

Direct Care Workforce Collaborative

A Stakeholder-Led Initiative to Help
Stabilize the Direct Care Workforce

Wednesday, June 9, 2021
10:00 - 11:30 AM

[Zoom Webinar Link](#)

Meeting ID: 927 7612 0524 Passcode: 367497
Call-in Option: 1-877-853-5257



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Attendance



If you are online, please use the [Online Attendance Link](#) that you will find in the CHAT to let us know you are here.

<https://forms.gle/EiXMtc7dKTo3ca6dA>



All participants will be muted. If you have a question or comment, please utilize the Q&A at the bottom of your screen.



To be added to our communications list, email us at hcpf_DCworkforce@state.co.us (include your phone number).

If you don't have email or internet access, please call John Barry at (303-866-3173) to provide your mailing address.



Introductions

Facilitation

Government Performance Solutions

Greg Bellomo - greg@governmentperformance.us

Kate Newberg - kate@governmentperformance.us

State Support Team

Colin Laughlin - Deputy Director, Office of Community Living, HCPF - colin.laughlin@state.co.us

Hayley Gleason - Strategic Outcomes Division Director, Office of Community Living, HCPF - hayley.gleason@state.co.us

Erin Thatcher - Participant Directed Programs Supervisor, Office of Community Living, HCPF - erin.thatcher@state.co.us

Jessica Corral - Participant Directed Programs Contract Specialist, Office of Community Living, HCPF - jessica.corral@state.co.us

Today's Agenda

Topic	Time Allotted
Welcome, Attendance, Introductions, Agenda, Collaborative Timeline	15 min
Action Group Updates <ul style="list-style-type: none"> • Compensation & Benefits • Value & Awareness • Training & Career Advancement 	15 min
Related State-sponsored Initiatives <ul style="list-style-type: none"> • Completed Initiatives • In-Progress Initiatives 	15 min
Topic: Examples of Advancement and Discussion <ul style="list-style-type: none"> • Three popular paths • "My path" examples from Corinne Gray, Ivett Smith Benn, and Savannah Burdic 	60 min
Next Steps	15 min



Target Time: 15 min
Up to 5 min per group

Action Group Updates



Collaborative Leadership & Action Groups

Collaborative Co-Chairs

Penny Whitney - LTC consultant, Aponi Partners, Inc.

