

IHSS+ ALZHEIMER'S PROVIDER TRAINING PROGRAM

YEAR 3 REPORT
JUNE 2022



Center for
Caregiver
Advancement

ALAMEDA
Alliance
FOR HEALTH

UCSF

University of California
San Francisco

OVERVIEW

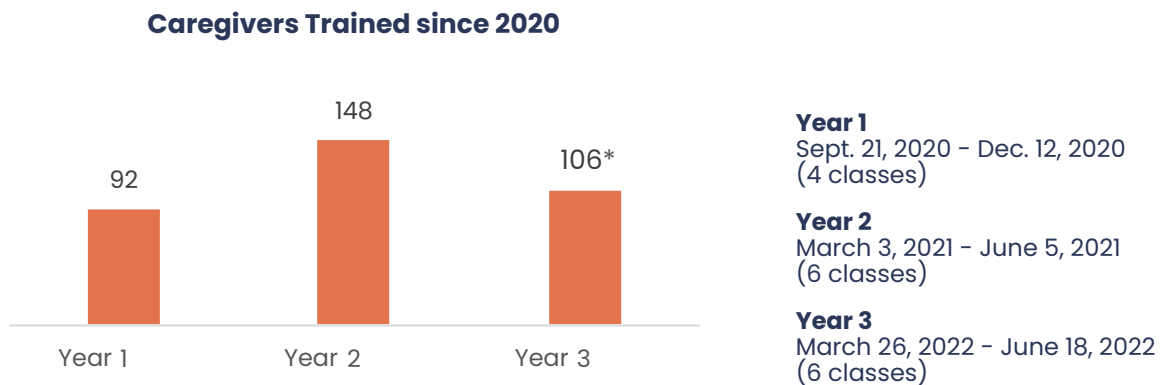
In 2019, UCSF was awarded a five-year, \$3.2 million California Department of Public Health Alzheimer's Research Award to study the impact of IHSS+ Alzheimer's training in partnership with the Center for Caregiver Advancement and Alameda Alliance for Health (AAH). Under the agreement, training will be provided to 600 IHSS providers over five years.

IHSS+ Alzheimer's is a voluntary 10-week training course where In-Home Supportive Services (IHSS) providers learn practical skills to help care for people experiencing symptoms of Alzheimer's disease and related dementias. A comprehensive, competency-based training program, IHSS+ Alzheimer's is designed to enhance the skills and knowledge of these caregivers who play a crucial role in maintaining the health and well-being of the older adult consumers they serve and keeping them healthy at home as opposed to in institutions.

Accomplishments

More than 300 caregivers trained since 2020

Since the program began in 2020, we have trained 369* IHSS workers from Alameda County.



In Year 3 (March-June 2022), 106 caregivers completed the training out of the 135 who initially enrolled in the program.

135 IHSS caregivers enrolled and attended at least two class sessions

77% (106 students) completed training*

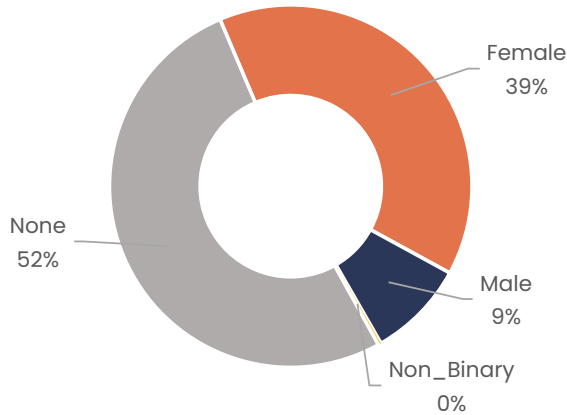
6 classes

**Pending CPR certification, which was delayed due to COVID-19 restrictions. CPR sessions will resume in July and August 2022.*

Demographics: Years 1-3

More than half of the caregivers did not specify their gender* but, of those who did, 39% were female. Fifty-eight percent of the caregivers were 45-64 years old. More than half (59%) enrolled in the English class. On the consumer side, majority of the people receiving care were female (72%).

