

Career Pathways

A New Approach for Recruiting and Retaining
In-Home Supportive Services Providers



What We Are Covering

- The Program
- The Need
- The Mandate
- The Approach
- The Challenges
- The Implementation



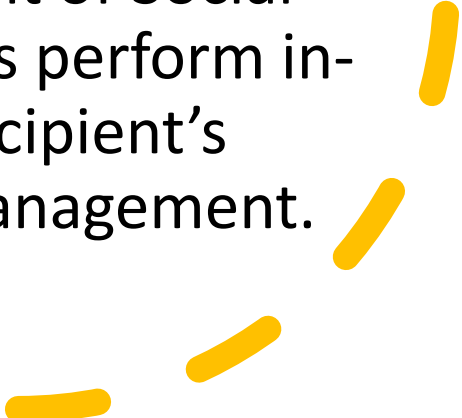
The In-Home Supportive Services Program

Supporting Recipients and Providers

The In-Home Supportive Services (IHSS) Program

The In-Home Supportive Services (IHSS) program provides in-home assistance to eligible aged, blind, and disabled individuals as an alternative to out-of-home care enabling recipients to remain safely in their own homes. Over 550,000 IHSS providers currently serve over 650,000 recipients by providing both domestic and related and personal care services.

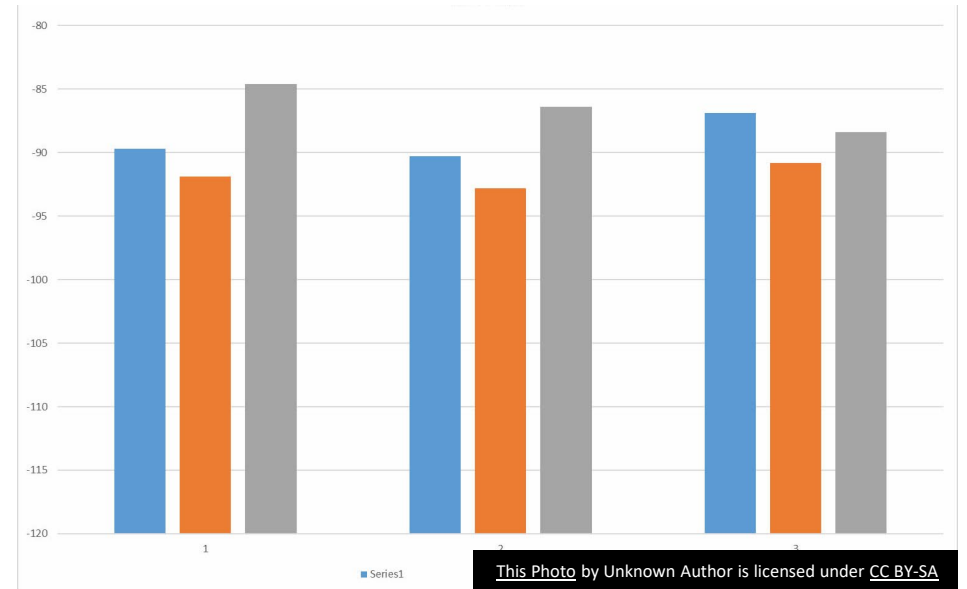
The program is administered by the counties, with oversight of the California Department of Social Services, where county social workers perform in-home assessments to determine a recipient's needs and provide necessary case management.



A Little Bit of Data About Recipients

- Number of IHSS Recipients – 678,188
 - Aged – 36%
 - Blind – 1%
 - Disabled – 63%
- Average Authorized Hours – 113.8
- Number of Monthly Authorized Hours – 77,158,374
- Severely Impaired – 34%

Source: June 2022 CMIPS Data



Now for Providers

- Number of IHSS Providers – 585,712
- Relative Providers – 71%
 - Spouse Providers – 19%
 - Parent Providers – 5%
- Live In Providers – 55.3%
 - Live-In Relative – 47%
- Average Wage - \$15.83/hour
- Average Number of Paid Hours - 120

Source: June 2022 CMIPS Data



Some Important Things to Know About IHSS

- Largest home and community-based program in the country
- One of the fastest growing major social services program in CA
- Self-directed program
- Recipients are considered employers and responsible for the management of their own care, including the hiring, firing and training their own providers

The Need for a New Way

Caregiving Challenges in Today's Environment



Caregiving in California Today

- Caregiving is essential to older adults' ability to choose where they live
- Direct-care workers earn less than half of California's median annual income
- 1 in 4 falls below the federal poverty line
- Most are women and many are immigrants
- Twice as likely to live in a low-income household

Source: <https://mpa.aging.ca.gov/>

Provider Shortage

- Californians are living longer than before, with the second highest average life expectancy in the nation of 81.9 years.
- The over-60 population is expected to grow to 25% of the population by 2030 and up to 30% by 2060
- In the coming years California will face a labor shortage of up to 3.2 million direct-care workers



The Mandate

Career Pathways

Career Pathways

Section 24 of Senate Bill 172 added Welfare & Institutions Code Section 12316.1, which mandated the California Department of Social Services administer the statewide Career Pathways Program for providers of IHSS and Waiver Personal Care Services (WPCS).

