

Maxford Nelsen

From: Joey
Sent: Wednesday, December 07, 2016 11:15 AM
To: Maxford Nelsen
Subject: Re: Legislative hearing tomorrow on IP training

Follow Up Flag: Follow up
Flag Status: Flagged

First, I would like to thank you for your hard work towards freeing us from the union. The only reason I still allow the union to steal my money every month is because I have been so busy with having a new baby and moving, I haven't had a chance to notify them of my intentions to leave the union, the union I never agreed to be a part of.

I have always had very strong feelings about the required "training". Besides the fact that it's all completely useless information, it has even been offensive at times. I have helped care for my younger brother long before I got paid to do so. I have also worked as a medical assistant in a family practice for 5 years. Neither my formal education, nor the fact that I'm caring for a family member, has ever made any difference. I truly believe the only reason I have been forced to do the union/state required "training" is so the union can claim one more small importance of their existence. After all, they have to do something to justify stealing our money without our consent. I have even heard of employees of the union making more money than the caregivers they supposedly represent.

In conclusion, I believe that all caregivers who are caring for only a family member, should be completely exempt from any required training. I would find it acceptable to have actual educational material made available to all caregivers who want to use it, but only if that was done through the state and not the union. It would also be nice to see the material provided be from a much more medical and practical approach. Rather than just a bunch of repetitive nonsense to fill an hour of video time.

Again, thank you for all the work you, and the freedom foundation have done! I hope this email helps at the hearing today!

Joey

On Dec 6, 2016 9:57 AM, "Maxford Nelsen" <MNelsen@myfreedomfoundation.com> wrote:

Hi Joey,

I'm sending this email out to the various caregivers/individual providers I've been in touch with personally over the past two years. I know its short notice, but I wanted to let you know about a hearing in the state legislature tomorrow that I think will be of interest to you.

The State Auditor's Office (SAO) recently published a report ([available here](#)) on the home care aide certification rate in Washington. The SAO found, "...the completion rate for home care aide applicants has remained static since [initiative 1163's] implementation, staying at around 57 percent." The report also noted that, "barriers within the system contribute to the low completion rate."

Maxford Nelsen

From: Heather
Sent: Wednesday, December 07, 2016 10:37 AM
To: Maxford Nelsen
Subject: RE: Legislative hearing tomorrow on IP training

Good morning. It turns out I won't be able to attend today, but I would be grateful if you shared any/all of my testimony on my behalf. An IP who completed the training, and passed the state exam, after pursuing more hands on skills training after the SEIU Training course left me feeling unprepared. The informal training I received was from family & friends who work as CNA's, nurses and those who personally had taken the exam, and answered the questions I had, which were ignored by the SEIU Training Partnership. Only then did I feel fully prepared.

Thank you,
Heather

On Tue, Dec 6, 2016 at 3:09 PM, Maxford Nelsen
<MNelsen@myfreedomfoundation.com> wrote:

Hi Heather,

I think this is great. You're absolutely right that the SEIU has used the training system to its own benefits and its totally valid to point that out. If you want to use what you wrote me below as an outline for your remarks, I think you'll be in good shape.

If you need to reach me tomorrow for some reason, my cell number is (360) 362-3991.

Best,

Maxford Nelsen

Director of Labor Policy | Freedom Foundation
MNelsen@FreedomFoundation.com
360.956.3482 | PO Box 552 Olympia, WA 98507
FreedomFoundation.com

From: Heather
Sent: Tuesday, December 06, 2016 10:45 AM
To: Maxford Nelsen <MNelsen@myfreedomfoundation.com>
Subject: RE: Legislative hearing tomorrow on IP training

Thank you for the explanation. I will limit my concerns regarding the membership issue. However, the fact that they've required their membership sales pitch to be heard and counted to complete HCA training, I don't feel that it should be required to attend those "sales pitch" time frames except on a voluntary basis, especially when the overwhelming training and paperwork gives them an opportunity to manipulate our understanding of what we are REQUIRED to complete for our training. Those attending training are prepared to complete all necessary requirements to ensure all obligations are met by certain deadlines, and every half hour of "membership presentation" they force trainees to sit through, that doesn't even relate to the HCA coursework, is wasted time. SEIU uses valuable training time as a money making opportunity. For me personally, I felt tricked, manipulated and like there was no other option to complete my training except through them. They don't even realize how many students roll their eyes as instructors rush through material, avoid answering relevant questions and even "skipping" sections because of time constraints. Even flat out ignoring raised hands, saying "save all questions for the end of the day". When the end of the day comes, they tell everyone to save their questions for tomorrow, and the cycle continues. I'm sure you can understand such frustration and I believe it directly relates to many not completing the training as well as not feeling confident enough to take the state exam and passing, hence having to pay to retake it. The majority of students (that I personally completed training with) expressed their fear of the exam, because of the instructors not training us in the most important part of our jobs, and not correcting/explaining confusing topics when students ask.

Do you think my testimony is valid and worth sharing? Even though I've mentioned membership?

Thank you,
Heather

On Tue, Dec 6, 2016 at 10:11 AM, Maxford Nelsen

<MNelsen@myfreedomfoundation.com> wrote:

Hi Heather,

The hearing will be an opportunity for members of the public to testify. It sounds intimidating, but it's really pretty straightforward. Speaking time is usually limited to 2-3 minutes. You're allowed to prepare your comments ahead of time and read through them for your testimony. The purpose of this hearing is to focus on the training and certification aspects of the IP program, so I wouldn't bring up SEIU membership issues. We'll likely have additional opportunities to address SEIU-specific concerns during the formal legislative session which begins in January.

Hope this helps clarify. Feel free to let me know if you have any other questions. Hope you can make it!

Best,

Maxford Nelsen

Director of Labor Policy | Freedom Foundation
MNelsen@FreedomFoundation.com
360.956.3482 | PO Box 552 Olympia, WA 98507
FreedomFoundation.com

From: Heather
Sent: Tuesday, December 06, 2016 10:02 AM
To: Maxford Nelsen <MNelsen@myfreedomfoundation.com>
Subject: Re: Legislative hearing tomorrow on IP training

Good morning, I've never attended something like this before, but I would like to attend and share my thoughts but don't know where to begin. When you say share thoughts, does it mean testify? Or do I just type up my thoughts to read aloud? What topics should I bring up, does this include the Seiu membership harassment/recruitment (which is still happening after telling them to stop)? Or is this all specifically training/class related criticism? Feel free to give me a call today if it's easier to explain verbally. I feel I have beneficial testimony.

Thank you,
Heather

On Tue, Dec 6, 2016 at 9:52 AM, Maxford Nelsen

<MNelsen@myfreedomfoundation.com> wrote:

Hi Heather,

I'm sending this email out to the various caregivers/individual providers I've been in touch with personally over the past two years. I know it's short notice, but I wanted to let you know about a hearing in the state legislature tomorrow that I think will be of interest to you.

The State Auditor's Office (SAO) recently published a report ([available here](#)) on the home care aide certification rate in Washington. The SAO found, "...the completion rate for home care aide applicants has remained static since [initiative 1163's] implementation, staying at around 57 percent." The report also noted that, "barriers within the system contribute to the low completion rate."

According to the SAO, the SEIU Training Partnership, which is responsible for training all IPs, trains about 60 percent of all home care aides.

Maxford Nelsen

From: Rebecca I
Sent: Wednesday, December 07, 2016 10:11 AM
To: Maxford Nelsen
Subject: Re: Legislative hearing tomorrow on IP training

Thank you.

I did not complete my training because there was an error in the system that no one seemed to be able to fix. I was not given permission to do the training, and therefore could not enroll.

By the time someone was finally able to fix the error in the system, allowing me to register, I had less than one month to complete all of my training. This was physically not possible, as it required me to travel very far away from where I live, and literally be in classes for 40 hours a week, every week, for that entire month (and still being shy a few classes). I was not able to do the training AND provide the care I was contracted for. There was also substantial problems with me having to go so far away from my home in order to take the training.

I was later given an extension of one month to complete the training, as it was not my own fault I could not complete it, but the training would not be paid. I cannot afford to take so many hours away from my work and my family for free.

It was simply not worth the low hourly wages I was provided for the in home care services, combined with the lengthy amount of travel to take the training, and not being paid for the training.

I would have happily completed the training on time, near my home, under a more reasonable schedule, but I was not given that option, through no fault of my own.