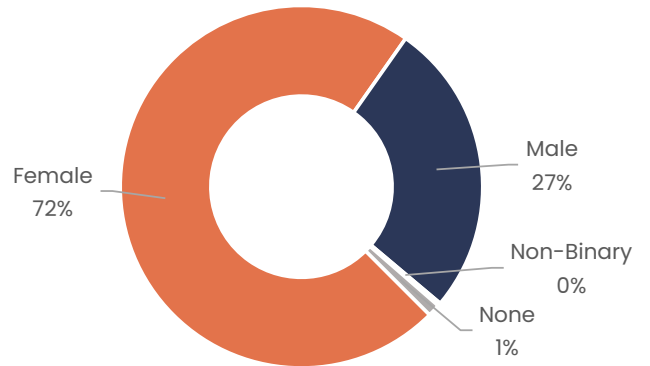
Gender: Caregiver



N = 366

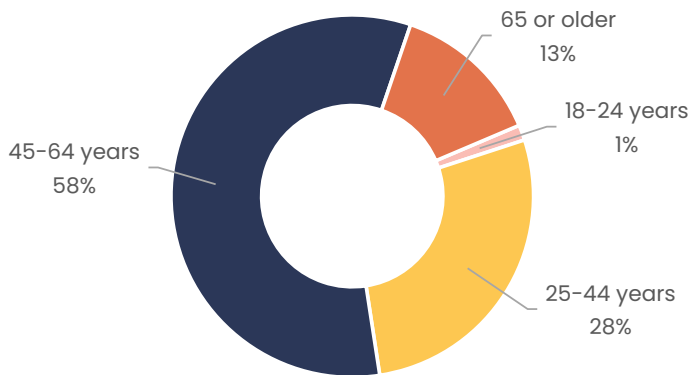
* The question was voluntary in our enrollment form.

Gender: Consumer



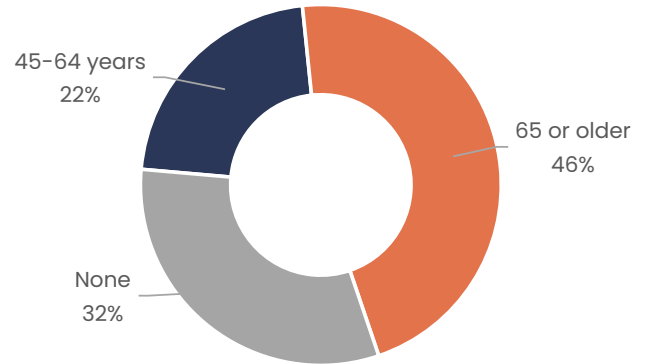
N = 364

Age: Caregiver



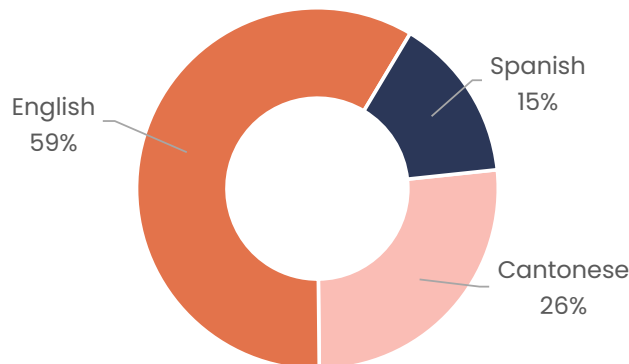
N = 366

Age: Consumer



N = 364

Enrolled by Class Language



Challenges and Solutions

Pandemic impact

Caregivers found it difficult to attend classes regularly because of different reasons: their work hours fluctuated; they picked up a second job and had less time for training; and/or their families, consumers, or they got sick with COVID-19. The pandemic continued to be a major challenge in Year 3 because a large portion of the population that we serve is at high risk for COVID-19. As UCSF's research showed, 61% of the caregivers surveyed felt that the pandemic severely impacted their personal life and a similar number felt that the pandemic severely impacted their work as an IHSS caregiver. Unfortunately, several students were unable to complete the course due to a death in their family.

To help with student retention in Year 3, instructors provided several accommodations so students could make-up the modules they missed. For example, students were allowed to join other class sessions in the same week. Also, class sessions were recorded so students could view the missed lessons before they attended the next class. Zoom gives instructors the capability to require students to register before viewing recorded lessons. Once the student notifies the instructor they have finished the recording, a make-up class record is created on Salesforce. The registration information is available for the duration of the 10-week training.

Year 3A

Class 7066 - 9 make-up classes
Class 7064 - 6 make-up classes

Year 3B

Class 3022 - 4 make-up classes
Class 3023 - 2 make-up classes
Class 3024 - 0 make-up classes
Class 2538 - 5 make-up classes

Because of continuing concerns with the risks of spreading the coronavirus, we have postponed CPR classes since the certification requires an in-person skills assessment.

Survey submission

Students initially struggled to meet survey submission deadlines, which affected the stipend amount they received upon completion of the program. After cohort 3A, we worked with UCSF to develop a stricter survey policy that would prohibit students from continuing in the course if they fail to complete their pre-training survey, which is a key strategy to collecting information. Not having accurate information affects the stipend amount.

