INTRODUCTIONS
<table>
<thead>
<tr>
<th>PANELISTS</th>
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<tbody>
<tr>
<td>Andrea Pederson</td>
</tr>
<tr>
<td>• Managing Director</td>
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<tr>
<td>• Navigant Consulting</td>
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<tr>
<td>Greg Abdouch</td>
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<td>• Managing Consultant</td>
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<tr>
<td>• Navigant Consulting</td>
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<tr>
<td>Bea Rector</td>
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<tr>
<td>• Director, Home and Community Services Division, Aging and Long Term Support Administration</td>
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<tr>
<td>• Washington State Department of Social and Health Services</td>
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<tr>
<td>Colin Laughlin</td>
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<tr>
<td>• Benefits and Services Management Division Director, Office of Community Living</td>
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<tr>
<td>• Colorado Department of Health Care Policy and Financing</td>
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</table>
NATIONAL WORKFORCE TRENDS
In addition, some municipalities have increased minimum wages higher than statewide rates:

- Seattle, Washington ($15)
- Denver and Boulder, Colorado ($15 in 2020)
- Flagstaff, Arizona ($1 higher than the statewide index)
IMPACTS OF INCREASING MINIMUM WAGE

- Lower Supply of Qualified Workers
- State Rates & Budgets Out of Sync with Reality
- Wage Compression
Between 2007 and 2017, the U.S. median hourly wage, adjusted for inflation, for direct care workers had little to no growth.

NATIONAL WORKFORCE NUMBERS (IN MILLIONS), ANTICIPATED 2026

NATIONAL WORKFORCE GROWTH, ANTICIPATED 2016-2026

- Retail Salespersons: 1.7%
- Waiters and Waitresses: 7.0%
- Elementary School Teachers: 7.4%
- Registered Nurses: 14.8%
- Direct Care Workers: 31.0%

FACTORS CONTRIBUTING TO TURNOVER

Individual Factors

Organizational Factors

Minimum Wage

Job Factors

Low Job Satisfaction & Turnover

Wage Compression

Low Job Satisfaction & Turnover

Minimum Wage

Wage Compression
SOME STRATEGIES TO CONSIDER…

- Building Career Paths
- Supporting Unpaid Caregivers
- Addressing Wage Compression
- Targeted Recruiting
- Retention Efforts
- Monitoring Trends Through Data Analytics
- Stakeholder Engagement
- Policy Action

...LISTEN AS OUR PANELISTS TELL YOU MORE.
Long-Term Services and Supports
Workforce Development
Aging and Long-Term Support Administration

Bea Rector, Director
NASUAD National Conference 2019
Washington’s Aging Population

Projected Growth of Older Population in Washington as a Percent of the 2012 Population

Source: Washington State Department of Social and Health Services, Research and Data Analysis Division
Increasing need for workers

Washington’s LTSS Workforce Goals

- Have enough workers to meet growing demand
- Build skills to meet changing needs of individuals served
- Continue to support unpaid family caregivers
- Continue to support careers with good pay, health care and other benefits
- Support a diverse workforce
- Establish a career path and advancement for LTSS workers
Long-Term Care Worker Settings

Personal care settings:
- Clients’ homes (in-home)
- Adult Family Homes (2-6 clients)
- Assisted Living Facilities (7+ clients)

Institutional, medical/skilled settings:
- Nursing homes
- Hospitals
Caregiver Requirements

Training: 70 hours

Testing: 1) Written Knowledge; 2) Skills

Department of Health: Application & Certification

Employment: 18 years of age; background check; 5-hour orientation
**HCA Certification Testing Languages**

*WA State Prometric Home Care Aide Exam Materials - 13 Languages*

<table>
<thead>
<tr>
<th>Arabic</th>
<th>Samoan</th>
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<tbody>
<tr>
<td>Chinese</td>
<td>Somali</td>
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<tr>
<td>English</td>
<td>Spanish</td>
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<td>Khmer</td>
<td>Tagalog</td>
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<td>Korean</td>
<td>Ukrainian</td>
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<td>Laotian</td>
<td>Vietnamese</td>
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<tr>
<td>Russian</td>
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Public Funding of LTSS Providers

- Self-Directed Workforce – Single CBA
- Home Care Agency – Parity Legislation directs funding to direct care workers
- Adult Family Homes – CBA for business owners
- Assisted Living – Statutory rate model
- Nursing Facility – Statutory rate model + direct care minimums
Workforce Benefits