Rebecca

On Tue, Dec 6, 2016 at 9:53 AM, Maxford Nelsen <MNelsen@myfreedomfoundation.com> wrote:

Hi Rebecca,

I'm sending this email out to the various caregivers/individual providers I've been in touch with personally over the past two years. I know its short notice, but I wanted to let you know about a hearing in the state legislature tomorrow that I think will be of interest to you.

The State Auditor's Office (SAO) recently published a report ([available here](#)) on the home care aide certification rate in Washington. The SAO found, "...the completion rate for home care aide applicants has remained static since [initiative 1163's] implementation, staying at around 57 percent." The report also noted that, "barriers within the system contribute to the low completion rate."

According to the SAO, the SEIU Training Partnership, which is responsible for training all IPs, trains about 60 percent of all home care aides.

Mary

December 6, 2016

To whom it may concern:

Re: SAO report on Initiative 1163

I am a caregiver for my grandson who is severely disabled by Autism. He was diagnosed at age 3 and is now 16 years old. We have accepted the fact that he will never, ever be self-supporting or able to be without 24 hour supervision.

Due to his condition, caring for him is anything but a glamorous job. He suffers from allergies and many chronic stomach and intestinal ailments. Sometimes he loses control of his bowels. Now that he's a young man and not a child, it's hard for my daughter to find reliable caregivers who are willing to even stay with him for a few hours, let alone several hours a week. At the present time, his mother and I are the only caregivers.

Up until a few months ago, there were at least two additional caregivers who were licensed and providing help through DSHS. Both had taken the mandatory 75 hours of training, and then had subsequently renewed their licenses by doing the annual 12 hours training required by the State. Neither of them have renewed their licenses this year.

This is my personal experience with the training program: I became an approved caregiver for my grandson through DSHS in 2008 after sitting through a 5 hour training period that consisted of watching videos of what to do in cases of emergency, etc. After that, all that was needed was an annual fee to the State of Washington to renew the license.

In 2012, the voters approved an Initiative that required all caregivers, regardless of relationship to the client, to undergo complete background checks, take 75 hours of classroom training and pass a test to become licensed, plus annual 12 hour continuing education classes with tests to maintain their license in good standing.

As you know, SEIU 775 was designated as the authorized provider of said training; the locations, dates of training and subject matter is controlled by SEIU 775.

The closest location where I could take the 75 hours of additional training was at SEIU's office in Lynnwood. I live on Whidbey Island and this required two weeks, 5 days per week for me—including roundtrip ferry fare. It also meant that I could not help care for my grandson during that time which created an additional burden on my daughter.

SEIU offers online courses to renew the license so that you don't have to go to a location. I have renewed my license at least twice online but found the website very difficult to work with. Instead of 12 hours class time on 12 topics, it took from 2 to 2.5 hours to complete one lesson. The site stalled, pages disappeared, all kinds of glitches so you had to repeatedly start over.

I had enough of the online renewal so this year, I opted to travel to Port Angeles for classroom instruction. Of course, from where I live on Whidbey, not only did this require round trip ferry travel, but an overnight stay in PA as well. I have not been reimbursed for hourly travel time or ferry expenses, and neither did I ask.

Finally—I've told you that I care for my grandson. Almost ALL of the subject matter in these classes is for end of life situations. I've wasted hours of repetitive lessons on cleaning dentures, changing adult diapers, going through the motions of giving bed baths, administering medicine, multi-culture counseling, multi-racial counseling, assisting with feeding, preparing meals and a plethora of useless skills for someone who takes care of a family member from babyhood to young adulthood.

Thank you for your time, and I hope you found this helpful in your deliberations.

Mary

Maxford Nelsen

From: Carol
Sent: Tuesday, December 06, 2016 6:16 PM
To: Maxford Nelsen
Subject: Re: Legislative hearing tomorrow on IP training

Follow Up Flag: Follow Up
Due By: Tuesday, December 06, 2016 9:45 PM
Flag Status: Flagged

Thank you for testifying on our behalf. My main issue is having someone with past medical experience be required to take this remedial training. I was a nurse/nurse practitioner for 40 years, now retired. After three-four months of going back & forth supposedly needing the 70 hours of training, a resolution was finally made that I take the thirty hours of basic training to become a respite worker for my grandson. All this time I did provide care because of his needs, but was not in the system. There needs to be some type of provision for persons with past medical experience. Again thank you for bringing the issues to light.

Carol MSN, ARNP retired

On Tue, Dec 6, 2016 at 9:52 AM, Maxford Nelsen <MNelsen@myfreedomfoundation.com> wrote:

Hi Carol,

I'm sending this email out to the various caregivers/individual providers I've been in touch with personally over the past two years. I know its short notice, but I wanted to let you know about a hearing in the state legislature tomorrow that I think will be of interest to you.

The State Auditor's Office (SAO) recently published a report ([available here](#)) on the home care aide certification rate in Washington. The SAO found, "...the completion rate for home care aide applicants has remained static since [initiative 1163's] implementation, staying at around 57 percent." The report also noted that, "barriers within the system contribute to the low completion rate."

According to the SAO, the SEIU Training Partnership, which is responsible for training all IPs, trains about 60 percent of all home care aides.

In my many conversations with IPs over the past two years, I've heard a number of concerns about both the extensive training requirements and about the SEIU Training Partnership itself. I'm planning to testify at the hearing tomorrow and invite you to either attend and share your thoughts in person, or email me your thoughts about the current training requirements/system. I'll submit any emails I receive to the committee tomorrow.

Maxford Nelsen

From:
Sent: Tuesday, December 06, 2016 7:28 PM
To: Maxford Nelsen
Subject: Re: Legislative hearing tomorrow on IP training

Follow Up Flag: Follow Up
Due By: Tuesday, December 06, 2016 9:45 PM
Flag Status: Flagged

Max

When I attended training to become an IP for my daughter in 2009, I was surprised to find that the initial 1.5 hours of “training time” was turned over to representatives of the SEIU and the actual Trainer left the room. This hour and a half had nothing to do with IP training, but was instead devoted to promoting the union, their policies and interests.

Since I had no interest in joining the union, I asked if I could leave and return for the training portion. I was told “No”, that the SEIU’s presentation was part of the training. When I told them that I had no intention of joining the union, I was bullied and harassed to the point that a gentleman in the class actually stood and told the SEIU rep to “back down”. I refused to sign any of their paperwork, but I was inducted into SEIU just the same.

They took dues from my wages for years, until Harris v Quinn. The interesting part was that nowhere on my paycheck did it ever show a deduction for “union dues” I have no idea how much they took from me and my daughter.

Because I read conservative websites, I was aware of the significance of Harris v Quinn. I contacted SEIU the day afterwards and asked that they stop taking money from my paycheck. I was told that they didn’t have a process to implement Harris v Quinn. It took another 6 months and help from the Freedom Foundation before I was finally able to stop paying SEIU dues. I requested reimbursement back to the date of Harris v Quinn. I’m still waiting for that check.

Thanks for all you do Max. You and the Freedom Foundation are fighting the good fight and making a real difference in people’s lives.

Marcia

On Dec 6, 2016, at 9:53 AM, Maxford Nelsen <MNelsen@myfreedomfoundation.com> wrote:

Hi Marcia,

I’m sending this email out to the various caregivers/individual providers I’ve been in touch with personally over the past two years. I know its short notice, but I wanted to let you know about a hearing in the state legislature tomorrow that I think will be of interest to you.

The State Auditor’s Office (SAO) recently published a report ([available here](#)) on the home care aide certification rate in Washington. The SAO found, “...the completion rate for home care aide applicants has remained static since [initiative 1163’s] implementation, staying at around 57 percent.” The report also noted that, “barriers within the system contribute to the low completion rate.”

Maxford Nelsen

From: Cheryl
Sent: Tuesday, December 06, 2016 7:53 PM
To: Maxford Nelsen
Subject: Fwd: Legislative hearing tomorrow on IP training

Follow Up Flag: Follow Up
Due By: Tuesday, December 06, 2016 9:46 PM
Flag Status: Flagged

----- Forwarded message -----

From: Cheryl
Date: Tue, Dec 6, 2016 at 3:23 PM
Subject: Re: Legislative hearing tomorrow on IP training
To: Cheryl

I so appreciate you Max, for standing up for the right training for the right people. I cannot attend the hearing tomorrow, although I would really like to. I am a pastor and I have a memorial on my schedule.

