



# SEIU Healthcare NW Training Partnership

WA State Legislature Joint Committee on Aging and Disability  
June 18, 2014

# BACKGROUND



# Training Partnership

- A non-profit 501c3 school serving over 43,000 students annually
- Established by ballot initiative (I-1163)
- Students are primarily are Individual Providers (IP) and Home Care Aides employed by agencies (AP)
- Labor-management partnership

# Training Partnership Governance

## Board of Directors:

David Rolf, Chair  
President, SEIU Healthcare 775NW

Nora Gibson, Secretary  
Executive Director, Full Life Care

Sterling Harders  
Vice President, SEIU Healthcare 775NW

Seth Hemond  
Director of Member Programs and  
Participation,  
SEIU Healthcare 775NW

Adam Glickman-Flora  
Secretary-Treasurer, SEIU Healthcare  
775NW

Linda Lee  
Member, SEIU Healthcare 775NW & Home  
Care Aide

Bill Moss  
Assistant Secretary, Washington State DSHS

Jesse Magana  
Home Care Consumer and Disability  
Advocate

Franklin Plaistowe  
Labor Relations Division, Washington State  
Office of Financial Management

Rich Nafziger  
Assistant Professor, Institute for Public  
Service – Seattle University

Jan Yoshiwara  
Director Education Services, State Board for  
Community and Technical Colleges

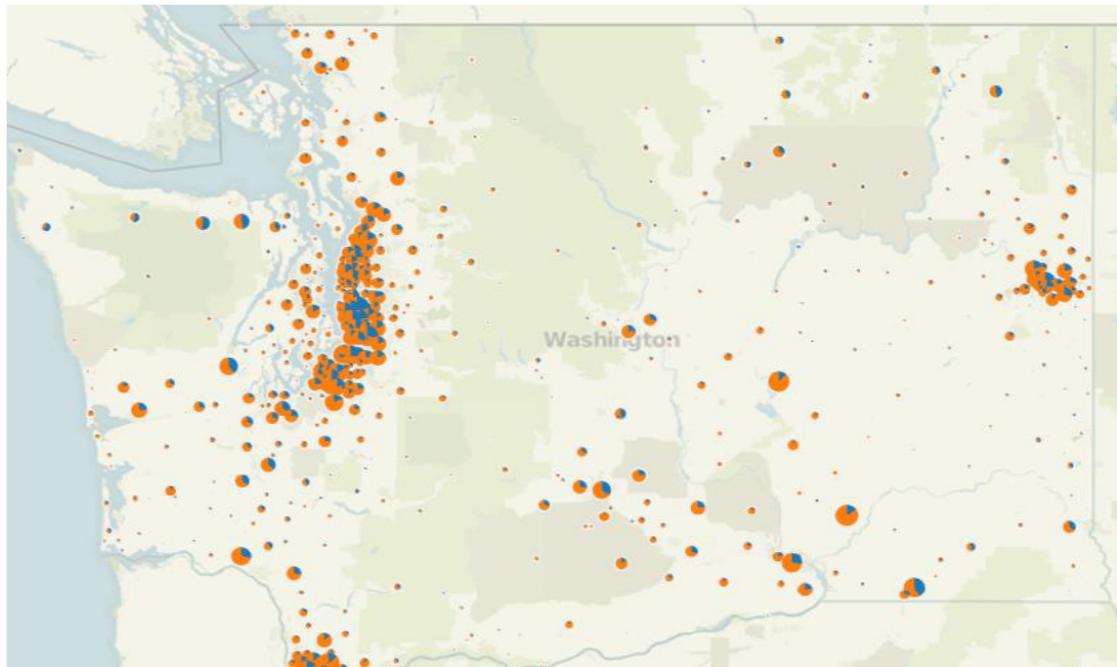
Flanna Perkins  
Regional Director, ResCare Homecare

# **3 Types of Training for Home Care Workers**

- Basic Training, Entry Level
- Continuing Education
- Registered Apprenticeship

# Training offered Statewide

## Primarily Individual Providers and Agency Providers



This year we started offering Benefits Continuation to students that make good faith effort to complete Basic Training but were unable to do so prior to their deadline. Over 500 HCAs took advantage of this benefit this year to complete their training class series.

