

HCBS, WORKFORCE DEVELOPMENT, AND THE IMPACT OF INCREASING MINIMUM WAGE

AUGUST 28, 2019





INTRODUCTIONS

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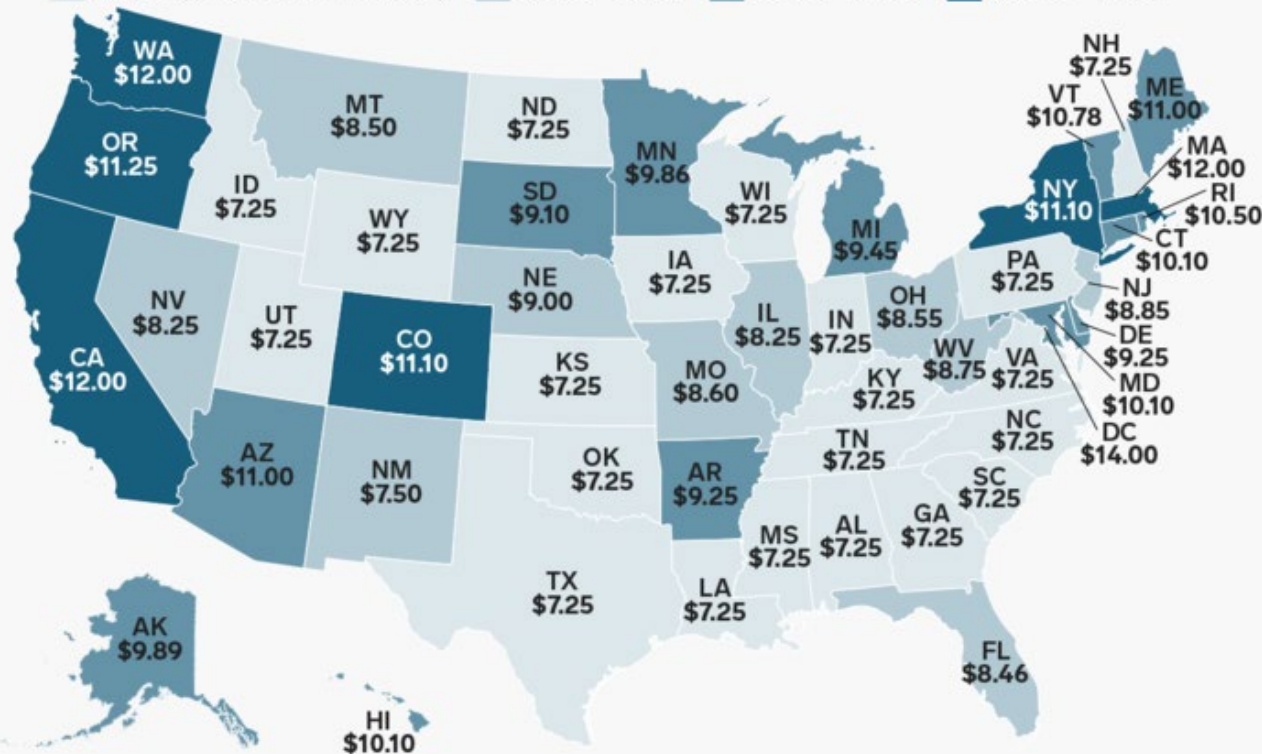


NATIONAL WORKFORCE TRENDS

NATIONAL SCAN OF MINIMUM WAGE LEVELS

2019 minimum wage

\$7.25 (Federal minimum)
 \$7.50–9.00
 \$9.10–11.00
 \$11.10–14.00



Source: Economic Policy Institute and Wolters Kluwer

Insider Inc.

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

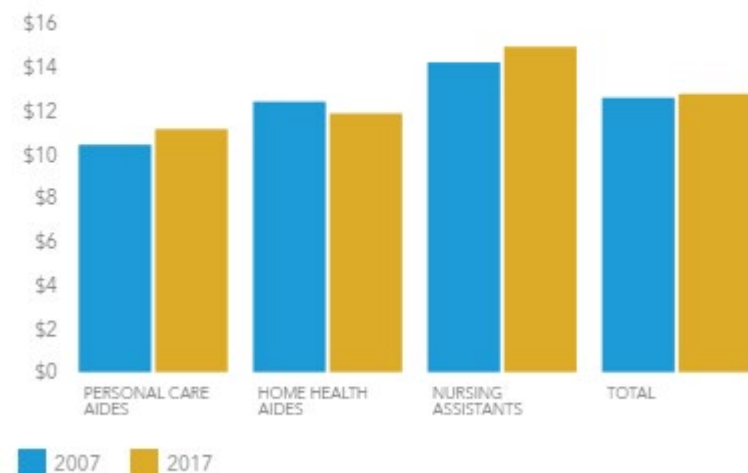


DIRECT SERVICE WORKER WAGE TRENDS

Between 2007 and 2017, the U.S. median hourly wage, adjusted for inflation, for direct care workers had little to no growth.

