

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 **C**enter for **C**ommunity **H**ealth **E**ducation **R**esearch and **S**ervice, 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** (**H**ealth **E**ducation **A**ction **R**esearch and **T**echnology) 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.

BOSTON HOUSING AUTHORITY



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.

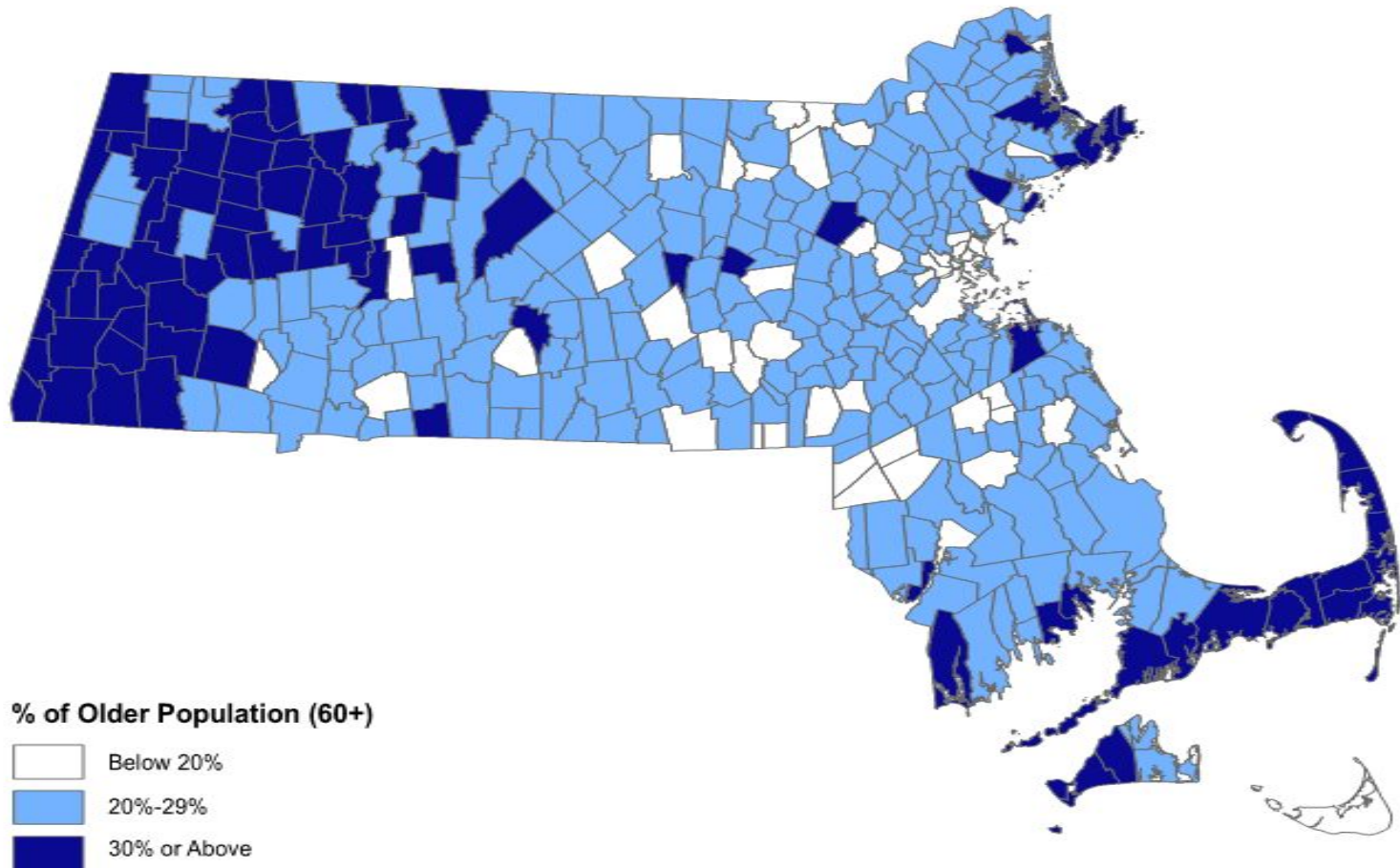
BHA Public Housing:

- 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)



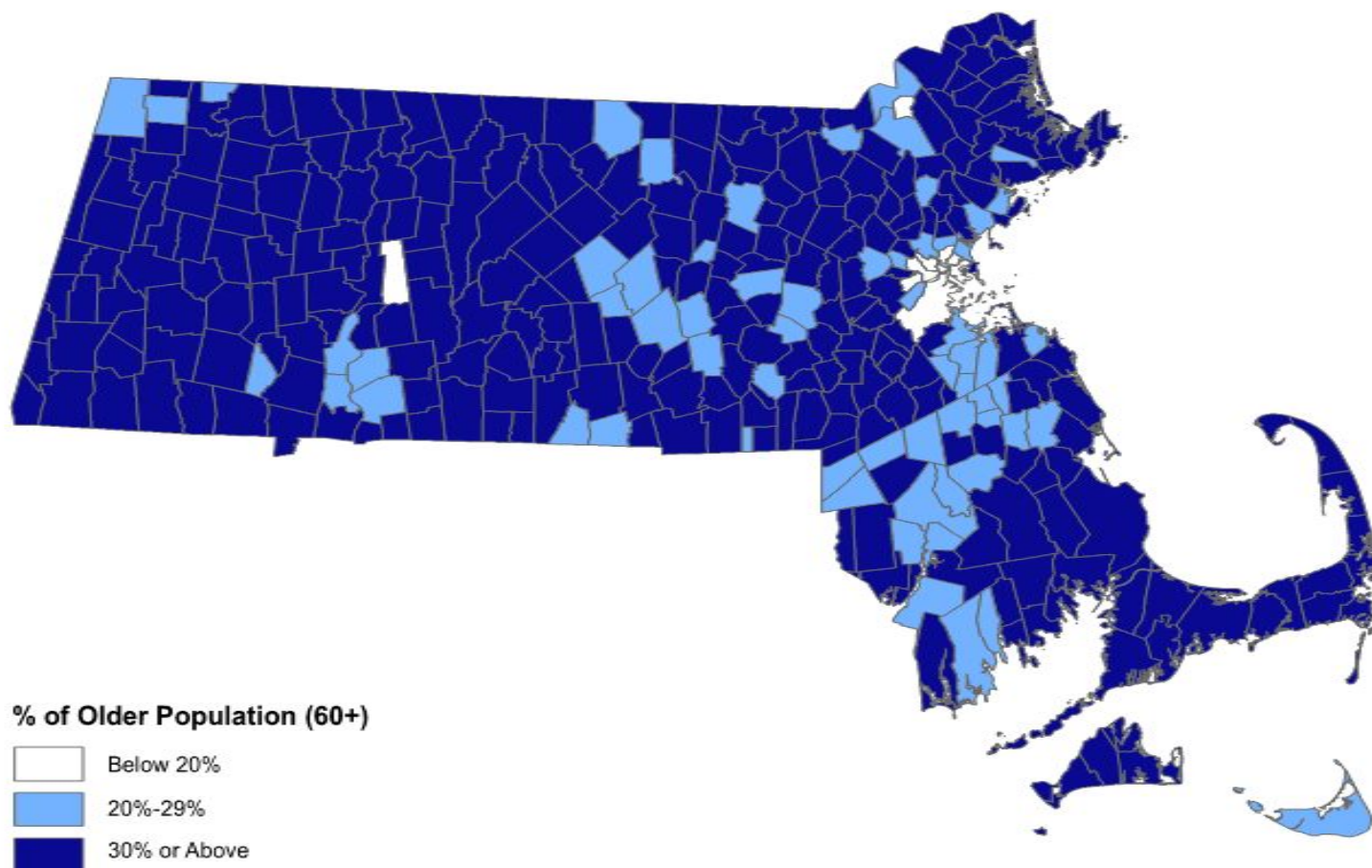
THE HOME CARE INDUSTRY & HOME CARE AIDES

