



**SEIU Local 2015**  
**Member and CNA Registrant Survey**  
*February 2022*

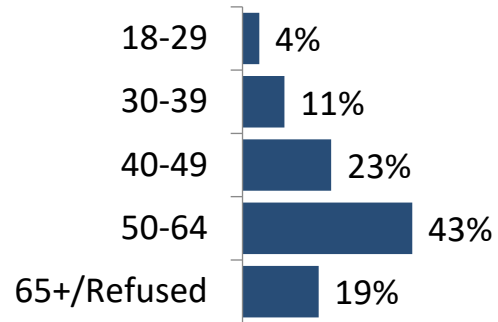
- ▶ Hybrid live telephone survey, email- and text-to-web of SEIU Local 2015 members and CNA registrants working in private nursing homes
- ▶ Survey conducted February 7-21, 2022
- ▶ 603 interviews; overall margin of error  $\pm 4.0$  percentage points
  - Among SEIU members: 510 interviews; overall margin of error  $\pm 4.3$  percentage points
  - Among CNA list: 93 interviews; overall margin of error  $\pm 10.2$  percentage points
- ▶ Interviews were conducted in English, Spanish, Chinese, Vietnamese, Korean, and Armenian by trained, professional interviewers
- ▶ **This slide deck presents finding among SEIU members working in IHSS positions – a total of 470 interviews were collected among this group; margin of error  $\pm 4.5$  percentage points**

Please note that due to rounding, some percentages may not add up to exactly 100%.

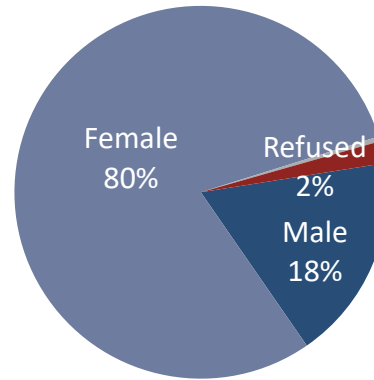
# Home Care Worker Profile

## All IHSS Workers (n=470)

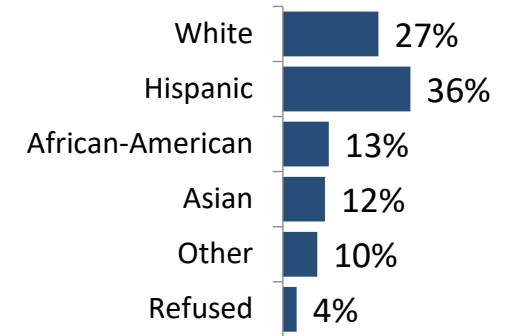
101. Age



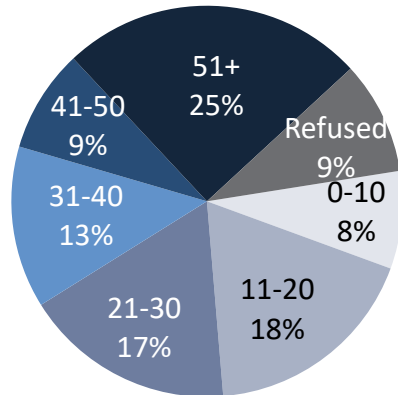
1. Gender



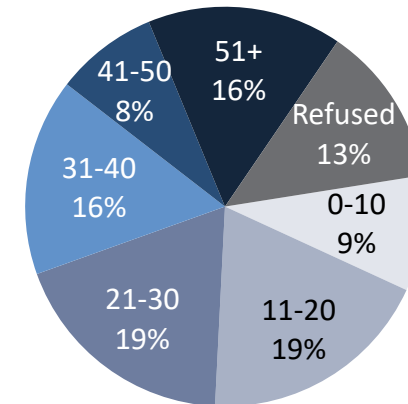
102. Ethnicity



107. Hours Worked



108. Hours Paid



**47%** of home care workers report working 30+ hours/week, but only **40%** report being paid for 30+ hours.

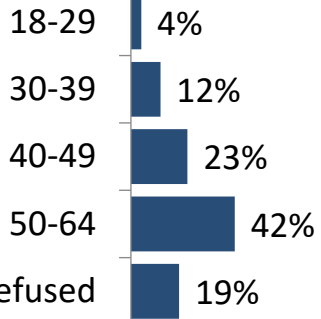
**31%** of home care workers report working at least one additional job in addition to their home care job.

# Home Care Worker Profile

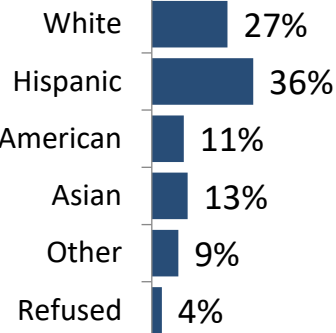
## Family Care (n=361)

