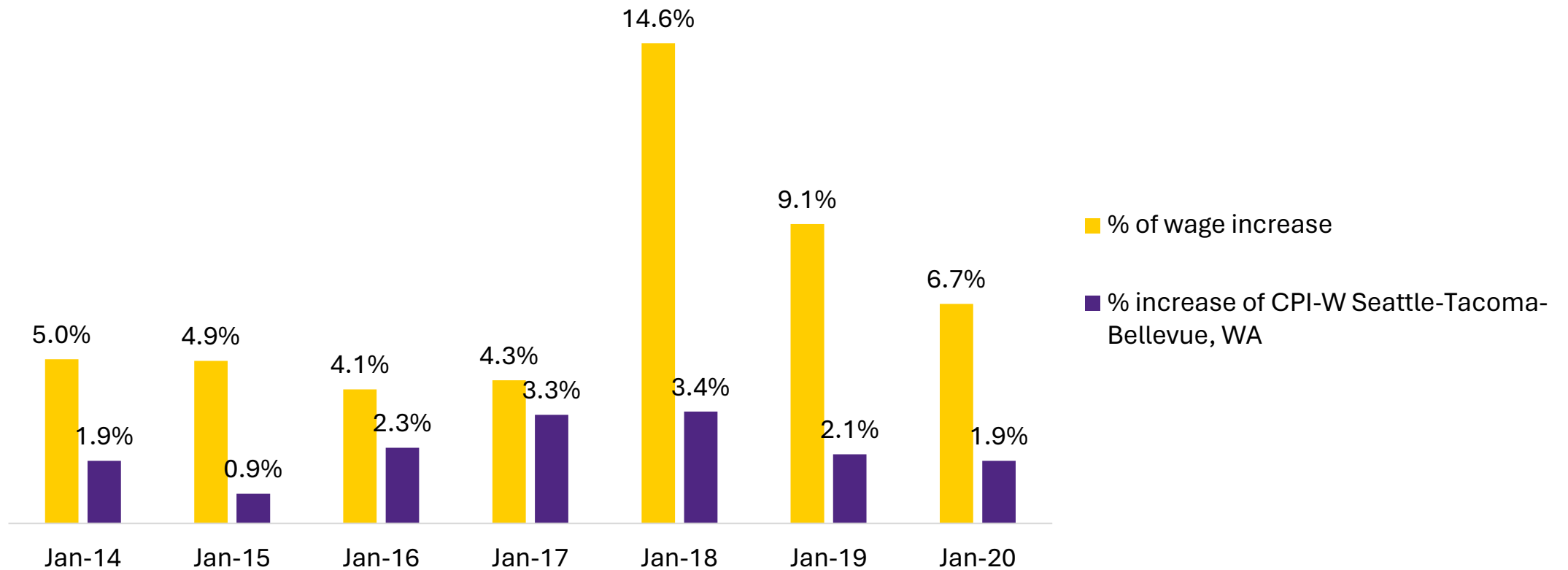


— IP starting wage Incl. Hazard Pay
— IP starting wage to keep up with inflation (since May 2020) (CPI - W Seattle-Tacoma-Bellevue) plus 3% annual increase

Source: Own elaboration with information from SEIU 775 Collective Bargaining Agreements, the Bureau of Labor Statistics, Consumer Price Index, Seattle area — 2023, 2022, 2021, & 2020 (visited Jan. 24, 2024). Washington State Economic and Revenue Forecast Council February 2024

Change in starting wages and inflation over time, January 2014 – January 2020

Change of wage increase compared with inflation



Source: own elaboration with information from BLS and Collective Bargaining Agreements between the State of Washington and SEIU 775

Stable Workforce: Recruitment and Retention

RCW 41.56.465(1)(e) and RCW 41.56.465 (5)(b)(ii)

Washington's population is aging

- In 2020, there were about 1,253,800 people ages 65 and older.
 - This represented **16%** of Washington's total population.
- By 2050, OFM forecasts that the elderly population will reach 2,299,700.
 - This represents **23%** of the state's total population.
- *Most of the growth will occur between now and 2030.*

Source: "State's of Washington Forecast of State Population," Office of Financial Management, March 2023. https://ofm.wa.gov/sites/default/files/public/dataresearch/pop/stfc/stfc_2022.pdf

The highest increase will be for the adult population 85+

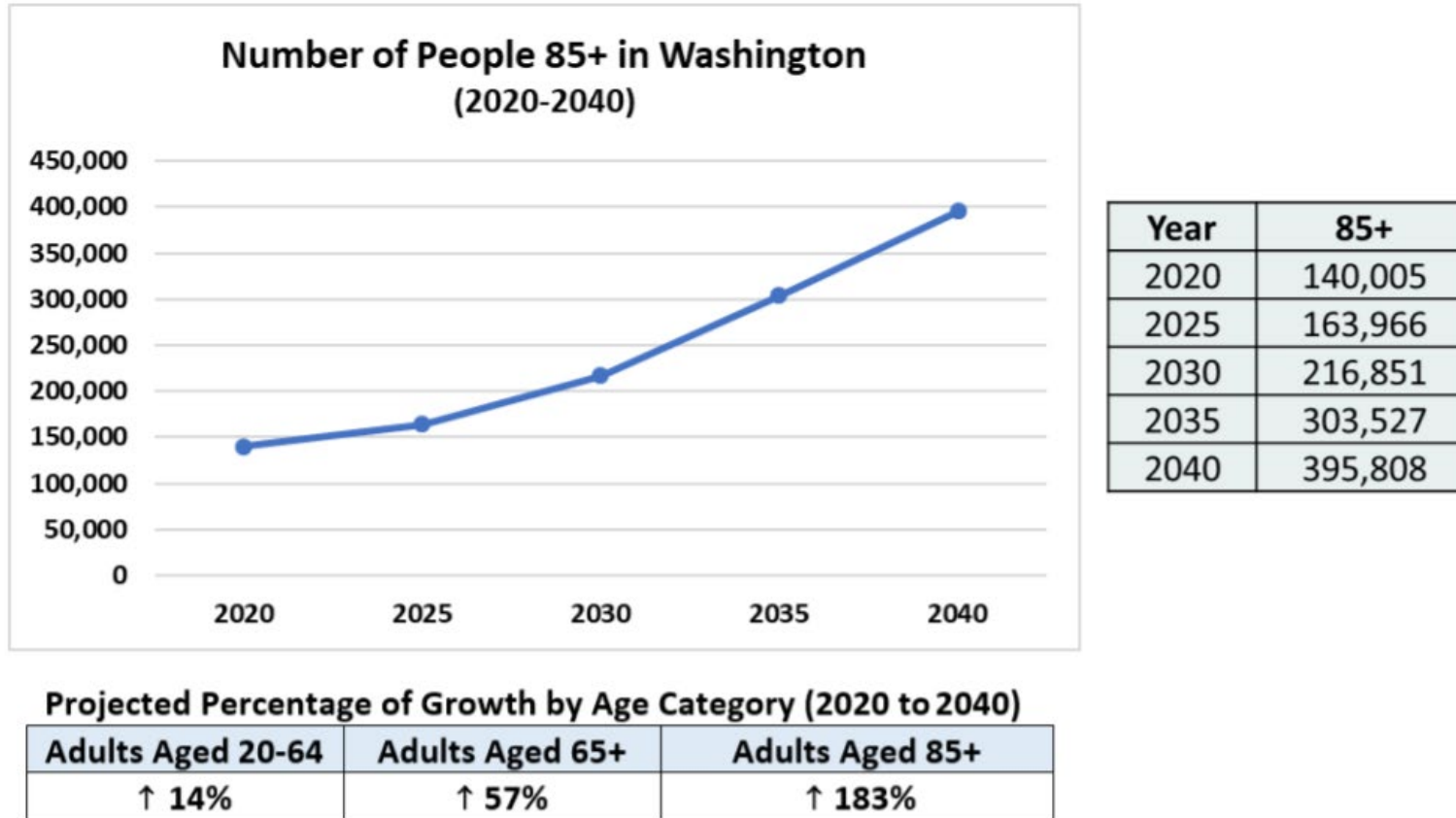
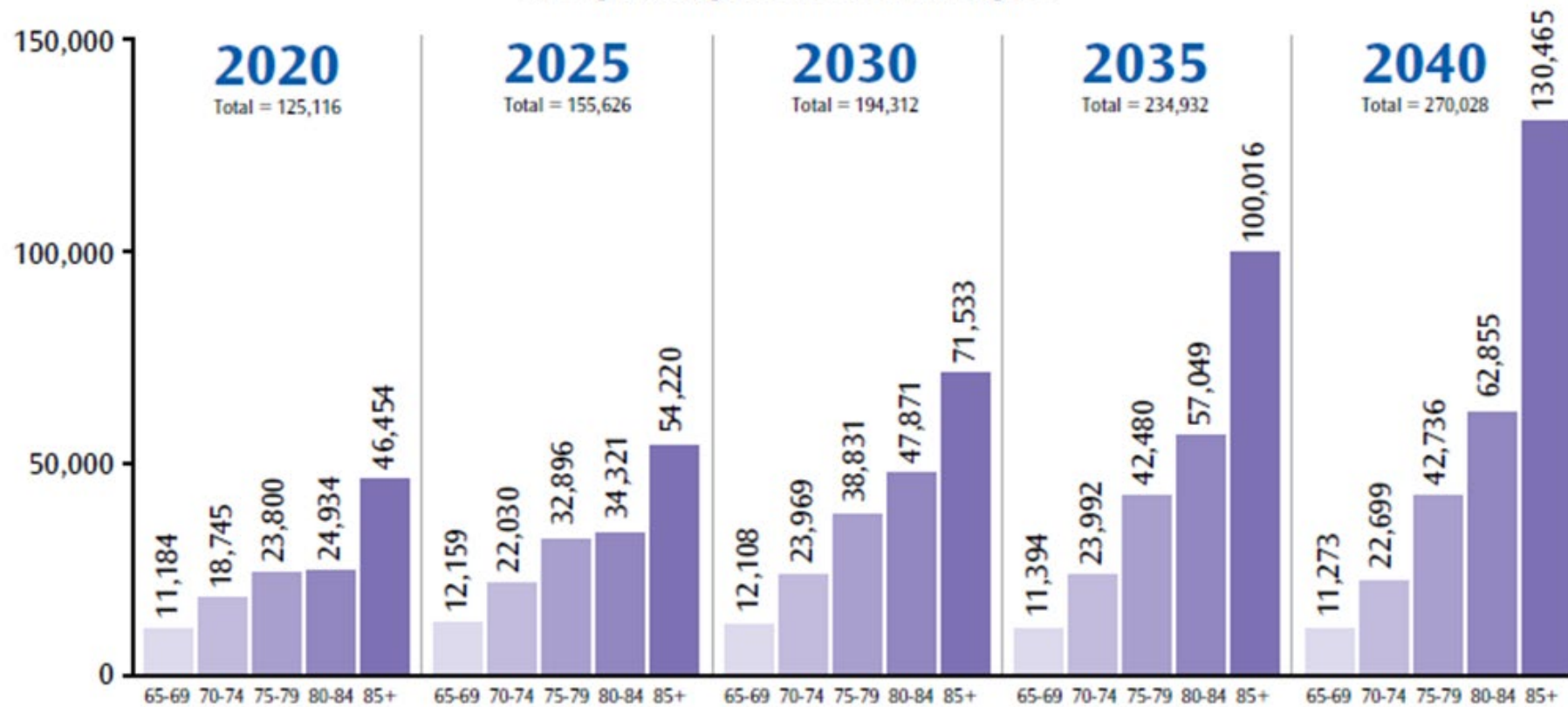


Figure 4. Twenty-two percent of people age 85 and older need assistance with personal care tasks. The projected population of Washingtonians age 85 and older is expected to grow by 183% between 2020 and 2040. Data source: <https://www.ofm.wa.gov/tags/age-data> (ofm_pop_age_sex_race_projections_2010_to_2040)

Source: "Long-term Care Workforce Development Final Report," 2019 BUDGET PROVISIO ESHB 1109 NURSING CARE QUALITY ASSURANCE COMMISSION, June 2021. <https://nursing.wa.gov/sites/default/files/2022-06/2021LTCWorkforceDevelopmentReport.pdf>

Care needs are growing along with the aging population

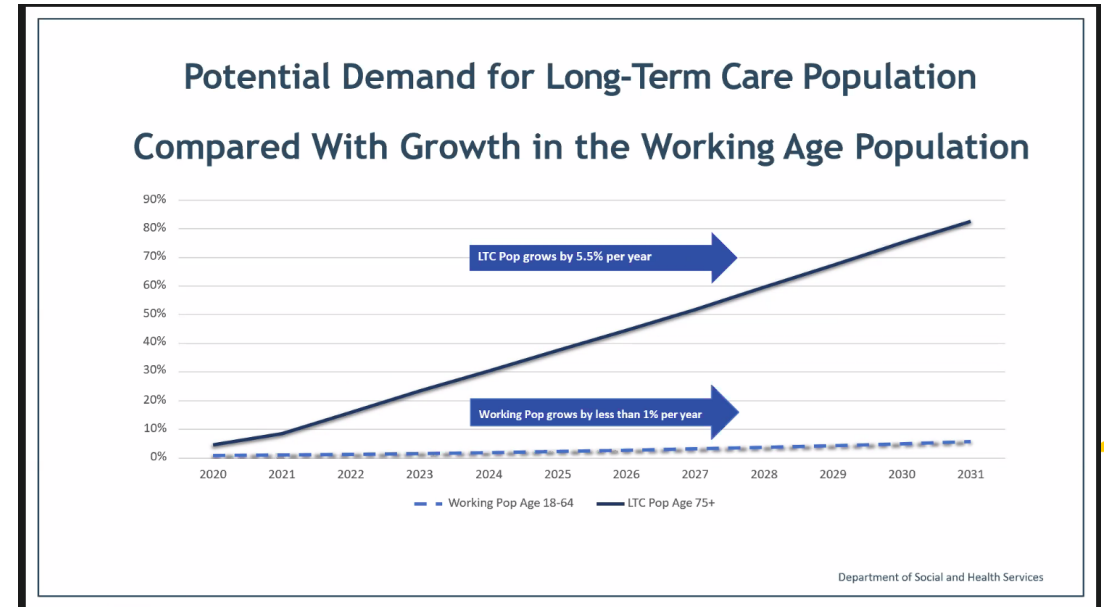
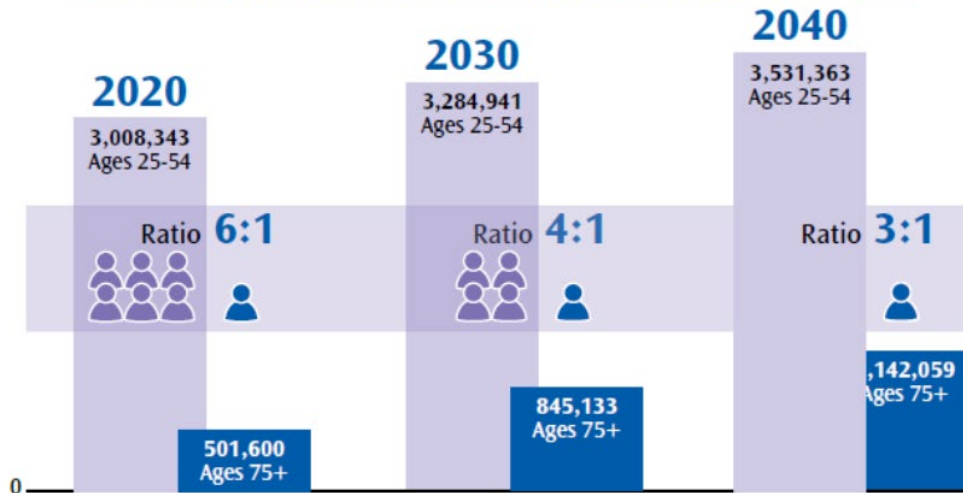
Forecast Number of Persons with Dementia
Among Washington State Residents Age 65+



Source: "Washington State Plan on Aging - October 1, 2023 through September 30, 2027," DSHS, 2023. <https://www.dshs.wa.gov/sites/default/files/ALTA/stakeholders/documents/agingplan/WA%20State%20Plan%20on%20Aging.pdf> DSHS presentation before 2024 RSB, April 24, 2024.

