

Appendix E. Home care agencies survey results, SEIU 775

Background on enhanced Medicaid rate

- Medicaid homecare agencies began receiving enhanced Medicaid rates in May 2020.
- Primarily used to provide temporary wage increases, or hazard pay, to home care workers.

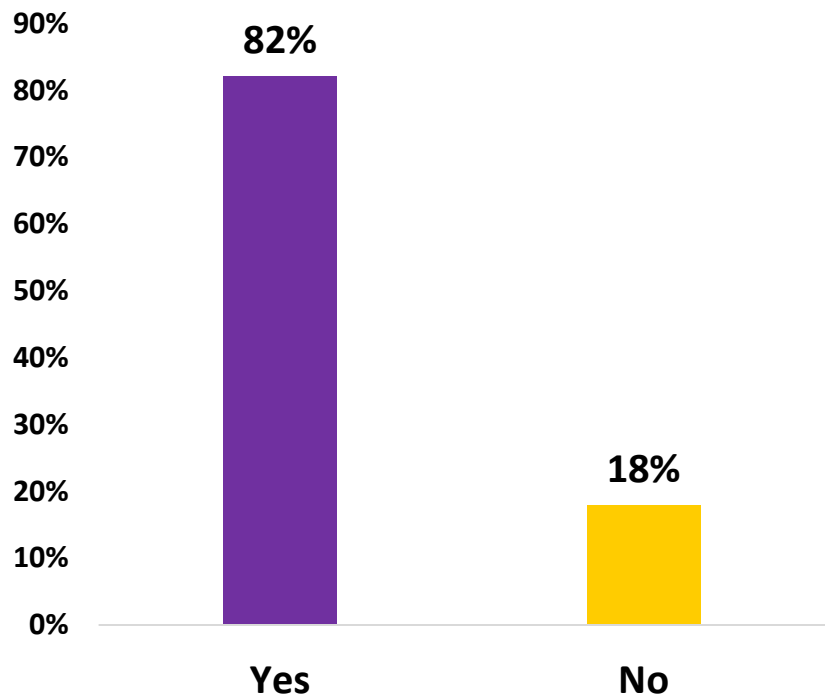
Survey purpose and methodology

- SEIU 775 surveyed Medicaid home care agencies in the state of Washington to explore the impacts the enhanced rate has had on agencies:
 - Ability to provide Medicaid home care services
 - Caregivers' retention
 - Caregivers' recruitment
- The online survey was distributed by ALTSA to home care agencies (52 agencies) on February 4, 2022. The survey remained open until February 11, 2022.
- Response rate: **54%**

Survey results

Hazard pay improved home care agencies' ability to provide Medicaid services

Q: "Have the higher wage rates through the pandemic helped your agency to get closer to meeting authorized home care Medicaid hours?"



"With being able to pay our employees a better wage, more of them are willing to work full time instead of part-time now."

- Survey respondent

"Because of better compensation caregivers agreed to work in more challenging situations where clients had high needs."

- Survey respondent

"It motivates people to work more hours"

