PHI QUALITY CARE THROUGH QUALITY JOBS

Evidence-Based Approaches to Improve Home Care Worker Recruitment and Retention in Arizona

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AGENDA

Home Care Workers in Arizona

Recruitment and Retention Strategies

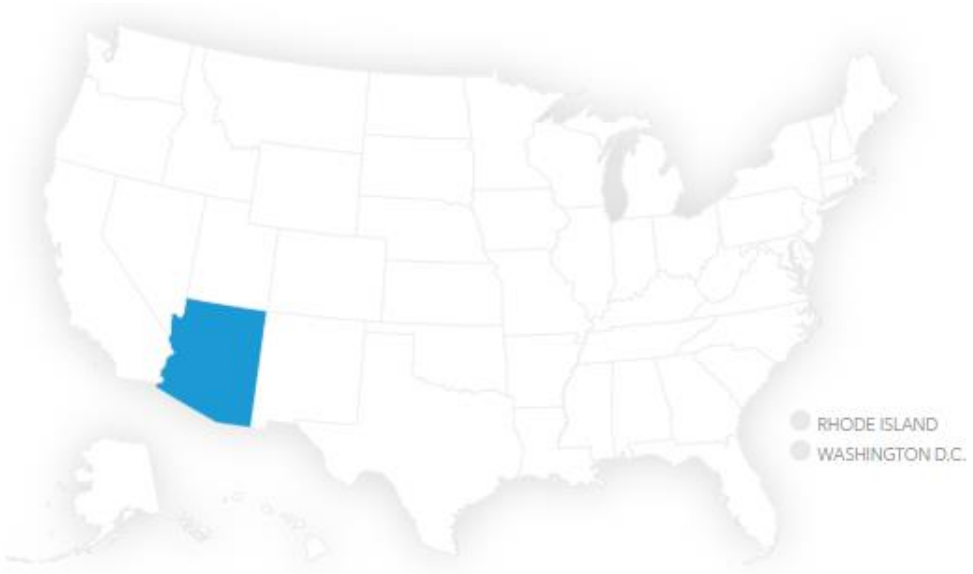
Translating Data into Action

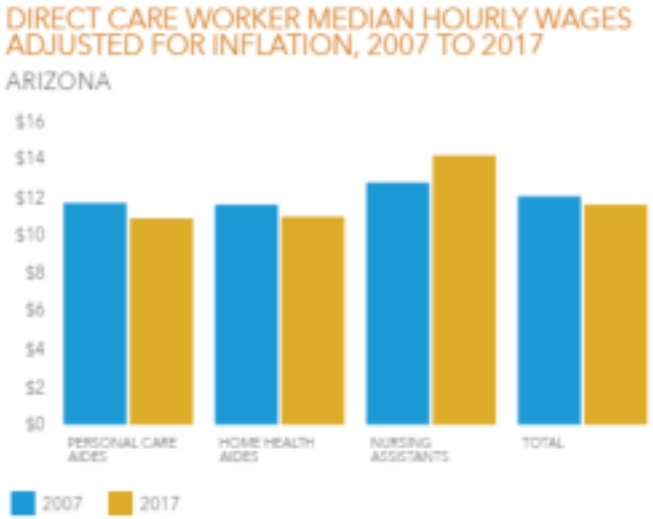
THE HOME CARE WORKFORCE IN ARIZONA

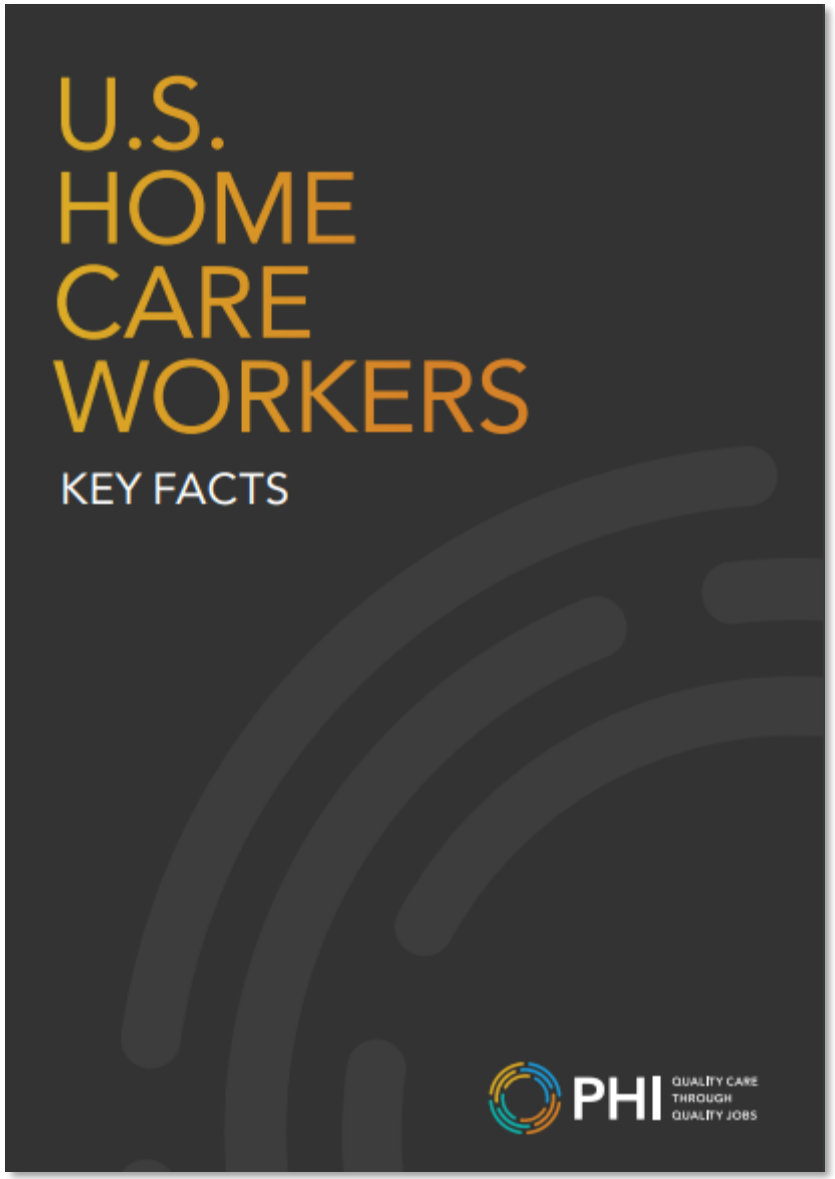
PHI Workforce Data Center

phinational.org/workforce-data-center

From wages to employment statistics, across states and nationwide, find the latest data on the direct care workforce.



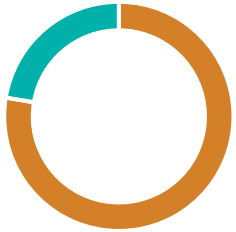



U.S.
HOME
CARE
WORKERS
KEY FACTS
PHI
QUALITY CARE
THROUGH
QUALITY JOBS

The home care workforce in Arizona is primarily comprised of women of color.

