PHI QUALITY CARE THROUGH QUALITY JOBS

Resolving North Carolina's Direct Care Workforce Crisis

Report to the NC Medical Care Advisory Committee

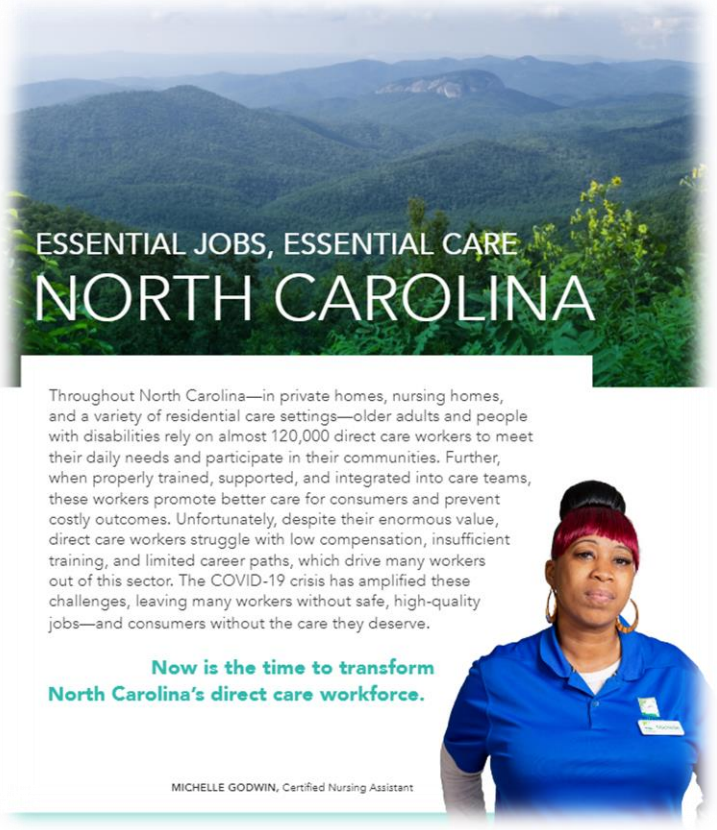
September 24, 2021

Kezia Scales, PhD, Director of Policy Research



Background

- In North Carolina, PHI is partnering with the North Carolina Coalition on Aging to lead the *Essential Jobs, Essential Care*™ initiative.
- The approach: convene a broad base of stakeholders and an expert steering group to develop and implement a roadmap for advancing solutions to NC's direct care workforce crisis.
- Three broad issue areas:
  - Lifting workers out of poverty
  - Investing in workforce innovations
  - Improving data to strengthen the workforce



See: Scales, Kezia. 2021. "Now is the Time to Lift Up North Carolina's Direct Care Workers." *PHI Newsroom,* July 6, 2021. https://phinational.org/now-is-the-time-to-lift-up-north-carolinas-direct-care-workers/.