Kim Watson, NHA, RN, ODPC - Director of Operations, VIVAGE Senior Living

Action Group Chairs

Compensation & Benefits

Angela Mulcahy, LPI, RN, BSN - Owner, AM Health, LLC

Liliana Moon - Administrator, Bross Street Assisted Living

Value & Awareness about the Workforce

Cheryl Ann Padaken - Care provider

Hope Carwile - Innovations Specialist, VIVAGE Senior Living

Pascale Adou - Healthcare External Organizer, Local 105

Training & Career Advancement

Kristie Braaten - Senior Director, Developmental Disabilities Resource Center

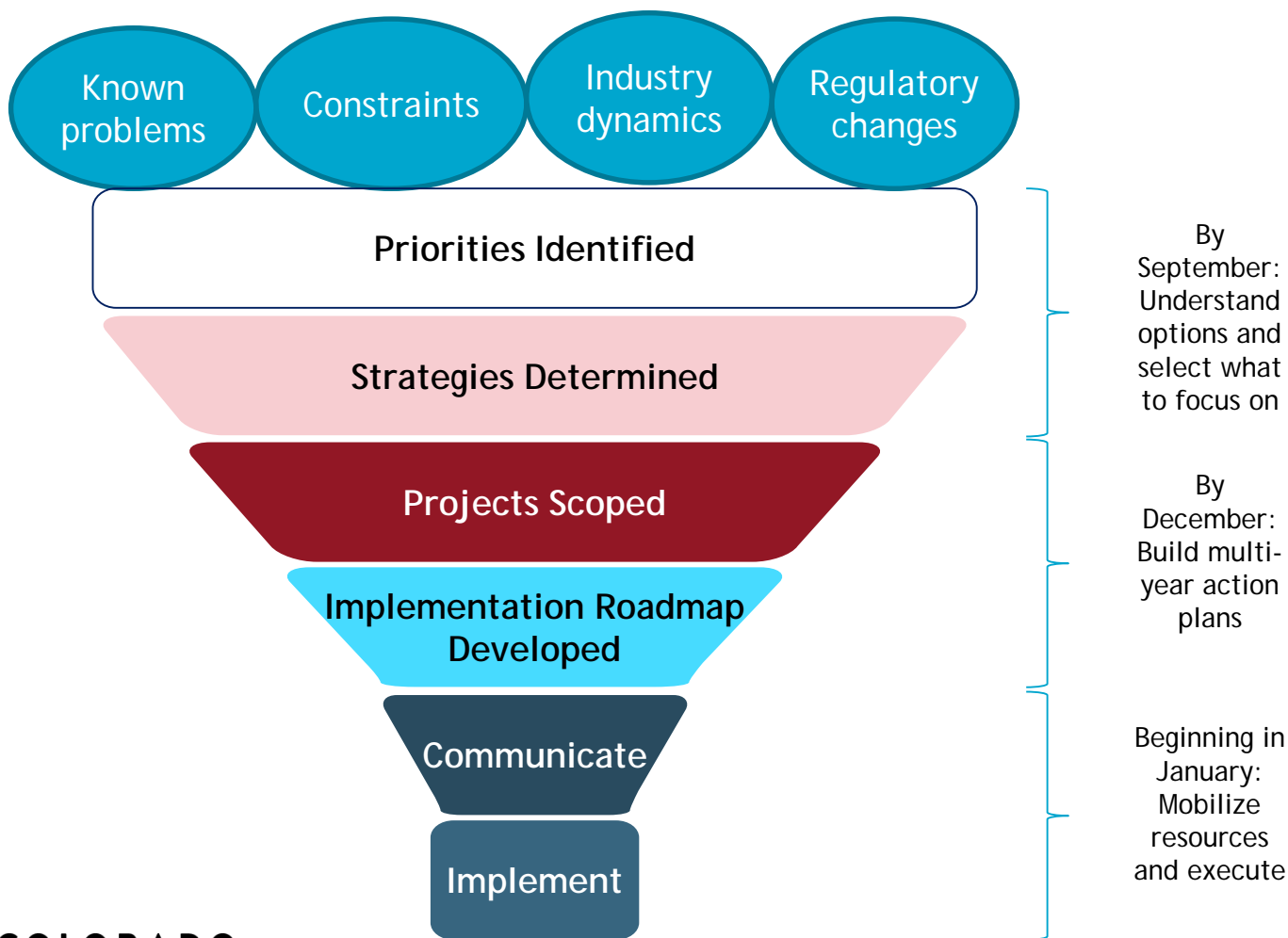
Stacey Tabor - CEO, Touching Hearts at Home



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Going from Concept to Concrete



Action Group - Compensation & Benefits

Problem Statement: This group will brainstorm ideas to help solve the problem of low wages that threatens the future stability of the caregiving industry.

Background: Addressing this issue now will provide a pathway for the sustainability of an industry that has, historically, experienced great shortages. With adequate compensation and support, this industry will grow in the coming decades as we prepare for an increased number of older Americans in need of support.

Expected Outcomes:

1. Success will come through the passing of legislation
2. Success will be reflected in lower levels toward turnover, coupled with a pathway for career growth and higher wages
3. Success will be reflected in the recognition by our fellow citizens of the importance of this industry

Welcome Action Group Members!	
Jamie Clayton	NextStep
Joe Bradshaw	TENDERCARE Assisted Living LLC
Madeline Landgren	Horizons Specialized Services
Chrissy Esposito	Colorado Health Institute
Gail Nehls	Envida
Jami Roy	Developmental Opportunities
Jodi Walters	PPCH
Andrea Kuwik	Bell Policy Center
Lourae King	South Central Council of Governments
Ginger Williams	Hillcrest Care Center & The Towers
Becky Miratsky	Integrated Life Choices
Chirag Shah	SCS Assisted Living
Katie Sporcich	South Central Council of Governments
Melissa M. Benjamin	Colorado care Workers Unite
Sarita Reddy	Adeo

Upcoming Milestones:

- First meeting with interested parties will be on June 18, 1:00 - 2:00 p.m.
- We will establish further action points at that meeting
- Completion of first steps in establishing a pathway towards our goals by 12/2021



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Action Group - Value & Awareness

Upcoming Milestones:

- First Meeting: June 18, 2021
1:00 - 2:00 p.m.
- Explore issues during June & July

Welcome Action Group Members!	
Jamie Clayton	NextStep
Joe Bradshaw	TENDERCARE Assisted Living LLC
Madeline Landgren	Horizons Specialized Services
Ginger Williams	Hillcrest Care Center & The Towers