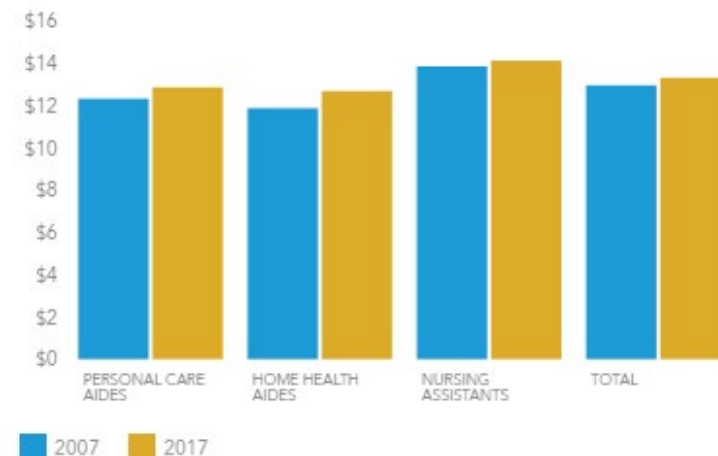
DIRECT CARE WORKER MEDIAN HOURLY WAGES ADJUSTED FOR INFLATION, 2007 TO 2017

COLORADO



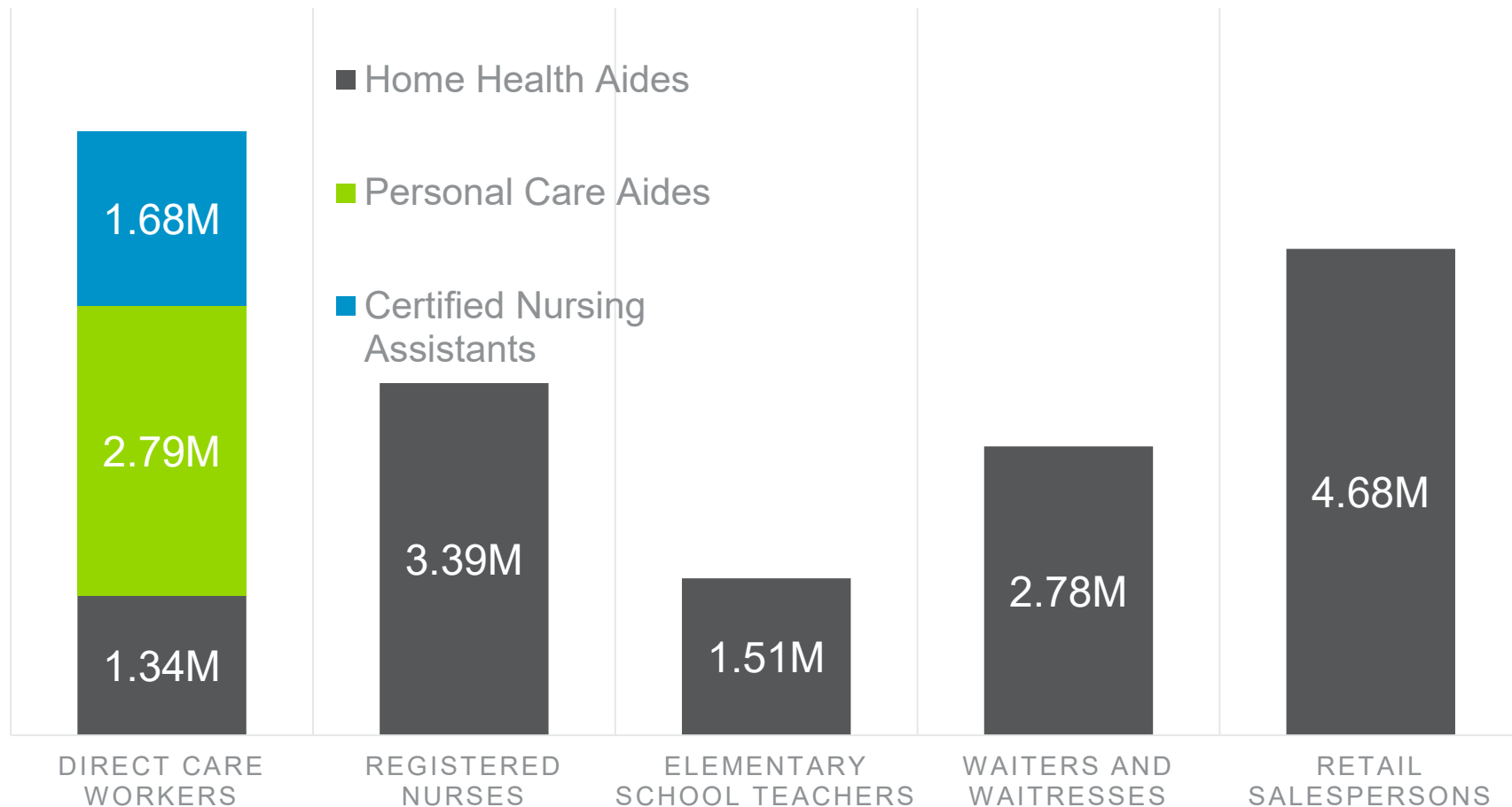
DIRECT CARE WORKER MEDIAN HOURLY WAGES ADJUSTED FOR INFLATION, 2007 TO 2017

