DIRECT CARE WORKER FRAMEWORK

Supporting the Nation’s Growing Need for Skilled, Passionate Care Givers

August 30, 2017
Team’s goals

✓ Seek to understand and recognize the problem(s) from all sides
✓ Balance give-and-takes from every stakeholder
✓ Be 100% successful for many, not 50% successful for all
✓ Build an approach and technology that is flexible
✓ Bring prestige and recognition to Direct Care work
✓ Bring professional training to support family caregivers
✓ Build a framework with incremental steps to the future vision
Agenda

- What is the Problem?
- What is our Approach?
- Enabling technology: Demo of Training Venue.com
- Future Vision
Common challenges shared by states

- Silver Tsunami – Exponential growth of elderly population
- Growing cost of long term care
- Aging in place creates greater demand for home care workers
- Direct care workers are poorly paid and have inconsistent levels of training
- Scarcity of supply and growing demand leads to less choice, greater cost for State
- States are looking at work requirements for many entitlement programs
10,000 BABY BOOMERS TURN 65 EVERY DAY – GROWING NEED FOR 1.8 MILLION ‘FRONTLINE’ WORKERS BY 2022

- 49% growth personal care assistants
- 49% growth home health aids
- 21% growth nursing assistants
- 19% growth registered nurses
A potential solution: Direct Care Worker Supply Chain

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<tr>
<th>Supply Side</th>
<th>Demand Side</th>
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<tbody>
<tr>
<td>Job-seeker and apprenticeship programs for recruitment</td>
<td>Standardized process to vet candidates focused on passion, patience, personality</td>
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<tr>
<td>Certification and training enhances professionalism and opportunity</td>
<td>Single Point of Entry to refer certified workers to temporary or permanent positions</td>
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<tr>
<td>Career paths and specialization to increase recruitment draw and retention</td>
<td>Offer referral service to Medicaid beneficiaries, private pay, family care givers, and agencies</td>
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<td>Work/study and online training - work while moving up the career ladder</td>
<td>Sliding scale referral fee based on ability to pay</td>
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Why Direct Care Work can suit public assistance recipients

- Fastest growing job categories
- Offers gateway to motivated individuals to leverage personal experience into professional
- Appeal to individuals with strong sense of community and purpose
- Accessible to those looking for initial career opportunity but only basic skills
Build a supply of uniform, motivated workers

Direct care givers have limited credential options and demands

Care givers are frequently trapped in low-level work

Care givers welcome a pathway to entrepreneurship, higher education and career advancement
Creating an affordable, adaptable career pathway

Direct Care Professional

Supervisor
QA Specialist
Service Area Specialist

Entrepreneur
Community Health Worker
Improving retention of Direct Care Professionals

1. **ASSESS**
   Select better-suited candidates and provide realistic job requirements

2. **SUPPORT**
   Provide career-focused, personal assistance

3. **ENGAGE**
   Coach employer-based mentors to build camaraderie and engagement
Who will fund the program and make it sustainable?

- Blend of existing tax credits, TANF and WIOA training funds
- Administration’s prioritization of apprenticeship programs
- Worker’s apprenticeship investment fee
- Referral Fees from Clearinghouse / Website / Home Care Agencies
- Fees for targeted advertising on provider search website
Who benefits? A “Win-Win” for all stakeholders

<table>
<thead>
<tr>
<th>State</th>
<th>State Beneficiaries / Private Pay Individuals / Family Care Givers</th>
<th>Agencies / Hospitals / Clinics / Nursing Homes / Health Plans</th>
<th>Career Seekers</th>
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<tbody>
<tr>
<td></td>
<td>• Employment of TANF recipients</td>
<td>• Higher retention rates of employees/less turnover reduces operating costs</td>
<td>• Opportunity to enter a high-demand sector</td>
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<tr>
<td></td>
<td>• Improved control of Medicaid program dollars</td>
<td>• Greater availability and more convenient access to employees</td>
<td>• Advance along a varied career ladder</td>
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<td></td>
<td>• Enhanced quality of home care</td>
<td>• Convenient access to qualified staff for emergency situations</td>
<td>• Greater flexibility in employment</td>
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<tr>
<td></td>
<td>• Provides real choice for aging citizens</td>
<td>• Better trained and professional staff to provide services</td>
<td>• More professionalism and greater job satisfaction</td>
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<tr>
<td></td>
<td>• Reduces Medicaid LTSS costs by increasing available HCBS</td>
<td>• Home-based care is crucial to hospitals achieving CMS pay-for-performance standards</td>
<td>• Improved opportunity to stay in direct care field, while advancing career and increasing wages</td>
</tr>
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</table>

- Higher quality care and greater professionalism of care givers
- More convenient access to employees and greater confidence in hiring
- Convenient access to qualified employee backup for emergency situations
- Encourages family caregiving by making respite/emergencies easier to address
- Home-based care is crucial to hospitals achieving CMS pay-for-performance standards
- Improved economic stability
SYSTEMS DEMONSTRATION
MAXIMUS: DIRECT CARE WORKER FRAMEWORK

