

Rate Setting Board

June 13, 2024

9:00 a.m. – 3:00 p.m.

In Person/Zoom Attendance

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Home Care Agency Full Presentation	



Transforming lives

TAB 1

Consumer Directed Employer Rate Setting Board

Meeting #7

June 13, 2024

Blake Office Park West 4450 10th Avenue SE, Lacey

Roosevelt / Chelan Rooms

9:00 am – 3:00 pm

Agenda

Time	Topic	Presenter(s)
9:00-9:15	<ul style="list-style-type: none"> • Welcome • Approval of Minutes 06.05.2024 • Opening Remarks/Old Business 	Chair
CDE Administrative Rate		
9:15-10:30	<ul style="list-style-type: none"> • CDWA Presentation Admin Rate Components 	CDWA
10:30-10:40	Break	
Union Proposal		
10:40-11:40	<ul style="list-style-type: none"> • Proposal 	SEUI 775
11:40-12:00	<ul style="list-style-type: none"> ○ Board Discussion 	All
12:00-1:00	Lunch	
Home Care Agency Administrative Rate		
1:00-2:30	<ul style="list-style-type: none"> • Home Care Agency Admin. Costs 	HCA
2:30-2:45	<ul style="list-style-type: none"> • Board Discussion 	All
2:45-3:00	<ul style="list-style-type: none"> • Public Comment 	Chair/Facilitator
3:00	Adjourn	

Please note the agenda times may vary due to the flow of the meeting conversation.

Rate Setting Board Members

Charles Reed	Chair
Adam Glickman*	Exclusive Bargaining Unit Designee
Bea Rector*	DSHS Representative
Ben Bledsoe*	CDE Representative
Cynthia Hollimon*	Governor's Office Representative
Rep. Kelly Chambers^	House of Representatives (R)
Rep. Steve Tharinger^	House of Representatives (D)
Senator Ron Muzzall^	Senate (R)
Senator Annette Cleveland^	Senate (D)
Georgiann Dustin^	State Council on Aging Representative
Tammy Bowen^	People with Intellectual or Developmental Disabilities Organization
Open Position^	People with Disabilities Organization
Eric Erickson^	Licensed Home Care Agency
Nellie Prieto^	Home Care Worker

*Voting member, ^Advisory member

Rate Setting Board Meeting Schedule

April 22, 2024 9:00am – 3:00pm	In Person/Zoom
April 24, 2024 9:00am – 3:00pm	In Person/Zoom
May 6, 2024 9:00am – 3:00pm	In Person/Zoom
May 17, 2024 9:00am – 3:00pm	In Person/Zoom
May 29, 2024 9:00am – 3:00pm	In Person/Zoom
June 5, 2024 9:00am – 3:00pm	In Person/Zoom
June 13, 2024 9:00am – 3:00pm	In Person/Zoom
July 8, 2024 9:00am – 3:00pm	In Person/Zoom
July 25, 2024 9:00am – 3:00pm	In Person/Zoom
August 5, 2024 9:00am – 3:00pm	In Person/Zoom

TAB 2

Rate Setting Board

[Approved By-Laws](#)

[Approved Charter](#)

[Approved Policy Selecting Chairperson](#)

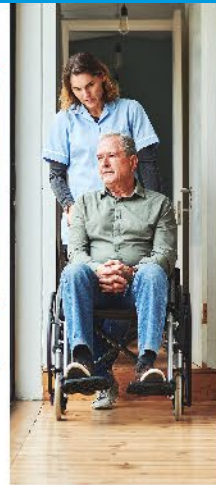
[Approved Policy Establishing and Submitting Rates](#)

TAB 3



Welcome





CDE+CDWA Admin Rate Proposal

6/13/2024

Janilee Macleod – Senior Director

Laura Jones – Regional Director

Sean Niccolucci – Director of Analytics

Ben Bledsoe – President/CEO





Mission

To provide care and support to people in their homes and communities

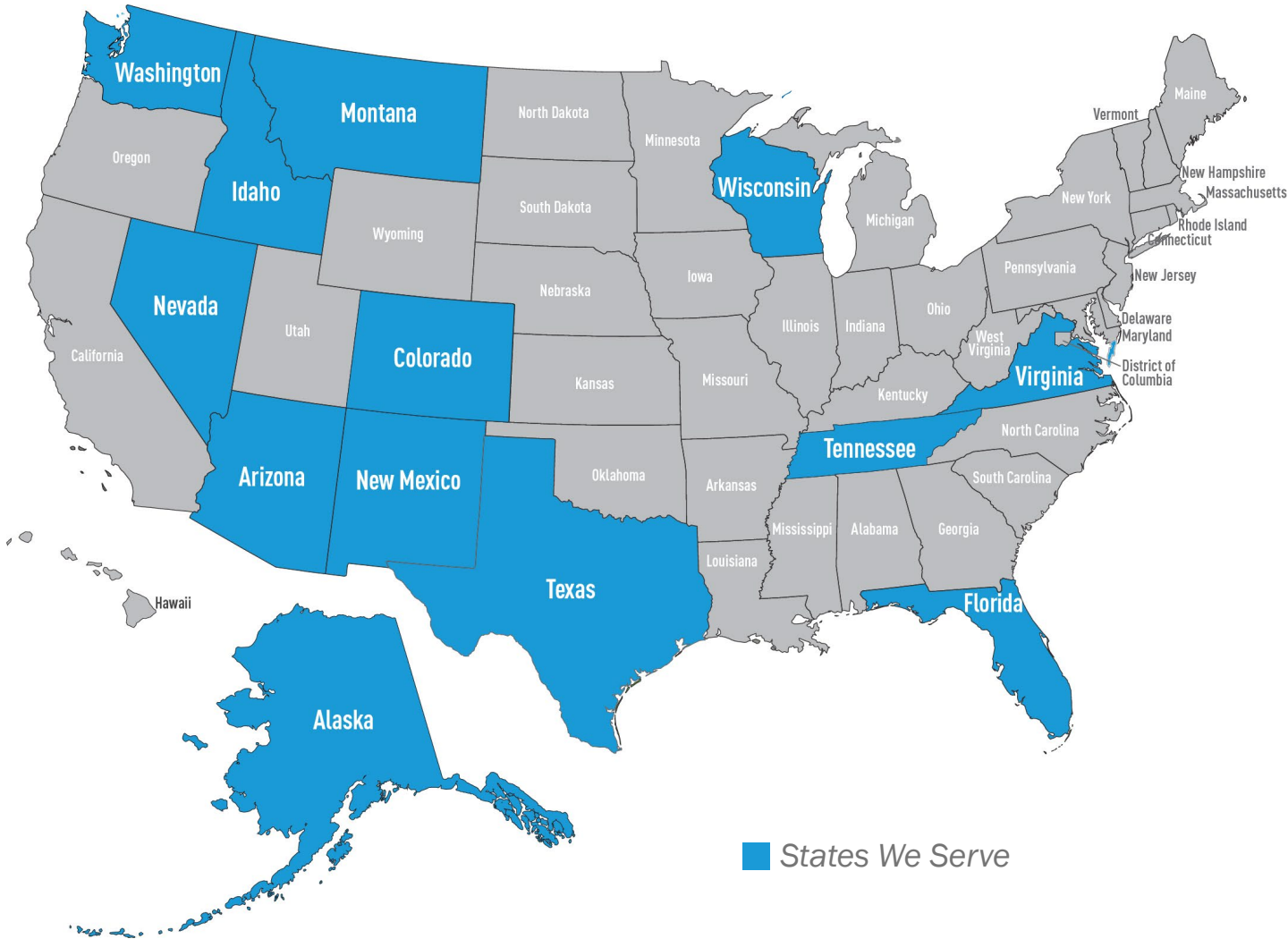
Vision

To help people live the life they want

Values

Respect, Integrity, **S**ervice, **E**xcellence

Experience



Satisfaction Across Personal Care Models*

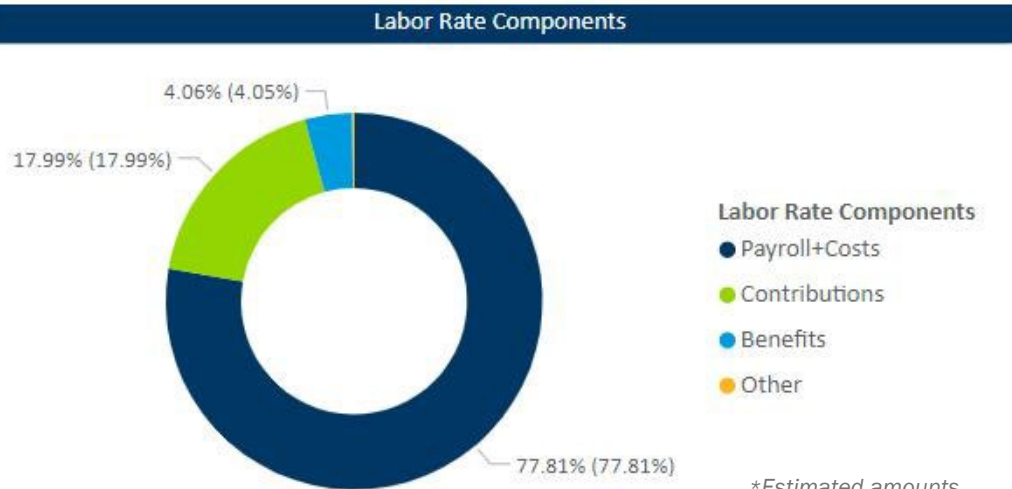


*Based on Participant Satisfaction Survey conducted by CDCN's Quality Improvement team.

CDE Rate Components

Labor Rate

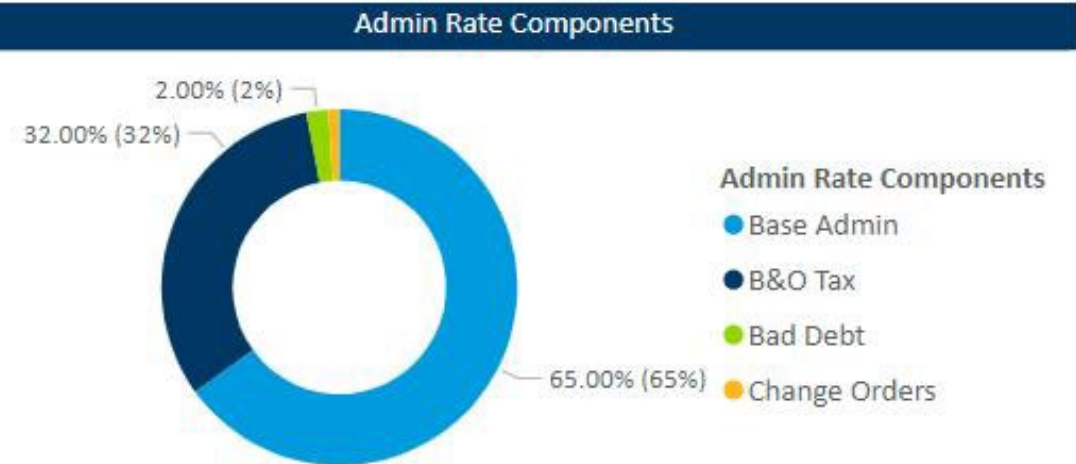
- Payroll + Payroll Costs
- Contributions
(Health, Training, Retirement, Carina)
- Benefits
- Other



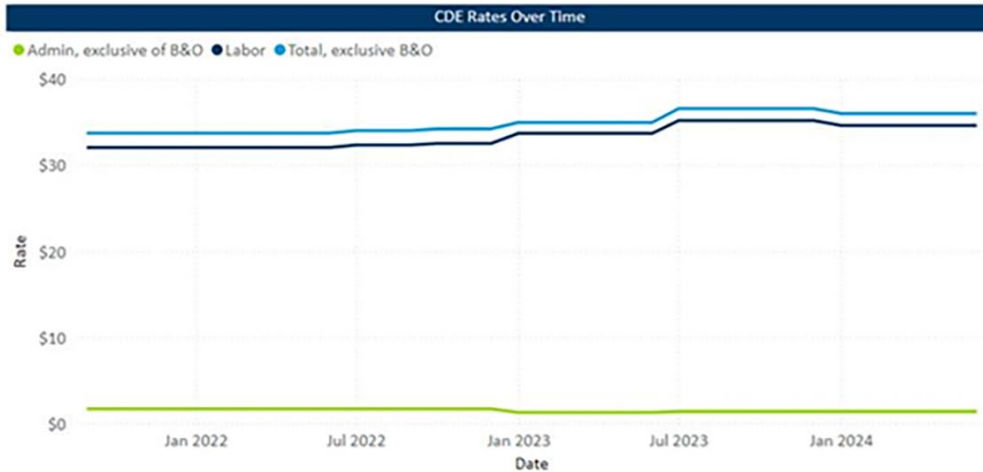
*Estimated amounts
based on DSHS modeling

Administrative Rate

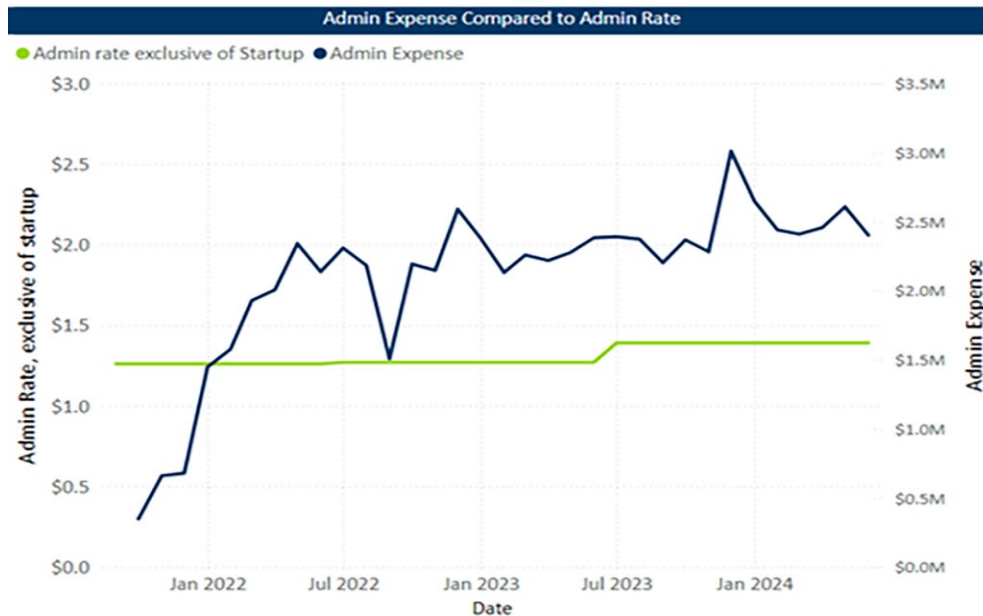
- Base Rate
- B&O Tax
- Bad Debt
- Change Orders



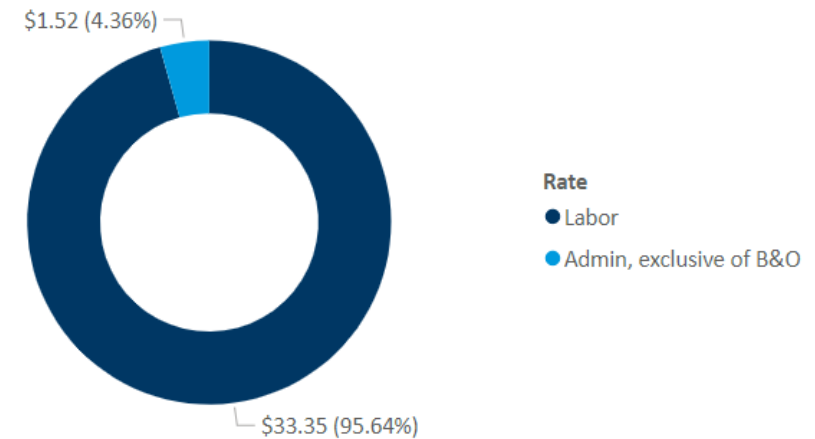
CDE Rates Over Time



➤ Operating margin on labor rate vs total revenue is 0.4% for current biennium



CDE Rate Breakdown



CDWA's Continued Commitment to Service & Incremental Improvement

Inflationary factors

- Washington Minimum Wage Act annual increases
- Statewide increase to \$16.28/hour
- King County increasing to \$20.29/hour

Proposal

- 4.5% Increase per year

Inflation		
	FY2026	FY2027
Percent Increase	4.50%	4.50%
Dollars/Hours Increase	\$0.063	\$0.128
Total Dollar Increase	\$4,378,500	\$8,954,032

**Assumes 70mm hours per fiscal year*

Demonstrated Commitment to IP Recruitment and Retention

In Practice

- Incentive bonuses paid and to be paid
- Current plan funded through calendar year 2024
- Hiring and Referral Bonus
- Carina collaboration and financial contribution
- Two CDWA FTEs dedicated to IP recruitment

Proposed

- Continuation of hiring and referral bonuses to remain competitive with rising wages in competing markets
- Expand marketing efforts for IP hiring

IP Recruitment and Retention

	FY2026	FY2027
Percent Increase	5.3%	6.2%
Dollars/Hours Increase	\$0.074	\$0.087
Total Dollar Increase	\$5,159,000	\$6,061,000

**Assumes 70mm hours per fiscal year*

Proposed Service Improvements

The Admin Rate supports a certain level of service. Required service levels that support positive outcomes change over time.

Improve Customer Service

- Define and facilitate better communication and roles for managing employers
- Enabling self-direction
 - Implement proactive outreach to clients and IPs to expand emphasis on self-direction
 - Desired outcome: Improve IP retention, increase satisfaction, and increase service utilization
- Enabled through increased customer service workforce
 - 37 FTE, 11% increase to current levels
 - Reduction to caseloads roughly 5%

Improved Customer Service		
	FY2026	FY2027
Percent Increase	3.2%	3.3%
Dollars/Hours Increase	\$0.044	\$0.046
Total Dollar Increase	\$3,110,070	\$3,250,024

**Assumes 70mm hours per fiscal year*

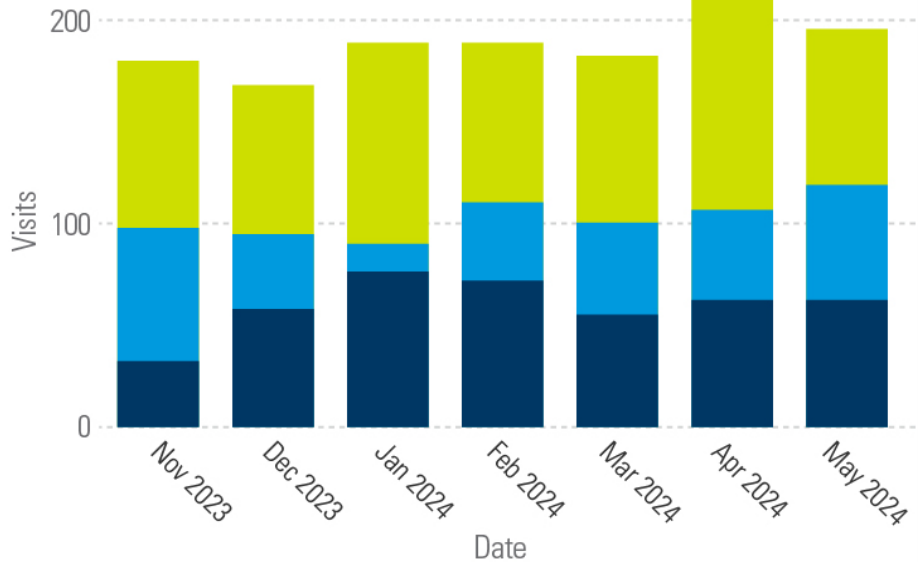
Evaluation of Additional Offices in Washington

CDWA does not believe additional offices would improve customer experiences

- Regular attendance at currently provided local events
- High Current Customer Satisfaction Scores

User Support Quality

■ Tri-Cities ■ Yakima ■ Vancouver

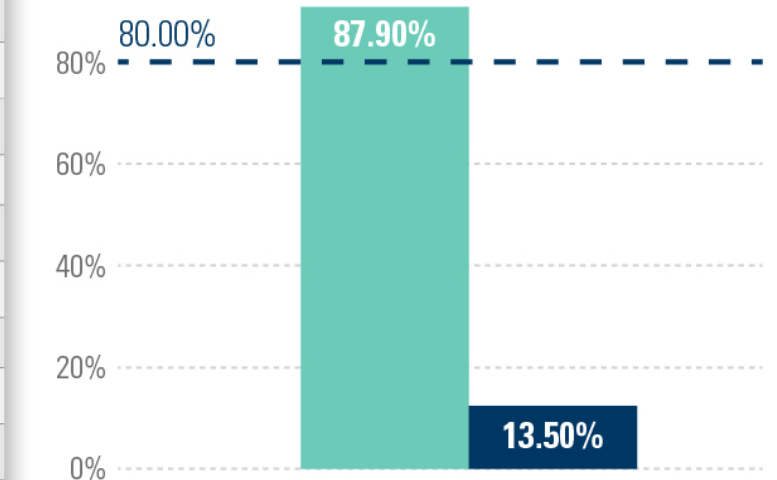


Customer Service Details

Title	Value
Start Date	4/1/2024
End Date	4/30/2024
Survey Respondents	464
Surveys Administered	3,430
Survey Response Rate	13.50%
Satisfactory Survey Responses	816
Total Survey Responses	928
Percentage of Satisfied Callers	87.90%
Performance Standard (80%)	80.00%
Calls Handled	20,547

User Support Quality

■ Percentage of Satisfied Callers ■ Survey Response Rate



Opportunities to Increase Effectiveness

Complex processes and requirements

- Enrollments
- Background Checks
- Training

Options for improvement

- Increased workforce (proposed)
- Policy and/or process change (discuss)

Enablement of Self-Direction

- Based on our experience, involvement from the managing employer improves outcomes and increases efficiency

Economics Summary

Summary Total		
	FY2026	FY2027
Inflation		
Percent Increase	4.50%	4.50%
Dollars/Hour Increase	\$0.063	\$0.128
Total Dollar Increase	\$4,378,500	\$8,954,032
IP Recruitment and Referral Bonus		
Percent Increase	5.30%	6.23%
Dollars/Hour Increase	\$0.074	\$0.087
Total Dollar Increase	\$5,159,000	\$6,061,000
Improved Customer Service		
Percent Increase	3.20%	3.34%
Dollars/Hour Increase	\$0.044	\$0.046
Total Dollar Increase	\$3,110,070	\$3,250,024
Total Dollar Increase		
Percent Increase	13.00%	14.10%
Dollars/Hour Increase	\$0.181	\$0.261
Total Dollar Increase	\$12,647,570	\$18,265,056
Effective Admin Rate	\$1.57	\$1.65

**Assumes 70mm hours per fiscal year*



Thank you



TAB 4

SEIU 775 Summary

Prepared for the Consumer Directed Employer Rate Setting Board
June 2024.

Sterling Harders

She/Her | SEIU 775 President

Statutory Factors



Inflation



Other factors (recruitment & retention)



Stable workforce



Affordable healthcare



Reducing reliance upon public assistance



Comparables

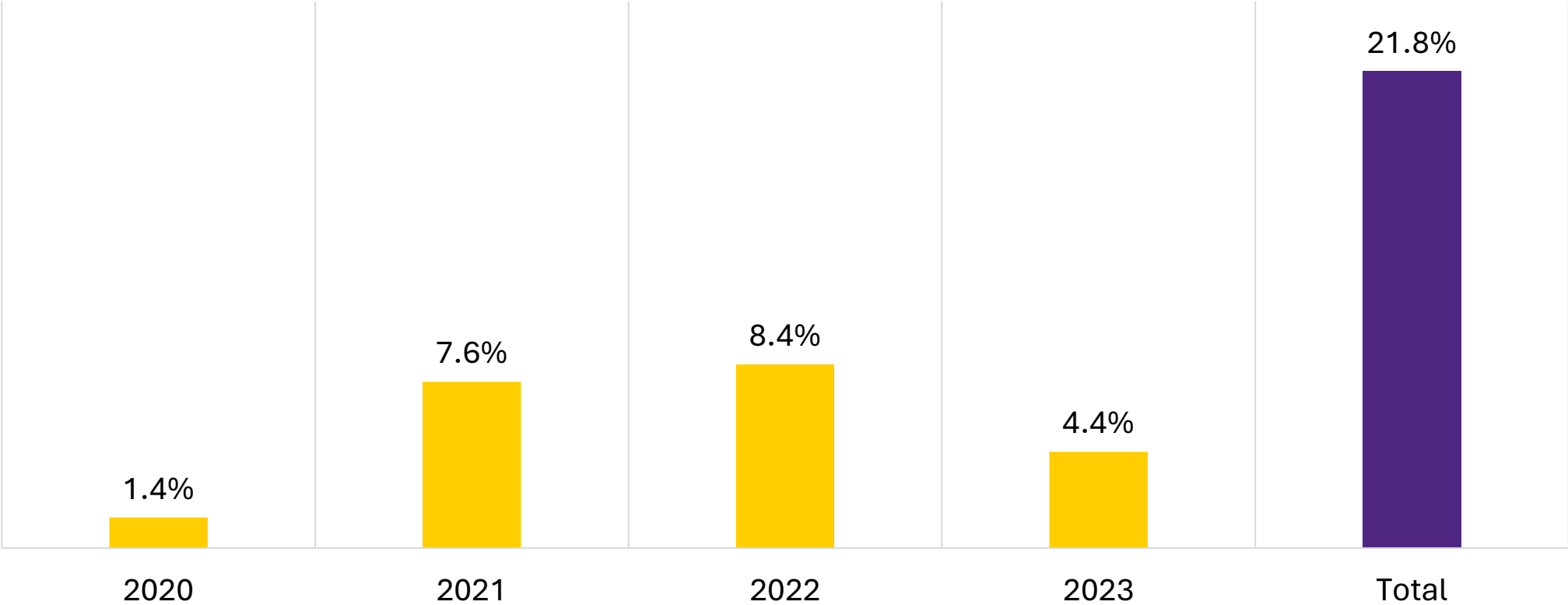


State's ability to pay

Inflation

Costs continue to rise in the state of Washington

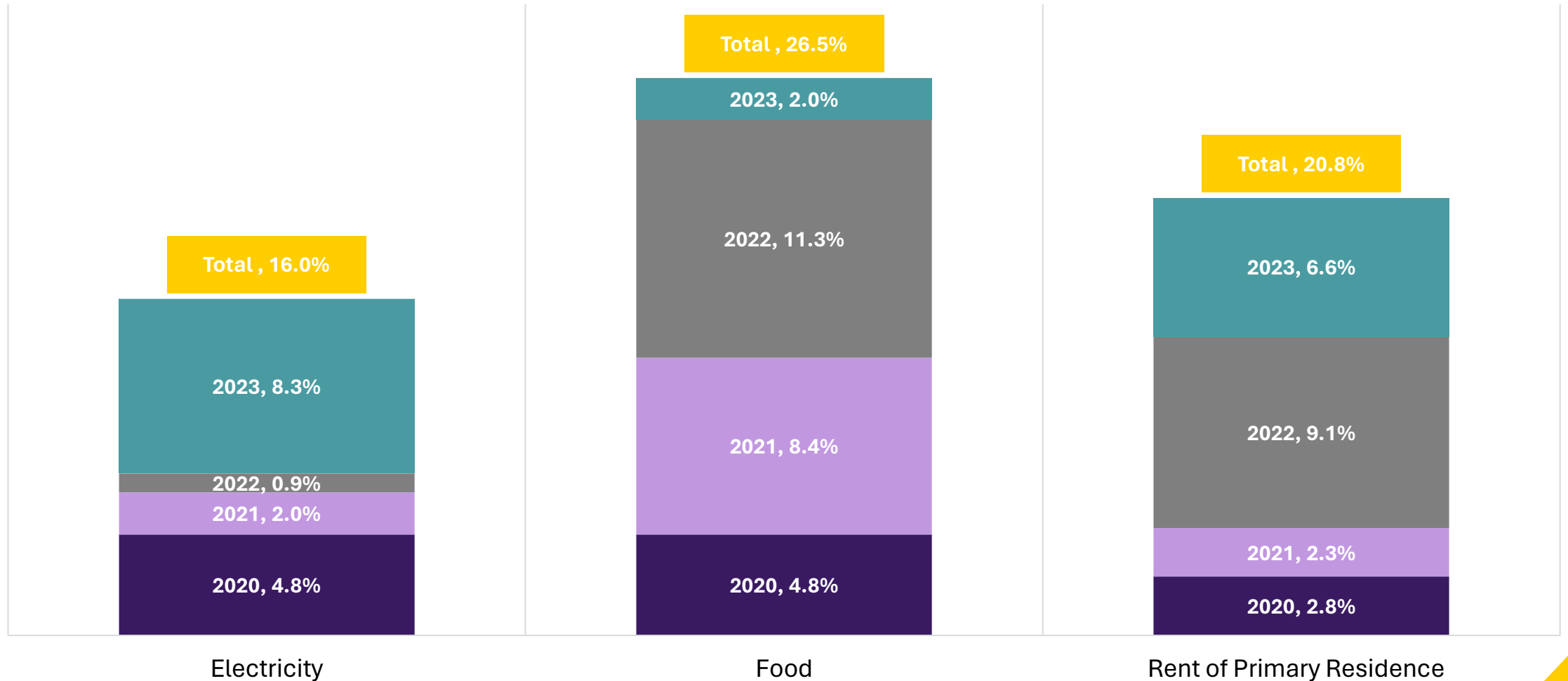
All Items index % Change from Dec. 2020 - Dec. 2023



Source: Bureau of Labor Statistics,, Consumer Price Index, Seattle area — [2023](#), [2022](#), [2021](#), & [2020](#) (visited Jan. 24, 2024).

CPI for electricity, food, and rent of primary residence

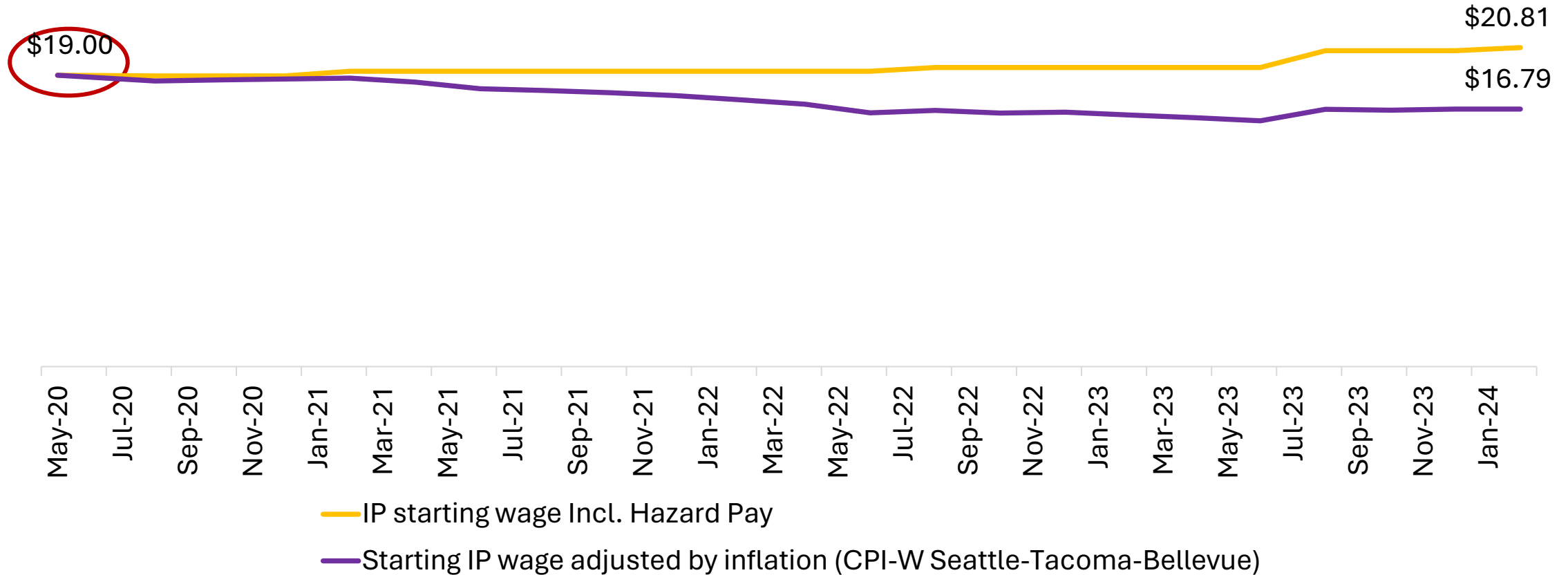
Consumer Price Index, Seattle area, December 2020 – December 2023



Source Bureau of Labor Statistics, Consumer Price Index, Seattle area — [2023](#), [2022](#), [2021](#), & [2020](#) (visited Jan. 24, 2024).

The Impact of Inflation on IPs Wages

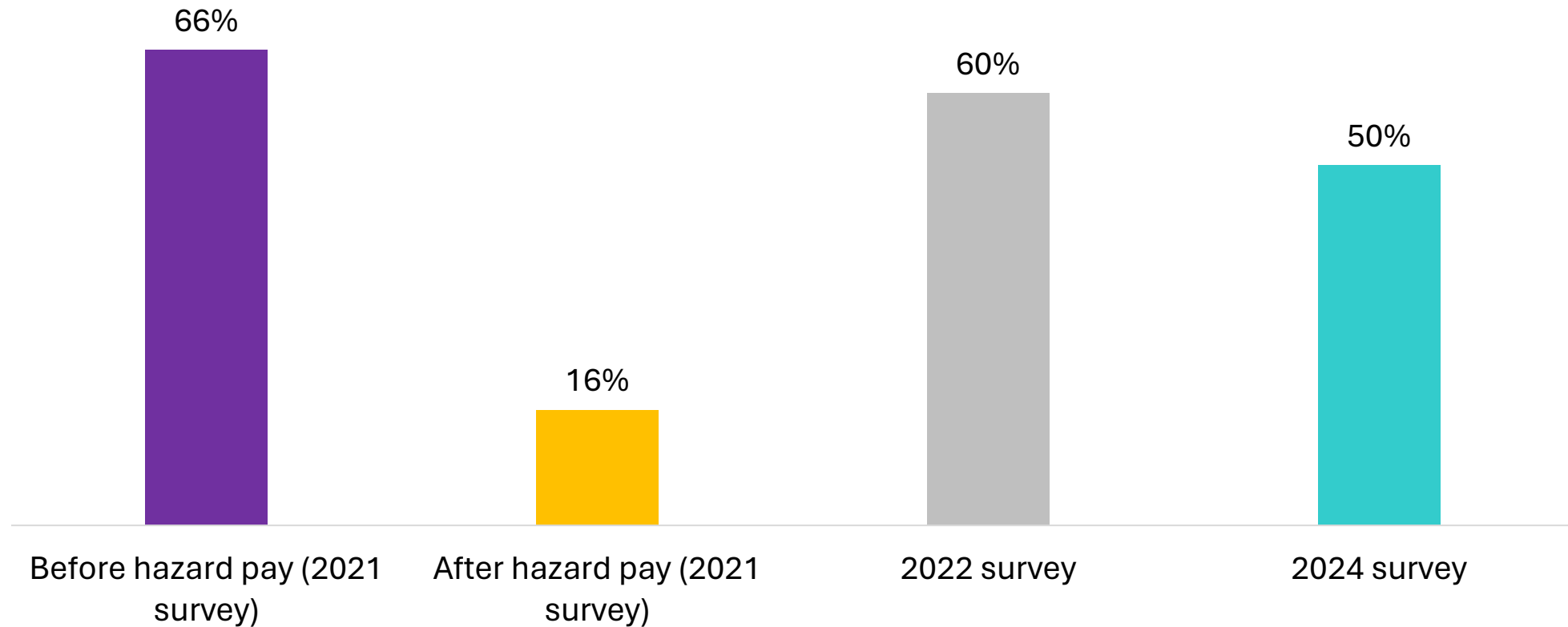
IP starting wage, adjusted for inflation (May 2020)



Source: Own elaboration with information from SEIU 775 Collective Bargaining Agreements, the Bureau of Labor Statistics, Consumer Price Index, Seattle area — [2023](#), [2022](#), [2021](#), & [2020](#) (visited Jan. 24, 2024). Washington State Economic and Revenue Forecast Council [February 2024](#)

Despite July 2023 wage increase, 50% of caregivers report they continue to struggle to get by

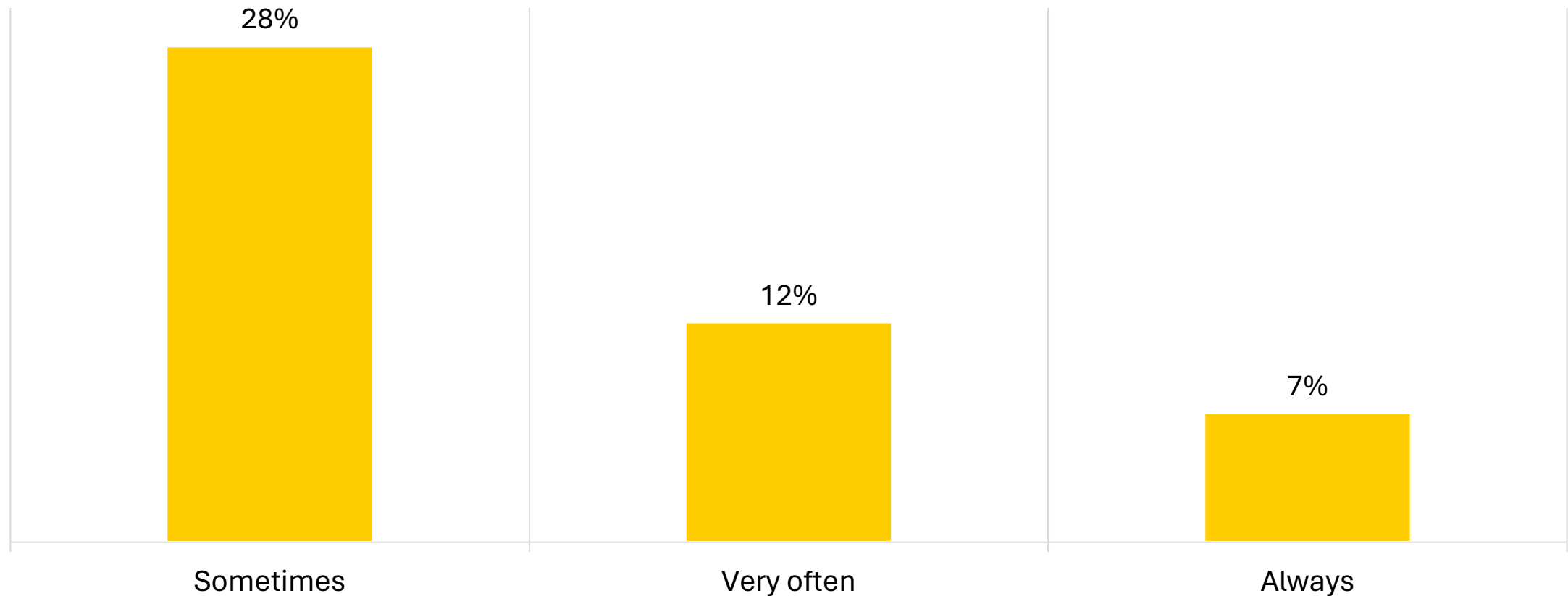
Caregivers "just getting by" or "finding it difficult to get by"



Source: SEIU 775 Member survey, May 2021; SEIU 775 Member survey, March 2022; and SEIU 775 Member survey, March 2024

In the last 12 months, 47% of caregivers who responded to the survey reported at least once missing payments for essential utilities like electricity and water.

Caregivers who reported missing payments on utilities in the last 12 months



Source: SEIU 775 Member survey, March 2024

Gas prices in WA are significantly high

Weekly Retail Gasoline and Diesel Prices



eia Data source: U.S. Energy Information Administration

Source: "Retail Prices for Gasoline, All Grades." Accessed May 3, 2024. https://www.eia.gov/dnav/pet/pet_pri_gnd_a_epm0_pte_dpgal_w.htm.

Forbes ADVISOR

Per gallon of regular gas. Prices are updated daily.
Map: Forbes Advisor • Source: AAA • Embed • Created with Datawrapper

Which State Has the Highest Gas Prices?

California has the highest price of gas, with an average of \$5.39 per gallon of regular gas.

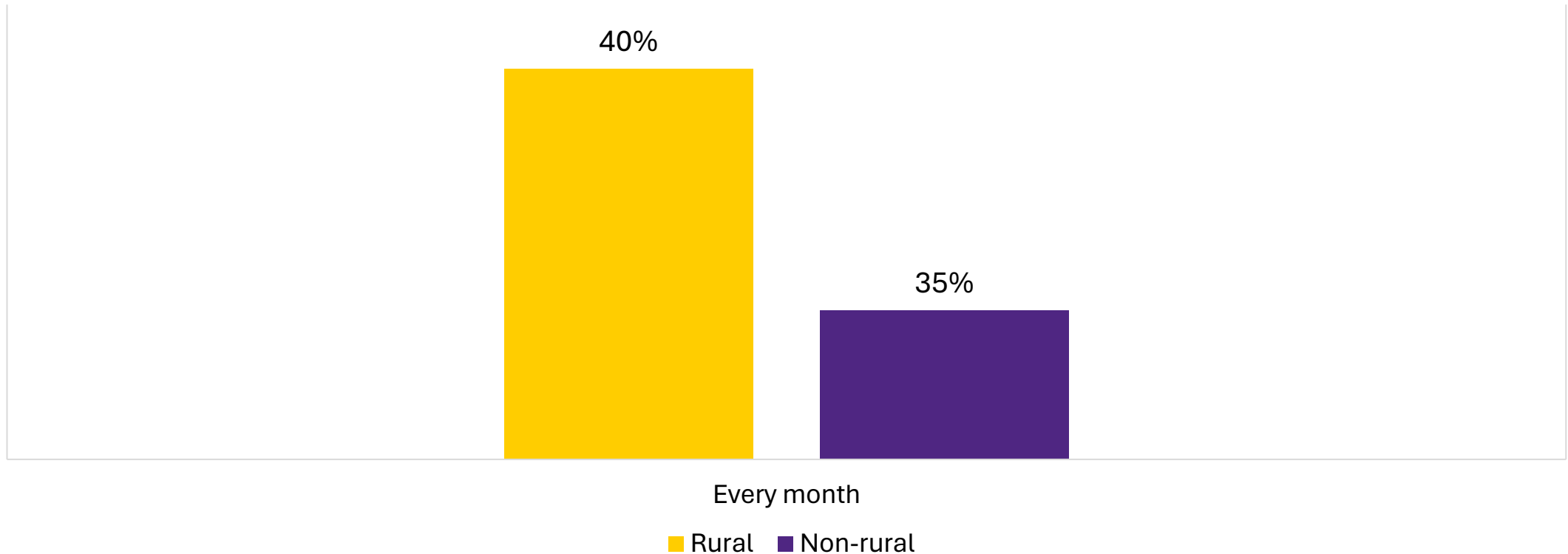
State	Gas Price Today	Price Last Week	Price Last Month
1 California	\$5.39	\$5.11	\$4.87
2 Hawaii	\$4.81	\$4.69	\$4.78
3 Washington	\$4.69	\$4.53	\$4.60
4 Nevada	\$4.56	\$4.44	\$4.26
5 Oregon	\$4.51	\$4.27	\$4.11

Per gallon of regular gas. Prices are updated daily.
Table: Forbes Advisor • Source: AAA • Created with Datawrapper

Source: "Today's Highest Gas Prices By State – Forbes Advisor." Accessed May 3, 2024. <https://www.forbes.com/advisor/personal-finance/gas-prices-by-state/>.

40% of caregivers who responded to the survey and live or provide services in rural areas reported driving over 110 miles **every month in the past year.**

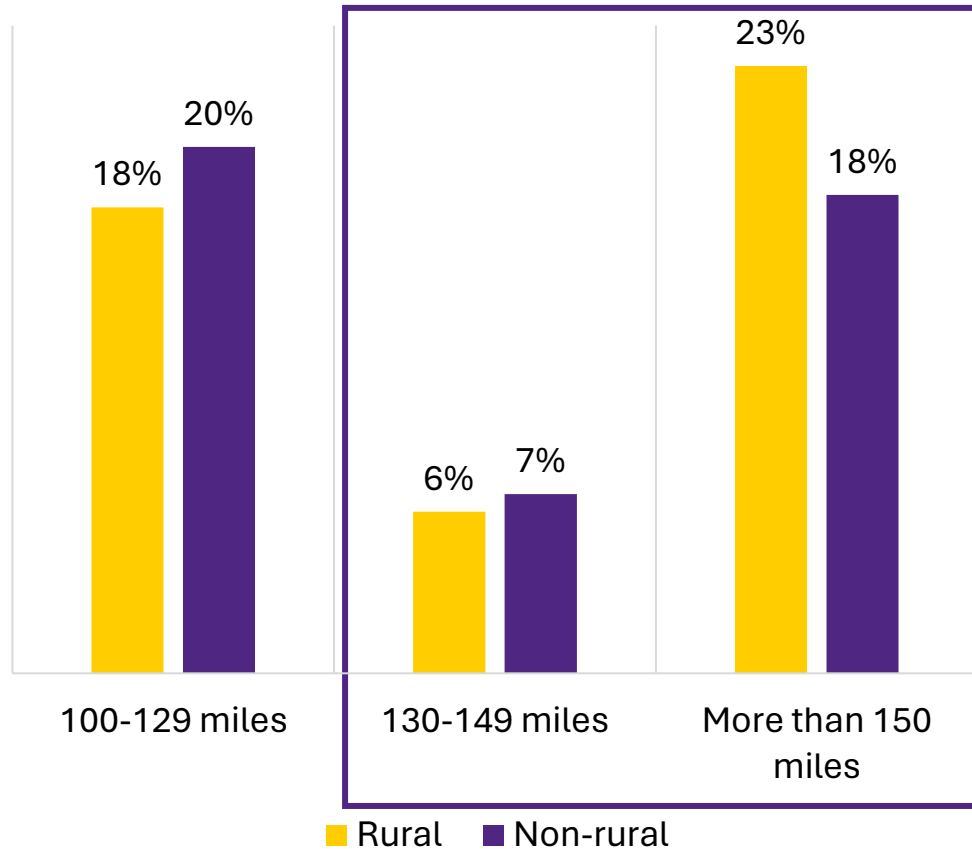
Months of the past year when caregivers drove more than 110 miles per month for your client?



Source: SEIU 775 Member survey, March 2024

Mileage

About how many miles per month do you drive for your home care work on average?



Source: SEIU 775 Member survey, March 2024



$$20 \text{ miles} * \$4.694 =$$
$$\mathbf{\$93.88}$$

Source: WA monthly regular gas price for the month of April

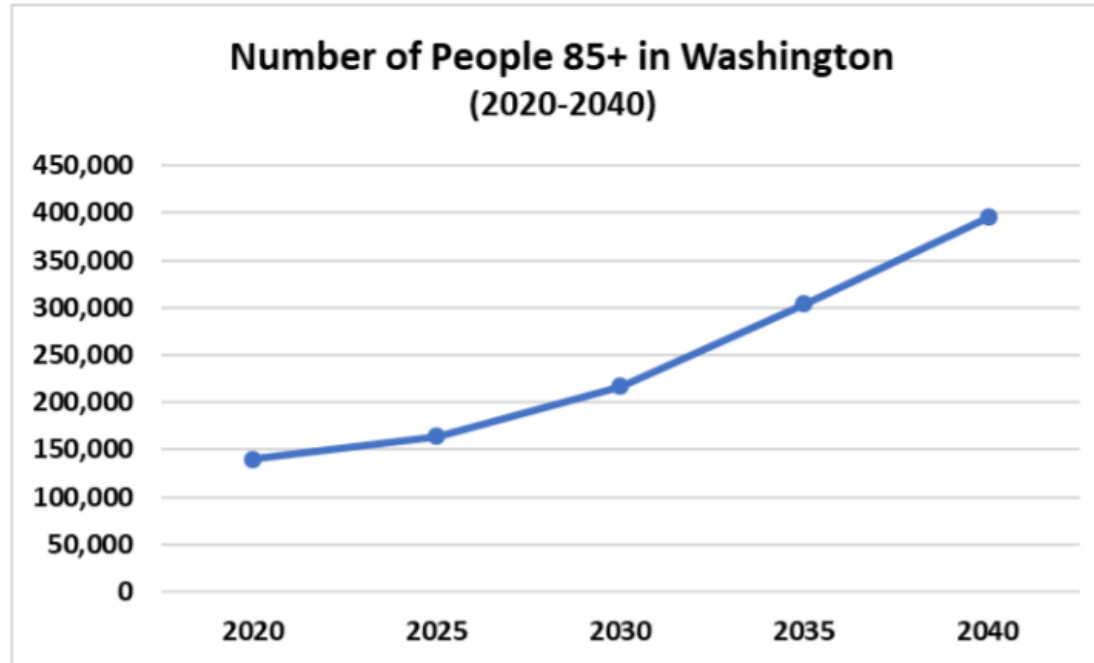
Other Factors

Recruitment and Retention

&

Interest in maintaining a stable LTC workforce

Washington's population is aging



Year	85+
2020	140,005
2025	163,966
2030	216,851
2035	303,527
2040	395,808

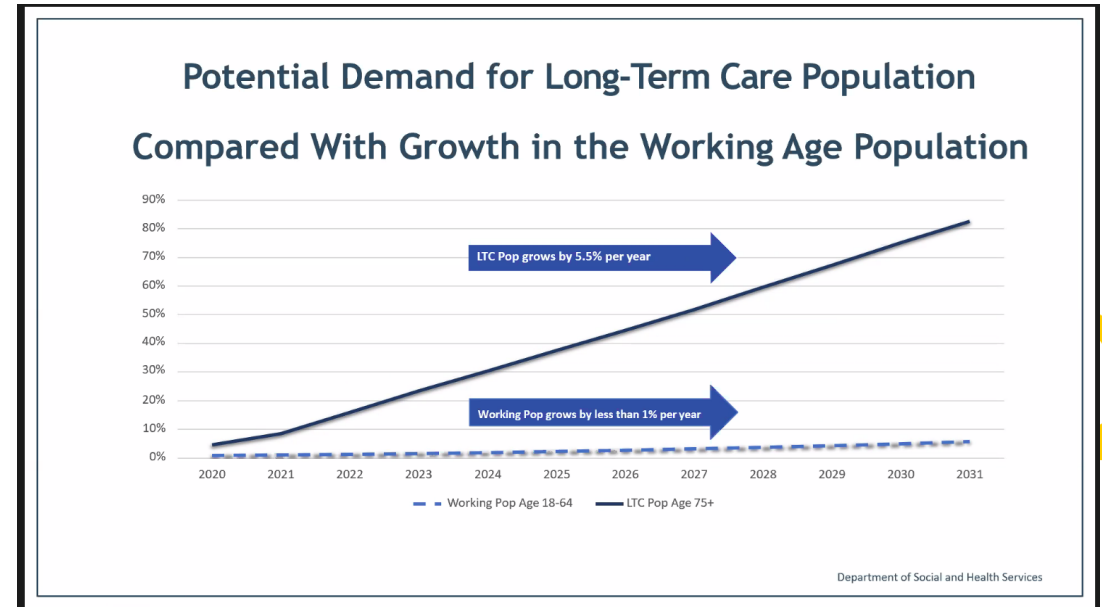
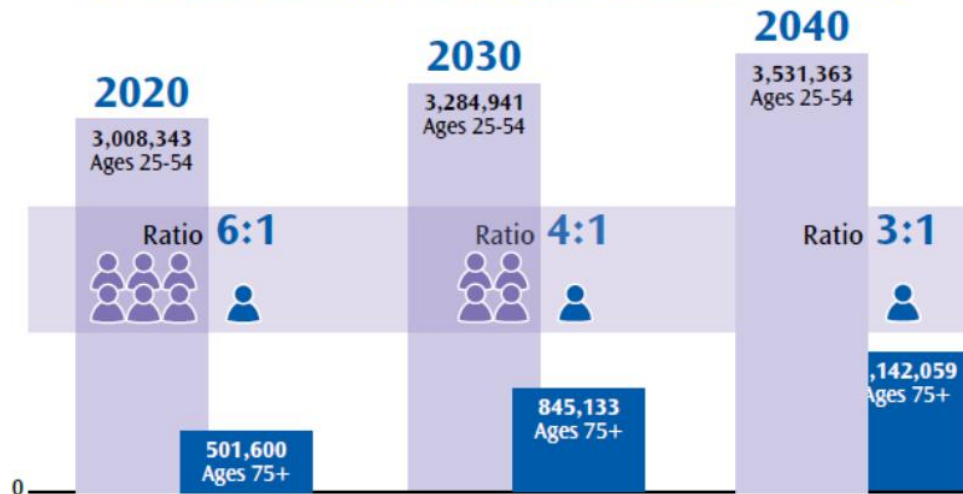
Projected Percentage of Growth by Age Category (2020 to 2040)

Adults Aged 20-64	Adults Aged 65+	Adults Aged 85+
↑ 14%	↑ 57%	↑ 183%

Figure 4. Twenty-two percent of people age 85 and older need assistance with personal care tasks. The projected population of Washingtonians age 85 and older is expected to grow by 183% between 2020 and 2040. Data source: <https://www.ofm.wa.gov/tags/age-data> (ofm_pop_age_sex_race_projections_2010_to_2040)

There are not enough caregivers to take care of our aging population

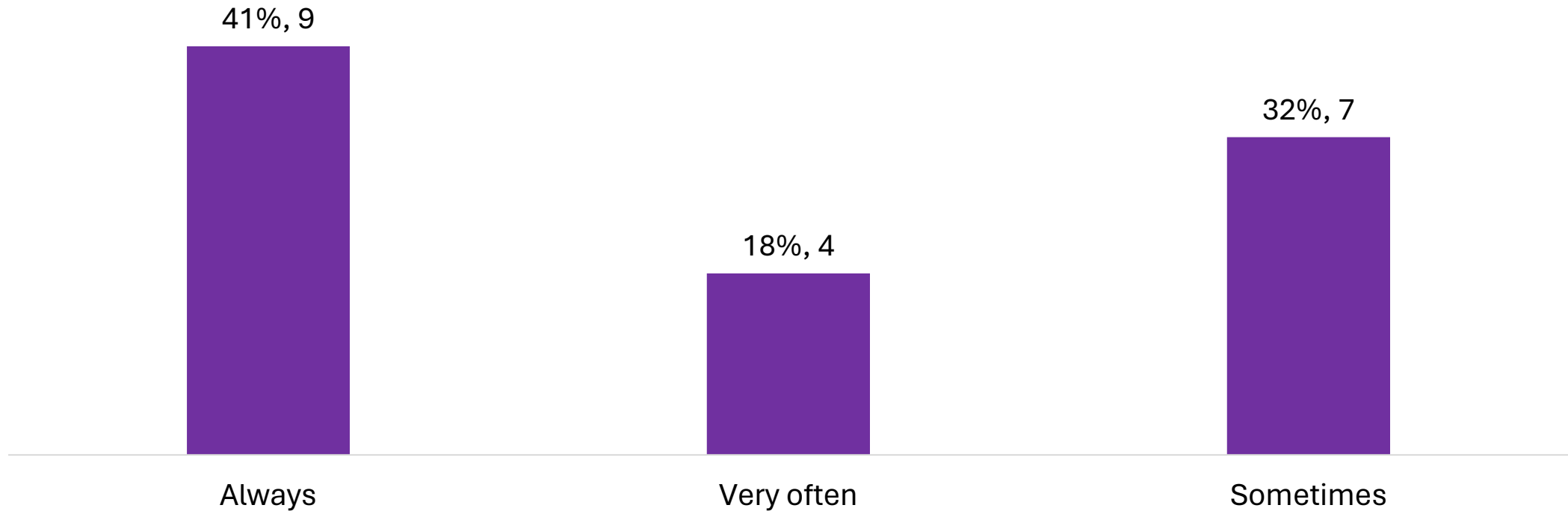
The Rapidly Growing Size of the Age 75+ Population Relative to Younger Adults Will Greatly Exacerbate Current LTSS Workforce Challenges



Source: "Washington State Plan on Aging - October 1, 2023 through September 30, 2027," DSHS, 2023. <https://www.dshs.wa.gov/sites/default/files/AL TSA/stakeholders/documents/agingplan/WA%20State%20Plan%20on%20Aging.pdf>, and DSHS presentation before 2024 RSB, April 24, 2024.

WA HCC and SEIU 775 survey: 90% of agencies struggle to fill open positions

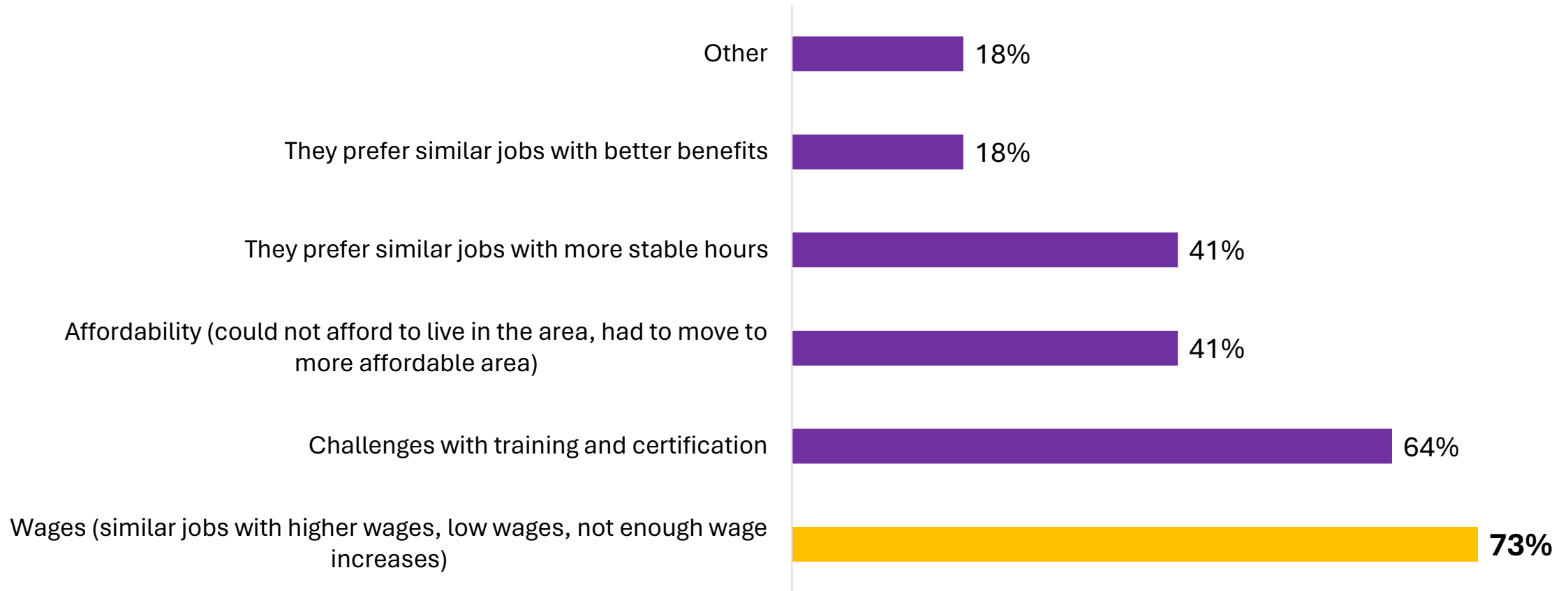
Percentage of agencies having difficulties filling open positions, 2024.



Source: SEIU and WA Home Care Coalition survey, March 2024 and SEIU and WA Home Care Coalition survey, February 2022.

WA HCC and SEIU 775 survey: Retention of newly hired workers

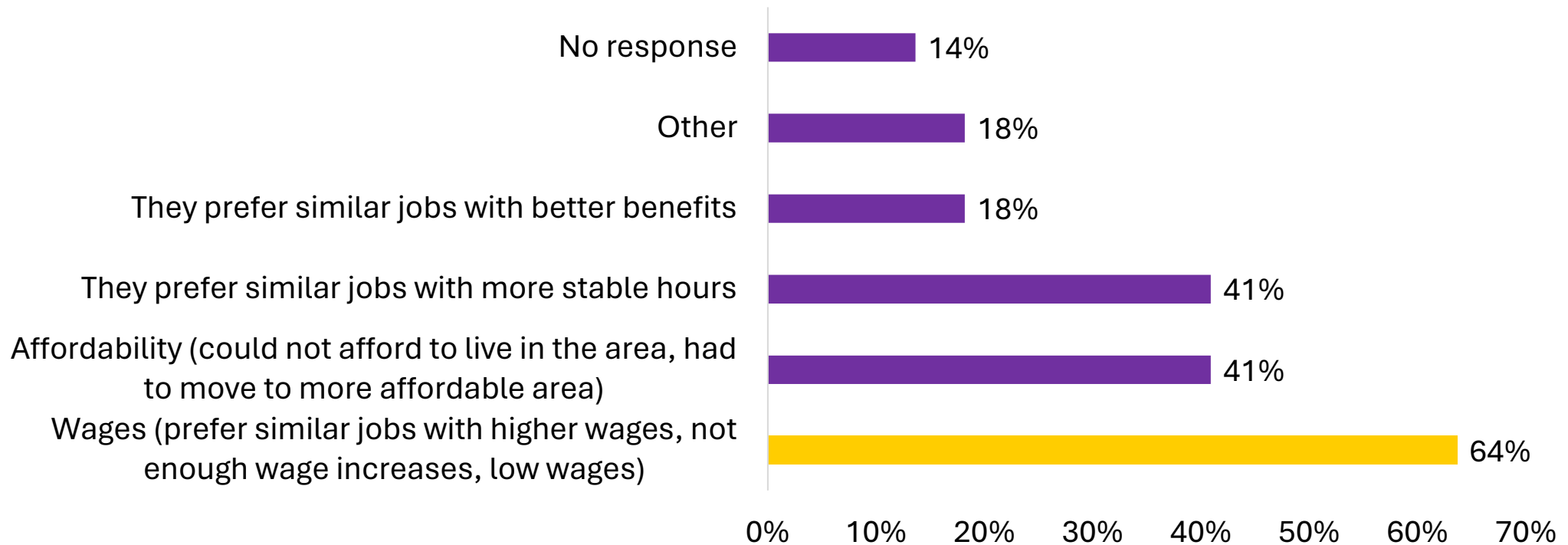
Why do you think your agency has difficulties retaining *newly hired* homecare workers?



Source: SEIU and WA Home Care Coalition survey, March 2024.

WA HCC and SEIU 775 survey: retention of experienced workers

Why do you think your agency has difficulties retaining *more experienced* homecare workers?



Source: SEIU and WA Home Care Coalition survey, March 2024.

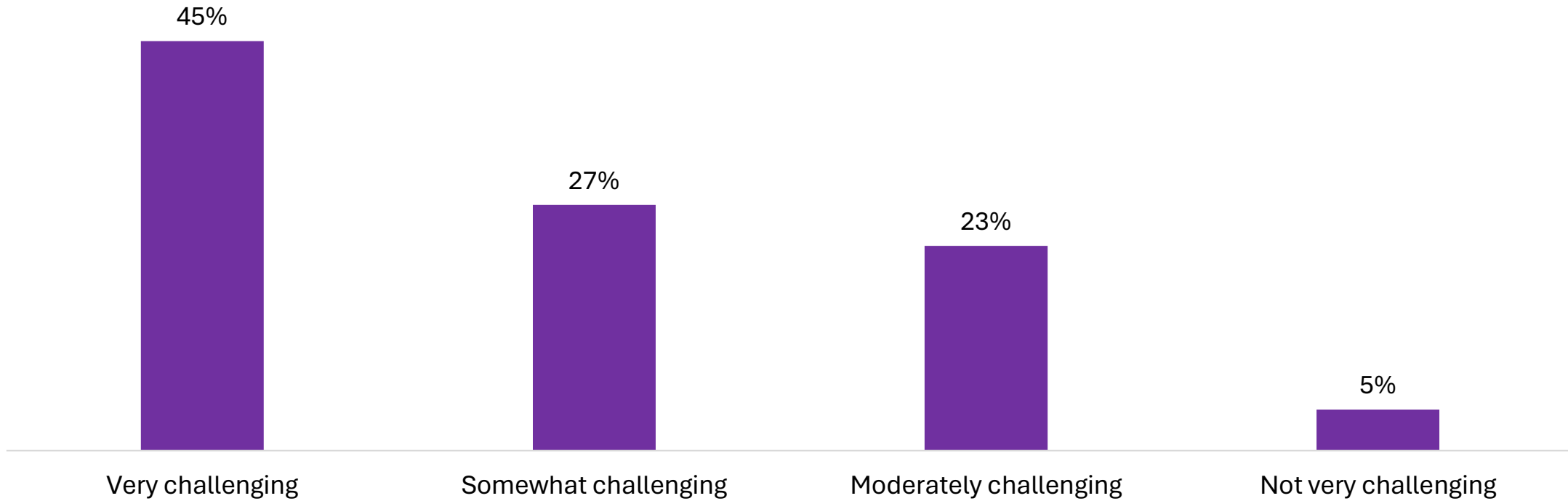
Other job postings for occupations in WA state

Job Posting	Company	Wage	City
Kitchen	Zeeks Pizza	\$22/hour	Seattle
Crew Member	Jersey Mike's Subs	\$21.50 - \$22.50/ hour	Redmond
Custodian - Hourly	Archdiocese	\$20 - \$28 / hour	Seattle
Barista	Starbucks	\$20.25 - \$22.99/hour	Seattle
Team member	Shake Shack	\$23/hour	Seattle
Team Member	Whole Foods	\$20.50 - \$25.12/ hour	Seattle
Delivery Driver	Amazon	\$23.25 - \$26.00/hour	Tukwila
Cleaning Jobs	Homeaglow	\$20 - \$28/ hour	Seattle
Team member	Pagliacci Pizza	\$22- \$28/ hour	Seattle



72% of agencies are struggling to provide authorized Medicaid hours

Over the past 12 months, how challenging has it been for the agency to provide all authorized home care Medicaid hours due to workforce shortages?



Source: SEIU and WA Home Care Coalition survey, March 2024.

The result is long waits to begin services, gaps in care, long lengths of stays in institutions, and a lack of choice in how and where individuals receive needed long-term services and supports.

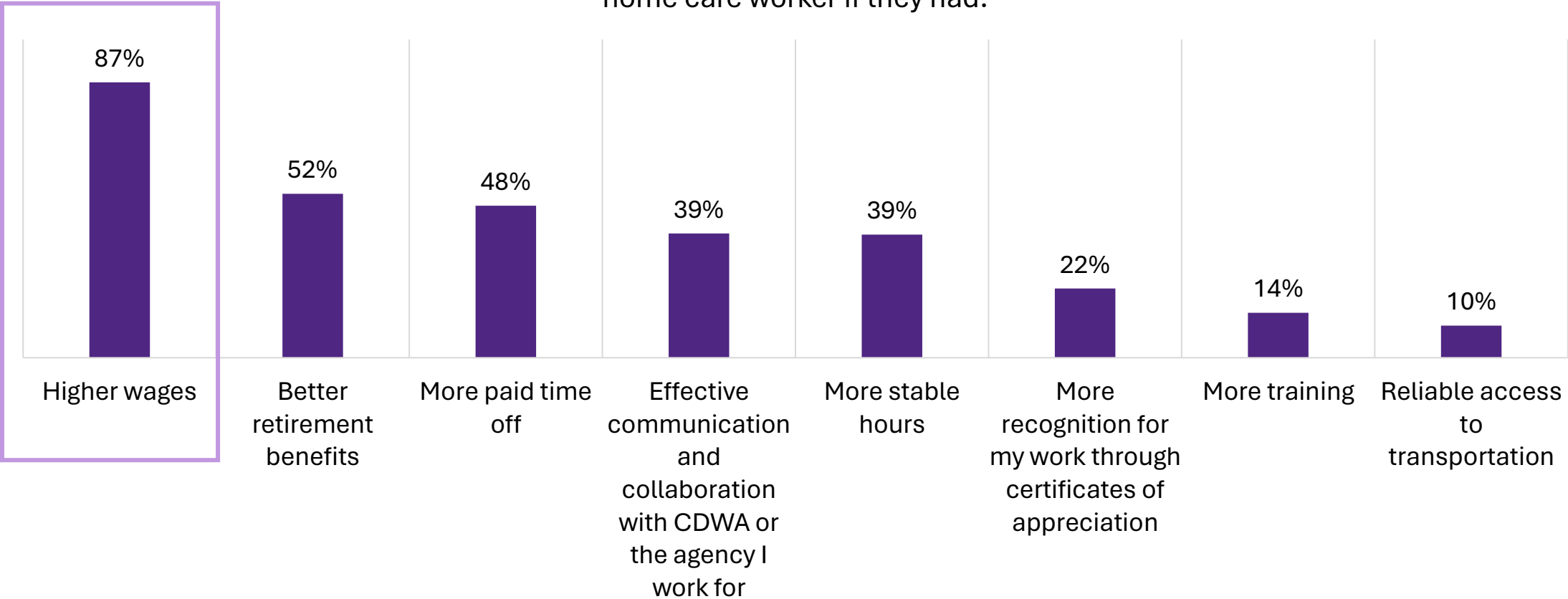
*“Direct care providers are experiencing severe workforce shortages as demand for services increases. **The result is long waits to begin services, gaps in care, long lengths of stays in institutions, and a lack of choice in how and where individuals receive needed long-term services and supports.**”*

*For individuals needing an in-home personal care provider, depending on geographic location, they are currently **waiting on average 60 days for a paid in-home care provider. In many areas, the wait can be up to four months, and in some remote areas, we have clients waiting over nine months.** This is unprecedented and alarming. Prior to the pandemic, the wait time for an in-home care provider was on average two to three weeks.”*

WA Department of Social and Health Services, 2023.

Retention: 87% of caregivers who responded that they were considering or planning to leave the workforce would be willing to stay for higher wages.

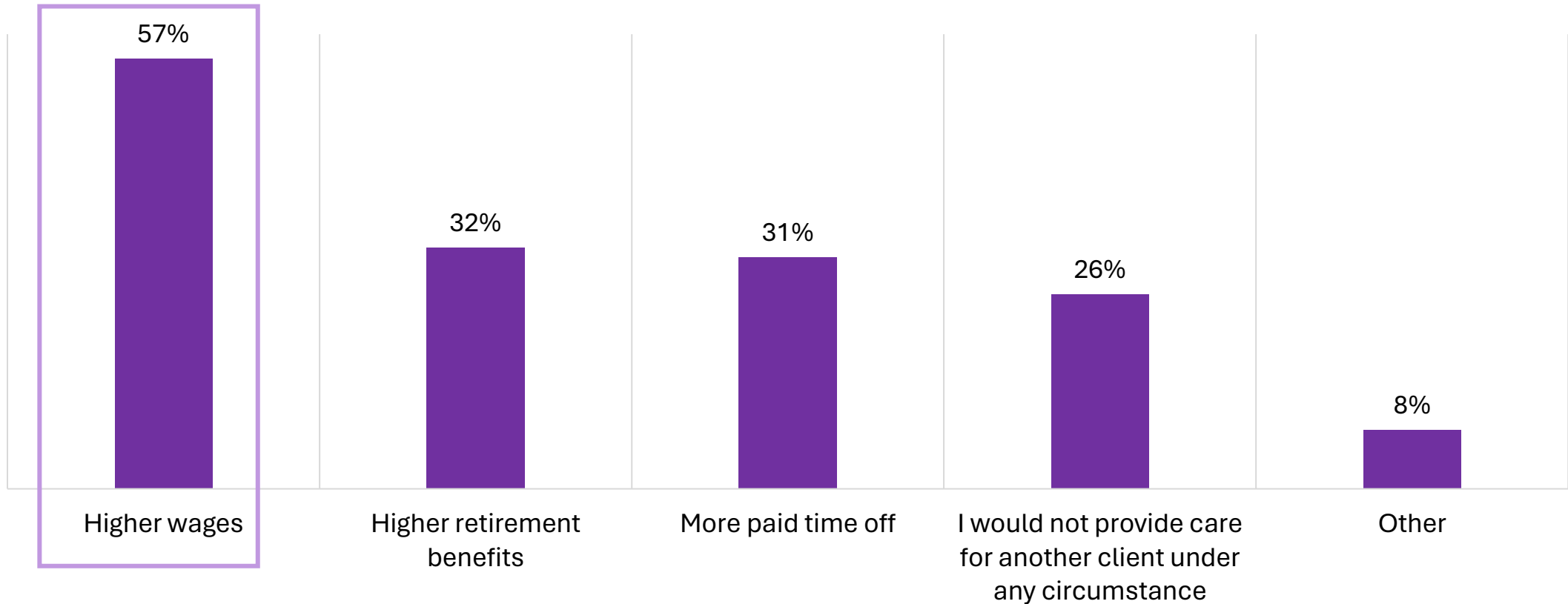
Caregivers considering or planning to leave the workforce would be willing to keep working as a home care worker if they had:



Source: SEIU 775 Member survey, March 2024

Family Caregivers: 57% of caregivers who responded they were not willing to provide care to another client other than their family member would consider doing so for higher wages.