8 in 10 are women

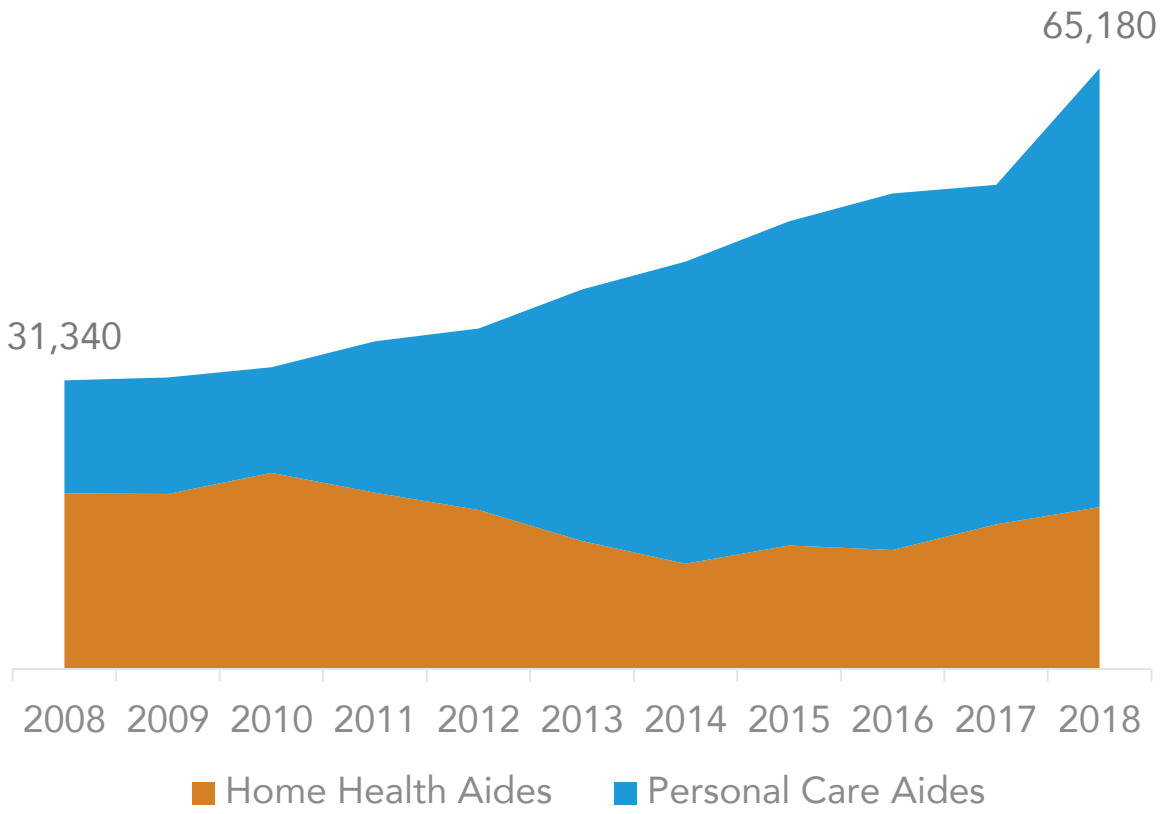
57 percent are people of color



1 in 5 is an immigrant

Half have a high school education or less

In Arizona, the home care workforce has more than doubled in the past decade.