There are not enough caregivers to take care of our aging population

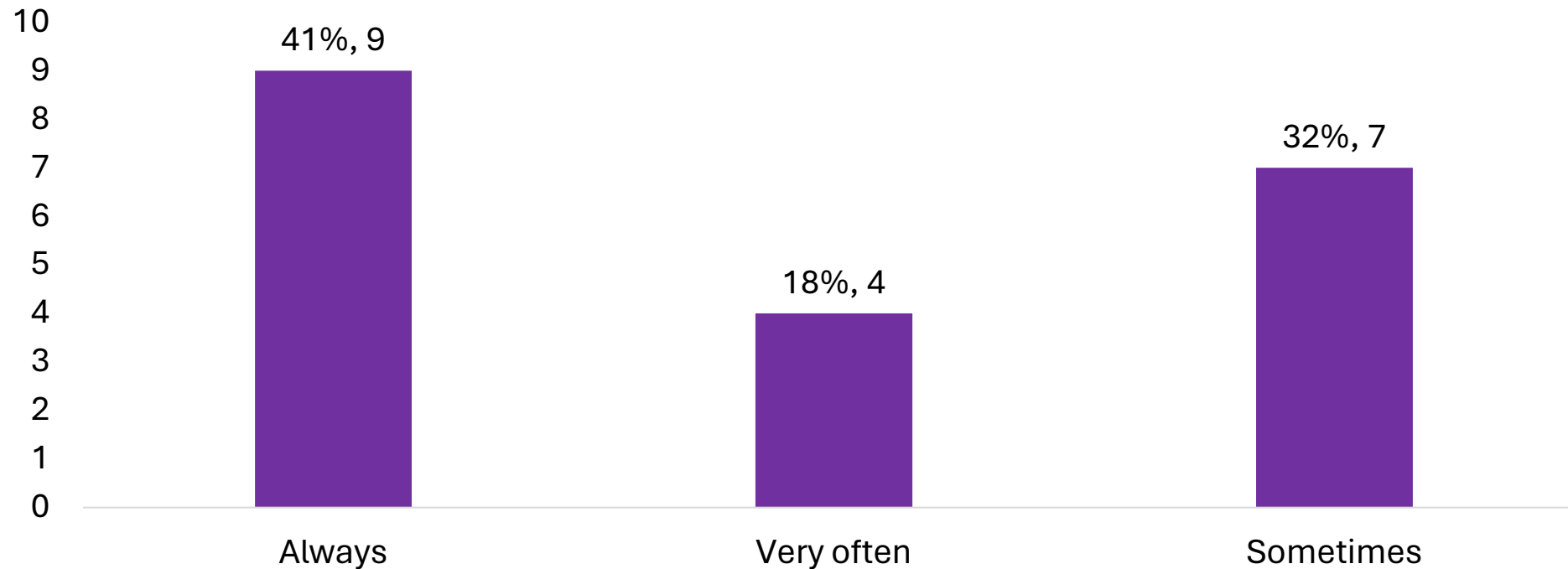
The Rapidly Growing Size of the Age 75+ Population Relative to Younger Adults Will Greatly Exacerbate Current LTSS Workforce Challenges



Source: "Washington State Plan on Aging - October 1, 2023 through September 30, 2027," DSHS, 2023. <https://www.dshs.wa.gov/sites/default/files/AL TSA/stakeholders/documents/agingplan/WA%20State%20Plan%20on%20Aging.pdf>, and DSHS presentation before 2024 RSB, April 24, 2024.

90% of Agencies struggle to fill open positions

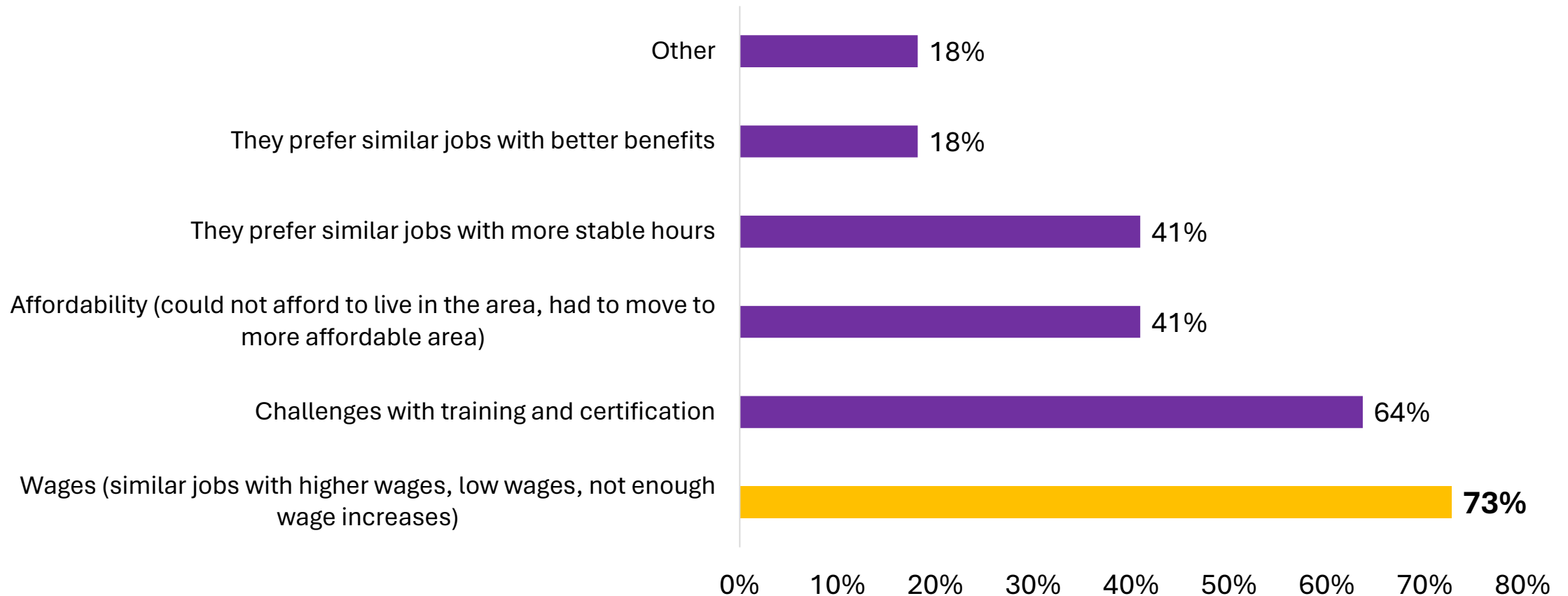
Percentage of agencies having difficulties filling open positions, 2024.



Source: SEIU and WA Home Care Coalition survey, March 2024 and SEIU and WA Home Care Coalition survey, February 2022.

Wages impact agencies' ability to retain newly hired workers

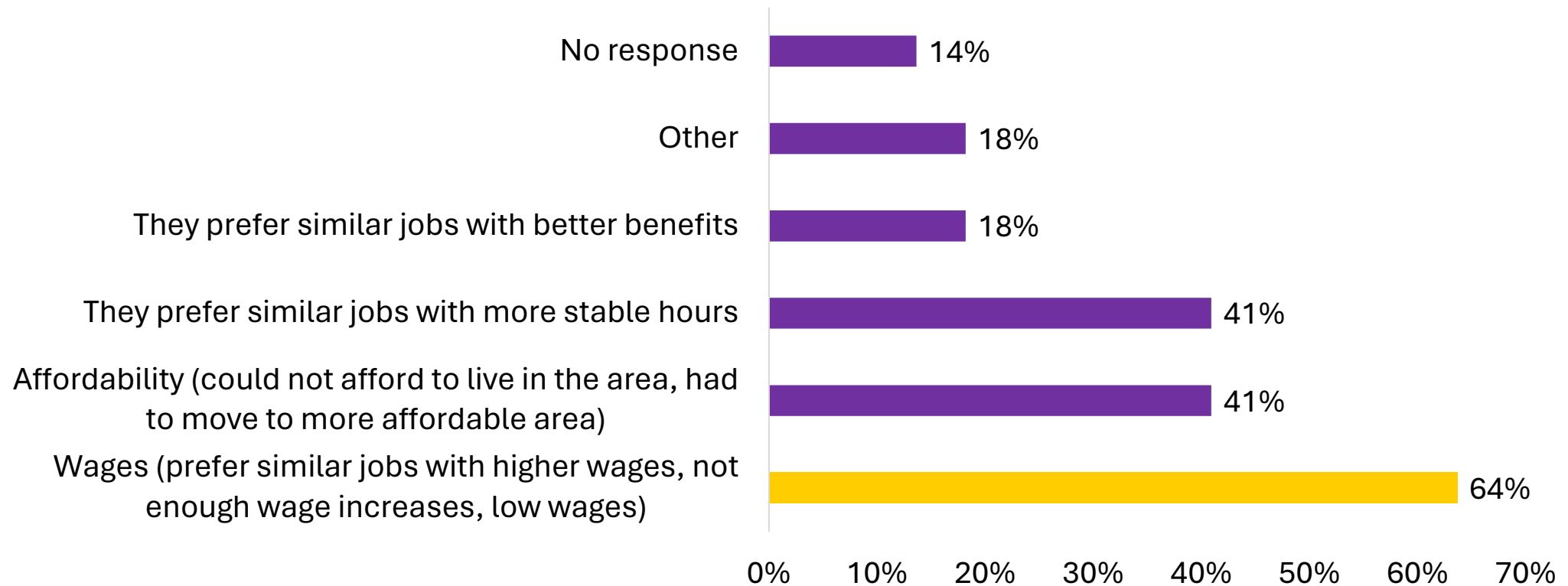
Difficulty retaining newly hired workers



Source: SEIU and WA Home Care Coalition survey, March 2024.

Wages and the cost of living are driving more experienced caregivers out of the homecare workforce

Difficulty retaining experienced homecare workers

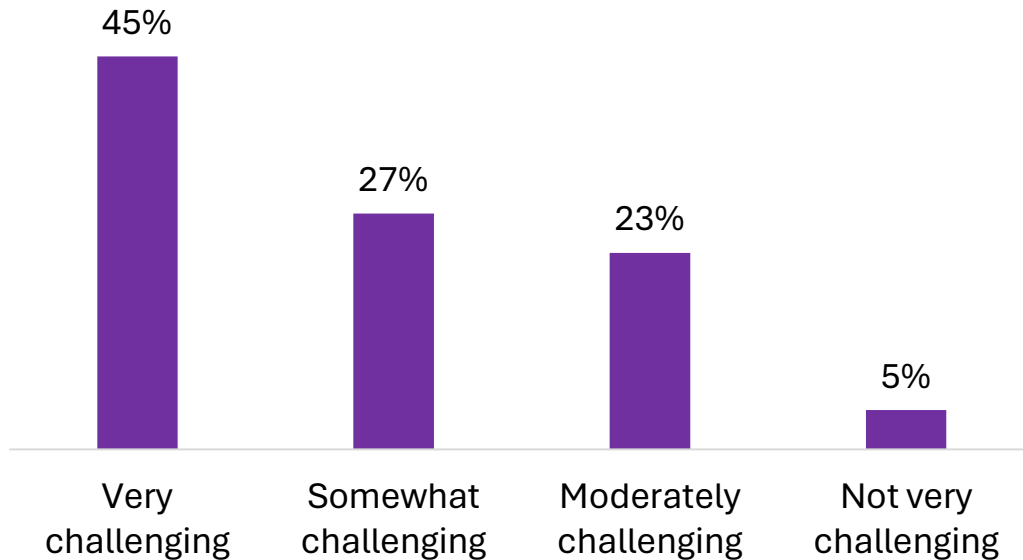


Source: SEIU and WA Home Care Coalition survey, March 2024.

72% of agencies are struggling to provide authorized Medicaid hours

2024 survey question:

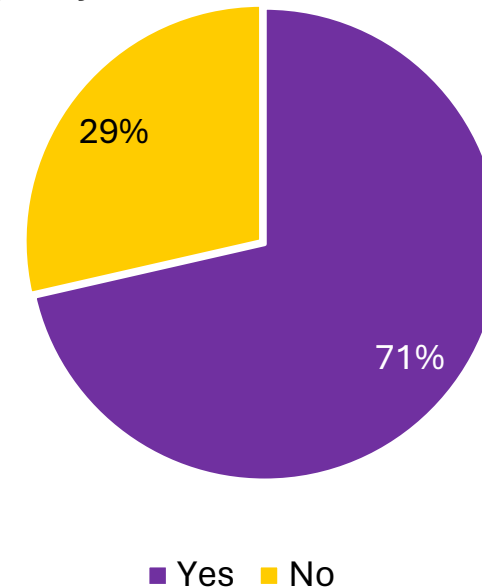
Over the past 12 months, how challenging has it been for the agency to provide all authorized home care Medicaid hours due to workforce shortages?



Source: SEIU and WA Home Care Coalition survey, March 2024.

2022 survey question:

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?



Source: SEIU and WA Home Care Coalition survey, March 2022

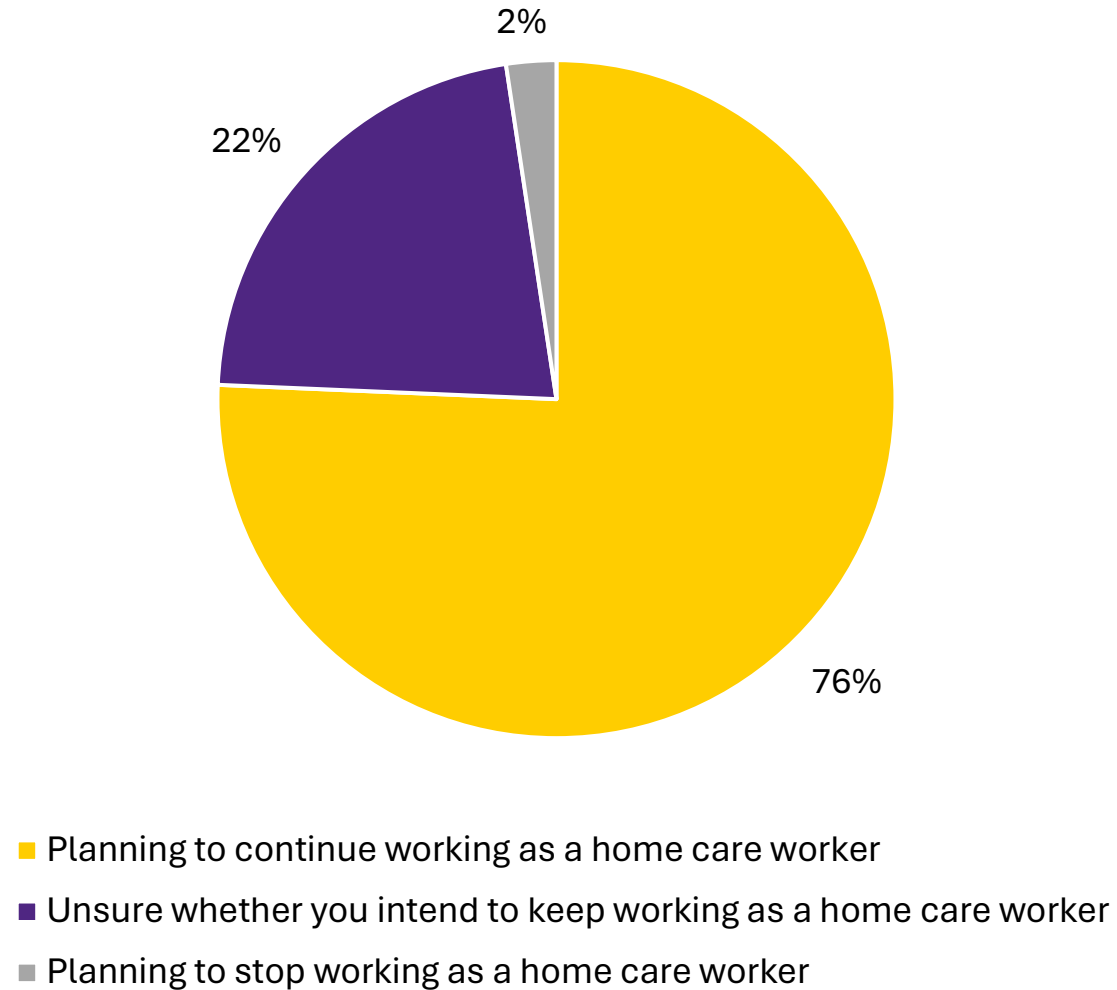
The result is long waits to begin services, gaps in care, long lengths of stays in institutions, and a lack of choice in how and where individuals receive needed long-term services and supports.