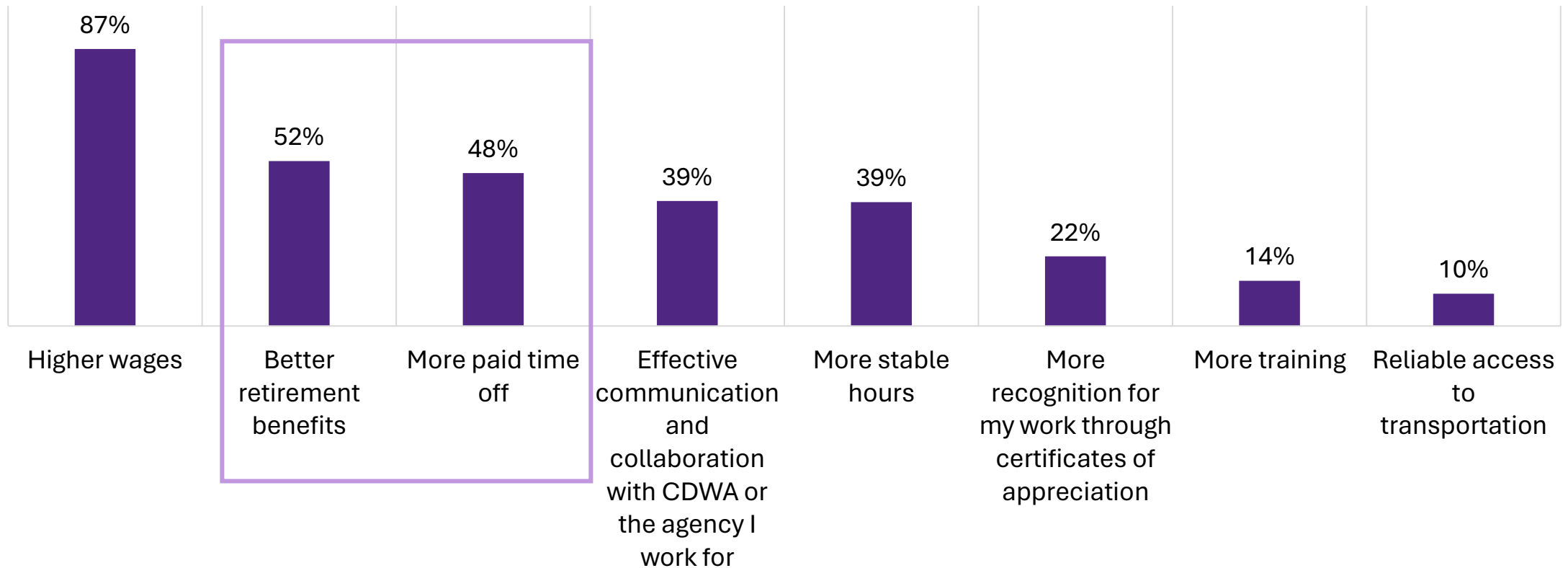
Family caregivers willing to provide care to a client other than a family member



Source: SEIU 775 Member survey, March 2024

Retention: Retirement and PTO benefits also impact caregivers' ability and willingness to stay in the workforce.

Caregivers considering or planning to leave the workforce would be willing to keep working as a home care worker if they had:



Source: SEIU 775 Member survey, March 2024

Retirement

Summary of caregivers open ended responses to question on how much retirement benefit would need to be to stay in the workforce (Range of \$10,000-\$1,000,000)	
Min	\$10,000
<u>Median</u>	<u>\$105,000</u>
Max	\$1,000,000
<u>Average</u>	<u>\$258,750</u>

Affordable Health Care

Health Benefits Address Disparities

Caregivers and their families face significant health disparities, including:

- Obesity – 47%
- Hypertension – 14%
- Diabetes – 12.5%
- Musculoskeletal pain – 12%
- Depression – 10%
- Cancer – 2.5%



Alice R.
Caregiver, Spokane

1 in 4 Caregivers Experienced a Break in Coverage During the Last Year.

6,148 Caregivers Impacted.

- **Caregivers more likely to experience a break in coverage:**
 - 45 and younger.
 - Agency Providers (APs).
 - Limited English Proficient (LEP).
- **Caregivers less likely to experience a break in coverage:**
 - Those with kids enrolled in coverage.
- The majority of caregivers who experienced a break in coverage only had one break during the year.

Coverage Loss Impacts Health and Stress

Consequences of Caregivers Losing Coverage:

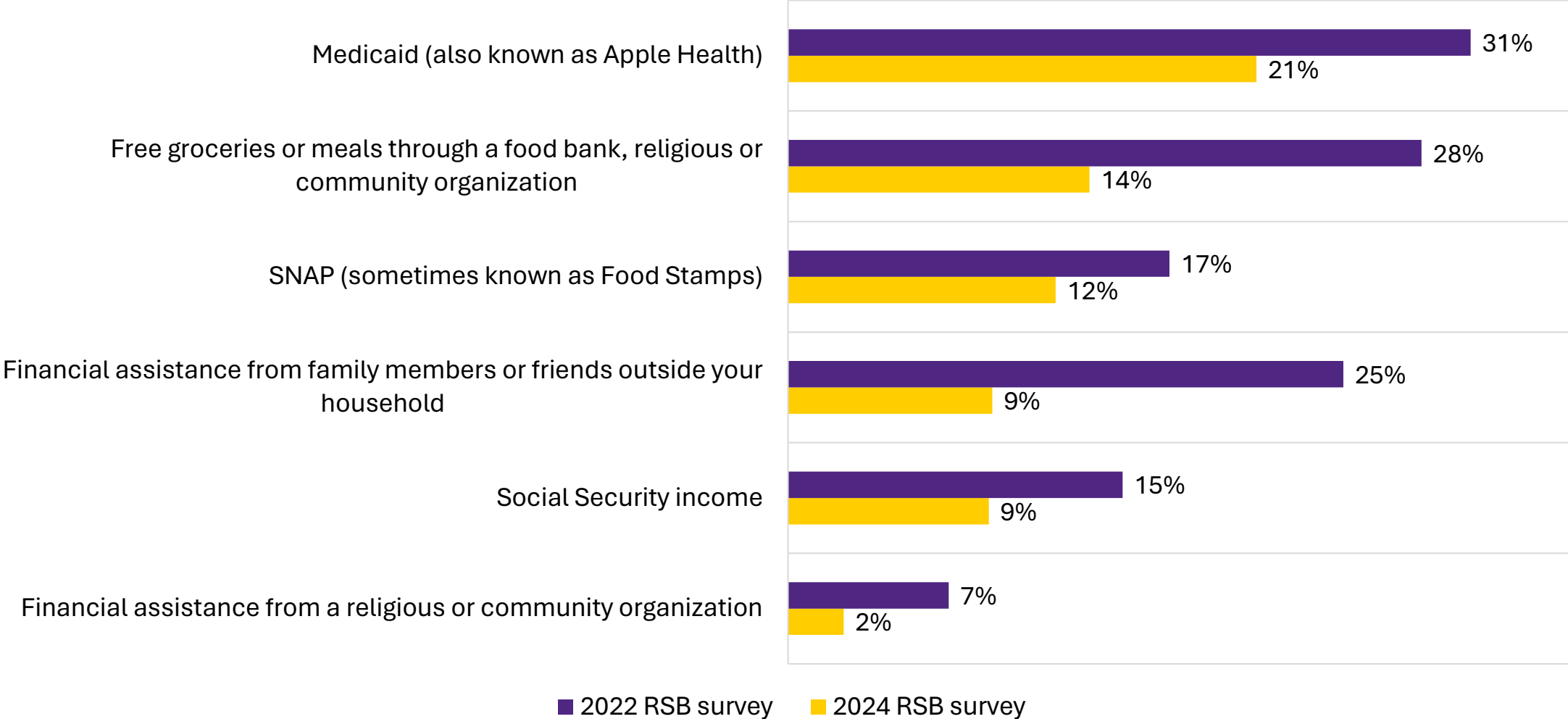
- Skipped or delayed preventative care – 48%.
- Skipped needed care – 42%.
- Paid out-of-pocket costs – 31%.
- Didn't fill **some** prescriptions – 27% .
- Did not fill **any/all** Rx – 21%.
- Skipped or delayed urgent care – 19%.
- Skipped or delayed ER care – 9%.



59% Are Somewhat/Very Concerned They May Lose Coverage Again in the Next Year.

Reduce Reliance on Public Assistance

Caregivers' use of public assistance programs



Source: SEIU 775 Member survey, March 2022; and SEIU 775 Member survey, March 2024



2024 and beyond

Statewide average projected	2023	2024	2025	2026	2027
Single adult wage	\$23.04	\$23.85	\$24.71	\$25.62	\$26.59
Single adult & 1 child	\$33.40	\$34.58	\$35.82	\$37.14	\$38.54

- These are conservative projections
- \$20.50 was the living wage for a single adult in 2020, was projected to be \$23.17 by 2025. Already \$24.17 in 2023

“Between you and your employer, set aside at least 10% of your paycheck....if you are older and haven’t started retirement saving, then 10% will be too low: start thinking at least 15%-20%.”

- The Brookings Institution, 2019

“For a successful retirement, you should aim to save at least 15% of your income annually over the course of your career.”

– T. Rowe Price, 2024

**10% of \$25 =
\$2.50/hour**

Comparables

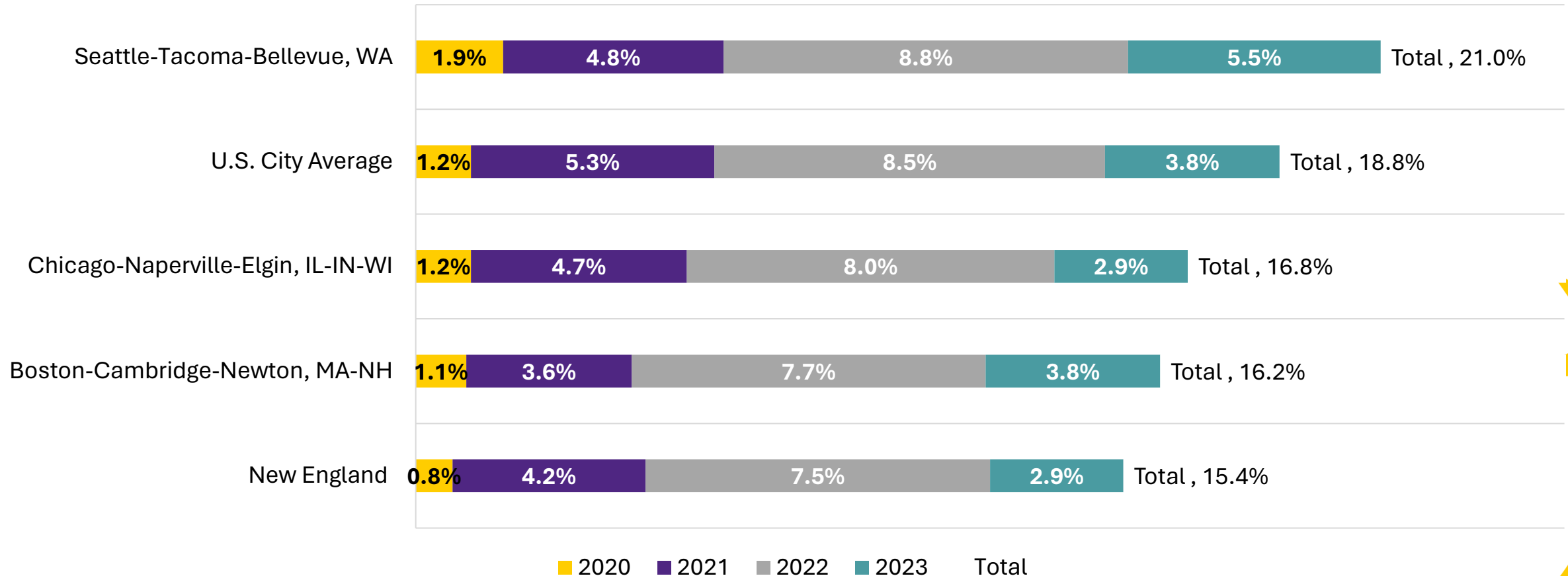
Comparables

State or Area	Time Frame for wage	Wage (per hour)	Adjusted by Regional Price Parities (compared to WA state)	# of Home Care Workers (Bargaining unit)
Massachusetts	July 1, 2025 (FY2026)	\$20.00 (starting wage)	\$20.19	58,000
		\$22.40 (highest step in wage scale)	\$22.61	
		\$20.36 (weighted average)	\$20.55	
Connecticut	January 1, 2026 (FY2026)	\$23.00	\$23.88	11,500
Illinois	June 30, 2027 (end of contract)	\$20.75 (Starting wage)	\$22.63	34,000
		\$24.75 (seniority wage)	\$26.99	

Minnesota's and Oregon's contracts don't go past FY 25

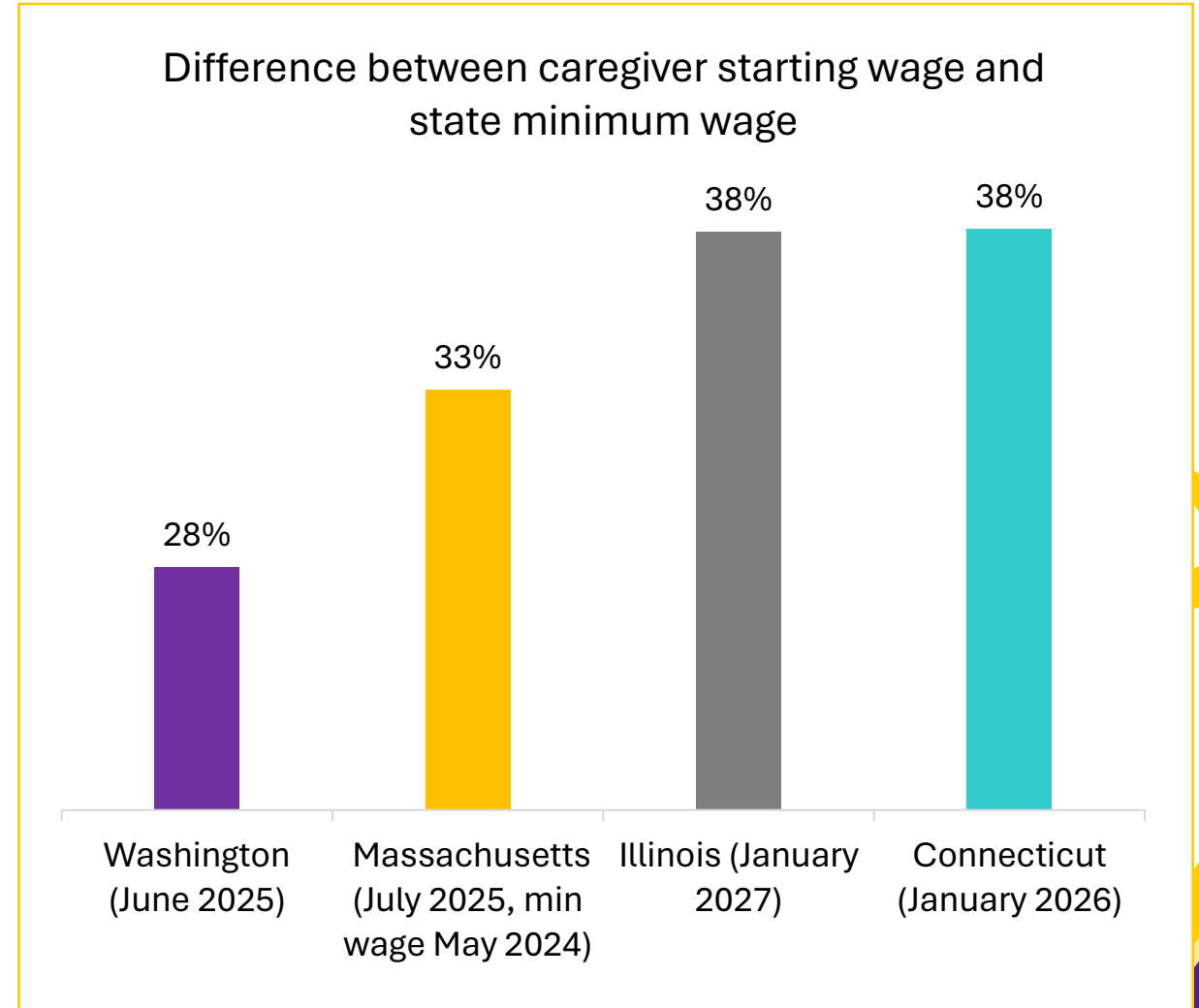
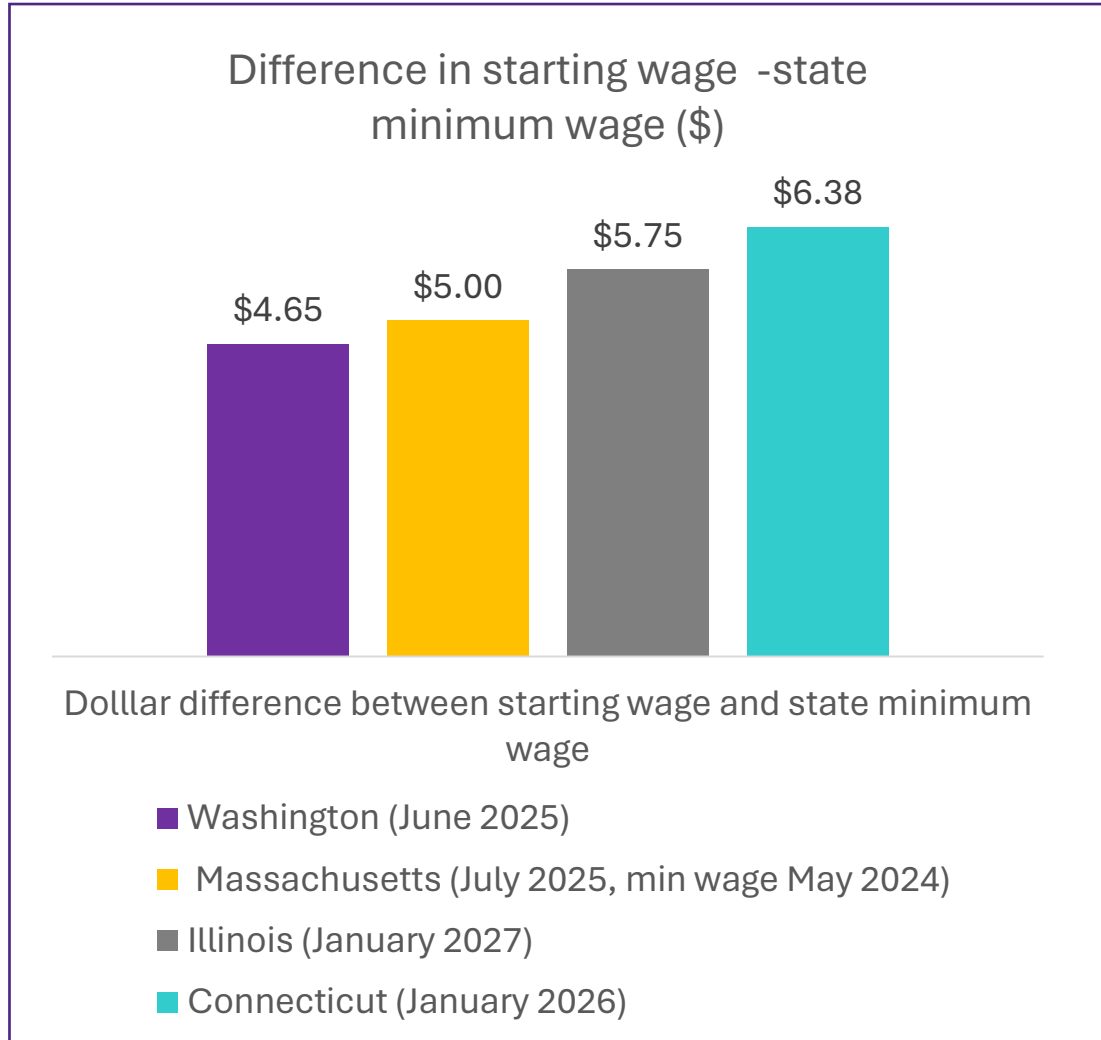


Comps: Annual Change in CPI-W, All Items



Source: Consumer Price Index for Urban Wage Earners and Clerical Workers (CPI-W) Customized Tables Tool

How wages in other states compare to their state minimum wage

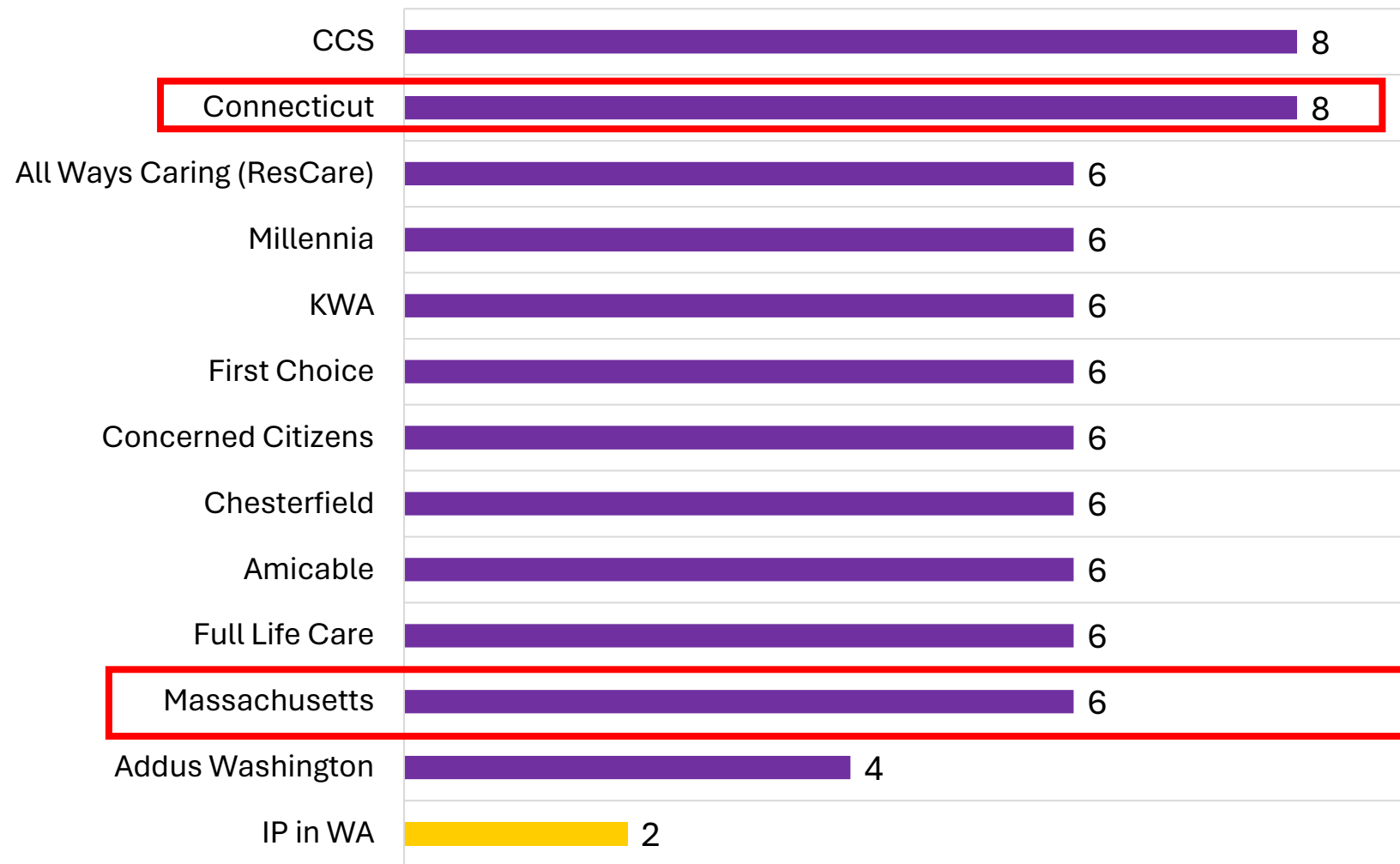


Source: own elaboration with information from each state's CBA and state minimum wage laws

...and fewer paid holidays than agency workers in WA and even other states such as MA, and CT



Premium Paid Holidays



Source: Analysis of other [SEIU Local Home Care Contracts](#) & [SEIU 775 Home Care Contracts](#)

Ability To Pay

State Fiscal Conditions Are Strong

- **Revenue projections are increasing.**¹
 - 2023-2025: +\$122 million
 - 2025-2027: +\$215 million
- **Revenue collections are growing.**²
 - YOY growth: 1.3 percent
- **Budget reserves are robust.**³
 - FY 2027: \$2.206 billion (6 percent of annual spending)

1. Washington State Economic and Revenue Forecast Council, "Washington State Economic and Revenue Forecast," Feb. 2024, <https://erfc.wa.gov/sites/default/files/public/documents/publications/feb24pub.pdf>.

2. Washington State Economic and Revenue Forecast Council, "Economic & Revenue Update," May 14, 2024, <https://erfc.wa.gov/sites/default/files/public/documents/publications/may24.pdf>.

3. Washington State Economic and Revenue Forecast Council, April 2024 Adopted Enacted Budget Outlook, Apr. 2024, https://erfc.wa.gov/sites/default/files/public/FY%202024%20Enacted%20Outlook_Final.pdf.

Lawmakers Have Revenue Options

- **26 revenue options, per DOR, such as:**
 - Estate tax, increase graduated rate: **\$312.9 million** (2025-2027 biennium)
 - B&O tax, repeal preferential rate for meat processors: **\$61.2 million** (2025-2027 biennium)
- **Existing legislative proposals, such as:**
 - Wealth tax: **\$3 billion per year**²
 - Real estate transfer tax: **\$250+ million per biennium**³

1. Washington State Department of Revenue, "Revenue alternatives," Jan. 2024, https://dor.wa.gov/sites/default/files/2024-03/RevenueAlts_2024_Final.pdf. Note: Revenue estimates do not reflect a policy position of DOR.

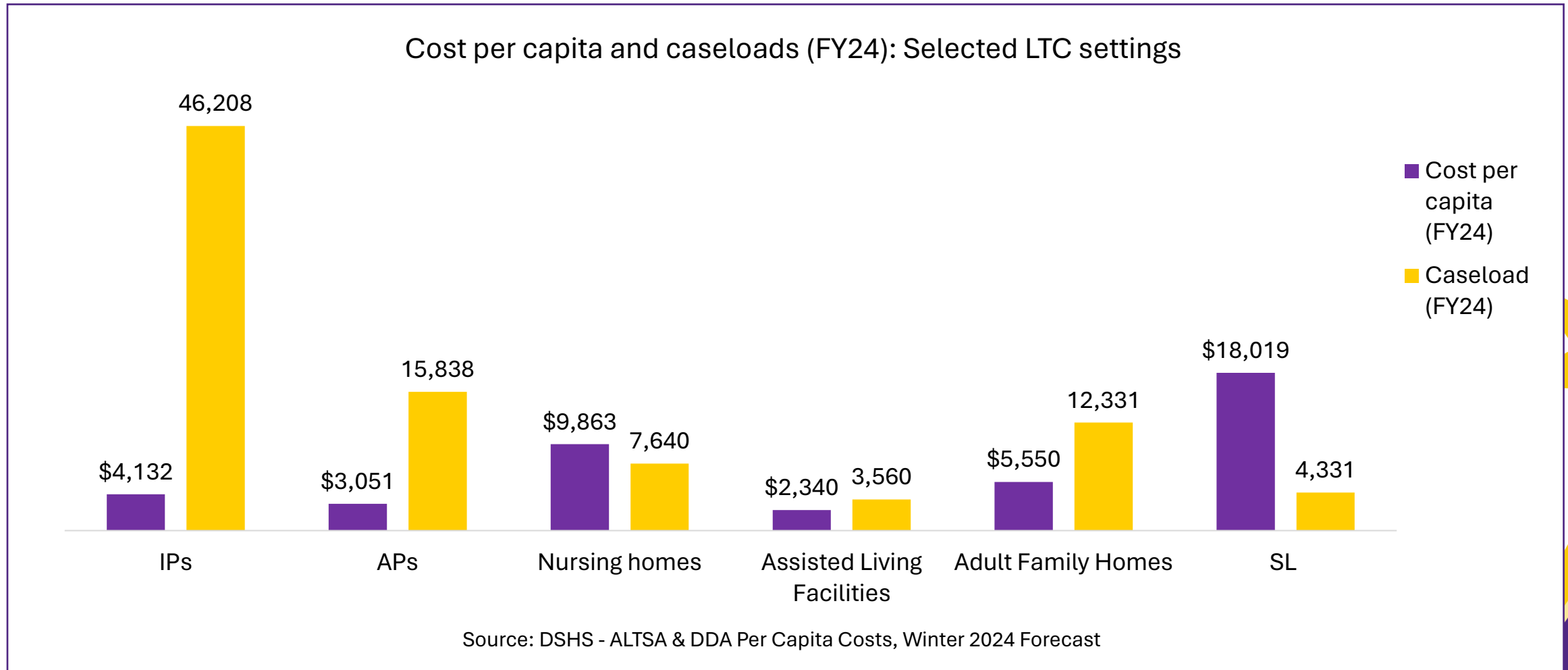
2. Washington State Office of Financial Management, "Multiple Agency Fiscal Note Summary, SB 5486," Jan. 31, 2023, <https://fnspublic.ofm.wa.gov/FNSPublicSearch/GetPDF?packageID=66216>.

3. Washington State Office of Financial Management, "Multiple Agency Fiscal Note Summary, SHB 2276," Feb. 26, 2024, <https://fnspublic.ofm.wa.gov/FNSPublicSearch/GetPDF?packageID=71234>.

Pay Increase Promotes Equity

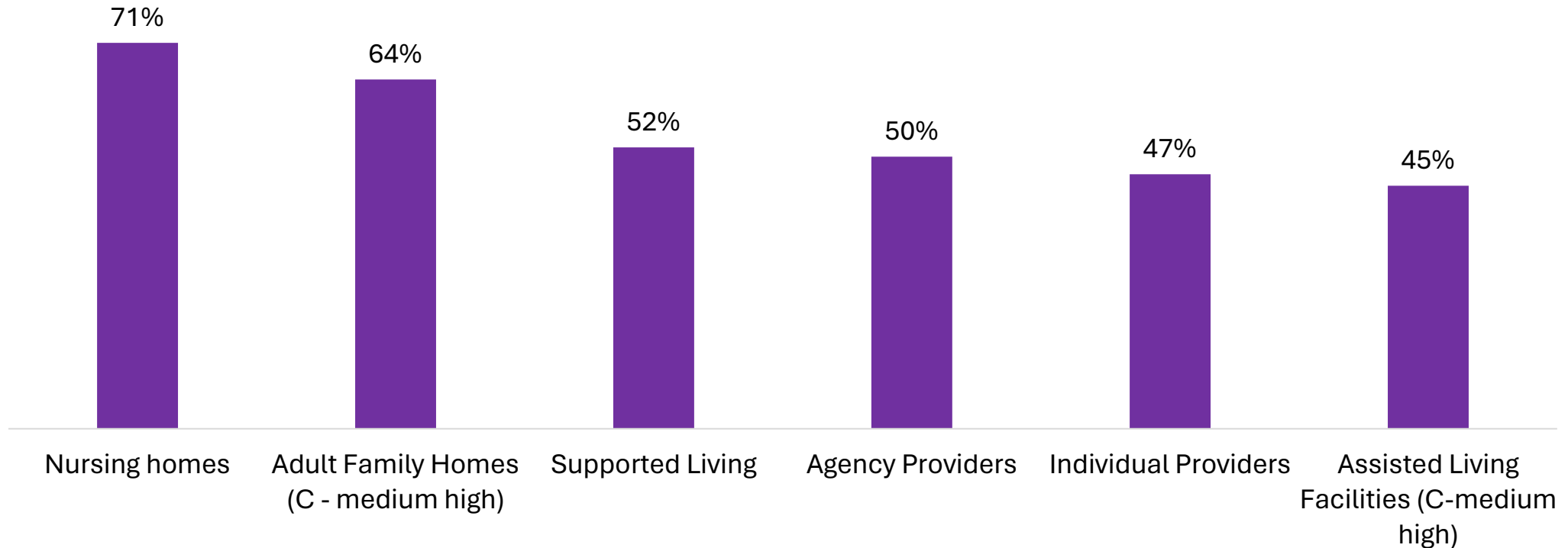
- Workforce disproportionately women of color and immigrant women.
- WA home care workforce demographics:
 - 85 percent women
 - 31 percent people of color
 - 26 percent immigrant

Home care is where people want to be and the most cost-effective form of care



Rate increases across different LTC settings

Average rate increase (FY19 -FY25)*: selected providers

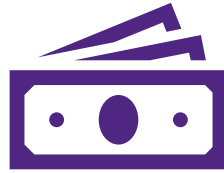


**IPs: "fully loaded" labor rate (For the purposes of this analysis, does not include pandemic, PPE, and overtime). APs = vendor rate - admin - EVV- PPE - pandemic. For FY19 - FY22, rates as of January last year of the CBA with the state published in the management bulletin, for FY23 - FY25 rates as published in management bulletin. Nursing homes: average base rate. AFH: Adult Family Homes + CI. Supported living: ISS base rate. Assisted living: assisted living rate + capital add on. Note that for FY25, rates for adult family homes, supported living and assisted living are estimated based on budget appropriations since rates have not been published yet.*



What needs to be
done?

What needs to be done?



A meaningful increase in Real Wages over 2020



A sufficient retirement benefit



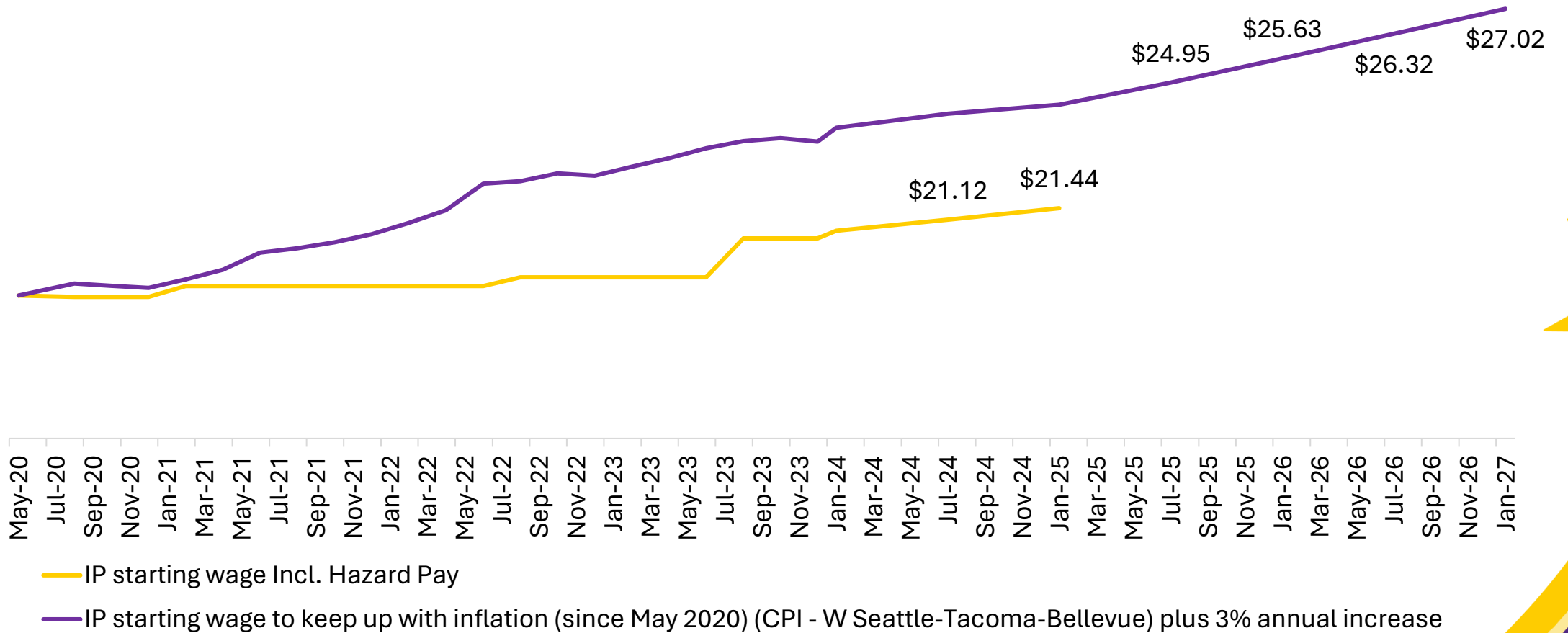
Affordable, reliable health care



Progress towards normal workplace benefits

IP starting wages keeping up with inflation plus 3% annual increase

IP starting wage to keep up with inflation and additional wage increases FY26 - FY27



Source: Own elaboration with information from SEIU 775 Collective Bargaining Agreements, the Bureau of Labor Statistics, Consumer Price Index, Seattle area — 2023, 2022, 2021, & 2020 (visited Jan. 24, 2024).
Washington State Economic and Revenue Forecast Council February 2024

Wage increases

IP starting wage	FY26 IP starting wage (July 2025)	FY27 IP starting wage (January 2027)
Wage increase to go back to May 2020 purchasing power + 3% annual wage increase	\$24.95	\$27.02
Living wage (1 member household)	\$24.71	\$26.59

Wage increases, adjusted

Component	July1 2025	Jan 1 2026	Jul 1 2026	Jan 1 2027
Wage	\$23.58	\$24.89	\$25.39	\$26.15
Wage increases with respect to previous period	10.0%	5.6%	2.0%	3.0%
Wage increase in relation to inflation May 2020	-4%	0.0%	1%	3%

Baseline + Coverage Reliability + Spouse wrap around

Element	Assumption
Baseline	All elements from Baseline Model.
Coverage Reliability	Smooth enrollment for 97.3% of caregivers.
FY27 Spouse Access	Dental, Vision, and Hearing benefits.
Reserves	8-11 months.

	FY26	FY27
Baseline Funding Need	\$0.00	\$0.16
Coverage Reliability	\$0.00	\$0.59
Spouse Access	\$0.00	\$0.04
Additional CPH Need	\$0.00	\$0.79

Total HBT Rate	\$5.22	\$6.01
-----------------------	---------------	---------------

Retirement

Summary of caregivers open ended responses to question on how much retirement benefit would need to be to stay in the workforce (Range of \$10,000-\$1,000,000)	
Min	\$10,000
<u>Median</u>	<u>\$105,000</u>
Max	\$1,000,000
<u>Average</u>	<u>\$258,750</u>

**To get to \$100,000 after 10 years of full-time work =
\$2.86/hr. contribution**

“Between you and your employer, set aside at least 10% of your paycheck....if you are older and haven’t started retirement saving, then 10% will be too low: start thinking at least 15%-20%.”

- The Brookings Institution, 2019

“For a successful retirement, you should aim to save at least 15% of your income annually over the course of your career.”

– T. Rowe Price, 2024

**10% of \$25
=
\$2.50/hour**

Rate sufficient to fund...

Component	
Wages	<ul style="list-style-type: none"> • \$24.89 starting wage by the end FY 26. • \$26.15 starting wage by the end FY 27.
Health Care	<ul style="list-style-type: none"> • FY 26 - \$5.22/hr (no change) • FY 27 - \$6.01/hr • Coverage reliability and spouse access dental, vision, and hearing benefits
Retirement	<ul style="list-style-type: none"> • + .44-cents to labor rate FY 26 (\$1.90 Tier 3) • + .82-cents to labor rate FY 27 (\$2.50 Tier 3)
Other Benefits example	<ul style="list-style-type: none"> • 1/20 PTO accrual by end FY 27 • + 2 Holidays FY 26 (4 total) • + 2 Holidays FY 27 (6 total) • + 3-cents Training • Mileage cap increase to 140/month by end FY 27 • 5 cents Emergency fund

Total rate to cover all of the above –
 \$38.10 FY26
 \$41.56 FY27

\$468,768,000
 GF-S for the biennium

TAB 5

Presentation To:

The Consumer Direct Employer Rate Setting Board

Date:

June 13th, 2024

Topic:

Medicaid Contracted Home Care Agencies

- ❖ Who We Are
- ❖ What We Do
- ❖ What We Need



The Washington State Home Care Coalition (HCC) is a group of Medicaid Contracted Home Care Agencies and advocates from across the state. HCC members employ over 10,000 Home Care Aides and provided over 15.1 million hours of Medicaid Personal Care services during 2023.

Executive Committee

Eric Erickson, Coalition President
Executive Director
CDM Caregiving Services

Peter Nazzal, Coalition Historian
Director – Long Term Care
Catholic Community Services

Cherie Noble, Coalition Vice President
Program Director
Senior Life Resources

Kelly Jepson, Coalition Secretary
Sr. Director, Government Relations
BrightSpring Health Services

David Budd, Coalition Treasurer
Associate Director – Long Term Care
Catholic Community Services

Jim Lord, Coalition Member
President
First Choice In-Home Care

Bradley Banks, Coalition Administrator

Michael Howard, Coalition Member
Executive Director
First Choice In-Home Care



WHO WE ARE

WHO WE ARE



Marionna W. - Direct Care Supervisor
King County

- 50+ Medicaid Home Care Agencies
- Many contracted 20+ years
- Serve 14,000+ Medicaid clients
- Majority live alone and we are the only source of community connection
- Employ 10,000+ Home Care Aides
- Employ 750+ Direct Care Supervisors and Admin staff including Human Resources, Fiscal, IT, Training and Management
- Licensed by the DOH
- Contract with AAAs

WHO WE ARE

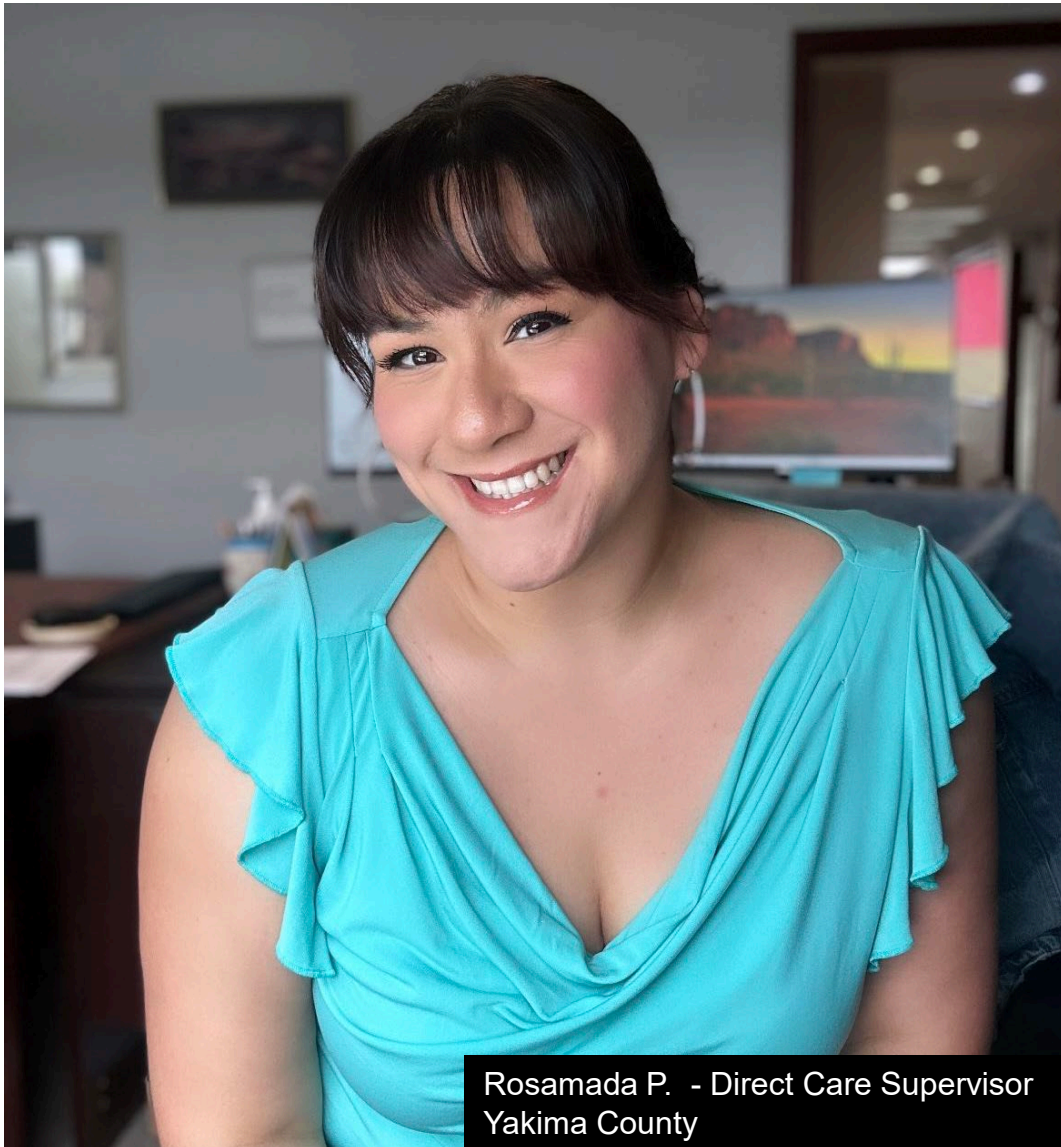


Hannah H. - Direct Care Supervisor
King County

➤ Follow a standardized contract

- I. SERVICE DELIVERY
 - A. Authorized services
 - B. Client Assessment Details, Service Summary, and agency's plan of care
 - C. Service implementation: staff/service implementation
 - D. Minor changes in the service plan
 - E. Inability to deliver service
 - F. Semi-annual supervisor in-home visits
 - G. Client case record documentation
 - H. Verification of Time Using Electronic Visit Verification
 - I. Task Sheets
 - J. Service area & referrals
 - K. Incidents/accidents during service delivery
 - L. Disaster response
 - M. Identification cards to enter a client's home
 - N. Mandated reporting
 - O. Discharge or transition of clients
 - P. In-home nurse delegation
- II. PERSONNEL
 - A. Criminal background checks
 - B. Training and Certification of home care agency workers
 - C. Compensable time for home care agency workers
 - D. Home care agency worker health benefits
 - E. Personal automobile insurance coverage or waiver
 - F. Home care agency worker records
 - G. Supervision
 - H. Supervisory Training
- III. BUSINESS OPERATIONS
 - A. Reporting requirements
 - B. Prior notification of changes
 - C. Change in ownership
 - D. Accessibility
 - E. Subcontracting
 - F. Bribes, kickbacks, and rebates (self-referrals)
 - G. Conflict of interest
 - H. Employee-client relationship
 - I. Compliance
 - J. Coordination of services
- IV. BILLING
 - A. Service provision
 - B. Billing for attempts to deliver services
 - C. Client responsibility
 - D. Training reimbursement for home care agency workers
 - E. Agency Worker Health Insurance (AWHI) Payment
 - F. Standards for fiscal accountability
 - G. Compliance with the Federal Deficit Reduction Act of 2005
 - H. Medicaid Fraud Control Unit (MFCU)

WHO WE ARE



- Audited Annually by each AAA
- A standardized tool is used
- Contains 116 elements to audit
- The categories are
 - Policies & Procedures
 - Delivery of Service
 - Client Documentation
 - Personnel Policies
 - LTC Worker Qualifications
 - Orientation
 - Supervisor Documentation
 - Home Care Aide Training Compliance
 - Fiscal

WHO WE ARE



**Kennedy I. - Direct Care
Supervisor
Pierce County**

➤ Audit Sample (Client Documentation)

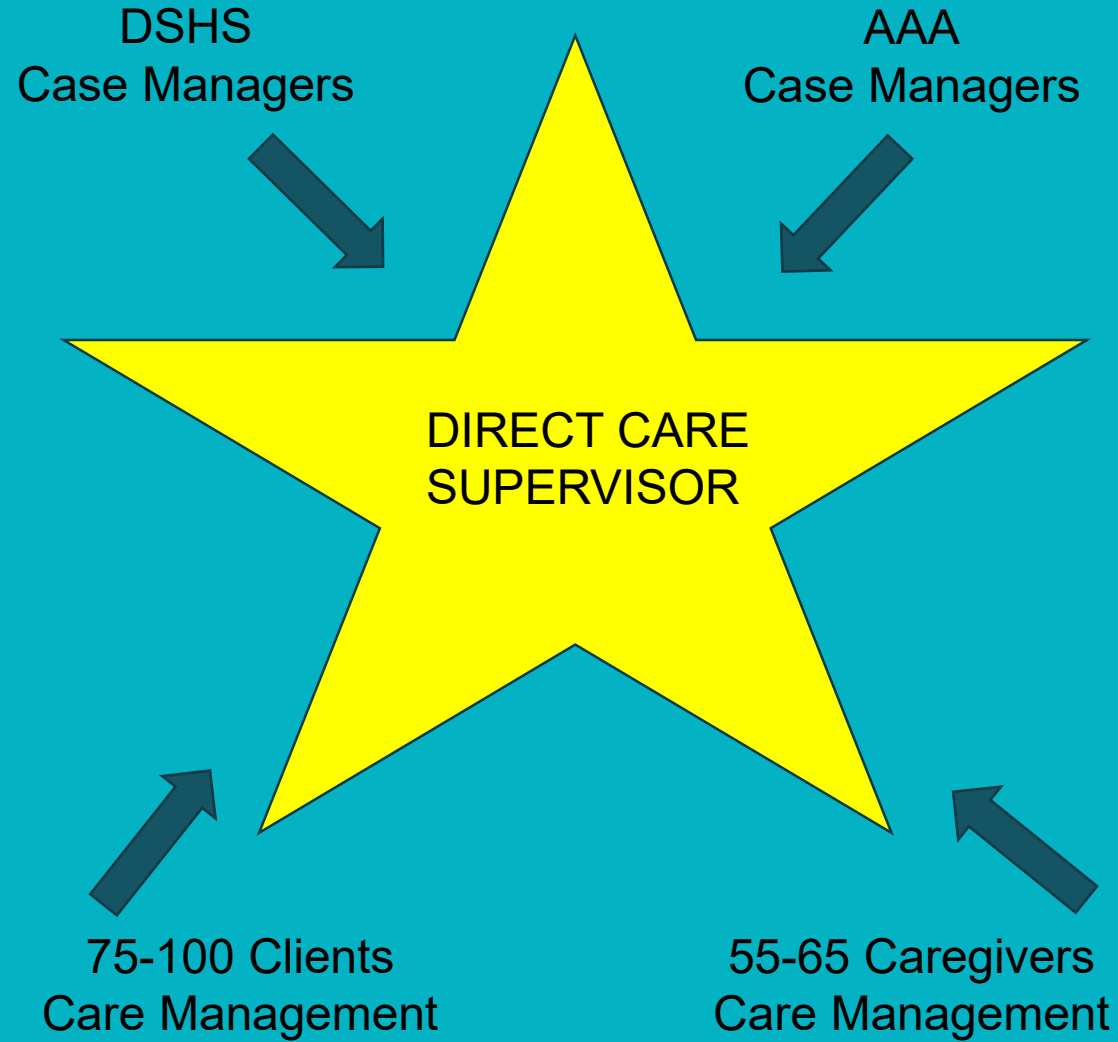
Statement of Work/WAC		Monitoring for Previous Calendar Year			
DO ALL CLIENT FILES CONTAIN THE FOLLOWING:		YES	NO	COMMENTS	CORRECTIVE ACTION
1	Current CARE/agency plan of care				
2	TCARE for LTC Respite (except RCL) as of 12.14.09				
3	Release of information (as needed)				
4	Receipt of bill of rights				
5	Receipt of grievance process/procedures				
6	Receipt of advanced directives				
7	Acknowledgement of electronic visit verification				
8	Signed and dated consent for services				
9	Documentation of accidents, injuries, other incidents or changes in condition				
10	Documentation of communication with case manager as required in the home care agency statement of work				
11	Documentation CARE/agency plan of care was reviewed with employee prior to providing care as evidenced by caregiver signature/date				
12	Documentation of supervisory home visit every 6 months including client signature/date				
13	Documentation services started within 7 days of receipt of ProviderOne authorization or the reason for delay is documented and coordination with case management occurred				
14	Legally acceptable notes dated and signed/authenticated				
15	Time/task sheets are initialed/signed by the client on each home visit				
16	Evidence of an on-site visit prior to implementation				
17	Client's written approval on plan of care				
18	Services equal to CARE assessment				
19	Client's functional limitations				
20	Nutritional needs				
21	Food Allergies				
22	Relevant home medical equipment and supplies				
23	Type and schedule of services				
24	Evidence of being updated every 12 months or as client needs change				



WHAT WE DO



Lilly W. - Direct Care Supervisor
Pierce County



- Client Referral/On-Boarding
- Client Intake & Evaluation
- Client Staffing
- Client Management
- Caregiver Recruitment
- Caregiver Supervision
- Compliance
- Payroll
- Billing

Direct Care Supervisor

- ★ Bobbie Leal
- ★ Tamara Kirkland
- ★ Rosamada Perez
- ★ Olivia Almy
- ★ Deanna Conorozzo



FY 2026 - 2027 FUNDING REQUESTS

FISCAL YEARS 2026 & 2027 FUNDING REQUESTS

MILEAGE
\$0.21

Request: Mileage Funding

Annually, Medicaid Home Care Agencies reimburse over 15.4m miles to our caregivers.

Current funding only supports the reimbursement of 9.3m miles to our caregivers.

B&O TAX
\$0.30

Request: B&O Tax

Since the establishment of the Parity Statute in FY2007, Home Care Agencies have incurred a **weighted average** additional B&O Tax cost of \$0.30 per hour.

This is due to increases in worker wages and benefits that must be passed along but are taxed.

L&I
\$0.11

Request: L&I

Requesting DSHS use the weighted average of all Medicaid contractors to apply 'parity' law provision to L&I adjustments.

Currently DSHS is not using self-insured Agencies, resulting in a shortfall of \$0.11

ADMIN RATE
4.00%

Request: Agency Administrative Rate Increase

The Administrative Rate has fallen significantly behind the Western Region Consumer Price Index (WR CPI).

A percentage increase in the Administrative Rate is desperately needed each year of the biennium.

Funding Request – Home Care Agency Mileage Funding



Funding Request – Home Care Agency Mileage Funding

Medicaid Clients have significant transportation needs

- ❖ Agencies provide transportation for medical appointments, essential shopping and to support community integration.
- ❖ Agencies are funded \$0.45 per hour for mileage reimbursement; this is included in the AP vendor rate.
- ❖ Agencies provide an average of 0.98 miles for every provided hour.
- ❖ This is a \$0.66 cent per hours cost at the IRS mileage reimbursement rate
- ❖ We are requesting an additional \$0.21 per hour to make up for the shortfall we are financing through our admin rate

Funding Request – Home Care Agency B&O Tax

Funding Request – Home Care Agency

B&O Tax – *Slide 1*

Department of Revenue – Business & Occupation Tax

- ❖ The majority of Medicaid Contracted Home Care Agencies (AP's) are subject to Washington's Business and Occupation (B&O) tax on all revenue. The current B&O Tax Rate is 1.75%.
- ❖ We believe the B&O taxes on the increases in worker wages & benefits should have been included in the AP rate per the 'parity law' as established in FY 2007 (RCW 74.39A.310).
- ❖ The weighted-average additional B&O tax cost on increases to worker wages & benefits since the establishment of parity is \$0.30 per hour:



Funding Request – Home Care Agency B&O Tax – *Slide 2*

Department of Revenue – Business & Occupation Tax

❖ **RCW [74.39A.310](#)**

(1) The department shall create a formula that converts into a per-hour amount, excluding those benefits defined in subsection (3) of this section, the cost of the increase in:

(a) Wages and benefits negotiated and funded in the contract for individual providers of home care services pursuant to RCW [74.39A.270](#) and [74.39A.300](#); or

(b) The labor rates established under RCW [74.39A.530](#).

(2) The per-hour amount from subsection (1) of this section shall be added to the statewide home care agency vendor rate and shall be used exclusively for improving the wages and benefits of home care agency workers who provide direct care. **The formula shall account for:**

(a) **All types of wages, benefits, and compensation negotiated and funded each biennium, including but not limited to:**

(i) Regular wages;

(ii) Benefit pay, such as vacation, sick, and holiday pay;

(iii) **Taxes on wages/benefit pay;**

Funding Request – Home Care Agency B&O Tax – *Slide 3*

Department of Revenue – Business & Occupation Tax

- ❖ **Paying for the B&O tax is exactly what was done for CDWA**
- ❖ **The RSB took the increased B&O cost associated with the labor rate increase and incorporated it into the admin rate**
- ❖ **We are requesting this funding for:**
 - ❖ **FY 25-27 biennium (acknowledging we do not know what the increase will be yet)**
 - ❖ **FY 23-25, which was the first rate setting board period**
 - ❖ **Going back to wage/benefit increases since the ‘parity’ was established in 2007**

Funding Request – Home Care Agency Worker’s Comp Rate– *Slide 1*

❖ DSHS is mandated by the ‘parity’ law to fund the change in the Worker’s Compensation rate

RCW [74.39A.310](#)

(3) When determining the per-quarter-hour amount, **the department must include:**

(b) **The change in the average costs experienced by medicaid contracted home care agencies, as determined by the department in its sole discretion, of employer contributions or premiums required by law including, but not limited to:**

- (i) Federal insurance contributions act;
- (ii) Federal unemployment tax act;
- (iii) State unemployment tax authority;
- (iv) State paid family medical leave act; and
- (v) **State workers' compensation system**



Funding Request – Home Care Agency Worker's Comp Rate– *Slide 2*

- ❖ **DSHS uses a weighted-average, but does not include all contracted Medicaid agencies**
- ❖ **Agencies who are 'self-insured' have not been included**
- ❖ **When all Medicaid agencies are included in the calculation, Medicaid Home Care Agencies are underfunded by \$0.11.**

Funding Request – Home Care Agency Administrative Rate Increase

Recent Past History

- In the ten year time period between the recession and the pandemic (2009-2019):
 - Inflation increased by 20%
 - Overall Home Care Agency Admin Rate increased by 3%
 - A total of \$0.26 was added in 2017-2019, but it was too late for some
- Due to not having an adequate increase in the Admin rate, many long-serving Home Care Agencies could no longer continue and ceased providing Medicaid Home Care:
 - Visiting Nurse Services
 - Lower Columbia Community Action
 - Personal Services Provider
 - Lutheran Community Services

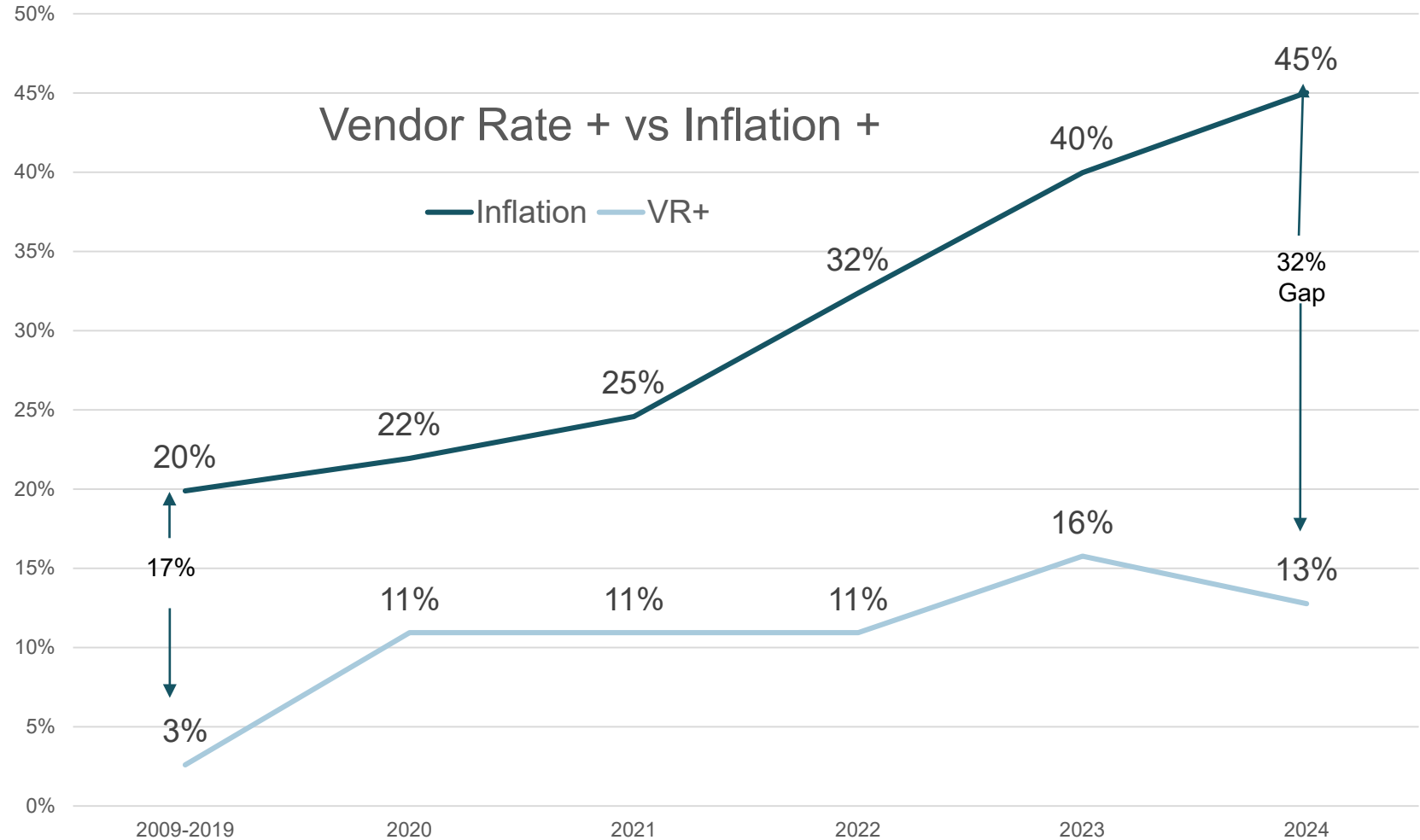
Pandemic Increase/RSB Increase

- In April 2020, Home Care Agencies were provided a \$0.50 rate increase
- This was approximately an 8% increase
- The \$0.50 rate increase was temporary
- The RSB recommended, DSHS endorsed and the legislature funded a \$0.56 rate increase, which took the place of the \$0.50 pandemic increase.
- It stabilized the industry, with no additional agencies ceasing Home Care

Funding Request – Home Care Agency Administrative Rate Increase – *Slide 3*

2019-2024 – The Cycle Returns

- The run-up in inflation and associated wage increase pressures have again left Home Care agencies vulnerable
- From 2019 to 2024, inflation has increased by an additional 25%
- The rate increase afforded during this time has nearly been erased
- In fact, the gap between the rate increase and inflation is worse than it was right before the pandemic – in a time when agencies were closing



**DON'T LET HISTORY
REPEAT ITSELF**

4% Admin increase each year of the biennium will prevent the cycle of long-standing agencies closing

THANK YOU

We greatly appreciate the opportunity to speak with you and to share our experiences as Medicaid Contracted Home Care Agencies. The work you do is of extreme importance to thousands of Caregivers, Medicaid Clients and to all members of the Washington State Home Care Coalition.

The Home Care Coalition Executive Committee

Eric Erickson, Coalition President
Executive Director
CDM Caregiving Services

Cherie Noble, Coalition Vice President
Program Director
Senior Life Resources

David Budd, Coalition Treasurer
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BrightSpring Health Services

Jim Lord, Coalition Member
President
First Choice In-Home Care

Michael Howard, Coalition Member
Executive Director
First Choice In-Home Care



Contact:

Bradley Banks, HCC Administrator

Email:

brad@banksconsultinggroup.com

TAB 6

Transforming
Lives

Consumer Directed Employer (CDE) Rate Setting Board (RSB)

Meeting #7 | **Agenda** | June 13, 2024

Blake Office Park West 4450 10th Avenue SE, Lacey
Roosevelt & Chelan Rooms
9:00 am – 3:00 pm



Agenda overview, 9:00 – 3:00

- Welcome
- Union Proposal
 - Break
- Administrative Rate
 - Lunch
- Home Care Agency Admin. Costs

Welcome

Facilitator, Chair

- Welcome
- Approval of Minutes 06.5.2024
- Opening Remarks/Old Business

Union Proposal

CDWA

- CDWA Presentation Admin Rate Components
- Board Discussion

Break

Administrative Rate

SEIU

- Proposal
- Board Discussion

Lunch

Home Care Agency Admin. Costs

HCA

- Home Care Agency Admin. Costs
- Board Discussion
- Public Comment

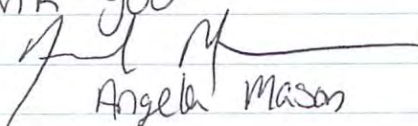
Adjourn

TAB 7



Sterling Harders | President
Adam Glickman | Secretary-Treasurer
Andrew Beane | Vice President
Shaine Truscott | Vice President
Tangie Webb | Vice President

My name is Angela Mason, I have been a caregiver for 25 years. I have worked in nursing homes, assisted livings, adult family homes, and I have worked in agencies. I am now a in home caregiver for a 45 year old man, who only recives 77 hours a month. I take my client to doctors appointments, I make sure he sets up his medi set for the week, I cook and clean for him, I am a stand by assist for when he showers, I also monitor his skin for skin break down, along with any other activities of Daily living that he needs assistance with. As of right now with the way inflation is I live self and my son ~~we~~ live with my mother and brother, and all four of us live out of a motel, because we all together make to much for low income and yet we do not make enough to rent a home, due to all the deposits, and first and last months rent that all these landlords require you to have. A wage increase to \$25.00 a hour would be so helpful, because my family and I would be able to get a home. So I am asking you to please put yourself in the place of us caregivers and see how great the needs we are asking for and approve the pay increases and the retirement increse.

Thank you

Angela Mason

SEIU 775
215 Columbia Street | Seattle, WA 98104

Member Resource Center 1.866.371.3200 | www.seiu775.org

Our mission is to unite the strength of all caregivers, to create a better life for ourselves and those we care for, and to lead the way to a more just and equitable world.



Sterling Harders | President
Adam Glickman | Secretary-Treasurer
Andrew Beane | Vice President
Shaine Truscott | Vice President
Tangie Webb | Vice President

Dear Rate Setting Board,

My name is Katherine Trammell. I live in Sequim, WA. and have been a caregiver consecutively for the past 4 years, and off & on for 35 years,

I would appreciate that the Rate Setting Board consider a ~~rate~~ raise to the current rate. My reasons are as follows:

1) Wages have not kept up with the cost of living. This includes cost of housing, food, gas, and even an increase of medications not covered by perscription plans. All of which have put straign on my ability to live, vs. only surviving.

2) The strain ~~of~~ of missing work due to medical issues, (7 weeks in a 5 month period) has caused me to have to move. Added to this stress, was a lapse in medical coverage.

3) In order to provide care for the people who need it. caregiving should be a career that attracts people, with good wages, benifit, and retirement. This will help insure that as the need for caregivers increase, the worker retension increases with it.

Thank you for your time,

Katherine M. Trammell

274196 Highway-101

Sequim, WA 98382

(360) 670-3472

SEIU 775

215 Columbia Street | Seattle, WA 98104

Member Resource Center 1.866.371.3200 | www.seiu775.org

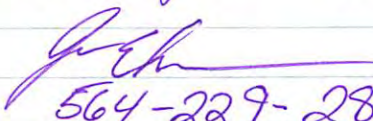
Our mission is to unite the strength of all caregivers, to create a better life for ourselves and those we care for, and to lead the way to a more just and equitable world.



Sterling Harders | President
 Adam Glickman | Secretary-Treasurer
 Andrew Beane | Vice President
 Shaine Truscott | Vice President
 Tangie Webb | Vice President

Dear Rate Setting Board
 MY Name is Jan Ehman and I have been a care giver for almost 16 years and ~~care~~ care givers should be ~~paid~~ paid livable wages I make 19.45 an hour as an Individual Provider My Rent is 2095 a month plus water, electric and garbage I work 52 hours a week and I can not take any time for vacation, even if my family is in the hospital I have to work 6 days a week to make my bills late so I get late notices every month which cost me more I need more wages to be able to pay my bills on time and be able to set money aside for a vacation I have not been able to take a vacation in 14 years and that was my Honey moon driving across state camping because we could not afford hotels, we went to see family on this trip because we couldn't afford another trip, Please give us higher wages we deserve so we can have a quality of life that an essential worker deserves.

Thank you for your time

 JAN Ehman
 564-229-2877
 81 Ne Ridge Point Blvd #A101
 Belfair, WA, 98528

SEIU 775
 215 Columbia Street | Seattle, WA 98104
 Member Resource Center 1.866.371.3200 | www.seiu775.org

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Sterling Harders | President
Adam Glickman | Secretary-Treasurer
Andrew Beane | Vice President
Shaine Truscott | Vice President
Tangie Webb | Vice President

Dear Rate Setting Board,

My name is Theresa Uyeno. I am a caregiver with Catholic Community Services since 9-27-16. We are asking for a higher rate for home care for the reasons of allowing us to have better health care. It is a vital important for caregivers to stay healthy. We would love more paid time off for decompressing from the work we do. I have 4 clients which each ~~and~~ one I need to focus while I am there. The level of stress is high and as I am not able to do my job if I am not making decent wages. If I have stress from not being able to pay my bills which will affect the level of care my clients need. Please ~~can~~ raise the rate so that we can do our jobs effectively.

Theresa Uyeno
Theresa Uyeno
1340 Ivy Road
Bremerton WA 98310

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 Shaine Truscott | Vice President
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Dear Rate Setting Board :

My name is Nando Haddad.

I am an Independent Provider since 2008 & a Nurse Aide Certified from 1998 to 2011. My current client is a 97 y.o. woman who wouldn't survive being in a long-term facility. I make that difference by providing 1 to 1 attention, love, affection, emotional support provider, Cook, CNA, cleaner, washer, appointment scheduler, follow-up/connect the dots person, translator, driver, stay awake, sometimes chaotic days, kinda person along with many other miscellaneous duties as assigned too numerous to list.

My client chooses to remain anonymous

Many brothers & sisters work hard in the field of "health". Many sustain injuries and/or brutal schedules, extra shifts, sickness, inconsistencies in levels of quality of care -> causing them to leave a field plagued with an ever increasing shortage of personnel

PLEASE RAISE OUR RATES

Respectfully Submitted,

N. Haddad

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May 30, 2024

Rate Setting Board,

My name is heata I. Buxton. I am an Independent Provider for my elderly, special needs sister, Laura Ann Simon, (69).

I have been the unofficial caregiver since I was 6 years old. I am now 66 yrs old.

I have been an official IP since 2009 in Burley, WA.

Two years, Laura lived at life care, Pt. Orchard, WA. I was not official at that time.

I received \$10.17 hourly rate starting in 2009.

I am now receiving \$21.25 hourly rate now.

*** I AM THANKFUL for the pay in increases,

THANK YOU TO YOU ALL for ALWAYS voting for pay increases.