# Training Offered in 13 Languages

In order of number of language speakers:

English  
Russian  
Vietnamese  
Spanish  
Korean  
Cantonese  
Somali  
Tagalog  
Cambodian  
Mandarin  
Ukrainian  
Arabic  
Lao



# REGISTERED APPRENTICESHIP



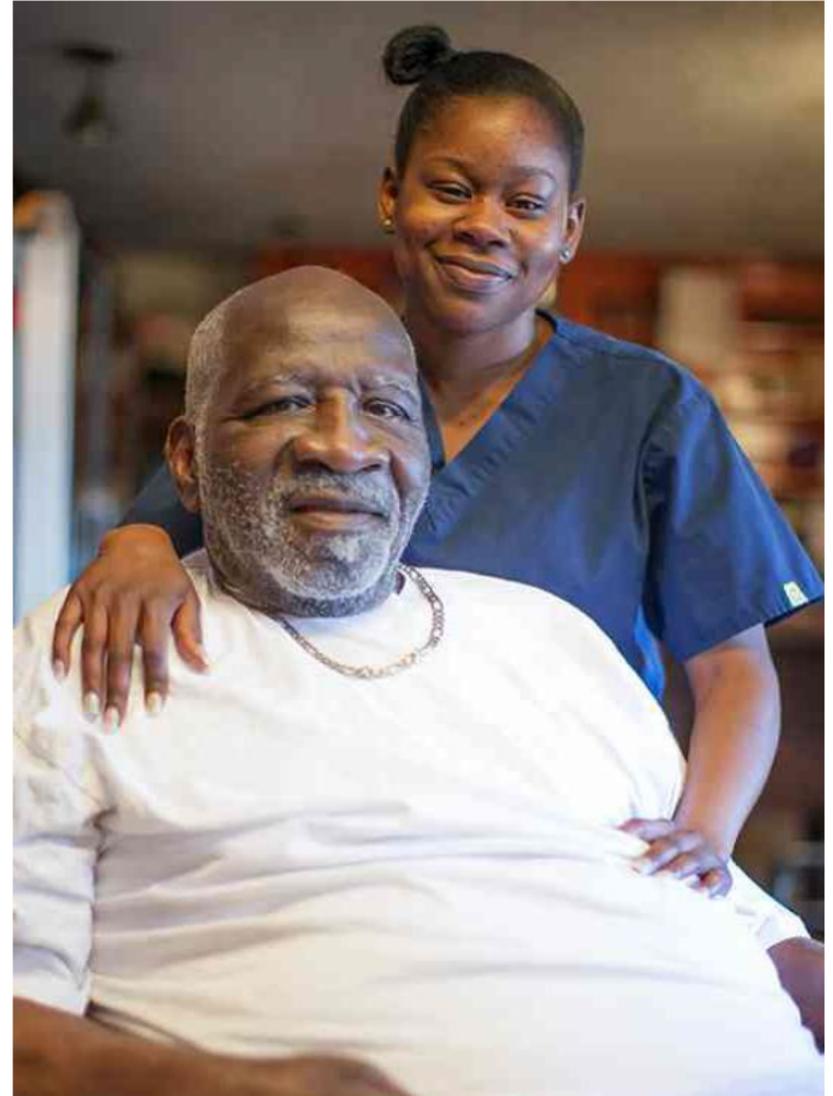
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TRAINING PARTNERSHIP

# Advanced Training

- In-depth training
- Peer mentorship
- Higher wages, more workforce stability

“Through the apprenticeship program, I’ve discovered that caregiving is something that I’m good at and that will maybe eventually lead me to pursue nursing.”

**- Asia Mitchell,**  
Apprenticeship student



# Career Pathway for Home Care Aides



**Advanced Training  
70 Hours  
+  
Peer Mentorship**



**Certificate of Registered  
Apprenticeship for  
Advanced Home Care Aide**



**\$\$**

\*wage differential

**Entry-Level Training  
75 Hours**



**Certified Home Care Aide**

\*eligible to sit for Department of Health  
credentialing exam



# HEALTHCARE CAREER PATHWAYS

In Washington State, a health care career can start as a Home Care Aide.

## REGISTERED NURSE

Registered nurses (RNs) provide and coordinate patient care, educate patients and the public about various health conditions, and provide advice and emotional support to patients and their family members.

\$35/hr



## MEDICAL ASSISTANT

Medical assistants complete administrative and clinical tasks in the offices of physicians and other health practitioners. Most medical assistants work in physicians' offices and other healthcare facilities.

\$16/hr



## APPRENTICED HOME CARE AIDE

An Apprenticed Home Care Aide has additional training and skills that allow him or her to take on more complex work. An example of an additional skill would be training in physical disabilities.

\$11/hr



## HOME CARE AIDE

Home Care Aides provide critical services to older adults and people with disabilities. Home Care Aide services include personal care, nutrition, cleaning, body transfers and more.

