The Training Partnership: Improving Jobs to Improve Care

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May 19, 2015
Agenda

• Welcome
  – Vickie Choitz, Aspen EOP

• Opening comments
  – Susan Crane, SkillUp Washington
  – Laine Romero-Alston, Ford Foundation

• Overview of history and context in Washington State
  – Bea Rector and Leslie Kennedy, Home and Community Services, ALTSA, DSHS, Washington State

• Introduction to the Training Partnership
  – Charissa Raynor, ED, Training Partnership

• Aspen EOP reflections: strengths and challenges

• Questions from audience
Overview of History and Context in Washington State

Bea Rector and Leslie Kennedy
Home and Community Services, ALTSA

We Transform Lives By Promoting choice, independence and safety
Rebalancing in Washington State

- Cost Savings
- Improved Consumer Care
- Training and Certification

WA State a Dedicated Partner

- Management-Bill Moss, Assistant Secretary, DSHS.
- Public
- Labor
- Private

We Transform Lives By Promoting choice, independence and safety
Rebalancing in Washington State
Rebalancing in Washington State

1991-1993 Biennium

- Nursing home: $816, 82%
- In-home: $157, 16%
- Residential: $16, 2%

2013-2015 Biennium

- Nursing Home: $1,212, 42%
- Residential: $443, 15%
- In-Home: $1554, 44%

Dollars in Millions
A Trained Workforce = Return on Investment (ROI)

Help clients achieve better outcomes and save the state money by utilizing lower cost in-home care.

Build and sustain self-management skills and engage in activities that refocus behaviors to reduce stress and anxiety while recognizing and preserving client’s rights.

Act quickly to resolve changes in medical or behavioral conditions.
The Role of the Certified Home Care Aide

The curriculum emphasizes:

- Developing capacity and skills to recognize risks

- How to intervene with behavior supports to shape and promote positive behavior in the course of delivering personal care

- Increased practice of Hands on skill helping the client with Activities of Daily living

- How to monitor changes in client’s status and effectively communicate to the appropriate individual or care team

- How to support clients to achieve their desired goals as stipulated in their care plans

- Increased requirements for the care provider by implementing a certification credential through the Department of Health
Training and Certification

Initiative 1163

New Requirements as of 1/7/2012:

- State Name, Date of birth background checks
- FBI Fingerprint base
- State background check
- Non-relative providers must take 75 hours of training.
- Curriculum created by the Training Partnership
- Provides written and skills test
- The Department of Health grants the Home Care Aide Certification.
- Each provider with the HCA certification must complete 12 hours of continuing education each year.
The Training Unit

| Approve Curriculum for basic training - 75 hours for certification |
| Approve Curriculum for continuing education - 12 hours each year |
| Approve Instructors |
| Approve Training Programs for all Community Instructors |
| Approve Training for AFH, ALF, Home Care Agency providers |
Introduction to the Training Partnership

Charissa Raynor, Executive Director

May 19, 2014

Workforce Strategies Initiative at the Aspen Institute
NATIONAL PICTURE
# Economic News Release

## Table 5. Occupations with the most job growth, 2012 and projected 2022

(Employment in thousands)

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<tbody>
<tr>
<td>Total, all occupations</td>
<td>145,355.8</td>
<td>160,983.7</td>
<td>15,628.0</td>
<td>10.8</td>
<td>$34,750</td>
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<td>Personal care aides</td>
<td>1,190.6</td>
<td>1,771.4</td>
<td>580.8</td>
<td>48.8</td>
<td>$19,910</td>
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<td>Registered nurses</td>
<td>2,711.5</td>
<td>3,238.4</td>
<td>526.8</td>
<td>19.4</td>
<td>$65,470</td>
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<td>Retail salespersons</td>
<td>4,447.0</td>
<td>4,881.7</td>
<td>434.7</td>
<td>9.8</td>
<td>$21,110</td>
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<td>Home health aides</td>
<td>875.1</td>
<td>1,299.3</td>
<td>424.2</td>
<td>48.5</td>
<td>$20,820</td>
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<td>Combined food preparation and</td>
<td>2,969.3</td>
<td>3,391.2</td>
<td>421.9</td>
<td>14.2</td>
<td>$18,260</td>
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<td>serving workers, including</td>
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<td>fast food</td>
<td></td>
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<tr>
<td>Nursing assistants</td>
<td>1,479.8</td>
<td>1,792.0</td>
<td>312.2</td>
<td>21.1</td>
<td>$24,420</td>
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Redefining Home Care Aides

NATIONALLY

Average wage: $9.67 per hr.

High on-the-job (OTJ) injury

No retirement

No career pathway

Little or no training

Part time work

Little or no employer-sponsored health care

*Emerging work*
SEIU 775 BENEFITS GROUP AND TRAINING PARTNERSHIP
SEIU 775 Benefits Group

Created and sponsored by labor/management partnership, including Washington state
Innovation

- Nation’s leading home care training provider
- 45,000 students trained a year

- Classes taught online and in person
- New online classes added each year

- Competency-based assessments

- Nation’s first Registered Apprenticeship for Home Care Aides

- Classes taught in 13 languages
- 200 locations across the state
National Recognition

White House recognized the Training Partnership Apprenticeship Program in April 2014 and in a report in June 2014 for innovation and leadership in job training.

The U.S. Department of Labor recognized the Training Partnership as a “Trailblazer and Innovator” for its ground-breaking Registered Apprenticeship program.
Outcome Highlights

• 71% of students complete Basic Training
• 80% of English-speakers pass the Home Care Aide certification exam
• 92% of students report satisfaction with the Training Partnership classes
Future

• Registered Apprenticeship program redesign

• Research and Evaluation

• Retention supports for workers

• Online worker/consumer matchmaking service
Redefining Home Care Aides

**NATIONALLY**
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**WASHINGTON**
- Wage range: $10.50-$15 per hr.
- Emerging work on OTJ injury front
- Retirement benefit*
- Reg. Apprenticeship
- Highest training stds.
- Matchmaking platform*
- Full health and dental care benefits

*Emerging work
Contact

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Aspen EOP Reflections: Strengths

1. Clear goals, commitment to continuous improvement and vigorous drive to improve the field
2. All aspects of the Training Partnership are embedded in the industry
3. Significant employer engagement, including sustained funding
4. A solid understanding of workers and commitment to their success
5. Planned for scale from the beginning
Aspen EOP Reflections: Challenges

1. Integrating training and certification processes and continuing to improve the model
2. Serving immigrant and rural workers
3. Developing career pathways and economic advancement opportunities for home care aides
4. Evaluating impact and outcomes, including improvements in quality care
SEIU Healthcare NW Training Partnership Case Study

By 2050, the number of Americans needing long-term care services and supports will double. They will have more acute and complex care needs than previous generations, and they will be more likely to receive care at home or in a residential setting than in an institution. These factors are driving the increased demand for workers providing home care services and for better training. One of the biggest workforce challenges we face as a country is how to meet the growing demands for such a critical workforce.

One model has emerged in Washington State: The SEIU Healthcare NW Training Partnership. Founded in 2007, this nonprofit school is the nation’s largest training provider for workers in home care. The Training Partnership has created a statewide training system with comprehensive resources and tools to support home care workers, consumers and employers. This case study provides an overview of the Training Partnership and its history, offerings—including the nation’s first Registered Apprenticeship program for home care workers—and outcomes. It also summarizes the model’s strengths and challenges. The development of this case study was generously supported by SkillUp Washington and the Ford Foundation.

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