

Growing Demand for Home Care: Industry Trends in California

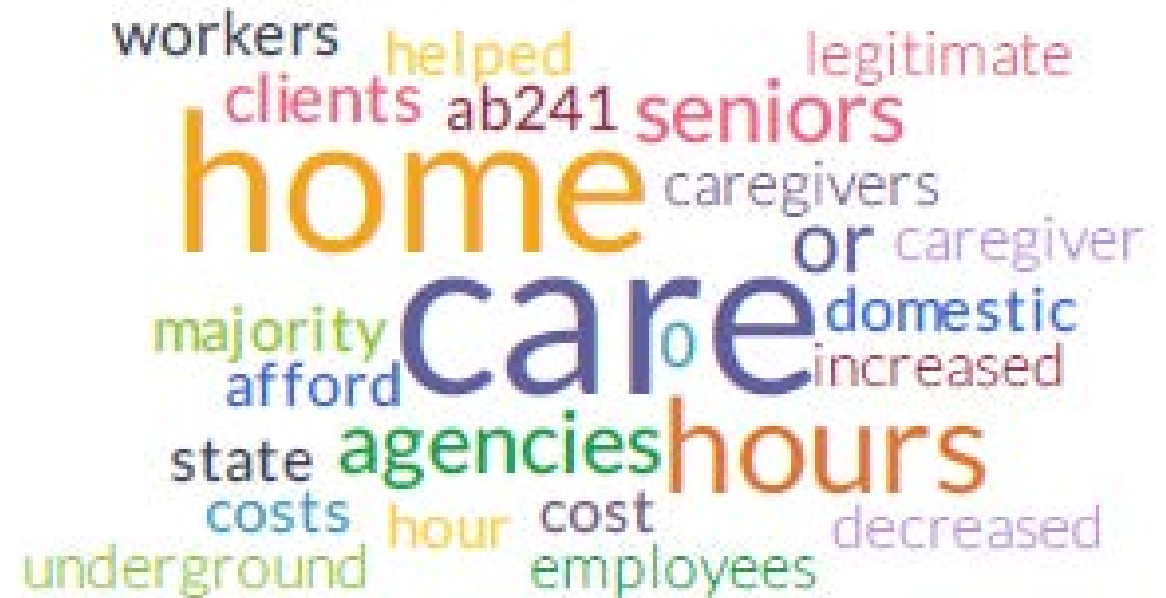
Presented to the
Commission on Health and Safety and Workers' Compensation
April 26, 2019



State of California
Gavin Newsom
Governor

Domestic workers

- Include home health aides and personal care aides
- Help seniors and disabled continue to live independently in their own homes; provide in-home care for children
- Perform a variety of tasks, such as dressing, feeding, bathing etc.