Older Population (60+) in Massachusetts, by Town in 2015 Projection



Source: Center for Social & Demographic Research on Aging. Gerontology Institute. UMass Boston.
Based on data from the Donahue Institute. University of Massachusetts

Older Population (60+) in Massachusetts, by Town in 2035 Projection

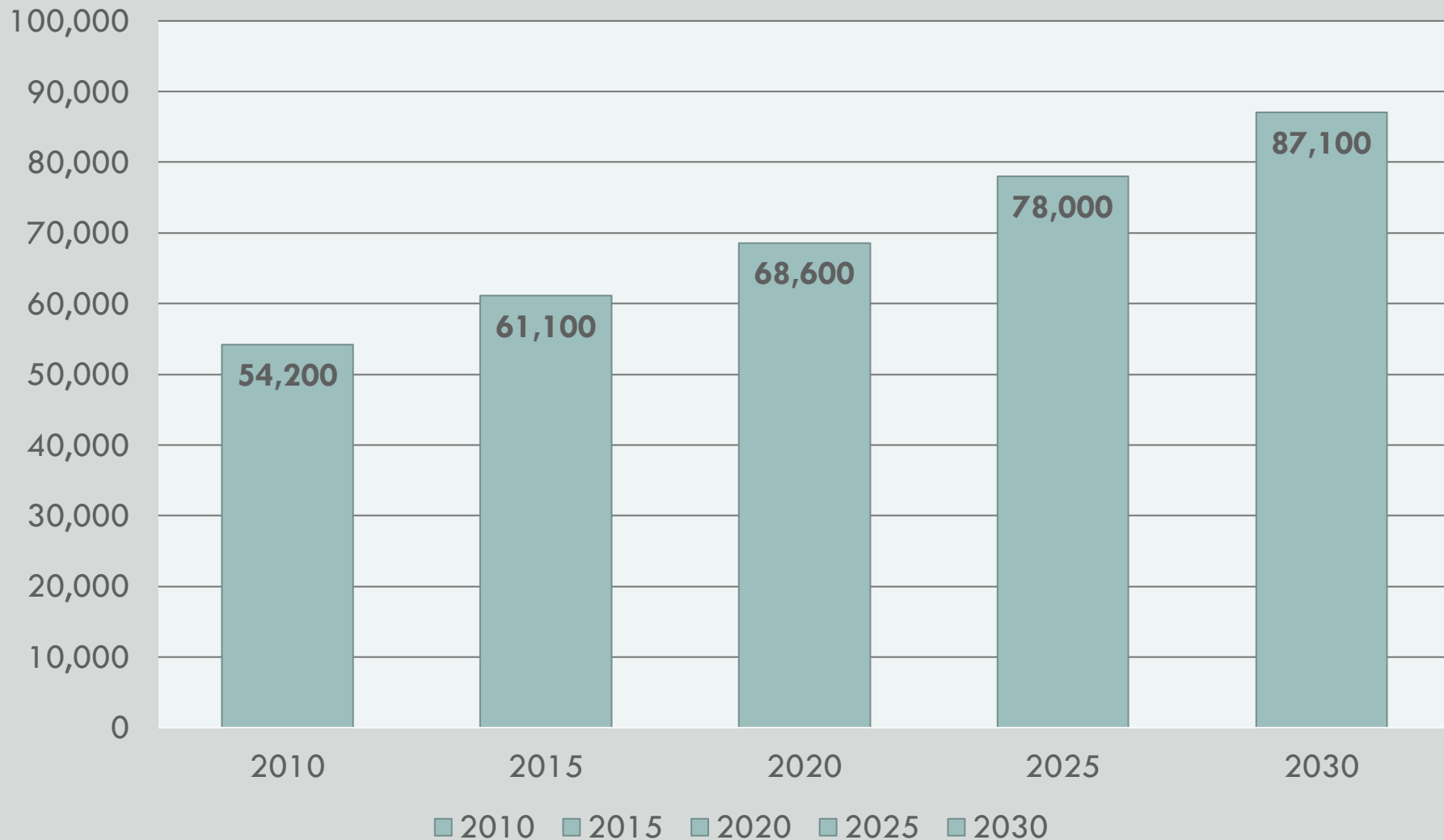


Source: Center for Social & Demographic Research on Aging. Gerontology Institute. UMass Boston.
Based on data from the Donahue Institute. University of Massachusetts