WASHINGTON



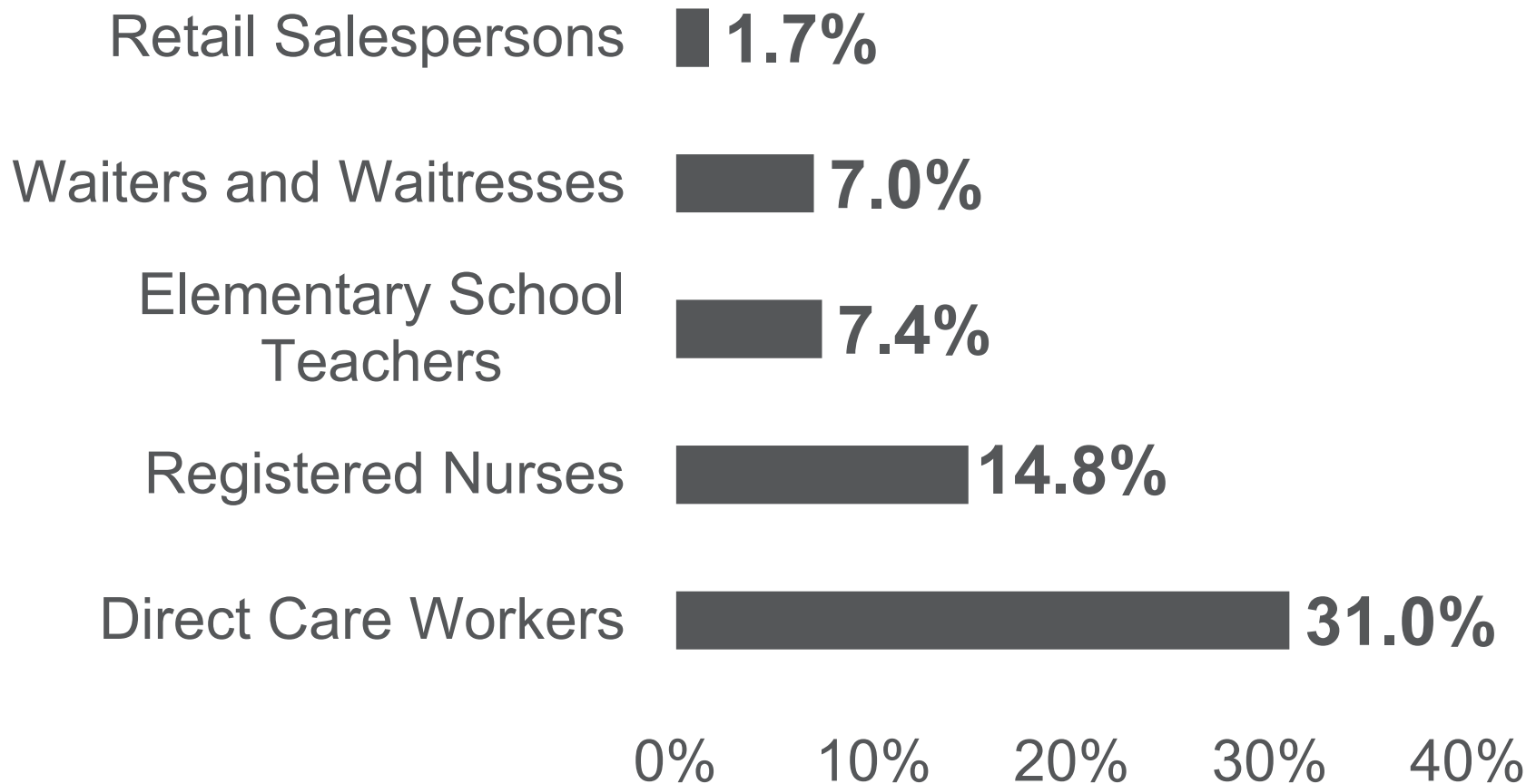
Source: PHI. "Workforce Data Center." Last modified December 17, 2018. <https://phinational.org/policy-research/workforce-data-center/>

