

# We Humbly Ask the NC General Assembly to Address the Continuing Direct Care Workforce Crisis



The NC Coalition on Aging is a dynamic group of organizations and individuals that work collaboratively to give voice to issues that affect older North Carolinians. (See the list of the 99 diverse organizational members of the Coalition on the back of this sheet).

A critical issue facing North Carolina is the challenge people face in obtaining long term care services they need. **In every county citizens cannot get the care they need due to staffing inadequacies.** Providers in all settings are unable to serve clients in need, waiting lists are growing, and hospitals cannot discharge patients.

In addition to current needs, the demand for services is increasing. **Due in part to the rapidly growing populations of older adults, more than 182,000 new jobs for direct care workers will be needed by 2030.** A coordinated, effort to improve our state's capacity to recruit and retain a high-quality and effective direct care workforce has never been more important.

The most recent legislative session made investments in bonus payments and rate increases. Unfortunately, it hasn't been enough to stabilize the situation. We request the NCGA builds on past efforts to ensure there is a robust direct care workforce so that citizens can get the services they need.

The Coalition realizes the on-going workforce shortage is multifaceted with no easy solutions. For the sake of our most vulnerable citizens and their caregivers, we must tackle these challenges in bold ways. **We encourage the General Assembly to continue to have workforce issues as agenda items this year.** If the Coalition can be of assistance as you deliberate this critical matter, please call on us.

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## Growing Demand for a Critical Workforce

In the next 10 years there will be 182,400 Direct Care Workforce Job Openings

Over the next two decades the 85+ population will grow 114%

## Who Are NC's Direct Care Workers?

\$12.59 Median Hourly Wage



47% live at or below poverty



31% lacks affordable housing



17% are uninsured



Median age is 47

Source: [PHI Index, NC Profile](#), released 2023

# Organizational Members



- AARP-NC
- Access Dental Care
- Adult Life Programs, Inc.
- Alignment Healthcare Plan
- Alzheimer's Association Eastern and Western NC Chapters
- Apply4Medical2Day
- Arosa
- Association for Home & Hospice Care of NC, Inc.
- Baker Donelson
- BAYADA
- Blue Ridge Pride – Generation Plus
- Brunswick Senior Resources
- Buncombe County Health & Human Services
- Cape Fear Council of Governments Area Agency on Aging
- Carolina Aging Alliance, Inc.
- Carol Woods Retirement Community
- Center for Responsible Lending
- Centralina Area Agency on Aging
- Charles House Association
- Chowan County Department of Social Services
- Clarity Legal Group
- Community and Senior Services of Johnston County, Inc.
- Council on Aging of Buncombe County
- Dementia Alliance of North Carolina
- Duke Division of Community Health
- Everybody Needs a Nurse
- FirstCarolinaCare
- Food Bank of Central and Eastern North Carolina
- Friends of Residents in Long Term Care
- FutureCare of NC
- Generations Ashe
- GeriatRx
- Greene County Department of Social Services
- Institute for Family Caregiving, Inc.
- Kerr Tar Regional Council of Governments Area Agency on Aging
- Land of Sky Regional Council Area Agency on Aging
- LeadingAge North Carolina
- Lumber River Council of Governments
- Martin County Department of Social Services
- Maxim Healthcare Services
- Meals on Wheels Association of North Carolina
- Mecklenburg County Department of Social Services
- Mid-Carolina Area Agency on Aging
- Mid-East Commission Area Agency on Aging
- Music Makers Relief Foundation
- National Association of Social Workers - NC Chapter
- National Domestic Workers Alliance
- NC Adult Day Services Association
- NC Adult Foster Care Association
- NC Alliance for Health
- NC Association of Area Agencies on Aging
- NC Alliance for Retired Americans
- NC Assisted Living Association
- NC Association on Aging
- NC Association of County Directors of Social Services
- NC Baptist Aging Ministry
- NC Bar Association/Elder and Special Needs Law Section
- NC Center for Health and Wellness, UNC Asheville
- NC Continuing Care Residents Association
- NC Department of Insurance Seniors' Health Insurance Information Program
- NC Division of Services for Deaf & Hard of Hearing
- NC Guardianship Association
- NC Health Care Facilities Association
- NC Housing Coalition
- NC Housing Finance Agency
- NC Justice Center
- NC Oral Health Collaborative
- NC PACE Association
- NC Partnership to Address Adult Abuse
- NC Public Transportation Association
- NC Registry for Brain Health
- NC Retired Governmental Employees' Association
- NC Retired School Personnel
- NC Rural Health Association
- NC Senior Games, Inc.
- NC Senior Living Association
- NC Serious Illness Coalition
- NextHome
- PHI
- Randolph Cloud and Associates
- Resources for Seniors, Inc.
- RHA Health Services
- SembraCare
- SeniorLink
- Senior PharmAssist
- Southern Gerontological Society
- State Employees Association of North Carolina
- The Carolinas Center
- The Center for Volunteer Caregiving
- The Generations Study Group, LLC
- Transitions LifeCare
- Triangle J Council of Governments Area Agency on Aging
- UNC Cares
- UNC Center for Aging and Health
- UNC Charlotte, Gerontology Program
- UnitedHealthcare
- United Way of NC/NC 2-1-1
- Upper Coastal Plain Council of Governments Area Agency on Aging
- Wake County Human Services