**At Least 2/3
Will Require
Long-Term
Care**

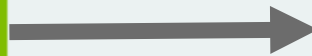


Estimated Need for Nursing Facility Level of Care, Massachusetts, 2010-2030



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

Homemakers

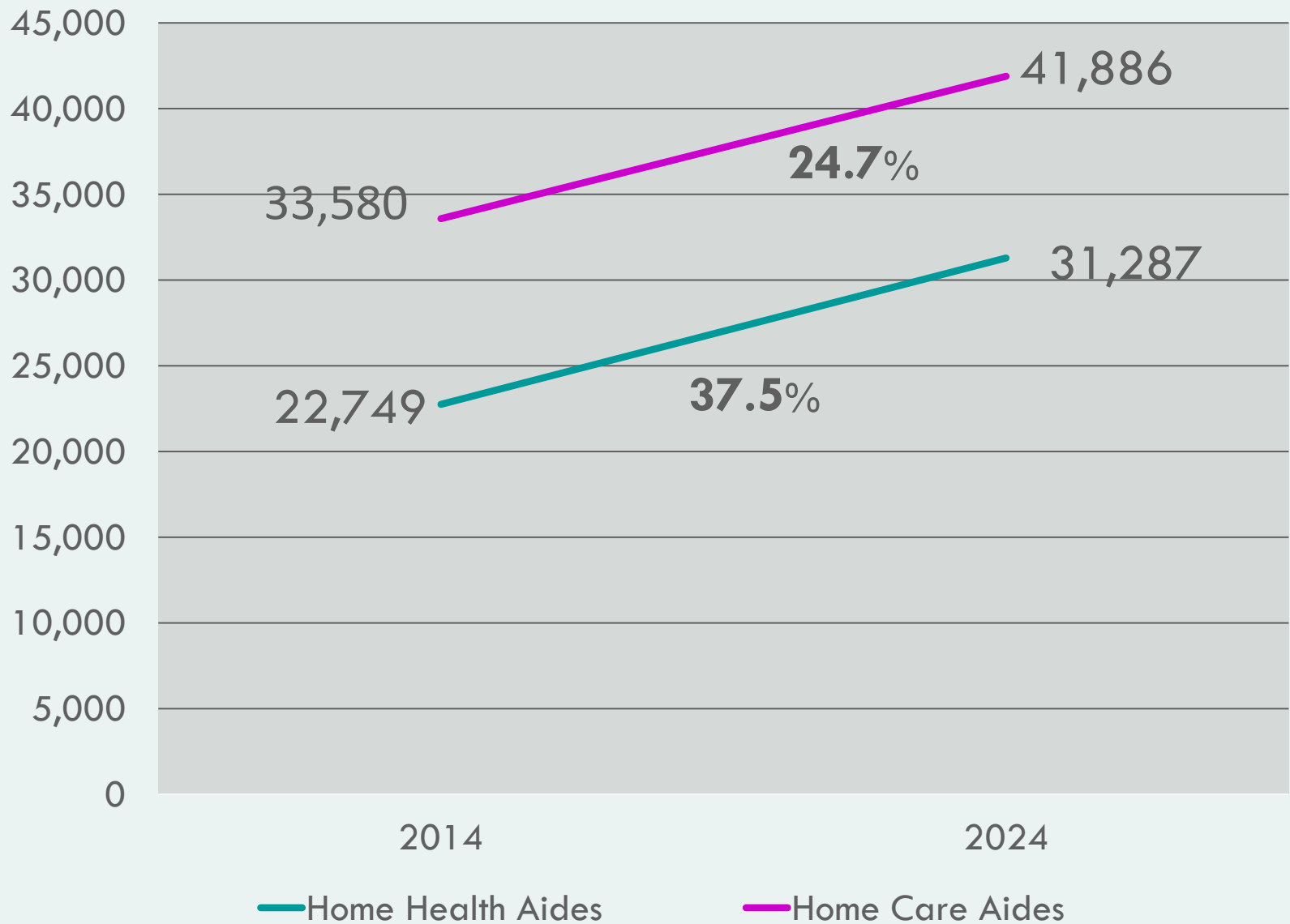
Personal Care Homemakers

Home Health Aides

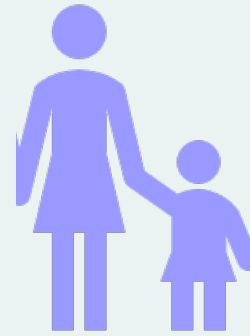
Supportive Home Care Aides



Growth in the MA Home Care Aide Workforce



Home Care Aides by the Numbers



25% Single
Mothers



86% Female



1/4 Born
Outside
U.S.



