

This is a survey on the impact or potential impact of requiring payment of overtime compensation to personal care attendants and home care aides. Under the federal Fair Labor Standards Act, "companionship services" are exempt from minimum wage and overtime pay requirements. In many circumstances, the work done by personal care attendants and home care aides is considered "companionship services" under this law. States can drop the exemption and nearly half the states have done so.

Presently, the US Department of Labor has developed proposed changes in the existing rule defining companionship services and its application to companies that employ workers providing home care. It is expected that the proposal would significantly alter the long-standing definitions in a manner that would mean that the exemption is no longer applicable to home care employees.

As used in this survey, "companionship services" includes personal care to the elderly and disabled. Housekeeping and chore services are included as companionship services provided that those services are less than 20% of the total time worked by the employee. "Companionship services" may be provided by personnel operating under various labels such as personal care attendant, home care aide, home health aide and others. For purposes of the overtime exemption, it is the functions of the worker that matter, not the job label.

1. In which state(s) does your company provide home care? List all states applicable
2. Please list all the types of services provided by your company
 - a. Private pay personal care
 - b. Medicaid personal care services
 - c. Medicaid home and community-based waiver services
 - d. Older Americans Act personal care (Area Agencies on Aging services)
 - e. Medicare/Medicaid home health services
 - f. Medicare/Medicaid hospice
 - g. Commercial insurance paid services
 - h. Veteran's Administration paid home care
3. What is the annual home care revenue for your company?
 - a. Under \$1M
 - b. \$1-5M
 - c. \$5-10M
 - d. \$10-20M
 - e. Over \$20M
4. What percentage of your revenue comes from personal care services and home health aide services regardless of payment source?
 - a. None
 - b. 0-20
 - c. 21-40
 - d. 41-60
 - e. Above 60
 - f. Unsure

5. Are companionship services exempt from overtime wages in your state?
 - a. Yes
 - b. No
 - c. Unsure

6. What percentage of your workforce provides companionship services?
 - a. None
 - b. 0-20
 - c. 21-40
 - d. 41-60
 - e. Above 60
 - f. Unsure

7. What percentage of your employees that provide companionship services provide live-in services?
 - a. None
 - b. 0-20
 - c. 21-40
 - d. 41-60
 - e. Above 60
 - f. Unsure

8. What percentage of your companionship services are covered for payment under a public program, such as Medicare, Medicaid, the Veteran's Administration, or Older Americans Act?
 - a. None
 - b. 0-20
 - c. 21-40
 - d. 41-60
 - e. Above 60
 - f. Unsure

9. What percentage of your companionship services are paid for privately, by the individual client/patient, family or through a commercial insurance plan?
 - a. None
 - b. 0-20
 - c. 21-40
 - d. 41-60
 - e. Above 60
 - f. Unsure

10. What percentage of your employees who provide companionship services work overtime?
 - a. None
 - b. 0-20
 - c. 21-40

- d. 41-60
 - e. Above 60
 - f. Unsure
11. Do you pay overtime wages to employees that provide companionship service whether required or voluntary?
- a. Yes—required (proceed to 12)
 - b. Yes---voluntary (proceed to 12)
 - c. No (proceed to 21)
 - d. Unsure (END of SURVEY)
12. Do you pay employees that provide live-in companionship services wages for sleep hours?
- a. Yes
 - b. No (proceed to 14)
 - c. Unsure (proceed to 14)
13. Do you factor in sleep time hours for employees that provide live-in companionship services when determining whether overtime wages are paid?
- a. Yes
 - b. No
 - c. c. Unsure
14. Does paying overtime wages impact your business costs?
- a. Yes (proceed to 15)
 - b. No (proceed to 16)
 - c. Unsure (proceed to 16)
15. How much of an impact does paying overtime for companionship services have on your agency's business costs?
- a. No change in business costs
 - b. Minimal increase
 - c. Moderate increase
 - d. Significant increase
 - e. Decrease costs
 - f. Unsure
16. Does paying overtime wages adversely impact the quality of care your agency provides to the clients/patients you serve?
- a. Yes (proceed to 17)
 - b. No (proceed to 19)
 - c. Unsure

17. How much of an impact does overtime pay for companionship services have on the quality of care to the clients/patients you serve?
- a. No impact
 - b. Minimal deterioration
 - c. Moderate deterioration
 - d. Significant deterioration
 - e. Minimal improvement
 - f. Moderate improvement
 - g. Significant improvement
 - h. Unsure
18. What impact does paying overtime wages have on the quality of your services? (check all that apply)
- a. lower staff retention
 - b. higher staff retention
 - c. poorer staff competencies
 - d. better staff competencies
 - e. lower staff educational levels
 - f. higher staff educational levels
 - g. poorer consistency and continuity of care
 - h. improved consistency and continuity of care
 - i. Other _____
19. What business adjustments have you made in response to paying overtime wages to employees who provide companionship services? (check all that apply)
- a. Increased billing rates to clients/patients
 - b. Hired additional employees to provide companionship services to reduce or eliminate need for overtime hours
 - c. Reduced the number of hours for employees providing companionship services to avoid the payment of overtime
 - d. Scale back offering companionship services
 - e. Assign additional employees to individual clients/patients receiving companionship services
 - f. Increased human resources costs due to a greater need for staff
 - g. Increased staff training costs
 - h. No adjustments made
 - i. Other (please explain): _____

20. What changes have you observed in your market since the payment of overtime for companionship services was implemented?
- a. Fewer clients/patients seek companionship services through an agency
 - b. Employees providing companionship services work for more agencies to obtain their desired number of hours per week
 - c. Employees providing companionship services report less satisfaction with their work schedule
 - d. No change
 - e. More clients/patients seek companionship services through an agency
 - f. Employees providing companionship services work for fewer agencies to obtain their desired number of hours per week
 - g. Employees providing companionship services report more satisfaction with their work schedule
 - h. I don't remember a time when the payment of overtime for companionship services wasn't required

If you answered Q 19 and 20 this is the end of the survey.

21. Do you pay employees that provide live-in companionship services wages for sleep hours?
- a. Yes
 - b. No
 - c. Unsure
22. Do you expect that paying overtime wages would impact your business costs?
- a. Yes (proceed to 22)
 - b. No (proceed to 23)
 - c. Unsure
23. How much of an impact would paying overtime wages for companionship services have on your agency's business costs?
- a. No change in business costs
 - b. Minimal increase
 - c. Moderate increase
 - d. Significant increase
 - e. Decrease costs
 - f. Unsure
24. Do you expect that paying overtime wages would impact the quality of care your agency provides to the clients/patients you serve?
- a. Yes (proceed to 25)

- b. No (proceed to question 26)
 - c. Unsure
25. How much of an impact would you expect overtime pay for companionship services would have on the quality of care to the clients/patients you serve?
- a. No impact
 - b. Minimal deterioration
 - c. Moderate deterioration
 - d. Significant deterioration
 - e. Minimal improvement
 - f. Moderate improvement
 - g. Significant improvement
 - h. Unsure
26. What impact would you expect paying overtime wages would have on the quality of your services? (check all that apply)
- a. lower staff retention
 - b. poorer staff competencies
 - c. lower staff educational levels
 - d. poorer consistency and continuity of care
 - e. higher staff retention
 - b. better staff competencies
 - c. higher staff educational levels
 - d. improved consistency and continuity of care
 - e. Other _____
27. What business adjustments would you expect to make in response to paying overtime wages to employees who provide companionship services? (check all that apply)
- a. Increased billing rates to clients/patients
 - b. Hire additional employees to provide companionship services to reduce or eliminate need for overtime hours
 - c. Restrict overtime hours for employees providing companionship services
 - d. Scale back offering companionship services
 - e. Assign additional employees to individual clients/patients receiving companionship services
 - f. Increase human resources costs due to due to a need for additional employees
 - g. _____
 - h. Increase staff training costs due to a need for additional employees
 - i. No adjustments made
 - j. Other (please explain): _____
28. What impact on the communities you serve would you expect from paying overtime wages for companionship services?

