IHSS+ HOME CARE INTEGRATION TRAINING YEAR ONE REPORT

July 2018
EXECUTIVE SUMMARY

The California Long-Term Care Education Center (CLTCEC), L.A. Care Health Plan (L.A. Care), and SEIU Local 2015 continued their innovative partnership with the IHSS+ Home Care Integration Training Program (IHSS+) from May 2017 through May 2018. IHSS+ is a 10-week training program for the In-Home Supportive Services (IHSS) workforce and the seniors and persons with disabilities to whom they provide care. As IHSS providers are in direct and frequent contact with the consumers they care for, they have typically untapped capacity to observe, document, monitor, and report changes in baseline health conditions – and to communicate changes to the consumer’s Care Team to support high-quality, person-centered care. In the IHSS+ program providers learn how to take on the enhanced roles of Monitor, Communicator, Coach, Navigator, and Care Aide and the skills to integrate into consumers’ Care Teams.

CLTCEC graduated 888 IHSS providers who provide care to 1,072 L.A. Care members.
- 1,048 IHSS providers enrolled and attended at least one class session
- 85% completed training (888 providers)
- Training delivered in Spanish, English, Armenian, Mandarin, Cantonese, and Korean
- 27 classes held in 13 communities across Los Angeles County – from Lancaster to Long Beach

To assess the impact and perceptions of the training, CLTCEC conducted surveys in a pre-post design where provider and consumer participants were surveyed at the start and at the end of the training program. Survey results showed the training is associated with positive impacts on social determinants of health, with providers reporting feeling less depressed, stressed, and lonely after training and more confident in their ability to talk to the consumer’s Care Team about health status and needs. Consumers also reported improved communication with their provider and felt that their Care Team had their best interest in mind. Additional findings are included in the full report below.

L.A. Care has committed to funding for the IHSS+ program an additional two years. As of July 2018 the next class sessions are underway and recruitment is ongoing throughout the next two years.
27 CLASSES
13 COMMUNITIES ACROSS
LOS ANGELES COUNTY
FROM LANCASTER TO
LONG BEACH
About CLTCEC

Founded in 2000 by the home care workers that are now members of SEIU Local 2015, the California Long-Term Care Education Center's (CLTCEC) mission is to provide educational opportunities to long-term care workers so they can build better lives and provide high quality care to the consumers they serve. CLTCEC serves home care workers providing non-medical, person-centered caregiving services to seniors and people with disabilities through the Medi-Cal funded In-Home Supportive Services (IHSS) program. With funding through a Taft-Hartley Labor Management Trust, the Education Fund, CLTCEC also provides training to nursing home workers, including Certified Nursing Assistants (CNAs).

As the largest provider of training to long-term care workers in California, over the last six years CLTCEC has trained over 10,000 long-term care workers and the seniors and persons with disabilities they serve. The majority of this training was funded through a three-year, $11.8 million Health Care Innovation Award from the Centers for Medicare and Medicaid Services Innovation Center for a pilot project called Care Team Integration of the Home-Based Workforce.

About L.A. Care Health Plan

Established in 1997, L.A. Care Health Plan is an independent public agency created by the state of California to provide health coverage to low-income Los Angeles County residents. L.A. Care is the nation's largest publicly-operated health plan. Serving more than two million members in four product lines, L.A. Care ensures its members get the right care, in the right place, at the right time. As part of the Covered California exchange, L.A. Care offers a variety of affordable health plans for all of L.A. Their plans provide access to a wide network of local doctors, hospitals, and pharmacies. To help ensure quality and compassionate care, L.A. Care provides a variety of tools and resources to providers and members, including this IHSS+ Home Care Integration Training Program.