- Career advancement & career lattices
- Testing, training and certification
- Base pay of $15.50-17.90 per hour
- Health care, paid leave, retirement
- Content and testing available in 13 languages
**Impact of Minimum Wage Increases**

Washington State Department of Social and Health Services

**Washington’s Minimum Wage Increases**

- **$9.47** (2016)
- **$10.35** (2017)
- **$11.15** (2018)
- **$12.00** (2019)
- **$13.50** (2020)

*Seattle minimum wage for employers with 500 or fewer employees when employer does not pay toward employees’ medical benefits.*

**Tacoma’s minimum wage to be adjusted annually by the rate of inflation beginning January 1, 2019.**

***SeaTac’s minimum wage applies only to employees in the hospitality and transportation industry. The minimum wage is adjusted annually by the rate of inflation.*
Building Our Workforce
Workforce Development Initiatives

Interdisciplinary team: state-wide issue requires national and state-wide collaboration

• Create awareness about the shortage and opportunities in LTSS
• Gather data to inform decisions on policy, priorities and funding
• Market, recruit and fund LTSS caregivers training and supports
Outreach Efforts

**High School Home Care Aide Training Program**

*Prepare students for a future in health care!*

- **WA OSPI**
- **WA DSHS**

**Benefits of a career in community-based settings**
- Hands-on training with opportunities throughout the state.
- Benefits of learning while working with adults of different abilities.
- On-the-job training in a range of care settings and the health care industry.
- Earliest access to employment benefits in some work settings.

**Career Options for Home Care Aides**

- Share your skills with clients living in community-based long-term care settings.

**Home Care Aide Career Path**

*More than just a job; this is a career with a purpose.*

**Career Options for Nursing Assistants-Certified**

- Share your talent and skills with clients living in community-based long-term care settings.

**Home Care Aide Career Path**

*More than just a job; this is a career with a purpose.*
Connecting the Workforce

To become an Individual Provider, contact your local Home Care Referral Registry for personal service. The HCRR coordinator will work with individuals to become IPs and to connect with clients through Carina.

HCRR registry locations near you.

WorkSource helps job seekers and employers. Their Employment Specialists can provide information on careers, training and possible funding.

Find a WorkSource "One-Stop" center near me.

Online employment websites are the #1 recruiting tool used by many employers. Job seekers can also contact employers directly.
High school diploma
Home Care Aide certificates
Orientation certificate
Safety certificate
Specialty dementia certificate
Specialty mental health certificate
CPR card
Food handler’s card
Support Skill Building & Future Options

- On the job training
- Continuing Education
- Advanced Training
- Develop a career lattice

- Nursing Assistant, Certified (NAC)
- HCA or NAC Lead; Medication Aide
- LPN, RN, Nurse, OT, PT, ST
- Med Techs, Lab Techs

- Adult Family Home Owner or Operator
- Assisted Living office, sales, marketing, activities or nurse manager; administrator

- Nurse Educator
- Educator or para-educator
- Ongoing education that leads to other careers
- Social Worker
- Advocate
Retention: What Caregivers Want

The VALUE Proposition: What’s in it for me?

A combination of:
- Flexibility
- Benefits: health, vacation, sick leave
- Purpose, making a difference now & future
- Growth opportunities
- A good/fair wage
### Challenges

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<tr>
<th>Challenge</th>
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<tr>
<td>Rising per capita spending for HCBS</td>
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<tr>
<td>Lack of information about this as a career choice</td>
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<tr>
<td>Complexity of becoming a direct care worker</td>
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<tr>
<td>Working conditions can be a challenge</td>
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Colorado’s Direct Care Workforce

Presented by: Colin Laughlin
Our Mission

Improving health care access and outcomes for the people we serve while demonstrating sound stewardship of financial resources
Workforce Growth (2016-2026), National & Colorado

- **Home Health Aides**
  - Direct Care Workers-National
    - 11.5%
    - 38.6%
    - 47.3%
  - Direct Care Workers-Colorado
    - 30.5%
    - 45.4%
    - 47.8%