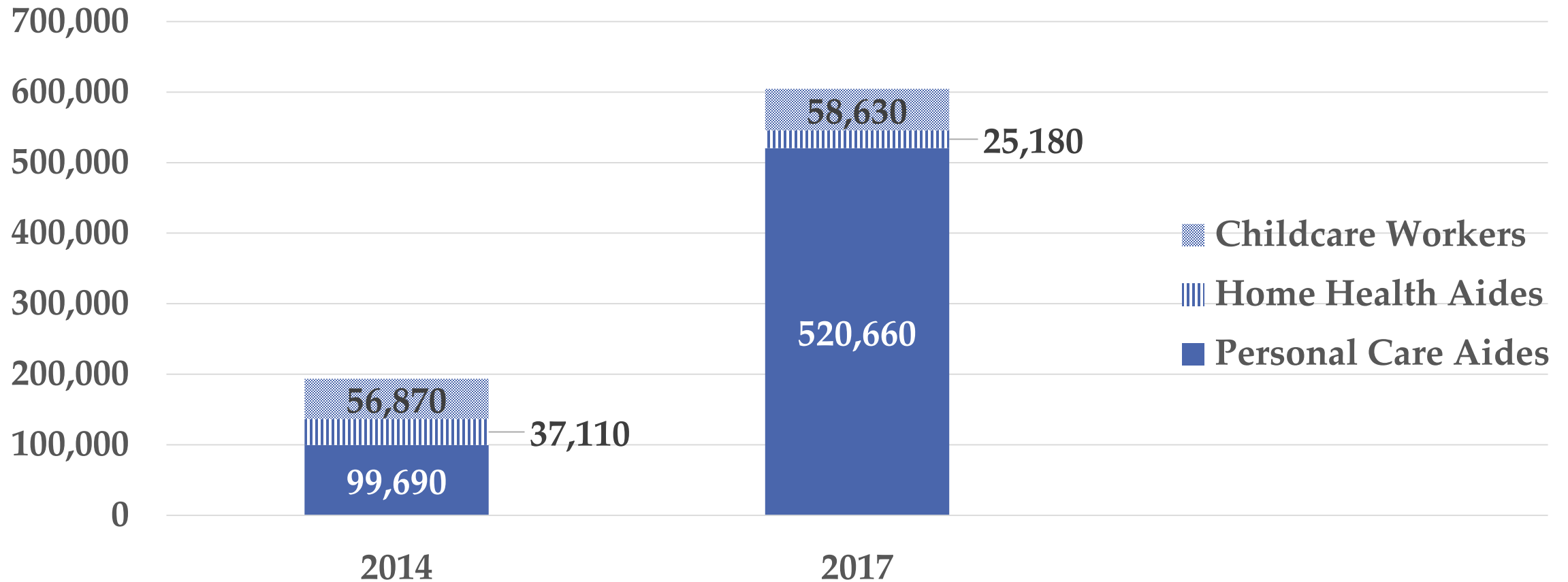


An overview

- The number of Californians age 65 and older is expected to nearly double and reach almost nine million by 2030, increasing demand for caregivers
- Over 600K+ formal, direct caregivers in California
- While childcare worker employment is growing slowly, and the number of home health aides recently declined, the ranks of personal care aides in California have risen dramatically to over 500,000 in 2018

Sources: PPIC, EDD, BLS

Employment spike: Personal care aide jobs are expected to increase by 35% annually through 2024



Work context

- Very close physical proximity/constant contact with others
- Daily use of common protective equipment
- Very high responsibility for others' health and safety
- Frequent bending or twisting the body
- Daily exposure to disease or infection

