

## APPENDIX K: SUMMARY OF QUESTIONNAIRE RESPONSES

AUGUST 18, 2020

### BACKGROUND:

After learning about [Appendix K](#) opportunities for Florida's Medicaid Long-Term Care Waiver, the Miami-Dade Older Adult Taskforce facilitated by United Way of Miami-Dade, Florida Health Justice Project, and local Older American Act providers, along with a managed care organization official and leader of a workers' rights group, decided to provide an opportunity for feedback from different stakeholder groups. The feedback could then be then shared with state Medicaid officials, elected officials and other stakeholders.

With input from stakeholder groups, as well as from national experts, four (4) on-line questionnaires were developed for each impacted stakeholder group including:

- Providers serving Medicaid enrollees in their homes
- A front-line worker providing home and community services
- Older Adult Enrolled in HCBS (or Caregiver of Enrollee)
- Older Adult Needing Home Health Services and NOT Currently Receiving Those Services

A [draft cover email, with the questionnaire links](#) was also developed for Taskforce members and others to share with their networks. Questionnaire responses could be submitted anonymously. Some individuals chose to share their name, and some shared both their name and contact information.

A summary of the responses to date is attached.

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## PROVIDERS: (ADULT DAY CARE, HOME HEALTH CARE, MEALS ON WHEELS)

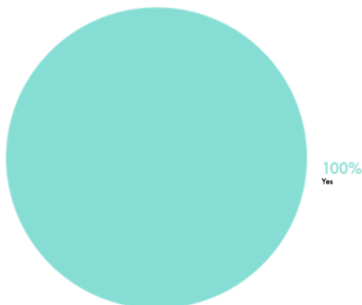
### GENERAL CONCERNS:

- Need to increase-worker pay
- Need to address safety risk to home health workers
- Have not received financial assistance from federal government needed to continue operating
- Need to increase LTC waiver slots and release more people from wait list

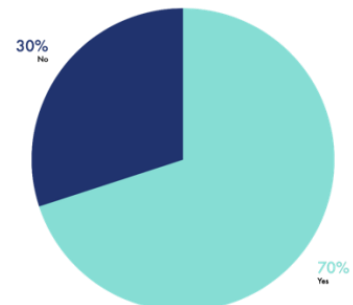
### SAMPLE RESPONSES:

- “Very low billing rates which make it impossible to properly compensate direct care workers such as Home Health Aides, and Registered Nurses, that are risking their lives to provide care without hazard pay, or at least decent compensation.”
- “One simple answer, Increase compensation for frontline workers!”
- “Poverty is the root of our current problems in society. By giving these heroic worker a fair wage, the patients will be provided better care. This is our chance to answer the call being made from the streets "take action", "silence is a crime", this is our chance to make a difference! Patient care is priority, and this is the answer for improvement. If we don't there won't be any people to provide care!”
- “Funding through Families First and CARES has not been forthcoming.”
- “Providing service with all infection control possible should be non-negotiable. Cost of providing service will be higher but it needs to be safe for the person served and the staff providing the assistance.”
- “These direct care workers are risking their lives providing care and we should increase their pay. We as providers cannot do this with the very low billing rates we are being provided.”
- “Rise in COVID cases & symptoms in both home health workers and enrollees.”
- Increase number of clients who are released from the long-term care waiting list and those that can be served, provide additional trainings for frontline workers, increase pay rate for frontline workers, and increase the number of staff at the ADRC offices so that they are able to evaluate and waitlist more clients.