So, now, as usual, we ask for another pay ~~increase~~ increase. ALWAYS, every year.

For the people retiring soon; they need caregivers. DO YOU AGREE!!!

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Please consider my PAY Increase
 heata I. Buxton



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Tangie Webb | Vice President

May 30, 2024

Dear Rate Setting Board:

My name is Sue Anna Tucker. I have been a caregiver since 2008 for Lutheran Community Services and then Catholic Community Services. I also have cared for my now 96 year old Mother since 2016.

As a caregiver I started out with wages and benefits which were barely covering and now I am able to work a much better wage and benefits.

With higher rates and benefits the job as caregiver, which is very intensive at times is much more attractive to ~~higher~~ recruit new caregivers and keep them long term.

With the aging population growing there is a greater need.

For myself the higher rates and benefits have enabled me to continue and plan to continue working as a caregiver.

The medical, retirement, and PPO and wages have encouraged me and I encourage SEIU 775 others to join.

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Sue Anna Tucker



Sterling Harders | President
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Dear Rate Setting Board

Hi my name is Pam Woodrow I am
a caregiver. I ~~am~~ have been taking care
of my mom. I have been taking care of
my mom for 10 years.

We need more money to be able ~~to~~ for all
of us caregivers to get paid.

We need a higher rate of pay to get paid

Thank You

Pamela Woodrow

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My name is Alyssa. I am a member of SEIU and I have been a caregiver for 15 years. I currently care for 2 disabled elderly men, 1 hospice client and 1 couple - a wife with ALS and her husband who is not physically capable of taking care of her because he needs care as well. I provide personal care for all of my clients. This includes shower assistance and assisting with toileting. I do bed baths for my hospice client. I remind my clients to take their medications and monitor their blood sugars if they are diabetic. One of my clients has a hard time doing his own insulin so I am delegated to do his injection for him. I provide transportation to and from their doctor appointments where I take notes so they remember what the doctors tell them to do. I go grocery shopping because none of my clients have their own car. I cook and clean their homes. All my caregiver duties change constantly based on what ever they need. I will NEVER leave my clients in a position where they don't know how they will get their care needs met.

While I pour myself in to a career that I love I forget to take care of myself. I have in the past gone 3 years without going to a doctor or dentist because I can not afford the time off or my clients will not get their needed care. It doesn't matter if it's just a regular Tuesday or Christmas day my clients still have care needs. I work every holiday.

I have 2 kids that live with me which means

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When they are home from school over the summer I cut back my budget in every way possible including often only eating once a day myself so they have what they need. I am constantly 1 car repair or 1 above normal electric bill away from choosing which is more important - Paying my power - or - putting gas in my car to get to work. I often work for 2 agencies as well as being an IP so that I can work 80-90 hours a week to keep on top of my bills. That leaves me almost no time for my family. Higher pay would mean that I can be home at night with my kids.

While raising my kids I have never been able to set up a retirement. Increased contributions to our retirement would mean that I will not have to work until I am 80 years old like my grandmother did during her caregiving career. All of my current benefits like my healthcare and paid mileage help me stay just "above water" but I am always constantly worrying about my next car repair, sick day, what if I am seriously injured. I would lose my car and my home and my children in less than a month. I do not wish my stress on anyone just because I love my career and the people I care for.

Thank you for your time

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My name is Deborah Hendricks, I P,
I've been a caregiver for 18 years. In
2021 I was in a car wreck and totaled my
car. The timing was very bad with a side with
being laid up with injuries, I also had to
buy a new car. With all my clients, I drive
5000 miles every 3 months so I must have a
good car. Because I now had a new car
payment, I had to go back to work before
I was cleared to. Auto's cost a lot. My
husband just got a job and couldn't take
time off to ~~for~~ take myself or our
adult disable son to or from work. 3
of my clients don't have a back up caregiver.
Then in 2022 I fell and another injury so
bad I had to have a knee replacement, again
I couldn't take time off because I didn't
want to lose my medical. My clients were
very understanding and were able to let me
do whatever I could for them until I got
stronger. Then Feb 2024 I fell at work
and broke my left wrist, again I only took
2 days off after surgery. I try to make
ends meet but it's hard with prices going up
and I can't afford to lose my insurance. I
will be facing retirement soon and I'm not
sure what my family will do when this happens.
~~I pay too much~~ It's hard to save when I
am losing money from accidents, unexpected
payments and all the stress from what life
seems to throw at me. Thank you for letting
me vent.

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To Whom it may concern:

My name is Patricia Pantoja I am an IP
I live in Arlington WA and I have been
a caregiver for 12 years.

I think our benefits need to be better,
especially PTO and Mileage.
What we have right now is not enough.

I work in the rural area
for me is a long drive to get to my
client's home.

My previous client had an accident
and ended up in the hospital where
he spent month and a half.
during that time I look for another
client but couldn't get one.

I end up without no job no money
out of PTO hrs. with a debt of
a personal loan behind payments
and a credit score bad.

that was the worst time
of my life.

Now I am still paying the

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Loan and little behind my debts.

My driving miles is over 1hr.
day li so beside the time is
The amount of miles I put in
the car, and I dont get
reimbused for those miles.

Datticia
Pantoja

ppelisa2000@gmail.com



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my name is Chung Kwon. I live in Everett WA. I've been a caregiver since 2022. I take care of my Parents. my Dad is ^{82 yrs old} has ~~been~~ ~~has~~ Demetia and other health problems. my mom is 76 yrs old and has type 2 Diabetes and ~~is~~ other health problems. Higher ~~hourly~~ ^{Hourly} Rate will help me so much because. ~~my~~ right know I am getting \$20.00 and I have an eviction notice, ^{and not very much} ~~because~~ ~~no~~ food in my house. my rent was \$1400 when I moved in ^{now it is} \$1100. I am behind on my Rent. and I just got a car with \$332 a month payment. I do not make enough money to make my car payment + pay my rent, even though I work 45 hours a week. I also owe federal income tax and I do not have the money to pay the amount I owe. I do not have any deductions to reduce my tax liability. my car insurance has gone up ~~every~~ ^{every} I have to drive my clients to all their appoints so I ~~can't~~ do not dare cancel my insurance. All this stress with money is causing me a lot of stress + depression.

Being a caregiver is very hard and the stress of ~~the~~ not being able to pay my bills is causing me a lot of my own health problems. I got into a car accident but I could not take time off because there is no one to care for my clients and I would not be able to pay any of my bills. I have been borrowing money from friends to buy food + gas.

I need to make more money + \$25.00 an hour would really help me be a better caregiver + relieve so much of my stress as I try to do the best job I can.

Please up the pay for caregivers.

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May 30, 2024

Hello, my name is Debbie Hjort and I am an IP Caregiver from Arlington, WA. I have been a caregiver for 24 years. I currently have a client who requires 24hr care. I help him with all his ADL's & housework. He requires help with everything including eating, dressing, toileting ect... for me I would really like to make a wage where I could afford to have my own place as currently I am renting a room in someones house. I would also like to see IP's have a resource for fill ins so, that when we take time off that our client (their) spouse doesn't have to use their vacation/sick time for me to take time off. I would like to feel secure knowing that I will be able to live well when I retire. Lastly I need to know that if my client ends

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up dying or in the hospital that I will still have
a few months to be able to find another client
to have my medical needs met.

Debbie A. Hjort

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Amy Marks
Tacoma

To whom it may concern,

I hope this email finds you well. I am writing to bring your attention to a matter of utmost importance - the urgent need for increased pay for caregivers. Caregivers play a vital role in our society by providing quality care to our loved ones, and it is crucial that we recognize their invaluable contributions and address the challenges they face.

First and foremost, the quality of care directly depends on the well-being and job satisfaction of caregivers. By offering higher compensation, we can attract and retain highly skilled individuals who are passionate about their work. Adequate pay not only acknowledges their dedication but also motivates caregivers to continually enhance their skills and provide exceptional care. This, in turn, benefits the individuals receiving care, ensuring their comfort, safety, and overall well-being.

Another critical aspect to consider is the high turnover rate among caregivers. Insufficient compensation often leads to burnout, stress, and job dissatisfaction, resulting in caregivers seeking alternative employment. This turnover disrupts the continuity of care and hampers the development of long-lasting bonds between caregivers and their patients. By offering competitive wages, we can reduce turnover, promote stability, and provide a consistent level of care that is essential for the well-being of those in need.

Furthermore, we must acknowledge the economic realities caregivers face in today's world. Inflation has significantly impacted the cost of living, making it increasingly challenging for caregivers to meet their basic needs. Higher pay ensures that caregivers can afford a dignified standard of living, reducing financial strain and allowing them to focus on their important work without constant worry and stress.

Moreover, the demand for caregivers continues to grow as our aging population increases. The supply of qualified caregivers, however, is not keeping pace. This demand-supply gap further emphasizes the need for increased compensation to attract more individuals to this profession. By offering competitive wages, we can encourage more people to choose caregiving as a career, ensuring a sustainable supply of skilled professionals to meet the growing needs of our society.

Lastly, it is essential to recognize that many caregivers are providing round-the-clock care to their loved ones. The immense physical, emotional, and mental responsibilities they undertake deserve our utmost respect and support. By providing adequate compensation, we not only acknowledge their selfless commitment but also enable them to devote their full attention and energy to the care they provide.

In conclusion, it is imperative that we address the pressing issue of caregiver compensation. By offering higher pay, we can enhance the quality of care, reduce turnover, support caregivers in a time of inflation, and ensure an adequate supply of skilled professionals. Let us come together to recognize and value the immense contributions of caregivers and create a society that truly supports those who dedicate their lives to caring for others.

Thank you for your time and consideration.

Warm regards,

Amy Marks



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Rate setting board,

My name is Patricia Nelson. I
love in the state wa, I have been
a caregiver for 40 years to a
young adult (age 40) he has
autism, selective mutism, high
blood pressure, sleep apnea. I
help him with ADL's he is
non verbal, visually impaired.
assist with meals, bathing,
dressing, transportation to activities
and appointments. A higher
wage would make all the difference
in the world. Prices on everything
have increased, gas, groceries
to mention a couple increases
in retirement would mean so
much. Continued health care
is a must, more time off, paid
holidays and mileage because
of the increase in the cost of
gas.

Thank you so much

Patricia A Nelson

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TO: Members of the 2024 Rate Setting Board
 FROM: Sonja Johnston, caregiver, both individual provider and family caregiver/home care worker.
 RE:

Labor rate determination for wages and benefits for individual providers and also agency providers.

1. My story, I got started as a caregiver six years ago to provide help for my adult son who became disabled as a result of a violent assault causing a traumatic brain injury. His organizational skills, his judgement, impulse and emotional control are impaired and keep him from maintaining a job. To supplement our cost of living I have taken on other clients from those needing hospice care to those with Down Syndrome, schizophrenia, developmental disabilities and those with complex and debilitating medical issues. It takes a lot of training, a lot of common sense, a lot of patience and kindness to meet these varied needs.

And yes, I clean house, prepare healthy meals, monitor medications transport clients to shop, to get medical care, to get out and enjoy life. That all is the simple part. The complicated part are all the intangibles: what actually helps them to have a good day; what eases the family dynamics of their care; what means the most to a client.

2. All of the increases in pay, health benefit, paid time off, paid holidays would increase the quality of my & my son's life. by lifting financial worries foremost

3 You can help uplift caregivers with the whole enchilada: Better pay, better access to health care, better retirement, SEIU 775 more paid time off & more paid holidays.

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My name is Keun McCormick and also go by 'Sondy'. I like to share little bit about myself. I was born in Seoul, Korea and my family came to the United States in 1974 which I was only about 4 years of age and ~~now~~ ^{since} live in Thurston County in Washington State. And I have always found interests in caring for others in need, I am a member of SEIU 775 since 2015, when I went from providing License child care services for my nephew with Autism and supporting my sister's family needs as much as I possible can do to help them on to becoming my nephew's respite-family provider, I learned that I can also become non-family provider as well as an HCAIIP. I have been a caregiver for those with disabilities within my community that I care for actively for 4 main clients that are non-relative to me. I care for a ^{child} client with autism and various epilepsy seizures. I care for another ^{child} client with ^{light} autism and assist with companionship, social skills, ~~ADL~~ ADL skills, improving language and as well as academics. And even we have cooked together which he has not had that experience before. I care for also an adult with traumatic brain injury who uses a wheelchair and hooyer lift to assist with nights getting into bed safely and comfortably before end of each of my shifts assigned. An very important part as a caregiver is to be available to cover other caregivers shifts when caregivers need a break to do something else. And then there is one more client I provide for is an elderly with

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various needs and also various moods with behaviors.

A higher Labor Rate would affect me as a caregiver not have to live with own financial struggles especially how much inflations have impacts on my household. Because on top of caring for my disability clients and nephew, I am a wife, aunt, daughter with elderly parents that also needs my services whenever I am able to assist them as well. Wages of \$25/hour would give my family to be able to afford better and healthier meals to fuel in order to continue to provide excellent care for the disability loved ones that I am responsible for. Because of having to use my personal vehicle to coverage mileage pay, does put my vehicle to move wears and tears to think about what can I do to share the importance of increase pay to then have the ^{means} to have paid time off to take care of my own needs that vitally important to have at least once in a while. Currently I am working 7 days per week! with only possibility of having paid holidays current only applies to two Dates: New Years Day and Independence day. Would be more meaningful to have accessible increases to my retirement as I am now at almost age 54! mentioning how increases in finances makes a huge difference in quality of life and the families that I serve on daily basis. When my clients asks me how was my day and unable to share all the truths of how financially is causing such hardships and only

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having to smile and be there for ~~me~~ my clients not to worry about my financial situations. I have been impacted by worrying and so much concerns of possibilities of losing my health care whenever my hours drop and then so can my health due to not meeting the standards needed to be taken care of but keep moving on no matter taking care of my disability clients best ways I am able to provide. When I am not well and unable to get seen by doctor then that'll impact and affect me and my health conditions to be worrisome for my clients, who will be able to take care of them if I am not being taken care of through health insurance accessibility? There is so much shortages in finding any caregivers so please consider our requests to improve our finances through the services that I am committed and very loyal to!

Please! You can help! Asking ~~the~~ the Consumer Directed Employment Employer Rate Setting Board to set a labor rate increases to allow home care workers such as myself to receive help with:

- NEEDS • Wages increase of \$25/hour
- * Issue • Continue affordable health care with reliable coverage so caregivers doesn't have to loose health care when hours drops ^{notes} from month to month our hours (can vary!) 1 month then caregiver doomed to loose health benefits! :(
- NEED • Meaningful increases to retirement benefits

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- ⊕ more paid time off needs
- ⊕ more paid holidays needs
- ⊕ more mileage pay needs

Keun (Sandy) Soon McCormick
HCA / IP

Wendy A. Mellen

providing DLA, personal care, respite care,
and so much more +...

Jessica J. Bloodsaw
1815 South G. St. Apt. 209
Tacoma, WA 98405

jbloodsaw09@gmail.com

(253) 302-4338

June 2nd, 2024

RE: Consumer Directed Employer Rate Setting Board

To Whom It May Concern:

My name is Jessica J. Bloodsaw and I reside in New Hilltop in Tacoma, WA. While I am not a member of SEIU 775, my partner and caregiver (through the "Paid Family Caregiving" program under the Pierce County Aging & Disability Resource Center [PCADR]), is. He is an individual provider (IP) and we have been living together in subsidized housing through the Tacoma Housing Authority (THA) since 2018. Although he is my "Live-In Home Care Aide" and his income is not calculated in my monthly rent calculation, he still is not making a "livable wage."

There are expenses he has including: food (he does not qualify for food assistance, because his income is too high), fuel and other auto expenses (I.e., Vehicle maintenance, auto insurance, etc.), loan expenses, credit card expenses, medical co-pays, and personal care. While we are considered separate households, we still support each other with shared expenses. These include: renter's insurance, OTC medical supplies, mobile phone service, and landline telephone service with internet.

A higher Labor Rate is the only solution for our problem(s). It would make a huge difference, not just for him, but for me and my family (including my mother and extended relatives). Justin, in his role as "Live-In Home Care Aide," keeps me out of the hospital and an adult family home. I am able to live "independently," which is a huge benefit to my health insurance benefits and state/federal government assistance programs that I currently qualify for. His care improves my quality of life.

While I qualify for benefits, as I am considered "disabled," I am also a Dartmouth College Alum (Class of 2009), a Southern New Hampshire University (SNHU) Graduate (Class of 2018), a poet, a writer, a thinker, a philosopher, and a Gentlewoman. I am also a volunteer in the creative community in Tacoma and on Bainbridge Island. I have a lot of goals and opportunities before me, and would love to help out more in my local community and the global community. This is ONLY made possible by Justin being able to provide said "care" for me.

A wage of \$25/hour (or more), mileage pay, more paid time off and paid holidays, and meaningful increases to retirement will DEFINITELY make a difference for him, me, and our

family, moreover, our future! This needs to happen NOW, TODAY, as soon as possible PLEASE. I share my experience and perspective respectfully in hopes that you can accommodate this "big ask."

I appreciate and respect your time, consideration, and support. Thank you for allowing me this opportunity to share with you. I hope this letter finds you well and in good spirits!

Respectfully yours,

A handwritten signature in cursive script that reads "Jessica J. Bloodsaw". The signature is fluid and includes a large, decorative flourish at the beginning.

Jessica J. Bloodsaw



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Hello, my name is Hunter Gordon and I live in Redmond, Washington. I have been working as a caregiver for a number of years now (I honestly forget how many) for both my brother Theron and another client. For both ~~of~~ my family and ~~the~~ my other client's families, we have had issues finding people as a whole to provide caregiving (it's the biggest reason I became a caregiver, to be perfectly honest). ~~I~~ I think caregiving should be a dignified career, with wages and benefits to match. ~~I~~ We have dealt with the severe lack of supply of caregivers, and the few that do come about have come in and out like a revolving door. Caregivers deserve benefits such as \$25 an hour wages and secure retirement as well as grant insurance, as we are often not just supporting ourselves but our families as well, many of whom ~~we~~ are dealing with disabilities. I have once been dropped from my healthcare from submitting my hours just a few days late, and I struggle to think what would have happened if I dealt with a health emergency during that time.

~~I~~ I would like wages of \$25 an hour, continued affordable healthcare as well as more relaxed grace periods if hours are submitted late or if the minimum hours isn't made during a month. These factors will go a long way towards making being a homecare worker not just a step towards a career, but a dignified career in its own right.

Hunter Gordon

5/28/24

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Tangie Webb | Vice President

My name is: Peng Youlan
I live in: 12600 57TH Aves UNIT E202
~~104~~ SEATTLE WA 98178-5501

我做护工7年 (I have been a caretaker for about 7 years)
I have 5 clients: Hung Phung, Yan Liu, Bi ch zhao
Fun Wong, and Tai H Chao

I have to do everything for them, including shopping, ~~taking~~ making sure that they take their medications.

I have insurance, but I cannot go to see my doctor because I have to work to support my family. Therefore, if I have a higher wage, such as \$25/hr, and ~~and~~ more paid-time-off, I will be able to take care of myself.

I kindly ask that you give us higher pays, such as \$25/hr, more mileage pay, and more paid-time-off.

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Peng Youlan



Sterling Harders | President
Adam Glickman | Secretary-Treasurer
Andrew Beane | Vice President
Shaine Truscott | Vice President
Tangie Webb | Vice President

My name is Sylvia Liang and I live in Seattle. I have been a caregiver since 2006 and I care for my son who is 35 years old with autism. I take care of my clients meals, diets, financial his well being, daily activities etc. Higher pay would mean I don't have to work 3 jobs to make ends meet, stable health insurance means I can stay healthy, take good care of myself and improves my quality of life!

You can help us by approving our wage increase, better & stable health care - by not dropping us when we lose hours, also we are getting older, a good retirement would be wonderful!

Thank You

Sylvia Liang

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Hi My name is Bill Ogans I live in the
 Spokane WA area I care for a parent
 I provide care for all her needs, a wage of
 25+ hour and increase mileage will greatly improve
 my quality of life and paid holidays
 will improve me greatly. My current health
 care for droppe hours have a grace period
 would be outstanding I greatly need a higher
 wage of \$25 a hour. not keep in health care
 coverage it have drop lower than the hours
 would be outstanding, having medical retirement
 benefits and more time off paid and paid
 mileage pay and holds for I would be able
 to maintain I am giving the Consue Direct
 Employer Board help set route for us.

Thank for your time
 and help
 Bill

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Hello My Name is Nannette. I live in the state of Washington. I have been a caregiver for 15 years. I have been a member of SEIU for 15 years. I have been a caregiver for Sylvia who has an aggressive form of MS. I take care of all of her physical needs which have been diminishing over the years.

A higher Labor Rate would allow my family to eat, pay rent, pay for gas, pay utilities, pay for insurance, and various other stated expenses.

Meaningful increases in retirement would have a significant effect on my well being, especially since I am only 5 years away from retirement and very concerned.

The impact of losing healthcare with losing healthcare as a result of losing hours is very debilitating. The increase for cost of healthcare wipes out the income. The threshold for required to obtain healthcare is too high. It should be lowered so we all have the opportunity to have healthcare even if we lose a few hours.

You can help us by increasing our living wage to \$25. Continue affordable healthcare. Make meaningful increases to our retirement benefits and increase our

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Thank you for your time,  Paid time off, paid holiday and mileage pay.



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GOOD DAY:

MY NAME IS ED SOLSENG, AND I TAKE CARE OF MY 27 YEAR OLD DAUGHTER IN SEATTLE. SHE IS A DELIGHTFUL PERSON, BUT SHE NEEDS 24 HOUR CARE DUE TO COMPLICATIONS OF PREMATURE BIRTH. SHE NEEDS HELP WITH MOST ALL ACTIVITIES OF DAILY LIVING; BATHING, FEEDING, TOILETING, MEDICATIONS, ETC. SHE WEIGHS ABOUT 100 LBS. AND I HELP HER NAVIGATE THE WORLD IN HER WHEELCHAIR.

WAGES OF \$25/HR WOULD HELP ENSURE THAT SHE WILL BE ABLE TO CONTINUE LIVING WITH THE PEOPLE WHO KNOW HER AND LOVE HER THE MOST, IN THE HOME SHE HAS KNOWN HER WHOLE LIFE, PAID TIME OFF AND HOLIDAYS ALLOW ME TO HIRE OTHER CAREGIVERS TO HELP WHEN I NEED A BREAK.

BETWEEN THE CIRCUMSTANCES OF LATE REPORTING, ERRORS IN REPORTING, OR REDUCED HOURS, I HAVE A LAPSE IN HEALTH INSURANCE AT LEAST 3 TIMES PER YEAR. I'VE BEEN LUCKY SO FAR, BUT ALWAYS WORRY THAT I'LL NEED MEDICAL CARE (SOME EMERGENCY) WHEN I'M TECHNICALLY NOT COVERED. A GRACE PERIOD WOULD REMOVE THE ELEMENT OF CHANGE AND RELIEVE MY WORRIES OF CRIPPLING MEDICAL BILLS.

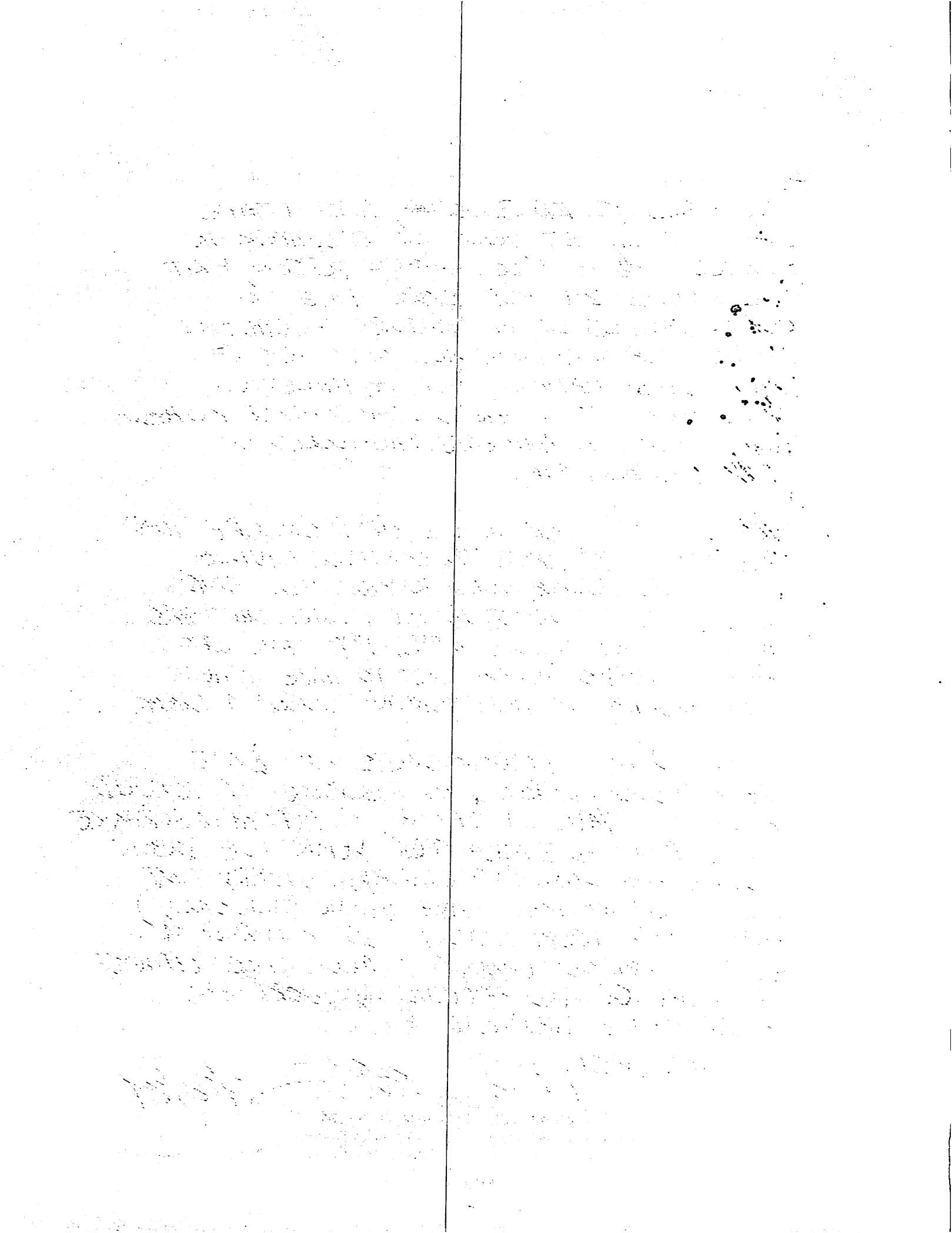
SINCERELY ED

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Tangie Webb | Vice President

Hello I am ARUNA Bhavsar immigrant from India. Live in Redmond 98052

Working as caregiver since 2015 through a company. I go by BUS

- 2 or 3 hours its like deep cleaning clients or family expect. Scrubbing cleaning Toilets tubs Ovens. Utensils
- More hours Heavy People transfer from bed to chair. Change diaper clean
- If unable to chew eat problems 1 1/2 hour standing by bed I have fed client.
- Clients have mold - Pneumonia Skin problems.

When we face like Saitica, white turning before Schizophrenia clients if you fall severe injuries or scan MRI - concussion. I have already faced it.

- If you dont know Claims means. NO PTO. paid.

35 hours = 1 PTO. That also company doesnt pay. Those who dont know

★ 125 hours If you dont encash its gone How many have lost like me PTO.

- Going by bus changing 2-3 if you miss one you reach late then walk 10 TO 20 minutes
- with your bag Umbrella if snow Slippery I had fall too

- If you loose clients Supervisor dont care to pick up phone. give client Blame on you

HOW Can One pay Rent If 10-12 hour a week?

- Rents are high - We are not eligible

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ARUNA Bhavsar

- as we dont make enough a month
- Sharing Room faced many problems
- Increase in pay \$25 6th month
- All we earn goes in Basic Rent food
- Retirement: Can We pay Rent?
- Survival as Immigrant?
- Where We should live in Old age after Retirement:
- Low Income have problems like drugs housing
- Since 2015 - Till today just 22\$
- NO PTO. Some months Less Clients
- PTO who havent collected Since the day they join Company
- If you dont encash 125 hours. Its gone Why?
- NO legal Action On employees
- 35 hours hard Unleas Work = 1 PTO hour
- No Retirement More should be increased
- Senior Caregiver of provided housing
- Wages \$25 not enough
- Area living cost Must be Paid



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My name is Nioly Lee, I live in Seattle, Washington. I have been a caregiver for one year. I care for my auntie who is a double amputee who needs 24 hour care. I'm her live in caregiver.

I cook, clean, run errands, bath, cloth, get my aunt in and out of bed using a hoist lift into her ~~wheel~~

I use a hoist lift to get my aunt in and out of bed as well as to use the bed pan. My aunt can barely feed herself.

The challenge I'm having is the ~~to~~ 40 hour work week limit as a live in caregiver, I work over 40 hours a week, therefore, I always have to apply for a work week limit increase, which ~~I~~ always is frustrating. Also, the my hourly rate should be higher for what I do. I cannot afford rent in Seattle as a full time caregiver and this is a shame.

Hourly wage for 25+ an hour should be ~~system~~ take effect immediately. I drive more than 110 miles some months, which is wear and tear on my car. Also caregivers should be paid time in a half if it they cover for another caregiver and for all major holidays!! It should be illegal to not pay workers time and a half for holidays. I'm not happy at all with the health care/caregiver system.

More money per hour, more mileage coverage, paid holidays and a higher work week limit for live in caregivers will help me in so many ways as well as my client.

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Thank you for your consideration



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My name is Paula Palkon and I am a caretaker for my 20 year old son. I have been his caretaker all his life but has only be paid for the last two years. My son Theron is very low functionally.

My day is waking up and getting his tube feeds prepared in two steps. One cup with water and meds. followed by 30 minutes of his nutritional drinks (Boost). ~~As~~ I also have ^{this step is} to clean his g-tube site with zinc oxide. ^{repeated 5} He is mobile with functionally a 3 or 4 year old. ^{times} He has no concept of hot/cold water, crossing ^{daily-} the street safely. He does not realize that throwing a hard thing at the window will cause it to break.

This is a 24/7 job taking care of Theron. Increasing wages would benefit both Theron's quality of life as well as mine.

I challenge you to come to my home for a few days and see if the benefits provides meets your expectation of the low wage and benefits.

Thank you.

Paula Palkon
Theron Gordon's
mom

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5/28/2024

Hello,

My name is Debra Craig, I've been a caregiver (IP + HCA) for about 28+ years. I am a member of SEIU 775. I live in Auburn WA. 98002

I care for 3 clients, the first one is totally disabled, female, she requires help with everything, cleaning, bathing, personal needs, shopping, cooking, laundry, medication management, housekeeping, some shopping.

The other 2 are a lady and her husband - they live in Kent. I assist with, housekeeping, laundry, transport to all doctor appointments, also shopping for groceries.

Getting a higher pay rate will help tremendously with more money for gas, and PTO and paid holidays like time in a half would give peace of mind for car repairs, gas, paying rent and shopping for food.

An increase in retirement would help a lot for me rent is so high I can't get my own place. I had to move because I didn't make enough to pay rent and buy food, let alone, getting gas to make it to work.

Thank You
Debra Craig

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Tuesday, 5/28/24 e 7p.

I'm (Safira Ahmach) a mother. I am a caregiver for my daughter (Zamaigiah) + my son (Abdulkariem). I have been a caregiver for my son on ~~8/11/05~~ 1/18/05 - open. My daughter started on 2010 to open. I live in Seattle, WA.

My son needs full-time care 24/7 but not enough hours. He has epilepsy, sleeping disorder, stress, worries, give him showers, brush his teeth, hygiene, dress him up. I take him everywhere I go like shopping, ~~etc~~ activities, Dr. appt. etc. My daughter needs hygiene, showers, take her to activities etc. Both of my children are autism disabilities disorder. DM 54.

The wages I get paid \$23/hr. is not enough for me to pay rent, water, sewer, trash, utilities transportation. Also miles is not enough either. I need to increase the wages + miles + health care retirement. I need to be paid more time off, paid holiday. I never get off holiday or time off, how about paid sick time since the time I started taking care of my son 1/18/05 + daughter 2010. I hope the senator will help caregivers. It is very hard ~~to~~ work for me. I can't have a break for myself. ~~I hope~~ Thank you.

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1

I am, Ljudmila BAYKAK +1(509)818-7938

Уважаемые, очень благодарна вам за заботу и помощь наше керівництво. В связи с инфляцией на сегодняшний день, прошу вас поднять нам зарплату, так как очень много мы платим разных налогов. Все сервисные услуги очень подорожали в цене. Мы возим наших клиентов на собственных машинах, керси ремонт, иншуренсы на машину подорожали, бензин очень подорожал в цене. Зарплата уходит на содержание дома, машины. Мы работаем с тяжелой работой, очень многие имеют проблемы с психикой, переживаниями. Нам трудно иногда отдыхать, но собрать деньги на отдых почти невозможно. Нам трудно увеличивать километраж на машине, клиенты имеют много апойментов, иногда по 2 в день.

Очень важный вопрос об оплате государственных праздников, трудно их оплачивать. Многие имеют выходные а мы работаем всегда.

И трудно и страховка на членов семьи, детям и супругам.

Заранее благодарна
 L. Baykaf -

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1. Lyudmila Bayrak +1(509)818-7938

With all my respect,

I am very grateful to you for your care and helping us.

Due to inflation today, I ask you to raise our wages, since we pay a lot of different taxes. All services have greatly increased in price. We use our own cars to drive the clients, our cars need repairs, the insurance on the car has gone up, the price of gasoline has gone up a lot. Our wages are just enough to support the maintenance of our house or the car . We work with difficult people, many of them have mental and mobility problems. We need to take a vacation sometimes, but it's almost impossible to save money for a vacation. We need to increase the mileage on the car. Clients have many appointments , sometimes 2 times a day .

A very important question is the Holiday Pay. They need to be paid. Everyone has days off at those days but we work all the time.

We need health insurance for all our family members, children and spouses.

Thank you in advance

Lyudmila Bayrak +1(509)818-7938



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 Tangie Webb | Vice President

Letter 2.

Svetlana Gordiy 509-866-6709

- Очень благодарна за новую встречу мед. обслуживанием для семей caregivers, но очень не удобно, что можно добавить детей, только в июле месяце, было бы очень удобно, если в любое время.
 - Очень хотелось бы, чтобы мед. обслуживанием было и на мужа.
 - Хотелось бы иметь справку на морг, кто является владельцем дома в случае если вдруг не предвиденные обстоятельства и кем возмещаются опекать например на 3 мес или 4 мес, чтобы не было опасности и беспокойств потерять дом.
 - Бюджет дорожает, а за 110 тл слишком маленькая сумма и поездки где клиенте обходятся гораздо дороже, не можно бы, чтобы эта компенсация была выше.
 - Мы используем свои автомобили, они изнашиваются, хотелось бы иметь компенсацию в виде суммы ежемесячно или в год или хотя бы 1 раз в год. Эта эта сумма было достаточно заменить колеса.
- Заранее огромное спасибо.
 С уважением семья Форгей.
- РТО мы используем где больше всего, нам необходимо больше всего, как то это не справляется. Хотелось бы РТО 'непосредственно' для отпуска.

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Letter2 . Svetlana Gordey 509-866-6709

I am very grateful for the new benefit Health insurance for caregivers' children. But this Benefit works vey inconvenient for us. You can add your children only in July. It would be much more convenient if you could have ad children at any time.

I'd really like it if we also would have health insurance for our spouses.

I'd really like mortgage insurance. Sometimes unforeseen circumstances are hindering us to pay for example for 3rd or 4th month and we are worried to lose our homes.

Gasoline is going up and up and 110 miles is very little. Driving our clients around is much more expensive and compensation should be higher.

We use our own cars, and they wear out. It would be good to have compensation each quarter or six months or even once a year. At least that it would be enough to exchange the wheels .

Very thankful in advance, Gordey

PS. PTO we use for sick days. We get sick sometimes. PTO should be vacation time and sick days – sick days .



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Letter 3

Tetyana Rudenko
(509) 720-9960

Мы очень благодарны за всё,
чего вы для нас добились.

Просим ещё обратиться на нас
(всех кернверов) внимательнее, и
продолжать поддерживать нас
в это очень непростое время.

Просим:

- добавить нам РТО;
- добавить больше оплачиваемых
праздников;
- добиться медицинского инсур-
риенса на всю семью;
- повысить оплату за смены;
- помощь на выплаты за износ
машин;
- поднять нам заработную плату,
- отдельно от РТО оплачивать боль-
ничные.
- если вдруг человек попадает в госпи-
таль и по этой причине не обраба-
тывается 80 часов, чтобы мы не теряли
мед. инсуренс.

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Letter3. Tetyana Rudenko

We are very thankful for everything you were able to achieve for us so far .

Please don't forget about us and keep supporting us at this not very easy time .

May we ask you :

- 1. Add more PTO**
- 2. Add more paid Holidays**
- 3. Health Insurance for whole family**
- 4. More mileage**
- 5. Compensation for wear out of the car**
- 6. Higher wages**
- 7. Besides PTO we need sick days**
- 8. If our client goes to the hospital and we go below 80 hours tat we don't loos our health insurance .**



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Ц.

Julia Osadcha
 (309) 847-3768

Хочу розпочати своє звернення з подяки всім учасникам нашого руху SEIU та секторів які підтримують нас в ці не легкі часи. Юніон досяг багато чого за ці роки, але ще дуже багато чого змінюється життя не стоїть на місці так як і економіка, інфляція нажалює ускладнює життя і ми змушені звертатися до вас за допомогою.

В зв'язку з здорожченням життя я маю острах втрачати своє життя, так як плата за рені сирітко зростає а зарплата все ще не рівні виживання. Прошу вас підвищити зарплатню щоб ми мали можливість також задіагувати на пензію без остраху дивитися в майбутнє.

Також прошу розглянути підвищення оплати в державні свята, тому що ми не можемо взяти вихідні на ці дні так як наші клієнти не можуть без допомоги, але не справедливо що від цього сиріткоюють наші сім'ї. Розгляньте афро мекса також амортизацію наших авто тадищо ми використовуємо наші приватні автомобілі для потріб наших клієнтів. Також буде чудово якщо ми зможемо включити наших чоловіків в медичне страхування, кождий не всі мають змогу страхувати а для того щоб ми якісно виконували свою роботу наші думки не повинні бути зайняті ні чим окрім клієнтів.

Якщо я даю про своїх клієнтів, буду вдячна що ви поділите про мене! Щиро вдячна за ваш час!

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Letter4

Julia Osadcha

(509)847-376

I would like to address my appeal to all members of our movement and senators who support us in those not easy times . Our Unions achieved a lot in all those years but a lot of things are changing, the life is not standing in the same time as well our economy. Unfortunately, inflation complicates our life and we are forced to ask you for help .

Hosing costs are rising, and I am afraid to lose my apartment. Rent goes up but our wages are just are enough to survive . I ask you to raise our wages so that we also can save some money for retirement and that we can look at our future without fear .

Also during the state holidays we have to work, our clients can not be without us and our families are suffering . This is unjust. Also we use our private cars driving our clients , our cars are wearing out but there is no compensation. It would be wonderful if we could add our husbands to our medical insurance. If we want to do quality work our thoughts should free of worries about our loved ones .

**I still take care of my clients and I would be very thankful if you would take care of me .
Grateful,**

Julia



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 Andrew Beane | Vice President
 Shaine Truscott | Vice President
 Tangie Webb | Vice President

5.

Natalia Krugla 1(660)221-26-26
 2. Spokane, WA

Я прошу вернуть сумму
 за ремонт очень дорогому мне
 моему моему семье вернуть ремонт на
 \$570. Цена разумная, никаких проблем.
 Спасибо! Все что вы сделаете
 для нас значит.

Большая просьба вернуть
 сумму праздничное вознаграждение.

Удобно больше работы

компенсацию на поездки на
 своей машине. Ремонт дороже
 машины, покупка колес, замена
 масла, замена шин, бензин
 дороже.

Но хотелось бы вернуть сумму
 с семьей, покупка витаминов, но
 выигрывать хочется на работе

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Letter5

Natalia Krugla

Please increase wages for us . Rent is getting more and more expensive . My family has to pay now for apartment rent 570 USD more than before .

Thank you! Holidays are supposed to be days off .

We need more compensation for using our cars. Repair, tires, oil change and gas all is very expensive.

We can't afford vacation together with the family , buy supplements . I have to go to food bank in order to get something.



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Shaine Truscott | Vice President
Tangie Webb | Vice President

I have been a unpaid caregiver for my mother
for 14 years. My sister and I cared for her
without any assistance or help from the
state. We both were working full time and
had other family members help when we
werent available.

It caused a lot of financial issues
with both of us.

I ~~believe~~ believe that caregivers
arent paid enough for their services

Madlyn
Lorna
Webb

SEIU 775

215 Columbia Street | Seattle, WA 98104

Member Resource Center 1.866.371.3200 | www.seiu775.org

Our mission is to unite the strength of all caregivers, to create a better life for ourselves and those we care for, and to lead the way to a more just and equitable world.



Sterling Harders | President
 Adam Glickman | Secretary-Treasurer
 Andrew Beane | Vice President
 Shaine Truscott | Vice President
 Tangie Webb | Vice President

I live in Fircrest Wa
 Caregiver for 34 years
 I have 1 mental health
 and 2m Veteran

I have been a caregiver for over 34 years. When I started back in 1990, we mostly have had elderly which we were trained for. Now we have mental health that we have no training on, and sent to half way houses to work. These people are messy, and all this doing is basically cleaning like a maid. I have had instenses where guns and fights go on. I'm tired for cleaning like a mad maid and not knowing if they have been rapist or child molesters. These people get a crazy amount of hours.

On the otherhand, I have a legally blind Vet, stroke victim with a walker. Just because he makes a little to much he gets very few hours. I enclose more with mental health who get more hours and they can walk take a bus and make a huge mess. I signed up for health care, not molly maid and not trained for mental health.

Going to quit if I am not up to 25\$ to deal with all of this.

How can you help? Increase 25\$ wage and train for mental health, get in touch with Social Health services to see what the heck is going on.

Lamie Jenuck

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My name is Vira Akymenko, I live in Tacoma, I am working caregiver 2,5 years, I like my job, but right now I'm thinking about to change my job, because we have very low salary. I live with my brother, he helps me pay for my rent and my food. Right now prices on food are very expensive, and was up more than twice. When I go to grocery store, I'm looking, what I need and what I really need. Gas for my car very expensive too if I work with client, he live more than 10 miles, and I worry about that because I need to take more money for a car. When we working with my clients we have just a 100 notes, but this is not enough. When we work with clients some times we have a stress, and need more time for relax, but PTO is very low too.

And I have a very big stress when I need work on the big holiday, like Christmas and Thanksgiving, I can't be with my family I can't be on the church, but when I work in that holidays, I don't have extra money. And in United States we have 12 holidays, in different jobs, people can be off, and have a money, we don't off and have a money, like regular days.

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Мое имя Людмила Кобтыкина,
я живу в Такома.
I have been a caregiver 8 years,
I care for old women.
I help my client washing, cleaning,
walk in room, walk outside и
многое другое; готовлю, убираю,
работаю с ней психологом и
медсестрой, поэтому мое занятие
всем caregivers надо получать
заработную плату, потому что
старые люди очень капризные и
мы получаем большой стресс,
работаем с ними. Так же надо
увеличивать PTO, чтобы люди не
выгорали на работе.

Так же выросли цены на rent,
gas, продукты тоже дорожают,
когда приходим в магазин,
покупаем только самое необходи-
мое потому что маленькие зарплата.
В 2024 году увеличатся сильно
необходимые для жизни продукты и
средства защиты (PPE), моющие
средства.

Хотелось бы рассмотреть вопрос об
оплате праздничных дней, потому что
с кем-то мы проводим все дни и
в праздники тоже, мы не бываем на
Thanksgiving and Christmas вместе с
родственниками на эти праздники.

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My name is Sophia Hill

I have been a caregiver for private company for 5 years,
and Individual Provider for 15 years.

Right now, I take care my disable son.

My duties are:

- 1- Transportation
- 2- range of motions
- 3- nail trim
- 4- application lotion/oilment.
- 5- Essential shopping
- 6- house work
- 7- ~~Meal~~ preperation
- 8- medication management
- 9- persional hygiene
- 10- dressing
- 11- Eating
- 12- Bathing
- 13- Toileting
- 14- Bed mobility
- 15- Locomotion in room
- 16- Locomotion outside room

Being an IP, my client doesn't undrestand about the hours that they allow for me to take care him. He ask me for help anytime he needs help. So by living in the same house, I work and put more time than they allow and I can't claim all of the hours. When my client needs to go places, I have to take him. So the mileage that they approve are less than the actual miteage that I drive my client around.

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Being a caregiver / Individual Provider isn't easy. The emotional involve is greater than what you can imagine. Sometimes stress, anxiety, sadness and ect... are all included in the job that I do. Especially when my client acts out from his sickness makes me scared sometimes to take care him.

I'm asking you to increase mileage, PTO, and health insurance coverage when my client is in the hospital, not to cut off my medical insurance.

To Whom It May Concern

I would like to bring to your attention the immediate need for increased wages and benefits for caregivers.

In addition to low wages, caregivers experience poverty, exposure to risks such as viruses, toxic chemicals and work under high stress conditions, many times working long hours. Improving caregiver wages is critical in retaining current workers, as well as attracting new workers to a field where there is a dire need.

Higher wages will entice increased applicants which in turn will help offer better care for patients. It will keep patients out of costly institutional care. It will also assist in reducing high turnover. The inconsistencies in caregiving is taxing to the client as well as their families.

Stabilizing the caregiver through higher wages and better conditions will also ease worker reliance on public assistance. Caregivers would be able to afford basic necessities of food, housing, clothing and contributing to the local economy.

Increased wages and benefits is the right thing to do for the Caregivers, the people they care for, their loved ones and their communities!

Respectfully,

Takako Rodriguez

To whom it may concern,

My name is Amy Green I am an individual provider CNA/Nurse Delegate and have been working in this field for over 13 years. I only make 22\$ a hour which is know where near enough to live on in Washington state. I work Monday thru Friday full time. It's extremely stressful when I have to live paycheck to paycheck, raise 2 young men at home, pay rent at 1700\$ a month plus other bills. If my landlord raises rent I will not be able to afford rent. I should never be afraid of loosing my rental because it's hard to afford rent but the reality is every month I'm afraid that I don't have enough to pay my bills. I do my job because I really do enjoy it and love to help others in need. Our jobs should never pay what McDonald pays their employees. We are working for very vulnerable adults, teenagers and children and should be able to make a living wage to care for our own families. I expect and trust that you will make the right choices to keep our pay equal to this economic world and allow us to continue to do the jobs we love to do.

Sincerely Amy Green



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Tangie Webb | Vice President

Hi my name is Jennifer Zollo, I am deaf, I am married for almost 12 years now. I do have 2 dogs and 2 cats. I live in Vancouver, Washington. I been caregiver for 3 years with deaf client who is a diabate and stroke, she is very depend on me with her needs. My dutie: take her to doctors appointments, Food shopping, her house cleaning, commucate with her doctors for the meal prep, medication plans. The Wages were up and down sometime on and off. I want to have a stable wage to not charge with my paid hourly with my client. Her client's health insurance did affected on her, her medication are some not covered by insurance, she is very upset with the health insurance with the prices that she can or cannot afford any coverages on her insurances.

Also, I get small paychecks every months, I couldn't use my hourly payments to pay my bills. My husband and I been on tight Budget every months with our house Bills. It affected on me, I been trying to make it easy with my Bills. I do have health insurance under my husband's work.

I want to have wages with \$25/hour that I can afford on, also, I want to have my client to have stable health insurance that she can afford with her medications, I want to have update with my retirement Plans and paid off ^{time} and Paid holidays, mileage pay.

Thank you for read my letter, and listen to this letter and Your time to read this. Please do right thing for us.

Sincerely, Jennifer Zollo

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Sandra Garcia Addus home care
 I'm from Yakima I have Been working with
 Addus home care for 4 and a half years Right now
 I work with a young lady that has ~~two~~ seizures
 and is non verbal and has to get tube feed
 she needs 24/7 supervision Between me and her
 mom getting a raise would really help me out to
 be able to catch up on my mortgage & Bills were
 always in need of care givers to cover us so raising
 the pay up to \$25 hourly would probably help get more
 care givers to apply.

Date: 5/17/24



Sterling Harders | President
Adam Glickman | Secretary-Treasurer
Andrew Beane | Vice President
Shaine Truscott | Vice President
Tangie Webb | Vice President

My Name is 5-17-24

Maria Ramos

I've been taking care of my Mom
for 3 yrs. but I barely started getting
payed by the Union as of March 7, 2024
I cook for her shower her ^{I ALSO} and took her
to live with me 24/7 I think it
would be great if we get a raised do to
the high cost of living and I hope
we get payed for Holidays to being
that I take care of my mother
24/7 and More Milage to cause
I take her everyday everywem she needs
to be hope this is consider for
a better raise

Thank-you
Maria Ramos

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TO: Consumer-Directed Employer Rate Setting Board
FROM: Adam Glickman, Secretary-Treasurer, SEIU 775
DATE: Thursday, June 13TH, 2024.
RE: Proposed rates increase for Fiscal Year 2026 and Fiscal Year 2027

In 2022, the Rate Setting Board (“Board”), comprised of home care workers, employers, the state, and advocates for seniors and people with disabilities, met to take on the critical task of recommending the labor rate for the Consumer Directed Employer, and through the parity statute, for Medicaid home care agencies. After months of presentations, testimony, letters, and discussion, the Board recommended a rate that enabled substantive improvements to the lives of caregivers by expanding affordable healthcare coverage for over 1,500 caregivers’ kids; meaningful – yet admittedly not enough – wage increases; and improvements to retirement, paid time off, and mileage benefits.

Through its work, the Board has helped advance a vision of a long-term care system

- where seniors and people with disabilities can truly access care and services in their own homes and communities;
- where seniors and people with disabilities don’t need to constantly hire and train new caregivers because of high turnover;
- where caregivers are recognized and compensated as the professionals they are; and
- where caregivers don’t just barely make ends meet but have real economic security.

The Board has an important and focused statutory mandate: to determine the appropriate labor and administrative Medicaid rates for the Consumer Directed Employer (CDE), and to establish the portion to spend on health care.¹ This Board cannot establish a particular wage rate or wage scale for Individual Providers (IPs), nor can it designate specific funding for a certain level of benefits such as training, mileage or paid time off (PTO).

However, in determining the appropriate labor rate, it is reasonable for the Board to consider the needs articulated by home care workers and SEIU 775, as well as the cost of certain proposed increases in wages and benefits. The Union’s analysis begins by acknowledging the legacy of racism and sexism that has shaped how caregivers are compensated and then reviews the statutory factors the Board is required to consider. It then provides data and arguments to support SEIU 775’s proposal for the CDE labor rate.

This rate, if recommended by the Board, will bring us closer to realizing our shared vision for Washington’s long-term care system. One that will attract and keep people in this work, one that helps overcome the legacies and history of structural racism, and one that truly provides dignity and respect to the caregivers who do this work.

I. SEIU 775’s proposal: components and estimated cost

Table 1 below summarizes the wage and benefit increases that were used to model SEIU 775’s labor rate proposal.

Table 1. SEIU 775's proposal

¹ RCW 74.39A.530(4)

Component	Funding
Wages	<ul style="list-style-type: none"> • Current (end of FY 25) – \$21.44 starting wage • \$24.89 starting wage by the end FY 26 • \$26.15 starting wage by the end FY 27
Health Care	<ul style="list-style-type: none"> • Current (FY 25) - \$5.22/hr • FY 26 - \$5.22/hr (no change) • FY 27 - \$6.01/hr • Covers health care inflation, coverage reliability, and spousal dental, vision, and hearing benefits
Retirement	<ul style="list-style-type: none"> • Current (FY 25) - .50 Tier 1 (under 700hrs); .80 Tier 2 (700-6000 hours); \$1.25 Tier 3 (over 6000 hours) • FY 26 Increase to \$1.90 Tier 3 contribution (projected 44-cent cost) • FY 27 increase to \$2.50 Tier 3 contribution (projected 82-cent cost)
Other Benefits example	<ul style="list-style-type: none"> • 1/20 PTO accrual by end FY 27 (FY 25 is 1/23) • + 2 Holidays FY26 (4 total) (FY 25 – 2 holidays) • + 2 Holidays FY27 (6 total) • + 3-cents Training (FY 25 baseline is .485) • Mileage cap increase to 140/month by end FY 27 (FY 25 is 110 cap) • 5 cents Emergency fund

The changes in the table above would result in an investment of the state of approximately \$469 million dollars in state general funds and would increase the labor rate from \$33.92 in FY25, to \$38.10 in FY26; and \$41.56 in FY27 (Table 2).

Table 2. Proposed labor rates and estimated biennial cost, FY26 – FY27

Component	Rate / biennial cost
Baseline FY 25 labor rate	\$33.92
FY26 labor rate	\$38.10 (12.3%)
FY27 labor rate	\$41.56 (9%)
Biennial GF-S cost	\$468,768,000

Note: estimates for the labor rate and estimated come from SEIU 775’s rate setting board costing tool.

II. Dismantling the legacy of racism and sexism

Deep rooted gendered and racialized ideologies built an exclusionary and discriminatory labor market where domestic work, including what we now know as home care, was relegated to Black women and women of color, and until very recently, excluded home care workers from legal protection enjoyed by other occupations.^{2,3} Today, caregivers in Washington continue to be overwhelmingly women and disproportionately Black, Indigenous, and People of color.⁴

² Janette Dill and Mignon Duffy, “Structural Racism and Black Women’s Employment In The US Health Care Sector,” Health Affairs <https://doi.org/10.1377/hlthaff.2021.01400>

³ Sarah Jaffe, *Work Won’t Love You Back: How Devotion to Our Jobs Keeps Us Exploited, Exhausted, and Alone* (Public Affairs, 2021).

⁴ “Workforce Data Center: Direct Care Workers by Race and Ethnicity, 2021,” PHI, 2021. <https://www.phinational.org/policy-research/workforce-data-center/#states=53&var=Race+and+Ethnicity>

Furthermore, even within the home care sector, Black caregivers, Indigenous caregivers, and caregivers of Color report experiencing higher rates of economic insecurity, housing insecurity, and food insecurity than their white counterparts.⁵

Caregivers in Washington keep seniors and people with disabilities safe, in their homes and communities. They are essential workers whose work not only results in massive cost savings for the State by preventing individuals from going to costly facilities such as nursing homes but also sustain the lives of hundreds of thousands of Washingtonians.⁶ Yet, even when some progress has been made, caregivers in the State of Washington are still not recognized with the dignity and respect they deserve.

III. Statutory factors

As noted in the introduction, the Board has an important and focused mandate established by the Legislature:

RCW 74.39A.530(4)

(4) Beginning in the year following the establishment of the initial rate under subsection (1) of this section, and in every even-numbered year thereafter, the rate-setting board shall attempt to determine a proposed labor rate, including a specific amount for health benefits by considering the factors listed in RCW 41.56.465 (1) and (5). In addition, the rate-setting board shall attempt to determine an administrative rate for the consumer-directed employer.

In addition, the rate-setting board may take testimony and make a recommendation regarding the administrative vendor rate for home care agencies that serve Medicaid clients.

Additionally, through the parity statute (RCW 74.39A.310), the Board also effectively sets the labor rate for Medicaid contracted private home care agencies. The statute also provides guidance to the Rate Setting Board by including a specific set of factors to consider.⁷ These factors and the relevant data are reviewed in the sections below.

A. The average consumer prices for goods and services, commonly known as the cost of living⁸

Since the previous rate setting board met, inflation has slowed but remains elevated. Between December 2020 to December 2023, total inflation reached almost 21%, negatively impacting

⁵ "SEIU 775 Wages presentation," *Consumer Directed Rate Setting Board briefing book*, May 6, 2024.

<https://www.dshs.wa.gov/sites/default/files/AL TSA/stakeholders/documents/CDE/Briefing%20Book%2005-06-2024.pdf>, pp. 148 - 149

⁶ "DSHS - AL TSA & DDA Per Capita Costs Winter 2024 Forecast," *Consumer Directed Rate Setting Board briefing book*, May 29, 2024.

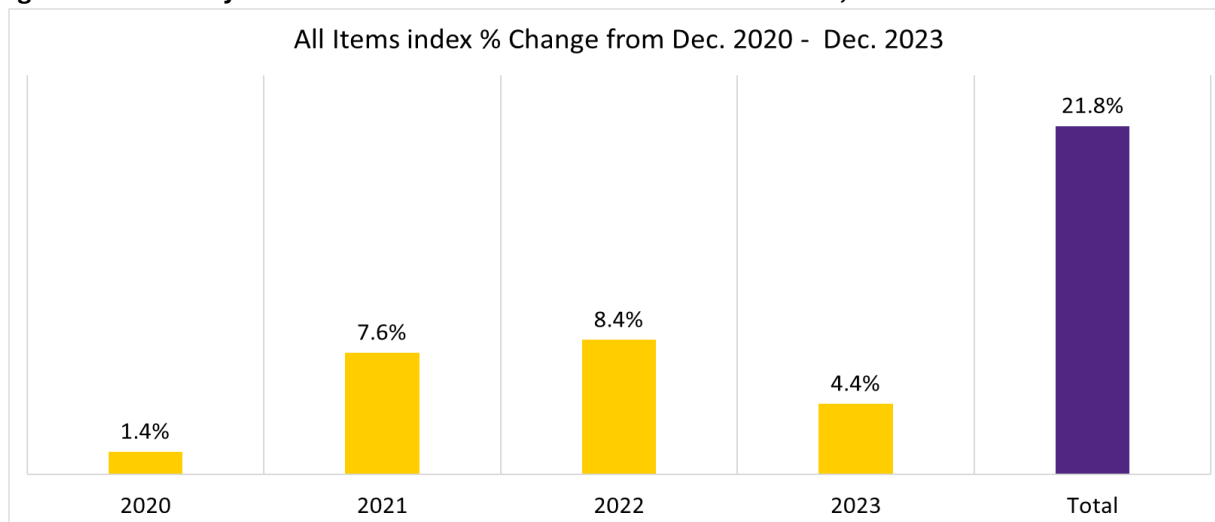
<https://www.dshs.wa.gov/sites/default/files/AL TSA/stakeholders/documents/CDE/Briefing%20Book%2005-29-24.pdf>, p. 30

⁷ RCW 74.39A.530.

⁸ RCW 41.56.465(1)(c)

caregivers’ economic situation by eroding increases to wages and improvements to benefits (Figure 1).^{9,10,11,12}

Figure 1. Year over year inflation for the Seattle-Tacoma-Bellevue area, Consumer Price Index



Source: own elaboration with information from the U.S. Bureau of Labor Statistics¹³

The cost of basic needs has increased substantially over the last four years. For example, the cost of electricity has increased 16%, food by more than 26%, and housing by almost 21%; these increases put significant financial pressure on caregivers throughout Washington State.^{14,15,16,17}

Figure 2. Inflation for the Seattle-Tacoma-Bellevue area, Consumer Price Index for All Urban Consumers, specific expenditure categories

⁹ “Consumer Price Index, Seattle area — April 2024,” *Bureau of Labor Statistics*, January 24, 2024, https://www.bls.gov/regions/west/news-release/consumerpriceindex_seattle.htm#ro9cpi-seattle-table1.f.3

¹⁰ “Consumer Price Index, Seattle area — December 2022,” *Bureau of Labor Statistics*, January 24, 2024, https://www.bls.gov/regions/west/news-release/2023/consumerpriceindex_seattle_20230112.htm

¹¹ “Consumer Price Index, Seattle area — December 2021,” *Bureau of Labor Statistics*, January 24, 2024, https://www.bls.gov/regions/west/news-release/2022/pdf/consumerpriceindex_seattle_20220112.pdf

¹² “Consumer Price Index, Seattle area — December 2020,” *Bureau of Labor Statistics*, January 24, 2024, https://www.bls.gov/regions/west/news-release/2021/consumerpriceindex_seattle_20210113.htm

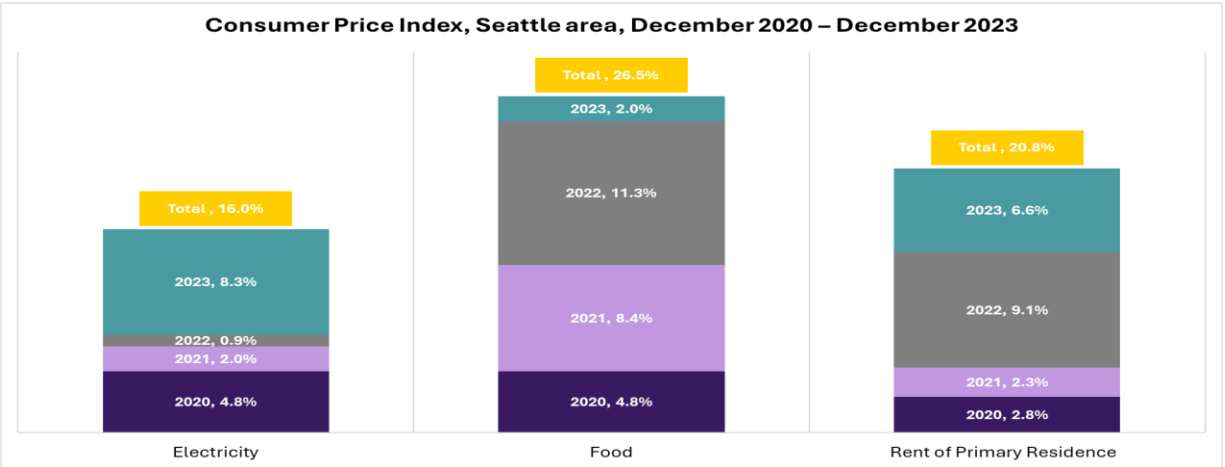
¹³ “SEIU 775 Wages presentation,” *Consumer Directed Rate Setting Board briefing book*, May 6, 2024. <https://www.dshs.wa.gov/sites/default/files/ALTSA/stakeholders/documents/CDE/Briefing%20Book%2005-06-2024.pdf>, p. 141

¹⁴ “Consumer Price Index, Seattle area — April 2024,” *Bureau of Labor Statistics*, January 24, 2024, https://www.bls.gov/regions/west/news-release/consumerpriceindex_seattle.htm#ro9cpi-seattle-table1.f.3

¹⁵ “Consumer Price Index, Seattle area — December 2022,” *Bureau of Labor Statistics*, January 24, 2024, https://www.bls.gov/regions/west/news-release/2023/consumerpriceindex_seattle_20230112.htm

¹⁶ “Consumer Price Index, Seattle area — December 2021,” *Bureau of Labor Statistics*, January 24, 2024, https://www.bls.gov/regions/west/news-release/2022/pdf/consumerpriceindex_seattle_20220112.pdf

¹⁷ “Consumer Price Index, Seattle area — December 2020,” *Bureau of Labor Statistics*, January 24, 2024, https://www.bls.gov/regions/west/news-release/2021/consumerpriceindex_seattle_20210113.htm



Source: own elaboration with information from the U.S. Bureau of Labor Statistics¹⁸

Due to the historic increase to funding through the 2022 Rate Setting Board process, hazard pay was folded into the base rate and made permanent, and caregivers saw a 10% increase to starting wages over the life of the IP collective bargaining agreement. However, inflation has eroded the impact of these wage increases. Table 3 shows wages from May 2020 to June 2025. In May of 2020, caregivers were receiving a nominal starting wage of \$19.00 per hour, including hazard pay. By July 1, 2023, the starting wage reached \$20.60 per hour. By the end of the IP contract in June 2025, caregivers will start at \$21.44 per hour. Adjusting these starting wages to their May 2020 equivalent, caregivers’ real wages have in fact decreased. A wage of \$20.60 per hour in July 2023 is equivalent to \$16.79 per hour in 2020. Similarly, a wage of \$21.44 per hour in June 2025 is expected to be equivalent to making \$16.80 per hour in May 2020. From this data, we can see that the real value of wages has decreased from May 2020. While caregivers are earning more dollars than they did in 2020, the reality is that their money does not go as far as it did in May 2020.

Table 3. IP starting wages for select dates adjusted to May 2020 values using Seattle-Tacoma-Bellevue inflation

Month	IP starting wage Incl. Hazard Pay	Starting IP wage adjusted by inflation (CPI-W Seattle-Tacoma-Bellevue), to May 2020 value
May 2020	\$19.00	\$19.00
July 2023	\$20.60	\$16.03
June 2024	\$20.81	\$16.61
June 2025	\$21.44	\$16.80

Source: own elaboration¹⁹

What this means is that while wages are nominally higher today than in May 2020, the wages purchase less because inflation has risen substantially faster than wages.

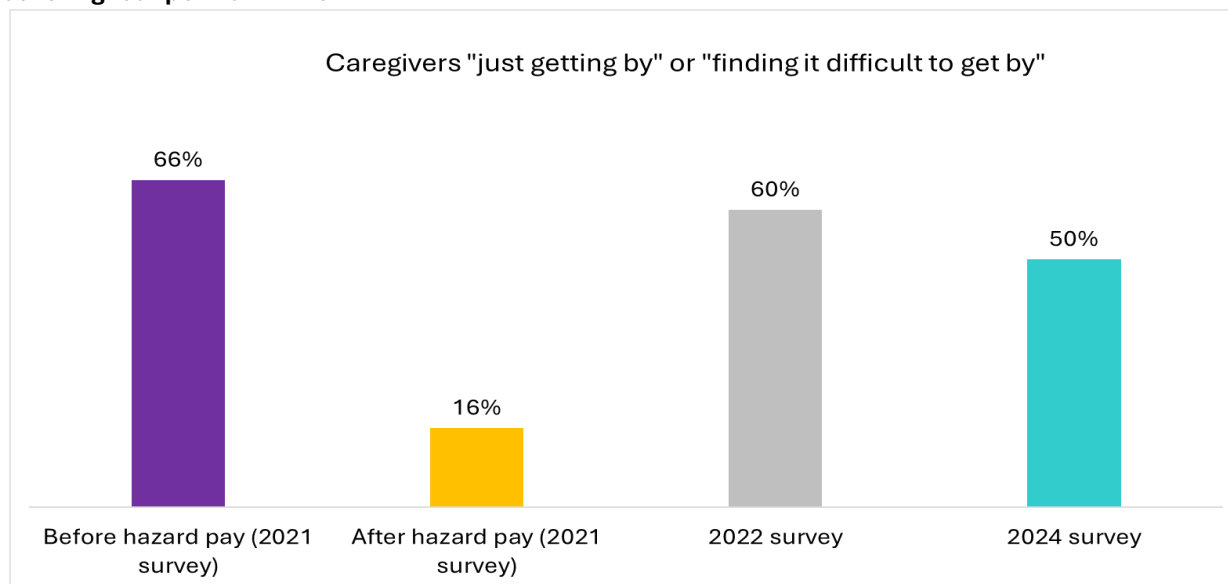
¹⁸ “SEIU Wages presentation,” *Consumer Directed Employer Rate Setting Board*, May 6, 2024. <https://www.dshs.wa.gov/sites/default/files/ALTSA/stakeholders/documents/CDE/Briefing%20Book%2005-06-2024.pdf>, p. 142
¹⁹ “SEIU 775 Wages presentation,” *Consumer Directed Rate Setting Board briefing book*, May 6, 2024. <https://www.dshs.wa.gov/sites/default/files/ALTSA/stakeholders/documents/CDE/Briefing%20Book%2005-06-2024.pdf>, p. 145

Imagine a new caregiver, Brenda, working 122 hours a month (the average for IPs) in May 2020 at the starting wage of \$19/hr. Her monthly income in May 2020 was \$2,318.

Now, imagine Brenda is still working 122 hours a month today, and she is making \$21.13 at Step 3 of the wage scale. She receives a monthly paycheck of \$2,577.00, but the actual value and purchasing power of her paycheck is only \$1,916.57 in 2020 dollars,²⁰ meaning even with raises and step increases, she has significantly less purchasing power relative to the cost of goods and services than she did four years ago.

SEIU 775 is using May 2020 as the benchmark for wages because this was the historic high point for real wages. This is supported by survey data surrounding real wages and economic insecurity collected over four years. In 2021, we surveyed caregivers about their economic insecurity, including specific items related to housing and food insecurity. In this survey, we asked how caregivers were doing before and after receiving hazard pay. We asked the same questions in two subsequent surveys in 2022 and 2024. The results of these surveys show that, over time, caregivers' perceived economic insecurity increased as real wages decreased. Prior to receiving hazard pay, caregivers responded with high levels of economic insecurity. Economic insecurity then reached a historic **low** after IPs received hazard pay; when real wages were at their historic high. Rates of reported economic insecurity then rose again when historic rates of inflation hit during the COVID-19 pandemic. Finally, with the wage and benefit increases made possible with the funding increases from the 2022 RSB reports of economic insecurity have since decreased slightly.

Figure 3. Total responses for "just getting by" or "finding it difficult to get by" across three surveys covering four points in time



Source: own elaboration with information from SEIU 775's member surveys²¹

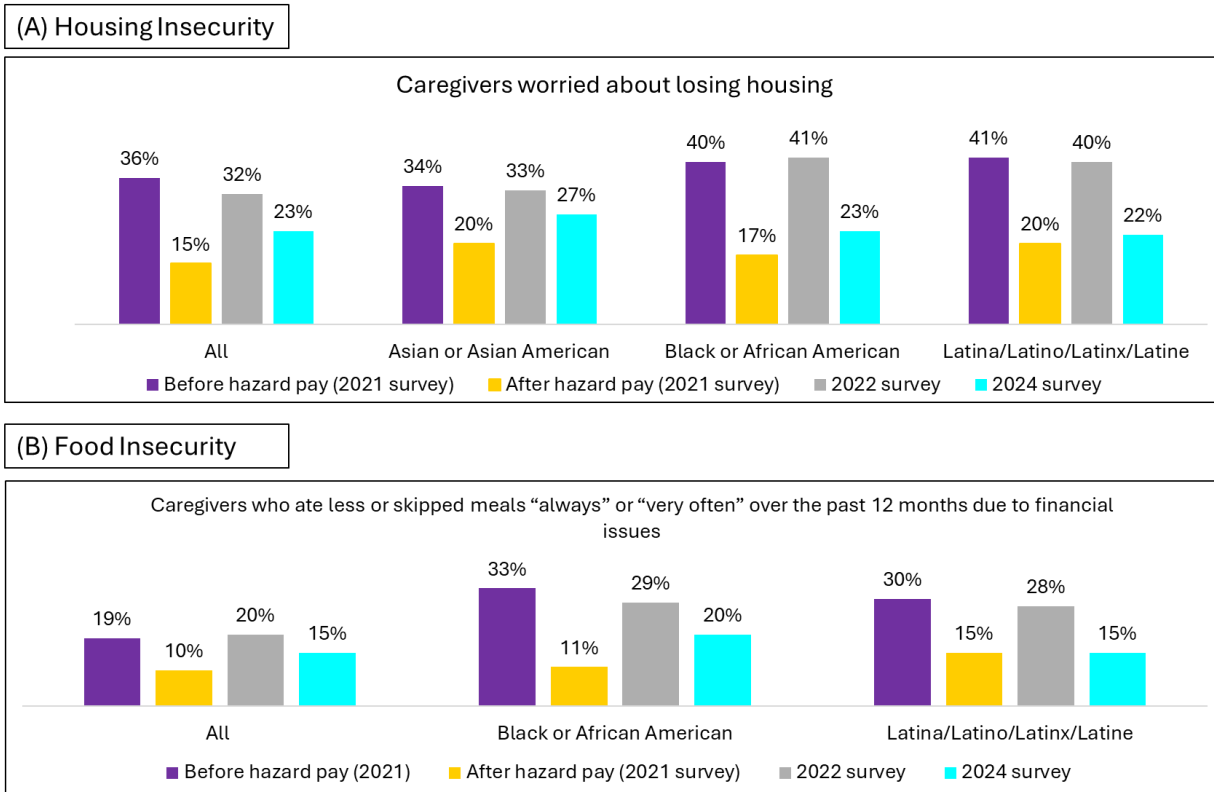
²⁰ Calculation based on CPI-W for Seattle-Tacoma-Bellevue in June 2020 (276.244) and April 2024 (347.039). Formula: $(1 - \text{Inflation Rate}) \times \text{Wages} = \text{real income}$

²¹ "SEIU 775 Wages presentation," *Consumer Directed Rate Setting Board briefing book*, May 6, 2024.