- **Vision:** A future where there is a fundamental awareness and respect of the significant importance of direct care partners in the long-term care trajectory. The value of direct care workers will be established by better wages, access to professional growth pathways and advocacy on value added by this workforce to the LTC continuum.
- **Mission:** To take continuous action steps in lowering the high workforce turnover rates by: Improving education, advocacy and networking. Establishing a strong foundation on the importance of direct care partners, and the significant importance of their overall wellbeing as a workforce. Building a trusted patient and direct care workers-centered healthcare with excellence in quality, service care.
- **Milestones:** We are holding potential partnership meetings, and talking directly with Direct Care Workers about their experiences in the field. We also have our first Action Group Meeting this Friday at 1pm, and look forward to introducing new members during our August meeting.



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Action Group - Training and Career Advancement

Welcome Action Group Members!	
Terri Barnhart	Barnhart Homes LLC
Jamie Clayton	NextStep
Coral Cosway	Alzheimer's Association of Colorado
Kari Devine	Devereux Advanced Behavioral Health
Chrissy Esposito	Colorado Health Institute
Lourae King	South Central Council of Governments
Andrea Kuwik	Bell Policy Center
Jenn Palmer	Adeo
Debbie Shackelford	Colorado Department of Higher Education

What we need from you:

- *Direct workforce representatives and participation*
- *Resource information*

Upcoming Milestones:

- Next Meeting: July 9, 2021
9:00 - 10:00 a.m.
- Expand group membership
- Identify existing training requirements and career paths
- Begin discussion about funding options

Related State-sponsored Initiatives



Background

- A major barrier to recruitment into direct care positions is the **lack of career advancement opportunities** available
- A high percentage of DCWs report few to no advancement opportunities directly contributed to their decision to leave
- 40% of direct care workers report that their initial training did not prepare them well for their job
- DCWs have consistently shared a need for **greater initial and ongoing training**
- Poor training leads to higher risk for **workplace injury**
- High quality training **improves client outcomes**

Poor training & career advancement opportunities impact both workers & their clients



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State Models

Launched a caregiver training initiative. Provided specialty training around CPR, first aid, nutrition and food preparation, and Alzheimer's care

Community colleges and school districts increased enrollment in the direct workforce training programs

Offered management course to help with the career ladder and partnered with organizations that would prioritize such training

Provided basic training and English as a second language

Worked with community colleges, occupational programs, and private industry to train welfare to work recipients, low-income individuals, dislocated homemakers, and youth who have aged out of the states foster care system for caregiving occupations

Provided a program for 1 on 1 free career counseling for advancing in this industry

Provided recruitment, job readiness and job placement for nurse aides

Targeted and Invested in education:

- 1.) Paid for a 10-hour preparation program
- 2.) Developed a scholarship training program
- 3.) Boost number of training sites for CNA's

Developed state required transferable training which led to higher pay



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Lessons Learned

- The importance of **data**
- **Policy and practice** are both necessary to make change
- Workforce improvement efforts require **collaboration**
- Workforce development and **adult education sectors** need to partner
- There needs to be a long-term **shared agenda** to improve the workforce
- **Ongoing funding** for long term care workforce solutions is needed for sustainability.
- **Innovative strategies** in the private sector need to be developed



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Completed Initiatives

- SB19-238 Training Advisory Committee
 - Report of recommendations from stakeholders on training requirements for homemakers and personal care workers
- Report from Leading Age
 - Conducted Research and Released a Report on Training Recommendations
- Alignment of Direct Care Positions
 - Completed an environmental scan and are working across departments to better streamline positions
- Skill Advance Grant
 - Recently completed a pilot training to learn from Washington's curriculum; delivered to 66 people across 3 home care agencies



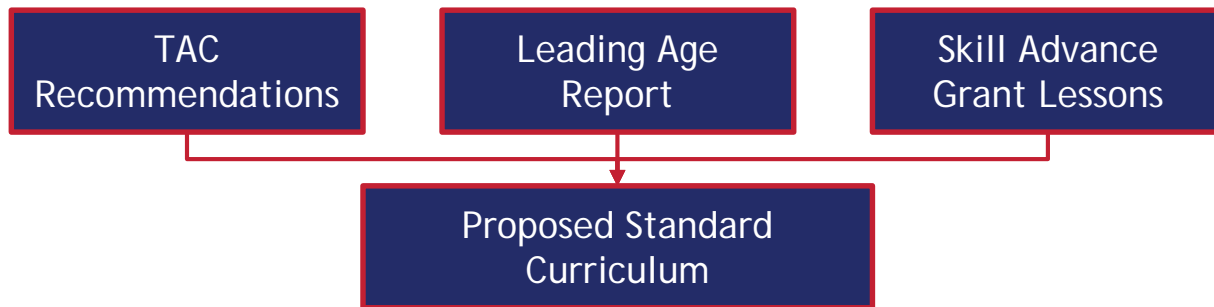
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In-Progress Initiatives

