

# The Long-Term Care Coalition

## COVID-19 Impact on Home Health Aides Survey Results

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6/2/2020



**DC APPLESEED**

# Agenda

## 1. Methodology

## 2. Key Takeaways

## 3. Survey Demographic Information

Agency names, licensure type, etc.

## 4. Questions and Answers

Includes:

Data on answers

Additional comments  
provided by respondents

Graphs

# Survey Methodology

- ▶ The D.C. Long-Term Care Coalition and D.C. Appleseed conducted a survey of home health agencies to assess the impact of COVID-19 on the homecare workforce, particularly during the stay-at-home period of the pandemic
- ▶ Agencies surveyed included home health and home support agencies licensed by the Department of Health and/or approved for Elderly & Persons with Disabilities (EDP) Waivers by the Department of Health Care Finance (DHCF) (n=43)
- ▶ Surveys were conducted via Google Forms and sent out May 11, 2020, with follow up surveys sent May 13, 2020 (the D.C. stay-at-home order was implemented on April 1, 2020)
- ▶ Responses were received from 22 individuals representing 17 organizations (approximately 40% of the total)

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etc.
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Includes:
  - Data on answers
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# Key Takeaways

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- ▶ 16 of 22 (73%) respondents report more aides are leaving the workforce or not reporting to work since the public health emergency was declared
- ▶ 15 of 21 (71%) respondents have experienced a loss of work due to client cancellations
- ▶ 14 of 21 (67%) respondents report school closures and childcare issues have affected their aide's ability to work
- ▶ Over half of the respondents do not have enough Home Health Aides (HHAs) to staff all their clients every shift
- ▶ 14 of 21 (67%) respondents say the closure of training programs will affect their ability to hire more staff
- ▶ 20 of 21 (95%) of respondents expressed concerns about their ability to hire all the HHAs they need to meet their clients' needs.

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# Demographics Information

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- ▶ 22 responses
- ▶ 17 different organizations responded (4 respondents did not answer this question)
- ▶ Licensure Type
  - ▶ 16 home healthcare agencies
  - ▶ 3 home support agencies
  - ▶ 2 case management agencies
  - ▶ 1 other
- ▶ Coverage Area
  - ▶ 20/22 DC only

# Survey Demographics Continued

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- ▶ Coverage Area Continued
  - ▶ One agency covers DC and Maryland
  - ▶ One agency covers DC, Arlington, PG, and Montgomery Counties
- ▶ Payment Accepted
  - ▶ 19 Medicaid (4 Medicaid only)
  - ▶ 12 Medicare (4 Medicaid and Medicare only)
  - ▶ 9 Private Insurance
  - ▶ 12 Private Pay
  - ▶ 1 Other Government Contracts

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## **4. Questions and Answers**

Includes:

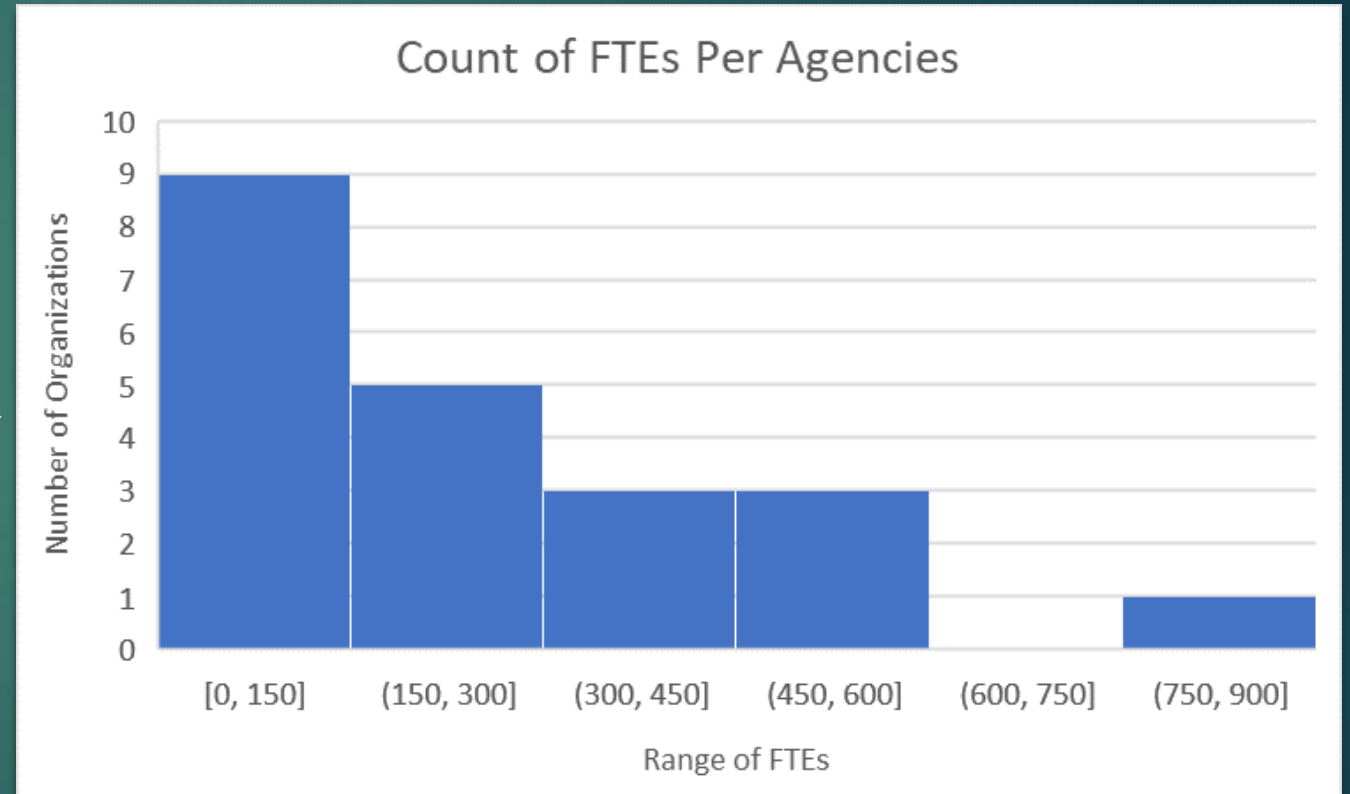
Data on answers

Additional comments  
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Graphs