<https://www.dshs.wa.gov/sites/default/files/ALTA/stakeholders/documents/CDE/Briefing%20Book%2005-06-2024.pdf>, p. 146

This overall trend holds true for caregiver experiences around housing and food insecurity. We see that caregivers had some of the highest levels of housing and food insecurity before hazard pay in 2021. Rates of insecurity dropped significantly after receiving hazard pay but rose back to pre-hazard pay levels in 2022 with inflation. In 2024, caregivers are starting to experience improved levels of housing and food security with wage increases, but they are not back to May 2020 levels.

Figure 4. Caregivers' reported level of (A) housing insecurity and (B) food insecurity over three surveys covering four points in time



Source: own elaboration with information from SEIU 775's member surveys²²

Increased gas prices have impacted caregivers' compensation

Individual providers are compensated when driving their vehicles to provide services to their consumers, such as essential shopping and travel to medical services, when outlined as part of the care plan. Such compensation is based on a per-mile-driven basis at the standard mileage rate recognized by the IRS up to a maximum of 110 miles per month per consumer.

Today, increasing gas prices in combination with the mileage cap places strain on caregivers' budgets. Washington's Regular Conventional Retail Gasoline Prices have gone from \$2.27 per gallon in May 2020, to \$4.73 dollars per gallon in June 2023.²³ The increase in gas prices imposes a

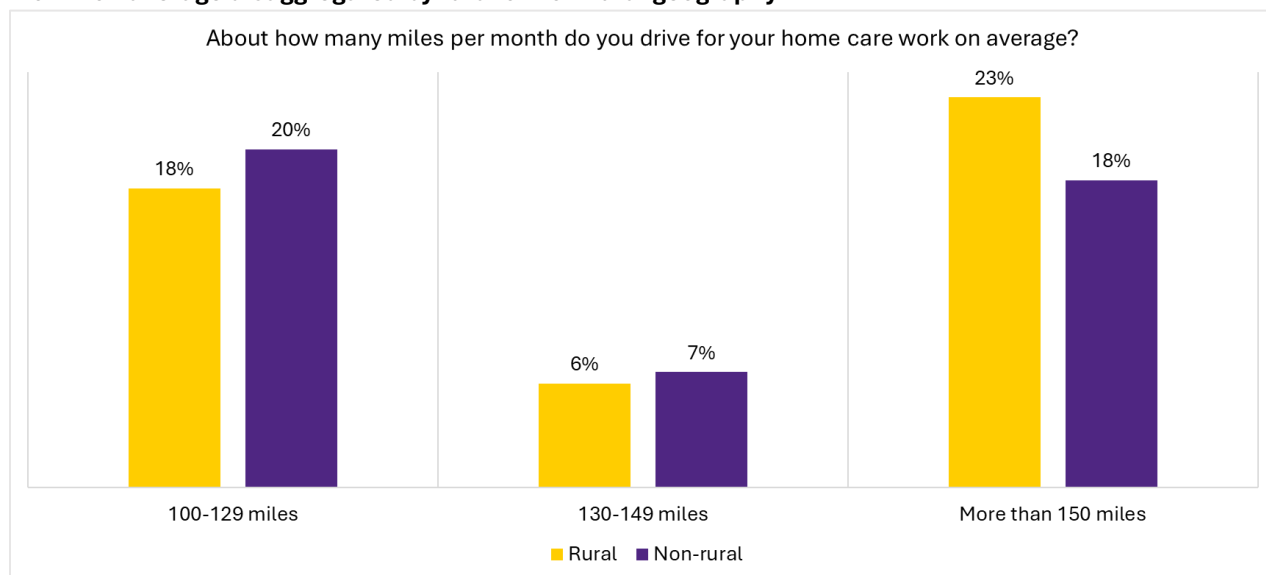
²² "SEIU 775 Wages presentation," *Consumer Directed Rate Setting Board briefing book*, May 6, 2024.

<https://www.dshs.wa.gov/sites/default/files/ALISA/stakeholders/documents/CDE/Briefing%20Book%2005-06-2024.pdf>, pp. 148 - 149

²³ "Washington Regular Conventional Retail Gasoline Prices (Dollars per Gallon)," *U.S. Energy Information Administration*, accessed May 16, 2022, https://www.eia.gov/dnav/pet/hist/LeafHandler.ashx?n=pet&s=emm_epmru_pte_swa_dpg&f=m

huge cost on caregivers whenever they drive more than 110 miles per month; in these situations, caregivers must go uncompensated and pay for transportation expenses out-of-pocket. According to a recent survey, 34% percent of caregivers state they drive more than 110 miles for their clients every month. In fact, 25% of non-rural caregivers report they drive at least 130 miles a month on average. With current gas prices, this amounts to almost \$100 per month minimum of out-of-pocket transportation costs for these caregivers. This issue is even worse for caregivers in rural areas where distances to health services and grocery stores are greater. In those instances, 30% report driving at least 130 miles per month on average.

Figure 5. Percentage of caregivers who report driving 100-129, 130-149, or more than 150 miles per month on average disaggregated by rural or non-rural geography



Source: own elaboration with information from SEIU 775’s member survey²⁴

B. Recruitment and retention

Recruitment and retention are related to two statutory factors: such other factors that are normally or traditionally taken into consideration,²⁵ and the interest of the state in maintaining a stable workforce.²⁶ Current demographic changes and trends underscore the critical role that recruitment and retention of caregivers play on the state’s ability to provide quality and reliable care to vulnerable seniors and people with disabilities.

The challenge: demographic changes and increased needs for care

As indicated by numerous presentations and reports, the state’s population is aging quickly: as of 2020, about 16% of the people in Washington were 65 and older; by 2050 the Office of Financial Management (OFM) forecasts that the elderly population will represent 23% of the state’s total

²⁴ “SEIU 775 non-Trust Benefits presentation,” *Consumer Directed Employer Rate Setting Board*, May 29, 2024.

<https://www.dshs.wa.gov/sites/default/files/ALISA/stakeholders/documents/CDE/Briefing%20Book%2005-29-24.pdf>, p. 142

²⁵ RCW 41.56.465(1)(e)

²⁶ RCW 41.56.465 (5) (b) (ii)

population.²⁷ And significantly, the highest increase will be for the adult population 85+, with a projected growth increase of 183%. This is also the group of population who most needs home care services.²⁸ This scenario is even more dramatic considering that while the population in need of home care is increasing, the working population available to provide such services is decreasing: the ratio of younger to older workers will decrease from 6 to 1 today, to just 3 to 1 in 2040.²⁹

Caregiving shortages have a real impact on peoples' lives. As explained by Dorcas Berry, an IP from Auburn: "As caregivers, we're taking care of a human being, it's like giving life to somebody."³⁰ Unfortunately, this is not a problem for the coming years, but one that is already here. Caregiver shortages are already impacting the ability to take care of seniors and people with disabilities in their homes.

When home care agencies or families can't hire and retain caregivers, clients and loved ones do not get the care they need. A survey designed by Washington's Home Care Coalition (HCC) and SEIU 775 in February 2023 and distributed among Medicaid agencies providers found that, despite improvements due to recent wage increases, 90% of home care agencies are still struggling to fill open positions, almost 60% of them "always" or "very often"; and 72% of agencies find it somewhat or very challenging to provide all of the authorized Medicaid hours that clients need. Consequently, as stated by the Department of Social and Health Services: "*The result is long waits to begin services, gaps in care, long lengths of stays in institutions, and a lack of choice in how and where individuals receive needed long-term services and supports.*"³¹ This scenario highlights the urgent need for actions to address the workforce crisis in the home care industry, ensuring that clients receive quality and reliable care.

The solution: wages

Higher wages are the primary vehicle by which the Rate Setting Board can improve recruitment and retention and ensure the state can sustain a stable workforce. The survey designed by Washington's HCC and SEIU 775 in February 2023 revealed that³²:

- Almost three-quarters of agencies (73%) listed wages as a key factor impacting their ability to retain newly hired workers; and
- 64% of the agencies reported wages and 41% the rising cost of living as factors driving more experienced caregivers out of the homecare workforce.

As a union, SEIU 775 firmly believes everyone deserves a living wage. Recruiting and retaining a stable workforce for a job that requires substantial physical and emotional work calls for competitive wages. However, as shown in Table 4, today, many entry-level fast food and retail jobs

²⁷ "State of Washington Forecast of State Population," *Office of Financial Management*, March 2023.

https://ofm.wa.gov/sites/default/files/public/dataresearch/pop/stfc/stfc_2022.pdf

²⁸ "Long-term Care Workforce Development Final Report," 2019 BUDGET PROVISIO ESHB 1109 NURSING CARE QUALITY ASSURANCE COMMISSION, June 2021. <https://nursing.wa.gov/sites/default/files/2022-06/2021LTCWorkforceDevelopmentReport.pdf>

²⁹ Washington State Plan on Aging - October 1, 2023 through September 30, 2027," *DSHS*, 2023.

<https://www.dshs.wa.gov/sites/default/files/AL TSA/stakeholders/documents/agingplan/WA%20State%20Plan%20on%20Aging.pdf>

³⁰ Testimony provided for the 2024 Rate Setting Board. May 29th, 2024.

³¹ "Dept of Social and Health Services Program 050 Long-Term Care Regular Budget Session Level N9 Direct Care Workforce."

Department of Social and Health Services, n.d. <https://abr.ofm.wa.gov/api/public/decision-package/summary/46313>

³² "SEIU and WA Home Care Coalition survey – March 2024," *Consumer Directed Rate Setting Board briefing book*, May 6, 2024.

<https://www.dshs.wa.gov/sites/default/files/AL TSA/stakeholders/documents/CDE/Briefing%20Book%2005-06-2024.pdf>, pp. 84 – 114.

pay the same or more than a home care job in the state. Throughout the Rate Setting Board discussions, we have heard repeatedly in caregivers’ testimonies how much they love their jobs, and how they are frequently forced to quit because they need a job that pays a higher wage.

Table 4. Selected job postings in Washington state, January 2024

Job Posting	Company	Wage	City
Kitchen	Zeeks’ Pizza	\$22/hour	Seattle
Crew Member	Jersey Mike’s Subs	\$21.50 - \$22.50/ hour	Redmond
Custodian - Hourly	Archdiocese	\$20 - \$28 / hour	Seattle
Barista	Starbucks	\$20.25 - \$22.99/hour	Seattle
Team member	Shake Shack	\$23/hour	Seattle
Team Member	Whole Foods	\$20.50 - \$25.12/ hour	Seattle
Delivery Driver	Amazon	\$23.25 - \$26.00/hour	Tukwila
Cleaning Jobs	Homeaglow	\$20 - \$28/ hour	Seattle
Team member	Pagliacci Pizza	\$22- \$28/ hour	Seattle

Source: 2023 Job postings on Indeed.com accessed January 30, 2024. <https://www.indeed.com/>

Increasing wages would also prevent qualified and experienced caregivers from leaving the workforce. SEIU 775’s 2024-member survey asked caregivers whether they were planning to stay in the workforce; 24% responded they were leaving or thinking about leaving. The survey then asked them what would make them stay in the workforce: the overwhelming majority (87%) responded that higher wages would make them stay.³³

Results from the member survey indicate that about 59% of caregivers in Washington take care of a family member. During the board’s discussions on recruitment and retention, recruiting qualified and trained family caregivers to provide care to non-family clients came up frequently as an potential mechanism to expand and maintain the workforce. SEIU 775’s 2024-member survey shows that roughly 50% of *family caregivers* said they were *not* willing to take on another client if their current family member no longer needed care. However, 57% of these IPs said they would change their mind, and care for non-family clients, if wages were higher.³⁴

The solution: other benefits

Recruitment and retention are not only about wages, but also about benefits. While higher wages are the biggest incentive to keep people in the workforce, better retirement and more paid time off are also significant factors: 52% of caregivers who responded in the survey indicating that they were planning to leave the workforce said they would stay if they had a better retirement benefit; and 48% if they had more paid time off.³⁵

A meaningful retirement benefit can serve as a significant retention incentive for caregivers. To understand the impact of such benefit, we asked caregivers what amount of retirement benefit would encourage them to stay and continue working. The responses varied, with a median figure of \$100,000 and an average of \$250,000 by retirement.³⁶ Based on these results, offering caregivers

³³ SEIU 775 Member survey, March 2024, *Consumer Directed Rate Setting Board briefing book*, May 6, 2024, <https://www.dshs.wa.gov/sites/default/files/ALTSA/stakeholders/documents/CDE/Briefing%20Book%2005-06-2024.pdf>, pp. 32 – 82.

³⁴ Ibid.

³⁵ Ibid.

³⁶ Ibid.

\$100,000 in their retirement account after working full-time for 10 years, could become an effective strategy to enhance retention.

C. Affordable healthcare³⁷

Another factor listed in the statute is the state's interest in ensuring access to affordable, quality health care for all state citizens, including caregivers. This factor is especially important for caregivers as they face significant health disparities; over 1 in 10 caregivers have diabetes, and 14% have hypertension.³⁸

Currently, IP home care workers and their dependents receive affordable health benefits if they work more than 80 hours per month, but there is no subsidized coverage for spouses or partners.

While the Rate Setting Board generally does not have the authority to designate money for specific benefits, there is specific statutory authority and direction to establish a funding rate for health benefits. The need to improve benefits to support recruitment and retention, the direction to reduce reliance on public benefit programs, and the guidance to ensure access to affordable, quality care, this suggests the Rate Setting Board has an interest in establishing a rate that supports *reliable, stable health benefit coverage*.

A challenge caregivers face with regards to health care is that they need to reach 80 hours per month to maintain coverage and sometimes that can be challenging. Circumstances that are out of caregivers' control can impact their ability to reach the 80-hour minimum: clients end up in the hospital, clients pass away, or the caregiver is sick or injured for an extended period.³⁹ In these events, it can be difficult to meet the hours requirement on a short timeline. In fact, the Health Benefits Trust found that 1 in 4 caregivers experienced a break in coverage at least once last year.⁴⁰

These breaks in coverage can have real impacts on caregivers. The Health Benefits Trust found that 48% of people who lost coverage skipped or delayed preventative care, 27% didn't fill all their prescriptions, and 19% even delayed or skipped getting urgent care.⁴¹

D. Reduce reliance in public benefit programs⁴²

The factor related to public benefit programs relies on the fiscal interest of the state of reducing caregivers' reliance on public assistance programs. This goal is could be achieved through higher wages and better benefits that result in adequate, stable, and secure employment conditions.

As portrayed in Figure 6, between March 2022 and March 2024, reliance of caregivers on public assistance has decreased as both a function of higher wages and the unwinding Covid eligibility expansions. However, significant percentages of caregivers still rely on public assistance, particularly on Medicaid (21%), and SNAP (12%).

³⁷ RCW 41.56.465 (5) (b) (iii)

³⁸ "SEIU 775 Benefits Group – Health Benefits Rate Setting Board Presentation," *Consumer Directed Rate Setting Board briefing book*, May 17, 2024, <https://www.dshs.wa.gov/sites/default/files/ALTSA/stakeholders/documents/CDE/Briefing%20Book%205-17-24.pdf>, p. 90

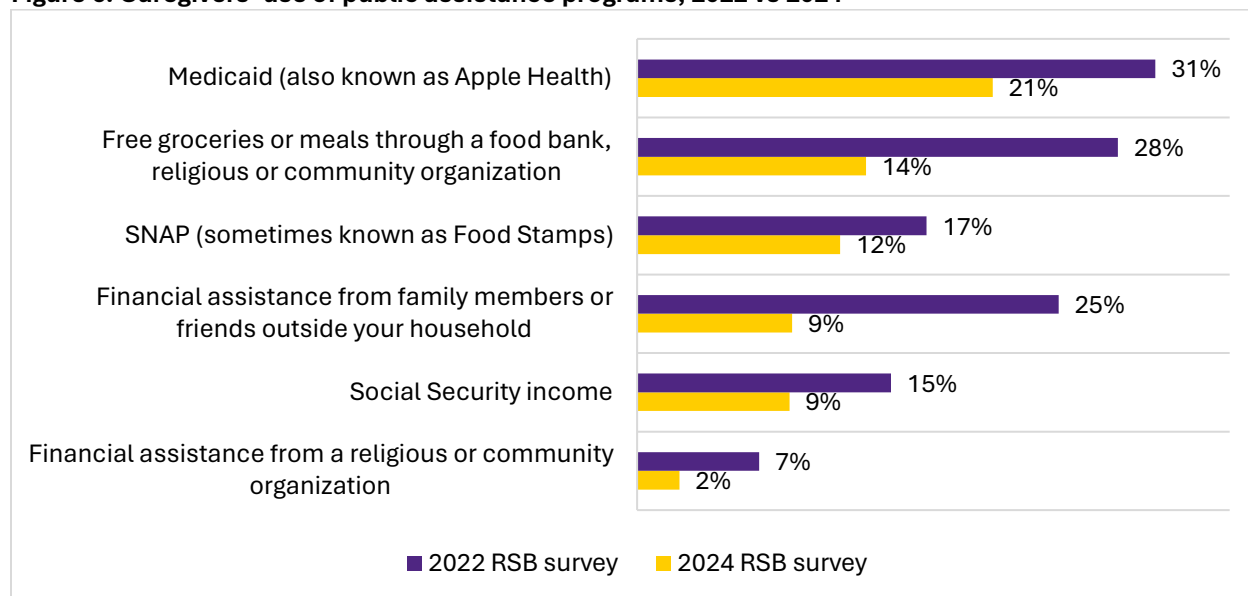
³⁹ "Caregiver Financial & Health Coverage Instability," *Consumer Directed Rate Setting Board briefing book*, May 17, 2024, <https://www.dshs.wa.gov/sites/default/files/ALTSA/stakeholders/documents/CDE/Briefing%20Book%205-17-24.pdf>, p. 63.

⁴⁰ *Ibid.*

⁴¹ "Caregiver Financial & Health Coverage Instability" *Consumer Directed Rate Setting Board briefing book*, May 17, 2024, <https://www.dshs.wa.gov/sites/default/files/ALTSA/stakeholders/documents/CDE/Briefing%20Book%205-17-24.pdf>, p.64

⁴² RCW 41.56.465 (5) (b) (iv)

Figure 6. Caregivers’ use of public assistance programs, 2022 vs 2024



Source: SEIU 775 Member survey, March 2022; and SEIU 775 Member survey, March 2024.⁴³

The solution: wages

Establishing a wage that would allow caregivers to move away from public assistance is not straightforward because caregivers’ eligibility for public assistance tends to vary widely depending on multiple factors such as wages, household composition, hours worked, and the specific income limit for a each specific public program. Furthermore, because caregivers’ income is a combination of their wages and benefits, higher wages might affect their eligibility for public benefits - and doesn’t always translate to a higher income. When that happens, caregivers experience a “benefit cliff”.⁴⁴

Consequently, one instrument to ensure caregivers and can get off public assistance programs without negatively impacting their income is to look at a “living wage”, calculated as the wage sufficient to pay all of someone’s basic needs.

The 2022 - 2023 Living Wage Report, developed by the Alliance for a Just Society, estimates what a wage to meet basic needs without public assistance. For 2023, the most conservative statewide figure was \$23.04 for a single adult.⁴⁵ This doesn’t reflect the wages needed in higher-cost areas of the state, and it doesn’t account for the roughly half of caregivers that have dependent children.⁴⁶

The Alliance then used Washington State Economic and Revenue Forecast Council’s inflation projections to estimate the living wage for different household sizes for 2026 and 2027. What they found is that in 2026 and 2027, the living wage for a home care worker with union healthcare is expected to be well above 26 dollars. For a household of two – at least 40% of caregivers have at

⁴³ SEIU 775 Member survey, March 2024, Consumer Directed Rate Setting Board briefing book, <https://www.dshs.wa.gov/sites/default/files/ALTSA/stakeholders/documents/CDE/Briefing%20Book%2005-06-2024.pdf>, pp. 32 – 82.

⁴⁴ Cook, Allison. “Benefit Cliffs and Benefit Plateaus:,” PHI, https://www.phinational.org/wp-content/uploads/2017/07/benefit_cliff_powerpoint_final.pdf

⁴⁵ “Still Struggling to Make Ends Meet: Job Gap 2022-2023,” Alliance for a Justice Society, 2024. <https://www.dshs.wa.gov/sites/default/files/ALTSA/stakeholders/documents/CDE/Briefing%20Book%2005-06-2024.pdf> pp. 116 – 130.

⁴⁶ SEIU 775 Member survey, March 2024, Consumer Directed Rate Setting Board briefing book, <https://www.dshs.wa.gov/sites/default/files/ALTSA/stakeholders/documents/CDE/Briefing%20Book%2005-06-2024.pdf>, pp. 32 – 82.

least one child below the age of 18⁴⁷ - the living wage in 2027 would need to be above 38 dollars. These wages would render public assistance programs for caregivers less necessary while not reducing their overall income.

The solution: retirement

Meaningful retirement benefits beyond social security could reduce caregivers' reliance on public assistance programs as they move into retirement. For low-wage workers in particular, a meaningful retirement benefit would need to translate into roughly the same amount of income in retirement that they had when they were working because a substantial portion of their income is spent on essentials.^{48,49} Consequently, the goal would be to get to 90% replacement income between a combination of social security, the Secure Retirement Trust benefit, and particularly as wages increase, personal retirement savings. Experts estimate that a range between 10% and 15% of wages is a solid benchmark for retirement savings,^{50,51} and the Secure Retirement Trust found that, depending on how long someone works, getting to a contribution rate that is 10-15% of wages would take caregivers to the replacement income goal.⁵²

E. Comparables⁵³

The relevant statutes direct the Board to consider what other similarly situated employees earn for similar work within Washington State and across the country. Based on the historical understanding of what makes for a good “comparable” in another state, the Union has identified three states with state-wide union contracts for home care that are suitable for comparison to Washington State: Massachusetts, Connecticut, and Illinois. Table 5 shows that each comparable state has IP hourly wages greater than \$20 per hour, with Connecticut reaching a starting wage of \$23 per hour by the start of 2026 and Illinois reaching \$24.75 by June 2027 for experienced caregivers. Given the difference in the cost of living between Washington and these states, we adjusted the wages to the equivalent wage in Washington State. From this, we see that \$23 per hour in Connecticut is equivalent to \$23.88 in Washington, and \$24.75 in Illinois is equivalent to \$26.99 in Washington.⁵⁴

Table 5. Per hour wages for comparable state IP systems

⁴⁷ “Still Struggling to Make Ends Meet: Job Gap 2022-2023,” *Alliance for a Justice Society*, 2024.

<https://www.dshs.wa.gov/sites/default/files/AL TSA/stakeholders/documents/CDE/Briefing%20Book%2005-06-2024.pdf> p. 116 – 130.

⁴⁸ Deng, Ivy, Laura Kim, and Angela Antonelli “How Much Is Enough? The Challenge of Helping Workers Determine Their Retirement Income Needs,” *Georgetown Center for Retirement Initiatives (blog)*, May 2, 2019. <https://cri.georgetown.edu/how-much-is-enough-the-challenge-of-helping-workers-determine-their-retirement-income-needs/>.

⁴⁹ “Policy Basics: Top Ten Facts about Social Security,” *Center on Budget and Policy Priorities*, August 14, 2010.

<https://www.cbpp.org/research/social-security/top-ten-facts-about-social-security>

⁵⁰ “Between You and Your Employer, Set aside at Least 10% of Your Paycheck....If You Are Older and Haven t Started Retirement Saving, Then 10% Will Be Too Low: Start Thinking at Least 15%-20%,” *The Brookings Institution*, 2019. <https://www.brookings.edu/articles/the-new-math-of-saving-for-retirement-may-boil-down-to-this-one-absurdly-simple-rule/>

⁵¹ “Reasons Why You Should Aim to Save 15% for Retirement,” *T. Rowe Price*, Accessed June 5, 2024.

<https://www.troweprice.com/personal-investing/resources/insights/save-15-percent-for-retirement.html>.

⁵² “SEIU 775 Benefits Group – Retirement Benefits,” *Consumer Directed Rate Setting Board briefing book*, May 29, 2024.

<https://www.dshs.wa.gov/sites/default/files/AL TSA/stakeholders/documents/CDE/Briefing%20Book%2005-29-24.pdf>, pp. 33 – 58.

⁵³ RCW 41.56.465 (5) (b) (i)

⁵⁴ Data based on Regional Price Parities published by the U.S. Department of Commerce’s Bureau of Economic Affairs, and the historic data compiled by the Federal Reserve Bank of St. Louis. Because 2022 is the last year in which they have published regional price parities for states, we projected them out for the years 2023 – 2027, based on each state’s Regional Price Parity average annual change for the last 10 years, from 2012 through 2022.

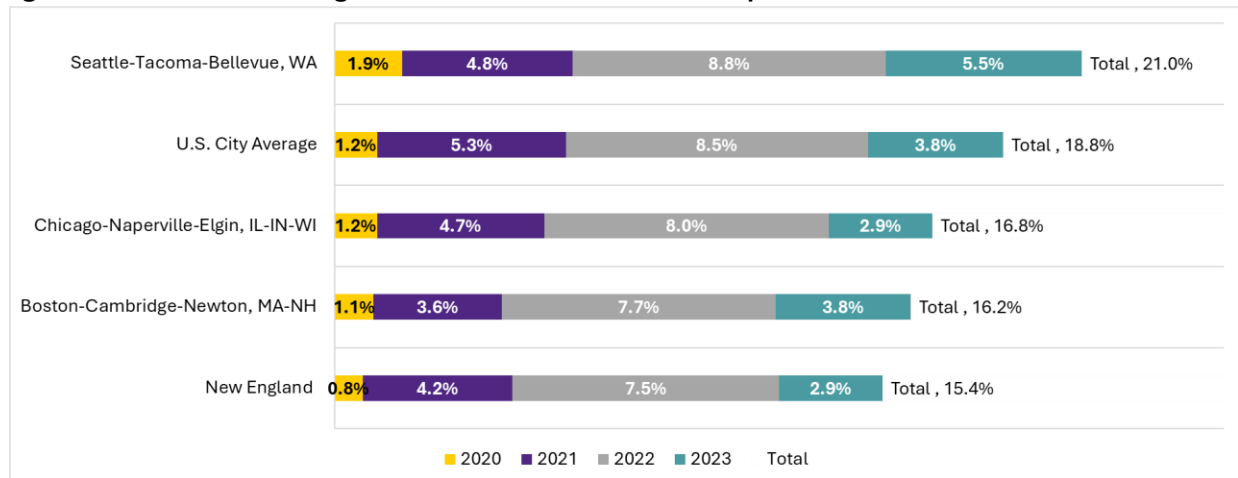
State or Area	Time Frame for Wages	Wage (\$/hr)	Wage adjusted by region price parities: Equivalent wage in WA	# of Home Care Workers (Bargaining Unit+)
Massachusetts	July 1, 2025 (FY 2026)	\$20.00 (starting wage)	\$20.19	58,000
		\$22.40 (highest step in wage scale)	\$22.61	
		\$20.36 (weighted average)	\$22.55	
Connecticut	January 1, 2026 (FY2026)	\$23.00	\$23.88	11,500
Illinois	June 30, 2027 (end of contract)	\$20.75 (starting wage)	\$22.63	34,000
		\$24.75 (seniority wage)	\$26.99	

Source: own elaboration with multiple sources⁵⁵

Comparing Annual Change in CPI-W, All Items

Washington State has experienced significantly higher inflation over the last four years compared to comparable states. According to data from the U.S. Bureau of Labor Statistics, the Seattle-Tacoma-Bellevue annual change in CPI-W for all items totals 21.0% from 2020 to 2023. Figure 7 below shows that the CPI for comparable states was lower over the same period. The United States city average, Chicago-Naperville-Elgin (Illinois), Boston-Cambridge-Newton (Massachusetts), and New England (Connecticut) is 18.8%, 16.8%, 16.2%, 15.4%, respectively.

Figure 7. Total inflation using CPI-W from 2020 to 2023 for comparable areas



Source: own elaboration with information from the U.S. Bureau of Labor Statistics⁵⁶

⁵⁵ "SEIU 775 Wages presentation," *Consumer Directed Rate Setting Board briefing book*, May 6, 2024.

<https://www.dshs.wa.gov/sites/default/files/ALTSA/stakeholders/documents/CDE/Briefing%20Book%2005-06-2024.pdf>, p. 171

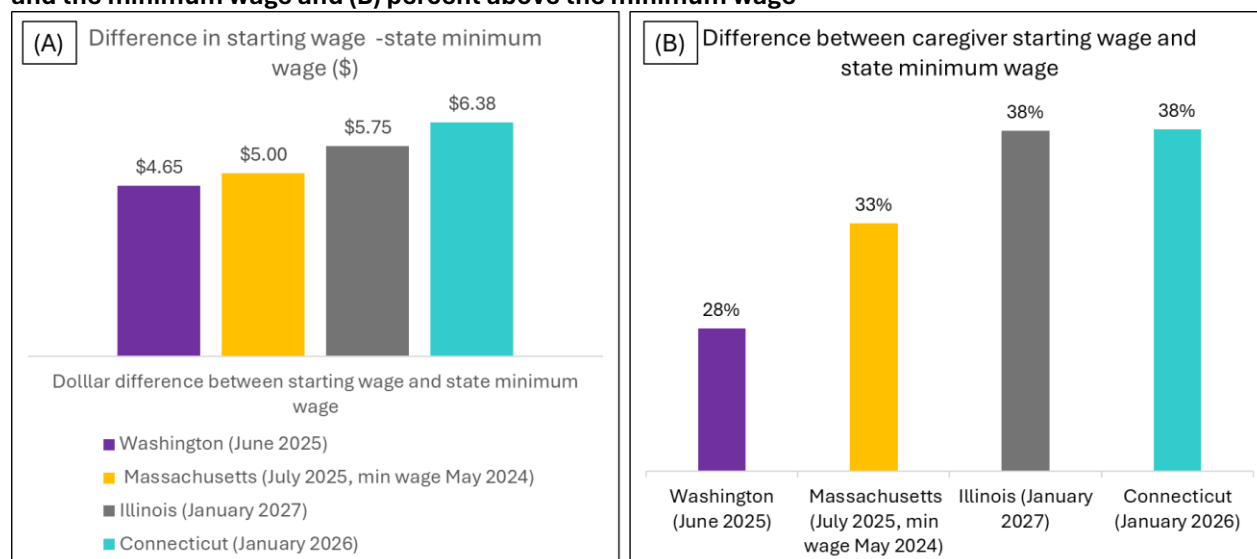
⁵⁶ "SEIU 775 Wages presentation," *Consumer Directed Rate Setting Board briefing book*, May 6, 2024.

<https://www.dshs.wa.gov/sites/default/files/ALTSA/stakeholders/documents/CDE/Briefing%20Book%2005-06-2024.pdf>, p. 172

Comparing Caregiver Pay in Other States to the Minimum Wage

In addition to considering the impact of cost of living when comparing caregiver wages across different states, we also compared caregiver wages to the minimum wage in the relevant states. The ability for a state to recruit and retain home care workers lies, in part, in the relative difference in pay for home care compared to the state minimum wage. Figure 8 below shows that Washington State has the smallest gap between the minimum wage and caregiver wages as measured in both absolute and relative terms. That is, caregivers in Washington State will be paid \$4.65 per hour (28%) above the state minimum wage while Massachusetts caregivers will be paid \$5.00 per hour (33%) above the state minimum, Illinois caregivers will be paid \$5.75 per hour (38%) above the state minimum wage, and Connecticut caregivers will be paid \$6.38 per hour (38%) above the estimated state minimum wage.⁵⁷

Figure 8. Caregiver wages for each comparable state expressed as (A) the difference between wages and the minimum wage and (B) percent above the minimum wage



Source: own elaboration with multiple sources⁵⁸

F. Ability to Pay⁵⁹

The state of Washington has the financial ability to pay for increased, livable wages and benefits for home care workers, and, if needed, the mechanisms to draw more funds.

Washington state’s economy is strong: inflation is decreasing, consumer spending and state personal income are growing, and the state’s revenue is growing. Furthermore, budget reserves for

⁵⁷ For WA state, we projected the 2025 minimum wage by averaging the annual minimum wage increase from 2012 – 2024; for CT, we projected the 2025 and 2026 minimum wages by using the ten-year annual change for employment cost index, which is the index the state uses to update their minimum wage; for MA, we did not project further minimum wage increases because the state has not declared yet their will update it beyond the latest change in 2023; and for ILL, we did not project further minimum wage increase because as of now, state law establishes that “on and after January 1, 2025, every employer shall pay to each of his or her employees who is 18 years of age or older in every occupation wages of not less than \$15 per hour.”

⁵⁸ “SEIU 775 Wages presentation,” *Consumer Directed Rate Setting Board briefing book*, May 6, 2024.

<https://www.dshs.wa.gov/sites/default/files/ALISA/stakeholders/documents/CDE/Briefing%20Book%2005-06-2024.pdf>, p. 174

⁵⁹ RCW 41.56.465 (5) (a) (ii)

FY27 are robust, representing 6% of annual spending.⁶⁰ But even if fiscal and budget conditions were weaker, according to Washington’s department of revenue, legislators in the state of Washington have 26 options to increase revenue within the current tax code.⁶¹ As stated by WA Budget and Policy Center: WA state has tremendous wealth.⁶²

Washington state is in a strong position to invest in building the long-term care workforce the state needs to meet the growing demand. Therefore, within the current context, and in the absence of a serious recession and massive budget deficit, the heart of the matter lies not in the state’s ability to pay, but in the state’s policy priorities. That is, given the current economic and fiscal scenario, the size of the investment in home care is a policy choice.

There has been some argument that the rate setting board should act with restraint in setting the next labor rate because the state needs to invest equally in all settings across the long-term care system. Such considerations are beyond the scope of the Rate Setting Board’s mission. First, that mandate cannot be found in the Rate Setting Board’s applicable statutes. Indeed, it cannot be found anywhere in any statute. Second, considering wholly different long term care providers with wholly different economic considerations is far beyond the scope of the data before the Board. No determination about rates for other long term care providers would be reasonable based on the evidence discussed. Third, reimbursement mechanisms for different long term care providers are varied and do not lend themselves to apples-to-apples comparisons. While it is true that all long-term care workers – like all workers - deserve a living wage and access to good benefits this consideration is beyond the scope of the Board’s mandate. The Rate Setting Board and all the things it must consider is unique to home care.

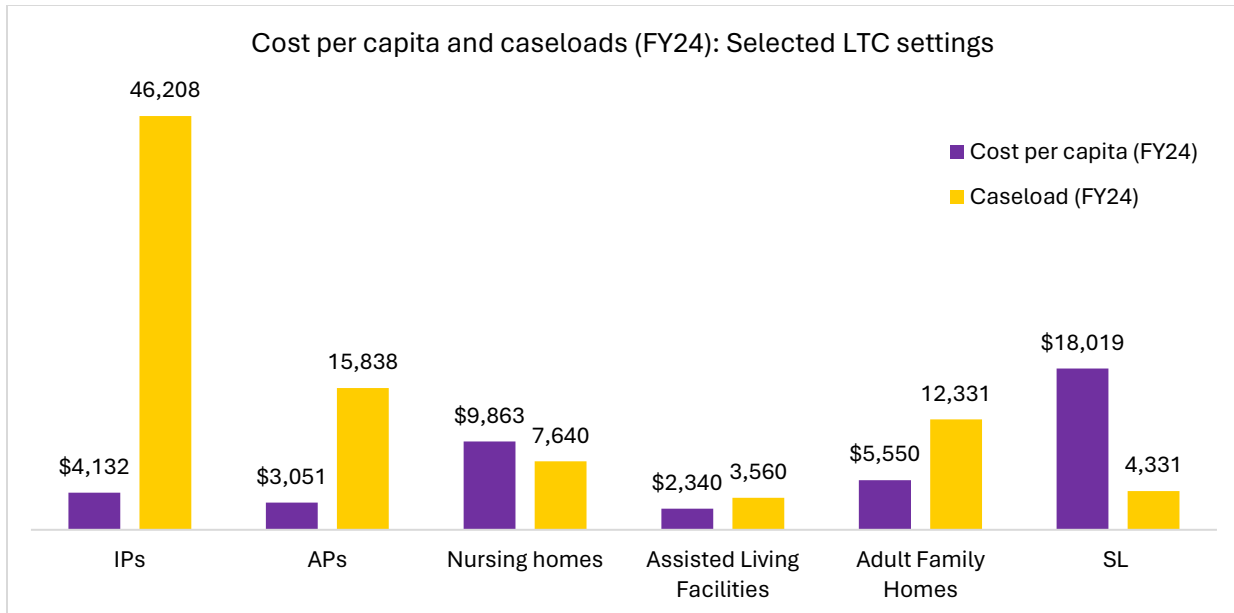
To the extent the Board chooses to consider the competing needs within the long-term care system when it is considering the ability to pay, home care is by far the largest and most preferred form of Medicaid long-term care, and also the most cost-effective form of care (see Figure 9).

Figure 9. Cost per capita and caseloads (FY24): Selected LTC settings

⁶⁰ Washington State Economic and Revenue Forecast Council, “Washington State Economic and Revenue Forecast,” Feb. 2024, <https://erfc.wa.gov/sites/default/files/public/documents/publications/feb24pub.pdf>; Washington State Economic and Revenue Forecast Council, “Economic & Revenue Update,” May 14, 2024, ; and Washington State Economic and Revenue Forecast Council, April 2024 Adopted Enacted Budget Outlook, Apr. 2024, https://erfc.wa.gov/sites/default/files/public/FY%202024%20Enacted%20Outlook_Final.pdf.

⁶¹ Washington State Department of Revenue, “Valuations and Average Tax Rates,” <https://dor.wa.gov/about/statistics-reports/property-tax-statistics/property-tax-statistics-2023#:~:text=Valuations%20and%20Average%20Tax%20Rates>; Washington State Department of Revenue, “2020 Tax Exemption Study: A Study of Tax Exemptions, Exclusions or Deductions From the Base of a Tax; a Credit Against a Tax; a Deferral of a Tax; or a Preferential Tax Rate,” https://dor.wa.gov/sites/default/files/2022-02/2020_Tax_Exemption_Study_Entire_Report.pdf?uid=62703203dc561.

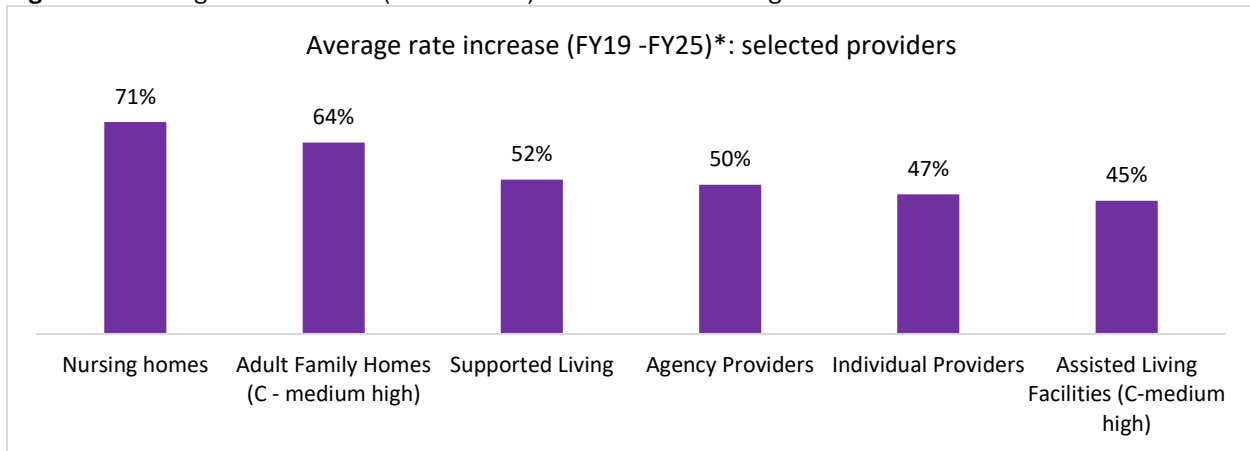
⁶² Parish, Preston. “Home Care Workers: Why Adequate Pay is Essential,” *Washington Budget and Policy Center, Consumer Directed Rate Setting Board briefing book*, June 5, 2024, <https://www.dshs.wa.gov/sites/default/files/AL TSA/stakeholders/documents/CDE/Briefing%20Book%2006-05-2024.pdf>, p. 29



Source: own elaboration with information from DSHS - ALTSA & DDA Per Capita Costs, Winter 2024 Forecast.⁶³ Caseload: sum of DDA + LTC; for cost per capita: weighted average between LTC and DDA.

The reality is that, historically, the legislature has not provided for uniform rate increases for all Medicaid long-term care settings. In fact, when looking at rate increases across different long term care services for the last 6 years, home care rates have been among the slowest growing compared to other long-term care rates, even though it is the preferred service, the most cost effective, and the one that serves more clients in the state (see Figure 10).

Figure 10. Average rate increase (FY19 – FY25): selected LTC settings



*IPs: "fully loaded" labor rate (For the purposes of this analysis, does not include pandemic, PPE, and overtime). APs = vendor rate - admin - EVV- PPE - pandemic. For FY19 – FY22, rates as of January last year of the CBA with the state published in the management bulletin, for FY23 – FY25 rates as published in management bulletin. Nursing homes: average base rate. AFH: Adult Family Homes + CI. Supported living: ISS base rate. Assisted living: assisted living rate + capital add on. Note that for FY25, rates for adult family homes, supported living and assisted living are estimated based on budget appropriations since rates have not been published yet.

⁶³ "DSHS - ALTSA & DDA Per Capita Costs Winter 2024 Forecast," *Consumer Directed Rate Setting Board briefing book*, May 29, 2024. <https://www.dshs.wa.gov/sites/default/files/ALTSA/stakeholders/documents/CDE/Briefing%20Book%2005-29-24.pdf>, p. 30

IV. What we need to fulfill the vision

Thorough consideration of the factors outlined in this memo necessitate a rate that is sufficient to fund:

1. **Real wage increases that restore and exceed May 2020 purchasing power.** Such increases will help recruit and retain a stable workforce, and reduce reliance on public assistance programs. We propose a rate that would be sufficient to fund a wage of \$24.89 by the end of FY 26 and \$26.15 by the end of FY 27.
 - a. Evidence shows that a starting wage of \$24.89 will restore the purchasing power of wages to May 2020 levels and \$26.15 will provide a real wage increase above inflation, amounting to a 3% increase in purchasing power above the May 2020 levels. This proposal puts caregivers on track to see real wage increases over the biennium.
 - b. The research from the Alliance for a Just Society shows these wages make meaningful progress towards closing the gap for the living wage needed for a single adult in WA State: \$25.62 per hour in 2026 and \$26.59 per hour in 2027.
2. **Health care coverage that is affordable, stable, and reliable.** Maintaining affordable health care, reducing churn by providing two months of grace period, and extending dental, vision, and hearing to spouses will require a rate of \$5.22 in FY 26 (no increase) and \$6.01 in FY 27 (+\$0.79).
3. **Progress towards meaningful retirement benefits.** Through consideration of a variety of metrics, our goal is to reach a contribution rate of \$2.50 for the highest retirement tier by the end of the biennium.
 - a. The survey conducted by SEIU 775 suggests that a total retirement benefit of approximately \$100,000 by retirement is a meaningful benefit that can boost retention. A contribution rate of \$2.86 per hour for 10 years is required to meet this number.
 - b. Actuaries from Milliman suggest movement towards a retirement benefit that is proportional to wages, and more specifically is roughly 10% of wages. The goal is to reach a retirement benefit that can replace 40% of a caregiver's wages at retirement. At \$25 per hour, this amounts to a \$2.50 per hour contribution rate.
4. **Progress towards standard workplace benefits.** Offering standard workplace benefits is an effective way to boost recruitment and retention of workers. Our goal is to have a rate that can support modest increases to PTO, paid holidays, and the mileage cap.
 - a. A PTO accrual rate of 1 hour of PTO for every 20 hours worked will provide caregivers with the ability cover sick leave and take a small vacation.
 - b. Two additional holidays per year (amounting to 6 total holidays by the end of the biennium) will sufficiently compensate caregivers for critical work during holidays.

⁶⁴ "Office of Rates Management," DSHS, Accessed June 6, 2024. <https://www.dshs.wa.gov/altsa/management-services-division/office-rates-management>; and "HCS Management Bulletins," DSHS, Accessed June 9, 2024. <https://www.dshs.wa.gov/altsa/home-and-community-services/hcs-management-bulletins>.

- c. A mileage cap of 140 per consumer would significantly reduce the cost burden of out-of-pocket transportation costs, especially for rural caregivers.
- 5. **Additional improvements to training and admin time, and the addition of an emergency fund.** Pursuant towards increasing recruitment and retention, and further professionalizing caregiving as a career, these improvements and additions will help caregivers feel more supported in the work they do, recognize the administrative labor they perform on a day-to-day basis, and provide an economic safety net.

Home Care Agency – Direct Care Supervisors Letters to the RSB

Many of the Direct Care Supervisors employed by Medicaid Contracted Home Care Agencies expressed an interest in sharing their work experiences including their challenges and proudest moments Care Managing their caseload of Medicaid Clients and providing supervision, support and assistance to the caregivers serving our population of vulnerable adults and children.

We have attached their letters to this presentation.

Thank you,

The Home Care Coalition



February 23rd, 2024

To whom it may concern,

My name is Kennedy and I am a Social Services Case Manager employed with a Medicaid Contracted Home Care Agency providing services to clients in Pierce County. As a Home Care case manager there are many things about this job that are fulfilling and rewarding, but on the other side of that, there are many things that are extremely challenging. Being a source of support, an advocate, and a resource are just a few that remain constant. The goal of this letter is to be fully transparent about how the work we do does not correlate to how we are compensated.

Ensuring client health and safety will always be the highest priority as a case manager at my home care agency. Our commitment to our clients is expected to be relentless and consistent due to the vulnerable population of people we serve. With this comes an understanding that at times we will be expected to work beyond a 40 hour work week. Along with that comes assessing client needs, listening to concerns, emergency staffing, in-home visits, coordinating schedules, mandatory reporting, taking referrals, facilitating tough conversations, and keeping up on administrative tasks. As a case manager you are expected to reach successful outcomes for your clients while being pulled in three different directions at once. Ensuring the 75 clients on your caseload are staffed, healthy, and living in safe environments. Our job begins with staffing a client with a care team, from there we are met with many challenges that go beyond what we are compensated for.

An average caseload has 75 clients, 75 families, 55-65 caregivers, and up to 1,250 schedules per month that Supervisors are 100% responsible for. It is our direct responsibility to maintain care for the vulnerable individuals on our caseload. It is also our expectation to maintain the relationship between our clients and their caregivers. Facilitating this relationship comes with many challenges including facing a high turnover rate, while simultaneously trying to staff high risk clients as quickly as possible. We work diligently to provide care, when a majority of our clients are in situations where they need far more support than just the support provided by the caregiver and the supervisor. It's not uncommon for clients to turn towards their supervisors for assistance with housing, medical concerns, and financial barriers. Our job quickly gets stretched thin as a client's needs become more significant.

The job of a Supervisor is full of an unbelievable amount of gratitude and success. One of my favorite ways to measure success is through the relationships I have built with my clients and their families. Establishing rapport and building trust will always be something I'm most proud of. Being one of the first people my clients think of to call when they are in an ambulance headed to the hospital, when they lost their home in a house fire, or when they are being moved to hospice-to name a few. It is the reason I continue to pour myself into this job and line of work that we do. Through every difficult conversation I have and challenging phone call I take, I gain insight on what it means to become a better supervisor.

The goal of this letter was to advocate for higher wages. To not only be seen and heard, but to be compensated for the amount of time, heart, and relentless effort we put into the work we do. It is our ongoing mission to keep our clients safe and healthy. In order for that to be sustainable, we as supervisors deserve to be acknowledged.

Thank you for taking the time to better understand our mission.

To Governor Jay Inslee, District 8 Legislators, and to whom it may concern,

My name is Angelica Lucinda Rodriguez. I live in Richland Washington, Benton County. I work as a Data Input Specialist/Direct Care Supervisor. My career entails me to travel the Tri-Cities areas such as Benton County, and Franklin County to help get clients started on our services and send caregivers into their homes.

Most people do not think of their future in the sense of getting older, becoming vulnerable, and needing help even from strangers. I know I didn't before working as a Direct Care Supervisor. It starts with a phone call and introducing myself to these clients and showing them kindness to assure them our agency is here to assist. Some clients have a difficult time believing they qualify for programs to assist with their care, and others unfortunately don't qualify. This is where I start to see the hardships of clients and their family members and having to pay out of pocket or if they do qualify for hours, sometimes it's not enough hours for assistance. In total our Richland branch has 349 clients, out of that total there are only 10 clients who can afford private pay, out of the 10 clients 4 of them in addition to private pay also have some kind of state assistance, meaning 6 clients are paying \$41 per hour without any kind state assistance. Three hundred and forty-nine clients and only six clients can afford to pay forty-one dollars an hour. The most frequent phrase I hear from a client is "I can't afford it".

Offering resources to companies like our agency such as a vehicle would benefit Home Care. I rely heavily on my vehicle to meet with clients; in December I was in a car accident. I was unable to afford a car rental, and I have had to rely on coworkers to help with my visits or ask if I could use their cars. As a team, we have also faced issues with being unable to find providers to take clients to their appointments and sometimes needing office staff to take them.

I do my best to be efficient to get our prospects started on services. Most of the time I feel like it is out of my control when I can't get a client started on our services because their financial eligibility hasn't been approved or something so simple as needing a correction on their paperwork, waiting for a response. I try to offer support to our soon-to-be clients by keeping them updated as frequently as I can while juggling with our current clients as they too have questions, concerns, and changes to their health every day. This is also true for our caregivers; I oversee currently 23 out of 170 caregivers. I assist with completing their payroll, and schedules, monitoring their certifications, and their daily documentation on their client conditions. When I notice a caregiver getting overwhelmed with their client load or even their personal life, I do my best to listen to them and offer advice, because most people just need to be heard.

It can become difficult to hear the struggles of our clients and providers. I went to meet with a prospect in Pasco and his home was cluttered. The client kept apologizing for the mess and I assured him everything was fine and that once we got a provider in his home, they would be able to assist him with organizing his home. He took a seat and started crying telling me thank you. I don't feel like I should have been thanked. I sat over by him and spoke with him. He told me about his wife who had passed away 3 months prior, and she left him her cat and more stories. A little over a year passed and I went back out to his home and did a walk-through, his home was cleaner, he looked happier, and well taken care of. I looked around and said, "Hey where is your wife's cat?" He joyfully said "Oh you remembered my cat! Well, I'll go get him." Moments like this are what make the job feel rewarding, making people feel important or even remembered and hearing their stories.

Hello, my name is Cameron and I am a Direct Care Supervisor. My caseload includes 65 client's from both King and Snohomish counties. On a daily basis, my work consists of not only staffing clients with caregivers from our agency, but also mediating the ongoing relationship between caregivers and client. To ensure a long-lasting and mutually beneficial working relationship.

A number of the telephone calls I take from caregivers or clients result in me diffusing a tense situation between the two parties. Sometimes it is a small disagreement, other times it can become a larger issue that needs the attention of upper management to address. Regardless, the process of de-escalating all situations starts with me.

I think the biggest challenge I face as a Direct Care Supervisor is that Social Work can often feel like a thankless job. Many of the calls I take involve either a client or caregiver who is upset and needing issues resolved ASAP. I have worked in customer service positions before, but this job is all the stress of a customer service job and 3x as much work. I am happy to do this to make life easier for those in need, but at the end of the day I am also in need.

The financial struggles that my colleagues and I experience are difficult to say the least. Living in the Seattle area is not cheap, and with the rising prices of gas, food, and housing, I am unfortunately 5 years post-grad and still living paycheck to paycheck and unable to afford basic necessities let alone build a savings account. I am in this field and doing this job because I believe in helping vulnerable populations stay in the comfort of their home for as long as possible and providing families of these client's with the respite they need to continue to live a fulfilling life of their own. I hope everyone recognizes how much our work matters to our community.

My proudest moment as a Direct Care Supervisor took place when a new client was assigned to my caseload who was in a rehab facility after being left quadriplegic following a car accident involving the client being stuck by a drunk driver. The client had recovered from their injuries and wanted to return home to be with their partner and dogs. This client in particular would need total care, transfers with equipment, and has extensive care needs. This client's discharge was dependent on me finding a caregiver to work with them 40+ hours/week. I worked with his State Case Resource manager, hospital social workers, and of course, my own caregivers to set up meet and greets with the client and caregiver in the hospital to ensure we were finding the right fit for this client. After several weeks of trying to find a caregiver to commit to a fulltime schedule AND intensely high care needs, I located the perfect caregiver to work with this client. It was a hard task for me, but breaking the news to this client and their partner that they were going to be able to go home was the best reward I could have asked for.

Thank you for listening,

Cameron

To Whom it may concern,

My name is Denisse Arroyo-Lopez and I have been a Direct Care Supervisor for 6 months but have been with my home care agency for a little over 4 years. I serve clients in Kittitas County which includes cities such as Ellensburg, Kittitas, Cle Elum, Rosslyn, and Ronald. Our office in Ellensburg serves about 130 clients and 67 providers, that range from 2-97 years old with a variety of disabilities, medical conditions, socioeconomic statuses, and needs.

As a Direct Care Supervisor, I have many duties that pertain to intaking new clients, making schedule changes, and being there for the providers that need support. Advocating for our clients' needs and fostering a joint effort environment among our team are also central aspects of my responsibilities. In essence, I strive to ensure that our clients receive the highest quality of care while supporting and empowering our caregiving staff to excel in their roles.

Being a Direct Care Supervisor for a home care agency is tough. Juggling schedules, paperwork, and rules while making sure everyone gets proper care isn't easy. Sometimes, unexpected problems pop up, and we have to figure them out fast. Keeping caregivers motivated and happy is a big challenge too. Plus, every client has different needs, which means we always have to stay flexible. For my specific job duty of Data Input Specialist, having to plead to case managers when authorizations are ending is a big struggle but one of the hardest is making the determination when clients move to beyond our level of care and having to see them go. Despite the tough parts, knowing I'm helping people stay healthy and happy makes it all worth it in the end.

One of my proudest moments as a Direct Care Supervisor for a home care agency was seeing the positive impact of our team's efforts on the lives of our clients. There have been instances where our coordinated care and genuine compassion made a significant difference in enhancing the quality of life for those we serve. Witnessing a client achieve milestones in their recovery or witnessing the genuine smiles and gratitude from clients and their families fills me with immense pride and fulfillment. Additionally, seeing our caregivers grow and excel in their roles, knowing that I've played a part in their development and success, brings me a deep sense of pride and satisfaction. These moments remind me why I chose this profession and reaffirm my commitment to making a meaningful difference in the lives of others every day.

Working as a Direct Care Supervisor for a home care agency has profoundly impacted my life in ways I could never have imagined. It taught me the true meaning of compassion, resilience, and teamwork. I am inspired every day by the resilience of our clients and the dedication of their caregivers. It also strengthened my ability to solve problems, communicate effectively, and adapt to changing situations. Most importantly, it strengthened my belief that the power of kindness and empathy makes all the difference in the lives of others.

Thank you for listening,

21th February 2024

Dear RSB,

My name is Ajah and I am a Direct Care Supervisor employed and managing a client caseload in Pierce County. On behalf of the Medicaid Contracted home care agencies in our state, we believe it is crucial that our voices are heard by our Governor, representatives in our State's Senate and House, as well as by the Department of Social and Health Services, the Aging and Long-Term Care Support Administration, and the newly formed Rate Setting Board.

As you are aware, Direct Care Supervisors play an essential role in ensuring the well-being of Medicaid clients. We work tirelessly every day to ensure that our caseloads of 70+ clients receive quality care and support. Moreover, a significant portion of our workload is dedicated to supervising home care aides and guiding them through successful relationships with clients and to ensure the livelihoods of in-home care providers.

We should be properly compensated for our efforts in providing these services that go hugely unnoticed. The Direct Care Supervisor job may sound easy, but it is not. Many factors go into providing and maintaining Medicaid services to each client. The biggest challenge is establishing what can feel like a revolving door of finding each client's forever caregiver and being able to match not only to the care requirements but the client's and the caregiver's personalities.

Though my story is one of many experiences we Direct Care Supervisor's have faced under the administrative scope, one of my proudest moments is the impact I have made for my client Darleen. Darleen lost her ability to walk very abruptly and was insistent upon remaining in her home she and her late husband built together for as long as possible despite the safety issues this resulted in. Given this and the emotional effects this has created for Darleen, I was able to ensure daily care was in place upon her discharge and sought resources outside of my scope to ensure Darleen was safe and able to remain in her home for as long as possible. Darleen was not the happiest or relatively easiest person to maintain a service relationship with but ultimately she is still remaining in her home and was able to rely on the work I established to send qualified caregiver's to make this difficult change in her life bearable.

I am still in my 20's so I'm the youngest case manager working within the agency and can say from my perspective the work we do is not recognized or well reflected in our pay. I am struggling and living paycheck to paycheck. For the duties of this job and being in the Social Services field I now have additional personal expenses needed to meet with clients in their homes. I was gullible to think that the work we do is solely from behind a desk. This has caused the need for additional budgeting expenses in my day to day life on top of the pre

existing elevated costs of living. As with most young professionals I have goals, aspirations and a whole career ahead of me. It is not fair nor logical that given the work I put into the mutual clients we serve, that I should struggle with seeking to live on my own and fully supporting myself financially.

My passion for the work that I do is what motivates me to be there for my clients and caregivers despite any personal or financial challenges I go through. I know that at the end of the day my focus is for my clients/ caregiver's health, safety, and happiness. I think it is unreasonable for the amount of work we put into these people's lives to not be properly recognized and compensated for our time.

Thank you for your attention to this matter. I greatly appreciate your time and consideration.

Sincerely,

Ajah L.

February 2, 2024

To whom it may concern,

My name is Mayra Reyes Espinoza. I am a Direct Care Supervisor and I work in the Walla Walla area. Our Medicaid client caseload consists of 200 clients and includes Long-Term Care, DDA, TSOA, FCSP, VA clients and Private pay clients. Our youngest client is five years old, and our oldest client is roughly 100 years old. I also Supervise 25-30 Home Care Providers and make sure they get a schedule, complete their training and are up to date with DOH requirements.

As a Direct Care Supervisor, and to make a significant difference in the lives of the clients we serve and Home Care Providers, my job requires that I:

- Answer telephone calls from clients and Home Care Providers making sure no client's or Home Care Provider's voice goes unheard.
- Review, sort and answer hundreds of emails from case managers, home care providers, clients and from my managers to ensure all emergent needs are immediately responded to.
- Prioritize issues that must be answered immediately from those that are not urgent care needs and can wait for a few hours.
- We are also mentors to our Home Care Providers and clients as they also feel very alone, and most of the time just need someone to talk to. We are all human and deal with so much in our daily lives. Our job can be mentally draining and can burn us out.

Every day is filled with various client issues such as a client who is going to run out of food, a client who needs a medication pick up, a client discharging from the hospital, a Home Care Providers calling out of a shift due to a family or transportation emergency, a Home Care Provider needing more work hours (my favorite call or email), a client with a bed bug issue, a client losing housing, a client needing medical equipment and ensuring the Home Care Provider on my caseload have all necessary training to complete the tasks required per the Client's Plan of Care.

Any given day I have Home Care Providers reaching out to me for more work shifts, dealing with client's mental diagnosis and not being certain of how they are to respond, coordinating client care around the Home Care Providers' planned vacation and navigating unexpected absences to ensure client health and safety is maintained. My client's also experience challenging issues daily, such as, a bed-bound client's home care aide had their car breakdown and are not able to attend their scheduled work shift or a client's family member had to leave town due to an emergency and that client now requires a revised care schedule. In these instances, all my tasks are paused until these issues are resolved and client health and safety are ensured.

Throughout my workweek I also do interviews and orientations for new Home Care Providers. I complete on-site Teamings with new Home Care Providers to ensure they are as best trained to provide quality care to our clients. We want our clients to be satisfied with the care they are

receiving and to ensure my assigned Home Care providers concerns or questions are heard and responded to.

The most rewarding part of my job is matching a Home Care Provider with a client. This is hard work so when both the Home Care Provider and the client are happy to work together, I know I've done my job well.

I truly enjoy being a part of the social services community, and yes, the job of a Direct Care Supervisor is challenging, stressful and the annual salary is not what it should be; but I do enjoy the challenge.

With inflation and the economy paying my bills, affording childcare, food etc an increase in pay would greatly benefit me and all providers CNA's, HCAs, as a full-time working mom of 5!

Thank you for listening,

Mayra Reyes Espinoza

Hello Rate Setting Board,

My name is Alyssa and I am a Direct Care Supervisor servicing clients in the Pierce County region. As a Supervisor there are multiple ways that I support caregiver's on a daily basis. For example, caregiver's have a wide range of availability that they can provide care and transportation for clients. Now and especially during covid times, make it extremely difficult to find clients care. My assistance provides caregiver's with a way to find them a client who fits those requirements and someone who lives near them. Being a certified caregiver myself, having a client that lives near you benefits your wallet and ability to commit to long term schedules with clients. Another way I support caregivers is by assisting in maintaining the relationship between them and their clients. New challenges arise every day on lots of different levels between caregivers and their clients. In which, stepping in as the balance beam to understand and hear out both caregiver's and their client's issues to find a proper solution. This more often than not assists in caregiver retention and allows clients to receive long-term/reliable care.

In similar ways I am able to support Medicaid clients. My goal as a Direct Care Supervisor is too find our clients that "forever caregiver" who fits their personal care requirements, can provide long term care, and is willing to be adaptable to their client's care needs throughout their time that they are actively receiving care. This can be very difficult due to our overall shortage of caregivers and general client care needs. Moreover, when a client does find their forever HCA, they can run into service interruptions. For example, their caregiver goes on their yearly vacation or is in the hospital themselves for an extended period of time. My mission has always been to support those Medicaid clients with additional support from other caregivers during these gaps. This is done by our Home Care Agency team working to locate them fill in care or ensuring that there natural supports are available to them at all times. Medicaid clients also have State Case Workers. More often than not, clients will ask me about resources that home care agencies do not provide. I work as a client advocate and will communicate on a frequent basis with their State Case Workers to communicate their needs and assist them in getting

those resources. By doing this, it shows my clients that they can rely and trust in me to get them the care/support they deserve.

Alongside maintaining the challenges of caregiver/client relationships; my Home Care Agency is one of the only agencies that happy and able to assist Medicaid DDA clients. Parents or point of contacts often mention that these clients have behavioral needs. Locating an caregiver who has experience or willingness to learn how to assist them through this, can be an uphill challenge. But I am able to do so through persistence and determination.

Unaccompanied to that, personal challenges that I experience financially with my position is being able to afford my housing and cost of living. As most folks are aware, the cost of living is extremely high in Washington State. I live paycheck to paycheck. Living in a single family home on a single person income is not easily affordable when the rent is 2700\$ without the cost of utilities. If my wages decreased this would put me at risk for homelessness/ eviction, it would impact my quality of life, and ability to maintain coming to work to support my clients.

Thank you,

Alyssa F.

February 2, 2024

Hello! To whom it may concern,

My name is Xiomara Salgado. I am a Direct Care Supervisor in Washington State serving clients as of February 14, 2023. I'm proud to be a full-time Monday through Friday 8-5pm while being a mom raising 3 beautiful children, as I like to call it "A big girl job"

Our client caseload includes Medicaid Long-Term Care, DDA, MAC&TSOA and FCSP, we are serving approximately 190-200 clients like children/adults with developmental delays/physical and mental disabilities in all areas of Walla Walla, College Place, Touchet and Dayton, Dixie and Waitsburg, ranging from ages 5 years old to 90 yrs. old! How cool and awesome, right?

Some examples of tasks we are assigned on a day to day basis are:

- Answer and screen phone calls coming in to the office regarding client's schedule changes on a day-to-day basis.
- Prioritize client issues, comments and concerns as needed and redirect calls/emails as needed.
- Review daily emails received from Case Managers to home care aides and from our office manager with any changes, updates or FYI's.
- Completing Schedules for 18 of my assigned providers
- Performance reviews- Every provider has a Teaming "on boarding" a 90-day performance and Yearly reviews that we incorporate client participations, with comments, questions and or concerns.
- Continuing Educations certifications
- Home care Aid certifications
- Care Insurances and so forth that keep our hard working and reliable providers in compliance to be able to continue serving clients.

As a Direct Care supervisor, I also complete 6-month assessments and home visits which keep me out of the office often and for hours which can interfere with my other job duties assigned as I stated previously. Fortunately, with the help of my reliable car, I am able to maintain this job role! As I depend highly and solely on my job to pay for personal and family expenses, with the economy going up/ inflation it has been hard to pay my expenses alone such as gas, childcare and unfortunately my living expenses have been hard to pay on time, living paycheck to paycheck is challenging not just for single mothers but for any family. Again, as a full-time working mother it has been very hard to keep up financially. A pay increase would help alleviate some of this financial burden and stress.

Thank you,



Dear RSB,

Hello, I am Brianna S., and a Direct Care Supervisor working in the King and Snohomish county area. Presently, I care manage a 71 client caseload and the 53 incredible caregivers who provide services to my clients. I work directly with clients and caregivers to ensure they receive care with qualified caregivers and to mediate any issues between the two parties as well as reporting any changes in condition, schedule changes, and client issues to their Case Resource Managers. We also are responsible for advocating for caregivers if there are any client issues, making sure they have hours, and matching them to the clients that best fit their skill set.

My biggest challenge as a case manager is juggling my day to day life along with the stressors of the job. Often times I take my work home with me as our clients become more like family over time. The things that affect them as a result can affect me as well. I am a single mom and often times find myself living paycheck to paycheck and only putting back a little or nothing in my savings. I often stress about what would happen in an emergency financial situation since I have very little savings to speak of. With inflation and the rising costs of housing I pick up odd jobs here and there to get by and make sure my family is fed and we have a roof over our heads. I love doing social work and love helping people, so rewards do outweigh the challenges. This is by far the most rewarding job I have ever had.

My proudest moment as a case manager was matching my DDA client with a perfect caregiver who will talk about his favorite thing with him (WWE Wrestling) and play video games with him when they complete all of their scheduled care tasks. I speak with this client every week and he always makes sure to tell me that he is so happy with his services and his caregiver.

Sincerely,
Brianna S

2/2/2024

Hi, my name is Elsa. I'm a Direct Care Supervisor working in the Benton and Franklin county areas. My position is daily care compliance/payroll correction. I started here in June of 2022 as a temporary scheduler and was later offered a full-time position. I live 45 minutes from the office and my daily commute makes my days very long with working Monday through Friday, but I have to say my experience working for the Agency and my "family of co-workers" makes this commute well worth it. I have 14 years of experience in this field of work as I started as a night shift caregiver. With the years of experience, I have slowly moved up the ladder and now I have some years as a supervisor. The experience in training new young providers wanting to join this field of work is a joy. When you have front line experience you are able to mentor new providers and help them feel at ease and provide guidance they need to succeed in their position with clients in their own home. Our service is always needed. With the economy rising and deflation taking its toll, wages based on our experience are important, so we are able to help our company raise as a whole. Without the right knowledge, mentoring our providers would be lost in the field and that would affect our company all together. I choose to commute to work 5 days a week and that puts a hole in my account, but I do know I wouldn't want to work for any other company. I have experience with other agencies/facilities and how we all grow as a team I have not experienced anywhere else. SLR is a true example of family and teamwork. I appreciate all this company does, but we still are ineffective with the economy rising as a diabetic and co-pays going up. I have also been affected personally by this as it is getting harder to buy some of my medications. I wanted to share with you a

good point, not just all the hardships. I was recently nominated employee of the month as not being here longer than some others I was very proud to see that all my hard work and effort I have put into this company has made me shine. I see myself as a whole in this office and not just as an individual but I also see as an individual I was acknowledged for my work.

Dear To Whom It May Concern,

My name is Chantell and I am a Direct Care Supervisor working at a Pierce County home care agency. My work as a Supervisor is both rewarding and fulfilling, as I have the daily opportunity to provide our vulnerable individuals in WA the assistance needed to maintain a healthy and sustainable life.

My job would not exist without the hard-working, passionate and dedicated home care aides that work the front lines with our clients. We have a range of diverse caregivers from their experience, comfortability with level of care, qualifications, personality and culture. As a Supervisor I use tools to pair caregivers with clients that I believe align with both the experience/differences. The success of this pair is vital to ensuring our clients have the necessary assistance. In maintaining this professional relationship between clients and caregivers, I am always providing training and refreshers of our company's policies, giving tips on how to navigate stressful situations with a client, maintain schedules and accommodation for home care aides and clients, orienting/re-orienting home care aides to client's Plan of Care and any medical changes of client, and ensuring our home care aides are compliant with state laws and companies' policies. To ensure all this is done in a professional and timely matter, I am constantly making and receiving calls and emails, documenting thoroughly, and managing systems that allow me to track updates and deadlines for my caseload.

I am honored to serve our Medicaid clients in the state of WA. As a Supervisor who maintains a caseload of 60-75 Medicaid clients whom still need assistance and should not be discriminated against for their financial standing. When I receive a new referral for a Medicaid client, I immediately read their care assessment and work tirelessly to ensure each client not only receives quality care, but care that encourages and sustains independence for as long as possible. Upon conducting an intake I keep these factors in mind- documenting pertinent information related to their level of care and care needs, ensuring every medical equipment essential to client's care is functional, safe living and working environment for the client and home care aides, and ensuring clients understand the processes of maintaining care and our organization's policies.

Each client is unique in their level of care, natural supports and even personality. Inevitably there will be challenges to maintaining quality care. Some challenges include special considerations of client's circumstances that could impede care, physical and mental diagnosis that can be difficult to manage and home care aides to support, responding to emergency situations the client may encounter, and being the emergency support when natural support is not available. In order for me to do my job efficiently, I am in constant communication with State Case Managers so that everyone involved in my clients' care are working together to ensure health and safety.

My biggest challenge working as a Supervisor is maintaining schedules for each client and caregiver. My goal every month is to always have 100% of my clients receiving care. In achieving this goal I can experience burnout from client and home care aide issues and admin work. It can be difficult at times to balance work and personal life due to the demands of the job

and the amount of hours I put in. Additionally, keeping up to date of everything pertinent to my clients' care. This is so important, because if something falls through the cracks it may be at the expense of my client's health and safety.

In providing high level of care and expectation of myself as a Supervisor, some of my stress is attributed to the high-cost of rent and providing for my family. I am not in a position to afford everything my family of 4 needs with my salary. I would like to be compensated more for all the hard work I put in daily to ensure of client's health and safety. My duties do not end on Friday like most, I am working throughout the weekend as well to ensure nothing falls through the cracks and our clients are receiving the assistance they need to maintain their lives.

My proudest moment as a Supervisor was navigating an emergency situation with urgency and efficacy. One of my client's medical condition had changed drastically which resulted in a high level of care needed. Without much notice, I needed to update my client's DSHS Case Manager to be reassessed right away. Working with the DSHS Case Manager, my client received a reassessment and was approved for more hours. I received his new assessment, updated pertinent information related to my client's medical condition and Plan of Care and found caregivers with the experience and passion to help my client with short notice. The ability to handle crisis and provide a plan that sustains my client's care is what I am most proud of. This is one of many testimonials.

Thank you for hearing my voice today and I hope I can be an imprint to a movement that truly see the value of Direct Care Supervisors.

Respectfully,

Chantell Gladney

To whom this may this concern,

Greetings, my name is Maria Cuevas. I have been a Direct Care Supervisor for in Sunnyside, WA, for almost 3 years. I work closely with Medicaid clients who live in Benton and Yakima Counties along with home care providers and case managers.

My job duty as data input specialist includes visiting clients and checking client's paperwork and interacting with case managers from Yakima, Kennewick and Grandview. When I visit the new clients, I go over agency policy, when conducting Initial visits, and we go over the care plan to see if anything needs to be updated, we also go over the care that they are going to receive.