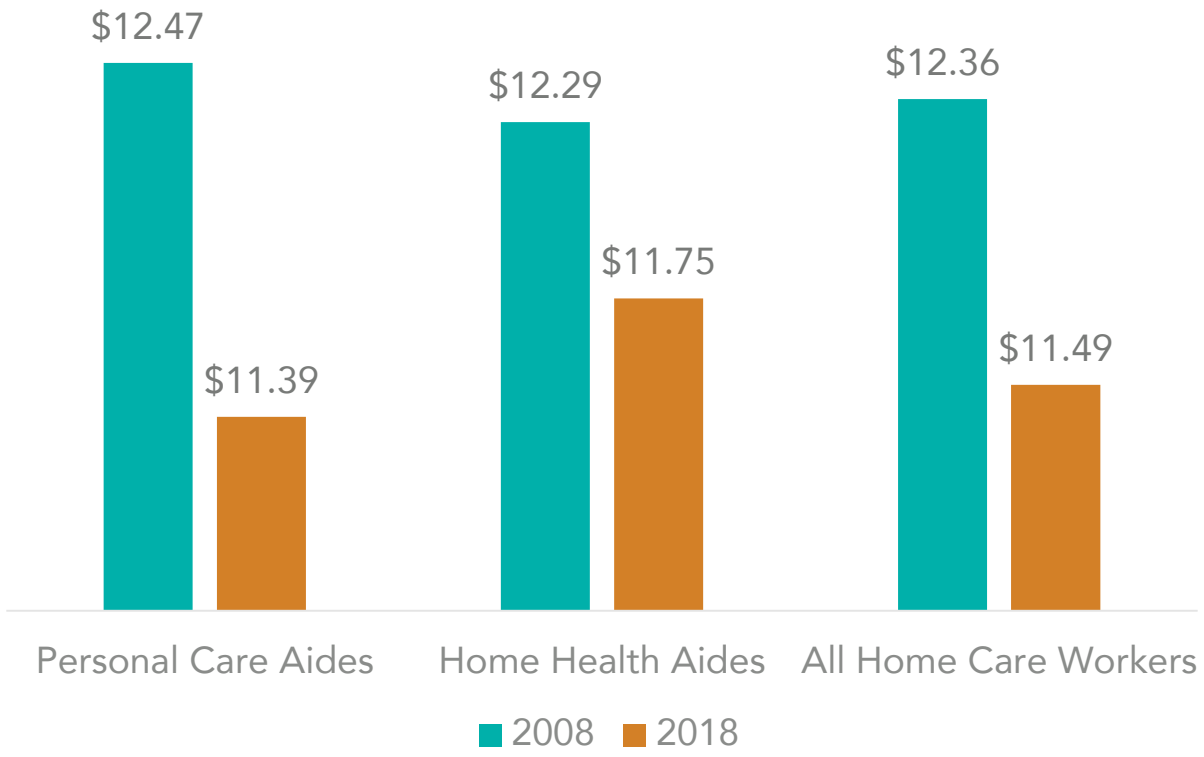


Growing Population of Older Adults

Consumer Preferences for Care

Policy and Programmatic Changes

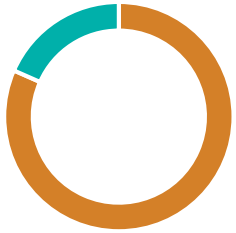
Home care worker wages decreased over the past 10 years in Arizona.



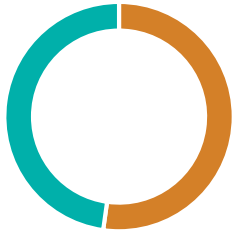
Low wages and part-time hours negatively effect the economic wellbeing of home care workers in Arizona.