\$10/hr



# Apprenticeship Program Recognized by White House



SEIU HEALTHCARE NW BENEFITS

Quality Training and Benefits to Improve Care

About

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Training

Health Benefits

News and Events

## Training Partnership

### TRAINING PARTNERSHIP RECOGNIZED BY WHITE HOUSE

Training Partnership one of five groups highlighted nationwide for work to expand apprenticeships and career pathways.

[Learn More >](#)

### Manage Your Training Online

Find your training standards, view training steps.

[Learn More >](#)

TRAINING PARTNERSHIP  
RECOGNIZED  
BY **WHITE HOUSE**  
FOR APPRENTICESHIP  
PROGRAM

TRAINING PARTNERSHIP

HEALTH BENEFITS TRUST

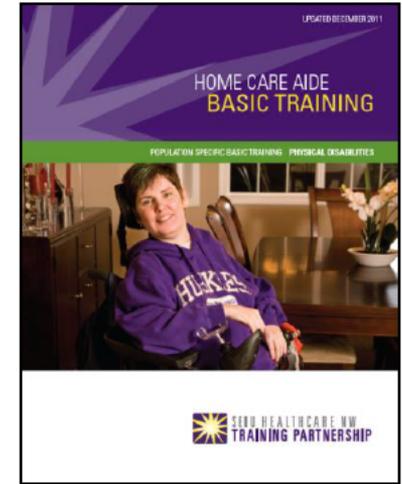
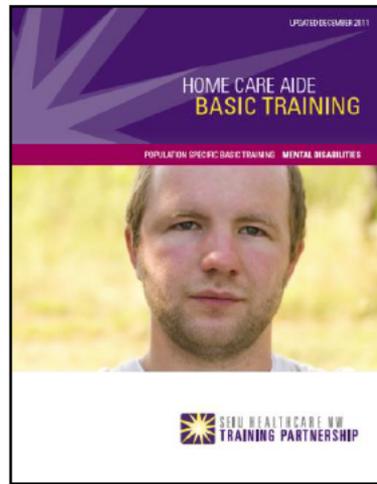
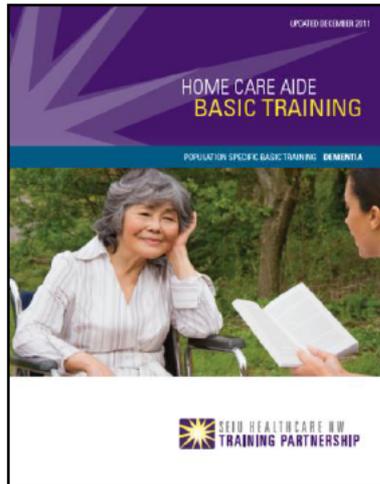


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TRAINING PARTNERSHIP

# SPECIALIZATION



# Population Specific Tracks



## Current (BT)

- Dementia
- Mental Health
- Developmental Disabilities
- Physical Disabilities

## In Development (CE)

- Safety
- Health
- Nutrition

# Continuing Education

- Over 30 new Instructor-led courses every year
- Over 10 new Online courses
- Diversity of Topics

The screenshot shows a web-based learning interface. On the left is a navigation menu with a logo for 'SEIU HEALTHCARE NW TRAINING PARTNERSHIP' and a list of course topics. The main content area is titled 'Supporting Consumers with Mental Illness, Part 1' and 'What is it like to live with a mental illness?'. It features a list of well-known people with mental illnesses, a video player for a man named Alan, and a progress bar at the bottom.

**SEIU HEALTHCARE NW TRAINING PARTNERSHIP**

Menu   Notes   Glossary

- ▶ Introduction (2:00)
- ▶ **Module 1: What is mental illness? (14:50)**
  - Introduction
  - Scenario
  - What does the HCA need to know?
  - What is mental illness?
  - How common is mental illness?
  - How common is mental illness?
  - What causes mental illness?
  - How does it feel to live with a mental illness?**
  - What is recovery?
  - What else is important to know?
  - Knowledge check
  - Summary
- ▶ Module 2: How have views of mental illness changed? (1:10)
- ▶ Module 3: How can mental illness be managed? (14:50)
- ▶ Module 4: Assessment (1:30)

Supporting Consumers with Mental Illness, Part 1

## What is it like to live with a mental illness?

**Well known people with a mental illness:**

- Eleanor Roosevelt - depression
- Buzz Aldrin - depression
- Abraham Lincoln - depression
- Catherine Zeta-Jones - bipolar disorder
- Jim Carrey - depression

**Now you will meet Alan. Alan has a mental illness.**

Alan will appear throughout the course to tell you about his experience.