# 1. How many FTE Home Health/ Personal Care Aides do you currently employ?

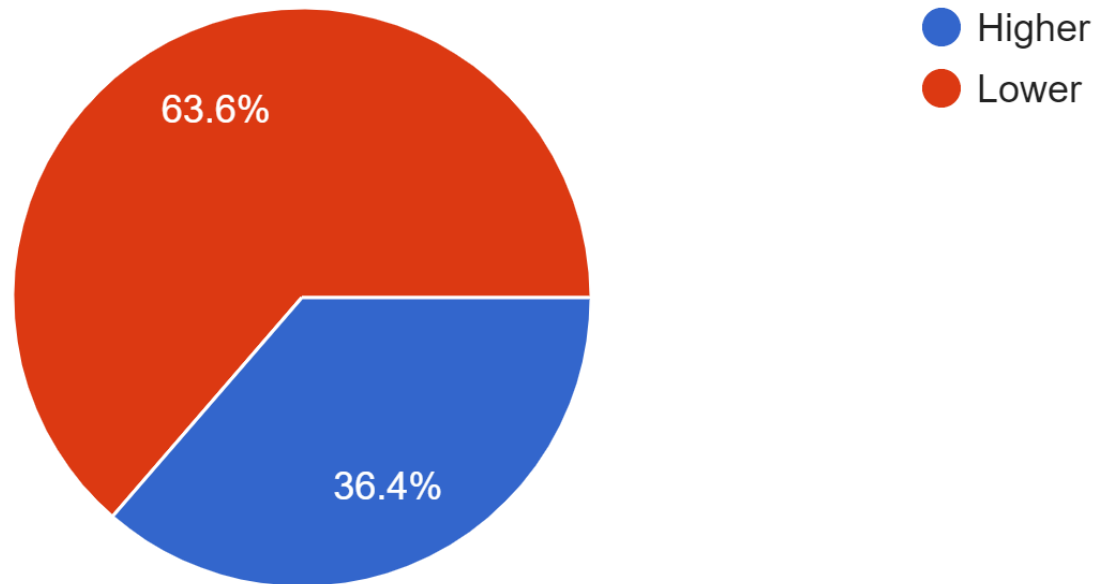
- ▶ 240 FTEs Mean
- ▶ 225 FTEs Median
- ▶ Majority of Organizations are below 300 FTEs
- ▶ One Organization is an outlier and has 900 FTE's
  - ▶ Could be reporting total number of aides employed, not just those in DC



# What is client census as of today?

- ▶ Mean 221
- ▶ Median 215
- ▶ Majority between 190-280
- ▶ 63% of respondents have a lower client census than their average prior to COVID-19

Is this higher or lower than your average census prior to COVID-19  
22 responses



# Question 2 Comments: What is Client Census as of Today?

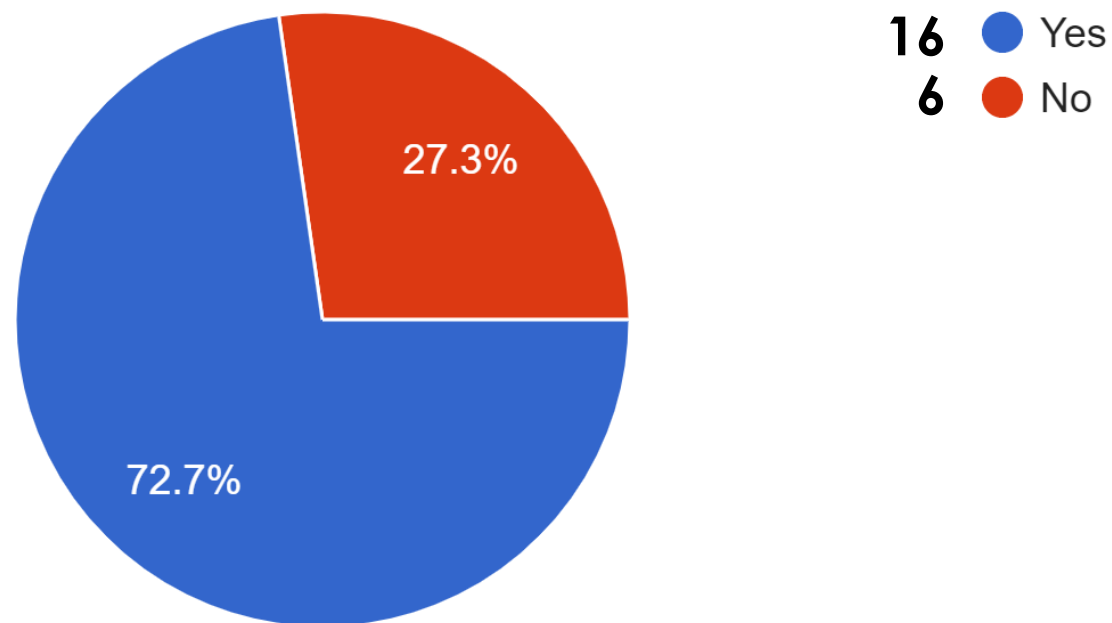
- ▶ We are performing the telehealth visit. COVID is a handicap for service running.
- ▶ Pretty Stable, but a little bit higher
- ▶ We are newly opened and just getting off the ground
- ▶ Approximately 20% of our clients have suspended service

# Question 4:

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4. Are more aides leaving the workforce or not reporting to work since the COVID Public Health Emergency was declared

22 responses



## Question 4 Comments: Are more Aides Leaving the Workforce or Not Reporting for Work?

- ▶ Most of our aides are still working. They are scared and we continue to give them Personal Protective Equipment and paid time off as they need it. However, we do have a small percent that have stopped working and a small percentage that want to stop but continue to go in.
- ▶ Fear
- ▶ They do not want COVID infected or new patients
- ▶ PCAS ARE SCARED OF CONTRACTING THE VIRUS
- ▶ Either exposed, no childcare, or afraid
- ▶ MORE AIDES ARE UNABLE TO FIND CHILDCARE, TRANSPORTATION, OR STAYING HOME OUT OF CAUTION