50% Age 45+

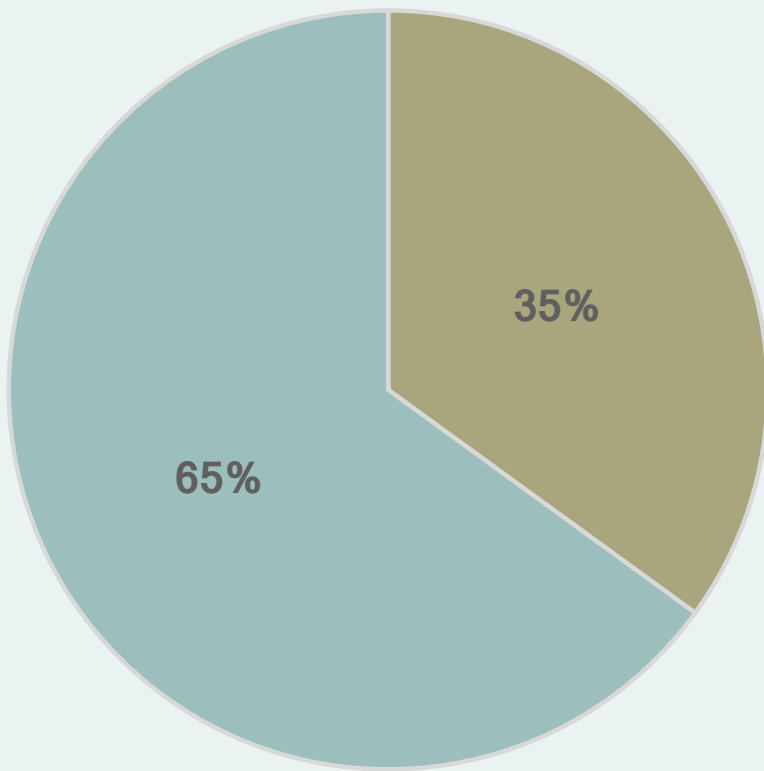


50% Have High School
Degree or Less



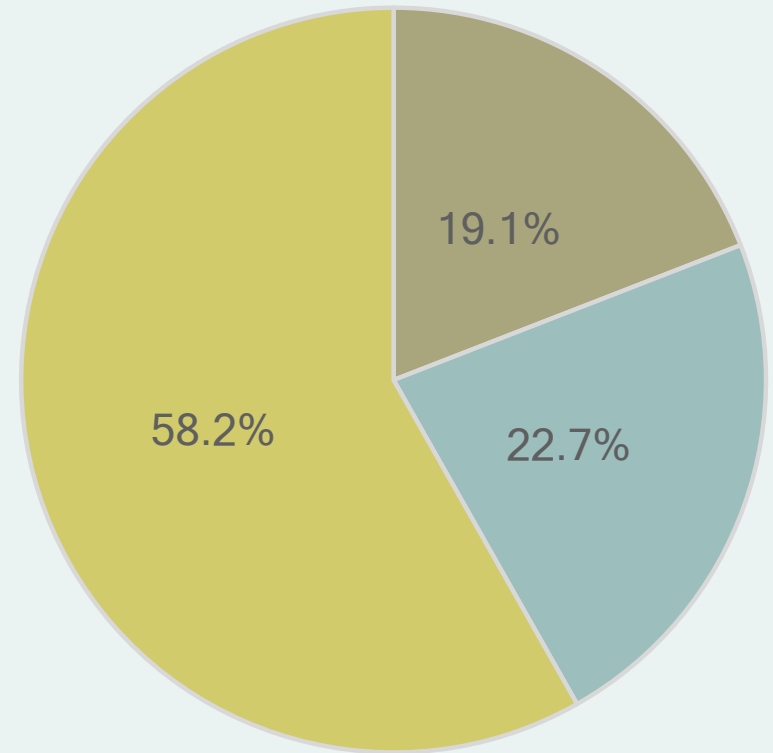
50% Rely on
Public
Assistance

Full and Part-Time, Percent of Workforce



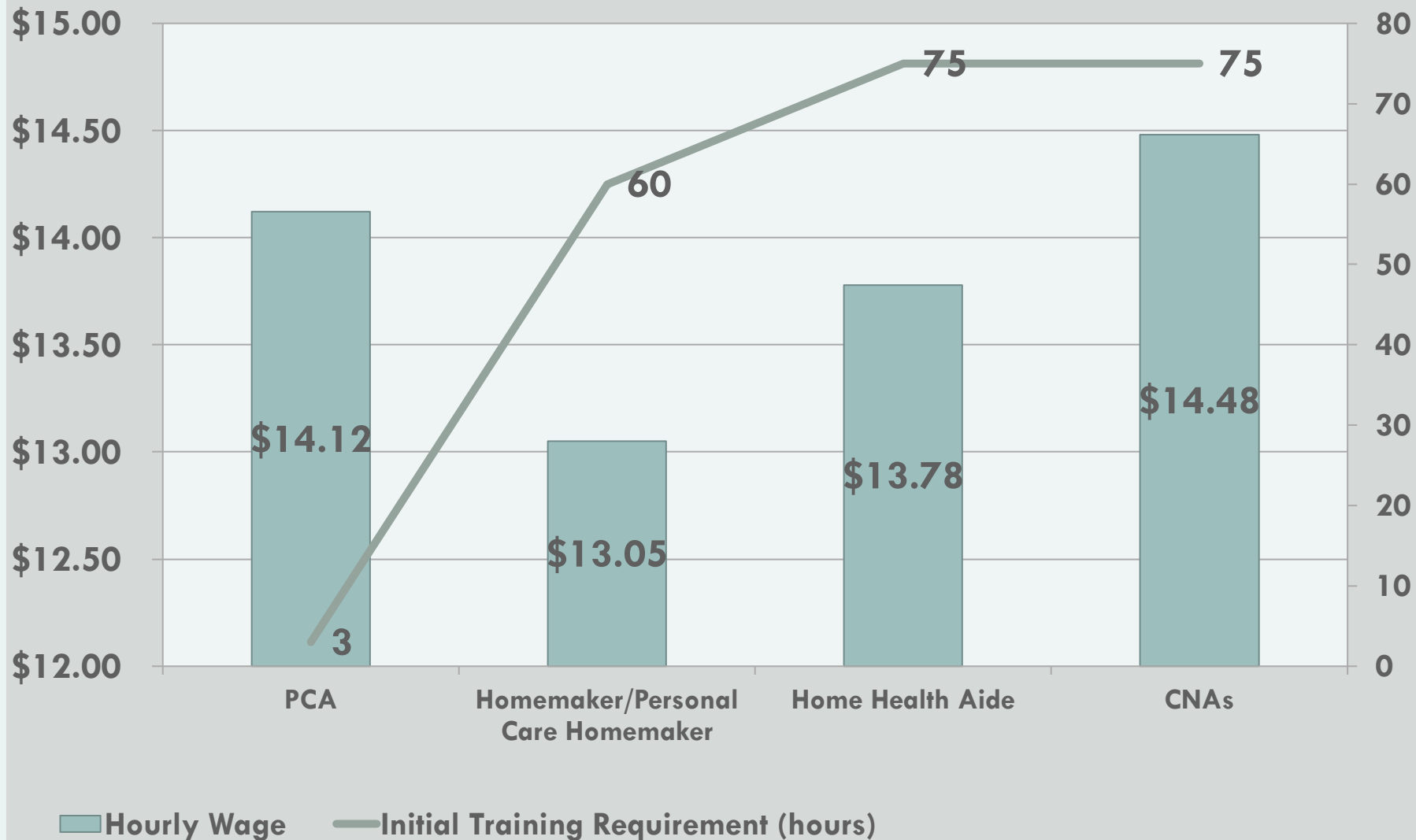
■ % Full Time Aides ■ % Part Time Aides

Length of Employment, Percent of Workforce

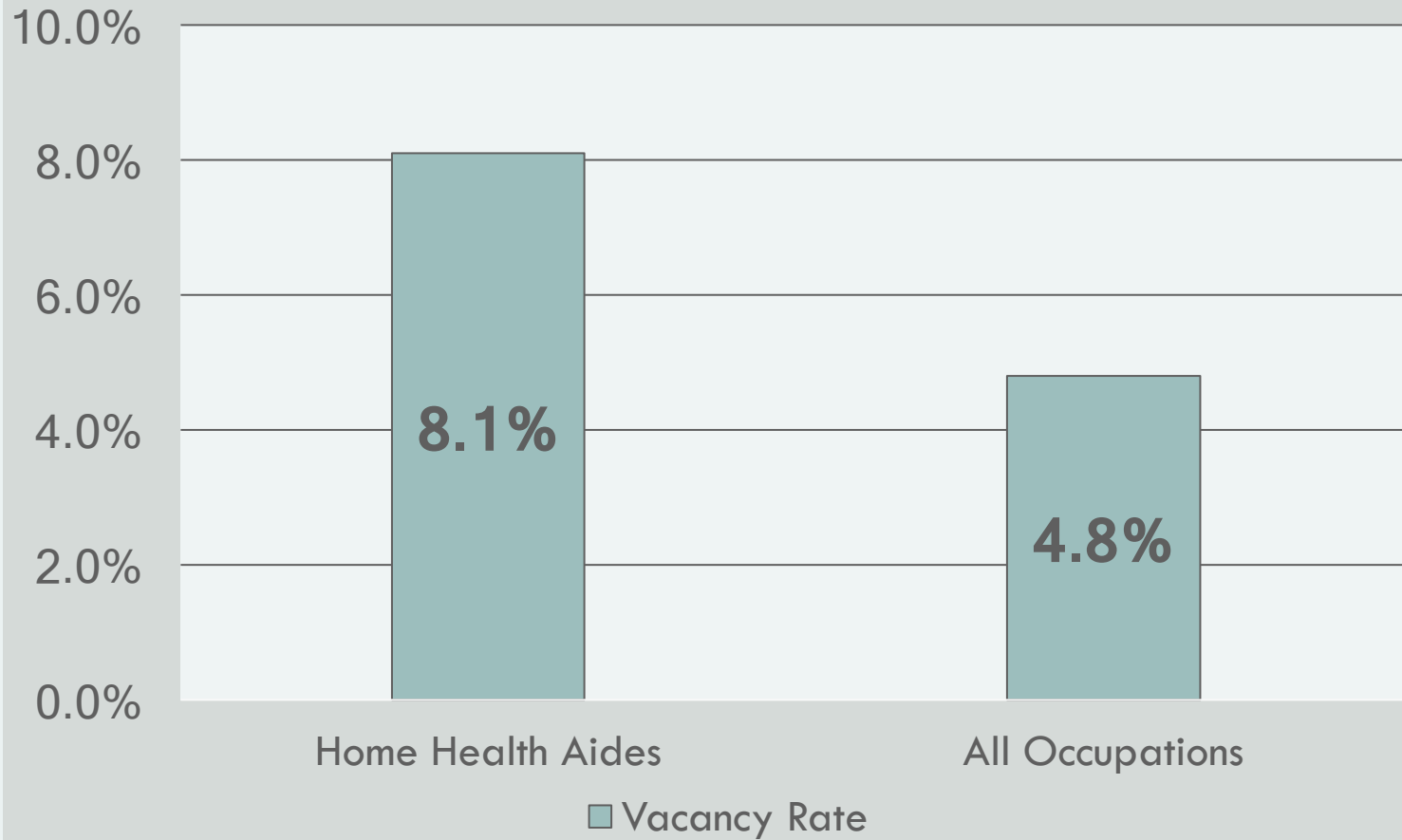


■ % Employed Less than 6 Months
■ % Employed 6-12 Months
■ % Employed More than 12 Months

