



Care providers and COVID

The Problems have been there all along

Average pay of a caregivers is minimum wage to \$18; few benefits

Turnover is very high in facilities and in homecare; lack of training

Staffing shortages make it very hard to prioritize resident care

Not treated with the respect they deserve for the role they play

Care Providers are the invisible heros

Protected consumers and resident in all different lines of care

The only way families could get access to their loved one

Lack of protection and recognition for the work; much of the money has not gone to workers

COVID creates a mandate for change

Staffing shortages will continue and be worse than they are--the need for homecare will increase

Profession of woman that is paid for and regulated by government

There is attention being paid to the industry wanting change and security for their family.

State Homecare and Personal Support Workers

Complete lack of plan of how to support the workers; no access to PPE, access to information

Never got any of the medicaid increases passed off to them--unlike facilities and agencies

Lack of respite or back-up program.

In addition to COVID, regular issues persist such as late pay and lack of language access

Vaccines are another example of challenges

No plan to vaccinate homecare and personal support workers

Confusion around consumer access

Need to communicate in many different ways: email, text, phone, mail--and in multiple languages and by region

We have no idea how many workers have had access to the vaccine

We just created our own plan to move forward

HCW/PSW vaccine issues will be same for low-income and communities of color

Need to make accessible and in their communities

Can't just be a first come; first serve system

Need to have the information in time to communicate with different methods

We must address vaccine hesitancy with understanding and information