*“Direct care providers are experiencing severe workforce shortages as demand for services increases. **The result is long waits to begin services, gaps in care, long lengths of stays in institutions, and a lack of choice in how and where individuals receive needed long-term services and supports.**”*

*For individuals needing an in-home personal care provider, depending on geographic location, they are currently **waiting on average 60 days for a paid in-home care provider. In many areas, the wait can be up to four months, and in some remote areas, we have clients waiting over nine months.** This is unprecedented and alarming. Prior to the pandemic, the wait time for an in-home care provider was on average two to three weeks.”*

WA Department of Social and Health Services, 2023.

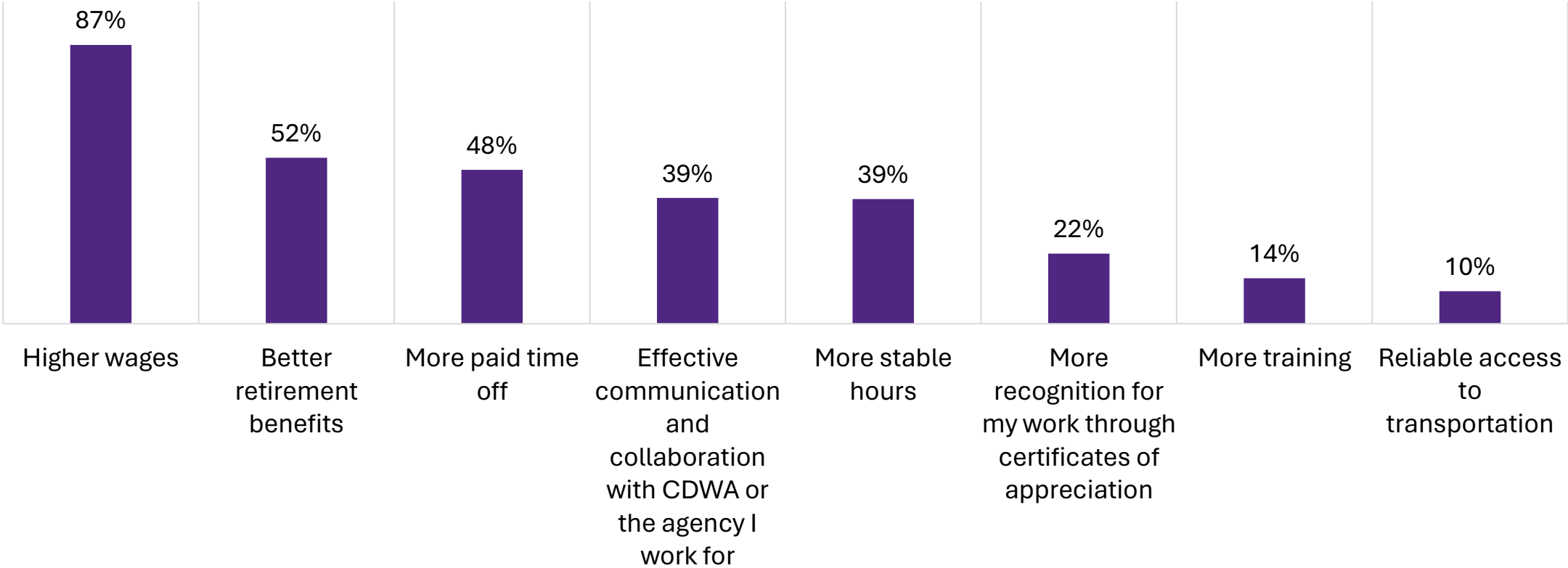
Retention: 76% of caregivers reported planning to continue working as a caregiver over the next year.



Source: SEIU 775 Member survey, March 2024

Retention: 87% of caregivers who responded that they were considering or planning to leave the workforce would be willing to stay for higher wages.

Caregivers considering or planning to leave the workforce would be willing to keep working as a home care worker if they had:

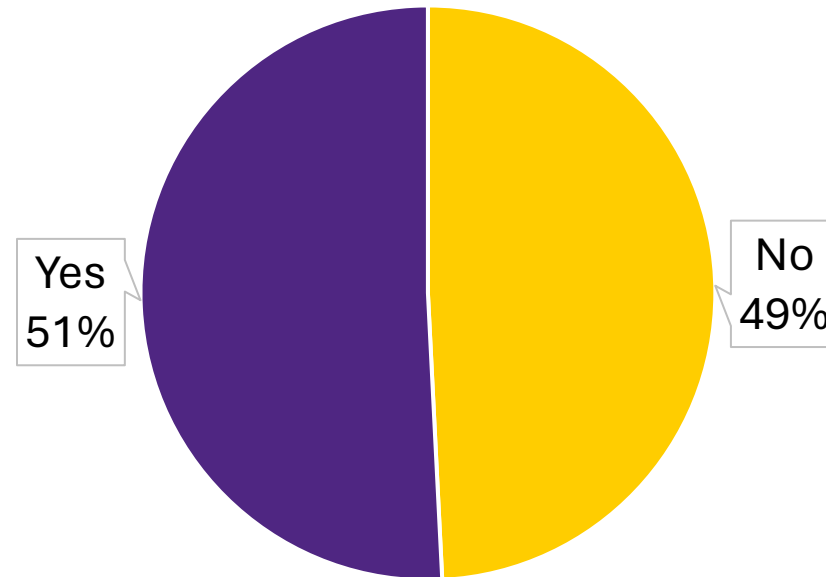


Source: SEIU 775 Member survey, March 2024



Retention: Family Caregivers

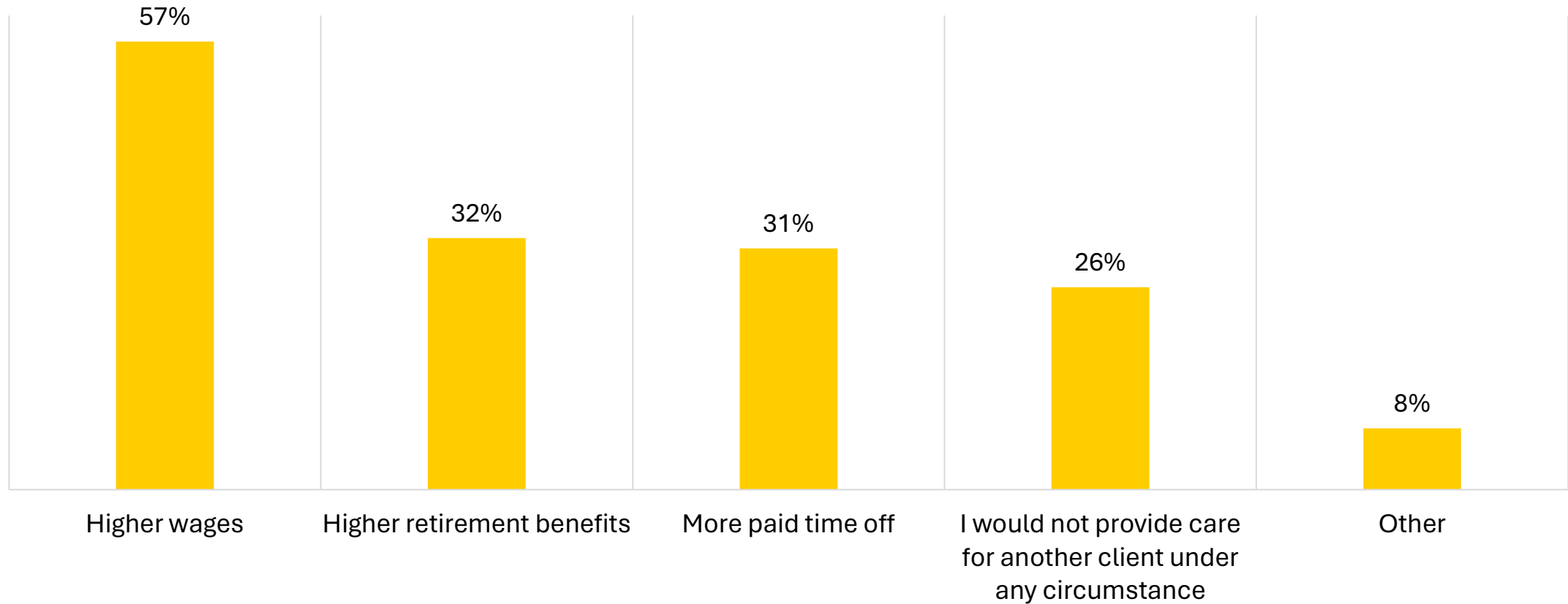
If your family member did not need care, do you think that – under your current employment conditions– you would provide paid care for another client?



Source: SEIU 775 Member survey, March 2024

Family Caregivers: 57% of caregivers who responded they were not willing to provide care to another client other than their family member would consider doing so for higher wages.

Family caregivers willing to provide care to a client other than a family member



Source: SEIU 775 Member survey, March 2024

Comparables

RCW 41.56.465 (5)(a)(i)

RCW 41.56.465 (5)(b)(i)

Appropriate 5(a)- Comparables

- ✓ Wages cover the same time period
- ✓ Similar size workforce
- ✓ Wages are statewide not county by county
- ✓ Similar cost of living
- ✓ Similar state economy

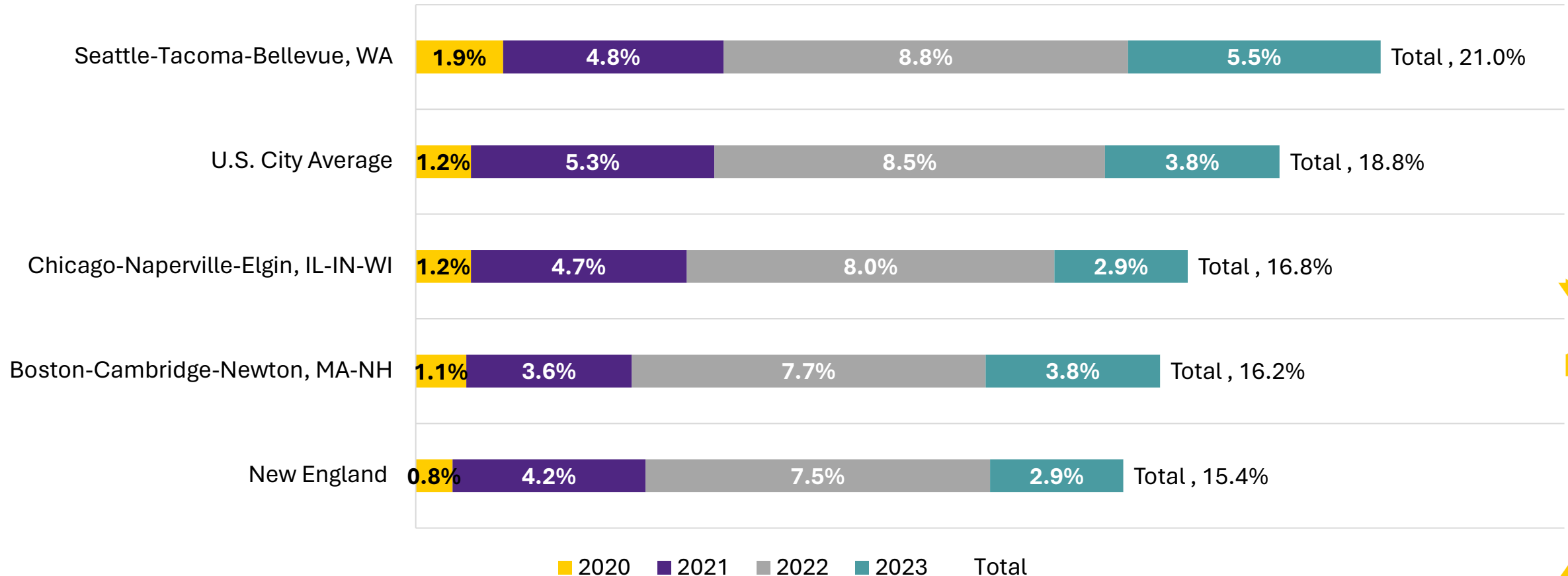
Comparables

State or Area	Time Frame for wage	Wage (per hour)	Adjusted by Regional Price Parities (compared to WA state)	# of Home Care Workers (Bargaining unit)
Massachusetts	July 1, 2025 (FY2026)	\$20.00 (starting wage)	\$20.19	58,000
		\$22.40 (highest step in wage scale)	\$22.61	
		\$20.36 (weighted average)	\$20.55	
Connecticut	January 1, 2026 (FY2026)	\$23.00	\$23.88	11,500
Illinois	June 30, 2027 (end of contract)	\$20.75 (Starting wage)	\$22.63	34,000
		\$24.75 (seniority wage)	\$26.99	

