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In 2001, 2004, and 2010 Iowa CareGivers contracted with experts to conduct a Direct Care Worker Wage and Benefit Survey. This year we are pleased to partner with Iowa Workforce Development and the sponsors acknowledged on the following page to repeat the survey. IWD conducts a number of important employer surveys on a regular basis that complies with the Department of Labor standards in order to compare state and national data. They also provide valuable labor market analyses that help inform policies and practices related to building the workforce of today and the future.

Iowa CareGivers, collaborating with the sponsors and other stakeholders, will prepare an Executive Summary that will highlight key findings of the Direct Care Workers of Iowa 2019 Wage & Benefit Survey and seek input on recommendations for “Moving the Needle” in informing policy and practice decisions specific to ensuring a stable direct care workforce ready to meet the needs of Iowa’s employers and consumers.

We thank Iowa Workforce Development for coordinating and completing the Direct Care Workers of Iowa 2019 Wage & Benefit Survey along with all the individuals who responded, and look forward to taking the results to “move the needle”!

Sincerely,

Di Findley
Executive Director
Iowa CareGivers
di.findley@iowacaregivers.org
The 2019 Wage and Benefit Survey was made possible in part by Iowa Department of Public Health and the sponsors below. We extend our sincere gratitude to Iowa Workforce Development for their expertise; Northwest Area Foundation, Des Moines Area Community College; Iowa Association of Community College Trustees, Iowa Department on Aging, EveryStep, Iowa Assisted Living Association, Iowa Credit Union Foundation, and United Way of Central Iowa. The Iowa Department of Inspections and Appeals also provided valuable technical assistance. In addition, we acknowledge the commitment of Julie McMahon, Iowa CareGivers Consultant, who served as the lead on the project and Pam Biklen, IC Program Director.
For the 2019 survey, the 2010 questionnaire was reviewed and updated. In 2010 the survey was conducted by paper survey, the 2019 survey would be conducted as an on-line survey. Where possible, key 2010 survey questions were not changed to be able to compare the 2019 survey with the previous surveys. The 2019 survey instrument is included in Appendix B. Questions were added to the 2019 survey regarding the following:

- Reasons why an individual may no longer be a direct care worker and possible re-entry incentives
- Retirement and retention methods
- Mandatory hours in an individual’s work environment
- Dental insurance
- ZIP code of residency
- Race and Ethnicity

Iowa Workforce Development utilized databases from Iowa CareGivers and Iowa Department of Inspections and Appeals to create an overall respondent list of people identified as currently working or previously worked as a direct care worker. The overall respondent list contained a total of 17,202 records out of the estimated 42,900 direct care workers per the U.S. Department of Labor, Bureau of Labor Statistics occupational employment estimates. The breakdown of direct care workers listed by the U.S. Department of Labor, Bureau of Labor Statistics occupational employment estimates are:

- Home Health Aides - 4,610
- Nursing Assistants - 20,740
- Personal Care Aides - 17,550

Iowa Workforce Development had also considered distributing the survey through willing employers, but in order to keep the randomization of the survey responses decided against it.

Beginning on January 14, 2019, 14,456 respondents that listed an email address were contacted, with reminder emails sent January 22 and January 31. On February 14, 2019, all respondents that did not reply were combined with those that only listed a postal address. A random sample of 6,700 were selected and contacted by postal mail. On March 3, 2019, all of the respondents with listed emails that did not reply were sent a final reminder email. By the end of the survey period (March 14, 2019), 940 responses were received, of which, 622 (66.2%) identified themselves as currently being a direct care worker.

This gives us an overall margin of error of 3.9% at a confidence level of 95%. Filtering variables to provide a deeper level of analysis may decrease representation of the entire population which will, in turn, increase the margin of error.

Employers across Iowa assign many different job titles to direct care, support & service occupations. For reporting consistency, we have grouped positions into the following occupational titles as defined by the U.S. Department of Labor, Bureau of Labor Statistics based on job descriptions and duties:

<table>
<thead>
<tr>
<th>Occupation</th>
<th>Included Job Titles</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Health Aides</td>
<td>Companion, Home Care Aide, Hospice Aide, Parent/Guardian</td>
<td>Provide routine individualized healthcare, such as, changing bandages and dressing wounds and applying topical medications to the elderly, convalescents or persons with disabilities at the patient’s home or in a care facility. Monitor or report changes in health status. May also provide personal care such as bathing, dressing and grooming of patient.</td>
</tr>
<tr>
<td>Nursing Assistants</td>
<td>Certified Medical Assistant, Certified Nursing Assistant, Patient Care Technician, Psychiatric/Mental Health Aide, Resident Treatment Worker</td>
<td>Provide basic patient care under direction of nursing staff. Perform duties such as feed, bathe, dress, groom, move patients or change linens. May transfer or transport patients. Includes nursing care attendants, nursing aides and nursing attendants.</td>
</tr>
<tr>
<td>Personal Care Aides</td>
<td>Direct Attendant Care Worker, Personal Care Assistant, Direct Support Professional, Resident Assistant, Universal Worker</td>
<td>Assist the elderly, convalescents or persons with disabilities with daily living activities at the person’s home or in a care facility. Duties performed at a place of residence may include keeping house (making beds, doing laundry and washing dishes) and preparing meals. May provide assistance at non-residential care facilities. May advise families, the elderly, convalescents and persons with disabilities regarding such things as nutrition, cleanliness, and household activities.</td>
</tr>
</tbody>
</table>
Connecting with the direct care workforce was the largest challenge to the 2019 Wage & Benefit Survey. Currently there is not an up-to-date centralized registry for direct care workers. The contact lists provided to Iowa Workforce Development contained a total of 17,202 records out of the estimated 42,900 direct care workers per the U.S. Department of Labor, Bureau of Labor Statistics occupational employment estimates. With this challenge we are still able to report an overall margin of error of 3.9% at a confidence level of 95%. The filtering of variables to provide further analysis may decrease the representation of the entire population which will, in turn, increase the margin of error.

Out of 14,456 the emails sent, just over four-fifths (83.8%) were successfully delivered. Of those, less than two-fifths (37.9%) were opened. This could be due to out of date information in regards to an individual’s email address or an incorrect email address listed.

Of the 6,700 letters sent by postal mail, slightly over one-fifth (1,446 or 21.6%) were returned as being undeliverable. Again, this could be due to out of date information as people move, list an incorrect address, or list an incomplete addresses.

A maintained comprehensive direct care worker central database system would allow for improved data collection and information dissemination.

Places of employment can also be assigned many different names and classifications. Iowa Workforce Development consulted with Iowa CareGivers to organize employment settings into the following categories:

<table>
<thead>
<tr>
<th>Category</th>
<th>Included Places of Employment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community-Based</td>
<td>Adult Day Center</td>
</tr>
<tr>
<td></td>
<td>Assisted Living Facility</td>
</tr>
<tr>
<td></td>
<td>Group Home</td>
</tr>
<tr>
<td></td>
<td>Independent Living Facility</td>
</tr>
<tr>
<td></td>
<td>Resident Care Facility</td>
</tr>
<tr>
<td>Nursing Home, Skilled Care, or Dementia Unit</td>
<td>Dementia Unit</td>
</tr>
<tr>
<td></td>
<td>Long Term Rehabilitation Facility</td>
</tr>
<tr>
<td></td>
<td>Nursing Home</td>
</tr>
<tr>
<td></td>
<td>Skilled Care Unit</td>
</tr>
<tr>
<td>Home Care and Hospice</td>
<td>Companion Care Facility</td>
</tr>
<tr>
<td></td>
<td>Hospice</td>
</tr>
<tr>
<td></td>
<td>In-Home Care</td>
</tr>
<tr>
<td></td>
<td>Non-Medical Facility</td>
</tr>
<tr>
<td>Hospital and Clinic</td>
<td>Clinic</td>
</tr>
<tr>
<td></td>
<td>Hospital</td>
</tr>
<tr>
<td>Temporary and Agency Staffing and Self-Employed</td>
<td>Parent/Guardian</td>
</tr>
<tr>
<td></td>
<td>Self-Employed</td>
</tr>
<tr>
<td></td>
<td>Staffing Agency</td>
</tr>
<tr>
<td>Other</td>
<td>Daycare Center</td>
</tr>
<tr>
<td></td>
<td>Prison</td>
</tr>
<tr>
<td></td>
<td>School</td>
</tr>
</tbody>
</table>

Definitions of terms used throughout the report:

- **Median** - a value in an ordered set of values below and above which there is an equal number of values or which is the arithmetic mean of the two middle values if there is no one middle number *(Merriam-Webster Dictionary)*

- **Metro Area** - Defined in terms of whole counties, a metro area is an area that has at least one urbanized area of 50,000 or more in population and may include adjacent counties that have a minimum of 25 percent of workers commuting to the central counties of the metropolitan statistical area. Metropolitan Statistical Area specifics can be found at [www.iowadatacenter.org/aboutdata/statisticalareas](http://www.iowadatacenter.org/aboutdata/statisticalareas)

- **Non-Metro Area** - A non-metro area is an area that does not fall into a metro area. Metropolitan Statistical Area specifics can be found at [www.iowadatacenter.org/aboutdata/statisticalareas](http://www.iowadatacenter.org/aboutdata/statisticalareas)
WORKPLACE INFORMATION

WHAT DO YOU DO AT YOUR MAIN DIRECT CARE JOB?

Nursing Assistant 79.4%

Home Health Aide 7.6%
Other 1.7%
Personal Care Aide 11.3%

FEMALES ACCOUNT FOR 91.4% OF THE RESPONDENTS

HOW LONG HAVE YOU WORKED IN THE FIELD OF DIRECT CARE?

- Home Health Aide 16.3%
- Personal Care Aide 15.4%
- Nursing Assistant 17.7%
- Other 22.3%
- Personal Care Aide 16.4%

WHAT TYPE OF CARE FACILITY IS YOUR MAIN DIRECT CARE JOB AT?

- Nursing Home, Skilled Care, or Dementia Unit 46.2%
- Hospital or Clinic 17.9%
- Community-Based 16.6%
- Home Care and Hospice 14.6%
- Temporary or Agency Staffing and Self-Employed 4.1%
- Other 0.6%

PREVIOUS DIRECT CARE WORKERS (318 RESPONSES)

REASONS WHY NO LONGER A DIRECT CARE WORKER:

- Better Paying Job 38.1%
- Advanced Healthcare Profession 28.8%
- Burnout 26.1%
- Left For A Job Outside Of Healthcare 22.6%
- Lack Of Respect For Profession 18.6%
- No Healthcare Benefits 10.2%
- Retired 8.0%
- No Retirement Benefits 6.6%
- Moved From The Area 4.9%
- Lack Of Proper Training 4.0%
- Employment Was Terminated 4.0%
- Unable To Find Work 4.0%
- Health Related Issues 3.1%
- Conflicts With Employer/Co-Workers 3.1%
- Family Needs 2.2%
- Scheduling Conflicts 1.3%
- Continuing My Education 1.3%
- Other 0.4%

WORK INFO

AVG HOURS WORKED PER WEEK AT MAIN DIRECT CARE JOB: 33 hours/week

MEDIAN REPORTED HOURLY WAGE: $13.80

GET PAID OVERTIME (TIME AND A HALF) FOR 40+ HOURS PER WEEK 81.1%

REOUIRED TO WORK MANDATORY HOURS: 68.7% (Regular Hours) 12.9% (Overtime Hours)

EMPLOYMENT STATUS: 67.9% Full-time 20.9% Part-time 10.9% On call/As needed 0.3% Summer/Temporary

A REPORTED 4.9% OF EMPLOYERS HAVE UNION REPRESENTATION IN THE WORKPLACE
**Workplace Information (continued)**

### Which Group Do You Mainly Provide Services For?

- **Older Adults, 72.6%**
- **Persons With Disabilities, 18.6%**
- **All Ages, 4.9%**
- **Adults, 2.6%**
- **Children, 1.3%**

### In General, How Concerned Are You With...

<table>
<thead>
<tr>
<th>Concern</th>
<th>Very Concerned</th>
<th>Somewhat Concerned</th>
<th>Not at All Concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Having Enough Staff To Provide Good Care</td>
<td>49.3%</td>
<td>31.4%</td>
<td>19.3%</td>
</tr>
<tr>
<td>Working When Sick</td>
<td>34.6%</td>
<td>35.8%</td>
<td>29.6%</td>
</tr>
<tr>
<td>Stress or Mental Health</td>
<td>32.5%</td>
<td>37.5%</td>
<td>30.0%</td>
</tr>
<tr>
<td>Injuries From Lifting or Transferring</td>
<td>25.2%</td>
<td>41.4%</td>
<td>33.4%</td>
</tr>
<tr>
<td>Your Personal Health And/Or Safety</td>
<td>14.4%</td>
<td>40.0%</td>
<td>45.6%</td>
</tr>
<tr>
<td>Not Getting Requested or Earned Time Off</td>
<td>22.0%</td>
<td>28.7%</td>
<td>49.3%</td>
</tr>
<tr>
<td>Having Shifts Changed Without Enough Notice</td>
<td>18.1%</td>
<td>23.3%</td>
<td>58.6%</td>
</tr>
<tr>
<td>Required To Work Overtime</td>
<td>8.3%</td>
<td>18.3%</td>
<td>73.4%</td>
</tr>
</tbody>
</table>

Sorted by sum of “concerned” columns.

### Why Are You Looking for Work Outside of the Field of Direct Care?

- **Better Wages**
- **Better Benefits**
- **Working Conditions**
- **Better Hours**
- **Career Change**
- **Advancement Opportunities**
- **Concern Over Employer Stability**
- **Personality Conflicts With Employer/Other Employees**
- **Work Schedule Conflict**
- **Looking For Full-Time Employment**
- **Health/Disability Issues**
- **Graduating From College**
- **Looking For A Job Closer To Home**
- **Relocating/Moving From Area**
- **Transportation Issues**
- **Retiring**
- **Family Issues**
- **Additional Job/Extra Income**

- **Better Wages**
- **Better Benefits**
- **Working Conditions**

**What Type of Community Setting Do You Currently Work In?**

- **Metro Areas**
  - **Nursing Assistant**
  - **Personal Care Aide**
  - **Home Health Aide**
- **Non-Metro Areas**
  - **Nursing Assistant**
  - **Personal Care Aide**
  - **Home Health Aide**

A reported 27.9% of respondents have another job.

**Additional Job Info**

- **Work an additional job in direct care**
  - **12.8% (16 hours/week)**
- **Work an additional job not in direct care**
  - **15.1% (21 hours/week)**
- **Currently looking for work outside of direct care**
  - **21.6%**
Benefit Information

What benefits does your main direct care employer offer?

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Covered Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Insurance</td>
<td>95.8%</td>
</tr>
<tr>
<td>Dental Insurance</td>
<td>83.7%</td>
</tr>
<tr>
<td>Paid Vacation</td>
<td>79.8%</td>
</tr>
<tr>
<td>Paid Sick Time</td>
<td>62.0%</td>
</tr>
<tr>
<td>Pension/Retirement Plan</td>
<td>60.8%</td>
</tr>
<tr>
<td>Long Term Disability Insurance</td>
<td>56.3%</td>
</tr>
<tr>
<td>Educational Program Reimbursement</td>
<td>40.9%</td>
</tr>
<tr>
<td>Work Related Expenses</td>
<td>16.2%</td>
</tr>
<tr>
<td>Work Related Transportation</td>
<td>11.2%</td>
</tr>
<tr>
<td>Vision</td>
<td>1.1%</td>
</tr>
<tr>
<td>Paid-Time-Off</td>
<td>0.4%</td>
</tr>
<tr>
<td>Supplemental</td>
<td>0.4%</td>
</tr>
<tr>
<td>Life Insurance</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

How is health insurance provided?

- Your self - (90.4% have coverage)
- Your Spouse/Partner - (88.4% have coverage)
- Dependent Children - (94.0% have coverage)

Healthcare Satisfaction

- Cost of premium: 63.0% (Are Satisfied)
- Coverage for pre-existing conditions: 60.8% (Are Satisfied)
- Out-of-pocket or co-pay expenses: 58.1% (Are Satisfied)
- What insurance pays for: 62.5% (Are Satisfied)

74.7% of those without health insurance reported not being able to afford premiums as the main reason.

50.4% of respondents with health insurance are concerned about losing it.

How is dental insurance provided?

- Yourself - (76.9% have coverage)
- Spouse/Partner - (75.3% have coverage)
- Dependent Children - (85.3% have coverage)

Healthcare Costs

- Employer improved coverage or decreased cost to employee: 7.2%
- Employer reduced coverage or increased cost to employee: 22.2%

28.2% of all respondents have had a dental problem in the past 12 months and did not see a dentist.

74.4% of those who did not see a dentist reported cost as the main reason.

Respondents reported 86.1% of employers currently offer benefits.
**Demographic Information**

### Gender
- **Female**: 91.4%
- **Male**: 7.8%
- **Prefer Not To Specify**: 0.8%

### Race
<table>
<thead>
<tr>
<th>Race</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>White/Caucasian</td>
<td>77.6%</td>
</tr>
<tr>
<td>Black/African American</td>
<td>10.2%</td>
</tr>
<tr>
<td>Prefer Not To Answer</td>
<td>4.9%</td>
</tr>
<tr>
<td>Two or More Races</td>
<td>3.7%</td>
</tr>
<tr>
<td>Asian</td>
<td>1.8%</td>
</tr>
<tr>
<td>American Indian/Alaskan Native</td>
<td>1.3%</td>
</tr>
<tr>
<td>Other</td>
<td>0.5%</td>
</tr>
</tbody>
</table>

### Ethnicity
- **Not Hispanic**: 86.3%
- **Hispanic**: 5.8%
- **Prefer Not To Answer**: 7.9%

### Size of Household
- **AVERAGE OF 3 PEOPLE PER HOUSEHOLD**

### Household Income
<table>
<thead>
<tr>
<th>Household Income Range</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under $10,000</td>
<td>8.9%</td>
</tr>
<tr>
<td>$10,000-$14,999</td>
<td>5.7%</td>
</tr>
<tr>
<td>$15,000-$19,999</td>
<td>7.4%</td>
</tr>
<tr>
<td>$20,000-$24,999</td>
<td>12.9%</td>
</tr>
<tr>
<td>$25,000-$29,999</td>
<td>11.9%</td>
</tr>
<tr>
<td>$30,000-$39,999</td>
<td>14.7%</td>
</tr>
<tr>
<td>$40,000-$49,999</td>
<td>9.7%</td>
</tr>
<tr>
<td>$50,000-$59,999</td>
<td>8.7%</td>
</tr>
<tr>
<td>$60,000-$69,999</td>
<td>7.4%</td>
</tr>
<tr>
<td>$70,000 or more</td>
<td>12.7%</td>
</tr>
</tbody>
</table>

### Age Range
- **52.5% OF RESPONDENTS BETWEEN 21 AND 40 YEARS OF AGE**

### Number of People Being Financially Supported
- **AVERAGE OF 1 OTHER PERSON BEING SUPPORTED**

### Do you participate in any of the following?

<table>
<thead>
<tr>
<th>Program</th>
<th>Does Participate</th>
<th>Does Not Participate</th>
<th>Not Sure What It Is</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal Earned Income Tax Credit</td>
<td>43.7%</td>
<td>22.9%</td>
<td>33.4%</td>
</tr>
<tr>
<td>State Earned Income Tax Credit</td>
<td>40.9%</td>
<td>21.6%</td>
<td>37.5%</td>
</tr>
<tr>
<td>Food Stamps (SNAP)</td>
<td>16.6%</td>
<td>80.1%</td>
<td>3.3%</td>
</tr>
<tr>
<td>Home Energy Assistance Program</td>
<td>11.6%</td>
<td>65.0%</td>
<td>23.4%</td>
</tr>
<tr>
<td>Community Health Center or Free Health Clinic</td>
<td>10.0%</td>
<td>74.7%</td>
<td>15.3%</td>
</tr>
<tr>
<td>Special Supplemental Nutrition Program For Women, Infants, and Children (WIC)</td>
<td>9.9%</td>
<td>81.9%</td>
<td>8.2%</td>
</tr>
<tr>
<td>Child Care Subsidy Program</td>
<td>6.4%</td>
<td>71.6%</td>
<td>22.0%</td>
</tr>
<tr>
<td>Subsidized Housing</td>
<td>5.5%</td>
<td>67.9%</td>
<td>26.6%</td>
</tr>
<tr>
<td>Voluntary Income Tax Preparation Assistance</td>
<td>4.9%</td>
<td>49.8%</td>
<td>45.3%</td>
</tr>
<tr>
<td>Individual Development Account (IDA)</td>
<td>2.3%</td>
<td>39.0%</td>
<td>58.7%</td>
</tr>
</tbody>
</table>

**15.7% OF RESPONDENTS HAVE NO MORTGAGE/RENT PAYMENT**

**AN AVERAGE OF $650 SPENT MONTHLY ON MORTGAGE/RENT**

**Sorted by level of participation**
Breakouts by the following:

- Home Health Aides (Page 7)
- Nursing Assistants (Page 9)
- Personal Care Aides (Page 11)
Workplace Information

How Long Have You Worked in the Field of Direct Care?