a. Fewer clients/patients able to afford care

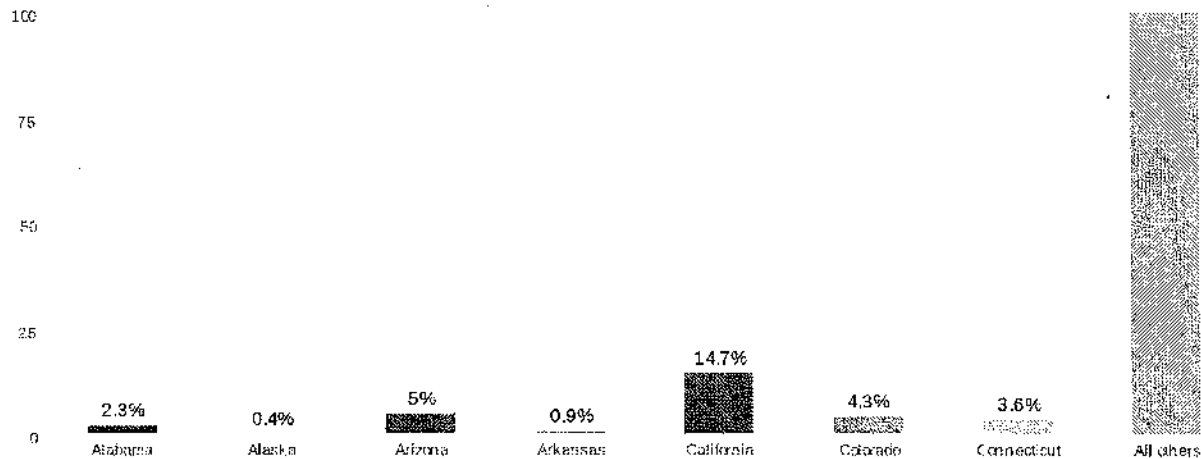
b. Less work available for employees who provide companionship services

c. No Impact

Companionship Exemption Summary Report - Complete

Survey: Companionship Survey

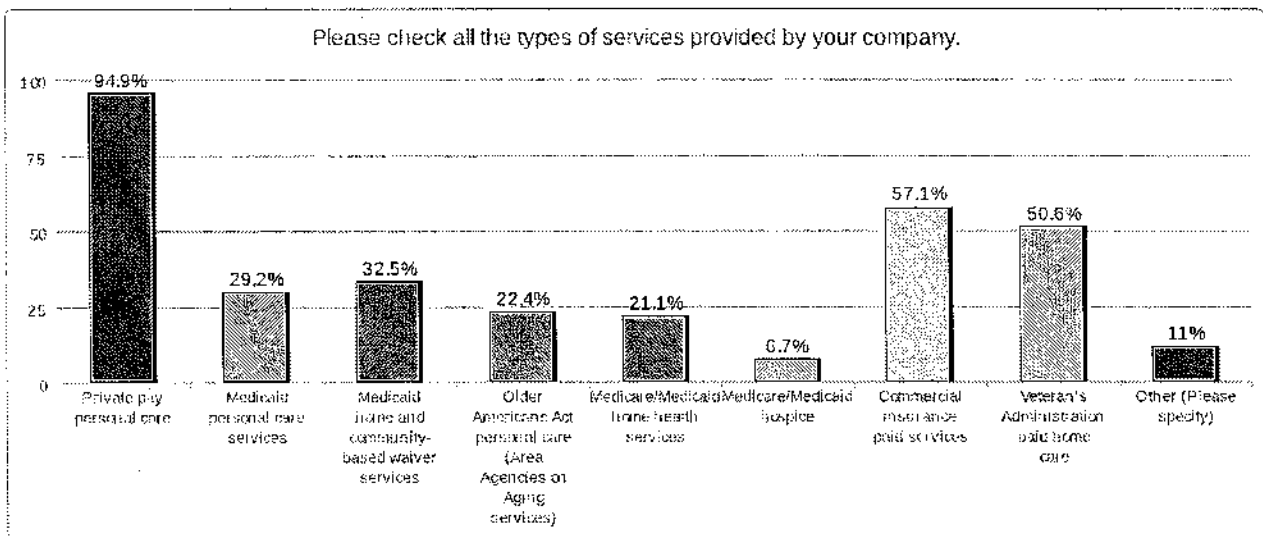
In which state(s) does your company provide home care? (check all that apply)



1. In which state(s) does your company provide home care? (check all that apply)

Value	Count	Percent %	Statistics
Alabama	33	2.3%	Total Responses 1,428
Alaska	6	0.4%	
Arizona	72	5%	
Arkansas	13	0.9%	
California	210	14.7%	
Colorado	61	4.3%	
Connecticut	52	3.6%	
Delaware	13	0.9%	
District of Columbia	8	0.6%	
Florida	89	6.2%	
Georgia	63	4.4%	
Hawaii	3	0.2%	
Idaho	17	1.2%	
Illinois	73	5.1%	
Indiana	61	4.3%	
Iowa	24	1.7%	
Kansas	28	2%	
Kentucky	32	2.2%	
Louisiana	17	1.2%	
Maine	10	0.7%	
Maryland	26	1.8%	
Massachusetts	36	2.5%	
Michigan	47	3.3%	
Minnesota	37	2.6%	
Mississippi	11	0.8%	
Missouri	57	4%	
Montana	4	0.3%	
Nebraska	28	2%	

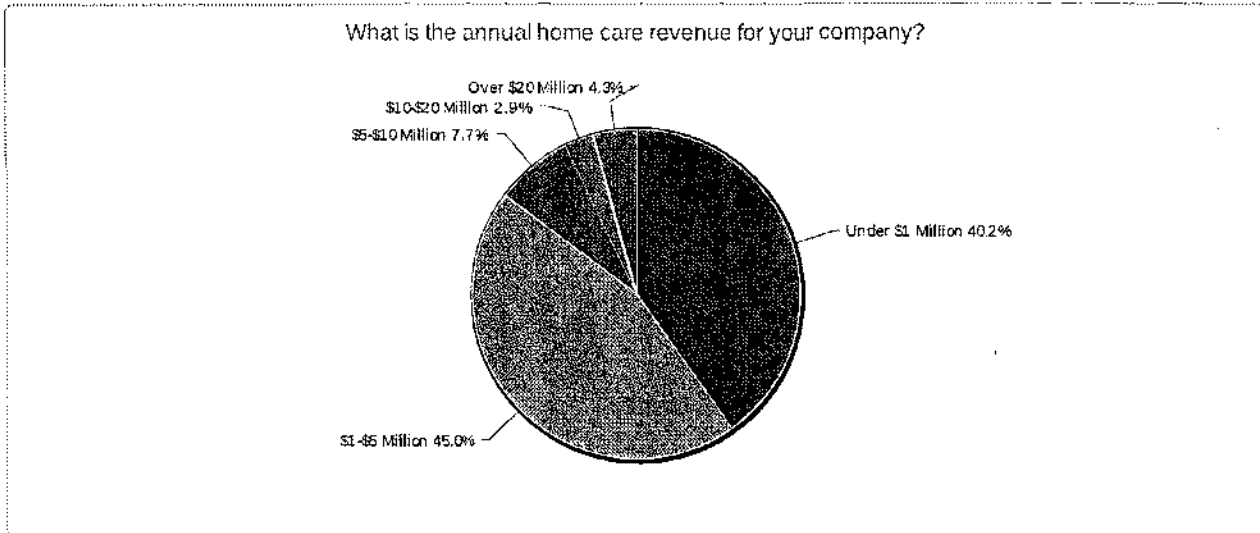
Nevada	18	1.3%
New Hampshire	25	1.8%
New Jersey	56	3.9%
New Mexico	20	1.4%
New York	36	2.5%
North Carolina	65	4.6%
North Dakota	3	0.2%
Northern Mariana Islands	1	0.1%
Ohio	67	4.7%
Oklahoma	17	1.2%
Oregon	18	1.3%
Pennsylvania	55	3.9%
Rhode Island	17	1.2%
South Carolina	40	2.8%
South Dakota	6	0.4%
Tennessee	52	3.6%
Texas	130	9.1%
Utah	12	0.8%
Vermont	6	0.4%
Virgin Islands	1	0.1%
Virginia	62	4.3%
Washington	42	2.9%
West Virginia	10	0.7%
Wisconsin	30	2.1%
Wyoming	1	0.1%



