



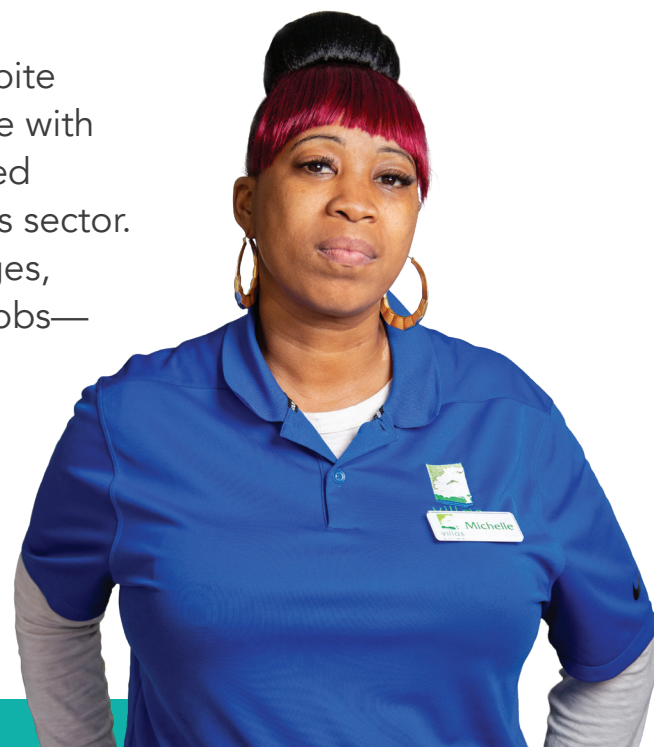
PHI QUALITY CARE
THROUGH
QUALITY JOBS

ESSENTIAL JOBS, ESSENTIAL CARE™ NEW YORK

Throughout New York—in private homes, nursing homes, and a variety of residential care settings—older adults and people with disabilities rely on more than 550,000 direct care workers to meet their daily needs and live healthy and fulfilling lives. Unfortunately, despite their enormous value, direct care workers struggle with low compensation, insufficient training, and limited career paths, which drive many workers out of this sector. The COVID-19 crisis has amplified these challenges, leaving many workers without safe, high-quality jobs—and consumers without the care they deserve.

Now is the time to transform New York State's direct care workforce.

**MICHELLE
GODWIN**
Certified Nursing
Assistant



New York State's Direct Care Workforce

Direct care workers—including personal care aides, home health aides, direct support professionals, and nursing assistants, among other job titles—support older adults and people with disabilities with activities of daily living (bathing, dressing, eating, toilet care, and mobility) and instrumental activities of daily living (preparing meals, shopping, housekeeping, managing medications, community engagement, and more).

Systemic racism has long harmed the lives and jobs of people of color in direct care—from the creation of these jobs, through the exclusion of home care workers (and other domestic workers) from federal wage and overtime protections in the 1930s onwards, to the widespread racial discrimination that people of color continue to face in regard to employment, housing, education, and access to health care, among others.

We must center and uplift women, people of color, and immigrants in strategies that transform direct care jobs. Direct care workers—who are largely women and people of color—deserve good jobs rooted in **equity** and **justice**.

RICARDO ARAUJO
Home Health Aide



BY THE NUMBERS*

90%

Women

77%

People of Color

60%

Immigrants

\$15.56

Median Wage

\$21,300

Median Annual Earnings

43%

In or Near Poverty

1.1 Million

Projected Job Openings
2018-2028

* PHI. "Workforce Data Center."
Accessed 3/29/2022. [https://
PHInational.org/policy-research/
workforce-data-center/](https://PHInational.org/policy-research/workforce-data-center/)

Why These Workers Need State Policy Solutions

In states around the country, leaders and advocates from different sectors are coming together to advocate for policy reforms that support direct care workers and improve their jobs. Recognizing the essential role and unique needs of these workers, state policy leaders in turn are leading the way in strengthening and stabilizing the direct care workforce.

Lifting workers from poverty. Low wages impoverish direct care workers and compel high turnover in this sector. As a result, states around the country are pushing for higher wages and benefits for these workers, as well as paid leave and other financial security safeguards.

Investing in workforce innovations. From training to advanced roles and many other interventions that enhance the quality of direct care jobs, states are exploring a variety of innovative measures to boost recruitment and retention in this workforce.

Improving data to strengthen this sector. Robust data on the direct care workforce allows states to identify where shortages exist and track trends related to volume, stability, compensation, training, and other dimensions of workforce stability and job quality.

"It's a lot of work emotionally. Physically, it takes a toll on us. But it's rewarding in the end because the people we support become like family."

JESSALYNN BAYS
Care Partner



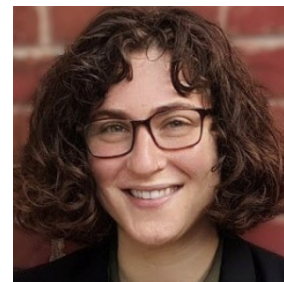


MARIE PERPIGNAND
Home Health Aide

What We're Doing

PHI is partnering with a diverse range of stakeholders across New York State to lead a multi-year statewide advocacy initiative that transforms the direct care job. By focusing on three critical policy areas—improving compensation, enacting workforce innovations, and strengthening data collection—this initiative will advance crucial policy reforms that strengthen this workforce and improve services and supports for older adults and people with disabilities statewide.

To learn more and get involved, please contact:



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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. Learn more at PHInational.org.

This initiative is made possible through generous support from the **Altman Foundation** and the **Bernard F. & Alva B. Gimbel Foundation**.