**Click his photo to learn more.**

Slide 13 of 50

◀ ▶ 🔍 ⏪ PREV NEXT ⏩

# Existing Online Continuing Education

<b>Developmental Disabilities</b>	<b>Dementia</b>	<b>Physical Disabilities</b>	<b>Mental Illness</b>
Dispelling Disability Myths	An Introduction to Dementia	An Introduction to Physical Disabilities	Supporting Consumers with Mental Illness, Part 1
The Faces of Down Syndrome	<b>Nutrition</b>	Multiple Sclerosis	Supporting Consumers with Mental Illness, Part 2
Historical Perspectives on People with Developmental Disabilities	Better Health through Nutritious Cooking	Hearing and Vision Conditions	Supporting Behavior Changes in Consumers, Part 1
Positive Behavior Support for Young Consumers with Developmental Disabilities	Cultural Competency - Nutrition	Traumatic Brain Injury	Supporting Behavior Changes in Consumers, Part 2

# Existing Online Continuing Education

## Health

Oral Health Basics

Denture Care and Cleaning

Gaining Consumer Cooperation for Oral Care

Providing Consumer-Directed Care for Common Medical Conditions: Dehydration

Providing Consumer-Directed Care for Common Medical Conditions: Urinary Tract Infections

Providing Consumer-Directed Care for Common Medical Conditions: Pneumonia

Providing Consumer-Directed Care for Common Medical Conditions: CHF

Providing Consumer-Directed Care for Common Medical Conditions: Seizure

Providing Consumer-Directed Care for Common Medical Conditions: Stroke

Providing Consumer-Directed Care for Common Medical Conditions: COPD

Providing Consumer-Directed Care for Common Medical Conditions: PVD

Providing Consumer-Directed Care for Common Medical Conditions: CAD

# Existing Online Continuing Education

Safety	Other
Best Practices for the Professional HCA	Arthritis & Acute Mental Status Changes
Infection Control and Workplace Safety	Cultural Competency: Pain Management and Assumptions
Protecting Worker Safety Through Violence De-escalation, Part 1	Providing End of Life Care, Part 1
Protecting Worker Safety Through Violence De-escalation, Part 2	Providing End of Life Care, Part 2
Reducing the spread of infection through standard precautions	Recognizing and Reporting Consumer Abuse, Neglect and Financial Exploitation
Using Household Cleaning Chemicals Safely	Home Care Aides Make a Difference
Green Cleaning	Promoting Creativity
Body Mechanics	Relationships between Consumers
Falls Prevention	Supporting Consumer Independence
	The LGBTQ Community: Basics for a Better Working Relationship
	LGBTQ: Seniors

# FY15 Online Continuing Education

Developmental Disabilities	Physical Disabilities	Health	Safety	Other
Advanced DD support	Physical Disability (from website that Marissa sent)	Medical Marijuana	Community Safety and Police	Dialysis – Support Consumers on Dialysis and what they should know
		Smoking Cessation (taking the idea of medical interviewing and applying it)	Avoiding injury/Over exertion (ILT)	First Aid/CPR
		Healthy Diet & Physical Fitness		

# FY15 Online Continuing Education

Dementia	Mental Illness	Nutrition
Advanced Dementia/Alzheimer's behavior management support	Behavioral Health: how to handle difficult behaviors, dealing with difficult behaviors (break into: hearing voices,) Violence De-escalation	Diabetes Nutrition - How HCAs can support Consumer with Type Diabetes including those with fragile stage diabetes (uncontrolled) (Check PhD on Diabetes Education)
Dementia (see above)		

# FEEDBACK



# Current Feedback Loop

- Curriculum Needs Assessment
- Home Care Aide focus groups
- After Class Student Satisfaction Surveys
- Call Center/Contact Us Form for Student Support
- Employer Visits and Employer Support Team
- ALTSA – Quality and Training Team
- Curriculum Design Feedback

# Future Training Needs

- Dealing with challenging behaviors
- Mental health
- Self-direction, community integration and philosophy of supports for people with developmental disabilities
- Specialty training and career pathways
- Complex care needs
- Involvement of home care aide on care team
- And more...

# Creating a Better Feedback Loop

- Input from home care consumers
- Parent and respite provider focus group focused on training on developmental disabilities – July 15

# Curriculum or Training Feedback or Suggestions?

Contact:

[www.myseiubenefits.org/contact-us](http://www.myseiubenefits.org/contact-us)

# THANK YOU!

[www.myseiubenefits.org](http://www.myseiubenefits.org)