US Department of Labor (DOL) estimates, 2016
Job Openings (2016-2026), Colorado

- Home Health Aides: 6,550
- Growth: 6,550
- Separations: 26,300
- Total: 33,000

Source: PHI, Workforce Data Center, 2016
Improving Economy

Falling Unemployment Rate, Colorado

Healthier Economy=More Job Options
# Colorado Direct Care Worker’s Wages

<table>
<thead>
<tr>
<th></th>
<th>Personal Care Aides</th>
<th>Home Health Aides</th>
<th>Certified Nursing Assistants</th>
</tr>
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<tbody>
<tr>
<td><strong>Mean Hourly Wage</strong></td>
<td>$12.70</td>
<td>$12.97</td>
<td>$15.68</td>
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<tr>
<td><strong>Mean Annual Wage</strong></td>
<td>$26,410</td>
<td>$26,980</td>
<td>$32,610</td>
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*Estimates for May 2018*
## CO Direct Care Workers

<table>
<thead>
<tr>
<th>Community-Based Settings</th>
<th>Facility-Based Settings</th>
<th>Other Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Consumer Directed Attendants</td>
<td>• Certified Nursing Aides</td>
<td>• Adult Day Direct Care Staff</td>
</tr>
<tr>
<td>• In-Home Support Services Attendants</td>
<td>• Certified Nurse Medication Aides</td>
<td>• Qualified Medication Administration Persons</td>
</tr>
<tr>
<td>• Homemakers</td>
<td></td>
<td>• Hospice Aides</td>
</tr>
<tr>
<td>• Personal Care Workers</td>
<td></td>
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<tr>
<td>• Assisted Living Personal Care Workers</td>
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Colorado’s Approach
Direct Care Workforce Priorities

- Enhance Research and Improve the Data Available on CO’s Direct Care Workforce
- Professionalize the workforce through robust training and career advancement opportunities
- Address critical workforce shortage areas with targeted recruitment efforts
Overview of Strategies

- Legislative Actions
- Policy Changes
- Cross-Department Efforts
- State and Local Partnerships
Current Legislative Actions

Increasing Wages: HB18-1407

6.5% increase in the reimbursement rate for specific HCBS services delivered to individuals with intellectual and developmental disabilities

- 100% must be passed through to the direct support professionals (DSPs)
- Agencies must document that the increase went to DSP compensation
Increasing Wages: SB19-238

8.1% increase in the reimbursement rate for specific HCBS services (personal care, homemaker, or in-home support services)

- For the 2019-20 fiscal year, 100% must be passed through to the direct care workers (DCWs); for 2020-21 fiscal year, 85% must be passed through
- Agencies must document that the increase went to DCW compensation

By July 1, 2020 the hourly minimum wage for these DCWs is set at $12.41/hour
Evaluating Training Requirements: SB19-238

Department of Health Care Policy & Financing and Department of Public Health & Environment tasked with:

- In consultation with stakeholders, establish a process for reviewing and enforcing initial and ongoing training for these DCWs (completed Jan. 1, 2020)
- Process to include:
  - Public Listening Sessions
  - Stakeholder Advisory Group (through application)
  - DCW Survey
Potential Policy Changes

- Revise direct care worker positions and training requirements
  - Expand scope of practice or create advanced roles
- Enhance wages through wage pass throughs or automatic cost of living increases
- Develop career pathways through community college credits and apprenticeship opportunities
Cross Department Efforts

Formation of a Cross-Department Work Group:

Dept of Labor & Employment
Dept of Higher Education
CO Community College System
Dept of Regulatory Agencies
Dept of Public Health
Governor’s Office
Health Care Policy & Financing

• Align workforce tracking and improve general data reporting on the workforce
• Evaluate and redefine DCW position training and credentialing requirements
• Evaluate the need for specialization training or the creation of advanced DCW positions
• Create streamlined career pathways allowing for DCWs to advance
State and Local Partnerships

Partner with Local and State-Level Groups to Align Efforts

Potential Partner’s Key Focus Areas:

- Respite care workers
- Best practices for recruitment for employers
- Credentialing by Community Colleges, Apprenticeships
- Health & Wellness Sector Partnerships
- Employing older workers and individuals with disabilities
Next Steps

1. Execute SB19-238
   - Wage pass-through & minimum wage
   - Stakeholder engagement:
     - Training Advisory Comm
     - Listening Sessions
     - HCA Survey

2. Move cross-department efforts forward with local and state partnerships

3. Work collaboratively with other existing efforts at the local and state levels
CONTACTS

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