2. Please check all the types of services provided by your company.

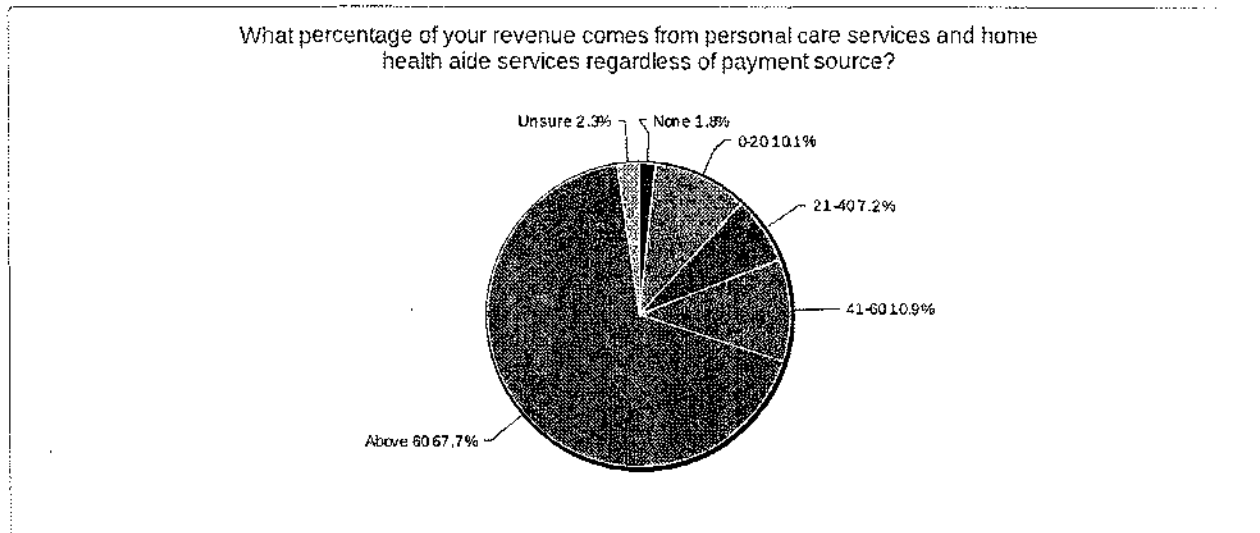
Value	Count	Percent %	Statistics
Private pay personal care	1325	94.9%	Total Responses 1,396
Medicaid personal care services	408	29.2%	
Medicaid home and community-based waiver services	454	32.5%	
Older Americans Act personal care (Area Agencies on Aging services)	313	22.4%	
Medicare/Medicaid home health services	295	21.1%	
Medicare/Medicaid hospice	94	6.7%	
Commercial insurance paid services	797	57.1%	

Veteran's Administration paid home care	707	50.6%
Other (Please specify)	154	11%



3. What is the annual home care revenue for your company?

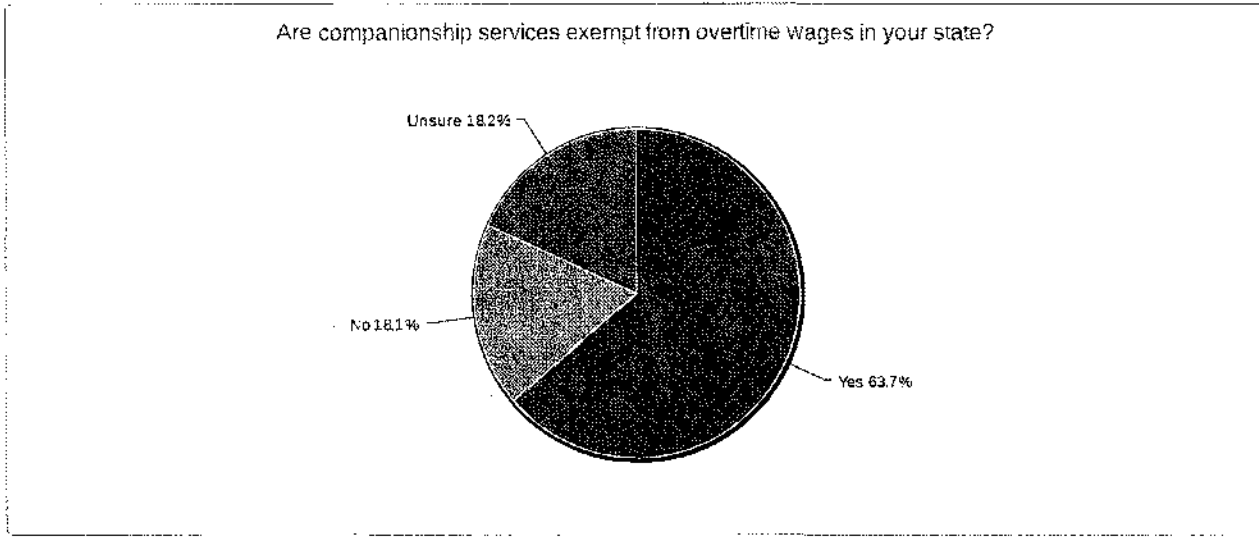
Value	Count	Percent %	Statistics
Under \$1 Million	563	40.2%	Total Responses 1,402
\$1-\$5 Million	631	45%	
\$5-\$10 Million	108	7.7%	
\$10-\$20 Million	40	2.9%	
Over \$20 Million	60	4.3%	



4. What percentage of your revenue comes from personal care services and home health aide services regardless of payment source?

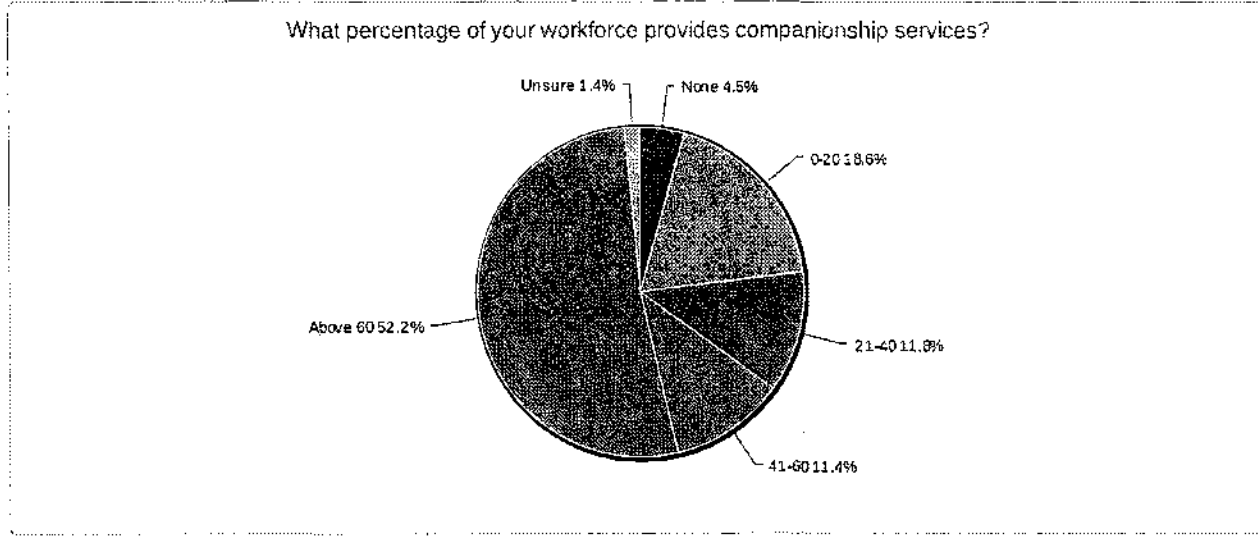
Value	Count	Percent %	Statistics
None	25	1.8%	Total Responses 1,416 Sum 8,456.0 Average 33.0
0-20	143	10.1%	
21-40	102	7.2%	
41-60	154	10.9%	
Above 60	634	67.7%	