- < 1 Year: 2.1%
- 1-2 Years: 6.4%
- 3-5 Years: 8.5%
- 6-10 Years: 17.0%
- 11-20 Years: 25.5%
- 20+ Years: 40.5%

What Is Your Employment Status at Your Main Direct Care Job?

- Full-time: 82.6%
- On Call/As Needed: 2.2%
- Part-time: 15.2%

Which Group Do You Mainly Provide Services for?

- Persons With Disabilities: 22.2%
- Older Adults: 68.9%
- All Ages: 6.7%
- Children: 2.2%

What Type of Care Facility Is Your Main Direct Care Job At?

- Home Care and Hospice: 89.4%
- Temporary or Agency Staffing and Self-Employed: 6.4%
- Community-Based: 2.1%
- Nursing Home, Skilled Care, or Dementia Unit: 2.1%
- Hospital or Clinic: 0.0%

In General, How Concerned Are You With...

<table>
<thead>
<tr>
<th>Topic</th>
<th>Very Concerned</th>
<th>Somewhat Concerned</th>
<th>Not at All Concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stress or Mental Health</td>
<td>13.3%</td>
<td>48.9%</td>
<td>37.8%</td>
</tr>
<tr>
<td>Injuries From Lifting or Transferring</td>
<td>6.7%</td>
<td>46.7%</td>
<td>46.6%</td>
</tr>
<tr>
<td>Working When Sick</td>
<td>15.6%</td>
<td>33.3%</td>
<td>51.1%</td>
</tr>
<tr>
<td>Your Personal Health And/Or Safety</td>
<td>6.7%</td>
<td>42.2%</td>
<td>51.1%</td>
</tr>
<tr>
<td>Not Getting Requested or Earned Time Off</td>
<td>4.4%</td>
<td>33.3%</td>
<td>62.3%</td>
</tr>
<tr>
<td>Not Having Enough Staff To Provide Good Care</td>
<td>13.3%</td>
<td>24.4%</td>
<td>62.3%</td>
</tr>
<tr>
<td>Having Shifts Changed Without Enough Notice</td>
<td>4.4%</td>
<td>22.2%</td>
<td>73.4%</td>
</tr>
<tr>
<td>Required To Work Overtime</td>
<td>0.0%</td>
<td>11.1%</td>
<td>88.9%</td>
</tr>
</tbody>
</table>

Sorted by sum of “concerned” columns

Incentives

- Better Pay: 50.0%
- Reduction In Physical Demands: 50.0%
- More Flexible Hours: 33.3%
- I Would Not Return To Direct Care/Support: 25.0%
- Retirement Benefits: 25.0%
- Better Health Care Coverage: 16.7%
- Better or More Training: 16.7%
- More Paid Time Off: 16.7%
- Opportunities To Specialize In Certain Areas: 8.3%

27.7% Plan To Retire In The Next 5 Years

Would Consider Staying in the Field If Received:

A reported 68.9% of respondents work in non-metro areas

Projections

- 2016 Estimated Employment: 8,305
- 2026 Projected Employment: 10,890
- Projected Annual Openings: 1,325

Work Info

- Average Hours Worked Per Week: 34 hours/week
- Median Reported Hourly Wage: $15.63
- Get Paid Overtime (Time and a Half) for 40+ Hours Per Week: 66.0%
- Required to Work Mandatory Hours: 61.7% (Regular Hours) 6.5% (Overtime Hours)
- Has Union Representation in the Workplace: 2.1%

Additional Job Info

- Work An Additional Job in Direct Care: 12.8% (14 hrs/wk)
- Work An Additional Job Not in Direct Care: 14.9% (19 hrs/wk)
- Currently Looking for Work Outside of Direct Care: 17.4%

Top Reasons Why Respondents Are Looking for Work Outside of the Field of Direct Care?

- Career Change: 50.0%
- Better Benefits: 37.5%
- Better Wages: 37.5%
- Working Conditions: 37.5%
- Advancement Opportunities: 25.0%
- Transportation Issues: 25.0%

Sorted by sum of “concerned” columns

Additional Information

1 Iowa Workforce Development, Occupational Projections, www.iowalmi.gov/occupational-projections
**Benefit Information**

A reported 80.9% of employers currently offer benefits.

**How Premiums Are Covered**

- **Shared Cost**: 78.3%
- 100% Employee paid: 13.0%
- 100% Employer paid: 8.7%

**What benefits does your main direct care employer offer?**

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Insurance</td>
<td>92.1%</td>
</tr>
<tr>
<td>Paid Vacation</td>
<td>92.1%</td>
</tr>
<tr>
<td>Dental Insurance</td>
<td>73.7%</td>
</tr>
<tr>
<td>Paid Sick Time</td>
<td>65.8%</td>
</tr>
<tr>
<td>Pension/Retirement Plan</td>
<td>57.9%</td>
</tr>
<tr>
<td>Long Term Disability Insurance</td>
<td>47.4%</td>
</tr>
<tr>
<td>Work Related Transportation</td>
<td>28.9%</td>
</tr>
<tr>
<td>Educational Program Reimbursement</td>
<td>23.7%</td>
</tr>
<tr>
<td>Work Related Expenses</td>
<td>2.6%</td>
</tr>
<tr>
<td>Supplemental</td>
<td>2.6%</td>
</tr>
<tr>
<td>Vision</td>
<td>0.0%</td>
</tr>
<tr>
<td>Life Insurance</td>
<td>0.0%</td>
</tr>
<tr>
<td>Paid-Time-Off</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

46.5% of respondents with health insurance are concerned about losing it.

**How is health insurance provided?**

- **Yourself**: 91.3% have coverage
- **Your Spouse/Partner**: 96.7% have coverage
- **Dependent Children**: 87.5% have coverage

**Healthcare Costs**

- Employer improved coverage or decreased cost to employee: 10.5%
- Employer reduced coverage or increased cost to employee: 26.3%

23.4% of all respondents have had a dental problem in the past 12 months and did not see a dentist.

63.6% of those who did not see a dentist reported cost as the main reason.

**Healthcare Satisfaction**

- **Cost of premium**: 73.8% (Are Satisfied)
- **Coverage for pre-existing conditions**: 77.5% (Are Satisfied)
- **Out-of-pocket or co-pay expenses**: 66.6% (Are Satisfied)
- **What insurance pays for**: 76.2% (Are Satisfied)

80.0% of those without health insurance reported not being able to afford premiums as the main reason.
NURSING ASSISTANTS
(494 RESPONSES)

WORKPLACE INFORMATION

HOW LONG HAVE YOU WORKED IN THE FIELD OF DIRECT CARE?

<table>
<thead>
<tr>
<th>Years</th>
<th>&lt; 1 Year</th>
<th>1-2 Years</th>
<th>3-5 Years</th>
<th>6-10 Years</th>
<th>11-20 Years</th>
<th>20+ Years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent</td>
<td>13.0%</td>
<td>18.7%</td>
<td>16.5%</td>
<td>17.1%</td>
<td>21.1%</td>
<td>13.6%</td>
</tr>
</tbody>
</table>

WHAT IS YOUR EMPLOYMENT STATUS AT YOUR MAIN DIRECT CARE JOB?

<table>
<thead>
<tr>
<th>Status</th>
<th>Full-time</th>
<th>On Call/As Needed</th>
<th>Part-time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent</td>
<td>65.1%</td>
<td>12.7%</td>
<td>21.8%</td>
</tr>
</tbody>
</table>

WHAT TYPE OF CARE FACILITY IS YOUR MAIN DIRECT CARE JOB AT?

- Nursing Home, Skilled Care, or Dementia Unit: 55.4%
- Hospital or Clinic: 21.9%
- Community-Based: 11.4%
- Home Care and Hospice: 7.1%
- Temporary or Agency Staffing and Self-Employed: 3.9%

Which group do you mainly provide services for?

- Older Adults, 79.5%
- Persons With Disabilities, 12.0%
- All Ages, 5.1%
- Adults, 2.6%
- Children, 0.8%

IN GENERAL, HOW CONCERNED ARE YOU WITH...

<table>
<thead>
<tr>
<th>Concern</th>
<th>Very Concerned</th>
<th>Somewhat Concerned</th>
<th>Not at All Concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Having Enough Staff To Provide Good Care</td>
<td>54.2%</td>
<td>30.2%</td>
<td>15.6%</td>
</tr>
<tr>
<td>Working When Sick</td>
<td>36.9%</td>
<td>36.4%</td>
<td>26.7%</td>
</tr>
<tr>
<td>Stress or Mental Health</td>
<td>34.6%</td>
<td>35.0%</td>
<td>30.4%</td>
</tr>
<tr>
<td>Injuries From Lifting or Transferring</td>
<td>27.7%</td>
<td>41.0%</td>
<td>31.3%</td>
</tr>
<tr>
<td>Your Personal Health And/Or Safety</td>
<td>15.0%</td>
<td>39.5%</td>
<td>45.5%</td>
</tr>
<tr>
<td>Not Getting Requested or Earned Time Off</td>
<td>23.8%</td>
<td>28.1%</td>
<td>48.1%</td>
</tr>
<tr>
<td>Having Shifts Changed Without Enough Notice</td>
<td>19.4%</td>
<td>24.0%</td>
<td>56.6%</td>
</tr>
<tr>
<td>Required To Work Overtime</td>
<td>9.0%</td>
<td>18.2%</td>
<td>72.8%</td>
</tr>
</tbody>
</table>

Sorted by sum of "concerned" columns

PLAN TO RETIRE IN THE NEXT 5 YEARS

- Plan To Retire In The Next 5 Years: 7.9%

ADDITIONAL JOB INFO

WORK AN ADDITIONAL JOB IN DIRECT CARE

- 13.7% (17 hrs/wk)

WORK AN ADDITIONAL JOB NOT IN DIRECT CARE

- 14.1% (22 hrs/wk)

CURRENTLY LOOKING FOR WORK OUTSIDE OF DIRECT CARE

- 22.0%

TOP REASONS WHY RESPONDENTS ARE LOOKING FOR WORK OUTSIDE OF THE FIELD OF DIRECT CARE?

- Better Wages: 81.5%
- Working Conditions: 47.2%
- Better Benefits: 45.4%
- Better Hours: 31.5%
- Career Change: 29.6%
- Advancement Opportunities: 27.8%

INCENTIVES

Better Pay: 64.1%
Reduction In Physical Demands: 48.7%
Better Health Care Coverage: 35.9%
More Flexible Hours: 35.9%
More Paid Time Off: 35.9%
Retirement Benefits: 33.3%
Opportunities To Specialize In Certain Areas: 28.2%
I Would Not Return To Direct Care/Support: 17.9%
Better or More Training: 12.8%

PROJECTIONS

- 2016 ESTIMATED EMPLOYMENT: 22,445
- 2026 PROJECTED EMPLOYMENT: 24,520
- PROJECTED ANNUAL OPENINGS: 2,820

WORK INFO

- AVERAGE HOURS WORKED PER WEEK: 33 hours/week
- MEDIAN REPORTED HOURLY WAGE: $13.80
- GET PAID OVERTIME (TIME AND A HALF) FOR 40+ HOURS PER WEEK: 82.7%
- REQUIRED TO WORK MANDATORY HOURS: 69.3% (Regular Hours) 13.4% (Overtime Hours)
- HAS UNION REPRESENTATION IN THE WORKPLACE: 5.3%

A REPORTED 50.4% OF RESPONDENTS WORK IN METRO AREAS

A REPORTED 27.8% OF RESPONDENTS HAVE ANOTHER JOB

A REPORTED 20.1% OF RESPONDENTS WANT TO WORK FULL-TIME

Sorted by sum of "concerned" columns

1 Iowa Workforce Development, Occupational Projections, www.iowalmi.gov/occupational-projections

7.9% Plan To Retire In The Next 5 Years

W O U L D  C O N S I D E R  S T A Y I N G  I N  T H E  F I E L D  I F  R E C E I V E D:

- Better Pay: 64.1%
- Reduction In Physical Demands: 48.7%
- Better Health Care Coverage: 35.9%
- More Flexible Hours: 35.9%
- More Paid Time Off: 35.9%
- Retirement Benefits: 33.3%
- Opportunities To Specialize In Certain Areas: 28.2%
- I Would Not Return To Direct Care/Support: 17.9%
- Better or More Training: 12.8%
Benefit Information

A reported 88.0% of employers currently offer benefits.

How Premiums Are Covered

Shared Cost
72.7%
100% Employer Paid 26.0%
100% Employer Paid 1.3%

How is health insurance provided?

- Through Main Direct Care Employer
- Medicaid
- Parent/Guardian’s Insurance
- Through Spouse/Partner’s Employer
- Iowa Wellness Plan
- Purchased On Own
- A Child Support Agreement
- Through Other Employer
- Supplemental
- Healthy and Well Kids In Iowa (Hawki)
- VA/Military
- Yourself - (89.6% have coverage)
- Your Spouse/Partner - (86.5% have coverage)
- Dependent Children - (94.6% have coverage)

Healthcare Satisfaction

Cost of Premium
60.8% (Are Satisfied)

Coverage for Pre-existing Conditions
58.3% (Are Satisfied)

Out-of-pocket or Co-pay Expenses
57.1% (Are Satisfied)

What insurance pays for
60.8% (Are Satisfied)

Healthcare Costs

Employer Improved Coverage or Decreased Cost to Employee
5.6%

Employer Reduced Coverage or Increased Cost to Employee
20.9%

How is dental insurance provided?

- Through Main Direct Care Employer
- Medicaid
- Parent/Guardian’s Insurance
- Through Spouse/Partner’s Employer
- Purchased On Own
- Dual Enrollment
- A Child Support Agreement
- Healthy and Well Kids In Iowa (Hawki)
- VA/Military
- Yourself - (77.6% have coverage)
- Spouse/Partner - (75.7% have coverage)
- Dependent Children - (85.3% have coverage)

Benefit Information

What benefits does your main direct care employer offer?

- Health Insurance
- Dental Insurance
- Paid Vacation
- Paid Sick Time
- Pension/Retirement Plan
- Long Term Disability Insurance
- Educational Program Reimbursement
- Work Related Expenses
- Work Related Transportation
- Vision
- Paid-Time-Off
- Supplemental
- Life Insurance

50.3% of respondents with health insurance are concerned about losing it.

72.9% of those without health insurance reported not being able to afford premiums as the main reason.

28.4% of all respondents have had a dental problem in the past 12 months and did not see a dentist.

76.1% of those who did not see a dentist reported cost as the main reason.

88.0% of employers currently offer benefits.
PERSONAL CARE AIDES
(70 RESPONSES)

WORKPLACE INFORMATION

HOW LONG HAVE YOU WORKED IN THE FIELD OF DIRECT CARE?

<table>
<thead>
<tr>
<th>Years</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; 1</td>
<td>10.0%</td>
</tr>
<tr>
<td>1-2</td>
<td>5.7%</td>
</tr>
<tr>
<td>3-5</td>
<td>12.9%</td>
</tr>
<tr>
<td>6-10</td>
<td>22.9%</td>
</tr>
<tr>
<td>11-20</td>
<td>28.6%</td>
</tr>
<tr>
<td>20+</td>
<td>19.9%</td>
</tr>
</tbody>
</table>

WHAT IS YOUR EMPLOYMENT STATUS AT YOUR MAIN DIRECT CARE JOB?

<table>
<thead>
<tr>
<th>Employment Status</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-time</td>
<td>75.7%</td>
</tr>
<tr>
<td>Part-time</td>
<td>21.4%</td>
</tr>
<tr>
<td>On Call/As Needed</td>
<td>2.9%</td>
</tr>
</tbody>
</table>

WHAT TYPE OF CARE FACILITY IS YOUR MAIN DIRECT CARE JOB AT?

<table>
<thead>
<tr>
<th>Facility Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community-Based</td>
<td>62.9%</td>
</tr>
<tr>
<td>Home Care and Hospice</td>
<td>17.1%</td>
</tr>
<tr>
<td>Nursing Home, Skilled Care, or Dementia Unit</td>
<td>11.4%</td>
</tr>
<tr>
<td>Temporary or Agency Staffing and Self-Employed</td>
<td>4.3%</td>
</tr>
<tr>
<td>Hospital or Clinic</td>
<td>1.4%</td>
</tr>
</tbody>
</table>

IN GENERAL, HOW CONCERNED ARE YOU WITH...

<table>
<thead>
<tr>
<th>Concern</th>
<th>Very Concerned</th>
<th>Somewhat Concerned</th>
<th>Not at All Concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Having Enough Staff To Provide Good Care</td>
<td>41.5%</td>
<td>41.5%</td>
<td>17.0%</td>
</tr>
<tr>
<td>Stress or Mental Health</td>
<td>32.3%</td>
<td>49.2%</td>
<td>18.5%</td>
</tr>
<tr>
<td>Working When Sick</td>
<td>32.3%</td>
<td>35.4%</td>
<td>32.3%</td>
</tr>
<tr>
<td>Injuries From Lifting or Transferring</td>
<td>18.8%</td>
<td>42.2%</td>
<td>39.0%</td>
</tr>
<tr>
<td>Your Personal Health And/Or Safety</td>
<td>15.4%</td>
<td>41.5%</td>
<td>43.1%</td>
</tr>
<tr>
<td>Not Getting Requested or Earned Time Off</td>
<td>23.1%</td>
<td>30.8%</td>
<td>46.1%</td>
</tr>
<tr>
<td>Having Shifts Changed Without Enough Notice</td>
<td>19.0%</td>
<td>20.6%</td>
<td>60.4%</td>
</tr>
<tr>
<td>Required To Work Overtime</td>
<td>9.4%</td>
<td>18.8%</td>
<td>71.8%</td>
</tr>
</tbody>
</table>

Sorted by sum of “concerned” columns

A REPORTED 54.3% OF RESPONDENTS WORK IN NON-METRO AREAS

PROJECTIONS

<table>
<thead>
<tr>
<th>Year Type</th>
<th>Employment</th>
<th>Projected Employment</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016 Estimated</td>
<td>8,570</td>
<td></td>
</tr>
<tr>
<td>2026 Projected</td>
<td>11,345</td>
<td></td>
</tr>
<tr>
<td>Annual Openings</td>
<td>1,670</td>
<td></td>
</tr>
</tbody>
</table>

WORK INFO

<table>
<thead>
<tr>
<th>Information</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Hours Worked Per Week</td>
<td>36 hours/week</td>
</tr>
<tr>
<td>Median Reported Hourly Wage</td>
<td>$13.34</td>
</tr>
<tr>
<td>Get Paid Overtime (Time and a Half) For 40+ Hours Per Week</td>
<td>81.4%</td>
</tr>
<tr>
<td>Required To Work Mandatory Hours</td>
<td>71.0% (Regular Hours)</td>
</tr>
<tr>
<td>Has Union Representation In The Workplace</td>
<td>4.3%</td>
</tr>
</tbody>
</table>

A REPORTED 26.1% OF RESPONDENTS HAVE ANOTHER JOB

ADDITIONAL JOB INFO

<table>
<thead>
<tr>
<th>Job Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work an Additional Job In Direct Care</td>
<td>5.8% (14 hrs/wk)</td>
</tr>
<tr>
<td>Work an Additional Job Not In Direct Care</td>
<td>20.3% (21 hrs/wk)</td>
</tr>
<tr>
<td>Currently Looking For Work Outside Of Direct Care</td>
<td>20.6%</td>
</tr>
</tbody>
</table>

TOP REASONS WHY RESPONDENTS ARE LOOKING FOR WORK OUTSIDE OF THE FIELD OF DIRECT CARE?