I don't have any recommendation to the Barrier to HCA Certification. But if you ever get to the actual training here is my beef!

I have been a DSHS caregiver to my sons and to two of their friends since 1993. I have been working for the same individuals for 23 years. What I do is overseen by DSHS/DDD case manager, employment specialists, members of the community and the family of the individuals I support that are not my direct family. I started taking continuing ed classes in 2009. The classes I took in the first two years related to my care for my guys. (Best practices, Infection control). Then we started into classes given just to be giving classes, fulfilling a requirement. Having to take 13 hours of class when only 3 hours of the required continuing ed for a year provided relevant information to the individuals I am supporting does not make sense. After supporting the same individuals since birth (my two sons) and their roommates (since 1993) **I believe I am qualified to give care.** I have gotten paid over and over for taking classes on assisting with brushing teeth, oral care, nutritious meal preparation, challenging behaviors. Out of the classes I have taken all these years only a few each year assist me in actual care to the individuals I support and many of the classes I took were the same information with different titles and I took them several times.

At this time I have completed 7 of my 13 required classes for the year. Now the only online classes available to me at this time in completing my requirements are two classes on the LGBTQ community. I will never use this training. And that is the way of most of the training offered me to support the individuals I care for. What a waste of my time and the state's money. If I can see what a waste this is, I believe others see the same thing. For me it is as if I keep taking the same classes on brain surgery when what I really want to do is give the best foot care.

There is never 13 classes offered each year that cover the needs of my guys or aren't repeats so I take classes like Understanding Depressions Effects, Positive Behavior Support for young consumers with developmental disabilities (my guys are in their late 40's to early 50's) or Supporting Consumer's with Cerebral Palsy and care for people with dementia (it is more likely that I will have it before they do).

The requirement of 13 hours of training and then not providing 13 hours of training that pertains to the individuals we support is frustrating. If you are going to have 13 hours of continuing ed required make them relevant. My recommendation is no more classes just to be having classes.

Can the length of years that the care provider has worked with same individual be taken into consideration of the Continuing Education requirement of class hours?

A Career Caregiver is a special classification. They would benefit from information for wide variety of individuals they support. My best guess is that the majority of caregivers are not career caregivers. It would be interesting to find out how many caregivers are career caregivers verses those who are doing it to help their family or friend and would not be in this role if it wasn't for our family member or friend. Maybe that is why we have a hard time getting care providers. We keep thinking it is a career, for most of us it isn't. Those we care for are either our family or an extended part of our family. Maybe if you are looking for career caregivers you need to be looking at what they would want.

One more pet groan - Stop SEIU from making their union political views from being used in the videos. I took a class on Traumatic Brain Injury (another class I have no need for). I didn't know that keeping a gun unloaded and in a safe was a way to limit brain injury due to violence. I am sure that not drinking alcohol to excess would limit violence, but not so sure that guns rates a #1 on violence.

Being paid to support our family members and others allows us to care for them in loving home environments and out of costly care facilities. I am thankful that I can give my time to support my guys to live the life they do in the community.

I do what I do out of love and respect and I am honored to be able to do it.

PS: please use my email of

Maxford Nelsen

From: Linda
Sent: Wednesday, December 07, 2016 7:22 AM
To: Maxford Nelsen
Subject: Fwd: Legislative hearing tomorrow on IP training

Below are comments from our former primary IP who is now a Special Ed teacher.

Begin forwarded message:

From: Michelle
Date: December 6, 2016 at 4:20:39 PM PST
To: Linda
Subject: Re: Legislative hearing tomorrow on IP training

I (thankfully) didn't have to do the same initial training providers have to do now. I can say that the continued training RARELY has anything to do with caring for clients like Ashley. Most of them are about elderly care. A lot of them are repetitive as well. It feels like a waste of time. Its also a waste of state money because I get paid nearly \$200 to take classes that have nothing to do with my job. I know someone (one of my paras) who is trying to get contracted and may end up not doing it because of the training. She has the full time job plus she works privately for a family after school. She would need to give up several of her days off or take time off her full time job to attend those 72 hours.

Hope there's some useful information in there.

Michelle

On Dec 6, 2016, at 4:03 PM, Linda

rote:

Sent from my iPhone

Begin forwarded message:

From: Maxford Nelsen <MNelsen@myfreedomfoundation.com>
Date: December 6, 2016 at 9:52:50 AM PST
To:
Subject: Legislative hearing tomorrow on IP training

Hi Linda,

I'm sending this email out to the various caregivers/individual providers I've been in touch with personally over the past two years. I know its short notice, but I wanted to let you know about a hearing in the state legislature tomorrow that I think will be of interest to you.

Maxford Nelsen

From: Linda
Sent: Wednesday, December 07, 2016 7:18 AM
To: Maxford Nelsen
Subject: Re: Legislative hearing tomorrow on IP training

Hello,

This training is something I'm struggling to complete at this time. I'm very frustrated with this wasteful process. I would have gone to the hearing had I known.

My situation is a little different. I have a significantly disabled daughter but also work for DSHS. I became contracted as an IP but wasn't able to take the parent provider training at my local setting. They said they had no way to be flexible and couldn't train me, they weren't allowed. I ended up paying \$150 for the training on a Saturday in Seattle. Of course I had to locate a caregiver for my daughter (father deceased). The contract was terminated by DSHS because of my employment and a perceived conflict of interest.

Eventually I succeeded in getting an exception to work for a home care agency as a parent provider for my daughter. One of the reasons they allowed this was because I was having a hard time locating caregivers. I found some exceptional people but the training requirements scared them away.

Now I'm on a countdown to complete my training. I didn't know until it was too late that it had to be scheduled immediately with SEIU. Their only option was to travel from Gig Harbor to Lynnwood in January on weekdays. (Not an option) The home care agency is letting me take it piecemeal but I still have to locate care for my daughter.

The rules say a parent provider has an abbreviated training requirement. Home care agency rules are different. SEIU has not been able to resolve this for me.

I need caregivers to complete the SEIU training. Caregivers are in short supply because of the training requirements. I may become ineligible because of the training because I can't find support because of the training.

The training requirements are intended for the career IP. Most care is a patchwork of support by those with other obligations. The neighbor who will provide some support on Saturdays or cousin who can do Thursday on her day off. The young person home for the summer from college.

Not anymore! This pool of support has been destroyed by these training requirements. The training initiative was misrepresented.

The goal is to help the disabled stay in their homes. This isn't helping its hindering. The state is being sued by DRW because they don't have enough of the expensive \$91,000/yr residential programs for developmentally disabled to meet the demand. There are ripple effects when people don't get the help they need.

The more severely developmentally disabled need a lifetime of care. Their families provide the bulk of that care and train others about the unique needs of those individuals. SEIU is creating expense and hardship for this group, not to mention the new expanded bureaucracy that's now required to meet this.

Linda

I will forward an email from my former primary IP of eight years who is now a special Ed teacher.

Maxford Nelsen

From: Marilyn
Sent: Wednesday, December 07, 2016 12:02 AM
To: Maxford Nelsen
Subject: Re: Legislative hearing tomorrow on IP training

Dear Maxford: Thanks for your letter. I do not know if I am responding in time, because I have not been able to tend to my computer and email because i have been moving. I am moving to Mountlake Terrace. I am working as an employee now for the state. Below are the barriers that I see to getting more IPs or care givers:

1. Very low pay with no automatic C.O.L. increases to keep up with the cost of living. By the time a raise becomes effective and funded, it means nothing because the cost of living will have increases by more than the raise in wages.
2. In addition to low wages, the more insulting factor is that the state does not want to pay any benefits or even L&I or the employer contribution to SSA or any other benefits other than vacation. I make twice as much in private care than I do with COPES under SEIU.
3. HCAs should be transferred into the CNA program so that the requirements are uniform and then everybody who does caregiving in the home or institutions will all have the same certification and then can work at both places.
4. In summary, they do the toughest assignments and yet they are at the bottom of the pay scale. Why? Because SEIU negotiators do not know how to really negotiate very well. I feel certain that funding could be obtained if there would be a petition for people to sign. "Sin" taxes - cigarettes and alcohol taxes- could fund half and the other half could be funded by a 2 or 3 pt increase in sales taxes. Most people would vote for that because the general public is afraid of running out of funding to enable quality long term care for the rest of their lives. Also the public is wise to the fact that care givers who clean up patients' excrements and do all kinds of things that most people would not want to do get paid less than 25% of what nurses make and about the same as fast food restaurants pay. So there is something majorly wrong with that scenario.

