HCAs are an Integral Part of the Healthcare Workforce
Who are caregivers?

Our Workforce

64% Urban
36% Rural

80% IP
2% Both IP/AP
18% AP

84% Female
16% Male

Average 48 yr. old

35% Russian
15% Spanish
13% Vietnamese
16% LEP
10% Korean
6% Cantonese
21% Other

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Who are caregivers?

Understanding Who We Serve

66% Some college or more advanced

34% High school or less

51% Caregivers have not begun planning for retirement as of 12/16

27% Adverse Childhood Experiences (ACEs) Score of 4+ (8-point scale)

27% WA

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Motivation for Caregiving

Substantial Motivators for becoming a paid caregiver include: desire for employment, having a friend or family in need of care or already providing informal care and “might as well get paid”.
How we serve Caregivers
How we serve caregivers

**Training**
- 1,262 classes/series offered.
- 964,963 total training hours.

**Health**

**Retirement**
- 80,000+ participants.

**Jobs**
- 9,000+ users
- 900+ job matches.

*As of 12/18*
Health

- Low Premiums for HCAs ($25/month includes Medical, Dental Hearing, Rx, Hearing and Behavioral Health Coverage.
- All caregivers have access to an EAP and text based coaching.
- $10 copay/$0 in network copay for behavioral health.
- Low eligibility to qualify (80 hours per month, average worker works 100+ hours per month)
- Partner with carriers to provide population-based, integrated care- Kaiser, Willamette, Delta, Aetna and SaveRx
- Emphasis on primary care — 79% of members are paneled to a PCP.

Testing, piloting and creating innovative programs and interventions to improve the health and safety of caregivers. This includes a safety shoe program, and behavioral health innovations including mindfulness and online text based coaching.
Overview

Retirement

- Effective date was 3/1/2016
- A defined contribution profit sharing plan solely funded by employer contributions:
  - $0.23/qualifying hour from July 2015 - June 2017
  - $0.25/qualifying hour from July 2017 - June 2018
  - $0.50/qualifying hour from July 2018 - June 2019
  - $0.65/qualifying hour from July 2019 - June 2020
  - $0.80/qualifying hour from July 2020 - June 2021
- First plan participants vested and can request a retirement benefit as of March of 2019

*As of 12/18
Carina

- Carina connects verified home care aides with Medicaid and state funded clients.
- Services include technology platform, marketing and customer service.
- Allows caregivers to find clients who need care and helps clients find care.
- Users can include information on types of care previously provided and any specialty training a caregiver may have.

*As of 12/18*
Unified Caregiver Experience

8,182 Caregivers
50 Employers
1,589 Caregivers Recruited
126 Statewide Events

(calls per month)
Equity & Inclusion

49 languages supported overall (MRC, language line, interpreters).

16,898 interpretation hours provided YTD.

171,419 words localized YTD.
Preparing for Tomorrow
**Demographic Shifts**

Every 8 seconds, an American turns 65. 52,000 caregivers currently working in Washington. By 2030, Washington will need 76,000 caregivers.
Direct Care Workers:
Largest Occupational Group in the US by 2020

<table>
<thead>
<tr>
<th>Largest Occupational Groups in U.S., 2020</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct-Care Workers</td>
<td>4,999,100</td>
</tr>
<tr>
<td>Retail Salespersons</td>
<td>4,968,400</td>
</tr>
<tr>
<td>Teachers from K to 12th Grade</td>
<td>3,902,000</td>
</tr>
<tr>
<td>Law Enforcement &amp; Public Safety Workers</td>
<td>3,667,000</td>
</tr>
<tr>
<td>Fast Food &amp; Counter Workers</td>
<td>3,553,000</td>
</tr>
<tr>
<td>Registered Nurses</td>
<td>3,449,300</td>
</tr>
</tbody>
</table>

Source: PHInational.org, *Occupational Projections for Direct-Care Workers 2012-2022*
Demographic Shifts

52,000 caregivers currently working in Washington. By 2030, Washington will need 76,000 caregivers.
Where are long term care workers?

Source: DSHS ALTSA, October 2018
Let’s Talk Turnover

Projected Increase in Home Care Aide Supply Required for Home and Community Based Medicaid Services in Washington, 2010-2030*

*Based on estimated increases in the number of Medicaid consumers using HCA services as individual providers, through home care agencies, and in adult family homes and boarding homes.
Workforce Projections

Long-Term Services and Support:

6% of Washington state’s operating budget in 2018.
12% of Washington state’s operating in 2030.

$6 Billion
Areas We Would Love to Partner

Workforce Development

- Recruitment
- Workforce Stability
- Professionalization and opportunities for advancement
- Job Quality
- Growth
Training Benefits
By the numbers

- Train in 39 cities, across 28 counties
- Provided training to more than 45K caregivers
- Offered over 962K training hours

- Nation’s largest organization for home care workforce training and development
- Washington’s second-largest learning organization

- Training offered in 13 languages
- Over 1,000 class cohorts planned for this year
- Approximately 50 instructors
Onboarding Process

Training Partnership

Caregiver Journey Checklist

This checklist describes the journey to certification for standard HOAs. Read pages 12-13 to see which steps apply to you.

