

Direct Care Workforce Survey

2024

Done in collaboration between the Adult Services Division, the Developmental Services Division and the Vermont Department of Health.



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2022 – First Direct Care Workforce Survey by DAIL/VDH

2024 – Follow up Direct Care Workforce Survey by DAIL/VDH

**Recommendations from the 2022 Survey Results** 

- Consider DWC salary and benefit concerns
- Build a culture of excellence
- Leverage expertise of workers
- Understand current workforce needs
- Build recruitment and retention best practices
- Collaborate with statewide partners



# 541 responses collected in the 2024 DAIL Direct Care Workforce Recruitment and Retention Survey.

Many questions in the survey were multi-select, and therefore survey responses can total above the 541 count for multi-select questions.

Data Limitations: Response period included end of year holidays and may have suppressed responses, respondents opted in to participation, responses in some parts of the state may not reflect the subpopulation of that region.

## THE 5 PILLARS OF DIRECT CARE JOB QUALITY



#### QUALITY TRAINING

- Training is accessible, affordable, and relevant to the job
- Content covers a range of relational and technical skills associated with quality care
- Competency-based, adult learner-centered instruction with opportunities for hands-on learning
- Programs account for cultural, linguistic, and learning differences
- Documentation and verification of program completion and/or certification. with connections to employment

#### FAIR COMPENSATION

ζo)

#### Living wage as a base wage

- Access to full-time hours
- Consistent scheduling changes
- Employer- or unionsponsored benefit plans • Paid sick days and paid
- family and medical leave Grief support and
- bereavement leave Financial support and asset development programs
- Access to merit, longevity, and other base pay increases



Clear presentation

of job requirements,

## & SUPPORT

- and notice of scheduling

- responsibilities, workflows, and reporting structures Consistent, accessible,
- and supportive supervision Access to personal
- protective equipment and other supplies to ensure worker and client safety
- Connection to peer mentors and peer support networks
- Connection to community-based organizations to address employment-related barriers



#### **RESPECT &** RECOGNITION

 Direct care workers reflected in organizational mission, values, and business plans

 Diversity, equity, and inclusion formalized in organizational practices

 Consistent feedback is given on work performance and retention is celebrated

 Opportunities for direct care workers to influence organizational decisions

- Clear communication about changes affecting workers, with opportunities for feedback
- Direct care workers empowered to participate in care planning and coordination
- Other staff trained to value direct care workers' input and skills



#### REAL **OPPORTUNITY**

- Employer-sponsored continuous learning available to build core and specialized direct care skills
- Opportunities for promotion into advanced direct care roles with wage and title increases
- Organizational commitment to crosstraining workers and promoting from within
- Connections to external training and job development programs for other health care and social service careers

## Guiding Questions

These 5 Pillars along with targeted questions about the Vermont Direct Care Workforce (DCW) and its needs.



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## DCW Category of Work

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Personal Care Attendant Direct Support Professional Respite Support Staff Shared Living/Home Provider Community Support Worker Residential Support Worker Home Health Aide Other Services Coordinator Employment Placement Specialist Behavioral Interventionist Companion care Family member



n= 540

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Vermont's direct care workforce serves individuals with diverse strengths and needs.

# Population Served

## **Direct Care Workforce - Population Served**

Individuals with developmental disabilities Individuals with physical disabilities Older adults Individuals with mental health diagnosis Children with special health care needs Individual with dementia Individuals with Corrections Involvement

n = 541 responses (multi-select) Get the data · Created with Datawrapper

382		
286		
220		
174		
37		
6		
3		

Vermont's direct care workforce can support individuals with care needs through different employment options.

DCW Employer Types

## [Direct Care Workforce - Employer Types]

333

I am an independent provider through ARIS.