If i were a negotiator and worked for SEIU, I will bet that i could get the state to cooperate, especially with some funding coming as approved by the public through petitions.

Marilyn

From: Maxford Nelsen <MNelsen@myfreedomfoundation.com>
To: >
Sent: Tuesday, December 6, 2016 9:54 AM
Subject: Legislative hearing tomorrow on IP training

Hi Marilyn,

I'm sending this email out to the various caregivers/individual providers I've been in touch with personally over the past two years. I know its short notice, but I wanted to let you know about a hearing in the state legislature tomorrow that I think will be of interest to you.

The State Auditor's Office (SAO) recently published a report ([available here](#)) on the home care aide certification rate in Washington. The SAO found, "...the completion rate for home care aide applicants has remained static since

Maxford Nelsen

From: Lara ..
Sent: Tuesday, December 06, 2016 11:32 PM
To: Maxford Nelsen
Subject: Re: Legislative hearing tomorrow on IP training

I am a caregiver as well as the mother of a 17 year old with Autism and a 21 year old son with Down syndrome. We live about 14 miles from Eastern Washington University, 25 miles East of Spokane. Before the new training requirements went into effect, I always had college students provide care for my sons. This provided the students with experience that helped them in the degrees they were pursuing while at the same time providing my sons with quality care. One caregiver even decided to change her career plans from psychology to special education after working with my sons.

Since extensive training came into effect, I can no longer find college students to work. I tried having a college student work the first year, but the training was offered only during the day while Sam--the student who I hire--had classes. Sam was not allowed to take online classes until after he was out of compliance which was after classes started up again AFTER winter break. Then Sam was unable to get the online classes done until he had his Spring break. He found another job before having to do the required practical test.

After that, I advertised on the usual job boards, and no students even applied. Because of where I live, I have had no luck with the referral registry, so I only use my sons' respite hours for events through Cheney Parks and Recreation and occasionally when my son is in Spokane and my friend is available to provide respite. My son is authorized many hours that are not used.

Sincerely,

Lara .

On Tue, Dec 6, 2016 at 9:53 AM, Maxford Nelsen <MNelsen@myfreedomfoundation.com> wrote:

Hi Lara,

I'm sending this email out to the various caregivers/individual providers I've been in touch with personally over the past two years. I know its short notice, but I wanted to let you know about a hearing in the state legislature tomorrow that I think will be of interest to you.

The State Auditor's Office (SAO) recently published a report ([available here](#)) on the home care aide certification rate in Washington. The SAO found, "...the completion rate for home care aide applicants has remained static since [initiative 1163's] implementation, staying at around 57 percent." The report also noted that, "barriers within the system contribute to the low completion rate."

According to the SAO, the SEIU Training Partnership, which is responsible for training all IPs, trains about 60 percent of all home care aides.

Maxford Nelsen

From: Diana ·
Sent: Tuesday, December 06, 2016 4:18 PM
To: Maxford Nelsen
Subject: Re: Legislative hearing tomorrow on IP training

Hi, thanks for the email. I won't be able to attend.

The whole training system is a mess in my opinion. When I signed my contract, I met with the group of other ladies who were signing that day. First, we met with the union. Who knew about that? The union tries to coax you into joining.

After your contract signing, it seems that no one knows which group handles what. Who do you call for questions, the training sign up doesn't go smoothly, the case manager doesn't seem to know anything about the training, the department of health knows but doesn't, etc. There's way too many agencies or groups if people involved. This whole process should run smoothly and it doesn't.

Plus, there's a different system for reporting your work hours. It's not that user friendly in my opinion so I'm not crazy about it. I received a debit card in the mail and one of my checks was deposited onto that card. Had no idea why so I had to call. I never gave my ok to do that, but I decided it was a good option - after calling in.

It's just a huge mess. It needs to be streamlined better so the people who are coming on-board know how the process works.

These are some of my thoughts.

Thanks for testifying tomorrow.

Diana

Sent from my Verizon Wireless 4G LTE DROID

On Dec 6, 2016 9:53 AM, Maxford Nelsen <MNelsen@myfreedomfoundation.com> wrote:

Hi Diana,

I'm sending this email out to the various caregivers/individual providers I've been in touch with personally over the past two years. I know its short notice, but I wanted to let you know about a hearing in the state legislature tomorrow that I think will be of interest to you.

The State Auditor's Office (SAO) recently published a report ([available here](#)) on the home care aide certification rate in Washington. The SAO found, "...the completion rate for home care aide applicants has remained static since [initiative 1163's] implementation, staying at around 57 percent." The report also noted that, "barriers within the system contribute to the low completion rate."

Maxford Nelsen

From: Shannon
Sent: Tuesday, December 06, 2016 3:57 PM
To: Maxford Nelsen
Subject: Re: Legislative hearing tomorrow on IP training

Sorry this is getting to you so late. Boy, do I have a lot to say about the training!!

++ Many of the aides are working with a population of disabled adults/adult children, those who have autism or Down syndrome or other disabilities they have had their whole lives. **NOTHING** IN THE TRAINING ADDRESSES THE NEEDS OF THIS POPULATION, which is a tsunami of adults with autism just beginning to hit the state agencies. I always have to train the aides myself, after having to find subs for two weeks while they sit in that totally-unrelated-to-what-they-will-be-doing class. It was bad enough when it was ONE week, but two is just torture.

++ The "test" itself is ludicrous. You have to pay \$115.00 to perform ONE SINGLE TASK. One of my aides had to do perineal care, even though he told them he would NEVER, EVER have to do that with my son (his only client). He failed that 'test' and then had to pay to take it again, and he passed the second time. What a stupid thing, to pass or fail a test based on performance of a SINGLE task.

++ As I told you once before, the "training" provided by the SEIU does NOT always align to the tasks set out by DDA/DSHS. There's the one on "bias" that displays EXPLICIT bias in the training module and the one on younger clients that says that they need more "supervision," which the Departments insist they do NOT pay for.

++ Now that the state minimum wage is going up across the board, I doubt that they will be able to find ANYONE who is willing to sit through all of the above crap just for a few extra cents per hour than they can get anywhere else. I doubt that I would.

++ The CEU training is also just ludicrous. Yes, they should take reminders of such things as basic hygiene, etc. every year. But they have to take 10-12 hours of training, ALL of which MUST be different than that they have taken before. A module on bias, that is itself very biased? Why? What place does that even have???? If someone doesn't like an aide, for whatever reason, you just ask for another. Simple as that. I know there are a lot of other modules that are just silly to be wasting time--and the state's money--on taking, which have absolutely NOTHING to do with home care.

I think these are the main points. Sorry we can't make it tomorrow, we have previously scheduled appointments. Thanks for the chance to let my concerns be heard.

Shannon

On Tue, Dec 6, 2016 at 9:53 AM, Maxford Nelsen <MNelsen@myfreedomfoundation.com> wrote:

Hi Shannon,

I'm sending this email out to the various caregivers/individual providers I've been in touch with personally over the past two years. I know its short notice, but I wanted to let you know about a hearing in the state legislature tomorrow that I think will be of interest to you.

Maxford Nelsen

From: Loren
Sent: Tuesday, December 06, 2016 3:47 PM
To: Maxford Nelsen
Subject: Re: Legislative hearing tomorrow on IP training

Hello Maxford. I met with the small dads' group today and came away with the following real-life issues:

1. While parent providers are exempt from most training requirements (they have the least hours required - at about 5-7 lifetime hours) other members of the client's family are subject to the full training requirements intended for people who are making a career out of care giving. Many grew up in the same home and were exposed to all the same care requirements as the parents but they don't get the same treatment for training. Parent providers are not barred from pursuing a career path and some make that choice. Once they do this, they are subject to the general training and certification requirements. Any family member who is providing care for only their family member should have the same familial exemption that is currently limited to parents. When you are exposed to care for only one client and often just respite care until the parents become unable to continue care, it is insane to require all of the same training as for those providers who are on-call to provide for any client in the community. We support the broader training requirements for those providers who serve more than one client and may encounter anything in the course of their work. The training requirements should be linked to the provider's ability to be placed on the registry or for anyone holding themselves out to general care. Training in specific needs areas should be AVAILABLE to a clients siblings, family and parents but should not be required - unless it is a specific requirement identified in the client's person-centered plan.
2. Many families have tried to fill the current availability void in regard to respite providers only to find the broad-based training requirements an impenetrable barrier. When a friend, neighbor, church member or other willing person is recruited by the family to provide respite care to a SINGLE IDENTIFIED CLIENT, the training requirement should be limited to the amount and substance that pertains to that client's unique needs. A single client provider should be required to obtain that specific training called out in the client's person-centered plan, but no more. Such a provider would never be placed on the registry or be allowed to hold themselves out for hire in the general client population. Many families report that when the respite providers they recruit encounter the training protocols and certification requirements, they drop out. These families end up going without respite care for the lack of available and appropriate providers.
3. Sibling, family and neighbors who would be willing to serve as client-specific providers have raised objections to the mandatory nature of certification and training on union operations. These are providers of convenience and they are not pursuing a career path. The certification track and mandatory training on union issues have nothing to do with addressing the needs of their one identified client or the limited care these providers intend to provide. The client-specific nature of the care they intend to provide is not a chosen profession and is not appropriate to either certification or union operations. These client-specific providers should be exempted from the elements of training having to do with certification and union operations.