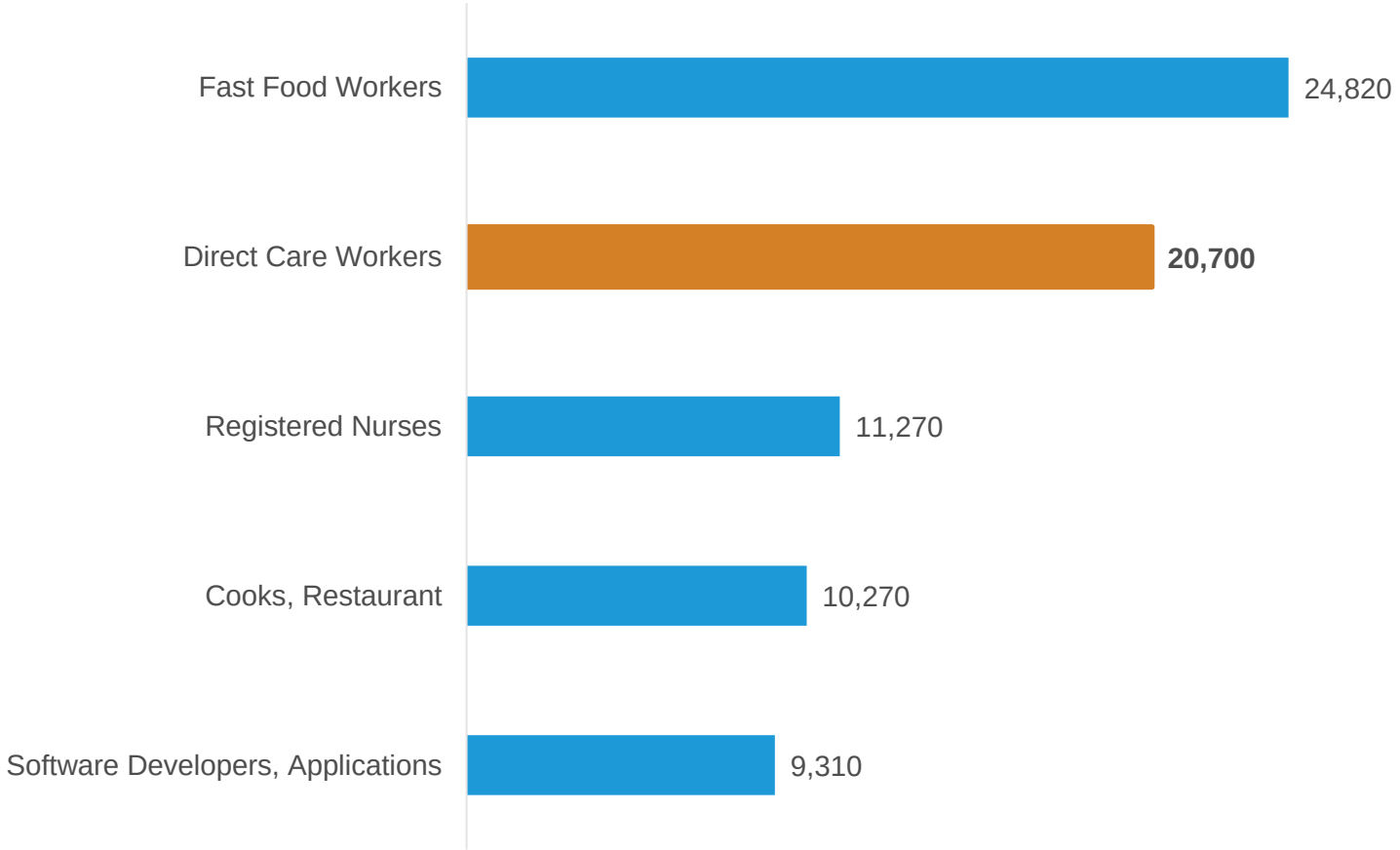
Profile of North Carolina's Direct Care Workforce

- 116,600 frontline caregivers who support older adults and people with disabilities across care settings
- A predominantly female (92%) and diverse workforce (62% people of color)
- A rapidly growing workforce: nearly **21,000 new jobs expected** 2018 to 2028 (and 186,200 total job openings in the same period)



PHI. "Workforce Data Center." Accessed 9/7/21. https://phinational.org/policy-research/workforce-data-center/.

Direct care will add more new jobs than almost any other occupation in North Carolina in the next decade.



Projections Central. 2021. *Long Term Occupational Projections, State Occupational Projections.* http://www.projectionscentral.com/Projections/LongTerm

An Essential But Undervalued Workforce

- Median hourly wage = $11.91
- Median annual earnings = $18,200
- Over half live in or near poverty (51%); 44% rely on public assistance; 32% lack affordable housing
- 20% have no health insurance; 25% rely on public coverage
- Limited training and career development
- High turnover and job vacancy rates across long-term care settings



PHI. "Workforce Data Center." Accessed 9/7/21. https://phinational.org/policy-research/workforce-data-center; Campbell, Stephen, Angelina Del Rio Drake, Robert Espinoza, and Kezia Scales. 2021. *Caring for the Future: The Power and Potential of America's Direct Care Workforce*. Bronx, NY: PHI. http://phinational.org/caringforthefuture/

PHI Resources:

- **New national data on the direct care workforce:** https://phinational.org/resource/direct-care-workers-in-the-united-states-key-facts-2/
- **Detailed workforce analyses and recommendations for policy and practice:** https://phinational.org/resource/caring-for-the-future-the-power-and-potential-of-americas-direct-care-workforce/
- **Recommendations for federal action:** https://phinational.org/resource/federal-policy-priorities-for-the-direct-care-workforce/
- **And much more:** www.PHInational.org



Kezia Scales, PhD

Director of Policy Research

kscales@PHInational.org

@KeziaScales

PHI
QUALITY CARE THROUGH QUALITY JOBS