



Direct Care Workers in Michigan Facts-Initiatives-Policy-Funding

Opportunities for Innovative Actions with Big Impact

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A Critical DCW Shortage

- In Michigan, we need an estimated 196K skilled DCWs.
- 36K more people than are working in these MI jobs today
PHI National <https://phinational.org/>
- 2018 median turnover rate for home care DCWs = 82%
- Turnover costs about \$2,600 *per caregiver hire*; an avg of \$171,600 *per agency per year*. Much higher when indirect costs included (5-6K per hire)
- Employers are shuttering doors, turning people away, putting lives at risk.

No qualified workforce = no LTSS/HCBS

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Direct Care Workers (DCWs)

Direct Care Workers (DCWs) is a general term referring to individuals who:

- Provide essential services through behavioral health, community mental health, and long-term care systems to support older adults and individuals with long-term disabilities or post-acute care needs in a range of settings including private homes, group homes, assisted living facilities, nursing homes, and community living supports settings.
- Go by many titles including, but not limited to, certified nursing assistants, home health aides, Home Help providers, hospice aides, personal care assistants, direct support professionals, job coaches, self-directed home care workers, and home care companions. The term does *not* include licensed health care specialists such as Registered Nurses, Licensed Practical Nurses, or other specialties, i.e., Medical Technicians, Respiratory Therapists, Community Health Workers, etc.
- Are distinguished by core tasks shared by most DCWs that generally include assisting with hands-on personal care, activities of daily living, instrumental activities of daily living, rehabilitation, vocational assistance, and community living supports.
- Are typically paid through Medicaid, private insurance, Older Americans Act funds, Medicare, directly by individuals, or other funding sources.

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Why is there a DCW Shortage?

Lack of economic security due to:

- Low wages & benefits
- Lack of guaranteed hours
- Lack of training
- Lack of career advancement options
- Lack of societal value placed on direct care work
- Institutional & historical racism, sexism, agism, and discrimination against immigrants and persons with disabilities
- A fragmented, siloed long-term supports and services system

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Our VISION

- A sufficient and stable supply of qualified DCWs
- That can provide high-quality support and services to older adults and persons living with disabilities, and that
- **Leads to good health outcomes, wellbeing, and as much independence and quality of life as possible for people of all ages and abilities.**



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Raise economic security, equity, respect for DCWs

- Increase Wages & Benefits
- **Professionalize the DCW Workforce by establishing:**
 - Competency, Professional, and Ethical Guidelines
 - Training Guidelines - make training accessible & affordable
 - Competency-based credentials
 - Career Pathways & Success Models
- Socio-Cultural Change – Increase the value placed on direct care work

Through Advocacy, Systems Changes, & Policy Reforms



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Key Successes



- Established the MDHHS DCW Advisory Committee and a statewide DCW Essential Jobs, Essential Care (EJEC) Coalition that has coordinated with multiple other committees, coalitions, organizations and stakeholders working across boundaries
- Developed a common definition of DCWs
- Adopted 15 statewide DCW Competency, Professional, and Ethical Guidelines – approved by MDHHS
- Helped secure wage increases for many DCWs
- Established workgroups including a team that has developed 14 key recommendations for addressing the shortage – approved by MDHHS

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More Successes!

- Curricula, Credentials, Career Pathways in progress including four new DCW categories being considered
- IMPART Alliance awarded MICA grant through the Department of Labor and Economic Opportunity
- 2.8 Million awarded to IMPART Alliance through the 2023 GF to establish a statewide DCW Training and Credentialing Infrastructure (TCI)
- 25M received through CMS and Legislature approved, American Rescue Plan Act/HCBS Spending Plan funds to establish a DCW Career Center (DC3) in MI that will dramatically advance direct care work in MI.

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HCBS Spending Plan Section 2.1

- 77.25M total; 25M awarded to IMPART Alliance
- Focus on DCWs in HCBS
- Focus on non-wage strategies
- 4 major goals/priority areas
- Proposed 4-point Implementation Plan
- Timeline
- **Positions MSU to cultivate and achieve goals far beyond this grant**

If MSU seizes the moment.



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Immediate Priority Areas

- Meet deliverables associated with the 25M HCBS grant
- Determine ways to expand and financially sustain the Direct Care Career Center and related goals
- Mental Health needs of DCWs
- Support for:
 - Training DCWs, Trainers, DCW Supervisors, and training sites
 - DCW Employers & Family Members who need DCWs
 - Development of Career Success Models
 - Development of remote technology and telehealth via DCWs
- Aggressive “Widen the DCW Pipeline” plan targeting non-traditional populations, e.g. Veterans, tribal communities, high school seniors, immigrants, etc.
- Massive high-profile, *creative*, marketing campaign

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Immediate Needs

1. **Coordinated, strategic, statewide partners** committed to the goals.
2. **Connections & Expertise** with business communities, educational institutions, economic development groups and experts, marketing, art and cultural groups/institutions, communication channels and champions (radio, TV, news sources and champions), agencies that work with marginalized populations (immigrants, refugees, Veterans, Tribal communities, etc.) decision-makers, national networks, researchers, innovators, technology experts, etc.
3. Assistance with building, **convening** and facilitating key stakeholders and workgroups: DCWs, family members, people receiving support, employers, advocates, multi-faceted networks (local, state, national)
4. **Infrastructure development** and resources: key hires, IT support, space, equipment, data structure, research assistance, everything in #2
5. **Diversified Revenue Sources** for sustainability.
6. A **DCW Professional Association** (1st in the nation)
7. **Additional funding** to support, expand, and sustain all initiatives including in areas not covered by current grants.

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Discussion Q & A

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