Creation of a standardized Homemaker and Personal Care Curriculum

- Cross functional group working to define and plan the creation of a baseline curriculum
- Integrating team experience plus three sources:



CNA Medication Aide

- Exploring barriers to expanding the CNA Medicaid Aide position

Updates and information from these will be shared with you during these Collaborative meetings

Training & Career Advancement: Our Vision



STREAMLINE
DIRECT CARE
POSITIONS



DEVELOP A
STANDARDIZED
HOMEMAKER
AND PERSONAL
CARE WORKER
CURRICULUM



CREATE
INTERNAL
CAREER
LADDERS: GROW
SPECIALIZATIONS



PARTNER WITH
COMMUNITY THE
COLLEGE SYSTEM
TO EARN CREDITS



BUILD A CAREER
LADDER TO
ADVANCE INTO
ALLIED HEALTH
POSITIONS



Guided Discussion



Career advancement



Family Care
Specialist

Direct Care
Worker Expert

Health Care
Professional



Career Advancement Examples

	Family Care Specialist	Direct Care Worker Expert	Health Care Professional
Goals	A paid or unpaid family caregiver who needs to build their skills to meet their loved one's needs	A person who wants to grow a career in the direct care world and needs a breadth of specialty skills	Someone who provides direct care while pursuing another health care profession (e.g., RN, CNA, NP, etc)
Representative	 Corinne Gray	 Ivett Smith Benn	 Savannah Burdic

My Path: Family Care Specialist

Corinne Gray (Developmental Disabilities Resource Center):

- A little about me:
 - A community and family advocate in the Jefferson County community for the last 30 years
 - Started work in the disability community in 1990 when my daughter developed special needs as a baby
 - Recently retired to care full time for her daughter



My Path: Direct Care Worker Expert

Ivett Smith Benn

A little about me:

- Care Coordinator for a Home Care Agency
- Started my career as a CNA in a nursing home
- Growing up I volunteered in a nursing home in Guatemala

More about me...

- Worked as a CNA for 5 years for a skilled nursing facility and now work as a care coordinator for Touching Hearts at Home.
- Decided to become a CAN because I always wanted to help Seniors and care for them.
- Being a CNA has opened many doors for me.
- Work for a wonderful company and the flexible schedule that allows me to spend time with my family and still interact with the senior community.
- Want to continue to grow in this field and keep helping people, and love to continue to grow with my company as well as providing the best care for our clients.
- Will be moving into a manager role has giving me a better life and more opportunities.



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My Path: Health Care Professional

Savannah Burdic

A little about me:

- Nursing Student at Regis University
- I have 3 German Shepherds
- I love to read and lift weights for fun

More about me...

- Got into caregiving 2 years ago while doing my prerequisites for nursing school; previously had my CNA license to get my foot into the door of the medical world.
- Along the way I learned it is so important to simply listen to your patient; sometimes not everyone wants a solution, a pity or a distraction. I get a lot of gratitude for actively listening.
- For the future, I plan to graduate with my BSN next year, take the NCLEX and get my first job as a nurse. There are multiple fields and specialties I would like to explore.
- Caregiving fits my lifestyle very easily. Touching Hearts at Home is very supportive and understanding with school. I like the flexibility with the rigorous clinical and class schedule.



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Presenter: Kim
Target Time: 11:20am for 10 minutes

Closing

- Next Steps
- Next Meeting Focuses on Value and Awareness
- 60-second Survey



Next Collaborative Meeting



Wednesday
August 11, 2021
10:00 - 11:30 am
Meeting Topic:
Value & Awareness

Information about the August meeting
will be shared on our website in the
month of July:

hcpf.colorado.gov/direct-care-workforce-collaborative

Email:

hcpf_DCworkforce@state.co.us



Stay Informed!



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Before you leave...

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seconds to
complete this
survey

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