Thanks for giving us the opportunity to provide input. Hope to see you tomorrow at the Hearing.

Loren

Maxford Nelsen

From:
Sent: Tuesday, December 06, 2016 3:42 PM
To: Maxford Nelsen
Subject: Re: Legislative hearing tomorrow on IP training

Dear Mr. Nelsen,

The problem my family is facing with SEIU right now is that there seems to be no way to "downgrade" one's status. Case in point: I have a daughter with Down Syndrome and Autism and I am her Individual Provider. I did my parent provider training and I will have no further training to do. Yay.

My daughter-in-law has been an Home Care Aid for several different clients and also my daughter. But now she has started her own family and has no intention of taking on a client load again. But she does still want to care for my daughter (her sister-in-law).

According to SEIU she will have to keep doing the Continuing Education classes of an HCA and paying the \$85 fee to do so each and every year because they won't allow her to downgrade her status from HCA to Individual Provider. Yes, she gets paid for her time to do the online classes - after paying the \$85 fee she comes out about \$20 ahead. But SEIU could change their fee anytime and she would lose time and money just because they won't let her change her status. That would also bring up the question is SEIU falsely inflating their training completion rate by making my daughter-in-law (and others like her) take the training when she really shouldn't need to since she is related to the client? Those are my thoughts.

Thanks for going there to do this. Unfortunately it is impossible for me to be there. Keep us informed.

Happy Holidays!
Paula

On Tuesday, December 6, 2016 9:57 AM, Maxford Nelsen <MNelsen@myfreedomfoundation.com> wrote:

Hi Paula,

I'm sending this email out to the various caregivers/individual providers I've been in touch with personally over the past two years. I know its short notice, but I wanted to let you know about a hearing in the state legislature tomorrow that I think will be of interest to you.

The State Auditor's Office (SAO) recently published a report ([available here](#)) on the home care aide certification rate in Washington. The SAO found, "...the completion rate for home care aide applicants has remained static since [initiative 1163's] implementation, staying at around 57 percent." The report also noted that, "barriers within the system contribute to the low completion rate."

According to the SAO, the SEIU Training Partnership, which is responsible for training all IPs, trains about 60 percent of all home care aides.

In my many conversations with IPs over the past two years, I've heard a number of concerns about both the extensive training requirements and about the SEIU Training Partnership itself. I'm planning to testify at the hearing tomorrow and invite you to either attend and share your thoughts in person, or email me your thoughts about the current training requirements/system. I'll submit any emails I receive to the committee tomorrow.

Here are the [details](#) for the hearing:

Maxford Nelsen

From:
Sent: Tuesday, December 06, 2016 10:32 AM
To: Maxford Nelsen
Subject: RE: Legislative hearing tomorrow on IP training

Follow Up Flag: Follow up
Flag Status: Flagged

hi mr. nelsen,

i find that the training i do through the training partnership is easy and informative . i do 12 hours of online courses annually. i have a choice to complete them online or go to school-setting classes and i get paid because they are mandatory (that was before i lost my job). now i can complete them free of charge to keep my contract with the state current . if i get another client, then i will be paid for any future classes i take.

the training partnership was always helpful in their customer service.

the only thing with the classes offered, is they dont give me classes that pertain to my clients handicap specifically, the classes are with the general caregiving topics such as nutrition and dimentia, etc., yet still very informative.

in short, i liked the instruction and the service of the training partnership.

hoped this helped.

happy holidays !

linda

Sent from my Virgin Mobile Phone.

----- Original message -----

From: Maxford Nelsen <MNelsen@myfreedomfoundation.com>

Date: 12/06/2016 9:52 AM (GMT-08:00)

To:

Subject: Legislative hearing tomorrow on IP training

Hi Linda,

I'm sending this email out to the various caregivers/individual providers I've been in touch with personally over the past two years. I know its short notice, but I wanted to let you know about a hearing in the state legislature tomorrow that I think will be of interest to you.

The State Auditor's Office (SAO) recently published a report ([available here](#)) on the home care aide certification rate in Washington. The SAO found, "...the completion rate for home care aide applicants has remained static since [initiative 1163's] implementation, staying at around 57 percent." The report also noted that, "barriers within the system contribute to the low completion rate."

Maxford Nelsen

From: Jan
Sent: Tuesday, December 06, 2016 12:06 PM
To: Maxford Nelsen
Subject: Re: Legislative hearing tomorrow on IP training

Follow Up Flag: Follow up
Flag Status: Flagged

I don't have any real issues with this, although I just brought on a new caregiver for the kids in my home (IP) and the process took over 9 months to get her classes completed and certified for caring for her clients - it was INCREDIBLY long and there was the issue of classes not being offered in our area which would have put off her completion - but all is finally done and we are relieved it's all finished. I would become involved if there were other topics of concern- please keep me updated.
Jan .

Sent from my iPhone

On Dec 6, 2016, at 9:53 AM, Maxford Nelsen <MNelsen@myfreedomfoundation.com> wrote:

Hi Jan,

I'm sending this email out to the various caregivers/individual providers I've been in touch with personally over the past two years. I know its short notice, but I wanted to let you know about a hearing in the state legislature tomorrow that I think will be of interest to you.

The State Auditor's Office (SAO) recently published a report ([available here](#)) on the home care aide certification rate in Washington. The SAO found, "...the completion rate for home care aide applicants has remained static since [initiative 1163's] implementation, staying at around 57 percent." The report also noted that, "barriers within the system contribute to the low completion rate."

According to the SAO, the SEIU Training Partnership, which is responsible for training all IPs, trains about 60 percent of all home care aides.

In my many conversations with IPs over the past two years, I've heard a number of concerns about both the extensive training requirements and about the SEIU Training Partnership itself. I'm planning to testify at the hearing tomorrow and invite you to either attend and share your thoughts in person, or email me your thoughts about the current training requirements/system. I'll submit any emails I receive to the committee tomorrow.

Here are the details for the hearing:

Join Legislative Audit and Review Committee
I-900 Sub Committee
J.A. Cherberg Building
Senate Hearing Room 4
Washington State Capitol
Olympia, WA
December 7, 2016
1:30-3:30pm

Maxford Nelsen

From: Rob
Sent: Tuesday, December 06, 2016 12:09 PM
To: Maxford Nelsen
Subject: Re: Legislative hearing tomorrow on IP training

Follow Up Flag: Follow up
Flag Status: Flagged

My main issue with training, is the difficulty in maneuvering the website because of SEIU involving their personal interests in scheduling. A typical example is the parent provider training I had 3 days ago. The ONLY option that pops up on the main screen is a BLOCK ENROLL that includes union time where they do their DECEPTIVE pitch on how great the union is, and then ask you to sign an "attendance" sheet, never mentioning they plan on transferring that signature to a membership contract. It is a FELONY to misrepresent a contract as such,, the person never sees the contract when making this signature, and isn't even given a copy of it.

TRAINING SHOULD BE TRAINING, and required training should not be grouped such that you have to enroll in a non-required union sales pitch.

EVERYTHING ABOUT SEIU is dishonest, misleading,,,, and in many cases CRIMINAL!!!!

Robin

From: Maxford Nelsen <MNelsen@myfreedomfoundation.com>
Sent: Tuesday, December 6, 2016 9:53 AM
To:
Subject: Legislative hearing tomorrow on IP training

Hi Rob,

I'm sending this email out to the various caregivers/individual providers I've been in touch with personally over the past two years. I know its short notice, but I wanted to let you know about a hearing in the state legislature tomorrow that I think will be of interest to you.