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Better Benefits</td>
<td>71.4%</td>
</tr>
<tr>
<td>Better Wages</td>
<td>71.4%</td>
</tr>
<tr>
<td>Better Hours</td>
<td>42.9%</td>
</tr>
<tr>
<td>Concern Over Employer Stability</td>
<td>42.9%</td>
</tr>
<tr>
<td>Working Conditions</td>
<td>35.7%</td>
</tr>
<tr>
<td>Advancement Opportunities</td>
<td>28.6%</td>
</tr>
<tr>
<td>Career Change</td>
<td>28.6%</td>
</tr>
</tbody>
</table>

WOULD CONSIDER STAYING IN THE FIELD IF RECEIVED:

<table>
<thead>
<tr>
<th>Incentives</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>I Would Not Return To Direct Care/Support</td>
<td>50.0%</td>
</tr>
<tr>
<td>Retirement Benefits</td>
<td>50.0%</td>
</tr>
<tr>
<td>Better Health Care Coverage</td>
<td>33.3%</td>
</tr>
<tr>
<td>Better Pay</td>
<td>33.3%</td>
</tr>
<tr>
<td>More Paid Time Off</td>
<td>33.3%</td>
</tr>
<tr>
<td>Reduction In Physical Demands</td>
<td>33.3%</td>
</tr>
<tr>
<td>Better or More Training</td>
<td>0.0%</td>
</tr>
<tr>
<td>More Flexible Hours</td>
<td>0.0%</td>
</tr>
<tr>
<td>Opportunities To Specialize In Certain Areas</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

8.6% Plan To Retire In The Next 5 Years

1 Sorted by sum of “concerned” columns
**Benefit Information**

A reported 77.1% of employers currently offer benefits

**How Premiums Are Covered**

- **Shared Cost**: 80.0%
- **100% Employee Paid**: 16.7%
- **100% Employer Paid**: 3.3%

**What benefits does your main direct care employer offer?**

- Health Insurance: 96.3%
- Paid Vacation: 92.6%
- Dental Insurance: 83.2%
- Paid Sick Time: 79.6%
- Pension/Retirement Plan: 75.9%
- Long Term Disability Insurance: 66.7%
- Educational Program Reimbursement: 37.0%
- Work Related Transportation: 27.8%
- Work Related Expenses: 16.7%
- Vision: 1.9%
- Life Insurance: 0.0%
- Paid-Time-Off: 0.0%
- Supplemental: 0.0%

55.3% of respondents with health insurance are concerned about losing it

**How is health insurance provided?**

- Yourself - (94.1% have coverage)
- Your Spouse/Partner - (92.3% have coverage)
- Dependent Children - (92.6% have coverage)

**Healthcare Satisfaction**

- Cost of Premium: 66.7% (Are Satisfied)
- Coverage for Pre-existing Conditions: 61.7% (Are Satisfied)
- Out-of-Pocket or Co-pay Expenses: 55.0% (Are Satisfied)
- What insurance pays for: 60.0% (Are Satisfied)

**Healthcare Costs**

- Employer improved coverage or decreased cost to employee: 14.1%
- Employer reduced coverage or increased cost to employee: 28.1%

**Healthcare Costs**

- Employer improved coverage or decreased cost to employee: 14.1%
- Employer reduced coverage or increased cost to employee: 28.1%

87.5% of those without health insurance reported not being able to afford premiums as the main reason

**How is dental insurance provided?**

- Yourself - (66.2% have coverage)
- Spouse/Partner - (66.7% have coverage)
- Dependent Children - (81.5% have coverage)

31.4% of all respondents have had a dental problem in the past 12 months and did not see a dentist

72.7% of those who did not see a dentist reported cost as the main reason
Employer Type

Breakouts by the following:

- Community-Based (Page 15)
- Home Care and Hospice (Page 17)
- Hospital or Clinic (Page 19)
- Nursing Home, Skilled Care, or Dementia Unit (Page 21)
- Temporary or Agency Staffing and Self-Employed (Page 23)
COMMUNITY-BASED EMPLOYERS
(104 RESPONSES)

WORKPLACE INFORMATION

HOW LONG HAVE YOU WORKED IN THE FIELD OF DIRECT CARE?

<table>
<thead>
<tr>
<th>Duration</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; 1 Year</td>
<td>10.6%</td>
</tr>
<tr>
<td>1-2 Years</td>
<td>11.5%</td>
</tr>
<tr>
<td>3-5 Years</td>
<td>11.5%</td>
</tr>
<tr>
<td>6-10 Years</td>
<td>24.0%</td>
</tr>
<tr>
<td>11-20 Years</td>
<td>21.2%</td>
</tr>
<tr>
<td>20+ Years</td>
<td>21.2%</td>
</tr>
</tbody>
</table>

WHAT IS YOUR EMPLOYMENT STATUS AT YOUR MAIN DIRECT CARE JOB?

- Full-time: 74.9%
- On Call/As Needed: 5.8%
- Part-time: 18.3%

WHAT DO YOU DO AT YOUR MAIN DIRECT CARE JOB?

- Nursing Assistant: 55.4%
- Personal Care Aide: 43.6%
- Home Health Aide: 1.0%

IN GENERAL, HOW CONCERNED ARE YOU WITH...

<table>
<thead>
<tr>
<th>Issue</th>
<th>Very Concerned</th>
<th>Somewhat Concerned</th>
<th>Not at All Concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Having Enough Staff To Provide Good Care</td>
<td>41.7%</td>
<td>40.6%</td>
<td>17.7%</td>
</tr>
<tr>
<td>Working When Sick</td>
<td>36.5%</td>
<td>37.5%</td>
<td>26.0%</td>
</tr>
<tr>
<td>Stress or Mental Health</td>
<td>33.3%</td>
<td>40.6%</td>
<td>26.1%</td>
</tr>
<tr>
<td>Injuries From Lifting or Transferring</td>
<td>24.7%</td>
<td>38.1%</td>
<td>37.2%</td>
</tr>
<tr>
<td>Your Personal Health And/Or Safety</td>
<td>14.4%</td>
<td>41.2%</td>
<td>44.4%</td>
</tr>
<tr>
<td>Not Getting Requested or Earned Time Off</td>
<td>29.2%</td>
<td>24.0%</td>
<td>46.8%</td>
</tr>
<tr>
<td>Having Shifts Changed Without Enough Notice</td>
<td>20.0%</td>
<td>21.1%</td>
<td>58.9%</td>
</tr>
<tr>
<td>Required To Work Overtime</td>
<td>9.7%</td>
<td>23.7%</td>
<td>66.6%</td>
</tr>
</tbody>
</table>

Sorted by sum of “concerned” columns

WORK INFO

- **AVERAGE HOURS WORKED PER WEEK**: 35 hours/week
- **MEDIAN REPORTED HOURLY WAGE**: $13.13
- **GET PAID OVERTIME (TIME AND A HALF) FOR 40+ HOURS PER WEEK**: 86.5%
- **REQUIRED TO WORK MANDATORY HOURS**: 76.9% (Regular Hours), 14.7% (Overtime Hours)
- **HAS UNION REPRESENTATION IN THE WORKPLACE**: 2.9%

ADDITIONAL JOB INFO

- **WORK AN ADDITIONAL JOB IN DIRECT CARE**: 11.7% (15 hrs/wk)
- **WORK AN ADDITIONAL JOB NOT IN DIRECT CARE**: 16.5% (20 hrs/wk)
- **CURRENTLY LOOKING FOR WORK OUTSIDE OF DIRECT CARE**: 19.4%

A REPORTED **28.2%** OF RESPONDENTS HAVE ANOTHER JOB

A REPORTED **52.5%** OF RESPONDENTS WORK IN NON-METRO AREAS

A REPORTED **52.5%** OF RESPONDENTS HAVE ANOTHER JOB

**TOP REASONS WHY RESPONDENTS ARE LOOKING FOR WORK OUTSIDE OF THE FIELD OF DIRECT CARE?**

<table>
<thead>
<tr>
<th>Incentives</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Better Health Care Coverage</td>
<td>70.0%</td>
</tr>
<tr>
<td>Better Pay</td>
<td>50.0%</td>
</tr>
<tr>
<td>More Paid Time Off</td>
<td>40.0%</td>
</tr>
<tr>
<td>Retirement Benefits</td>
<td>40.0%</td>
</tr>
<tr>
<td>Opportunities To Specialize In Certain Areas</td>
<td>30.0%</td>
</tr>
<tr>
<td>Better or More Training</td>
<td>20.0%</td>
</tr>
<tr>
<td>Reduction In Physical Demands</td>
<td>20.0%</td>
</tr>
<tr>
<td>I Would Not Return To Direct Care/Support</td>
<td>10.0%</td>
</tr>
<tr>
<td>More Flexible Hours</td>
<td>10.0%</td>
</tr>
</tbody>
</table>

9.6% Plan To Retire In The Next 5 Years

WOULD CONSIDER STAYING IN THE FIELD IF RECEIVED:
**Benefit Information**

A reported 85.6% of employers currently offer benefits

---

**How Premiums Are Covered**

- **Shared Cost**: 73.2%
- **100% Employee Paid**: 24.4%
- **100% Employer Paid**: 2.4%

---

**How is health insurance provided?**

- **Yourself**: 92.9% have coverage
- **Your Spouse/Partner**: 86.8% have coverage
- **Dependent Children**: 94.4% have coverage

---

**Healthcare Satisfaction**

- **Cost of Premium**: 71.1% (Are Satisfied)
- **Coverage for Pre-existing Conditions**: 64.3% (Are Satisfied)
- **Out-of-Pocket or Co-Pay Expenses**: 57.2% (Are Satisfied)

---

**What does your main direct care employer offer?**

- **Health Insurance**: 94.4%
- **Dental Insurance**: 77.5%
- **Paid Vacation**: 58.4%
- **Pension/Retirement Plan**: 57.3%
- **Paid Sick Time**: 53.9%
- **Long Term Disability Insurance**: 27.0%
- **Educational Program Reimbursement**: 20.2%
- **Work Related Transportation**: 11.2%
- **Work Related Expenses**: 2.2%
- **Paid-Time-Off**: 1.1%
- **Vision**: 0.1%
- **Life Insurance**: 0.0%
- **Supplemental**: 0.0%

---

**Healthcare Costs**

- **Employer Improved Coverage or Decreased Cost to Employee**: 12.4%
- **Employer Reduced Coverage or Increased Cost to Employee**: 28.9%

---

**How is dental insurance provided?**

- **Yourself**: 68.4% have coverage
- **Spouse/Partner**: 64.2% have coverage
- **Dependent Children**: 80.0% have coverage

---

**Benefit Information**

A reported 85.6% of employers currently offer benefits

---

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- **Work Related Transportation**: 11.2%
- **Work Related Expenses**: 2.2%
- **Paid-Time-Off**: 1.1%
- **Vision**: 0.1%
- **Life Insurance**: 0.0%
- **Supplemental**: 0.0%

---

**Healthcare Costs**

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- **Dependent Children**: 80.0% have coverage

---

27.5% of all respondents have had a dental problem in the past 12 months and did not see a dentist

82.1% of those who did not see a dentist reported cost as the main reason
WORKPLACE INFORMATION

HOW LONG HAVE YOU WORKED IN THE FIELD OF DIRECT CARE?

- < 1 Year: 2.2%
- 1-2 Years: 9.0%
- 3-5 Years: 10.1%
- 6-10 Years: 22.5%
- 11-20 Years: 28.1%
- 20+ Years: 28.1%

What is your employment status at your main direct care job?

- Full-time: 75.0%
- On Call/As Needed: 5.7%
- Part-time: 19.3%

Which group do you mainly provide services for?

- Older Adults, 61.5%
- Persons With Disabilities, 31.4%
- All Ages, 4.7%
- Adults, 1.2%
- Children, 1.2%

IN GENERAL, HOW CONCERNED ARE YOU WITH...

<table>
<thead>
<tr>
<th>Concern</th>
<th>Very Concerned</th>
<th>Somewhat Concerned</th>
<th>Not at All Concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stress or Mental Health</td>
<td>20.2%</td>
<td>42.9%</td>
<td>36.9%</td>
</tr>
<tr>
<td>Working When Sick</td>
<td>25.0%</td>
<td>33.3%</td>
<td>41.7%</td>
</tr>
<tr>
<td>Injuries From Lifting or Transferring</td>
<td>11.9%</td>
<td>44.0%</td>
<td>44.1%</td>
</tr>
<tr>
<td>Your Personal Health And/Or Safety</td>
<td>11.9%</td>
<td>42.9%</td>
<td>45.2%</td>
</tr>
<tr>
<td>Not Having Enough Staff To Provide Good Care</td>
<td>19.0%</td>
<td>31.0%</td>
<td>50.0%</td>
</tr>
<tr>
<td>Not Getting Requested or Earned Time Off</td>
<td>8.4%</td>
<td>30.1%</td>
<td>61.5%</td>
</tr>
<tr>
<td>Having Shifts Changed Without Enough Notice</td>
<td>13.3%</td>
<td>19.3%</td>
<td>67.4%</td>
</tr>
<tr>
<td>Required To Work Overtime</td>
<td>1.2%</td>
<td>11.1%</td>
<td>87.7%</td>
</tr>
</tbody>
</table>

Sorted by sum of “concerned” columns

A REPORTED 61.2% OF RESPONDENTS WORK IN NON-METRO AREAS

WORK INFO

- Average Hours Worked Per Week: 34 hours/week
- Median Reported Hourly Wage: $14.00
- Get paid overtime (time and a half) for 40+ hours per week: 66.3%
- Required to work mandatory hours: 53.4% (Regular Hours), 10.1% (Overtime Hours)
- Has union representation in the workplace: 4.5%

ADDITIONAL JOB INFO

- Work an additional job in direct care: 14.8% (13 hrs/wk)
- Work an additional job not in direct care: 13.6% (17 hrs/wk)
- Currently looking for work outside of direct care: 20.7%
- Plan to retire in the next 5 years: 20.2%

TOP REASONS WHY RESPONDENTS ARE LOOKING FOR WORK OUTSIDE OF THE FIELD OF DIRECT CARE?

- Better Benefits: 61.1%
- Better Wages: 61.1%
- Career Change: 33.3%
- Concern Over Employer Stability: 33.3%
- Working Conditions: 33.3%
- Advancement Opportunities: 22.2%
- Better Hours: 22.2%
- Transportation Issues: 22.2%

A REPORTED 28.4% OF RESPONDENTS HAVE ANOTHER JOB

WOULD CONSIDER STAYING IN THE FIELD IF RECEIVED:

<table>
<thead>
<tr>
<th>Incentives</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Better Pay</td>
<td>47.1%</td>
</tr>
<tr>
<td>Reduction In Physical Demands</td>
<td>41.2%</td>
</tr>
<tr>
<td>I Would Not Return To Direct Care/Support</td>
<td>29.4%</td>
</tr>
<tr>
<td>Retirement Benefits</td>
<td>29.4%</td>
</tr>
<tr>
<td>More Flexible Hours</td>
<td>23.5%</td>
</tr>
<tr>
<td>Better Health Care Coverage</td>
<td>11.8%</td>
</tr>
<tr>
<td>More Paid Time Off</td>
<td>11.8%</td>
</tr>
<tr>
<td>Opportunities To Specialize In Certain Areas</td>
<td>11.8%</td>
</tr>
<tr>
<td>Better or More Training</td>
<td>5.9%</td>
</tr>
</tbody>
</table>

Sorted by descending order of percent
**Benefit Information**

A reported 73.0% of employers currently offer benefits.

**How Premiums Are Covered**

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Shared Cost</th>
<th>100% Employer Paid</th>
</tr>
</thead>
<tbody>
<tr>
<td>Through Main Direct Care Employer</td>
<td>73.7%</td>
<td>15.8%</td>
</tr>
<tr>
<td>Through Spouse/Partner's Employer</td>
<td>40.8%</td>
<td>10.5%</td>
</tr>
<tr>
<td>Medicaid</td>
<td>30.3%</td>
<td></td>
</tr>
<tr>
<td>Purchased On Own</td>
<td>4.1%</td>
<td></td>
</tr>
<tr>
<td>Iowa Wellness Plan</td>
<td>2.0%</td>
<td></td>
</tr>
<tr>
<td>Medicare</td>
<td>2.7%</td>
<td></td>
</tr>
<tr>
<td>Parent/Guardian's Insurance</td>
<td>2.7%</td>
<td></td>
</tr>
<tr>
<td>Work Related Expenses</td>
<td>2.7%</td>
<td></td>
</tr>
<tr>
<td>Vision</td>
<td>1.4%</td>
<td></td>
</tr>
<tr>
<td>Life Insurance</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>Paid-Time-Off</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>Supplemental</td>
<td>0.0%</td>
<td></td>
</tr>
</tbody>
</table>

47.4% of respondents with health insurance are concerned about losing it.

**How is Health Insurance Provided?**

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Coverage For Existing Conditions</th>
<th>Out Of Pocket or Co-Pay Expenses</th>
<th>What Insurance Pays For</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yourself</td>
<td>79.4% (Are Satisfied)</td>
<td>62.5% (Are Satisfied)</td>
<td>75.0% (Are Satisfied)</td>
</tr>
<tr>
<td>Your Spouse/Partner</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dependent Children</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Healthcare Costs**

- Employer improved coverage or decreased cost to employee: 5.9%
- Employer reduced coverage or increased cost to employee: 30.9%

76.9% of those without health insurance reported not being able to afford premiums as the main reason.

**How is Dental Insurance Provided?**

- Yourself (74.4% have coverage)
- Spouse/Partner (76.4% have coverage)
- Dependent Children (86.1% have coverage)
**Hospital or Clinic**

**Workplace Information**

**How long have you worked in the field of Direct Care?**

<table>
<thead>
<tr>
<th>Years</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; 1 year</td>
<td>14.7%</td>
</tr>
<tr>
<td>1-2 years</td>
<td>21.1%</td>
</tr>
<tr>
<td>3-5 years</td>
<td>20.2%</td>
</tr>
<tr>
<td>6-10 years</td>
<td>5.5%</td>
</tr>
<tr>
<td>11-20 years</td>
<td>23.9%</td>
</tr>
<tr>
<td>20+ years</td>
<td>14.6%</td>
</tr>
</tbody>
</table>

**What is your employment status at your main direct care job?**

- Full-time: 54.6%
- On Call/As Needed: 16.7%
- Part-time: 28.7%

**Which group do you mainly provide services for?**

- Older Adults, 45.4%
- Persons With Disabilities, 19.1%
- All Ages, 21.9%
- Adults, 10.9%
- Children, 2.7%

**What do you do at your main direct care job?**

- Nursing Assistant: 99.1%
- Personal Care Aide: 0.9%
- Home Health Aide: 0.0%

**In general, how concerned are you with...?**

<table>
<thead>
<tr>
<th>Concern</th>
<th>Very Concerned</th>
<th>Somewhat Concerned</th>
<th>Not at All Concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Having Enough Staff To Provide Good Care</td>
<td>43.7%</td>
<td>35.0%</td>
<td>21.3%</td>
</tr>
<tr>
<td>Stress or Mental Health</td>
<td>30.4%</td>
<td>34.3%</td>
<td>35.3%</td>
</tr>
<tr>
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<td>21.2%</td>
<td>41.3%</td>
<td>37.5%</td>
</tr>
<tr>
<td>Working When Sick</td>
<td>25.2%</td>
<td>35.0%</td>
<td>39.8%</td>
</tr>
<tr>
<td>Not Getting Requested or Earned Time Off</td>
<td>16.5%</td>
<td>35.0%</td>
<td>48.5%</td>
</tr>
<tr>
<td>Your Personal Health And/Or Safety</td>
<td>13.6%</td>
<td>33.0%</td>
<td>53.4%</td>
</tr>
<tr>
<td>Having Shifts Changed Without Enough Notice</td>
<td>9.0%</td>
<td>29.0%</td>
<td>62.0%</td>
</tr>
<tr>
<td>Required To Work Overtime</td>
<td>4.9%</td>
<td>10.7%</td>
<td>84.4%</td>
</tr>
</tbody>
</table>

**Additional Job Info**

- Work an additional job in Direct Care: 10.2% (15 hrs/wk)
- Work an additional job not in Direct Care: 24.1% (21 hrs/wk)
- Currently looking for work outside of Direct Care: 16.5%

**Top reasons why respondents are looking for work outside of the field of Direct Care?**

- Better Wages: 72.2%
- Advancement Opportunities: 33.3%
- Better Benefits: 33.3%
- Better Hours: 27.8%
- Looking for Full-time Employment: 27.8%
- Working Conditions: 27.8%

**A reported 34.3% of respondents have another job**

**A reported 6.4% of respondents plan to retire in the next 5 years**

**Work Info**

- Average hours worked per week: 31 hours/week
- Median reported hourly wage: $13.55
- Get paid overtime (time and a half) for 40+ hours per week: 83.6%
- Required to work mandatory hours: 66.4% (Regular Hours), 6.4% (Overtime Hours)
- Has union representation in the workplace: 6.5%

**Additional Job Info**

- Better Pay: 85.7%
- Reduction in Physical Demands: 71.4%
- More Flexible Hours: 57.1%
- More Paid Time Off: 57.1%
- Better Health Care Coverage: 42.9%
- Opportunities to specialize in certain areas: 42.9%
- Retirement Benefits: 42.9%
- Better or more training: 14.3%
- I would not return to Direct Care/Support: 14.3%
**Benefit Information**

A reported 94.5% of employers currently offer benefits.

