

Direct Care Workforce Collaborative

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

Wednesday, March 9, 2022
10:00 - 11:30 AM

[Zoom Webinar Link](#)

Call-in Option: 1-877-853-5257

Meeting ID: 993 1700 7314 Passcode: 396389



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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.



Press the microphone icon to unmute/mute yourself. If you have a question or comment, utilize the Chat Box at the bottom of your screen.



- To be added to our communications list, email HCPF_DCWorkforce@state.co.us (include your phone number).
- If you don't have email or internet access, please call (303) 866-3504 to provide your mailing address.
- Requests for accommodations can be sent to the meeting organizer or John.R.Barry@state.co.us

Collaborative Leadership Teams

Collaborative Co-Chairs

Penny Whitney - LTC consultant, Aponi Partners, Inc.

Action Group Co-Chairs

Hope Carwile - VIVAGE Senior Living - Value & Awareness

Pascale Adou - SEIU Local 105 - Value & Awareness

Andrea Kuwik - The Bell Policy Center - Compensation & Benefits

Lorin Chevalier - PeopleCare Health Services - Training & Career Advancement

Chrissy Esposito - Colorado Health Institute - Training & Career Advancement

HCPF Workforce Team

Candace Bailey - HCBS Division Director - Community Living Office

Heather Johnson - ARPA Long-Term Direct Care Workforce Supervisor

Jessica Boyer - Workforce and Sustainability Specialist - Community Living Office

Sam Hall - Career Pathways Specialist - Community Living Office

Jennifer Blair - Data Infrastructure Specialist - Community Living Office



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Today's Agenda

| Topic | Presenter/s | Time |
|---|-------------------------------------|-------------|
| Welcome, Attendance, Introductions, Agenda | Jessica Boyer | 10:00-10:05 |
| Collaborative Overview | Penny Whitney | 10:05-10:15 |
| SAPGA LCOA Event Recap & Next Steps | Karen Brown | 10:15-10:25 |
| ARPA Updates | Candace Bailey | 10:25-10:50 |
| Action Group Highlight: Value & Awareness | Hope Carwile Pascal Adou | 10:50-11:00 |
| Action Group Highlight: Training & Career Advancement | Chrissy Esposito Lorin Chevalier | 11:00-11:10 |
| Action Group Highlight: Compensation & Benefits | Andrea Kuwik Penny Whitney | 11:10-11:20 |
| Questions | Open | 11:20-11:27 |
| Closing | Jessica Boyer | 11:27-11:30 |



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Direct Care Workforce Collaborative Overview

Penny Whitney



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Collaborative Purpose

2020 Direct Care Workforce Virtual Summit

- The summit aimed to raise awareness about the value and impact of direct care workers and the growing need for these essential workers in Colorado communities.
- HCPF supported by Colorado Health Institute and The Bell Policy Center established a commitment to address the workforce shortage and challenges.
- The Direct Care Workforce Collaborative will drive stakeholder-led action to create positive change for these workers.

Collaborative Vision

- To be recognized as the central hub for action, expertise, and advocacy on the direct care workforce.

Collaborative Mission Statement

- To stabilize the workforce by implementing strategies that support priority issues and raise awareness about their value.

Today's Reality

- A word from Value & Awareness Action Group co-chairs, Hope Carwile and Pascale Adou.

Collaborative Formation

Overview of Structure

Strength of the Collaborative is the four-prong structure

- Collaborative Meetings
 - Broad stakeholder representation across the state and continuum
- Action Groups: Three identified priority areas
 - Action Group Chair volunteers & interested stakeholders
 - Bi-monthly meetings to discuss the problem, research, and draft action steps
- Collaborative Co-Chairs
 - Collaborate with State
 - Drive process
 - Identify/plan strategic communications
- State partners (HCPF, other State agencies)



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Collaborative Impact to Date

Overview by numbers

- Over 470 persons have engaged (Collaborative meeting, AG, DCWC Leadership)
- In order to ensure the Collaborative has full representation both geographically and on the Direct Care Workforce Continuum, please take a moment to complete the poll questions on your screen momentarily.