Source: *O*NET OnLine*

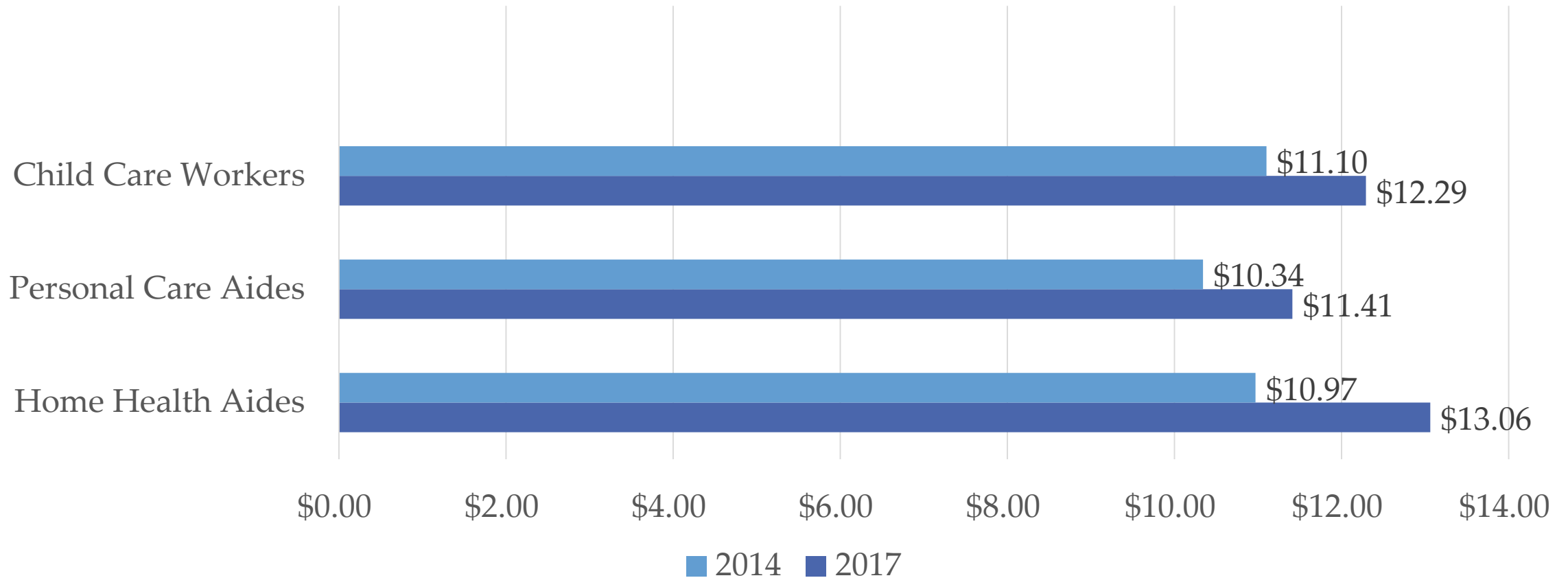
Injuries and implications

- In 2017, home health care services had an injury rate of 3.1 per 100 workers and 1,600 total recordable cases of nonfatal occupational injuries and illnesses in California (conservative due to reporting limitations)
- Leading causes of injury:
 - Lifting and repositioning their clients
 - Violence from another person or an animal
- Most common types of injury among these workers are sprains, strains, tears, soreness, and pain.
- Need for ergonomic training, violence prevention, adequate supply of skilled workers and appropriate staffing assignments

Unique industry characteristics

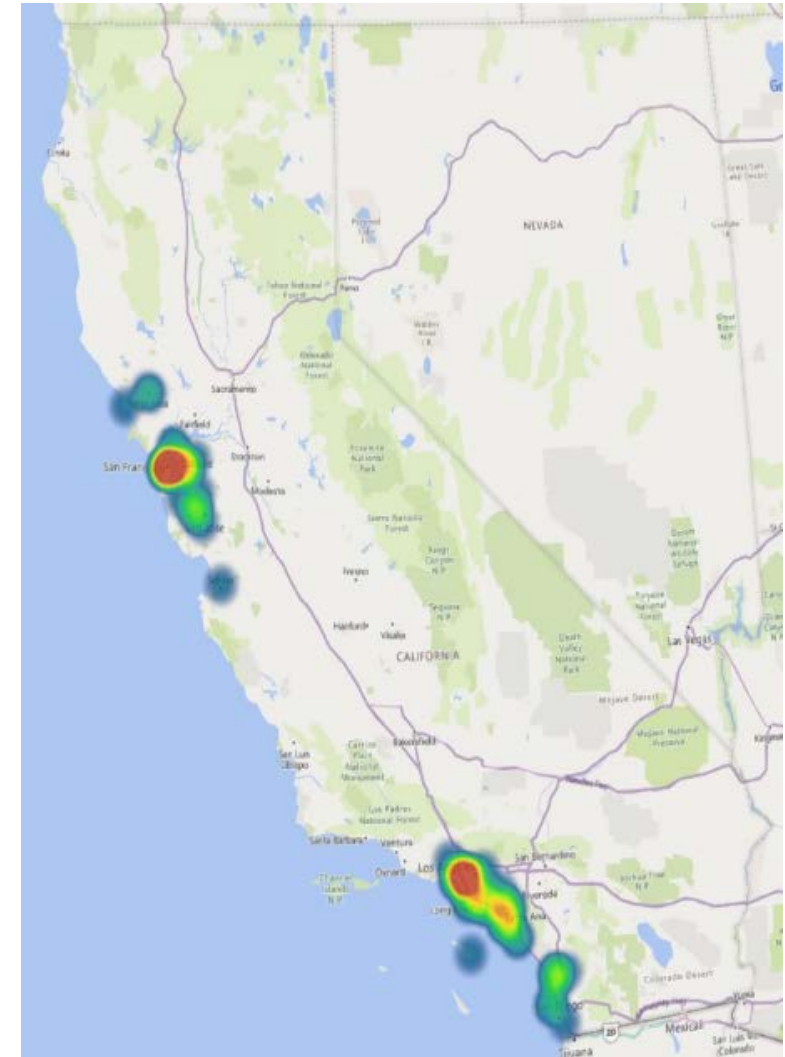
- Employer/client's home is the place of employment
- Nontraditional working arrangements
- Logistical and jurisdictional barriers for enforcement
- Need sustainable wages for workers while ensuring access to services for care recipients
- Legal obligations must be clear and understood by workers and employers