The State Auditor's Office (SAO) recently published a report ([available here](#)) on the home care aide certification rate in Washington. The SAO found, "...the completion rate for home care aide applicants has remained static since [initiative 1163's] implementation, staying at around 57 percent." The report also noted that, "barriers within the system contribute to the low completion rate."

According to the SAO, the SEIU Training Partnership, which is responsible for training all IPs, trains about 60 percent of all home care aides.

In my many conversations with IPs over the past two years, I've heard a number of concerns about both the extensive training requirements and about the SEIU Training Partnership itself. I'm planning to testify at the hearing tomorrow and invite you to either attend and share your thoughts in person, or email me your thoughts about the current training requirements/system. I'll submit any emails I receive to the committee tomorrow.

Here are the [details](#) for the hearing:

Maxford Nelsen

From: Deb
Sent: Tuesday, December 06, 2016 12:22 PM
To: Maxford Nelsen
Subject: Re: Legislative hearing tomorrow on IP training

Follow Up Flag: Follow up
Flag Status: Flagged

Dear Mr. Nelson,

Am so glad you wrote. Wish I could get off work. These are my 3 concerns.

1. My educator taught on the care of urinary catheters and how to identify an infection. She had not had enough personal experience with the equipment. There were pictures of the equipment, but we didn't get to use any. We weren't instructed in various means of cleaning bags.

The instructor lacked the knowledge to identify signs and symptoms, only mentioning one possible symptom. Also she didn't mention that ignoring a urinary tract infection has serious implications, and that people who lack sensation, or speech would be unable to help identify their symptoms. When it is prudent to communicate relevant our concerns, and to whom.

2. The instructor who provided my training for the needs of people with developmental disabilities walked so fast it was hard to understand, and I'm a natural English speaker. At the end of class she explained that SEIU had been given a certain amount of money to pay for our training, but since the funds were greatly reduced, our training had to be extremely brief.

It doesn't make sense to require training and only get 1/3 of what ought to be covered.

3. IP's who have learning disabilities deserve additional time for accommodation. It it hard on the client to lose the caregiver when they cannot complete the testing in time.

Sincerely,

Deborah

On Dec 6, 2016 10:52 AM, "Maxford Nelsen" <MNelsen@myfreedomfoundation.com> wrote:

Hi Deborah,

I'm sending this email out to the various caregivers/individual providers I've been in touch with personally over the past two years. I know its short notice, but I wanted to let you know about a hearing in the state legislature tomorrow that I think will be of interest to you.

Maxford Nelsen

From: ED & Joy >
Sent: Tuesday, December 06, 2016 12:47 PM
To: Maxford Nelsen
Subject: RE: Legislative hearing tomorrow on IP training

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Maxwell, This is Joy. Ed doesn't have to do continued education. I have to because of other clients. Ed is lucky. I have felt over the years that there is way too much training. I know that the state pays for the classes and I get paid to take them, but most of the time, I don't look forward to taking their boring "training". It seems that they are in it to get money in their pocket. I've been grandfathered in so to speak so I got away with only 25 hours of training in the beginning. Now they require 70 hours of training, testing and paying a fee for your license. I don't require a HCA license thank God. I feel it is way too much. I had a look at the new training book and it covered everything I got in 25 hours of training. Somehow they have stretched it out to 70 hours. I have experienced many boring hours of online training since the in class training is even worse boring wise. Training Partnership also makes the program of classes hard to get around on their website. Which is a big barrier. Yes, I'm concerned about SEIU Training partnership and the state requirements. I can understand why someone new would not want to sign up for this job which makes it a shortage of help. Thank you for all you are doing to help us. I fully support you and FF. Feel free to use any of my thoughts at the hearing as I can't get there. Thanks again. Joy

Ed

Home:
Cell:

From: Maxford Nelsen [mailto:MNelsen@myfreedomfoundation.com]
Sent: Tuesday, December 06, 2016 9:53 AM
To:
Subject: Legislative hearing tomorrow on IP training

Hi Ed and Joy,

I'm sending this email out to the various caregivers/individual providers I've been in touch with personally over the past two years. I know its short notice, but I wanted to let you know about a hearing in the state legislature tomorrow that I think will be of interest to you.

The State Auditor's Office (SAO) recently published a report ([available here](#)) on the home care aide certification rate in Washington. The SAO found, "...the completion rate for home care aide applicants has remained static since [initiative 1163's] implementation, staying at around 57 percent." The report also noted that, "barriers within the system contribute to the low completion rate."

According to the SAO, the SEIU Training Partnership, which is responsible for training all IPs, trains about 60 percent of all home care aides.

In my many conversations with IPs over the past two years, I've heard a number of concerns about both the extensive training requirements and about the SEIU Training Partnership itself. I'm planning to testify at the hearing tomorrow and invite you to either attend and share your thoughts in person, or email me your thoughts about the current training requirements/system. I'll submit any emails I receive to the committee tomorrow.

Maxford Nelsen

From: Ron
Sent: Tuesday, December 06, 2016 1:02 PM
To: Maxford Nelsen
Cc:
Subject: SEIU

Follow Up Flag: Follow up
Flag Status: Flagged

Max,

I think we have, some years ago, had a phone conversation. Martha shared your email. I regret I cannot attend tomorrow. Having years and years of recruiting, hiring, training, and retaining caregivers as well as writing and testifying against SEIU I could if time allowed submit pages! Instead I have time only for bullet points:

-The definition of long term career idea needs to be amended so it does not include those who provider services to the IDD community. Historically 95 % of our caregivers were not career path providers yet proved to provide excellent supports for our severely disabled son.

-the 28 Hr Fundamentals of Care provided only a modest amount of helpful information while the new certification's 75 hr requirement just compounds the lack of relevancy for our community. Unconscionable waste of money as well as a barrier to hiring care providers.

-We labor to fine certified care providers. When we do the feedback we have regarding SEIU's scheduling, training, recessing , and payment regime reveals a dysfunctional organization.

-Providers are not informed as to their choice regarding dues. If they choose to withdraw we have advised that they write David Rolffe directly.

-Years ago we fought SEIU's first attempt to have the legislature approve a cert process on steroids that resulted in a directive to establish a commission to study. 13 members of which 9 were in the SEIU camp concluded that more was better in spite of the lack of evidence that either care providers or their clients were dissatisfied with the current training regime.

-Aging and the IDD community are suffering under the suffocating, self-serving requirements, the latter especially so as we often need part time provider supports - 2 hrs each morning another 2.5 at the end of the day, etc. Going beyond the original Fundamentals of Care simply narrowed the labor pool - how ironic.

- The IDD community needs its own training program which would include credit for int he job training. Including us in the definition of long term care providers only benefitted SEIU's treasury not the families with IDD daughters and sons.

-The State repeatedly claims that families provide the best most efficient supports for our community yet has acquiesced to interests counter to their claim and willingly increased training expenses while so many go without.

- Union member dues directed to political campaigns results in wasteful expenditures as well as creates a conflict of interest. The union negotiates contracts with the politicians it helps elect.

-I do need to remind myself that the legislature, on two occasions did not acquiesce, thus forcing an Initiative. With that said SEIU is a PAC using public fund!

Enough - at least for now.

Ron

Sent from my iPad

Maxford Nelsen

From: Caroline >
Sent: Tuesday, December 06, 2016 1:02 PM
To: Maxford Nelsen
Subject: Re: Legislative hearing tomorrow on IP training

Follow Up Flag: Follow up
Flag Status: Flagged

Thank you for the information, Mr. Nelson. Unfortunately I can not attend as I work 7 days a week. I have one comment/concern for you (in addition to the comments and concerns I've already advised you of): The Advanced Training course has been available for IP's in the Seattle area for about a year, yet IP's in rural areas of the State, specifically Pacific County and Grays Harbor County, have had no local opportunities to take the training to receive a pay increase. I have been an IP for about ten years and want some additional skills and advancement. I've been contacting SEIU about my interest since they first announced the training and have yet to receive a response as to when that training will be made available to us.

You're doing a great job....thank you!



Caroline
An SEIU Union
775

Drop-Out!