45 percent work part time

Median annual income is $14,600



1 in 5 lives in poverty

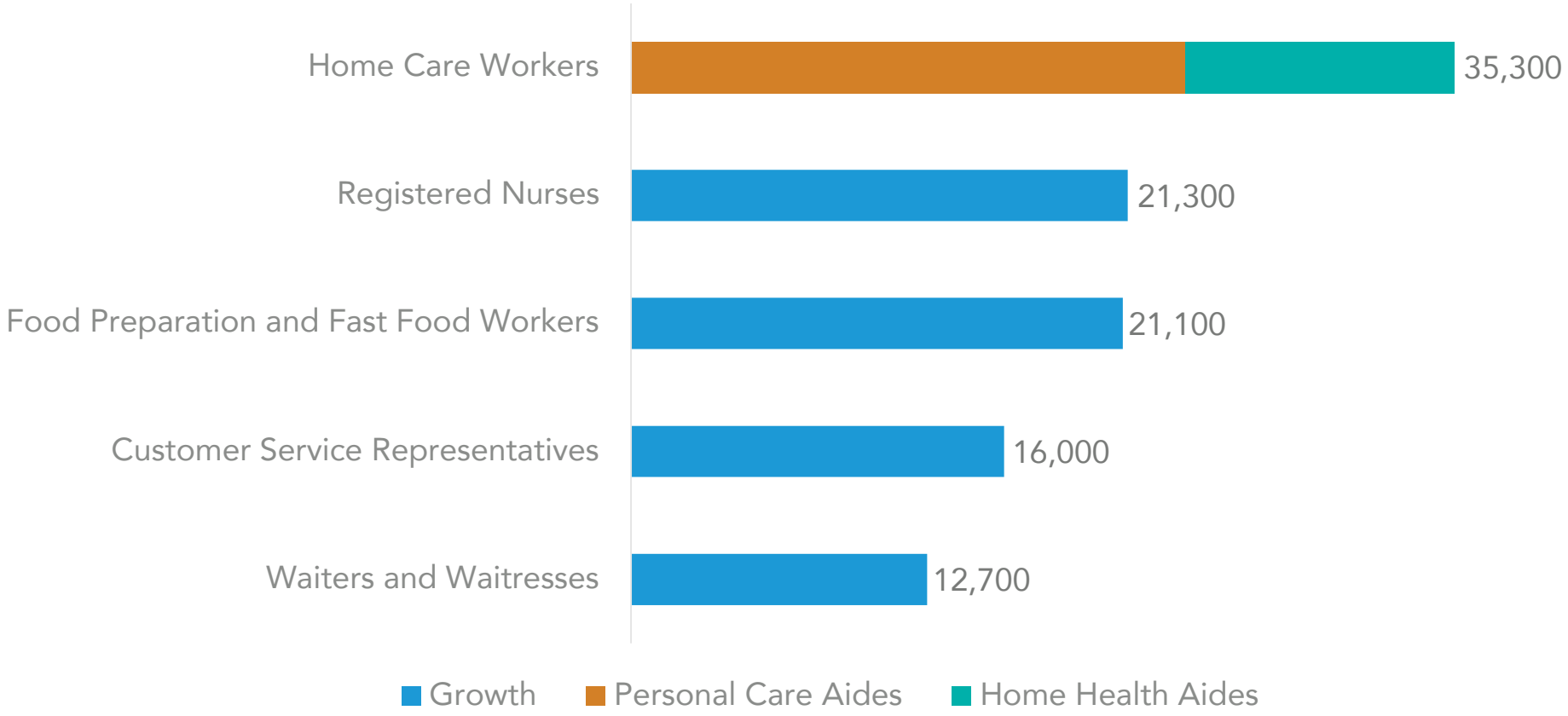


Nearly half rely on some form