

# **Attention Home Care and Home Health Agencies in Maine**

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## **Notice of Grant-Funded Study: An Evaluation and Demonstration Study to Improve the Direct Service Workforce**

### **Project Goals:**

It is essential for home health care agencies to determine why direct care and aide employees are difficult to recruit and retain. By understanding this, agencies can work to create a workplace where quality direct care staff will choose to stay employed. This project will support and enhance your agency's efforts by providing management information, management tools, and a thorough analysis of the dynamics of turnover among agency based direct care/service workers. The results will also be used to inform policy makers regarding the need to support this workforce and the agencies that employ them.

### **Who can participate?**

Home care and home health agencies that employ two or more direct care staff and provide home and community-based services to elders and people with disabilities in Maine.

### **Benefits to participation in this study will include:**

- No-cost consultation with needs assessment profile for addressing retention.
- Technical assistance for developing an easy-to-use management tool that will enable you to measure and track turnover in your agency.
- A confidential and customized report based on the evaluation conducted on your agency, as well as a report that summarizes findings from all participating agencies.
- Opportunities to meet with your peer agencies and to participate in Maine's PCA Provider Network and the Home Care Alliance of Maine programs.
- Informational programs and materials for employees about Dirigo Health, MaineCare and the grant-funded programs.
- No-cost technical assistance/consultation to evaluate the feasibility of participating in the Dirigo Health Program.
- No-cost, customized staff training and support programs to develop your agency as an Employer of Choice (for participating agencies based on eligibility guidelines of the grant).
- Final report detailing evaluation and study results on turnover and intervention practices here in Maine and a summary of the results from other state's projects.

### **What will participating agencies have to do?**

- We will conduct site visits at all participating agencies to interview selected workers, administrators and supervisors. Site visits and interviews will be arranged to accommodate both agency and workers' schedules. Compensation for employee time to complete the surveys will be funded through the grant.
- We will also conduct confidential phone surveys of supervisors and direct care workers. The first survey will be done this fall and a follow-up survey will be conducted approximately 18 months later.
- Personnel data to assess turnover will be collected. (Technical assistance will be available to assist your office staff to complete this process.)

### **For more information:**

Contact Lisa Marie Lindenschmidt at (voice) 780-4843, (TTY) 228-8440, or (email) [LMLinden@usm.maine.edu](mailto:LMLinden@usm.maine.edu).

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