Hourly Wage and Initial Training of MA Home Care Workers

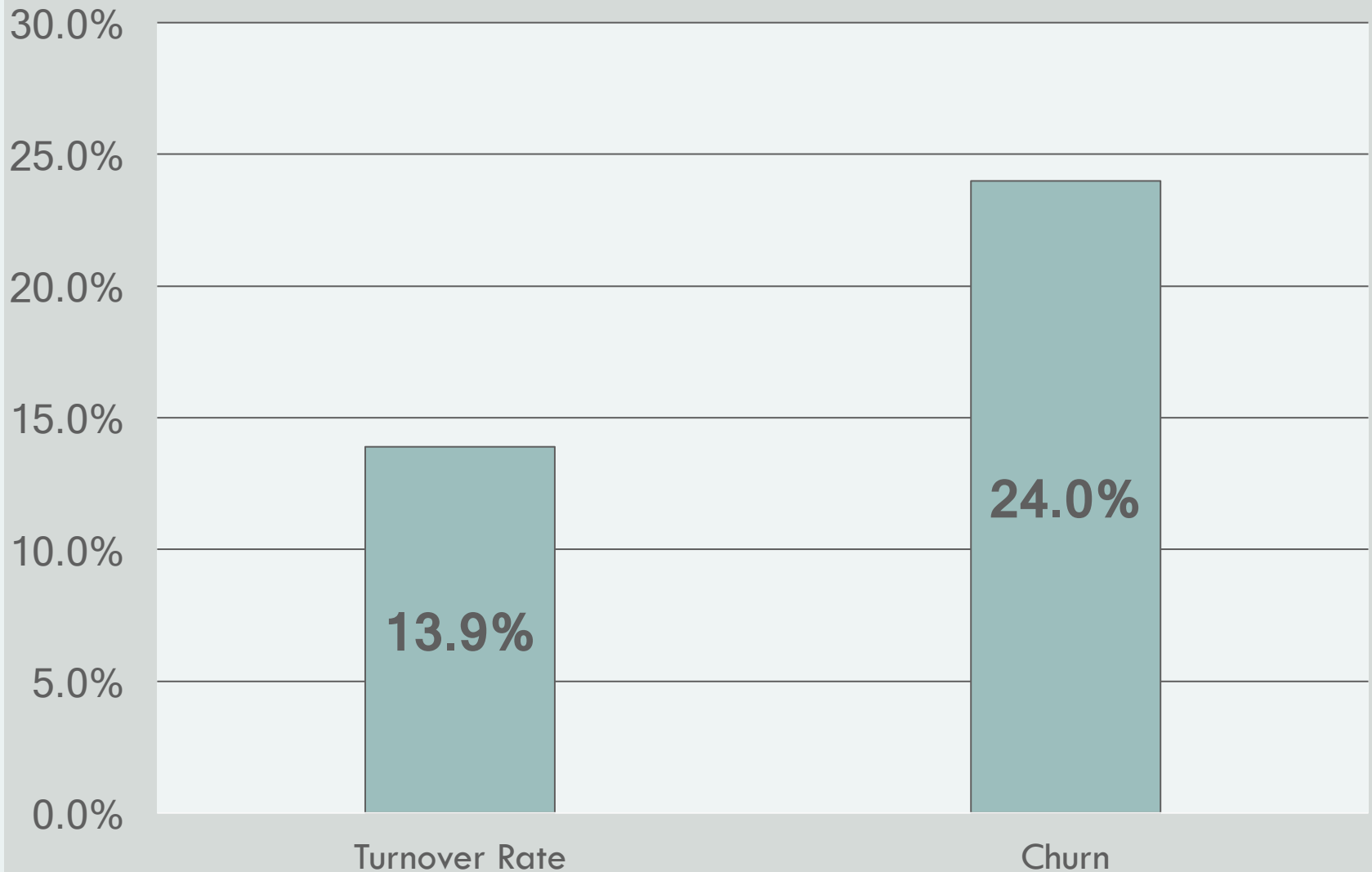


Massachusetts Vacancy Rate



**Workforce & Industry
Challenges**

Home Care Aide Turnover and Churn Rates



HOME CARE AIDE RECENT LEAVERS

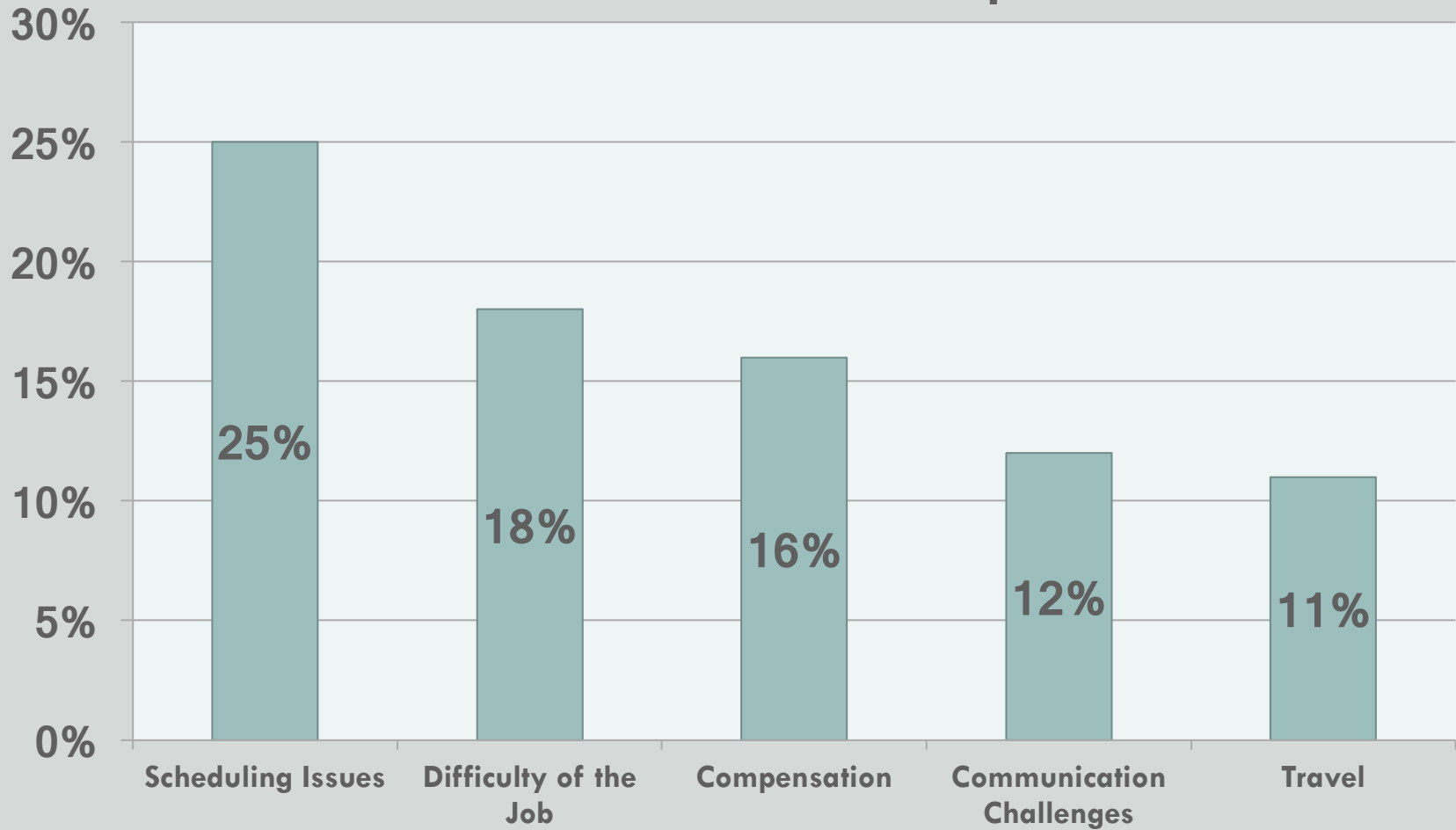
Home Health Industry Leavers

- 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