Above 60	959	67.7%	StdDev	9.79
Unsure	33	2.3%	Max	41.0



5. Are companionship services exempt from overtime wages in your state?

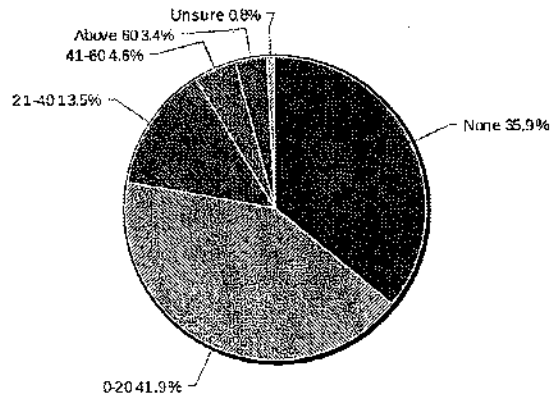
Value	Count	Percent %	Statistics	
Yes	894	63.7%	Total Responses	1,403
No	254	18.1%		
Unsure	255	18.2%		



6. What percentage of your workforce provides companionship services?

Value	Count	Percent %	Statistics	
None	63	4.5%	Total Responses	1,411
0-20	263	18.6%	Sum	10,109.0
21-40	167	11.8%	Average	30.8
41-60	161	11.4%	StdDev	10.00
Above 60	737	52.2%	Max	41.0
Unsure	20	1.4%		

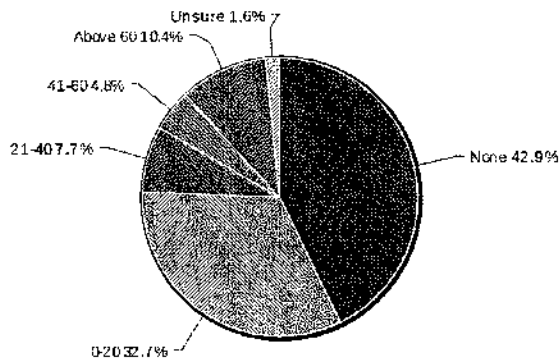
What percentage of your employees that provide companionship services provide live-in services?



7. What percentage of your employees that provide companionship services provide live-in services?

Value	Count	Percent %	Statistics	
None	507	35.9%	Total Responses	1,412
0-20	591	41.9%	Sum	6,655.0
21-40	190	13.5%	Average	26.1
41-60	65	4.6%	StdDev	8.72
Above 60	49	3.4%	Max	41.0
Unsure	11	0.8%		

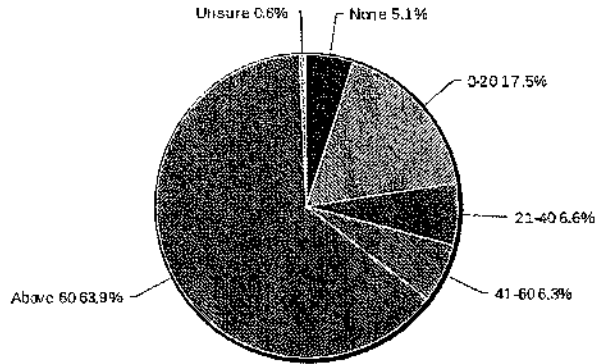
What percentage of your companionship services are covered for payment under a public program, such as Medicare, Medicaid, the Veteran's Administration, or Older Americans Act?



8. What percentage of your companionship services are covered for payment under a public program, such as Medicare, Medicaid, the Veteran's Administration, or Older Americans Act?

Value	Count	Percent %	Statistics	
None	608	42.9%	Total Responses	1,418
0-20	464	32.7%	Sum	5,077.0
21-40	109	7.7%	Average	28.7
41-60	68	4.8%	StdDev	9.73
Above 60	147	10.4%	Max	41.0
Unsure	22	1.6%		

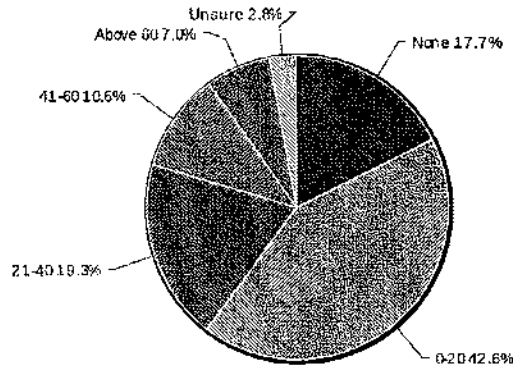
What percentage of your companionship services are paid for privately, by the individual client/patient, family, or through a commercial insurance plan?



9. What percentage of your companionship services are paid for privately, by the individual client/patient, family, or through a commercial insurance plan?

Value	Count	Percent %	Statistics	
None	72	5.1%	Total Responses	1,413
0-20	247	17.5%	Sum	5,602.0
21-40	93	6.6%	Average	30.8
41-60	89	6.3%	StdDev	10.00
Above 60	903	63.9%	Max	41.0
Unsure	9	0.6%		

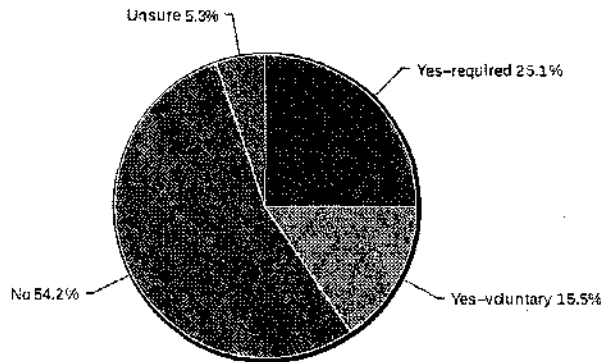
What percentage of your employees who provide companionship services work over-time?



10. What percentage of your employees who provide companionship services work over-time?

Value	Count	Percent %	Statistics	
None	249	17.7%	Total Responses	1,410
0-20	601	42.6%	Sum	11,821.0
21-40	272	19.3%	Average	28.1
41-60	149	10.6%	StdDev	9.56
Above 60	99	7%		

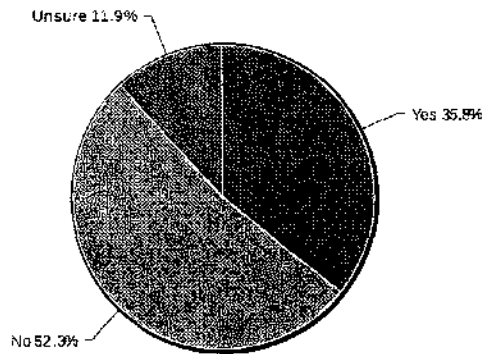
Do you pay overtime wages to employees that provide companionship service whether required or voluntary?