Minnesota's and Oregon's contracts don't go past FY 25



Comps: Annual Change in CPI-W, All Items



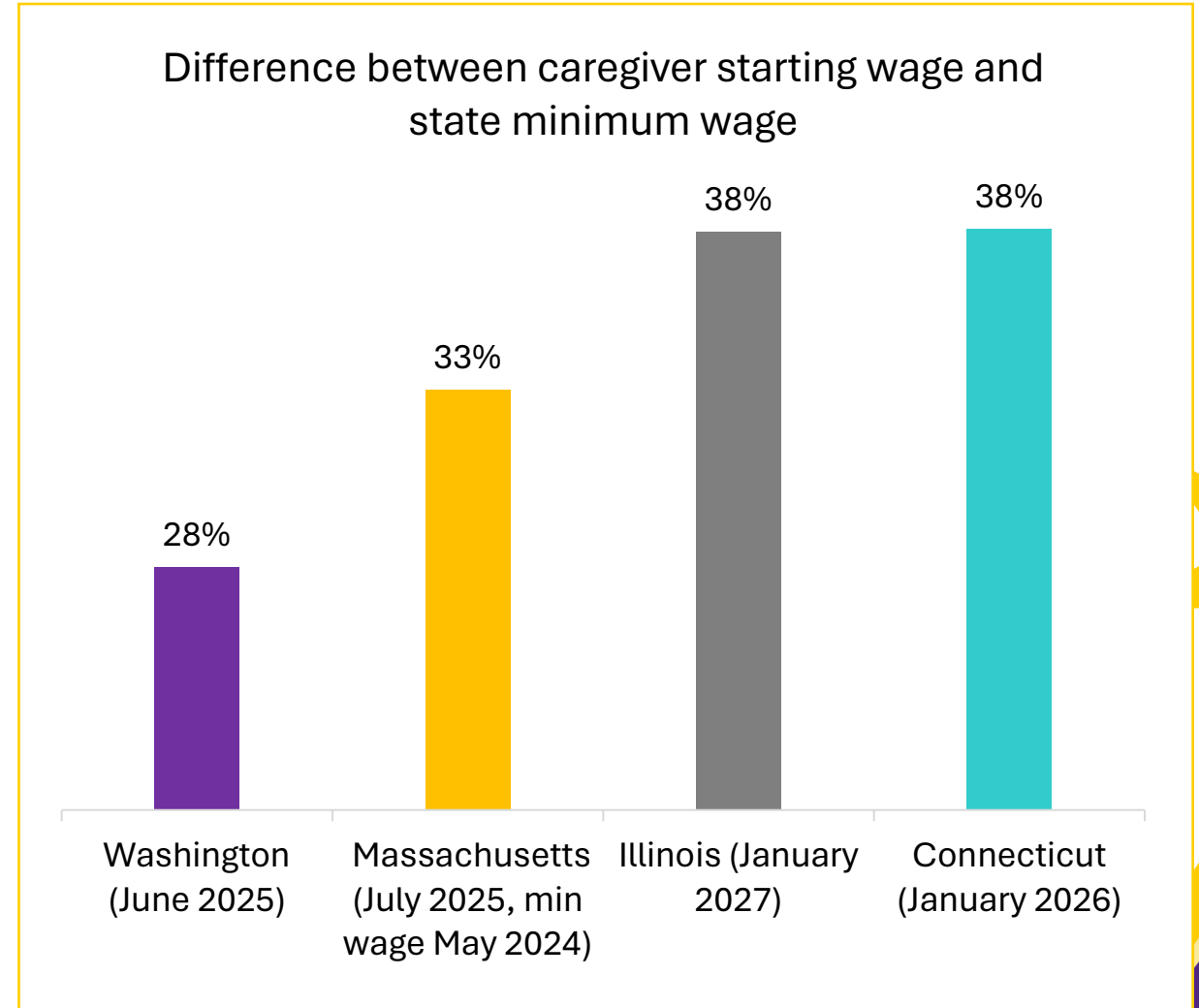
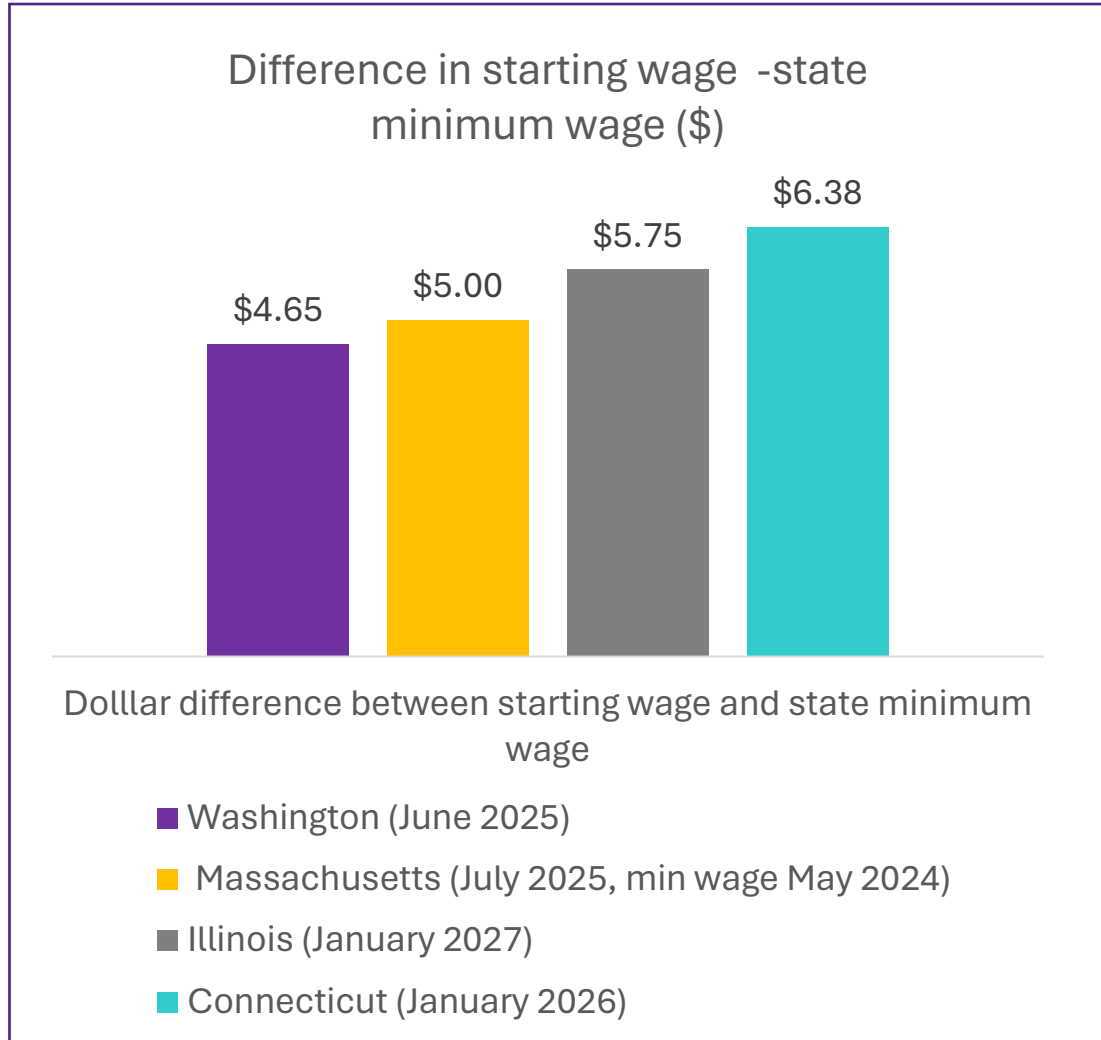
Source: Consumer Price Index for Urban Wage Earners and Clerical Workers (CPI-W) Customized Tables Tool

When adjusted for inflation, between 2020 and January 2024, real wages for IPs in WA have decreased, while they have increased in other comparable states

Inflation - comps	PCA Wages May 2020	PCA Wages January 2024	PCA Real wage, January 2024 (adjusted for inflation, May 2020)	PCA real wage increase May 2020 – Jan 2024 (adjusted for inflation, May 2020)
Massachusetts	\$15.40	\$19.00	\$16.03	4%
Connecticut	\$15.85	\$18.25	\$15.37	-3%
Illinois	\$14.00	\$17.75	\$14.86	6%
Washington starting IP wage	\$19.00	\$20.81	\$16.79	-12%



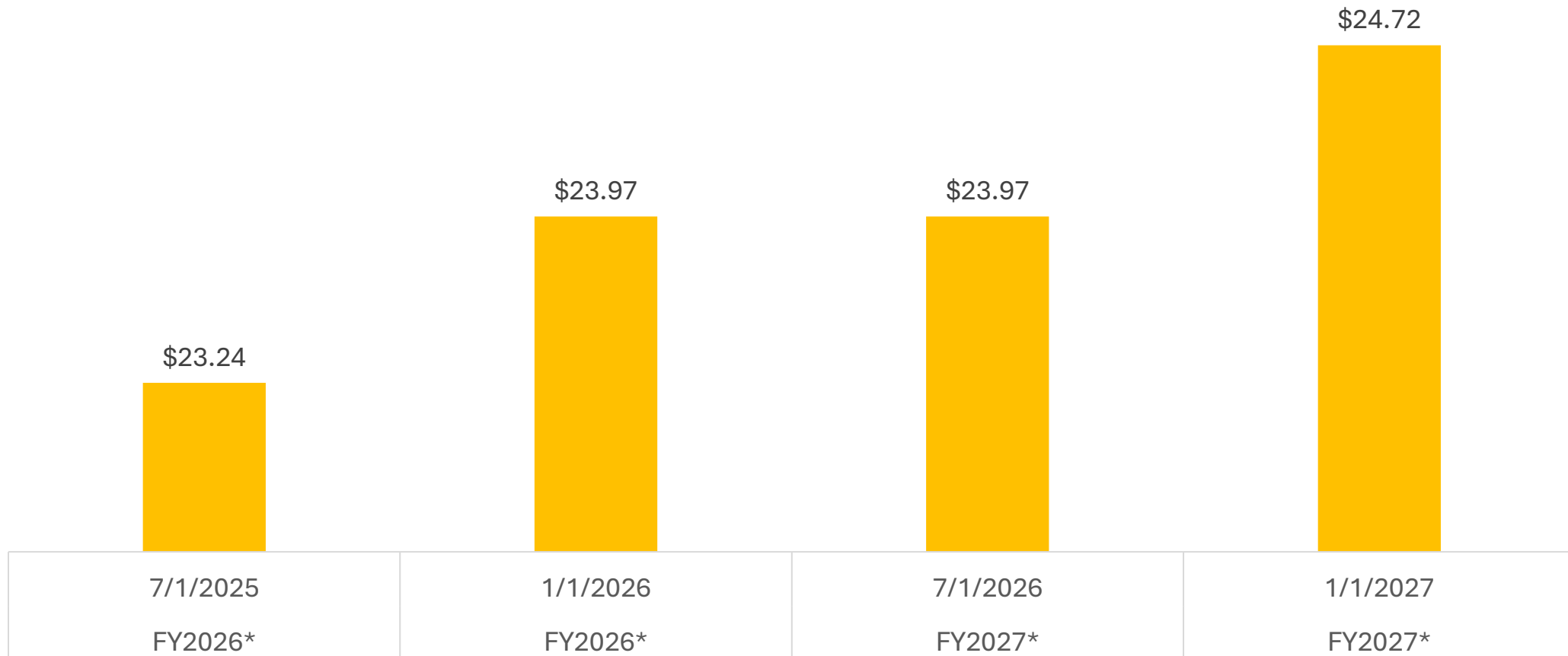
How wages in other states compare to their state minimum wage



Source: own elaboration with information from each state's CBA and state minimum wage laws

Estimated caregiver wage in WA – 38% Above the minimum wage

Estimated IP starting wage in WA to be 38% above the minimum wage



Source: own elaboration with information from each state's CBA and state minimum wage laws

Wages in Washington: State employees

Job Title	Pay Rate Range	Weighted Hourly Wage	Weighted Average Monthly Salary
NURSING ASSISTANT DEPARTMENT OF CORRECTIONS (TEAMSTERS)	\$23.60 - \$31.55	\$30.04	\$5,457
MENTAL HEALTH TECHNICIAN 2	\$22.84 - \$30.70	\$27.14	\$5,240
ATTENDANT COUNSELOR 2	\$20.80 - \$27.83	\$25.20	\$4,947
NURSING ASSISTANT(WFSE)	\$20.33 - \$27.14	\$25.84	\$4,811
OCCUPATIONAL THERAPY ASSISTANT 1	\$18.93 - \$25.20	\$24.61	\$4,496
DEVELOPMENTAL DISABILITY CASE / RESOURCE MANAGER TRAINEE	\$20.33 - \$27.14	\$24.61	\$4,282
INDIVIDUAL PROVIDER (Jan. 2024)	\$20.81 - \$23.63	\$21.98	Starting Wage: \$2,548 Weighted Average Wage: \$2,691

Sources: [Classified Job Listing](#), Washington Office of Financial Management and Washington Federation of State Employees and WA State [CBA 2023 - 2025](#)
Own elaboration of the IP Consumer-Direct-Washington-[2023-2025-CBA](#)



Other Job Postings For Occupations in WA

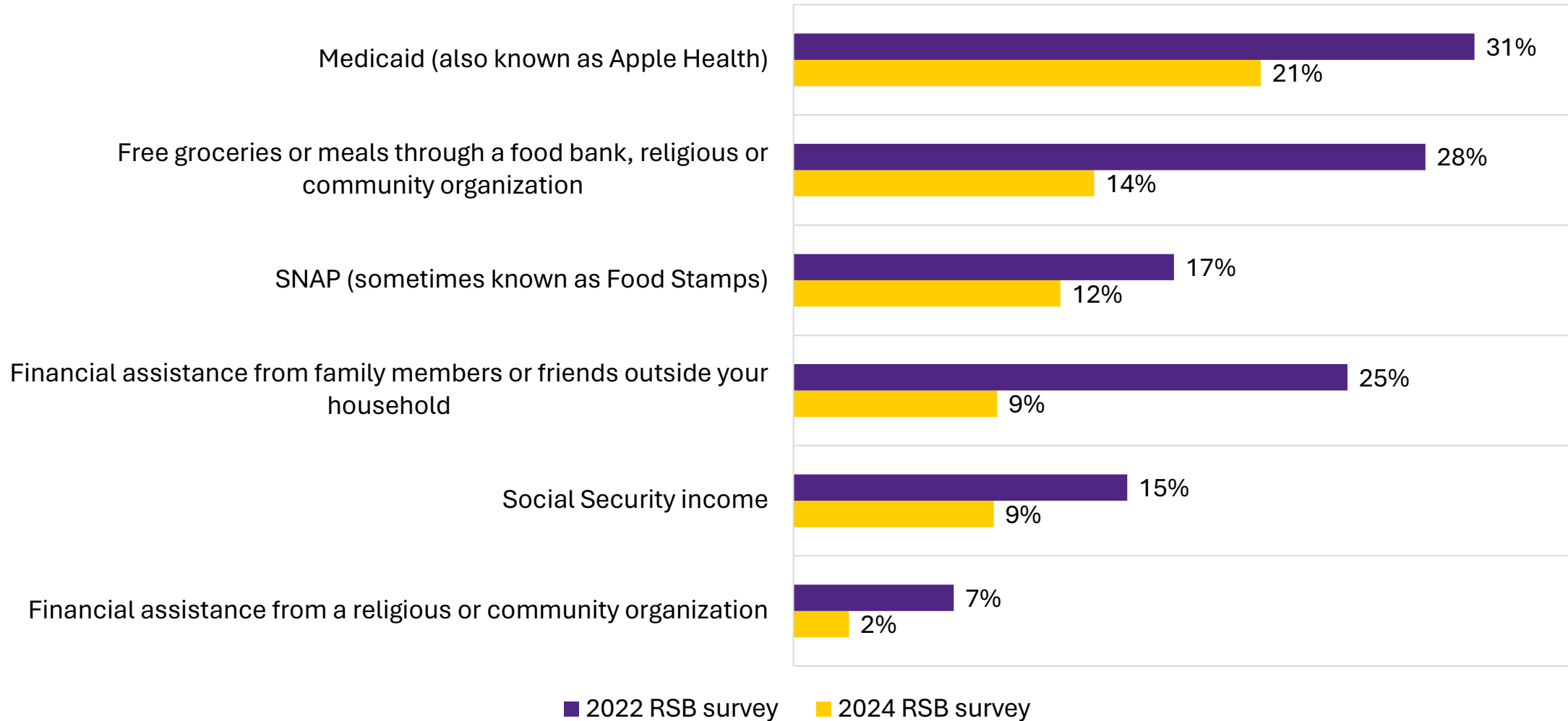


Job Posting	Company	Wage	City
Kitchen	Zeeks Pizza	\$22/hour	Seattle
Crew Member	Jersey Mike's Subs	\$21.50 - \$22.50/ hour	Redmond
Custodian - Hourly	Archdiocese	\$20 - \$28 / hour	Seattle
Barista	Starbucks	\$20.25 - \$22.99/hour	Seattle
Team member	Shake Shack	\$23/hour	Seattle
Team Member	Whole Foods	\$20.50 - \$25.12/ hour	Seattle
Delivery Driver	Amazon	\$23.25 - \$26.00/hour	Tukwila
Cleaning Jobs	Homeaglow	\$20 - \$28/ hour	Seattle
Team member	Pagliacci Pizza	\$22- \$28/ hour	Seattle

Public Assistance

RCW 41.56.465 (5)(b)(iv)

Public Assistance



Source: SEIU 775 Member survey, March 2022; and SEIU 775 Member survey, March 2024

What it takes to move people off from public assistance without having them end up with less income...

- Eligibility for many public assistance program for caregivers depends in a myriad of factors:
 - Wages
 - Household size
 - Hours worked
 - The specific public assistance program income limits (usually tied to federal poverty levels)
- Caregivers' income is a combination of their wages and benefits. Thus, higher wages might affect their eligibility for public benefits - and that doesn't always translate to a higher income (PHI). When that happens, caregivers experience a “**benefit cliff**”.