Going Forward

- Continue to grow participation/awareness/action with milestones and metrics to measure success

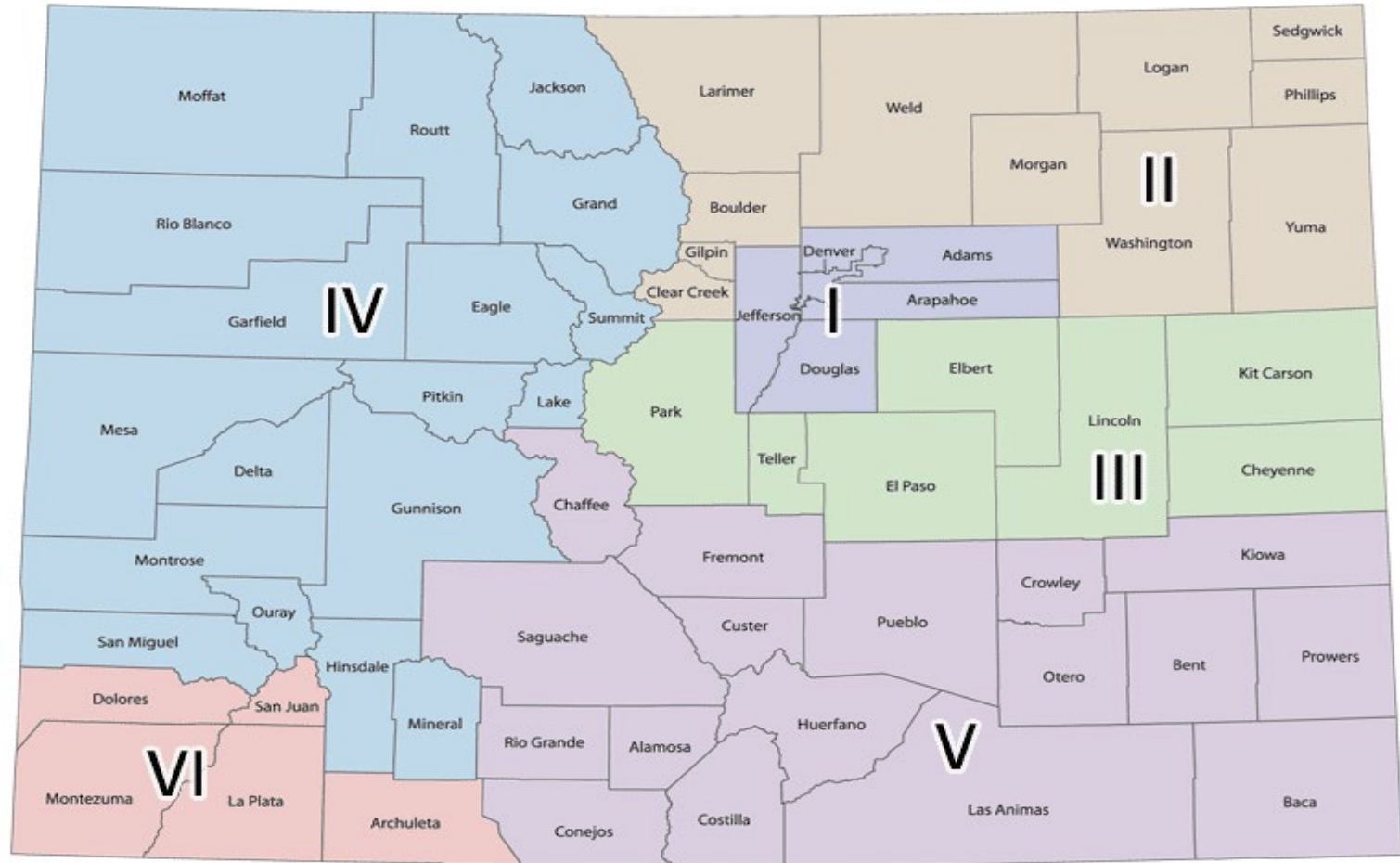


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Poll

Which region do you represent?



Poll

How do you identify on the Direct Care Continuum?

