

# Direct Care Workforce Collaborative

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

Wednesday, February 10, 2021



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Policy & Financing

# 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.



If you are calling in, and not online, we will ask you to [unmute](#) (press \*6 to mute and unmute) and give us your name.



To be added to our communications list, email us at [hcpf\\_DCworkforce@state.co.us](mailto: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

## Foundational Leadership Group

Andrea Kuwik - Policy Analyst, The Bell Policy Center - [kuwik@bellpolicy.org](mailto:kuwik@bellpolicy.org)

Penny Whitney - LTC consultant, Aponi Partners, Inc. - [pennywhitney@msn.com](mailto:pennywhitney@msn.com)

Hope Carwile - Innovations Specialist, VIVAGE Senior Living - [hcarwile@vivage.com](mailto:hcarwile@vivage.com)

Alexa Cataldo - Chief Operating Officer, Sample Supports - [alexa@samplesupports.com](mailto:alexa@samplesupports.com)

David Bolin - Advocacy Leader, TEAM Public Choices - [david@teamsvc.com](mailto:david@teamsvc.com)

Dawn Laws Jacobs - Deputy Director of Regional Center Operations, DHS Office of Adult, Aging & Disability Services - [dawn.jacobs@state.co.us](mailto:dawn.jacobs@state.co.us)

Jeff Jerebker – Founder, Former President & CEO Pinon Management, and Past Treasurer Pioneer Network - [jjerebker@gmail.com](mailto:jjerebker@gmail.com)

Angela Green - Director, Division of Regional Center Operations, Office of Adult, Aging and Disability Services - [angela.green@state.co.us](mailto:angela.green@state.co.us)

## State Representatives

Hayley Gleason - Strategic Outcomes Division Director, Office of Community Living, HCPF - [hayley.gleason@state.co.us](mailto:hayley.gleason@state.co.us)

Erin Thatcher - Participant Directed Programs Supervisor, Office of Community Living, HCPF - [erin.thatcher@state.co.us](mailto:erin.thatcher@state.co.us)

Jessica Corral - Participant Directed Programs Specialist, Office of Community Living, HCPF - [jessica.corral@state.co.us](mailto:jessica.corral@state.co.us)

Erin Dupuis - Workforce Coordinator, Office of Community Living, HCPF - [erin.dupuis@state.co.us](mailto:erin.dupuis@state.co.us)



# Participant Poll

What is your affiliation?



# Today's Agenda

1. Welcome, Attendance & Introductions 10:00-10:10
2. January Meeting Recap 10:10-10:20
  - Poll & Survey Results (Key Issues)
3. Foundational Leadership Group Recommendations & Participant Discussions 10:20-11:20
  - Group Purpose
  - Priority Issues
  - Meeting Frequency & Structure
  - Leadership
  - Membership & Voting
4. Closing (10 minutes) 11:20-11:30
  - Next Steps
  - Next Meeting
  - 5-minute Survey



# January Meeting Recap

- Poll & Survey Results



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# January Collaborative Meeting Participant Survey Results

# Rated Priorities

**95% Agree:** Inadequate compensation

**85% Agree:** Recruitment

## **At Least 70% Agree:**

- Limited career advancement opps.
- Poor retention
- Workplace benefits
- Lack of value
- General well-being of workforce

## **Less Than 65% Agree:**

- Disjointed credentialing processes
- Low quality training opportunities
- Limited support from supervisors



# Other Key Issues Raised

- Funding for these initiatives and solutions
- Self-care is "quitting the industry"
- DEI - diversity, equity, inclusion
- Rural and mountain areas
- Comprehensive benefits - child care, health insurance, certification costs, interest-free loans, financial counseling, paid training
- Reimbursement rates and regulatory requirements
- Resources for Direct Service Professionals (DSPs) such as trauma-informed employers and creative supports for staff
- Higher-level training and supervision support outside of billable services
- Change the rules at HCPF, CDPHE and DORA



# Foundational Leadership Group

- Update
- Recommendations



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# Collaborative Purpose



# What is our impact?

## Our Purpose

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

## Our Vision

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

[Draft Collaborative Charter](#)



# Collaborative's Purpose



## Participant Discussion



# Recommended Priority Issues



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# Focus Areas

1. Compensation & Benefits
2. Training & Career Advancement
3. Awareness and Advocacy about the Value of the Workforce



# Participant Poll

Do you think compensation and benefits should be one of the focus areas for 2021?







# Participant Poll

Do you think training and career advancement should be one of the three focus areas for 2021?





