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Responding to the Increasing Demand for Long-term Services and Supports through Core Competency Direct Care Worker Training

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Responding to the Increasing Demand for Long-term Services and Supports through Core Competency Direct Care Worker Training

Leanne Winchester MS RN Project Director

MA Personal and Home Care Aide State Training (PHCAST) Grant Project T82HP20323 funded by US HHS HRSA BHPr DN.
Personal and Home Care Aide Workforce

- In 2012, nearly 1.2 million personal and home care aides
- Fastest growing occupation in the U.S.
- Contributing factors for focused attention on PHCA:
  - Consumer preference to receive LTSS in homes
  - State and Federal interest in containing Medicaid costs
  - States rebalancing their investments away from nursing homes to HCBS options
    - Money Follows the Person
    - Affordable Care Act
    - Community First Choice Option
    - Consumer-directed options
MA Direct Care Worker
Core Competency
Training Program

**ABCs for Direct Care Workers**
1. Roles & Responsibilities
2. Health care support
3. Infection Control
4. Basic Restorative
5. Personal Care
6. Nutrition
7. Consumer needs specific
8. Safety and emergency
9. Consumer rights, ethics, confidentiality
10. Communication
11. Culture and Diversity
12. Housekeeping
13. Life skills

**Continuing Ed**
- Fundamentals Online Education Program
- Alzheimer's/ Dementia
- Safe Transfers/Overweight clients
- Supporting LGBT Elders
- Asthma and Homecare
- Awareness and Action
- Supporting consumers who are deaf or hard of hearing

Executive Office of Health & Human Services and Executive Office of Elder Affairs
MA Direct Care Workforce Trainee

- Average trainee profile
  - Female (91%)
  - Age 30-39 (32%)
  - White, Non-Hispanic (41%)
  - Low Income (81.5%)
  - High School education (25.7%)
  - Unemployed (55%)
- Difficulty with English: 1-in-5 (Yrs. 1-2); 2-in-5 (Yr. 3)
- *Minority: 2-in-5 (Yrs. 1-2); 2-in-3 (Yr. 3)

* This number is assumed to be higher since some minority groups (i.e. Brazilian) self report as white, non-Hispanic/ Latino
Training and Workforce Development Challenges

Worker Challenges
• Language access
  • Limited English proficiency
  • Literacy: reading & writing
• Limited Resources
  • Case management
  • Access to Training
  • Life circumstances
• Low wages
  • Not a living wage
  • Cliff effect – potential loss of benefits

Trainer Challenges
• Cultural Competency
  • Training culturally competent and multilingual facilitators
  • Diversity among direct care consumers
• Recruitment and retention
  • Vacancy rates: 6%
  • Turnover rates: 23%
• Attrition
  • Drop rates among trainees
  • Case management
• Costs of training
  • Neither MassHealth (MA Medicaid) or Medicare reimburse providers for the cost of training staff