

# IHSS+ HOME CARE INTEGRATION TRAINING

## YEAR 4 REPORT

June 2021

**TRIMESTERS  
1-12**



**Center for  
Caregiver  
Advancement**

Formerly the California Long-Term  
Care Education Center

*Sponsored by L.A. Care Health Plan and  
in Partnership with SEIU Local 2015*

# EXECUTIVE SUMMARY: YEARS 1-4

The unique partnership between the Center for Caregiver Advancement (CCA), L.A. Care Health Plan and SEIU Local 2015 has resulted in a workforce of caregivers who are confident, highly skilled, and integral in their consumers' overall health and well-being.

The IHSS+ Home Care Integration Training Program (IHSS+) is a 10-week program that educates and empowers caregivers who provide services to seniors and persons with disabilities through the California In-Home Support Services (IHSS) program. In these classes, IHSS caregivers learn how to take on the enhanced roles of Monitor, Communicator, Coach, Navigator, and Care Aide while developing the skills needed to be integrated into the consumers' Care Teams.

## LOOKING BACK

**3,871**

**Total number  
of trained students\***

*\*Trimesters 9-12 are unofficial  
pending the CPR module*

**Over 90%**

**Graduation rate  
of enrolled students**

**6**

**languages**

Training delivered in Spanish,  
English, Armenian, Mandarin,  
Cantonese and Korean

**123**

**Number of classes  
held in four years**



**Significantly reduced hospital  
admissions and ER visits**

*\*Source: Evaluation of IHSS Training  
on Health Care Outcomes*

An analysis of utilization data of L.A. Care consumers cared for by our students shows that our training program significantly reduces hospital admissions and visits to the emergency room. The November 2019 report, titled *Evaluation of IHSS Training on Health Care Outcomes* and authored by Dr. Matthew Pirritano and Nancy Fang, suggests that the training benefits L.A. Care members and that the trainings might be causally related to the changes in utilization.

The IHSS+ program continues to make impressive progress in recruiting, retaining and graduating students—results that are noteworthy given the extraordinary diversity of and barriers faced by IHSS caregivers. Since we started this partnership with L.A. Care in 2017, we have trained 3,871 IHSS providers in six languages.

## VIRTUAL CLASSROOMS DURING THE PANDEMIC

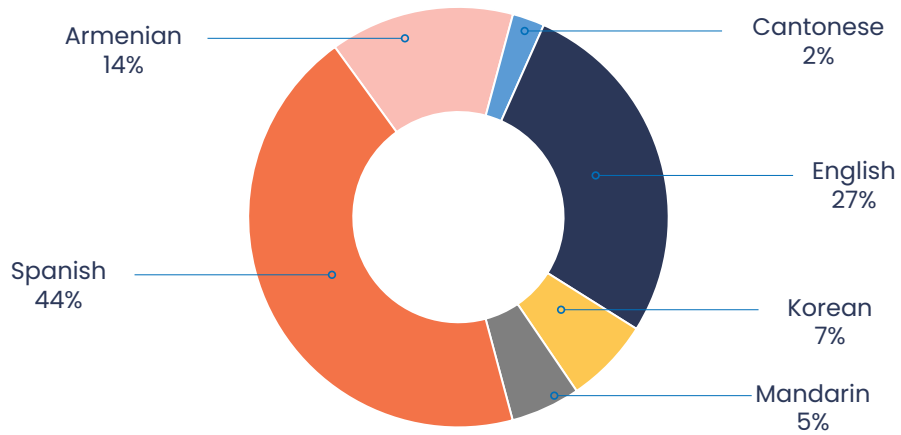
We started offering the training sessions as remote learning opportunities when the pandemic lockdown restrictions took effect in mid-March 2020. IHSS providers in Trimester 9 were unable to travel to their designated classrooms due to the stay-at-home order and were banned from gathering indoors. The transition to virtual classes mid-trimester was full of challenges – both for the caregivers and for CCA staff. But with great determination and resilience, Trimester 9 students successfully completed their training.