HOME CARE AIDE FOUNDATION



Serving those who Care

Workforce Development

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



Implementation Grant

- 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

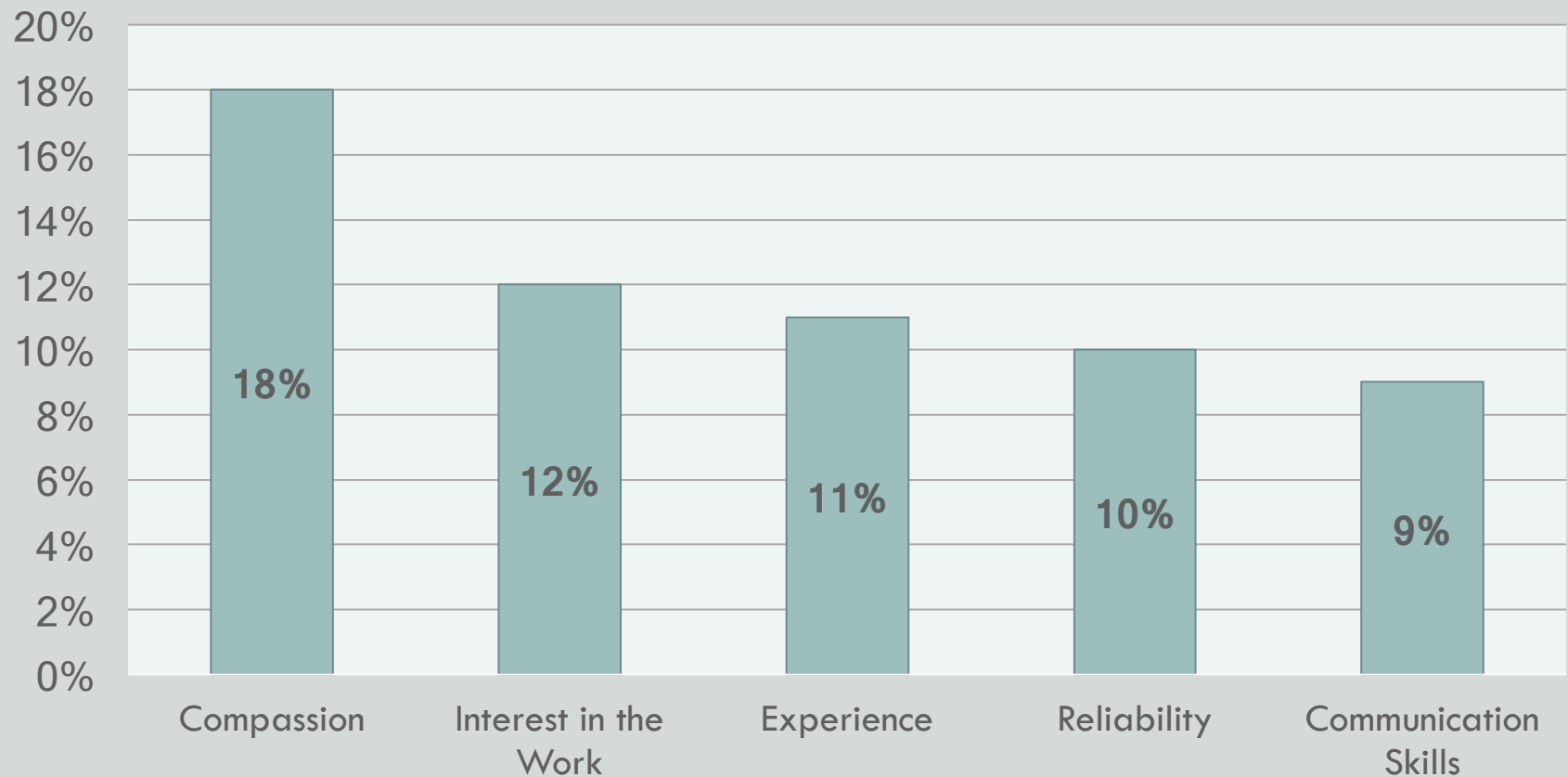
Investigate workforce challenges facing new home care aides & use findings to develop and implement an enhanced HHA training