**How Premiums Are Covered**

<table>
<thead>
<tr>
<th>Cost Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shared Cost</td>
<td>87.2%</td>
</tr>
<tr>
<td>100% Employee Paid</td>
<td>12.8%</td>
</tr>
<tr>
<td>100% Employer Paid</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

**How is Health Insurance Provided?**

- **Through Main Direct Care Employer**: 45.7%
- **Parent/Guardian’s Insurance**: 29.5%
- **Through Spouse/Partner’s Employer**: 22.3%
- **Employer Paid Vacations**: 9.1%
- **Paid Sick Time**: 10.6%
- **Medicaid**: 5.1%
- **Iowa Wellness Plan**: 4.5%
- **Purchased On Own**: 4.3%
- **Other**: 2.2%
- **Medicare**: 2.1%
- **Through Other Employer**: 2.0%
- **A Child Support Agreement**: 0.0%
- **Healthy and Well Kids in Iowa (Hawki)**: 0.0%
- **VA/Military**: 0.0%
- **Through Other**: 0.0%
- **Purchased On Own**: 0.0%
- **Other**: 0.0%

**Healthcare Satisfaction**

- **Cost of Premium**: 67.0% (Are Satisfied)
- **Coverage for Pre-Existing Conditions**: 61.5% (Are Satisfied)
- **Out-of-Pocket or Co-Pay Expenses**: 61.9% (Are Satisfied)
- **What Insurance Pays For**: 59.4% (Are Satisfied)

**Healthcare Costs**

- Employer improved coverage or decreased cost to employee: 9.3%
- Employer reduced coverage or increased cost to employee: 20.6%

**Healthcare Costs**

- Employer improved coverage or decreased cost to employee: 9.3%
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**How is Dental Insurance Provided?**

- **Through Main Direct Care Employer**: 45.6%
- **Parent/Guardian’s Insurance**: 28.9%
- **Through Spouse/Partner’s Employer**: 22.3%
- **Medicaid**: 10.6%
- **Iowa Wellness Plan**: 3.4%
- **Purchased On Own**: 14.4%
- **Other**: 14.4%
- **Through Other Employer**: 7.9%
- **A Child Support Agreement**: 37.9%
- **Healthy and Well Kids in Iowa (Hawki)**: 44.7%
- **VA/Military**: 27.6%

**Benefit Information**

**What Benefits Does Your Main Direct Care Employer Offer?**

- **Health Insurance**: 98.1%
- **Dental Insurance**: 93.2%
- **Paid Vacation**: 80.6%
- **Pension/Retirement Plan**: 73.8%
- **Paid Sick Time**: 71.8%
- **Long Term Disability Insurance**: 70.9%
- **Educational Program Reimbursement**: 69.9%
- **Work Related Expenses**: 9.7%
- **Work Related Transportation**: 1.9%
- **Life Insurance**: 1.0%
- **Paid-Time-Off**: 1.0%
- **Supplemental**: 0.0%

**Benefit Information**

A reported 94.5% of employers currently offer benefits.

**How are Benefits Shared?**

- 87.2% Shared Cost
- 12.8% 100% Employee Paid
- 0.0% 100% Employer Paid

**How are Benefits Shared?**

- 87.2% Shared Cost
- 12.8% 100% Employee Paid
- 0.0% 100% Employer Paid

55.6% of those without health insurance reported not being able to afford premiums as the main reason.

23.9% of all respondents have had a dental problem in the past 12 months and did not see a dentist.

72.0% of those who did not see a dentist reported cost as the main reason.
Nursing Home, Skilled Care, or Dementia Unit
(288 Responses)

Workplace Information

How long have you worked in the field of direct care?

<table>
<thead>
<tr>
<th>Years</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; 1 Year</td>
<td>15.0%</td>
</tr>
<tr>
<td>1-2 Years</td>
<td>19.2%</td>
</tr>
<tr>
<td>3-5 Years</td>
<td>15.3%</td>
</tr>
<tr>
<td>6-10 Years</td>
<td>18.5%</td>
</tr>
<tr>
<td>11-20 Years</td>
<td>19.9%</td>
</tr>
<tr>
<td>20+ Years</td>
<td>12.1%</td>
</tr>
</tbody>
</table>

What is your employment status at your main direct care job?

<table>
<thead>
<tr>
<th>Employment Status</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-time</td>
<td>68.3%</td>
</tr>
<tr>
<td>Part-time</td>
<td>20.6%</td>
</tr>
<tr>
<td>On Call/As Needed</td>
<td>10.8%</td>
</tr>
</tbody>
</table>

Which group do you mainly provide services for?

- Older Adults: 95.5%
- Persons With Disabilities: 4.2%
- Children: 0.3%

What do you do at your main direct care job?

- Nursing Assistant: 96.8%
- Personal Care Aide: 2.8%
- Home Health Aide: 0.4%

In general, how concerned are you with...

<table>
<thead>
<tr>
<th>Concern</th>
<th>Very Concerned</th>
<th>Somewhat Concerned</th>
<th>Not at All Concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Having Enough Staff To Provide Good Care</td>
<td>61.8%</td>
<td>27.6%</td>
<td>10.6%</td>
</tr>
<tr>
<td>Working When Sick</td>
<td>41.2%</td>
<td>36.4%</td>
<td>22.4%</td>
</tr>
<tr>
<td>Injuries From Lifting or Transferring</td>
<td>29.8%</td>
<td>42.6%</td>
<td>27.6%</td>
</tr>
<tr>
<td>Stress or Mental Health</td>
<td>36.0%</td>
<td>36.0%</td>
<td>28.0%</td>
</tr>
<tr>
<td>Your Personal Health And/Or Safety</td>
<td>15.0%</td>
<td>41.0%</td>
<td>44.0%</td>
</tr>
<tr>
<td>Not Getting Requested or Earned Time Off</td>
<td>25.5%</td>
<td>27.7%</td>
<td>46.8%</td>
</tr>
<tr>
<td>Having Shifts Changed Without Enough Notice</td>
<td>21.6%</td>
<td>23.4%</td>
<td>55.0%</td>
</tr>
<tr>
<td>Required To Work Overtime</td>
<td>11.1%</td>
<td>21.4%</td>
<td>67.5%</td>
</tr>
</tbody>
</table>

Sorted by sum of “concerned” columns

A reported 55.1% of respondents work in non-metro areas.

Work Info

Average hours worked per week:
34 hours/week

Median reported hourly wage:
$14.00

Get paid overtime (time and a half) for 40+ hours per week:
84.3%

Required to work mandatory hours:
72.8% (Regular Hours)
15.6% (Overtime Hours)

Has union representation in the workplace:
4.6%

Additional job info

Work an additional job in direct care:
11.9% (17 hrs/wk)

Work an additional job not in direct care:
11.9% (23 hrs/wk)

Currently looking for work outside of direct care:
24.4%

Top reasons why respondents are looking for work outside of the field of direct care:

- Better Wages: 81.4%
- Working Conditions: 52.9%
- Better Benefits: 45.7%
- Career Change: 40.0%
- Better Hours: 34.3%
- Advancement Opportunities: 28.6%

A reported 23.8% of respondents have another job.

Plan to retire in the next 5 years:
8.0%

Would consider staying in the field if received:

<table>
<thead>
<tr>
<th>Incentives</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Better Pay</td>
<td>60.9%</td>
</tr>
<tr>
<td>Reduction In Physical Demands</td>
<td>56.5%</td>
</tr>
<tr>
<td>More Flexible Hours</td>
<td>39.1%</td>
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<td>Better Health Care Coverage</td>
<td>26.1%</td>
</tr>
<tr>
<td>I Would Not Return To Direct Care/Support</td>
<td>26.1%</td>
</tr>
<tr>
<td>Retirement Benefits</td>
<td>26.1%</td>
</tr>
<tr>
<td>Opportunities To Specialize In Certain Areas</td>
<td>17.4%</td>
</tr>
<tr>
<td>Better or More Training</td>
<td>13.0%</td>
</tr>
</tbody>
</table>
Benefit Information

How Premiums Are Covered

Shared Cost
70.0%

100% Employee Paid
30.0%

100% Employer Paid
0.0%

What benefits does your main direct care employer offer?

- Health Insurance: 95.2%
- Dental Insurance: 79.8%
- Paid Vacation: 79.8%
- Paid Sick Time: 57.9%
- Pension/Retirement Plan: 55.6%
- Long Term Disability Insurance: 51.6%
- Educational Program Reimbursement: 38.1%
- Work Related Expenses: 19.0%
- Work Related Transportation: 3.6%
- Vision: 0.8%
- Supplemental: 0.4%
- Life Insurance: 0.0%
- Paid-Time-Off: 0.0%

50.8% of respondents with health insurance are concerned about losing it.

How is health insurance provided?

- Yourself - (87.7% have coverage)
- Your Spouse/Partner - (84.4% have coverage)
- Dependent Children - (94.9% have coverage)

Healthcare Satisfaction

- Cost of Premium: 60.3% (Are Satisfied)
- Coverage for Pre-Existing Conditions: 55.2% (Are Satisfied)
- Out-Of-Pocket or Co-Pay Expenses: 56.3% (Are Satisfied)
- What Insurance Pays For: 60.7% (Are Satisfied)

Healthcare Costs

- Employer Improved Coverage or Decreased Cost to Employee: 5.2%
- Employer Reduced Coverage or Increased Cost to Employee: 19.6%

73.8% of those without health insurance reported not being able to afford premiums as the main reason.

How is dental insurance provided?

- Yourself - (74.0% have coverage)
- Spouse/Partner - (73.6% have coverage)
- Dependent Children - (83.5% have coverage)

28.1% of all respondents have had a dental problem in the past 12 months and did not see a dentist.

77.8% of those who did not see a dentist reported cost as the main reason.
**Temporary or Agency Staffing and Self-Employed**

(26 responses)

### Workplace Information

#### How Long Have You Worked in the Field of Direct Care?

- 3.8% < 1 Year
- 11.5% 1-2 Years
- 30.8% 3-5 Years
- 26.9% 6-10 Years
- 19.2% 11-20 Years
- 7.8% 20+ Years

#### What is Your Employment Status at Your Main Direct Care Job?

- Full-time 61.5%
- Part-time 11.5%
- On Call/As Needed 26.9%

#### Which Group Do You Mainly Provide Services For?

- Older Adults, 57.7%
- Persons With Disabilities, 30.8%
- All Ages, 3.8%
- Children, 7.7%

#### What Do You Do at Your Main Direct Care Job?

- Nursing Assistant 76.0%
- Personal Care Aide 12.0%
- Home Health Aide 12.0%

#### In General, How Concerned Are You With...

<table>
<thead>
<tr>
<th>Concerned Situation</th>
<th>Very Concerned</th>
<th>Somewhat Concerned</th>
<th>Not at All Concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Having Enough Staff To Provide Good Care</td>
<td>65.2%</td>
<td>26.1%</td>
<td>8.7%</td>
</tr>
<tr>
<td>Stress or Mental Health</td>
<td>39.1%</td>
<td>34.8%</td>
<td>26.1%</td>
</tr>
<tr>
<td>Injuries From Lifting or Transferring</td>
<td>43.5%</td>
<td>26.1%</td>
<td>30.4%</td>
</tr>
<tr>
<td>Working When Sick</td>
<td>34.8%</td>
<td>34.8%</td>
<td>30.4%</td>
</tr>
<tr>
<td>Your Personal Health And/Or Safety</td>
<td>17.4%</td>
<td>47.8%</td>
<td>34.8%</td>
</tr>
<tr>
<td>Having Shifts Changed Without Enough Notice</td>
<td>30.4%</td>
<td>26.1%</td>
<td>43.5%</td>
</tr>
<tr>
<td>Not Getting Requested or Earned Time Off</td>
<td>26.1%</td>
<td>26.1%</td>
<td>47.8%</td>
</tr>
<tr>
<td>Required To Work Overtime</td>
<td>9.1%</td>
<td>18.2%</td>
<td>72.7%</td>
</tr>
</tbody>
</table>

Sorted by sum of “concerned” columns

### Additional Job Info

- Work an Additional Job in Direct Care: 36.0% (23 hrs/wk)
- Work an Additional Job Not in Direct Care: 16.0% (30 hrs/wk)
- Currently Looking for Work Outside of Direct Care: 28.0%

### Top Reasons Why Respondents Are Looking for Work Outside of the Field of Direct Care?

- Better Wages: 85.7%
- Better Benefits: 57.1%
- Better Hours: 28.6%
- Career Change: 28.6%
- Looking for Full-time Employment: 28.6%
- Working Conditions: 28.6%

### Work Info

- Average Hours Worked Per Week: 31 hours/week
- Median Reported Hourly Wage: $15.00
- Get Paid Overtime (Time and a Half) for 40+ Hours Per Week: 69.2%
- Required to Work Mandatory Hours: 46.2% (Regular Hours)
- 8.0% (Overtime Hours)

Has Union Representation in the Workplace: 0.0%

### Plan To Retire In The Next 5 Years: 0.0%

A Reported 56.0% of Respondents Work in Metro Areas

A Reported 52.0% of Respondents Have Another Job

Additional Job Info:

- Work an Additional Job in Direct Care: 36.0% (23 hrs/wk)
- Work an Additional Job Not in Direct Care: 16.0% (30 hrs/wk)
- Currently Looking for Work Outside of Direct Care: 28.0%
**Benefit Information**

**A reported 50.0% of employers currently offer benefits**

**How Premiums Are Covered**

<table>
<thead>
<tr>
<th></th>
<th>Shared Cost</th>
<th>100% Employer Paid</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>66.7%</td>
<td>33.3%</td>
</tr>
<tr>
<td></td>
<td>100% Employee Paid</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

**How is health insurance provided?**

- Yourself - (95.8% have coverage)
- Your Spouse/Partner - (100% have coverage)
- Dependent Children - (100% have coverage)

**Healthcare Satisfaction**

- **Cost of Premium**
  - 50.0% (Are Satisfied)
- **Coverage for Pre-Existing Conditions**
  - 52.1% (Are Satisfied)
- **Out-of-Pocket or Co-Pay Expenses**
  - 47.8% (Are Satisfied)
- **What insurance pays for**
  - 65.2% (Are Satisfied)

**Healthcare Costs**

- Employer improved coverage or decreased cost to employee: 4.3%
- Employer reduced coverage or increased cost to employee: 4.3%

**How is dental insurance provided?**

- Yourself - (88.0% have coverage)
- Spouse/Partner - (100% have coverage)
- Dependent Children - (100% have coverage)

**Healthcare Costs**

- Employer improved coverage or decreased cost to employee: 4.3%
- Employer reduced coverage or increased cost to employee: 4.3%

**30.8% of all respondents have had a dental problem in the past 12 months and did not see a dentist**

**50.0% of those who did not see a dentist reported cost as the main reason**

**64.0% of respondents with health insurance are concerned about losing it**
Community Setting

Breakouts by the following:

- Metro Areas (Page 27)
- Non-Metro Areas (Page 29)
**Workplace Information**

**How long have you worked in the field of Direct Care?**

- Less than 1 year: 12.3%
- 1-2 years: 18.8%
- 3-5 years: 18.8%
- 6-10 years: 19.5%
- 11-20 years: 20.2%
- 20+ years: 10.4%

**What is your employment status at your main direct care job?**

- Full-time: 65.7%
- Part-time: 23.9%
- On Call/As Needed: 10.0%

**What type of care facility is your main direct care job at?**

- Nursing Home, Skilled Care, or Dementia Unit: 43.6%
- Hospital or Clinic: 23.0%
- Community-Based Home Care and Hospice: 16.5%
- Temporary or Agency Staffing and Self-Employed: 11.3%
- Other: 4.8%

**Which group do you mainly provide services for?**

- Older Adults: 67.5%
- All Ages: 4.7%
- Adults: 3.4%
- Children: 2.4%
- Persons with Disabilities: 22.0%

**In general, how concerned are you with...?**

<table>
<thead>
<tr>
<th>Concern</th>
<th>Very Concerned</th>
<th>Somewhat Concerned</th>
<th>Not at All Concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Having Enough Staff To Provide Good Care</td>
<td>50.4%</td>
<td>30.7%</td>
<td>18.9%</td>
</tr>
<tr>
<td>Stress or Mental Health</td>
<td>39.9%</td>
<td>32.1%</td>
<td>28.0%</td>
</tr>
<tr>
<td>Working When Sick</td>
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<td>29.7%</td>
</tr>
<tr>
<td>Injuries From Lifting or Transferring</td>
<td>32.0%</td>
<td>35.3%</td>
<td>32.7%</td>
</tr>
<tr>
<td>Your Personal Health And/Or Safety</td>
<td>18.6%</td>
<td>38.3%</td>
<td>43.1%</td>
</tr>
<tr>
<td>Not Getting Requested or Earned Time Off</td>
<td>26.3%</td>
<td>25.2%</td>
<td>48.5%</td>
</tr>
<tr>
<td>Having Shifts Changed Without Enough Notice</td>
<td>23.8%</td>
<td>17.0%</td>
<td>59.2%</td>
</tr>
<tr>
<td>Required To Work Overtime</td>
<td>8.6%</td>
<td>18.7%</td>
<td>72.7%</td>
</tr>
</tbody>
</table>

Sorted by sum of "concerned" columns

**Work Info**

- Average hours worked per week: 33 hours/week
- Median reported hourly wage: $13.78
- Get paid overtime (time and a half) for 40+ hours per week: 80.8%
- Required to work mandatory hours: 69.2% (Regular Hours)
- Has union representation in the workplace: 6.6%

**Top reasons why respondents are looking for work outside of the field of direct care?**

- Better Wages: 82.1%
- Working Conditions: 43.3%
- Better Benefits: 41.8%
- Career Change: 37.3%
- Better Hours: 32.8%
- Advancement Opportunities: 28.4%

**Additional Job Info**

- Work an additional job in direct care: 14.1% (16 hrs/wk)
- Work an additional job not in direct care: 13.1% (22 hrs/wk)
- Currently looking for work outside of direct care: 23.2%

**Additional job info**

- Nursing Assistant: 84.1%
- Personal Care Aide: 11.0%
- Home Health Aide: 4.9%

**Would consider staying in the field if received:**

<table>
<thead>
<tr>
<th>Incentives</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Better Pay</td>
<td>71.4%</td>
</tr>
<tr>
<td>Reduction in Physical Demands</td>
<td>47.6%</td>
</tr>
<tr>
<td>More Flexible Hours</td>
<td>42.9%</td>
</tr>
<tr>
<td>More Paid Time Off</td>
<td>42.9%</td>
</tr>
<tr>
<td>Retirement Benefits</td>
<td>38.1%</td>
</tr>
<tr>
<td>Better Health Care Coverage</td>
<td>33.3%</td>
</tr>
<tr>
<td>Opportunities to Specialize in Certain Areas</td>
<td>28.6%</td>
</tr>
<tr>
<td>I would not return to Direct Care/Support</td>
<td>14.3%</td>
</tr>
<tr>
<td>Better or More Training</td>
<td>9.5%</td>
</tr>
</tbody>
</table>
**Benefit Information**

