



Direct Service
Provider
Wage Surveys



**Department of
Medicaid**

**Department of
Aging**

**Department of
Developmental
Disabilities**

Contents

Background	3
Introduction	3
Ohio Department of Developmental Disabilities	5
Survey Methodology	5
Wages in DODD programs	5
Fringe Benefits	6
Ohio Department of Medicaid & Ohio Department of Aging	7
Survey Methodology	7
Wages in Medicaid and Aging programs 2023 HHA/PC workers	7
Fringe Benefits for HHA/PC Workers 2023	7
Wages in Medicaid and Aging Programs 2023 Nurses	8
Fringe Benefits for Nurses 2023	9
Summary	9

Background

Upon the enactment of Amended Substitute House Bill 33 of the 135th General Assembly, the DeWine-Husted Administration and the Ohio General Assembly approved a significant investment in direct care worker compensation.

The findings of the General Assembly included a recognition that direct care providers under Ohio's Medicaid program were adversely impacted by the COVID-19 pandemic and extraordinary inflationary pressures within the economy.

Funding provided in the budgets of the Department of Medicaid, the Department of Aging and the Department of Developmental Disabilities was specified for provider rate increases to ensure workforce stability and greater access to care for Medicaid recipients through increased wages and needed workforce supports.

To track the historic rate increases Section 751.20 of Am. Sub. HB 33 (included to the right) requires the Ohio Department of Medicaid, in conjunction with the Ohio Department of Aging and the Ohio Department of Developmental Disabilities, to compile a report of wages paid to direct care workers in each year of the biennium.

The goal of this initial survey was to gather baseline information for calendar year (CY) 2023 about direct care workers providing home and community-based services (HCBS) to individuals in **Medicaid Waiver Programs** and through the **Medicaid State Plan**. In the next iteration of the survey in early CY 2025, the departments will examine how a change to the Ohio Medicaid reimbursement rate, which was approved by the Ohio Legislature in the state fiscal year (SFY) 2024-2025 state budget for implementation on January 1, 2024, may impact wages for direct care workers. In the data presented here, unless otherwise noted, all questions focused on the CY 2023 to capture information prior to the legislative changes going into effect. The departments conducted surveys of direct care workers in their respective systems.

Introduction

The services listed in this report are for individuals with a variety of functional needs or disabilities who need assistance to remain in their home and to prevent unwanted and unnecessary institutionalization. These services help individuals remain independent with activities such as assistance with bathing, dressing, eating, and walking. Individuals receiving these services are enrolled in a Home and Community Based Service (HCBS) Medicaid waiver and/or receive community State Plan services. In SFY 2022 there were more than 107,000 individuals enrolled in HCBS waivers, with waiver services expenditures totaling approximately \$2.13 billion dollars. (All

SECTION 751.20. HCBS DIRECT CARE WORKER WAGES

The Department of Medicaid, jointly with the Department of Aging, and the Department of Developmental Disabilities, shall compile a report of the wages paid to direct care workers providing direct care services under the Medicaid home and community-based waiver components administered by those agencies. The report shall be divided by service type and shall show the wages paid by each agency during the previous fiscal year. Annually, not later than the first of July of each year, the Department of Medicaid shall submit the report to the General Assembly, in accordance with section 101.68 of the Revised Code, the Governor, and the Joint Medicaid Oversight Committee.

the dollar amounts provided in this report represent the total expenditure, including state and federal matching funds.) Adding the cost of all other Medicaid services, the total Medicaid cost of care for individuals served through HCBS waivers was approximately \$5.5 billion dollars in SFY 2022. (This includes medical, dental, vision, pharmacy and behavioral health services.) HCBS waivers provide an alternative to care in a nursing facility or Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF-IID).

The table below lists the number of individuals enrolled and the total Medicaid expenditure for individuals enrolled on one of the waivers. State plan services include home health (Aide, RN or LPN) and private duty nursing. These are also direct care services that address comparable needs as those of the waivers. While the state plan services are also provided to individuals not on a waiver, most of the expenditures are for individuals enrolled on the waivers.