11. Do you pay overtime wages to employees that provide companionship service whether required or voluntary?

Value	Count	Percent %	Statistics
Yes--required	355	25.1%	Total Responses 1,417
Yes--voluntary	219	15.5%	
No	768	54.2%	
Unsure	75	5.3%	

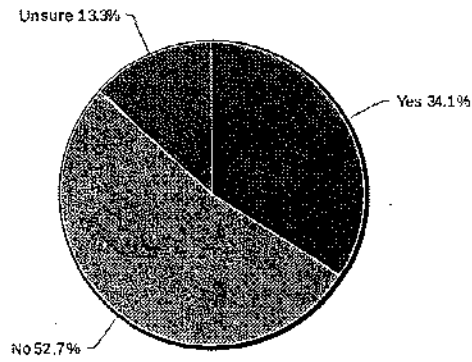
Do you pay employees that provide live-in companionship services wages for sleep hours?



12. Do you pay employees that provide live-in companionship services wages for sleep hours?

Value	Count	Percent %	Statistics
Yes	279	35.8%	Total Responses 780
No	408	52.3%	
Unsure	93	11.9%	

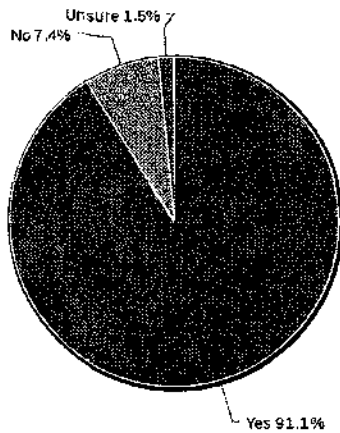
Do you factor in sleep time hours for employees that provide live-in companionship services when determining whether overtime wages are paid?



13. Do you factor in sleep time hours for employees that provide live-in companionship services when determining whether overtime wages are paid?

Value	Count	Percent%	Statistics	
Yes	262	34.1%	Total Responses	769
No	405	52.7%		
Unsure	102	13.3%		

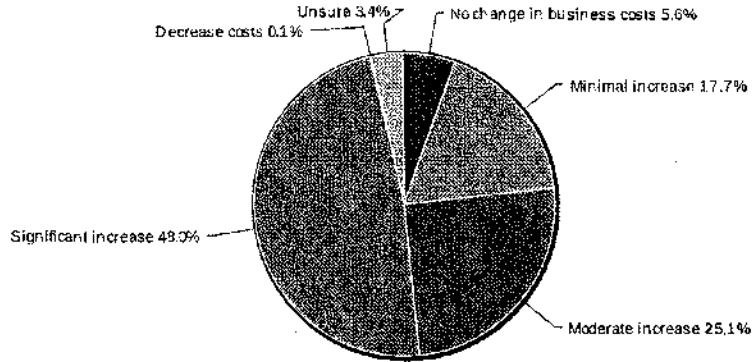
Does paying overtime wages impact your business costs?



14. Does paying overtime wages impact your business costs?

Value	Count	Percent%	Statistics	
Yes	737	91.1%	Total Responses	809
No	60	7.4%		
Unsure	12	1.5%		

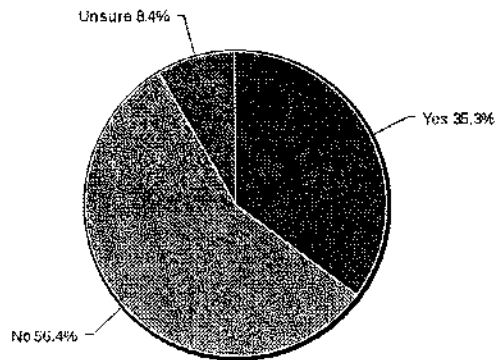
How much of an impact does paying overtime for companionship services have on your agency's business costs?



15. How much of an impact does paying overtime for companionship services have on your agency's business costs?

Value	Count	Percent %	Statistics	
No change in business costs	43	5.6%	Total Responses	768
Minimal increase	136	17.7%		
Moderate increase	193	25.1%		
Significant increase	369	48%		
Decrease costs	1	0.1%		
Unsure	26	3.4%		

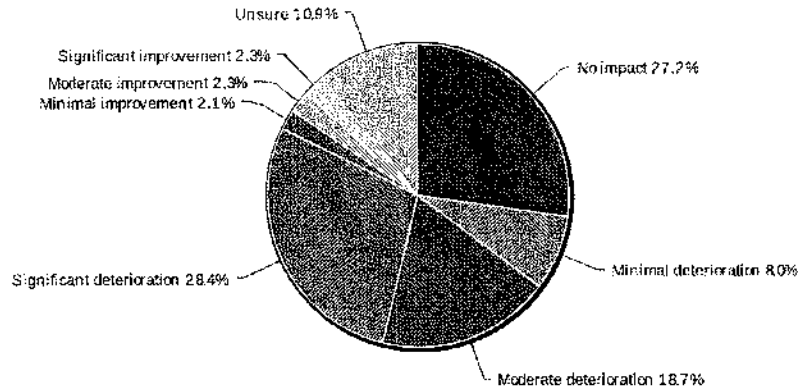
Does paying overtime wages adversely impact the quality of care your agency provides to the patients you serve?



16. Does paying overtime wages adversely impact the quality of care your agency provides to the patients you serve?

Value	Count	Percent %	Statistics	
Yes	282	35.3%	Total Responses	800
No	451	56.4%		
Unsure	67	8.4%		

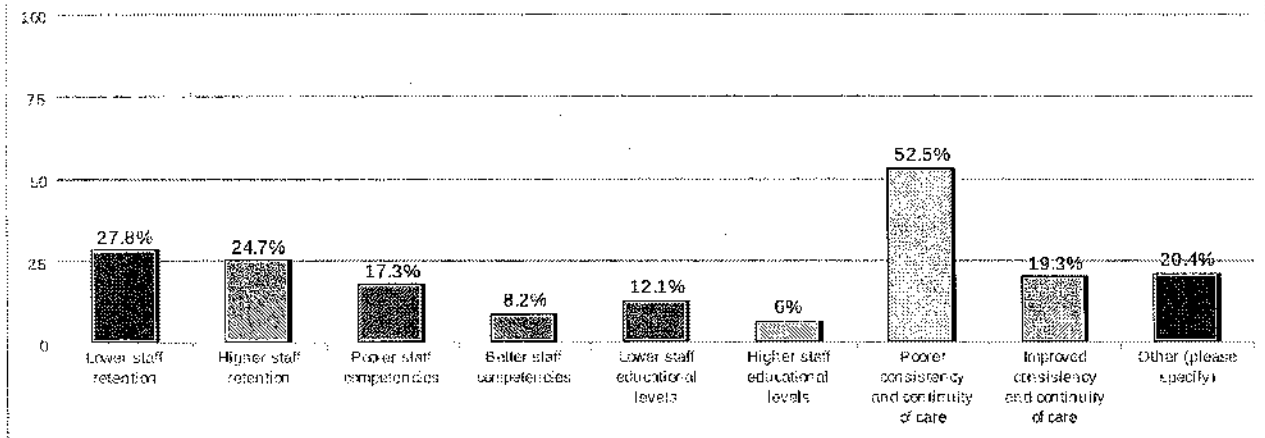
How much of an impact does overtime pay for companionship services have on the quality of care to the clients/patients you serve?



17. How much of an impact does overtime pay for companionship services have on the quality of care to the clients/patients you serve?

