

Direct Care Workforce Collaborative

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

Wednesday, June 8, 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



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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

Deborah Lively - LeadingAge Colorado - 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

Brooke Snyder - 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 | Brooke Snyder | 10:00-10:05 |
| Collaborative Overview | Penny Whitney | 10:05-10:10 |
| Colorado Healthcare Corps <ul style="list-style-type: none">Emily Worm & Casey Shivers | Community Resource Center | 10:10-10:30 |
| ARPA Updates | Candace Bailey | 10:30-10:50 |
| Action Group Spotlight: Value & Awareness <ul style="list-style-type: none">Storytelling Project | Jennifer Ochs & Jenny Jordan | 10:50-11:00 |
| Legislative Updates <ul style="list-style-type: none">Workforce Related Bill Updates | HCPF | 11:00-11:15 |
| Open Forum (announcements, sharing resources, etc) | Open | 11:15-11:25 |
| Closing | Brooke Snyder | 11:25-11:30 |





Direct Care Workforce Collaborative Overview

Penny Whitney





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.



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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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 |

Visit hcpf.colorado.gov/arpa for more in-depth information on all these projects



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
 - Please find the HCPF OM 21-071 [link](#) 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
- This funding is part of the overarching effort to leverage the HCBS ARPA funds to stabilize and increase the Direct Care Workforce, while supporting hiring and retention efforts



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
 - Will include DCW data on:
 - The number providing care, turnover rates, percentage that are full-time or part-time, vacancy rates, and hourly wages.
- Survey #2: A **direct care workforce survey**
 - To determine satisfaction with compensation, benefits, career advancement, training, and overall satisfaction with the position



Standardized Core Curriculum & Specialization

- Develop a standardized, competency-based, adult-learner centered homemaker and personal care worker curriculum
 - Develop additional modules on specialized topics
 - Example: Alzheimer's disease and related dementias and mental and behavioral health care.
 - 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



Resource & Job Hub

- To support both the recruitment of new individuals & low barrier entry to the field by making training easy, accessible, & portable
- Funding will support the development of a Direct Care Workforce website where interested individuals could go to:
 - Receive information & resources about these positions
 - Access free training
 - View job boards to quickly be placed in positions
- The newly developed Personal Care/Homemaker worker training would be accessible through this site
 - Individuals who completed the training would be entered into a database for easy tracking of certification



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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
 - A training provider
- Additionally, funds may be used to expand
 - Standard training,
 - Provider resources or
 - Trainor availability where gaps exist.
- Focus includes cultural competency for priority populations



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Career Pathways

- Working with other state agencies to establish income-based, affordable pathways to build career advancement opportunities for the healthcare workforce
- Will leverage the existing work within our sister agencies and incorporate the deliverable into ongoing initiative
- Will tap into the Training & Career Advancement Action Group for feedback and insight



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



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Workforce Compensation Research

- This project will fund a contractor to identify ways to:
 - Soften the benefit cliff and/or provide childcare 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



Rural Sustainability & Investment

- Initial focus on data & analysis to identify care deserts and areas of medically underserved
- Once identified, work to adjust rates to include Geographic Modifiers that would account for regional differences in cost structure
- Work with local rural providers (clinics, hospitals, HCBS providers) to discuss solutions, such as resource sharing (staff, training, PPE), etc.



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Action Groups

Spotlight:
Value & Awareness

Story-Telling
Subcommittee
Members

Jennifer Ochs &
Jenny Jordan



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Legislative Updates



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SB21-232 Displaced Workers Grant

- Department of Higher Education for Colorado Opportunity Scholarship Initiative (COSI)
- Includes scholarships, advising services, and connection and transition into the workforce
- Arapahoe Community College, Colorado Mountain College, Colorado Mesa University, Community College of Aurora, Community College of Denver, and Metropolitan State University



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HB21-1264 Workforce Development & Increase Worker Skills

- Reskilling, Upskilling, Next-Skilling Workers Program & Workforce Innovation & Opportunity Act (WIOA)
- Colorado Department of Labor and Employment
- Any money not expended in these programs in FY 2021-22 is available for expenditure in subsequent years.



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HB22-1298 Fee Relief for Nurses, Nurse Aides, and Technicians

- Beginning in the 2022-23 state fiscal year & available until fully expended
- State Board of Nursing
- Facilitate Fee Relief for Nurses, Nurse Aides, and Psychiatric Technicians regulated by that board



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HB22-1299 License Registration Fee Relief for Mental Health Professionals

- Beginning in the 2022-23 state fiscal year & available until fully expended
- State Board of Psychologist Examiners, State Board of Social Work Examiners, State Board of Marriage & Family Therapist Examiners, State Board of Licensed Professional Counselor Examiners, State Board of Unlicensed Psychotherapists, and State Board of Addiction Counselor Examiners
- Facilitate fee relief for mental health professionals regulated by those boards



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HB21-1330 Higher Education Student Success

- Creates the Colorado Re-Engaged (CORE) Initiative
- Department of Higher Education
- Student who enrolls in a baccalaureate degree program at a 4-year institution, earns at least 70 credit hours, but stops attending, is eligible to be awarded an associate degree
- Modifies the ability of community colleges & local district colleges to offer a bachelor's degree in applied science



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SB22-226 Programs to Support Healthcare Workforce

- Appropriates funding for programs supporting the education, training, recruitment & retention of healthcare workers:
 - Health Care Workforce Resilience & Retention Program
 - Practice-Based Health Education Grant Program
 - School Nurse Grant Program
 - Re-engagement Initiative
 - In Demand, Short-Term Healthcare Credentials Program



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Open Forum

- Raise Your Hand
- Share any upcoming events, resources, etc.
- Successes or Struggles



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Resources

- DSPs- Your Voice Matters Survey & Results
 - *“The Institute on Community Integration and the National Alliance for Direct Support Professionals collaborated to gather evidence about the experiences of the direct support workforce during the COVID-19 pandemic and to inform efforts to better prepare for future waves of this pandemic.”*
 - [Survey](#)
 - [Results](#)
- Healthcare Workforce Stress, Burnout, and Resiliency Webinar
 - Free
 - June 17, 2022, 11:00 a.m. - 12:30 p.m.
 - [Link to Register](#)



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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
September 14, 2022
10:00 - 11:30 a.m.

Meeting Topic:
TBD

Information about the Collaborative and
upcoming meetings can be found at:
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](#)**

