

2021 WPSA Workforce Survey



The Wisconsin Personal Services Association (WPSA), the statewide association of personal care agencies, released dire data from more than 120 agencies in May 2021. The 2021 WPSA workforce survey saw a record number of respondents, representing every county in the state. Personal care agencies are advocating for a 23% increase to the Medicaid personal care reimbursement rate in the 2021-23 state budget to address the state's worsening direct care workforce crisis.



95%

of agencies turned away a client in the past year because there wasn't a worker available



1 out of 3

agencies currently have 10 or more open caregiver positions. Over 50% have more than 7 openings.



90%

have seen an increase in the number of clients who don't have a backup plan / caregiver when there isn't a paid worker

Current Personal Care Rate:
\$19.16



Average Cost Per Hour:
\$24.60

Increased Costs



\$47,500
average overtime costs



\$32,089
average EVV implementation costs

Access Issues Hurt Consumers



76%

have a client whose family member had to quit their job to care for them



50%

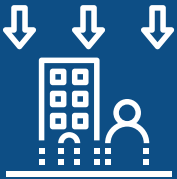
have a client whose health has gotten worse



47%

have a client who's needed to relocate to a more restrictive setting

Access Issues Will Get Worse



2 out of 3 considering downsizing



40% considering leaving Medicaid



17 agencies considering closing

Personal Care Workers Hold Our System Together

Personal care is a long-term care service provided in the clients' own home. It is non-medical care designed to help older adults and people with disabilities perform activities necessary for daily living such as bathing, eating, getting dressed and assisting with mobility. These in-home supports are designed to keep older adults and people with disabilities independent and living in their own homes.