PA DEPARTMENT OF AGING'S
FY 2008-09 DIRECT CARE WORKER REPORT

The Pennsylvania Department of Aging (PDA) allocated $3,275,702 in Direct Care Worker (DCW) funds to the AAAs in FY 2008-09. AAAs expended $3,240,225 or 99% of the funds on various activities to facilitate the recruitment and retention of DCWs.

Attachment 1 contains a list of each AAA's DCW expenditures by activity. The majority of DCW funds (75%) were spent on bonuses, which include gift and gas cards. AAAs spent 15% of the DCW funds on training programs for retaining incumbent DCWs and for recruiting new DCWs. AAAs spent 9% of the DCW funds on local recognition events to honor DCWs such as appreciation dinners and picnics. And, 1% of the DCW funds were spent on other activities such as newspaper advertisements, uniforms, billboard advertising, etc. Also listed in Attachment 1 is the turnover rate for each AAA. The statewide average turnover rate was 40%. The turnover rate was calculated as follows: total number of DCWs that started employment during the period 7-1-08 to 6-30-09 with providers of the AAAs that received DCW funds in FY 08-09 **PLUS** the total number of DCWs that left employment with providers of the AAAs during the period 7-1-08 to 6-30-09 **TIMES** 50% **DIVIDED BY** the total number of DCWs that were employed on 6-30-09 with all providers that received DCW funds in the period 7-1-08 to 6-30-09.

Attachment 2 lists the number of DCWs that received longevity, performance and recognition bonuses as well as gift and gas cards. A total of 16,991 DCWs received bonuses, gift or gas cards. 6,796 or 40% of these DCWs received longevity bonuses. 4,438 or 26% of the DCWs received gas cards. 1,984 or 12% of the DCWs received recognition bonuses. 1,950 or 11% of the DCWs received gift cards and 1,823 or 11% of the DCWs received performance bonuses. Providers used various criteria to award bonuses to DCWs such as years of service, performance reviews, attendance, hours worked in a specified period, consumer comments, covering call-offs and serving consumers in remote areas.

Attachment 3 lists the local recognition events that were held to honor DCWs. A total of 2,868 DCWs were honored at local recognition events held by providers or the AAAs. Appreciation dinners or luncheons, caregiver of the month, recognition at a county commissioner's meeting, summer picnics, and other events were held throughout the year by providers and the AAAs to recognize the outstanding efforts that DCWs put forth on a daily basis in serving Older Pennsylvanians.

Attachment 4 contains the types of training that were funded with DCW monies. Over 3,100 individuals received training funded with DCW monies. The vast majority of the training funds were spent on training for incumbent DCWs. These individuals received training on the following topics: Hospice, First Aid, CPR, Dementia, Alzheimer's, How to Deal with Difficult Behaviors, Wheelchair Safety, Fire and Safety, Emergency Procedures, Health Safety Precautions/Infection Control, Reporting Abuse, Neglect and Exploitation, Body Mechanics Transfer Techniques, Confidentiality, Communicating Effectively, Interpersonal Skills, Reducing Risk of Falls, Team Building, Stress Management, Diabetic Education and Personal Care.

Certified Nurse Aide training was provided to almost 100 individuals who were not direct care workers prior to receiving the training.

