AGENDA
Health Care Workforce Transformation Trust Fund
Advisory Board Meeting
May 18, 2107
10 a.m. to 11:30 a.m.

Commonwealth Corporation
2 Oliver Street, Fifth Floor
Boston

1. Welcome & Introductions – Nancy Snyder, Commonwealth Corporation

2. Presentation on Home Care Aide Training Grants
   **Panelists:**
   Hayley Gleason, Lisa Gurgone; Home Care Aide Council
   Nancy Carpenter; The Center for Community Health Education Research and Service, Inc.
   Rachel Goodman; Boston Housing Authority

3. Announcements and Closing – Nancy Snyder
SUPPORTING THE HOME CARE INDUSTRY & HOME CARE AIDES

Presented to The Healthcare Workforce Transformation Fund Advisory Council
HOME CARE AIDE COUNCIL & FOUNDATION

- Founded in 1967
- Non-profit trade association of home care agencies

Committed to **enhancing quality** of care throughout the home care industry by focusing on the **advancement** of the home care workforce
CCHERS AND THE HEART CONSORTIUM

The Center for Community Health Education Research and Service, Inc. (CCHERS)

• A community/academic partnership established in 1991 comprised of Boston Medical Center, the Boston Public Health Commission, Boston University School of Medicine, Northeastern University College of Health Sciences and a network for 15 community health centers

• Workforce development goal to promote strategies to address shortage areas, diversity, and other workforce needs of community health centers and other community health organizations

HEART (Health Education Action Research and Technology) Consortium

• Target Geographic Area and Population: Unemployed and underemployed residents of public and publicly assisted (Section 8) housing in geographic proximity to the Southwest Corridor and the MBTA Orange Line from Chinatown through the South End, Roxbury, Mission Hill out to Jamaica Plain.
Our mission is to provide stable, quality affordable housing; to deliver these services with integrity and mutual accountability; and to create healthy living environments which serve as catalysts for the transformation from dependency to economic self-sufficiency.

**BHA Public Housing:**

- 42% Black, 49% White, 8% Asian, 1% Am. Indian/Nat. Hawaiian/Pac. Is.
- 44% Hispanic
- Over 80% female heads of household
- 30% speak Spanish
- Average income overall PH $14,599
- 38% less than 18 years old (Family PH)
THE HOME CARE INDUSTRY & HOME CARE AIDES
Older Population (60+) in Massachusetts, by Town in 2035 Projection

% of Older Population (60+)
- Below 20%
- 20%-29%
- 30% or Above

Based on data from the Donahue Institute. University of Massachusetts
At Least 2/3 Will Require Long-Term Care
Estimated Need for Nursing Facility Level of Care, Massachusetts, 2010-2030

- 2010: 54,200
- 2015: 61,100
- 2020: 68,600
- 2025: 78,000
- 2030: 87,100
Aging-In-Place = • Preferred • Cost Effective • Quality
INCREASING HOME CARE CLIENT ACUITY

Require Increasingly More Assistance with ADLs

Between 13.5%-24% of Home Health Care Clients have a Diagnosis of Depression

Greater use of Home Health Care by Medicare Beneficiaries with Alzheimer’s Disease than those without: 23% vs. 10%
HOME CARE INDUSTRY: MASSACHUSETTS

- **Funding:**
  - Medicaid - State Plan and Waivers
    - Directly through a Home Care Agencies
    - Through Aging Service Access Points
  - Consumer Directed
  - Medicare
  - Private Pay

- **Services:**
  - Home Health
  - Personal Care
  - Respite Care
EOEA

ASAPs: 27 in MA

Homecare Agencies

Caregivers & Consumers
HOME CARE AIDES IN MASSACHUSETTS

- Employed by home care agencies
- Mandated initial and ongoing training
- Supervised by RN
- Mandated reporting

JOB TITLES

<table>
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<tr>
<th>Homemakers</th>
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<tr>
<td>Personal Care Homemakers</td>
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<tr>
<td>Home Health Aides</td>
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<tr>
<td>Supportive Home Care Aides</td>
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Growth in the MA Home Care Aide Workforce

2014: 22,749

2024: 41,886

Home Health Aides:
- 2014: 22,749, 37.5%
- 2024: 31,287

Home Care Aides:
- 2014: 33,580, 24.7%
- 2024: 41,886
Home Care Aides by the Numbers

- 86% Female
- 50% Age 45+
- 50% Have High School Degree or Less
- 25% Single Mothers
- ¼ Born Outside U.S.
- 50% Rely on Public Assistance
Full and Part-Time, Percent of Workforce

- Full Time Aides: 65%
- Part Time Aides: 35%

Length of Employment, Percent of Workforce

- Employed Less than 6 Months: 19.1%
- Employed 6-12 Months: 22.7%
- Employed More than 12 Months: 58.2%
Hourly Wage and Initial Training of MA Home Care Workers

