



# FACT SHEET

## Direct Care Workforce Initiative

### Background

#### **Direct Care Professionals (DCP) are the largest single profession in the state**

- Conservatively estimated at about 55,000 workers

#### **Demand for direct care services is increasing at rates exceeding capacity of the workforce**

- Iowa Workforce Development estimates that Iowa needs 12,000 additional DCPs by 2018
- Iowa Medicaid members receiving waiver services increased 35.8 percent between 2005 and 2010
- Increasing population of aging Iowans demanding services be provided in their homes and communities
- Need to establish capacity for this workforce to provide service in settings of choice (Olmstead)

#### **The profession lacks educational standards and has high turnover rates**

- Lack of educational standards leads to redundant retraining and public misunderstanding about the training and skills of workers
- The average turnover rate for direct care in Iowa is 64 percent. A report released by the DCW Advisory Council estimates that turnover cost employers and taxpayers \$126 million in 2011.

### **Direct Care Worker Advisory Council**

- Legislatively charged (in 2011 HF 649) with advising IDPH on education and credentialing, and required to:
  - Develop preliminary estimates of the direct care workforce
  - Recommend board composition, career pathways and a credentialing process
  - Conduct outreach activities, including focus groups, presentations, and long-range outreach planning
  - Pilot training and credentialing recommendations
  - Develop information management system timeline and cost estimates
- Recommends a training and credentialing model that
  - Establishes essential competencies to assure minimum qualifications
  - Creates statewide educational standards that provide portability across service settings and among employers
  - Develops accessible and flexible training for DCPs and employers
  - Provides choice in training format and delivery
  - Creates career pathways that support professionalization of the workforce
  - Grandfathers existing workers

### **Personal and Home Care Aide State Training Grant**

- Iowa is one of six states developing a national model for training and credentialing the workforce
- 3-year grant to pilot the career pathway recommendations of the Council. Activities include:
  - Development of competencies and curriculum that align with state and national regulations and credentials
  - A pilot project that partners with provider agencies and community colleges to provide training of direct care professionals in two regions in the state
  - Leadership, retention and mentoring support for DCPs
  - Development of an information management system to credential and track the workforce
  - State and national level evaluation of curriculum, retention success, training and retraining costs
  - Long-term sustainability planning for establishment of Board of Direct Care Professionals