About SEIU Local 2015

Representing over 378,000 home care, skilled nursing facility, and assisted living center workers, SEIU Local 2015 is the biggest long term care union in California, the largest SEIU Local in California, and the second largest nationwide. It is SEIU Local 2015’s mission to unleash the collective power of long term care workers, their families, and their communities; harness the power of technology; and, build a broad movement to disrupt the unjust status quo in order to bring lasting transformational change towards a more just society for all.
**About IHSS**

In-Home Supportive Services (IHSS) is a statewide program administered by each county under the direction of the California Department of Social Services. The largest program of its kind in the nation, IHSS serves individuals with limited incomes who receive Medi-Cal benefits and are disabled, blind or over the age of 65. Through IHSS, these Medi-Cal beneficiaries receive in-home care services to help them remain safely in their homes and communities as long as possible and avoid institutionalization in nursing homes or other facilities. Approximately 70% of California’s IHSS beneficiaries hire family members to be their in-home care provider in this uniquely consumer-directed program. As a result, the majority of IHSS providers overlap with the larger universe of unpaid family caregivers.

**PROGRAM DESIGN**

**Target Population and Recruitment**

CLTCEC’s primary recruitment strategy is a field-based approach, visiting IHSS providers at their homes, which are often shared with consumers. CLTCEC’s linguistically diverse field team, fluent in English, Spanish, Armenian, Mandarin, Cantonese, and Korean, conducted outreach to IHSS providers. House visits were coupled with interactive voice response calls, mailers, and presentations at SEIU Local 2015 member meetings and other community events. To enroll in IHSS+, IHSS providers must provide care to an IHSS beneficiary who is a member of L.A. Care Health Plan. To honor the consumer-directed values of the IHSS program, the IHSS consumer must consent to the IHSS provider’s participation in the IHSS+ program and on their Care Team. They must also enroll together with the IHSS provider as a pair.

**Curriculum Development and Training Course**

The IHSS+ Home Care Integration Training curriculum was developed by a committee comprised of multiple stakeholders, subject matter experts, and experienced instructional designers, including L.A. Care clinical management staff. A final draft of the core curriculum was reviewed by a consumer advocate. Each module is 3.5 hours long and follows an established format: Welcome, Anchoring Exercise, Core Activity, Learning Circle, and At-Home Assignment.

The competency-based curriculum incorporates evidence-based practices for adult learners including think-pair-share, scaffolding, role plays, facilitated reflection, and hands-on practice and is designed for adult learners who have varying levels of education.

Competency checks allow for demonstration of skills at the midpoint and the end of training. Each class cohort met once a week for three and a half hours for 10 consecutive weeks. Weekly make-up sessions were held for students who could not attend the regularly scheduled class in any given week.

- Total of 35 hours of in classroom training + 8 hours of take home assignments
- 10 weeks – 3.5 hours class per week
• Consumer involvement is important to the success of the program; consumers are encouraged to attend the first and last class sessions together with their provider
• Must meet 80% class attendance policy and including attending or completing a make up class for five mandatory modules
• Must achieve 80% pass rate for competency checks and skills demonstrations
• Must achieve 80% pass rate for at-home assignments

TRAINING CONTENT
Emphasis is on five specific roles that home care workers play:

Monitor
Communicator
Coach
Navigator
Care Aide

IHSS+ CURRICULA MODULES

MODULE 1  Roles and Responsibilities of the Care Provider
MODULE 2  Communication and Teamwork
MODULE 3  Introduction to Activities of Daily Living (ADLs) and Body Mechanics
MODULE 4  Personal Care
MODULE 5  Infection Control and Standard Precautions
MODULE 6  Medication Adherence and Competency Checks
MODULE 7  CPR/AED/First Aid
MODULE 8  Nutrition, Diet and Physical Activity
MODULE 9  Introduction to Vitals and Home Safety
MODULE 10 Health Plan Model of Care and Competency Checks
Evaluation Methods
The evaluation was designed to assess the impact IHSS+ has on consumers’ health, perception of care received by consumer from the Care Team (including the IHSS provider), attitude towards L.A. Care, social determinants of health including the burden of caregiving experienced by IHSS provider, peer support experienced by IHSS provider and Quality of Life (QOL) indicators, skills and knowledge gained, and Care Team participation.

For evaluation of other metrics mentioned above (except Care Team participation), surveys were designed by CLTCEC and L.A. Care for both IHSS providers and consumers and conducted in a pre-post design. CLTCEC instructors and field staff administered the in-person surveys during the first class to consumers and providers, during the 9th class for providers, and during the last class for consumers. Each paper survey was reviewed and responses were input in a database and analyzed by CLTCEC. Aggregate results of the surveys are highlighted in the next section.