To ensure the submission data is reported accurately, UCSF now transfers submission data on a daily basis instead of weekly. In addition, the Programs team consolidates the data on a tracker for instructors. With this process, the instructors are able to identify students with missing pre-surveys and send reminders to students which, combined with the change in the policy has resulted in increased pre-survey submissions.

“**With the training, I had come to more acceptance, that my mother doesn't have the capacity anymore. I can be more tolerant, or I can utilize different approaches to help her accomplish the same thing (like when she eats) because everything is regulated around her well-being.**”

Carlos Corona, IHSS provider

READ HIS STORY: advancecaregivers.org/our-impact



Since surveys are anonymous, all students are asked to enter their ID number for tracking purposes. Instructors are also given access to the ID numbers of all submissions so they can assist in identifying any ID numbers entered incorrectly by students. This has helped in ensuring all surveys submissions, regardless of ID number, are being tracked and students are being given the appropriate credit.

Digital literacy and access to technology

While a majority of our students had a smartphone or tablet, many lacked familiarity with online- and mobile-based services such as Zoom, which is the video conferencing platform we use to hold our live, instructor-led classes. To assist our students, we provided one-on-one Zoom tutorials to students before classes start and a brief tutorial on the first day of class.

Eligibility

Many caregivers are members of Alameda Alliance for Health themselves but, unfortunately, many of their consumers are not with Alameda Alliance for Health. This has limited our pool of eligible caregivers.

Impact

The project has had a significant positive impact on our graduates thus far. Our students feel more confident to care for their consumers after completing our program. According to the UCSF study, 97% felt that they learned new caregiving skills during the training and a similar number said the training was beneficial.

97% felt that they learned new caregiving skills through the training.

97% felt that training was beneficial.
N = 88

The live format and interactivity built into the curriculum give students several opportunities to connect with and support one another, helping reduce social isolation. Students appreciate meeting fellow caregivers who share similar experiences.

The project has also motivated our students to continue their education on Alzheimer's disease by seeking out additional resources available to them and their consumers.

Lessons learned

We have learned that caregivers are eager for knowledge on Alzheimer's disease and learning caregiving skills specific to Alzheimer's care. Many caregivers initially take on the responsibility of caring for their loved one out of obligation, but they grow to love what they do. It is fantastic to see how engaged caregivers are in class discussions and the community that is built amongst the group in a short amount of time. Instructors receive feedback at the end of each graduating class that the students wish there were more classes and more opportunities to learn. Ultimately, caregivers are excited about additional learning opportunities that advance their skills and lead to better care for the consumers they serve.

Significant Partners

SEIU Local 2015 has been a significant partner in this project by guiding us through Alameda County and will continue to be our partner for the coming years. We receive leads on both personnel and student recruitment from Local 2015 and their meeting space will be used to host one of the classes in this project.

Looking Forward

For recruitment, we will continue to prioritize phone calls as the main mode of outreach to caregivers. We also plan to continue to utilize Bulk SMS more frequently.

We are implementing a stricter survey submission policy that will help us gather students' feedback in a timely manner.

Our curriculum will continue to advance skills and learning for students, as well as raise awareness about ADRD in both immigrant and communities of color, and build their skills to deliver a higher quality of care.

IHSS+ Alzheimer's Curriculum

Below is a summary of the modules covered in the 10-week IHSS+ Alzheimer's Program:

Module 1: Roles and Responsibilities of the Caregiver

Module 2: Person-Centered Care, Communication Skills, and Consumer and Caregiver Rights

Module 3: Recognizing Alzheimer's and Dementia

Module 4: Common Behaviors and Sundowning

Module 5: Sleep Changes, Hallucinations, Person and Home Safety, Wandering

Module 6: Assisting with Personal Hygiene

Module 7: Adult CPR and AED

Module 8: Nutrition and Physical Activity

Module 9: Medications, Urgent Care versus Emergency Care

Module 10: Reducing Caregiver Stress/Competency Checks

About CCA

The Center for Caregiver Advancement (CCA) provides quality educational opportunities to long-term care workers so they can build better lives for themselves and the consumers they serve. CCA serves two specific groups of workers: In-Home Supportive Services caregivers (via the Education Center) and nursing home workers in residential care and skilled nursing facilities (via the Education Fund). Over the past 10 years, CCA has trained over 18,000 nursing home workers and IHSS caregivers. CCA was originally founded in 2000 by the long-term care workers who are now members of Service Employees International Union (SEIU) Local 2015.



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