On Tue, Dec 6, 2016 at 9:53 AM, Maxford Nelsen <MNelsen@myfreedomfoundation.com> wrote:

Hi Caroline,

I'm sending this email out to the various caregivers/individual providers I've been in touch with personally over the past two years. I know its short notice, but I wanted to let you know about a hearing in the state legislature tomorrow that I think will be of interest to you.

The State Auditor's Office (SAO) recently published a report ([available here](#)) on the home care aide certification rate in Washington. The SAO found, "...the completion rate for home care aide applicants has remained static since

Maxford Nelsen

From: .
Sent: Tuesday, December 06, 2016 1:12 PM
To: Maxford Nelsen
Subject: Re: Legislative hearing tomorrow on IP training

Follow Up Flag: Follow up
Flag Status: Flagged

I will not be able to attend the hearing, but I can tell you that I recently completed the 7 hour parent training required to become a provider for my 23 year old son. Somewhat ironic, after caring for him for 23 years, I suddenly need to take a class to be "approved" to be his paid provider. This class had to be taken in person and is only offered once every month or so in the tri-cities. I had to take vacation time from work to attend a class that could have easily been given online or in the evenings in about 4 hours. I was given four months to complete this training after watching five hours of online safety and orientation videos, the vast majority of which did not apply at all to a parent provider. Not only was it a waste of my time, but also a waste of tax dollars, as I was paid for this.

As for the requirements for a caregiver outside of a family member, I can only tell you that my wife and I have gone well over two years without being able to find a provider. The two weeks of in person classes that are offered during weekday hours only, makes it almost impossible to find someone. We had a paraeducator interested in watching our son occasionally, but she could not quit her regular job to complete the two week training requirements...all to provide us with 5 hours or so of respite per week. It would really help if evening or online classes were an alternative.

Thank you for the opportunity to give some input.

Regards,
Randy

From: Maxford Nelsen <MNelsen@myfreedomfoundation.com>
Sent: Tuesday, December 6, 2016 11:54 AM
To:
Subject: Legislative hearing tomorrow on IP training

Hi Randy,

I'm sending this email out to the various caregivers/individual providers I've been in touch with personally over the past two years. I know its short notice, but I wanted to let you know about a hearing in the state legislature tomorrow that I think will be of interest to you.

The State Auditor's Office (SAO) recently published a report ([available here](#)) on the home care aide certification rate in Washington. The SAO found, "...the completion rate for home care aide applicants has remained static since [initiative 1163's] implementation, staying at around 57 percent." The report also noted that, "barriers within the system contribute to the low completion rate."

According to the SAO, the SEIU Training Partnership, which is responsible for training all IPs, trains about 60 percent of all home care aides.

Maxford Nelsen

From:
Sent: Tuesday, December 06, 2016 1:20 PM
To: Maxford Nelsen
Subject: Re: Legislative hearing tomorrow on IP training

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Max,

I would have loved to attend the hearing, but my obligations with caregiving would not make that possible. Here are a few thoughts:

When I first became a caregiver the requirements were for me to take a 2 or 3 day class at Clark Community College in Vancouver, Washington. If my memory serves me correctly, there were several different instructors who taught the class. The learning environment was very helpful due to the fact it was set up with equipment in different sections for hands on learning. The instructor would witness each student doing the skills test with each station. The lecture sections were followed by a test that was completed with no problems due to the fact the instructors went over questions before testing. **I do not remember a cost for this class!**

I believe if they went back to this arrangement instead of SEIU training partnership then they would have a greater number of caregivers applying!

I am a caregiver with over 50,000 hours of service. The state has very few beds available in care facilities which all have waiting lists. It would save the state money if they allowed people to stay in their own homes with caregivers. The answer is to increase the number of caregivers by funding the education at the community colleges free of charge. Especially at colleges with nursing programs that already have equipment for training!

Thank you,
Carol

On Tue, Dec 6, 2016 at 9:53 AM, Maxford Nelsen <MNelsen@myfreedomfoundation.com> wrote:

Hi Carol,

I'm sending this email out to the various caregivers/individual providers I've been in touch with personally over the past two years. I know its short notice, but I wanted to let you know about a hearing in the state legislature tomorrow that I think will be of interest to you.

The State Auditor's Office (SAO) recently published a report ([available here](#)) on the home care aide certification rate in Washington. The SAO found, "...the completion rate for home care aide applicants has remained static since [initiative 1163's] implementation, staying at around 57 percent." The report also noted that, "barriers within the system contribute to the low completion rate."

According to the SAO, the SEIU Training Partnership, which is responsible for training all IPs, trains about 60 percent of all home care aides.

Maxford Nelsen

From: Linda
Sent: Tuesday, December 06, 2016 2:05 PM
To: Maxford Nelsen
Subject: Re: Legislative hearing tomorrow on IP training

Follow Up Flag: Follow up
Flag Status: Flagged

Hello Maxford

First let me state that I live 8 hours from Olympia. So being at a meeting tomorrow isn't possible. Second a bit of history, I've been an IP since 1994. Prior I was employed at Rainier School as a Vocational Trainer and prior to that I managed one of the first Adult family homes for Developmentally Disabled in King County. So my history goes back to the early 1970's.

As for the HCA program, First anyone who was grandfathered like me can't take the classes. So there is a high percentage of us not included. Then there are parent providers they also are not eligible. CNA credentialed IP's also excluded and they have to pay out of pocket for their yearly continuing ed.

Now to the classes and certification. It appears there is a long lag time from completion of class and testing. For my example class ended Nov 21st 2016 and there has been no contact with a testing date as of yet.

In conclusion I wonder where you get your percentages and what issues are at play.

On Tue, Dec 6, 2016 at 9:53 AM, Maxford Nelsen <MNelsen@myfreedomfoundation.com> wrote:

Hi Linda,

I'm sending this email out to the various caregivers/individual providers I've been in touch with personally over the past two years. I know its short notice, but I wanted to let you know about a hearing in the state legislature tomorrow that I think will be of interest to you.

The State Auditor's Office (SAO) recently published a report ([available here](#)) on the home care aide certification rate in Washington. The SAO found, "...the completion rate for home care aide applicants has remained static since [initiative 1163's] implementation, staying at around 57 percent." The report also noted that, "barriers within the system contribute to the low completion rate."

According to the SAO, the SEIU Training Partnership, which is responsible for training all IPs, trains about 60 percent of all home care aides.

In my many conversations with IPs over the past two years, I've heard a number of concerns about both the extensive training requirements and about the SEIU Training Partnership itself. I'm planning to testify at the hearing tomorrow

Maxford Nelsen

From: Maxford Nelsen
Sent: Tuesday, December 06, 2016 2:36 PM
To: Maxford Nelsen
Subject: Re: Legislative hearing tomorrow on IP training

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Max!

It's good to hear from you and to know you are still working so hard to resolve our issues!
Here are my comments with regard to your letter.

I was NOT able to find a training facility or classes close to home and available within my required time frame **listed on the website!** I had to phone them and get it set up. There were also issues getting the needed agencies to work together and get my testing okayed! That took a few phone calls and lot of waiting.

I guess I'm among the lucky ones to have had convenient access to a training facility and classes held on weekends. My instructor was top notch and made the learning process fun as well as informational! Everything was set up and fully stocked with all of the needed supplies to practice the skills. The testing site was also within reasonable distance from my home. **The written test did contain many questions that were not really addressed in the class room**, but I was able to use common sense to answer most of them correctly. The time lapse between training and testing was longer than I expected, but that gave me more time to practice my skills and prepare for the exam. Two of my classmates said that there was not nearly enough time in class to practice the skills so I set everything up in my home and spent a lot of time with them to get them ready to test. They both passed!

As for the curriculum, I feel there was a serious lack of training and information with regard to dealing with chronic illnesses! Clients with Diabetes, heart disease and those at risk for stroke should have a care giver that is better trained to act in emergency situations and daily management.

My issue with opting out of the union is still **unresolved!!** Although they did send me written acknowledgment around the 1st of June 2016, they are STILL taking dues from my checks!! They have stolen more than \$300 so far! Phoning them is exasperating and futile.

Thank you for everything you do to help us and I hope my letter is helpful.

Shawn

On Tue, Dec 6, 2016 at 9:53 AM, Maxford Nelsen <MNelsen@myfreedomfoundation.com> wrote:

Hi Shawn,

Maxford Nelsen

From: Gregory
Sent: Tuesday, December 06, 2016 10:33 AM
To: Maxford Nelsen
Subject: Re: Legislative hearing tomorrow on IP training

Follow Up Flag: Follow up
Flag Status: Completed

Maxford,

In the past, there was one opportunity to send an e-mail response to the people on the committee you were dealing with, and I was wondering if that was possible here.