## Non-Family Care (n=109)

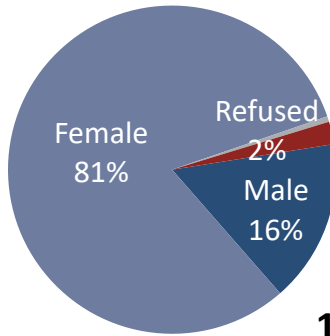
### 101. Age



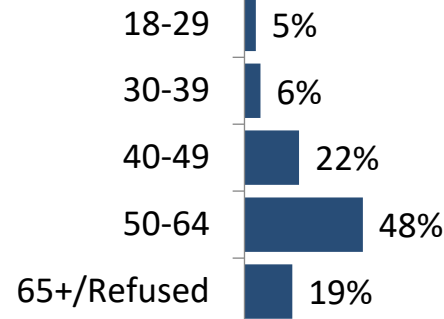
### 102. Ethnicity



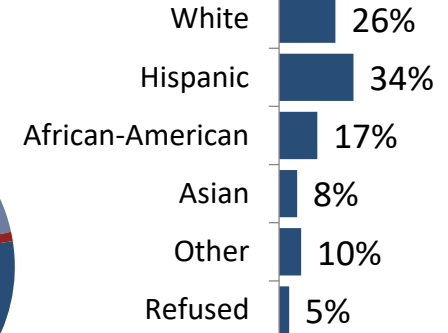
### 1. Gender



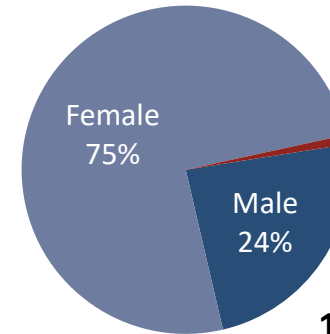
### 101. Age



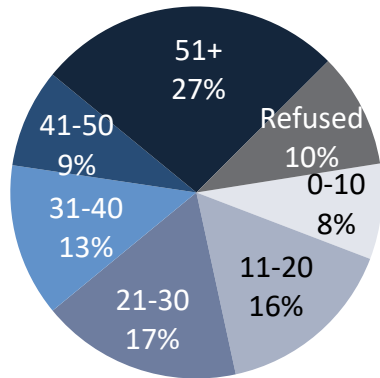
### 102. Ethnicity



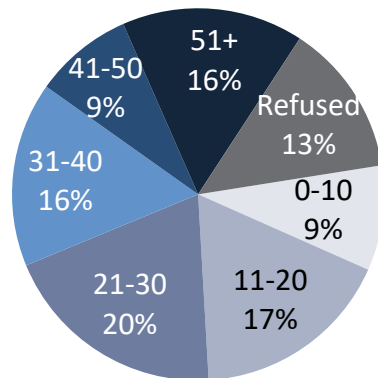
### 1. Gender



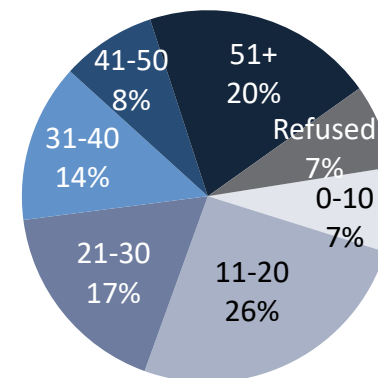
### 107. Hours



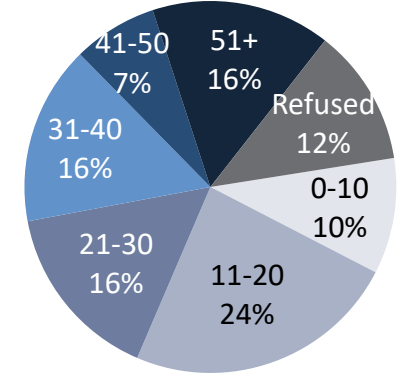
### 108. Hours Paid



### 107. Hours



### 108. Hours Paid



**48%** of family home care workers report working 30+ hours/week, but only **40%** report being paid for 30+ hours.

**28%** of family home care workers report having more than one job.

**42%** of non-family home care workers report working 30+ hours/week, but only **39%** report being paid for 30+ hours.

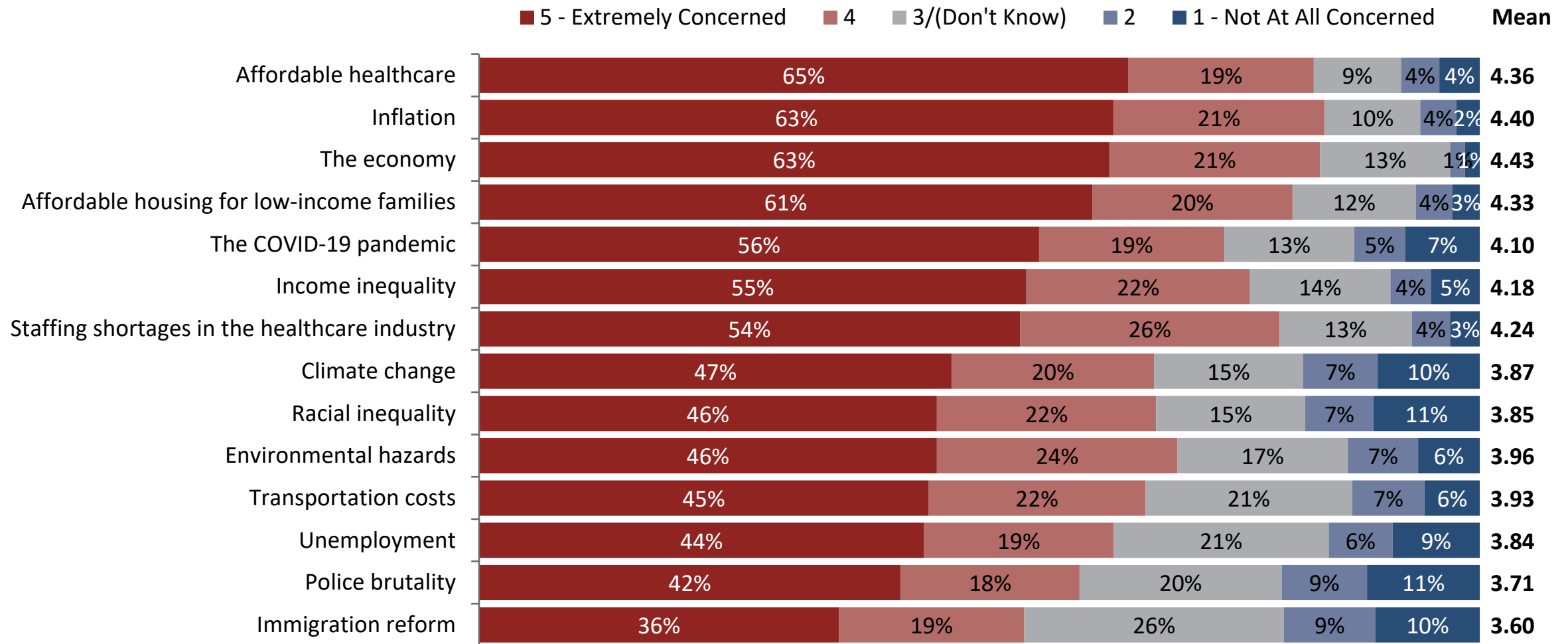
**42%** of non-family home care workers report having more than one job.