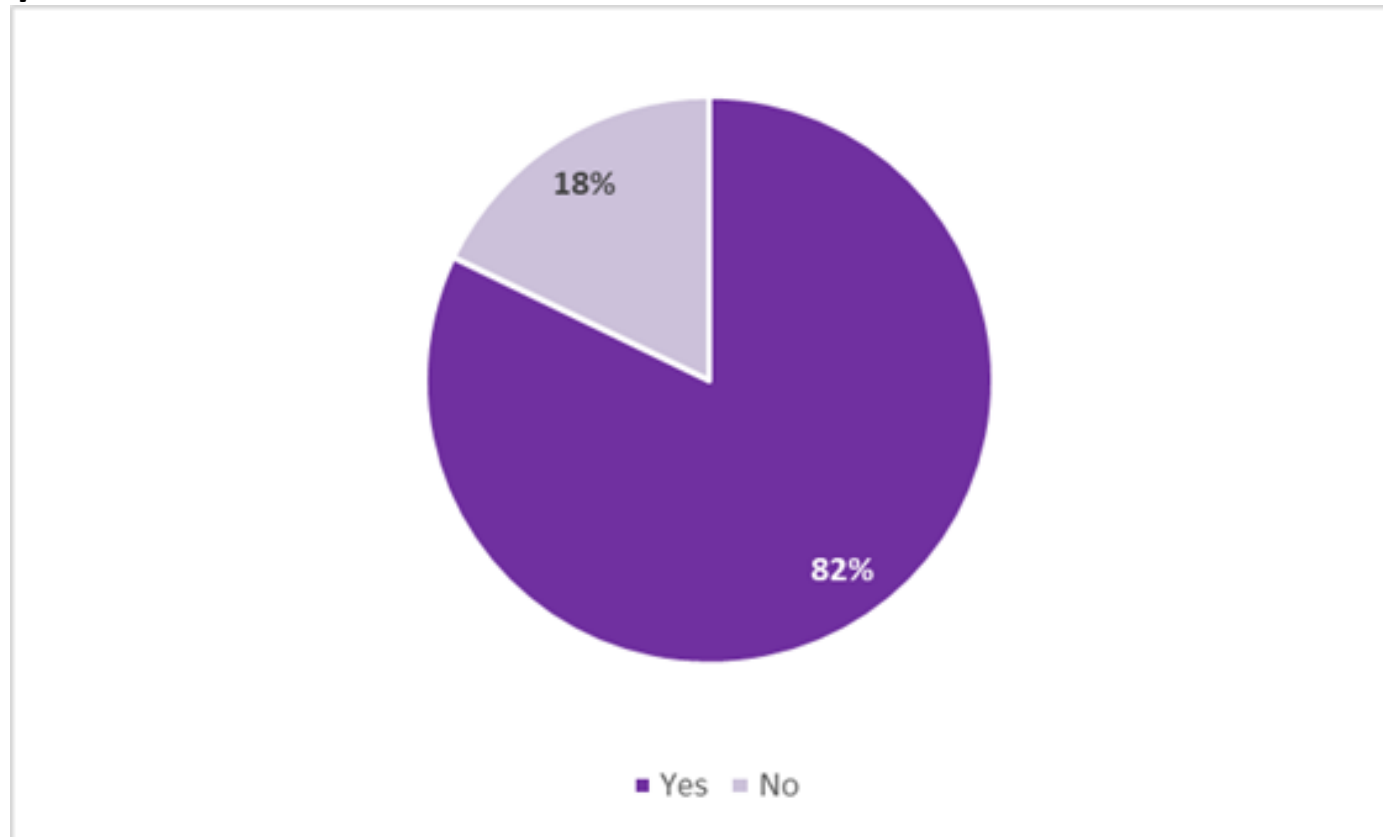
- Survey respondent

"Caregivers are willing to accept more shifts due to additional hazard pay."

- Survey respondent

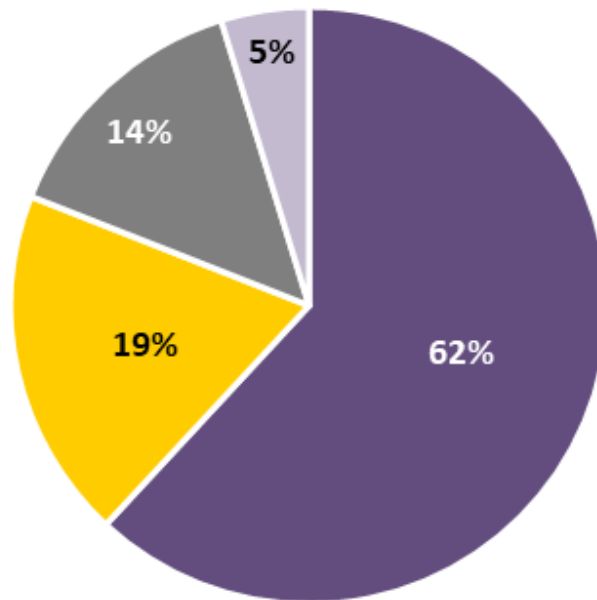
Hazard pay improved home care agencies' ability to recruit home care workers

Q: "From your perspective, has the temporary pandemic enhanced rate ("hazard pay") allowed the agency to fill out more open positions?"