**A reported 83.4% of employers currently offer benefits**

### How Premiums Are Covered

<table>
<thead>
<tr>
<th>Premiums Type</th>
<th>Percentage</th>
<th>Shared Cost</th>
<th>Coverage by Employer</th>
<th>Cost Covered by Employee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Through Main Direct Care Employer</td>
<td>Through Parent/Guardian's Insurance</td>
<td>Through Partner's Employer</td>
<td>Through Other Employer</td>
<td>Through A Child Support Agreement</td>
</tr>
<tr>
<td>Medicaid</td>
<td>15.4%</td>
<td>16.5%</td>
<td>15.2%</td>
<td>13.4%</td>
</tr>
<tr>
<td>Healthy and Well Kids In Iowa (HAWKI)</td>
<td>VA/Military</td>
<td>Other</td>
<td>Other</td>
<td>Other</td>
</tr>
<tr>
<td>35.1%</td>
<td>49.1%</td>
<td>45.4%</td>
<td>20.8%</td>
<td>7.2%</td>
</tr>
</tbody>
</table>

### How is health insurance provided?

- **Shared Cost**: 75.9%
- **100% Employer Paid**: 21.7%
- **100% Employee Paid**: 2.4%

### What benefits does your main direct care employer offer?

- **Health Insurance**: 95.8%
- **Dental Insurance**: 87.1%
- **Paid Vacation**: 61.7%
- **Paid Sick Time**: 59.2%
- **Pension/Retirement Plan**: 54.6%
- **Long Term Disability Insurance**: 45.8%
- **Educational Program Reimbursement**: 15.8%
- **Work Related Expenses**: 9.2%
- **Work Related Transportation**: 0.8%
- **Vision**: 0.4%
- **Supplemental Life Insurance**: 0.0%
- **Life Insurance**: 0.0%
- **Paid-Time-Off**: 0.0%

**50.8% of respondents with health insurance are concerned about losing it**

### Healthcare Satisfaction

- **Cost of Premium**: 59.2% (Are Satisfied)
- **Coverage for Pre-Existing Conditions**: 58.8% (Are Satisfied)
- **Out-of-Pocket or Co-Pay Expenses**: 55.5% (Are Satisfied)
- **What insurance pays for**: 57.8% (Are Satisfied)

### Healthcare Costs

- **Employer improved coverage or decreased cost to employee**: 6.1%
- **Employer reduced coverage or increased cost to employee**: 21.8%

### How is dental insurance provided?

- **Shared Cost**: 35.2%
- **100% Employer Paid**: 16.2%
- **100% Employee Paid**: 13.3%
- **100% Employee Paid**: 22.1%
- **100% Employer Paid**: 46.1%
- **100% Employee Paid**: 2.4%
- **100% Employer Paid**: 0.0%
- **100% Employee Paid**: 0.0%
- **100% Employee Paid**: 0.0%
- **100% Employee Paid**: 0.0%
- **100% Employee Paid**: 0.0%

### 62.8% of those without health insurance reported not being able to afford premiums as the main reason

### 31.6% of all respondents have had a dental problem in the past 12 months and did not see a dentist

### 70.0% of those who did not see a dentist reported cost as the main reason

### Through Main Direct Care Employer

- **Medicaid**: 15.4%
- **Parent/Guardian’s Insurance**: 16.5%
- **Partner’s Employer**: 15.2%
- **Other**: 13.4%

### Through Other Employer

- **A Child Support Agreement**: 10.0%
- **Other**: 4.3%
- **Other**: 1.7%
- **Other**: 1.3%

### Through a Child Support Agreement

- **Medicaid**: 9.4%
- **Parent/Guardian’s Insurance**: 21.1%
- **Other**: 0.8%
- **Other**: 0.4%

### Other

- **Medicaid**: 10.2%
- **Parent/Guardian’s Insurance**: 5.0%
- **Other**: 3.4%
- **Other**: 1.9%

### Paid On Own

- **Medicaid**: 19.1%
- **Parent/Guardian’s Insurance**: 2.1%
- **Other**: 0.2%
- **Other**: 0.0%

### Other

- **Medicaid**: 1.1%
- **Other**: 2.2%
- **Other**: 0.0%
- **Other**: 0.0%
**Workplace Information**

### How Long Have You Worked in the Field of Direct Care?

<table>
<thead>
<tr>
<th>Experience</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; 1 Year</td>
<td>11.4%</td>
</tr>
<tr>
<td>1-2 Years</td>
<td>14.6%</td>
</tr>
<tr>
<td>3-5 Years</td>
<td>12.4%</td>
</tr>
<tr>
<td>6-10 Years</td>
<td>16.5%</td>
</tr>
<tr>
<td>11-20 Years</td>
<td>23.8%</td>
</tr>
<tr>
<td>20+ Years</td>
<td>21.3%</td>
</tr>
</tbody>
</table>

### What is Your Employment Status at Your Main Direct Care Job?

- **Full-time (69.8%)**
- **On Call/As Needed (11.1%)**
- **Part-time (18.7%)**

### What Type of Care Facility is Your Main Direct Care Job at?

- Nursing Home, Skilled Care, or Dementia Unit (49.2%)
- Community-Based (16.7%)
- Home Care and Hospice (16.4%)
- Hospital or Clinic (13.6%)
- Temporary or Agency Staffing and Self-Employed (3.5%)

### In General, How Concerned Are You With...

<table>
<thead>
<tr>
<th>Concern</th>
<th>Very Concerned</th>
<th>Somewhat Concerned</th>
<th>Not at All Concerned</th>
</tr>
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<tr>
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<td>48.7%</td>
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<td>49.2%</td>
</tr>
<tr>
<td>Having Shifts Changed Without Enough Notice</td>
<td>13.0%</td>
<td>29.2%</td>
<td>57.8%</td>
</tr>
<tr>
<td>Required To Work Overtime</td>
<td>8.0%</td>
<td>18.0%</td>
<td>74.0%</td>
</tr>
</tbody>
</table>

Sorted by sum of “concerned” columns

### Additional Job Info

- **Work an Additional Job in Direct Care**: 11.2% (16 hrs/wk)
- **Work an Additional Job Not in Direct Care**: 16.6% (21 hrs/wk)
- **Currently Looking for Work Outside of Direct Care**: 20.3%

### Top Reasons Why Respondents are Looking for Work Outside of the Field of Direct Care

- Better Wages: 75.0%
- Better Benefits: 54.7%
- Working Conditions: 48.4%
- Better Hours: 32.8%
- Advancement Opportunities: 26.6%
- Career Change: 26.6%

### Work Info

- **Average Hours Worked Per Week**: 34 hours/week
- **Median Reported Hourly Wage**: $13.82
- **Get Paid Overtime (Time and a Half) for 40+ Hours Per Week**: 81.0%
- **Required to Work Mandatory Hours**: 59.8% (Regular Hours), 11.7% (Overtime Hours)
- **Has Union Representation in the Workplace**: 3.5%

### Additional Reported

- 27.8% of respondents have another job

### Top Incentives

<table>
<thead>
<tr>
<th>Incentives</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Better Pay</td>
<td>52.8%</td>
</tr>
<tr>
<td>Reduction in Physical Demands</td>
<td>47.2%</td>
</tr>
<tr>
<td>Better Health Care Coverage</td>
<td>33.3%</td>
</tr>
<tr>
<td>Retirement Benefits</td>
<td>30.6%</td>
</tr>
<tr>
<td>I Would Not Return to Direct Care/Support</td>
<td>27.8%</td>
</tr>
<tr>
<td>More Paid Time Off</td>
<td>27.8%</td>
</tr>
<tr>
<td>More Flexible Hours</td>
<td>22.2%</td>
</tr>
<tr>
<td>Opportunities to Specialize In Certain Areas</td>
<td>16.7%</td>
</tr>
<tr>
<td>Better or More Training</td>
<td>13.9%</td>
</tr>
</tbody>
</table>
Benefit Information

A reported 88.6% of employers currently offer benefits.

How Premiums Are Covered

<table>
<thead>
<tr>
<th>Coverage</th>
<th>Paid by Employee</th>
<th>Paid by Employer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Through Main Direct Care Employer</td>
<td>74.2%</td>
<td>22.6%</td>
</tr>
<tr>
<td>Medicaid</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>Through Spouse/Partner's Employer</td>
<td>13.6%</td>
<td>57.6%</td>
</tr>
<tr>
<td>Parent/Guardian's Insurance</td>
<td>3.6%</td>
<td>16.3%</td>
</tr>
<tr>
<td>Iowa Wellness Plan</td>
<td>47.3%</td>
<td>2.8%</td>
</tr>
<tr>
<td>Purchased On Own</td>
<td>2.7%</td>
<td>12.7%</td>
</tr>
<tr>
<td>Medicare</td>
<td>0%</td>
<td>81.5%</td>
</tr>
<tr>
<td>Other</td>
<td>0.0%</td>
<td>3.6%</td>
</tr>
<tr>
<td>A Child Support Agreement</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Healthy and Well Kids In Iowa (Hawki)</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>VA/Military</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

50.1% of respondents with health insurance are concerned about losing it.

How is Health Insurance Provided?

What benefits does your main direct care employer offer?

<table>
<thead>
<tr>
<th>Coverage</th>
<th>Employer Paid</th>
<th>Employee Paid</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Insurance</td>
<td>66.9%</td>
<td>66.3%</td>
</tr>
<tr>
<td>Paid Vacation</td>
<td>81.5%</td>
<td>80.8%</td>
</tr>
<tr>
<td>Dental Insurance</td>
<td>62.3%</td>
<td>62.0%</td>
</tr>
<tr>
<td>Pension/Retirement Plan</td>
<td>57.6%</td>
<td>37.0%</td>
</tr>
<tr>
<td>Long Term Disability Insurance</td>
<td>12.7%</td>
<td>1.4%</td>
</tr>
<tr>
<td>Work Related Expenses</td>
<td>24.5%</td>
<td>0.7%</td>
</tr>
<tr>
<td>Vision</td>
<td>1.4%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Paid-Time-Off</td>
<td>1.3%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Supplemental</td>
<td>0.4%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Life Insurance</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

Healthcare Satisfaction

Cost of Premium

66.9% (Are Satisfied)

Coverage for Pre-existing Conditions

62.1% (Are Satisfied)

Out-of-Pocket or Co-pay Expenses

60.0% (Are Satisfied)

What insurance pays for

66.3% (Are Satisfied)

Healthcare Costs

Employer improved coverage or decreased cost to employee: 8.4%

Employer reduced coverage or increased cost to employee: 23.1%

86.8% of those without health insurance reported not being able to afford premiums as the main reason.

How is Dental Insurance Provided?

<table>
<thead>
<tr>
<th>Coverage</th>
<th>Employer Paid</th>
<th>Employee Paid</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yourself</td>
<td>74.3%</td>
<td>66.9%</td>
</tr>
<tr>
<td>Spouse/Partner</td>
<td>71.4%</td>
<td>66.3%</td>
</tr>
<tr>
<td>Dependent Children</td>
<td>87.8%</td>
<td>80.8%</td>
</tr>
</tbody>
</table>

24.6% of all respondents have had a dental problem in the past 12 months and did not see a dentist.

78.2% of those who did not see a dentist reported cost as the main reason.

Through Main Direct Care Employer | 45.0% | 25.0% |
| Medicaid                          | 21.4% | 12.5% |
| Through Spouse/Partner's Employer | 13.6% | 18.2% |
| Parent/Guardian's Insurance       | 10.9% | 2.0% |
| Iowa Wellness Plan                | 3.6% | 2.0% |
| Purchased On Own                  | 3.6% | 2.7% |
| Medicare                          | 3.6% | 2.7% |
| Other                             | 0.0% | 0.8% |
| A Child Support Agreement         | 0.0% | 0.0% |
| Healthy and Well Kids In Iowa (Hawki) | 0.0% | 0.0% |
| VA/Military                       | 0.0% | 0.0% |
Age Group

Breakouts by the following:

- 17 to 20 Years of Age (Page 33)
- 21 to 30 Years of Age (Page 35)
- 31 to 40 Years of Age (Page 37)
- 41 to 50 Years of Age (Page 39)
- 51 to 60 Years of Age (Page 41)
- 61 to 70 Years of Age (Page 43)
**Workplace Information**

**How Long Have You Worked in the Field of Direct Care?**
- 55.4% 36.5%
- 8.1%
- 0.0%
- 0.0%
- 0.0%

**Which Group Do You Mainly Provide Services For?**
- Older Adults, 82.4%
- Persons With Disabilities, 9.4%
- All Ages, 4.1%
- Adults, 1.4%
- Children, 2.7%

**What Type of Care Facility Is Your Main Direct Care Job At?**
- Nursing Home, Skilled Care, or Dementia Unit, 68.9%
- Hospital or Clinic, 21.6%
- Community-Based, 6.7%
- Home Care and Hospice, 1.4%
- Temporary or Agency Staffing and Self-Employed, 1.4%

**In General, How Concerned Are You With...**

<table>
<thead>
<tr>
<th>Concern</th>
<th>Very Concerned</th>
<th>Somewhat Concerned</th>
<th>Not at All Concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Having Enough Staff To Provide Good Care</td>
<td>59.7%</td>
<td>30.6%</td>
<td>9.7%</td>
</tr>
<tr>
<td>Working When Sick</td>
<td>40.3%</td>
<td>37.5%</td>
<td>22.2%</td>
</tr>
<tr>
<td>Injuries From Lifting or Transferring</td>
<td>22.2%</td>
<td>52.8%</td>
<td>25.0%</td>
</tr>
<tr>
<td>Stress or Mental Health</td>
<td>36.6%</td>
<td>32.4%</td>
<td>31.0%</td>
</tr>
<tr>
<td>Not Getting Requested or Earned Time Off</td>
<td>31.4%</td>
<td>28.6%</td>
<td>40.0%</td>
</tr>
<tr>
<td>Having Shifts Changed Without Enough Notice</td>
<td>15.5%</td>
<td>33.8%</td>
<td>50.7%</td>
</tr>
<tr>
<td>Your Personal Health And/Or Safety</td>
<td>11.1%</td>
<td>37.5%</td>
<td>51.4%</td>
</tr>
<tr>
<td>Required To Work Overtime</td>
<td>4.3%</td>
<td>20.0%</td>
<td>75.7%</td>
</tr>
</tbody>
</table>

**Top Reasons Why Respondents Are Looking For Work Outside of the Field of Direct Care?**
- Better Wages, 73.3%
- Working Conditions, 60.0%
- Better Hours, 53.3%
- Concern Over Employer Stability, 33.3%
- Career Change, 26.7%
- Work Schedule Conflict, 26.7%
- Advancement Opportunities, 20.0%
- Graduating From College, 20.0%
**Benefit Information**

A reported 82.2% of employers currently offer benefits.

**How Premiums Are Covered**

<table>
<thead>
<tr>
<th>Coverage Type</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shared Cost</td>
<td>100%</td>
</tr>
<tr>
<td>100% Employee Paid</td>
<td>0.0%</td>
</tr>
<tr>
<td>100% Employer Paid</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

**Healthcare Satisfaction**

Cost of Premium

49.2% (Are Satisfied)

Coverage for Pre-existing Conditions

46.5% (Are Satisfied)

Out-of-pocket or Co-pay Expenses

51.7% (Are Satisfied)

What Insurance Pays For

53.4% (Are Satisfied)

**Healthcare Costs**

4.2% of employers improved coverage or decreased cost to employee.

1.4% of employers reduced coverage or increased cost to employee.

80.0% of those without health insurance reported not being able to afford premiums as the main reason.

**How is Dental Insurance Provided?**

<table>
<thead>
<tr>
<th>Coverage Type</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yourself</td>
<td>57.1%</td>
</tr>
<tr>
<td>Spouse/Partner</td>
<td>33.3%</td>
</tr>
<tr>
<td>Dependent Children</td>
<td>11.1%</td>
</tr>
</tbody>
</table>

**How is Health Insurance Provided?**

<table>
<thead>
<tr>
<th>Coverage Type</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yourself</td>
<td>56.9%</td>
</tr>
<tr>
<td>Your Spouse/Partner</td>
<td>16.7%</td>
</tr>
<tr>
<td>Dependent Children</td>
<td>16.7%</td>
</tr>
</tbody>
</table>

82.2% of employers currently offer benefits.

39.7% of respondents with health insurance are concerned about losing it.

17.6% of all respondents have had a dental problem in the past 12 months and did not see a dentist.

75.0% of those who did not see a dentist reported cost as the main reason.

16.7% of all respondents have had a dental problem in the past 12 months and did not see a dentist.
### Workplace Information

#### How Long Have You Worked in the Field of Direct Care?

<table>
<thead>
<tr>
<th>Years</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; 1 Year</td>
<td>9.4%</td>
</tr>
<tr>
<td>1-2 Years</td>
<td>25.1%</td>
</tr>
<tr>
<td>3-5 Years</td>
<td>33.3%</td>
</tr>
<tr>
<td>6-10 Years</td>
<td>25.7%</td>
</tr>
<tr>
<td>11-20 Years</td>
<td>6.4%</td>
</tr>
<tr>
<td>20+ Years</td>
<td>0.1%</td>
</tr>
</tbody>
</table>

#### What is Your Employment Status at Your Main Direct Care Job?

- Full-time: 64.1%
- On Call/As Needed: 14.7%
- Part-time: 20.6%

#### What Type of Care Facility is Your Main Direct Care Job At?

- Nursing Home, Skilled Care, or Dementia Unit: 46.8%
- Hospital or Clinic: 22.8%
- Community-Based: 15.8%
- Home Care and Hospice: 7.0%
- Temporary or Agency Staffing and Self-Employed: 7.0%

#### Which Group do You Mainly Provide Services For?

- Older Adults: 76.0%
- Persons With Disabilities: 17.5%
- All Ages: 1.8%
- Adults: 4.1%
- Children: 0.6%

#### In General, How Concerned Are You with...

<table>
<thead>
<tr>
<th>Concern</th>
<th>Very Concerned</th>
<th>Somewhat Concerned</th>
<th>Not at All Concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Having Enough Staff to Provide Good Care</td>
<td>53.3%</td>
<td>30.8%</td>
<td>15.9%</td>
</tr>
<tr>
<td>Working When Sick</td>
<td>42.3%</td>
<td>33.9%</td>
<td>23.8%</td>
</tr>
<tr>
<td>Stress or Mental Health</td>
<td>37.3%</td>
<td>35.5%</td>
<td>27.2%</td>
</tr>
<tr>
<td>Injuries From Lifting or Transferring</td>
<td>31.7%</td>
<td>34.7%</td>
<td>33.6%</td>
</tr>
<tr>
<td>Your Personal Health and/or Safety</td>
<td>14.8%</td>
<td>42.6%</td>
<td>42.6%</td>
</tr>
<tr>
<td>Not Getting Requested or Earned Time Off</td>
<td>21.4%</td>
<td>26.8%</td>
<td>51.8%</td>
</tr>
<tr>
<td>Having Shifts Changed Without Enough Notice</td>
<td>21.9%</td>
<td>25.0%</td>
<td>53.1%</td>
</tr>
<tr>
<td>Required To Work Overtime</td>
<td>11.0%</td>
<td>15.9%</td>
<td>73.1%</td>
</tr>
</tbody>
</table>

#### What do You do at Your Main Direct Care Job?

- Nursing Assistant: 90.4%
- Personal Care Aide: 7.8%
- Home Health Aide: 1.8%

#### Additional Job Info

- Work an Additional Job in Direct Care: 17.6% (18 hrs/wk)
- Work an Additional Job Not in Direct Care: 15.9% (23 hrs/wk)
- Currently Looking for Work Outside of Direct Care: 26.9%

#### Top Reasons Why Respondents are Looking for Work Outside of the Field of Direct Care?

- Better Wages: 80.4%
- Better Benefits: 45.7%
- Working Conditions: 41.3%
- Advancement Opportunities: 32.6%
- Better Hours: 32.6%
- Career Change: 26.1%
- Concern Over Employer Stability: 21.7%
**Benefit Information**

A reported 86.0% of employers currently offer benefits.

