



HOUSE BILL 1168 - Support

Good Afternoon,

My name is Amy Keller owner of Aging at Home Solution, a Residential Services Agency (RSA). When starting my company, I reviewed the Maryland's training requirements for in-home care and found RSA companies are not required to have any training for Dementia.

I would like to give you some statistics for the in-home care industry:

- Roughly 10,000 people will turn 65 every day for the next 20 years! This increasing elderly population has and will require more senior healthcare.
- Home Care Pulse, a leading provider of data analytics and benchmarks for the Home Care industry published a report in 2016 with the Caregiver turnover rate at 65%. In the 2018 report, the caregiver turnover rate rose to 81%. The two primary reasons given, were caregiver pay, number one and secondly was lack of training. No one wants to fail yet we continually allow caregivers to be inadequately trained.

At the least this should be alarming - we can no longer blame the turnover rate on our caregivers and staff. Agencies need to own this! **This is not a cottage industry; in the US, home care market is expected to grow from \$100 billion in 2016 to \$225 billion by 2024.**

We must give our caregivers the proper tools to do their job. This includes more and better training. **Caregivers need and deserve support from their company, including coaching.** Providing this training should be considered in the business' cost of doing business; if a facility uses independent contractors, all that is needed is to make this happen for them is to add the training requirement to their contract.

I believe we need to set a standard for how companies in my industry care for individuals with Alzheimer's and related dementia. And providing this training is within our means; the average charge per hour for care under the RSA licensing is \$26.00, while the average caregiver pay per hour is \$11.67. I believe this legislation is a fair, mid-ground approach to improving our industry in Maryland.

Thank you for your time and consideration in this most needed legislation. I urge a favorable report.

Respectfully,

Amy Keller
President and CEO
Aging at Home Solutions