My three biggest problems with the certification training were:

1. My client had a hard time finding a substitute to take my place while I took the training.
2. The training did not focus enough on the practical skills actually covered in the Prometrics exam, but rather on general lectures on biology, diversity, personal experiences the nurses have had, and how wonder SEIU 775 is. Instructor Megan Olsen, with actual HCA experience, came along at the tail end, and got us back on track to the skill focus, but it was too little too late.
3. Prometrics has a monopoly on the testing for this state. This lack of competition means they can be as mediocre as they want to be, and still get paid. That needs to be looked at. The Prometrics test proctor I had was snarly and rude to the students. First, she couldn't get computers to work after accusing some of us of doing something wrong, and told us to switch computers. Then she said to some of the students (in these exact words) "I can't can't help none of you Ukranian Students with your computers, because I don't know no Ukranian!" Finally, during the skill demonstrations she did not give us enough time to go through our memorized lists of steps, and told us to hurry up, we are running out of time (after previously showing her total lack of computer knowledge in the earlier delayed exam)

----Gregory

From: Maxford Nelsen <MNelsen@myfreedomfoundation.com>
Sent: Tuesday, December 6, 2016 9:53 AM
To:
Subject: Legislative hearing tomorrow on IP training

Hi Gregory,

I'm sending this email out to the various caregivers/individual providers I've been in touch with personally over the past two years. I know its short notice, but I wanted to let you know about a hearing in the state legislature tomorrow that I think will be of interest to you.

The State Auditor's Office (SAO) recently published a report ([available here](#)) on the home care aide certification rate in Washington. The SAO found, "...the completion rate for home care aide applicants has remained static since [initiative 1163's] implementation, staying at around 57 percent." The report also noted that, "barriers within the system contribute to the low completion rate."

Maxford Nelsen

From: Lillie
Sent: Tuesday, December 06, 2016 10:41 AM
To: Maxford Nelsen
Subject: Re: Legislative hearing tomorrow on IP training

Follow Up Flag: Follow up
Flag Status: Flagged

Good morning.

My concerns were attending the training and not accessible information on respite for the client. It was inconvenient and my disabled husband was providing care for my client, my son.

Long and exhausted classes.

Book related, not real experience.

No explanation as to why you should belong to the seiu union and not a requirement to work for a client.

I applied an application for my son Carlos in January 2016 and he approved in late April 2016.

No Medicaid for Carlos without a spend down.

On Dec 6, 2016 9:58 AM, "Maxford Nelsen" <MNelsen@myfreedomfoundation.com> wrote:

Hi Lillie,

I'm sending this email out to the various caregivers/individual providers I've been in touch with personally over the past two years. I know its short notice, but I wanted to let you know about a hearing in the state legislature tomorrow that I think will be of interest to you.

The State Auditor's Office (SAO) recently published a report ([available here](#)) on the home care aide certification rate in Washington. The SAO found, "...the completion rate for home care aide applicants has remained static since [initiative 1163's] implementation, staying at around 57 percent." The report also noted that, "barriers within the system contribute to the low completion rate."

According to the SAO, the SEIU Training Partnership, which is responsible for training all IPs, trains about 60 percent of all home care aides.

In my many conversations with IPs over the past two years, I've heard a number of concerns about both the extensive training requirements and about the SEIU Training Partnership itself. I'm planning to testify at the hearing tomorrow and invite you to either attend and share your thoughts in person, or email me your thoughts about the current training requirements/system. I'll submit any emails I receive to the committee tomorrow.

Maxford Nelsen

From: Judy
Sent: Tuesday, December 06, 2016 11:07 AM
To: Maxford Nelsen
Subject: RE: Legislative hearing tomorrow on IP training

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Maxford, I unfortunately cannot attend tomorrow's meeting but so wish I could. I am now ONE more who could not complete my 70 hours training so was "let go" by the state on November 28th.

After reviewing the classes/times/locations offered by SEIU I found it would be an impossible and ridiculous waste of time and tax payer dollars. Most classes are only 3 hours (not 7 or 8 like represented to me. This would have had me driving from Gig Harbor to Lakewood (bridge tolls) over 23 TIMES. And most important....who would have watched my client while I attended classes that did not pertain to her as an individual.

Surely there is a better way of vetting caregivers, especially Grandmothers like me, without unnecessary and wasteful hours. To me the only one who is winning in this is the UNION!

I have hours of community service, respected by my clients teachers, lived in the same home for 47 years and on and on. Again, what a waste of tax payer dollars and a shame that they (the state) lost another good provider because of their inept narrow views and unwilling to address the real problem.

Judy
Former IP Worker, dismissed by the state for not completing the "training" process

From: Maxford Nelsen [mailto:MNelsen@myfreedomfoundation.com]
Sent: Tuesday, December 06, 2016 9:54 AM
To:
Subject: Legislative hearing tomorrow on IP training

Hi Judy,

I'm sending this email out to the various caregivers/individual providers I've been in touch with personally over the past two years. I know its short notice, but I wanted to let you know about a hearing in the state legislature tomorrow that I think will be of interest to you.

The State Auditor's Office (SAO) recently published a report ([available here](#)) on the home care aide certification rate in Washington. The SAO found, "...the completion rate for home care aide applicants has remained static since [initiative 1163's] implementation, staying at around 57 percent." The report also noted that, "barriers within the system contribute to the low completion rate."

According to the SAO, the SEIU Training Partnership, which is responsible for training all IPs, trains about 60 percent of all home care aides.

In my many conversations with IPs over the past two years, I've heard a number of concerns about both the extensive training requirements and about the SEIU Training Partnership itself. I'm planning to testify at the hearing tomorrow and invite you to either attend and share your thoughts in person, or email me your thoughts about the current training requirements/system. I'll submit any emails I receive to the committee tomorrow.

Maxford Nelsen

From: Barbara
Sent: Tuesday, December 06, 2016 10:16 AM
To: Maxford Nelsen
Subject: Re: Legislative hearing tomorrow on IP training

Follow Up Flag: Follow up
Flag Status: Flagged

Thank you for letting me know , but do to my daughters cate I am unable to attend.

I do have a high cobcern, frustration with the training.

Do to the new law that forced me to have to go tract 1/3 of my hours out which also means I lost 1/3 of my income that I can not recoup through another job due to my daughters health, my son, Mt daughters brother has gracious stepped I to help. Though he has another job and has to work around his main job that pays well above the caregivers pay.

We was just informed that he has to take two weeks of training which means a cut in his pay for training that has nothing to do with caring for his sister. He is NOT wanting nor will he be looking into further opportunities in this field outside of caring for his sister.

Personally he should not have to be forced to loose income from his other job and because it is his sister and knows her personal care and health needs should he have to take irrelevant training.

Training should be voluntary as well as online to help those who have other jobs.

If my son is made to take these training classes it will financial hurt his family as well as make it difficult to help work hours for his sister. without the training we loose those hours

I am very frustrated and need help now as all the changes have added stress to our homes.

Pleas feel free to cintact me :

Barbara

[Sent from Yahoo Mail on Android](#)

On Tue, Dec 6, 2016 at 9:52 AM, Maxford Nelsen
<MNelsen@myfreedomfoundation.com> wrote:

Hi Barbara,

I'm sending this email out to the various caregivers/individual providers I've been in touch with personally over the past two years. I know its short notice, but I wanted to let you know about a hearing in the state legislature tomorrow that I think will be of interest to you.

Maxford Nelsen

From:
Sent: Tuesday, December 06, 2016 10:17 AM
To: Maxford Nelsen
Subject: My thoughts !

Follow Up Flag: Follow up
Flag Status: Flagged

I have serious concerns about the IP training . It does NOT focus on the training needs for a 'real life' disabled person. I care for my disabled granddaughter (age 20 now). The training did NOT touch on even one aspect of her care. It was a complete waste of my time, the state's time and state money. I have been caring for her since birth and that training was useless for me. Many in the class felt the same way, those that didn't, we're unable to pass any of tests, so would make poor caregivers anyway. Most families that have a disable person in the home can do a better job of training their caregivers themselves than a generic class can do ! Just my thoughts on the subject . . .
.Hope some of my information helps ! Gloria

Sent from my Verizon, Samsung Galaxy smartphone