Since Trimester 10, all training has been offered as virtual, live, instructor-led classes. Our recruitment team makes initial contact with potential students through text messaging and social media advertising, then make follow-up calls to pursue leads. Once classes begin, students log in to Zoom and attend class from their computer, tablet or smartphone. Our instructors adapted the curriculum to accommodate the virtual environment, such as holding small-group discussions and skills assessments in breakout rooms. The module on CPR provided the biggest challenge as the skills assessment for CPR certification needed to be conducted in person. After

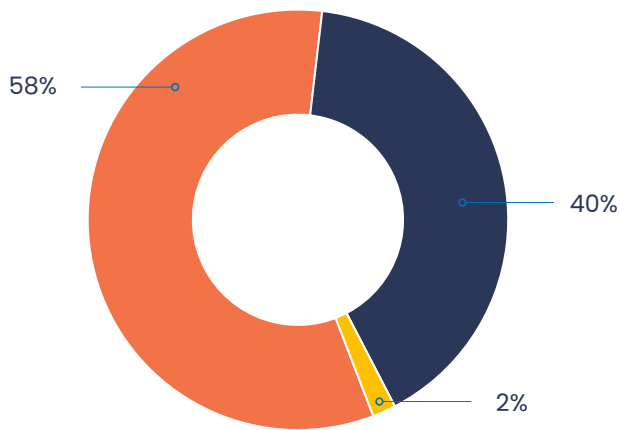
months of delay, we are now offering a blended learning option for students who completed their training in Trimesters 9-12: the instruction portion is online through Zoom, and the skills check is held in person in an indoor facility that is large enough to accommodate social distancing.

# DEMOGRAPHICS YEARS 1-4

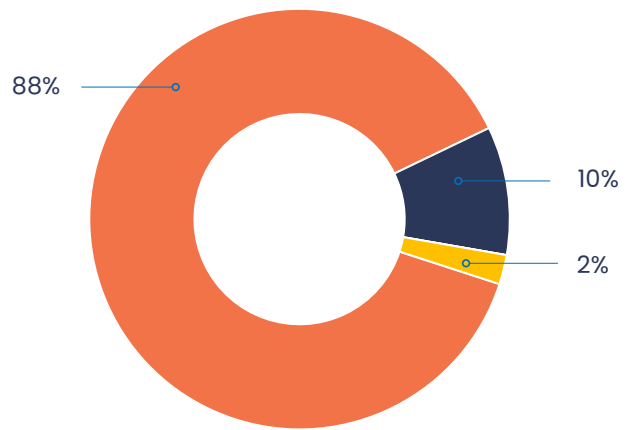
### LANGUAGES SPOKEN



### CONSUMERS, BY GENDER

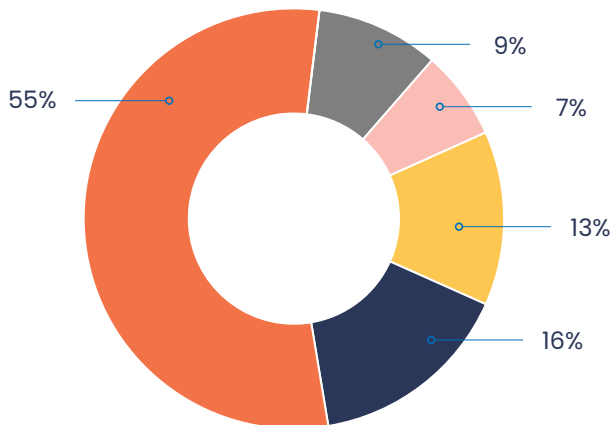


### PROVIDERS, BY GENDER

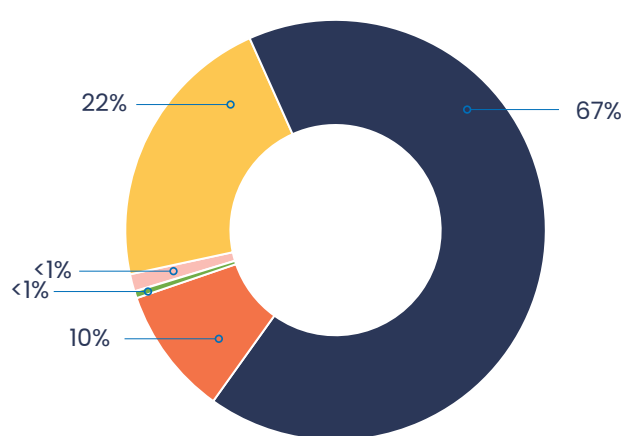


● Female ● Male ● Non-binary ● Not specified

### CONSUMERS, BY AGE



### PROVIDERS, BY AGE



● 65 and older ● 45-64 ● 25-44 ● 18-24 ● 17 and younger ● No age specified



Students take the skills assessment portion of the CPR certification module.