NATIONAL WORKFORCE NUMBERS (IN MILLIONS), ANTICIPATED 2026



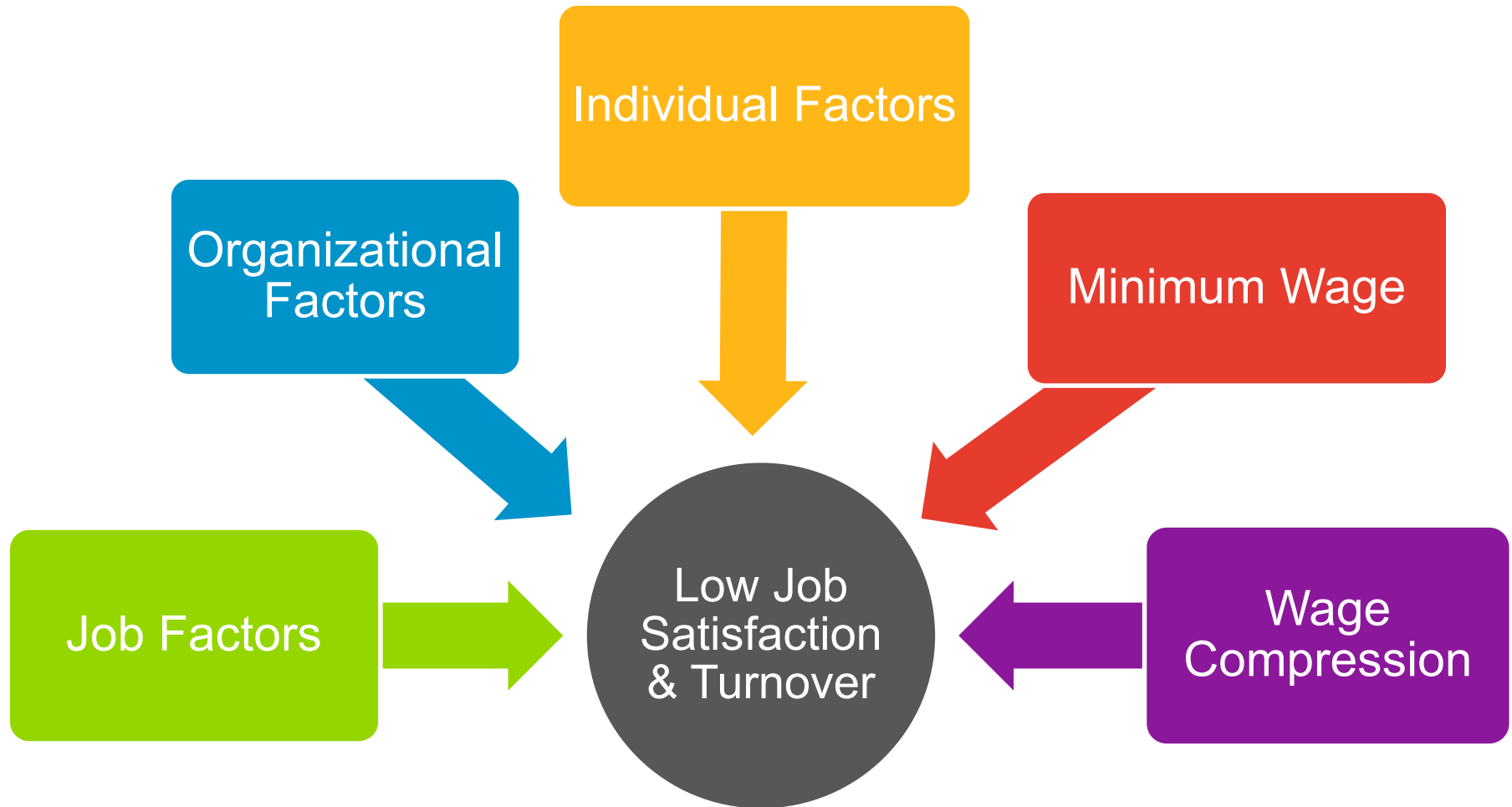
Source: Bureau of Labor Statistics (BLS) Employment Projections (EP) program 2016 to 2026 National Employment Matrix. <https://www.bls.gov/emp/tables/emp-by-detailed-occupation.htm>

NATIONAL WORKFORCE GROWTH, ANTICIPATED 2016-2026



Source: Bureau of Labor Statistics (BLS) Employment Projections (EP) program 2016 to 2026 National Employment Matrix. <https://www.bls.gov/emp/tables/emp-by-detailed-occupation.htm>

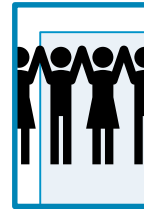
FACTORS CONTRIBUTING TO TURNOVER



SOME STRATEGIES TO CONSIDER...



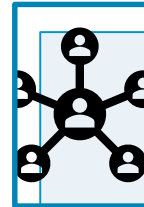
Building Career Paths



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.



WASHINGTON

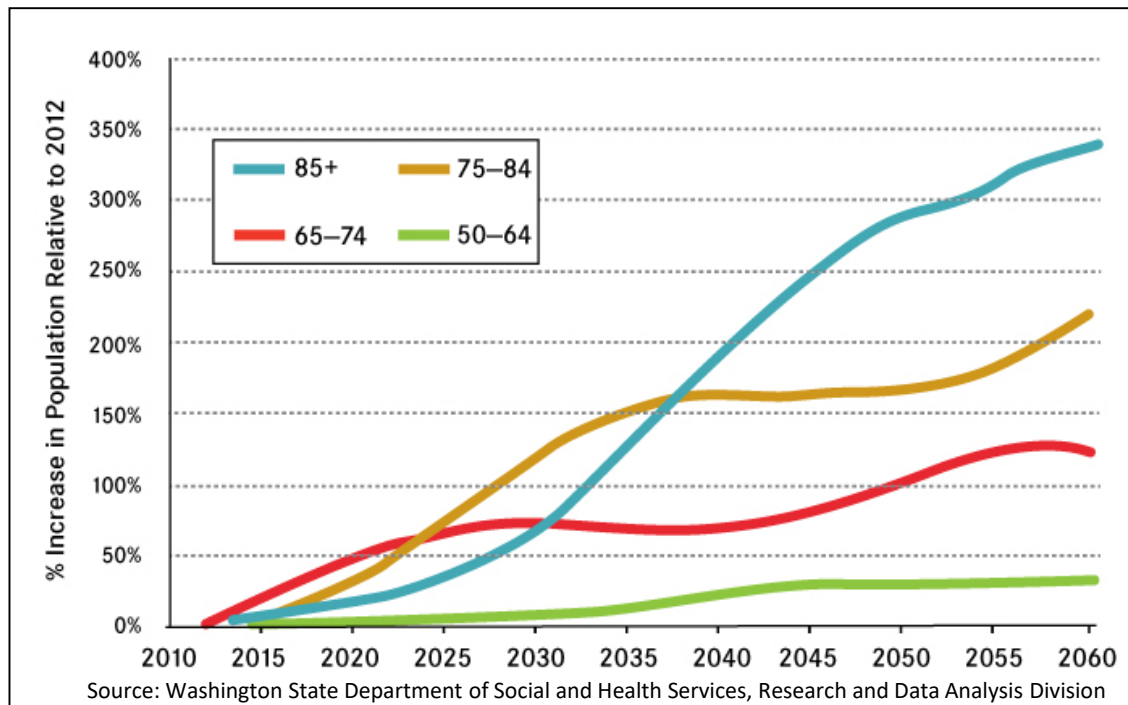
Long-Term Services and Supports Workforce Development

