

California's Direct Care Workforce Quick Reference Guide



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By 2030, one in four Californians will be age 60 or older, with many requiring support from direct care workers to meet their essential needs. Yet experts predict a shortage of 600,000 to 3.2 million workers by 2030. Fixing the fragmented and under-resourced infrastructure supporting this workforce presents urgent challenges that diverse stakeholders must collectively address. **Bolstering the direct care workforce is a win-win proposition: improving both the quality of life for older Californians and working conditions for a historically marginalized and underpaid workforce.**

WHO ARE DIRECT CARE WORKERS?

Direct care workers provide essential, hands-on, daily, and long-term assistance to older adults and people with disabilities. They help clients maximize their quality of life and enable them to remain in their own homes or communities when possible.

They work in:

- private homes
- community settings
- congregate facilities

80%

are women

47%

are immigrants

75%+

are people of color
(38% Latino/x; 24% Asian,
Native Hawaiian, and
Pacific Islander;
12% Black; 3% other)

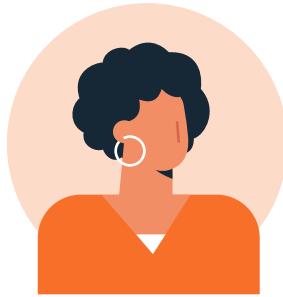


Their median wage is
\$14-\$18
per hour

47%
receive benefits from
public assistance
programs due to
low wages — and
others cannot access
benefits due to
immigration status



PERSONAL CARE AIDES (PCAs)*



HOME HEALTH AIDES (HHAs)



CERTIFIED NURSE ASSISTANTS (CNAs)

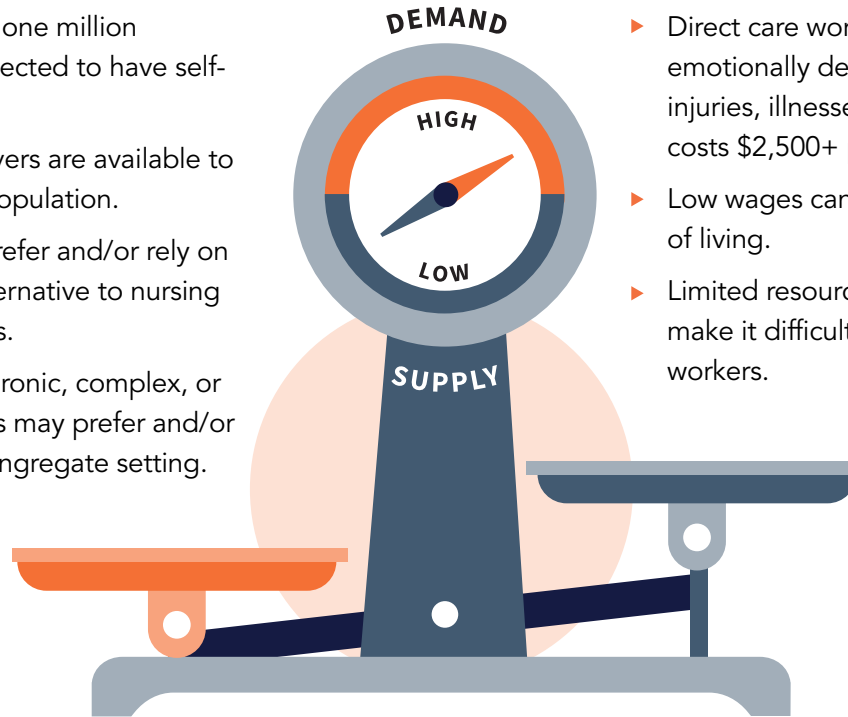
DUTIES		
Custodial/personal care (e.g., bathing, dressing, cooking, laundry)	Custodial/personal care and limited skilled care (medically necessary to address health needs)	Custodial/personal care and limited skilled care (medically necessary to address health needs)
SETTINGS		
Primarily home and community settings	Primarily home and community settings	Primarily skilled nursing facilities and hospitals
TRAINING		
0-8 training hours (70 hours for Direct Support Professionals)	120 training hours	160 training hours
SUPERVISION		
Mainly supervised by client/family	Supervised by medical practitioners (e.g., registered nurses)	Supervised by medical practitioners (e.g., registered nurses or licensed practical nurses)
RESPONSIBLE STATE ENTITY		
<ul style="list-style-type: none"> California Department of Social Services California Department of Health Care Services California Department of Developmental Services 	California Department of Public Health	California Department of Public Health

*Two types of PCAs can sometimes provide more than custodial/personal care: some In-Home Supportive Services (IHSS) providers can be trained and authorized to provide paramedical services, and Direct Support Professionals for people with intellectual and developmental disabilities can provide some similar services to HHAs.

WHAT IS DRIVING THE IMBALANCE BETWEEN SUPPLY AND DEMAND?

DEMAND

- ▶ By 2030, more than one million Californians are projected to have self-care limitations.
- ▶ Fewer family caregivers are available to care for the aging population.
- ▶ Most older adults prefer and/or rely on home care as an alternative to nursing homes and hospitals.
- ▶ Older adults with chronic, complex, or progressive diseases may prefer and/or rely on living in a congregate setting.



SUPPLY

- ▶ Direct care work is physically and emotionally demanding. Job-related injuries, illnesses, burnout, and turnover costs \$2,500+ per direct care worker.
- ▶ Low wages can't support the cost of living.
- ▶ Limited resources, training, and support make it difficult to attract and retain workers.

WHY ARE INVESTMENTS NEEDED?

Solving the direct care workforce shortage requires a multipronged approach by providing:

- ▶ A living wage
- ▶ Career ladders for advancement and career lattices for movement across occupational categories
- ▶ Training programs (requires accessible wraparound services such as stipends, childcare, and transportation)
- ▶ Culturally and linguistically appropriate systems that are easier to navigate

Goal of California Master Plan for Aging is:

\$1M

high-quality caregiving jobs by 2030

Budget investments in direct care workforce:

\$964.4M

in 2021-22, including:

- ▶ IHSS Career Pathways Program
- ▶ California GROWs: Growing a Resilient, Outstanding Workforce in the Home and Community
- ▶ Direct Support Professional Workforce Training and Development
- ▶ Home and Community-Based Services Clinical Workforce Program
- ▶ Certified Nurse Assistant Workforce Program

Read the full report:

California's Direct Care Workforce: Who They Are, the Work They Do, and Why It Matters

www.chcf.org/publication/californias-direct-care-workforce-who-they-are