We are excited about the positive survey results from both providers and consumers at the end of Year 1. We look forward to continuing this unique partnership with L.A. Care and SEIU Local 2015.
PROFILE OF PARTICIPANTS

Providers by Language

- Spanish 39% (160 providers)
- Armenian 22% (349 providers)
- English 18% (195 providers)
- Mandarin 11% (102 providers)
- Cantonese 6% (57 providers)
- Korean 3% (26 providers)

Providers by Race

- American Indian/Alaska Native: less than 1% (21% of total)
- Asian: 21% (15% of total)
- African American: 8% (13% of total)
- Latino: 41% (51% of total)
- White: 13% (17% of total)
- Pacific Islander: less than 1% (7% of total)
- Not Reported: 17% (25% of total)

Providers by Gender

- Female: 85% (349 providers)
- Male: 12% (195 providers)
- Not Reported: 4% (102 providers)

Providers’ Ages

- 19-25 years: 2% (57 providers)
- 26-35 years: 6% (26 providers)
- 36-45 years: 15% (57 providers)
- 46-55 years: 33% (102 providers)
- 56-65 years: 35% (160 providers)
- 66 years or older: 7% (349 providers)
How Many Consumers Do You Care For

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>One</td>
<td>67%</td>
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<tr>
<td>Two</td>
<td>22%</td>
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<tr>
<td>Three</td>
<td>5%</td>
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<tr>
<td>Four</td>
<td>1%</td>
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<tr>
<td>Five</td>
<td>5%</td>
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<tr>
<td>Not reported</td>
<td>1%</td>
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Consumers by Gender

<table>
<thead>
<tr>
<th>Gender</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Female</td>
<td>58%</td>
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<tr>
<td>Male</td>
<td>38%</td>
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<tr>
<td>Not Reported</td>
<td>4%</td>
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IHSS Providers

- The vast majority of IHSS workers who reported that they speak a language other than English also reported living in the US for 15 years or more, and in many cases 25 years or more.

Consumers By Race

<table>
<thead>
<tr>
<th>Race</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>American Indian/Alaska Native</td>
<td>1%</td>
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<tr>
<td>Asian</td>
<td>21%</td>
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<tr>
<td>African American</td>
<td>7%</td>
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<tr>
<td>Latino</td>
<td>33%</td>
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<tr>
<td>White</td>
<td>10%</td>
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<tr>
<td>Pacific Islander</td>
<td>1%</td>
</tr>
<tr>
<td>Not Reported</td>
<td>27%</td>
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Consumers By Age

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>18 or younger</td>
<td>7%</td>
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<tr>
<td>19-25 years</td>
<td>6%</td>
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<tr>
<td>26-64 years</td>
<td>26%</td>
</tr>
<tr>
<td>64-74 years</td>
<td>19%</td>
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<tr>
<td>75 years or older</td>
<td>42%</td>
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In My Words

Being a graduate of the IHSS+ Program has really changed my life as a caregiver and helped to improve the health and well-being of my consumer. The knowledge I’ve obtained through this program has allowed me to represent the professional side of this work and gain a greater level of trust from doctors, nurses and medical staff, thereby advancing the consumer’s care.

As the conditions of those we care for progress, it’s important that we, the caregivers, are able to grow and meet those changing needs. This program has given me the foundation and skills to do just that. It has also helped me realize my potential and has given that potential intentional purpose.

—PERCY L. TOLTON, JR.
IHSS Caregiver for over 12 years
In My Words

I’ve been a caregiver for over 15 years, having cared for about 7 consumers. Today, I care for 2 individuals – a 60 year-old gentleman who is bedridden, and a 55 year-old lady who suffers from mental illness, diabetes, and lupus.

The IHSS+ program has taught me so much. In fact, I was able to put my education to work immediately when my female client had an allergic reaction to her medication and I knew how to best respond to the situation and alert her doctors. It has also taught me how to provide better care to my bedridden client and how to better work with clients who suffer from mental illness.