Aging and Long-Term Support Administration

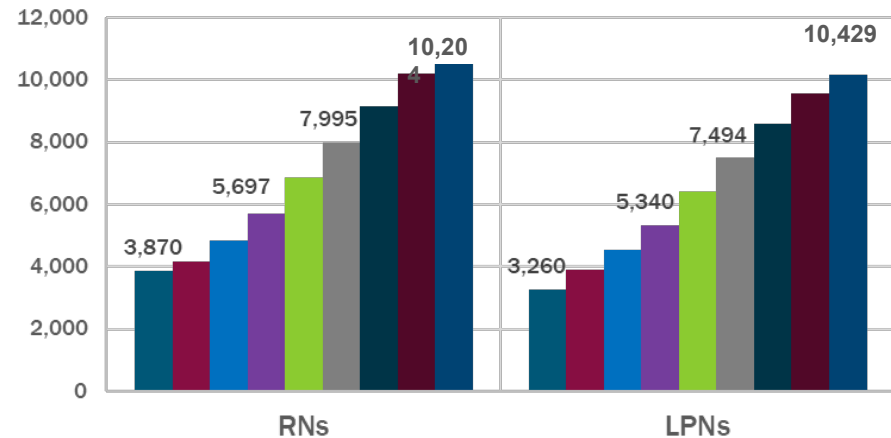
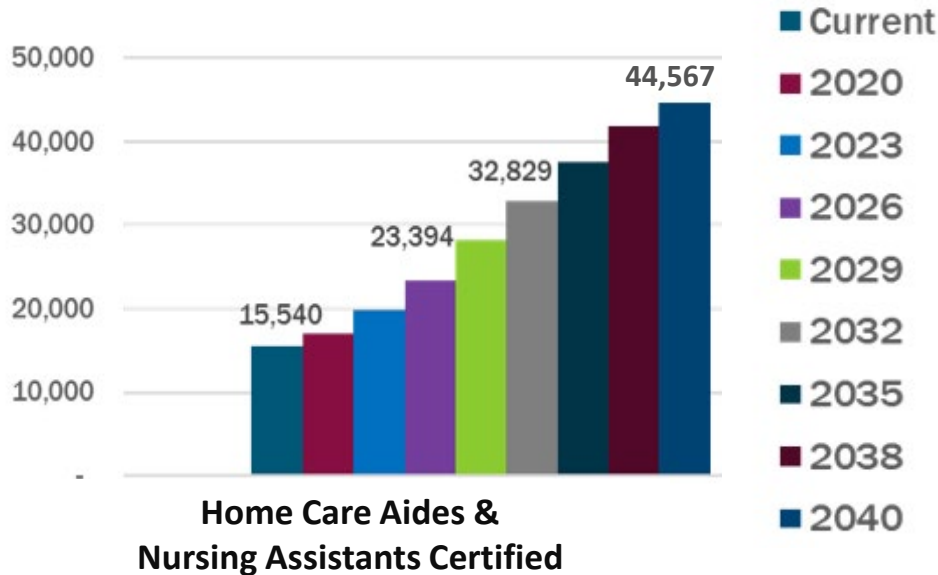
Bea Rector, Director
NASUAD National Conference
2019

Washington's Aging Population

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



Increasing need for workers



Washington State Office of Financial Management, Forecasting and Research Division. "Excel utility to interactively summarize population by user-defined age groups" <https://ofm.wa.gov/washington-data-research/population-demographics/population-forecasts-and-projections/state-population-forecast>

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](#)