Median annual salary of \$26,220 for personal care aides and \$31,610 for home care aides



Workers filing wage claims

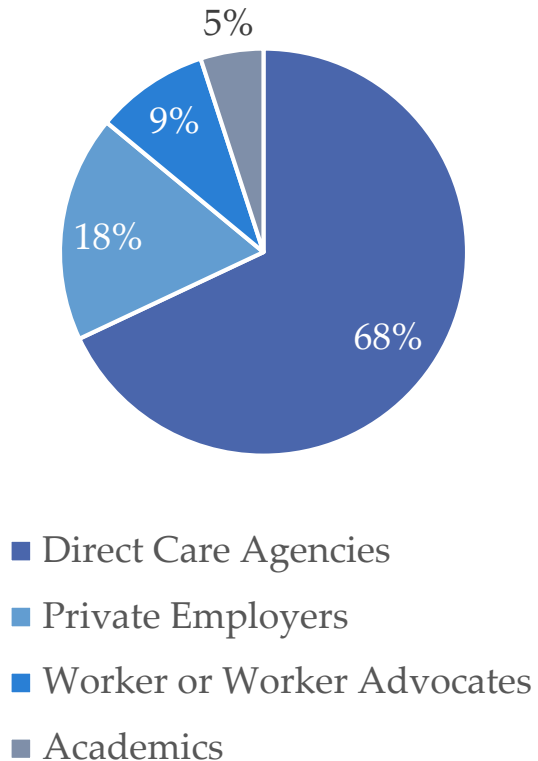
- Examined wage claims filed 2016-2018
- Concentration in Los Angeles and San Francisco Bay Area
- Workers reported an average hourly wage of \$13.64 (median of \$11.50)
- One in five claimed they were paid less than \$10 per hour
 - Minimum wage in California was \$10 per hour in 2016 and 2017, rising to \$10.50 per hour in 2018