- 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

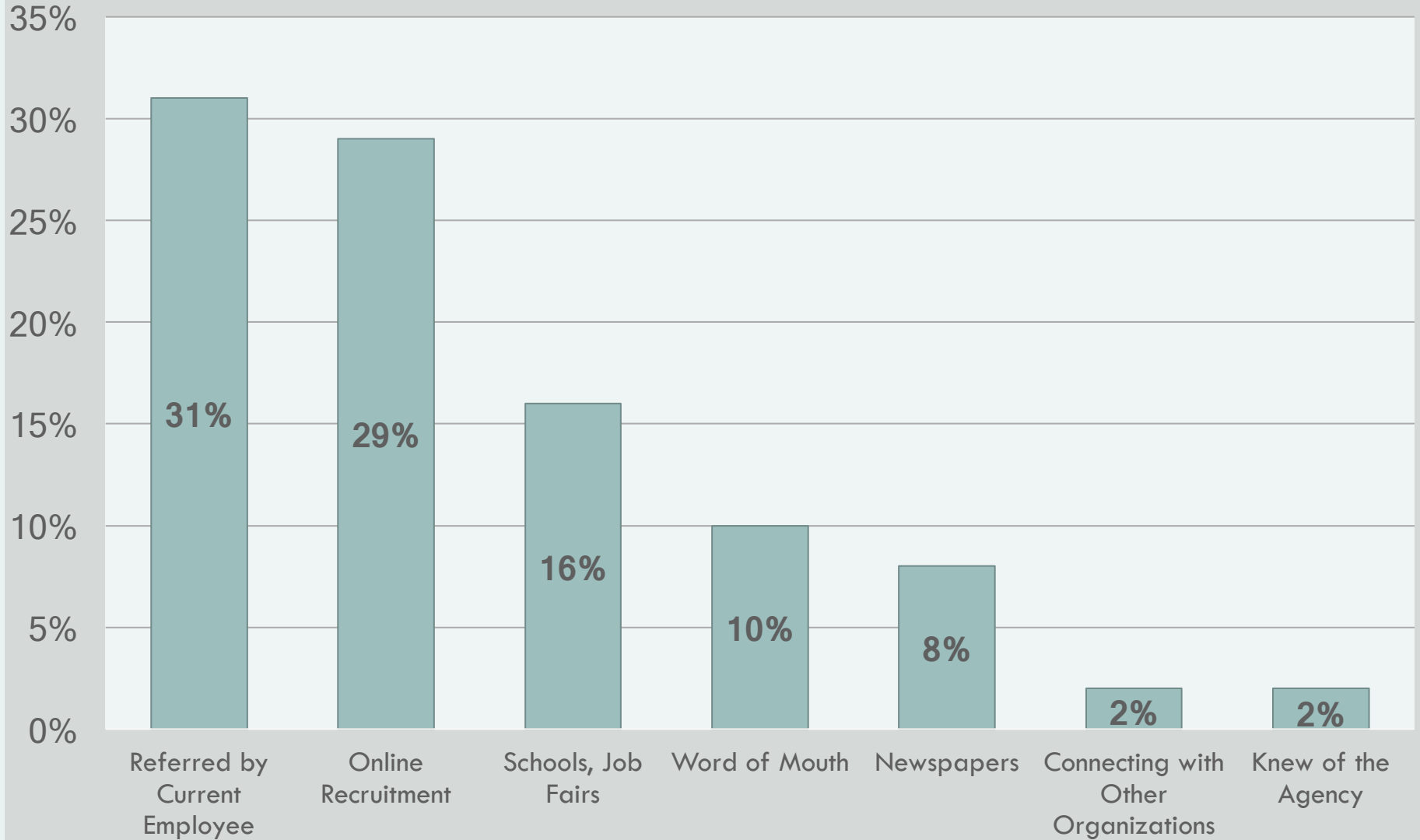


FOCUS GROUP FINDINGS

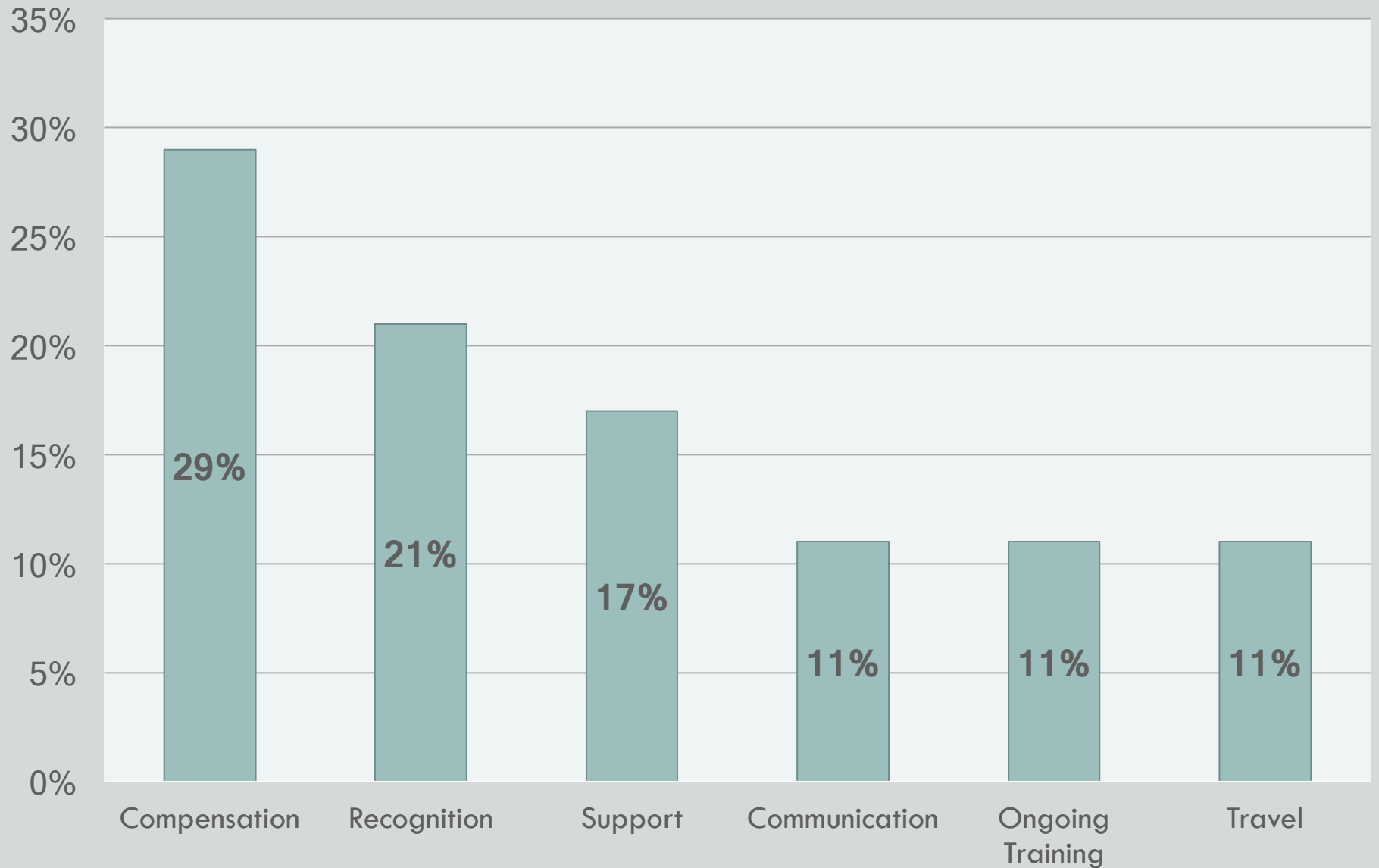
Qualities Sought in Perspective Home Health Aides



Primary Ways Agency Recruit and Aides are Recruited into Positions



Recommendations for Improving the Job



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.



Questions? Please contact:

Greg Davis (617)988-5183

Mary Jo Kiepper (617)399-3111

MKiepper@jvs-boston.org

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



Boston Housing Authority



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

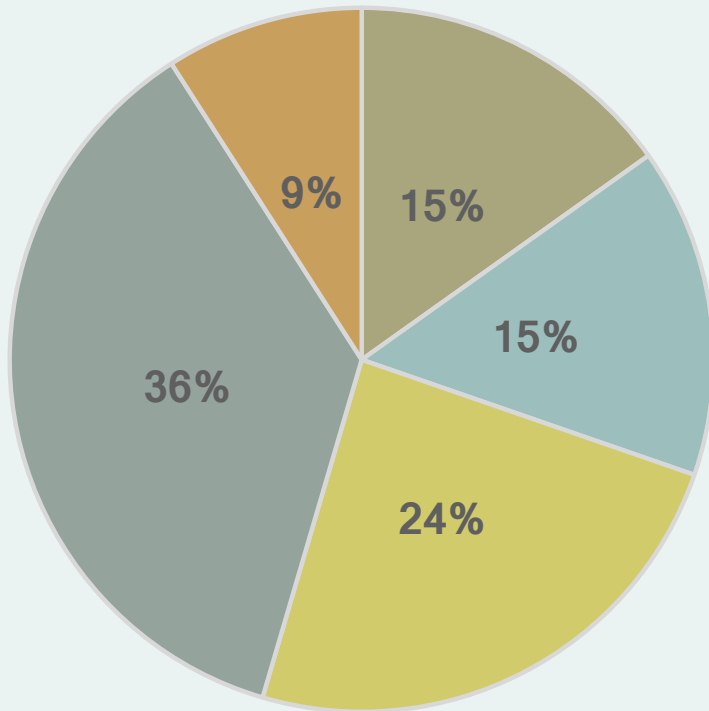
- Mothers for Justice & Equality to provide “You Matter” Leadership Training