ATTACHMENT 1
EXPENDITURES BY ACTIVITY

AAA	TRAINING	EMPLOYEE RECOGNITION PROGRAMS	BONUSES	OTHER	TOTAL	TURNOVER RATE
ADAMS	$0	$7,558	$8,462	$0	$16,020	10%
ALLEGHENY	$54,193	$101,574	$157,103	$0	$312,870	46%
ARMSTRONG	$0	$3,891	$25,701	$125	$29,717	84%
BEAVER	$0	$8,628	$26,406	$0	$35,034	6%
BERKS	$0	$12,621	$25,980	$0	$38,601	53%
BLAIR	$10,452	$9,288	$19,932	$3,345	$43,017	66%
BRADFORD/S/S/TIOGA	$3,529	$2,974	$47,161	$0	$53,664	56%
BUCKS	$15,763	$0	$50,471	$0	$66,234	30%
BUTLER	$0	$0	$21,788	$0	$21,788	9%
CAMBRIA	$9,752	$500	$34,957	$0	$45,209	48%
CAMERON-ELK-MCKEAN	$41,354	$1,082	$0	$0	$42,436	35%
CARBON	$800	$600	$13,199	$0	$14,599	80%
CENTRE	$264	$1,011	$21,185	$0	$22,460	37%
CHESTER	$0	$0	$11,297	$0	$11,297	54%
CLARION	$0	$3,720	$13,563	$0	$17,283	33%
CLEARFIELD	$12,875	$0	$43,195	$0	$56,070	2%
COLUMBIA-MONTOUR	$2,362	$0	$9,229	$849	$12,440	36%
CRAWFORD	$0	$0	$20,124	$0	$20,124	71%
CUMBERLAND	$6,875	$1,283	$20,302	$0	$28,460	77%
DAUPHIN	$0	$3,098	$22,284	$0	$25,382	45%
DELAWARE	$33,876	$21,667	$51,525	$0	$107,068	50%
ERIE	$2,968	$0	$40,980	$0	$43,948	0%
FRANKLIN	$1,996	$5,289	$3,779	$3,730	$14,794	50%
HUNTINGDON-BEDFORD-FULTON	$0	$5,005	$27,981	$2,274	$35,260	71%
INDIANA	$4,269	$236	$9,475	$3,789	$17,769	29%
JEFFERSON	$0	$0	$21,129	$0	$21,129	48%
LACKAWANNA	$0	$10,592	$60,020	$0	$70,612	41%
LANCASTER	$0	$0	$55,119	$0	$55,119	26%
LAWRENCE	$0	$0	$15,325	$0	$15,325	16%
LEBANON	$904	$438	$17,473	$0	$18,815	53%
LEHIGH	$50,711	$2,382	$33,379	$0	$86,472	46%
LUZERNE-WYOMING	$1,449	$7,943	$125,460	$0	$134,852	50%
LYCOMING-CLINTON	$8,296	$2,364	$35,907	$0	$46,567	59%
MERCER	$27,206	$0	$0	$0	$27,206	10%
MIFFLIN-JUNIATA	$0	$0	$40,478	$489	$40,967	24%
MONROE	$414	$921	$14,200	$265	$15,800	37%
MONTGOMERY	$0	$0	$103,109	$0	$103,109	53%
NORTHAMPTON	$0	$0	$52,473	$0	$52,473	28%
NORTHUMBERLAND	$547	$2,797	$21,913	$2,053	$27,310	27%
PERRY	$0	$0	$5,731		$5,731	17%
PHILADELPHIA	$124,224	$32,066	$732,491	$0	$888,781	NOT AVAILABLE
PIKE	$0	$0	$200	$3,992	$4,192	1%
POTTER	$0	$542	$4,940	$1,700	$7,182	45%
SCHUYLKILL	$0	$0	$81,276	$0	$81,276	57%
SOMERSET	$14,275	$0	$4,371	$4,277	$22,923	88%
UNION-SNYDER	$0	$0	$7,963	$0	$7,963	6%
VENANGO	$7,116	$0	$6,991	$4,127	$18,234	51%
WARREN/FOREST	$513	$0	$19,099	$0	$19,612	3%
WASHINGTON-FAYETTE-GREENE	$10,039	$7,620	$67,125	$0	$84,784	38%
WAYNE	$0	$3,834	$11,300	$0	$15,134	33%
WESTMORELAND	$0	$0	$116,928	$0	$116,928	31%
YORK	$60,004	$21,993	$38,275	$0	$120,272	35%
TOTAL	$507,026	$283,517	$2,418,754	$31,015	$3,240,312	
PERCENT	15.65%	8.75%	74.65%	0.96%	100%	
AVERAGE						40%