- Arabic
- Chinese
- English
- Khmer
- Korean
- Laotian
- Russian

- Samoan
- Somali
- Spanish
- Tagalog
- Ukrainian
- Vietnamese

Public Funding of LTSS Providers

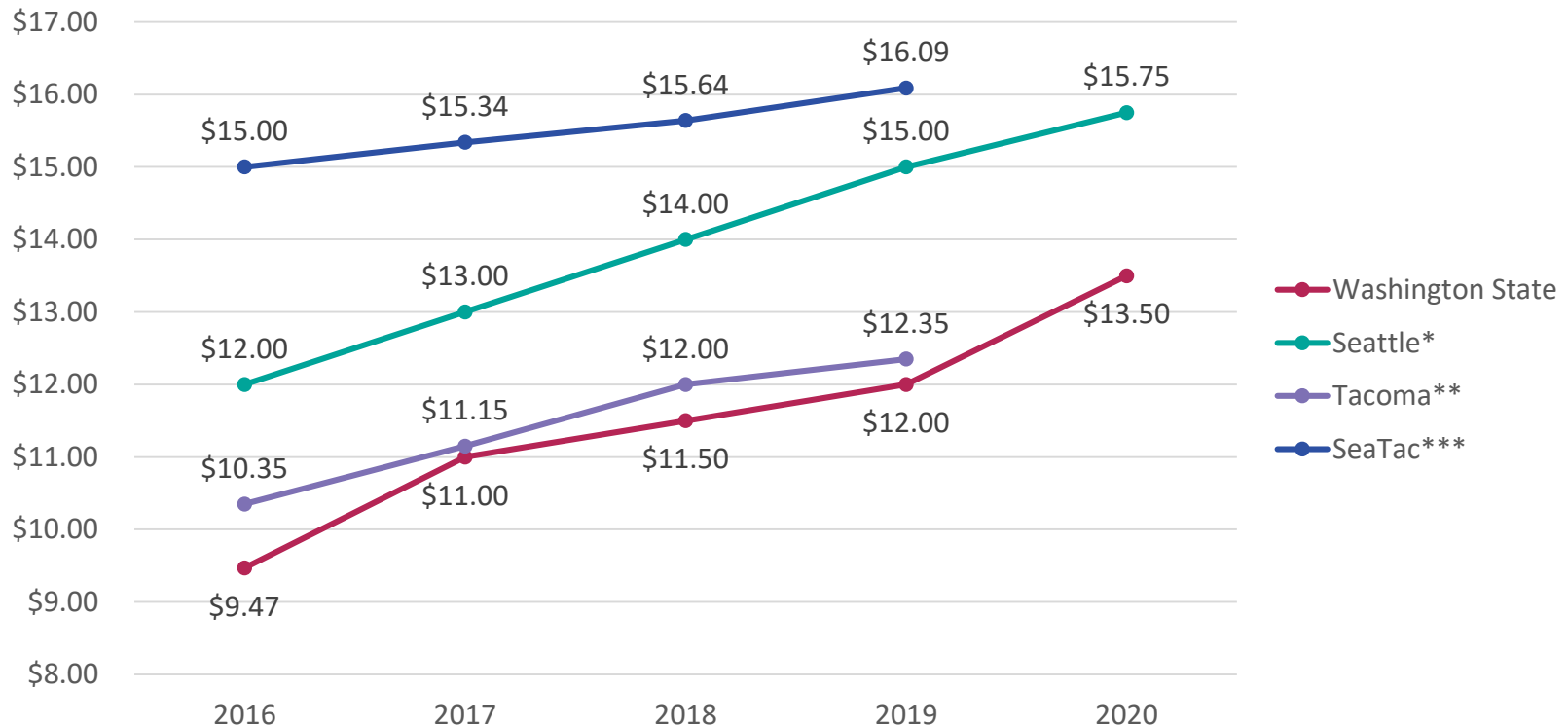
- Self-Directed Workforce – Single CBA
- Home Care Agency – Parity Legislation directs funding to direct care workers
- Adult Family Homes – CBA for business owners
- Assisted Living – Statutory rate model
- Nursing Facility – Statutory rate model + direct care minimums

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's Minimum Wage Increases



*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



WA OSPI

WA DSHS

Home Care Aide Career Path
More than just a job, this is a career with a purpose.

The Washington health care industry is in need of people who can offer person-centered caregiving. This is a growing field with job opportunities throughout the state.

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The Washington health care industry is in need of Home Care Aides who can offer person-centered caregiving. This is a growing field with job opportunities throughout the state.

Career Options for Nursing Assistants-Certified
Share your talent and skills with clients living in community-based long-term care settings.

The Washington health care industry is in need of Nursing Assistants-Certified who can care for clients in adult family homes, assisted living facilities, and in client homes.

Benefits of a career in community-based settings

- Provide care in a growing field with opportunities throughout the state.
- Work in a variety of settings with adults of different abilities.
- Build skills for other job opportunities in long-term care and the health care industry.
- Earn greater than minimum wage with employment benefits in some work settings.

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High School Home Care Aide Training Program
Prepare students for a future in health care!

Connecting the Workforce



<http://www.hcrr.wa.gov/>

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.