- Increase job readiness skills training component of PHCAST/HHA
- HCAC continues as HHA training partner
- Devising ESOL and ABE support strategy in redesign



HEALTHCARE JOBS PIPELINE GRANT

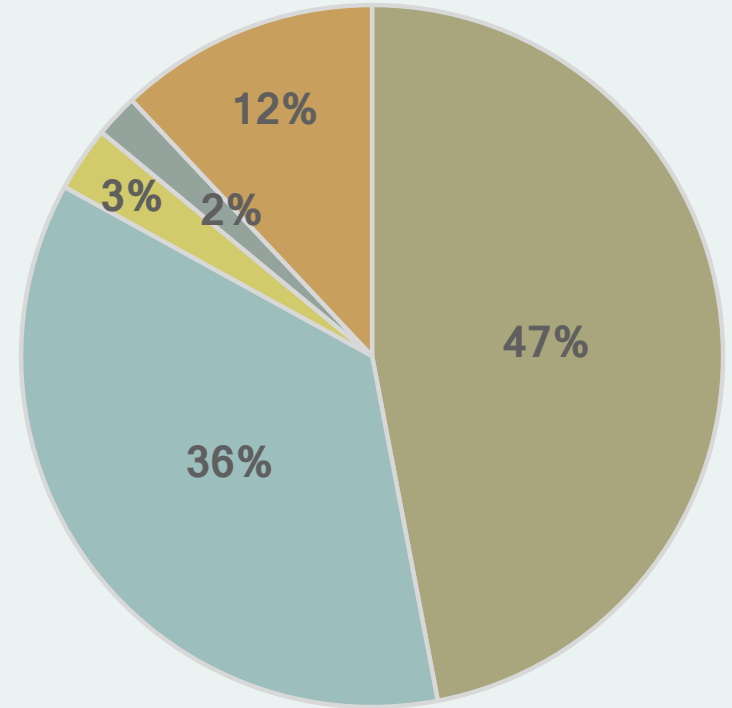
BHA Target: 750 residents with no earned income in 10 developments, 400 households

Age



20-25 yrs old 26-30 yrs old 31-40 yrs old
41-60 yrs old 60+ yrs old

Primary Language



English Spanish Chinese
Somalian Other/Missing

HEALTHCARE JOBS PIPELINE GRANT

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

Demographics	Percent
Female	73%
Public Benefits (Non-Housing)	41%
Race/Ethnicity:	
Hispanic	57%
Non-Hispanic	43%
White	49%
Black/African American	46%

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