SFY 2022 Data – Combined State and Federal Funds	Individual Options	Level One	SELF	PASSPORT	MyCare (CY 2022)	Ohio Home Care	State Plan Services
Enrollment	24,238	13,642	1,908	24,287	36,307	7,280	
Personal Care (For PASSPORT & MyCare includes homemaker service)	\$750,557,325	\$38,471,288	\$21,178,442	\$209,815,651	\$392,312,063	\$112,784,305	
Home Health Aide							\$190,884,605
Home Health Nursing (RN & LPN)							\$110,147,527
Private Duty Nursing							\$111,118,475
Waiver Nursing	\$1,094,430	\$63	\$0	\$313,442	\$11,420,942	\$5,651,455	
Adult Day	\$121,753,253	\$40,635,503	\$2,042,445	\$3,468,885	\$5,384,515	\$709,519	
Total Waiver	\$1,994,718,963	\$165,411,511	\$31,693,123	\$264,559,232	\$554,432,165	\$135,199,406	
Total Waiver & other State Plan Expenditures	\$3,277,292,694	\$363,245,534	\$78,023,844	\$611,595,234	\$804,889,883	\$364,072,800	

The providers surveyed in this report perform invaluable support to families and individuals and are an integral part of the entire Medicaid system in Ohio. More than 42,000 direct care workers are employed and providing services in the HCBS waivers operated by Department of Developmental Disabilities (DODD).

Provider feedback was obtained through surveys of agency providers employing direct care workers. DODD program provider surveys are required for payment. For the ODM and ODA operated waivers and state plan services the survey conducted was voluntary which results in a sample of agencies. This made it difficult to estimate the total number of direct care staff for those agencies not responding to the survey.

Ohio Department of Developmental Disabilities

Survey Methodology

Since CY 2020, the Ohio Department of Developmental Disabilities (DODD) has surveyed providers on Direct Support Professional (DSP) compensation, DSP turnover, DSP employment tenure, and other pertinent employment information. The survey results provide insight into the current state of DSP compensation and the overall workforce.

A secondary purpose of the survey was to evaluate the impact of reimbursement rate increases on DSP compensation. The survey was developed in collaboration with a workgroup comprised of DODD agency staff and stakeholders representing families, providers, and county boards of developmental disabilities. Until CY 2023, the survey was focused on DSPs that provided Homemaker/Personal Care (HPC) services.

The CY 2023 survey was sent to just over 1,600 Providers that were reimbursed for HPC or Adult Day Services (ADS) in 2023. The survey window opened April 15th and ended June 30th, 2024.¹ As of this writing, 1,412 providers (86%) have fully completed the survey which represents 92% of total payments.

Links to previous calendar year summary reports are included below.

[Calendar Year 2020](#) [Calendar Year 2021](#) [Calendar Year 2022](#)

Additional information about the survey, including FAQs, training documents, and the questionnaire can be accessed on the DODD website at this [link](#).

Wages In DODD programs

In CY 2023, the median starting wages are \$14 per hour as reported by all Providers for Homemaker/Personal Care (HPC) and Adult Day Services (ADS) that hire DSPs directly. HPC and ADS are the primary services provided on the three DD home and community-based waivers: Individual Options (IO), Level One, and SELF.

In the table on the next page, average hourly wages are calculated based on total wages reported for CY 2023 divided by total hours reported for the year. The average varied from \$14.76 for DSPs that provided only HPC services to just over \$16 for DSPs that are in Adult Day services. The range was a minimum of \$10 an hour to just over \$35 an hour.

To get more timely wage data, providers were asked to report wage information for the first quarter of CY 2024. Providers were also asked to estimate wages for the third quarter of CY 2024 after the final rate increase is implemented. The graphs below show the changes in average and median starting and regular hourly rates from 2023 to the first quarter of 2024 and the anticipated changes starting July 1, 2024.

¹ The DSP Compensation survey window was extended in July for some providers so the final summary results may vary from the figures presented in this report. As of this writing, 1,412 providers (86%) have fully completed the survey which represents 92% of total payments.

Calendar Year 2023*	Provider Count	Average Starting Hourly Wage	Median Starting Wage	Average Regular Hourly Wages	Median Regular Hourly Wages
Homemaker Personal Care (HPC)	728	\$13.70	\$14.00	\$15.41	\$14.76
Adult Day Services (ADS)	150	\$14.50	\$14.00	\$16.86	\$16.03
Providers offering both HPC and ADS	327	\$13.92	\$14.00	\$15.78	\$15.07
Overall	1,205	\$13.86	\$14.00	\$15.69	\$15.00

*Data as of June 30, 2024. Excludes outliers of under \$9 and over \$36 per hour.

*As of June 30, 2024, 1,412 providers (86%) have fully completed the survey which represents 92% of total payments.

*Final information may change slightly upon full analysis of the survey.

Fringe Benefits

Total compensation includes benefits, which vary by type offered by provider. Benefits are offered to full-time workers more often than part-time DSPs.