Hazard pay improved home care agencies' ability to recruit home care workers

Q: "How have rate increases helped the agency to increase recruitment?"



"We've heard first-hand from our caregivers how vital these enhancements have been to allow them to afford to live and provide for their families, which by extension allows the vulnerable clients we serve to receive the essential services they require."

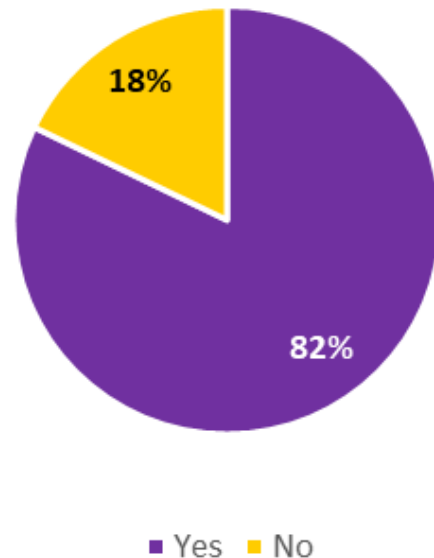
Caregivers have been able to quit second or third jobs and sustain themselves with these enhancements. Without the hazard pay, our caregivers, clients, and agency will sustain adverse impacts of significant magnitude."

- Survey respondent.

■ Compete with other industries ■ Pay more ■ Improve caregivers' lives ■ Other

Hazard pay improved home care agencies' ability to retain home care workers

Q: "From your perspective, has the temporary pandemic enhanced rate ("hazard pay") improved your ability to reduce the number of home care workers quitting?"



"Current caregiver base rate is not enough to cover the increasing expenses of cost of living. If it wasn't for hazard extra pay, many caregivers would have to look for other jobs to sustain their living cost."