Value	Count	Percent %	Statistics	
No impact	140	27.2%	Total Responses	514
Minimal deterioration	41	8%		
Moderate deterioration	96	18.7%		
Significant deterioration	146	28.4%		
Minimal improvement	11	2.1%		
Moderate improvement	12	2.3%		
Significant improvement	12	2.3%		
Unsure	56	10.9%		

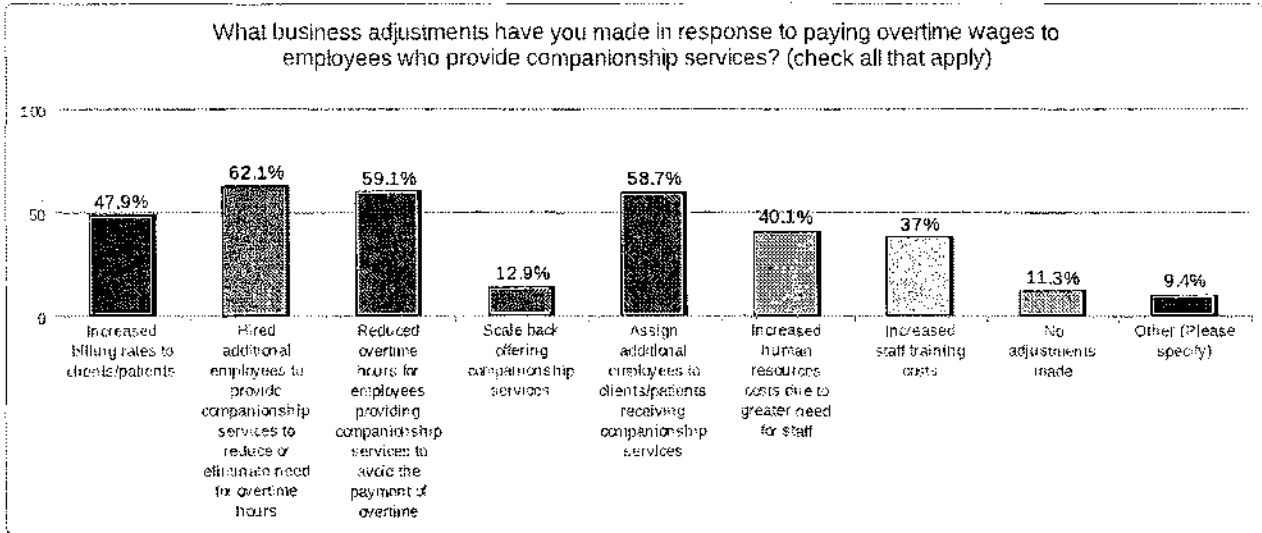
What impact does paying overtime wages have on the quality of your services?
(check all that apply)



18. What impact does paying overtime wages have on the quality of your services? (check all that apply)

Value	Count	Percent %	Statistics	
Lower staff retention	135	27.8%	Total Responses	486
Higher staff retention	120	24.7%		
Poorer staff competencies	84	17.3%		
Better staff competencies	40	8.2%		

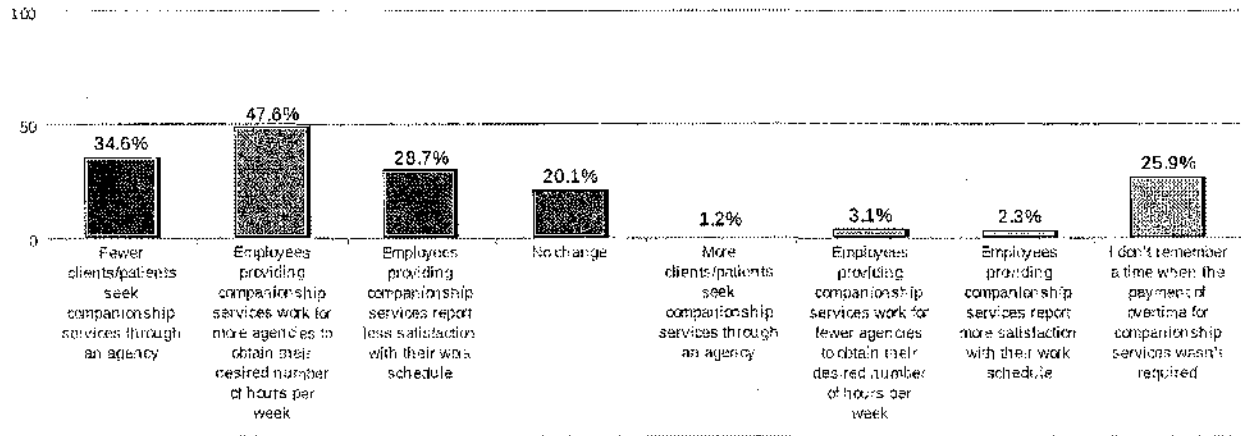
Lower staff educational levels	59	12.1%
Higher staff educational levels	29	6%
Poorer consistency and continuity of care	255	52.5%
Improved consistency and continuity of care	94	19.3%
Other (please specify)	99	20.4%



19. What business adjustments have you made in response to paying overtime wages to employees who provide companionship services? (check all that apply)

Value	Count	Percent %	Statistics
Increased billing rates to clients/patients	383	47.9%	Total Responses 799
Hired additional employees to provide companionship services to reduce or eliminate need for overtime hours	496	62.1%	
Reduced overtime hours for employees providing companionship services to avoid the payment of overtime	472	59.1%	
Scale back offering companionship services	103	12.9%	
Assign additional employees to clients/patients receiving companionship services	469	58.7%	
Increased human resources costs due to greater need for staff	320	40.1%	
Increased staff training costs	296	37%	
No adjustments made	90	11.3%	
Other (Please specify)	75	9.4%	

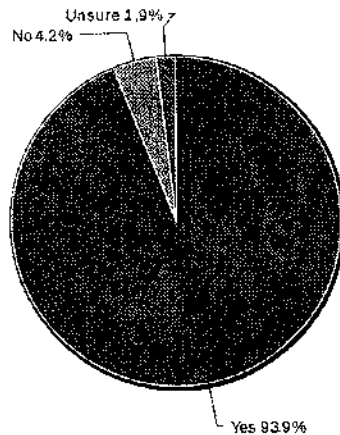
What changes have you observed in your market since the payment of overtime for companionship services was implemented?



20. What changes have you observed in your market since the payment of overtime for companionship services was implemented?

Value	Count	Percent %	Statistics
Fewer clients/patients seek companionship services through an agency	255	34.6%	Total Responses 738
Employees providing companionship services work for more agencies to obtain their desired number of hours per week	351	47.6%	
Employees providing companionship services report less satisfaction with their work schedule	212	28.7%	
No change	148	20.1%	
More clients/patients seek companionship services through an agency	9	1.2%	
Employees providing companionship services work for fewer agencies to obtain their desired number of hours per week	23	3.1%	
Employees providing companionship services report more satisfaction with their work schedule	17	2.3%	
I don't remember a time when the payment of overtime for companionship services wasn't required	191	25.9%	

