

Closing the Care Gap

Direct Care Workforce Development in Kansas



Forging a Path Forward from a Direct Care Workforce Shortage to a Robust System of Long-Term Care for People with Aging and Disability Related Care Needs

February 2022

A Call to Action



Vision: *Strengthen care delivery by implementing a comprehensive approach to building capacity and increasing quality of the direct care workforce.*

Strategies:

- Build a direct care workforce pipeline that incorporates training, credentialing, and career pathways for advancement
- Scale-up existing interventions to achieve meaningful improvements in direct care workers' career development and contributions to outcomes-based care for the benefit of workers themselves, the individuals they serve, and the overall stability of the long term care system
- Streamline access to personal care services that help older adults and individuals with disabilities of all ages to live successfully in their homes and communities and thereby:
 - Delaying out-of-home placements and more costly institutional care settings
 - Decreasing the use of emergency rooms, hospital admissions and readmissions, as well as length of hospital stay
 - Promoting choice, supporting independence, and maximizing community engagement
 - Preventing maltreatment (neglect, abuse or financial exploitation)
- Leverage opportunities to redesign means of compensation and increase access to benefits for direct care professionals



Pathway of Collaboration Forward

Public-private partnerships that build cooperative growth will be necessary for long-term sustainability



Pathway Forward:

Connect initiatives to maximize synergy in transforming the Direct Care Workforce

Wage Increases

Redesign Access to Benefits

Training & Credentialing

Web-Based Matching Service Registry

Career Pathways

Worker Recruitment Strategy

Marketing Plan

Comprehensive Approach to Building Capacity and Increasing Quality of the Direct Care Workforce

Training and Credentialing

Develop tiered credentialing options and career pathways for direct support professionals that provide the opportunity for growth, advancement and specialization

Marketing and Recruitment

Develop Direct Care Worker Recruitment and Public Awareness Campaign
And
Maximize features of the Rewarding Work Database (a.k.a. KS Personal Care Directory) to create optimal matches between direct support professionals and direct care jobs

Wages and Benefits

Progress toward providing living wages and access to benefits necessary to attract and retain qualified direct support professionals

Next Steps: Scale Up Current Interventions



RewardingWork

2016-2022 Implemented the Rewarding Work web-based matching service registry in Kansas to connect individuals needing care support with personal care attendants and other direct care workers

Future Path →

Secure stable funding support for annual fees of \$51,000/yr to maintain the direct care worker database and promote optimization of matches between direct support professionals and direct care jobs.

* Partners: Currently seeking funding partner for 2023



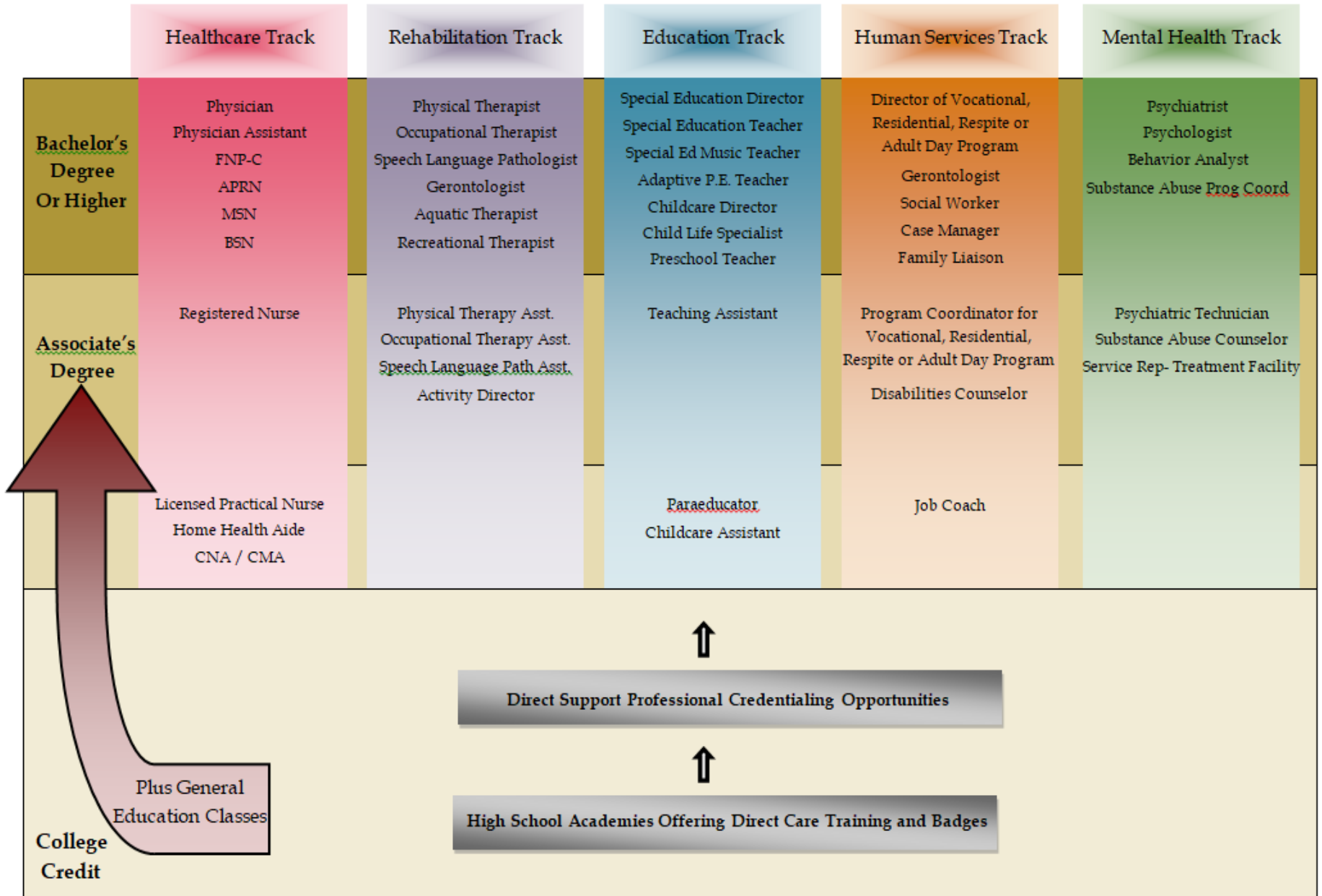
2021 Wichita State University and the Sedgwick County Community Developmental Disability Organization developed a Direct Support Professional Badge Program

