Supporting Washington State’s Long-Term Services and Supports Workforce

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Aging and Long-Term Support Administration

Shore it Up: Strengthening the Long Term Services and Supports Workforce
Thursday, August 16, 2018
3:30-5:00pm
Washington’s LTSS Workforce

Our workforce goals:
• Continue to support careers with good pay, health care and other benefits
• Have enough workers to meet growing demand statewide
• Support a diverse workforce
• Establish a career path for LTSS workers
Washington’s LTSS Workforce

Includes 37,000 Individual Providers:
The person who needs care hires and supervises the caregiver but the caregiver is paid by the state. IPs are represented by SEIU 775.

IPs receive the following benefits:
• Medical: $25/month for medical (dependents and spouses are not covered). Must work 80 hours/month
• Paid time off: 1 hour of paid time off for every 25 hours worked, capped at 120 hours
• Training & advancement: Mandatory and voluntary training at no charge.
• Retirement: 80hrs/mo. for 3 years to be vested, IP does not pay towards this benefit.

Starting wages for IPs have increased by 27% over the past 3 bargaining cycles:
2017-2019: $15.00
2015-2017: $12.00
2013-2015: $11.06

Prior to collective bargaining, the starting wage was $8.93/hour.*

*IPs in Washington elected to unionize in 2002
Languages of Home Care Aides

People who passed the Knowledge Exam, January - October 2017

- English, 86%
- ESL, 14%

Top IP Languages

- Russian: 37%
- Spanish: 15%
- Vietnamese: 15%
- Somali: 6%
- Nepali: 6%
- Khmer: 6%
- Tagalog: 5%
- Mandarin: 3%
- Arabic: 3%
- Ukrainian: 2%
- Lao: 1%
- Farsi: 1%
- Amharic: 1%

Data provided by Department of Health, July 2018
Our Current LTSS Workforce

- Family Caregivers are the largest sector of the paid Medicaid LTSS workforce
- Options to select family members to provide paid personal care services since 1981
  - Excludes legally responsible adults (spouses or parents of minor children)
- 25,000 family members paid to provide care to Medicaid clients under state plan and waivers
- Same pay and benefits as other workers
- Statute allows family to provide skilled care within paid hours
Our Current LTSS Workforce
Family members providing care

Aging and Long-Term Services and Supports
27,000 individual providers

- Not Related: 30%
- Related: 70%

Developmental Disabilities
11,000 individual providers

- Not Related: 21%
- Related: 79%

Data pull date: 11/13/2017
Professionalizing the Workforce: Statewide Initiatives

<table>
<thead>
<tr>
<th>Pre-Initiative Requirements</th>
<th>Post-Initiative Requirements</th>
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<tbody>
<tr>
<td>28 hours of basic training</td>
<td>75 hours within 120 days – certified within 200 days of employment*</td>
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<tr>
<td>10 hours of CE</td>
<td>12 hours of CE*</td>
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<tr>
<td>For private pay clients, home care agencies determined their own training requirements</td>
<td>All basic training and CE approved by DSHS regardless of payment source</td>
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*Workers with other qualifying credentials (NAC, LPN, RN or ARNP) are exempt from training requirement(s) (NAC must complete CE requirement). Parents caring for adult children, adult children caring for parents, and respite providers with only 1 client and less than 20 hours a month have less training hours and are exempt from credential requirement.
Building the Workforce
Advanced Home Care Aide Training

70-hour course started in November 2016

- **Eligibility:** 34,000 IPs meet eligibility, only 12,500 meet client eligibility
- Client eligibility includes high medical risk or defined frequency/severity of behaviors.
- Graduates receive an additional $0.50 per hour
- Attendees are paid for their time to attend

**Goal:** 1,751 graduates by June 2019
(823 current graduates)

**Barriers:** time investment from caregiver

“I really hope you guys continue to do this pilot program because of the change I saw in him. I really feel so many people would benefit from this.”

- Client whose provider is an AHCA grad
Building the Workforce
Behavioral Health

Planning for a New Behavioral Health Advanced Home Care Aide Training

• An effort to focus on improving care for those who have severe and persistent mental illness and receive care at home.

• Potential for first graduates in 2020

• 70-hour training

• Suggested competencies include:
  • Recognize and reduce triggers
  • Skills for de-escalating behaviors
  • Implement a positive behavior support plan
  • Motivate medication compliance
  • Convey cultural responsiveness
Building the Workforce
High School Home Care Aide Training Program

**Goal:** Start courses in September 2019
**Target audience:** High school Juniors and Seniors

Semester-long course includes:
- 75-hour Home Care Aide content
- Person-centered content
- More time to practice skills
- Practicum in facilities

Prior to the age of 18 years old, students may complete the HCA course and become certified by the Department of Health. At the age of 18 years old, they are eligible to work as HCAs.
Building the Workforce
Employment Pipeline: Connecting Clients with Employment

Purpose: The Pipeline helps eligible Medicaid clients secure employment with the right employer at the right time with the right skills.

2017: 429 participants statewide

Referrals come from within our Department as well as from other agencies, Community-based organizations, and stakeholders.

Types of jobs: Call Center Customer Service, State Government (office positions, maintenance), Hospitality, Food Service, Janitorial, Retail, First Student (bus drivers)
Connecting the Workforce

* Face-to-Face  * Hands on  * Local

The Home Care Referral Registry has Registry Coordinators in local offices across the state. They help match workers with consumers of in-home LTSS, providing local support and educational materials.

* Web-based  * User-friendly  * Allows for searching on your own time

**Statewide roll-out on August 1, 2018.** Similar to Care.com, clients can post and browse jobs, review profiles, and receive response alerts via text or email.

Clients have the option to select specific aspects of a provider, such as gender, race, LGBTQ-friendly, and language preference.
Building the Workforce
Consumer-Directed Employer

As early as July 1, 2020, Washington State will contract with a Consumer-Directed Employer to serve as the employer for Individual Providers of in-home personal care and respite in Washington State.

The CDE will participate in recruiting and retention activities, move the Home Care Referral Registry to the CDE, and expand the total workforce and the existing workforce who want to work with additional clients.

The vendor must demonstrate a commitment to:
- Recruiting and retaining a high-quality and diverse workforce
- Working with a broad coalition of stakeholders.

The vendor must have a:
- History with workforce planning and management
- Experience and approach to interacting with organized labor representation of the IP workforce
- Plan for evaluating workforce needs and working with labor stakeholders.