STEP 1: ORIENTATION & SAFETY
Must be completed before providing care.
- Task 1: Complete a background check & fingerprinting
- Task 2: Create your training account
- Task 3: Take Orientation & Safety
- Task 4: Prepare for first day with your client

STEP 2: SUBMIT YOUR HOME CARE AIDE CERTIFICATION APPLICATION
Application Deadline (14 days after hire): ___/___/___
- Task 5: Mail your Home Care Aide Certification Application
- Task 6: Reply to DOH email verification

STEP 3: BASIC TRAINING
NOTE: Please see pages 14-15 for a description of your basic training requirement based on your caregiver role.
- Task 7: Register for Basic Training
- Task 8: Prepare for first day of Basic Training
- Task 9: Start Basic Training
- Task 10: Complete all your Basic Training classes
- Training Completion Deadline (120 days after hire): ___/___/___

STEP 4: EXAM & CERTIFICATION
- Task 11: Prepare for your exam
- Task 12: Take your exam – exam date: ___/___/___
- Certification Deadline (200 days after hire): ___/___/___
- Receive your Home Care Aide Certification!

YOU'RE CERTIFIED!

STEP 5: CONTINUING EDUCATION
Annual Deadline to Complete 12 Hours of CE:
___/___/___ (Your Birthday)
## Training Benefit

<table>
<thead>
<tr>
<th>Required</th>
<th>Courses (hours)</th>
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<tbody>
<tr>
<td>Orientation &amp; Safety</td>
<td>5 hours</td>
</tr>
<tr>
<td>Basic Training 70</td>
<td>Basic Training 30</td>
</tr>
<tr>
<td>Basic Training 9</td>
<td>Parent Provider (7 hours)</td>
</tr>
<tr>
<td>DOH Exam</td>
<td>Certification not required</td>
</tr>
<tr>
<td>Required &amp; Optional</td>
<td>Nurse Delegation (12 hours)</td>
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<tr>
<td>Optional</td>
<td>Advanced Training (70 hours)</td>
</tr>
<tr>
<td>Required &amp; Optional</td>
<td>Continuing Education (12 hours a year)</td>
</tr>
</tbody>
</table>

https://www.myseiubenefits.org/training/training-schedules/
Orientation and Safety

Role of the HCA
Consumer Rights and Communication
Emergency Preparedness
Infection Control
Accident Prevention
Basic Training 70

The purpose of the Basic Training Curriculum (BTv3) is to assist the Home Care Aide (HCA) to integrate the skills that he or she has learned during basic training to specific conditions that may be encountered when working with a client. The Basic Training curriculum is based on the required knowledge and skills outlined for basic HCA training in WAC 388-112-0055. The WAC defines the following core knowledge and skills.

The HCA will be able to:

- Understand and use effective interpersonal and problem-solving skills with the client, family members, and other care team members.
- Take appropriate action to promote and protect client rights, dignity, and independence.
- Take appropriate action to promote and protect the health and safety of the client and the HCA.
- Correctly perform required personal care tasks while incorporating client preferences, maintaining the client’s privacy and dignity, and creating opportunities that encourage client independence.
- Adhere to basic job standards and expectations.
Training Calendar

Basic Training 70

<table>
<thead>
<tr>
<th>Mount Vernon</th>
<th></th>
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<tbody>
<tr>
<td>September 2018</td>
<td>English</td>
</tr>
<tr>
<td>October 2018</td>
<td>English</td>
</tr>
<tr>
<td>December 2018</td>
<td>English</td>
</tr>
<tr>
<td>March 2019</td>
<td>English</td>
</tr>
<tr>
<td>June 2019</td>
<td>English</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Yakima</th>
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<tbody>
<tr>
<td>July 2018</td>
<td>English</td>
</tr>
<tr>
<td>September 2018</td>
<td>Spanish</td>
</tr>
<tr>
<td>September 2018</td>
<td>English</td>
</tr>
<tr>
<td>November 2018</td>
<td>English</td>
</tr>
<tr>
<td>December 2018</td>
<td>Spanish</td>
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<tr>
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<td>Spanish</td>
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<tr>
<td>March 2019</td>
<td>English</td>
</tr>
<tr>
<td>March 2019</td>
<td>English</td>
</tr>
<tr>
<td>May 2019</td>
<td>English</td>
</tr>
<tr>
<td>June 2019</td>
<td>Spanish</td>
</tr>
<tr>
<td>June 2019</td>
<td>English</td>
</tr>
</tbody>
</table>
Permanent Training Locations

Port Angeles
Bremerton
Aberdeen
Chehalis
Longview
Vancouver
Everett
Lynnwood
Seattle
Kirkland
Des Moines, Kent, Tukwila
Tacoma
Lakewood
Olympia, Tumwater
Richland
Spokane
Training Portal
Competency Based Curriculum

