

Caregiver Survey Highlights

"I love caregiving. I have always been someone who loves helping and taking care of people. This job gives me a chance to do that for people."

To better understand the challenges, opportunities, and motivations of those working in caregiving careers, a survey was conducted to gather insights directly from **14,376 caregivers**.

This survey sought to explore key themes, including job satisfaction, workplace conditions, training and development needs, and the personal and professional challenges caregivers face everyday. It also examined the factors influencing recruitment and retention and caregivers' perspectives on career growth opportunities within the industry.

Survey participants included both current and former in-home caregivers. Respondents provided valuable feedback on their experiences, including the rewarding aspects of their roles, such as building meaningful relationships with clients and feeling a sense of purpose. At the same time, they highlighted common challenges, including burnout, low wages, inconsistent schedules,

and limited access to training or advancement opportunities.

The survey also identified gaps in recognitions and support for caregivers. Findings underscored the importance of fostering a positive workplace culture, offering competitive compensation, and providing professional development opportunities to retain and attract new caregivers.

Addressing these priorities will improve recruitment and retention of caregivers and positively impact the caregiving workforce.

When asked, top reasons
Caregivers enjoyed the work:

97%

Feel good about the work they are doing.

91%

Caregivers feel their clients truly value and appreciate their work.

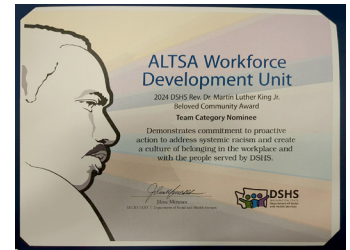
95%

Reported seeing the difference their work makes.

[Click to read the full pdf report.](#)

Beloved Community Team Award Nomination

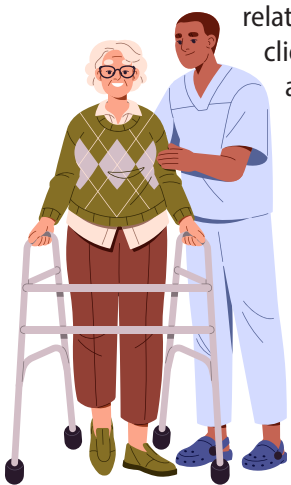
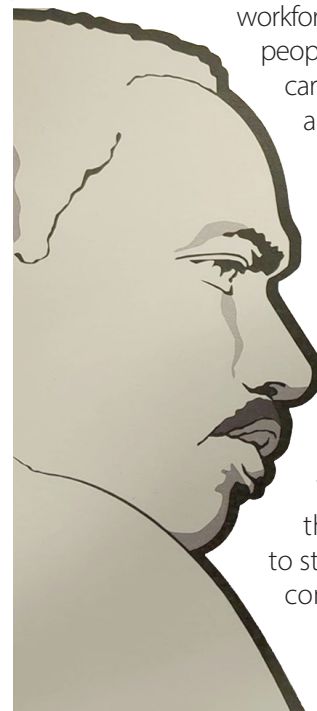
We are proud to recognize the Workforce Development Unit of DSHS Aging and Long-Term Support Administration for their nomination for the DSHS Rev. Dr. Martin Luther King Jr. Beloved Community Team Award. This honor highlights their dedication to fostering a culture of belonging for caregivers and the people they serve.



The team works to improve caregiving by recruiting and supporting individuals from diverse backgrounds, including immigrants, refugees, and low-income communities. They collaborate with community partners, tribal organizations, and workforce groups to connect people with meaningful caregiving opportunities and provide resources to help them succeed.

Their nomination reflects their impactful work in creating inclusive, person-centered support for caregivers and clients alike.

We thank them for their commitment to strengthening our communities.





Tackling Transportation Barriers for Caregivers

Our team is developing a pilot program to address transportation barriers faced by caregivers. Inspired by successful initiatives, our goal is to provide reliable and efficient transportation options to help caregivers perform their critical roles effectively.

Key features include partnerships with ride-sharing services, flexible scheduling, and a user-friendly platform to arrange rides seamlessly. By leveraging modern technology, we aim to empower caregivers and eliminate transportation obstacles.

Stay tuned for more updates on this innovative project.

Building Pathways to Caregiving Careers in the Community

Our outreach efforts are making significant strides in raising awareness about the Home Care Aide process and the rewarding careers in caregiving. We are working with the Local Planning Areas, which comprise various government agencies and community organizations, to provide essential information and resources to the public.