**Issue Environment**

# Issue Concerns – Home Care Workers

*Among home care workers, affordable healthcare, inflation, the economy, and affordable housing for low-income families rise to the top as “extremely concerning” to at least three-in-five.*



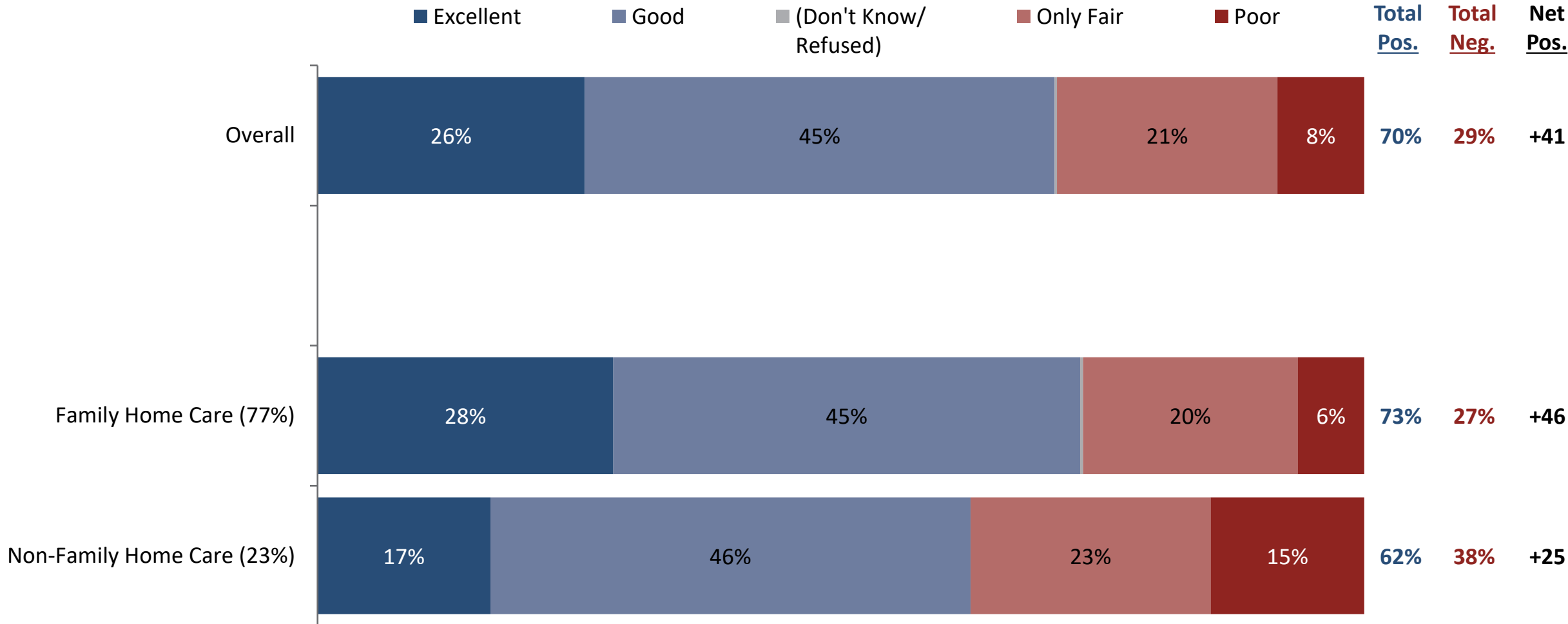
Q6-19. I'd like to read you a list of issues. Please rate your level of concern for each one using a scale of one to five, where one is not at all concerned and five is extremely concerned.



# Care Worker Retention

# Job Satisfaction

*Seven-in-ten home care workers indicate satisfaction in their job. Job satisfaction is higher among IHSS home care workers caring for a family member.*