- Curriculum development starts with Skill Gap Design Research:
- Curriculum that emphasizes outcomes of a learning process.
- Learner-centered and adaptive to learners' changing needs.
- Focus on real-world need discovered through qualitative research with HCAs.
- Designed to be meaningful and relevant to real world scenarios and tasks.
- Seeks to improve quality of care, client safety, learner and job satisfaction, and job retention.
Curriculum Development

Curriculum development starts with Skill Gap Design Research

• Focus on HCA Point of View
• Real world, goal oriented scenarios
• Actual jobs to be done
• How clients and HCAs move through scenarios and independently problem solve
• Competencies and skills as they appear in the real world

“Three Paths” Competency Development Model

1. Literature Review
2. Existing Data & Insights
3. HCA Direct, Generative

Target

Develop competencies on time/at pace while ensuring we are matching skills required in the real-world.
Peer Mentor

Program Overview

• Program Launch, Sept 2016
• 3 FTE, 1 Program Staff

Current Initiatives

• Data Driven Predictive Intervention
• Instructor & Self Referral
• Apprenticeship Support
• Failed Exam / Retake Support

Individual Providers

• 63% of all mentees are IPs

2018 Service Snapshot

• 1,759 served
• 6,668 services provided
Peer Mentor Support Strategies

Reduce Cognitive Overload Early On

• Clarity through guided support.
• Just-in-time communications.
• Prioritization and proactive planning.

Increase Confidence Through Additional Practice

• Study support outside of class.
• Guided role play and practice.

Reduce Anxiety by Making the Unfamiliar, Familiar

• Study tips and strategies to practice at home.
• Guided walk through of training and test day.
Peer Mentor

No-Shows, Before: 31%

No-Shows, After: 18%
Language Supports

Translators provided for those not in a language class and for American Sign Language

**Basic Training 70**
- English
- Arabic
- Chinese
- Korean
- Russian
- Somali
- Spanish
- Vietnamese

**Basic Training 30**
- English
- Chinese
- Korean
- Russian
- Spanish
- Vietnamese

**In Person Led Continuing Education**
- English
- Arabic
- Cambodian
- Chinese
- Korean
- Lao
- Russian
- Somali
- Spanish
- Tagalog
- Vietnamese

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Continuing Education

Sample of online CE titles
Accident Prevention
Client use of marijuana in home care
Consumer Directed Care for common medical conditions: stroke
Dementia and personal care
Food allergies and sensitivities
Historical perspectives on the treatment of people with disabilities
Improving time management skills
Positive behavior support for young consumers with developmental disabilities
Understanding basic medical terminology
In Person Led Courses April 2019

Post-Surgical Care
Opioids and Client Use of Marijuana in Home Care
Medication Assistance
Supporting a Client with Hearing Loss
Managing Compassion Fatigue
Advanced Home Care Aide

- **Universe**: Includes all eligible providers since program inception.
- **Registered**: Students who at any point in time have signed up for the program.
- **Attended**: All providers who started the program by attending at least one classroom session.
- **Completed**: Providers who have passed the program by attending 7+ ILT sessions, passing 8 Skills & 22 Knowledge Tests.

**FY19 Q2**
Advanced Home Care Aide

Upon successful completion of the course, learners should be able to:

• Provide person-centered care.
• Use the ADAPT problem solving method.
• Practice motivational interviewing techniques to collaborate with a client.
• Recognize opportunities to forestall escalation and employ appropriate techniques when caring for escalated clients.
• Use the appropriate treatment and care plans in providing in-scope care for a client.
• Monitor and report changes in a client’s physical and/or mental health status.
• Collaborate with a client to ensure that medication is appropriately managed in accordance with treatment and/or care plan(s).
• Promote health literacy and empower a client to be engaged and at the center of their own health.
• Collaborate with a client in organizing care activities.
Supplemental Benefits

Exempt Certification Benefit

HCAs without a BT70 requirement may take the course, obtain certification, and earn wage differential.

Continuing Education for Uncertified Caregivers

HCAs without a CE requirement may take CE courses.

Nurse Delegation as Continuing Education

HCAs without a Nurse Delegation requirement may take the course to fulfill CE requirement and be eligible for additional employment opportunities.
Future Plans

Basic Training version IV
Revisions to Advanced Home Care Aide
Advanced HCA class access
Basic Training access to remote areas
Peer Mentor program growth
College Engagement

Credit for Prior Learning

Highline College

<table>
<thead>
<tr>
<th>Course</th>
<th>Credits</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Care Aid Certification</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HEAL 100</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fundamentals of Caregiving</td>
<td>5</td>
<td>$35</td>
</tr>
</tbody>
</table>

Articulation

Orientation & Safety, Basic Training 70, Advanced Home Care Aide

145 hours

Department of Labor recognized apprenticeship enrollment
Together the future is bright
Thank you

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