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 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 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
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 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
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
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
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
Accessing Information – Making it Easy

To make it easy for providers to access the training, CDSS created a webpage on the CDSS public website that includes the following:

- Details about the Career Pathways Program
- Catalog of classes by pathway that providers can choose from
- Career lattices and ladders that provide information for providers interested in furthering their education and exploring career options in healthcare fields
- Training materials and How-to guides for everything from accessing technology to submitting claims for payments

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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
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

- Digital Divide
- Difficulties with Understanding Technology
- Language Access
- Accessibility
- Helping with more than just training
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
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.
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.
Over 120 Approved Courses Live in October

Cognitive Impairments and Behavioral Health

Adult Education

General Health and Safety

Complex Physical Care Needs

Transition to home and community-based living from out-of-home care or homelessness
Language Offerings

English  Cantonese  Mandarin

Spanish  Armenian
Questions