# Question 4 Comments continued

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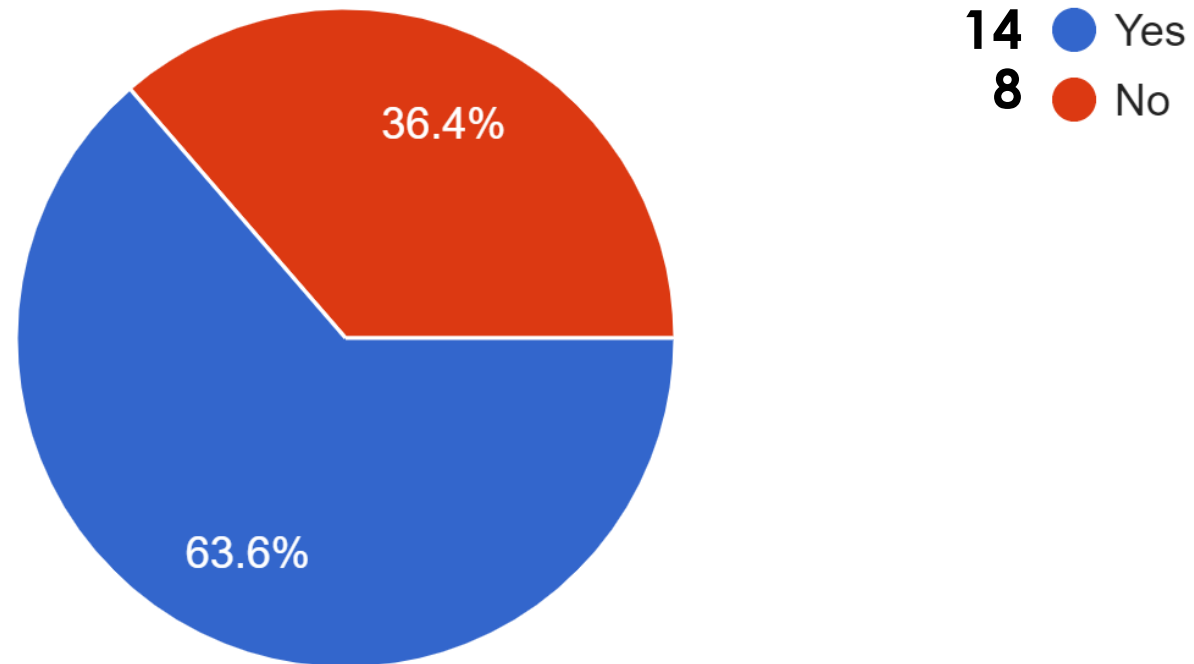
- ▶ They do not want new patients or COVID-19 infected patients
- ▶ MORE AIDES ARE CALLING OUT
- ▶ We have about 22% that do not wish to work at this time for fear of exposure and another 20% have become unresponsive since the Public Health Emergency.
- ▶ No one has resigned all together, but several can't work due to COVID exposure or childcare issues or concerns that the work places them at too much risk.

# Question 5

## Barriers

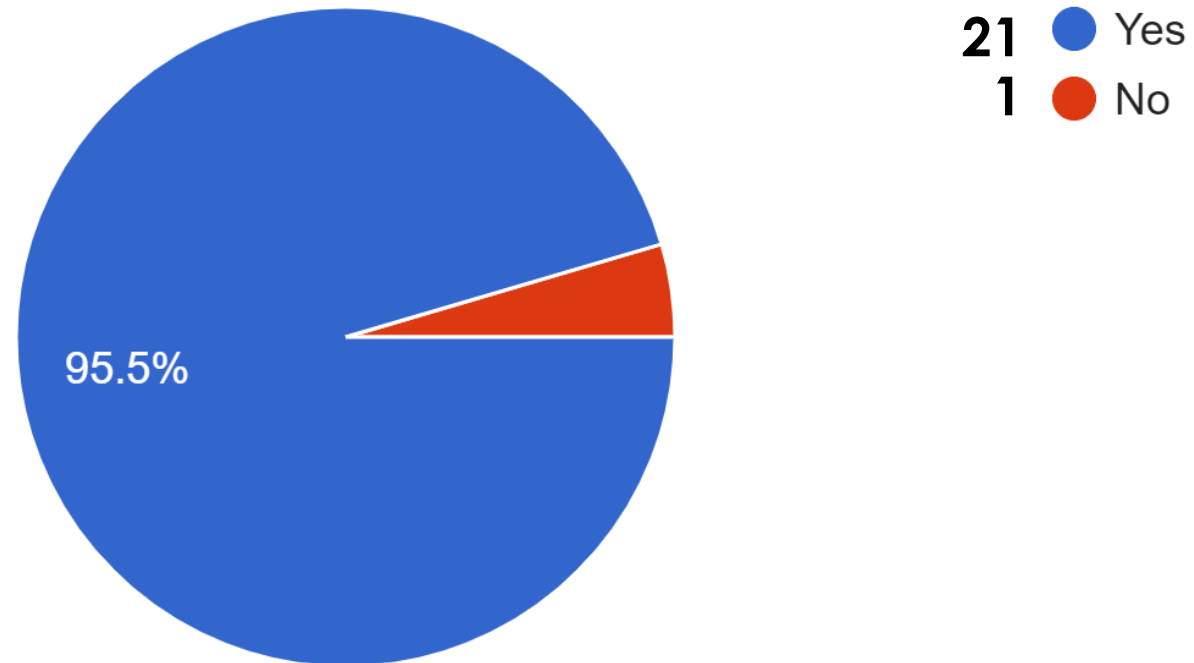
A. Are you able to supply your aides with all the PPE that they need?

22 responses



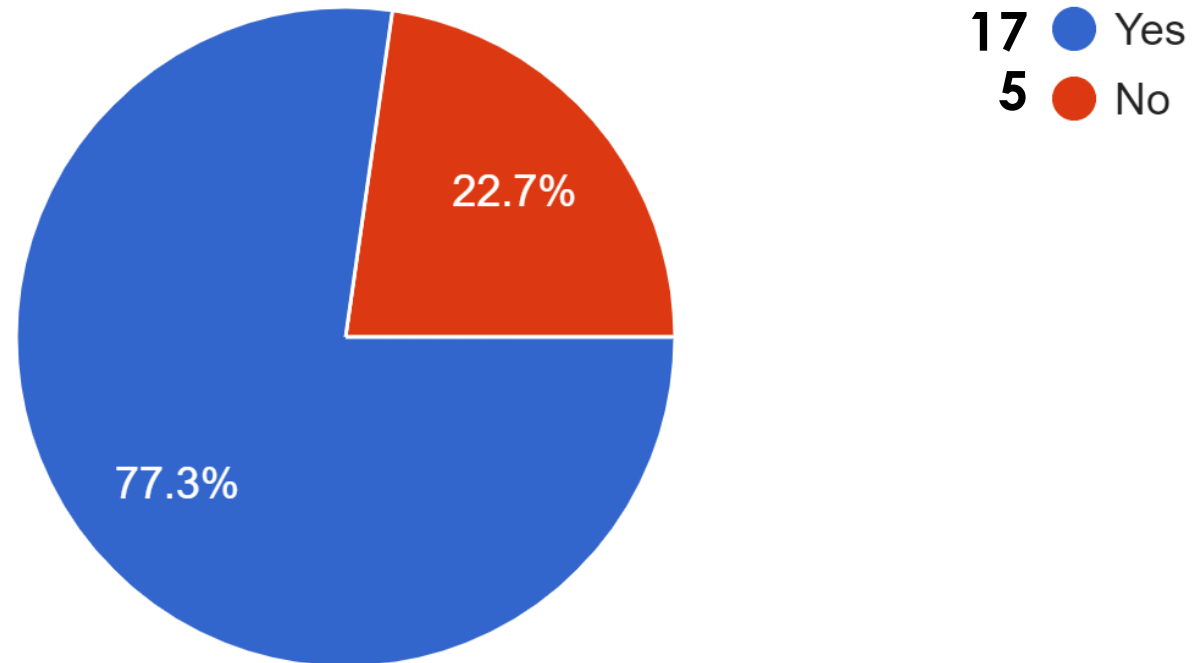
B. Have you been able to provide your aides with COVID specific training?