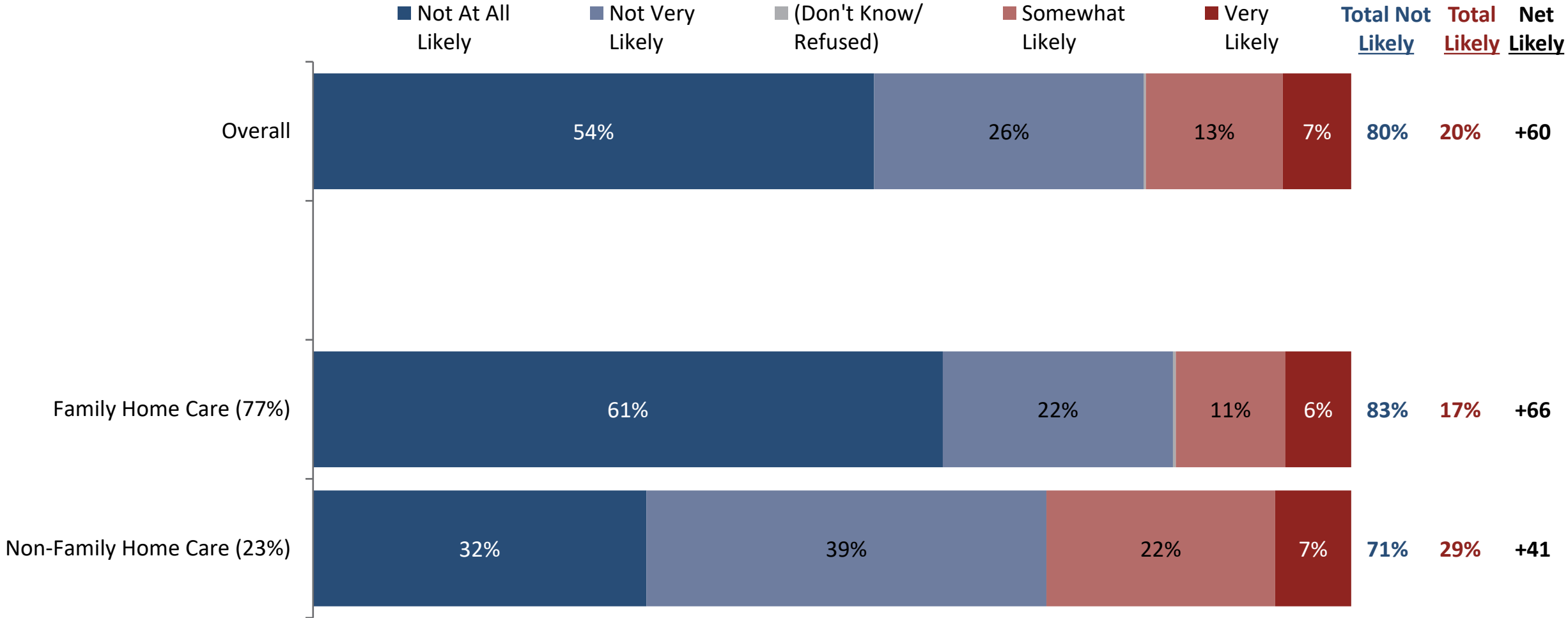


Q54. In terms of things such as salary, benefits, and working conditions, how would you rate the overall situation at your job these days – excellent, good, only fair, or poor?



# Job Retention

*Only one-in-five home care workers say they are “somewhat” or “very” likely to leave their current position in the next year. Home care workers not caring for a family member are more likely to indicate some likelihood to leave their positions.*

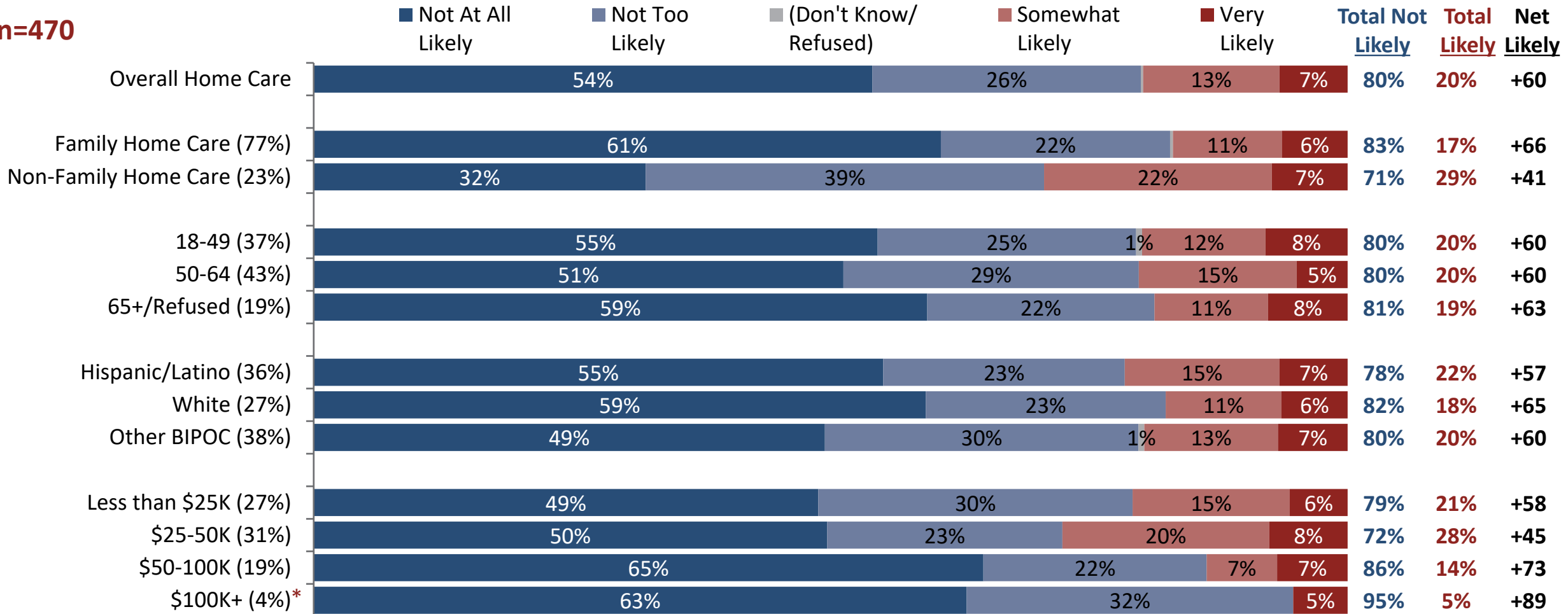


Q55. How likely is it that you leave your current position in the next year, are you not at all likely, not too likely, somewhat likely, or very likely to leave your current position in the next year?

# Home Care Job Retention by Subgroups

Among home care workers, those not caring for family members are slightly more likely to indicate some likelihood to leave their position in the next year. Those with household incomes under \$50,000 are also more likely to indicate a likelihood to leave.

n=470



\*Note small sample sizes

Q55. How likely is it that you leave your current position in the next year, are you not at all likely, not too likely, somewhat likely, or very likely to leave your current position in the next year?

# Reasons for Staying

*Half of home care workers caring for family members say they will not leave because they care for a family member. Non-family home care workers are more likely to value the responsibilities of their job.*

**n=441**

**You indicated that you are not likely to leave your current position in the next year.  
Why don't you think you are going to leave your current position?**

	Family Home Care Workers	Non-Family Home Care Workers
Like My Job/Enjoy What I Do/Content/Helping Those In Need	17%	49%
Care For Family/Recipient Is Family	50%	4%
Financial Reasons/Need Job	7%	5%
Committed/Recipient Needs Me/Not Leaving	16%	19%
Like Working with Recipient/Have A Bond	3%	9%
Providing Good Care/Best Option	2%	6%
Other	14%	17%
None/Don't know/No opinion	5%	1%

*"I really enjoy doing what I do and I feel supported by my union."  
- Non-Family Home Care Worker*

*"I care for my family member."  
- Family Home Care Worker*

# Reasons for Leaving

Among those who indicate likelihood to leave their position in the next year, poor wages is the reason most-cited.

n=159

You indicated that you are likely to leave your current position in the next year.  
Why are you considering leaving your current position?