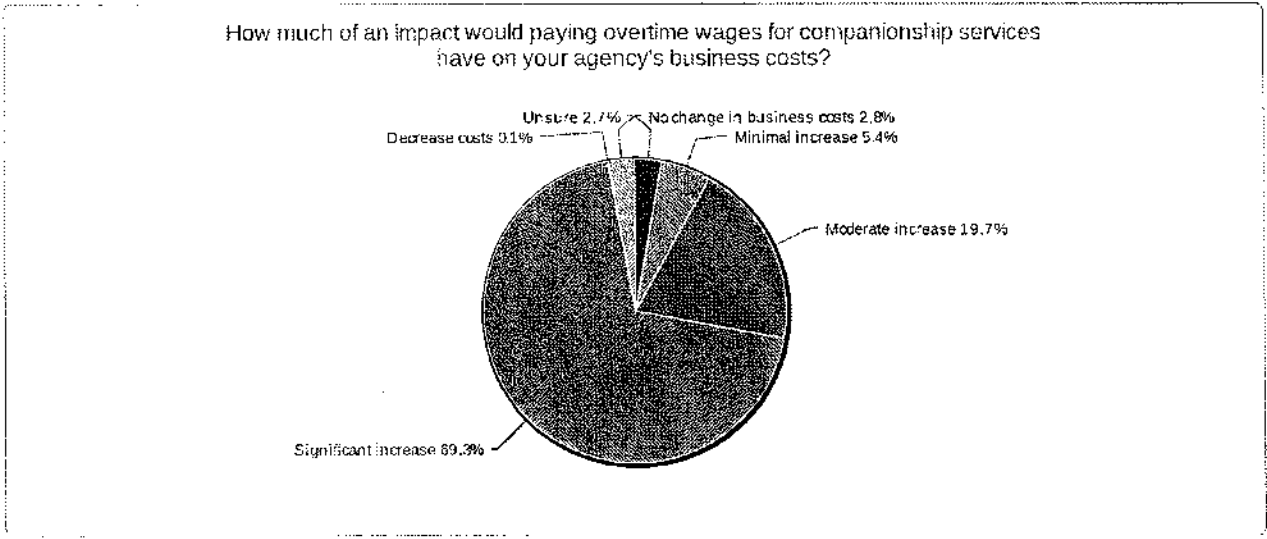
Do you expect that paying overtime wages would impact your business costs?



21. Do you expect that paying overtime wages would impact your business costs?

Value	Count	Percent %	Statistics
Yes	956	93.9%	Total Responses 1,018

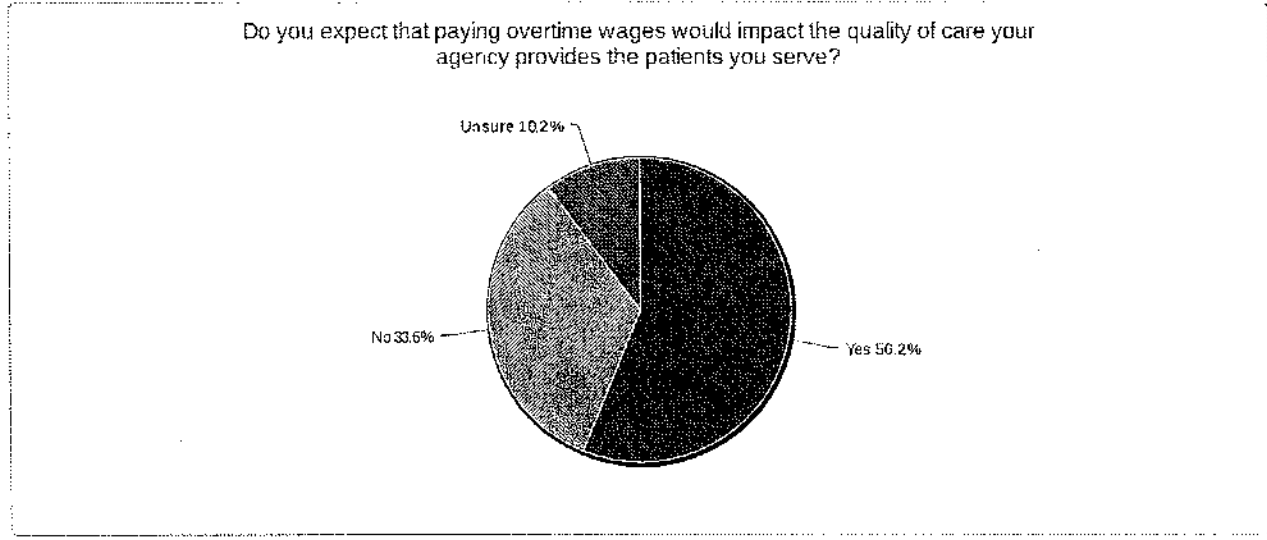
No	43	4.2%
Unsure	19	1.9%



22. How much of an impact would paying overtime wages for companionship services have on your agency's business costs?

Value	Count	Percent %
No change in business costs	28	2.8%
Minimal increase	53	5.4%
Moderate increase	194	19.7%
Significant increase	683	69.3%
Decrease costs	1	0.1%
Unsure	27	2.7%

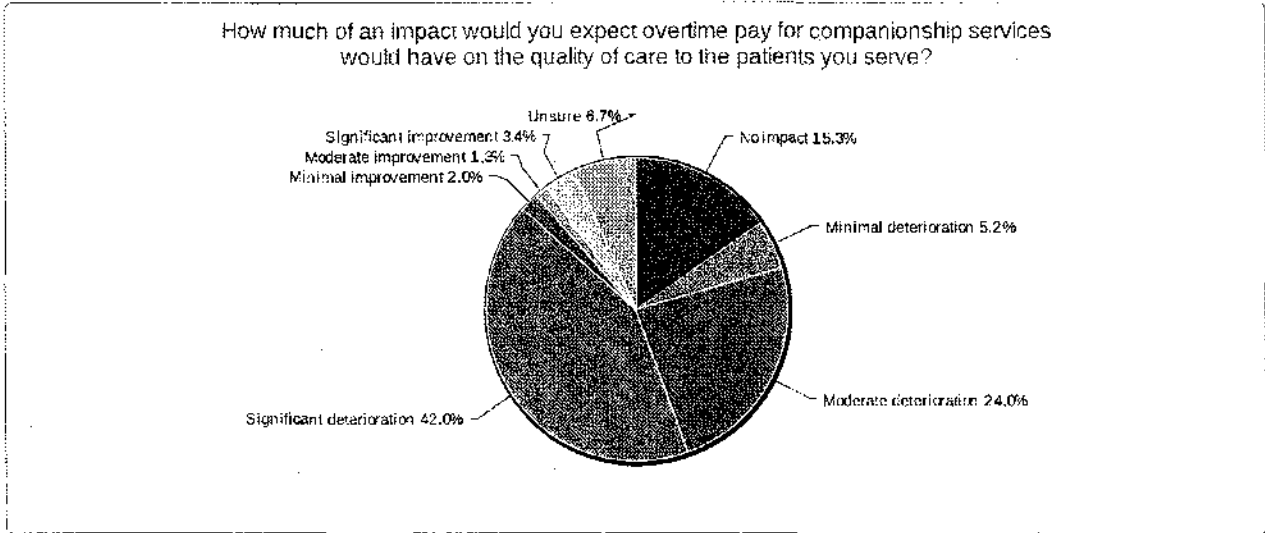
Statistics	
Total Responses	986



23. Do you expect that paying overtime wages would impact the quality of care your agency provides the patients you serve?

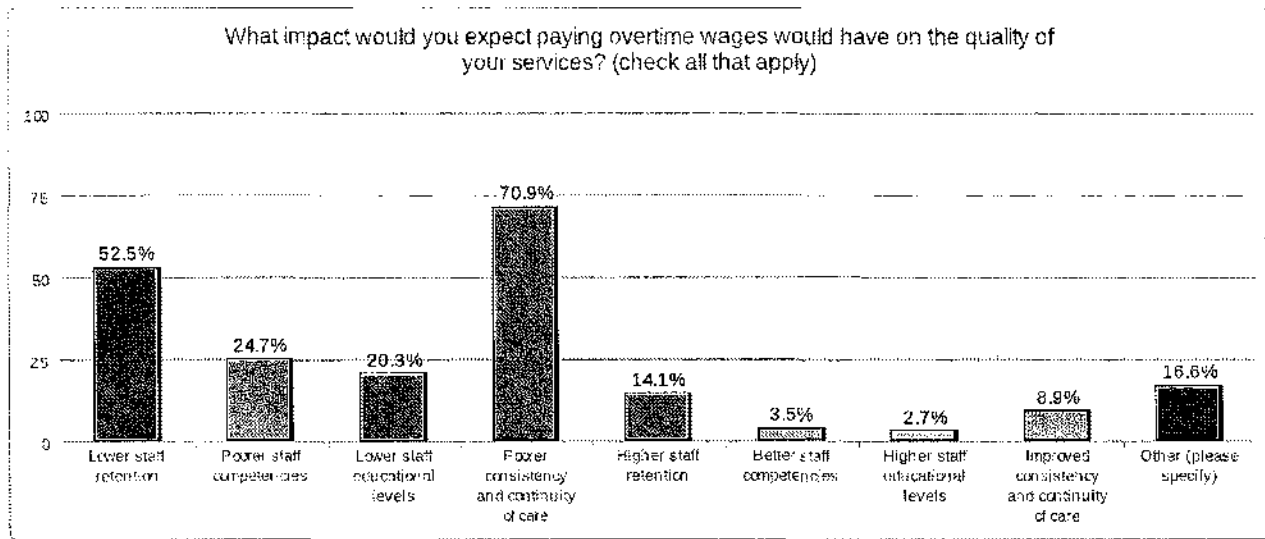
Value	Count	Percent %
Yes	568	56.2%
No	340	33.6%