Future Path →

Expand training programs to incorporate applied learning experiences that lead to career pathways. Analyze statewide training and competency testing needs. Replicate direct support professional training and credentialing programs statewide.

* Partners: WSU, SCDDO, Kansas Board of Regents

Kansas Direct Care Service Career Pathways





Next Steps:

Add Enhancements to Elevate Impact of Current Initiatives

1. Enhancement: Implement Direct Care Worker Marketing and Recruitment Strategy

Impact

- Expand Awareness/Increase Utilization of Direct Support Professional Training and Credentialing Programs**
- Build Workforce Capacity by Attracting Workers to Jobs in the Direct Care Field that Lead to Career Pathways**
- Increase Employment Outcomes of the Direct Support Professional Training Program by Utilizing the Rewarding Work Database to Effectively Connect Students to Direct Care Jobs**
- Bolster Service Capacity by Increasing the Volume of Direct Care Workers in the Rewarding Work Database and Generating Awareness of the Database Tool Amongst Individuals and Families Seeking Care Support**

Status: *Currently Seeking Funding to Develop Marketing and Recruitment Strategy;*

Rewarding Work has a Proposal to Support Kansas by Sharing Marketing and Recruitment Strategies Utilized in Partnering States;

WSU's Community Engagement Institute has a proposal to Manage a Marketing and Recruitment Campaign

2. Enhancement: Redesign Access to Benefits to Amplify Wage Increase Initiatives

Opportunities

- Analyze Options to Offer Benefits to Home Care Workers Who are Not Currently Eligible Working Under the Self-Directed HCBS Service Model**
- Address Benefit Needs of Workers (Childcare, Transportation, Education)**

Partners: *Dept. of Commerce, Dept. of Labor, Dept. of Education, & Other Stakeholders*

