

Wisconsin Personal Services Association

2022-23 Caregiver Workforce Crisis Report

The Wisconsin Personal Services Association (WPSA) is the only statewide association dedicated to personal care agencies, which provide in-home caregiving services. WPSA heard from 80 personal care agencies, representing nearly every county in the state, in Fall of 2022 that the direct care workforce crisis continues to threaten both the viability of the state's long-term care provider network and, more importantly, the safety of older adults and people with disabilities.

No workers



44%

have 5 or more open caregiver positions each week

100%

said the Medicaid rate does NOT reflect the cost of doing business

Medicaid Personal Care Rate

Current Rate: \$23.44/hour

Actual Costs: \$32.63/hour

Alarming Access Issues



85%

have turned away a client in the past year due to a lack of workers



85%

report an increase in clients who lack backup plans/caregivers when a paid worker isn't available



51%

turn away 5 or more people in need of care each month

What the Personal Care Rate Covers

From the \$23.44/hour rate, agencies must pay:

- Personal Care Worker Wages
- Workers Comp, FICA Unemployment
- Benefits
- Travel Pay and Other Pay Differentials
- Other staff, such as nurses, supervisors, schedulers
- Supplies
- EVV mandate
- Training
- Indirect costs like billing, IT, clerical

Client's at Risk



74%

have clients whose family members have stopped working to care for them



50%

have clients whose health has gotten worse



34%

have clients who've been unnecessarily hospitalized



34%

have clients who've had to relocate to a more restrictive setting

What the State Can do To Help

When asked what the three most important things the state could do to help address the direct care worker crisis:

99%

said raise the Medicaid Personal Care rate



70%

help fund caregiver benefits (health care, retirement, paid time off, etc.)



37%

fund worker training costs



Can't Compete with Other Employers

Personal Care: \$12.50-\$13.00/hour

Target: \$15/hour

Kwik Trip: \$16/hour

IRIS: \$18/hour

Veterans Home at Union Grove: \$18.82/hour

Amazon Warehouse: \$19/hour

Provider Network in Jeopardy

About 2 out of 3 agencies are considering downsizing

1 out of 3 agencies are considering no longer providing Medicaid personal care

30% of agencies are considering closing

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