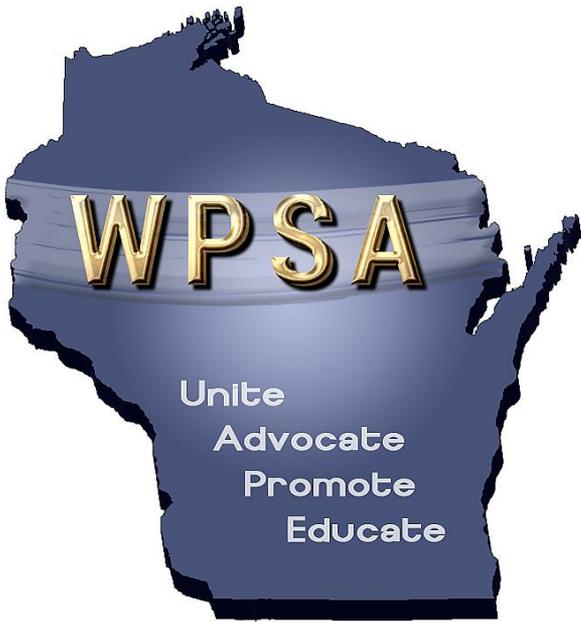


Wisconsin Personal Services Association



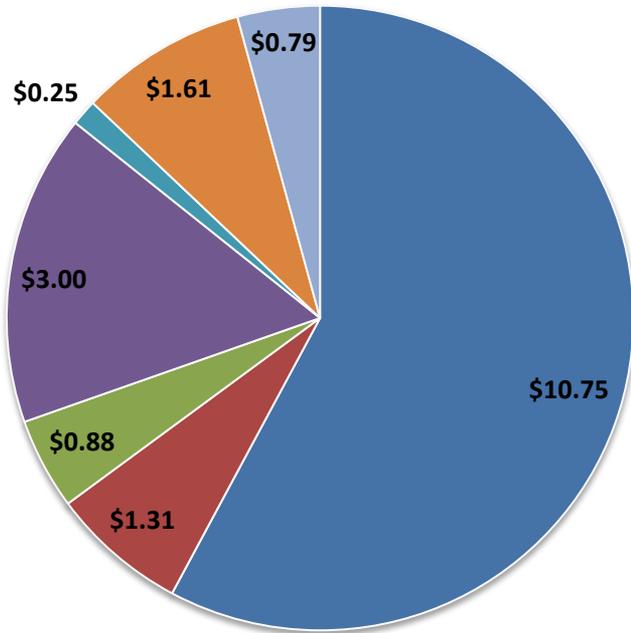
Each day, trained caregivers help our families, neighbors, friends, and constituents with the most basic of needs. Getting in and out of bed. Bathing. Dressing. Grooming. Preparing meals. Toileting. Getting ready for work.

Demand for personal care services is set to increase exponentially. **The Bureau of Labor Statistics projects employment for personal care aides to grow by 49 percent from 2012 to 2022**, much faster than the average for all occupations. Yet the industry is facing significant challenges which threaten the future of this workforce. High turnover, stagnant reimbursement rates and increased regulation make the cost of staying in business and providing care increasingly difficult. Many providers worry that they cannot afford to keep their doors open, leaving thousands of jobs unfilled and thousands of vulnerable individuals without the assistance they need to remain in their own homes.

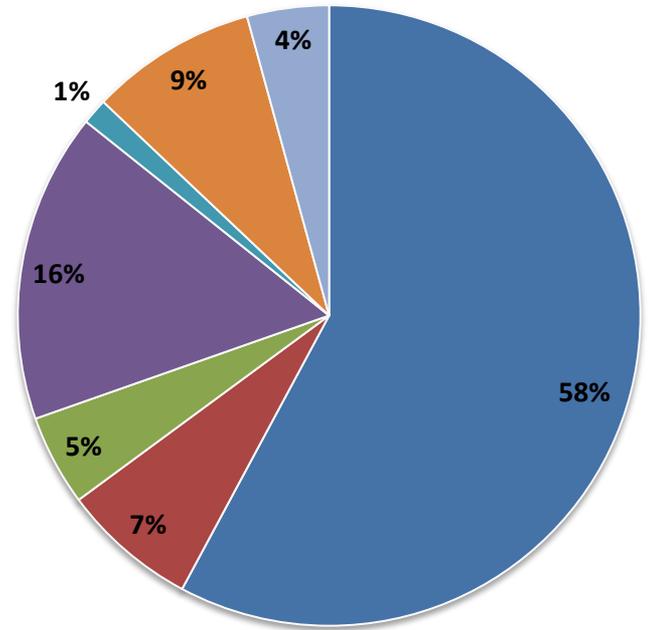
The Medicaid Personal Care Rate (MAPC) rate has only increased by \$0.24 over the past 14 years, and there have been no rate increases since July 1, 2008.