Scope of the Direct Care Workforce Initiative

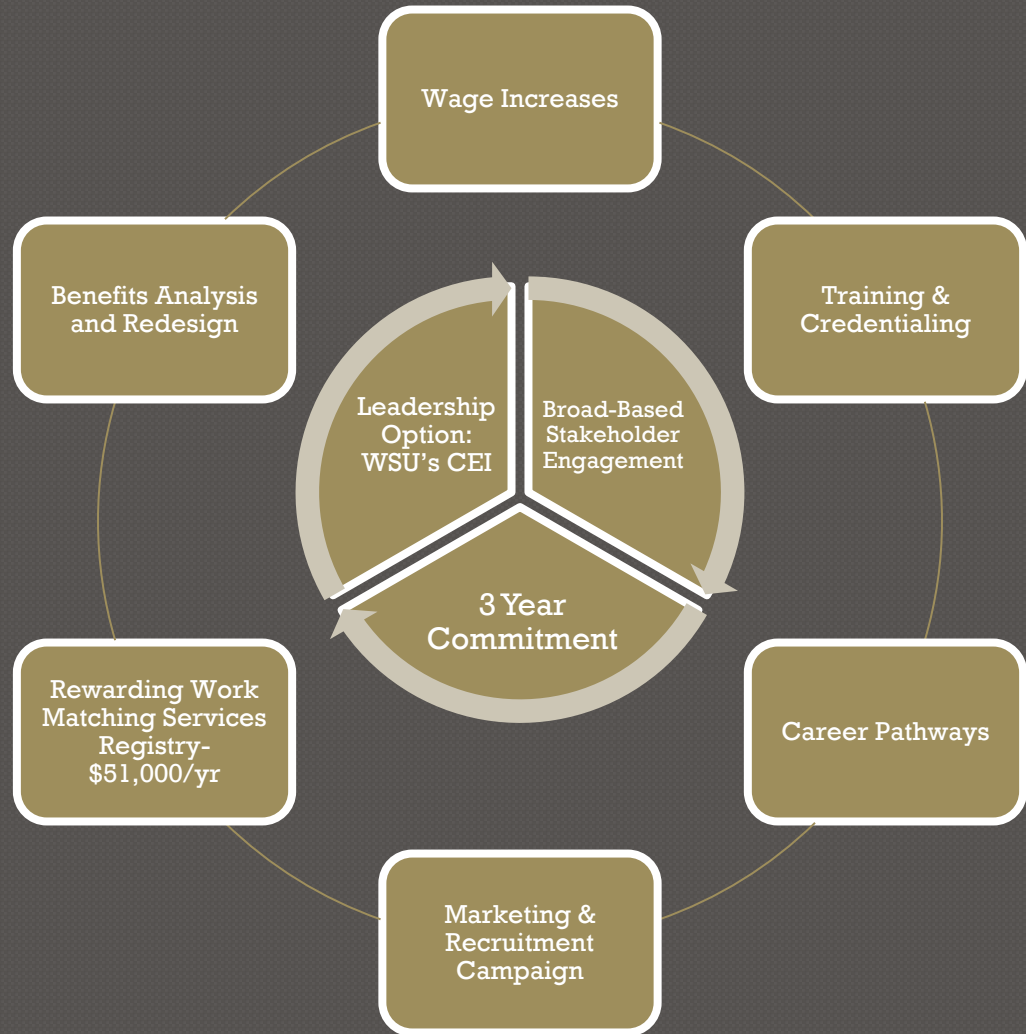
Expanding the direct care workforce will help ensure access to essential supports that enable individuals with personal assistance needs to fulfill daily tasks and maintain their health, functional abilities, and well-being to the greatest extent possible.

HOME AND COMMUNITY-BASED SERVICES			FACILITY SETTINGS
Community Supports (Non-Residential)	Supports to Individuals & Families	Community Residential	
Day Services	Home Health	Assisted Living	Hospitals
Respite	Hospice	Group Homes	Intermediate Care Facilities/ICF-IID
Supported Employment	Personal Assistance and Support	Semi-Independent Living	Nursing Facilities
Educational & Therapeutic Programs	Attendant Care	Individual Homes	Psychiatric Residential Trmt Facilities (PRTFs)
	Respite		Residential Care Facilities
	Supported Community Living		



Time to Advance Workforce Interventions & Leverage HCBS Enhanced FMAP Spending

WSU's Community Engagement Institute (CEI) has been involved with a proposal to advance direct care workforce initiatives over the past few years. While funding was not secured for the previous proposal, the CEI is positioned to assist with various components including but not limited to leading stakeholder engagement, marketing, in-person worker recruitment across colleges and communities statewide, training and skill competency testing, and development of career pathways for replication to higher educational institutions statewide. Budgetary information can be provided as current plans for infrastructure are discussed.



Kansas ARPA Section 9817 FMAP Enhancement Project Investments

April 2021 through March 2024

	Total Estimated Project Cost	Year 1 Projected	Year 2 Projected	Year 3 Projected
Workforce - KDADS				
Workforce Retention Bonus Program	\$ 51,000,000	\$ 10,000,000	\$ 41,000,000	\$ -
Training Grants	\$ 5,100,000	\$ 2,500,000	\$ 1,750,000	\$ 850,000
Study & Design Career Ladder	\$ 1,000,000	\$ -	\$ -	\$ 1,000,000
Total Workforce Initiatives	\$ 57,100,000	\$ 12,500,000	\$ 42,750,000	\$ 1,850,000
HCBS Provider Training - KDHE				
Consultant /Curriculum Development Costs	\$ 150,000	\$ 150,000		
Training Costs	\$ 250,000	\$ 50,000	\$ 200,000	
Certifications/Incentive Payments	\$ 200,000	\$ 50,000	\$ 100,000	\$ 50,000
Total HCBS Provider Training Expenses	\$ 600,000	\$ 250,000	\$ 300,000	\$ 50,000
Total All Projects	\$ 85,275,000	\$ 20,841,000	\$ 55,218,000	\$ 9,216,000