**How Premiums Are Covered**

- **Shared Cost**: 53.2%
- **100% Employee Paid**: 46.8%
- **100% Employer Paid**: 0.0%

**Healthcare Satisfaction**

- **Cost of Premium**: 62.3% (Are Satisfied)
- **Coverage for Pre-existing Conditions**: 60.9% (Are Satisfied)
- **Out-of-Pocket or Co-pay Expenses**: 62.1% (Are Satisfied)
- **What Insurance Pays For**: 62.0% (Are Satisfied)

**Healthcare Costs**

- **Employer Improved Coverage or Reduced Cost to Employee**: 5.0%
- **Employer Reduced Coverage or Increased Cost to Employee**: 15.5%

**Healthcare Costs**

- **72.7% of those without health insurance reported not being able to afford premiums as the main reason**

**Benefit Information**

- **51.7% of respondents with health insurance are concerned about losing it**

**How is health insurance provided?**

- **Yourself**: (88.0% have coverage)
- **Your Spouse/Partner**: (76.4% have coverage)
- **Dependent Children**: (92.6% have coverage)

**How is dental insurance provided?**

- **Yourself**: (77.8% have coverage)
- **Spouse/Partner**: (65.8% have coverage)
- **Dependent Children**: (79.7% have coverage)

**Shared Cost**: 32.4%

- **100% Employee Paid**: 20.4%
- **100% Employer Paid**: 11.8%

**Employer Improved Coverage or Decreased Cost to Employee**: 5.0%

**Employer Reduced Coverage or Increased Cost to Employee**: 15.5%

**28.2% of all respondents have had a dental problem in the past 12 months and did not see a dentist**

**72.7% of those who did not see a dentist reported cost as the main reason**
### Workplace Information

#### How Long Have You Worked in the Field of Direct Care?

<table>
<thead>
<tr>
<th>Years</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; 1 Year</td>
<td>4.0%</td>
</tr>
<tr>
<td>1-2 Years</td>
<td>10.0%</td>
</tr>
<tr>
<td>3-5 Years</td>
<td>12.0%</td>
</tr>
<tr>
<td>6-10 Years</td>
<td>24.7%</td>
</tr>
<tr>
<td>11-20 Years</td>
<td>42.7%</td>
</tr>
<tr>
<td>20+ Years</td>
<td>6.6%</td>
</tr>
</tbody>
</table>

#### What Is Your Employment Status at Your Main Direct Care Job?

- **Full-time**: 74.0%
- **Part-time**: 12.7%
- **On Call/As Needed**: 13.3%
- **Not Working** (0.0%)

#### What Type of Care Facility Is Your Main Direct Care Job At?

- Nursing Home, Skilled Care, or Dementia Unit: 51.3%
- Community-Based: 15.8%
- Home Care and Hospice: 14.5%
- Hospital or Clinic: 13.2%
- Temporary or Agency Staffing and Self-Employed: 3.3%

#### Which Group Do You Mainly Provide Services for?

- Older Adults: 74.0%
- Persons With Disabilities: 18.0%
- All Ages: 4.0%
- Adults: 3.3%
- Children: 0.7%

#### In General, How Concerned Are You With...

<table>
<thead>
<tr>
<th>Concern</th>
<th>Very Concerned</th>
<th>Somewhat Concerned</th>
<th>Not At All Concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Having Enough Staff To Provide Good Care</td>
<td>51.4%</td>
<td>26.1%</td>
<td>22.5%</td>
</tr>
<tr>
<td>Stress or Mental Health</td>
<td>34.5%</td>
<td>35.9%</td>
<td>29.6%</td>
</tr>
<tr>
<td>Working When Sick</td>
<td>37.6%</td>
<td>31.2%</td>
<td>31.2%</td>
</tr>
<tr>
<td>Injuries From Lifting or Transferring</td>
<td>23.2%</td>
<td>40.1%</td>
<td>36.7%</td>
</tr>
<tr>
<td>Your Personal Health And/Or Safety</td>
<td>17.7%</td>
<td>34.8%</td>
<td>47.5%</td>
</tr>
<tr>
<td>Not Getting Requested or Earned Time Off</td>
<td>25.5%</td>
<td>22.7%</td>
<td>51.8%</td>
</tr>
<tr>
<td>Having Shifts Changed Without Enough Notice</td>
<td>22.5%</td>
<td>14.1%</td>
<td>63.4%</td>
</tr>
<tr>
<td>Required To Work Overtime</td>
<td>8.6%</td>
<td>17.3%</td>
<td>74.1%</td>
</tr>
</tbody>
</table>

Sorted by sum of “concerned” columns

#### Additional Job Info

- **Work an Additional Job in Direct Care**: 12.0% (15 hrs/wk)
- **Work an Additional Job Not in Direct Care**: 12.7% (30 hrs/wk)
- **Currently Looking for Work Outside of Direct Care**: 30.5%

#### Plan To Retire In The Next 5 Years

0.0%

#### Top Reasons Why Respondents Are Looking for Work Outside of the Field of Direct Care?

- Better Wages: 84.8%
- Better Benefits: 63.0%
- Career Change: 41.3%
- Working Conditions: 41.3%
- Better Hours: 32.6%
- Advancement Opportunities: 30.4%
- Concern Over Employer Stability: 21.7%

A REPORTED 24.7% OF RESPONDENTS HAVE ANOTHER JOB

A REPORTED 53.7% OF RESPONDENTS WORK IN METRO AREAS

### Work Info

- **Average Hours Worked Per Week**: 35 hours/week
- **Median Reported Hourly Wage**: $13.75
- **Get Paid Overtime (Time and a Half) for 40+ Hours per Week**: 80.3%
- **Required to Work Mandatory Hours**: 67.8% (Regular Hours) 9.9% (Overtime Hours)
- **Has Union Representation in the Workplace**: 5.9%

A REPORTED 24.7% OF RESPONDENTS HAVE ANOTHER JOB

### Top Reasons Why Respondents Are Looking for Work Outside of the Field of Direct Care?

- Better Wages: 84.8%
- Better Benefits: 63.0%
- Career Change: 41.3%
- Working Conditions: 41.3%
- Better Hours: 32.6%
- Advancement Opportunities: 30.4%
- Concern Over Employer Stability: 21.7%
**Benefit Information**

**A reported 84.1% of employers currently offer benefits**

**How Premiums Are Covered**

- **Shared Cost**: 77.6%
- **100% Employee Paid**: 18.4%
- **100% Employer Paid**: 4.0%

**What benefits does your main direct care employer offer?**

- Health Insurance: 97.6%
- Dental Insurance: 85.8%
- Paid Vacation: 79.5%
- Paid Sick Time: 60.6%
- Pension/Retirement Plan: 59.1%
- Long Term Disability Insurance: 58.3%
- Educational Program Reimbursement: 40.2%
- Work Related Expenses: 12.6%
- Work Related Transportation: 7.1%
- Vision: 0.8%
- Life Insurance: 0.0%
- Paid-Time-Off: 0.0%
- Supplemental: 0.0%

48.2% of respondents with health insurance are concerned about losing it.

**How is health insurance provided?**

| Through Main Direct Care Employer | 38.0% |
| Through Spouse/Partner's Employer | 0.0% |
| Medicaid | 0.0% |
| Iowa Wellness Plan | 0.0% |
| Through Other Employer | 0.0% |
| Purchased On Own | 0.0% |
| A Child Support Agreement | 0.0% |
| Healthy and Well Kids (Iowa Hawkeye) | 0.0% |
| VA/Military | 0.0% |

**Healthcare Satisfaction**

- **Cost of Premium**: 59.3% (Are Satisfied)
- **Coverage for Pre-existing Conditions**: 60.2% (Are Satisfied)
- **Out-of-Pocket or Co-pay Expenses**: 52.3% (Are Satisfied)
- **What Insurance Pays For**: 61.7% (Are Satisfied)

**Healthcare Costs**

- **Employer Improved Coverage or Decreased Cost to Employee**: 7.9%
- **Employer Reduced Coverage or Increased Cost to Employee**: 26.0%

83.3% of those without health insurance reported not being able to afford premiums as the main reason.

**How is dental insurance provided?**

- Yourself - (78.2% have coverage)
- Spouse/Partner - (80.0% have coverage)
- Dependent Children - (91.1% have coverage)

37.1% of all respondents have had a dental problem in the past 12 months and did not see a dentist.

69.6% of those who did not see a dentist reported cost as the main reason.
41 to 50 Years of Age
(93 Responses)

Workplace Information

How long have you worked in the field of direct care?

- < 1 Year: 9.7%
- 1-2 Years: 15.1%
- 3-5 Years: 8.6%
- 6-10 Years: 9.7%
- 11-20 Years: 32.3%
- 20+ Years: 24.6%

What is your employment status at your main direct care job?

- Full-time: 82.8%
- Part-time: 14.0%
- On Call/As Needed: 3.2%

What type of care facility is your main direct care job at?

- Nursing Home, Skilled Care, or Dementia Unit: 36.6%
- Community-Based: 23.6%
- Hospital or Clinic: 19.4%
- Home Care and Hospice: 12.9%
- Temporary or Agency Staffing and Self-Employed: 7.5%

Which group do you mainly provide services for?

- Older Adults, 62.4%
- Persons With Disabilities, 24.7%
- All Ages, 7.5%
- Adults, 2.2%
- Children, 3.2%

In general, how concerned are you with...

<table>
<thead>
<tr>
<th>Concern</th>
<th>Very Concerned</th>
<th>Somewhat Concerned</th>
<th>Not At All Concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Having Enough Staff To Provide Good Care</td>
<td>41.7%</td>
<td>35.7%</td>
<td>22.6%</td>
</tr>
<tr>
<td>Stress or Mental Health</td>
<td>25.0%</td>
<td>44.0%</td>
<td>31.0%</td>
</tr>
<tr>
<td>Working When Sick</td>
<td>26.2%</td>
<td>41.7%</td>
<td>32.1%</td>
</tr>
<tr>
<td>Injuries From Lifting or Transferring</td>
<td>15.3%</td>
<td>50.6%</td>
<td>34.1%</td>
</tr>
<tr>
<td>Your Personal Health And/Or Safety</td>
<td>10.6%</td>
<td>38.8%</td>
<td>50.6%</td>
</tr>
<tr>
<td>Not Getting Requested or Earned Time Off</td>
<td>17.9%</td>
<td>31.0%</td>
<td>51.1%</td>
</tr>
<tr>
<td>Required To Work Overtime</td>
<td>4.8%</td>
<td>27.4%</td>
<td>67.8%</td>
</tr>
<tr>
<td>Having Shifts Changed Without Enough Notice</td>
<td>12.2%</td>
<td>18.3%</td>
<td>69.5%</td>
</tr>
</tbody>
</table>

Sorted by sum of “concerned” columns

Top reasons why respondents are looking for work outside of the field of direct care?

- Better Wages: 100%
- Better Benefits: 80.0%
- Advancement Opportunities: 60.0%
- Working Conditions: 60.0%
- Career Change: 40.0%
- Looking for Full-time Employment: 40.0%
- Graduating From College: 20.0%
- Transportation Issues: 20.0%

Additional Job Info

Work an Additional Job in Direct Care
14.1% (16 hrs/wk)

Work an Additional Job Not in Direct Care
13.0% (15 hrs/wk)

Currently Looking for Work Outside of Direct Care
5.5%

A Reported 57.1% of Respondents Work in Non-Metro Areas

Work Info

38 hours/week

Median Reported Hourly Wage: $14.05

Get paid overtime (time and a half) for 40+ hours per week: 83.9%

Required to work mandatory hours: 73.9% (Regular Hours) 16.3% (Overtime Hours)

Has union representation in the workplace: 3.3%

0.0% Plan to Retire in the Next 5 Years
**Benefit Information**

A reported **88.2%** of employers currently offer benefits.

**How Premiums Are Covered**

- **Shared Cost**: 80.6%
- **100% Employee Paid**: 16.7%
- **100% Employer Paid**: 2.7%

**What benefits does your main direct care employer offer?**

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Coverage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Insurance</td>
<td>93.9%</td>
</tr>
<tr>
<td>Paid Insurance</td>
<td>82.9%</td>
</tr>
<tr>
<td>Dental Insurance</td>
<td>80.5%</td>
</tr>
<tr>
<td>Pension/Retirement Plan</td>
<td>65.9%</td>
</tr>
<tr>
<td>Long Term Disability Insurance</td>
<td>64.9%</td>
</tr>
<tr>
<td>Paid Sick Time</td>
<td>64.6%</td>
</tr>
<tr>
<td>Educational Program Reimbursement</td>
<td>39.0%</td>
</tr>
<tr>
<td>Work Related Expenses</td>
<td>19.5%</td>
</tr>
<tr>
<td>Supplemental</td>
<td>14.6%</td>
</tr>
<tr>
<td>Vision</td>
<td>12.4%</td>
</tr>
<tr>
<td>Life Insurance</td>
<td>9.6%</td>
</tr>
<tr>
<td>Paid-Time-Off</td>
<td>4.8%</td>
</tr>
</tbody>
</table>

51.8% of respondents with health insurance are concerned about losing it.

**How is health insurance provided?**

- **Through Main Direct Care Employer**: 48.7%
- **Through Spouse/Partner’s Employer**: 25.7%
- **Iowa Wellness Plan**: 11.4%
- **Medicaid**: 9.7%
- **VA/Military**: 3.1%
- **Healthy and Well Kids in Iowa (Hawki)**: 0.7%
- **Medicare**: 0.6%
- **Other**: 0.6%
- **Purchased On Own**: 0.6%

**Healthcare Satisfaction**

- **Cost of Premium**: 66.2% (Are Satisfied)
- **Coverage for Pre-existing Conditions**: 57.9% (Are Satisfied)
- **Out-of-pocket or Co-pay Expenses**: 55.2% (Are Satisfied)
- **What insurance pays for**: 64.0% (Are Satisfied)

**Healthcare Costs**

- Employer improved coverage or decreased cost to employee: 10.7%
- Employer reduced coverage or increased cost to employee: 28.6%

69.2% of those without health insurance reported not being able to afford premiums as the main reason.

**How is dental insurance provided?**

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Coverage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yourself</td>
<td>47.5%</td>
</tr>
<tr>
<td>Your Spouse/Partner</td>
<td>37.8%</td>
</tr>
<tr>
<td>Dependent Children</td>
<td>25.4%</td>
</tr>
<tr>
<td>Health Care Plan</td>
<td>21.5%</td>
</tr>
<tr>
<td>Dental Insurance</td>
<td>12.5%</td>
</tr>
<tr>
<td>Vision</td>
<td>8.1%</td>
</tr>
<tr>
<td>Paid-Time-Off</td>
<td>50.0%</td>
</tr>
<tr>
<td>VA/Military</td>
<td>3.4%</td>
</tr>
<tr>
<td>Purchased On Own</td>
<td>3.1%</td>
</tr>
<tr>
<td>Other</td>
<td>1.7%</td>
</tr>
<tr>
<td>Other Medical Plans</td>
<td>1.7%</td>
</tr>
</tbody>
</table>

38.0% of all respondents have had a dental problem in the past 12 months and did not see a dentist.

68.5% of those who did not see a dentist reported cost as the main reason.
51 to 60 Years of Age
(80 Responses)

Workplace Information

How Long Have You Worked in the Field of Direct Care?

<table>
<thead>
<tr>
<th>Duration</th>
<th>&lt; 1 Year</th>
<th>1-2 Years</th>
<th>3-5 Years</th>
<th>6-10 Years</th>
<th>11-20 Years</th>
<th>20+ Years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage</td>
<td>1.3%</td>
<td>3.8%</td>
<td>2.3%</td>
<td>17.5%</td>
<td>26.3%</td>
<td>49.8%</td>
</tr>
</tbody>
</table>

What Is Your Employment Status at Your Main Direct Care Job?

<table>
<thead>
<tr>
<th>Employment Status</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-time</td>
<td>87.3%</td>
</tr>
<tr>
<td>On Call/As Needed</td>
<td>2.5%</td>
</tr>
<tr>
<td>Part-time</td>
<td>10.1%</td>
</tr>
</tbody>
</table>

What Type of Care Facility Is Your Main Direct Care Job At?

<table>
<thead>
<tr>
<th>Care Facility</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Care and Hospice</td>
<td>35.0%</td>
</tr>
<tr>
<td>Nursing Home, Skilled Care, or Dementia Unit</td>
<td>30.0%</td>
</tr>
<tr>
<td>Community-Based</td>
<td>10.0%</td>
</tr>
<tr>
<td>Hospital or Clinic</td>
<td>1.3%</td>
</tr>
<tr>
<td>Temporary or Agency Staffing and Self-Employed</td>
<td>3.8%</td>
</tr>
</tbody>
</table>

Which Group Do You Mainly Provide Services For?

- Older Adults, 66.7%
- Persons With Disabilities, 25.6%
- All Ages, 6.4%
- Children, 1.3%

What is Your Employment Status at Your Main Direct Care Job?

- Nursing Assistant, 62.8%
- Personal Care Aide, 19.2%
- Home Health Aide, 17.9%

A Reported 60.5% of Respondents Work in Non-Metro Areas

Work Info

- Average Hours Worked Per Week: 39 hours/week
- Median Reported Hourly Wage: $14.45
- Get Paid Overtime (Time and a Half) for 40+ Hours Per Week: 83.8%
- Required To Work Mandatory Hours: 68.8% (Regular Hours), 15.0% (Overtime Hours)
- Has Union Representation in the Workplace: 5.0%

In General, How Concerned Are You With...

<table>
<thead>
<tr>
<th>Concerned Condition</th>
<th>Very Concerned</th>
<th>Somewhat Concerned</th>
<th>Not At All Concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Having Enough Staff To Provide Good Care</td>
<td>32.4%</td>
<td>42.3%</td>
<td>25.3%</td>
</tr>
<tr>
<td>Working When Sick</td>
<td>23.9%</td>
<td>45.1%</td>
<td>31.0%</td>
</tr>
<tr>
<td>Stress or Mental Health</td>
<td>27.1%</td>
<td>41.4%</td>
<td>31.5%</td>
</tr>
<tr>
<td>Injuries From Lifting or Transferring</td>
<td>28.2%</td>
<td>38.0%</td>
<td>33.8%</td>
</tr>
<tr>
<td>Your Personal Health And/Or Safety</td>
<td>15.5%</td>
<td>47.9%</td>
<td>36.6%</td>
</tr>
<tr>
<td>Not Getting Requested or Earned Time Off</td>
<td>16.9%</td>
<td>31.0%</td>
<td>52.1%</td>
</tr>
<tr>
<td>Having Shifts Changed Without Enough Notice</td>
<td>15.5%</td>
<td>26.8%</td>
<td>57.7%</td>
</tr>
<tr>
<td>Required To Work Overtime</td>
<td>8.5%</td>
<td>16.9%</td>
<td>74.6%</td>
</tr>
</tbody>
</table>

Sorted by sum of “Concerned” columns

Additional Job Info

- Work an Additional Job in Direct Care: 12.7% (15 hrs/wk)
- Work an Additional Job Not in Direct Care: 19.0% (20 hrs/wk)
- Currently Looking For Work Outside of Direct Care: 18.8%

Additional Job Info

- A Reported 31.7% of Respondents Have Another Job

Top Reasons Why Respondents Are Looking for Work Outside of the Field of Direct Care?

- Better Wages: 60.0%
- Better Benefits: 46.7%
- Personality Conflicts With…: 40.0%
- Working Conditions: 40.0%
- Better Hours: 26.7%
- Career Change: 20.0%
- Concern Over Employer Stability: 20.0%
- Looking For Full-Time…: 20.0%

Would Consider Staying in the Field If Received:

<table>
<thead>
<tr>
<th>Incentives</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Better Pay</td>
<td>70.0%</td>
</tr>
<tr>
<td>Better Health Care Coverage</td>
<td>40.0%</td>
</tr>
<tr>
<td>More Paid Time Off</td>
<td>40.0%</td>
</tr>
<tr>
<td>Reduction In Physical Demands</td>
<td>40.0%</td>
</tr>
<tr>
<td>I Would Not Return To Direct Care/Support</td>
<td>30.0%</td>
</tr>
<tr>
<td>More Flexible Hours</td>
<td>20.0%</td>
</tr>
<tr>
<td>Opportunities To Specialize In Certain Areas</td>
<td>20.0%</td>
</tr>
<tr>
<td>Retirement Benefits</td>
<td>20.0%</td>
</tr>
<tr>
<td>Better or More Training</td>
<td>0.0%</td>
</tr>
</tbody>
</table>
**Benefit Information**

A reported 91.1% of employers currently offer benefits.

**How Premiums Are Covered**

- **Shared Cost**: 80.4%
- **100% Employee Paid**: 17.4%
- **100% Employer Paid**: 2.2%

**What benefits does your main direct care employer offer?**

- Health Insurance: 97.2%
- Paid Vacation: 91.5%
- Dental Insurance: 85.9%
- Paid Sick Time: 78.9%
- Pension/Retirement Plan: 70.4%
- Long Term Disability Insurance: 63.4%
- Educational Program Reimbursement: 33.8%
- Work Related Transportation: 22.5%
- Work Related Expenses: 15.5%
- Vision: 2.8%
- Paid-Time-Off: 1.4%
- Life Insurance: 0.0%
- Supplemental: 0.0%

62.9% of respondents with health insurance are concerned about losing it.