Home Care Provider Expenses

Total Costs=\$18.59



Total Costs as Percentage



■ Wages ■ FICA, Workers Comp, Unemployment ■ Pay differentials ■ Other staffing ■ Supplies ■ Administration ■ Operating costs

Current reimbursement rate: \$16.08
Total cost to Personal Care Providers: \$18.59

Threats to Community Living

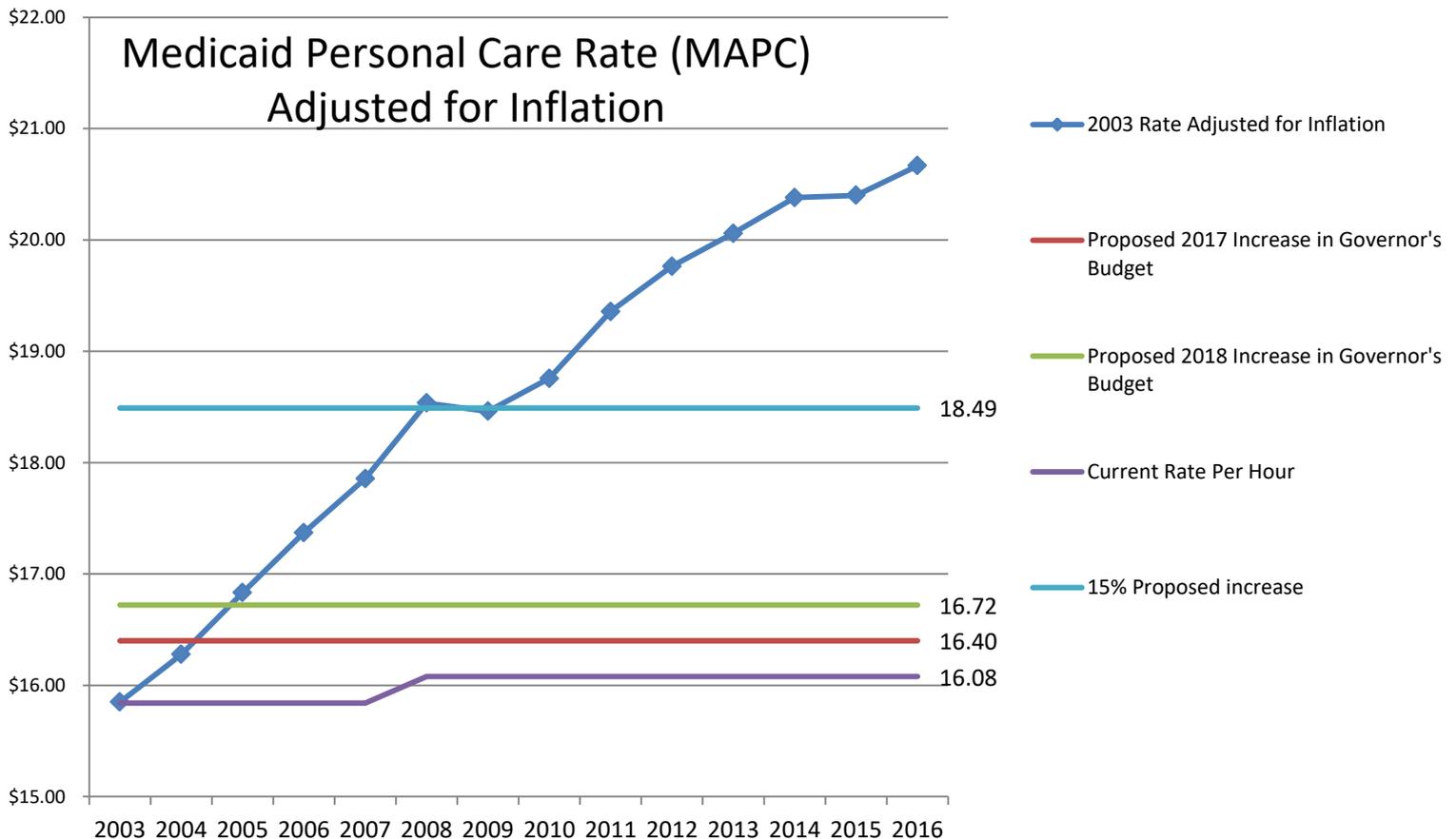
Care in the community is more cost-effective.

Survival Coalition Found:

- **1 in 5** consumers are considering moving out of community living
- **43%** can't find a worker 7 or more times per month.
- More than **1 in 4** missed medication, meal, or medical appointment without a worker
- Nearly **40%** were forced to **quit a job** or miss workdays

Workforce Crisis

- WPSA member agencies report that MAPC service costs are at least **15% to 20% above the current reimbursement rate** of \$16.08 per hour.
- **31%** of agencies surveyed are currently considering **closing or downsizing**.
- **3 out of 4** WPSA members receive more than half of their revenue from Medicaid.
- Agencies are experiencing **turnover rates** above 50%.
- **93%** find it difficult to fill job openings.
- **50%** said they have had to **lay off staff** or reduce hours
- **70%** are **unable to staff all authorized hours** and 52% of agencies have a minimum hour requirement



When asked about the impact of a MAPC rate increase, **70% of WPSA members said that they would use it for worker retention/recruitment purposes** such as training and more competitive wages.