	Family Home Care Workers	Non-Family Home Care Workers
Because Of My Age/Retirement	8%	9%
Wages/Poor Pay/Income/Salary	28%	38%
Understaffed	0%	3%
Working Conditions/Management	5%	19%
Benefits	10%	6%
Better Job/Higher Paying	5%	9%
Change in health of client/Expect change in health	7%	3%
Can't leave/Not leaving	8%	6%
Other	36%	31%
None/Don't know/No opinion	8%	6%

*"I need better pay and working conditions and career growth."  
- Family Home Care Worker*

*"It's time for me to retire."  
- Family Home Care Worker*

# Career Transitions

Those who indicate a likelihood to leave their current position cite a variety of next steps, including further education, retirement, and transitioning to other work.

n=159

## What do you have planned next for your career, if anything?

	Family Home Care Workers	Non-Family Home Care Workers
Another Job / Agency	5%	6%
Back To School	8%	3%
Retirement	7%	13%
Higher Paying Job / Better	7%	3%
Healthcare	8%	3%
My Own Business	3%	3%
Other Work	15%	31%
Other	25%	22%
None/Don't know/No opinion	23%	16%

*"I'm looking to retire in the next year or two."  
- Non-Family Home Care Worker*

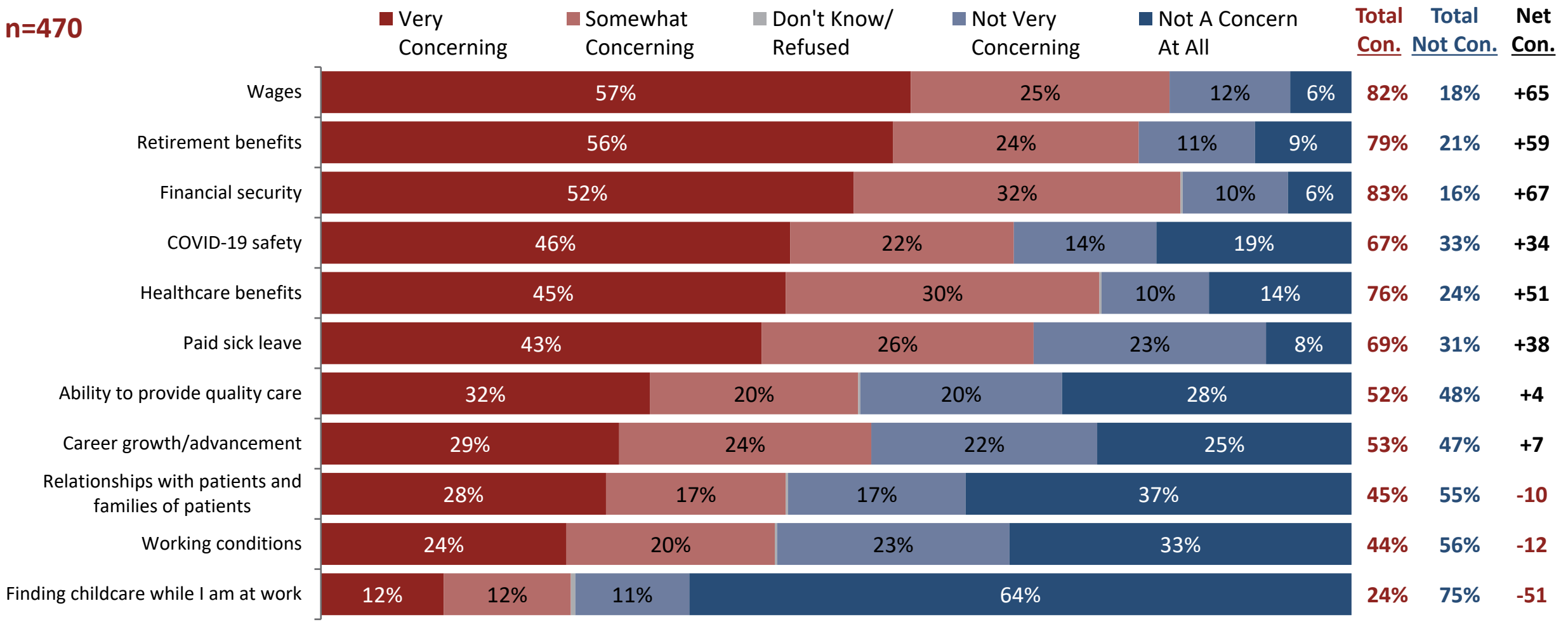
*"Work for another agency with higher pay."  
- Family Home Care Worker*

# Job Challenges – Home Care Workers



*Home care workers indicate high levels of concern related to wages, retirement benefits, and general financial security. Relationships with parents, working conditions, and finding childcare are not a concern to at least half.*