**How is health insurance provided?**

- Through Main Direct Care Employer: 74.5%
- Through Spouse/Partner's Employer: 11.9%
- Purchased On Own: 5.1%
- Iowa Wellness Plan: 3.4%
- Medicaid: 1.7%
- Parent/Guardian's Insurance: 1.7%
- VA/Military: 1.7%
- A Child Support Agreement: 1.7%
- Other: 0.0%
- Medicare: 0.0%
- Other: 0.0%

**Healthcare Satisfaction**

- Cost of Premium: 72.3% (Are Satisfied)
- Coverage for Pre-Existing Conditions: 71.2% (Are Satisfied)
- Out-of-Pocket or Co-Pay Expenses: 65.2% (Are Satisfied)
- What Insurance Pays For: 65.6% (Are Satisfied)

**Healthcare Costs**

- Employer Improved Coverage or Decreased Cost to Employee: 7.2%
- Employer Reduced Coverage or Increased Cost to Employee: 30.4%

66.7% of those without health insurance reported not being able to afford premiums as the main reason.

**How is dental insurance provided?**

- Through Main Direct Care Employer: 55.6%
- Through Spouse/Partner's Employer: 41.3%
- Purchased On Own: 22.7%
- Dual Enrollment: 6.2%
- Medicaid: 6.2%
- Parent/Guardian's Insurance: 6.2%
- Other: 0.0%
- VA/Military: 0.0%

20.3% of all respondents have had a dental problem in the past 12 months and did not see a dentist.

100% of those who did not see a dentist reported cost as the main reason.

How is health insurance provided?**

- Yourself - (90.4% have coverage)
- Your Spouse/Partner - (94.1% have coverage)
- Dependent Children - (83.3% have coverage)

**Healthcare Costs**

- Employer Improved Coverage or Decreased Cost to Employee: 7.2%
- Employer Reduced Coverage or Increased Cost to Employee: 30.4%

66.7% of those without health insurance reported not being able to afford premiums as the main reason.

**How is dental insurance provided?**

- Through Main Direct Care Employer: 55.6%
- Through Spouse/Partner's Employer: 41.3%
- Purchased On Own: 22.7%
- Dual Enrollment: 6.2%
- Medicaid: 6.2%
- Parent/Guardian's Insurance: 6.2%
- Other: 0.0%
- VA/Military: 0.0%

20.3% of all respondents have had a dental problem in the past 12 months and did not see a dentist.

100% of those who did not see a dentist reported cost as the main reason.
### Workplace Information

#### How long have you worked in the field of direct care?

- < 1 Year: 4.8%
- 1-2 Years: 7.1%
- 3-5 Years: 2.4%
- 6-10 Years: 26.2%
- 11-20 Years: 59.5%
- 20+ Years: 0.0%

#### What is your employment status at your main direct care job?

- Full-time: 70.7%
- Part-time: 19.5%
- On Call/As Needed: 7.3%

#### What type of care facility is your main direct care job at?

- Nursing Home, Skilled Care, or Dementia Unit: 39.0%
- Home Care and Hospice: 29.3%
- Hospital or Clinic: 19.5%
- Community-Based: 12.2%
- Temporary or Agency Staffing and Self-Employed: 0.0%

#### Which group do you mainly provide services for?

- Older Adults: 68.3%
- Persons With Disabilities: 17.1%
- All Ages: 14.6%

#### In general, how concerned are you with...

<table>
<thead>
<tr>
<th>Concern</th>
<th>Very Concerned</th>
<th>Somewhat Concerned</th>
<th>Not at All Concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Having Enough Staff To Provide Good Care</td>
<td>52.5%</td>
<td>27.5%</td>
<td>20.0%</td>
</tr>
<tr>
<td>Injuries From Lifting or Transferring</td>
<td>25.0%</td>
<td>45.0%</td>
<td>30.0%</td>
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<td>23.1%</td>
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<tr>
<td>Not Getting Requested or Earned Time Off</td>
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<td>53.8%</td>
<td>38.5%</td>
</tr>
<tr>
<td>Your Personal Health And/Or Safety</td>
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<td>42.5%</td>
<td>45.0%</td>
</tr>
<tr>
<td>Working When Sick</td>
<td>20.0%</td>
<td>32.5%</td>
<td>47.5%</td>
</tr>
<tr>
<td>Having Shifts Changed Without Enough Notice</td>
<td>7.5%</td>
<td>35.0%</td>
<td>57.5%</td>
</tr>
<tr>
<td>Required To Work Overtime</td>
<td>7.7%</td>
<td>12.8%</td>
<td>79.5%</td>
</tr>
</tbody>
</table>

Sorted by sum of “concerned” columns

### Additional Job Info

- **Work an additional job in Direct Care**: 4.8% (6 hrs/wk)
- **Work an additional job not in Direct Care**: 14.3% (16 hrs/wk)
- **Currently looking for work outside of Direct Care**: 12.2%

### Top reasons why respondents are looking for work outside of the field of direct care?

- Retiring: 80.0%
- Health/Disability Issues: 60.0%
- Working Conditions: 60.0%
- Better Wages: 40.0%
- Better Hours: 20.0%
- Career Change: 20.0%

### A reported 73.8% of respondents work in non-metro areas

- **Average hours worked per week**: 32 hours/week
- **Median reported hourly wage**: $15.75
- **Get paid overtime (time and a half) for 40+ hours per week**: 90.5%
- **Required to work mandatory hours**: 63.4% (regular hours) 12.2% (overtime hours)
- **Has union representation in the workplace**: 7.3%

### Would consider staying in the field if received:

- **Incentives Percent**
  - Reduction In Physical Demands: 56.7%
  - Better Pay: 53.3%
  - Better Health Care Coverage: 40.0%
  - Retirement Benefits: 40.0%
  - More Flexible Hours: 26.7%
  - More Paid Time Off: 26.7%
  - Better or More Training: 16.7%
  - I Would Not Return To Direct Care/Support: 16.7%
  - Opportunities To Specialize In Certain Areas: 13.3%

### A reported 19.1% of respondents have another job

- **Plan To Retire In The Next 5 Years**: 73.8%
**Benefit Information**

A reported 92.7% of employers currently offer benefits.

**How Premiums Are Covered**

- Shared cost: 84.6%
- 100% employee paid: 7.7%
- 100% employer paid: 7.7%

**What benefits does your main direct care employer offer?**

- Health Insurance: 94.7%
- Dental Insurance: 89.5%
- Paid Vacation: 86.8%
- Paid Sick Time: 76.3%
- Pension/Retirement Plan: 71.1%
- Long Term Disability Insurance: 63.2%
- Educational Program Reimbursement: 31.6%
- Work Related Transportation: 13.2%
- Work Related Expenses: 7.9%
- Life Insurance: 0.0%
- Paid-Time-Off: 0.0%
- Supplemental: 0.0%
- Vision: 0.0%

48.7% of respondents with health insurance are concerned about losing it.

**How is health insurance provided?**

- Through main direct care employer: 73.7%
- Medicare: 22.1%
- Purchased on own: 0.0%
- Through spouse/partner's employer: 0.0%
- Medicaid: 0.0%
- VA/Military: 0.0%
- Yourself: 100%
- Your spouse/partner: 95.2%
- Dependent children: 100%

**Healthcare Satisfaction**

- Cost of premium: 79.5% (Are Satisfied)
- Coverage for pre-existing conditions: 75.6% (Are Satisfied)
- Out-of-pocket or co-pay expenses: 66.6% (Are Satisfied)
- What insurance pays for: 74.3% (Are Satisfied)

**Healthcare Costs**

- Employer improved coverage or decreased cost to employee: 10.5%
- Employer reduced coverage or increased cost to employee: 50.0%

**Healthcare Costs**

11.9% of all respondents have had a dental problem in the past 12 months and did not see a dentist.

100% of those who did not see a dentist reported cost as the main reason.

**How is dental insurance provided?**

- Through main direct care employer: 87.0%
- Dual Enrollment: 45.4%
- Medicaid: 4.3%
- Other: 0.0%
- Through spouse/partner's employer: 0.0%

- Spouse/partner: 9.1%
- Dependent children: 0.0%

- Other: 0.0%
Employment Status

Breakouts by the following:

- Full-time Employment (Page 47)
- Part-time Employment (Page 49)
**Workplace Information**

**How long have you worked in the field of direct care?**

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; 1 Year</td>
<td>5.8%</td>
</tr>
<tr>
<td>1-2 Years</td>
<td>12.7%</td>
</tr>
<tr>
<td>3-5 Years</td>
<td>14.9%</td>
</tr>
<tr>
<td>6-10 Years</td>
<td>19.7%</td>
</tr>
<tr>
<td>11-20 Years</td>
<td>27.1%</td>
</tr>
<tr>
<td>20+ Years</td>
<td>19.8%</td>
</tr>
</tbody>
</table>

**What kind of community is your main direct care job in?**

<table>
<thead>
<tr>
<th>Community</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Metro Areas</td>
<td>53.7%</td>
</tr>
<tr>
<td>Metro Areas</td>
<td>46.3%</td>
</tr>
</tbody>
</table>

**Which group do you mainly provide services for?**

- Persons With Disabilities: 20.2%
- Older Adults: 71.9%
- Adults: 2.4%
- Children: 1.2%
- All Ages: 4.3%

**What type of care facility is your main direct care job at?**

- Nursing Home, Skilled Care, or Dementia Unit: 46.8%
- Community-Based: 18.6%
- Home Care and Hospice: 15.8%
- Hospital or Clinic: 14.1%
- Temporary or Agency Staffing and Self-Employed: 3.8%

**In general, how concerned are you with...**

<table>
<thead>
<tr>
<th>Concern</th>
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</tr>
<tr>
<td>Working When Sick</td>
<td>35.7%</td>
<td>38.8%</td>
<td>25.5%</td>
</tr>
<tr>
<td>Stress or Mental Health</td>
<td>35.4%</td>
<td>38.7%</td>
<td>25.9%</td>
</tr>
<tr>
<td>Injuries From Lifting or Transferring</td>
<td>27.6%</td>
<td>40.1%</td>
<td>32.3%</td>
</tr>
<tr>
<td>Your Personal Health And/Or Safety</td>
<td>16.5%</td>
<td>40.9%</td>
<td>42.6%</td>
</tr>
<tr>
<td>Not Getting Requested or Earned Time Off</td>
<td>21.9%</td>
<td>31.0%</td>
<td>47.1%</td>
</tr>
<tr>
<td>Having Shifts Changed Without Enough Notice</td>
<td>20.7%</td>
<td>22.3%</td>
<td>57.0%</td>
</tr>
<tr>
<td>Required To Work Overtime</td>
<td>10.1%</td>
<td>22.2%</td>
<td>67.7%</td>
</tr>
</tbody>
</table>

**Additional Job Info**

- Work an additional job in direct care: 13.0% (16 hrs/wk)
- Work an additional job not in direct care: 10.6% (17 hrs/wk)
- Currently looking for work outside of direct care: 22.7%

**Top reasons why respondents are looking for work outside of the field of direct care?**

- Better Wages: 83.0%
- Working Conditions: 51.1%
- Better Benefits: 47.9%
- Better Hours: 30.9%
- Advancement Opportunities: 28.7%
- Career Change: 26.6%

**Additional Job Info**

- A reported 23.6% of respondents have another job

---

**Incentives**

- Better Pay: 70.5%
- Reduction in Physical Demands: 52.3%
- Better Health Care Coverage: 36.4%
- More Flexible Hours: 36.4%
- More Paid Time Off: 36.4%
- Retirement Benefits: 34.1%
- Opportunities to Specialize in Certain Areas: 27.3%
- Better or More Training: 13.6%
- I Would Not Return To Direct Care/Support: 9.1%

**Work Info**

- Average hours worked per week: 40 hours/week
- Median reported hourly wage: $14.00

- Get paid overtime (time and a half) for 40+ hours per week: 86.6%
- Required to work mandatory hours: 78.9% (Regular Hours)
- 16.8% (Overtime Hours)

- Has union representation in the workplace: 4.8%

- A reported 52.7% of respondents are 21 to 40 years of age

- Plan to retire in the next 5 years: 10.8%
## Benefit Information

A reported 92.6% of employers currently offer benefits.

### How Premiums Are Covered

- **Shared Cost**: 73.6%
- **100% Employee Paid**: 23.3%
- **100% Employer Paid**: 3.1%

### How is Health Insurance Provided?

- Adjustable indicators showing varying percentages for different groups.

### Healthcare Satisfaction

- **Cost of Premium**: 62.5% (Are Satisfied)
- **Coverage for Pre-existing Conditions**: 61.6% (Are Satisfied)
- **Out-of-Pocket or Co-Pay Expenses**: 56.1% (Are Satisfied)
- **What insurance pays for**: 62.4% (Are Satisfied)

### Healthcare Costs

- **Employer Improved Coverage or Decreased Cost to Employee**: 8.2%
- **Employer Reduced Coverage or Increased Cost to Employee**: 28.7%

### How is Dental Insurance Provided?

- Adjustable indicators showing varying percentages for different groups.

### Other

- 31.7% of all respondents have had a dental problem in the past 12 months and did not see a dentist.
- 79.5% of those who did not see a dentist reported cost as the main reason.

---

**Through Main Direct Care Employer**

- **Yourself**: 76.6% have coverage
- **Spouse/Partner**: 76.5% have coverage
- **Dependent Children**: 84.7% have coverage
**Workplace Information**

**How long have you worked in the field of direct care?**

- < 1 Year: 26.4%
- 1-2 Years: 24.0%
- 3-5 Years: 15.5%
- 6-10 Years: 11.6%
- 11-20 Years: 13.2%
- 20+ Years: 9.3%

**What kind of community is your main direct care job in?**

- Metro Areas: 53.9%
- Non-Metro Areas: 46.1%

**Which group do you mainly provide services for?**

- Older Adults, 71.1%
- Persons With Disabilities, 18.8%
- All Ages, 5.5%
- Adults, 2.3%
- Children, 2.3%

**What type of care facility is your main direct care job at?**

- Nursing Home, Skilled Care, or Dementia Unit: 45.7%
- Hospital or Clinic: 24.0%
- Community-Based: 14.7%
- Home Care and Hospice: 13.2%
- Temporary or Agency Staffing and Self-Employed: 2.3%

**In general, how concerned are you with...**

<table>
<thead>
<tr>
<th>Concern</th>
<th>Very Concerned</th>
<th>Somewhat Concerned</th>
<th>Not at All Concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Having Enough Staff To Provide Good Care</td>
<td>41.1%</td>
<td>32.3%</td>
<td>26.6%</td>
</tr>
<tr>
<td>Injuries From Lifting or Transferring</td>
<td>22.6%</td>
<td>48.4%</td>
<td>29.0%</td>
</tr>
<tr>
<td>Stress or Mental Health</td>
<td>29.5%</td>
<td>36.9%</td>
<td>33.6%</td>
</tr>
<tr>
<td>Working When Sick</td>
<td>37.9%</td>
<td>24.2%</td>
<td>37.9%</td>
</tr>
<tr>
<td>Not Getting Requested or Earned Time Off</td>
<td>27.0%</td>
<td>24.6%</td>
<td>48.4%</td>
</tr>
<tr>
<td>Your Personal Health And/Or Safety</td>
<td>13.0%</td>
<td>38.2%</td>
<td>48.8%</td>
</tr>
<tr>
<td>Having Shifts Changed Without Enough Notice</td>
<td>13.8%</td>
<td>27.6%</td>
<td>58.6%</td>
</tr>
<tr>
<td>Required To Work Overtime</td>
<td>5.0%</td>
<td>10.7%</td>
<td>84.3%</td>
</tr>
</tbody>
</table>

Sorted by sum of "concerned" columns

A reported 26.8% of respondents have another job

**Additional Job Info**

- Work an additional job in direct care: 11.8% (17 hrs/wk)
- Work an additional job not in direct care: 15.0% (24 hrs/wk)
- Currently looking for work outside of direct care: 18.0%

**Top reasons why respondents are looking for work outside of the field of direct care?**

- Better Wages: 65.2%
- Career Change: 43.5%
- Working Conditions: 43.5%
- Better Benefits: 39.1%
- Better Hours: 34.8%
- Advancement Opportunities: 30.4%
### Benefit Information

**A reported 76.0% of employers currently offer benefits**

#### How Premiums Are Covered

- **Shared Cost**: 85.7%
- 100% Employee Paid: 14.3%
- 100% Employer Paid: 0.0%

#### How is health insurance provided?

- **Yourself** - (92.9% have coverage)
- **Your Spouse/Partner** - (93.5% have coverage)
- **Dependent Children** - (92.3% have coverage)

#### Healthcare Satisfaction

- **Cost of Premium**
  - 65.4% (Are Satisfied)
- **Coverage for pre-existing conditions**
  - 59.6% (Are Satisfied)
- **Out-of-pocket or co-pay expenses**
  - 61.2% (Are Satisfied)

#### Healthcare Costs

- **Employer improved coverage or decreased cost to employee**: 7.3%
- **Employer reduced coverage or increased cost to employee**: 8.9%

20.3% of all respondents have had a dental problem in the past 12 months and did not see a dentist

61.5% of those who did not see a dentist reported cost as the main reason

### How is dental insurance provided?

- **Yourself** - (77.0% have coverage)
- **Spouse/Partner** - (70.2% have coverage)
- **Dependent Children** - (84.6% have coverage)
Appendices
### 2010-2019 Survey Comparison
(Numbers for the 2010 survey were reported as whole percentages by Child and Family Policy Center)

#### How Long Have You Worked in the Field of Direct Care?

- **2010** (1,223 Respondents)
- **2019** (611 Respondents)

<table>
<thead>
<tr>
<th>Year</th>
<th>&lt; 1 Year</th>
<th>1-2 Years</th>
<th>3-5 Years</th>
<th>6-10 Years</th>
<th>11-20 Years</th>
<th>20+ Years</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>8%</td>
<td>15%</td>
<td>16%</td>
<td>19%</td>
<td>19%</td>
<td>16%</td>
</tr>
<tr>
<td>2019</td>
<td>11%</td>
<td>13%</td>
<td>15%</td>
<td>21%</td>
<td>17.7%</td>
<td>16%</td>
</tr>
</tbody>
</table>

#### What Type of Care Facility Is Your Main Direct Care Job At?

- Nursing Home, Skilled Care, or Dementia Unit: 20%
- Hospital or Clinic: 11%
- Community-Based: 15%
- Home Care and Hospice: 14.6%
- Temporary or Agency Staffing and Self-Employed: 4%

*Facilities from the 2010 survey were grouped together using the same method as the 2019 survey
**Other facilities accounted for 0.6% of reported facilities in 2019, this was not reported in 2010

#### In General, How Concerned Are You With...

<table>
<thead>
<tr>
<th>Issue</th>
<th>Number of Respondents</th>
<th>Very Concerned 2010</th>
<th>Very Concerned 2019</th>
<th>Somewhat Concerned 2010</th>
<th>Somewhat Concerned 2019</th>
<th>Not at All Concerned 2010</th>
<th>Not at All Concerned 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Having Enough Staff To Provide Good Care</td>
<td>1,101</td>
<td>30%</td>
<td>49.3%</td>
<td>26%</td>
<td>31.4%</td>
<td>44%</td>
<td>19.3%</td>
</tr>
<tr>
<td>Working When Sick</td>
<td>1,135</td>
<td>30%</td>
<td>34.6%</td>
<td>35%</td>
<td>35.8%</td>
<td>35%</td>
<td>29.6%</td>
</tr>
<tr>
<td>Stress or Mental Health</td>
<td>1,126</td>
<td>25%</td>
<td>32.5%</td>
<td>36%</td>
<td>37.5%</td>
<td>40%</td>
<td>30.0%</td>
</tr>
<tr>
<td>Injuries From Lifting or Transferring</td>
<td>1,153</td>
<td>29%</td>
<td>25.2%</td>
<td>39%</td>
<td>41.4%</td>
<td>40%</td>
<td>32%</td>
</tr>
<tr>
<td>Your Personal Health And/Or Safety</td>
<td>1,185</td>
<td>25%</td>
<td>14.4%</td>
<td>38%</td>
<td>40.0%</td>
<td>37%</td>
<td>45.6%</td>
</tr>
<tr>
<td>Not Getting Requested or Earned Time Off</td>
<td>1,085</td>
<td>16%</td>
<td>22.0%</td>
<td>21%</td>
<td>28.7%</td>
<td>63%</td>
<td>49.3%</td>
</tr>
<tr>
<td>Having Shifts Changed Without Enough Notice</td>
<td>1,188</td>
<td>14%</td>
<td>18.1%</td>
<td>15%</td>
<td>23.3%</td>
<td>71%</td>
<td>58.6%</td>
</tr>
<tr>
<td>Required To Work Overtime</td>
<td>1,188</td>
<td>8%</td>
<td>8.3%</td>
<td>15%</td>
<td>18.3%</td>
<td>77%</td>
<td>73.4%</td>
</tr>
</tbody>
</table>

*Sorted by sum of "concerned" columns of 2019 results

#### What Benefits Does Your Main Direct Care Employer Offer?

- Dental Insurance: 42% (2010) 42% (2019)
- Pension/Retirement Plan: 42% (2010) 42% (2019)
- Educational Program Reimbursement: 18% (2010) 18% (2019)
- Work Related Transportation: 10% (2010) 10% (2019)
- Vision: 1.1% (2010) 1.1% (2019)
- Paid-Time-Off: 0.4% (2010) 0.4% (2019)
- Supplemental: 0.4% (2010) 0.4% (2019)
- Life Insurance: 0.0% (2010) 0.0% (2019)

*Not collected as an option in 2010
### What is your hourly wage at your main direct care job?