Allows independent DSP’s or Agencies to enroll employees
Welcome Tyler Test

Dashboard provides an overall summary of Agency Account
MAXIMUS: DIRECT CARE WORKER FRAMEWORK

Allows Employers/Agencies to hire trained DSP’s

Arizona Only
Patricia O

Write a review

Dear Sir or Madam:

I am currently enrolled in the Nursing Program at Everest College Phoenix. I am seeking employment with a facility where I can be involved in providing children nursing care. Your name came to me through word of mouth, and I would greatly appreciate any opportunity available to work with or in your facility. I have a deep passion for working with ill children. I strongly believe that everyone, despite their condition deserves to be loved and thrive to fullest of their ability. Everyone needs someone who sincerely care about them and want the best for them by advocating for them, providing optimal health care, and a safe environment.

A brief resume is enclosed that will demonstrate my enthusiasm of furthering my nursing experience with a community involved facility such as yours. I hope to apply this enthusiasm towards the caregiving position you have available. Any advice you may have for me would be much appreciated. I am flexible and will be available for interview at any time during the coming weeks. Should your schedule permit it, I would like to meet with you in person.

Thank you in advance for your consideration!

Availability:

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Areas Served:

Maricopa County, Arizona
Dashboard provides an overall summary

- **Current Employees**: 322
- **Current Registrations**: 46
- **Expiring within 30 days**: 9
- **Available Candidates for hire**: 24

**Top Course Enrollments**
- CPR: 8,510
- First Aid: 7,320
- Medication Basics: 5,644

**2017 August**
- **Saturday, August 23, 2017**
  - 8:00 Positive Behavior Support
  - 10:00 Medication Basics
  - 11:40 CPR & First Aid

**Monday through Sunday**
- Daily schedule and tasks.
Choose From Available candidates who are Trained and READY to work!
Suzy B
DIRECT SUPPORT PROFESSIONAL
State | NADSP | National | 2 YEARS EXPERIENCE | 23 Reviews

Overview
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Specialized In:
Employment Support Services
Autism
Independent Residential Living

Travel | Availability | Certificates

Transportation Radius

NATIONAL
Individual Candidate Profile Page
Blended Learning – Combining online and in-person training across disability sectors

Principles and Practices of Direct Support

Career Ladders and Lattices

I/DD Adults

Aging

Fundamentals
FUTURE VISION
Access to a Single Point of Entry to employ workers

- Referrals of workers at multiple career levels
- Full-time or part-time employment
- Back-up plan if caretakers unavailable
- Workers employed while getting more advanced training/academic credit for experience
- Certified, vetted employees enhance safety and quality

74% Statewide Registries require no background checks, no training requirements, and no certifications
Empowering the trained resources

- Participant at home
- Agencies
- Nursing Homes
- Technology support
- Family caregivers

Contact Center
Single toll-free number

- Care coordination
- Referral of home care workers
- Independence coaching
- Participant monitoring
Just-in-time referrals supports a sustainable model

**“Just in Time” Referral System**

- Allows workers to sign up to work:
  - ✓ When they want
  - ✓ Indicate the skill sets they possess
  - ✓ Types of work they are willing to do
  - ✓ Times they want to work
  - ✓ Geographic locations to which they are willing to go
- Enables flexible part-time employment during training for career advancement / work-study programs
- Dispatches requests for temporary services to workers in requestor’s general vicinity so workers can respond quickly to unanticipated requests
- “Just-in-time” referrals for part-time emergency back-up employment or volunteer community assistors

**Financial Model Supports Ongoing Sustainability**

- Offering free referral services for Medicaid waiver participants and consumer-directed care
- Opening up the service on a sliding scale for individual private pay customers
- Establishing a fee schedule for use by institutions and home care agencies
- Establish advertising on website targeted to user community to support referral service
- Returning collected fees to State to support the referral service
Join us!

✓ Sign Up for Ongoing Information
✓ Contact Us with Any Questions

80% INCREASE in elderly population by 2030
Questions and Answers
Partners across all parts of the puzzle

**Curriculum development and community integration**
- **Bill Tapp**, Vice President, Practical Training Solutions
- 30+ years in health and community services innovation
- (602) 680-7950 bill@practicaltrainingsolutions.net

**Healthcare policy and program design**
- **Barbara Selter**, Vice President, MAXIMUS Health Services
- 30+ years in the design, development, and implementation of health programs
- (301) 529-0809 barbaraselter@maximus.com

**Technology, training, and employer needs**
- **Tyler Burke**, President, Practical Training Solutions
- Serial entrepreneur in healthcare and health employment solutions, Practical Training Solutions, Provider Search, LLC., Training Venue, LLC.
- (602) 680-7950 tyler@practicaltrainingsolutions.net

**Workforce trends and programs**
- **Michael Bolton**, Vice President, MAXIMUS Human Services
- 15 years in human services development
- (720) 333-4238 MichaelFBolton@maximus.com