I have been assigned 20 home care providers, and I work on provider and client schedules and reviewing that they are utilizing all the client's authorized hours (complying with client's preferred schedule). Twice a month I work on my providers payroll and review for any errors. I make sure my care providers certifications are up to date to ensure they comply with the State requirements. I also assist care providers with urgent matters, help resolve any issues, and guide them if they need assistance or reassurance. Our job duty includes working very closely with case managers from Aging and Long-Term Care and always reporting to them about the client's health, living conditions, and any issues (if they occur).

If a client calls the office, I assist them with their concerns or questions. I always ask how they have been doing and how the services are going. I want the client to be reassured that the office staff are here to listen and assist them.

My proudest moment working for Senior Life Resources is the difference we make in someone's life by just talking to them and helping them out with what they need. I feel like every day I can go home and know that I made a difference in someone's life.

Personal challenge that I go through is being a single mom with 2 kids living paycheck to paycheck. Not being able to afford childcare. Being a direct care supervisor is a rewarding job but financially it can be difficult when it's the only income that I make.

Sincerely,

Maria Cuevas DCS

2/21/2024

Dear Rate Setting Board,

On behalf of my fellow Direct Care Supervisors, I ask you to take into consideration our jobs as administrative staff as you begin to make decisions regarding Medicaid Contracted Home Care Agencies. I currently work to support clients in Pierce County to get the in-home care they need and rely on everyday. Not only do we support the clients with their needs but also manage the Home Care Aides who work with them. I am personally a firm believer that everyone's job is important and should be valued for what it provides. My coworkers and I deserve to be heard and to be seen for the work we do in supporting our clients.

On the outside our job may seem simple to others but this job has proven to be consistently challenging and emotionally taxing. As Direct Care Supervisors we are in charge of handling 70+ clients' well-being as we attempt to keep them staffed with our caregivers. When it comes to managing a client's and caregiver's expectations regarding the care being had or being provided we are faced with many challenges. In this lies the delicate balance we must keep when we have to acknowledge that life happens and not everything is going to go as planned. Caregivers have lives of their own outside of the care they provide and clients rely on this care to survive. This is where the social and supervisor part of our jobs kick in. We have to respect clients and caregivers equally as human beings but enforce our own policies and expectations on both for the well-being of all.

When it comes to managing an entire caseload we must also have our eyes on multiple aspects of our clients' benefits to ensure they will not lose services abruptly do to being ineligible by not confirming Care Plan updates required by their state case manager. We manage their authorizations each month to make sure we stay under their monthly allotment as detailed in their state care plans. We communicate with State Case Managers to make sure their assessments are up to date and that re-assessments take place.

We are also the bridge between our clients and the State to keep state case managers informed of anything that may develop regarding the clients health. This can be challenging in many regards but the work is worth hearing our clients recover their health and overall enjoyment of life.

When talking with my clients I have found that the hardest thing about my job is that there are limitations. I want to give them the world because they deserve to live happy and healthy lives but that is unrealistic. When I have to tell a client they do not have enough hours for more care or they no longer are eligible for care, it hurts to know we are pushing them out into the world without any support. We also have to say no when clients ask for support that is outside of our

scope or outside of what our caregivers are allowed to provide. Turning them to resources can help but as the one person who talks to them regularly it can be disheartening to feel like you aren't doing enough for them at the end of the day.

As a woman who is lucky enough to own a home and have a dual income with my husband we still face struggles every month. Even with a dual income the cost of living continues to rise but our wages go up by small percentages that do not compensate for this rise. Personally I live in Thurston county and commute daily for work. This job also requires me to drive to meet clients at their homes. Some weeks I have to choose gas over groceries as I need my vehicle to do my job. No person should have to decide between feeding their family or being able to get to work.

At the end of the day, I truly enjoy my job and the work that I do. Being able to hear the happiness in my clients' voices and be told how much they love their caregivers warms my heart. We are providing a positive addition to these people's lives and helping them for the better. We are even helping their families feel less stressed by the burdens we all face as we age. So I implore you to keep our jobs in mind as well as the Home Care Aides as you begin budgeting for our clients' care. Our job is an integral part of both the clients and caregivers success and ability to thrive every day. Thank you for your consideration and recognizing the work we do.

Sincerely,

Gabby I.

To whom it may concern,

My name is Rella, and I'm a Direct Care Supervisor for coming up on 8 years now. I work in our Richland office, which services Benton and Franklin counties.

At this time, our branch services 350 clients – nearly all of which are through Medicaid, with only a small handful being Private Pay. They come from all different situations and walks of life. Some are children who have taken on the role of assisting their parents or siblings, some are parents seeking help with their children, and some are on their own trying to navigate through an often times confusing healthcare system and need every support they're able to receive.

There are two parts to this position, and both are very important. To my caregivers, I try to be the best support I can be. While every client is different, this job is not easy. It is physically and emotionally taxing and it's not for everyone. I have seen young providers come in right out of high school eager to learn and I try to create an environment for them in which they feel heard, supported, and can go to for guidance, clarification, and understanding. I have seasoned providers who have been in this field who also need the same support and need someone to understand the job they do. In a field where you are connecting to people on such a personal level you need to be able to have a support system that knows how you feel and can relate. I try to often remind those I oversee that I see them and their hard work and how much they are appreciated. As well as the emotional support, I also assist them with keeping in compliance with their credentials. Every provider must go through not only their Basic Training for their certification, but also yearly training to keep that credential. Since the pandemic, that process has become a little more difficult, especially for our older providers who are not used to having to be so technologically savvy. On a daily basis I assist with new situations each day with multiple clients and sometimes you are put into positions to make judgement calls on the spot. I help with navigating our app/system and clarifying the boundaries they need to have. Caregivers deserve so much recognition for the time, effort, and love that they put into this job they do each day.

For my clients, I try to be as consistent and reliable as I can be. When you have children taking care of their parents, they need the reassurance that you will be there for them when they cannot. They need to trust in this company that we will be reliable and a support to them – the same goes for when you have parents who have children on services. For the clients we have that are on their own, they are so incredibly tired. The majority of clients we have on Medicaid struggle daily with finding resources for a variety of things. I have seen them struggle to find equipment, incontinence supplies, affordable medication, transportation for doctor appointments and/or the hospital, etc. Yes, there are some things that we as an agency can assist with, but we can only do so much before they need additional help or help outside of what we're able to offer and that can be so incredibly stressful for them. Even with our private pay clients, most of them have already exhausted what they qualify for through the State and are still having to supplement to receive the care and support they need. They also need to be able to trust us to find people they can count on to be professional, to trust in the most vulnerable situations that a person can find themselves in, and trust them around their homes with everything they have.

I also get the very unique experience of being on both ends of this system. Not only am I a supervisor for this company, but I also have a child on services as well. I have been a single mom for the last three and a half years. After my separation, it became very clear that I was going to need outside help caring for my son. He's under 10, nonverbal, and has autism. As the mother of a child who is unable to speak for themselves, it's very scary to think about leaving them with anybody. I have gone through the CDWA system, and I also now have him through an agency. In both cases, I have truly seen the importance of what to look for in a provider. I see the way he interacts with the caregivers that he has, and it has increased my appreciation tenfold for the work that they do. The ones I have make me feel like my child is safe and cared for and every person deserves to feel that whether it's a client themselves or a family member.

A director once told me that we work in the sort of field that no one tends to notice until they need it themselves, and I fully believe that's true. It's easy to get caught up in the things you only need *right now* and not the things you may need in the future or in case of an accident. The people that pour themselves into this position are truly priceless. The people that we place our loved ones into the care of are not something to be taken lightly or deserve to be put on a back burner. Caregivers and Direct Care Supervisor's deserve recognition and compensation for the work they do, and clients should not have to worry about when they can get groceries next or be changed into clean clothes again or when they'll be bathed next. Both parties deserve more and deserve our best.

To whom it may concern,

My name is Katie and I work as a Direct Care Supervisor in Pierce County.

On a daily basis, I support our home care aides in finding new clients, navigating difficult situations, schedule maintenance and confirmation, and meeting with orientation and staffing in order to provide even our newest home care aides with the opportunity to work starting as soon as possible. In my position, I provide guidance and support when there are any issues a home care aide might be facing, as well as uplifting caregivers and providing praise when they achieve success. This helps to build good relationships between not only my clients and home care aides, but also provides them a safe person that makes them feel supported and appreciated.

I also provide a great deal of support for my Medicaid clients as well. Taking care of my clients consists of weekly check ins in regards to ongoing search for care, tracking and following up on client health and safety, providing staffing as often as possible for my caseload, and being a mediator for my clients when conflict arises. Although these moments are difficult, I find great joy in being able to provide assistance and emotional support for clients. Some clients at times express mental health issues including suicidal ideation. As a part of my position, it is my job to ensure the health and safety and have often had long phone conversations with clients and stayed on the line until I was confident they felt safe, heard, understood, and cared about. At times, this does weigh heavy on my shoulders but at the end of the day, the work I do has purpose and brings light to the lives of those who often feel unheard or unsupported and this brings me joy.

In my personal life, I often struggle to find the time, energy, and money to practice self-care like I would prefer to. With a caseload of 70+ clients, multiple client issues, and health and safety concerns for my clients, I find it difficult to dedicate time for myself to decompress and relax. Although I do have paid time off available, it can sometimes be stressful to plan a vacation, as I am often thinking about work or what I need to do next for my clients, rather than enjoying the thought of some much needed time off. Along with this, financially it is a struggle to be able to afford rent, necessities, and my need for a new vehicle. My current vehicle is 13 years old and purchasing a new car has been nearly impossible due to my current wages and other expenses. This makes it difficult, if not impossible, to save money toward such a needed purchase. Reliable transportation is an important aspect of my job as I often drive from South King County to cities in Snohomish County to perform intakes for new clients.

With all being said, I will say I am proud of myself as a Direct Care Supervisor as I have built incredibly strong and trusting relationships with many of my clients. My proudest moment has been staffing one of my highest need clients with 70 hours per week of consistent care when they were previously unstaffed. Hearing the joy in the voices of my clients when staffing is found or when I am able to assist with difficult issues brings me joy in such a deep capacity.

Thank you,

Katie

To whom it may concern:

My name is Amanda McGill and I am a Direct Care Supervisor in Richland Wa. We serve several clients and Home Care Providers throughout Benton and Franklin counties. My work schedule is Monday through Friday 8-5pm and we have a rotating oncall shift for afterhours, weekends and emergencies.

My responsibilities as a DCS are complex and there are so many that I will not possibly be able to list them all but some major responsibilities that I have in my role would be:

- Scheduling – Matching HCA's criteria with Clients and their criteria while trying to find a good fit between the two. Scheduling is a huge task and isn't done lightly. It often feels like this single duty is never ending and there is always something that needs to be done for a client or provider regarding the schedule.
- Answering phone calls and emails, checking voicemails and trying to make sure that you get back to each person in a timely manner.
- Keeping our Providers up to date with all of their certifications, trainings, licenses and insurance and the proper evaluations and background checks. Also inputting their time off requests and LOA and FLOA. Getting their payroll ready for HR and insuring they have proper PPE.
- Keeping clients happy by making sure that they feel heard and that they have their needs met. Getting them providers that are on time and reliable to get to their appointments and communicating to them when there is a change in their schedule or with their providers.

I have only been a DCS for a few months but it is an amazing job that I have grown to love. Helping our clients and providers is a wonderful feeling. It is often at times a very intense job and the work load is not lacking in any way. I have so much to do on a daily basis that I often look up and feel that the day is gone and I still have many tasks to do. Our team in the office is amazing at helping where we can when someone else needs a hand.

Some of my personal struggles would definitely be with inflation. I have 4 children and being a working mom is the hardest job. I have childcare bills and food and housing in our area is skyrocketing so it is a struggle and one that we are all feeling.

Overall this is a difficult job at times but it is definitely a rewarding one.

Thank you for listening

To whom it may concern,

My name is Kylie B. and I am a Direct Care Supervisor working at a home care agency located in Tacoma. I will have been employed with my Agency for three years as of June 2024. I service Pierce county residents. My responsibilities include managing a client caseload of 50-60 minors & adults with developmental disabilities as well as elderly and aging individuals. I establish client care teams, coordinate regular care regiment, assign and direct care providers, run weekly team meetings, ensure client health and safety through compressive oversight and supervision, conduct one-on-one intake assessments with new clients, conduct semi-annual home visit meetings with existing clients, and complete administrative reports on a weekly basis. The age range for my clients is anywhere between 7 years old and 87 years old. My clients have a range of diagnoses that hinder their ability to take care of themselves. This is where the caregivers that I manage come in and provide incredible assistance.

Providing support to the home care aides under my supervision is a task I complete on a daily basis. I assist with any scheduling errors/adjustments that need to be completed by using our computer program called an Employee Relationship Management system. We call it "Vincent" for simplicity. I assist with getting home care aides more hours to work in a week. I do this by email or by telephone. I assist the caregiver through any client health and safety situations that may come up while a caregiver is working a shift. A common situation is a client not answering the door for the caregiver upon their arrival to shift. I will work alongside the caregiver to get the client to open the door. If the client does not open the door, I provide direction the caregiver to wait for non-emergency services to ensure the health and safety of the client. I provide emotional support to my caregivers. Being a caregiver is a very challenging field and can often times they can be underappreciated. I ensure to remind my caregivers on a weekly basis of the good work they are doing and provide an ear to receive any complaints or grievances they may be having out there in the field. They are my eyes and ears while I am in the office and I am sure to be receptive to all feedback/updates they send my way.

Providing support to the Medicaid clients under my supervision is the main aspect of my job. I ensure they receive scheduled care on a weekly basis. I ensure they have an outlet to voice their concerns and frustrations. I ensure their health and safety. I ensure the State is aware of all health changes or staffing changes for each client. I ensure any additional resources the client is needing is brought to the State's attention. As a Case Manager we are essentially the middle between the client and the State. We receive feedback and updates from both the client and State. We are usually the first to receive urgent care updates from the client through the caregivers. This makes our jobs extremely important due to being mandated reporters and needing the information to go to the right channels to ensure the clients health and safety.

The biggest challenge as a Case Manager that I face is burnout. This job is very taxing on an individual's mental health. There is an endless amount of work to be completed and an endless amount of individuals who need care assistance that it can be defeating to know you cannot help everyone. People that seek out social work jobs are wanting to make a difference and help others that are in need. We know going in that it is a thankless job that will wear on us. We continue anyways because the good we do outweighs all the bad days. One thing that keeps me motivated as a Case Manager is knowing that everyday there is an opportunity to do good and that I will at least help one individual if not several receive the care they need. We are informed that to prevent burnout we should practice self-care

regimes. It is impossible to partake in most forms of self-care with the current budgetary constraints Case Managers are under. The cost of living in Washington State continues to go up each year and the housing market continues to go up as well. It is not possible to buy a house on a single income in Washington State at this time. Even with dual income it is still nearly impossible to own a house or even rent an apartment and have enough left over to pay the other bills and feed oneself.

The amount of care hours my caregivers have provided to my clients over the course of the past three years would have to be what I am most proud of during my time as a Case Manager. I have had many great outcomes and moments with clients that made me feel fulfilled in my work but nothing makes me more proud than the amount of care my clients have received. Each hour served by a caregiver is an hour my clients got the care they need and deserve. Clients receiving quality care is my main goal as a Direct Care Supervisor and I get to accomplish that goal every day. I appreciate you taking the time to read over this letter and I hope it gave you a good idea of all the good and hard work Direct Care Supervisors complete on a daily basis.

To whom it may concern,

My name is Bonita Torres, I go by Bonnie, and I have been a Direct Care Supervisor for Clarkston, WA Home Care Services for the better part of 21 years. I work mostly 8 AM-5 PM Monday through Friday and I am in a rotation of the On-Call cell phone with the other supervisors in the Clarkston office. On occasion I must go into the field and assist clients if we are unable to find the client a suitable replacement provider on a substitute basis.

I am a mother, Grandmother and I am assisting in the raising of my now 4-year-old Great Grandson Xander, he is my world. I have him Mon & Wed evenings for 3 hours then from Friday through Sunday (sometimes Monday mornings). He is a wonderful refresher course.

I work in this office with 4 other supervisors and a wonderful Office Manager, Eric Tilden. Eric assists each of us daily with challenges in the workplace whether it be for the clients, for the providers and helping us with the problems of completing our own tasks. Completing everything in a timely manner is a challenge some days. Accomplishments are self-gratifying.

We have approximately 160 clients in Asotin, Garfield, and Nez Perce counties that we serve. I am the intake person, so I am responsible for the introduction for all new clients, set up of services and creating a schedule for them, as well as monitoring the yearly assessments and getting all changes in the WellSky system so providers are up to date on all client's needs (Care Plan) before they start. I also input the authorization changes for clients' hours, to make sure the company gets paid, and providers are doing the correct number of hours.

We have approximately 95 active providers and I currently supervise 25 of them as well as assist anyone that needs help if their supervisor is not available. I keep their credentials current, their training managed and the hours they request filled. I adjust the schedules as needed daily. I monitor their comments and report all needed information to individual case managers for all clients. I am a very big advocate for the client's needs and communicate personally with the current case managers at ALTC here in Clarkston.

I do the purchases and planning for most of the fairs we attend in the communities to spread the word of our services to people in need. Job fairs, health fairs, community functions (alive after 5, fun runs, park events). I do community contacts, handing out the company information for services and employment. I am very active in our recruitment program for the company.

I am also in charge of the bookkeeping of the petty cash flow in our office for needs and I send birthday cards in the mail, the end of the month for providers having a birthday the next month. I assist in planning staff birthdays and functions (if not for myself).

I do all this to make life easier and better for the clients and the team I work with. The services we provide to keep our clients in their homes and with their family is a great accomplishment for everyone, every day. The client is home and happier, the team is getting their jobs done, and the providers can pay most of their bills.

I, like the providers, struggle at times with lack of funds and sometimes need gas assistance, help to pay bills, assistance to renew car insurance, car payments and my biggest struggle is medications and medical bills. I'm on multiple meds since my heart attack 2 years ago and still paying the hospitals (Tri

State & St Joseph) for treatments along with more doctors' appointments to go to that seem to send me to more doctors and give more meds. . I sometimes only take half the medications, so I only need to buy them every 2 months, but doctors do not like that. Some months I feel like I must rob Peter to pay Paul and the next month I rob Paul to pay Peter, as everyone probably has in their lives, but it is a big struggle. Most of us struggle from pay day to pay day just to get by. Sometimes we must choose to have gas or to have food and proper clothes for work, or things the family needs.

I feel the jobs we all perform are pertinent to giving good care to our clients and keeping the clients in their homes a lot longer and making the lives of our providers a little easier, while they make client's lives a lot better. We all may have stress, but we also relieve stress for each other too. The job is totally self-satisfying to the heart because at the end of every workday I feel we have done a great job at assisting clients, and it is a good deed every day. I feel it in my heart & soul.

The heart of every provider has a touch of compassion for humankind to do this work. Wishing for a way to be better compensated for our work. Just to alleviate some of the stress in our lives.

However, I love my job every day and I am so appreciative of the team I work with at Senior Life Resources, Northwest. "It is not about us; but the people we serve."

Thank you for listening.

Bonnie Torres, DCS

1332 12th ST

Clarkston, WA 99043

To whom it may concern,

My name is Olivia, and I work as a Direct Care Supervisor. I work with a caseload of 78 clients primarily in the Tacoma area, where on a day to day basis I staff, schedule, and coordinate with both caregivers and clients based on their needs. While the main body of my work includes monitoring hours and schedules for my clients, it often goes beyond this. As the person who oftentimes is in the most contact with my clients, they and their caregivers often come to me with concerns that affect their lives such as living conditions, illnesses, injuries, and other stressful areas of their lives. Part of my work is hearing the concerns of my clients and those that care about them and coordinating with the Agency's senior management to find solutions.

What makes this work rewarding is my ability to provide those in need with people who are able and willing to help them. One such example that comes to mind was my client Kimberly. I was given Kimberly as a client as she was going on hospice care with three months left to live. Her older sister explained to me their family's story and how that once her sister passed, she would be the only one of 5 children left alive. Throughout the first meeting I had with them, Kimberly's sister, brother in law, and niece showed how much of an impact she had had on their lives and how they really wanted to make sure her last few months were as comfortable as possible. Despite her living in a relatively difficult area to staff, I made Kimberly and her family a priority for me to staff and was able to find her a caregiver very quickly. When Kim passed soon after, the caregiver had been with the family that day and had helped the hospice nurse prepare her and her loved ones for the end. I spoke with Kimberly's sister the next day, and she expressed her gratitude for the help our Home Care Agency and I had been able to provide for her, even if it was only for a short time. Her gratefulness for the care we had provided for her sister even while grieving was very impactful for me and the importance of my work.

While much of the work we do as Direct Care Supervisors has to do with our clients, we also do much to support our caregivers, as well. Our caregivers support our clients, and this work is often not easy. Listening to caregivers and making sure they are supported in their work is an important part of my work as well. One of my clients, Amy, can often be noncommunicative and sends her caregiver away. She often will not answer the phone or do things that make it difficult for her caregiver Dawn to help her when she is on shift. My work to support Dawn and Amy includes making sure I am communicating as quickly as possible as these issues come up, and show that I am able to support her when issues arise. This means that Amy, who is not able to read anymore due to surviving a gunshot wound to the head and experiences extreme PTSD and anxiety, is still receiving care she needs in the face of mental health issues that can often cause her to push away regular caregivers.

While the work that I do as a Direct Care Supervisor is very rewarding work, it is also very difficult work. My Home Care Agency does its best to avoid us getting burnt but the weight of the issues we deal with on a day to day basis is a lot to overcome. The more support Direct Care Supervisors receive from the Rate Setting Board, the more able we are to support those in our communities who are most in need of assistance.

Thank you,

Olivia

To whom it may concern:

Greetings, my name is Janet Sandoval. I have been a Direct Care Supervisor Sunnyside, WA, for almost two years. I work closely with Medicaid clients who live in Benton and Yakima County along with home care providers and case managers.

My job duty as quality care coordinator includes reviewing and auditing all client files consistently and interacting with all the clients which is an average of 30 clients monthly that I conduct the home visits. When conducting the home visits, we go over the care plan to see if anything needs to be updated, we also go over the care that they receive and discuss the care provider that's assisting them with the services.

I am assigned to 20 home care providers, and I work on provider and client schedules and reviewing that they are utilizing all the client's authorized hours (complying with the client's preferred schedule). Twice a month I work on my provider's payroll and review for any errors. I make sure my care provider's certifications are up to date to ensure they comply with the State requirements. I also assist care providers with urgent matters, help resolve any issues, and guide them if they need assistance or reassurance. Our job duty includes working very closely with case managers from Aging and Long-Term Care (ALTC) and always reporting to them about the client's health, living conditions, and any issues (if they occur).

If a client calls the office, I assist them with their concerns or questions. I always ask how they have been doing and how the services are going. I want the client to be reassured that the office staff are here to listen and assist them.

My proudest moment working for Senior Life Resources is the difference that we make in the community and how the company is continuing to grow. The fulfillment feeling that I get every day knowing that these services are helping our clients and my dearest appreciation for our care providers who always strive to make a difference. I am grateful for the team dynamic that we have as a company.

Personal challenge that I go through is being a single mom living paycheck to paycheck. Being a Direct Care Supervisor is a rewarding job but financially it can be difficult when it's the only income that I make.

Sincerely,

Janet Sandoval

To whom it may concern,

My name is Sabine S. and I am a Direct Care Supervisor in King County. I manage over 80 clients in both King county and Snohomish County.

On a daily basis, my first priority is always the health and safety of both clients and home care aides. For my clients, I ensure that I am keeping constant and consistent communication. Without this communication, I would not know what is going on in their lives. Examples being; knowing the status of their health and offering EMS services when necessary as well as wellness checks. Submitting APS/CPS reports when concerns arise. Directing clients to their case resource manager when it comes to services not authorized in the client's Care Plan, as well as providing overall support when clients are feeling unmotivated to accept care. In addition to providing support to my clients, I support their home care aides. If my **home care aides** are ever in a situation, whether it's a family emergency or they are simply not feeling well I will spend my time ensuring a fill in caregiver is located and make sure they know to use their Paid Time Off to ensure they remain eligible for Health Insurance. Overall, the biggest challenge of being a Direct Care Supervisor is being able to balance everything. There will be quiet days and loud days where it seems like you cannot get anything accomplished due to all the issues you need to help resolve. I end up feeling very burnt out by the end of the day from the stress of ensuring that everyone is satisfied with their care/work. However there are upsides. I have clients who are so happy with their care that both them and their caregiver will call to thank me for all I do. One of my proudest moments as a case manager, is staffing my clients with a wonderful home care aide. It is very fulfilling to know that I am bettering the lives of my clients but also ensuring that my home care aides are getting all the hours they need to provide for their own families. Overall this

job is both fulfilling and strenuous. It has been hard work every day to ensure that everyone is okay that I do not have time to focus on my own needs. I am struggling to budget my living expenses with the pay I am currently receiving. It can be very dissuading to continue but fortunately I have a wonderful team to cheer me up on the bad days. I will continue to provide the best for both my clients and home care aides but I do hope you consider the daily challenges we face. Thank you.

Sabine

To whom it may concern,

My name is Rosamada Perez, and I am a Direct Care Supervisor for Home Care Services in Yakima County. My position includes but is not limited to supervising a total of 25 Home Care Aides who serve roughly 45 clients on a weekly basis. When I first started with this company, I was a Home Care Aide myself. I have been in the exact shoes the Home Care Providers are in. I have experienced their hard work and the day-to-day issues they face. I take great pride in providing my home care providers with any type of guidance they may need. Whether that is coming up with a plan to get our clients medications on time. Transportation to their very important medical appointments, helping with showers and providing the care and mental support so many of our clients in the Yakima valley go without. Being a Home care provider is a very hard job that only one with real compassion to human life and commonsensical can accomplish.

When I moved up to a position as a Direct care supervisor, I faced bigger challenges. We are here to fill in any open spaces in our client's needs. Not only am I an advocate for every client I encounter, but I am also the representative for our Home Care providers who face many challenges with this position. Such as anxiety and or medical guidance for our clients. My position also includes completing interviews for possible candidates and conducting their orientation. I take this job duty very seriously as I am intentional with each Home Care Provider we bring into our agency knowing they are going to have our clients' lives in their hands. I am committed to this agency as well as every single client. This often means stepping in to provide home care to our clients if a home care provider calls out with difficulties of their own. Working on weekends when emergencies arise on our on-call system. I take mental health very seriously with this position as well as I stated earlier, I have felt the exact way our providers do. We provide compassion, affection and a consistent smile from ear to ear to lift our clients' spirits. Not to mention cooking meals for our clients, cleaning up their homes and much more critical tasks to mention. This may leave some providers feeling burnt out as they give their all to their clients and go home very tired.

Although the challenges we face on a daily basis are many, I can't explain how much I LOVE my job. Everything I do, I do it with love and pride. I am a first-generation Latina that was raised by single mother. I was the first to graduate in my family and the first to obtain a position with the title of supervisor. Both of my parents live with me as they are disabled vulnerable adults, just like the ones I look after. I provide home hemodialysis for my mother Monday through Friday after work as she does not have functioning kidneys. My father has a stoma as he had colostomy surgery. I help him clean up, empty his waste, and assist him with showers and cooking as he has a pinched nerve in his right shoulder that causes him to be paralyzed in his right hand. I am a single 27-year-old woman that must provide housing, food and personal care for both of my parents daily. We do not qualify for State help. We live in a one-bedroom apartment that is very overpriced, depending solely on my income. My car (like many things) is holding on by a thread, haha. I do work a second job at Burger king to make ends meet. And let me just say they are barely meeting. I often get overwhelmed. I don't get to think about my future, have kids, or take a vacation. My goal this year is to relocate into a three bedroom, get a new car and buy new clothes for my mom. In all honesty my only choice is to get a third job to make this a reality. I love what I do but I am being forced to look at other options that will further benefit my family. If there is anything you can do to keep our heads afloat, I would like to express the appreciation and gratification MANY of us will feel. We would be able continue to give our all to the vulnerable people in the Yakima Valley. Thank you for listening.

Dear Washington State Rate Setting Board,

My name is Trinity and I am a Direct Care Supervisor managing a client caseload within the Pierce County communities. In this job we aim to provide care for a vulnerable population within our community through providing caregivers who assisting with daily living needs.

On a daily basis we are working support our caregivers and clients in connecting together with hopes to create a long-lasting partnership between clients and caregiver. This support comes in many forms such as assisting with time keeping and updating personal preferences, advice on keeping a professional boundary's and setting up first shifts, where clients and the home care aide meeting for the first time. When getting clients and caregivers connected its important to remember the distance caregivers need to travel to get to the client's home, along with diligently coordinating transportation for medical appointments, shopping and other approved transportation. Ensuring a good quality of life is achievable for both the client and the caregiver by taking into account transportation requirements, doing this with each caregiver allows for long term sustainability in this field. Due to the different care needs of our clients setting up care is vastly different from client to client, so there is no such thing as a cookie-cutter approach to providing personal care. Some clients need us to be an advocate for health and safety when it comes to family or friends, so filing APS reports become very important. My client caseload is 73 clients and I spend a good deal of time communicating with the client's family members as well.

Currently my biggest challenge working as a Direct Care Supervisor is being reminded daily that I am not able to assist people as much as I wish I could. To hear people plead for more help, or being told by my caregivers they are on the brink of homelessness due to low pay and the challenges of life is extremely frustrating. Personally, my Direct Care Supervisor job provides many other challenges as well with being able to maintain my family due to finances. I have 2 kids and a third on the way. Roughly 60% of my income every month is used for daycare expenses and due to the rise in costs of living as well I am constantly having to budget in order to ensure my family is able to eat and have all other basics such as clothing and housing. It becomes difficult to give all my focus to my clients during the day when I am wondering if I am able to get groceries for the week or afford gas to not only get to work but go out on intakes/in home visits. My income puts me just above the line to not receive any benefits with the state such as EBT, child subsidy or any other form of assistance. I want to continue working in social services and I want to continue to do it to the best of my ability without worrying if my family is taken care of.

One of the biggest accomplishments I have been able to witness is one of my clients started our program being completely unable to complete tasks on her own. She was wheelchair bound and struggled daily, thankfully we were able to find her a caregiver quickly and over a 7-month period were able to get her life back and went back to work recently with the goal of moving to Florida in about 3 months. When speaking to DDA parents hearing the relief of having some extra help is the most amazing thing, although I am not able to support on a more personal level, knowing we are making a difference in people's life is wonderful.

Sincerely, Trinity

Subject: Personal Testimony of a Direct Care Supervisor

02/02/2024

To Whom it May Concern

I hope this letter finds you in good health and high spirits. My name is Holly, and I am writing to you as a dedicated Direct Care Supervisor working in Yakima and surrounding counties. I am passionate about my career and the positive impact it has on the lives of both my clients and care providers.

In my role, I supervise 23 care providers, managing approximately 67 client cases. My daily responsibilities include providing schedules, supplies, referrals, and clerical support to my care providers. Regular interactions with my team and clients are crucial for accurate case management and offering support where needed. I often go above and beyond to meet immediate needs, such as preparing meals, running errands, or ensuring clients receive their medications as prescribed.

While immensely rewarding, my job poses its own set of challenges. One of the significant hurdles is the constant struggle to balance clerical duties with fieldwork. Despite managing this balance well most of the time, there are occasions when I find it challenging to complete necessary documentation and clerical tasks within the allotted hours.

The reason for reaching out to you is to shed light on a broader issue that affects not only myself but countless individuals in similar roles—financial difficulties. Despite my dedication and love for my job, financial constraints pose a significant challenge. The rewards of making a difference in the lives of others do not always translate into sufficient income to cover basic necessities.

I am currently facing challenges related to paying my rent and catching up on arrears. While I am working diligently to address this situation, the financial strain persists. I believe that individuals in roles like mine, who contribute to the well-being of the community, deserve fair compensation that allows us to not only sustain ourselves but also thrive.

I kindly request your support in advocating for policies that address the financial challenges faced by Direct Care Supervisors and similar professions. Ensuring fair compensation for those who dedicate themselves to providing essential care and support is not only just but also contributes to the overall well-being of our communities.

Thank you for your time and consideration. I am hopeful that, with your support, we can work towards creating a more equitable environment for individuals in professions like mine.

Sincerely,

Holly M. Alderson

Direct Care Supervisor

To whom it may concern:

My name is Dyani Turnbull, I have been a direct care supervisor for four years and I work with Medicaid clients who live in Asotin and Garfield Counties.

On any given day I feel like I'm saving the world one client issue at a time. My job as a direct care supervisor is to manage and be responsible for the health and safety of all clients and care providers on my caseload.

It is my job to match home care aides with a client and manage this relationship to keep both the client and home care aide happy. Personal relationships are not often easy to navigate. It is my job to orient a home care aide to a client plan of care, so the home care aide fully understands the specific care tasks required for that specific client.

These care needs range from medication reminders to emotional needs of a client. You can think of a direct care supervisor as a problem solver. When something comes up, no matter what it is it is my job to figure out what to do and how to handle it, and in the event, I have questions to immediately discuss the issue with my Home Care Manager.

The clients on my caseload have diverse needs and to properly orient a home care aide to a client's plan of care a very careful and detailed intake of the client must be completed. I must know the client I am working with!

Once I fully understand the client's care needs my job is to be able to provide a detailed description of the work schedule and care tasks to the home care aide so that the home care aide can ask questions, fully understand the care plan, and work schedule and to make sure the home care aide is comfortable and in agreement with the tasks required.

My job as a direct care supervisor is fast-paced and tasks required are never ending. I must make sure my client's Assessment is current, that the client's authorization has been received, that I am available to communicate with my client to resolve any issues and that I am in constant communication with the Case Managers, so they know what I know. For my home care aides, I verify work schedules, make sure all authorized tasks are being performed, make sure all timekeeping is completed on-time and accurately, make sure my home care is confident in performing the client's care tasks and if not, making sure they are in compliance with state regulations, and, most importantly, I have to make sure I am available to communicate with my home care aide to answer any questions and resolve any issues or concerns they may have. The client description is complete a home care aid can get a look into what a typical shift would look like. If a home care aid is not told what to do and how to do it, it is unlikely a match will be made and even more unlikely the match will be long lasting. It is important to keep open lines of communication between clients and home care aids. When someone brings their thoughts to you of a potential issue many of these things can be talked through.

I do have my own personal challenges in life. I have rheumatoid arthritis and the treatment for this is very expensive, along with my asthma and diabetes. Due to the steady increase of price of groceries, everyday household items I have had to get a part time job to offset the costs.

I have been a direct care supervisor for almost 5 years, and it is very rewarding and stressful. It is great to hear when a client is grateful for their caregivers and services, they are receiving from us, knowing I and our team are making a difference.

Thank you for listening,
Dyani Turnbull

To whom it may concern,

My name is Hailey S. and I am a Direct Care Supervisor working in the South King County and Pierce County areas. I am writing to provide you with an insight into my daily responsibilities as a Case Manager and to share my experiences with you.

As a Direct Care Supervisor, my primary role is to provide support to home care aides and clients on my caseload. I currently care manage 71 clients and 62 home care aides. Daily, I provide support to my home care aides by assisting them with scheduling, training, and addressing any concerns or issues they may have. Additionally, I ensure that they have the necessary tools and resources to provide high-quality care to our clients.

I provide support for clients by engaging in a collaborative process with my clients to identify their specific needs and develop schedules that cater to their individualized home care aide requirements. This involves working closely with State Case Resource Managers to ensure that home care aides are informed of appointments and other relevant information, like diagnosis. Furthermore, my responsibilities extend to addressing transportation needs and accommodating last-minute home care aide call-outs. These tasks require a high level of attention to detail, as well as the ability to adapt quickly to unexpected situations. I also complete up to four weekly reports to ensure client health and safety. These reports involve monitoring the monthly hour usage of clients, checking in with clients to ensure their care needs are being met, completing the referral and intake process for new clients, and updating home care aide schedules. After this, I collect all pertinent information for each client and communicate with the appropriate State Case Resource Manager.

As a Direct Care Supervisor, managing the emotional needs of clients is often a challenging task. I am the individual that my clients speak to the most often. My clients often rely on me to be an advocate and communicate their needs to the State Case Managers. It requires handling sensitive and complex situations that can be emotionally taxing. Furthermore, burnout is a significant problem that many Direct

Care Supervisor experience, which can negatively impact their ability to provide consistent support to clients and home care aids. It is crucial to prioritize our well-being and take measures to manage stress and prevent burnout while remaining supportive and reliable for our clients and home care aids.

As a Direct Care Supervisor, I also face the challenge of managing my finances and budgeting my wages efficiently. While my income is stable, I must be mindful of my expenditures to make ends meet. Despite working hard to adhere to a budget, I have been unable to pay off my student loans while also planning for the future. The current financial climate, coupled with my present income, has rendered several goals unattainable. For instance, it would be ideal to plan a wedding and save up for a house, but it is not feasible at this time.

With all my challenges I do pride myself in the work I do. My proudest moment would revolve around my client Cheryl. I had the privilege to assist Cheryl during the end of her life. Her situation was complicated as she had been in a facility for several months, despite wanting to go home. Her daughter was against this idea and was not supportive of Cheryl's wishes. I was able to set up a virtual meeting with Cheryl, her daughter, her State Case Resource Manager, and the facility staff, where we discussed Cheryl's options and health status. I helped Cheryl fight for her desire to go home, and eventually, she was able to leave the facility and spend her last days in the comfort of her own home. Shortly after returning home, Cheryl passed away, but not before expressing her gratitude and contentment with the situation. She said, "Blessings are all around me, and I can feel them coming my way." This experience was immensely fulfilling for me as I could help Cheryl achieve her final wish while providing her with a sense of peace during her final days.

Thank you for taking the time to read my letter. I hope this provides you with a better understanding of my role and experiences as a Direct Care Supervisor.

Sincerely,

Hailey S.

To whom it may concern,

My name is Yesenia Ramos. I am a Direct Care supervisor for the Yakima and Benton County area. I have been a supervisor for over 5 years. My work schedule is Monday through Friday 8am-5pm.

We currently serve 193 clients who I assist with making sure all their hours are being utilized and that clients are happy with their schedule and assigned providers.

As a direct care supervisor, I supervise 20 home care providers who I assist, making sure they meet their deadlines with their training requirements and making sure their schedules are fulfilling their requested hours. My job duty also consists of running reports that overlooks the client hours that are being utilized and making sure that the care providers don't go on overtime, I check the comments that the care providers leave regarding their client conditions and report any client and environment changes to case manager.

My biggest challenge with working as a direct care supervisor is having to complete case notes within a timely manner for any issues reported and making sure all the follow ups are completed.

My proudest moment while working with Home Care Service was being able to work on schedules and match our clients with providers that best fit their needs. As a result, the clients are happier with the care that they receive.

One of the hardest challenges I face is being a mother to 4 children and having my husband battling cancer for the second time. The wages we receive are minimum and inflation has caused prices to go up on everything and not receiving any extra income makes it hard to stay positive for my kids and husband.

Thank you,

Yesenia Ramos (DCS)

To Whom It May Concern,

My name is Tianna and I am a Direct Care Supervisor. I hope this letter finds you well and gives you more insight into the Direct Care Supervisor position and all that it encompasses.

Social work is one of the most demanding yet rewarding job fields out there and that is no different for us in home-care. The work we do with our clients is the most important, as all other aspects of this job stem from the care we provide for our clients. Having extra support and resources would not only help with our day-to-day job functions, but in our lives in general. This, in turn, will allow us to truly provide the best care for our clients.

As a Direct Care Supervisor, you are essentially working multiple positions at once. We are tasked with managing incoming calls and answering them, on average 40-50 per day, assisting caregivers with schedule changes, searching for clients, addressing issues such as attendance, job performance, accusations, and other grievances, paperwork, applications, and being available to answer questions they may have concerning their positions. We are their direct supervisors and caregivers usually come to us first with these issues, and we handle them accordingly. These are tasks that the reception and HR departments handle mostly, but case managers are expected to also provide support to these departments daily. We also assist with adjusting and confirming schedules to alleviate stress for our payroll staff. They need to confirm the thousands of schedules by the end of each pay period, and they rely on us to be vigilant and make sure everything is correct.

I mentioned earlier that our clients are our priority and on top of all the support we provide to our many caregivers, we also have anywhere from 70 to 75 clients, of varying levels of need, that we assist as well. We handle financial issues such as billing, explaining the procedure related to client participation. We are there for our clients in their times of need. Often being some of the first people they reach out to in times of crisis, whether that be physically, mentally, or emotionally. This means we often have to handle issues that most likely far exceed our professional range and adapt to every client we manage. I assisted a client who was in the midst of a dangerous mental health crisis and was able to talk through the situation with them and assist in getting them into a facility that would be able to give them the support they needed at that time.

This position pulls you in many different directions at all times throughout the day. This, I believe, is the most difficult part of this work. You need to have eyes on all of your clients and caregivers at all times and be available for them when you are needed for almost whatever they need at that time. Our clients rely on us to be able to continue living their lives as independently as possible and that can be a lot of pressure on the Direct Care Supervisor. The most common complaint about not only this position, but this line of work in general, is burnout. Burnout is a psychological syndrome emerging as a prolonged response to chronic interpersonal stressors on the job. Due to the many different facets of this role, burnout is a very common, but very detrimental symptom of this position. It is quite difficult to separate yourself from this line of work as you build bonds with your clients along the way. This, in turn, makes it even more difficult to be able to fully step out of "work mode" when you do have time for yourself.

At the end of the day, we are all people, and on top of our work, we have our own lives we have to deal with as well. I have a mental health diagnosis, financial hardships, and a dysfunctional family I handle outside my work. This just adds to the stress we need to cope with.

With all of that being said, this can be one of the most rewarding fields as we get to see the direct impact we have on the people we provide for. One of my proudest moments was with a client of mine who was entering hospice care. They were having a really difficult time maintaining their current health on their own. They are very witty and dry-humored clients, and I was able to find them a caregiver that fits perfectly into their lives. The caregiver helped her not only turn their health around to the point the doctors took them off of hospice care, but they are the best of friends and their quality of life has improved tenfold. They check in from time to time to let me know how grateful they both are for being able to meet each other. Knowing that I changed both of their lives for the better brings me joy that is unable to be described. Thank you very much for your time and I do hope this helps to understand just what it is we do.

Regards,

Tianna

Hello to whom it may concern,

My name is Robert, and I assist in supervising providers across 8 different counties in the Southeastern part of Washington State.

As a supervisor for my agency, I provide support to our providers ensuring that their Training and Certification requirements follow Department of Health rules and regulations. Without the providers and their ability to remain in compliance, we would lose the ability to provide quality assistance to our clients.

One of my biggest challenges in working as a supervisor is the ability to have my providers take their Home Care Aide exams within 200 days of their date of hire. With the limited test dates available via Prometric's, it often places our providers out of compliance with that requirement.

One of my proudest moments as a supervisor is problem solving with the providers and clients. Being open-minded and looking for solutions to problems that improve the quality of life for the clients and the quality of work for the providers.

Being in this position of helping providers and clients for over 10 years, I have the perspective from the supervisor role, as well as the care provider role. And one of the biggest rewards I have experienced was the feeling of being able to make a difference. Whether it is ensuring that the client can live their life without the need of a facility, or a care provider has enough hours to put food on their table. On the flip side of that, this industry does come with some challenges.

Some of my personal challenges, especially starting out was the caregiver role being viewed by many as a job or a steppingstone to a career. In turn the supervisor role I felt was not taken seriously, especially when the customer service industry is mainly run by kiosks and machines are offering a more competitive wage compared to the average wages of care providers. Due to the other employment markets and their competitive salaries, it is hard to recruit and retain providers in our agency, let alone in our industry. Due to that shortage, those of us whom remain are spread thin, with a tremendously heavy workload and responsibility. The lack of control to financially remain competitive with the other fields of employment causes a great deal of emotional and physical stress. And again, those of us who remain in this field, have an increased risk of burning out from carrying the load. As a Care Provider and as a Supervisor, I have had to supplement my income with credit card debt, and as well as government assistance to ensure that I could provide for my family and make ends meet. It is one thing to feel like a hero at work, and then come home and feel like you fail the ones who count on you the most.

I apologize for rambling on, but I feel for Direct Care Supervisors across Washington state to be successful, they need to be financially supported and not set up to fail.

Thank you.

To whom it may concern:

My name is Rebeca Mireles, I have been a direct care supervisor for 5 years and I work with Medicaid clients who live in Yakima County.

In our office, we have 193 clients that all supervisors assist with. We are responsible for the health and safety of all clients.

It is my job to hire home care providers to care for and assist clients with their daily needs. These needs range from medication reminders to the emotional needs of the client. It is my job to orient a home care aide to fully understand the specific care tasks required for that specific client.

My job as a direct care supervisor is fast-paced and the tasks required are never-ending. It's my job to assist my home care providers when in need. I verify their work schedules and make sure all authorized tasks are being performed, making sure all timekeeping is completed on time and accurately. I make sure my home care provider is confident in performing that client's care tasks, and most importantly, I have to make sure I am available to communicate with my home care providers to answer any questions and resolve any issues or concerns they may have.

I feel my biggest challenge working as a Direct Care Supervisor is to give as much information to a new hire about the rules and policies of the agency, so the new hire feels confident and succeeds in caring for their clients.

My proudest moments as a Direct Care Supervisor are hearing from my home care providers, that they appreciate me as much as I appreciate them. Hearing from the clients that they really like their provider and appreciate the help that they get from them.

Overall, my job as a Direct Care Supervisor is very rewarding and I enjoy helping my home care providers and clients. Every day is a blessing in caring and helping and making sure our clients are healthy and safe.

Thank you

Rebeca Mireles

To whom it may concern,

My name is Alma Navas, and I am a Direct Care Supervisor in Walla Walla, Washington. I work Monday through Friday from 8 am to 5 pm. My work schedule also includes working once a month on-call to handle the after-hours emergency needs of our caregivers and clients.

I work with a dedicated team of five Direct Care Supervisors, and one Office Manager, who are critically important in serving our community. We have great communication skills and strive to provide support and solutions to our clients and home care providers.

We would not be able to provide the care without our HOME CARE PROVIDERS who are compassionate and understanding of our client's needs, as some clients are not able to complete everyday basic needs from making a meal to simply going grocery shopping.

It is an unfortunate reality that some of our Home Care Providers struggle paycheck to paycheck to meet their basic needs, of food, water, shelter, and power.

This position is very humbling as you get to see the way our elderly and Home Care Providers struggle to get their medication or even have money to put gas in their cars. I have personally helped a few of our providers by finding a way to get them to their clients or by arranging a pick up time for the client's medication. I have picked up medication or have gone grocery shopping for our clients because our provider did not have the means to fill their gas tanks. We need better insurance for our elderly and more financial help for our Home Care Providers.

My job is to provide support and guidance to our providers and clients. I keep an open line of communication and respond promptly to their needs and any other concerns they may have. I strive to make the home care provider feel appreciated and valued for their hard work.

The biggest challenge we face is that we do not have the right programs for some of our clients. Some clients are on TSOA or RESPITE programs and need more help than what they are being offered.

I love my job as we work as a family and treat our clients as if they were part of it. We have clients who don't have any relatives alive or whose families have disowned them. Some of our clients just want a few minutes of our day to speak with them, and if I can take five minutes out of my day to make their day a little happier, I will do it. This act is very fulfilling and makes me feel like I have made a difference in someone's life.

I do wish the pay would be a little better as the challenge we are facing are with the increase in inflation. I am the sole income of my household, and I am struggling to buy my mother's medication or pay medical bills that her insurance does not cover, and it is very hard to do. At times I must only pay half of my bills to be able to afford her medication. This makes me feel like I have failed her as a daughter as she turns to me for help and where can I get help if I am not able to buy all her medication and buy groceries she needs. We go above and beyond for our community. I wish our government would see how much our organization does for your community.

Thank you for taking the time to listen.

To Whom It May Concern:

My name is Ester Martinez, I am a Direct Care Supervisor working in Richland, WA. I work Monday - Friday 8 am to 5 pm. My position requires me to work some weeknights and weekends on call. I am married and the main breadwinner in my family.

I work with an amazing team of co-workers who are also the main breadwinner in their home. We are a dedicated team; we support each other's job roles to ensure we can provide quality care and communication with our clients and home care providers.

Our team services Franklin, Benton, and Yakima counties which are still very rural, and provide services to aging clients and children/adults along with developmental delays/mental and physical disabilities.

I have been in the medical field with different job roles since 1993, I have done ALF, SNF, medical clinics, hospitals, and home care. My job now as office support staff is critical as I could not do my job completely without the hard work of our dedicated and compassionate home care providers. We as a team aid our clients to ensure they get the assistance that is needed for them to keep functioning in their own homes. We assist with medication management, meal prep, transportation, community support medical attention, and simple chores.

On any given day I have home care providers reaching out to me with more concerns of needing work shifts, dealing with their own family medical needs, and how not to let that affect their employment. Trying to coordinate care with clients as they also have personal needs to take care of.

Day after day all Direct Care Supervisors working for Home Care Agencies work hand in hand with clients, home care providers, and state resource managers, we use these available resources to ensure client health and safety improving the quality of life for our community to the best of our ability. We make never-ending efforts to support our most vulnerable populations.

As a direct care supervisor, we touch the lives of hundreds of home care providers and clients throughout Washington. Please find the understanding and support to keep our roles important.

Thank you for your time,

Ester Martinez

To whom it may concern,

My name is Halie Fisk, and I am a Direct Care Supervisor in Richland, WA. My work schedule is Monday through Friday from 8am to 5pm. My work schedule includes working some weekends and several overnight shifts every few months to handle the after-hours emergent needs of our caregivers and clients. I am also a single mother with three beautiful children. I collaborate with a team comprising seven Direct Care Supervisors, emphasizing the critical nature of teamwork. This ensures that every team member has the backing and support of others, ensuring constant availability for communication with our home care aides and clients. Our team operates within the service area encompassing Benton and Franklin counties, catering to the needs of long-term aging clients and individuals with developmental delays, physical, and mental disabilities. The dedication and compassion of our home care aides are indispensable, and collectively, we make a substantial impact daily in the lives of those who depend on our essential services. We help meet our clients' basic needs of human existence by making sure our clients have food to eat. Not only do our home care aides shop for food, but they also often prepare, cook and in some cases feed our clients. It is easy to forget that something as simple as going to the grocery store is impossible for some and a luxury to others; but this is the reality I am reminded of daily. An even more humbling reality for me is that some of my clients' basic food needs must be met by a home care aide with Nurse Delegation training, as this allows the aide to provide proper tube feeding. Home Care Aides with Nurse Delegation Training are truly some of the most important members of our personal care community. Besides food, medication is essential to keeping my clients physically and mentally stable. This underscores the vital role that caregivers play in the well-being of individuals who face challenges in performing daily tasks and maintaining their

health. Our home care aides are at the forefront when it comes to acquiring medications from pharmacies and delivering them to our clients. For many, the prospect of traveling to and from a pharmacy is simply unfeasible, and it falls on me to coordinate with both our client and home care aide to facilitate the pickup and delivery of medications, while also integrating medication reminders into the client's daily care plan.

Unfortunately, it's a harsh reality that some of our devoted home care aides face financial constraints preventing them from affording a car and auto insurance. Despite this challenge, it's important to note that a lack of personal transportation does not deter these dedicated individuals. They go above and beyond, utilizing alternative means such as walking or public transportation to ensure their clients receive the necessary prescriptions.

When home care aides on my caseload encounter difficulties in handling the transportation logistics for medication pick-up and delivery to clients, our office staff steps in to manage this task. Human existence extends beyond fulfilling basic needs like food, water, shelter, and medications. Through my learning and experiences, I've come to realize that our existence as human beings, and a person's quality of life, is frequently shaped by our social interactions. Some of the most fulfilling moments in my professional life come when clients reach out to express their gratitude for the home care aide. These instances often involve the creation of meaningful connections, such as when a home care aide takes a client to the grocery store, engages in house cleaning, or simply provides companionship. Another source of joy is witnessing the positive impact of home care aides as they assist with essential tasks like cleaning, contributing to the clients' well-being by ensuring a clean and comfortable living environment.

Personally, visiting each client on a six-month rotation is a standout aspect of my role as a Direct Care Supervisor. During these visits, clients eagerly share their appreciation for the agency and the caregivers, underscoring the familial role we play in their lives. It's truly heartwarming to be the support system for those clients who may no longer have a traditional family structure.

In my capacity as a Direct Care Supervisor, my responsibility is to effectively communicate my clients' needs to home care aides, covering basic requirements, emotional support, bathing instructions, and everything in between to ensure excellent care. Maintaining an open line of communication with home care aides and promptly addressing their needs and concerns regarding the clients they serve remains crucial for upholding the quality of our caregiving services.

My most crucial daily responsibility revolves around promptly communicating with our home care aides, ensuring they feel appreciated and valued for their dedicated work. Each day, Direct Care Supervisors in Home Care Agencies collaborate closely with clients, home care aides, and State Case Resource Managers. Utilizing the resources at our disposal, we prioritize client health and safety, strive to enhance their quality of life, and endeavor to maintain their self-dignity during sensitive tasks like bathing, dressing, repositioning, toileting, transfers, and other activities of daily living.

As a Direct Care Supervisor overseeing the daily care of our Medicaid clients, I consistently exert unwavering efforts to support our most vulnerable populations with empathy, professionalism, and expertise. This commitment serves as the driving force behind the positive outcomes that

many clients experience under our care. On a monthly basis, I, as a Direct Care Supervisor, touch the lives of hundreds of home care aides and Medicaid clients. Across the state of Washington, Direct Care Supervisors in Home Care Agencies collectively impact the lives of thousands of home care aides and Medicaid clients.

What I want to emphasize is my genuine love for my job. Direct Care Supervisors, throughout the State of Washington, play a vital and indispensable role in Social Services. We diligently support and supervise our home care aides, working tirelessly every day to ensure the health and safety of our clients.

This job holds immense significance for me, particularly given my role as a recently single mother of three. It serves as my primary source of income, and the fact that I get to engage in work that I'm passionate about as a Direct Care Supervisor is truly fulfilling. I can't imagine doing anything else. Over the past eight years, this has been my sole occupation, and my continued presence is a testament to the genuine love and dedication I have for this profession.

To whom it may concern,

My name is Herminia Zarco. I am a Direct Care Supervisor and I work in Sunnyside WA serving the Yakima County area. I have been a direct care supervisor for 6 years. My work schedule is Monday through Friday from 8:00 am to 5:00 pm. My work schedule includes working some weekends to handle the after-hour emergent needs of our caregivers and clients. I am also a single mother of a 7-year-old boy.

I work with an amazing team of 6 Direct Care Supervisors. Our service office services Yakima and Benton Counties. Our mission with Senior Life Resources "is to preserve and enhance the quality of life at home, with dignity and care". We give clients the help they need at home where they are comfortable. We help clients with long term care, children/adults with developmental delays/physical and mental disabilities. I couldn't perform my job without our dedicated and compassionate Home Care Aids.

As a Direct Care Supervisor, my role is the scheduler to make a significant difference in the lives of the clients I serve, my job requires that I:

- 1.) Match the provider that meets the client's needs. If the Home Care Provider is okay with having a client who is a smoker, the client has pets, making sure our providers do not have any allergies, and are the right fit for the client.
- 2.) Answering telephone calls from clients and home care providers as well as case managers making sure no client's or home care aide's voice goes unheard. Helping the client and home care providers resolve any issues they might have.
- 3.) Getting a report that the client needs a task that is not in his care plan. Meeting with the client in person as well as the case manager and coming up with a plan to continue giving the client the great care he needs with our agency.
- 4.) Making sure home care providers are up to date on paperwork, background checks, home care aid licenses are updated, they have a valid car insurance & driver's license, and their credential is up to date.

Every day is filled with various client issues such as a client no longer wants the home care provider because the client is having a bad day. Trying to talk to the client and informing them the caregiver is there to help them with their daily needs. Getting a new client and having to hire to fulfill her/his hours to give them quality of life. From getting the phone call that a client is returning back home from being in the hospital for a couple of days, or a client returning from the nursing home having to conduct a safety assessment and making sure there was no change in their care plan. If there is a significant change, report to the case manager to be able to get an increase in the client's hours to better serve their needs.

Getting a call from the caregiver stating that she noticed her client now has bed bugs and coming up with a game plan to still serve the client with their critical needs and seeking resources to help the client resolve the issue. Calling the family members to ask if they can help with getting an exterminator, if they are living in an apartment is the landlord going to reach out to an exterminator to help, if not getting in touch with the case manager to see if they have any resources for the client.

Providers will be calling throughout the day if they are able to help with any sub shifts, or willing to stay longer to serve their client, especially if they are out at a medical appointment. Having a challenge when a home care plans a vacation, have an unexpected absence due to them feeling sick, or having a family member sick, or having to leave town for an emergency, and the client is now needing a sub provider to go out and help with their daily needs. It's my job responsibility to make sure we try to serve as many of their hours as possible when we send a sub and making sure it's the right match with the client.

Keeping open communication with home care providers and responding promptly to their needs and any concerns they may have. I inform them that they can call me as many times they like that no question is wrong. I'm there to help them grow in life and their job. If they have any concern about the client, they're serving to not hesitate to call the service office, we are here to help. My most important daily task is promptly communicating with our home care providers as this ensures they feel appreciated and valued for their hard work.

The most amazing part of my job duty is when a client calls you and expresses "Thank you for sending me an angel, someone who understands me and is so sweet and caring." Knowing that the client and home care provider are happy to work together makes me understand and feel that I have done my job well.

The most important thing I want you to know is that I love my job and that Direct Care Supervisors and appreciate all the hard work Home Care Providers do every day to make sure our clients are healthy and safe.

Thank you for listening.
Herminia Zarco

To Whom It May Concern

Hello, My name is Tina and I currently work as a Direct Care Supervisor as well as the primary scheduler for 130 clients and 67 Homecare Providers in Kittitas County. My normal work schedule is 8:00 a.m. to 5:00 p.m. Monday – Friday. We do alternate the on-call responsibility which can consists of early morning and long nights varying anywhere between finding substitute coverage for critical clients or the on-call person providing an hour of care to ensure client's needs are met in a timely manner. Knowing the responsibility of being a home care supervisor does become stressful and exhausting at times. I have 3 kids at home with my youngest being special needs and a cancer survivor. I lose precious time with my family because I must dedicate myself to the clients and making sure their needs are being met by well-trained knowledgeable providers. Our Kittitas service office operates with 3 DCS and 1 Office Manager. The saying it takes a village to raise a child. Well, it takes a Team that communicates well and works hard together to ensure safety and quality care to clients and providers. Our providers work firsthand with our clients in the privacy of their home, our providers report and inform us of any changes they see so we can contact the proper people to help keep clients living in the comfort of their own home. I enjoy my job as DCS and Scheduler for the Kittitas office. I feel overwhelmed with excitement when I can speak with clients, and they tell me how much they appreciate the dedication and hard-working effort our team puts in to assist them. One of the most challenging things as a supervisor I believe is working with so many diverse people from Multiple generations with multiple personalities and trying to see what providers best suite the needs to the clients. Spending so much time away from my family and caring for someone else's family members is hard but I do it with pride and respect. I find my self having to budget from paycheck to paycheck to support my family, being a DCS is 40 hours a week plus time with on call phone and I am unable to work a second job to supplement for anything out of my budget for example out of the blue cost ER appointments to Seattle Childrens for my son or getting sick and needing medication sometimes it simply paying for gas. I was barley able to get medical insurance this year due to my company paying more of the premium. The cost of food, cost of living cost of everything does make it a daily struggle not only for our clients, for our providers and for our office staff.

Sincerely,

Tina

Direct Care Supervisor/Scheduler

To whom it may concern,

My name is Heidi Rincon and I've been a Direct Care Supervisor for nearly 3 years. My work schedule is Monday through Friday from 8am to 5pm. I also work on-call during the week and weekend once a month to handle any on-call emergency needs for both my clients and home care aides.

My team consists of four Direct Care Supervisors and our manager, and we provide service in Walla Walla County. We serve adults and children with developmental delays and/or physical and mental disabilities, and our 200 client's range in age from 5 to 95 years old.

As a Direct Care Supervisor, I am responsible for overseeing and improving the lives of my clients and home care aides. My major tasks include the following:

- Answer phone calls and listen to home care aide/client needs whenever a problem or issue arises.
- Handle and check our service office voicemail and email first thing in the morning, afternoon, and at the end of the day to ensure that any requests from home care aides, clients, team, and case managers are promptly addressed.
- Monitor reports, which I must review on a daily, weekly, and monthly basis to detect and correct system errors.

I work with clients from various walks of life, so the greatest thing I can do is listen and attempt to understand where they're coming from. I've worked with clients who are homeless, bedridden, disabled and clients who are totally capable of doing things on their own but require some companionship. Each client is unique, and it is my responsibility to ensure that I meet their needs properly.

In order to give my home care aides, the support they need, I make sure they feel comfortable reaching out. Home Care Aides serve an important role in our lives and without them, I wouldn't be able to perform my job. They work in the field and respond to all our clients' physical, mental, and emotional needs and they are crucial members of our community.

My position as a Direct Care Supervisor can be difficult since I am confronted with many challenges daily, which can be overwhelming when dealt with all at once. This type of work environment is continuously changing, so I've adapted the ability to think quickly and be patient with others.

My proudest moment as a Direct Care Supervisor is being recognized for helping my clients/home care aides knowing that I have made their lives easier in some way.

It is difficult for me to juggle my work and home life as a single mother with an 8 to 5 job. I constantly feel that my pay isn't keeping up with my expenses. My rent alone accounts for over half of my paycheck, with the remainder going toward other bills. This is insufficient for a single mother to make ends meet.

Thank you for listening,

Heidi Rincon

June 3, 2024

To Whom It May Concern:

My name is Ali K., and I have had the honor of serving as a Direct Care Supervisor at a North Seattle branch for nearly six years. My responsibilities encompass weekdays, with additional commitments on some weekends and during after-hours emergencies to support our caregivers and clients.

I have the privilege of working alongside a team of exceptional colleagues, comprising three Direct Care Supervisors. Our service area extends from the city of Shoreline to all Seattle neighborhoods (north to south), where we provide indispensable care for long-term aging clients and individuals with physical and mental disabilities.

Our foremost objective is to deliver sustainable, in-home care for our clients. Our dedicated and compassionate home care aides are the cornerstone of our mission. They undertake tasks such as personal care, shopping for, preparing and cooking, occasionally feeding our clients, ensuring their nutritional needs are met, and transportation.

Recognizing that quality of life encompasses more than basic needs, we facilitate social interactions and community activities for our clients. These experiences foster a sense of belonging and purpose, significantly enhancing their overall well-being.

As a Direct Care Supervisor, I prioritize clear and effective communication between clients and home care aides, promptly addressing their needs and concerns. This approach ensures not only excellent care but also makes our aides feel valued and appreciated.

Each day, Direct Care Supervisors work in close coordination with clients, home care aides, and State Case Managers. We leverage available resources to enhance client health and safety, improve quality of life, and uphold clients' dignity during sensitive tasks such as bathing, dressing, and other daily activities.

In overseeing the daily care of Medicaid clients, I am dedicated to supporting our most vulnerable populations with empathy and professionalism. This steadfast commitment leads to positive outcomes for many under our care.

However, our work is not without its challenges, especially in downtown Seattle, where the prevalence of mental health issues and unstable housing situations exacerbate the difficulties faced by our clients. Many of our clients struggle with severe mental health conditions, which require specialized care and understanding. Additionally, the housing crisis in downtown Seattle has left many without stable living conditions, further complicating their ability to receive consistent and effective care. These issues highlight the urgent need for comprehensive support systems that address both mental health and housing stability, ensuring our clients can achieve a higher quality of life.

Throughout Washington State, Direct Care Supervisors, including those at my agency, touch the lives of thousands of home care aides and Medicaid clients, underscoring the essential and invaluable nature of our roles.

Thank you for your attention.

Sincerely,

Ali K.

June 3, 2024

Dear Rate Setting Board,

My name is Ambar C., and I am a Supervisor for an Island County Home Care Agency, who operates in both Island County and Skagit County. My work schedule is typically Monday-Friday 8:00AM-4:30PM, however 3 of us Supervisors in the office rotate through our on-call schedule, which includes taking our work home with us for roughly 10 nights per month. We all work very hard to ensure there is always someone available to talk to for both our caregivers and our clients. It matters to us greatly to make ourselves available for any issues, schedule changes, call outs, emergencies, etc. that may arise both during office hours and after hours as well, including weekends and holidays.

As a Supervisor, I offer support to our home care aides throughout each and every workday. They are the ones who make our job worthwhile and possible. They work to make sure we are confident in who we send out into the field to care for those who have nobody else. One of the perks of being employed through an agency is being able to trust that your supervisor will be on the other end of the line to support you and be a listening and helpful ear. On a daily basis I monitor schedules, adjust schedules according to what works best for our home care aides in conjunction with their clients, help them maintain a healthy work environment, remove them from an unhealthy work environment and find somewhere more suitable for them, help problem solve, provide honest feedback, act as a kind and open hearted human for our HCAs who put their all into caring for others, and overall make sure our aides are respected, comfortable, and love their job enough to stay on board with our agency. I also ensure that our caregivers are working enough hours to maintain their benefits and earn enough money to pay for their living expenses.

When it comes to our Medicaid clients, no two are the same. Each and every person on my caseload requires a different set/variety of personal skills. They all need help in some way, shape, or form, and being that person who is always available on the other end of the line to hear them out, problem solve, empathize, and ultimately send care their way is a huge part of what I do on a daily basis. I have worked tirelessly to create and maintain a respectful rapport with my caseload, and actively work to make sure each client feels seen, heard, appreciated, and overall valued.

My biggest challenge working as a Supervisor is having to deliver bad or unpleasant news to both our aides and our clients. It takes a lot of work to put aside my own feelings and hesitations to do what is right and deliver the communication that everyone I work with deserves. For example, in our industry of caring for the aging and disabled population, death of a client can be an inevitable, traumatizing, and sad part of the job. Telling one of our aide's that their client has passed, or getting a phone call that one of our aide's has arrived to discover their client has passed is never easy. On a lighter note, calling clients to let them know of any schedule changes or cancellations is hard when there are not enough HCAs at the time to provide an option for a substitute caregiver. I want to deliver helpful messages, but often times that is not the case. This takes a toll on me as a supervisor, as well as our aides and clients. It can also be challenging when I am unable to fix a problem that is beyond our scope of practice. I will do anything and everything I can within our rules and regulations to help any client or caregiver in need, and it becomes challenging when I cannot be someone's saving grace.

As a supervisor living in an area that is increasingly hard to survive in financially, it is sometimes hard to realize how much work and soul I am pouring into my job. Luckily, my spouse serves in the Navy, and we

do fine with housing, but even on a two-person income it can be difficult. I recently found out I have a child on the way, and we will be starting a family soon. I can rest assured that I will be okay with paid leave through the state, however, I do worry that long term there won't be as much financial advantage to my job that I love so much, and I may be forced to look elsewhere for work to meet my salary/wage needs.

As supervisors, we often see clients who are alone completely, or for the majority of the time. My proudest moments are always when I hear from my clients that I am making a difference in their lives, and that they really appreciate my attentiveness. Even at home visits, I take a little extra time to build conversation about their lives, interests, struggles, and what makes them smile, so they know there are people out there who genuinely care about what they are going through. I love putting my energy into the well being of others, and I work to do this on a daily basis to make sure our clients feel purposeful in a world that seems to leave the aging and disabled population outcasted.

Administrative workers such as myself are vital to home care agencies, and deserve to be compensated according to our value. Being in service to others, we cannot do our job, clock out, and go about our lives. It is truly an all-consuming line of work that all of us supervisors have dedicated ourselves to. We are always working behind the scenes to make sure respectful and supportive relationships are being built and nourished so that everyone feels well taken care of.

I appreciate your time and attentiveness.

Thank you,

Ambar C.

To whom it may concern,

My name is Jenna B. and I am the Branch Manager for a Home Care Agency in East King County. I first started in the Home Care field going on 16 years and now I can't imagine working in any other field. We serve the entire Eastside including very rural areas in the Snoqualmie Valley. Out of our branch we have three Supervisors who help in assisting our client and caregiver load in which each are pushing close to 175.

Daily we are supporting our caregivers with an array of support including navigating difficult clients and situations as well as making sure they are up to date on all trainings and have a client that they can rely on. As you may know, it takes a special type of person to work in this field and be compassionate about helping the elderly and disabled, and our caregivers are not in this field for the pay. They still rely on this job for income to support their families, and they know they can count on the agency staff to be able to quickly restaff them if their client happens to go into the hospital, nursing facility, or worst-case scenario, pass away.

On the other side, we are providing the exact same support to our clients. We are here to ensure they have a caregiver to assist them so that they can remain at home as long as possible. This is why the agency is so important, if a caregiver quits, or can no longer work, the client knows that we can find another caregiver quickly to ensure they won't be without service.

There are many challenges that come along with working in this field, but the looming threat is always not enough caregivers available to keep up with the high demand of staffing needs. More and more people are becoming eligible for Medicaid Home Care services than ever before in our community. We are always brainstorming ways to find caregivers. We must consider the continuous rise in cost of living and gas prices. Some of our service area could be as far as 45 minutes away from the next one which proves hard to find staff to be able to get to these locations.

This is where the importance of having our voices heard regarding rate increases comes into play. Supervisors need to be able to support our caregivers with a decent working and living wage. They are the backbone of our company, and we wouldn't be where we are today without them. They are making a difference in our clients lives and often keeping them going.

I truly love my job and am excited to come to work every day knowing that we are making a huge difference in our client's lives. It is a true joy to get messages from our clients raving about our caregivers and how they wouldn't be where they are without them. There are still so many people in our community who aren't aware that these services are available, and to be able to help friends and family members assist in getting their loved ones on services is rewarding. We need to have a solution on rate increases so that we can continue to support our client and caregivers as well as our beloved office staff who keep our business going.

Thank you for your time,

Jenna B.

To whom it may concern,

My name is Abram C., and I'm a Supervisor for a Clark County Home Care Agency. My work schedule is Monday through Friday 8am to 5pm. I am on call 24/7 to respond to any emergencies and/or schedule changes that take place.

I provide support to our caregiver by answering general questions, occasional mediation between caregiver and client, act as the liaison between clients and caregiver, create an ideal work schedule tailored around each caregiver, match client and caregiver together by skill level and personality, provide resources to caregivers if they are experiencing financial hardship, coaching, provide constructive feedback, listen to caregiver concerns, and provide solutions.

The support I provide to our Medicaid clients is acting as an advocate for their care, by keeping in constant communication with their state case manager to help find the resources the client may need. I make sure that the clients file is in order according to the state requirements as well as my company's requirements. I coordinate care for the client with caregivers that match their personality, find caregiver that have the skill level for the client, and schedule caregivers during the clients preferred days and times to receive care. A few of my clients struggle with mental illness so from time to time I will sit and listen to what they have to say and encourage positive behaviors or cheer them on when they make steps towards their personal goals. I've convinced several clients with agoraphobia to accept having a caregiver in their home and slowly work towards utilizing the full amount of hours allotted to them. While I do support them with scheduling their care, administrative duties, and relaying information to their caregiver, a large portion of the support I provide to our clients is listening.

The biggest challenges I face as being a Supervisor is compassion fatigue and being on call. Each client has a story and it's important to be fully engaged while listening to our clients' stories to better understand them in hopes of providing the care they need. Actively listening to heart wrenching stories each day can take a toll but I find it to be worth it because the better I understand them the more information I can provide to our caregivers to give the caregivers a higher chance of helping these individuals. Being on call can sometimes be a little bit of a challenge, having to be sure I'm within cell phone range and responding to calls outside of office hours, at times, make me feel as if my job is my life.

The proudest moment I have as a Supervisor is bringing on clients who struggle with mental health problems and finding them the perfect caregiver. Watching these clients go from a state of severe depression and hopelessness to a state of happiness and hope is always a heart-warming experience and a good reminder to me to continue in this field.

Abram C.