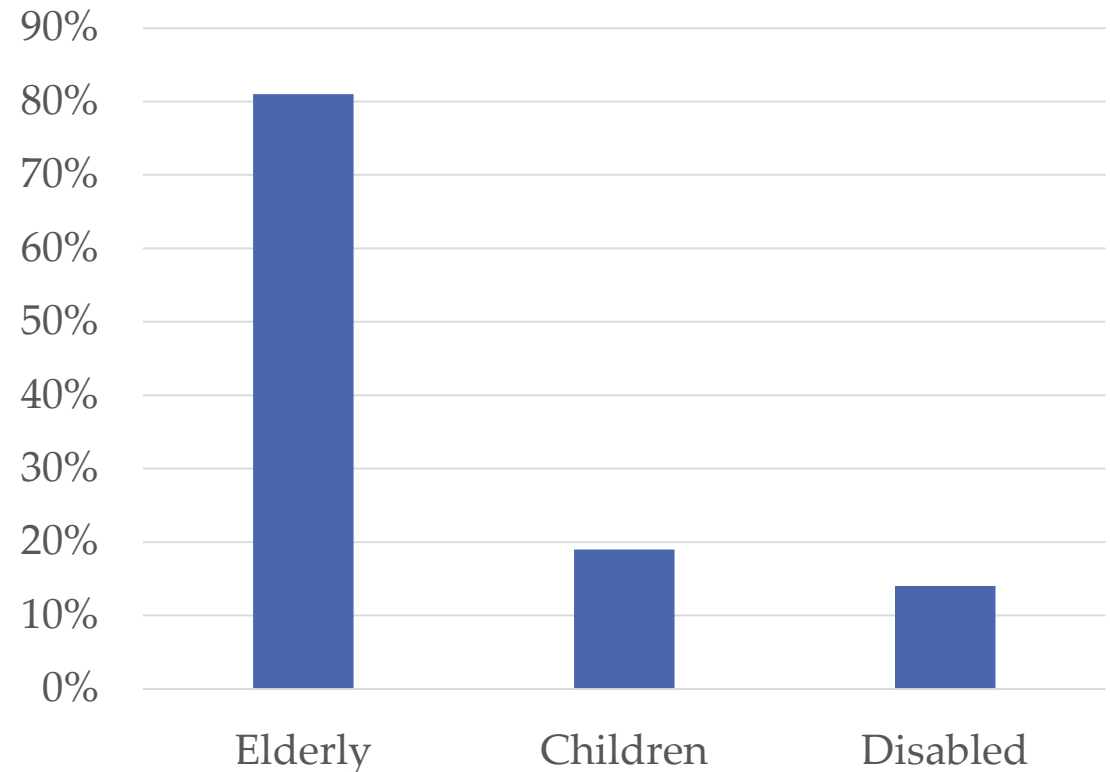
Source: DLSE WCA Database

DIR conducted a survey to assess options

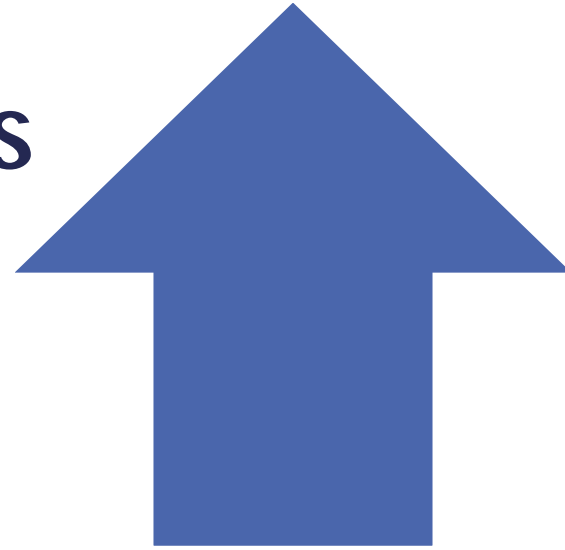
Respondent Types



Primary Care Roles for this Industry



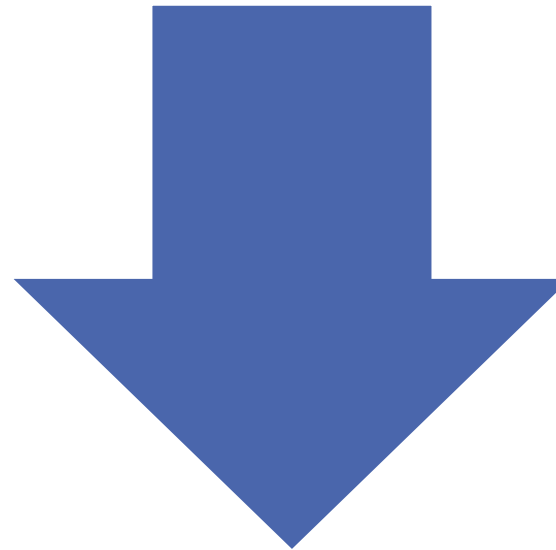
Industry trends



Increased demand for direct care services

A growing reliance on multiple employers to fill schedules

More workers assigned to individual clients



Lack of skilled workers

Limiting shifts and/or hours for workers to avoid regulatory thresholds

Compromised quality and continuity of care

Outreach methods matter

In-person training, events and workshops

Email, SMS/text and phone calls

Online content, videos and
webinars

Posters, brochures
and newsletters

Effectiveness

Recommendations

- Conduct outreach and education
 - Ensure workers and employers are sufficiently informed about their rights and responsibilities
 - Clarify employer obligations and legal requirements
 - Reduce confusion about interactions between federal and state laws
 - Combat underground economy activity in this industry
- Focus on partnerships
 - Collaboration across organizations is the most effective approach