Direct Care Workforce Issues

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Who are direct care workers?
Defining Quality Jobs
Defining Quality Jobs

COMPENSATION
1. Family-sustaining wages
2. Family-supportive benefits
3. Full-time hours if desired, stable work schedule, balanced workload, and no mandatory overtime

OPPORTUNITY
4. Excellent training that helps workers develop and hone relational and technical skills
5. Participation in workplace organization, care planning and public policy discussions
6. Career advancement opportunities

SUPPORTS
7. Linkages to organizational, community, and public benefits to resolve barriers to work
8. Supervisors who set clear expectations while providing encouragement and support
9. Owners and managers willing to lead participative, ongoing quality improvement

HIGH QUALITY JOB
Care Connections Project
Care Connections Project

Components

• Telehealth technology
• Care Connections Senior Aide (CCSA)
Outcomes

- Emergency room visit rate fell 8 percent
- Hospitalizations and institutionalizations prevented
- Improved communication and coordination
- Career pathway