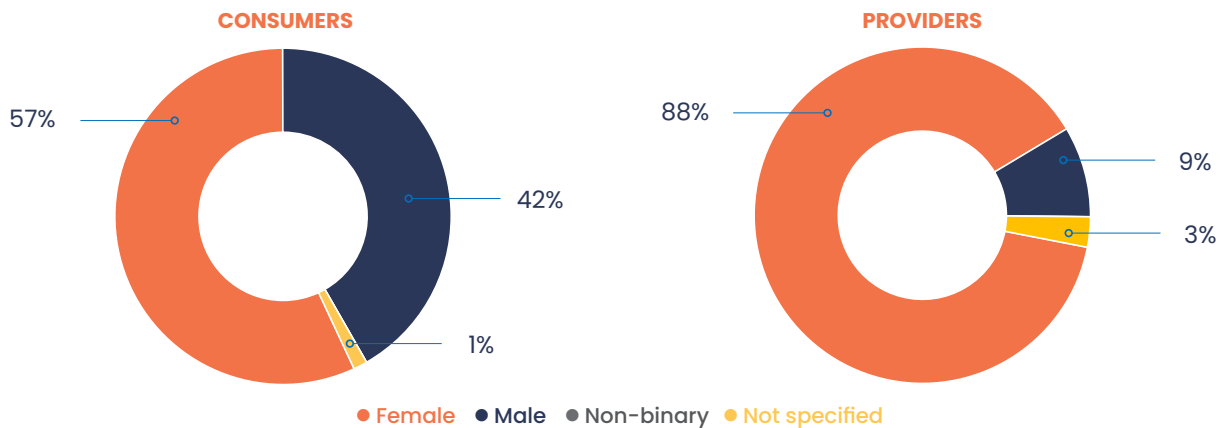
## TRIMESTER 12

Trimester 12's numbers reflect the growing interest in caregiving training, with nearly 400 caregivers enrolled in 12 classes despite the pandemic. The graduation rate is at 96%, a huge success considering the challenges and barriers that IHSS workers face in their daily lives.

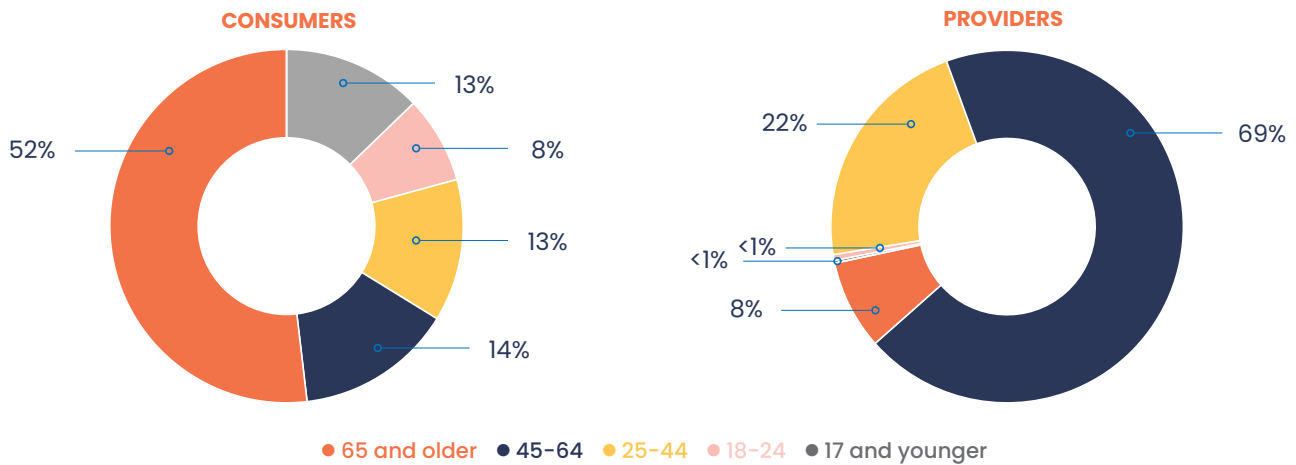
- 392** IHSS caregivers enrolled and attended at least two class sessions
- 96.43%** (378 students) completed training\*
- 12** classes conducted via Zoom
- 3** languages. Training was delivered in English, Spanish and Korean.
- \*Pending CPR certification*