<table>
<thead>
<tr>
<th>Age Range</th>
<th>2010</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Respondents</td>
<td>1,217</td>
<td>615</td>
</tr>
<tr>
<td>17 to 20 years</td>
<td>3%</td>
<td>12.1%</td>
</tr>
<tr>
<td>21 to 30 years</td>
<td>17%</td>
<td>27.8%</td>
</tr>
<tr>
<td>31 to 40 years</td>
<td>12%</td>
<td>24.7%</td>
</tr>
<tr>
<td>41 to 50 years</td>
<td>25%</td>
<td>15.1%</td>
</tr>
<tr>
<td>51 to 60 years</td>
<td>28%</td>
<td>13.0%</td>
</tr>
<tr>
<td>Over 60 years</td>
<td>15%</td>
<td>7.3%</td>
</tr>
<tr>
<td>Mean Hourly Wage</td>
<td>$11.66</td>
<td>$14.23</td>
</tr>
<tr>
<td>Median Hourly Wage</td>
<td>$11.50</td>
<td>$13.80</td>
</tr>
</tbody>
</table>

### Age Range

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Respondents</th>
<th>2010</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>1,217</td>
<td>1,217</td>
<td>615</td>
</tr>
<tr>
<td>2019</td>
<td>615</td>
<td>615</td>
<td></td>
</tr>
</tbody>
</table>

### Race

<table>
<thead>
<tr>
<th>Race</th>
<th>2010</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>*American Indian/Alaskan Native</td>
<td>N/A</td>
<td>1.3%</td>
</tr>
<tr>
<td>Asian</td>
<td>2%</td>
<td>1.8%</td>
</tr>
<tr>
<td>Black/African American</td>
<td>3%</td>
<td>10.2%</td>
</tr>
<tr>
<td>Hispanic/Latino</td>
<td>N/A</td>
<td>0.0%</td>
</tr>
<tr>
<td>White/Caucasian</td>
<td>92%</td>
<td>77.6%</td>
</tr>
<tr>
<td>Two or more races</td>
<td>1%</td>
<td>3.7%</td>
</tr>
<tr>
<td>*Prefer not to answer</td>
<td>N/A</td>
<td>4.9%</td>
</tr>
<tr>
<td>Other</td>
<td>1%</td>
<td>0.5%</td>
</tr>
</tbody>
</table>

*Not a category in 2010 survey
**Hispanic/Latino is an “Ethnicity”. In the 2019 survey 5.8% of the respondents identified as Hispanic/Latino.

### Do you participate in any of the following?

<table>
<thead>
<tr>
<th>Program</th>
<th>Not sure what it is</th>
<th>Know what it is, does not participate</th>
<th>Know what it is, do participate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child Care Subsidy Program</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td># of Respondents</td>
<td>216</td>
<td>116</td>
<td>768</td>
</tr>
<tr>
<td>% of Responses</td>
<td>21%</td>
<td>22.0%</td>
<td>74%</td>
</tr>
<tr>
<td>% of Responses</td>
<td>71.6%</td>
<td>12%</td>
<td>7.4%</td>
</tr>
<tr>
<td>Home Energy Assistance Program</td>
<td>868</td>
<td>322</td>
<td>123</td>
</tr>
<tr>
<td>% of Responses</td>
<td>30%</td>
<td>12.3%</td>
<td>10%</td>
</tr>
<tr>
<td>Clinic</td>
<td>35</td>
<td>18</td>
<td>884</td>
</tr>
<tr>
<td>% of Responses</td>
<td>3%</td>
<td>3.3%</td>
<td>2.9%</td>
</tr>
<tr>
<td>% of Responses</td>
<td>80.1%</td>
<td>15%</td>
<td>16%</td>
</tr>
<tr>
<td>Community Health Center or Free Health Clinic</td>
<td>137</td>
<td>125</td>
<td>771</td>
</tr>
<tr>
<td>% of Responses</td>
<td>13%</td>
<td>23.4%</td>
<td>72%</td>
</tr>
<tr>
<td>% of Responses</td>
<td>65.0%</td>
<td>15%</td>
<td>16%</td>
</tr>
<tr>
<td>**Special Supplemental Nutrition Program For Women, Infants, and Children (WIC)</td>
<td>N/A</td>
<td>44</td>
<td>438</td>
</tr>
<tr>
<td>% of Responses</td>
<td>8.2%</td>
<td>116%</td>
<td>11%</td>
</tr>
<tr>
<td>% of Responses</td>
<td>9.9%</td>
<td>330</td>
<td>219</td>
</tr>
<tr>
<td>**Iowa Care Program</td>
<td>351</td>
<td>603</td>
<td>99</td>
</tr>
<tr>
<td>% of Responses</td>
<td>33%</td>
<td>57%</td>
<td>10%</td>
</tr>
<tr>
<td>% of Responses</td>
<td>10%</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>State Earned Income Tax Credit</td>
<td>428</td>
<td>201</td>
<td>316</td>
</tr>
<tr>
<td>% of Responses</td>
<td>40%</td>
<td>37.5%</td>
<td>29%</td>
</tr>
<tr>
<td>% of Responses</td>
<td>21.6%</td>
<td>31%</td>
<td>40.9%</td>
</tr>
<tr>
<td>Subsidized Housing</td>
<td>194</td>
<td>142</td>
<td>784</td>
</tr>
<tr>
<td>% of Responses</td>
<td>18%</td>
<td>26.6%</td>
<td>74%</td>
</tr>
<tr>
<td>% of Responses</td>
<td>67.9%</td>
<td>7%</td>
<td>5.5%</td>
</tr>
<tr>
<td>Voluntary Income Tax Preparation Assistance</td>
<td>364</td>
<td>241</td>
<td>611</td>
</tr>
<tr>
<td>% of Responses</td>
<td>35%</td>
<td>45.3%</td>
<td>58%</td>
</tr>
<tr>
<td>% of Responses</td>
<td>49.8%</td>
<td>7%</td>
<td>4.9%</td>
</tr>
</tbody>
</table>

*Program ended in 2013
**Not asked in 2010 survey
Workplace Information

Direct Care Worker (DCW)
Direct care workers provide hands-on, personal care to Iowans of all ages and abilities. Locations include nursing homes, hospitals, homes, hospices, adult day centers, assisted living, and other settings. Direct care workers do not include licensed nurses or other licensed health and long term care professionals.

1. Are you currently working as a direct care worker?
   ❑ Yes, I am currently working as a direct care worker  (Go To Question 4)
   ❑ No, I am not currently working as a direct care worker

2. Why are you no longer working as a direct care worker?
   (Select all that apply)
   ❑ Burnout
   ❑ Lack of proper training
   ❑ Lack of respect for my profession as a direct care worker
   ❑ Left for a job outside of healthcare
   ❑ Low pay
   ❑ Moved
   ❑ No healthcare benefits
   ❑ No retirement benefits
   ❑ Pursued nursing or another health profession
   ❑ Retired
   ❑ Other: _____________________________________

3. What would it take for you to return to the field?
   (Select all that apply)
   ❑ Better health care coverage
   ❑ Better or more training
   ❑ Better pay
   ❑ More flexible hours
   ❑ More paid time off
   ❑ Opportunities to specialize in certain areas such as mouth care, autism, dementia care, etc.
   ❑ Reduction in the physical demands of the job
   ❑ Retirement benefits
   ❑ I would never return to direct care/support
   ❑ Other: _____________________________________
   (Go To Question 44)

4. How long have you worked in the field of direct care?
   ❑ Less than one year
   ❑ More than 1 year, but less than 3 years
   ❑ 3-5 years
   ❑ 6-10 years
   ❑ 11-20 years
   ❑ More than 20 years

5. Do you plan to retire in the next 5 years?
   ❑ Yes
   ❑ No  (Go To Question 7)

6. Would you consider staying in the field if you received:
   (Select all that apply)
   ❑ Better health care coverage
   ❑ Better or more training
   ❑ Better pay
   ❑ More flexible hours
   ❑ More paid time off
   ❑ Opportunities to specialize in certain areas (oral care, autism, dementia care, etc.)
   ❑ Reduction in the physical demands of the job
   ❑ Retirement benefits
   ❑ I would never return to direct care/support
   ❑ Other: _____________________________________
The following questions have to do with your **MAIN** direct care job. Although you may have more than one job in direct care, you should answer these questions about your **main** job (where you work the most hours in a typical week).

7. **Where is your MAIN direct care job?**
   - Adult day center
   - Assisted living, independent living
   - Group home
   - Hospice
   - Hospital
   - In-home care (CDAC - Consumer Directed Attendant Care program)
   - In-home care agency (county or public)
   - In-home care agency (not county or public)
   - Non-medical, companion (In-home or facility)
   - Nursing home, skilled care, or dementia unit
   - Residential Care Facility (RCF)
   - Self employed
   - Staffing agency where I am sent to different facilities, agencies, or individuals as needed
   - Other: _____________________________________

8. **On your MAIN direct care job are you:**
   - Certified Nursing Assistant (CNA)
   - CNA plus other certification (medication aide, rehabilitation aide, etc.)
   - Companion
   - Directed Attendant Care (CDAC) worker or Personal Care Assistant
   - Direct Support Professional
   - Home Care Aide (HCA)
   - Home Health Aide (HHA)
   - Hospice Aide
   - Patient Care Technician (PCT)
   - Psychiatric/Mental Health Aide
   - Resident Assistant
   - Resident Treatment Worker
   - Universal Worker
   - Other: _____________________________________

9. **Which group do you mainly provide services for?**
   - Older adults
   - Persons with disabilities of all ages
   - Other: ____________________________

10. **What is your employment status at your MAIN direct care job?**
    - Full-time
    - Part-time
    - On call/as needed
    - Other: ____________________________

11. **What is your hourly wage at your MAIN direct care job?** $_______________

12. **In a typical week, about how many hours do you work at your MAIN direct care job?** ____________ hrs/wk

13. **Do you get paid overtime (time and one-half) for over 40 hours worked in one week at your MAIN direct care job?**
    - Yes
    - No

14. **Are you required to work mandatory regular hours at your MAIN direct care job?**
    - Yes, I am required to work mandatory regular hours
    - No, I am not required to work mandatory regular hours

15. **Are you required to work mandatory overtime hours at your MAIN direct care job?**
    - Yes, I am required to work mandatory overtime hours
    - No, I am not required to work mandatory overtime hours

16. **Does a union represent workers at your MAIN direct care job?**
    - Yes
    - No *(Go To Question 18)*

17. **Which union represents workers at your MAIN direct care job?**
    - AFCSME
    - SEIU
    - Teamsters
    - Other: ____________________________
**Benefit Information**

18. Are benefits offered at your MAIN direct care job?
- Yes
- No (Go To Question 20)

19. Which of the following benefits does your MAIN direct care employer offer? (Select all that apply)
- Dental insurance
- Disability insurance for long periods of illness/injury
- Educational program reimbursement
- Health insurance
- Paid sick time
- Paid vacation
- Pension/retirement plan (not including Social Security)
- Work related expenses (uniform allowance, supplies, etc.)
- Work related transportation
- Other: _____________________________________

20. In the past two years, has your MAIN direct care employer:
- Dropped its health insurance plan
- Improved employee coverage or lessened employee cost
- Reduced health care benefits or increased employee cost
- Not sure
- Other: _____________________________________

21. Do you currently have dental insurance?
- Yes
- No (Go To Question 23)

22. How is your dental insurance provided?
- Through my MAIN direct care employer
- Through my spouse/partner’s employer
- Medicaid, such as the Dental Wellness Plan or other
- Purchased on own (not through employer)
- Other: _____________________________________

23. During the past 12 months, have you had a dental problem which you would have liked to see a dentist about but you did not see the dentist?
- Yes
- No
- Don’t know

24. What is the main reason you have not visited the dentist in the last 12 months?
- Cannot get to the office/clinic (too far away, no transportation)
- Cannot get to the office/clinic (no appointments available)
- Cost
- Did not have time
- Do not have/know a dentist
- Fear, apprehension, nervousness, pain, dislike going
- Have not thought of it
- Other priorities
- Don’t know
- Other: _____________________________________

25. Do you currently have health insurance?
- Yes
- No (Go To Question 28)

26. How is your health insurance provided?
- Through my MAIN direct care employer
- Through my spouse/partner’s employer
- Iowa Wellness Plan
- Medicaid (Title XIX)
- Medicare
- A child support agreement (dependents only)
- Hawk-iowa’s children’s health insurance program (dependents only)
- Purchased on own (not through employer)
- Other: _____________________________________
27. How are the premium costs of your health insurance covered at your MAIN direct care job?
   ☐ I pay all of it
   ☐ My employer and I share the cost
   ☐ My employer pays all of it

28. Do you have a spouse/partner living in your household at this time?
   ☐ Yes
   ☐ No (Go To Question 33)

29. Do your spouse/partner currently have dental insurance?
   ☐ Yes
   ☐ No (Go To Question 31)

30. How is your spouse/partner’s dental insurance provided?
   ☐ Through my MAIN direct care employer
   ☐ Through my spouse/partner’s employer
   ☐ Medicaid, such as the Dental Wellness Plan or other
   ☐ Purchased on own (not through employer)
   ☐ Other: ____________________________________

31. Does your spouse/partner currently have health insurance?
   ☐ Yes
   ☐ No (Go To Question 33)

32. How is your spouse/partner’s health insurance provided?
   ☐ Through my MAIN direct care employer
   ☐ Through my spouse/partner’s employer
   ☐ Iowa Wellness Plan
   ☐ Medicaid (Title XIX)
   ☐ Medicare
   ☐ A child support agreement (dependents only)
   ☐ Hawki - Iowa’s children’s health insurance program (dependents only)
   ☐ Purchased on own (not through employer)
   ☐ Other: ____________________________________

33. Do you have one or more dependent children under the age of 18 living in your household at this time?
   ☐ Yes
   ☐ No (Go To Question 38)

34. Do your dependent/dependents currently have dental insurance?
   ☐ Yes
   ☐ No (Go To Question 36)

35. How is your dental insurance provided for your dependent/dependents?
   ☐ Through my MAIN direct care employer
   ☐ Through my spouse/partner’s employer
   ☐ Medicaid, such as the Dental Wellness Plan or other
   ☐ Purchased on own (not through employer)
   ☐ Other: ____________________________________

36. Do your dependent/dependents have health insurance?
   ☐ Yes
   ☐ No (Go To Question 38)

37. How is your health insurance provided for your dependent/dependents?
   ☐ Through my MAIN direct care employer
   ☐ Through my spouse/partner’s employer
   ☐ Iowa Wellness Plan
   ☐ Medicaid (Title XIX)
   ☐ Medicare
   ☐ A child support agreement (dependents only)
   ☐ Hawki - Iowa’s children’s health insurance program (dependents only)
   ☐ Purchased on own (not through employer)
   ☐ Other: ____________________________________
Benefit Information (Continued)

(If you/your family all have health insurance, please go to Question 39)

38. What are some reasons that you/your family do not have health insurance?  
(Select all that apply)

❑ Can’t afford premiums
❑ Deductibles are too high
❑ Employer doesn’t offer health insurance
❑ Insurance doesn’t pay what I need it to pay for
❑ Other: _____________________________________

(If you/your family do not have health insurance, please go to Question 40)

39. How satisfied are you with the overall health insurance coverage you have?

<table>
<thead>
<tr>
<th></th>
<th>Not Sure</th>
<th>Not Satisfied</th>
<th>Satisfied</th>
<th>Very Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost of your premium</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coverage for pre-existing conditions</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Your out-of-pocket or co-pay expenses</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>What the insurance pays for</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Work Environment Information

40. How concerned are you about the following at your MAIN direct care job?

<table>
<thead>
<tr>
<th></th>
<th>Not Concerned</th>
<th>Somewhat Concerned</th>
<th>Very Concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your personal health and/or safety</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Injuries from lifting or transferring</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Working when sick</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stress or mental health</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Required to work overtime</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not having enough staff to provide good care</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not getting requested or earned time off</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Having shifts changed without enough notice</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

41. Do you have another job in addition to your MAIN direct care job? If so, how many hours do you work in a typical week at that job?

❑ Yes, another direct care job(s) …….. Number of hours worked per week: ______________
❑ Yes, a non-direct care job(s) …….. Number of hours worked per week: ______________
❑ No

42. Are you currently looking for work outside of the field of direct care?

❑ Yes 
❑ No (Go To Question 44)

43. Why are you looking for work outside of the field of direct care?

❑ Better wages
❑ Personality conflicts with employer/other employees
❑ Better benefits
❑ Transportation issues (cost of fuel, lack of vehicle, etc.)
❑ Working conditions
❑ Looking for full-time employment
❑ Family issues
❑ Graduating from college
❑ Career change
❑ Retiring
❑ Work schedule conflict
❑ Advancement opportunities
❑ Relocating/moving from area
❑ Looking for a job closer to home
❑ Health/disability issues
❑ Concern over employer stability
❑ Better hours
❑ Other: ____________________
**Demographics & Household Information**

44. Where do you work for your MAIN direct care employment?
- ZIP Code: _______________________
- County: _______________________

45. Where do you live?
- ZIP Code: _______________________
- County: _______________________

46. What is your gender?
- Female
- Male
- Transgender Female
- Transgender Male
- Prefer not to specify
- Other/Self-Identify: _______________________

47. What is the total size of your household? ____________
(Include yourself, spouse/partner, and dependents under the age of 18)

48. How many other people are you financially supporting? ____________
(Those other than yourself, spouse/partner, and dependents under the age of 18)

49. Which race best describes you?
- American Indian/Alaskan Native
- Asian
- Black/African American
- Native Hawaiian/Other Pacific Islander
- White/Caucasian
- Two or More Races
- Prefer not to answer
- Other: _______________________

50. Which ethnicity best describes you?
- Hispanic
- Not Hispanic
- Prefer not to answer

51. What is your age?
- 17-20
- 21-30
- 31-40
- 41-50
- 51-60
- 61-70
- 71-80
- 81 or older

52. What is your total annual household income?
(Include income from all household wage earners)
- Under $10,000
- $10,000-$14,999
- $15,000-$19,999
- $20,000-$24,999
- $25,000-$29,999
- $30,000-$39,999
- $40,000-$49,999
- $50,000-$59,999
- $60,000-$69,999
- $70,000 or more
### Demographics & Household Information

53. How many other people are you financially supporting?  ____________
(Those other than yourself, spouse/partner, and dependents under the age of 18)

Please indicate if you know about and/or participate in any of the following:

<table>
<thead>
<tr>
<th>Know what it is, DO Participate</th>
<th>Know what it is, DO NOT Participate</th>
<th>Not sure what it is</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child care subsidy program</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>Community Health Center or free health clinic</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>Federal earned income tax credit</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>Food stamps (SNAP)</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>Home energy assistance program</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>Individual development account (IDA)</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>State earned income tax credit</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>Subsidized housing</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>Voluntary income tax preparation assistance</td>
<td>❑</td>
<td>❑</td>
</tr>
</tbody>
</table>

Thank you for taking the time to provide us with this valuable information.