ATTACHMENT 2
DCW BONUSES

AAA	NO. OF WORKERS RECEIVING LONGEVITY BONUSES	NO. OF WORKERS RECEIVING PERFORMANCE BONUSES	NO. OF WORKERS RECEIVING RECOGNITION BONUSES	NO. OF WORKERS RECEIVING GIFT CARDS	NO. OF WORKERS RECEIVING GAS CARDS
ADAMS	0	10	28	18	18
ALLEGHENY	262	14	27	126	84
ARMSTRONG	44	0	0	45	0
BEAVER	53			72	46
BERKS	0	0	111	80	0
BLAIR	15	0	148	0	0
BRADFORD/S/S/TIOGA	69	84	80	67	37
BUCKS	27	21	0	91	107
BUTLER	32	0	0	0	121
CAMBRIA	5	4	113	91	112
CAMERON-ELK-MCKEAN					
CARBON	30	20	30	0	64
CENTRE	279	18	34	39	24
CHESTER	0	0	0	0	596
CLARION	145	20	0	0	89
CLEARFIELD	0	0	0	133	336
COLUMBIA-MONTOUR	61	0	0	0	0
CRAWFORD	0	0	45	0	0
CUMBERLAND	0	131	0	40	49
DAUPHIN	148		35	0	150
DELAWARE	143	111	62	32	233
ERIE	0	0	0	0	538
FRANKLIN	9	0	0	0	0
HUNTINGDON-BEDFORD-FULTON	215	0	0	0	0
INDIANA	14	51	0	2	10
JEFFERSON	50	28	18	16	70
LACKAWANNA	59	147	100	110	41
LANCASTER	106	22	135	227	151
LAWRENCE	0	0	0	34	0
LEBANON	0	0	75	0	59
LEHIGH	65	123	0	0	129
LUZERNE-WYOMING	83	66	17	64	150
LYCOMING-CLINTON	130	0	0	65	65
MERCER					
MIFFLIN-JUNIATA	138	0	4	61	127
MONROE	164	0	0	0	0
MONTGOMERY	508	507	507	0	0
NORTHAMPTON	311	0	0	0	146
NORTHUMBERLAND	100	25	0	125	103
PERRY	46	0	0	0	0
PHILADELPHIA	2,935	0	0	0	0
PIKE	0	0	0	0	4
POTTER	16	21	13	0	0

ATTACHMENT 2
DCW BONUSES

AAA	NO. OF WORKERS RECEIVING LONGEVITY BONUSES	NO. OF WORKERS RECEIVING PERFORMANCE BONUSES	NO. OF WORKERS RECEIVING RECOGNITION BONUSES	NO. OF WORKERS RECEIVING GIFT CARDS	NO. OF WORKERS RECEIVING GAS CARDS
SCHUYLKILL	261	217	82	54	244
SOMERSET	0	70	0	0	45
UNION-SNYDER	0	0	0	159	0
VENANGO	7	0	7	0	0
WARREN/FOREST	0	0	0	0	192
WASHINGTON-FAYETTE-GREENE	261	113	0	186	87
WAYNE	0	0	0	13	71
WESTMORELAND	0	0	313	0	0
YORK	5	0	0	0	140
TOTAL 16,991	6,796	1,823	1,984	1,950	4,438
PERCENT	40.00%	10.73%	11.68%	11.48%	26.12%

ATTACHMENT 3
DCW RECOGNITION PROGRAMS

AAA	TYPE OF EVENT	NO. OF DCWs RECOGNIZED
ADAMS	CAREGIVER OF THE MONTH, AGENCY PICNIC, NEWSPAPER ADVERTISEMENTS RECOGNIZING DCWs	108
ALLEGHENY	NUMEROUS RECOGNITION EVENTS	589
ARMSTRONG	APPRECIATION DINNER	45
BEAVER	AWARD DINNER	67
BERKS	RECOGNITION DINNER	93
BLAIR	SEVERAL EMPLOYEE RECOGNITION PROGRAMS	223
BRADFORD/S/S/TIOGA	RECOGNITION DINNERS	42
BUCKS	N/A	
BUTLER	N/A	
CAMBRIA	EMPLOYEE OF THE MONTH, ANNIVERSARY RECOGNITION	24
CAMERON-ELK-MCKEAN	AWARD DINNER	22
CARBON	CAREGIVER OF THE MONTH	12
CENTRE	AIDE OF THE MONTH	12
CHESTER	N/A	
CLARION	TEA, LUNCHEON OR DINNER RECOGNITION EVENT	76
CLEARFIELD	N/A	
COLUMBIA-MONTOUR	N/A	
CRAWFORD	N/A	
CUMBERLAND	QUARTERLY RECOGNITION DINNERS	16
CUMBERLAND	APPRECIATION PICNIC	44
DAUPHIN	RECOGNITION EVENTS	102
DELAWARE	14 PROVIDERS HELD VARIOUS RECOGNITION EVENTS	201
ERIE	N/A	
FRANKLIN	APPRECIATION PICNIC AND AN EMPLOYEE DINNER	115
HUNTINGDON-BEDFORD-FULTON	RECOGNITION LUNCHEONS	45
INDIANA	PLAQUES PROVIDED TO 10 YEAR EMPLOYEES AND PINS PROVIDED TO 5 YEAR EMPLOYEES DURING HOME HEALTH AIDE WEEK	12
JEFFERSON	N/A	
LACKAWANNA	RECOGNITION DINNERS	60
LANCASTER	N/A	
LAWRENCE	N/A	