Presentations about caregiver careers have been hosted in Kitsap, King, Whatcom, and Thurston Counties. These sessions explain the different opportunities available in caregiving and help people understand how to start a career in this important and needed field.

For more information or to request a presentation at your event, please contact:

Jovana Netelenbos
Outreach Coordinator
Jovana.netelenbos@dshs.wa.gov

UPCOMING PRESENTATION

April 3, 2025

Presentation: 3 –3:30 p.m.

Career Fair: 3 – 6 p.m.

Hal Holmes Community Center

209 N. Ruby St.

Ellensburg, WA 98926



Real-Life Success Stories on becoming a Caregiver

I received a call from an employment specialist at Goodwill, who I frequently work with. He was on the Digital Equity Bus at Mary's Place, an organization providing shelter and other services to homeless families, to assist their guests with finding jobs. He was there along with the Mary's Place employment specialist, who I also often work with, and someone interested in working as a caregiver. I spoke with the prospective caregiver, Ann, and learned that *she had already completed an HCA training program and was ready to look for a caregiver job.*

I asked Ann some questions about what schedule and type of setting she wanted to work in. She was interested in in-home care, so I agreed to send the list

of home care agencies for her county to the Goodwill employment specialist to assist her, as they were also helping her update her resume. I called back the next day, and Ann said she was interested in me sending her name and contact information to a couple of home care agencies in her area that I had contacts at. I received an email update shortly after sending the referral from the HR manager of one of the agencies. *They had already spoken with Ann and would be starting their onboarding process with her.* I continued to follow up with the HR manager, who provided me updates on Ann's hiring progress.



Chuck called me after receiving my information from his father's social worker. He explained he had submitted an application to be his father's Individual Provider but hadn't heard anything. I provided information and guidance on what to expect for next steps and also let him know that I would check in with Consumer Direct WA about his application status.

After getting the information on what he needed to do next, I called Chuck with the information. He was able to complete the task and I continued to keep in touch with CDWA on his progress. Chuck continued to reach out to me as he completed the tasks and had questions or wasn't sure on what to do. *Chuck was finally able to complete all the steps of his hiring process and start working as the IP for his dad.*

Workforce Navigators

Have questions about becoming a caregiver? Get support on your journey to becoming a caregiver.

Discover caregiving resources, upcoming events, benefits, and job openings.



Julie Gardner
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360.280.1480



Naomi Spector
King County & Northwest Washington
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360.764.6320



Yan Heng
Pierce County & Southwest Washington
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Connect with Us

Have an event, need a presentation, or inquires about Caregiver Careers? Reach out to learn more!



Jovana Netelenbos
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360.725.3237



Carly Seagren
High School Liaison
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New High Schools Join the Home Care Aide Program

To kick off 2025, we are excited to announce the launch of two brand new High School Home Care Aide programs. This brings the total number of schools offering these programs to seven!

- **NEW** Toppenish High School
- **NEW** Crossroads High School (Granite Falls)
- New Market Skills Center (Tumwater)
- Garfield High School (Seattle)
- Interagency High School (Seattle)
- Selah High School
- Tri-Tech Skills Center (Kennewick)

These programs are designed to prepare students for rewarding careers in caregiving and healthcare. If you have any questions, need more information, or would like to see this program in your school district, contact:

Carly Seagren
carly.seagren@dshs.wa.gov

Join our email list to receive information, updates, and news about the High School Home Care Aide Program.

Visit the [DSHS website](https://dshs.wa.gov) for more information.

Resources

[Aging and Long-Term Support Administration: Find Local Services, Information and Resources](#)

[Alzheimer's Association](#)

[DSHS Family Caregiver Handbook PDF](#)

[Family Caregiver Learning Portal](#)

[Caregiverrelief.com](#)

[CareLearnWA](#)

[Family Caregiver Alliance](#)

[Heart.org](#)

[CareLearn Washington](#)

[wacaregivingjourney.com](#)

[Community Living Connections](#)

[Washington Association of Area Agencies on Aging](#)

[National Assoc. of Area Agencies on Aging](#)

[Washington State Community Living Connections](#)

[Administration for Community Living: Older Americans Act](#)

[Dementia Roadmap – Guide for Families and Caregivers](#)

WA Warm Line: 877-500-WARM (9276)

Peer support help line for people living with emotional and mental health challenges.

Please email caregivercareerswa@dshs.wa.gov for questions or comments.