To Whom it May Concern,

My name is Christina A. I am a Supervisor and I work in Spokane area serving the Spokane County area. My case load includes clients from Long-Term Care, MAC & TSOA, CFC & COPES. I manage around 5000 care hours monthly. My schedule is Monday – Friday 8am-5pm, on call every other weekend and week to answer any questions or to handle any emergent situations that may arise outside of business hours.

As a supervisor my day to day consists of answering numerous telephone calls from clients and caregivers. It could be as simple as who will be at my home today, or as complex as a client being transported to the hospital, or a client that has expired at home. There are never two days that are the same in my job.

On any given day home care aides are reaching out to me to get clarification on proper policies and procedures that they or their client may not understand fully. Home Care Aides and clients will also reach out to let me know when they are not able to make it to their shift or if they are not going to be home for their scheduled shift.

Our Home Care Aides provided the needed care to keep our clients in their home and still give them some of the independence that they are used to in their life. We will assist by making meals for them, taking them to doctors appointments, taking them to the grocery store or having us go for them to get items that are familiar to them and things that they like. We also assist with ADL's (Activities of Daily Living), we will do light housekeeping for them, helping them take a shower, help them to get dressed for the day.

As a supervisor I am responsible for finding a caregiver or caregivers that are going to be a good fit for them to maintain their ability to stay in their home. I am out weekly doing new intakes so that we may grow our client base. I am also out visiting all of my clients every 180 days to check on how things are going with their caregiver, whether their needs are being met or if there are any changes that are needed. I am also checking with the client to see how things are going with their health, if there have been any changes that we need to be aware of and how we can effectively take care of any new obstacles that have been put before us.

The most rewarding part of my job is meeting new clients and getting to match them up with a home care aide that I believe will be a wonderful fit for them.

I love my job that I do, I really enjoy being able to help others and keeping them in their home where they are most comfortable and happy.

Thank you for taking the time to listen,

Christina A.

Dear Rate Setting Board,

My name is Jessica, and I am a Supervisor for a Home Care Agency. My work schedule consists of Monday through Friday from 8am to 5pm as well as carrying an on-call after hours phone to handle the after-hours emergent needs of our caregivers and clients.

My team consists of one other Supervisors, since there is only two of us it means that working as a team is of critical importance as this ensures that we both have each other as back-up and ensures that no matter what the circumstance is one or both of us are always available to communicate with our home care aides and clients.

My team has a service area that includes the whole area of Okanogan County as well as parts of Douglas & Grant Counties. We service long term aging clients and children/adults with developmental delays/physical and mental disabilities.

I would not be able to perform my job without our dedicated and compassionate home care aids. Daily we make a significant difference in the lives of those who rely on the essential services they need. Most clients do not have other supports to assist them with their essential needs. One of the major needs is essential shopping. With the help of a home care aid, clients do not have to worry about how or when they will be able to go to the local grocery store.

Another major need is medical transportation. Clients depend on their home care aide to take them to their medical appointments. This ensures that clients see their doctors on a regular basis as this keeps the client's prescriptions from lapsing. Medications are essential to keeping clients physically and mentally stable.

It is an unfortunate reality that some of my dedicated home care aides are not able to afford a reliable car and maintain auto insurance. My dedicated home care aides do not find this as a hinderance, as my home care aides and I work together to make plans for the home care aide walk or take public transportation to maintain their clients' essential needs. If a home care aide on my caseload cannot navigate the transportation challenges of arranging medication pick-up and delivery to my client, I find the time to complete this task myself.

Not many are aware, but it is often seen that home care aides are clients only connection to anything outside of their homes. Having a home care aide gives them something to look forward to. As a Supervisor, I too have connected with clients, and I make the time to take their calls just to discuss the weather or a recipe that they found.

It is very important to me that I keep an open line of communication with home care aides and responding promptly to their needs and any concerns they may have regarding their client they are serving. My most important daily task is promptly communicating with our home care aides as this ensures they feel appreciated and valued for their hard work.

Day after day all Supervisors working for Home Care Agencies work hand-in-hand with their Clients, Home Care Aides and State Case Managers. We use the resources we are given to ensure client health and safety, improve quality of life and doing our best to keep our clients self-dignity intact while performing sensitive tasks such as bathing, dressing, repositioning, toileting, transfers and other activities of daily living.

As a Supervisor managing the daily care our Medicaid clients receive, I make a never-ending effort to support our most vulnerable populations through empathy, professionalism, and expertise; this is the driving force behind the positive outcomes that so many clients experience under our care.

In the State of Washington, there are many Supervisors working for Home Care Agencies that touch the lives of thousands of home care aides and thousands of Medicaid clients.

The most important thing I want you to know is that I do genuinely love my job and that Supervisors, throughout the State of Washington are needed, necessary and valuable.

Thank you listening-
Jessica R.

To whom it may concern,

My name is Lindsay H.. My role as a Home Care Agency Supervisor involves serving the Cowlitz and Wahkiakum County areas. I have been a supervisor with this agency for almost 6 years but also worked as a caregiver prior to that. I work Monday-Friday 8am-5pm and am on call after 5pm and on the weekends for emergencies or urgent matters relating to the clients on my caseload.

In the branch that I work in, there are 4 other Supervisors besides myself and when another Supervisor is out sick or are on vacation, then I will also help in managing calls from clients or caregivers on that Supervisor's caseload in the office and manage their on-call phone until their return. Making sure that all clients are receiving the care that they need is the goal and doing whatever I can do for ALL clients when needed, on my case load or not, is very fulfilling for me!

I provide support to my clients daily by answering phone calls to address a schedule issue or a substitute caregiver needed while a client's caregiver is off due to required training or requested time off. I must track any training courses scheduled for the caregivers and all their requests for days off that will affect a scheduled shift with their clients. Then, I reach out to the client to inquire if they would like me to find a substitute home care aide for that shift. Clients also reach out when they have other needs or support such as certain equipment or needing more help now because of a change in their health. I communicate with their Case Manager so they can assist the client in obtaining equipment needed or discuss a reassessment being done.

Daily, I communicate with our Case Managers through emails or phone calls regarding updates to the client's program or baseline. Each time there is a change in the client's health or caregiver/schedule, I update their Case Manager. I receive assessments annually for each client and sometimes more often than that. I must make sure we always have a current authorization to serve the client. I communicate with Case Managers regarding clients being in the hospital and helping to make sure care can start back up again upon their return home.

I also complete new initial client home visits to bring new clients onto services in our area. I complete a home visit with each client every 6 months to make sure the services are being provided in a way they are pleased with and make sure the caregiver is following the plan of care.

When matching up caregivers and clients, I do my best. In order to make sure my clients know they can contact me if the caregiver is not the right fit, I let them know that sometimes people do not mesh and sometimes there isn't really a reason (usually personality differences) and that's okay. I tell them if it's not helpful to them, then it defeats the purpose of what we are doing. This seems to give some clients relief in that they can have that communication with me.

I also receive phone calls from caregivers who want/need additional hours, or their availability has changed, and their schedule needs updated. This requires coordination with any current clients and making sure any schedule changes are agreeable to them. I also received calls/emails from caregivers who must call out for various reasons and then do what I can to provide coverage for any client shifts affected by this. Before caregivers can start working with a new client, I provide them with orientation to

the client's file, needs, and Plan of Care. Whenever we receive a new assessment for the caregivers' current clients, I also provide orientation.

Caregivers frequently call me seeking guidance on the optimal approach to managing a specific client's condition, whether it be mental or physical, as well as any incidents or updates they must report. My job also requires me to complete on-site evaluations for the caregivers annually. I create/update all my client's schedules and monitor the hours that are authorized for that month to make sure the caregivers are following the schedule. This helps manage and prevent over serving a client. Daily, I process the caregiver's visits and verify visits with the caregiver's timesheets they must fill out and turn in twice a month.

I must prioritize each day as things come up. When unexpected calls/emails/situations come up, often shifting my focus to something else that becomes more of a priority is the case.

I also think it's very important to make sure the caregivers feel appreciated. In my experience, I have found that people can forget what someone says to them or what someone does, but they will not forget how someone made them feel. I tell my team and caregivers I appreciate them any chance I get, and it makes the biggest difference in the world.

The most rewarding part of my job is when a client calls me to say I could not have picked a more perfect caregiver for them. This task is not always easy, so when I receive those calls, then I know I played a part in making a difference in someone's life. I continue to work in this field for a call like that.

I absolutely love my job. It can be stressful, and it can be the most rewarding. My job requires a lot of multi-tasking and tracking many things to stay in compliance with the company policies and procedures, with state laws and regulations, and the union contract. I also must make sure I keep up with all changes to forms/processes/programs/rules/policies that arise. My workday consists of anything I have scheduled ahead of time and then filled up with all the other things I have listed above that come up.

Thank you for taking the time to read this letter and for listening.

Lindsay H.

To Whom It May Concern,

I am Shuk C., and for over a decade, I have served as a Direct Care Supervisor in a Renton Home Care Agency Branch, catering to the King County area. I specifically work with Chinese Speaking population elders. I am pleased to share my experiences and insights regarding my role within our Medicaid-contracted home care services.

As a Direct Care Supervisor, my daily duties include:

- Ensuring Quality Care and Client Satisfaction: Overseeing the caregivers' performance to guarantee our clients' contentment and enable them to maintain their independence at home.
- Supervising and Guiding Caregivers: Providing regular guidance and trainings to caregivers in addressing client challenges and enhancing their caregiving abilities.
- Managing Care Service Schedules: managing schedules and matching caregivers to client, ensure all shifts and tasks are adequately covered, aligning with each client's specific needs.
- Identifying and Solving Problems: Proactively addressing potential issues throughout home care service before they escalate to ensure smooth operations.
- Maintaining Positive and Strong Relationships: Building and maintaining strong relationships between caregiver and clients.
- Ensuring Proper Documentation: Keeping accurate documentation of client's health condition status, ensuring service authorization is active and file meets Compliance requirement.
- Conducting Home Visits and Safety Checks: Performing regular 6 month and annual home visits to monitor care quality and ensure client safety and well-being.

Beyond my role as a Direct Care Supervisor, I also face challenges working with clients from various ethnic backgrounds. Each client has a unique cultural background and comes from different parts of China, which influences their health beliefs, practices, and expectations of care. This requires continuous learning and sensitivity to understand these differences and help match clients with the right caregivers. Additionally, language barriers and different communication styles can make it challenging to ensure that clients fully understand their care plans and feel heard, especially since English is not their first language. Clients often rely on us daily, so I spend extra time acting as an interpreter and using culturally appropriate materials to bridge this gap. Speaking the same dialect fosters a sense of safety and trust, which is crucial for our clients' acceptance of our services. Over the years, I've played a key role in developing care plans that honor and integrate clients' cultural preferences while ensuring their medical needs are met.

In supporting our Chinese-speaking caregivers, we always provide extra help, especially in communicating with SEIU. Language barriers can be a huge obstacle, so we assist them throughout the entire process, from scheduling HCA training classes to getting their HCA certification exams. Moreover, we follow up on a yearly basis to ensure every caregiver is in compliance. We facilitate communication between caregivers and clients when needed, ensuring that everyone is on the same page. By creating a supportive environment that respects and acknowledges their cultural background, we help our caregivers feel valued and empowered to deliver the best care possible, even if they may lack confidence due to language barriers.

As a Direct Care Supervisor, budgeting my wages to cover living expenses presents a significant challenge. The continuous rise in living costs, from rent to utilities and groceries, strains our finances. While the state recognizes the importance of providing raises for caregivers, there's often an oversight regarding the critical role of Direct Care Supervisor. We play a vital role in coordinating care, supervising caregivers, creating and maintaining care plans, and ensuring compliance with regulations. Our work ensures that caregivers can perform their duties effectively and that clients receive the best possible care.

Despite these challenges, working with the Chinese population enriches my professional journey, highlighting the significance of empathy and adaptability in our field. Thank you for taking the time to read my letter. I appreciate

your interest in understanding the vital role we play in supporting our caregivers and clients. I hope this insight helps underscore the importance of our work.

Warm regards,

Shuk C.

Greetings,

I'm Bobbie Leal, and I have the privilege of serving as a Case Manager at First Choice In-Home Care, an esteemed agency dedicated to providing exemplary care services across Washington State. Based in Vancouver, Washington, I, along with a small team of dedicated colleagues, oversee operations throughout Southwest Washington, encompassing the vibrant communities of Cowlitz, Clark, Lewis, Pacific, Skamania, and Wahkiakum counties.

It's both an honor and a pleasure to contribute to the well-being and support of our clients in these regions. As a Case Manager, I provide daily support to our home care aides by ensuring clear communication channels, timely provision of resources, and addressing any concerns promptly. I offer guidance on client care plans, conduct regular check-ins to assess their needs, and facilitate access to training and development opportunities to enhance their skills and confidence in providing quality care.

Daily, I prioritize providing comprehensive support to Medicaid clients on my caseload by conducting thorough assessments of their needs, coordinating care services, and advocating for their rights and preferences. I collaborate closely with healthcare professionals, community resources, and family members to ensure their holistic well-being and access to necessary services.

One of the significant challenges I face as a Case Manager is managing the complexities of caseloads while balancing competing priorities and deadlines. Ensuring that each client receives the attention and care they deserve within resource constraints requires effective time management, prioritization, and adaptability to changing circumstances.

While my dedication to serving our clients remains unwavering, **I do encounter personal challenges related to financial stability and housing concerns.** I navigate these challenges by practicing budgeting strategies, seeking out affordable housing options, and exploring avenues for professional growth to enhance earning potential and career advancement opportunities. However, the cost living and specifically cost of housing in Vancouver, Washington, has been steadily increasing in recent years. Rent for a one-bedroom apartment typically ranges from \$1,200 to \$1,800 per month while the median home price exceeds \$400,000. According to the United States Census Bureau, the median household income in Washington State was approximately \$78,687 in 2019. Factors such as housing costs, healthcare expenses, childcare needs, and personal savings goals all play a significant role in determining what is considered comfortable for a particular individual or household. Personally, my husband and I pay for all of the listed expenses above in addition to student loans and personal debt. In summary, my earnings of \$55,000 annually in Vancouver, Washington, as a Case Manager presents financial challenges due primarily to the area's cost of living. Having a comfortable and livable wage with a bachelor's degree in Washington State with a salary of at least \$78,687, would allow for financial stability, meet of basic needs, provide a reasonable standard of living, and allow for some level of discretionary spending and savings for the future.

One of my proudest moments as a Case Manager was successfully advocating for a client's transition from institutional care to receiving in-home services, thereby significantly improving their quality of life and independence. Witnessing the positive impact of my advocacy efforts on the well-being of our clients reinforces my commitment to excellence in care coordination and advocacy.

Warm Regards,
Bobbie

Dear Rate Setting Board,

My name is Ashlee M., and I am a supervisor for a Home Care Agency. My work schedule is Monday through Friday from 8am to 5pm. My work schedule includes working many hours after 5pm and working weekends as needed to handle the after-hours urgent needs of our caregivers and clients. I am also a mother that has four amazing children who I want nothing more than to spend quality time with.

I work with three other supervisors and working as a team is of utmost importance as this ensures that each member of the team has back-up and support from the other supervisors, and this ensures that the team is always available to communicate with our home care aides and clients one way or another from an experienced supervisor.

My team services the Spokane and surrounding areas. We service long term aging clients and children/adults with developmental delays/physical and mental disabilities.

I couldn't perform my job without our dedicated and compassionate home care aids. Together on a daily basis we make a significant difference in the lives of those who rely on our essential services. We help meet our clients' basic needs by making sure our clients have food to eat. Not only do our home care aides shop for food but they often prepare, cook and in some cases feed our clients. It is easy to take advantage of some of the things in life but when you are doing our job, you are reminded that simple things like going to the store, making a meal, or even feeding yourself, may be a luxury in other people's eyes. This is the reality I am reminded of daily. Some of my client's basic food needs, require a Home Care Aide with delegation so they can do proper tube feedings to ensure my client population gets the nutrients they need. Delegated staff are some of the most vital we employ.

Besides food, medication is essential to keeping my clients physically, mentally, and/or emotionally stable. Our home care aides are on the front line in making sure clients have those medications, calling them in for refills, obtaining those medications from pharmacies and delivering these to the client. For many clients, traveling to and from a pharmacy is impossible or even painful and it is my job to coordinate with our client and home care aide to pick up and deliver those medications as quickly and easily as possible.

Some of my home care aides are not able to afford a car and auto insurance. You may think that a home care aide without a car cannot pick-up and deliver medications to the client; but these dedicated home care aides will walk or take public transportation to and from the pharmacy to ensure their client receives their prescriptions. When home care aides on my caseload cannot navigate the transportation challenges of arranging medication pick-up and delivery to my client, I find the time to complete this task myself or I ensure that I find someone who can.

A client's happiness and well-being are not only defined by the basic needs of food, water, and medication. I have gotten to experience that our existence as human beings and a persons' quality of life is often defined by our need for social interactions. Often, we are the only face these clients get to see, the only voice they get to hear, the only ear they have to listen. Sometimes, we see these clients more than we see our own families. I help to coordinate the task of getting our clients out in the community with their home care aide as this helps to give meaning to a client's life who would otherwise remain isolated and homebound. More so, if a client cannot or will not go out into the community, I am blessed to coordinate a solid foundation and relationship of trust and compassion for two individuals who never knew they needed that relationship until they met. It is the best feeling to staff a home care aid with a client, and they just immediately hit it off and most of the time, they stick together for years or even life. These home care aides leave clients with pride and the clients knowing they are cared for.

By actively participating in community activities clients gain a sense of belonging, purpose and connection. It is my job as a supervisor to communicate my clients' needs to home care aides whether it be basic, emotional, bathing instructions and everything in between to ensure excellent care. Keeping an open line of communication with home care aides and responding promptly to their needs and any concerns they may have regarding their client they are serving. My most important daily task is promptly communicating with our home care aides and clients as this ensures they feel important, appreciated, and valued for their hard work.

Day in and day out, supervisors working for Home Care Agencies work together with their Clients, Home Care Aides and State Case Resource Managers. We are the front line. We use the resources we are given to ensure client health and safety, improve quality of life, help clients discover a sense of independence, and do our best to keep our clients self-dignity intact while performing sensitive tasks such as bathing, dressing, repositioning, toileting, transfers and other activities of daily living.

As a supervisor managing the daily care our Medicaid clients receive, I make a never-ending effort to support our most vulnerable populations through empathy, professionalism and expertise; this is the driving force behind the positive outcomes that so many clients experience under our care.

On a monthly basis, as a supervisor, I touch the lives of hundreds of home care aides and hundreds of Medicaid clients and across the state of Washington the Direct Care Supervisors working for Home Care Agencies touch the lives of thousands of home care aides and thousands of Medicaid clients.

The most important thing I want you to know is that I love my job and that Direct Care Supervisors, throughout the State of Washington are needed, necessary and valuable.

Thank you listening,

Ashlee M.

To whom it may concern:

My name is Daniela, I have been a Direct Care Supervisor for four years and was a caregiver four years before being hired as a DCS for this same Home Care Agency. Being in this position has shown me the other side of the coin and it is not a position where most people think it's just sitting in front of a computer and not doing much 😊.

Let me start off by saying that is not the case. This position entails a lot, aside from being on call and it keeps you busy, in which I love because it makes time fly and seems there is not enough hours in the day to complete all tasks. Or could be that I just love my job.

My day includes arriving to office, following up with any call outs and notifying my team, and working together to communicate to clients and working on getting coverage set up for these clients. From there checking emails, checking all caregiver timecards making sure they are clocked in with their client and verifying GPS discrepancies. Any issues regarding timecards we need to follow through and case note, this can be time consuming, but it plays an important role to make sure we are billing correctly.

From there we attend to any client or caregiver complaints that we can come across. We are here to hear both sides of the story to make sure complaints are addressed and both client and caregivers are satisfied and happy with resolution. This can sometimes be both stressful and challenging but it takes a patient, caring and compassionate person to do this job both as a caregiver and DCS it goes both ways.

But loving what you do and having that communication with your employees and knowing your caregivers as well as clients, you can easily match the right person to client's care to ensure a good fit and long-term care.

We also check emails daily follow up with new referrals and scheduling time/date for new client intakes, getting paperwork together and printing their client Handbook, takes its process from day one of receiving till completing initial visit and scheduling caregiver and of course orientating caregivers to client's care plan before their first service visit, to putting their paperwork together in binder and making sure no signatures/dates are missing to making sure home is safe for both client and caregiver to start services. Any concerns within home we make sure we case note and notify their Case Managers. Emails also include yearly Assessments for current clients updating both care plan and authorization hours, if there was a change in hours and reorientating ongoing caregivers to these updates.

We are also responsible to make sure we don't go over authorized hours by the state this is a weekly overserve report. Looking into expired AUTH's to make sure schedules will be there for the coming month, mailing out task sheets by the 25th if it doesn't fall on a weekend. Doing payroll twice a month and filing all paperwork, "that's a lot of trees" 😊 Might seem like a few tasks but it takes its time, I tell myself "One step at a time, breath in breath out stay focused and positive."

Communication and case noting is crucial to this position, takes most of our day as well as going out and visiting clients every 6 months and completing their 6 month and annual paperwork as well as completing caregiver evaluation onsite to ensure that caregivers are doing what they are suppose and making sure clients needs are met on each service date. If any concerns regarding tasks not being done, we need to follow up.

These home visit includes traveling long distance, especially in the winter when we have visits to complete. It takes you out of the office and eyes away from computer but expect to come back to more notes and following up with any calls you get while being out.

RESET!!!

And a new month has started.

Overall, I can say I am blessed to have moved to this area about 4 years ago, I made a change in my life being in a new place away from family not knowing anyone. But this job/position has changed that. I walked into this position not knowing much. But I dedicated myself fully to this job.

It has been very rewarding; my branch has had supervisors/branch managers' short term, in the time that I have been working in the office, and I have had to do this job on my own. Covid was hard the two other staff members were out sick and I was on my own with over 150 clients. But I got through this, my caregivers were patient as well as my clients. But the most rewarding part of my job are my clients and caregivers without them we wouldn't be here.

This job keeps me going, I see a brother/sister, parents, and grandparents in each client, and I as well have a brother with intellectual disability. It can be scary not knowing how things will be in the future for him being dependent on my parents. I see the struggles, challenges with my clients and simple gesture can make a difference in their lives. I am proud to be working in this type of field and knowing that clients are being taken care of and that they are matched with amazing caregivers.

Thank you for listening.

Daniela

Presentation To:

The Consumer Direct Employer Rate Setting Board

Date:

June 13th, 2024

Topic:

Medicaid Contracted Home Care Agencies

- ❖ Who We Are
- ❖ What We Do
- ❖ Fiscal Years 2026 & 2027



The Washington State Home Care Coalition (HCC) is a group of Medicaid Contracted Home Care Agencies and advocates from across the state. HCC members employ over 10,000 Home Care Aides and provided over 15.1 million hours of Medicaid Personal Care services during 2023.

Executive Committee

Eric Erickson, Coalition President
Executive Director
CDM Caregiving Services

Peter Nazzal, Coalition Historian
Director – Long Term Care
Catholic Community Services

Cherie Noble, Coalition Vice President
Program Director
Senior Life Resources

Kelly Jepson, Coalition Secretary
Sr. Director, Government Relations
BrightSpring Health Services

David Budd, Coalition Treasurer
Associate Director – Long Term Care
Catholic Community Services

Jim Lord, Coalition Member
President
First Choice In-Home Care

Bradley Banks, Coalition Administrator

Michael Howard, Coalition Member
Executive Director
First Choice In-Home Care



WHO WE ARE

WHO WE ARE



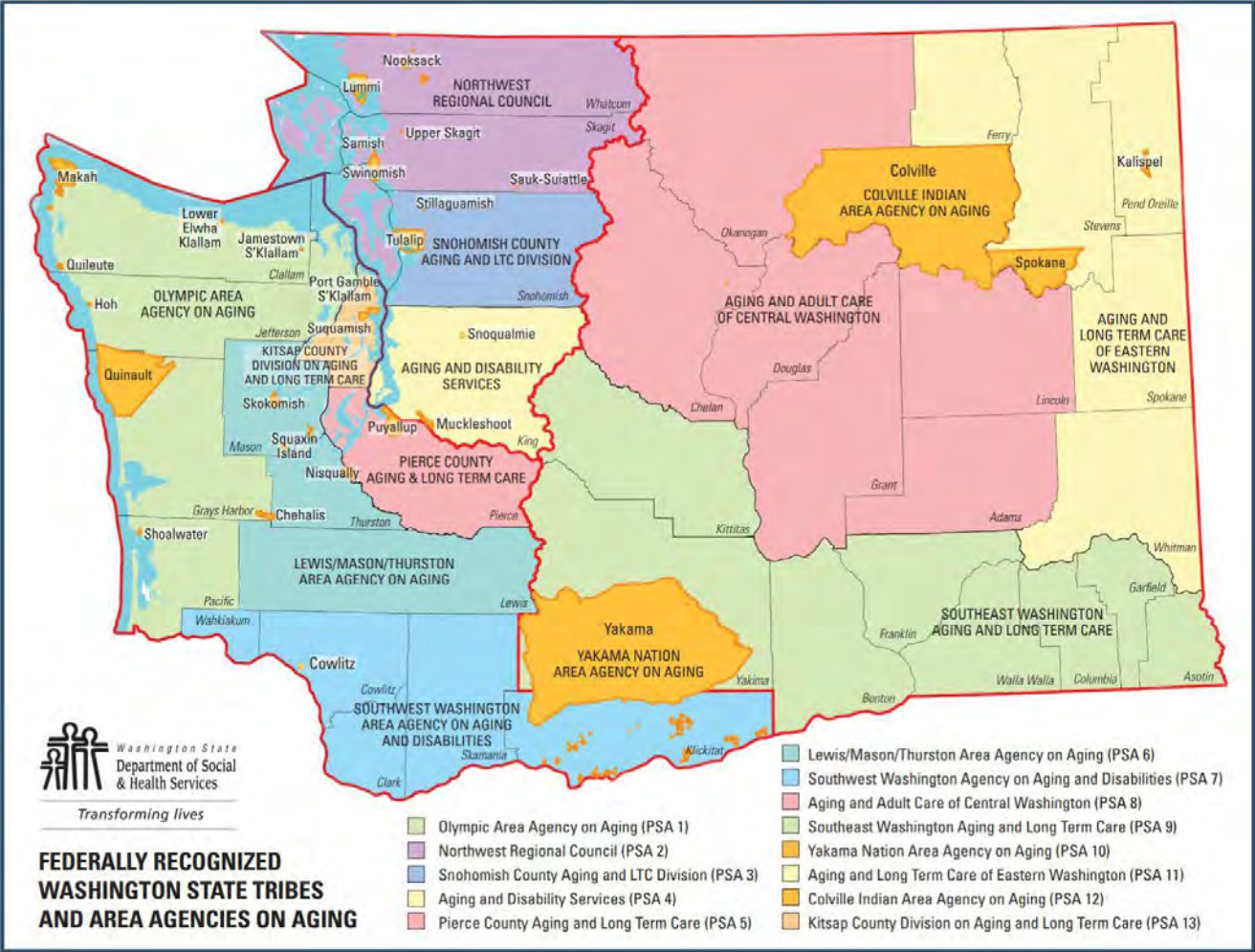
Marionna W. - Direct Care Supervisor
King County

In addition to employing over 10,000 Home Care Aides, **of which over 85% are members of SEIU775**, Medicaid Contracted Home Care Agencies:

- Serve over 14,000 Medicaid clients annually and,
- Employ over 750 Direct Care Supervisors and Administrative staff including Human Resources, Fiscal, IT, Training and Management staff.

WHO WE ARE

During 2023 Medicaid Contracted Home Care Agencies provided over 15.1 million personal care service hours throughout Washington State.



AAA Region	CY 2023 Billed Hours
King County	4,770,172
Southeast WA	2,230,475
Pierce County	1,897,973
Eastern WA	1,311,302
Snohomish County	1,276,974
Southwest WA	1,093,787
Lewis/Mason/Thurston	843,565
Olympic	531,987
Central	458,277
Northwest Regional	351,438
Kitsap County	286,522
Island/San Juan	77,495
Not Identified	2,160
Total	15,132,132

WHO WE ARE



Most often, Medicaid Contracted Home Care Agencies **serve clients who either live alone or do not have available in-home supports** to assist with their activities of daily living. Home Care Agencies can be the only source of transportation, nutritional needs and community integration for these clients.

Many Medicaid Contracted Home Care Agencies have 20 to 30 years of experience providing Long Term Care services and support to Medicaid clients and are uniquely qualified to serve a wide range of clients and a wide range of diagnoses, which include:

Hypertension – 63%

Depression – 45%

Diabetes – 36%

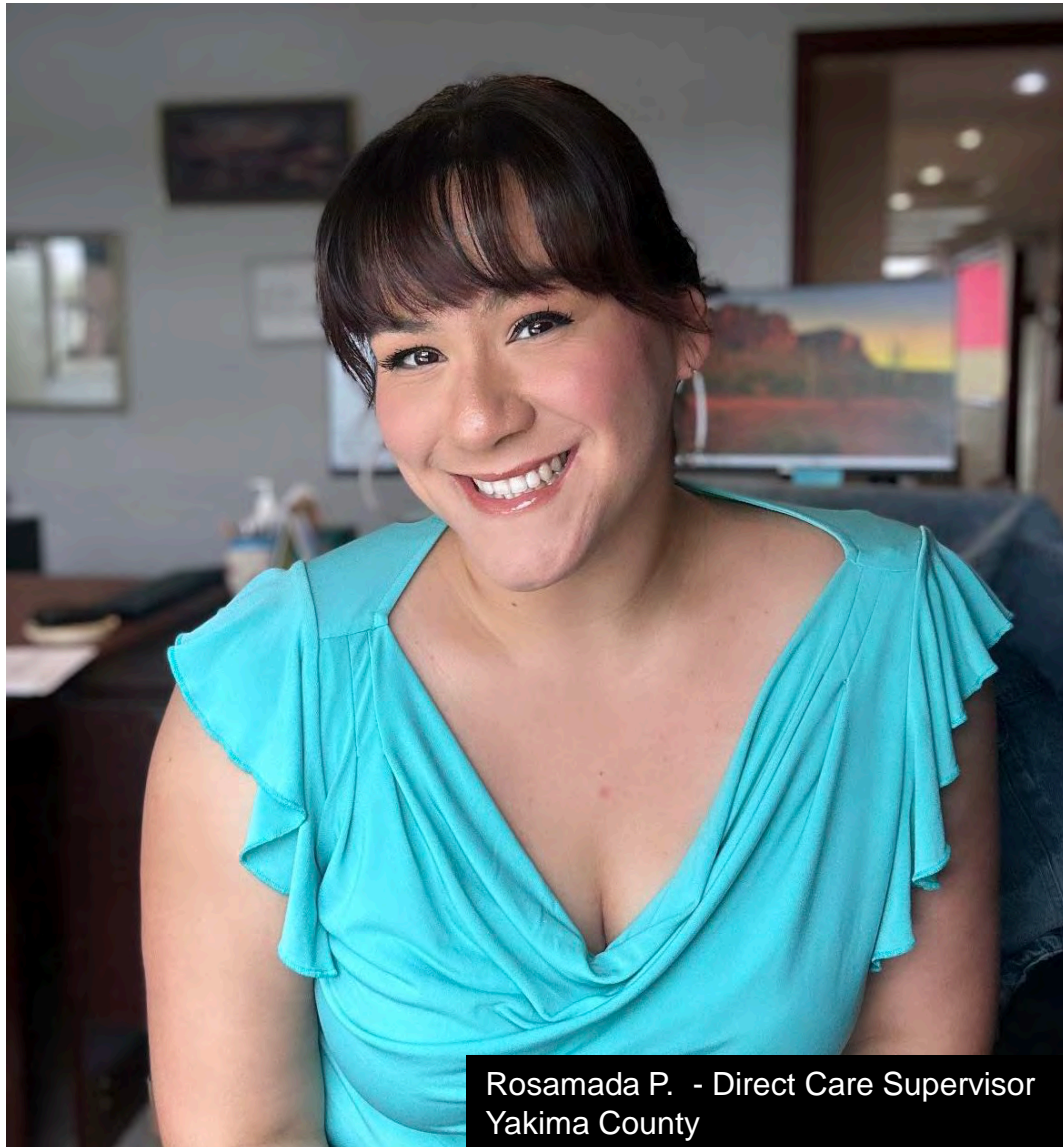
Anxiety – 29%

Pulmonary – 17%

Stroke – 13%

Dementia – 13%

WHO WE ARE



Rosamada P. - Direct Care Supervisor
Yakima County

Developmental Disabilities Administration
Clients served by Medicaid Contracted
Home Care Agencies have a prevalence of
the following common conditions:

Developmental Delay

Intellectual Disability

Autism

Cerebral Palsy

Epilepsy

Other Neurological

The Care Management teams employed
by Medicaid Contracted Home Care
Agencies have developed expert level
ability in successfully delivering personal
and respite care services to DDA & LTC
clients who experience challenging
behaviors.



WHAT WE DO

WHAT WE DO



- ❖ Medicaid Contracted Home Care Agencies **Care Manage** all aspects of client care for LTC and DDA Medicaid clients.
- ❖ The in-home care services we provide are significant in allowing these individuals to remain in the comfort and safety of their own homes, versus far more costly residential or nursing care options.

WHAT WE DO

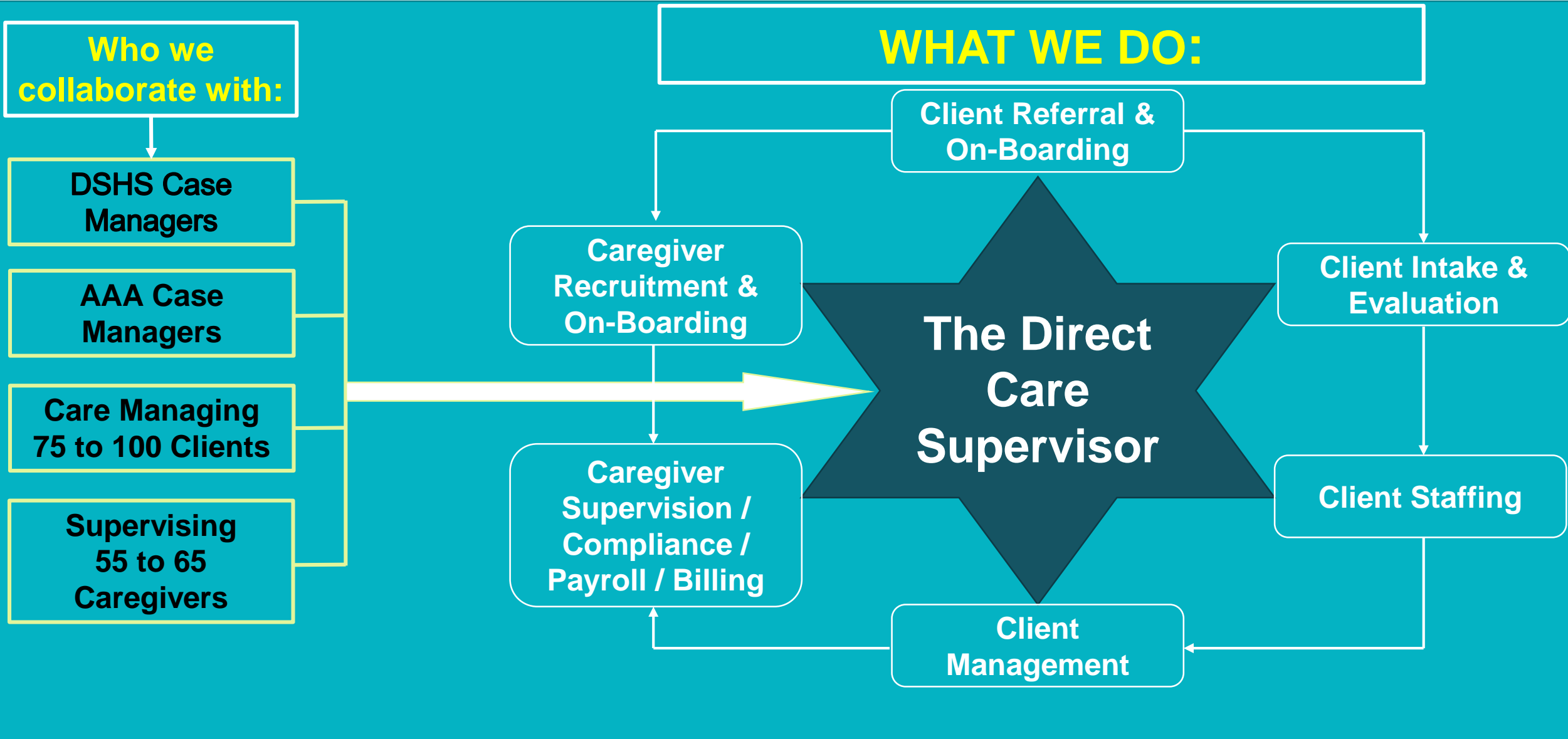


Bonita T. - Direct Care Supervisor
Asotin County

The services provided by Medicaid Contracted Home Care Agencies include assisting Medicaid clients with:

- ❖ Ambulation in their homes and in the community
- ❖ Bed Mobility and Turning and Repositioning
- ❖ Transfers from one surface to another
- ❖ Hoyer Lift Transfers
- ❖ Eating, Toilet Use, Catheter Care
- ❖ Dressing, Personal Hygiene, Bathing and Perineal Care
- ❖ Non-Diabetic Foot Care
- ❖ Medication Assistance
- ❖ Meal Preparation and Ordinary Housework
- ❖ Range of Motion and Vital Signs
- ❖ Transportation to Essential Shopping and to Medical Appointments and scheduled treatments
- ❖ Nurse Delegated Tasks

WHAT WE DO – OUR DIRECT CARE SUPERVISORS



WHAT WE DO – OUR DIRECT CARE SUPERVISORS

Daily Tasks and Responsibilities of a Direct Care Supervisor – Slide 1



Noor K. - Direct Care Supervisor
King County

Direct Care Supervisors (DCS) have important jobs as they are the primary communication point between our Home Care Aides, Clients and State Case Managers.

The DCS position is fast-paced and requires a detailed checklist of daily compliance requirements.

A partial list of the daily tasks performed by our Direct Care Supervisors includes:



Client Referral On-Boarding:

- ❖ Evaluate client Plan of Care to determine ability to staff a client's location, diagnosis, behaviors and care needs.
- ❖ Communicate with State Case Resource Managers (CRM) regarding the Agency's ability to locate care for each client.
- ❖ Upload all client information into agency database and communicate with both the State CRM & client to determine care needs, preferred schedule and the Home Care Aide (HCA) attributes needed to best assist client.
- ❖ Schedule and complete new client intake.

WHAT WE DO – OUR DIRECT CARE SUPERVISORS

Daily Tasks and Responsibilities of a Direct Care Supervisor – Slide 2

Intake/Client Evaluation:

- ❖ Evaluate condition and safety of home and document all client care needs and expectations of caregivers to meet those care needs.
- ❖ Determine a client's informal support system as well as client's emergency risk rating.
- ❖ Document high risk client environments for client & caregiver safety.

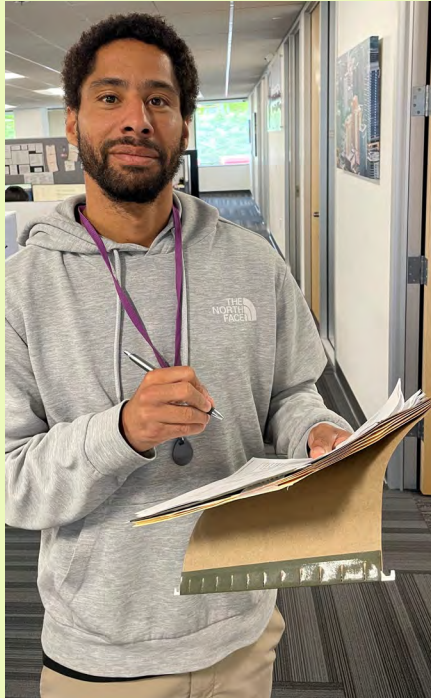


Olivia A. - Direct Care Supervisor
King County

- ❖ Notate and receive information on all medical equipment that would be utilized by an HCA and upload to the client file. Inform CRM if client is in need of additional medical equipment/general equipment to meet care needs.
- ❖ Communicate any health/safety concerns to State CRM and provide advocacy for client if needed.
- ❖ Fill out Plan of Care for client and determine skill set needed by HCA in order to adequately meet care needs.

WHAT WE DO – OUR DIRECT CARE SUPERVISORS

Daily Tasks and Responsibilities of a Direct Care Supervisor – Slide 3



Brady C. - Direct Care
Supervisor
King County

Intake/Client Evaluation:

- ❖ Thoroughly document all observations and information gathered during client evaluation.
- ❖ Develop external Job Posting to locate available HCAs for client.
- ❖ Maintain HIPAA compliance when listing available positions & shift schedules.

Client & Home Care Aide Coordination:

- ❖ Locate and schedule caregiver with a client who has the experience to meet client's care needs and also meets client's schedule requirements, preferences and is a "good fit" for both the caregiver and client.
- ❖ Handle all travel arrangements/concerns a caregiver may have when arriving to shift (parking, bus routes, reimbursement, etc...)
- ❖ Orient caregiver to client care needs and review all documentation involved with client ISP.

WHAT WE DO – OUR DIRECT CARE SUPERVISORS

Daily Tasks and Responsibilities of a Direct Care Supervisor – Slide 4

Client & Home Care Aide Coordination:

- ❖ Manage relationship between client and caregiver on a daily basis by communicating with both parties about any concerns or issues.
- ❖ Create solutions for those concerns and issues to ensure staffing stays in place.

- ❖ Create and manage action plans for a caregiver to follow in order to best meet the needs of a client and continually check on this action plan to ensure its implementation is successful.
- ❖ Set up and monitor schedules for caregivers and clients and communicate with both parties in the event schedules need to be changed.
- ❖ Handle all caregiver shift call-outs or client care cancellations.
- ❖ Locate additional shifts for caregivers and substitute care for clients.



Cameron M. - Direct Care Supervisor
King County

WHAT WE DO – OUR DIRECT CARE SUPERVISORS

Daily Tasks and Responsibilities of a Direct Care Supervisor – Slide 5

Client & Home Care Aide Coordination:

- ❖ Work with client and caregiver to ensure professional boundaries are maintained per policies and procedures.
- ❖ Manage relationship between client's family and friends and assigned caregivers.



Brianna S. - Direct Care Supervisor
Snohomish County

- ❖ Assist caregivers in navigating unsafe situations in real time to ensure they and their clients are protected from harm.



Colton T. - Direct Care Supervisor
Pierce County

WHAT WE DO – OUR DIRECT CARE SUPERVISORS

Daily Tasks and Responsibilities of a Direct Care Supervisor – Slide 6

Client Management:



Lilly W. - Direct Care
Supervisor
Pierce County

- ❖ Communicate with client in a way that is trauma informed and is respectful of all client diagnoses.
- ❖ Respond to and resolve all client complaints/concerns regarding their care and create action plans to address the same.
- ❖ Monthly review all client care documentation to ensure client care needs are being met.
- ❖ Re-orient all caregivers on a client's care team each time a client has a change in condition or care needs per ISP.
- ❖ Internally investigate any concerns that would result in 911, APS, CPS or a wellness check.
- ❖ Determine if a client's home is safe for the client to continue receiving care in the event there is an APS/CPS or police report.

WHAT WE DO – OUR DIRECT CARE SUPERVISORS

Daily Tasks and Responsibilities of a Direct Care Supervisor – Slide 7

Client Management:



Bobbie L. - Direct Care Supervisor
Clark/Cowlitz Counties

- ❖ Receive and handle calls from clients or supports that are often escalated and require de-escalation tactics to navigate.
- ❖ Handle all calls to 911, CPS, APS or police, document all communication and create all reports that will be requested by 911, CPS, APS, police or CRM.
- ❖ De-escalate clients when they are in a state of distress and determine what resources are needed to ensure client safety.
- ❖ Locate caregiving staff in emergency situations where not locating staff would result in an emergency.
- ❖ Handle all client & caregivers calls for a client experiencing an emergency 24/7/365; report to CRM within 24 hours.
- ❖ Assist client in making decisions about their care regarding scheduling, services authorized and assuring care tasks are being performed.

WHAT WE DO – OUR DIRECT CARE SUPERVISORS

Daily Tasks and Responsibilities of a Direct Care Supervisor – Slide 8



Allison H. - Direct Care
Supervisor
Snohomish County

Client Management:

- ❖ Evaluate a client's ability to receive in-home care services when a client has difficulty interacting and working alongside agency staff and caregiving staff.
- ❖ Create and implement action plans to best address clients who create barriers to their ability to receive in-home care services.
- ❖ Monitor the level of communication that is being received by a client and determines when a lack of communication is a sign of an emergency.
- ❖ Monitor clients' baseline behavior to determine when a change in behavior would be a sign of emergency.
- ❖ Check in with clients and determine emergency action plans in the event of a disaster or crisis that could affect their ability to have care.

WHAT WE DO – OUR DIRECT CARE SUPERVISORS

Daily Tasks and Responsibilities of a Direct Care Supervisor – Slide 9

Client Management:



Eric H. - Direct Care
Supervisor
King County

- ❖ Communicate with hospital staff to determine when a client will be discharging home or if the client is unable to safely discharge home based on client care needs and caregiver ability to meet those care needs.

- ❖ Assist clients in advocating for needed in-home resources.
- ❖ Assist clients in navigating unsafe relationships with members inside/outside of their home and provide resources for them to utilize.

A Direct Care Supervisor will Care Manage a Medicaid client caseload of 75 to 85 clients.

WHAT WE DO – OUR DIRECT CARE SUPERVISORS

Daily Tasks and Responsibilities of a Direct Care Supervisor – Slide 10



Sarah R. - Direct Care Supervisor
Clark/Cowlitz Counties

Home Care Aide Supervision:

- ❖ Manage all EVV to ensure caregivers are meeting requirements and scheduling re-trainings when required.
- ❖ Coordinate caregiver time off and keep clients informed of when their caregiver is unavailable.
- ❖ Coordinate substitute care for clients when caregiver is using PTO.

- ❖ Follow agency protocol to manage communicable diseases (COVID) and other illness exposures, quarantines, and fill in care.
- ❖ Assist caregivers in handling challenging behaviors during client care and providing de-escalation tactics.
- ❖ Support caregivers through emergency situations with clients by providing them step-by-step instructions on how to handle a situation.
- ❖ Train caregivers on how to interact with vulnerable populations and provide trauma informed care.

WHAT WE DO – OUR DIRECT CARE SUPERVISORS

Daily Tasks and Responsibilities of a Direct Care Supervisor – Slide 11



Gabby I. - Direct Care
Supervisor
Pierce County

Home Care Aide Supervision:

- ❖ Compassionately assist caregivers who are in an unproductive or challenging care setting.
- ❖ Assist caregivers in locating transportation to shifts (finding the correct bus routes, parking, Uber, etc.)

- ❖ Receive and handle any reports of client health and safety concerns that may result in 911, APS, CPS or police involvement. Gather all information needed from a caregiver to complete incident reporting to CRM.
- ❖ Schedule in-person meetings with caregivers and Union Representation to discuss any compliance issues and agreed to corrective actions.
- ❖ Assist caregivers who call Agency when they have a non-client related emergency and direct them to the correct resources (re: domestic violence calls, car accidents, etc.)

WHAT WE DO – OUR DIRECT CARE SUPERVISORS

Daily Tasks and Responsibilities of a Direct Care Supervisor – Slide 12



Kennedy I. - Direct Care
Supervisor
Pierce County

Home Care Aide Supervision:

- ❖ Document any incidences of harassment, abuse or discrimination towards a caregivers during the course of their work shifts.
- ❖ Ensure a plan of action is implemented to avoid future recurrences of these issues.

- ❖ During events when a Direct Care Supervisor is unable to communicate with a caregiver, determine if the lack of communication is a potential emergency for the caregiver and initiate communication to the caregiver's emergency contacts.

On average a Direct Care Supervisor will supervise, assist and support 65 caregivers who are assigned to their client caseload.

WHAT WE DO

STABILIZING THE CAREGIVER WORKFORCE

INVESTMENT

Medicaid Contracted Home Care Agencies must also invest a significant amount of time and resources recruiting new Caregivers to work with our population of Medicaid eligible adults and children.

BEING RESPONSIVE = RETENTION

Caregiver Retention is greatly enhanced through the Medicaid Contracted Home Care Agencies ability to provide:

- ✓ 24/7 availability, **including weekends**, to support caregivers dealing with difficult or emergent client care issues.
- ✓ Substitute work hours in events of client hospitalizations or rehab assignments to maintain Health Ins.

STATEWIDE IMPACT

Medicaid Contracted Home Care Agencies work throughout the State seeking to recruit new employees to join our Caregiver Teams. Recruitment is #1 priority for all Agencies.

- ✓ Caregiver Compliance Tracking to ensure caregiver's remain eligible to work with Medicaid clients.
- ✓ Timely completion of Mandatory Trainings.
- ✓ Timely completion of annual criminal history background checks.
- ✓ Timely completion of Department of Health certifications.
- ✓ Monthly review of Auto Insurance Status.
- ✓ On-Demand caregiver skills training.
- ✓ Recognition for exemplary services provided.

SCREENING

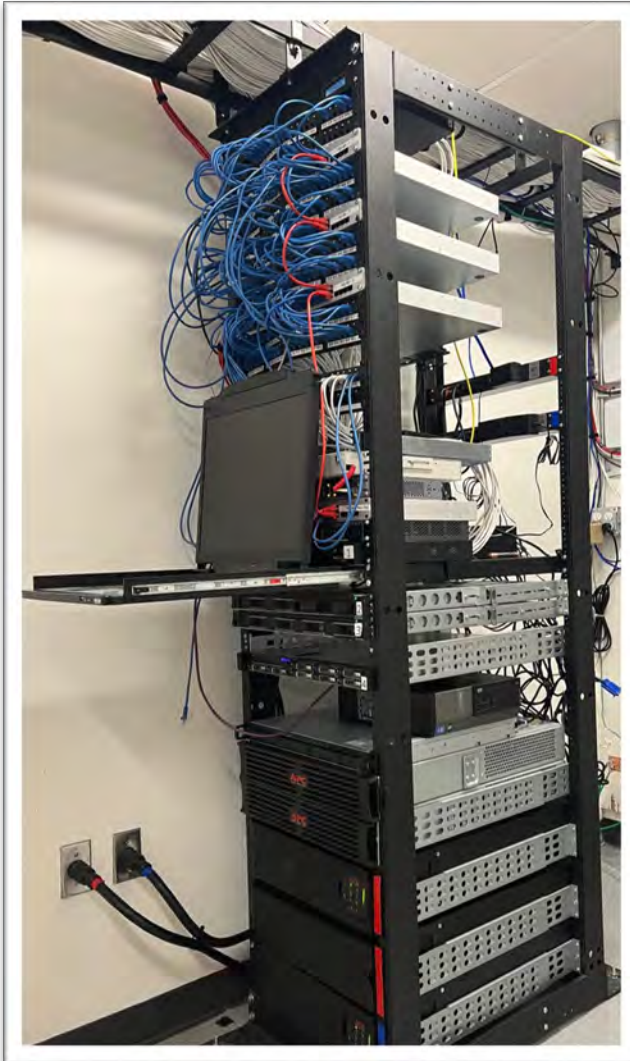
All new hires employed by Medicaid Contracted Home Care Agencies must complete an extensive pre-hire screening process that includes:

- ✓ Reference Checks.
- ✓ Exclusion Screening through OIG, SAM, SSMDf.
- ✓ WA ST DOB Criminal History.
- ✓ FBI Finger-Print Criminal History.
- ✓ Intensive Orientation and Safety Training.

Medicaid Contracted Home Care Agencies are the primary source for ensuring the *non-family member* Caregiver Workforce in Washington State is growing, stable and able to meet the needs of Washington State's Medicaid Recipients.

OTHER INVESTMENTS

WHAT WE DO



IT

CRITICAL IT INFRASTRUCTURE

Home Care Agencies must invest in and deploy a robust Information Technology System that allows compliance with:

- ✓ Electronic Visit Verification
- ✓ Enhanced communication b/t supervisors/caregivers/clients
- ✓ Statement of Work requirements
- ✓ Provider One Billing requirements

OTHER INVESTMENTS

WHAT WE
DO

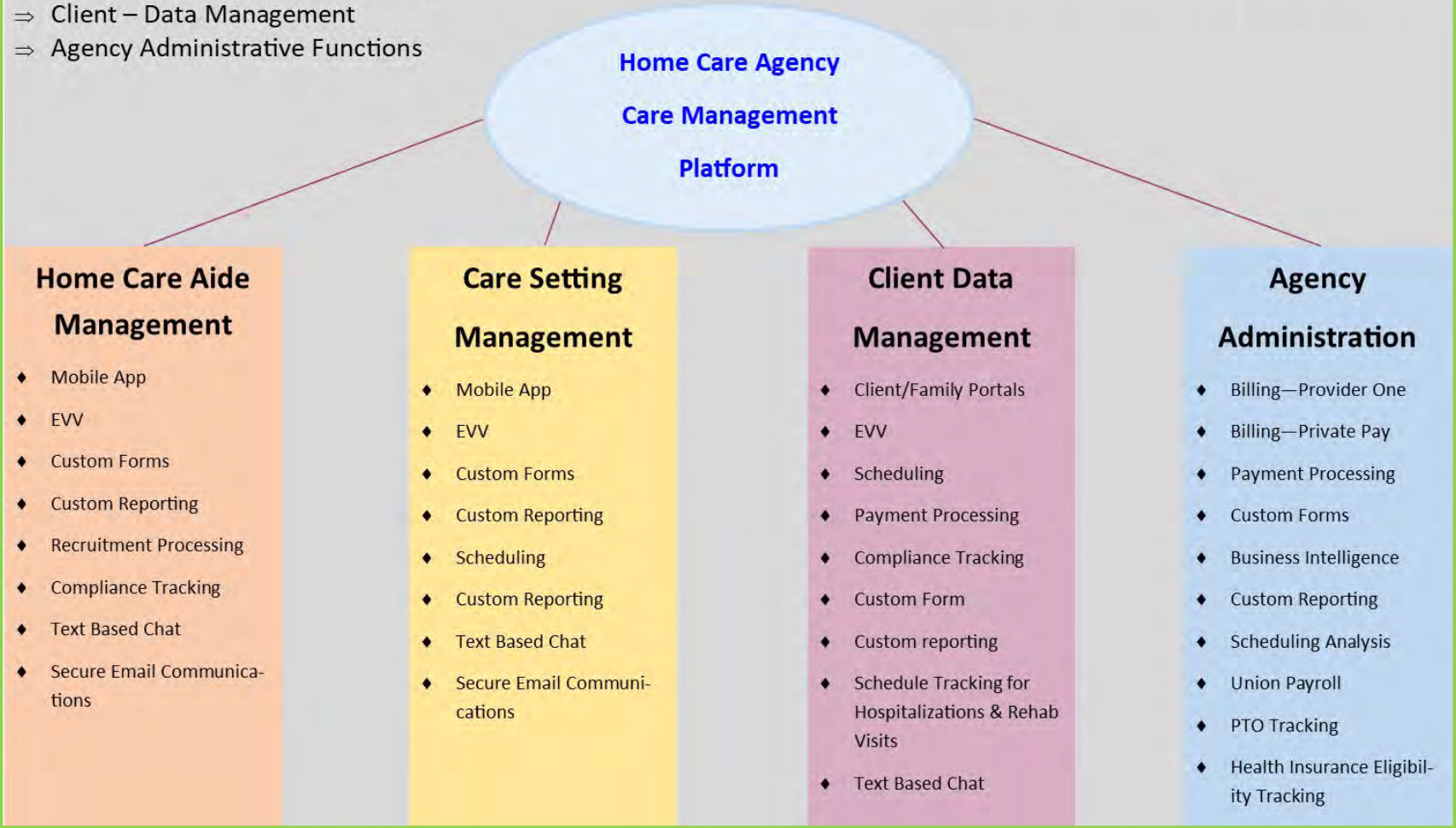


CRITICAL IT
INFRASTRUCTURE

Home Care Agency – Electronic Visit Verification (EVV) is a substantial component of the Agency’s Client and Caregiver Management Platform. These Software Solutions are developed and deployed to provide the Agency with the ability to deliver:

HIPAA & HI-TECH Compliant

- ⇒ Management of Home Care Aide Staff Members
- ⇒ Client – Care Setting Management
- ⇒ Client – Data Management
- ⇒ Agency Administrative Functions



OTHER INVESTMENTS

WHAT WE
DO



EVV

COMPLIANCE IS
REQUIRED

Medicaid Contracted Home Care Agencies are monitored on their ability to comply with EVV claim requirements. A Compliance Check-In is provided by the Payment, Policy & Systems Unit / Home & Community Programs

**Required EVV
Claim
Elements**

<i>Elements Already Required in Claim Submissions</i>	<i>Corresponding Claim Element</i>	<i>Elements to be Added for Full EVV Compliance</i>	<i>Corresponding Claim Element</i>
Type of service performed	Service Code, i.e. T1019-U6 or T1005	Location of the service;	GPS Coordinates
Individual receiving the service	Client ID	Individual providing the service;	Social Services Servicing Only ProviderOne (SSSOP) ID number
Date of the service	Date	Time the service begins and ends.	Time IN/OUT

**Home Care
Agency

EVV
Compliance
Report**

Month of Service	# Claim Lines	% Near Compliant (5 of 6 EVV elements present on claim)	% Fully Compliant (6 of 6 EVV elements present on claim)
October 2023	22,457	0.00%	99.90%
November 2023	22,776	0.51%	99.49%
December 2023	21,796	0.00%	99.95%
January 2024	23,690	0.00%	99.93%
February 2024	22,859	0.00%	99.93%
March 2024 ^[1]	11,788	0.00%	99.99%
Average	22,716	0.10%	99.84%

OTHER INVESTMENTS

WHAT WE DO



TRAINING & PROMETRIC WRITTEN AND SKILLS EXAMS

Training Classrooms



Medicaid Contracted Home Care Agencies make significant investments of real estate and infrastructure to support their caregivers' training and certification requirements.

Working with the SEIU 775 Benefits Group, Union Home Care Agencies provide assistance in delivering the Orientation and Safety and the Basic Training platform that provides the training and skills our caregivers need to earn their Department of Health certification required to become a Certified Home Care Aide.

Written Exam Rooms



Skills Exam Rooms



Many Agencies provide:

- ❖ Dedicated Training Management Staff
- ❖ Dedicated Training Classrooms
- ❖ In-Person Continuing Education Training
- ❖ Dedicated Prometric Written Exam Rooms
- ❖ Dedicated Prometric Skills Exam Rooms

OTHER INVESTMENTS

WHAT WE DO



TRAINING & PROMETRIC WRITTEN AND SKILLS EXAMS



Home Care Agencies work extremely hard to ensure our caregivers are scheduled and complete the 70 Hour Basic Training Program.

We celebrate our graduates as:

- ✓ Training creates confidence
- ✓ Confidence creates job satisfaction
- ✓ Job Satisfaction results in **retention**



FY 2026 - 2027 FUNDING REQUESTS



FISCAL YEARS 2026 & 2027 FUNDING REQUESTS

Mileage \$0.21	B&O Tax \$0.30	Labor & Industries \$0.11	Admin Rate 4.00%
<p>Request: Mileage Funding</p> <p>Annually, Medicaid Home Care Agencies reimburse over 15.4m miles to our caregivers.</p> <p>Current funding only supports the reimbursement of 9.3m miles to our caregivers.</p>	<p>Request: B&O Tax</p> <p>Since the establishment of the Parity Statute in FY2007, Home Care Agencies have incurred a weighted average additional B&O Tax cost of \$0.30 per hour.</p> <p>This is due to the increases in worker wages and benefits that must be passed along but are taxed.</p>	<p>Request: Labor & Industries</p> <p>A weighted average calculation is used to determine the funding for Medicaid Contract Home Agencies Department of Labor and Industries Worker's Compensation Insurance.</p> <p>The weighted average calculation use does not include those agencies who self-insure.</p>	<p>Request: Agency Administrative Rate Increase</p> <p>The Administrative Rate has fallen significantly behind the Western Region Consumer Price Index (WR CPI).</p> <p>A percentage increase in the Administrative Rate is desperately needed.</p>

Funding Request – Home Care Agency Mileage Funding

Funding Request – Home Care Agency Mileage Funding – *Slide 1*

Medicaid Clients require transportation for Community Integration, Nutritional Needs, Medical Appointments

- ❖ Medicaid Contracted Home Care Agencies are licensed under RCW 70.127 and WAC 246-335 and provide In-Home Personal and Respite Care to over 14,000 Medicaid recipients and delivered over 15.1 million service hours on an annual basis.
- ❖ When specified in the client's Plan of Care the Home Care Agency provide transportation for medical appointments, essential shopping and/or to support the client in their immediate community when personal care is needed to access community integration.

Funding Request – Home Care Agency Mileage Funding – *Slide 2*

The differences between AP & IP Mileage Reimbursement:

Agency Providers:

- Primarily serve Medicaid Clients who live alone or have family members who are not able to provide the Client's transportation needs.
- Are required to provide all of the transportation needed by the Client regardless of Care Plan approved mileage.
- Require dedicated administrative staff to verify Caregiver's MVR, valid auto insurance & WA DL, mileage verification and to calculate windshield time.
- Must maintain an adequate Non-Owned Auto Insurance Policy to protect and insure both the Client and DSHS against claims & demands.

IP/CDWA Providers:

- Primarily provide services to their family member Client.
- Have a mileage reimbursement cap of not more than 110 miles per month, if authorized.
- With the exception of medical appointments, are typically already performing essential shopping and community integration needs with the client.
- Does not require dedicated administrative staff verifications.



Funding Request – Home Care Agency Mileage Funding – Slide 3

Home Care Agency – Medicaid Client Transportation

- ❖ Current Mileage Reimbursement funding has been established at **\$0.45** and is included in the home care agency vendor rate.
- ❖ This results in **\$7.1m** in mileage funding and provides for **10.6m miles** that are paid by Home Care Agencies to their caregivers.
- ❖ The current Mileage Reimbursement funding allocation allows for **0.67** miles to be reimbursed to caregivers for each 1.00 Medicaid hour served.

FY2025	
Total AP Projected Hours	15,787,000
AP Mileage Funding Per Hour (07/01/2023)	\$ 0.45
Total AP Mileage Funded	\$ 7,104,150
IRS Mileage Reimbursement Rate	\$ 0.67
Total AP Miles Funded	10,603,209
Miles Funded per Medicaid Hour Provided	0.67



Funding Request – Home Care Agency Mileage Funding – Slide 4

Home Care Agency – Medicaid Client Transportation

- ❖ Per a Mileage Reimbursement Survey completed by the Home Care Coalition in November 2023:
- ❖ Medicaid Contracted Home Care Agencies provide **0.98** reimbursed miles to their Caregivers for each 1.00 Medicaid hour served...*current funding allows for 0.67 reimbursed miles for each 1.00 Medicaid hour served.*

The HCC Mileage Reimbursement Survey of its member Agencies was completed during the Jul – Sep 2023 period.

The responding agencies represented ~80% of all Medicaid Contracted Home Care Agency hours billed during the period.

Caregiver Miles Paid During Month			
Jul-23	Aug-23	Sep-23	Total
794,026	831,810	791,882	2,417,718

Agency Medicaid Hours Billed Durning Month			
Jul-23	Aug-23	Sep-23	Total
812,336	849,720	797,758	2,459,814

Ratio: Actual Miles Paid Per Hour Billed	
→	0.98 to 1

Ratio: Miles Funded Per Hour Billed	
→	0.67 to 1



Funding Request – Home Care Agency Mileage Funding – *Slide 5*

FY2025

Total AP Projected Hours	15,787,000
AP Mileage Funding Per Hour (07/01/2023)	\$ 0.45
Total AP Mileage Funded	\$ 7,104,150
IRS Mileage Reimbursement Rate	\$ 0.67
Total AP Miles Funded	10,603,209
Miles Funded per Medicaid Hour Provided	0.67
AP Miles Paid per Medicaid Hour Served	0.98
Total AP Miles Paid	15,471,260
AP Miles Paid minus AP Miles Funded	4,868,051
AP Cost Per Mile Paid	\$ 0.67
AP Cost of Unfunded Miles Paid	\$ 3,261,594
Additional AP Mileage Funding Required	0.21
Current AP Mileage Funding	0.45
Total AP Mileage Funding Required	0.66

Home Care Agency – Medicaid Client Transportation

- ❖ Annually, Home Care Agencies provide over **15.4m paid miles** to caregivers.
- ❖ This results in **4.8m unfunded miles** being reimbursed by Home Care Agencies to their caregivers annually.
- ❖ Annually, over **\$3.2m** is paid by APs from their Administrative Rate to caregivers for Mileage Reimbursement.



Funding Request – Home Care Agency Mileage Funding – *Slide 6*

FY 2026 & 2027 – Agency Provider Mileage Funding *Estimate*

AP Mileage		FY 2026 (est.)	IRS Rate Inc at 1/1/24	AP Mileage		FY 2027 (est.)	IRS Rate Inc at 1/1/24	FY2026 - FY2027 <i>Estimate</i>
AP Projected Hours		16,229,710		AP Projected Hours		16,716,601		
Per-Hour Increase		0.19	0.015	Per-Hour Increase		0.19	0.015	
Cost		3,083,645	324,594	Cost		3,176,154	334,332	6,918,725
GF-State	44%	1,356,804	142,821	GF-State	44%	1,397,508	147,106	3,044,239
GF-Fed Match	56%	1,726,841	181,772.75	GF-Fed Match	56%	1,778,646	187,226	3,874,486
AL TSA Cost		2,744,444	288,889	AL TSA Cost		2,826,777	297,556	6,157,666
GF-State	44%	1,207,555	127,111	GF-State	44%	1,243,782	130,924	2,709,373
GF-Fed Match	56%	1,536,889	161,778	GF-Fed Match	56%	1,582,995	166,631	3,448,293
DDA Cost		339,201	35,705	DDA Cost		349,377	36,777	761,060
GF-State	44%	149,248	15,710	GF-State	44%	153,726	16,182	334,866
GF-Fed Match	56%	189,953	19,995	GF-Fed Match	56%	195,651	20,595	426,193

Funding Request – Home Care Agency Mileage Funding – *Slide 7*

Currently Medicaid Contracted Home Care Agencies are paying over \$3.2m annually from their Administrative Rate to their caregivers for mileage reimbursements.

The lack of or reduced transportation to Medicaid clients creates barriers to:

- Healthcare Access
- Community Integration
- Meeting Nutritional Needs

For Fiscal Years 2026 & 2027, Medicaid Contracted Home Care Agencies are requesting an increase of \$0.21 in Mileage Funding.

Funding Request – Home Care Agency B&O Tax

Funding Request – Home Care Agency

B&O Tax – *Slide 1*

Department of Revenue – Business & Occupation Tax

- ❖ The majority of Medicaid Contracted Home Care Agencies (AP's) are subject to Washington's Business and Occupation (B&O) tax on all revenue. The current B&O Tax Rate is 1.75%.
- ❖ We believe the B&O taxes on the increases in worker wages & benefits should have been included in the AP rate per the 'parity law' as established in FY 2007 (RCW 74.39A.310).
- ❖ The weighted-average additional B&O tax cost on increases to worker wages & benefits since the establishment of parity is \$0.30 per hour.



Funding Request – Home Care Agency B&O Tax – *Slide 2*

Department of Revenue – Business & Occupation Tax

❖ **RCW [74.39A.310](#)**

(1) The department shall create a formula that converts into a per-hour amount, excluding those benefits defined in subsection (3) of this section, the cost of the increase in:

(a) Wages and benefits negotiated and funded in the contract for individual providers of home care services pursuant to RCW [74.39A.270](#) and [74.39A.300](#); or

(b) The labor rates established under RCW [74.39A.530](#).

(2) The per-hour amount from subsection (1) of this section shall be added to the statewide home care agency vendor rate and shall be used exclusively for improving the wages and benefits of home care agency workers who provide direct care. **The formula shall account for:**

(a) **All types of wages, benefits, and compensation negotiated and funded each biennium, including but not limited to:**

(i) Regular wages;

(ii) Benefit pay, such as vacation, sick, and holiday pay;

(iii) **Taxes on wages/benefit pay;**

Funding Request – Home Care Agency B&O Tax – *Slide 3*

Department of Revenue – Business & Occupation Tax

- ❖ **Paying for the B&O tax is exactly what was done for CDWA**
- ❖ **The RSB took the increased B&O cost associated with the labor rate increase and incorporated it into the admin rate**
- ❖ **We are requesting this funding for:**
 - ❖ **FY 25-27 biennium (acknowledging we do not know what the increase will be yet)**
 - ❖ **FY 23-25, which was the first rate setting board period**
 - ❖ **Going back to wage/benefit increases since the ‘parity’ was established in 2007**



Funding Request – Home Care Agency B&O Tax – Slide 4

Department of Revenue – Business & Occupation Tax

Incremental Increases in the Home Care Agency Vendor Rate...

...also creates an incremental increase in the amount of B&O tax that must be paid by AP's to the Department of Revenue.

Home Care Agency Vendor Rate		
Effective Jan-Jun 2024	\$	39.88
Effective Jul 2024 - Jun 2025	\$	41.16
<hr/>		
Incremental Increase In Vendor Rate	\$	1.28
B&O Tax Rate		1.75%
<hr/>		
Incremental Increase in B&O Tax Cost	\$	0.02
<hr/>		



Funding Request – Home Care Agency B&O Tax – *Slide 5*

Department of Revenue – Business & Occupation Tax

- ❖ Since the establishment of the Parity Statute in FY2007, Home Care Agencies have incurred a *weighted-average* additional B&O tax cost of \$0.30 per hour.
 - ❖ This increase is due to the incremental increases in the Home Care Agency Vendor Rate (labor rate + admin rate + EVV + PPE) and these increases are taxed by the Department of Revenue.
- ❖ The additional B&O tax cost has eroded the Home Care Agencies' ability to invest in recruitment and retention of Direct Care Supervisors who are essential in managing Medicaid client care **as the additional B&O tax cost has not been funded.**



Funding Request – Home Care Agency B&O Tax – *Slide 6*

Calendar Year 2023 Total Medicaid Hours Billed by Contracted Home Care Agencies		
B&O Weighted Average Calculation		
Total Hours	15,132,132	
For Profit Agencies	10,705,864	70.75%
Non-Profit Agencies	4,426,268	29.25%
B&O Increase since 2007 – Vendor Rate		\$0.42
The Weighted Average Agency B&O experience is 70.75% of the total B&O Increase since 2007		
Weighted Average B&O correction required		\$0.30



Funding Request – Home Care Agency

B&O Tax – Slide 7

Department of Revenue – Business & Occupation Tax

The 05/19/2022 RSB Briefing Book on Pages 50 & 51 shows both the CDE and the AP B&O tax costs on the proposed incremental increase in wages & benefits. However, the formula for funding the B&O Tax increase to the AP's did not include this funding.

What the rate buys	How much increase	CDE	AP	B&O	Biennial Total Fund	Biennial GF-State
Base Wage	1% Biennial Increase	\$ 30,654,000	\$ 7,590,000	\$ 546,000	\$ 38,790,000	\$ 17,068,000
	2% Biennial Increase	\$ 61,307,000	\$ 15,180,000	\$ 1,092,000	\$ 77,579,000	\$ 34,135,000
	3% Biennial Increase	\$ 91,961,000	\$ 22,770,000	\$ 1,638,000	\$ 116,369,000	\$ 51,202,000
	4% Biennial Increase	\$ 122,614,000	\$ 30,360,000	\$ 2,184,000	\$ 155,158,000	\$ 68,270,000
	5% Biennial Increase	\$ 153,268,000	\$ 37,950,000	\$ 2,730,000	\$ 193,948,000	\$ 85,337,000
Health Care, incl. PFMLA coverage	1% Biennial Increase	\$ 5,590,122	\$ 1,260,727	\$ 100,000	\$ 6,950,849	\$ 3,058,000
	2% Biennial Increase	\$ 11,180,244	\$ 2,521,454	\$ 199,000	\$ 13,900,698	\$ 6,116,000
	3% Biennial Increase	\$ 16,770,366	\$ 3,782,181	\$ 299,000	\$ 20,851,547	\$ 9,175,000
	4% Biennial Increase	\$ 22,360,488	\$ 5,042,908	\$ 398,000	\$ 27,801,396	\$ 12,233,000
	5% Biennial Increase	\$ 27,950,610	\$ 6,303,635	\$ 498,000	\$ 34,752,245	\$ 15,291,000



Funding Request – Home Care Agency B&O Tax – Slide 8

Medicaid Contracted Home Care Agencies are currently paying over \$4.4m annually of their Administrative Rate to cover the average additional B&O Tax cost.