22 responses



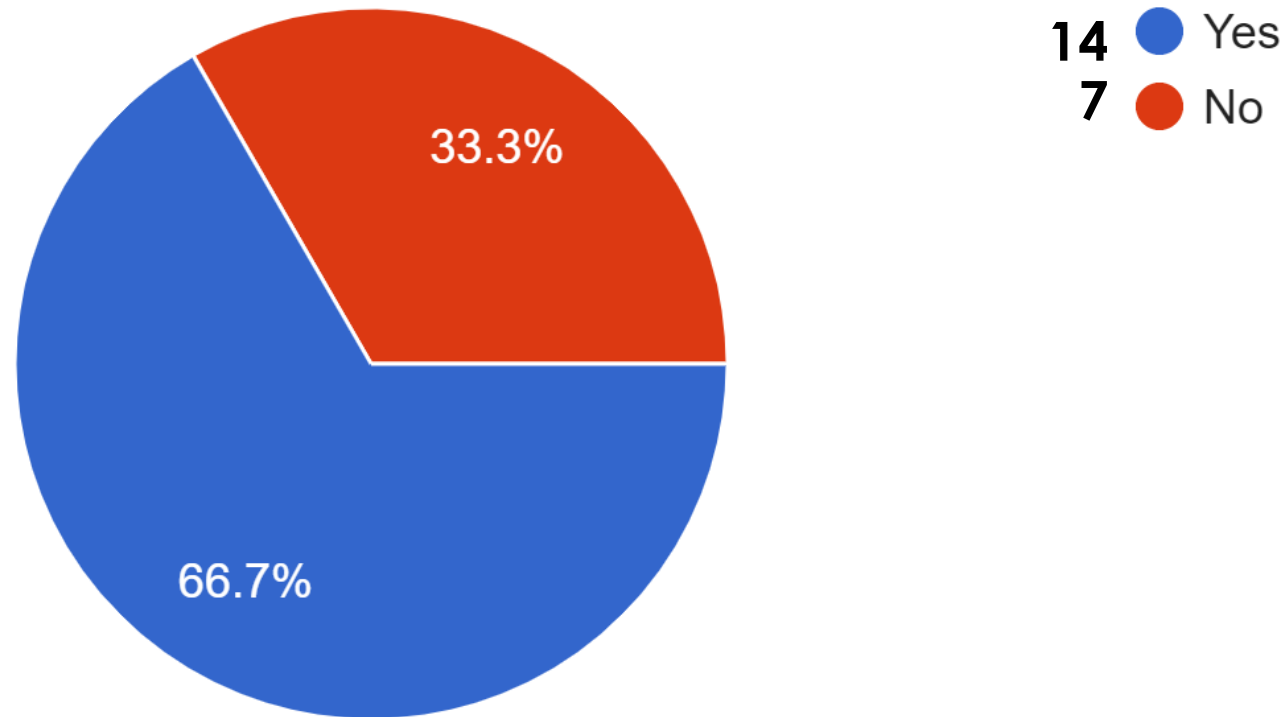
C. Are your aides able to access transportation to get to their work assignments?

22 responses



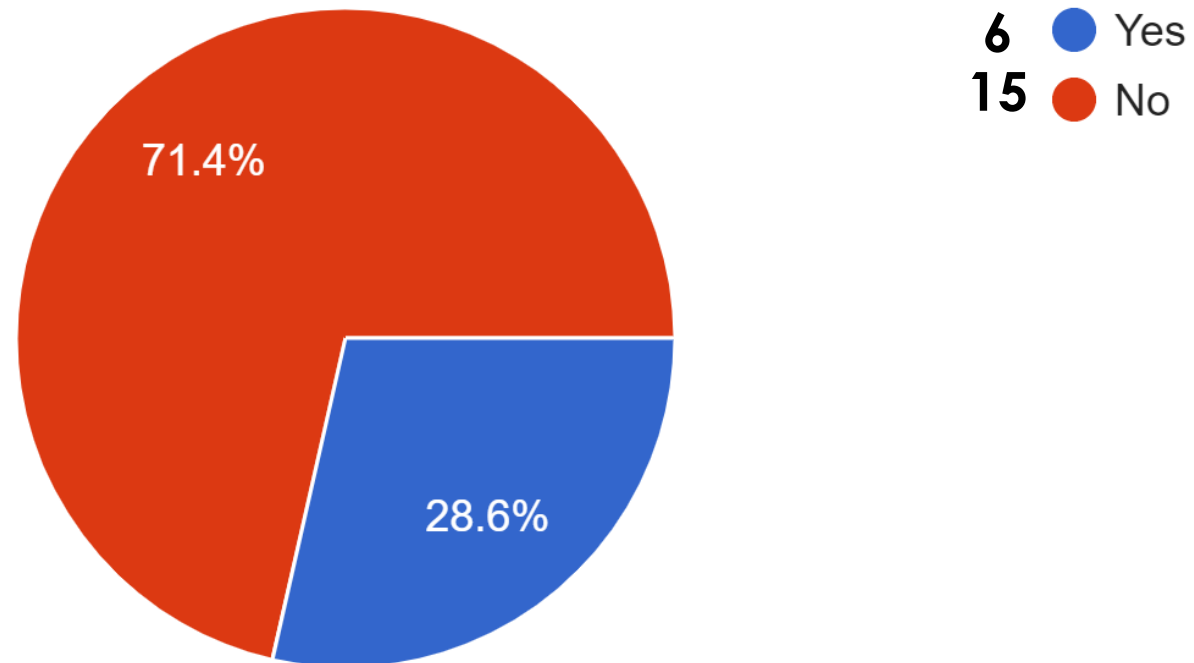
D. Are school closures or childcare issues affecting your aides' ability to work?

21 responses



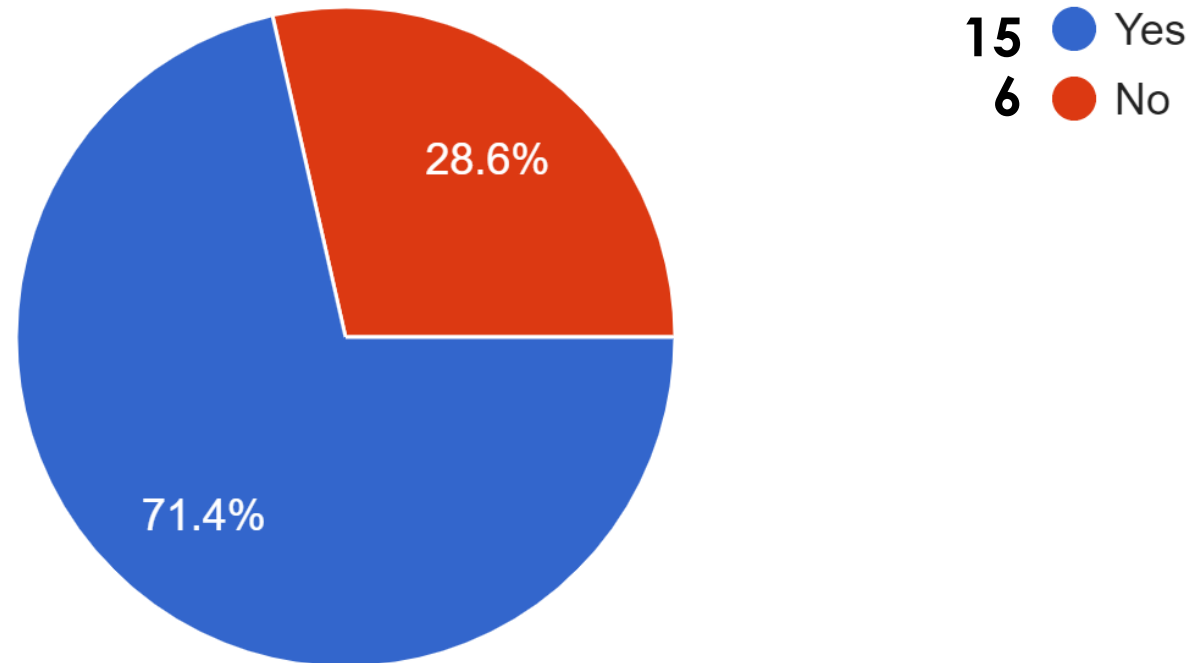
E. Are your aides experiencing difficulty purchasing/securing adequate food?