ATTACHMENT 3
DCW RECOGNITION PROGRAMS

AAA	TYPE OF EVENT	NO. OF DCWs RECOGNIZED
LEBANON	RECOGNITION LUNCHEON	12
LEHIGH	RECOGNITION PARTIES	118
LUZERNE-WYOMING	RECOGNITION EVENTS	111
LYCOMING-CLINTON	RECOGNITION DINNERS	54
MERCER	N/A	
MIFFLIN-JUNIATA	N/A	
MONROE	INDIVIDUAL PROVIDER EVENTS	164
MONTGOMERY	N/A	
NORTHAMPTON	N/A	
NORTHUMBERLAND	RECOGNITION LUNCHEON, RECOGNITION MEETINGS	137
PERRY	N/A	
PHILADELPHIA	RECOGNITION LUNCHEON	146
PIKE	N/A	
POTTER	EMPLOYEE RECOGNITION LUNCHEON	12
SCHUYLKILL	N/A	
SOMERSET	N/A	
UNION-SNYDER	N/A	
VENANGO	N/A	
WARREN/FOREST	N/A	
WASHINGTON-FAYETTE-GREENE	RECOGNITION DINNERS AND PICNICS	68
WAYNE	SHOPPING AND THEATER TRIP TO NEW YORK CITY	33
WESTMORELAND	N/A	
YORK	FAMILY NIGHT AT MINOR LEAGUE BASEBALL GAME, RECOGNITION AT COUNTY COMMISSIONERS MEETING	105
TOTAL		2,868

ATTACHMENT 4
DCW TRAINING ACTIVITIES

AAA	NAME OF TRAINING PROVIDER	NAME OF TRAINING COURSE	NO. OF STUDENTS STARTED	NO. OF STUDENTS GRADUATED
ADAMS	N/A			
ALLEGHENY	OVER 20 TRAININGS PROVIDED BY VARIOUS PROVIDERS	CNA, ALZHEIMER'S, PERSONAL CARE TECHNIQUES, LIFE SKILLS, CPR, FIRST AID, ETC.	747	747
ARMSTRONG	N/A			
BEAVER	N/A			
BERKS	N/A			
BLAIR	ALLEGHENIES UCP	DCW TRAINING	23	23
BLAIR	ALLEGHENY LUTHERAN SOCIAL MINISTRIES	PERSONAL CARE	15	10
BRADFORD/S/S/TIOGA	SUSQUEHANNA CAREER AND TECHNOLOGY CENTER	NURSE AIDE TRAINING	4	4
BUCKS	LIFESPAN	INITIAL FIELD ORIENTATION	9	9
BUCKS	MILLENIUM	NURSE AIDE TRAINING	1	1
BUCKS	MILLENIUM	IN-SERVICE SOFT SKILLS	15	15
BUCKS	BUCKS COUNTY COMMUNITY COLLEGE	NURSE AIDE TRAINING	2	2
BUTLER	N/A			
CAMBRIA	ALLEGHENIES UCP	BODY MECHANICS	133	133
CAMBRIA	ALLEGHENIES UCP	FIRE SAFETY	133	133
CAMBRIA	ALLEGHENIES UCP	ORIENTATION	58	58
CAMBRIA	INTERIM HEALTH CARE	CARE TRUST PUBLICATOR	12	12
CAMBRIA	ALLEGHENY LUTHERAN SOCIAL MINISTRIES	CPR	13	13
CAMBRIA	HOME INSTEAD CARE	3 MANDATORY TRAININGS	164	164
CAMBRIA	ALLEGHENY HOME HEALTH	CNA	28	28
CAMERON-ELK-MCKEAN	COMMUNITY NURSES HOME HEALTH	CPR, PERSONAL CARE, JOB SHADOWING, COMPUTER BASED LEARNING	60	60
CARBON	COMFORT KEEPERS	ALZHEIMERS	6	6
CENTRE	ALLEGHENY LUTHERAN SOCIAL MINISTRIES	PROGRAM ASSISTANT TRAINING	1	1
CHESTER	N/A			
CLARION	N/A			
CLEARFIELD	CLEARFIELD COUNTY CAREER & TECHNOLOGY CENTER	NURSE AIDE TRAINING	14	13
COLUMBIA-MONTOUR	GLORIA SCHECHTERLY, RN	SHINGLES	6	6
COLUMBIA-MONTOUR	GLORIA SCHECHTERLY, RN	WOUND CARE	6	6
COLUMBIA-MONTOUR	GLORIA SCHECHTERLY, RN	CARE OF CLIENT WITH GOUT	6	6
COLUMBIA-MONTOUR	GLORIA SCHECHTERLY, RN	DIABETIC DIET	11	11
COLUMBIA-MONTOUR	GLORIA SCHECHTERLY, RN	NURSING SKILLS LABORATORY	17	16
CRAWFORD	N/A			
CUMBERLAND	UCP OF CENTRAL PA	PROFESSIONAL SKILLS AND PERSONAL DEVELOPMENT	31	31
CUMBERLAND	UCP OF CENTRAL PA	NEW HIRE AND SKILLS	15	15
DAUPHIN	N/A			