IHSS+ helps prepare all caregivers for the work we do – especially those who are just entering this workforce. Thank you to L.A. Care, SEIU Local 2015 and CLTCEC for making this opportunity possible!

– PEARL GONZALEZ

In My Words

My son is 28 years old and was born with Cerebral Palsy. He’s also deaf. As his caregiver I am responsible for his every need. Through the IHSS+ course I have learned several things – including the best way to carry my son so that I don’t get hurt. I now realize that in order to care for him I have to do it in a way where I am also looking out for my health and physical wellbeing. The course also taught me things I need to watch out for and flag when caring for my son and reporting that information back to his doctor and care team – which I now see myself as being a part of.

I highly recommend the IHSS+ course for all IHSS caregivers. The instructors are great and the curriculum is easy to comprehend. IHSS+ has definitely helped me be a better caregiver.

– ISABEL MENJIVAR
PROVIDER SURVEY HIGHLIGHTS

In the last month how often did you feel stressed and lonely? 26% reported being stressed and 8% lonely at the pre-survey – BUT 59% reported less stress and 46% less lonely.

I know how to monitor the consumer and take notes – at-post survey

97%
YES

I know the difference in how to use ER v. Urgent care

97%
YES

94%
YES

67%
YES

I know how to access L.A. Care resources
I feel more confident in my ability to talk to the consumer’s Care Team about the consumer’s health status and healthcare needs because of the skills and information I learned during training.

I would recommend L.A. Care Health Plan to a friend: “strongly agree” and “agree”

Attending classes has given more a space to focus on my self-development, and has provided me with a safe environment to share my experiences as an IHSS provider.

I used the skills and knowledge I have learned in this training in other areas of my life, for example with my children and other family members.
I would recommend this training program to a friend

Strongly Agree & Agree

89%

I feel L.A. Care values me as an IHSS provider because L.A. Care sponsored this training

Strongly Agree & Agree

93%

Since participating in this training my stress level as a caregiver has decreased because (please check all that apply)

LEARNED NEW SKILLS TO HELP ME PERFORM BETTER IN MY JOB (MOST CONSISTENT RESPONSE ACROSS LANGUAGE GROUPS)

69%

CREATE RELATIONSHIPS WITH OTHER IHSS PROVIDERS

48%

FEEL OTHERS CAN RELATE TO ME SO I NO LONGER FEEL ALONE

36%

59% across all language groups reported that compared to when they started the training, their feelings of stress have decreased

Mandarin (77%) and Cantonese (81%) reported reduced stress the most
To learn more skills on how to care for the consumer
To be able to help the consumer
To further my professional development
To continue my education
To join the consumer’s Care Team
Training was recommended to me
To meet other IHSS providers

<table>
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<tr>
<th>Reason</th>
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<td>To learn more skills on how to care for the consumer</td>
<td>70%</td>
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<tr>
<td>To be able to help the consumer</td>
<td>60%</td>
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<tr>
<td>To further my professional development</td>
<td>50%</td>
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<td>To continue my education</td>
<td>40%</td>
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<tr>
<td>To join the consumer’s Care Team</td>
<td>30%</td>
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<td>Training was recommended to me</td>
<td>20%</td>
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<tr>
<td>To meet other IHSS providers</td>
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CONSUMER SURVEY HIGHLIGHTS

Over 80% of all providers completed surveys, given the complexity of the consumer population and their ability to attend sessions, less than 20% of consumers completed surveys so these results should be viewed with caution.

- 96% YES
  Do you know how to access L.A. Care resources?

- 67%

- 96% Strongly Agree & Agree
  I would recommend L.A. Care to a friend

- 98% Strongly Agree & Agree
  My Care Team has my best interests in mind

- 85%

Stress, depression, social participation responses all moved in a positive direction
96% reported that communication with their IHSS provider improved and 94% reported they can tell that their IHSS provider has learned new skills since taking the training.

I am more likely to remain a member of L.A. Care because I participated in this training.

Does the care provided by L.A. Care respect your rights, needs and opinions (also called person-centered care)?

96%

94%

Improved

Improved

88%

100%

YES