21 responses



## F. Have you experienced loss of work due to client cancellations?

21 responses



# Question 5 comments: Barriers Aides are Facing

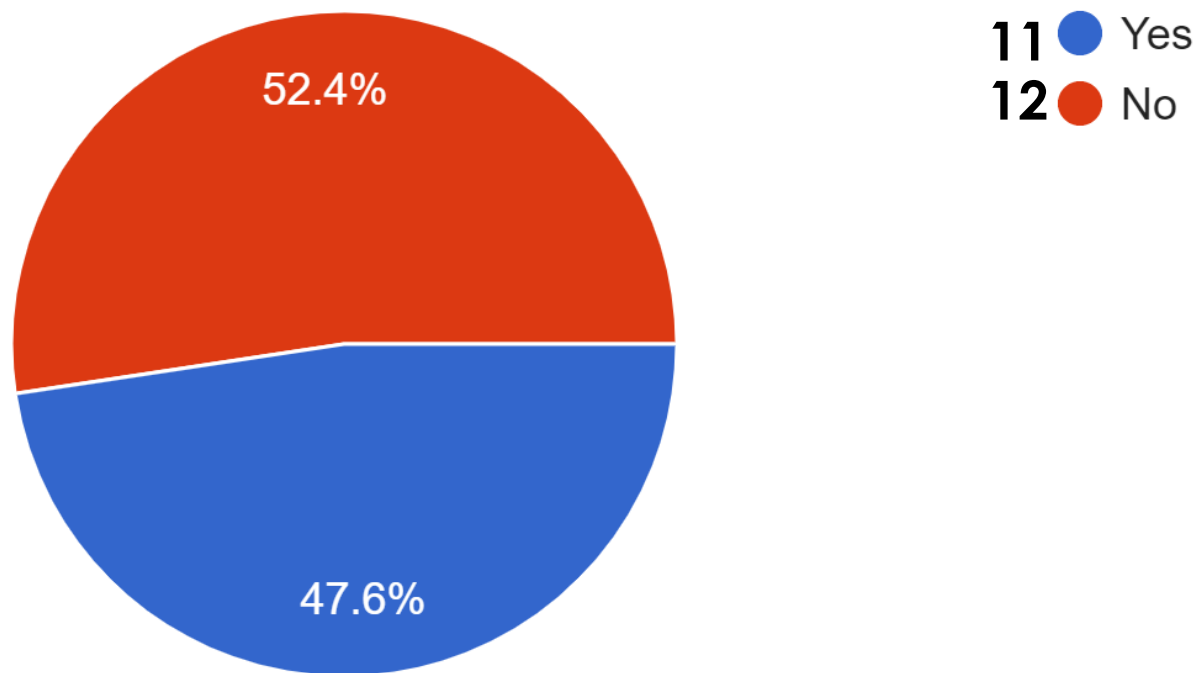
- ▶ WE SOMETIMES UBER AIDES TO WORK
- ▶ The lack of public transportation has severely affected availability of workforce and we have been providing Uber trips as necessary for transportation.
- ▶ Obtaining Personal Protective Equipment has been difficult but we currently have found multiple sources. Transportation is also difficult for anyone taking public transportation but some of our aides drive or have had to ask for new assignments that are easier to access via public transportation.
- ▶ We have a good amount of patients who have suspended or put services on hold out of concerns of protecting themselves from COVID-19

# Question 6

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6. Do you have enough HHAs to staff all of your clients on every shift?

21 responses



If you answered no to question 6 what are the major barriers to hiring more HHAs?

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- ▶ We are managing by paying overtime and paid time off. It's getting harder due to aides getting sick. Aides are concerned about working. The risk for them does not justify the reward. \$14.65 is not enough to risk exposing their families to this.
- ▶ Fear
- ▶ NO AVAILABLE OR WILLING PCAS, DECREASED EMPLOYMENT
- ▶ They are working for other agencies and/or have moved on to a different profession
- ▶ DECREASE IN APPLICATIONS, APPLICANT NOT WILLING TO WORK AVAILABLE SHIFTS, APPLICANT DIFFICULTY NAVIGATING ELECTRONIC ONBOARDING

If you answered no to question 6 what are the major barriers to hiring more HHAs?

26

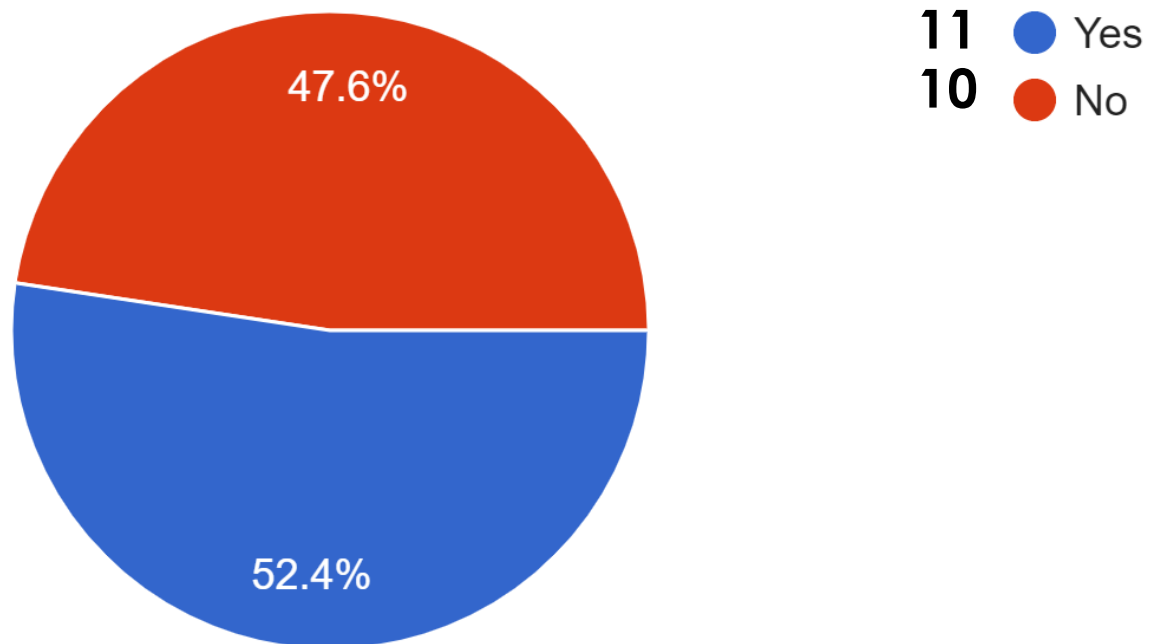
- ▶ Not enough available aides and pay
- ▶ Many aides are fear to working in the homes of beneficiaries due to COVID
- ▶ Afraid of being infected
- ▶ N/A
- ▶ Difficult to hire certified HHAs in general but particularly during a period when face to face interviews and face to face supervision is not possible.