Benefit Type	Offers to All DSPs	Offers to Some DSPs*	Does Not Offer to DSPs
Holiday Pay	45.4%	20.5%	34.2%
Vacation Paid Time Off	18.8%	29.7%	51.5%
Personal Paid Time Off	17.2%	23.8%	58.9%
Sick Paid Time Off	13.1%	19.0%	67.9%
Health Insurance	9.1%	24.4%	66.5%
Dental Insurance	11.0%	21.3%	67.7%
Vision Insurance	10.9%	19.9%	69.2%
Disability Insurance	10.2%	14.8%	75.0%
Life Insurance	12.6%	18.0%	69.5%
Educational Reimbursement	9.0%	7.6%	83.4%
Retirement	14.3%	13.1%	72.6%
Health Incentives	4.7%	7.0%	88.2%
Employee Assistance Program	13.7%	5.4%	80.9%
Childcare	1.0%	1.6%	97.4%
Other (specify)	11.3%	5.6%	83.1%

*Based on hours served, tenure, or other criteria

Ohio Department of Medicaid & Ohio Department of Aging Survey Methodology

This was the first such survey for both the Department of Medicaid and Department of Aging. The Survey Respondents consisted of the following:

- Home care agencies who billed Ohio Medicaid for personal care services between November 2022 and February 2024.
- A list of 1332 providers were identified via their unique Medicaid provider ID and invited to participate in the web survey fielded April 17, 2024 – June 14, 2024.
- 430 respondents—83.6% with a mailing address located in metropolitan or suburban counties in Ohio.
- All wage information was self-reported by provider agencies.

The critical services of Home Health Aides (HHA), Personal Care workers (PC) and Nurses were the target of this survey. These categories of essential staff provide services in four Medicaid programs; three home and community-based waivers - Passport, MyCare and Ohio Home Care; and as a Medicaid state plan service. With these services, there are some “private pay” or other insurance options available, so information about Medicare, private insurance and private pay is also included for comparison. This is not the case with DD services.

Wages in Medicaid and Aging programs: Home Health Aides/Personal Care Workers

The hourly median wage for HHA/PC workers was similar across all four Medicaid programs and comparable to the wage reported for Medicare and private insurance (\$12), but lower than the rate for private pay clients (\$14).

Program or Payer	Median Hourly Wage (December 2023)
Medicaid Waiver Services—PASSPORT	\$12.50
Medicaid Waiver Services—MyCare	\$12.50
Medicaid Waiver Ohio Home Care Program	\$12.00
Medicaid State Plan Services	\$12.50
Medicare or Other Types of Private Insurance	\$12.00
Private Pay Clients	\$14.00

Fringe Benefits for HHA/PC Workers

Fringe benefits are more often offered to HHA/PC workers by providers contracted with Medicare/private insurance or serving private pay clients than by providers contracted with Medicaid programs. For providers contracted with Medicaid programs, paid holidays and vacation time are

usually offered more frequently to HHA/PC workers than sick time, health insurance, or retirement contributions.

Program or Payer	Vacation Time	Sick Time	Paid Holidays	Bereavement, Personal Care Time	Health Insurance	Retirement Contributions*
PASSPORT	30%	23%	36%	28%	21%	15%
MyCare	25%	21%	30%	24%	16%	13%
Ohio Home Care Program	30%	22%	30%	26%	23%	15%
State Plan Services	33%	26%	33%	30%	28%	21%
Medicare or Private Insurance	42%	30%	41%	35%	38%	25%
Private Pay Clients	42%	30%	44%	33%	32%	24%

Note: The denominator for each percentage is the number of providers who reported contracting with each program

*Excluding Social Security

The survey data presented here is unweighted, and therefore the findings only represent the data from respondents who completed the survey and cannot be extrapolated to the larger population of home care providers billing Medicaid for personal care services in Ohio.