Statistics	
Total Responses	1,011



24. How much of an impact would you expect overtime pay for companionship services would have on the quality of care to the patients you serve?

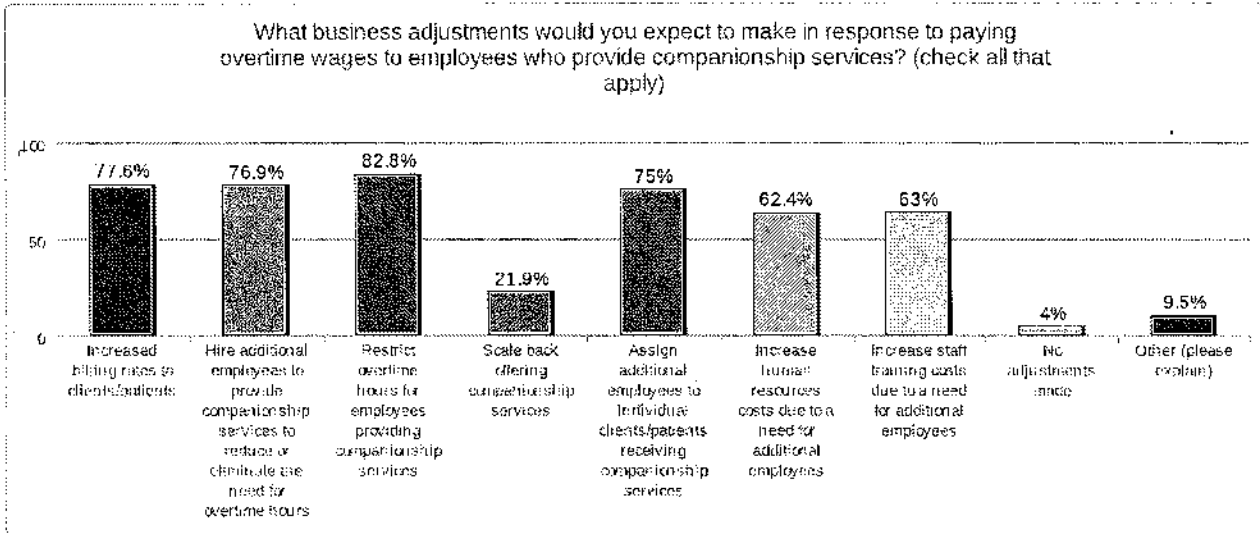
Value	Count	Percent %	Statistics
No impact	114	15.3%	Total Responses 743
Minimal deterioration	39	5.2%	
Moderate deterioration	178	24%	
Significant deterioration	312	42%	
Minimal improvement	15	2%	
Moderate improvement	10	1.3%	
Significant improvement	25	3.4%	
Unsure	50	6.7%	



25. What impact would you expect paying overtime wages would have on the quality of your services? (check all that apply)

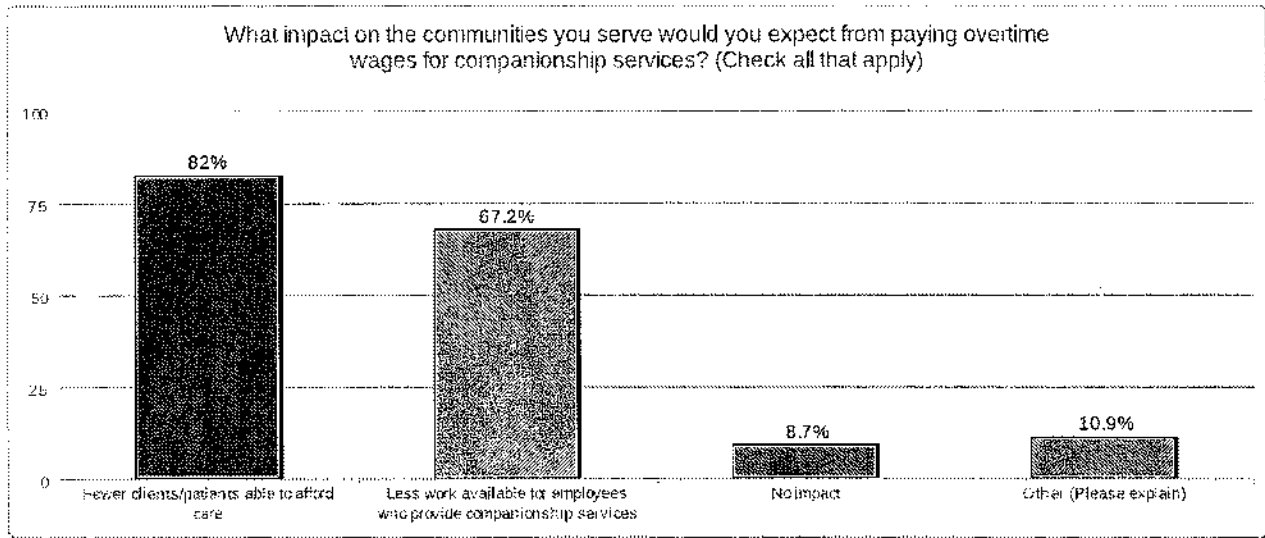
Value	Count	Percent %	Statistics
Lower staff retention	372	52.5%	Total Responses 709

Poorer staff competencies	175	24.7%
Lower staff educational levels	144	20.3%
Poorer consistency and continuity of care	503	70.9%
Higher staff retention	100	14.1%
Better staff competencies	25	3.5%
Higher staff educational levels	19	2.7%
Improved consistency and continuity of care	63	8.9%
Other (please specify)	118	16.6%



26. What business adjustments would you expect to make in response to paying overtime wages to employees who provide companionship services? (check all that apply)

Value	Count	Percent %	Statistics
Increased billing rates to clients/patients	781	77.6%	Total Responses 1,007
Hire additional employees to provide companionship services to reduce or eliminate the need for overtime hours	774	76.9%	
Restrict overtime hours for employees providing companionship services	834	82.8%	
Scale back offering companionship services	221	21.9%	
Assign additional employees to individual clients/patients receiving companionship services	755	75%	
Increase human resources costs due to a need for additional employees	628	62.4%	
Increase staff training costs due to a need for additional employees	634	63%	
No adjustments made	40	4%	
Other (please explain)	96	9.5%	



27. What impact on the communities you serve would you expect from paying overtime wages for companionship services? (Check all that apply)

Value	Count	Percent%	Statistics
Fewer clients/patients able to afford care	824	82%	Total Responses 1,005
Less work available for employees who provide companionship services	675	67.2%	
No impact	87	8.7%	
Other (Please explain)	110	10.9%	

URL Variable: utm_campaign

Count	Response
81	88099

URL Variable: utm_medium

Count	Response
81	Email

URL Variable: utm_source

Count	Response
81	Exacttarget