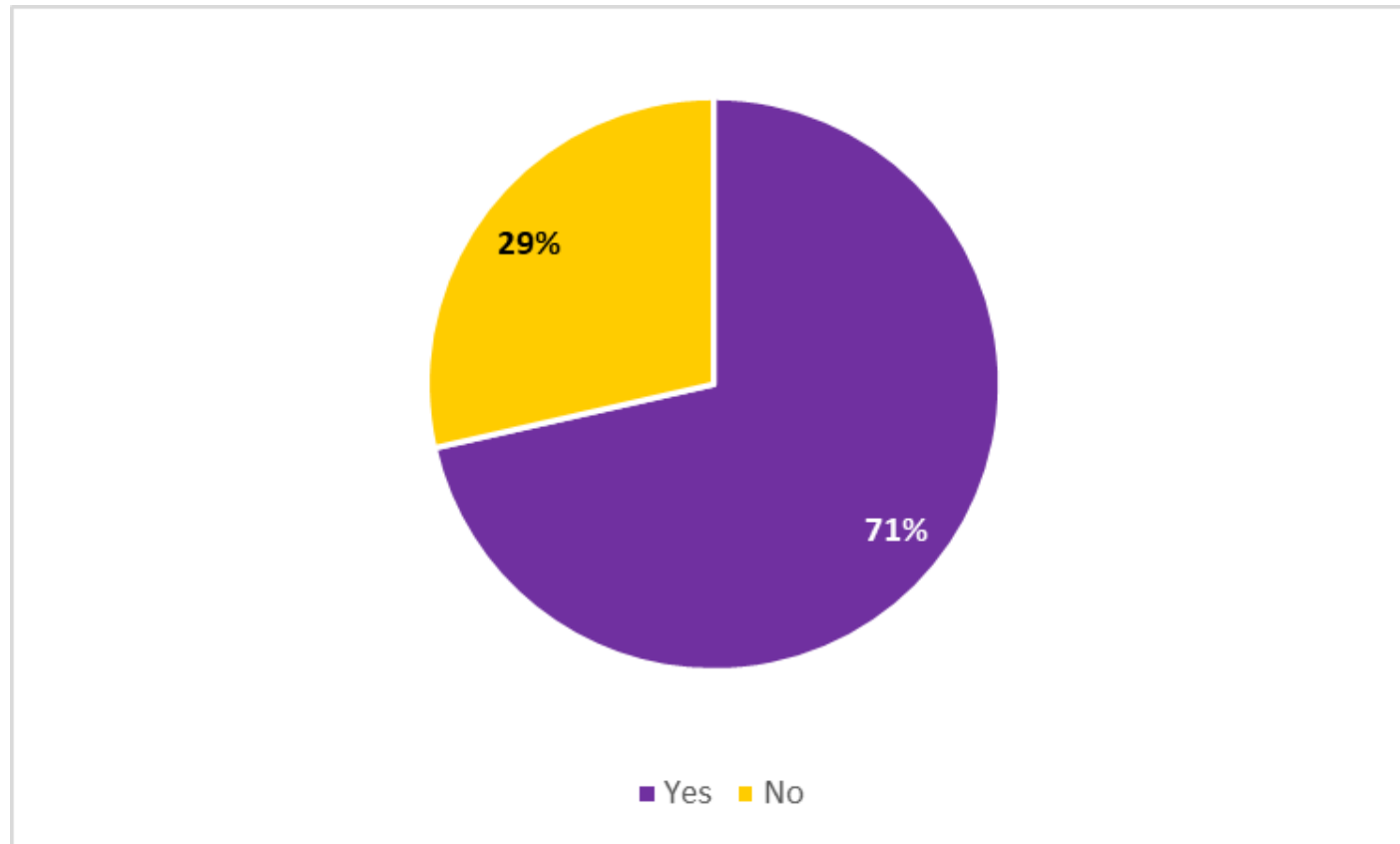
- Survey respondent

Yet, home care agencies are still facing challenges, among them, to...



