

## Upskilling In-Home Support Service Workers in San Bernardino County and Generating New Knowledge

An Initiative of the California Workforce Development Board

The Center for Caregiver Advancement (CCA) looks to expand trainings to San Bernardino County In-home Supportive Service (IHSS) caregivers and answer the need for qualified caregivers with on-the-job experience, thus creating a care workforce pipeline that responds to the needs of workers and consumers. Laying the foundation for sustainable structural change, this project will support job quality, worker voice, equity, career pathways and advancement, and economic and climate resilience.

IHSS caregivers in California provide critical care and health support for the state’s most vulnerable communities. And yet this critical, marginalized workforce is undertrained. The low wages leave many of them in poverty and often drive them out of the industry. As COVID-19 continues to strain California’s burdened long-term care system, a targeted, person-centered and industry-specific program remains an effective strategy to provide those who are the most impacted – predominantly women, people of color, and immigrants – with the skills that create upward mobility.

---

### PROJECT HIGHLIGHTS

- CCA will recruit, enroll, and provide support services to 2,000 IHSS caregivers across three training programs.
- Within two years, 1,000 caregivers will complete the IHSS Basic training: demonstrating skills proficiency in personal and home safety, medication safety, mandatory reporting, self-care, infection control, and food safety; 500 caregivers will gain emergency preparedness skills (Caregiver Resiliency Teams); and 500 caregivers will gain skills and knowledge on Alzheimer’s care (IHSS ADRD).
- Improve economic stability and security for IHSS caregivers through compensation for hours in class and stipends upon class completion.
- CCA and research partners will conduct the first Randomized Control Trial on IHSS training (with JPAL at MIT) and an Impact Study with UCSF.

---

### KEY PARTNERS

- Center for Caregiver Advancement
- SEIU Local 2015
- San Bernardino County Public Authority
- Abdul Latif Jameel Poverty Action Lab at Massachusetts Institute of Technology
- Molina Healthcare
- Inland Empire Health Plan (IEHP)
- University of California San Francisco Institute for Health and Aging