Agency Provider 2023 Medicaid Hours		15,132,132
B&O Tax Increase since 2007	\$	0.42
Agency Provider Weighted Average Percentage		70.75%
Weighted Average B&O Tax Increase since 2007	\$	0.30
<hr/>		
Additional B&O Tax paid by Agency Providers during CY 2023	\$	4,496,513



Funding Request – Home Care Agency B&O Tax – Slide 9

Fiscal Years 2026 & 2027

- ✓ Provide \$0.30 for B&O Tax weighted average funding to Medicaid Contracted Home Care Agencies.
- ✓ Ongoing...Provide B&O Tax incremental increases / decreases to the Home Care Agency Vendor Rate.

B&O Funding (Catch-Up through 6/30/2025)

Fiscal Year Estimates		FY 2026 (est.)	FY 2027 (est.)	FY 2026 & 2027 Estimate
AP Projected Hours		16,229,710	16,716,601	
Per-Hour Increase		0.30	0.30	
Cost		4,868,913	5,014,980	9,883,893
GF-State	44%	2,142,322	2,206,591	4,348,913
GF-Fed Match	56%	2,726,591	2,808,389	5,534,980
ALISA Cost				-
GF-State	89%	4,333,333	4,463,333	8,796,665
GF-Fed Match	44%	1,906,666	1,963,866	3,870,533
GF-Fed Match	56%	2,426,666	2,499,466	4,926,132
DDA Cost				-
GF-State	11%	535,580	551,648	1,087,228
GF-Fed Match	44%	235,655	242,725	478,380
GF-Fed Match	56%	299,925	308,923	608,848

Funding Request – Home Care Agency Worker’s Comp Rate

Funding Request – Home Care Agency Worker's Comp Rate – *Slide 1*

Worker's Compensation Weighted Average Calculation

- ❖ The Home Care Coalition would like to request a revision of the calculation used to determine the Worker's Compensation funding allocation provided to Medicaid Contracted Home Care Agencies.
- ❖ The current weighted average calculation **does not** take into account those Medicaid Contracted Home Care Agencies who self-insure for Worker's Compensation Insurance.
- ❖ When the self-insured Agencies are **not** included the weighted average calculation, this results in a funding level that is lower than the actual Home Care Agency experience.



Funding Request – Home Care Agency Worker’s Comp Rate – *Slide 2*

❖ **DSHS is mandated by the ‘parity’ law to fund the change in the Worker’s Compensation rate**

RCW [74.39A.310](#)

(3) When determining the per-quarter-hour amount, **the department must include:**

(b) **The change in the average costs experienced by medicaid contracted home care agencies**, as determined by the department in its sole discretion, **of employer contributions or premiums required by law including, but not limited to:**

- (i) Federal insurance contributions act;
- (ii) Federal unemployment tax act;
- (iii) State unemployment tax authority;
- (iv) State paid family medical leave act; and
- (v) **State workers' compensation system**

Funding Request – Home Care Agency L & I – Worker’s Comp – *Slide 3*

Worker’s Compensation Weighted Average Calculation

- ❖ During CY 2023, Medicaid Contracted Home Care Agencies provided over 15.1m Medicaid hours.
- ❖ The L&I weighted average calculation included 9.3m or 61.63% of the total hours.
- ❖ The L&I weighted average calculation ***did not*** include 5.8m or 38.37% of the total hours.



Funding Request – Home Care Agency L & I – Worker’s Comp – *Slide 4*

Worker’s Compensation Weighted Average Calculation

Technical Correction Calculation - L&I	Hours	Perc.
Hours Included in L&I Weighted Average Calculation	9,325,635	61.63%
<i>Hours Not Included in L&I Weighted Average Calculation - Self-Insured Agencies</i>	<i>5,806,497</i>	<i>38.37%</i>
AP Medicaid Hours Billed 2023 (<i>source ALTSA</i>)	15,132,132	100.00%
<hr/>		
L&I Funding Allocation - (<i>source ALTSA</i>)	\$ 0.79	
Total Funding - AP Hours Included in Weighted Average Calculation	\$ 7,326,126	
<hr/>		
<i>Self-Insured Agencies - Worker's Comp Insurance Average Hourly Rate</i>	\$ 1.08	
<i>Self-Insured Agencies - Annual Cost of Worker's Comp Insurance</i>	\$ 6,275,372	
<hr/>		
L&I Total Cost - All Medicaid Contracted Home Care Agencies	\$ 13,601,497	
L&I Per Hour Cost - All Medicaid Contracted Home Care Agencies	\$ 0.90	
<hr/>		
Additional Funding required per L&I Weighted Average Calculation	\$ 0.11	



Funding Request – Home Care Agency Worker’s Comp Rate – Slide 5

FY2026 & 2027 – L&I – Worker’s Comp Funding Estimate

Department of Labor & Industries – Worker’s Compensation Insurance

During CY 2023 Medicaid Contracted Home Care Agencies paid over \$1.6m of their Administrative Rate to cover the average cost of Worker’s Compensation Insurance.

Fiscal Year		FY 2026 (est.)	FY 2027 (est.)	FY2026 - FY2027 Estimate
AP Projected Hours		16,229,710	16,716,601	
Per-Hour Increase		0.11	0.11	
Cost		1,785,268	1,838,826	3,624,094
GF-State	44%	785,518	1,397,508	2,183,026
GF-Fed Match	56%	999,750	1,778,646	2,778,397
AL TSA Cost	89%	1,588,889	2,826,777	4,415,666
GF-State	44%	699,111	1,243,782	1,942,893
GF-Fed Match	56%	889,778	1,582,995	2,472,773
DDA Cost	11%	196,379	349,377	545,756
GF-State	44%	86,407	153,726	240,133
GF-Fed Match	56%	109,973	195,651	305,624

Funding Request – Home Care Agency Administrative Rate Increase

Recent Past History

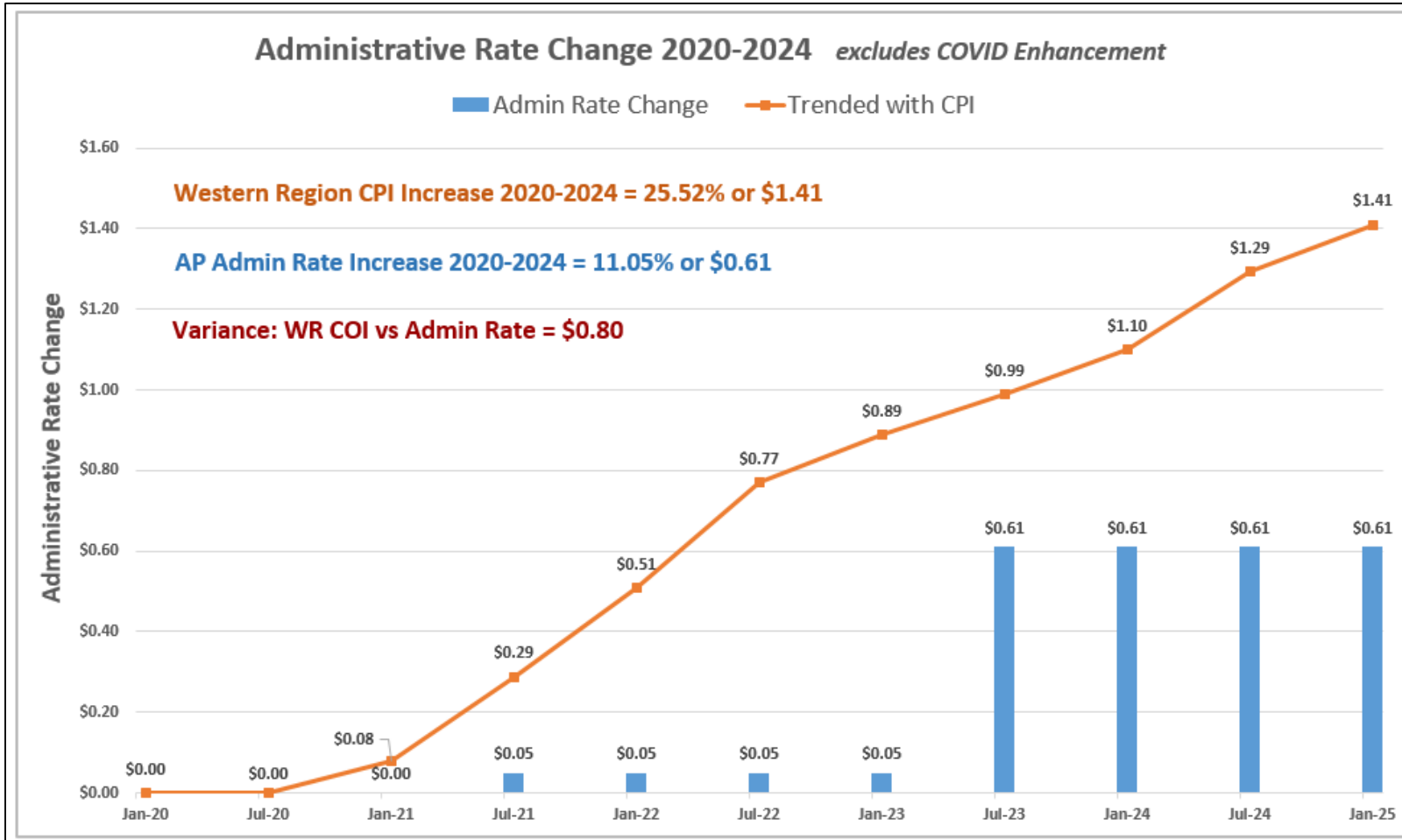
- In the ten year time period between the recession and the pandemic (2009-2019):
 - Inflation increased by 20%
 - Overall Home Care Agency Admin Rate increased by 3%
 - A total of \$0.26 was added in 2017-2019, but it was too late for some

- Due to not having an adequate increase in the Admin rate, many long-serving Home Care Agencies could no longer continue and ceased providing Medicaid Home Care:
 - Visiting Nurse Services
 - Lower Columbia Community Action
 - Personal Services Provider
 - Lutheran Community Services



Funding Request – Home Care Agency Administrative Rate Increase – Slide 2

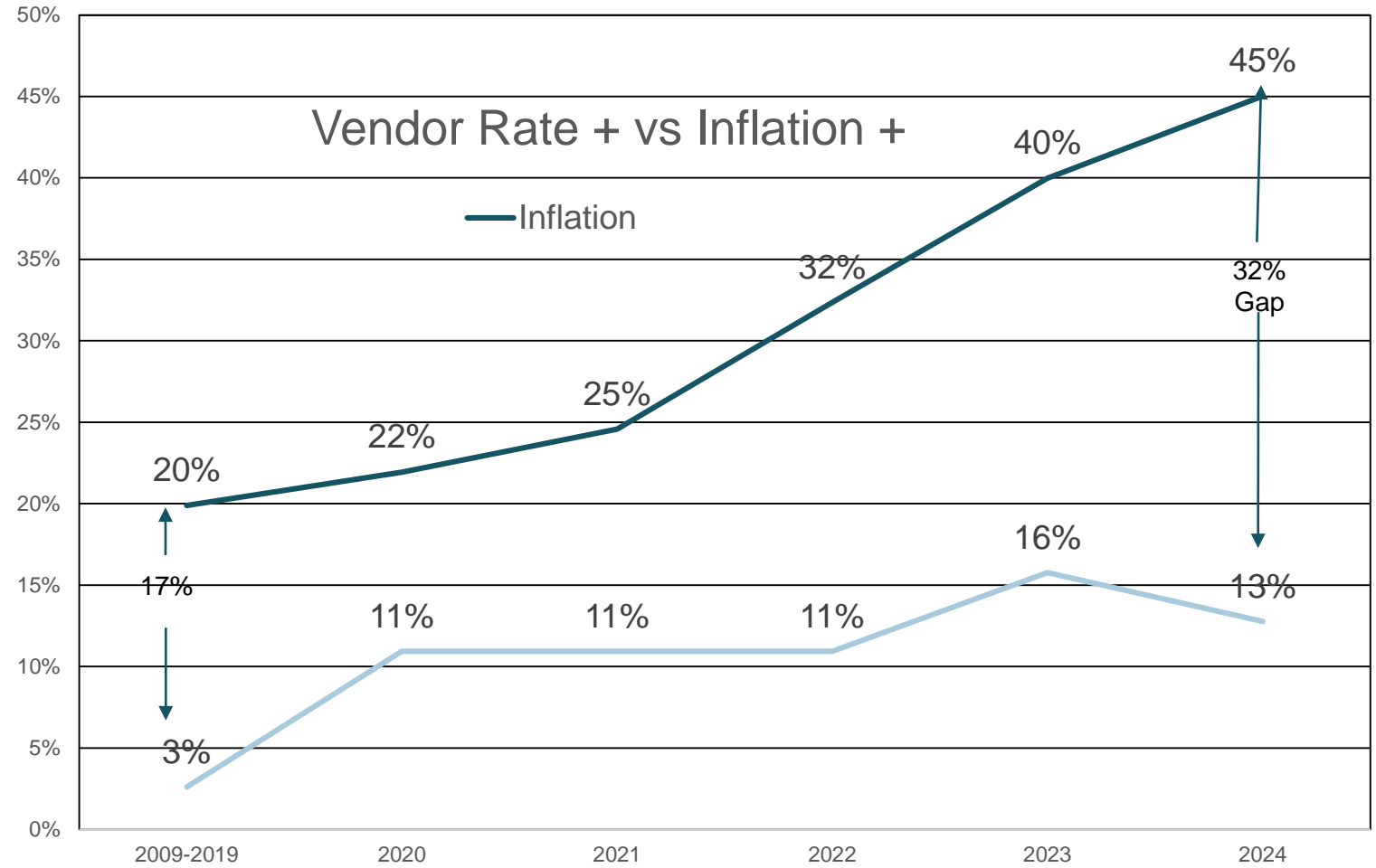
- The Medicaid Contracted Home Care Agency Administrative Rate, for the July 1, 2023 through June 30, 2025 period is \$6.13.
- Beginning July 1, 2023, a \$0.56 Admin Rate increase was recommended by the RSB and was approved.
- The \$0.56 increase was of extreme importance as the \$0.50 Admin Rate COVID Enhancement ended June 30, 2023.





Funding Request – Home Care Agency Administrative Rate Increase – Slide 3

- The run-up in inflation and associated wage increase pressures have again left Home Care agencies vulnerable
- From 2019 to 2024, inflation has increased by an additional 25%
- The rate increase afforded during this time has nearly been erased
- In fact, the gap between the rate increase and inflation is worse than it was right before the pandemic – in a time when agencies were closing

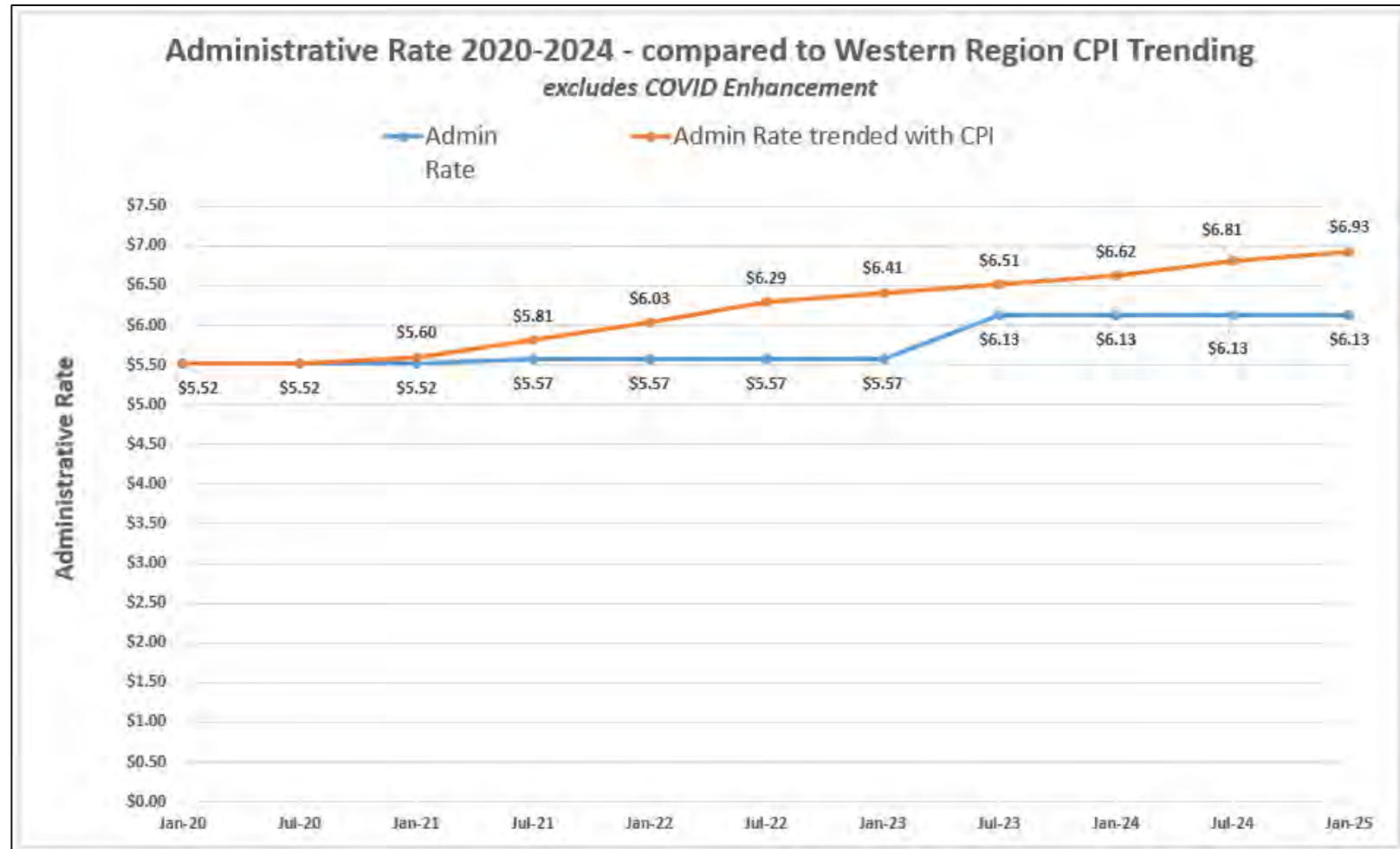




Funding Request – Home Care Agency Administrative Rate Increase – *Slide 4*

■ When compared to the Western Region CPI, the Admin Rate, primarily due to inflationary pressures over the last five years, has fallen behind by \$0.80.

■ **A process for considering an Administrative Rate percentage increase is desperately needed.**





Funding Request – Home Care Agency Administrative Rate Increase – Slide 5

The Home Care Coalition and its member Home Care Agencies would like to propose a 4% annual Admin Rate increase, or a total of 8% over the FY 2026 – 2027 Biennium.

This funding is necessary and desperately needed to:

- ✓ Maintain the Medicaid Client **Safety Net** especially for those clients who live alone or have no available in-home supports.
- ✓ Retain our Direct Care Supervisors and provide them with much needed pay increases.
- ✓ Continue to invest in the critical infrastructure needed to maintain and enhance compliance with EVV, Provider One and SOW requirements.

Admin Rate Estimated Funding Request

Admin Rate Percentage Increase		FY 2026 (est.)	FY 2027 (est.)	FY 2027 (est.)	
AP Projected Hours		16,229,710	16,716,601	16,716,601	
Admin Rate at 06/30/2025		\$ 6.13	\$ 6.38	\$ 6.38	
Percentage Increase at 07/01/25-26		4.00%	4.00%	4.00%	
Admin Rate Increase at 07/01/25-26		\$ 0.25	\$ 0.26	\$ 0.50	
Total Admin Rate at 07/01/25-26		\$ 6.38	\$ 6.63	\$ 6.63	
		FY2026	FY2027	FY2027	FY2026 - FY2027
Cost		3,979,525	4,262,867	8,361,778	12,341,303
GF-State 44%		1,750,991	1,875,662	3,679,182	5,430,173
GF-Fed Match 56%		2,228,534	2,387,206	4,682,596	6,911,129
AL TSA Cost 89%		3,541,777	3,793,952	7,441,982	10,983,759
GF-State 44%		1,558,382	1,669,339	3,274,472	4,832,854
GF-Fed Match 56%		1,983,395	2,124,613	4,167,510	6,150,905
DDA Cost 11%		437,748	468,915	919,796	1,357,543
GF-State 44%		192,609	206,323	404,710	597,319
GF-Fed Match 56%		245,139	262,593	515,086	760,224



Summary of AP Funding Requests

AP Funding Requests: Total FY26-27 Costs

AP - Mileage Funding + IRS Increase	\$ 6,918,725
B&O Weighted Average Funding	\$ 9,883,893
Worker's Comp. Weighted Average Funding	\$ 3,624,094
Agency Provider - Admin Rate % Increase	\$ 12,341,303

Total FY26-27 Costs **\$ 32,768,016**

GF-State	44%	14,417,927
GF-Fed Match	56%	18,350,089
AL TSA Cost	89%	29,163,534
GF-State	44%	12,831,955
GF-Fed Match	56%	16,331,579
DDA Cost	11%	3,604,482
GF-State	44%	1,585,971.96
GF-Fed Match	56%	2,018,509.76

Total Rate Increase based up AP FY26-27 Projected Medicaid Hours

Projected AP FY26-27 Hours	32,946,311
Mileage Increase over FY26-27	\$ 0.21
B&O Increase over FY26-27	\$ 0.30
Worker's Comp Increase over FY26-27	\$ 0.11
Admin Rate Increase over FY26-27	\$ 0.37
Total of Increases	\$ 0.99

THANK YOU

We greatly appreciate the opportunity to speak with you and to share our experiences as Medicaid Contracted Home Care Agencies. The work you do is of extreme importance to thousands of Caregivers, Medicaid Clients and to all members of the Washington State Home Care Coalition.

The Home Care Coalition Executive Committee

Eric Erickson, Coalition President
Executive Director
CDM Caregiving Services

Cherie Noble, Coalition Vice President
Program Director
Senior Life Resources

David Budd, Coalition Treasurer
Associate Director – Long Term Care
Catholic Community Services

Bradley Banks, Coalition Administrator

Peter Nazzal, Coalition Historian
Director – Long Term Care
Catholic Community Services

Kelly Jepson, Coalition Secretary
Sr. Director, Government Relations
BrightSpring Health Services

Jim Lord, Coalition Member
President
First Choice In-Home Care

Michael Howard, Coalition Member
Executive Director
First Choice In-Home Care



Contact:

Bradley Banks, HCC Administrator

Email:

brad@banksconsultinggroup.com

Home Care Agency – Direct Care Supervisors Letters to the RSB

Many of the Direct Care Supervisors employed by Medicaid Contracted Home Care Agencies expressed an interest in sharing their work experiences including their challenges and proudest moments Care Managing their caseload of Medicaid Clients and providing supervision, support and assistance to the caregivers serving our population of vulnerable adults and children.

We have attached their letters to this presentation.

Thank you,

The Home Care Coalition



February 23rd, 2024

To whom it may concern,

My name is Kennedy and I am a Social Services Case Manager employed with a Medicaid Contracted Home Care Agency providing services to clients in Pierce County. As a Home Care case manager there are many things about this job that are fulfilling and rewarding, but on the other side of that, there are many things that are extremely challenging. Being a source of support, an advocate, and a resource are just a few that remain constant. The goal of this letter is to be fully transparent about how the work we do does not correlate to how we are compensated.

Ensuring client health and safety will always be the highest priority as a case manager at my home care agency. Our commitment to our clients is expected to be relentless and consistent due to the vulnerable population of people we serve. With this comes an understanding that at times we will be expected to work beyond a 40 hour work week. Along with that comes assessing client needs, listening to concerns, emergency staffing, in-home visits, coordinating schedules, mandatory reporting, taking referrals, facilitating tough conversations, and keeping up on administrative tasks. As a case manager you are expected to reach successful outcomes for your clients while being pulled in three different directions at once. Ensuring the 75 clients on your caseload are staffed, healthy, and living in safe environments. Our job begins with staffing a client with a care team, from there we are met with many challenges that go beyond what we are compensated for.

An average caseload has 75 clients, 75 families, 55-65 caregivers, and up to 1,250 schedules per month that Supervisors are 100% responsible for. It is our direct responsibility to maintain care for the vulnerable individuals on our caseload. It is also our expectation to maintain the relationship between our clients and their caregivers. Facilitating this relationship comes with many challenges including facing a high turnover rate, while simultaneously trying to staff high risk clients as quickly as possible. We work diligently to provide care, when a majority of our clients are in situations where they need far more support than just the support provided by the caregiver and the supervisor. It's not uncommon for clients to turn towards their supervisors for assistance with housing, medical concerns, and financial barriers. Our job quickly gets stretched thin as a client's needs become more significant.

The job of a Supervisor is full of an unbelievable amount of gratitude and success. One of my favorite ways to measure success is through the relationships I have built with my clients and their families. Establishing rapport and building trust will always be something I'm most proud of. Being one of the first people my clients think of to call when they are in an ambulance headed to the hospital, when they lost their home in a house fire, or when they are being moved to hospice-to name a few. It is the reason I continue to pour myself into this job and line of work that we do. Through every difficult conversation I have and challenging phone call I take, I gain insight on what it means to become a better supervisor.

The goal of this letter was to advocate for higher wages. To not only be seen and heard, but to be compensated for the amount of time, heart, and relentless effort we put into the work we do. It is our ongoing mission to keep our clients safe and healthy. In order for that to be sustainable, we as supervisors deserve to be acknowledged.

Thank you for taking the time to better understand our mission.

To Governor Jay Inslee, District 8 Legislators, and to whom it may concern,

My name is Angelica Lucinda Rodriguez. I live in Richland Washington, Benton County. I work as a Data Input Specialist/Direct Care Supervisor. My career entails me to travel the Tri-Cities areas such as Benton County, and Franklin County to help get clients started on our services and send caregivers into their homes.

Most people do not think of their future in the sense of getting older, becoming vulnerable, and needing help even from strangers. I know I didn't before working as a Direct Care Supervisor. It starts with a phone call and introducing myself to these clients and showing them kindness to assure them our agency is here to assist. Some clients have a difficult time believing they qualify for programs to assist with their care, and others unfortunately don't qualify. This is where I start to see the hardships of clients and their family members and having to pay out of pocket or if they do qualify for hours, sometimes it's not enough hours for assistance. In total our Richland branch has 349 clients, out of that total there are only 10 clients who can afford private pay, out of the 10 clients 4 of them in addition to private pay also have some kind of state assistance, meaning 6 clients are paying \$41 per hour without any kind state assistance. Three hundred and forty-nine clients and only six clients can afford to pay forty-one dollars an hour. The most frequent phrase I hear from a client is "I can't afford it".

Offering resources to companies like our agency such as a vehicle would benefit Home Care. I rely heavily on my vehicle to meet with clients; in December I was in a car accident. I was unable to afford a car rental, and I have had to rely on coworkers to help with my visits or ask if I could use their cars. As a team, we have also faced issues with being unable to find providers to take clients to their appointments and sometimes needing office staff to take them.

I do my best to be efficient to get our prospects started on services. Most of the time I feel like it is out of my control when I can't get a client started on our services because their financial eligibility hasn't been approved or something so simple as needing a correction on their paperwork, waiting for a response. I try to offer support to our soon-to-be clients by keeping them updated as frequently as I can while juggling with our current clients as they too have questions, concerns, and changes to their health every day. This is also true for our caregivers; I oversee currently 23 out of 170 caregivers. I assist with completing their payroll, and schedules, monitoring their certifications, and their daily documentation on their client conditions. When I notice a caregiver getting overwhelmed with their client load or even their personal life, I do my best to listen to them and offer advice, because most people just need to be heard.

It can become difficult to hear the struggles of our clients and providers. I went to meet with a prospect in Pasco and his home was cluttered. The client kept apologizing for the mess and I assured him everything was fine and that once we got a provider in his home, they would be able to assist him with organizing his home. He took a seat and started crying telling me thank you. I don't feel like I should have been thanked. I sat over by him and spoke with him. He told me about his wife who had passed away 3 months prior, and she left him her cat and more stories. A little over a year passed and I went back out to his home and did a walk-through, his home was cleaner, he looked happier, and well taken care of. I looked around and said, "Hey where is your wife's cat?" He joyfully said "Oh you remembered my cat! Well, I'll go get him." Moments like this are what make the job feel rewarding, making people feel important or even remembered and hearing their stories.

Hello, my name is Cameron and I am a Direct Care Supervisor. My caseload includes 65 client's from both King and Snohomish counties. On a daily basis, my work consists of not only staffing clients with caregivers from our agency, but also mediating the ongoing relationship between caregivers and client. To ensure a long-lasting and mutually beneficial working relationship.

A number of the telephone calls I take from caregivers or clients result in me diffusing a tense situation between the two parties. Sometimes it is a small disagreement, other times it can become a larger issue that needs the attention of upper management to address. Regardless, the process of de-escalating all situations starts with me.

I think the biggest challenge I face as a Direct Care Supervisor is that Social Work can often feel like a thankless job. Many of the calls I take involve either a client or caregiver who is upset and needing issues resolved ASAP. I have worked in customer service positions before, but this job is all the stress of a customer service job and 3x as much work. I am happy to do this to make life easier for those in need, but at the end of the day I am also in need.

The financial struggles that my colleagues and I experience are difficult to say the least. Living in the Seattle area is not cheap, and with the rising prices of gas, food, and housing, I am unfortunately 5 years post-grad and still living paycheck to paycheck and unable to afford basic necessities let alone build a savings account. I am in this field and doing this job because I believe in helping vulnerable populations stay in the comfort of their home for as long as possible and providing families of these client's with the respite they need to continue to live a fulfilling life of their own. I hope everyone recognizes how much our work matters to our community.

My proudest moment as a Direct Care Supervisor took place when a new client was assigned to my caseload who was in a rehab facility after being left quadriplegic following a car accident involving the client being stuck by a drunk driver. The client had recovered from their injuries and wanted to return home to be with their partner and dogs. This client in particular would need total care, transfers with equipment, and has extensive care needs. This client's discharge was dependent on me finding a caregiver to work with them 40+ hours/week. I worked with his State Case Resource manager, hospital social workers, and of course, my own caregivers to set up meet and greets with the client and caregiver in the hospital to ensure we were finding the right fit for this client. After several weeks of trying to find a caregiver to commit to a fulltime schedule AND intensely high care needs, I located the perfect caregiver to work with this client. It was a hard task for me, but breaking the news to this client and their partner that they were going to be able to go home was the best reward I could have asked for.

Thank you for listening,

Cameron

To Whom it may concern,

My name is Denisse Arroyo-Lopez and I have been a Direct Care Supervisor for 6 months but have been with my home care agency for a little over 4 years. I serve clients in Kittitas County which includes cities such as Ellensburg, Kittitas, Cle Elum, Rosslyn, and Ronald. Our office in Ellensburg serves about 130 clients and 67 providers, that range from 2-97 years old with a variety of disabilities, medical conditions, socioeconomic statuses, and needs.

As a Direct Care Supervisor, I have many duties that pertain to intaking new clients, making schedule changes, and being there for the providers that need support. Advocating for our clients' needs and fostering a joint effort environment among our team are also central aspects of my responsibilities. In essence, I strive to ensure that our clients receive the highest quality of care while supporting and empowering our caregiving staff to excel in their roles.

Being a Direct Care Supervisor for a home care agency is tough. Juggling schedules, paperwork, and rules while making sure everyone gets proper care isn't easy. Sometimes, unexpected problems pop up, and we have to figure them out fast. Keeping caregivers motivated and happy is a big challenge too. Plus, every client has different needs, which means we always have to stay flexible. For my specific job duty of Data Input Specialist, having to plead to case managers when authorizations are ending is a big struggle but one of the hardest is making the determination when clients move to beyond our level of care and having to see them go. Despite the tough parts, knowing I'm helping people stay healthy and happy makes it all worth it in the end.

One of my proudest moments as a Direct Care Supervisor for a home care agency was seeing the positive impact of our team's efforts on the lives of our clients. There have been instances where our coordinated care and genuine compassion made a significant difference in enhancing the quality of life for those we serve. Witnessing a client achieve milestones in their recovery or witnessing the genuine smiles and gratitude from clients and their families fills me with immense pride and fulfillment. Additionally, seeing our caregivers grow and excel in their roles, knowing that I've played a part in their development and success, brings me a deep sense of pride and satisfaction. These moments remind me why I chose this profession and reaffirm my commitment to making a meaningful difference in the lives of others every day.

Working as a Direct Care Supervisor for a home care agency has profoundly impacted my life in ways I could never have imagined. It taught me the true meaning of compassion, resilience, and teamwork. I am inspired every day by the resilience of our clients and the dedication of their caregivers. It also strengthened my ability to solve problems, communicate effectively, and adapt to changing situations. Most importantly, it strengthened my belief that the power of kindness and empathy makes all the difference in the lives of others.

Thank you for listening,

21th February 2024

Dear RSB,

My name is Ajah and I am a Direct Care Supervisor employed and managing a client caseload in Pierce County. On behalf of the Medicaid Contracted home care agencies in our state, we believe it is crucial that our voices are heard by our Governor, representatives in our State's Senate and House, as well as by the Department of Social and Health Services, the Aging and Long-Term Care Support Administration, and the newly formed Rate Setting Board.

As you are aware, Direct Care Supervisors play an essential role in ensuring the well-being of Medicaid clients. We work tirelessly every day to ensure that our caseloads of 70+ clients receive quality care and support. Moreover, a significant portion of our workload is dedicated to supervising home care aides and guiding them through successful relationships with clients and to ensure the livelihoods of in-home care providers.

We should be properly compensated for our efforts in providing these services that go hugely unnoticed. The Direct Care Supervisor job may sound easy, but it is not. Many factors go into providing and maintaining Medicaid services to each client. The biggest challenge is establishing what can feel like a revolving door of finding each client's forever caregiver and being able to match not only to the care requirements but the client's and the caregiver's personalities.

Though my story is one of many experiences we Direct Care Supervisor's have faced under the administrative scope, one of my proudest moments is the impact I have made for my client Darleen. Darleen lost her ability to walk very abruptly and was insistent upon remaining in her home she and her late husband built together for as long as possible despite the safety issues this resulted in. Given this and the emotional effects this has created for Darleen, I was able to ensure daily care was in place upon her discharge and sought resources outside of my scope to ensure Darleen was safe and able to remain in her home for as long as possible. Darleen was not the happiest or relatively easiest person to maintain a service relationship with but ultimately she is still remaining in her home and was able to rely on the work I established to send qualified caregiver's to make this difficult change in her life bearable.

I am still in my 20's so I'm the youngest case manager working within the agency and can say from my perspective the work we do is not recognized or well reflected in our pay. I am struggling and living paycheck to paycheck. For the duties of this job and being in the Social Services field I now have additional personal expenses needed to meet with clients in their homes. I was gullible to think that the work we do is solely from behind a desk. This has caused the need for additional budgeting expenses in my day to day life on top of the pre

existing elevated costs of living. As with most young professionals I have goals, aspirations and a whole career ahead of me. It is not fair nor logical that given the work I put into the mutual clients we serve, that I should struggle with seeking to live on my own and fully supporting myself financially.

My passion for the work that I do is what motivates me to be there for my clients and caregivers despite any personal or financial challenges I go through. I know that at the end of the day my focus is for my clients/ caregiver's health, safety, and happiness. I think it is unreasonable for the amount of work we put into these people's lives to not be properly recognized and compensated for our time.

Thank you for your attention to this matter. I greatly appreciate your time and consideration.

Sincerely,

Ajah L.

February 2, 2024

To whom it may concern,

My name is Mayra Reyes Espinoza. I am a Direct Care Supervisor and I work in the Walla Walla area. Our Medicaid client caseload consists of 200 clients and includes Long-Term Care, DDA, TSOA, FCSP, VA clients and Private pay clients. Our youngest client is five years old, and our oldest client is roughly 100 years old. I also Supervise 25-30 Home Care Providers and make sure they get a schedule, complete their training and are up to date with DOH requirements.

As a Direct Care Supervisor, and to make a significant difference in the lives of the clients we serve and Home Care Providers, my job requires that I:

- Answer telephone calls from clients and Home Care Providers making sure no client's or Home Care Provider's voice goes unheard.
- Review, sort and answer hundreds of emails from case managers, home care providers, clients and from my managers to ensure all emergent needs are immediately responded to.
- Prioritize issues that must be answered immediately from those that are not urgent care needs and can wait for a few hours.
- We are also mentors to our Home Care Providers and clients as they also feel very alone, and most of the time just need someone to talk to. We are all human and deal with so much in our daily lives. Our job can be mentally draining and can burn us out.

Every day is filled with various client issues such as a client who is going to run out of food, a client who needs a medication pick up, a client discharging from the hospital, a Home Care Providers calling out of a shift due to a family or transportation emergency, a Home Care Provider needing more work hours (my favorite call or email), a client with a bed bug issue, a client losing housing, a client needing medical equipment and ensuring the Home Care Provider on my caseload have all necessary training to complete the tasks required per the Client's Plan of Care.

Any given day I have Home Care Providers reaching out to me for more work shifts, dealing with client's mental diagnosis and not being certain of how they are to respond, coordinating client care around the Home Care Providers' planned vacation and navigating unexpected absences to ensure client health and safety is maintained. My client's also experience challenging issues daily, such as, a bed-bound client's home care aide had their car breakdown and are not able to attend their scheduled work shift or a client's family member had to leave town due to an emergency and that client now requires a revised care schedule. In these instances, all my tasks are paused until these issues are resolved and client health and safety are ensured.

Throughout my workweek I also do interviews and orientations for new Home Care Providers. I complete on-site Teamings with new Home Care Providers to ensure they are as best trained to provide quality care to our clients. We want our clients to be satisfied with the care they are

receiving and to ensure my assigned Home Care providers concerns or questions are heard and responded to.

The most rewarding part of my job is matching a Home Care Provider with a client. This is hard work so when both the Home Care Provider and the client are happy to work together, I know I've done my job well.

I truly enjoy being a part of the social services community, and yes, the job of a Direct Care Supervisor is challenging, stressful and the annual salary is not what it should be; but I do enjoy the challenge.

With inflation and the economy paying my bills, affording childcare, food etc an increase in pay would greatly benefit me and all providers CNA's, HCAs, as a full-time working mom of 5!

Thank you for listening,

Mayra Reyes Espinoza

Hello Rate Setting Board,

My name is Alyssa and I am a Direct Care Supervisor servicing clients in the Pierce County region. As a Supervisor there are multiple ways that I support caregiver's on a daily basis. For example, caregiver's have a wide range of availability that they can provide care and transportation for clients. Now and especially during covid times, make it extremely difficult to find clients care. My assistance provides caregiver's with a way to find them a client who fits those requirements and someone who lives near them. Being a certified caregiver myself, having a client that lives near you benefits your wallet and ability to commit to long term schedules with clients. Another way I support caregivers is by assisting in maintaining the relationship between them and their clients. New challenges arise every day on lots of different levels between caregivers and their clients. In which, stepping in as the balance beam to understand and hear out both caregiver's and their client's issues to find a proper solution. This more often than not assists in caregiver retention and allows clients to receive long-term/reliable care.

In similar ways I am able to support Medicaid clients. My goal as a Direct Care Supervisor is too find our clients that "forever caregiver" who fits their personal care requirements, can provide long term care, and is willing to be adaptable to their client's care needs throughout their time that they are actively receiving care. This can be very difficult due to our overall shortage of caregivers and general client care needs. Moreover, when a client does find their forever HCA, they can run into service interruptions. For example, their caregiver goes on their yearly vacation or is in the hospital themselves for an extended period of time. My mission has always been to support those Medicaid clients with additional support from other caregivers during these gaps. This is done by our Home Care Agency team working to locate them fill in care or ensuring that there natural supports are available to them at all times. Medicaid clients also have State Case Workers. More often than not, clients will ask me about resources that home care agencies do not provide. I work as a client advocate and will communicate on a frequent basis with their State Case Workers to communicate their needs and assist them in getting

those resources. By doing this, it shows my clients that they can rely and trust in me to get them the care/support they deserve.

Alongside maintaining the challenges of caregiver/client relationships; my Home Care Agency is one of the only agencies that happy and able to assist Medicaid DDA clients. Parents or point of contacts often mention that these clients have behavioral needs. Locating an caregiver who has experience or willingness to learn how to assist them through this, can be an uphill challenge. But I am able to do so through persistence and determination.

Unaccompanied to that, personal challenges that I experience financially with my position is being able to afford my housing and cost of living. As most folks are aware, the cost of living is extremely high in Washington State. I live paycheck to paycheck. Living in a single family home on a single person income is not easily affordable when the rent is 2700\$ without the cost of utilities. If my wages decreased this would put me at risk for homelessness/ eviction, it would impact my quality of life, and ability to maintain coming to work to support my clients.

Thank you,

Alyssa F.

February 2, 2024

Hello! To whom it may concern,

My name is Xiomara Salgado. I am a Direct Care Supervisor in Washington State serving clients as of February 14, 2023. I'm proud to be a full-time Monday through Friday 8-5pm while being a mom raising 3 beautiful children, as I like to call it "A big girl job"

Our client caseload includes Medicaid Long-Term Care, DDA, MAC&TSOA and FCSP, we are serving approximately 190-200 clients like children/adults with developmental delays/physical and mental disabilities in all areas of Walla Walla, College Place, Touchet and Dayton, Dixie and Waitsburg, ranging from ages 5 years old to 90 yrs. old! How cool and awesome, right?

Some examples of tasks we are assigned on a day to day basis are:

- Answer and screen phone calls coming in to the office regarding client's schedule changes on a day-to-day basis.
- Prioritize client issues, comments and concerns as needed and redirect calls/emails as needed.
- Review daily emails received from Case Managers to home care aides and from our office manager with any changes, updates or FYI's.
- Completing Schedules for 18 of my assigned providers
- Performance reviews- Every provider has a Teaming "on boarding" a 90-day performance and Yearly reviews that we incorporate client participations, with comments, questions and or concerns.
- Continuing Educations certifications
- Home care Aid certifications
- Care Insurances and so forth that keep our hard working and reliable providers in compliance to be able to continue serving clients.

As a Direct Care supervisor, I also complete 6-month assessments and home visits which keep me out of the office often and for hours which can interfere with my other job duties assigned as I stated previously. Fortunately, with the help of my reliable car, I am able to maintain this job role! As I depend highly and solely on my job to pay for personal and family expenses, with the economy going up/ inflation it has been hard to pay my expenses alone such as gas, childcare and unfortunately my living expenses have been hard to pay on time, living paycheck to paycheck is challenging not just for single mothers but for any family. Again, as a full-time working mother it has been very hard to keep up financially. A pay increase would help alleviate some of this financial burden and stress.

Thank you,



Dear RSB,

Hello, I am Brianna S., and a Direct Care Supervisor working in the King and Snohomish county area. Presently, I care manage a 71 client caseload and the 53 incredible caregivers who provide services to my clients. I work directly with clients and caregivers to ensure they receive care with qualified caregivers and to mediate any issues between the two parties as well as reporting any changes in condition, schedule changes, and client issues to their Case Resource Managers. We also are responsible for advocating for caregivers if there are any client issues, making sure they have hours, and matching them to the clients that best fit their skill set.

My biggest challenge as a case manager is juggling my day to day life along with the stressors of the job. Often times I take my work home with me as our clients become more like family over time. The things that affect them as a result can affect me as well. I am a single mom and often times find myself living paycheck to paycheck and only putting back a little or nothing in my savings. I often stress about what would happen in an emergency financial situation since I have very little savings to speak of. With inflation and the rising costs of housing I pick up odd jobs here and there to get by and make sure my family is fed and we have a roof over our heads. I love doing social work and love helping people, so rewards do outweigh the challenges. This is by far the most rewarding job I have ever had.

My proudest moment as a case manager was matching my DDA client with a perfect caregiver who will talk about his favorite thing with him (WWE Wrestling) and play video games with him when they complete all of their scheduled care tasks. I speak with this client every week and he always makes sure to tell me that he is so happy with his services and his caregiver.

Sincerely,
Brianna S

2/2/2024

Hi, my name is Elsa. I'm a Direct Care Supervisor working in the Benton and Franklin county areas. My position is daily care compliance/payroll correction. I started here in June of 2022 as a temporary scheduler and was later offered a full-time position. I live 45 minutes from the office and my daily commute makes my days very long with working Monday through Friday, but I have to say my experience working for the Agency and my "family of co-workers" makes this commute well worth it. I have 14 years of experience in this field of work as I started as a night shift caregiver. With the years of experience, I have slowly moved up the ladder and now I have some years as a supervisor. The experience in training new young providers wanting to join this field of work is a joy. When you have front line experience you are able to mentor new providers and help them feel at ease and provide guidance they need to succeed in their position with clients in their own home. Our service is always needed. With the economy rising and deflation taking its toll, wages based on our experience are important, so we are able to help our company raise as a whole. Without the right knowledge, mentoring our providers would be lost in the field and that would affect our company all together. I choose to commute to work 5 days a week and that puts a hole in my account, but I do know I wouldn't want to work for any other company. I have experience with other agencies/facilities and how we all grow as a team I have not experienced anywhere else. SLR is a true example of family and teamwork. I appreciate all this company does, but we still are ineffective with the economy rising as a diabetic and co-pays going up. I have also been affected personally by this as it is getting harder to buy some of my medications. I wanted to share with you a

good point, not just all the hardships. I was recently nominated employee of the month as not being here longer than some others I was very proud to see that all my hard work and effort I have put into this company has made me shine. I see myself as a whole in this office and not just as an individual but I also see as an individual I was acknowledged for my work.

Dear To Whom It May Concern,

My name is Chantell and I am a Direct Care Supervisor working at a Pierce County home care agency. My work as a Supervisor is both rewarding and fulfilling, as I have the daily opportunity to provide our vulnerable individuals in WA the assistance needed to maintain a healthy and sustainable life.

My job would not exist without the hard-working, passionate and dedicated home care aides that work the front lines with our clients. We have a range of diverse caregivers from their experience, comfortability with level of care, qualifications, personality and culture. As a Supervisor I use tools to pair caregivers with clients that I believe align with both the experience/differences. The success of this pair is vital to ensuring our clients have the necessary assistance. In maintaining this professional relationship between clients and caregivers, I am always providing training and refreshers of our company's policies, giving tips on how to navigate stressful situations with a client, maintain schedules and accommodation for home care aides and clients, orienting/re-orienting home care aides to client's Plan of Care and any medical changes of client, and ensuring our home care aides are compliant with state laws and companies' policies. To ensure all this is done in a professional and timely matter, I am constantly making and receiving calls and emails, documenting thoroughly, and managing systems that allow me to track updates and deadlines for my caseload.

I am honored to serve our Medicaid clients in the state of WA. As a Supervisor who maintains a caseload of 60-75 Medicaid clients whom still need assistance and should not be discriminated against for their financial standing. When I receive a new referral for a Medicaid client, I immediately read their care assessment and work tirelessly to ensure each client not only receives quality care, but care that encourages and sustains independence for as long as possible. Upon conducting an intake I keep these factors in mind- documenting pertinent information related to their level of care and care needs, ensuring every medical equipment essential to client's care is functional, safe living and working environment for the client and home care aides, and ensuring clients understand the processes of maintaining care and our organization's policies.

Each client is unique in their level of care, natural supports and even personality. Inevitably there will be challenges to maintaining quality care. Some challenges include special considerations of client's circumstances that could impede care, physical and mental diagnosis that can be difficult to manage and home care aides to support, responding to emergency situations the client may encounter, and being the emergency support when natural support is not available. In order for me to do my job efficiently, I am in constant communication with State Case Managers so that everyone involved in my clients' care are working together to ensure health and safety.

My biggest challenge working as a Supervisor is maintaining schedules for each client and caregiver. My goal every month is to always have 100% of my clients receiving care. In achieving this goal I can experience burnout from client and home care aide issues and admin work. It can be difficult at times to balance work and personal life due to the demands of the job

and the amount of hours I put in. Additionally, keeping up to date of everything pertinent to my clients' care. This is so important, because if something falls through the cracks it may be at the expense of my client's health and safety.

In providing high level of care and expectation of myself as a Supervisor, some of my stress is attributed to the high-cost of rent and providing for my family. I am not in a position to afford everything my family of 4 needs with my salary. I would like to be compensated more for all the hard work I put in daily to ensure of client's health and safety. My duties do not end on Friday like most, I am working throughout the weekend as well to ensure nothing falls through the cracks and our clients are receiving the assistance they need to maintain their lives.

My proudest moment as a Supervisor was navigating an emergency situation with urgency and efficacy. One of my client's medical condition had changed drastically which resulted in a high level of care needed. Without much notice, I needed to update my client's DSHS Case Manager to be reassessed right away. Working with the DSHS Case Manager, my client received a reassessment and was approved for more hours. I received his new assessment, updated pertinent information related to my client's medical condition and Plan of Care and found caregivers with the experience and passion to help my client with short notice. The ability to handle crisis and provide a plan that sustains my client's care is what I am most proud of. This is one of many testimonials.

Thank you for hearing my voice today and I hope I can be an imprint to a movement that truly see the value of Direct Care Supervisors.

Respectfully,

Chantell Gladney

To whom this may this concern,

Greetings, my name is Maria Cuevas. I have been a Direct Care Supervisor for in Sunnyside, WA, for almost 3 years. I work closely with Medicaid clients who live in Benton and Yakima Counties along with home care providers and case managers.

My job duty as data input specialist includes visiting clients and checking client's paperwork and interacting with case managers from Yakima, Kennewick and Grandview. When I visit the new clients, I go over agency policy, when conducting Initial visits, and we go over the care plan to see if anything needs to be updated, we also go over the care that they are going to receive.

I have been assigned 20 home care providers, and I work on provider and client schedules and reviewing that they are utilizing all the client's authorized hours (complying with client's preferred schedule). Twice a month I work on my providers payroll and review for any errors. I make sure my care providers certifications are up to date to ensure they comply with the State requirements. I also assist care providers with urgent matters, help resolve any issues, and guide them if they need assistance or reassurance. Our job duty includes working very closely with case managers from Aging and Long-Term Care and always reporting to them about the client's health, living conditions, and any issues (if they occur).

If a client calls the office, I assist them with their concerns or questions. I always ask how they have been doing and how the services are going. I want the client to be reassured that the office staff are here to listen and assist them.

My proudest moment working for Senior Life Resources is the difference we make in someone's life by just talking to them and helping them out with what they need. I feel like every day I can go home and know that I made a difference in someone's life.

Personal challenge that I go through is being a single mom with 2 kids living paycheck to paycheck. Not being able to afford childcare. Being a direct care supervisor is a rewarding job but financially it can be difficult when it's the only income that I make.

Sincerely,

Maria Cuevas DCS

2/21/2024

Dear Rate Setting Board,

On behalf of my fellow Direct Care Supervisors, I ask you to take into consideration our jobs as administrative staff as you begin to make decisions regarding Medicaid Contracted Home Care Agencies. I currently work to support clients in Pierce County to get the in-home care they need and rely on everyday. Not only do we support the clients with their needs but also manage the Home Care Aides who work with them. I am personally a firm believer that everyone's job is important and should be valued for what it provides. My coworkers and I deserve to be heard and to be seen for the work we do in supporting our clients.

On the outside our job may seem simple to others but this job has proven to be consistently challenging and emotionally taxing. As Direct Care Supervisors we are in charge of handling 70+ clients' well-being as we attempt to keep them staffed with our caregivers. When it comes to managing a client's and caregiver's expectations regarding the care being had or being provided we are faced with many challenges. In this lies the delicate balance we must keep when we have to acknowledge that life happens and not everything is going to go as planned. Caregivers have lives of their own outside of the care they provide and clients rely on this care to survive. This is where the social and supervisor part of our jobs kick in. We have to respect clients and caregivers equally as human beings but enforce our own policies and expectations on both for the well-being of all.

When it comes to managing an entire caseload we must also have our eyes on multiple aspects of our clients' benefits to ensure they will not lose services abruptly do to being ineligible by not confirming Care Plan updates required by their state case manager. We manage their authorizations each month to make sure we stay under their monthly allotment as detailed in their state care plans. We communicate with State Case Managers to make sure their assessments are up to date and that re-assessments take place.

We are also the bridge between our clients and the State to keep state case managers informed of anything that may develop regarding the clients health. This can be challenging in many regards but the work is worth hearing our clients recover their health and overall enjoyment of life.

When talking with my clients I have found that the hardest thing about my job is that there are limitations. I want to give them the world because they deserve to live happy and healthy lives but that is unrealistic. When I have to tell a client they do not have enough hours for more care or they no longer are eligible for care, it hurts to know we are pushing them out into the world without any support. We also have to say no when clients ask for support that is outside of our

scope or outside of what our caregivers are allowed to provide. Turning them to resources can help but as the one person who talks to them regularly it can be disheartening to feel like you aren't doing enough for them at the end of the day.

As a woman who is lucky enough to own a home and have a dual income with my husband we still face struggles every month. Even with a dual income the cost of living continues to rise but our wages go up by small percentages that do not compensate for this rise. Personally I live in Thurston county and commute daily for work. This job also requires me to drive to meet clients at their homes. Some weeks I have to choose gas over groceries as I need my vehicle to do my job. No person should have to decide between feeding their family or being able to get to work.

At the end of the day, I truly enjoy my job and the work that I do. Being able to hear the happiness in my clients' voices and be told how much they love their caregivers warms my heart. We are providing a positive addition to these people's lives and helping them for the better. We are even helping their families feel less stressed by the burdens we all face as we age. So I implore you to keep our jobs in mind as well as the Home Care Aides as you begin budgeting for our clients' care. Our job is an integral part of both the clients and caregivers success and ability to thrive every day. Thank you for your consideration and recognizing the work we do.

Sincerely,

Gabby I.

To whom it may concern,

My name is Rella, and I'm a Direct Care Supervisor for coming up on 8 years now. I work in our Richland office, which services Benton and Franklin counties.

At this time, our branch services 350 clients – nearly all of which are through Medicaid, with only a small handful being Private Pay. They come from all different situations and walks of life. Some are children who have taken on the role of assisting their parents or siblings, some are parents seeking help with their children, and some are on their own trying to navigate through an often times confusing healthcare system and need every support they're able to receive.

There are two parts to this position, and both are very important. To my caregivers, I try to be the best support I can be. While every client is different, this job is not easy. It is physically and emotionally taxing and it's not for everyone. I have seen young providers come in right out of high school eager to learn and I try to create an environment for them in which they feel heard, supported, and can go to for guidance, clarification, and understanding. I have seasoned providers who have been in this field who also need the same support and need someone to understand the job they do. In a field where you are connecting to people on such a personal level you need to be able to have a support system that knows how you feel and can relate. I try to often remind those I oversee that I see them and their hard work and how much they are appreciated. As well as the emotional support, I also assist them with keeping in compliance with their credentials. Every provider must go through not only their Basic Training for their certification, but also yearly training to keep that credential. Since the pandemic, that process has become a little more difficult, especially for our older providers who are not used to having to be so technologically savvy. On a daily basis I assist with new situations each day with multiple clients and sometimes you are put into positions to make judgement calls on the spot. I help with navigating our app/system and clarifying the boundaries they need to have. Caregivers deserve so much recognition for the time, effort, and love that they put into this job they do each day.

For my clients, I try to be as consistent and reliable as I can be. When you have children taking care of their parents, they need the reassurance that you will be there for them when they cannot. They need to trust in this company that we will be reliable and a support to them – the same goes for when you have parents who have children on services. For the clients we have that are on their own, they are so incredibly tired. The majority of clients we have on Medicaid struggle daily with finding resources for a variety of things. I have seen them struggle to find equipment, incontinence supplies, affordable medication, transportation for doctor appointments and/or the hospital, etc. Yes, there are some things that we as an agency can assist with, but we can only do so much before they need additional help or help outside of what we're able to offer and that can be so incredibly stressful for them. Even with our private pay clients, most of them have already exhausted what they qualify for through the State and are still having to supplement to receive the care and support they need. They also need to be able to trust us to find people they can count on to be professional, to trust in the most vulnerable situations that a person can find themselves in, and trust them around their homes with everything they have.

I also get the very unique experience of being on both ends of this system. Not only am I a supervisor for this company, but I also have a child on services as well. I have been a single mom for the last three and a half years. After my separation, it became very clear that I was going to need outside help caring for my son. He's under 10, nonverbal, and has autism. As the mother of a child who is unable to speak for themselves, it's very scary to think about leaving them with anybody. I have gone through the CDWA system, and I also now have him through an agency. In both cases, I have truly seen the importance of what to look for in a provider. I see the way he interacts with the caregivers that he has, and it has increased my appreciation tenfold for the work that they do. The ones I have make me feel like my child is safe and cared for and every person deserves to feel that whether it's a client themselves or a family member.

A director once told me that we work in the sort of field that no one tends to notice until they need it themselves, and I fully believe that's true. It's easy to get caught up in the things you only need *right now* and not the things you may need in the future or in case of an accident. The people that pour themselves into this position are truly priceless. The people that we place our loved ones into the care of are not something to be taken lightly or deserve to be put on a back burner. Caregivers and Direct Care Supervisor's deserve recognition and compensation for the work they do, and clients should not have to worry about when they can get groceries next or be changed into clean clothes again or when they'll be bathed next. Both parties deserve more and deserve our best.

To whom it may concern,

My name is Katie and I work as a Direct Care Supervisor in Pierce County.

On a daily basis, I support our home care aides in finding new clients, navigating difficult situations, schedule maintenance and confirmation, and meeting with orientation and staffing in order to provide even our newest home care aides with the opportunity to work starting as soon as possible. In my position, I provide guidance and support when there are any issues a home care aide might be facing, as well as uplifting caregivers and providing praise when they achieve success. This helps to build good relationships between not only my clients and home care aides, but also provides them a safe person that makes them feel supported and appreciated.

I also provide a great deal of support for my Medicaid clients as well. Taking care of my clients consists of weekly check ins in regards to ongoing search for care, tracking and following up on client health and safety, providing staffing as often as possible for my caseload, and being a mediator for my clients when conflict arises. Although these moments are difficult, I find great joy in being able to provide assistance and emotional support for clients. Some clients at times express mental health issues including suicidal ideation. As a part of my position, it is my job to ensure the health and safety and have often had long phone conversations with clients and stayed on the line until I was confident they felt safe, heard, understood, and cared about. At times, this does weigh heavy on my shoulders but at the end of the day, the work I do has purpose and brings light to the lives of those who often feel unheard or unsupported and this brings me joy.

In my personal life, I often struggle to find the time, energy, and money to practice self-care like I would prefer to. With a caseload of 70+ clients, multiple client issues, and health and safety concerns for my clients, I find it difficult to dedicate time for myself to decompress and relax. Although I do have paid time off available, it can sometimes be stressful to plan a vacation, as I am often thinking about work or what I need to do next for my clients, rather than enjoying the thought of some much needed time off. Along with this, financially it is a struggle to be able to afford rent, necessities, and my need for a new vehicle. My current vehicle is 13 years old and purchasing a new car has been nearly impossible due to my current wages and other expenses. This makes it difficult, if not impossible, to save money toward such a needed purchase. Reliable transportation is an important aspect of my job as I often drive from South King County to cities in Snohomish County to perform intakes for new clients.

With all being said, I will say I am proud of myself as a Direct Care Supervisor as I have built incredibly strong and trusting relationships with many of my clients. My proudest moment has been staffing one of my highest need clients with 70 hours per week of consistent care when they were previously unstaffed. Hearing the joy in the voices of my clients when staffing is found or when I am able to assist with difficult issues brings me joy in such a deep capacity.

Thank you,

Katie

To whom it may concern:

My name is Amanda McGill and I am a Direct Care Supervisor in Richland Wa. We serve several clients and Home Care Providers throughout Benton and Franklin counties. My work schedule is Monday through Friday 8-5pm and we have a rotating oncall shift for afterhours, weekends and emergencies.

My responsibilities as a DCS are complex and there are so many that I will not possibly be able to list them all but some major responsibilities that I have in my role would be:

- Scheduling – Matching HCA's criteria with Clients and their criteria while trying to find a good fit between the two. Scheduling is a huge task and isn't done lightly. It often feels like this single duty is never ending and there is always something that needs to be done for a client or provider regarding the schedule.
- Answering phone calls and emails, checking voicemails and trying to make sure that you get back to each person in a timely manner.
- Keeping our Providers up to date with all of their certifications, trainings, licenses and insurance and the proper evaluations and background checks. Also inputting their time off requests and LOA and FLOA. Getting their payroll ready for HR and insuring they have proper PPE.
- Keeping clients happy by making sure that they feel heard and that they have their needs met. Getting them providers that are on time and reliable to get to their appointments and communicating to them when there is a change in their schedule or with their providers.

I have only been a DCS for a few months but it is an amazing job that I have grown to love. Helping our clients and providers is a wonderful feeling. It is often at times a very intense job and the work load is not lacking in any way. I have so much to do on a daily basis that I often look up and feel that the day is gone and I still have many tasks to do. Our team in the office is amazing at helping where we can when someone else needs a hand.

Some of my personal struggles would definitely be with inflation. I have 4 children and being a working mom is the hardest job. I have childcare bills and food and housing in our area is skyrocketing so it is a struggle and one that we are all feeling.

Overall this is a difficult job at times but it is definitely a rewarding one.

Thank you for listening

To whom it may concern,

My name is Kylie B. and I am a Direct Care Supervisor working at a home care agency located in Tacoma. I will have been employed with my Agency for three years as of June 2024. I service Pierce county residents. My responsibilities include managing a client caseload of 50-60 minors & adults with developmental disabilities as well as elderly and aging individuals. I establish client care teams, coordinate regular care regiment, assign and direct care providers, run weekly team meetings, ensure client health and safety through compressive oversight and supervision, conduct one-on-one intake assessments with new clients, conduct semi-annual home visit meetings with existing clients, and complete administrative reports on a weekly basis. The age range for my clients is anywhere between 7 years old and 87 years old. My clients have a range of diagnoses that hinder their ability to take care of themselves. This is where the caregivers that I manage come in and provide incredible assistance.

Providing support to the home care aides under my supervision is a task I complete on a daily basis. I assist with any scheduling errors/adjustments that need to be completed by using our computer program called an Employee Relationship Management system. We call it "Vincent" for simplicity. I assist with getting home care aides more hours to work in a week. I do this by email or by telephone. I assist the caregiver through any client health and safety situations that may come up while a caregiver is working a shift. A common situation is a client not answering the door for the caregiver upon their arrival to shift. I will work alongside the caregiver to get the client to open the door. If the client does not open the door, I provide direction the caregiver to wait for non-emergency services to ensure the health and safety of the client. I provide emotional support to my caregivers. Being a caregiver is a very challenging field and can often times they can be underappreciated. I ensure to remind my caregivers on a weekly basis of the good work they are doing and provide an ear to receive any complaints or grievances they may be having out there in the field. They are my eyes and ears while I am in the office and I am sure to be receptive to all feedback/updates they send my way.

Providing support to the Medicaid clients under my supervision is the main aspect of my job. I ensure they receive scheduled care on a weekly basis. I ensure they have an outlet to voice their concerns and frustrations. I ensure their health and safety. I ensure the State is aware of all health changes or staffing changes for each client. I ensure any additional resources the client is needing is brought to the State's attention. As a Case Manager we are essentially the middle between the client and the State. We receive feedback and updates from both the client and State. We are usually the first to receive urgent care updates from the client through the caregivers. This makes our jobs extremely important due to being mandated reporters and needing the information to go to the right channels to ensure the clients health and safety.

The biggest challenge as a Case Manager that I face is burnout. This job is very taxing on an individual's mental health. There is an endless amount of work to be completed and an endless amount of individuals who need care assistance that it can be defeating to know you cannot help everyone. People that seek out social work jobs are wanting to make a difference and help others that are in need. We know going in that it is a thankless job that will wear on us. We continue anyways because the good we do outweighs all the bad days. One thing that keeps me motivated as a Case Manager is knowing that everyday there is an opportunity to do good and that I will at least help one individual if not several receive the care they need. We are informed that to prevent burnout we should practice self-care

regimes. It is impossible to partake in most forms of self-care with the current budgetary constraints Case Managers are under. The cost of living in Washington State continues to go up each year and the housing market continues to go up as well. It is not possible to buy a house on a single income in Washington State at this time. Even with dual income it is still nearly impossible to own a house or even rent an apartment and have enough left over to pay the other bills and feed oneself.

The amount of care hours my caregivers have provided to my clients over the course of the past three years would have to be what I am most proud of during my time as a Case Manager. I have had many great outcomes and moments with clients that made me feel fulfilled in my work but nothing makes me more proud than the amount of care my clients have received. Each hour served by a caregiver is an hour my clients got the care they need and deserve. Clients receiving quality care is my main goal as a Direct Care Supervisor and I get to accomplish that goal every day. I appreciate you taking the time to read over this letter and I hope it gave you a good idea of all the good and hard work Direct Care Supervisors complete on a daily basis.

To whom it may concern,

My name is Bonita Torres, I go by Bonnie, and I have been a Direct Care Supervisor for Clarkston, WA Home Care Services for the better part of 21 years. I work mostly 8 AM-5 PM Monday through Friday and I am in a rotation of the On-Call cell phone with the other supervisors in the Clarkston office. On occasion I must go into the field and assist clients if we are unable to find the client a suitable replacement provider on a substitute basis.

I am a mother, Grandmother and I am assisting in the raising of my now 4-year-old Great Grandson Xander, he is my world. I have him Mon & Wed evenings for 3 hours then from Friday through Sunday (sometimes Monday mornings). He is a wonderful refresher course.

I work in this office with 4 other supervisors and a wonderful Office Manager, Eric Tilden. Eric assists each of us daily with challenges in the workplace whether it be for the clients, for the providers and helping us with the problems of completing our own tasks. Completing everything in a timely manner is a challenge some days. Accomplishments are self-gratifying.

We have approximately 160 clients in Asotin, Garfield, and Nez Perce counties that we serve. I am the intake person, so I am responsible for the introduction for all new clients, set up of services and creating a schedule for them, as well as monitoring the yearly assessments and getting all changes in the WellSky system so providers are up to date on all client's needs (Care Plan) before they start. I also input the authorization changes for clients' hours, to make sure the company gets paid, and providers are doing the correct number of hours.

We have approximately 95 active providers and I currently supervise 25 of them as well as assist anyone that needs help if their supervisor is not available. I keep their credentials current, their training managed and the hours they request filled. I adjust the schedules as needed daily. I monitor their comments and report all needed information to individual case managers for all clients. I am a very big advocate for the client's needs and communicate personally with the current case managers at ALTC here in Clarkston.

I do the purchases and planning for most of the fairs we attend in the communities to spread the word of our services to people in need. Job fairs, health fairs, community functions (alive after 5, fun runs, park events). I do community contacts, handing out the company information for services and employment. I am very active in our recruitment program for the company.

I am also in charge of the bookkeeping of the petty cash flow in our office for needs and I send birthday cards in the mail, the end of the month for providers having a birthday the next month. I assist in planning staff birthdays and functions (if not for myself).

I do all this to make life easier and better for the clients and the team I work with. The services we provide to keep our clients in their homes and with their family is a great accomplishment for everyone, every day. The client is home and happier, the team is getting their jobs done, and the providers can pay most of their bills.

I, like the providers, struggle at times with lack of funds and sometimes need gas assistance, help to pay bills, assistance to renew car insurance, car payments and my biggest struggle is medications and medical bills. I'm on multiple meds since my heart attack 2 years ago and still paying the hospitals (Tri

State & St Joseph) for treatments along with more doctors' appointments to go to that seem to send me to more doctors and give more meds. . I sometimes only take half the medications, so I only need to buy them every 2 months, but doctors do not like that. Some months I feel like I must rob Peter to pay Paul and the next month I rob Paul to pay Peter, as everyone probably has in their lives, but it is a big struggle. Most of us struggle from pay day to pay day just to get by. Sometimes we must choose to have gas or to have food and proper clothes for work, or things the family needs.

I feel the jobs we all perform are pertinent to giving good care to our clients and keeping the clients in their homes a lot longer and making the lives of our providers a little easier, while they make client's lives a lot better. We all may have stress, but we also relieve stress for each other too. The job is totally self-satisfying to the heart because at the end of every workday I feel we have done a great job at assisting clients, and it is a good deed every day. I feel it in my heart & soul.

The heart of every provider has a touch of compassion for humankind to do this work. Wishing for a way to be better compensated for our work. Just to alleviate some of the stress in our lives.

However, I love my job every day and I am so appreciative of the team I work with at Senior Life Resources, Northwest. "It is not about us; but the people we serve."

Thank you for listening.

Bonnie Torres, DCS

1332 12th ST

Clarkston, WA 99043

To whom it may concern,

My name is Olivia, and I work as a Direct Care Supervisor. I work with a caseload of 78 clients primarily in the Tacoma area, where on a day to day basis I staff, schedule, and coordinate with both caregivers and clients based on their needs. While the main body of my work includes monitoring hours and schedules for my clients, it often goes beyond this. As the person who oftentimes is in the most contact with my clients, they and their caregivers often come to me with concerns that affect their lives such as living conditions, illnesses, injuries, and other stressful areas of their lives. Part of my work is hearing the concerns of my clients and those that care about them and coordinating with the Agency's senior management to find solutions.

What makes this work rewarding is my ability to provide those in need with people who are able and willing to help them. One such example that comes to mind was my client Kimberly. I was given Kimberly as a client as she was going on hospice care with three months left to live. Her older sister explained to me their family's story and how that once her sister passed, she would be the only one of 5 children left alive. Throughout the first meeting I had with them, Kimberly's sister, brother in law, and niece showed how much of an impact she had had on their lives and how they really wanted to make sure her last few months were as comfortable as possible. Despite her living in a relatively difficult area to staff, I made Kimberly and her family a priority for me to staff and was able to find her a caregiver very quickly. When Kim passed soon after, the caregiver had been with the family that day and had helped the hospice nurse prepare her and her loved ones for the end. I spoke with Kimberly's sister the next day, and she expressed her gratitude for the help our Home Care Agency and I had been able to provide for her, even if it was only for a short time. Her gratefulness for the care we had provided for her sister even while grieving was very impactful for me and the importance of my work.

While much of the work we do as Direct Care Supervisors has to do with our clients, we also do much to support our caregivers, as well. Our caregivers support our clients, and this work is often not easy. Listening to caregivers and making sure they are supported in their work is an important part of my work as well. One of my clients, Amy, can often be noncommunicative and sends her caregiver away. She often will not answer the phone or do things that make it difficult for her caregiver Dawn to help her when she is on shift. My work to support Dawn and Amy includes making sure I am communicating as quickly as possible as these issues come up, and show that I am able to support her when issues arise. This means that Amy, who is not able to read anymore due to surviving a gunshot wound to the head and experiences extreme PTSD and anxiety, is still receiving care she needs in the face of mental health issues that can often cause her to push away regular caregivers.

While the work that I do as a Direct Care Supervisor is very rewarding work, it is also very difficult work. My Home Care Agency does its best to avoid us getting burnt but the weight of the issues we deal with on a day to day basis is a lot to overcome. The more support Direct Care Supervisors receive from the Rate Setting Board, the more able we are to support those in our communities who are most in need of assistance.

Thank you,

Olivia

To whom it may concern:

Greetings, my name is Janet Sandoval. I have been a Direct Care Supervisor Sunnyside, WA, for almost two years. I work closely with Medicaid clients who live in Benton and Yakima County along with home care providers and case managers.

My job duty as quality care coordinator includes reviewing and auditing all client files consistently and interacting with all the clients which is an average of 30 clients monthly that I conduct the home visits. When conducting the home visits, we go over the care plan to see if anything needs to be updated, we also go over the care that they receive and discuss the care provider that's assisting them with the services.