Example: projected hourly wage needed to break even after not qualifying for SNAP

Estimated wage to break even, SNAP (122 hours per month)	Jan-24	Jan-25	Jan-26	Jan-27
Household of two	\$32.16	\$32.99	\$33.68	\$34.49
Household of one	\$22.88	\$23.47	\$23.96	\$24.54

Source: own elaboration with information from [Washington state's Basic Food program](#), [Benefits.gov](#), [SEIU 775 and CDWA Collective Bargaining Agreement 2023 – 2025](#). To get the estimate per hourly wage for 2024, we took the monthly income eligibility threshold for SNAP and add then add the estimated value of the benefit. We then divided it by the average number of hours work IPs work per month. To estimate the years 2025 – 2026 hourly wages, we used the same method, but applied inflation increases.

A living wage for home care workers...



2024 and beyond

Statewide average projected	2023	2024	2025	2026	2027
Single adult wage	\$23.04	\$23.85	\$24.71	\$25.62	\$26.59
Single adult & 1 child	\$33.40	\$34.58	\$35.82	\$37.14	\$38.54

- These are conservative projections
- \$20.50 was the living wage for a single adult in 2020, was projected to be \$23.17 by 2025. Already \$24.17 in 2023

Alliance for a Just Society 

Wrapping up...

IP starting wage	FY26 IP starting wage (July 2025)	FY27 IP starting wage (January 2027)
Wage increase to go back to May 2020 purchasing power	\$24.59	\$25.47
Wage increase to go back to May 2020 purchasing power + 3% annual wage increase	\$24.95	\$27.02
Wage for caregivers currently receiving SNAP to “break even” and get off SNAP (1 member household, 122 monthly hours)	\$23.47	\$24.54
Wage for caregivers currently receiving SNAP to “break even” and get off SNAP (Two-member household, 122 monthly hours)	\$32.99	\$34.49
Living wage (1 member household)	\$24.71	\$26.59
Living wage (Two-member household, one adult and a school aged kid)	\$35.82	\$38.54

Wage proposal



IP starting wage	FY26 IP starting wage (July 2025)	FY27 IP starting wage (January 2027)
Wage increase to go back to May 2020 purchasing power + 3% annual wage increase	\$24.95	\$27.02
Living wage (1 member household)	\$24.71	\$26.59

Thanks!

TAB 8

	Washington	Colorado	Minnesota	Massachusetts	Oregon	Connecticut
Agreement type	Statewide agreement	Direct Care Workforce Stabilization Board	Statewide agreement	Statewide agreement	Statewide agreement	Statewide agreement
Number of Represented Employees	50,000+	NA	35,000+	58,000+	22,000+	12,000+
Wage Range	\$20.81-\$23.63 Lowest to highest current wages based upon accumulation of hours worked	\$15.00	<ul style="list-style-type: none"> Effective 01/01/2024 minimum hourly rate is \$19.00 Effective 01/01/2025 minimum hourly rate is \$20.00 	April 1, 2025 \$20 - \$22.49	Beginning January 2024, \$19.50 Beginning July 2024, \$19.50-\$23.50 wage scale based on accumulated hours worked	\$18.25 No Range, incremental increase in minimum pay FY 2026, \$23/hour
State Minimum Wage	\$16.28 Seattle - \$19.97 Tukwila - \$20.29	\$18.29 2025 \$18.29 + Consumer Price Index	\$14.00 2025 \$15.00	\$15.75 2025 \$17.00	\$14.70 Portland - \$15.95 2025 Rate adjusted by Consumer Price Index Portland - +\$1.25 over standard	\$15.69
Average pay for entry level jobs via Indeed.com	Sales - \$18.33 \$13.25-\$25.36 Food Service – \$19.49 \$15.05 - \$25.23	Sales - \$16.57 \$12.57-\$21.85 Food Service – \$18.96 \$12.56 - \$28.61	Sales - \$15.88 \$10.80-\$23.36 Food Service – \$17.00 \$11.95 - \$24.16	Sales - \$16.62 \$11.39-24.26 Food Service – \$18.54 \$12.55 - \$27.39	Sales - \$17.09 \$13.41 - \$21.79 Food Service – \$17.58 \$11.48 - \$26.90	Sales - \$16.88 \$12.96 - \$21.99 Food Service – \$17.38 \$12.79 - \$23.62
Home Health Aide Supply (LTSS Score Card)	24.2 workers per 100 adults with a self-care disability	30.1 workers per 100 adults with a self-care disability	38.7 workers per 100 adults with a self-care disability	31.9 workers per 100 adults with a self-care disability	23.7 workers per 100 adults with a self-care disability	28.5 workers per 100 adults with a self-care disability
LTSS Worker Wage Competitiveness (LTSS Score Card) - measures the gap between the	-\$2.48 short of other occupations	-\$2.66 short of other occupations	-\$3.64 short of other occupations	-\$1.95 short of other occupations	-\$2.74 short of other occupations	-\$2.97 short of other occupations

	Washington	Colorado	Minnesota	Massachusetts	Oregon	Connecticut
median hourly wage of direct care workers and other occupations with comparable or lesser entry requirements						
Nursing Home Population 2023 data https://www.statista.com	13,177	14,724	20,053	32,853	6,290	19,756
Waiting list for services medicaidlongtermcare.org	Aging - No DD/ID - Yes	Aging - Yes DD/ID - Yes	Aging - No DD/ID - Yes	Aging - No DD/ID - Yes	Aging - No DD/ID - Yes	Aging - No DD/ID - Yes
Differential Pay (per hour)	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.	Not represented	Enhanced Rate: 7.5% rate increase to those who work with clients that require at least 10+ hours of assistance each day.	Effective January 1, 2026 +\$3.25 hour for complex care	OHCC Certification \$0.75 CPR/First Aid \$0.25 Enhanced Hourly \$1.00 Job Coaches \$2.50 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	No pay differential provided

	Washington	Colorado	Minnesota	Massachusetts	Oregon	Connecticut
					staff more than twenty (20) hours in a twenty-four (24-hour period)	
Healthcare Benefits (Employer contribution)	As per the 2022 Rate Setting Board Effective July 1, 2023 \$4.13 per hour worked Effective July 1, 2024 \$5.22 per hour worked	Not represented	No coverage	Not found	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.	No coverage
Retirement	\$0.50 per hour for CCH 1-700 \$0.80 per hour for CCH 701-6,000 \$1.00 per hours for CCH over 6,001	Not represented	None	Effective October 2025, state will create a tax deferred retirement savings account	Automatic 5% contribution via payroll deduction	None
Paid Time Off	Effective July 2024: 1 hour for every 23 hours of work 140 hour cap	Not represented	Accrue one (1) hour of PTO for every thirty (30) hours worked	Up to 50 hours/year	1 hour of PTO for every 20 hours worked, maximum of 4 hours every month, 48 hours a year	As of December 2022: Up to a maximum of 40 hours per year can roll over

	Washington	Colorado	Minnesota	Massachusetts	Oregon	Connecticut
						up to 80 hours per year
Paid Holidays	<p>Effective July 1, 2022,</p> <ul style="list-style-type: none"> • New Year’s Day • Independence Day <p>paid at 1.5 times normal pay rate for the first 8 hours worked</p>	Not represented	<p>Holidays at 1.5 times normal pay rate:</p> <ul style="list-style-type: none"> •New Year’s Day •Rev. Dr. Martin Luther King Jr. Day •Memorial Day •Juneteenth •Independence Day •Labor Day •Veterans Day •Thanksgiving <p>Effective 10/01/2021 the following are added:</p> <ul style="list-style-type: none"> • Floating Holiday (two) 	<p>Effective September 2023 Premium pay on</p> <ul style="list-style-type: none"> •New Year’s Day •Rev. Dr. Martin Luther King Jr. Day •Juneteenth •Independence Day •Thanksgiving •Christmas 	<p>Effective January 2024</p> <ul style="list-style-type: none"> • Memorial Day • Independence Day • Labor Day • Thanksgiving • Christmas Day <p>paid at 1.5 times normal pay rate for the first 8 hours worked</p>	<p>Holidays at 1.5 times normal pay rate:</p> <ul style="list-style-type: none"> •New Year’s Day •Rev. Dr. Martin Luther King Jr. Day •Memorial Day •Juneteenth •Independence Day •Labor Day •Thanksgiving •Christmas
Paid Training Time? Tuition Paid for?	<p>Paid Training Time: Yes</p> <p>Tuition: Yes</p>	Not represented	<p>Paid Training Time: No Tuition: Yes</p> <p>\$100 stipend will be paid to Individual Providers who complete designated, voluntary Orientation</p> <p>\$500 stipend will be paid to Individual Providers who complete</p>	Not found	<p>Paid Training Time: Yes</p> <p>Tuition: Yes</p>	<p>Paid Training Time: No Tuition: Yes</p> <p>(PCA Training Program limited to 25 students per year)</p> <p>Required orientation: 3hrs- each eligible PCA who completes the class shall receive a stipend of \$48</p>

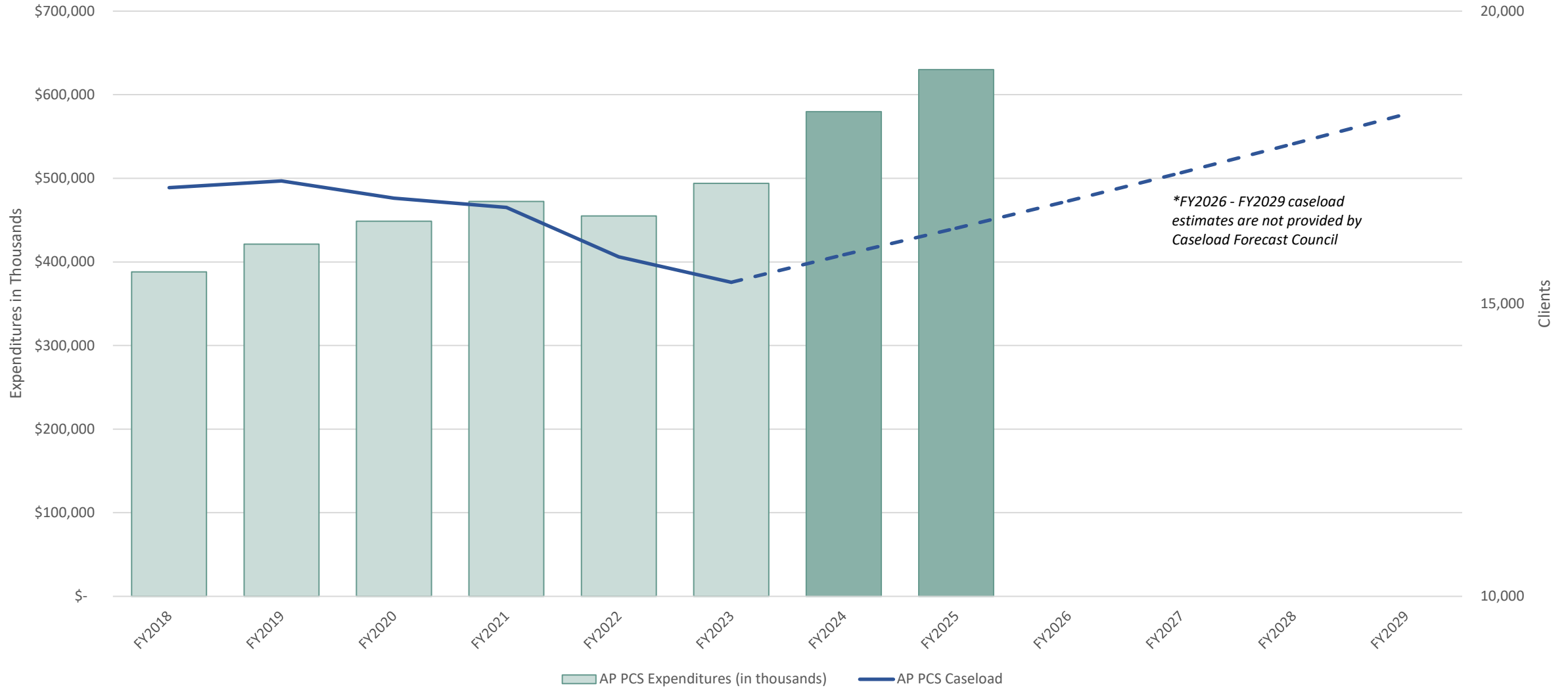
	Washington	Colorado	Minnesota	Massachusetts	Oregon	Connecticut
			designated, voluntary trainings			
Mileage Reimbursement?	<p>Yes: Max of 110 Miles</p> <p>Reimbursed at Fed rate (varies) Home care workers providing transportation to services funded by the Home and Community Based Services (HCBS) waivers, 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</p>	Not represented	None	Not found	<p>Reimbursed at \$0.56 per mile</p> <p>Reimburse actual cost incurred for parking (for instance when a consumer lives in downtown Portland and free parking is not available)</p> <p>Reimburse actual cost incurred for preauthorized public transportation when needed to accompany a consumer</p>	None

TAB 9

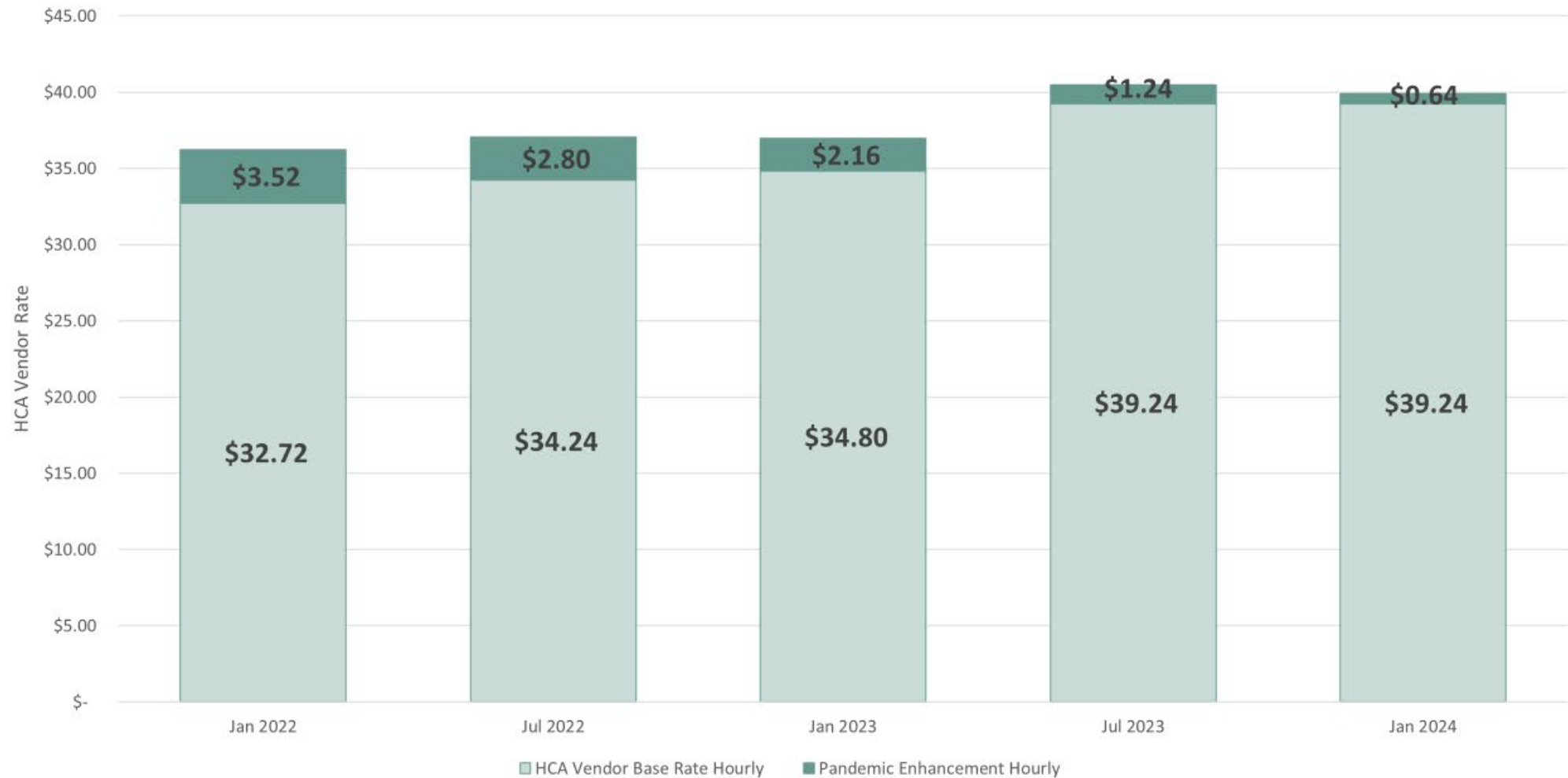
4.24.2024 Follow-up

- History of IP funding – The Caseload numbers are Paid or Utilized Units
- History of IP Funding – Caseload and Expenditure data for Agency Provider (AP) rate
- Home Care Agency Parity – Impact of Covid Enhancement on the rate