### Is an Increase in Worker Pay Needed?



### Need for Increased Slots for HCBS Mentioned



# FRONT- LINE HOME HEALTH WORKERS

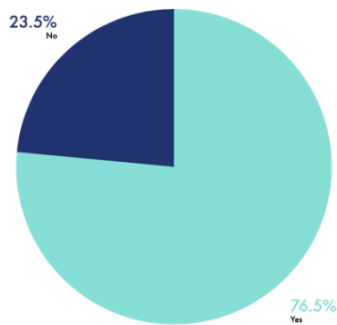
## GENERAL CONCERNS:

- Increased pay to pay their own bills
- Greater safety
- Help with childcare

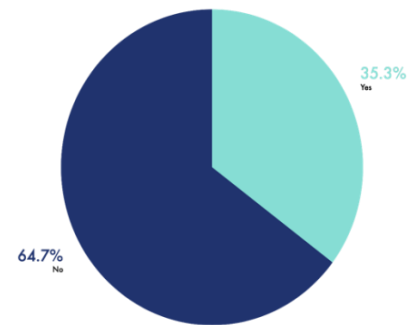
## SAMPLE RESPONSES:

- “Assist in child care and also in providing better for my own personal concerns. We are also in a stressful area of work with high burnout and are very under appreciated.”
- “Help with my home expenses as both my husband and I have covid but only I am able to work from home.”
- “I feel we should have the choice to work from home when we have kids. especially during these difficult times and virtual school.”
- “Gas and paid mileage”
- “Need PPE more readily available.”
- “When school starts I will have no one to stay home with them.”

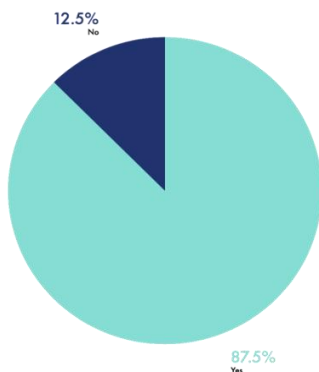
### Were You Provided with PPE?



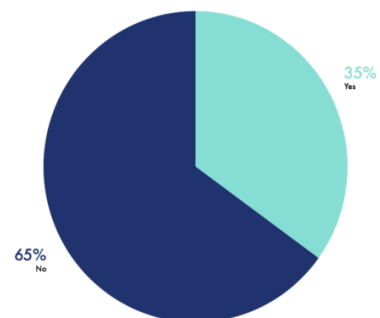
### Do You Have Child Care Issues?



### Would a Temporary Pay Increase Help You Do Your Job Better?



### Have You Been Able to be Tested for COVID?



## ENROLLEES

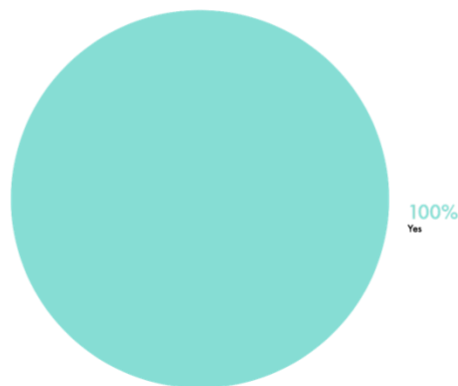
### GENERAL CONCERNS:

- Suffering gaps in services (worse with COVID), supporting need to increased worker pay
- Having trouble finding someone to provide home services

### SAMPLE RESPONSES:

- “My experience since the COVID-19 health crisis began is 1-2 and 1-3 days, without a caregiver coming to my home to help me. Calls to the home health company, I got different reasons for the gap in service. Can't find anyone, we are short staff and someone will be there tomorrow.”
- “My long-term insurance provider attempted to reduce my care hours, my monthly supplies, reduction in amount of frozen meals each month and cancellation of PRS.
- These issues existed prior to COVID-19. They have only increased as most companies are working from home.”
- “Directly related to COVID because the home health agency does not have enough aides and I don't want different aides coming to the house. I would like to receive all the hours with the same aide.”

### Have You Experienced New or Increased Barriers in Getting Needed Home Health Care?



## INDIVIDUALS ON WAIT LIST

### GENERAL CONCERNS:

- Need to increase LTC waiver slots and release more people from wait list

### SAMPLE RESPONSES:

- “No funding at this time”
- “No funds”
- “They said there was no funding available”

### Have You Tried to Get Home Health Services?