- I work in Home Health
- I work in Assisted Living
- I work in Skilled Nursing
- I work in Hospice Care
- I am an individual receiving care
- I am a family member of an individual receiving care
- I am an advocate
- I am a service provider
- Other



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Strategic Action Planning Group on Aging (SAPGA) Legislative Caucus on Aging (LCOA) Event Recap & Next Steps

Karen Brown



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Updates on American Rescue Plan Act (ARPA) HCPF Initiatives

Candace Bailey



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ARPA Background

- The **American Rescue Plan Act (ARPA)** was passed by Congress on 3/11/2021
- Section 9817 - a provision outlining funding to support increased access to home and community-based services (HCBS) for Medicaid beneficiaries
 - Eligible services include: 1915 (c) HCBS Waivers, Personal Care, Targeted Case Management, Home Health Care, Private Duty Nursing, Program of All Inclusive Care for the Elderly (PACE), Behavioral Health
- Total funding approx. \$500 million
- [Colorado spending plan](#) approved by CMS and CO Joint Budget Committee (JBC) on 9/21/2021



ARPA DCW Initiatives

Direct Care Workforce Projects account for **50%+** of the total budget (**\$262 million**)

| Project: | Budget: | Goals: |
|---|---------|--|
| Increase Payments to Providers & Workers | \$244MM | Stabilize & increase the DCW |
| Direct Care Workforce Data Infrastructure | \$1.1MM | Survey data on factors impacting current workforce growth & satisfaction |
| Standardized Core Curriculum & Specialization | \$3.1MM | Adaptable, accessible, and low-cost for competency & skill advancement |
| Resource & Job Hub | \$750K | Centralized info & resources for DCWs |
| Establish a Training Fund | \$9.2MM | Direct funds for high demand workers and creating upskilling opportunities |
| Career Pathways | \$500K | CCCS, DHE, & CDLE alignment of defined, consolidated pathways |
| Public Awareness Campaign | \$400K | Grow community support leading to legislative change |
| Workforce Compensation Research | \$50K | Contractor-identified measures for long-term DCW support & recognition |



Increase Payments to Providers and Workers

- A 2.11% increase was applied retroactively to April 1, 2021 and will be in effect through March 31, 2022 for some HCBS waiver benefits outlined in the memorandum below.
 - View Operational Memo [HCPF OM 21-071](#) for further information
- Effective January 1, 2022 the JBC approved a \$15.00 per hour base wage requirement for all Direct Care Workers in HCBS setting.
- The Department finalized the attestation reporting form and it was released to all providers in February.
- The data collection process will provide the Department with information on provider compliance and pre and post wage data as of January 1, 2022.
- The first report will be due to the Department no later than June 30, 2022.



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Direct Care Workforce Data Infrastructure

- Develop two new surveys focused on the direct care workforce
- Survey #1: A **staff stability survey** for the non-IDD population employers
 - Colorado has been invited to work with a small informal focus group to build a staff stability survey for individuals who are aging and/or who have physical disabilities.
 - 2-3 states test this survey in the fall of 2022 and Colorado will volunteer to pilot it.
- Survey #2: A **direct care workforce survey**
 - The Department is beginning preliminary conversations to develop a survey for direct support professional.
- Onboarded Data Infrastructure Specialist

Stakeholder Input Needed - Projected Timeline: May 2022



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Standardized Core Curriculum & Specialization

- Develop a standardized, competency-based, adult-learner centered homemaker and personal care worker curriculum
 - Develop additional modules on specialized topics
 - Make the hybrid training available for free in-person (through a train-the-trainer model) and online
- Trainings will be developed using a ‘universal worker’ structure- designed for use by individuals working in a variety of settings and with different populations
- Have been in conversations with the vendor to provide the curriculum development, piloting of both online and in-person training, developing and hosting train-the-training sessions
- Onboarded staff member for this initiative

Stakeholder Input Needed - Projected Timeline: October 2022



Resource & Job Hub

- To support both recruitment of new individuals into the field and to allow for low barrier to entry by making training easy and accessible, this funding will support the development of a Direct Care Workforce website where interested individuals can go to:
 - Receive information and resources about these positions
 - Access free training
 - View job boards to quickly be placed in positions
- Recruitment in progress for staff member for this initiative
- Exploring options for the site

Stakeholder Input Needed - Projected Timeline: August 2023



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Establish a Training Fund

- Funding to support training for workers in high demand jobs, as well as to fund upskilling opportunities
- Funds could be distributed directly to a prospective or current worker; the employer to provide the training to their employees, or training provider.
- Additionally, funds may be used to expand standard training, provider resources or trainer availability where gaps exist.
- Focus includes cultural competency for priority populations
- **Recruitment in progress for staff member for this initiative**

Stakeholder Input Needed - Projected Timeline: May 2022



Career Pathways

- Through three interagency agreements (IA) with CCCS, DHE, and CDLE, hire term limited staff to sit within these agencies
- Work with these staff (and others within the sister agencies) to develop career pathways for direct care workers into allied health professions
- These new staff will work with the OCL workforce team and the Long-Term Direct Care Workforce group on this effort
- Onboarded Career Pathways Specialist
- IAs completed and staff hired for CCCS