# Participant Poll

Do you think awareness, value, and advocacy should be one of the focus areas for 2021?



# Meeting Frequency & Structure



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# Meeting Frequency

- Collaborative:
  - Future Meetings: April, June, August, October, December
  - Second Wednesday of the month
  - One hour and 30 minutes in length, virtual
- Action Groups:
  - Monthly or more frequently as needed

# Group Structure

- Collaborative:
  - Meeting Structure and Content-
    - Action Group report outs
    - Topic of Focus: Educational component w/ guest speaker
    - Discussion, link back to Action Groups
    - Next steps/action items for the Action Groups
- Action Groups:
  - Small, priority-area focused groups
  - Data and research-driven
  - Charged with moving the work forward and reporting back to the Collaborative

# Proposed Schedule

## Collaborative Schedule\*

- April: Compensation & Benefits
- June: Training & Career Advancement
- August: Awareness & Recruitment (Advocacy)
- October: Other Concerns/Issues to be Reviewed by the Group
- December: 2021 Action Group Recap, 2022 Planning

\* Action Groups will meet monthly or more frequently

# Action Group Function

1. Identify problem - write a problem statement, identify data sources, create an approach
2. Develop recommended solutions and partnerships
3. Present solutions to Collaborative - identify action items, milestones, timeline, and deliverables
4. Take action to move solutions forward
5. Report back to Collaborative on progress

# Meeting Frequency & Structure



## Participant Discussion



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# Leadership

# Leadership Positions

## Proposed Roles

- Collaborative:
  - Co-chairs: Selected through application process
  - Meeting facilitator: State-Agency role
  - Recorder: State-Agency role (year one)
- Action Groups:
  - Co-chairs: one representative from Foundational Leadership Group (for year one) + one selected through application process
- Leadership Team:
  - Collaborative co-chairs and Action Group co-chairs; state-agency staff to support

# Leadership Duties

- Plan agendas
- Plan speakers/presenters
- Regular and consistent follow-up and communication with the Collaborative, workgroup members, stakeholders, and general public
- Help facilitate meetings
- Responsible for leading the actions to accomplish goals

# Anticipated Time Commitment

- Collaborative:
  - Co-chairs: Monthly leadership meetings + Collaborative meetings
  - 10 hours/month, one year commitment (through 12/31/21)
- Action Groups:
  - Co-chairs: Monthly leadership meetings + monthly Action Group meetings + Collaborative meetings
  - Members: Monthly Action Group meetings + Collaborative meetings
  - 15 hours/month, one year commitment (through 12/31/21)
- Leadership Team:
  - Collaborative Co-chairs & Action Group Co-chairs

# Membership & Voting



# Requirements

- Membership and participation in the Collaborative are open to all
- Anyone can become an Action Group member; we ask for a one-year commitment
- Keep it simple - use polls and surveys to collect votes (ensure ADA)
  - Allow for dissent discussion and revote
  - Majority rule
- Revisit membership and voting requirements in 2022

# Leadership, Membership & Voting



## Participant Discussion



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# Who is missing?





# Targeted Outreach & Inclusion

- Direct Care Partners
- Direct Service Professional
- Direct Care Workers (union + non-union)
- Clients
- Alliance
- Workforce Center Programs
- Geographic Representation (metro, rural, mountain)
- Smaller Program Approved Service Agency (PASA)
- Marginalized groups



# Closing

- Next Steps
- Apply for Leadership
- Foundational Work
- Next Meeting
- 5-minute Survey



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# Next Steps



# Leadership Applications

[Submit Your Application Here](#) for  
Collaborative Co-Chairs and Action Group Co-Chairs

No application for Collaborative membership.

Just keep coming!

Watch for invitations to attend our Action Groups.



# Foundational Leadership Group Next Steps

- Review leadership applications, outreach to applicants, and aim to fill leadership positions by the end of February/early March
- Goal is to organize and schedule the first Action Group meetings for March
- Communication and follow-up with Collaborative
- Create agenda(s)
- Identify possible speakers
- Outreach to targeted groups for participation and engagement in the Collaborative



# Next Collaborative Meeting



**Wednesday**  
**April 14, 2021**  
**10:00 - 11:30 am**

## Webinar Call-in Information:

Local: 720-279-0026

Toll Free: 1-877-820-7831

Participant Code: 982280#

## Webinar Link:

<https://cohcpf.adobeconnect.com/directcare/>

## Email:

[hcpf\\_DCworkforce@state.co.us](mailto:hcpf_DCworkforce@state.co.us)



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# Before you leave...

Please take  
5 minutes to  
complete this  
survey