<table>
<thead>
<tr>
<th>Position</th>
<th>Hourly Wage</th>
<th>Initial Training Requirement (hours)</th>
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<tbody>
<tr>
<td>PCA</td>
<td>$14.12</td>
<td>3</td>
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<tr>
<td>Homemaker/Personal Care Homemaker</td>
<td>$13.05</td>
<td>60</td>
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<tr>
<td>Home Health Aide</td>
<td>$13.78</td>
<td>75</td>
</tr>
<tr>
<td>CNAs</td>
<td>$14.48</td>
<td>75</td>
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Workforce & Industry Challenges
Home Care Aide Turnover and Churn Rates

- Turnover Rate: 13.9%
- Churn: 24.0%
HOME CARE AIDE RECENT LEAVERS

Home Health Industry Leavers

• Home care aides leaving the industry most often leave the labor force (33%) or become unemployed (18%)

Long-Care Occupation Leavers

• Upon leaving, 37% of Nursing, Psychiatric and Home Health Aides (NPHHs) were not in the labor force (NILF) and 24% are unemployed

• Upon leaving, 43% of Personal Care Assistant were NILF and 21% are unemployed

• Across all LTC settings:
  • 13% of the NPHHs were new employees and 21% were recent leavers
  • 17% of Personal Care Assistant were new employees and 26% were recent leavers
Challenges of the Home Care Aide Job

HEART Focus Groups

- Scheduling Issues: 25%
- Difficulty of the Job: 18%
- Compensation: 16%
- Communication Challenges: 12%
- Travel: 11%
MENTAL HEALTH
SUPPORTIVE HOME CARE AIDE

Planning Grant

Determine the training needs of home care aides who provide care to individuals with behavioral health challenges

• Focus Groups with 49 home health aides, 20 supervisors & 15 stakeholders
• Five key informant interviews
MENTAL HEALTH SUPPORTIVE HOME CARE AIDE

Implementation Grant

*Develop, evaluate and disseminate mental health training curricula*

- Developed two curricula- One for home health aides & 1 for supervisors
- Evaluated curricula through two phases of pilots
- Disseminated the curricula and provided education to the industry
MENTAL HEALTH
SUPPORTIVE HOME CARE AIDE

Evaluation Details

Immediate Impact Evaluated:

• Pre/Post Test of Knowledge Acquisition
  • Four point improvement in test score
    (12% increase in score)

• Satisfaction Surveys
  • 96% satisfaction across all questions
    for both HHAs and supervisors
MENTAL HEALTH SUPPORTIVE HOME CARE AIDE

Long-Term Impact Evaluated:

• 5-Month Follow-Up Focus Groups with Trainees
  • Aides- Less frustration, increased reporting, helped with personal relationships
  • Supervisors- More aware of ‘closing the loop’ in communication, more frequently bring aides into office to discuss clients, coordinators could benefit from the aide training

• 5-Month Follow-Up Survey with ASAP Case Managers
  • Low familiarity with the service, 50% report a reduction in client complaints

• 5-Month Follow-Up Case and Turnover Review
  • 9% lower turnover among trained aides compared to control group
  • 3 additional SHCA cases per agency over the 5-month time period
ENHANCED CARE FOR VULNERABLE HOME CARE CLIENTS: FREE TRAINING

Offer free regional-based in-service training to home care aides to enhance services provided to at-risk home care clients

• Training Topic Areas: Mental Health, Alzheimer’s Disease/Dementia, Elder Abuse Prevention, LGBT Aging

• Offer 30 trainings to over 450 home care aides and supervisors
HEART HHA TRAINING INITIATIVE

Recruiting and Training New Home Care Aides
HEART HHA TRAINING INITIATIVE

BACKGROUND

- HEART Goal: Provide entry level jobs in health care to unemployed and underemployed residents of public and publicly assisted housing in HEART target area

- 2014 survey of BHA residents found high proportion with < high school, high unemployment, and strong interest in health care jobs

- Determined home health aide to be an appropriate entry level position, given entry requirements, high demand and large vacancy rates
HEART HHA TRAINING INITIATIVE

**Funders:** Partners Healthcare, Commonwealth Corporation, & Skills Works

*Investigate workforce challenges facing new home care aides & use findings to develop and implement an enhanced HHA training*

- Conducted focus groups and interviews with 49 home care staff and developed report of findings
- Host 5 home health aide trainings with enhanced skill development and support
FOCUS GROUP FINDINGS

Qualities Sought in Perspective Home Health Aides

- Compassion: 18%
- Interest in the Work: 12%
- Experience: 11%
- Reliability: 10%
- Communication Skills: 9%
Primary Ways Agency Recruit and Aides are Recruited into Positions

- Referred by Current Employee: 31%
- Online Recruitment: 29%
- Schools, Job Fairs: 16%
- Word of Mouth: 10%
- Newspapers: 8%
- Connecting with Other Organizations: 2%
- Knew of the Agency: 2%
Recommendations for Improving the Job

- Compensation: 29%
- Recognition: 21%
- Support: 17%
- Communication: 11%
- Ongoing Training: 11%
- Travel: 11%
Home Health Aide Training
Sponsored by the HEART Consortium

Start your path to a career in healthcare!

