



Direct Care Jobs Drive Employment in New York City

Nearly 300,000 direct care workers—including home health aides, personal care aides, and nursing assistants—are employed in New York City. These workers make up a significant and growing proportion of the city’s total workforce: in fact, direct care will add more new jobs than any other occupation in New York City within the decade. Direct care will also experience the most total job openings, including new jobs plus vacancies caused by workers moving into other occupations or leaving the labor force.

TOP 5 JOBS WITH THE MOST GROWTH IN NEW YORK CITY, 2016–2026

Occupation	New Jobs
All Direct Care Workers	122,370
Janitors and Cleaners	17,750
Fast Food Workers	16,110
Registered Nurses	15,270
Waiters and Waitresses	14,170

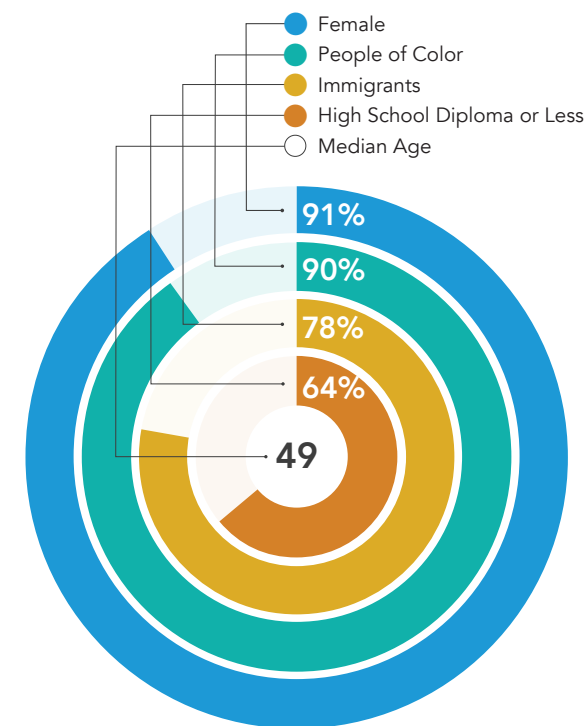
TOP 5 JOBS WITH THE MOST OPENINGS IN NEW YORK CITY, 2016–2026

Occupation	Job Openings
All Direct Care Workers	525,570
Retail Salespersons	201,540
Janitors and Cleaners	163,850
Waiters and Waitresses	159,570
Cashiers	139,790

Who Are New York City’s Direct Care Workers?

Direct care workers provide essential daily supports that enable older adults and people with disabilities to thrive and help family caregivers continue working. In New York City, the typical direct care worker is a woman of color, and most workers are immigrants to the United States.

NEW YORK CITY’S DIRECT CARE WORKFORCE BY THE NUMBERS:



Direct Care Workers Struggle to Earn a Living

Despite their important contributions to long-term care and the broader economy, economic self-sufficiency remains an elusive goal for many direct care workers. Median annual earnings for these workers in New York City are only **\$20,900**. Meanwhile, a single adult without children needs over \$37,400 to cover the cost of living in New York City and a single adult with two children needs more than \$89,300, according to MIT's Living Wage Calculator. As a result of low wages and annual earnings, **45 percent of the city's direct care workers live in or near poverty** (below 200 percent of the federal poverty level) and **52 percent rely on public assistance**.

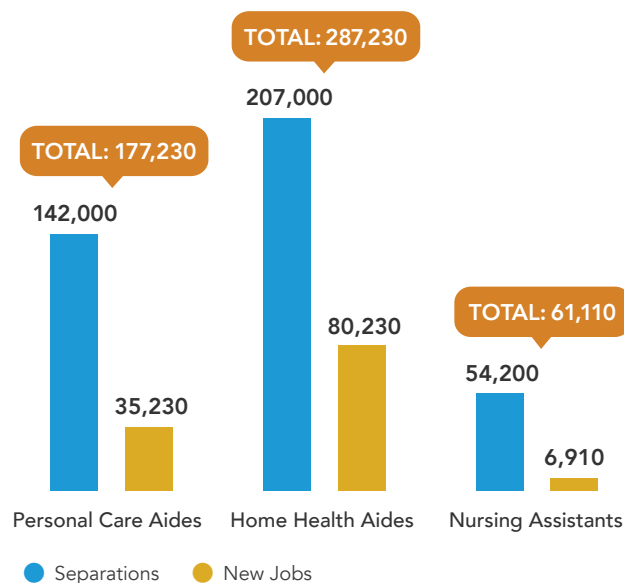
DIRECT CARE WORKERS ACROSS NEW YORK CITY'S BOROUGHES

The profile of the direct care workforce—and the challenges that workers face—varies across New York City's boroughs. For example, **55 percent of direct care workers in Manhattan identify as Hispanic or Latino, compared to 15 percent of workers in Brooklyn**. As another example, **almost 80 percent of the workforce in the Bronx, Brooklyn, and Queens are immigrants, compared to 62 percent in Staten Island**. The primary mode of transportation also differs considerably for direct care workers across the boroughs, from **78 percent public transit use in the Bronx to only 37 percent in Staten Island**. Understanding these localized differences can help in determining culturally competent, appropriate decisions about how best to invest in and support direct care workers.

Home Care Workforce Challenges Are Acute

Nearly 90 percent of direct care job openings in New York City will be in home care, including home health aide and personal care aide jobs. But these workers face particular challenges. **Median annual earnings for home care workers are only \$18,000**, nearly \$12,000 lower than annual earnings for nursing assistants in nursing homes—and **59 percent of home care workers rely upon public benefits**, compared to 33 percent of nursing assistants. Without improving the quality of home care jobs, New York City will struggle to fill projected job openings and meet the growing demand for home care.

DIRECT CARE WORKER JOB OPENINGS BY OCCUPATION, 2016–2026



Stakeholders Must Take Action

All stakeholders—including policymakers, community-based organizations, employers, workforce development organizations, payers, and others—must take action to improve job quality and ensure that New Yorkers have access to high-quality long-term care services across settings.

We must invest in our direct care workers by:

- Enhancing the quality of entry-level and ongoing training;
- Improving direct care workers' schedules and compensation;
- Developing career pathways for direct care workers;
- Incorporating supports that enable workers to be successful in their jobs;
- Establishing robust workforce data collection systems;
- Building cultural and linguistic competence into all aspects of long-term care; and
- Exploring other innovative ways to invest in and support workers.

To learn more about New York City's direct care workforce and PHI, contact PHI State Policy Manager **Allison Cook** at ACook@PHInational.org.

PHI works to transform eldercare and disability services. We foster dignity, respect, and independence—for all who receive care, and all who provide it. As the nation's leading authority on the direct care workforce, PHI promotes quality direct care jobs as the foundation for quality care. Visit us at PHInational.org.