of public assistance

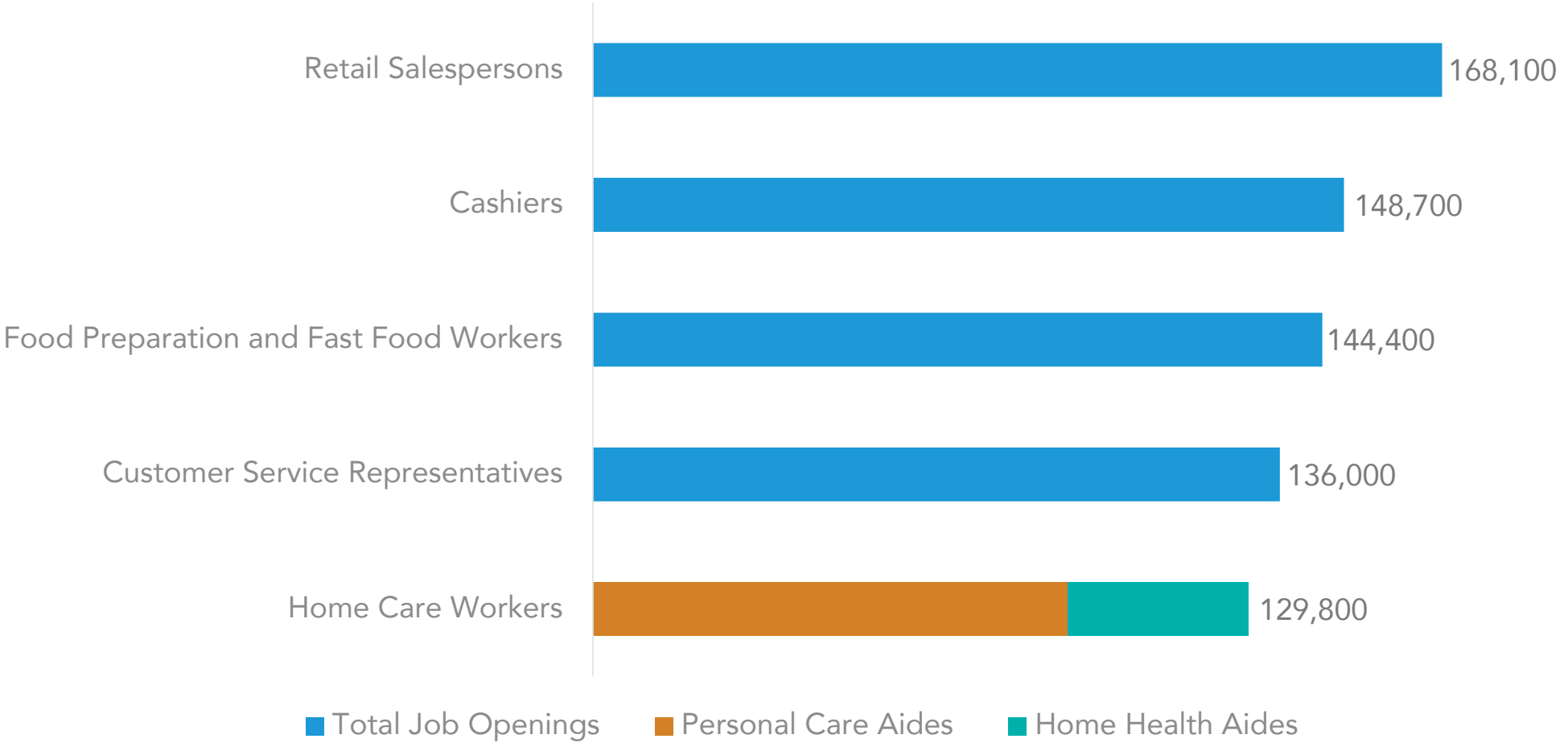
Nationally, turnover among workers employed at private-pay agencies was 82 percent in 2018.