**n=470**



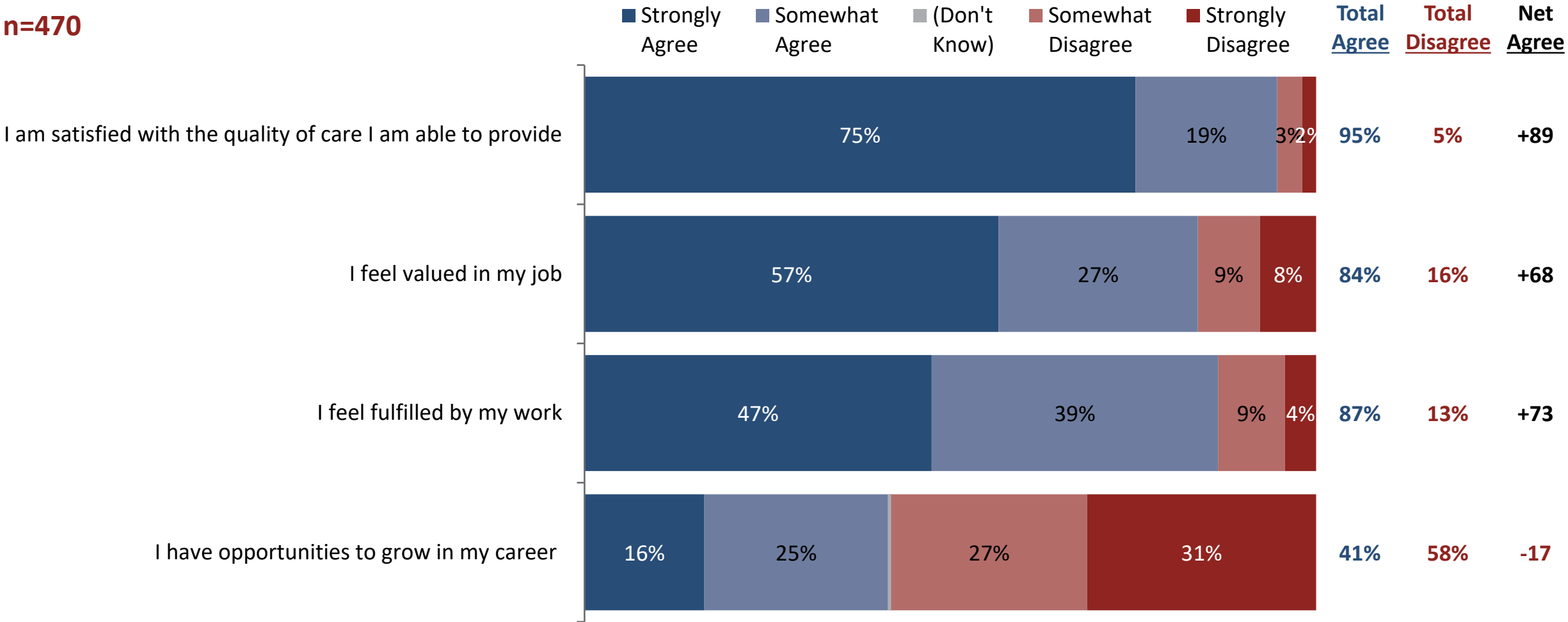
Q59-70. Next you will hear some areas of your job as a care provider that may be challenging. For each one, please tell me how much of a concern that item is as it relates to your job.

# Job Attitudes – Home Care Workers



*Home care workers near universally indicate satisfaction with the quality of care they are able to provide, and large shares also indicate that they feel valued and fulfilled in their work. Three-in-five disagree that they have opportunities to grow.*

**n=470**



Q71-89. Next is a series of statements related to your job. After each one, please tell me whether you agree or disagree with the statement.

# Job Attitudes – Home Care Workers



*Family care workers are more likely to indicate feeling valued in their job and fulfilled in their work than are non-family home care workers. Non-family home care workers are more likely to agree that they have opportunities to grow in their careers.*

**Total % Agree**

Statement	All Home Care Workers	Family Home Care (77%)	Non-Family Home Care (23%)
I am satisfied with the quality of care I am able to provide	95	95	94
I feel valued in my job	84	85	79
I feel fulfilled by my work	87	88	82
I have opportunities to grow in my career	41	40	47

Q71-89. Next is a series of statements related to your job. After each one, please tell me whether you agree or disagree with the statement.

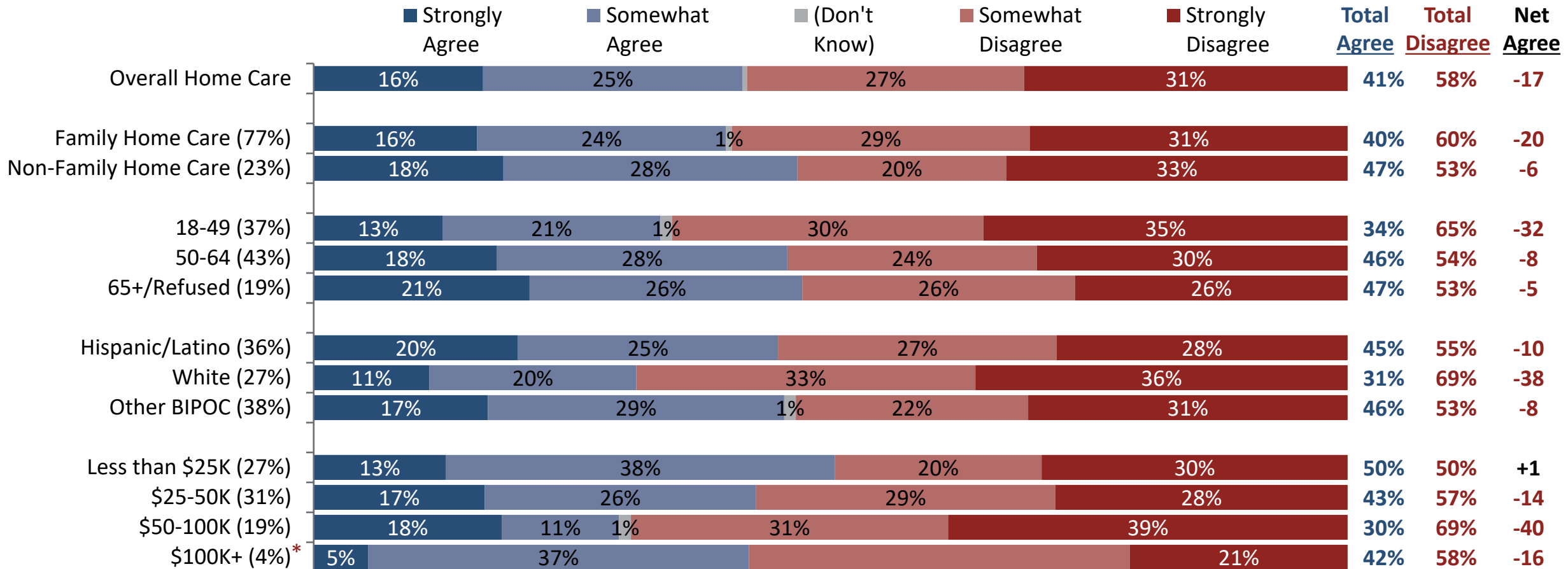


# Career Growth – Home Care Workers

*Those working in home care for a family member are less likely to agree that they have opportunities to grow, as are white respondents, those under 50, and those with household incomes above \$50,000.*