Agency Provider Personal Care Services (PCS) Caseload & Expenditures



Home Care Agency Hourly Vendor Rate Pandemic Enhancement Impact



TAB 10

Summary of starting wages over time

State/Area	CBA dates	07-2023	01-2024	07-2024	01-2025	07-2025	01-2026	07-2026	01-2027
Washington	July 1, 2023 - June 30, 2025	\$20.60	\$20.81	\$21.12	\$21.44				
Connecticut	July 1, 2023 - June 30, 2026	\$18.25	\$18.25	\$20.50	\$21.50	\$22.00	\$23.00		
Massachusetts	July 1, 2023 - June 30, 2026	\$19.00	\$19.00	\$19.50	\$19.50	\$20.00	\$20.00		
Illinois	July 1, 2023- June 30, 2027	\$17.25	\$17.75	\$17.75	\$18.25	\$18.75	\$19.50	\$20.00	\$20.75

Connecticut:

Effective Date	PCA
45 days from approval	\$20.00
07-2024	\$20.50
01-2025	\$21.50
07-2025	\$22.00
01-2026	\$23.00

Massachusetts:

Effective July 1, 2023, the PCA wage rate shall be nineteen dollars (\$19.00) per hour.

Effective July 1, 2024, the PCA base wage rate shall be nineteen dollars and fifty cents (\$19.50) per hour.

Effective April 1, 2025 With New-Hire Orientation	Step 1 0-3640 hours	Step 2 3641-7280 hours	Step 3 7281-12740 hours	Step 4 12741-18200 hours	Step 5 18201+ hours
\$19.50	\$19.50	\$20.10	\$20.70	\$21.30	\$21.90

Effective July 1, 2025 With New-Hire Orientation	Step 1 0-3640 hours	Step 2 3641-7280 hours	Step 3 7281-12740 hours	Step 4 12741-18200 hours	Step 5 18201+ hours
\$20.00	\$20.00	\$20.60	\$21.20	\$21.80	\$22.40

Illinois:

Current wage for all Personal Assistants \$17.25/hr.

Effective Date	PCA
January 1, 2024, or upon federal approval, whichever is later	\$17.75
01-2025	\$18.25
07-2025	\$18.75
01-2026	\$19.50
07-2026	\$20.00
01-2027	\$20.75

Effective July 1, 2025, or upon federal approval, whichever is later, Individual Providers reaching seniority milestones indicated below will received a rate add on corresponding with the seniority milestone:

Cumulative Hours (Milestone)	Hourly Rate Add on
10,000 hours	\$1.00
20,000 hours	\$2.00
30,000 hours	\$4.00

State	CBA Dates	Healthcare	Retirement	PTO	PTO cap	PTO carry over	Holidays	Differentials	Training	Other
Massachusetts	July 1, 2023 - June 30, 2026	Beginning September 1, 2019, the Council will arrange for the Health Connector to ensure that there is a dedicated Connector Liaison at the Health Connector to provide PCAs with support services navigating health insurance coverage options.	Retirement Account! The state will create a tax deferred retirement savings account by October 2025 to help us retire with dignity.	PCAs shall accrue one (1) hour of paid earned time for every thirty (30) hours worked and	shall cap at fifty (50) hours per benefit year. A benefit year shall be the state fiscal year (July 1 through June 30).	PCAs shall be eligible to accrue up to fifty (50) hours of paid earned time per calendar year.	Employees shall be paid 1.5 times his or her rate of pay for all hours worked for the following holidays: New Year's Day (January 1), Martin Luther King Day, Juneteenth (June 19), Independence Day (July 4), Thanksgiving Day, and Christmas Day (December 25) shall be considered holidays	Complex Care Differential! PCAs who care for consumer employers with complex needs (as defined by the state) will be paid an additional \$3.25/hour starting by January 2026.	Professional Development Program! PCAs who complete a 25-hour curriculum developed by PCAs and consumer employers will receive a \$1,000 stipend, starting July 2024.	
Connecticut	July 1, 2023 - June 30, 2026	The agreement requires that qualifying1 employees receive an amount equal to seven percent (from six percent) of their pay on an annualized basis up to an annual maximum amount of \$5,000 for healthcare premium assistance. This is estimated to cost up to \$1,810,000 in FY 24 and \$1,852,000 in FY 25 and FY 26.	x	The agreement increases the PTO accrual rate to .033 hours (from .025 hours) per every hour worked	maximum of 50 hours per state fiscal year (from 40 hours).	Can roll over up to 100 hours per year and will be available for use when GT Independence takes over (estimated April 2024)	Employees shall be paid 1.5 times his or her rate of pay for all hours worked for the following holidays: Independence Day, New Year's Day, MLK Jr. Day, Memorial Day, Thanksgiving Day, Christmas Day, Juneteenth, & Labor day	x	Funding for Paid Voluntary Trainings and Tuition Reimbursement for health care related courses	Longevity Bonus - The agreement establishes bonus payments for PCAs working for the same consumer-employer starting on or before 4/1/24 and who are continuously employed through 3/31/26. PCAs working 20 hours or less per week will receive a one-time bonus of \$400, while those working 21 hours or more will receive a bonus of \$800. PCAs are eligible for a bonus under each consumer-employer for whom they work for the required timeframe. This results in a cost of \$5,598,000 in FY 26. Longevity payments will be issued the week of 5/18/26.
Illinois	July 1, 2023- June 30, 2027	Not in CBA, look for actuarial report	Retirement: We secured a path to retirement that could put \$.25 cents per hour of every hour worked by an IP into a retirement fund in the final year of the contract! The State will pay for consultant costs as part of the initial phase. Both the State and the Union shall meet during the course of this agreement to work together on designing the plan.	Individual Providers (IPs) will go from accruing up to 16 hrs. of paid sick time per year (after the first two years of service) to accruing up to 40 hrs. of new paid time off per year (beginning in their first year of service). • Beginning July 1, 2024, IPs will earn 1 hour of paid time off for every 40 hours accrued, with a cap of 40 hrs. per year; unused PTO hours shall carry over year to year with a max of 40 hrs./ year. • Any unused sick time hours will be carried over to your new PTO bank on July 1, 2024.	With a cap of 40 hrs. per year.	Unused PTO hours shall carry over year to year with a max of 40 hrs./ year. Any unused sick time hours will be carried over to your new PTO bank on July 1, 2024.	x	x	Training (Support & Development for IPs) We more than doubled the investment in training to \$10m by the final year of the contract. This will allow our training center, the Helen Miller Education Training Center to provide more training classes & have the capacity to train all IPs who work for DORS! A. Joint Committee shall be formed to develop the new training curriculum B. New training requirements for new hires and incumbent workers: All DORS IPs are required to attend their new hire or annual trainings. • New Provider Orientation for New Hires: Effective July 1, 2024: new workers will have one month upon starting services to attend paid training and shall also receive payment for attending their union orientation. If training is not completed, an IP has 6 months to complete it or risk being temporarily ineligible to continue providing services. Effective July 1, 2025, New hires will have a total of 3 months (90 days) to complete the training or risk being temporarily ineligible to continue providing services. Participation during union time shall be paid. • Mandatory Training for Current IPs (incumbent): Effective July 1, 2024, all currently working IPs must attend the annual mandatory training within 8 months of hire date or risk being temporarily ineligible to continue providing services. Effective July 1, 2025, IPs will have a total of 4 months to	
Washington	July 1, 2023 - June 30, 2025	July 1, 2023: \$4.13 or healthcare contribution rate, whichever is higher / July 1, 2024 - \$5.22 or healthcare contribution rate, whichever is higher	July 1, 2023: 50 cents 700 or less / 80 cents 701-6,000 hours / \$1 dollar 6,001 or more July 1, 2024: 50 cents 700 or less / 80 cents 701 - 6,000 hours / \$1.20 dollar 6,001 or more*	Home care workers shall be eligible for paid time off (PTO). Effective July 1, 2023, accrual of PTO shall be one (1) hour of PTO for every twenty-four (24) hours worked. Effective July 1, 2024, accrual of PTO shall be one (1) hour of PTO for every twenty-three (23) hours worked.	Effective July 1, 2023, PTO accrual shall cap at one-hundred and forty (140) hours.		Independence Day (July 4) New Year's Day	Home Care Aide certification twenty- five cents (\$0.25) per hour Advanced training course offered prior to December 31, 2016 shall be paid an additional twenty-five cents (\$0.25) per hour AHCAS or ABHCAS additional seventy five cents (\$0.75) per hour	All legally required basic training, including orientation and safety, for individual providers shall be provided through the Partnership. Individual providers shall be compensated at their regular rate of pay for all hours spent in legally- required basic training.	

TAB 11

Transforming
Lives

Consumer Directed Employer (CDE) Rate Setting Board (RSB)

Meeting #3 | **Agenda** | May 6, 2024

Blake Office Park West 4450 10th Avenue SE, Lacey
Roosevelt & Chelan Rooms
9:00 am – 3:00 pm



Welcome and Introductions

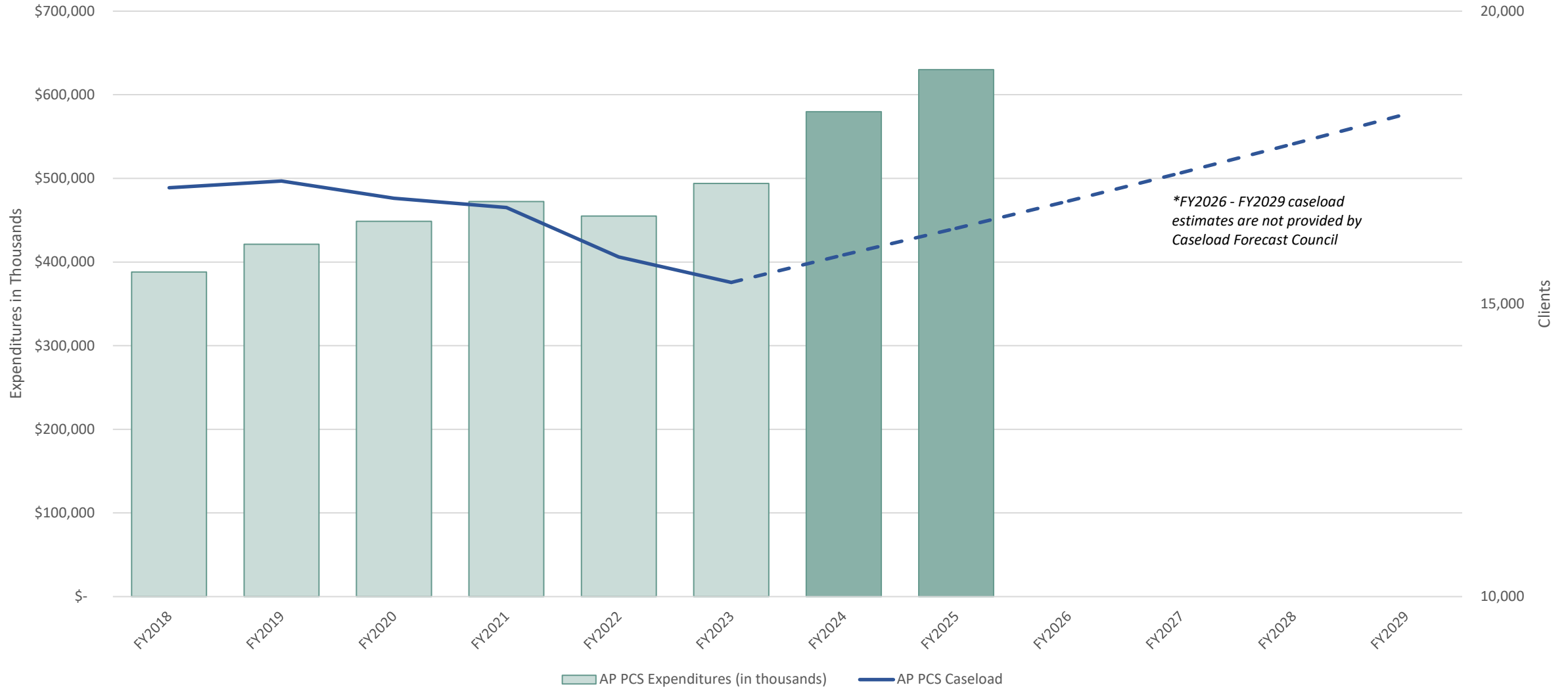
Facilitator, Chair

- Welcome and Introductions
- Purpose/Meeting Overview
- Approval of Minutes from 4/22/2024 and 4/24/2024
- Opening Remarks/Old Business
- Proposals

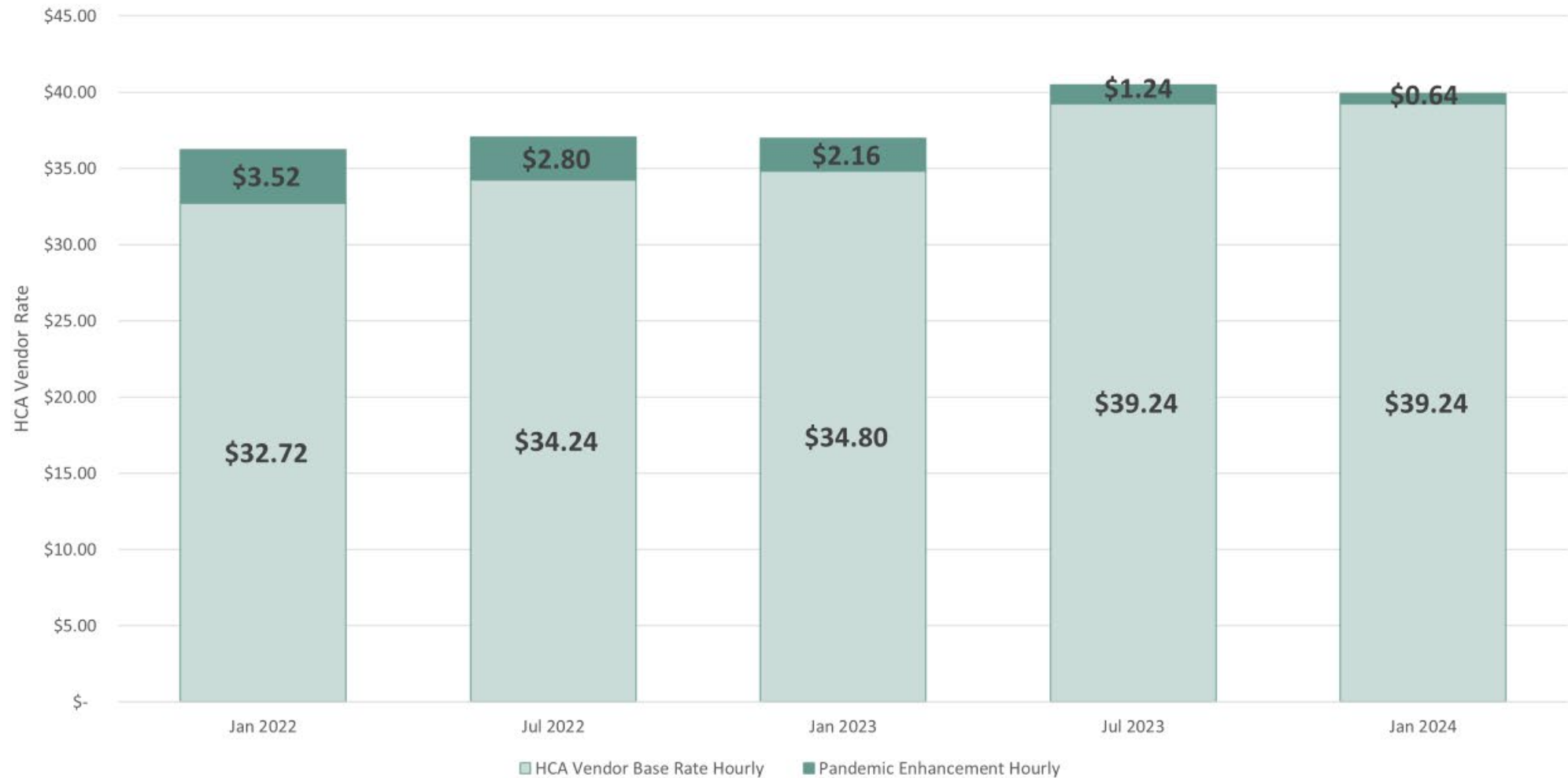
4.24.2024 Follow-up

- History of IP funding – The Caseload numbers are Paid or Utilized Units
- History of IP Funding – Caseload and Expenditure data for Agency Provider (AP) rate
- Home Care Agency Parity – Impact of Covid Enhancement on the rate
- Wage information for 2025 and beyond