Holly, Robert. 2019. "Home Care Industry Turnover Reaches All-Time High of 82%." *Home Health Care News*, May 6, 2019. https://homehealthcarenews.com/2019/05/home-care-industry-turnover-reaches-all-time-high-of-82/.

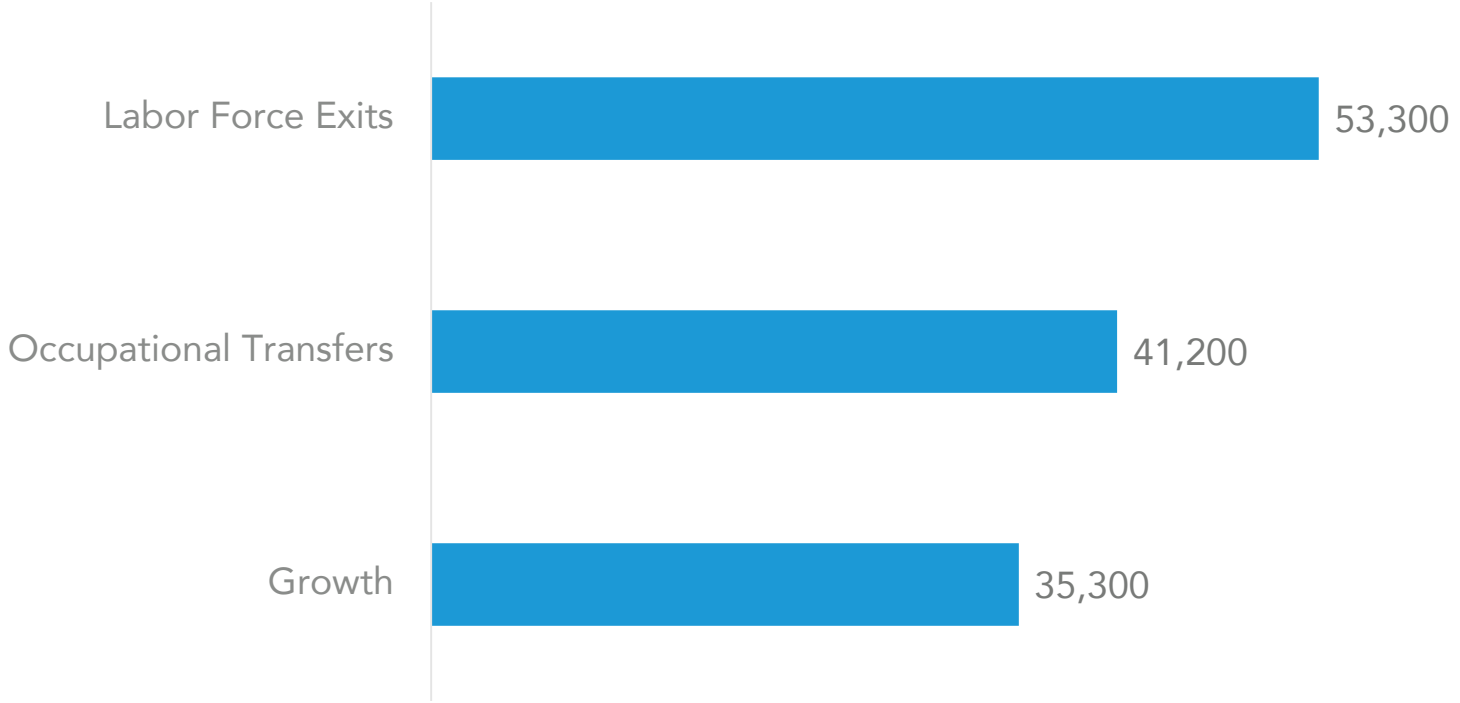
The home care workforce will grow more than any single occupation in Arizona from 2016 to 2026.



