Jewish Federations of North America | Center on Aging, Trauma, and Holocaust Survivor Care

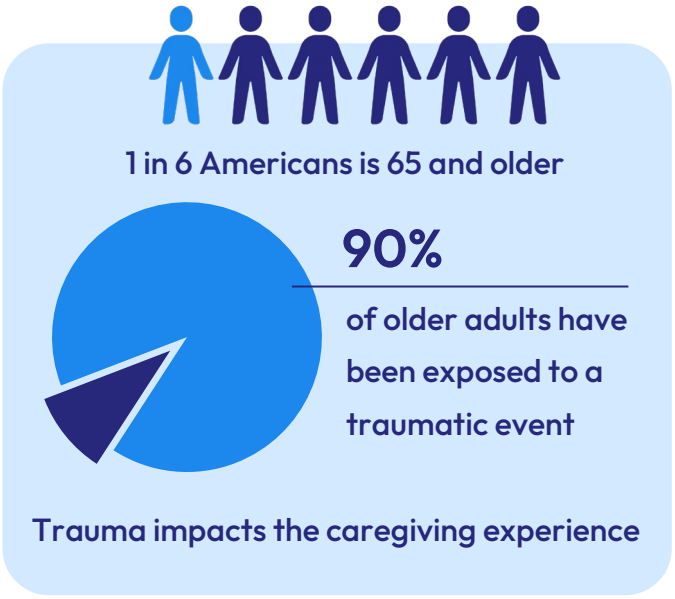
Supporting the Direct Care Workforce in America

May 2026

Increasing the capacity of the direct care workforce to provide person-centered, trauma-informed care is essential to growing a resilient and proficient aging services workforce.

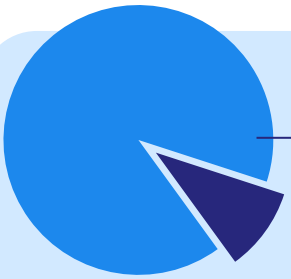
As Americans live longer, their healthcare needs are increasing. Complicating the aging process is the omnipresent issue of trauma which can lead to the development of a variety of health conditions and traumatic stress in older adulthood.

Whether Americans are aging in their own home or in assisted living or nursing homes, the demands on the aging services sector are growing. More than 5 million direct care workers such as personal care aides, home health aides, and certified nursing assistants provide essential care to American older adults. Despite being the backbone of the long-term care system, direct care workers receive low wages, work in physically risky environments, and have limited opportunities for professional advancement. **The impact of trauma on aging can add complexity to caregiving tasks, strain caregiving dynamics, and impact the health and well-being of direct care workers and older adults.** As a result, the direct care workforce faces significant shortages due to high stress, burnout, and turnover.



The PCTI approach is critical to strengthening the direct care workforce. The PCTI approach is a holistic model of care that promotes the health and well-being of individuals by accounting for the role of trauma across the life course, resisting retraumatization, and promoting strength, agency, and dignity. This approach is the gold standard in aging services as it results in demonstrated improvements to older adult health and the direct care workforce.

Through the Center's 2025 National Study on the PCTI approach, 89% of organizations reported that the PCTI approach improves staff experiences. This included improvements to staff knowledge and skills, ability to provide care, increased job satisfaction and retention, and reduced burnout.

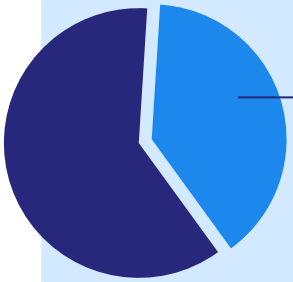


89%

of organizations report the PCTI approach improves staff experiences

- ↑ knowledge & skills
- ↑ ability to provide care
- ↑ job satisfaction & retention
- ↓ burnout

While many organizations see the benefit of utilizing the PCTI approach, few organizations have capacity to provide such care. The Center's 2025 National Study on the PCTI approach revealed that only a fraction of aging services organizations demonstrated a deep ability to provide PCTI care.



39%

of aging services organizations have deep PCTI capacity

An effective method of learning about the PCTI approach is the Center's online, asynchronous training course. This dynamic, practice-based course develops the PCTI decision-making skills of aging services providers. Since the launch of the course in March 2025, over 2,000 learners have enrolled in *PCTI Essentials for Aging Services,* which demonstrates the high demand for PCTI training. This course shows great promise in strengthening the direct care workforce. **Capacity building initiatives have the potential to transform the aging services sector by strengthening and growing America's direct care workforce.**

PCTI Essentials Course

% of learners with high understanding of the PCTI approach

Pre-course

13%

Post-course

84%

For more information contact the Center on Aging, Trauma, and Holocaust Survivor Care, Aging@JewishFederations.org.

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