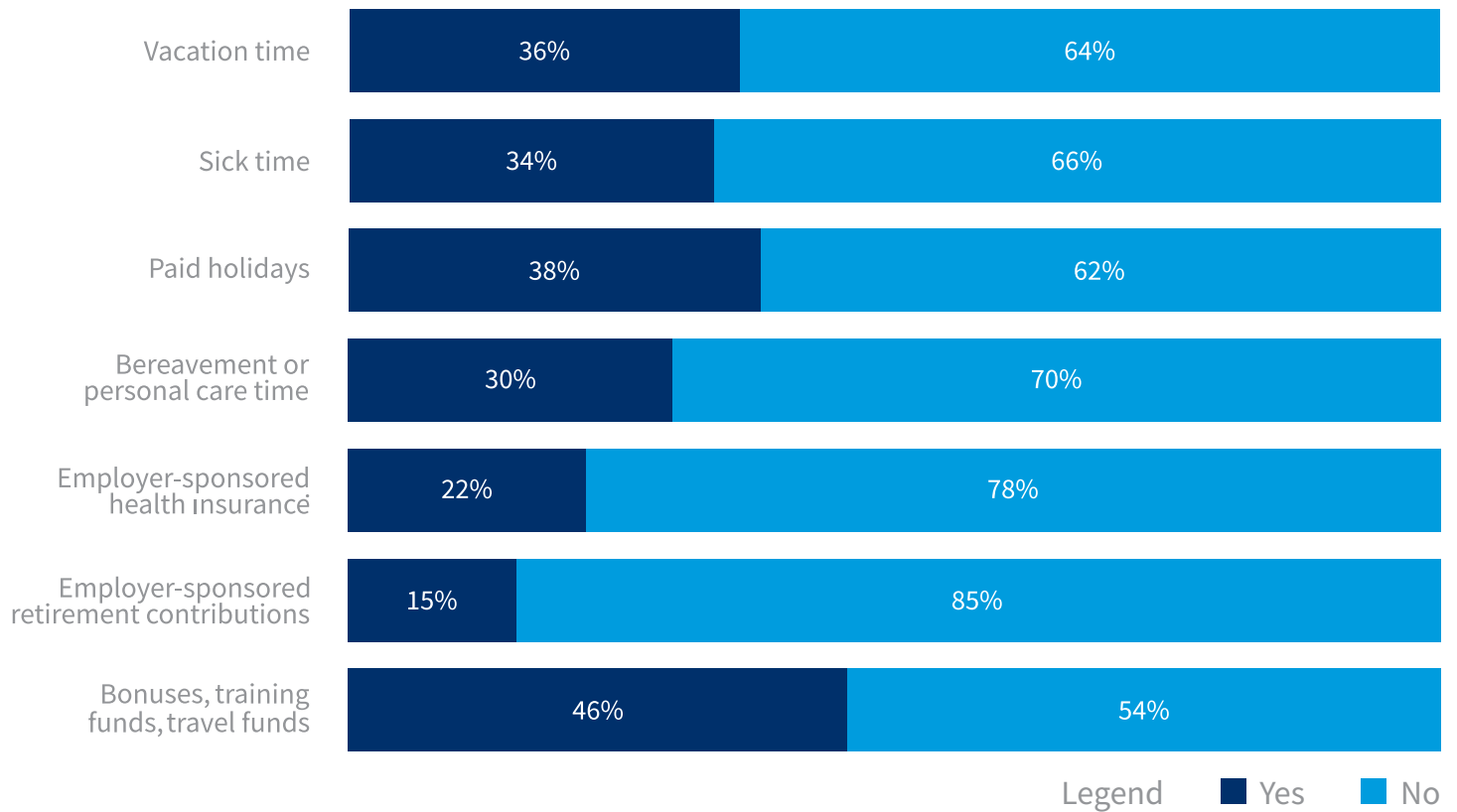
Wages in Medicaid and Aging Programs: Nurses Services

The hourly median wage for RNs and LPNs providing hands-on direct care to clients was similar across all four Medicaid programs, as well as comparable to the wage reported for nurses providing care for clients through Medicare/private insurance or for private pay clients.

Program or Payer	Median Hourly Wage (December 2023)	
	RNs	LPNs
Medicaid Waiver Services—PASSPORT	\$35	\$25
Medicaid Waiver Services—MyCare	\$35	\$25
Medicaid Waiver Ohio Home Care Program	\$35	\$25
Medicaid State Plan Services	\$35	\$25
Medicare or Other Types of Private Insurance	\$35	\$25
Private Pay Clients	\$35	\$25

Fringe Benefits for Nurses

The below table breaks down the percentage of providers who offered fringe benefits or bonuses to nurses serving Medicaid members.



Summary

The data in this report pre-dates the rate increases provided by H.B. 33 that began on January 1, 2024, and July 1, 2024. This report sets a baseline to understand how the rate increases impacted wages and other benefits for direct care workers in Ohio. It also allows for greater transparency to the invaluable support provided by direct care staff and agencies to individuals and families across Ohio and provides important information about the care and services of more than 100,000 Ohioans for future policy discussions.