This one-time investment creates a training program for IHSS/WPCS providers to increase the quality of care, recruitment and retention of providers for recipients and to provide training opportunities for career advancement in the home care and health care industries.

IHSS and WPCS providers who have completed provider enrollment are eligible to participate in the Career Pathways Program.

Program Goals

1

Provide high quality, equitable training for IHSS and WPCS providers that is available and accessible across California.

2

Stabilize the workforce and encourage the retention and recruitment of IHSS/WPCS providers.

3

Improve quality of care by increasing collaboration and communication between providers and those they serve.

4

Support providers by providing foundational training that can be used to not only provide services to IHSS/WPCS recipients but also lead to further opportunities in the healthcare field.



Benefits for IHSS Providers

- Build personal and professional skills
- Utilize skills and competencies to propel careers in the home care and medical fields
- The program is available to all providers across California who complete the enrollment process
- Providers who participate in trainings are eligible to receive incentive payments for their time

Benefits for IHSS Recipients

- Promotes meaningful communication
- Improves the quality of care
- Improves care outcomes



The Pathways

The statute identified five separate pathways available to program participants broken into two categories:

General Pathways

1. General Health and Safety
2. Adult Education

Specialized Skills Pathways

3. Cognitive Impairments and Behavioral Health
4. Complex Physical Care Needs
5. Transition to home and community-based living from out-of-home care or homelessness



Types of Classes Available

- General Health and Safety
 - Home Safety
 - Fall Prevention
 - Durable Medical Equipment
 - Disaster Preparedness
 - Food Safety
- Adult Education
 - English for English Language Learners
 - Computer and Digital Literacy
 - Math and Financial Literacy

Types of Classes – Continued

- Cognitive Impairments & Behavioral Health
 - Dementia & Alzheimer's
 - Developmental Disabilities
 - Autism
 - Traumatic Brain Injuries
- Complex Physical Needs
 - Mobility
 - Ambulation and Transfer
 - Hoyer Lift
- Transition to Home and Community Based Living
 - Care Management and Navigating Healthcare Systems
 - Homelessness



Training Formats

To make the training available to all providers across California, the classes are planned to be:

- Available primarily online
- May be pre-recorded or taught live
- Focused on content that is important to IHSS/WPCS providers and recipients
- Available in multiple languages as much as possible

Provider Payments

Providers will be paid to participate in the Career Pathways program.

Providers will receive payment for attending training and will be offered additional incentive payments for meeting certain criteria.

- Training Attendance – Providers will be paid for the hours they spend attending training at their regular pay rate, and may receive overtime pay if they qualify.
- Incentive Payments – Providers may be eligible for three different incentive payments based on the classes they take and the recipient they serve.

Provider Incentive Payment – Type 1

Amount - \$500

Providers will be paid for completing 15 hours of training in either the General or Specialized Skills pathways.

Providers will be able to receive up to 2 –Type 1 incentive payments

Provider Incentive Payment -Type 2

Amount **\$500**

Providers will be paid for completing 15 hours of training in a Specialized Skills pathway, **and,**

Working for an existing or new recipient who has a need for that specialized care, **and,**

Providing care for 40 authorized hours in the **first month** of services.

Provider Incentive Payment – Type 3

Amount - \$2,000

Providers will be paid after completing 15 hours of training in a specialized career pathway, **and**

Working for an existing or new recipient who has a need for that specialized care, **and**

Working a minimum of 40 hours per month for at least **6 months** for that recipient

The Approach

Implementing a Large Program in a Short Timeframe

Getting Started

The statute mandated CDSS to:

- Implement Career Pathways by September 2022
- Use a competitive bid process to bring vendors onboard
- Implement a process to pay providers
- Work with stakeholders to get it done





Guiding Principles

In order to encourage provider participation, CDSS was committed to the following guiding principles:

- Making it easy to access information and classes
- Simplifying payment processes by leveraging existing systems
- Ensuring training content was quality and met the needs of providers
- Supporting providers through all the processes - from registering to getting paid
- Creating a program that was sustainable



Competitive Bid Process

Bringing on quality training vendors was a priority. The Career Pathways statute only allowed CDSS to contract with:

- Counties/Public Authorities
- Non-profits – 501(c)3
- Taft Hartley Partnerships

Bidding Requirements

Vendor must be one of the types of organizations identified in the statute

Must have experience providing training

Training classes must be relevant to what providers do everyday and their needs

Provide training in various formats and languages

More than one vendor could be selected

New RFP Process

Usually bringing on vendors is a very lengthy process. CDSS was able to use an RFP Lite process that expedited the process by making it easier to:

- Complete the template
- Define requirements
- Shorten the review cycles
- Make the review of the bids more flexible to be able to bring on more vendors

Engaging Stakeholders

CDSS employed various strategies to facilitate conversations and gather feedback.

- Listening Sessions
- Focus groups with providers and recipients
- Email
- Letters
- Social Media



The Challenges and Lessons Learned

The Bumps Along the Way

Implementation Challenges

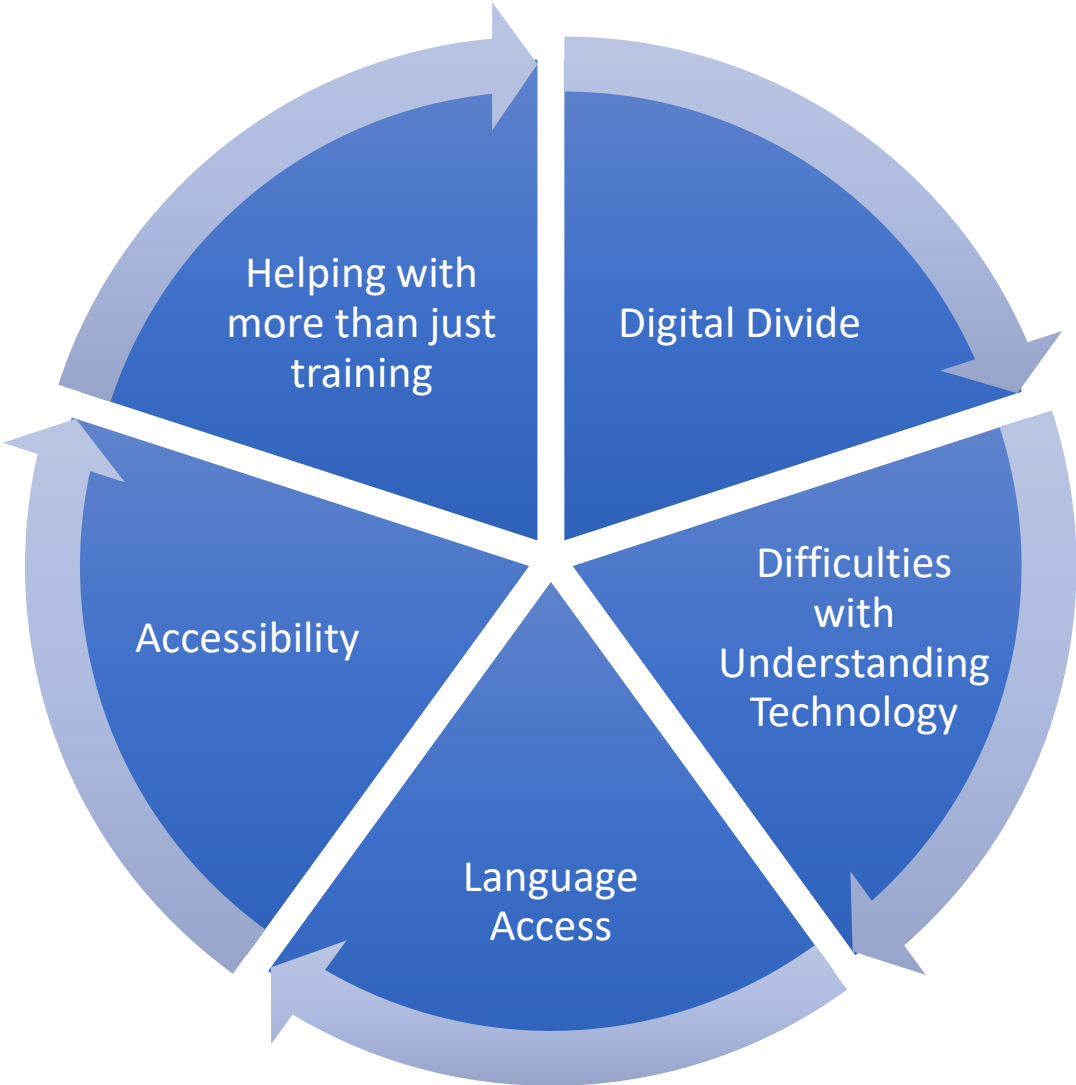
- Staff did not have background in workforce development initiatives
- Compressed timelines for implementation
- Required coordination across multiple teams – systems, contracts, policy, communications, etc.
- Contracting processes, including RFPs are extremely long
- Onboarding multiple vendors is difficult
- Low numbers of bidding vendors