I am assigned to 20 home care providers, and I work on provider and client schedules and reviewing that they are utilizing all the client's authorized hours (complying with the client's preferred schedule). Twice a month I work on my provider's payroll and review for any errors. I make sure my care provider's certifications are up to date to ensure they comply with the State requirements. I also assist care providers with urgent matters, help resolve any issues, and guide them if they need assistance or reassurance. Our job duty includes working very closely with case managers from Aging and Long-Term Care (ALTC) and always reporting to them about the client's health, living conditions, and any issues (if they occur).

If a client calls the office, I assist them with their concerns or questions. I always ask how they have been doing and how the services are going. I want the client to be reassured that the office staff are here to listen and assist them.

My proudest moment working for Senior Life Resources is the difference that we make in the community and how the company is continuing to grow. The fulfillment feeling that I get every day knowing that these services are helping our clients and my dearest appreciation for our care providers who always strive to make a difference. I am grateful for the team dynamic that we have as a company.

Personal challenge that I go through is being a single mom living paycheck to paycheck. Being a Direct Care Supervisor is a rewarding job but financially it can be difficult when it's the only income that I make.

Sincerely,

Janet Sandoval

To whom it may concern,

My name is Sabine S. and I am a Direct Care Supervisor in King County. I manage over 80 clients in both King county and Snohomish County.

On a daily basis, my first priority is always the health and safety of both clients and home care aides. For my clients, I ensure that I am keeping constant and consistent communication. Without this communication, I would not know what is going on in their lives. Examples being; knowing the status of their health and offering EMS services when necessary as well as wellness checks. Submitting APS/CPS reports when concerns arise. Directing clients to their case resource manager when it comes to services not authorized in the client's Care Plan, as well as providing overall support when clients are feeling unmotivated to accept care. In addition to providing support to my clients, I support their home care aides. If my **home care aides** are ever in a situation, whether it's a family emergency or they are simply not feeling well I will spend my time ensuring a fill in caregiver is located and make sure they know to use their Paid Time Off to ensure they remain eligible for Health Insurance. Overall, the biggest challenge of being a Direct Care Supervisor is being able to balance everything. There will be quiet days and loud days where it seems like you cannot get anything accomplished due to all the issues you need to help resolve. I end up feeling very burnt out by the end of the day from the stress of ensuring that everyone is satisfied with their care/work. However there are upsides. I have clients who are so happy with their care that both them and their caregiver will call to thank me for all I do. One of my proudest moments as a case manager, is staffing my clients with a wonderful home care aide. It is very fulfilling to know that I am bettering the lives of my clients but also ensuring that my home care aides are getting all the hours they need to provide for their own families. Overall this

job is both fulfilling and strenuous. It has been hard work every day to ensure that everyone is okay that I do not have time to focus on my own needs. I am struggling to budget my living expenses with the pay I am currently receiving. It can be very dissuading to continue but fortunately I have a wonderful team to cheer me up on the bad days. I will continue to provide the best for both my clients and home care aides but I do hope you consider the daily challenges we face. Thank you.

Sabine

To whom it may concern,

My name is Rosamada Perez, and I am a Direct Care Supervisor for Home Care Services in Yakima County. My position includes but is not limited to supervising a total of 25 Home Care Aides who serve roughly 45 clients on a weekly basis. When I first started with this company, I was a Home Care Aide myself. I have been in the exact shoes the Home Care Providers are in. I have experienced their hard work and the day-to-day issues they face. I take great pride in providing my home care providers with any type of guidance they may need. Whether that is coming up with a plan to get our clients medications on time. Transportation to their very important medical appointments, helping with showers and providing the care and mental support so many of our clients in the Yakima valley go without. Being a Home care provider is a very hard job that only one with real compassion to human life and commonsensical can accomplish.

When I moved up to a position as a Direct care supervisor, I faced bigger challenges. We are here to fill in any open spaces in our client's needs. Not only am I an advocate for every client I encounter, but I am also the representative for our Home Care providers who face many challenges with this position. Such as anxiety and or medical guidance for our clients. My position also includes completing interviews for possible candidates and conducting their orientation. I take this job duty very seriously as I am intentional with each Home Care Provider we bring into our agency knowing they are going to have our clients' lives in their hands. I am committed to this agency as well as every single client. This often means stepping in to provide home care to our clients if a home care provider calls out with difficulties of their own. Working on weekends when emergencies arise on our on-call system. I take mental health very seriously with this position as well as I stated earlier, I have felt the exact way our providers do. We provide compassion, affection and a consistent smile from ear to ear to lift our clients' spirits. Not to mention cooking meals for our clients, cleaning up their homes and much more critical tasks to mention. This may leave some providers feeling burnt out as they give their all to their clients and go home very tired.

Although the challenges we face on a daily basis are many, I can't explain how much I LOVE my job. Everything I do, I do it with love and pride. I am a first-generation Latina that was raised by single mother. I was the first to graduate in my family and the first to obtain a position with the title of supervisor. Both of my parents live with me as they are disabled vulnerable adults, just like the ones I look after. I provide home hemodialysis for my mother Monday through Friday after work as she does not have functioning kidneys. My father has a stoma as he had colostomy surgery. I help him clean up, empty his waste, and assist him with showers and cooking as he has a pinched nerve in his right shoulder that causes him to be paralyzed in his right hand. I am a single 27-year-old woman that must provide housing, food and personal care for both of my parents daily. We do not qualify for State help. We live in a one-bedroom apartment that is very overpriced, depending solely on my income. My car (like many things) is holding on by a thread, haha. I do work a second job at Burger king to make ends meet. And let me just say they are barely meeting. I often get overwhelmed. I don't get to think about my future, have kids, or take a vacation. My goal this year is to relocate into a three bedroom, get a new car and buy new clothes for my mom. In all honesty my only choice is to get a third job to make this a reality. I love what I do but I am being forced to look at other options that will further benefit my family. If there is anything you can do to keep our heads afloat, I would like to express the appreciation and gratification MANY of us will feel. We would be able continue to give our all to the vulnerable people in the Yakima Valley. Thank you for listening.

Dear Washington State Rate Setting Board,

My name is Trinity and I am a Direct Care Supervisor managing a client caseload within the Pierce County communities. In this job we aim to provide care for a vulnerable population within our community through providing caregivers who assisting with daily living needs.

On a daily basis we are working support our caregivers and clients in connecting together with hopes to create a long-lasting partnership between clients and caregiver. This support comes in many forms such as assisting with time keeping and updating personal preferences, advice on keeping a professional boundary's and setting up first shifts, where clients and the home care aide meeting for the first time. When getting clients and caregivers connected its important to remember the distance caregivers need to travel to get to the client's home, along with diligently coordinating transportation for medical appointments, shopping and other approved transportation. Ensuring a good quality of life is achievable for both the client and the caregiver by taking into account transportation requirements, doing this with each caregiver allows for long term sustainability in this field. Due to the different care needs of our clients setting up care is vastly different from client to client, so there is no such thing as a cookie-cutter approach to providing personal care. Some clients need us to be an advocate for health and safety when it comes to family or friends, so filing APS reports become very important. My client caseload is 73 clients and I spend a good deal of time communicating with the client's family members as well.

Currently my biggest challenge working as a Direct Care Supervisor is being reminded daily that I am not able to assist people as much as I wish I could. To hear people plead for more help, or being told by my caregivers they are on the brink of homelessness due to low pay and the challenges of life is extremely frustrating. Personally, my Direct Care Supervisor job provides many other challenges as well with being able to maintain my family due to finances. I have 2 kids and a third on the way. Roughly 60% of my income every month is used for daycare expenses and due to the rise in costs of living as well I am constantly having to budget in order to ensure my family is able to eat and have all other basics such as clothing and housing. It becomes difficult to give all my focus to my clients during the day when I am wondering if I am able to get groceries for the week or afford gas to not only get to work but go out on intakes/in home visits. My income puts me just above the line to not receive any benefits with the state such as EBT, child subsidy or any other form of assistance. I want to continue working in social services and I want to continue to do it to the best of my ability without worrying if my family is taken care of.

One of the biggest accomplishments I have been able to witness is one of my clients started our program being completely unable to complete tasks on her own. She was wheelchair bound and struggled daily, thankfully we were able to find her a caregiver quickly and over a 7-month period were able to get her life back and went back to work recently with the goal of moving to Florida in about 3 months. When speaking to DDA parents hearing the relief of having some extra help is the most amazing thing, although I am not able to support on a more personal level, knowing we are making a difference in people's life is wonderful.

Sincerely, Trinity

Subject: Personal Testimony of a Direct Care Supervisor

02/02/2024

To Whom it May Concern

I hope this letter finds you in good health and high spirits. My name is Holly, and I am writing to you as a dedicated Direct Care Supervisor working in Yakima and surrounding counties. I am passionate about my career and the positive impact it has on the lives of both my clients and care providers.

In my role, I supervise 23 care providers, managing approximately 67 client cases. My daily responsibilities include providing schedules, supplies, referrals, and clerical support to my care providers. Regular interactions with my team and clients are crucial for accurate case management and offering support where needed. I often go above and beyond to meet immediate needs, such as preparing meals, running errands, or ensuring clients receive their medications as prescribed.

While immensely rewarding, my job poses its own set of challenges. One of the significant hurdles is the constant struggle to balance clerical duties with fieldwork. Despite managing this balance well most of the time, there are occasions when I find it challenging to complete necessary documentation and clerical tasks within the allotted hours.

The reason for reaching out to you is to shed light on a broader issue that affects not only myself but countless individuals in similar roles—financial difficulties. Despite my dedication and love for my job, financial constraints pose a significant challenge. The rewards of making a difference in the lives of others do not always translate into sufficient income to cover basic necessities.

I am currently facing challenges related to paying my rent and catching up on arrears. While I am working diligently to address this situation, the financial strain persists. I believe that individuals in roles like mine, who contribute to the well-being of the community, deserve fair compensation that allows us to not only sustain ourselves but also thrive.

I kindly request your support in advocating for policies that address the financial challenges faced by Direct Care Supervisors and similar professions. Ensuring fair compensation for those who dedicate themselves to providing essential care and support is not only just but also contributes to the overall well-being of our communities.

Thank you for your time and consideration. I am hopeful that, with your support, we can work towards creating a more equitable environment for individuals in professions like mine.

Sincerely,

Holly M. Alderson

Direct Care Supervisor

To whom it may concern:

My name is Dyani Turnbull, I have been a direct care supervisor for four years and I work with Medicaid clients who live in Asotin and Garfield Counties.

On any given day I feel like I'm saving the world one client issue at a time. My job as a direct care supervisor is to manage and be responsible for the health and safety of all clients and care providers on my caseload.

It is my job to match home care aides with a client and manage this relationship to keep both the client and home care aide happy. Personal relationships are not often easy to navigate. It is my job to orient a home care aide to a client plan of care, so the home care aide fully understands the specific care tasks required for that specific client.

These care needs range from medication reminders to emotional needs of a client. You can think of a direct care supervisor as a problem solver. When something comes up, no matter what it is it is my job to figure out what to do and how to handle it, and in the event, I have questions to immediately discuss the issue with my Home Care Manager.

The clients on my caseload have diverse needs and to properly orient a home care aide to a client's plan of care a very careful and detailed intake of the client must be completed. I must know the client I am working with!

Once I fully understand the client's care needs my job is to be able to provide a detailed description of the work schedule and care tasks to the home care aide so that the home care aide can ask questions, fully understand the care plan, and work schedule and to make sure the home care aide is comfortable and in agreement with the tasks required.

My job as a direct care supervisor is fast-paced and tasks required are never ending. I must make sure my client's Assessment is current, that the client's authorization has been received, that I am available to communicate with my client to resolve any issues and that I am in constant communication with the Case Managers, so they know what I know. For my home care aides, I verify work schedules, make sure all authorized tasks are being performed, make sure all timekeeping is completed on-time and accurately, make sure my home care is confident in performing the client's care tasks and if not, making sure they are in compliance with state regulations, and, most importantly, I have to make sure I am available to communicate with my home care aide to answer any questions and resolve any issues or concerns they may have. The client description is complete a home care aid can get a look into what a typical shift would look like. If a home care aid is not told what to do and how to do it, it is unlikely a match will be made and even more unlikely the match will be long lasting. It is important to keep open lines of communication between clients and home care aids. When someone brings their thoughts to you of a potential issue many of these things can be talked through.

I do have my own personal challenges in life. I have rheumatoid arthritis and the treatment for this is very expensive, along with my asthma and diabetes. Due to the steady increase of price of groceries, everyday household items I have had to get a part time job to offset the costs.

I have been a direct care supervisor for almost 5 years, and it is very rewarding and stressful. It is great to hear when a client is grateful for their caregivers and services, they are receiving from us, knowing I and our team are making a difference.

Thank you for listening,
Dyani Turnbull

To whom it may concern,

My name is Hailey S. and I am a Direct Care Supervisor working in the South King County and Pierce County areas. I am writing to provide you with an insight into my daily responsibilities as a Case Manager and to share my experiences with you.

As a Direct Care Supervisor, my primary role is to provide support to home care aides and clients on my caseload. I currently care manage 71 clients and 62 home care aides. Daily, I provide support to my home care aides by assisting them with scheduling, training, and addressing any concerns or issues they may have. Additionally, I ensure that they have the necessary tools and resources to provide high-quality care to our clients.

I provide support for clients by engaging in a collaborative process with my clients to identify their specific needs and develop schedules that cater to their individualized home care aide requirements. This involves working closely with State Case Resource Managers to ensure that home care aides are informed of appointments and other relevant information, like diagnosis. Furthermore, my responsibilities extend to addressing transportation needs and accommodating last-minute home care aide call-outs. These tasks require a high level of attention to detail, as well as the ability to adapt quickly to unexpected situations. I also complete up to four weekly reports to ensure client health and safety. These reports involve monitoring the monthly hour usage of clients, checking in with clients to ensure their care needs are being met, completing the referral and intake process for new clients, and updating home care aide schedules. After this, I collect all pertinent information for each client and communicate with the appropriate State Case Resource Manager.

As a Direct Care Supervisor, managing the emotional needs of clients is often a challenging task. I am the individual that my clients speak to the most often. My clients often rely on me to be an advocate and communicate their needs to the State Case Managers. It requires handling sensitive and complex situations that can be emotionally taxing. Furthermore, burnout is a significant problem that many Direct

Care Supervisor experience, which can negatively impact their ability to provide consistent support to clients and home care aids. It is crucial to prioritize our well-being and take measures to manage stress and prevent burnout while remaining supportive and reliable for our clients and home care aids.

As a Direct Care Supervisor, I also face the challenge of managing my finances and budgeting my wages efficiently. While my income is stable, I must be mindful of my expenditures to make ends meet. Despite working hard to adhere to a budget, I have been unable to pay off my student loans while also planning for the future. The current financial climate, coupled with my present income, has rendered several goals unattainable. For instance, it would be ideal to plan a wedding and save up for a house, but it is not feasible at this time.

With all my challenges I do pride myself in the work I do. My proudest moment would revolve around my client Cheryl. I had the privilege to assist Cheryl during the end of her life. Her situation was complicated as she had been in a facility for several months, despite wanting to go home. Her daughter was against this idea and was not supportive of Cheryl's wishes. I was able to set up a virtual meeting with Cheryl, her daughter, her State Case Resource Manager, and the facility staff, where we discussed Cheryl's options and health status. I helped Cheryl fight for her desire to go home, and eventually, she was able to leave the facility and spend her last days in the comfort of her own home. Shortly after returning home, Cheryl passed away, but not before expressing her gratitude and contentment with the situation. She said, "Blessings are all around me, and I can feel them coming my way." This experience was immensely fulfilling for me as I could help Cheryl achieve her final wish while providing her with a sense of peace during her final days.

Thank you for taking the time to read my letter. I hope this provides you with a better understanding of my role and experiences as a Direct Care Supervisor.

Sincerely,

Hailey S.

To whom it may concern,

My name is Yesenia Ramos. I am a Direct Care supervisor for the Yakima and Benton County area. I have been a supervisor for over 5 years. My work schedule is Monday through Friday 8am-5pm.

We currently serve 193 clients who I assist with making sure all their hours are being utilized and that clients are happy with their schedule and assigned providers.

As a direct care supervisor, I supervise 20 home care providers who I assist, making sure they meet their deadlines with their training requirements and making sure their schedules are fulfilling their requested hours. My job duty also consists of running reports that overlooks the client hours that are being utilized and making sure that the care providers don't go on overtime, I check the comments that the care providers leave regarding their client conditions and report any client and environment changes to case manager.

My biggest challenge with working as a direct care supervisor is having to complete case notes within a timely manner for any issues reported and making sure all the follow ups are completed.

My proudest moment while working with Home Care Service was being able to work on schedules and match our clients with providers that best fit their needs. As a result, the clients are happier with the care that they receive.

One of the hardest challenges I face is being a mother to 4 children and having my husband battling cancer for the second time. The wages we receive are minimum and inflation has caused prices to go up on everything and not receiving any extra income makes it hard to stay positive for my kids and husband.

Thank you,

Yesenia Ramos (DCS)

To Whom It May Concern,

My name is Tianna and I am a Direct Care Supervisor. I hope this letter finds you well and gives you more insight into the Direct Care Supervisor position and all that it encompasses.

Social work is one of the most demanding yet rewarding job fields out there and that is no different for us in home-care. The work we do with our clients is the most important, as all other aspects of this job stem from the care we provide for our clients. Having extra support and resources would not only help with our day-to-day job functions, but in our lives in general. This, in turn, will allow us to truly provide the best care for our clients.

As a Direct Care Supervisor, you are essentially working multiple positions at once. We are tasked with managing incoming calls and answering them, on average 40-50 per day, assisting caregivers with schedule changes, searching for clients, addressing issues such as attendance, job performance, accusations, and other grievances, paperwork, applications, and being available to answer questions they may have concerning their positions. We are their direct supervisors and caregivers usually come to us first with these issues, and we handle them accordingly. These are tasks that the reception and HR departments handle mostly, but case managers are expected to also provide support to these departments daily. We also assist with adjusting and confirming schedules to alleviate stress for our payroll staff. They need to confirm the thousands of schedules by the end of each pay period, and they rely on us to be vigilant and make sure everything is correct.

I mentioned earlier that our clients are our priority and on top of all the support we provide to our many caregivers, we also have anywhere from 70 to 75 clients, of varying levels of need, that we assist as well. We handle financial issues such as billing, explaining the procedure related to client participation. We are there for our clients in their times of need. Often being some of the first people they reach out to in times of crisis, whether that be physically, mentally, or emotionally. This means we often have to handle issues that most likely far exceed our professional range and adapt to every client we manage. I assisted a client who was in the midst of a dangerous mental health crisis and was able to talk through the situation with them and assist in getting them into a facility that would be able to give them the support they needed at that time.

This position pulls you in many different directions at all times throughout the day. This, I believe, is the most difficult part of this work. You need to have eyes on all of your clients and caregivers at all times and be available for them when you are needed for almost whatever they need at that time. Our clients rely on us to be able to continue living their lives as independently as possible and that can be a lot of pressure on the Direct Care Supervisor. The most common complaint about not only this position, but this line of work in general, is burnout. Burnout is a psychological syndrome emerging as a prolonged response to chronic interpersonal stressors on the job. Due to the many different facets of this role, burnout is a very common, but very detrimental symptom of this position. It is quite difficult to separate yourself from this line of work as you build bonds with your clients along the way. This, in turn, makes it even more difficult to be able to fully step out of "work mode" when you do have time for yourself.

At the end of the day, we are all people, and on top of our work, we have our own lives we have to deal with as well. I have a mental health diagnosis, financial hardships, and a dysfunctional family I handle outside my work. This just adds to the stress we need to cope with.

With all of that being said, this can be one of the most rewarding fields as we get to see the direct impact we have on the people we provide for. One of my proudest moments was with a client of mine who was entering hospice care. They were having a really difficult time maintaining their current health on their own. They are very witty and dry-humored clients, and I was able to find them a caregiver that fits perfectly into their lives. The caregiver helped her not only turn their health around to the point the doctors took them off of hospice care, but they are the best of friends and their quality of life has improved tenfold. They check in from time to time to let me know how grateful they both are for being able to meet each other. Knowing that I changed both of their lives for the better brings me joy that is unable to be described. Thank you very much for your time and I do hope this helps to understand just what it is we do.

Regards,

Tianna

Hello to whom it may concern,

My name is Robert, and I assist in supervising providers across 8 different counties in the Southeastern part of Washington State.

As a supervisor for my agency, I provide support to our providers ensuring that their Training and Certification requirements follow Department of Health rules and regulations. Without the providers and their ability to remain in compliance, we would lose the ability to provide quality assistance to our clients.

One of my biggest challenges in working as a supervisor is the ability to have my providers take their Home Care Aide exams within 200 days of their date of hire. With the limited test dates available via Prometric's, it often places our providers out of compliance with that requirement.

One of my proudest moments as a supervisor is problem solving with the providers and clients. Being open-minded and looking for solutions to problems that improve the quality of life for the clients and the quality of work for the providers.

Being in this position of helping providers and clients for over 10 years, I have the perspective from the supervisor role, as well as the care provider role. And one of the biggest rewards I have experienced was the feeling of being able to make a difference. Whether it is ensuring that the client can live their life without the need of a facility, or a care provider has enough hours to put food on their table. On the flip side of that, this industry does come with some challenges.

Some of my personal challenges, especially starting out was the caregiver role being viewed by many as a job or a steppingstone to a career. In turn the supervisor role I felt was not taken seriously, especially when the customer service industry is mainly run by kiosks and machines are offering a more competitive wage compared to the average wages of care providers. Due to the other employment markets and their competitive salaries, it is hard to recruit and retain providers in our agency, let alone in our industry. Due to that shortage, those of us whom remain are spread thin, with a tremendously heavy workload and responsibility. The lack of control to financially remain competitive with the other fields of employment causes a great deal of emotional and physical stress. And again, those of us who remain in this field, have an increased risk of burning out from carrying the load. As a Care Provider and as a Supervisor, I have had to supplement my income with credit card debt, and as well as government assistance to ensure that I could provide for my family and make ends meet. It is one thing to feel like a hero at work, and then come home and feel like you fail the ones who count on you the most.

I apologize for rambling on, but I feel for Direct Care Supervisors across Washington state to be successful, they need to be financially supported and not set up to fail.

Thank you.

To whom it may concern:

My name is Rebeca Mireles, I have been a direct care supervisor for 5 years and I work with Medicaid clients who live in Yakima County.

In our office, we have 193 clients that all supervisors assist with. We are responsible for the health and safety of all clients.

It is my job to hire home care providers to care for and assist clients with their daily needs. These needs range from medication reminders to the emotional needs of the client. It is my job to orient a home care aide to fully understand the specific care tasks required for that specific client.

My job as a direct care supervisor is fast-paced and the tasks required are never-ending. It's my job to assist my home care providers when in need. I verify their work schedules and make sure all authorized tasks are being performed, making sure all timekeeping is completed on time and accurately. I make sure my home care provider is confident in performing that client's care tasks, and most importantly, I have to make sure I am available to communicate with my home care providers to answer any questions and resolve any issues or concerns they may have.

I feel my biggest challenge working as a Direct Care Supervisor is to give as much information to a new hire about the rules and policies of the agency, so the new hire feels confident and succeeds in caring for their clients.

My proudest moments as a Direct Care Supervisor are hearing from my home care providers, that they appreciate me as much as I appreciate them. Hearing from the clients that they really like their provider and appreciate the help that they get from them.

Overall, my job as a Direct Care Supervisor is very rewarding and I enjoy helping my home care providers and clients. Every day is a blessing in caring and helping and making sure our clients are healthy and safe.

Thank you

Rebeca Mireles

To whom it may concern,

My name is Alma Navas, and I am a Direct Care Supervisor in Walla Walla, Washington. I work Monday through Friday from 8 am to 5 pm. My work schedule also includes working once a month on-call to handle the after-hours emergency needs of our caregivers and clients.

I work with a dedicated team of five Direct Care Supervisors, and one Office Manager, who are critically important in serving our community. We have great communication skills and strive to provide support and solutions to our clients and home care providers.

We would not be able to provide the care without our HOME CARE PROVIDERS who are compassionate and understanding of our client's needs, as some clients are not able to complete everyday basic needs from making a meal to simply going grocery shopping.

It is an unfortunate reality that some of our Home Care Providers struggle paycheck to paycheck to meet their basic needs, of food, water, shelter, and power.

This position is very humbling as you get to see the way our elderly and Home Care Providers struggle to get their medication or even have money to put gas in their cars. I have personally helped a few of our providers by finding a way to get them to their clients or by arranging a pick up time for the client's medication. I have picked up medication or have gone grocery shopping for our clients because our provider did not have the means to fill their gas tanks. We need better insurance for our elderly and more financial help for our Home Care Providers.

My job is to provide support and guidance to our providers and clients. I keep an open line of communication and respond promptly to their needs and any other concerns they may have. I strive to make the home care provider feel appreciated and valued for their hard work.

The biggest challenge we face is that we do not have the right programs for some of our clients. Some clients are on TSOA or RESPITE programs and need more help than what they are being offered.

I love my job as we work as a family and treat our clients as if they were part of it. We have clients who don't have any relatives alive or whose families have disowned them. Some of our clients just want a few minutes of our day to speak with them, and if I can take five minutes out of my day to make their day a little happier, I will do it. This act is very fulfilling and makes me feel like I have made a difference in someone's life.

I do wish the pay would be a little better as the challenge we are facing are with the increase in inflation. I am the sole income of my household, and I am struggling to buy my mother's medication or pay medical bills that her insurance does not cover, and it is very hard to do. At times I must only pay half of my bills to be able to afford her medication. This makes me feel like I have failed her as a daughter as she turns to me for help and where can I get help if I am not able to buy all her medication and buy groceries she needs. We go above and beyond for our community. I wish our government would see how much our organization does for your community.

Thank you for taking the time to listen.

To Whom It May Concern:

My name is Ester Martinez, I am a Direct Care Supervisor working in Richland, WA. I work Monday - Friday 8 am to 5 pm. My position requires me to work some weeknights and weekends on call. I am married and the main breadwinner in my family.

I work with an amazing team of co-workers who are also the main breadwinner in their home. We are a dedicated team; we support each other's job roles to ensure we can provide quality care and communication with our clients and home care providers.

Our team services Franklin, Benton, and Yakima counties which are still very rural, and provide services to aging clients and children/adults along with developmental delays/mental and physical disabilities.

I have been in the medical field with different job roles since 1993, I have done ALF, SNF, medical clinics, hospitals, and home care. My job now as office support staff is critical as I could not do my job completely without the hard work of our dedicated and compassionate home care providers. We as a team aid our clients to ensure they get the assistance that is needed for them to keep functioning in their own homes. We assist with medication management, meal prep, transportation, community support medical attention, and simple chores.

On any given day I have home care providers reaching out to me with more concerns of needing work shifts, dealing with their own family medical needs, and how not to let that affect their employment. Trying to coordinate care with clients as they also have personal needs to take care of.

Day after day all Direct Care Supervisors working for Home Care Agencies work hand in hand with clients, home care providers, and state resource managers, we use these available resources to ensure client health and safety improving the quality of life for our community to the best of our ability. We make never-ending efforts to support our most vulnerable populations.

As a direct care supervisor, we touch the lives of hundreds of home care providers and clients throughout Washington. Please find the understanding and support to keep our roles important.

Thank you for your time,

Ester Martinez

To whom it may concern,

My name is Halie Fisk, and I am a Direct Care Supervisor in Richland, WA. My work schedule is Monday through Friday from 8am to 5pm. My work schedule includes working some weekends and several overnight shifts every few months to handle the after-hours emergent needs of our caregivers and clients. I am also a single mother with three beautiful children. I collaborate with a team comprising seven Direct Care Supervisors, emphasizing the critical nature of teamwork. This ensures that every team member has the backing and support of others, ensuring constant availability for communication with our home care aides and clients. Our team operates within the service area encompassing Benton and Franklin counties, catering to the needs of long-term aging clients and individuals with developmental delays, physical, and mental disabilities. The dedication and compassion of our home care aides are indispensable, and collectively, we make a substantial impact daily in the lives of those who depend on our essential services. We help meet our clients' basic needs of human existence by making sure our clients have food to eat. Not only do our home care aides shop for food, but they also often prepare, cook and in some cases feed our clients. It is easy to forget that something as simple as going to the grocery store is impossible for some and a luxury to others; but this is the reality I am reminded of daily. An even more humbling reality for me is that some of my clients' basic food needs must be met by a home care aide with Nurse Delegation training, as this allows the aide to provide proper tube feeding. Home Care Aides with Nurse Delegation Training are truly some of the most important members of our personal care community. Besides food, medication is essential to keeping my clients physically and mentally stable. This underscores the vital role that caregivers play in the well-being of individuals who face challenges in performing daily tasks and maintaining their

health. Our home care aides are at the forefront when it comes to acquiring medications from pharmacies and delivering them to our clients. For many, the prospect of traveling to and from a pharmacy is simply unfeasible, and it falls on me to coordinate with both our client and home care aide to facilitate the pickup and delivery of medications, while also integrating medication reminders into the client's daily care plan.

Unfortunately, it's a harsh reality that some of our devoted home care aides face financial constraints preventing them from affording a car and auto insurance. Despite this challenge, it's important to note that a lack of personal transportation does not deter these dedicated individuals. They go above and beyond, utilizing alternative means such as walking or public transportation to ensure their clients receive the necessary prescriptions.

When home care aides on my caseload encounter difficulties in handling the transportation logistics for medication pick-up and delivery to clients, our office staff steps in to manage this task. Human existence extends beyond fulfilling basic needs like food, water, shelter, and medications. Through my learning and experiences, I've come to realize that our existence as human beings, and a person's quality of life, is frequently shaped by our social interactions. Some of the most fulfilling moments in my professional life come when clients reach out to express their gratitude for the home care aide. These instances often involve the creation of meaningful connections, such as when a home care aide takes a client to the grocery store, engages in house cleaning, or simply provides companionship. Another source of joy is witnessing the positive impact of home care aides as they assist with essential tasks like cleaning, contributing to the clients' well-being by ensuring a clean and comfortable living environment.

Personally, visiting each client on a six-month rotation is a standout aspect of my role as a Direct Care Supervisor. During these visits, clients eagerly share their appreciation for the agency and the caregivers, underscoring the familial role we play in their lives. It's truly heartwarming to be the support system for those clients who may no longer have a traditional family structure.

In my capacity as a Direct Care Supervisor, my responsibility is to effectively communicate my clients' needs to home care aides, covering basic requirements, emotional support, bathing instructions, and everything in between to ensure excellent care. Maintaining an open line of communication with home care aides and promptly addressing their needs and concerns regarding the clients they serve remains crucial for upholding the quality of our caregiving services.

My most crucial daily responsibility revolves around promptly communicating with our home care aides, ensuring they feel appreciated and valued for their dedicated work. Each day, Direct Care Supervisors in Home Care Agencies collaborate closely with clients, home care aides, and State Case Resource Managers. Utilizing the resources at our disposal, we prioritize client health and safety, strive to enhance their quality of life, and endeavor to maintain their self-dignity during sensitive tasks like bathing, dressing, repositioning, toileting, transfers, and other activities of daily living.

As a Direct Care Supervisor overseeing the daily care of our Medicaid clients, I consistently exert unwavering efforts to support our most vulnerable populations with empathy, professionalism, and expertise. This commitment serves as the driving force behind the positive outcomes that

many clients experience under our care. On a monthly basis, I, as a Direct Care Supervisor, touch the lives of hundreds of home care aides and Medicaid clients. Across the state of Washington, Direct Care Supervisors in Home Care Agencies collectively impact the lives of thousands of home care aides and Medicaid clients.

What I want to emphasize is my genuine love for my job. Direct Care Supervisors, throughout the State of Washington, play a vital and indispensable role in Social Services. We diligently support and supervise our home care aides, working tirelessly every day to ensure the health and safety of our clients.

This job holds immense significance for me, particularly given my role as a recently single mother of three. It serves as my primary source of income, and the fact that I get to engage in work that I'm passionate about as a Direct Care Supervisor is truly fulfilling. I can't imagine doing anything else. Over the past eight years, this has been my sole occupation, and my continued presence is a testament to the genuine love and dedication I have for this profession.

To whom it may concern,

My name is Herminia Zarco. I am a Direct Care Supervisor and I work in Sunnyside WA serving the Yakima County area. I have been a direct care supervisor for 6 years. My work schedule is Monday through Friday from 8:00 am to 5:00 pm. My work schedule includes working some weekends to handle the after-hour emergent needs of our caregivers and clients. I am also a single mother of a 7-year-old boy.

I work with an amazing team of 6 Direct Care Supervisors. Our service office services Yakima and Benton Counties. Our mission with Senior Life Resources "is to preserve and enhance the quality of life at home, with dignity and care". We give clients the help they need at home where they are comfortable. We help clients with long term care, children/adults with developmental delays/physical and mental disabilities. I couldn't perform my job without our dedicated and compassionate Home Care Aids.

As a Direct Care Supervisor, my role is the scheduler to make a significant difference in the lives of the clients I serve, my job requires that I:

- 1.) Match the provider that meets the client's needs. If the Home Care Provider is okay with having a client who is a smoker, the client has pets, making sure our providers do not have any allergies, and are the right fit for the client.
- 2.) Answering telephone calls from clients and home care providers as well as case managers making sure no client's or home care aide's voice goes unheard. Helping the client and home care providers resolve any issues they might have.
- 3.) Getting a report that the client needs a task that is not in his care plan. Meeting with the client in person as well as the case manager and coming up with a plan to continue giving the client the great care he needs with our agency.
- 4.) Making sure home care providers are up to date on paperwork, background checks, home care aid licenses are updated, they have a valid car insurance & driver's license, and their credential is up to date.

Every day is filled with various client issues such as a client no longer wants the home care provider because the client is having a bad day. Trying to talk to the client and informing them the caregiver is there to help them with their daily needs. Getting a new client and having to hire to fulfill her/his hours to give them quality of life. From getting the phone call that a client is returning back home from being in the hospital for a couple of days, or a client returning from the nursing home having to conduct a safety assessment and making sure there was no change in their care plan. If there is a significant change, report to the case manager to be able to get an increase in the client's hours to better serve their needs.

Getting a call from the caregiver stating that she noticed her client now has bed bugs and coming up with a game plan to still serve the client with their critical needs and seeking resources to help the client resolve the issue. Calling the family members to ask if they can help with getting an exterminator, if they are living in an apartment is the landlord going to reach out to an exterminator to help, if not getting in touch with the case manager to see if they have any resources for the client.

Providers will be calling throughout the day if they are able to help with any sub shifts, or willing to stay longer to serve their client, especially if they are out at a medical appointment. Having a challenge when a home care plans a vacation, have an unexpected absence due to them feeling sick, or having a family member sick, or having to leave town for an emergency, and the client is now needing a sub provider to go out and help with their daily needs. It's my job responsibility to make sure we try to serve as many of their hours as possible when we send a sub and making sure it's the right match with the client.

Keeping open communication with home care providers and responding promptly to their needs and any concerns they may have. I inform them that they can call me as many times they like that no question is wrong. I'm there to help them grow in life and their job. If they have any concern about the client, they're serving to not hesitate to call the service office, we are here to help. My most important daily task is promptly communicating with our home care providers as this ensures they feel appreciated and valued for their hard work.

The most amazing part of my job duty is when a client calls you and expresses "Thank you for sending me an angel, someone who understands me and is so sweet and caring." Knowing that the client and home care provider are happy to work together makes me understand and feel that I have done my job well.

The most important thing I want you to know is that I love my job and that Direct Care Supervisors and appreciate all the hard work Home Care Providers do every day to make sure our clients are healthy and safe.

Thank you for listening.
Herminia Zarco

To Whom It May Concern

Hello, My name is Tina and I currently work as a Direct Care Supervisor as well as the primary scheduler for 130 clients and 67 Homecare Providers in Kittitas County. My normal work schedule is 8:00 a.m. to 5:00 p.m. Monday – Friday. We do alternate the on-call responsibility which can consists of early morning and long nights varying anywhere between finding substitute coverage for critical clients or the on-call person providing an hour of care to ensure client's needs are met in a timely manner. Knowing the responsibility of being a home care supervisor does become stressful and exhausting at times. I have 3 kids at home with my youngest being special needs and a cancer survivor. I lose precious time with my family because I must dedicate myself to the clients and making sure their needs are being met by well-trained knowledgeable providers. Our Kittitas service office operates with 3 DCS and 1 Office Manager. The saying it takes a village to raise a child. Well, it takes a Team that communicates well and works hard together to ensure safety and quality care to clients and providers. Our providers work firsthand with our clients in the privacy of their home, our providers report and inform us of any changes they see so we can contact the proper people to help keep clients living in the comfort of their own home. I enjoy my job as DCS and Scheduler for the Kittitas office. I feel overwhelmed with excitement when I can speak with clients, and they tell me how much they appreciate the dedication and hard-working effort our team puts in to assist them. One of the most challenging things as a supervisor I believe is working with so many diverse people from Multiple generations with multiple personalities and trying to see what providers best suite the needs to the clients. Spending so much time away from my family and caring for someone else's family members is hard but I do it with pride and respect. I find my self having to budget from paycheck to paycheck to support my family, being a DCS is 40 hours a week plus time with on call phone and I am unable to work a second job to supplement for anything out of my budget for example out of the blue cost ER appointments to Seattle Childrens for my son or getting sick and needing medication sometimes it simply paying for gas. I was barley able to get medical insurance this year due to my company paying more of the premium. The cost of food, cost of living cost of everything does make it a daily struggle not only for our clients, for our providers and for our office staff.

Sincerely,

Tina

Direct Care Supervisor/Scheduler

To whom it may concern,

My name is Heidi Rincon and I've been a Direct Care Supervisor for nearly 3 years. My work schedule is Monday through Friday from 8am to 5pm. I also work on-call during the week and weekend once a month to handle any on-call emergency needs for both my clients and home care aides.

My team consists of four Direct Care Supervisors and our manager, and we provide service in Walla Walla County. We serve adults and children with developmental delays and/or physical and mental disabilities, and our 200 client's range in age from 5 to 95 years old.

As a Direct Care Supervisor, I am responsible for overseeing and improving the lives of my clients and home care aides. My major tasks include the following:

- Answer phone calls and listen to home care aide/client needs whenever a problem or issue arises.
- Handle and check our service office voicemail and email first thing in the morning, afternoon, and at the end of the day to ensure that any requests from home care aides, clients, team, and case managers are promptly addressed.
- Monitor reports, which I must review on a daily, weekly, and monthly basis to detect and correct system errors.

I work with clients from various walks of life, so the greatest thing I can do is listen and attempt to understand where they're coming from. I've worked with clients who are homeless, bedridden, disabled and clients who are totally capable of doing things on their own but require some companionship. Each client is unique, and it is my responsibility to ensure that I meet their needs properly.

In order to give my home care aides, the support they need, I make sure they feel comfortable reaching out. Home Care Aides serve an important role in our lives and without them, I wouldn't be able to perform my job. They work in the field and respond to all our clients' physical, mental, and emotional needs and they are crucial members of our community.

My position as a Direct Care Supervisor can be difficult since I am confronted with many challenges daily, which can be overwhelming when dealt with all at once. This type of work environment is continuously changing, so I've adapted the ability to think quickly and be patient with others.

My proudest moment as a Direct Care Supervisor is being recognized for helping my clients/home care aides knowing that I have made their lives easier in some way.

It is difficult for me to juggle my work and home life as a single mother with an 8 to 5 job. I constantly feel that my pay isn't keeping up with my expenses. My rent alone accounts for over half of my paycheck, with the remainder going toward other bills. This is insufficient for a single mother to make ends meet.

Thank you for listening,

Heidi Rincon

June 3, 2024

To Whom It May Concern:

My name is Ali K., and I have had the honor of serving as a Direct Care Supervisor at a North Seattle branch for nearly six years. My responsibilities encompass weekdays, with additional commitments on some weekends and during after-hours emergencies to support our caregivers and clients.

I have the privilege of working alongside a team of exceptional colleagues, comprising three Direct Care Supervisors. Our service area extends from the city of Shoreline to all Seattle neighborhoods (north to south), where we provide indispensable care for long-term aging clients and individuals with physical and mental disabilities.

Our foremost objective is to deliver sustainable, in-home care for our clients. Our dedicated and compassionate home care aides are the cornerstone of our mission. They undertake tasks such as personal care, shopping for, preparing and cooking, occasionally feeding our clients, ensuring their nutritional needs are met, and transportation.

Recognizing that quality of life encompasses more than basic needs, we facilitate social interactions and community activities for our clients. These experiences foster a sense of belonging and purpose, significantly enhancing their overall well-being.

As a Direct Care Supervisor, I prioritize clear and effective communication between clients and home care aides, promptly addressing their needs and concerns. This approach ensures not only excellent care but also makes our aides feel valued and appreciated.

Each day, Direct Care Supervisors work in close coordination with clients, home care aides, and State Case Managers. We leverage available resources to enhance client health and safety, improve quality of life, and uphold clients' dignity during sensitive tasks such as bathing, dressing, and other daily activities.

In overseeing the daily care of Medicaid clients, I am dedicated to supporting our most vulnerable populations with empathy and professionalism. This steadfast commitment leads to positive outcomes for many under our care.

However, our work is not without its challenges, especially in downtown Seattle, where the prevalence of mental health issues and unstable housing situations exacerbate the difficulties faced by our clients. Many of our clients struggle with severe mental health conditions, which require specialized care and understanding. Additionally, the housing crisis in downtown Seattle has left many without stable living conditions, further complicating their ability to receive consistent and effective care. These issues highlight the urgent need for comprehensive support systems that address both mental health and housing stability, ensuring our clients can achieve a higher quality of life.

Throughout Washington State, Direct Care Supervisors, including those at my agency, touch the lives of thousands of home care aides and Medicaid clients, underscoring the essential and invaluable nature of our roles.

Thank you for your attention.

Sincerely,

Ali K.

June 3, 2024

Dear Rate Setting Board,

My name is Ambar C., and I am a Supervisor for an Island County Home Care Agency, who operates in both Island County and Skagit County. My work schedule is typically Monday-Friday 8:00AM-4:30PM, however 3 of us Supervisors in the office rotate through our on-call schedule, which includes taking our work home with us for roughly 10 nights per month. We all work very hard to ensure there is always someone available to talk to for both our caregivers and our clients. It matters to us greatly to make ourselves available for any issues, schedule changes, call outs, emergencies, etc. that may arise both during office hours and after hours as well, including weekends and holidays.

As a Supervisor, I offer support to our home care aides throughout each and every workday. They are the ones who make our job worthwhile and possible. They work to make sure we are confident in who we send out into the field to care for those who have nobody else. One of the perks of being employed through an agency is being able to trust that your supervisor will be on the other end of the line to support you and be a listening and helpful ear. On a daily basis I monitor schedules, adjust schedules according to what works best for our home care aides in conjunction with their clients, help them maintain a healthy work environment, remove them from an unhealthy work environment and find somewhere more suitable for them, help problem solve, provide honest feedback, act as a kind and open hearted human for our HCAs who put their all into caring for others, and overall make sure our aides are respected, comfortable, and love their job enough to stay on board with our agency. I also ensure that our caregivers are working enough hours to maintain their benefits and earn enough money to pay for their living expenses.

When it comes to our Medicaid clients, no two are the same. Each and every person on my caseload requires a different set/variety of personal skills. They all need help in some way, shape, or form, and being that person who is always available on the other end of the line to hear them out, problem solve, empathize, and ultimately send care their way is a huge part of what I do on a daily basis. I have worked tirelessly to create and maintain a respectful rapport with my caseload, and actively work to make sure each client feels seen, heard, appreciated, and overall valued.

My biggest challenge working as a Supervisor is having to deliver bad or unpleasant news to both our aides and our clients. It takes a lot of work to put aside my own feelings and hesitations to do what is right and deliver the communication that everyone I work with deserves. For example, in our industry of caring for the aging and disabled population, death of a client can be an inevitable, traumatizing, and sad part of the job. Telling one of our aide's that their client has passed, or getting a phone call that one of our aide's has arrived to discover their client has passed is never easy. On a lighter note, calling clients to let them know of any schedule changes or cancellations is hard when there are not enough HCAs at the time to provide an option for a substitute caregiver. I want to deliver helpful messages, but often times that is not the case. This takes a toll on me as a supervisor, as well as our aides and clients. It can also be challenging when I am unable to fix a problem that is beyond our scope of practice. I will do anything and everything I can within our rules and regulations to help any client or caregiver in need, and it becomes challenging when I cannot be someone's saving grace.

As a supervisor living in an area that is increasingly hard to survive in financially, it is sometimes hard to realize how much work and soul I am pouring into my job. Luckily, my spouse serves in the Navy, and we

do fine with housing, but even on a two-person income it can be difficult. I recently found out I have a child on the way, and we will be starting a family soon. I can rest assured that I will be okay with paid leave through the state, however, I do worry that long term there won't be as much financial advantage to my job that I love so much, and I may be forced to look elsewhere for work to meet my salary/wage needs.

As supervisors, we often see clients who are alone completely, or for the majority of the time. My proudest moments are always when I hear from my clients that I am making a difference in their lives, and that they really appreciate my attentiveness. Even at home visits, I take a little extra time to build conversation about their lives, interests, struggles, and what makes them smile, so they know there are people out there who genuinely care about what they are going through. I love putting my energy into the well being of others, and I work to do this on a daily basis to make sure our clients feel purposeful in a world that seems to leave the aging and disabled population outcasted.

Administrative workers such as myself are vital to home care agencies, and deserve to be compensated according to our value. Being in service to others, we cannot do our job, clock out, and go about our lives. It is truly an all-consuming line of work that all of us supervisors have dedicated ourselves to. We are always working behind the scenes to make sure respectful and supportive relationships are being built and nourished so that everyone feels well taken care of.

I appreciate your time and attentiveness.

Thank you,

Ambar C.

To whom it may concern,

My name is Jenna B. and I am the Branch Manager for a Home Care Agency in East King County. I first started in the Home Care field going on 16 years and now I can't imagine working in any other field. We serve the entire Eastside including very rural areas in the Snoqualmie Valley. Out of our branch we have three Supervisors who help in assisting our client and caregiver load in which each are pushing close to 175.

Daily we are supporting our caregivers with an array of support including navigating difficult clients and situations as well as making sure they are up to date on all trainings and have a client that they can rely on. As you may know, it takes a special type of person to work in this field and be compassionate about helping the elderly and disabled, and our caregivers are not in this field for the pay. They still rely on this job for income to support their families, and they know they can count on the agency staff to be able to quickly restaff them if their client happens to go into the hospital, nursing facility, or worst-case scenario, pass away.

On the other side, we are providing the exact same support to our clients. We are here to ensure they have a caregiver to assist them so that they can remain at home as long as possible. This is why the agency is so important, if a caregiver quits, or can no longer work, the client knows that we can find another caregiver quickly to ensure they won't be without service.

There are many challenges that come along with working in this field, but the looming threat is always not enough caregivers available to keep up with the high demand of staffing needs. More and more people are becoming eligible for Medicaid Home Care services than ever before in our community. We are always brainstorming ways to find caregivers. We must consider the continuous rise in cost of living and gas prices. Some of our service area could be as far as 45 minutes away from the next one which proves hard to find staff to be able to get to these locations.

This is where the importance of having our voices heard regarding rate increases comes into play. Supervisors need to be able to support our caregivers with a decent working and living wage. They are the backbone of our company, and we wouldn't be where we are today without them. They are making a difference in our clients lives and often keeping them going.

I truly love my job and am excited to come to work every day knowing that we are making a huge difference in our client's lives. It is a true joy to get messages from our clients raving about our caregivers and how they wouldn't be where they are without them. There are still so many people in our community who aren't aware that these services are available, and to be able to help friends and family members assist in getting their loved ones on services is rewarding. We need to have a solution on rate increases so that we can continue to support our client and caregivers as well as our beloved office staff who keep our business going.

Thank you for your time,

Jenna B.

To whom it may concern,

My name is Abram C., and I'm a Supervisor for a Clark County Home Care Agency. My work schedule is Monday through Friday 8am to 5pm. I am on call 24/7 to respond to any emergencies and/or schedule changes that take place.

I provide support to our caregiver by answering general questions, occasional mediation between caregiver and client, act as the liaison between clients and caregiver, create an ideal work schedule tailored around each caregiver, match client and caregiver together by skill level and personality, provide resources to caregivers if they are experiencing financial hardship, coaching, provide constructive feedback, listen to caregiver concerns, and provide solutions.

The support I provide to our Medicaid clients is acting as an advocate for their care, by keeping in constant communication with their state case manager to help find the resources the client may need. I make sure that the clients file is in order according to the state requirements as well as my company's requirements. I coordinate care for the client with caregivers that match their personality, find caregiver that have the skill level for the client, and schedule caregivers during the clients preferred days and times to receive care. A few of my clients struggle with mental illness so from time to time I will sit and listen to what they have to say and encourage positive behaviors or cheer them on when they make steps towards their personal goals. I've convinced several clients with agoraphobia to accept having a caregiver in their home and slowly work towards utilizing the full amount of hours allotted to them. While I do support them with scheduling their care, administrative duties, and relaying information to their caregiver, a large portion of the support I provide to our clients is listening.

The biggest challenges I face as being a Supervisor is compassion fatigue and being on call. Each client has a story and it's important to be fully engaged while listening to our clients' stories to better understand them in hopes of providing the care they need. Actively listening to heart wrenching stories each day can take a toll but I find it to be worth it because the better I understand them the more information I can provide to our caregivers to give the caregivers a higher chance of helping these individuals. Being on call can sometimes be a little bit of a challenge, having to be sure I'm within cell phone range and responding to calls outside of office hours, at times, make me feel as if my job is my life.

The proudest moment I have as a Supervisor is bringing on clients who struggle with mental health problems and finding them the perfect caregiver. Watching these clients go from a state of severe depression and hopelessness to a state of happiness and hope is always a heart-warming experience and a good reminder to me to continue in this field.

Abram C.

To Whom it May Concern,

My name is Christina A. I am a Supervisor and I work in Spokane area serving the Spokane County area. My case load includes clients from Long-Term Care, MAC & TSOA, CFC & COPES. I manage around 5000 care hours monthly. My schedule is Monday – Friday 8am-5pm, on call every other weekend and week to answer any questions or to handle any emergent situations that may arise outside of business hours.

As a supervisor my day to day consists of answering numerous telephone calls from clients and caregivers. It could be as simple as who will be at my home today, or as complex as a client being transported to the hospital, or a client that has expired at home. There are never two days that are the same in my job.

On any given day home care aides are reaching out to me to get clarification on proper policies and procedures that they or their client may not understand fully. Home Care Aides and clients will also reach out to let me know when they are not able to make it to their shift or if they are not going to be home for their scheduled shift.

Our Home Care Aides provided the needed care to keep our clients in their home and still give them some of the independence that they are used to in their life. We will assist by making meals for them, taking them to doctors appointments, taking them to the grocery store or having us go for them to get items that are familiar to them and things that they like. We also assist with ADL's (Activities of Daily Living), we will do light housekeeping for them, helping them take a shower, help them to get dressed for the day.

As a supervisor I am responsible for finding a caregiver or caregivers that are going to be a good fit for them to maintain their ability to stay in their home. I am out weekly doing new intakes so that we may grow our client base. I am also out visiting all of my clients every 180 days to check on how things are going with their caregiver, whether their needs are being met or if there are any changes that are needed. I am also checking with the client to see how things are going with their health, if there have been any changes that we need to be aware of and how we can effectively take care of any new obstacles that have been put before us.

The most rewarding part of my job is meeting new clients and getting to match them up with a home care aide that I believe will be a wonderful fit for them.

I love my job that I do, I really enjoy being able to help others and keeping them in their home where they are most comfortable and happy.

Thank you for taking the time to listen,

Christina A.

Dear Rate Setting Board,

My name is Jessica, and I am a Supervisor for a Home Care Agency. My work schedule consists of Monday through Friday from 8am to 5pm as well as carrying an on-call after hours phone to handle the after-hours emergent needs of our caregivers and clients.

My team consists of one other Supervisors, since there is only two of us it means that working as a team is of critical importance as this ensures that we both have each other as back-up and ensures that no matter what the circumstance is one or both of us are always available to communicate with our home care aides and clients.

My team has a service area that includes the whole area of Okanogan County as well as parts of Douglas & Grant Counties. We service long term aging clients and children/adults with developmental delays/physical and mental disabilities.

I would not be able to perform my job without our dedicated and compassionate home care aids. Daily we make a significant difference in the lives of those who rely on the essential services they need. Most clients do not have other supports to assist them with their essential needs. One of the major needs is essential shopping. With the help of a home care aid, clients do not have to worry about how or when they will be able to go to the local grocery store.

Another major need is medical transportation. Clients depend on their home care aide to take them to their medical appointments. This ensures that clients see their doctors on a regular basis as this keeps the client's prescriptions from lapsing. Medications are essential to keeping clients physically and mentally stable.

It is an unfortunate reality that some of my dedicated home care aides are not able to afford a reliable car and maintain auto insurance. My dedicated home care aides do not find this as a hinderance, as my home care aides and I work together to make plans for the home care aide walk or take public transportation to maintain their clients' essential needs. If a home care aide on my caseload cannot navigate the transportation challenges of arranging medication pick-up and delivery to my client, I find the time to complete this task myself.

Not many are aware, but it is often seen that home care aides are clients only connection to anything outside of their homes. Having a home care aide gives them something to look forward to. As a Supervisor, I too have connected with clients, and I make the time to take their calls just to discuss the weather or a recipe that they found.

It is very important to me that I keep an open line of communication with home care aides and responding promptly to their needs and any concerns they may have regarding their client they are serving. My most important daily task is promptly communicating with our home care aides as this ensures they feel appreciated and valued for their hard work.

Day after day all Supervisors working for Home Care Agencies work hand-in-hand with their Clients, Home Care Aides and State Case Managers. We use the resources we are given to ensure client health and safety, improve quality of life and doing our best to keep our clients self-dignity intact while performing sensitive tasks such as bathing, dressing, repositioning, toileting, transfers and other activities of daily living.

As a Supervisor managing the daily care our Medicaid clients receive, I make a never-ending effort to support our most vulnerable populations through empathy, professionalism, and expertise; this is the driving force behind the positive outcomes that so many clients experience under our care.

In the State of Washington, there are many Supervisors working for Home Care Agencies that touch the lives of thousands of home care aides and thousands of Medicaid clients.

The most important thing I want you to know is that I do genuinely love my job and that Supervisors, throughout the State of Washington are needed, necessary and valuable.

Thank you listening-
Jessica R.

To whom it may concern,

My name is Lindsay H.. My role as a Home Care Agency Supervisor involves serving the Cowlitz and Wahkiakum County areas. I have been a supervisor with this agency for almost 6 years but also worked as a caregiver prior to that. I work Monday-Friday 8am-5pm and am on call after 5pm and on the weekends for emergencies or urgent matters relating to the clients on my caseload.

In the branch that I work in, there are 4 other Supervisors besides myself and when another Supervisor is out sick or are on vacation, then I will also help in managing calls from clients or caregivers on that Supervisor's caseload in the office and manage their on-call phone until their return. Making sure that all clients are receiving the care that they need is the goal and doing whatever I can do for ALL clients when needed, on my case load or not, is very fulfilling for me!

I provide support to my clients daily by answering phone calls to address a schedule issue or a substitute caregiver needed while a client's caregiver is off due to required training or requested time off. I must track any training courses scheduled for the caregivers and all their requests for days off that will affect a scheduled shift with their clients. Then, I reach out to the client to inquire if they would like me to find a substitute home care aide for that shift. Clients also reach out when they have other needs or support such as certain equipment or needing more help now because of a change in their health. I communicate with their Case Manager so they can assist the client in obtaining equipment needed or discuss a reassessment being done.

Daily, I communicate with our Case Managers through emails or phone calls regarding updates to the client's program or baseline. Each time there is a change in the client's health or caregiver/schedule, I update their Case Manager. I receive assessments annually for each client and sometimes more often than that. I must make sure we always have a current authorization to serve the client. I communicate with Case Managers regarding clients being in the hospital and helping to make sure care can start back up again upon their return home.

I also complete new initial client home visits to bring new clients onto services in our area. I complete a home visit with each client every 6 months to make sure the services are being provided in a way they are pleased with and make sure the caregiver is following the plan of care.

When matching up caregivers and clients, I do my best. In order to make sure my clients know they can contact me if the caregiver is not the right fit, I let them know that sometimes people do not mesh and sometimes there isn't really a reason (usually personality differences) and that's okay. I tell them if it's not helpful to them, then it defeats the purpose of what we are doing. This seems to give some clients relief in that they can have that communication with me.

I also receive phone calls from caregivers who want/need additional hours, or their availability has changed, and their schedule needs updated. This requires coordination with any current clients and making sure any schedule changes are agreeable to them. I also received calls/emails from caregivers who must call out for various reasons and then do what I can to provide coverage for any client shifts affected by this. Before caregivers can start working with a new client, I provide them with orientation to

the client's file, needs, and Plan of Care. Whenever we receive a new assessment for the caregivers' current clients, I also provide orientation.

Caregivers frequently call me seeking guidance on the optimal approach to managing a specific client's condition, whether it be mental or physical, as well as any incidents or updates they must report. My job also requires me to complete on-site evaluations for the caregivers annually. I create/update all my client's schedules and monitor the hours that are authorized for that month to make sure the caregivers are following the schedule. This helps manage and prevent over serving a client. Daily, I process the caregiver's visits and verify visits with the caregiver's timesheets they must fill out and turn in twice a month.

I must prioritize each day as things come up. When unexpected calls/emails/situations come up, often shifting my focus to something else that becomes more of a priority is the case.

I also think it's very important to make sure the caregivers feel appreciated. In my experience, I have found that people can forget what someone says to them or what someone does, but they will not forget how someone made them feel. I tell my team and caregivers I appreciate them any chance I get, and it makes the biggest difference in the world.

The most rewarding part of my job is when a client calls me to say I could not have picked a more perfect caregiver for them. This task is not always easy, so when I receive those calls, then I know I played a part in making a difference in someone's life. I continue to work in this field for a call like that.

I absolutely love my job. It can be stressful, and it can be the most rewarding. My job requires a lot of multi-tasking and tracking many things to stay in compliance with the company policies and procedures, with state laws and regulations, and the union contract. I also must make sure I keep up with all changes to forms/processes/programs/rules/policies that arise. My workday consists of anything I have scheduled ahead of time and then filled up with all the other things I have listed above that come up.

Thank you for taking the time to read this letter and for listening.

Lindsay H.

To Whom It May Concern,

I am Shuk C., and for over a decade, I have served as a Direct Care Supervisor in a Renton Home Care Agency Branch, catering to the King County area. I specifically work with Chinese Speaking population elders. I am pleased to share my experiences and insights regarding my role within our Medicaid-contracted home care services.

As a Direct Care Supervisor, my daily duties include:

- Ensuring Quality Care and Client Satisfaction: Overseeing the caregivers' performance to guarantee our clients' contentment and enable them to maintain their independence at home.
- Supervising and Guiding Caregivers: Providing regular guidance and trainings to caregivers in addressing client challenges and enhancing their caregiving abilities.
- Managing Care Service Schedules: managing schedules and matching caregivers to client, ensure all shifts and tasks are adequately covered, aligning with each client's specific needs.
- Identifying and Solving Problems: Proactively addressing potential issues throughout home care service before they escalate to ensure smooth operations.
- Maintaining Positive and Strong Relationships: Building and maintaining strong relationships between caregiver and clients.
- Ensuring Proper Documentation: Keeping accurate documentation of client's health condition status, ensuring service authorization is active and file meets Compliance requirement.
- Conducting Home Visits and Safety Checks: Performing regular 6 month and annual home visits to monitor care quality and ensure client safety and well-being.

Beyond my role as a Direct Care Supervisor, I also face challenges working with clients from various ethnic backgrounds. Each client has a unique cultural background and comes from different parts of China, which influences their health beliefs, practices, and expectations of care. This requires continuous learning and sensitivity to understand these differences and help match clients with the right caregivers. Additionally, language barriers and different communication styles can make it challenging to ensure that clients fully understand their care plans and feel heard, especially since English is not their first language. Clients often rely on us daily, so I spend extra time acting as an interpreter and using culturally appropriate materials to bridge this gap. Speaking the same dialect fosters a sense of safety and trust, which is crucial for our clients' acceptance of our services. Over the years, I've played a key role in developing care plans that honor and integrate clients' cultural preferences while ensuring their medical needs are met.

In supporting our Chinese-speaking caregivers, we always provide extra help, especially in communicating with SEIU. Language barriers can be a huge obstacle, so we assist them throughout the entire process, from scheduling HCA training classes to getting their HCA certification exams. Moreover, we follow up on a yearly basis to ensure every caregiver is in compliance. We facilitate communication between caregivers and clients when needed, ensuring that everyone is on the same page. By creating a supportive environment that respects and acknowledges their cultural background, we help our caregivers feel valued and empowered to deliver the best care possible, even if they may lack confidence due to language barriers.

As a Direct Care Supervisor, budgeting my wages to cover living expenses presents a significant challenge. The continuous rise in living costs, from rent to utilities and groceries, strains our finances. While the state recognizes the importance of providing raises for caregivers, there's often an oversight regarding the critical role of Direct Care Supervisor. We play a vital role in coordinating care, supervising caregivers, creating and maintaining care plans, and ensuring compliance with regulations. Our work ensures that caregivers can perform their duties effectively and that clients receive the best possible care.

Despite these challenges, working with the Chinese population enriches my professional journey, highlighting the significance of empathy and adaptability in our field. Thank you for taking the time to read my letter. I appreciate

your interest in understanding the vital role we play in supporting our caregivers and clients. I hope this insight helps underscore the importance of our work.

Warm regards,

Shuk C.

Greetings,

I'm Bobbie Leal, and I have the privilege of serving as a Case Manager at First Choice In-Home Care, an esteemed agency dedicated to providing exemplary care services across Washington State. Based in Vancouver, Washington, I, along with a small team of dedicated colleagues, oversee operations throughout Southwest Washington, encompassing the vibrant communities of Cowlitz, Clark, Lewis, Pacific, Skamania, and Wahkiakum counties.

It's both an honor and a pleasure to contribute to the well-being and support of our clients in these regions. As a Case Manager, I provide daily support to our home care aides by ensuring clear communication channels, timely provision of resources, and addressing any concerns promptly. I offer guidance on client care plans, conduct regular check-ins to assess their needs, and facilitate access to training and development opportunities to enhance their skills and confidence in providing quality care.

Daily, I prioritize providing comprehensive support to Medicaid clients on my caseload by conducting thorough assessments of their needs, coordinating care services, and advocating for their rights and preferences. I collaborate closely with healthcare professionals, community resources, and family members to ensure their holistic well-being and access to necessary services.

One of the significant challenges I face as a Case Manager is managing the complexities of caseloads while balancing competing priorities and deadlines. Ensuring that each client receives the attention and care they deserve within resource constraints requires effective time management, prioritization, and adaptability to changing circumstances.

While my dedication to serving our clients remains unwavering, **I do encounter personal challenges related to financial stability and housing concerns.** I navigate these challenges by practicing budgeting strategies, seeking out affordable housing options, and exploring avenues for professional growth to enhance earning potential and career advancement opportunities. However, the cost living and specifically cost of housing in Vancouver, Washington, has been steadily increasing in recent years. Rent for a one-bedroom apartment typically ranges from \$1,200 to \$1,800 per month while the median home price exceeds \$400,000. According to the United States Census Bureau, the median household income in Washington State was approximately \$78,687 in 2019. Factors such as housing costs, healthcare expenses, childcare needs, and personal savings goals all play a significant role in determining what is considered comfortable for a particular individual or household. Personally, my husband and I pay for all of the listed expenses above in addition to student loans and personal debt. In summary, my earnings of \$55,000 annually in Vancouver, Washington, as a Case Manager presents financial challenges due primarily to the area's cost of living. Having a comfortable and livable wage with a bachelor's degree in Washington State with a salary of at least \$78,687, would allow for financial stability, meet of basic needs, provide a reasonable standard of living, and allow for some level of discretionary spending and savings for the future.

One of my proudest moments as a Case Manager was successfully advocating for a client's transition from institutional care to receiving in-home services, thereby significantly improving their quality of life and independence. Witnessing the positive impact of my advocacy efforts on the well-being of our clients reinforces my commitment to excellence in care coordination and advocacy.

Warm Regards,
Bobbie

Dear Rate Setting Board,

My name is Ashlee M., and I am a supervisor for a Home Care Agency. My work schedule is Monday through Friday from 8am to 5pm. My work schedule includes working many hours after 5pm and working weekends as needed to handle the after-hours urgent needs of our caregivers and clients. I am also a mother that has four amazing children who I want nothing more than to spend quality time with.

I work with three other supervisors and working as a team is of utmost importance as this ensures that each member of the team has back-up and support from the other supervisors, and this ensures that the team is always available to communicate with our home care aides and clients one way or another from an experienced supervisor.

My team services the Spokane and surrounding areas. We service long term aging clients and children/adults with developmental delays/physical and mental disabilities.

I couldn't perform my job without our dedicated and compassionate home care aids. Together on a daily basis we make a significant difference in the lives of those who rely on our essential services. We help meet our clients' basic needs by making sure our clients have food to eat. Not only do our home care aides shop for food but they often prepare, cook and in some cases feed our clients. It is easy to take advantage of some of the things in life but when you are doing our job, you are reminded that simple things like going to the store, making a meal, or even feeding yourself, may be a luxury in other people's eyes. This is the reality I am reminded of daily. Some of my client's basic food needs, require a Home Care Aide with delegation so they can do proper tube feedings to ensure my client population gets the nutrients they need. Delegated staff are some of the most vital we employ.

Besides food, medication is essential to keeping my clients physically, mentally, and/or emotionally stable. Our home care aides are on the front line in making sure clients have those medications, calling them in for refills, obtaining those medications from pharmacies and delivering these to the client. For many clients, traveling to and from a pharmacy is impossible or even painful and it is my job to coordinate with our client and home care aide to pick up and deliver those medications as quickly and easily as possible.

Some of my home care aides are not able to afford a car and auto insurance. You may think that a home care aide without a car cannot pick-up and deliver medications to the client; but these dedicated home care aides will walk or take public transportation to and from the pharmacy to ensure their client receives their prescriptions. When home care aides on my caseload cannot navigate the transportation challenges of arranging medication pick-up and delivery to my client, I find the time to complete this task myself or I ensure that I find someone who can.

A client's happiness and well-being are not only defined by the basic needs of food, water, and medication. I have gotten to experience that our existence as human beings and a persons' quality of life is often defined by our need for social interactions. Often, we are the only face these clients get to see, the only voice they get to hear, the only ear they have to listen. Sometimes, we see these clients more than we see our own families. I help to coordinate the task of getting our clients out in the community with their home care aide as this helps to give meaning to a client's life who would otherwise remain isolated and homebound. More so, if a client cannot or will not go out into the community, I am blessed to coordinate a solid foundation and relationship of trust and compassion for two individuals who never knew they needed that relationship until they met. It is the best feeling to staff a home care aid with a client, and they just immediately hit it off and most of the time, they stick together for years or even life. These home care aides leave clients with pride and the clients knowing they are cared for.

By actively participating in community activities clients gain a sense of belonging, purpose and connection. It is my job as a supervisor to communicate my clients' needs to home care aides whether it be basic, emotional, bathing instructions and everything in between to ensure excellent care. Keeping an open line of communication with home care aides and responding promptly to their needs and any concerns they may have regarding their client they are serving. My most important daily task is promptly communicating with our home care aides and clients as this ensures they feel important, appreciated, and valued for their hard work.

Day in and day out, supervisors working for Home Care Agencies work together with their Clients, Home Care Aides and State Case Resource Managers. We are the front line. We use the resources we are given to ensure client health and safety, improve quality of life, help clients discover a sense of independence, and do our best to keep our clients self-dignity intact while performing sensitive tasks such as bathing, dressing, repositioning, toileting, transfers and other activities of daily living.

As a supervisor managing the daily care our Medicaid clients receive, I make a never-ending effort to support our most vulnerable populations through empathy, professionalism and expertise; this is the driving force behind the positive outcomes that so many clients experience under our care.

On a monthly basis, as a supervisor, I touch the lives of hundreds of home care aides and hundreds of Medicaid clients and across the state of Washington the Direct Care Supervisors working for Home Care Agencies touch the lives of thousands of home care aides and thousands of Medicaid clients.

The most important thing I want you to know is that I love my job and that Direct Care Supervisors, throughout the State of Washington are needed, necessary and valuable.

Thank you listening,

Ashlee M.

To whom it may concern:

My name is Daniela, I have been a Direct Care Supervisor for four years and was a caregiver four years before being hired as a DCS for this same Home Care Agency. Being in this position has shown me the other side of the coin and it is not a position where most people think it's just sitting in front of a computer and not doing much 😊.

Let me start off by saying that is not the case. This position entails a lot, aside from being on call and it keeps you busy, in which I love because it makes time fly and seems there is not enough hours in the day to complete all tasks. Or could be that I just love my job.

My day includes arriving to office, following up with any call outs and notifying my team, and working together to communicate to clients and working on getting coverage set up for these clients. From there checking emails, checking all caregiver timecards making sure they are clocked in with their client and verifying GPS discrepancies. Any issues regarding timecards we need to follow through and case note, this can be time consuming, but it plays an important role to make sure we are billing correctly.

From there we attend to any client or caregiver complaints that we can come across. We are here to hear both sides of the story to make sure complaints are addressed and both client and caregivers are satisfied and happy with resolution. This can sometimes be both stressful and challenging but it takes a patient, caring and compassionate person to do this job both as a caregiver and DCS it goes both ways.

But loving what you do and having that communication with your employees and knowing your caregivers as well as clients, you can easily match the right person to client's care to ensure a good fit and long-term care.

We also check emails daily follow up with new referrals and scheduling time/date for new client intakes, getting paperwork together and printing their client Handbook, takes its process from day one of receiving till completing initial visit and scheduling caregiver and of course orientating caregivers to client's care plan before their first service visit, to putting their paperwork together in binder and making sure no signatures/dates are missing to making sure home is safe for both client and caregiver to start services. Any concerns within home we make sure we case note and notify their Case Managers. Emails also include yearly Assessments for current clients updating both care plan and authorization hours, if there was a change in hours and reorientating ongoing caregivers to these updates.

We are also responsible to make sure we don't go over authorized hours by the state this is a weekly overserve report. Looking into expired AUTH's to make sure schedules will be there for the coming month, mailing out task sheets by the 25th if it doesn't fall on a weekend. Doing payroll twice a month and filing all paperwork, "that's a lot of trees" 😊 Might seem like a few tasks but it takes its time, I tell myself "One step at a time, breath in breath out stay focused and positive."

Communication and case noting is crucial to this position, takes most of our day as well as going out and visiting clients every 6 months and completing their 6 month and annual paperwork as well as completing caregiver evaluation onsite to ensure that caregivers are doing what they are suppose and making sure clients needs are met on each service date. If any concerns regarding tasks not being done, we need to follow up.

These home visit includes traveling long distance, especially in the winter when we have visits to complete. It takes you out of the office and eyes away from computer but expect to come back to more notes and following up with any calls you get while being out.

RESET!!!

And a new month has started.

Overall, I can say I am blessed to have moved to this area about 4 years ago, I made a change in my life being in a new place away from family not knowing anyone. But this job/position has changed that. I walked into this position not knowing much. But I dedicated myself fully to this job.

It has been very rewarding; my branch has had supervisors/branch managers' short term, in the time that I have been working in the office, and I have had to do this job on my own. Covid was hard the two other staff members were out sick and I was on my own with over 150 clients. But I got through this, my caregivers were patient as well as my clients. But the most rewarding part of my job are my clients and caregivers without them we wouldn't be here.

This job keeps me going, I see a brother/sister, parents, and grandparents in each client, and I as well have a brother with intellectual disability. It can be scary not knowing how things will be in the future for him being dependent on my parents. I see the struggles, challenges with my clients and simple gesture can make a difference in their lives. I am proud to be working in this type of field and knowing that clients are being taken care of and that they are matched with amazing caregivers.

Thank you for listening.

Daniela