In Arizona, the home care workforce will rank among the top five occupations with the most job openings from 2016 to 2026.



In Arizona, most job openings in home care from 2016 to 2026 will be created by workers leaving the field.



RECRUITMENT AND RETENTION STRATEGIES

COMPENSATION

FAMILY-SUSTAINING WAGE

BENEFITS

FULL-TIME HOURS

OPPORTUNITY

HIGH-QUALITY TRAINING

PARTICIPATION

ADVANCED ROLES

SUPPORTS

SUPPORTIVE SUPERVISION

LINKAGES TO SUPPORTS

ONGOING COMMITMENT

COMPENSATION

FAMILY-SUSTAINING WAGE

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LINKAGES TO SUPPORTS

ONGOING COMMITMENT

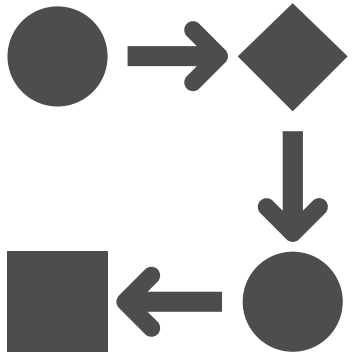
Consistent schedules can help optimize the existing workforce.

Competency-based, adult learner-centered training makes a difference.

Supportive supervision promotes skill development and problem-solving.

Peer mentorship programs improve job satisfaction.

TRANSLATING DATA INTO ACTION



PROCESS

IMPACT

1. Involve stakeholders
2. Design the evaluation
3. Collect a range of data
4. Analyze results
5. Report findings

INPUTS

What resources will you need to launch and sustain your program?

EXAMPLE:

Staff time
Physical space

ACTIVITIES

What do you plan to do with those resources?

EXAMPLE:

Develop curriculum
Conduct training

OUTPUTS

If all activities go according to plan, what will you produce?

EXAMPLE:

Curriculum
Trained workers

OUTCOMES

How will those outputs benefit program participants?

EXAMPLE:

Knowledge gained
Higher confidence

IMPACT

How will individual outcomes lead to global change in your organization?

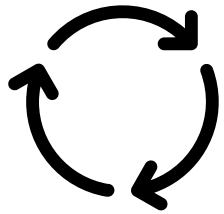
EXAMPLE:

Better care
Lower turnover

1. Involve stakeholders
2. Design the evaluation
3. Collect a range of data
4. Analyze results
5. Report findings

VOLUME

- Full-time workers
- Part-time workers



STABILITY

- Turnover
- Retention
- Vacancies

COMPENSATION

- Average wage
- Starting wage
- Experienced wage
- Benefits

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