Agency Provider Personal Care Services (PCS) Caseload & Expenditures



Home Care Agency Hourly Vendor Rate Pandemic Enhancement Impact



Agenda overview, 9:00 – 3:00

- Welcome and Introductions
- Foundational Information
- Break
- SEIU 775 Surveys
- Lunch
- Wages Presentations

Foundational information

- IP Projections/Sustainability – DSHS
- Board Discussion

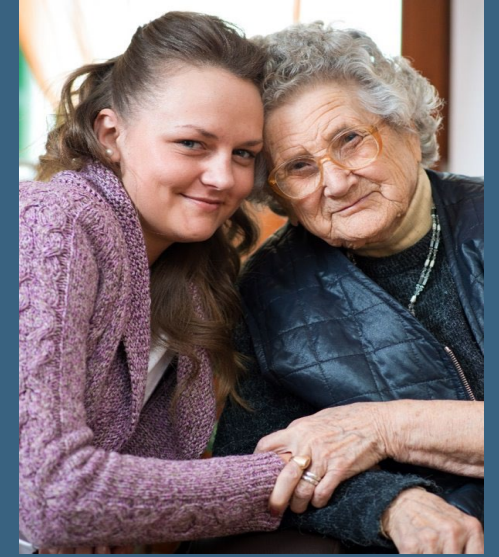


Washington State
Department of Social
& Health Services

Transforming lives

Workforce Development Recruitment and Retention Activities

Consumer Directed Employer
Rate Setting Board Meeting
May 6, 2024



Washington State
Department of Social
& Health Services

Transforming lives

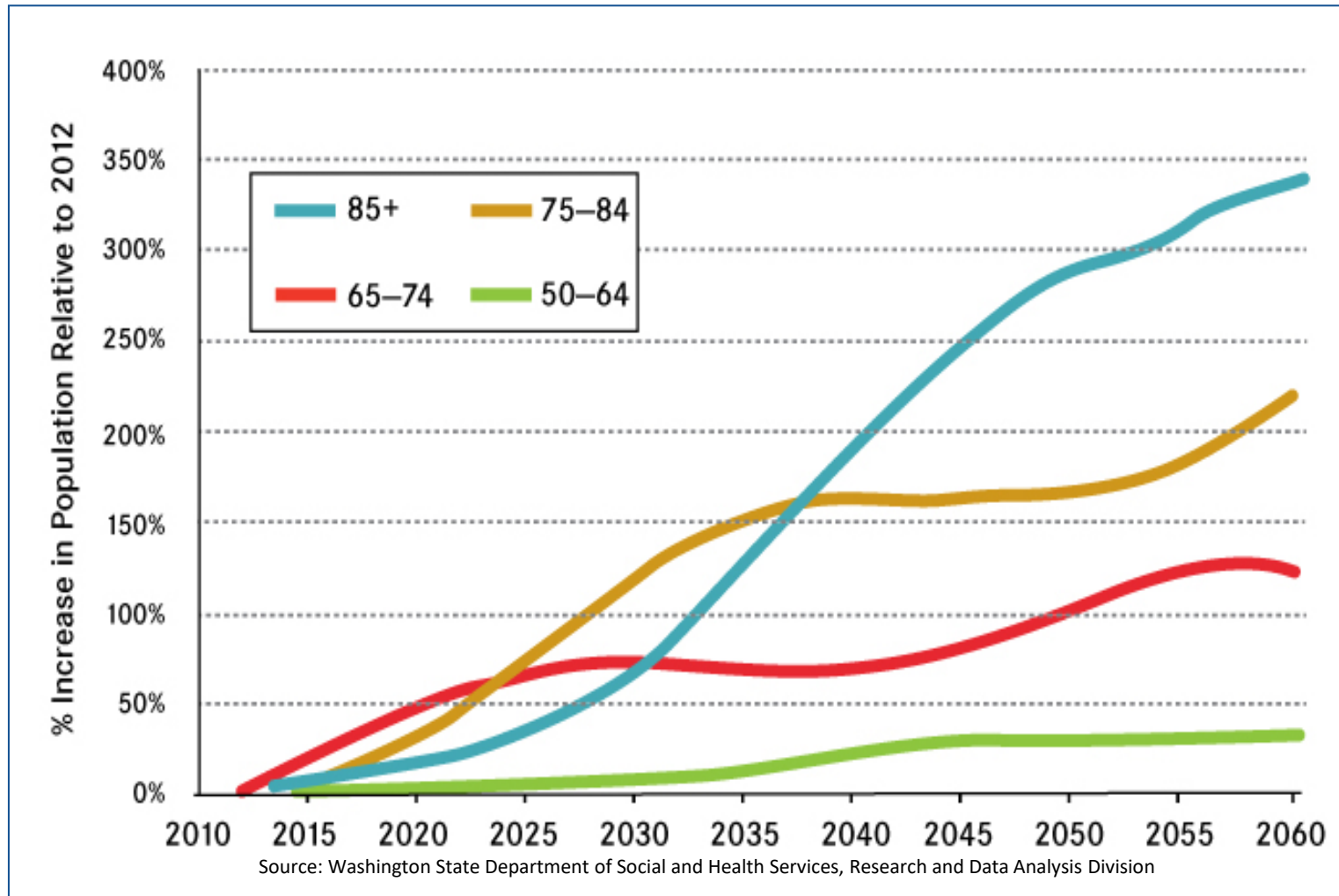
Presenters:
Christine Morris
Office Chief, Training, Communications & Workforce
Development,

Stacy Graff
Workforce Development Unit Manager,

Aging and Long-Term Support Administration (ALTSA)
Home and Community Services

Client Workforce in Demand

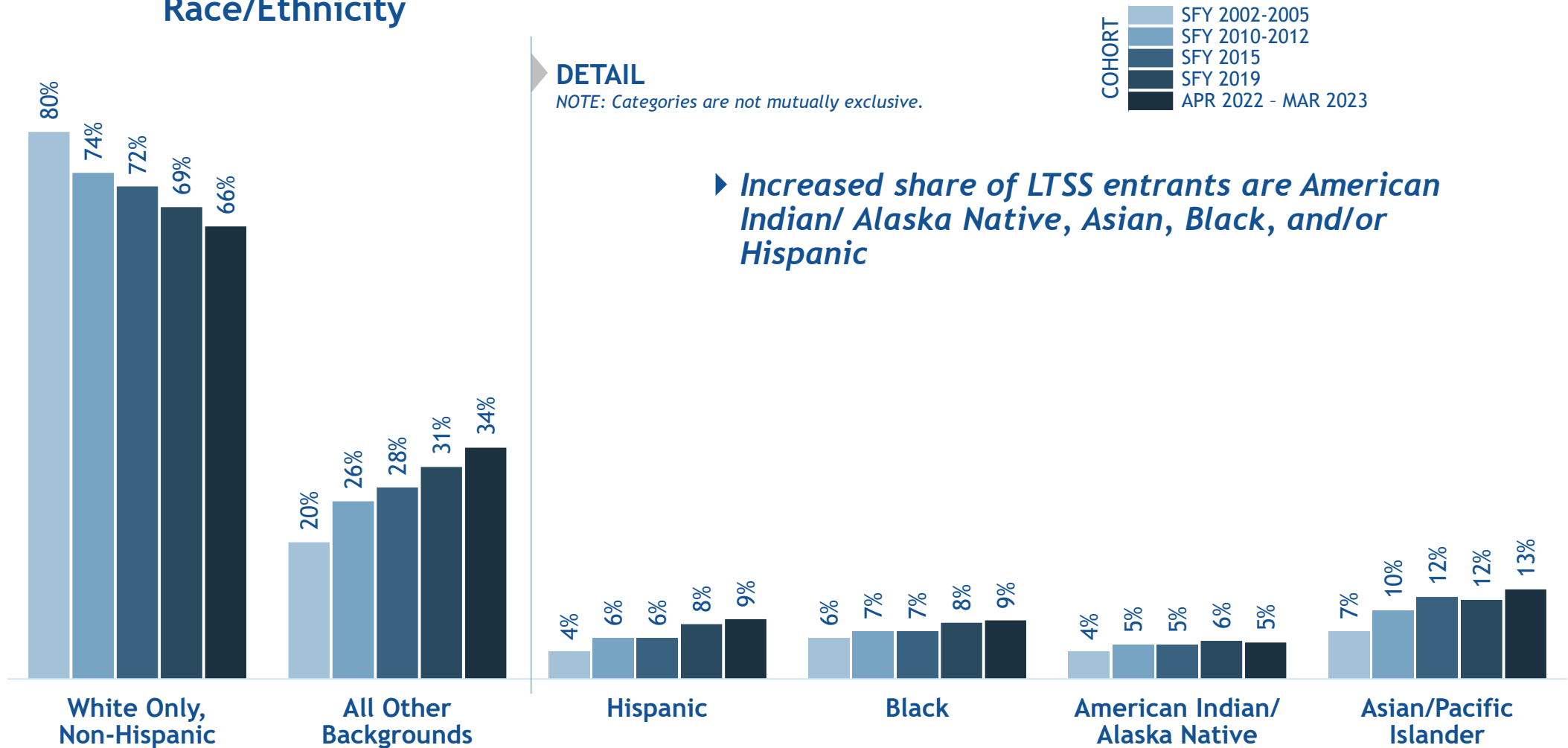
Washington's Population is Aging Rapidly



Increasing Diversity of Medicaid LTSS Clients Over Time

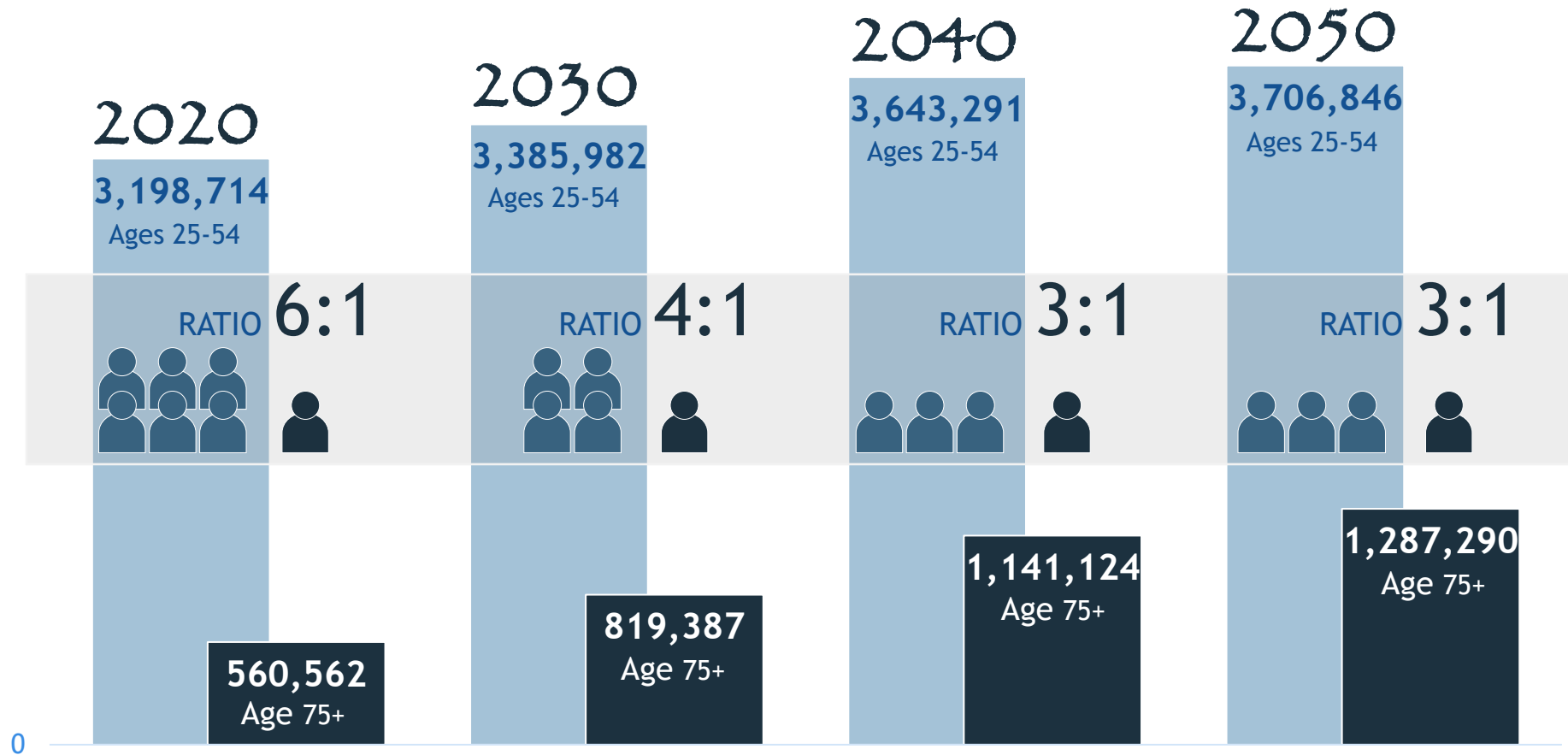
Comparison of cohorts starting LTSS services in SFYs 2002-05, 2010-12, 2015, 2019, and the 12 months ending March 2023

Race/Ethnicity



SOURCE: DSHS Research and Data Analysis Division, Integrated Client Databases.