# Question 7

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7. Are you limiting the number of new clients that you accept because you are unable to hire HHAs to staff new clients?

21 responses

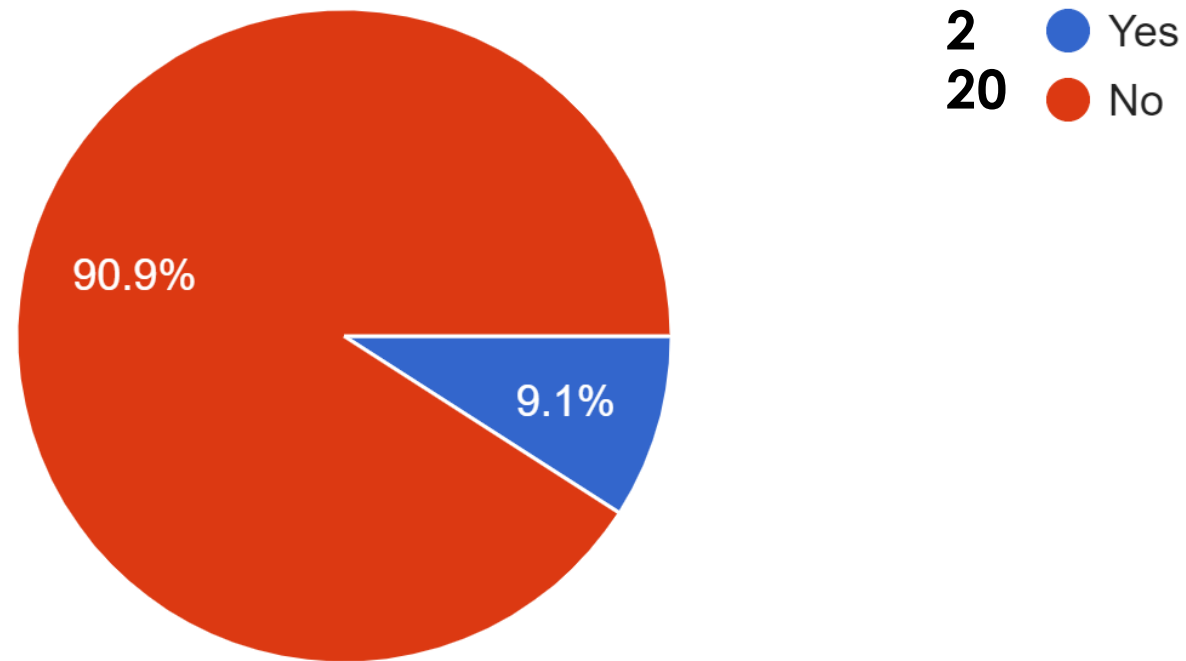


# Question 7 Continued

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Have you closed intake?

22 responses

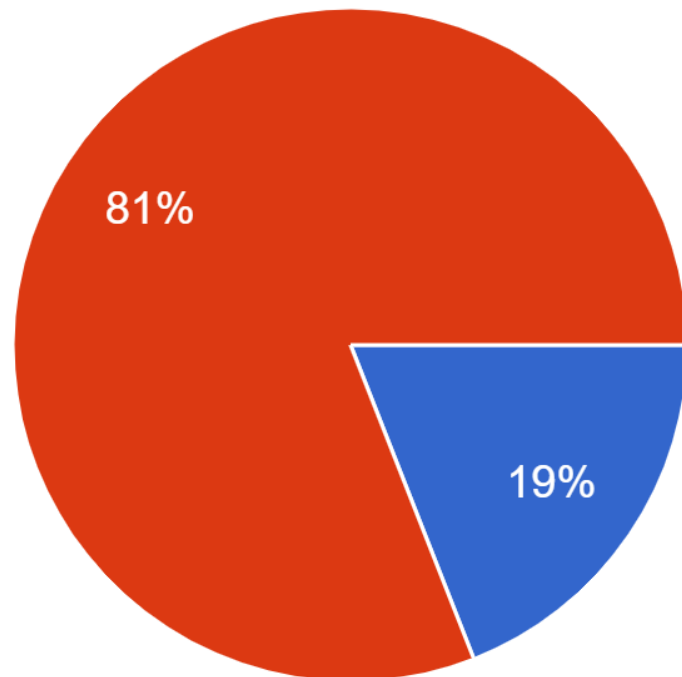


# Question 7 Continued

29

Do you have a waiting list of clients?