90-Hour High School HCA Credentials

- High school diploma
- Home Care Aide certificates
- Orientation certificate
- Safety certificate
- Specialty dementia certificate
- Specialty mental health certificate
- CPR card
- Food handler's card

*Available in
Multiple
Languages*

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



Rising per capita spending for HCBS



Lack of information about this as a career choice



Complexity of becoming a direct care worker



Working conditions can be a challenge



COLORADO

Colorado's Direct Care Workforce

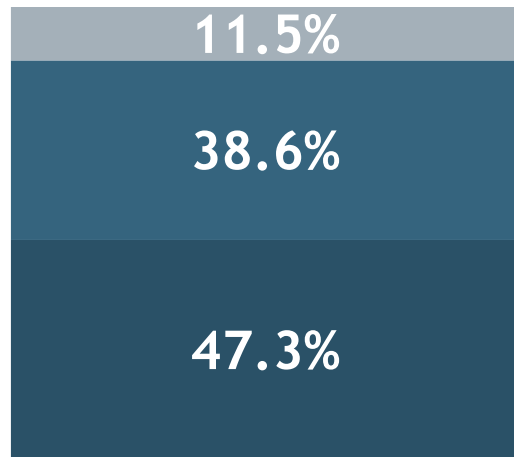
Presented by: Colin Laughlin

Our Mission

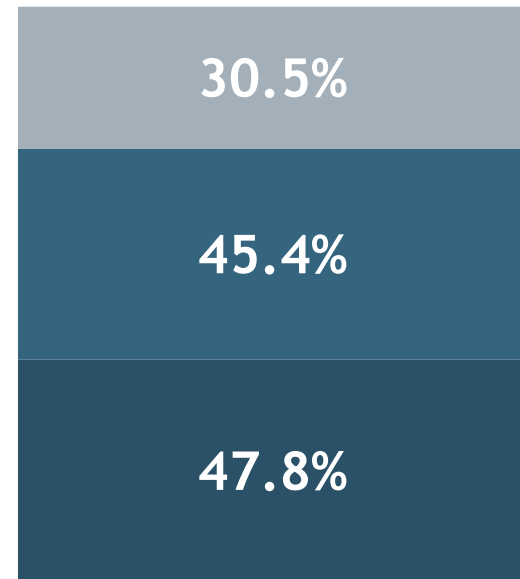
Improving health care access and outcomes for the **people** we serve while demonstrating sound stewardship of financial **resources**

