

# Home Health Aides and Certified Nurse Assistant

<b>Broad Strategy: Increase the total number of direct care workers (DCW)– certified nursing assistants, home health aides and personal care aides – to meet the needs of changing demographics in California.</b>					
<b>Objective</b>	<b>Activities</b>	<b>Anticipated Outcome</b>	<b>Timeline</b>	<b>Lead and Resources</b>	<b>Evaluation</b>
<p>Establish project leadership and Advisory Board to monitor the implementation of the broad strategy to increase the number of direct care workers in California.</p>	<ul style="list-style-type: none"> <li>• Designate internal staff to coordinate advisory board.</li> <li>• Determine project leads specific strategies.</li> <li>• Develop Advisory Board comprised of partner reps, clinicians, workforce planning and consultants.</li> <li>• Analysis of the number of current workers and number of workers needed to meet the changing demographics for the next 2, 5 and 10 years.</li> <li>• Literature review and policy analysis e.g. – IOM Retooling for and Aging America, ASA Generations Journal, Federal policy – Affordable Care Act and Department of Labor, State policy – Title 22, Duals Integration, PHCAST work in California.</li> <li>• <a href="http://phinational.org/policy/states/">http://phinational.org/policy/states/</a></li> </ul>	<ul style="list-style-type: none"> <li>• Solid project management and coordination</li> <li>• Advisory Board to assist in decision making and best practice replicability</li> </ul>	<p>Month 1-2 development of project management and then ongoing</p>	<p>OSHDP, WIB, Community Colleges and L&amp;C</p>	<ul style="list-style-type: none"> <li>• Designated staff and diverse and active membership of advisory board.</li> <li>• Community college and L&amp;C data analysis.</li> </ul>

# Home Health Aides and Certified Nurse Assistant

<b>Strategy: Education and training for new direct care workers</b>					
<b>Objective</b>	<b>Activities</b>	<b>Anticipated Outcome</b>	<b>Timeline</b>	<b>Lead and Resources</b>	<b>Evaluation</b>
<p>Grow the existing DCW to meet the needs of the changing demographics.</p>	<ul style="list-style-type: none"> <li>• Inventory Community Colleges and other training programs to understand the potential number of workers who can be trained.</li> <li>• Based on inventory develop strategy, budget vs. policy, for increasing the number of slots or marketing the programs to ensure slots are filled.</li> <li>• Provide financial support for education activities.</li> <li>• Review curricula requirements to ensure that content is culturally competent, core competencies in geriatrics and soft skills are also included.</li> <li>• Address remedial education needs in basic skills (reading, writing, and math) to ensure training completion, effectiveness in job, and potential career advancement.</li> </ul>	<ul style="list-style-type: none"> <li>• Expanded workforce</li> <li>• Refined curricula</li> <li>• Improved care recipient quality of life and outcomes.</li> </ul>	<p>ongoing</p>	<p>OSHPD, WIB, Community Colleges and L&amp;C</p>	<ul style="list-style-type: none"> <li>• Community college and L&amp;C data analysis.</li> </ul>

# Home Health Aides and Certified Nurse Assistant

<b>Strategy: Education and training for existing direct care workers</b>					
<b>Objective</b>	<b>Activities</b>	<b>Anticipated Outcome</b>	<b>Timeline</b>	<b>Lead and Resources</b>	<b>Evaluation</b>
Improve in-service/continuing education curricula	<ul style="list-style-type: none"> <li>Review existing in-service/continuing education requirements, Title 22, to identify areas for improvement.</li> <li>Create a resource, based on approved in-service/continuing education plans from the state to analyze topics and approaches to providing training.</li> <li>Refine Title 22 regulations to be more prescriptive in the topic areas and approaches to meeting the in-service/continuing education requirement.</li> <li>Focus on team-based models of care.</li> </ul>	<ul style="list-style-type: none"> <li>Better equipped workforce to meet the needs of the population.</li> <li>Improved retention of DCW.</li> <li>Increased job satisfaction of DCW.</li> <li>Improved care recipient quality of life and outcomes.</li> </ul>	ongoing	L&C, SEIU, DCWs	<ul style="list-style-type: none"> <li>Employer and L&amp;C data analysis for retention.</li> <li>Employee satisfaction survey.</li> </ul>
<b>Strategy: Career ladders for direct care workers</b>					
<b>Objective</b>	<b>Activities</b>	<b>Anticipated Outcome</b>	<b>Timeline</b>	<b>Lead and Resources</b>	<b>Evaluation</b>
Create an opportunity DCW career advancement through career ladders	<ul style="list-style-type: none"> <li>Stakeholder input and recommendation on career ladder opportunities for DCW.</li> <li>Review of career ladder approaches for other health care sectors, e.g. med nurse.</li> <li>Develop career ladder pathways.</li> <li>Explore nurse delegation opportunities – e.g. med nurse, review the LTC Scorecard to see how CA compares to other states. <a href="http://www.longtermscorecard.org/">http://www.longtermscorecard.org/</a></li> </ul>	<ul style="list-style-type: none"> <li>Perception of DCW swifts to be seen as an entry point to the larger health care sector.</li> <li>Improved retention of DCW.</li> <li>Increased job satisfaction of DCW.</li> <li>Improved care recipient quality of life and outcomes.</li> </ul>	ongoing	OSHPD, WIB, Community Colleges and L&C	<ul style="list-style-type: none"> <li>Employer and L&amp;C data</li> <li>Employee survey</li> </ul>

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<b>Strategy: Stabilize DCW: Recommendations</b>					
<b>Objective</b>	<b>Activities</b>	<b>Anticipated Outcome</b>	<b>Timeline</b>	<b>Lead and Resources</b>	<b>Evaluation</b>
<p>Competitive pay and benefits for direct care workers</p> <p>Portable credentials</p>	<ul style="list-style-type: none"> <li>• Build off of existing demographic data of DCW to make the case for increased pay and benefits.</li> <li>• Personal Care Aide certification</li> <li>• Illustrate employer savings through an analysis of turnover and training costs.</li> <li>• Analysis of use of public benefits by DCW.</li> <li>• Address discrepancy between policy/funding for long-term care and home-based care and higher pay and benefits for DCW.</li> </ul>	<ul style="list-style-type: none"> <li>• Perception of DCW swifts to be seen as an entry point to the larger health care sector.</li> <li>• Improved retention of DCW.</li> <li>• Increased job satisfaction of DCW.</li> <li>• Improved care recipient quality of life and outcomes.</li> </ul>	ongoing	OSHPD, WIB, Community Colleges and L&C	<ul style="list-style-type: none"> <li>• Employer and L&amp;C data</li> <li>• Employee survey</li> </ul>

Potential Partners:

- Aging Services of California
- California Association for Health Services at Home
- Center for Personal Assistance Services
- Direct Care Alliance
- Leading Age
- Life Course Strategies
- Paraprofessional Healthcare Institute (PHI)
- SEIU
- University of California San Francisco
- IHSS Consortium
- Other CBO's - Jewish Vocational Services, Self-Help for the Elderly