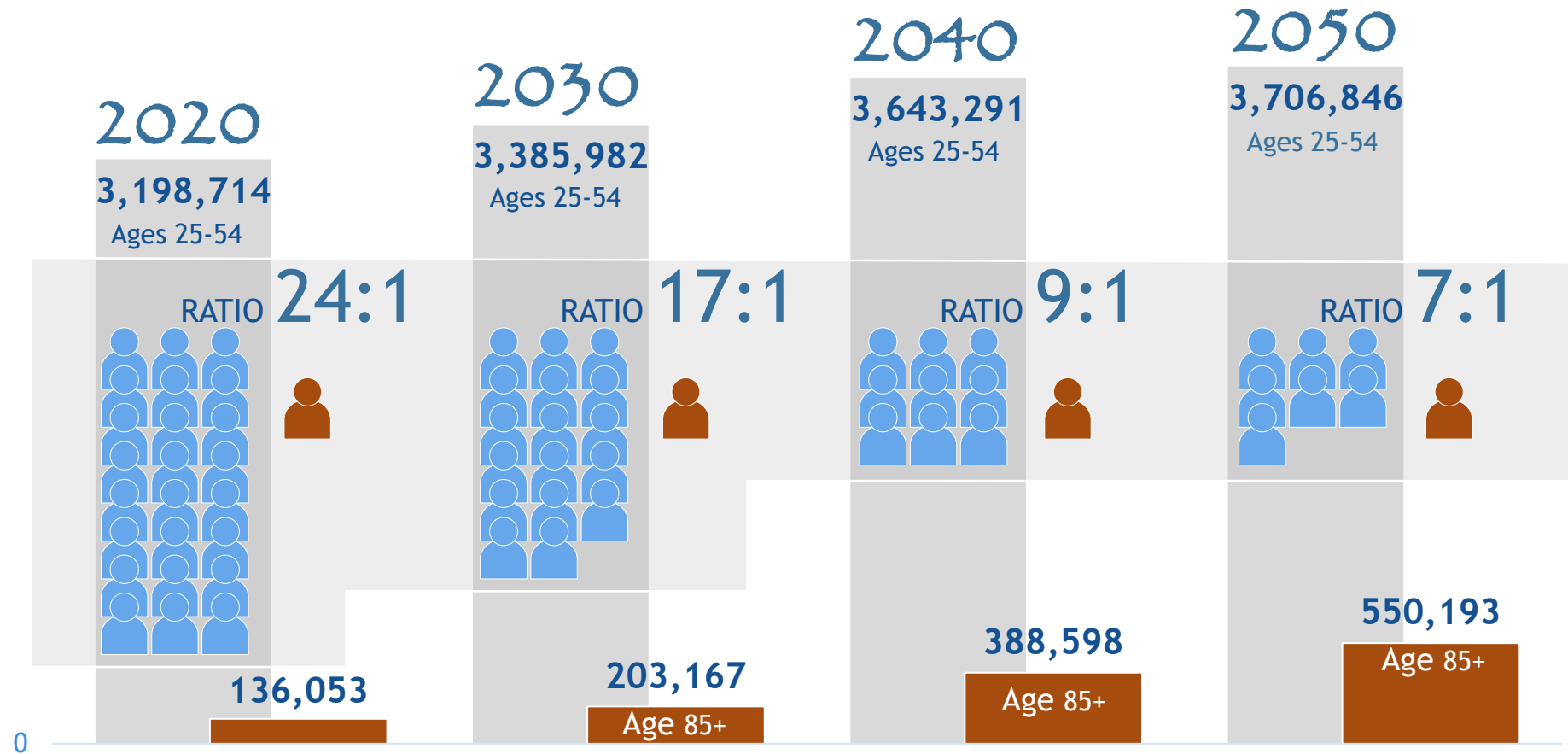
The Rapidly Growing Size of the Age 75+ Population Relative to Younger Adults Will Greatly Exacerbate Current LTSS Workforce Challenges



SOURCE: Washington State Office of Financial Management, Forecasting and Research Division. State population forecast November 2022, accessed October 2, 2023.

DSHS/Facilities, Finance, and Analytics Administration/Research and Data Analytics Division
OCTOBER 2023

The Rapidly Growing Size of the Age 85+ Population Relative to Younger Adults Will Greatly Exacerbate Current LTSS Workforce Challenges



SOURCE: Washington State Office of Financial Management, Forecasting and Research Division. State population forecast November 2022, accessed October 2, 2023.

DSHS/Facilities, Finance, and Analytics Administration/Research and Data Analytics
Division OCTOBER 2023

Workforce Status and Projections

**Family vs. Non-Family
Paid Caregivers**
*The following data
was derived from
ALISA and DDA IP
authorizations in 2018*

**Of 40,242 authorizations for people
choosing an Individual Provider:**

- 73% were “Family” (Parent, Adult Child, Sibling, other family)
- 27% were coded as "Not Related"

*Parent and Adult Child providers accounted
for over 50% of the client authorizations
across the two administrations.*

AL TSA's Response to Workforce Challenges



Addressing Workforce Challenges

- Broaden recruitment & retention efforts.
- Reduce barriers to employment.
- Increase visibility and showcase the importance of the workforce in delivering essential, person-centered services.
- Innovative service delivery.
- Data collection & evaluation.

Marketing and
Outreach

High School Home
Care Aide Program

Navigation and
Support

Direct Care Workforce
Collaborative

Retention

Pilots/Projects
Remote Caregiving,
Transportation,
Employer/School
connections.

AL TSA Workforce Strategies

The Workforce Development Team at AL TSA works statewide and collaboratively with community partners on recruitment and retention of direct care workers.

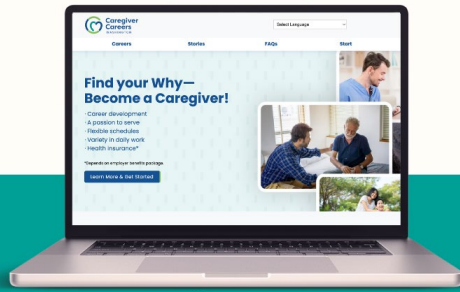


Marketing & Outreach



New Website Launch

LIVE NOW!



Website Promotion



Find Your WHY- Become a Caregiver!

- Career development
- A passion to serve
- Flexible schedules
- Variety in daily work
- Health insurance*



*Depends on employer benefits package.

[Learn More & Get Started](#)



Social Media Post

Spring Campaign Ad - Transit

Caregiving is



heart work.

Thank you to our community
caregivers. We see you, we
appreciate you, we need you!



Learn more and become a caregiver!

CaregiverCareersWA.com

New Website

Advertising
Campaigns

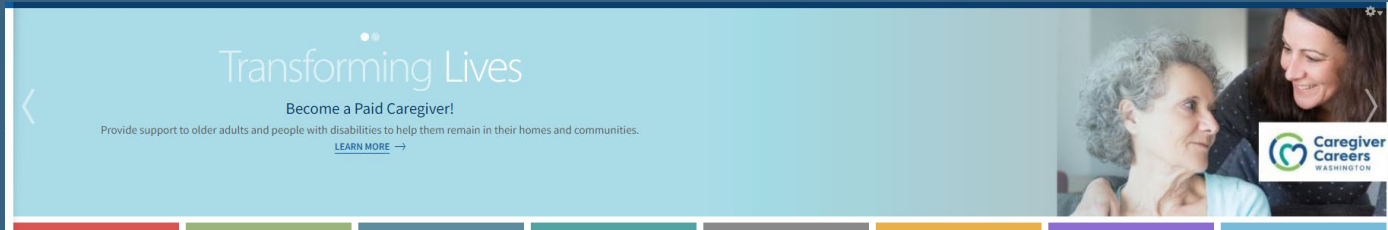
Social Media

Presentations

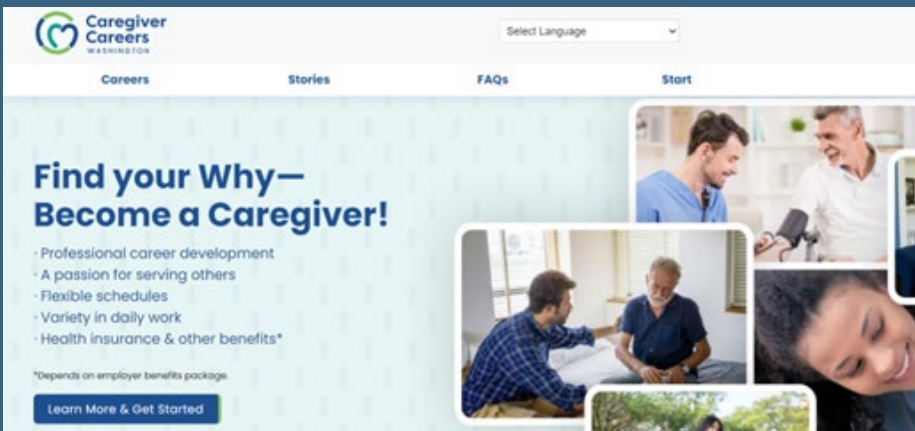
Career Fairs



New Logo & Brand Identity

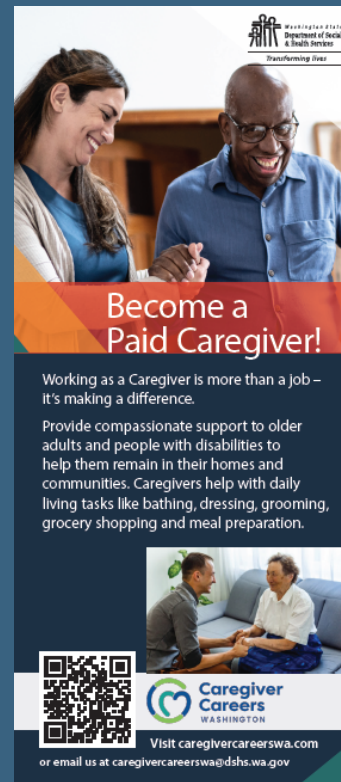


DSHS Homepage Banner Ad



New Website

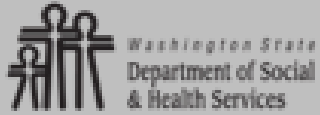
- Develop & introduce new brand
- Build & launch updated website
- Promote Caregiver Information Events
- Design & initiate awareness campaign
- Create & share useful digital/print materials
- Advertise on social media platforms



Rack Card



Social Media Post



Washington State
Department of Social
& Health Services

Transforming lives



Washington Office of Superintendent of
PUBLIC INSTRUCTION

High School HCA Program

90-Hour
Course

75 hours of
DSHS HCA
training

Receive
certificate
of
completion
and HS
Credit

Test for
Credential

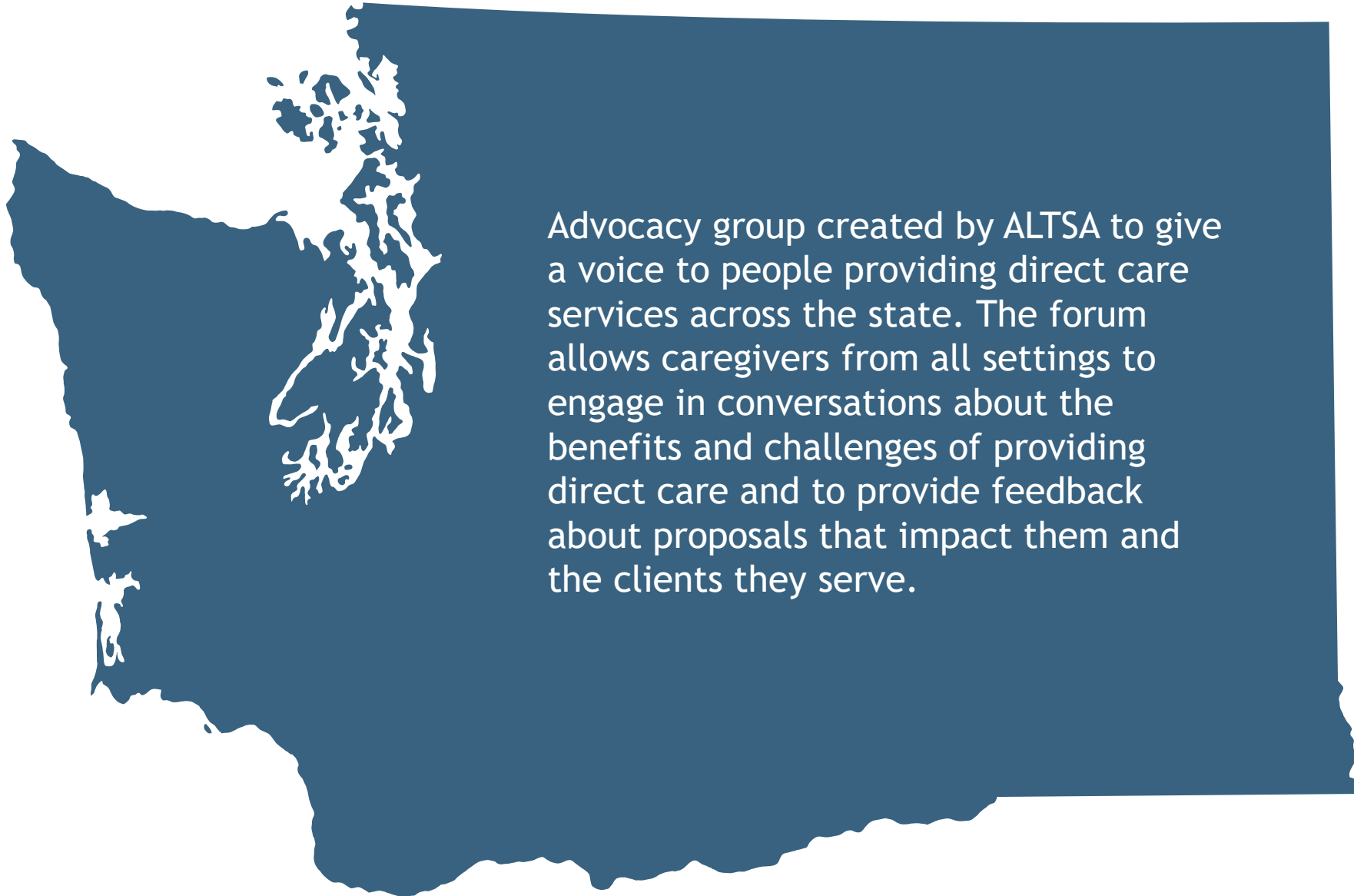
Navigation and Support

The Workforce Development team has three Workforce Navigators who help provide guidance and support to prospective home care aides from the point of interest, through employment.



Retention work is
key to maintaining
the caregiver
workforce.

Workforce Retention Activities



Advocacy group created by AL TSA to give a voice to people providing direct care services across the state. The forum allows caregivers from all settings to engage in conversations about the benefits and challenges of providing direct care and to provide feedback about proposals that impact them and the clients they serve.

Direct Care Workforce Collaborative

- Improve job quality
- Rebranding
- Recruitment and Retention
- Training
- Career and Professional Development
- Data gathering and analysis
- Regulation
- Supports

Courage
Patience
Rewarding
Passion
Strong
Heart
Honest
Communicate
Organized
Emotionally
Forgiving
Respectful
Kind
Option
Work
Ethical
Positivity
Physical
Commitment
Effective
Career
Relationship
Great
Listen
Tolerant
Boundaries
Detail-oriented

What advice would you give someone who's considering becoming a caregiver?

Retention Toolkit

5 modules-

- Communication
- Onboarding
- Recognition
- Wellness
- Harassment, Abuse, Discrimination **NEW!**

**Educate,
Inspire,
and
Empower
Leaders.
There is more
to retention
than just pay!**



Workforce Pilots and Other Projects

- Remote Caregiving Pilot
 - Transportation Pilot Development
 - Building partnerships and pipelines between schools/employers- Pilot Development
 - Direct Care Worker Surveys
-

For more information:

Christine Morris
Office Chief, Training, Communications & Workforce Development,
AL TSA/Home and Community Services
Christine.Morris@dshs.wa.gov

Stacy Graff
Workforce Development Unit Manager,
AL TSA/Home and Community Services
Stacy.Graff@dshs.wa.gov



Washington State
Department of Social
& Health Services

Transforming lives

Break

SEIU 775 Surveys

- Member Survey – SEIU 775
- Board Discussion – All
- Home Care Coalition Employer Survey – SEIU 775
- Board Discussion – All

Lunch

Wages Presentations

- Living Wage Report – Alliance for a Just Society
- Board Discussion – All
- Union Wage Presentation – SEIU 775
- Board Discussion – All
- Public Comment – Chair/Facilitator

Adjourn