21 responses



4 ● Yes  
17 ● No

# Question 7 Comments: Are You Limiting the Number of New Clients You Accept?

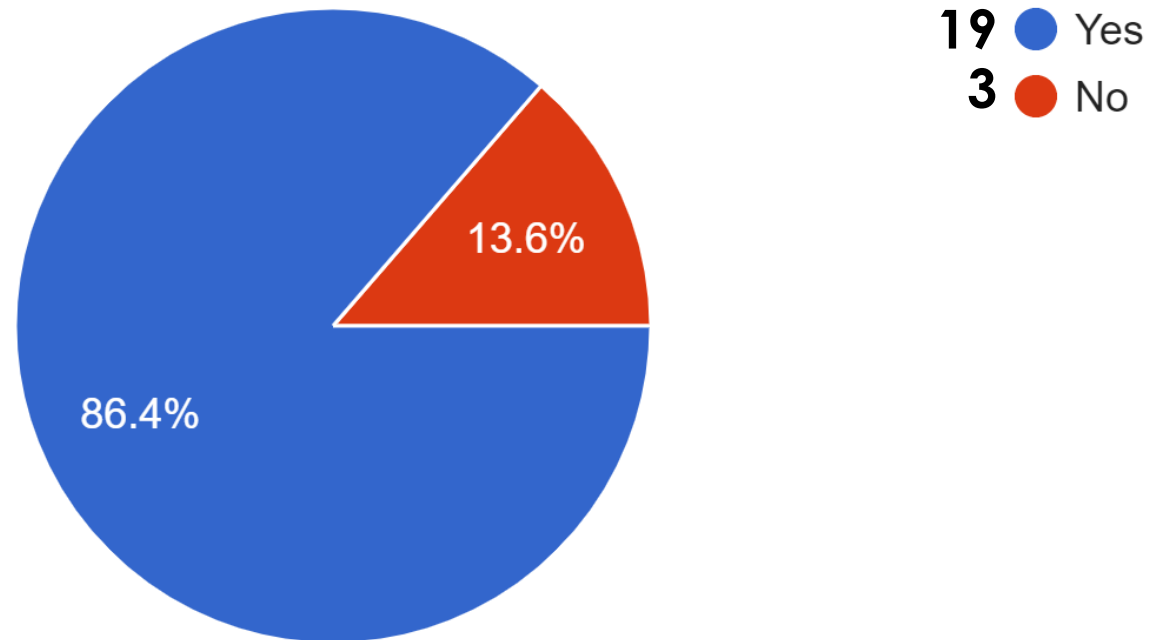
- ▶ We are accepting new patients on a case by case basis.
- ▶ We are constantly recruiting.
- ▶ Workforce are apprehensive about leaving home now and availability is difficult to manage. Additionally, PCA's are much more judicious about accepting shifts based on hours to make it "worth their time" to work in the community.
- ▶ We are unable to accept most new clients because we cannot do the initial case management assessment in person.

# Question 8

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8. Are you aware that training programs and testing program for HHAs and CNAs largely are closed due to the COVID PHE?

22 responses

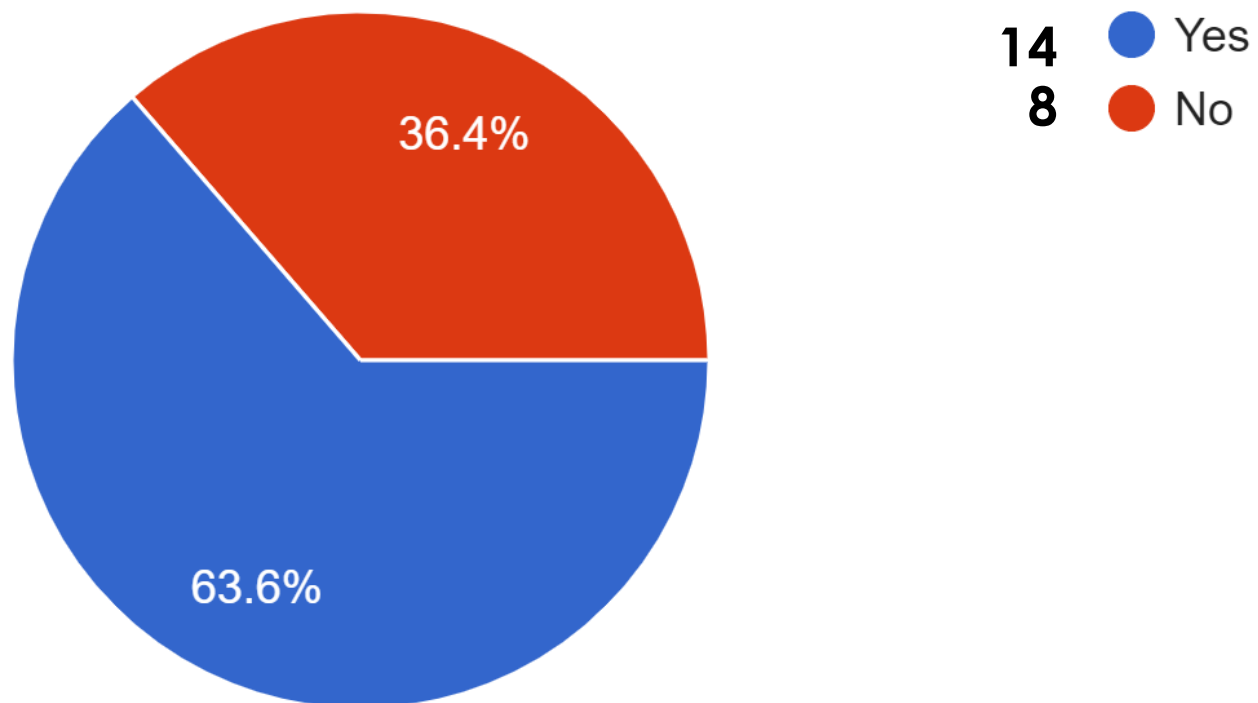


# Question 9

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9. Will the closure of training programs affect your ability to hire new staff?

22 responses

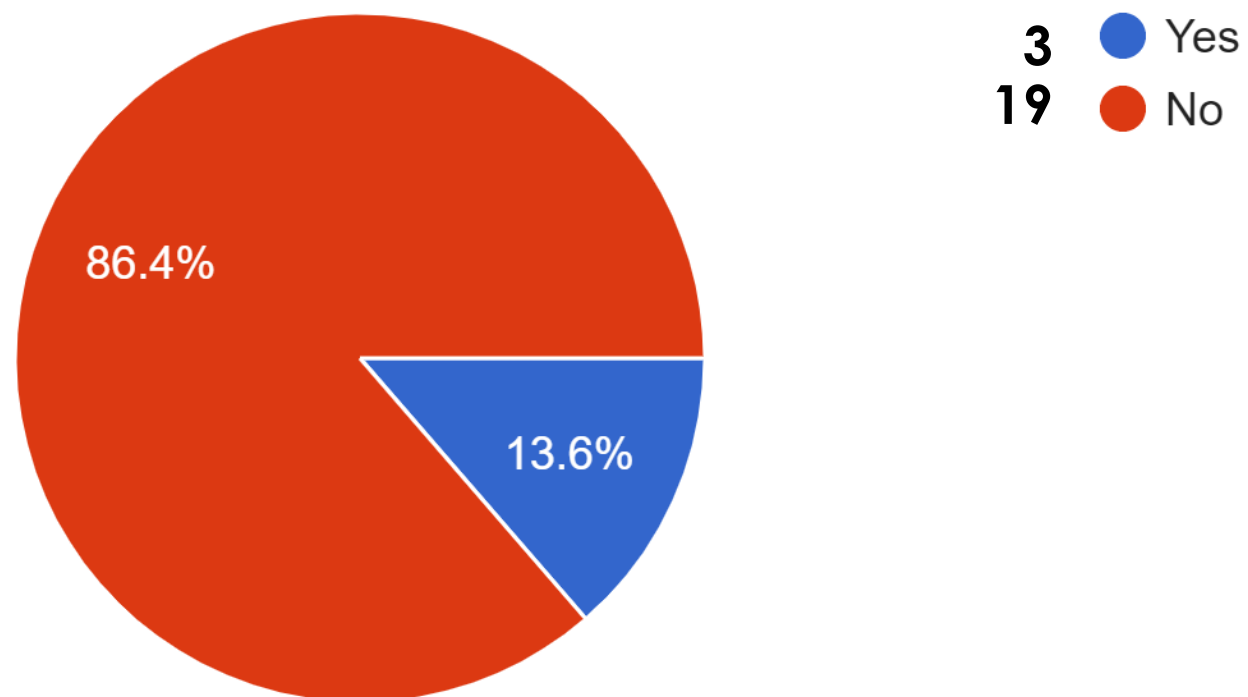


# Question 9 continued

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Are you affiliated with a training program?