Are you?
✓ Interested in working with the elderly and disabled
✓ Compassionate
✓ Reliable
✓ Flexible
Do you have good communication and customer service skills?

If so, this may be the opportunity for you!

What is it?
A FREE four week Home Health Aide training provided by the Home Care Aide Council and JVS Boston with career coaching and job placement assistance.

Who can apply?
Priority given to Boston Housing Authority residents, but other Boston residents are encouraged to apply.

When?
The next cycle begins on **October 3, 2016**.

Where?
Training will be held at Kit Clark Senior Services at 1500 Dorchester Avenue by the Fields Corner MBTA stop. T passes will be provided.

How do I learn more?
Applicants must attend an Informational Session* at Kit Clark: (address above)
*or call/email Mary Jo Kiepper to schedule an appointment if you cannot attend any of the listed sessions

- **Friday, September 9th** at 1:30 pm
- **Monday, September 12th** at 10 am
- **Tuesday, September 13th** at 11 am
- **Wednesday, September 14th** at 12 pm

Questions? Please contact:
Greg Davis  (617)988-5183
Mary Jo Kiepper  (617)399-3111
MKiepper@jvs-boston.org
TRAINING DETAILS

Target Population: Individuals interested in healthcare living in Boston Housing Authority in the Roxbury/Mission Hill & Jamaica Plain Neighborhoods

Trainings to Date: 4 cohorts to date (5th in June)

Participants: 48 (11-13 per cohort)

Graduates: 47 HHA graduates, 1 Homemaker

Training Details: Home Health Aide training using the PHCAST curriculum (75 hours), plus 14 hours of additional financial literacy and job preparedness workshops
HEALTHCARE JOBS PIPELINE GRANT

Target Population:
Ethnically/racially diverse long-term unemployed (3-5 years)
- Have barriers that limit their ability to gain and retain employment

Goal: Provide enhanced supports and training (job readiness, financial, and competency-based skills) to prepare participants to be successful as home health aides
HEALTHCARE JOBS PIPELINE GRANT

**Strategy:** Utilize experience to date and redesign training to empower participants up-front with strategies to address challenges and barriers to successful employment

- Mothers for Justice & Equality to provide “You Matter” Leadership Training
- Increase job readiness skills training component of PHCAST/HHA
- HCAC continues as HHA training partner
- Devising ESOL and ABE support strategy in redesign
HEALTHCARE JOBS PIPELINE GRANT

BHA Target: 750 residents with no earned income in 10 developments, 400 households

**Age Distribution**
- 20-25 yrs old: 15%
- 26-30 yrs old: 24%
- 31-40 yrs old: 36%
- 41-60 yrs old: 9%
- 60+ yrs old: 15%

**Primary Language Distribution**
- English: 47%
- Spanish: 36%
- Chinese: 3%
- Somalian: 2%
- Other/Missing: 12%
**HEALTHCARE JOBS PIPELINE GRANT**

BHA Target: 750 residents with no earned income in 10 developments, 400 households

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<tr>
<th>Demographics</th>
<th>Percent</th>
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<tbody>
<tr>
<td>Female</td>
<td>73%</td>
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<tr>
<td>Public Benefits (Non-Housing)</td>
<td>41%</td>
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<tr>
<td>Race/Ethnicity:</td>
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<tr>
<td>Hispanic</td>
<td>57%</td>
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<tr>
<td>Non-Hispanic</td>
<td>43%</td>
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<tr>
<td>White</td>
<td>49%</td>
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<tr>
<td>Black/African American</td>
<td>46%</td>
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PARTNERSHIPS

Funding Partners:
• Partners Healthcare
• Commonwealth Corps
• SkillWorks
• Brigham and Women’s Hospital Health Equity Grant

Collaborating Partners:
• Home Care Aide Council
• Mothers for Justice and Equality
• Boston Housing Authority
• Intercity Home Care, Anodyne, Medical Resources, & Associated Home Care, Partners at Home
• Boston Career Link
• Dress for Success and other clothing programs
• Adult Basic Education and ESOL programs
Hayley Gleason, MSW, MS
Lisa Gurgone, MS
Home Care Aide Council

Nancy Carpenter, MUA, MPH
Alison Simmons, MAT
CCHERS and HEART

Rachel Goodman, MA
Boston Housing Authority