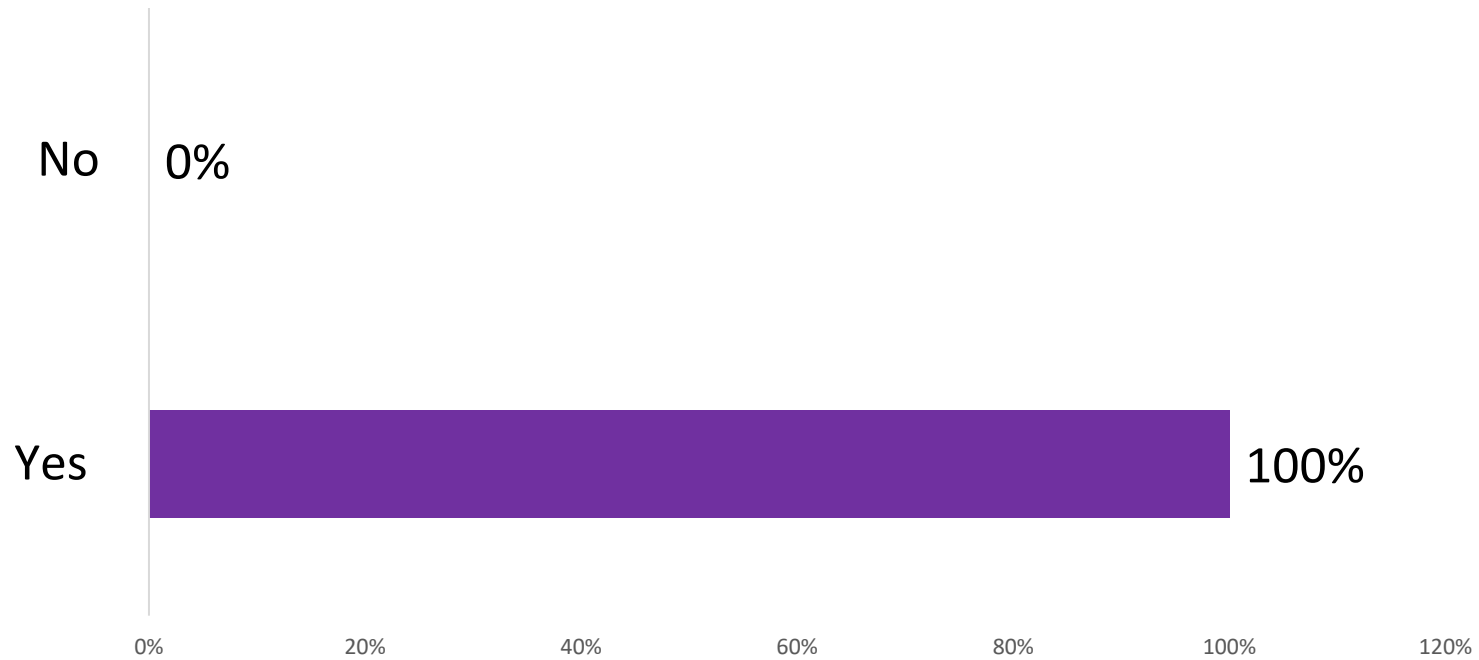
Provide authorized Medicaid hours

Q: “Over the past 12 months, has the agency experienced an increase in the percentage of authorized home care Medicaid hours that the agency has been unable to provide?”



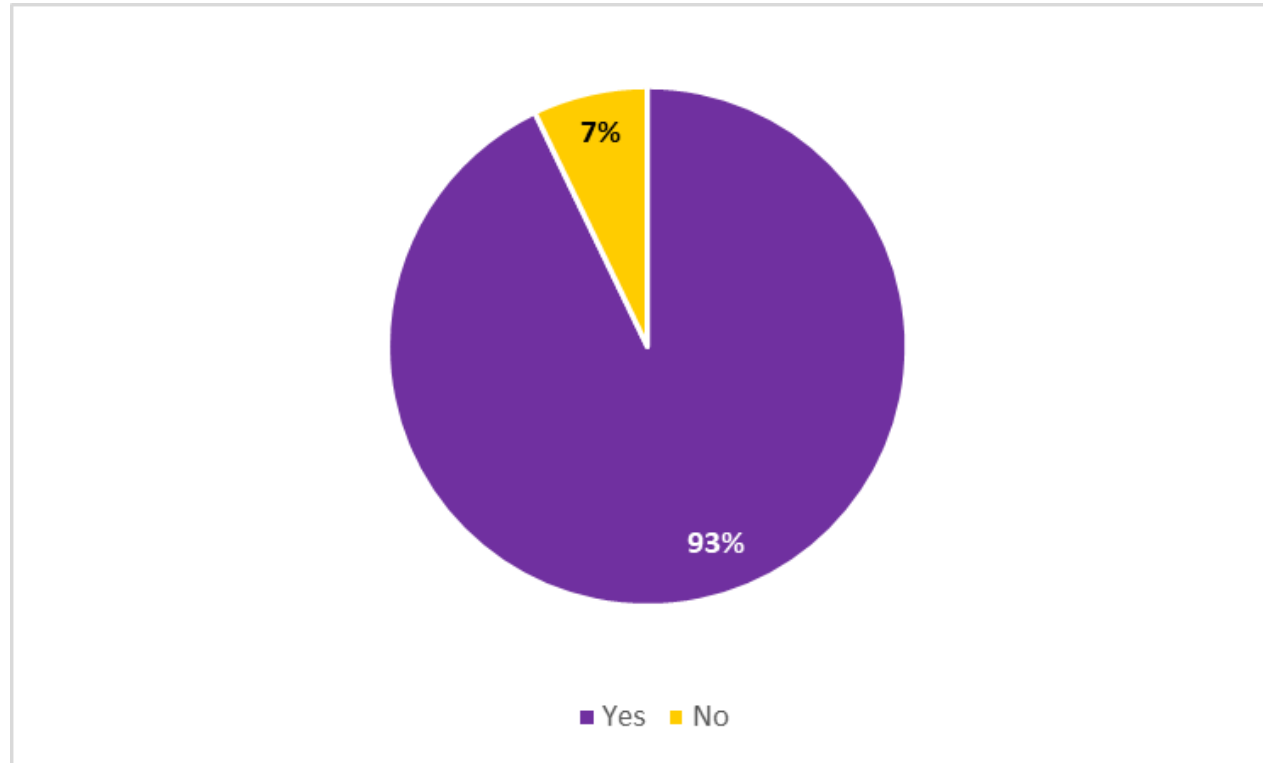
Recruit home care workers

Q: "Does your agency have any difficulties filling open positions for home care workers?"