22 responses

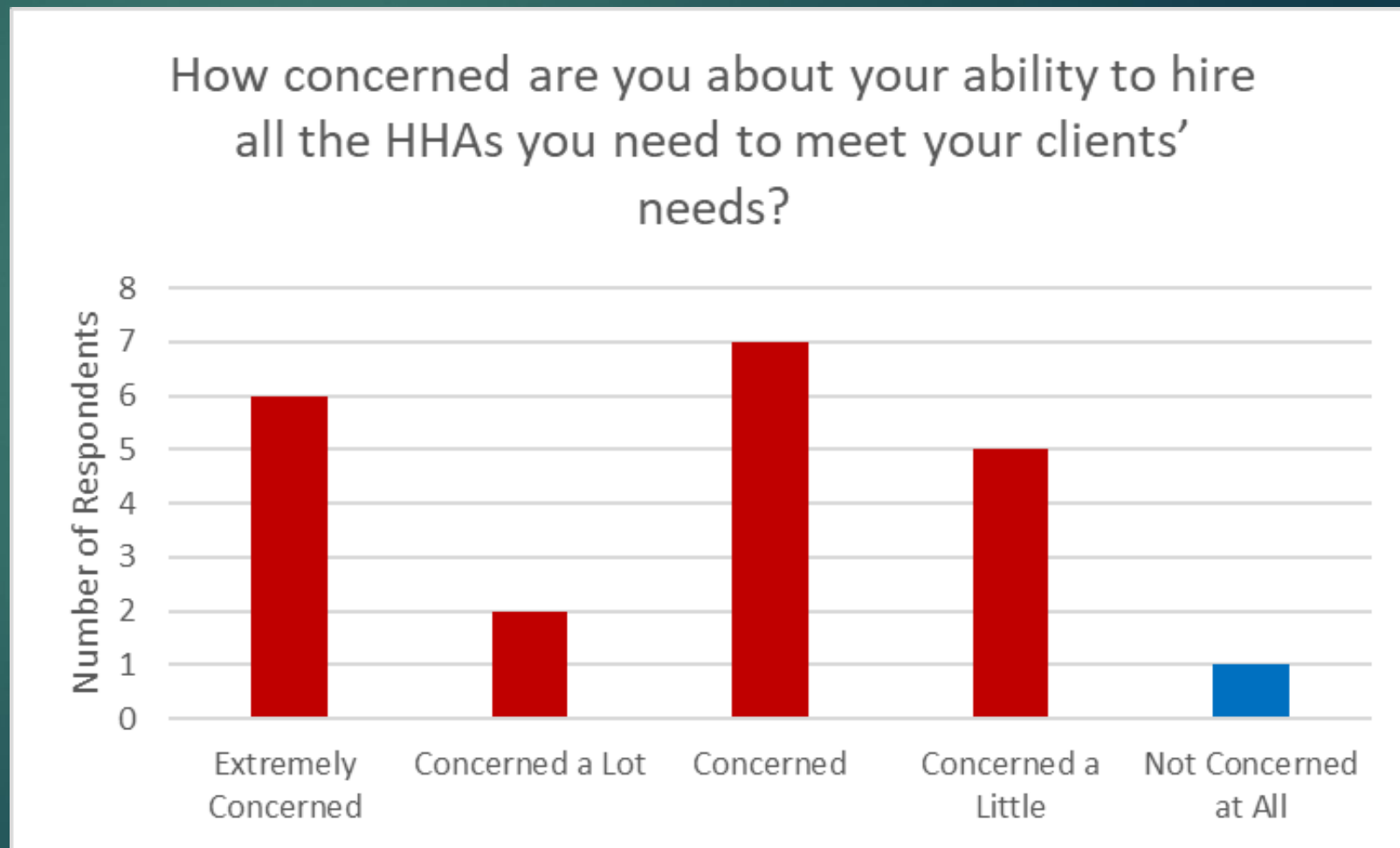


# Question 9: Comments: Are you Affiliated with a Training Program?

- ▶ THIS IS VERY CONCERNING
- ▶ Would love to be a training program.
- ▶ We used to make regular calls to the training facilities to discuss graduating classes and get our information to the graduates. As that has gone away, we are primarily reliant on Indeed and W-O-M.

Question 10: Thinking ahead to September 2020, how concerned are you about your ability to hire all the HHAs you need to meet your clients' needs?

- ▶ 20 of 21 respondents were concerned a little, concerned, concerned a lot, or extremely concerned



Question 11. Is there anything else you would like to share about staffing issues or the challenges you are facing during the public health emergency?

- ▶ If the ability to complete background checks and then this will affect the program
- ▶ Any additional resources we can get to give the aides incentives to continue working to cover the risk, childcare and transportation will be accepted and appreciated.
- ▶ HOME SUPPORT AGENCIES CHARGE MORE THAN THE AMOUNT REIMBURSED BY DC MEDICAID
- ▶ Fear of exposure to positive diagnosed patient

Question 11. Is there anything else you would like to share about staffing issues or the challenges you are facing during the public health emergency?

- ▶ It is a perfect storm of creating difficulties for community support services. Our industry is a personal contact industry. Our workforce relies on schools and childcare that is no longer available as well as transportation that is reduced and less reliable. For the work force that is able to work, it is worrisome to consider that they are working for multiple clients at multiple agencies that could pose threats of cross contamination if Infection control procedures are not strictly adhered to. Additionally it is impossible to regulate the foot traffic through beneficiary's homes at this time. Without reliable, and easily available testing it is impossible to tell who may have been infected and is currently asymptomatic and working in the community. Employees are rightfully scared, there is a lack of direction and information, and there is mixed messaging from govt and healthcare leadership at the national level.
- ▶ The Public Health Emergency has exacerbated a hiring situation that was already a major challenge.

# Key Takeaways

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- ▶ 16 of 22 respondents report more aides are leaving the workforce or not reporting to work since the public health emergency was declared
- ▶ 15 of 21 respondents have experienced a loss of work due to client cancelations
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- ▶ 15 of 21 of respondents expressed concern about their ability to hire all the HHAs they need to meet their clients' needs

# Thank you for Listening!

- ▶ Any Questions?
- ▶ Email
  - ▶ Stephen Berry Policy, Associate  
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