ATTACHMENT 4
DCW TRAINING ACTIVITIES

AAA	NAME OF TRAINING PROVIDER	NAME OF TRAINING COURSE	NO. OF STUDENTS STARTED	NO. OF STUDENTS GRADUATED
DELAWARE	25 TRAINERS PROVIDED 28 TRAININGS	TRAININGS RANGED FROM DEALING WITH DIFFICULT PEOPLE, CPR/FIRST AID, ALZHEIMER'S AND DEMENTIA, AND COMMUNICATION AND LISTENING SKILLS	336	336
ERIE	N/A			
FRANKLIN	COMFORT KEEPERS	SHADOW TRAINING	100	100
FRANKLIN	HELPING HANDS IN HOME	SKILLS TRAINING	1	1
HUNTINGDON-BEDFORD-FULTON	N/A			
INDIANA	VNA EXTENDED HOME CARE	NEW ORIENTATION	18	13
INDIANA	VNA EXTENDED HOME CARE	HOSPICE	12	12
JEFFERSON	N/A			
LACKAWANNA	N/A			
LANCASTER	N/A			
LAWRENCE	N/A			
LEBANON	AMERICAN HOME MEDICAL EQUIPMENT, HIGH SAFETY CONSULTING SERVICE, MEDSTAFFERS	SAFE TRANSFERS, ORIENTATION, CPR	30	30
LEHIGH	I-LEAD	VESL/CNA	17	17
LUZERNE-WYOMING		CERTIFIED NURSE AIDE	4	4
LUZERNE-WYOMING	COMFORT KEEPERS	ALZHEIMER'S TRAINING	31	31
LYCOMING-CLINTON	ONLY IN-SERVICE TRAININGS PROVIDED SUCH AS CPR			
MERCER	MERCER COUNTY CAREER CENTER	CERTIFIED NURSE AIDE	29	18
MIFFLIN-JUNIATA	N/A			
MONROE	N/A			
MONTGOMERY	N/A			
NORTHAMPTON	N/A			
NORTHUMBERLAND	DPW TRAIN THE TRAINER	MEDICATION ADMINISTRATION	1	1
NORTHUMBERLAND	PA ADULT DAY SERVICES ASSOCIATION	INTERACTING WITH CONSUMERS AT AN ADULT DAY CARE CENTER	2	2
PERRY	N/A			
PHILADELPHIA	UNIVERSITY OF PENNSYLVANIA	SKILL ENHANCEMENT TRAINING	802	802
PIKE	N/A			
POTTER	N/A			
SCHUYLKILL	N/A			
SOMERSET	ALSM	PERSONAL CARE TRAINING	12	12
SOMERSET	UCP	PERSONAL CARE TRAINING	19	19
UNION-SNYDER	N/A			
VENANGO	VNA	CPR AND FIRST AID	23	23
WARREN/FOREST	AAA BOUGHT TRAINING VIDEOS FOR PROVIDERS ON VARIOUS TOPICS SUCH AS HOW TO USE A MECHANICAL LIFT.			
WASHINGTON-FAYETTE-GREENE	COMFORT KEEPERS	SILVERCHAIR	51	22
WASHINGTON-FAYETTE-GREENE	HOME INSTEAD CARE	ALZHEIMER'S TRAINING, CPR	92	92
WASHINGTON-FAYETTE-GREENE	LDI, INC.	PERSONAL CARE	10	7
WAYNE	N/A			

ATTACHMENT 4
DCW TRAINING ACTIVITIES

			NO. OF	NO. OF
	NAME OF TRAINING	NAME OF	STUDENTS	STUDENTS
AAA	PROVIDER	TRAINING COURSE	STARTED	GRADUATED
WESTMORELAND	N/A			
YORK	I-LEAD	CNA	31	28
TOTAL			3,151	3,093