Stakeholder Input Needed - Projected Timeline: May 2022



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Public Awareness Campaign

- A public awareness campaign will not only bring awareness to, but will also help grow and professionalize the Direct Care Workforce
- Ultimately, this campaign will help build the workforce, so Coloradans will have dependable and exemplary care now and in the future
- The marketing effort is usually through media, messaging, and an organized set of communication tactics
- These campaigns target a large number of people over a specific period of time to try and generate specific outcomes or achieve predetermined goals

Stakeholder Input Needed - Projected Timeline: TBD



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Workforce Compensation Research

- This project will fund a contractor to identify ways to:
 - Soften the benefit cliff and/or provide child care for direct care workers;
 - Explore funding for shift differentials; and
 - Identify other practices that could better support low-income workers'
- This project will be looking at both direct care workers and case managers

Stakeholder Input Needed - Projected Timeline: TBD



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Action Groups

- Three core areas selected from stakeholder input
- Identify the problem, determine solutions, and develop and execute strategies to meet defined goals



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Action Group - Value & Awareness

Strategies

- **Direct Care Worker Representation**
 - Utilize current and untapped Collaborative stakeholder communication channels to increase active participation in Collaborative meetings.
- **Key Stakeholder Partnership**
 - Create comprehensive list of key stakeholders.
- **Awareness Campaign - HCPF ARPA Project**
 - Hire a firm specializing in ad campaigns to lead in the planning, implementation, and assessment of our campaign framework.



Action Group - Value & Awareness

What is available today:

Direct Care Workforce Flyer

Strategies we can work on now:

Ensuring Adequate Representation in Action Groups

Key Stakeholder Partnership

Next Meeting: March 25, 2022 1-2 pm



Action Group - Compensation & Benefits

Strategies

- **Support V&A Awareness Campaign**
 - Connect influential stakeholders with insights into DCW compensation growth.
- **Research and Evaluate True Cost of Providing Care**
 - Explore current and needed strategies, sources and information.
- **Research and Evaluate Rate Setting Process - HCPF ARPA Project**
 - Create recommendations for more effectively aligning service rates with provider costs.
- **Create a Child Care Resource Guide - HCPF ARPA Project**
 - Research current community resources and create new partnerships; Promote resource guide.



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Action Group - Compensation & Benefits

What is available today:

Child Care Resources: www.coloradoshines.com

Strategies we can work on now:

Ensuring Adequate Representation in Action Groups

Creating and Distributing Child Care Resource Guide

Plan to meet with Legislators to share progress & solicit support

Determining Bandwidth for Additional Strategies

Next Meeting: March 18, 2022 1-2 pm



Action Group - Training & Career Advancement

Strategies

- **Develop a Standardized Statewide Curriculum - HCPF ARPA Project**
 - Research other state models. Develop and pilot curriculum.
- **Create Career Ladders - HCPF ARPA Project**
 - Map current opportunities and barriers, and create partnerships for specialization & advancement to Allied Health positions.
- **Partner with Community College System - HCPF ARPA Project**
 - Develop or enhance programs for academic credit.



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Action Group - Training & Career Advancement

What is available today:

Resources at Local Workforce Centers

- e.g., [Reskill, Upskill, Nextskill \(RUN\) Funding](#)
- [Proposed standardized statewide training modules](#) from TAC

Strategies we can work on now:

Ensuring Adequate Representation in Action Groups

Plan to meet with Legislators to share progress & solicit support

Determining Bandwidth for Additional Strategies

Next Meeting: March 25, 2022 9-10 am

Q&A

- What additional strategies can be used by the Action Groups, outside of those tied to ARPA Projects?
- What is your bandwidth as a stakeholder group participant?



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Closing

- 60-second Survey
- Next Meeting
- Next Steps



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Before you leave...

Please take 60
seconds to
complete this
survey



Thank You



Next Collaborative Meeting



**Wednesday
June 8, 2022
10:00 - 11:30 am**

**Meeting Topic:
TBD**

Information about the June meeting
will be shared on our website in the
month of May:

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

Email:

hcpf_DCworkforce@state.co.us



JOIN US

**Be a member of our
Action Groups
[Sign Up Here](#)**