Comparison to Other State Direct Care Workforce Initiatives

Colorado

ARPA Direct Care Workforce Initiatives

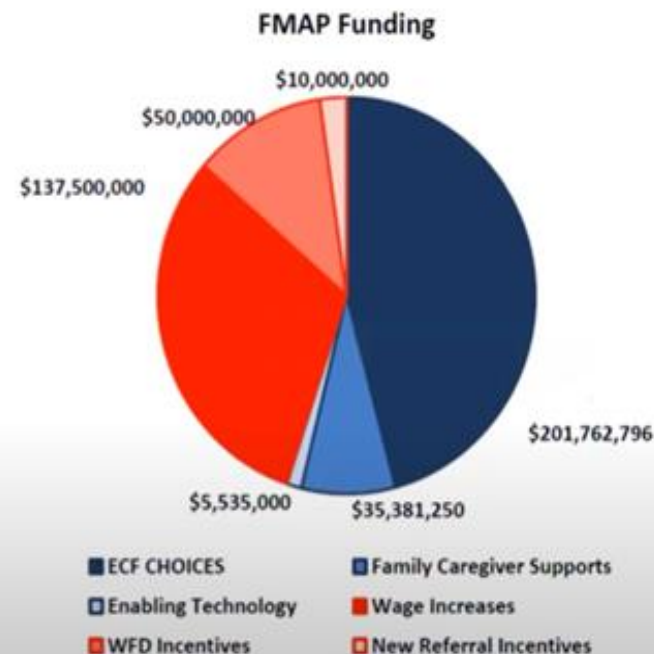
Project:	Budget:
Increase Payments to Providers and Workers	\$244 million
Direct Care Workforce Data Infrastructure	\$1.1 million
Standardized Core Curriculum & Specialization	\$3.1 million
Resource & Job Hub	\$750k
Establish a Training Fund	\$9.2 million
Career Pathways	\$500k
Public Awareness Campaign	\$400k
Workforce Compensation Research	\$50k

Comparison to Other State Direct Care Workforce Initiatives

Tennessee

Tennessee's Enhanced FMAP Plan

- **\$137.5 million** investment in **wage increases** for direct support staff in CHOICES and ECF CHOICES (\$50 million annually)
- **Another \$60 million** in HCBS workforce development and provider referral incentives
- **Total \$197.5 million**
- *In addition to >\$240 million* in expanded access to HCBS for people supported, family caregivers



Comparison to Other State Direct Care Workforce Initiatives

Arizona

Strengthening and Enhancing Arizona's Home and Community Based System of Care	
(4) Expanding access to care from a well-trained, highly skilled workforce	
Total Funding Request:	\$216.9 Million
HCBS Initiatives	
Create and Implement an Interactive, Caregiver Pathway Platform	
Career/Training/Education Initiative	
Behavioral Health Practice Tools as Continuing Education Units (CEU)/Continuing Medical Education (CME)	
Continuing Education Units (CEU)/Medical Education (CME) for Intellectual/Developmental Disability (I/DD) Providers	
Development of an Online Database to Track and Monitor Workforce Development	
Strengthening and Enhancing Arizona's Home and Community Based System of Care	
(5) Promoting stabilization, access to supportive services, and workforce retention/consistency to improve member outcomes	
Total Funding Request:	\$1.011 Billion
HCBS Initiatives	
Attracting and Retaining the Workforce	
Provider Rate Surveys	
Comprehensive Workforce Development Plan	
Behavioral Health Environmental Scan	
I/DD/BH Co-Occurring Diagnoses and Community Supports	
Development and Implementation of a DCW Credentialing Process	
Home Delivered Meals	
Extension of HCBS to Aging Members Living with a Serious Mental Illness	
Provision of Personal Care Services in a Short-Term Acute Care Setting	

Comparison to Other State Direct Care Workforce Initiatives

Indiana

Plan Component	Percent of Total	Total Estimated Funds
Stabilization	20.00%	\$175,511,657.40
Workforce	25.00%	\$219,389,571.75
Enhance HCBS	20.00%	\$175,511,657.40
Build Provider Capacity	30.00%	\$263,267,486.10
Caregiver Training and Support	5.00%	\$43,877,914.35
TOTAL	100.00%	\$877,558,287.00

Building a Strong Foundation for the Future of Care Delivery

We are at a critical tipping point. The expansion needed in the direct care workforce is unlikely to take place without significant changes in how direct care workers are recruited, trained and supported.

We must act with urgency to ensure the health and safety of older adults and people with disabilities. A public-private partnership of key stakeholders will optimize aggressive system level change that will generate a return on investment through improved care delivery and outcomes.

Thank you for your consideration of this investment plan to help ensure the future of quality care delivery.



Gina Ervay
(316) 204-1174
ginaervay@outlook.com