## DEMOGRAPHICS

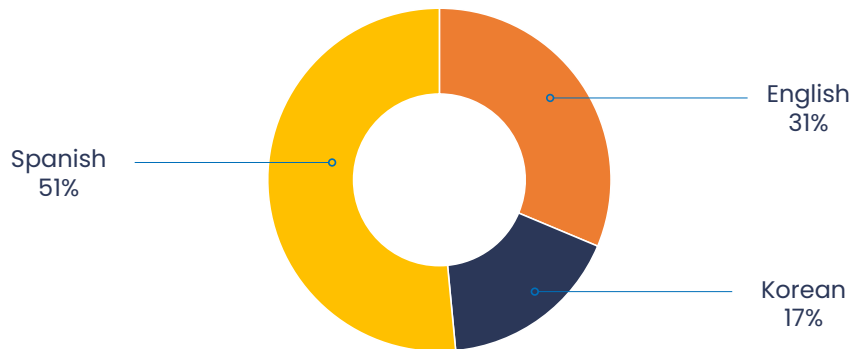
**Gender:** Majority of the providers and consumers were female



**Age:** Majority of the providers were over 45 years old; consumers were mostly over 65 years old



**Language:** Half of the students were enrolled in the Spanish classes



**Updated Survey Now Includes Assessment of Student Learning**

We updated our pre- and post-training surveys to include a section in the students’ surveys that assesses their baseline knowledge compared to knowledge attained (captured in the post survey). Based on the students’ responses, the biggest gains in knowledge revolve around medication, nutrition and body mechanics.

We also provided caregivers and their consumers with a space to write, in their own words, how the training has made an impact on their lives.

**Write-in responses**

**What is the most important thing you have learned in this training?**

- *That our consumers are people in great need and must always be cared for with love and patience, and have constant, simple and clear communication. That a lack of attention with hygiene can lead them even to death, the importance of the correct use of medications to give, and that they always have a healthy diet (translated from Spanish).*
- *I think the most important thing I have learned is where to find the resources I need in the case that I need help in taking care of the consumer. I feel, in general, that this course has taught me much about preventative care and the practices to not only help keep my consumer safe but myself healthy on the job as well.*
- *I learned that I am not a helper, but a professional caregiver (translated from Korean).*



According to the post-training survey responses, **99% of the students believe that participating in the training was helpful** to them in their roles as caregivers. They also report feeling less stressed and less lonely after the training. Before the training, 31% of the students said they were stressed and 65% said they felt lonely. **After the training, 9% of the students said they were stressed and 14% said they felt lonely.**

### Providers



**98% Strongly Agree/Agree**

*"I believe I have learned new caregiving skills because of this training."*



**94% Strongly Agree/Agree**

*"Communication with the recipient has improved because of this training."*

### Consumers



**100% Strongly Agree/Agree**

*"After the training, I feel my IHSS caregiver has the skills needed to perform the job well."*



**96% Strongly Agree/Agree**

*"After the training, my IHSS caregiver helps me share my health care needs to my Care Team."*

In total, 290 providers responded to the pre-training survey and 267 responded to the post-training survey, while 23 consumers responded to the post-training survey.



**"This kind of training is indispensable for a caregiver to be treated as someone responsible for the health and safety of another person."**

Byeoung Dutt, IHSS provider

CCA's training programs are offered in several languages, and for caregiver Byeoung Dutt learning essential skills and medical terminologies in her native language makes a huge difference.

#### READ BYEOUNG'S STORY

[advancecaregivers.org/breaking-down-language-barriers/](https://advancecaregivers.org/breaking-down-language-barriers/)



# LOOKING FORWARD

As we enter Year 5 of our partnership with L.A. Care, we look forward to continuing to make an impact on caregivers, the people who receive their care, and the health care system.

## **Distance learning**

The Covid-19 vaccination rate in California and the lifting of major pandemic restrictions have given the caregiving industry a roadmap toward a semblance of normalcy, but uncertainties still remain. Keeping in mind the safety of our caregivers and the vulnerable communities that they serve, we will continue to offer our training programs via distance learning. Classes will be held via Zoom, and the CPR module will be a blend of an online lecture and in-person skills assessment.

## **Trimester system**

We are transitioning to a quarter system to allow for a larger choice of class times throughout the year. Quarter 13 will be the first under this new schedule (recruitment begins in July and classes begin in September).

## **Caregiver Resiliency Project**

Former IHSS workers in Los Angeles County who have completed our program will soon be eligible for specialized training that will help them prepare for, respond to, and recover from climate-related disasters. Our Caregiver Resiliency Project, funded by the California Workforce Development Board's High Road Training Partnership, will train caregivers to become resilient first-responders in emergencies such as fires, power outages, extreme weather, and public health situations such as a pandemic. This program will begin in Spring 2022.



[advancecaregivers.org](https://advancecaregivers.org)