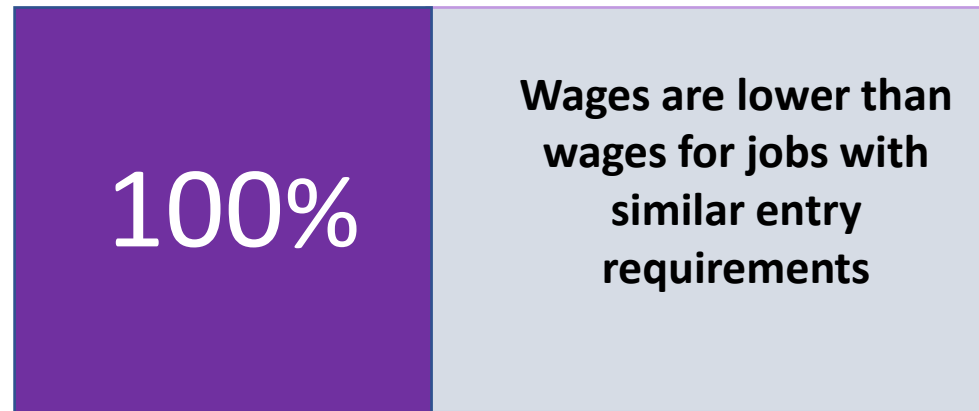
Retain home care workers

Q: "Does your agency have any difficulty retaining home care workers?"

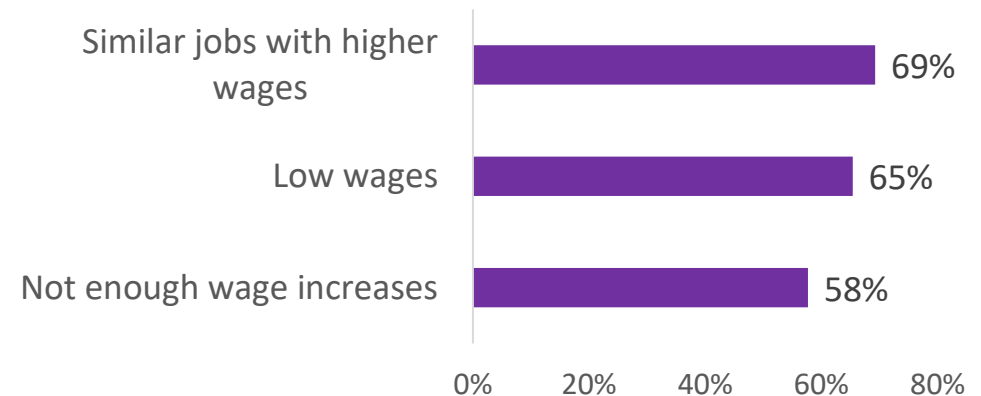


For home care agencies answering the survey, **wages** are a key factor driving retention and recruitment of home care workers

Q: “Why do you think your agency has difficulties filling positions for home care workers?”



Q: “Why do you think your agency has difficulty retaining home care workers?”



Key Findings

- The enhanced rate improved home care agencies' ability to provide Medicaid services, and to recruit and retain caregivers by allowing them to pay higher wages to caregivers and thus, compete with other industries.
- Home care agencies are still facing significant challenges in providing Medicaid services and recruiting and retaining caregivers.
- For home care agencies, the most significant factor reducing their ability to recruit and retain caregivers is that, when compared with other jobs with higher wages and similar entry requirements, wages are still low.