n=470

**I have opportunities to grow in my career.**



*\*Note small sample size*

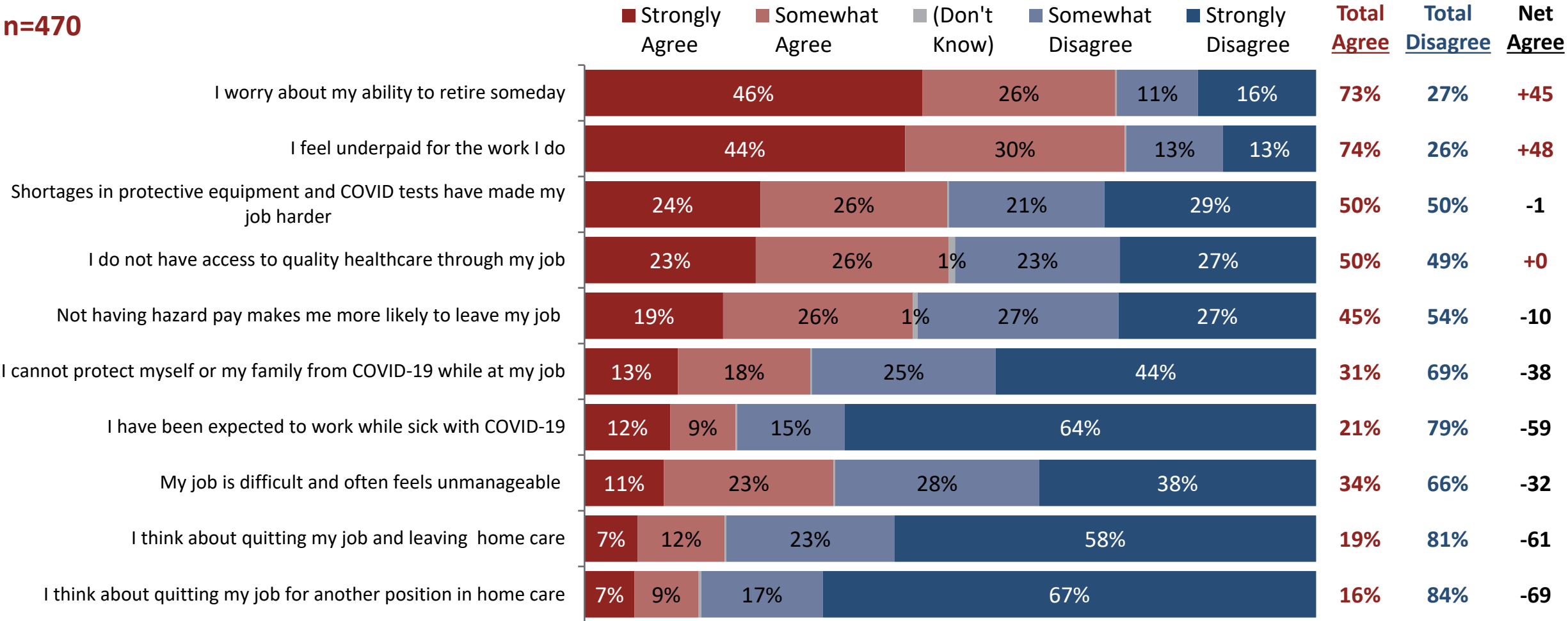
Q71-89. Next is a series of statements related to your job. After each one, please tell me whether you agree or disagree with the statement.

# Job Attitudes – Home Care Workers



*Three-in-four home care workers agree that they worry about their ability to retire and that they feel underpaid. Majorities disagree with a variety of other statements.*

**n=470**



Q71-89. Next is a series of statements related to your job. After each one, please tell me whether you agree or disagree with the statement.

# Job Attitudes – Home Care Workers

*Non-family home care workers are more likely to agree that they think about quitting their jobs. Family home care workers are more likely to indicate feeling that their job is unmanageable and that they have been expected to work while sick with COVID-19.*

## Total % Agree

Statement	All Home Care Workers	Family Home Care (77%)	Non-Family Home Care (23%)
I worry about my ability to retire someday	73	72	75
I feel underpaid for the work I do	74	73	75
Shortages in protective equipment and COVID tests have made my job harder	50	48	53
I do not have access to quality healthcare through my job	50	50	50
Not having hazard pay makes me more likely to leave my job	45	42	53
I cannot protect myself or my family from COVID-19 while at my job	31	29	36
I have been expected to work while sick with COVID-19	21	22	17
My job is difficult and often feels unmanageable	34	35	30
I think about quitting my job and leaving home care	19	16	29
I think about quitting my job for another position in home care	16	14	21

Q71-89. Next is a series of statements related to your job. After each one, please tell me whether you agree or disagree with the statement.