Mitigation Strategies

- Brought on vendors with various expertise to assist with the development of career lattices and other workforce development work products
- Leverage existing processes
- Communicate with everyone...often
- Make sure you manage your contracts and you contracting processes
- Issuing more than one RFP



Provider Challenges



What We Heard From Stakeholders

Access to Training

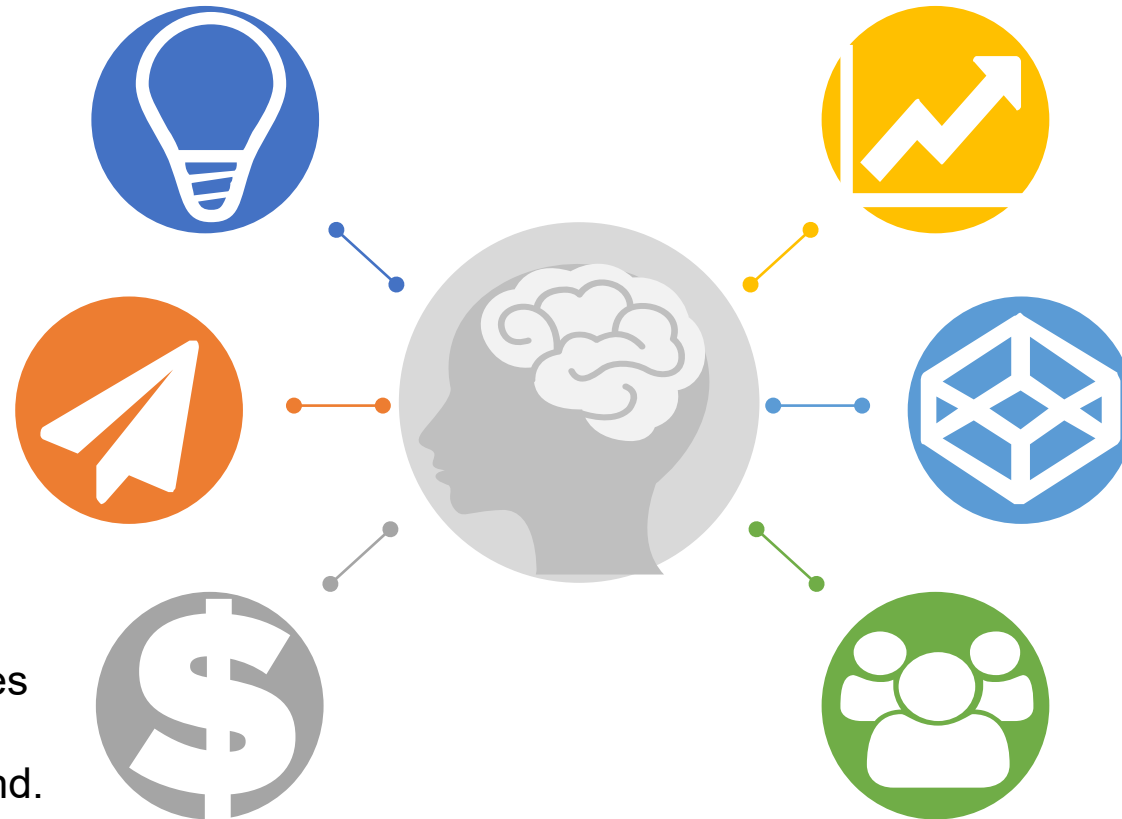
Classes should be available online, where they can go to one location to find what is available.

Course Selection

The more courses that can help the better. First Aid and CPR were the most requested courses.

Additional Payments

Many hoped for pay incentives for attending the training in addition to being paid to attend.



Quality of Care for Recipients

The end result should be better care for their recipients.

Statewide Approach

Classes should be offered statewide (in-person) as well as online.

Language Offerings

Training need to be offered in multiple languages.