Workforce Growth (2016-2026), National & Colorado

■ Home Health
Aides

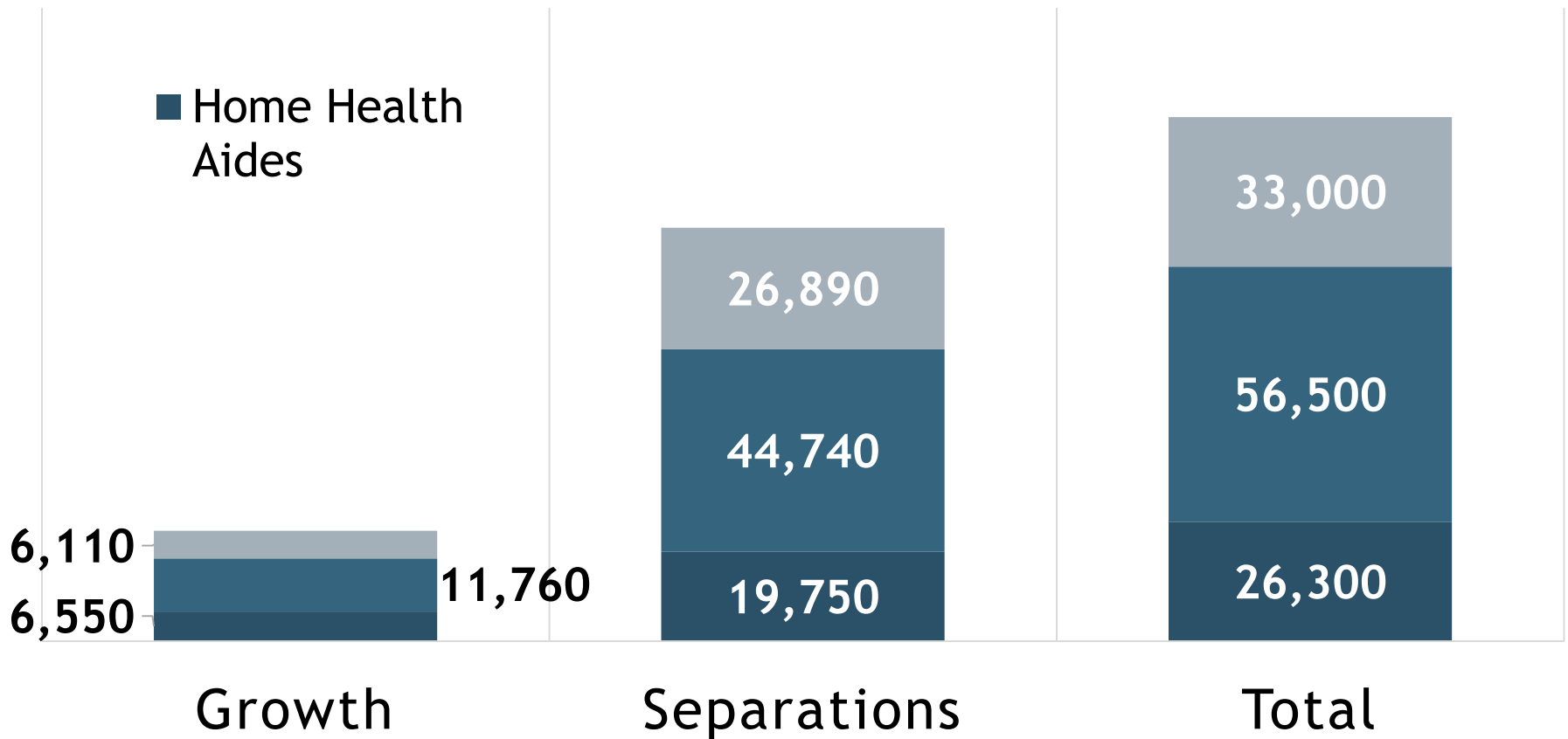


Direct Care Workers-
National



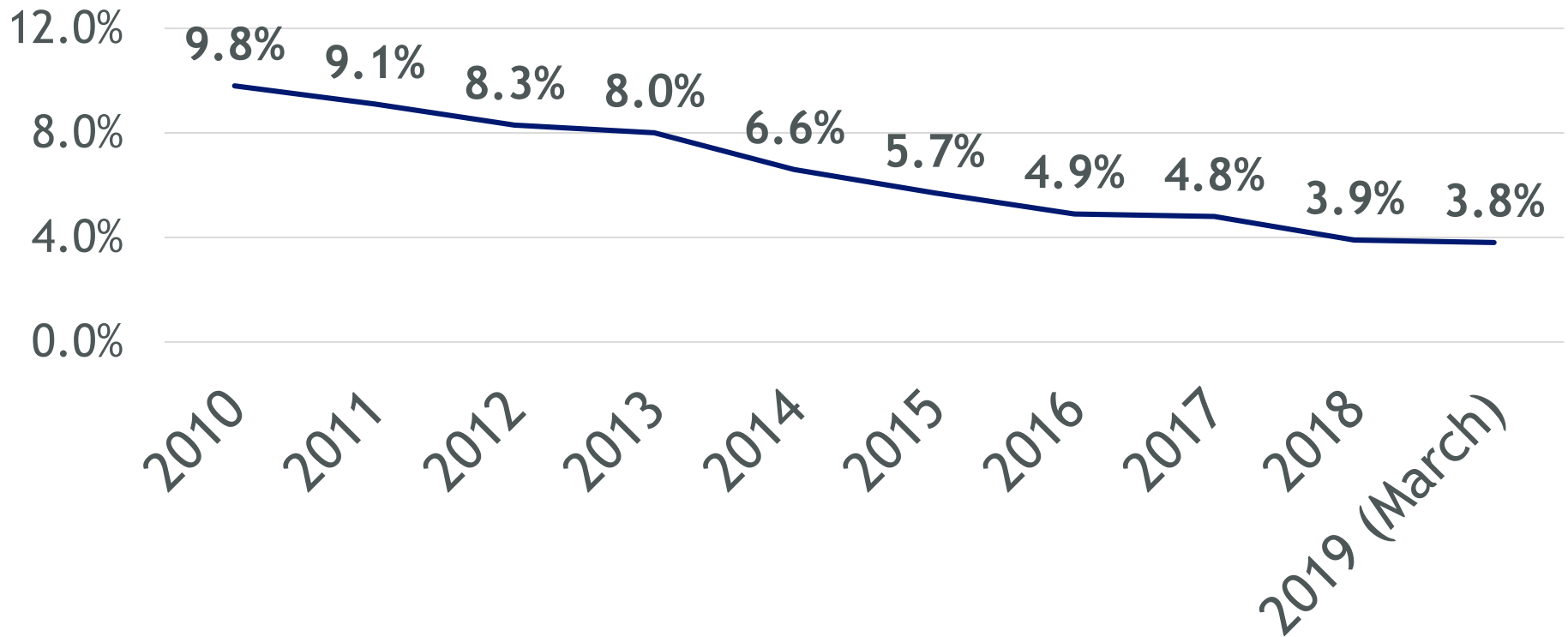
Direct Care Workers-
Colorado

Job Openings (2016-2026), Colorado



Improving Economy

Falling Unemployment Rate, Colorado



Healthier Economy=More Job Options

Colorado Direct Care Worker's Wages

| | Personal Care Aides | Home Health Aides | Certified Nursing Assistants |
|------------------|---------------------|-------------------|------------------------------|
| Mean Hourly Wage | \$12.70 | \$12.97 | \$15.68 |
| Mean Annual Wage | \$26,410 | \$26,980 | \$32,610 |

Estimates for May 2018

CO Direct Care Workers

Community-Based Settings

- *Consumer Directed Attendants*
- *In-Home Support Services Attendants*
- *Homemakers*
- *Personal Care Workers*
- *Assisted Living Personal Care Workers*

Facility- Based Settings

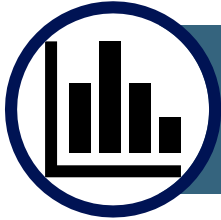
- *Certified Nursing Aides*
- *Certified Nurse Medication Aides*

Other Settings

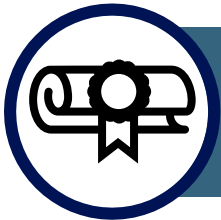
- *Adult Day Direct Care Staff*
- *Qualified Medication Administration Persons*
- *Hospice Aides*

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

Current Legislative Actions

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

Current Legislative Actions

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



PANEL
DISCUSSION

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