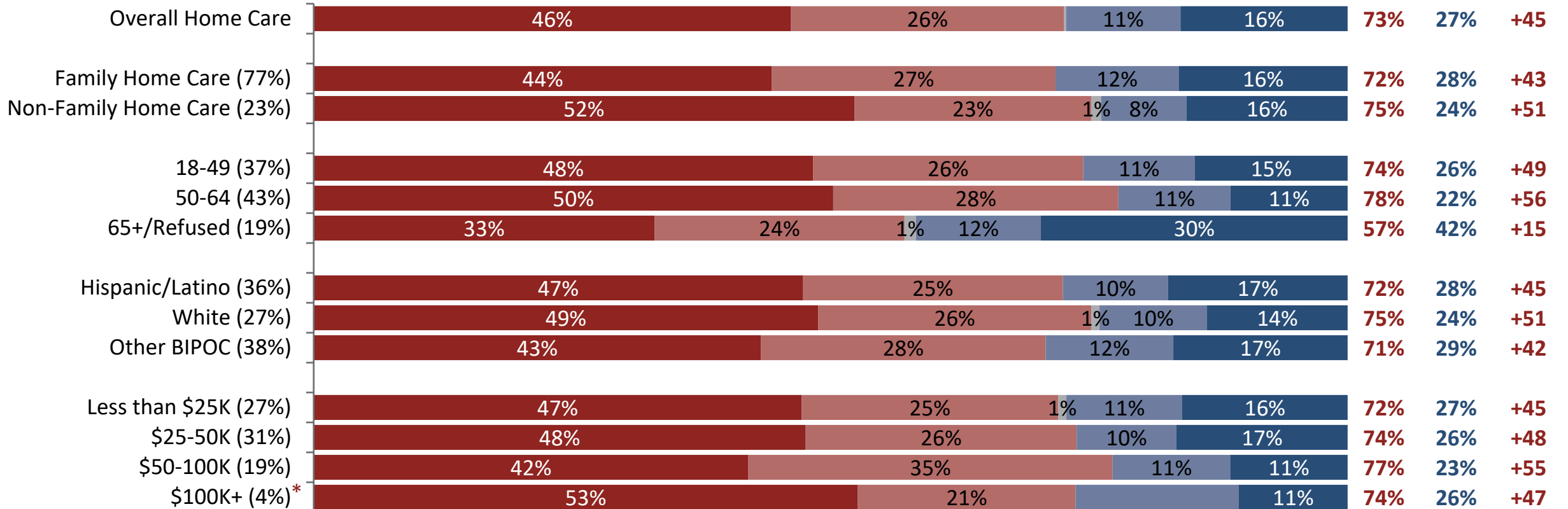
# Retirement Outlook – Home Care Workers

*Home care workers under 65 are far more likely to indicate concern about their ability to retire. Income has little impact on feelings about future retirement plans.*

n=470

***I worry about my ability to retire someday.***

■ Strongly Agree    
 ■ Somewhat Agree    
 ■ (Don't Know)    
 ■ Somewhat Disagree    
 ■ Strongly Disagree    
 **Total Agree**    **Total Disagree**    **Net Agree**



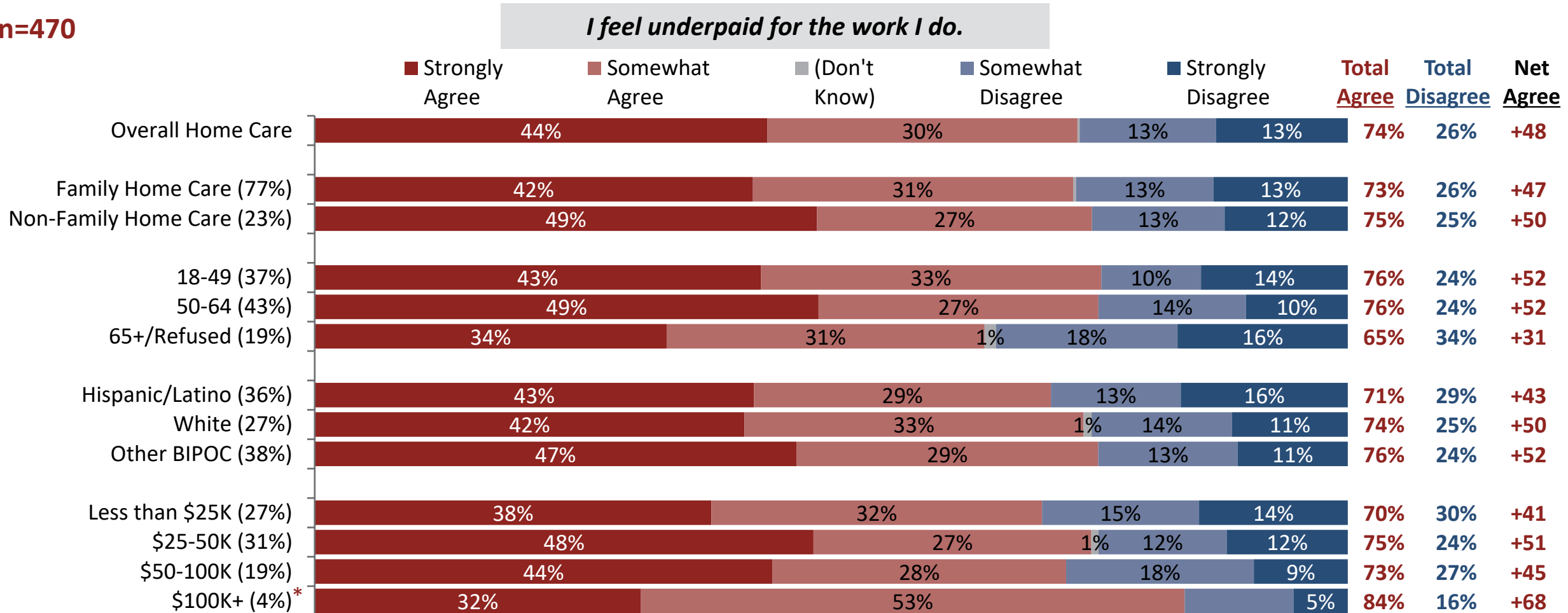
*\*Note small sample size*

Q71-89. Next is a series of statements related to your job. After each one, please tell me whether you agree or disagree with the statement.

# Pay Satisfaction – Home Care Workers

*Those who agree that they feel underpaid are more likely to be under 65. Taking care of a family member as a part of home care clientele does not significantly impact feelings regarding pay.*

**n=470**



*\*Note small sample size*

Q71-89. Next is a series of statements related to your job. After each one, please tell me whether you agree or disagree with the statement.