Lessons Learned Along the Way

- Involve stakeholders
- Use multiple communication streams to get the word out
- Make sure all materials are written in a way to be easily understood
- Make accessibility a priority
- Identify ways to simplify everything

The Implementation

Bringing it All Together

After it was All Done

- Diverse program with various classes, many available in multiple languages
- Coaching available to providers to assist with Career Pathways and other career goals and questions
- Easy to follow process for payments to be made to providers



Take Advantage of the Opportunity







Providers can access information about Career Pathways, explore the options available to them and opt in to take classes by:

- Visiting the CDSS Career Pathways website
- Reviewing the Course Catalog for details and courses offered
- View and select the available course(s) in the Career Pathways catalog.
- Following the directions on the selected course to register directly with the vendor.
- Receiving communications about course registration and additional details directly from the course vendor.

IHSS Career Pathways Program Website

- The IHSS Career Pathways Program information and resources will be available on the CDSS website.
- The course catalog, registration information, and other program-related information will be posted on this webpage.

IHSS Career Pathways Program

					
Course Catalog	Registration Information	Electronic Services Portal	TBD	IHSS Provider Resources	CDSS IHSS Home

IHSS Career Pathways Program Description in this space...

How Do I?	The IHSS Career Pathways Program Categories	Add
<ul style="list-style-type: none"> ▪ Using the Course Catalog instruction ▪ Register for IHSS Career Pathways Program Courses instruction ▪ Navigate this webpage instruction ▪ IHSS Career Pathways Program FAQ ▪ IHSS Career Pathways Program Timesheet information 	<ul style="list-style-type: none"> ▪ General Health and Safety for Caregivers description ▪ Adult Education description ▪ Cognitive Impairments and Behavioral Health description ▪ Complex Physical Care Needs 	<ul style="list-style-type: none"> ▪ Provid inform ▪ Caree webpe ▪ IHSS inform

Over 120 Approved Courses Live in October

Cognitive Impairments and Behavioral Health

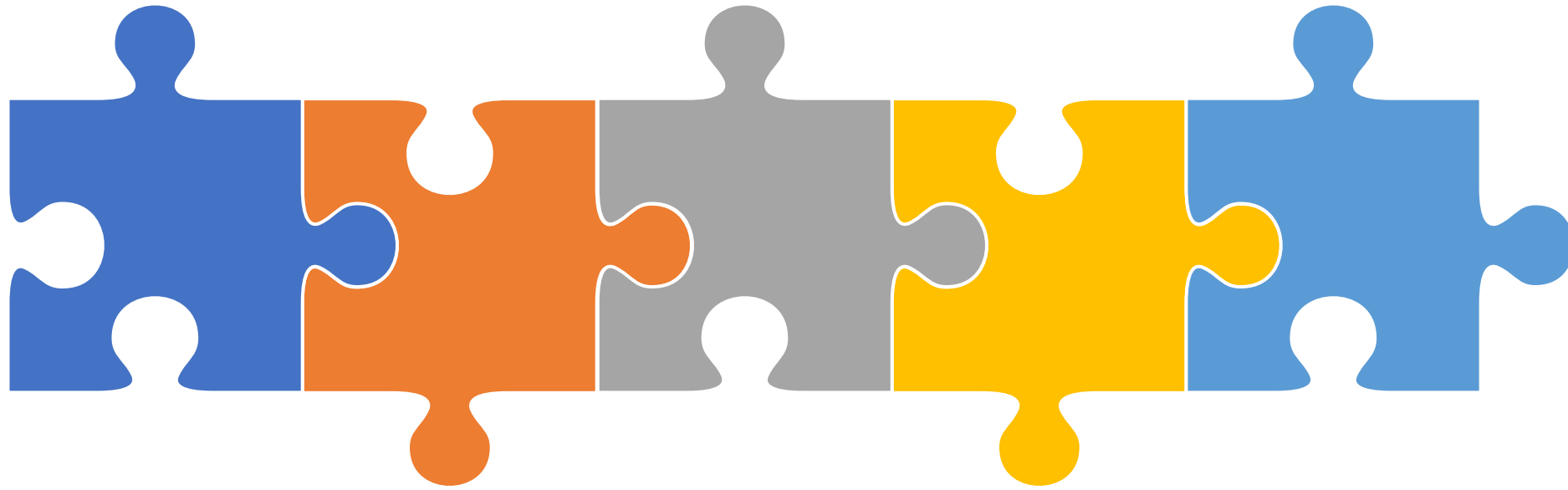


Language Offerings

English

Cantonese

Mandarin



Spanish

Armenian

Questions