I work for a Designated Agency (DA) or Specialized Service Agency (SSA) I work for a home care agency Certified Home Health Agency Other I work directly for a family or individual

n = 539 individual responses (multi-select)

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## Direct Care Workforce - Hourly Wage \$19.01-\$21.00 \$13.66 - \$15.00 \$17.01-\$19.00 \$23.01-\$25.00 \$21.01-\$23.00 \$15.01-\$17.00 More than \$25



# DCW Salary

n=517 responses Get the data • Created with Datawrapper

## **Direct Care Workforce - Education**



n = 537 responses Get the data • Created with Datawrapper

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#### **Direct Care Workforce - County of Service of Responses Compared to Population Rate**

DCW – Demographic of Respondents





41-55 26%

6%

55+

48%

## DCW Retention Concerns

	Low wages
	Stress/burnout
	Lack of benefits
	Retirement
	Few advancement opportunities
)	Other
	Paperwork burden
	Lack of supervision and support from management
	Seek higher education

Why might you leave the Direct Care Workforce?

n = 410 respondents (multi-select) Get the data • Created with Datawrapper

# 241 221 149 97 89 60 56 30



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# DCW Retention Protective Factors

## What would help you to remain in the DCW field?

Higer wages More paid time off Affordable health insurance Professional development opportunities Advancement opportunities Transportation support Other Access to Child Care

n = 488 responses

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## **Training Opportunities**

Agree Somewhat agree Neither agree nor disagree Somewhat disagree Disagree								
Training offered is accessible, affordable, and relevant to the job								
44%		16%	16%	9%	15%			
Content covers a range of relational and technical skills associated with quality care								
41%		23%	16%	6%	14%			
Competency-based, adult learner-centered instruction with opportunities for hands-on learning								
35%	23%		18%	8%	17%			
Accounts for cultural, l	inguistic, and learning difference	S						
31%	19%	24%		8% 1	7%			
Training is documented	d, acknowledged and valued							
40%		19%	20%	7%	14%			
Training is offered at a time and place that works for me								
47%		16%	15%	7%	15%			

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# DCW – Training Opportunities

# DCW – Supervision

## Supervision and Support

Agree Somewhat agree Neither agree or disagree Somewhat disagree Disagree								
Clear job requirements, responsibilities, workflows and reporting needs								
60%				13%	9%	7% 12%		
Consistent, accessible, and supportive supervision								
54%			14%	9%	9%	14%		
Access to personal protective equipment and other supplies to ensure my safety								
51%			14%	12%	7%	15%		
Connection	to peer mentors and	peer support						
34%		16%	16%	11%	23%	i		
Connection to community-based organizations to address employment-related barriers								
27%	13	3% 20	%	12%	28%			

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# DCW Respect and Recognition

## **Respect and Recognition**

Agree Somewhat agree Neither agree nor disagree Somewhat disagree Disagree								
Direct care workers are reflected in organizational mission, values, and plans								
36%	17%		18%	12%	179	6		
Diversity, equity and inclusion is formalized in organizational practices								
44%		14%	23%		9%	10%		
Consistent feedback is given on wor	k performance	e and reter	ntion is celebra	ted				
34%	16%	18%	6	11%	22%			
Direct care workers have the opportunity to influence organizational decisions								
21% 15%	22%		11%	30%				
Communication is clear about chang	ges affecting v	vorks, with	opportunities	for feedbac	ck			
32%	16%	19%		11%	21%			
Direct care workers are empowered to participate in care planning and coordination								
34%	18%	1	5%	11%	22%			
Other staff value direct care workers' input and skills								
34%	21%		22%		10%	14%		

## Real Opportunity

Agree

Somewhat agree 🛛 Neither agree or disagree 🔄 Somewhat disagree





Employer-sponsored continuous learning is available to build direct care skills

31%		16%	219	6	-	10%	22%	
There are opportunities for promotion into advanced direct care roles with wage and title increases								
19% 14% <b>19%</b> 13% <b>35%</b>								
There is organizational commitment to cross-training workers and promoting from within								
26% <b>12% 21% 12% 30%</b>								
I'm offered connections to external training and job development programs for other health care and social service careers								
17%	9%	20%	11%	42%	6			

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DCW Real Opportunity



### Survey questions can be submitted to : <u>Jennifer.Schollmeyer@vermont.gov</u> (ASD) or <u>Emma.Rose.McCadden@vermont.gov</u> (DDSD)

Direct Care Workforce Survey is planned to be redone every two years. The next survey is planned for late 2026. Survey results will be shared on the DAIL website and with our community partners.



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