



## LeadingAge Workforce Informal Snap Poll: Toplines

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From February 21 to March 13, 2023, LeadingAge fielded a brief and informal poll of members to gain a better understanding of the severity of their workforce challenges. Of the 891 respondents, 140 (16%) offer adult day services; 208 (23%) offer affordable senior housing; 501 (56%) offer assisted living; 192 (22%) offer home health; 160 (18%) offer hospice; 255 (29%) offer life plan communities; 633 (71%) offer nursing home care; 30 (3%) offer PACE, and 139 (16%) offer other services (independent living, memory care, etc.). The key findings are below.

**Overall, the workforce crisis has not improved for most members since our [last poll in June 2022](#).**

- 64% of respondents report their workforce situation has not improved since June 2022.

*We have not closed but it is a real possibility in the near future if we cannot get enough staff without agency to continue to operate and have our census where it needs to be to remain sustainable.*

*The hours are insane for the pay people get. It is not uncommon to have staff routinely working 60+ hrs per week because they do not want to let there resident go without. It is getting really scary in long term care. I have been doing this for 32+ years and this is the most dire time I have ever seen.*

*The challenge has been recruitment of staff to fill positions due to ongoing vacancies that occurred during the pandemic. Now that we are on the other side and all programs are becoming more fully operational we cannot fill the positions!*

**The severe staffing shortage still exists in multiple aging services settings, with particular difficulty recruiting and retaining positions—especially nursing roles.**

- 92% of nursing home respondents and nearly 70% of assisted living respondents still report significant or severe workforce shortage, as they did in June 2022.
- Respondents report the top three most difficult positions to recruit: registered nurses (86%), licensed practical nurses (85%), and certified nursing assistants (85%), the same as in June 2022.
- Respondents report staff are still leaving positions for better pay (78%), better work schedules (53%), and due to burnout/professional fatigue (73%), just as in June 2022.

*We have closed wings/neighborhoods due to staffing to avoid agency usage - both personal care and SNF. Also in Home-Care, we have limited the number of clients we can serve due to insufficient staffing to meet the needs.*

*Agency staffing is becoming more popular, but it is really detrimental to resident care. We pay much more for agency staff than is affordable and the quality of work from agency staff is much worse than our own - reduced consistency of care/knowing our residents wants/needs.*

*We are having to use too much contract labor and these organizations are taking advantage of providers with their unreasonable rates. The use of these contract staff also lowers quality and culture within our organization.*

### **Members report minimal success, but strong interest building in the pipeline of potential workers by tapping into immigrant and refugee talent pools.**

- 12% of responding organizations have successfully recruited foreign workers from the Philippines, Puerto Rico, Canada, and other countries to work in the United States through work-based visas, and 5% have hired workers on refugee status.
- Interest in foreign recruitment is high among respondents with nearly 200 comments in the poll, and they are interested in better policy solutions to ease that path.

*We are in the process of starting a foreign workers program but our approval for prevailing wages has been pending for 6+ months. There seems to be no urgency among the government agencies involved in this process.*

*We need legislators to get their heads out of the sand and realize immigration is key to addressing workforce needs. We have a 100 caregivers petitioned and have been spending years to get them over. Our biggest challenge is our own country. I am willing to speak to any legislator on this issue.*

### **Members continue to work on creative and sometimes drastic solutions for recruitment and retention of aging services professionals.**

- Of the 70% of respondents that reported implementing tactics to attract direct care professionals, 69% offered sign-on bonuses, 92% offered increased hourly wages, and more than half offered creative scheduling (61%) and career advancement opportunities (56%).

*We made an investment and change to the organizational structure to create a Workforce Department to solely focus on the workforce demands faced post-pandemic. A team of (5) professionals is focused 100% of their time on improving operational performance related to workforce, including key areas such as talent acquisition, scheduling and internal float pool (creating an agency).*

*We have closed units or delayed filling apartments (lower census than ever) due to insufficient staff to provide quality care in SNF and Memory Care Assisted Living; Staffing continues to get worse, so anticipate additional measures may need to be taken if it doesn't turn around.*