

IHSS+ ALZHEIMER'S PROVIDER TRAINING PROGRAM

YEAR 4 REPORT
JULY 2023



Center for
Caregiver
Advancement



University of California
San Francisco

OVERVIEW

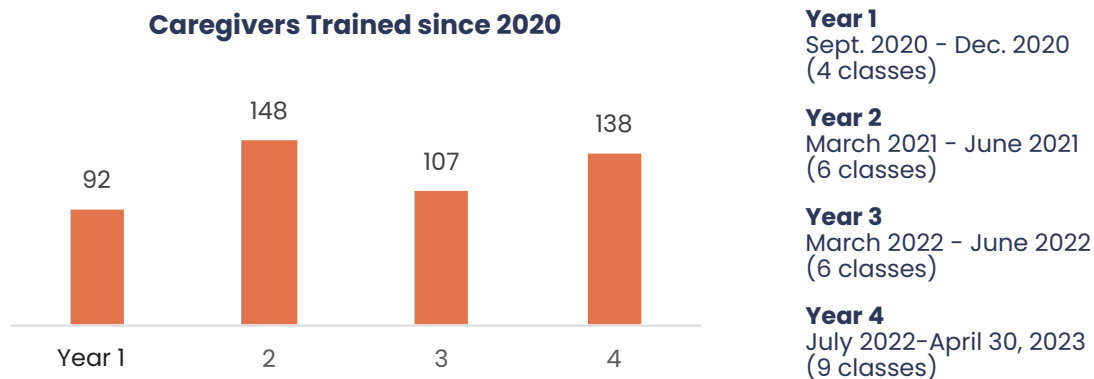
In 2019, UCSF was awarded a five-year, \$3.2 million California Department of Public Health Alzheimer's Research Award to study the impact of IHSS+ Alzheimer's training in partnership with the Center for Caregiver Advancement and Alameda Alliance for Health (AAH). Under the agreement, training will be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

BY THE NUMBERS

483 caregivers trained

Since the program began in 2020, we have trained 483 IHSS workers from Alameda County.



81%

Overall Graduation Rate

594 enrolled in Years 1-4*

483 graduated

*attended at least two class sessions

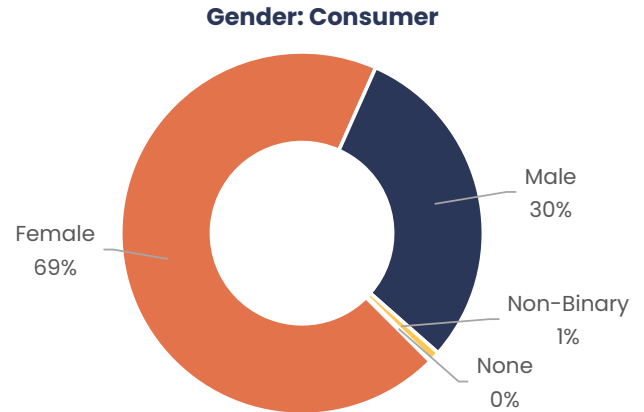
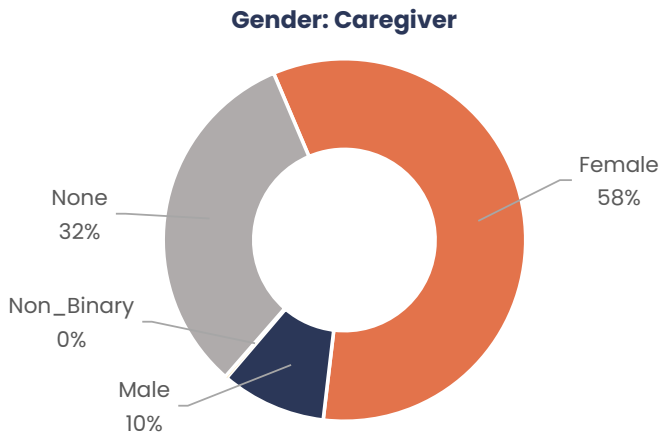
Year 4 **187** IHSS caregivers enrolled and attended at least two class sessions

74% (138 students) completed training*

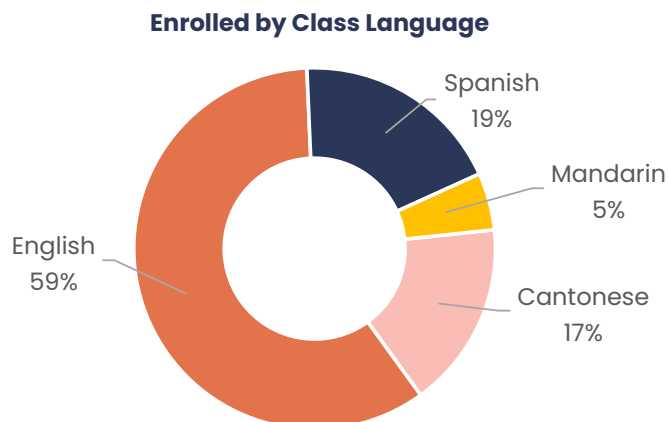
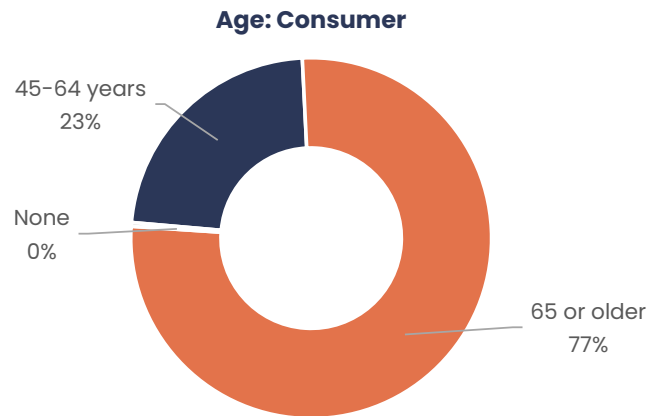
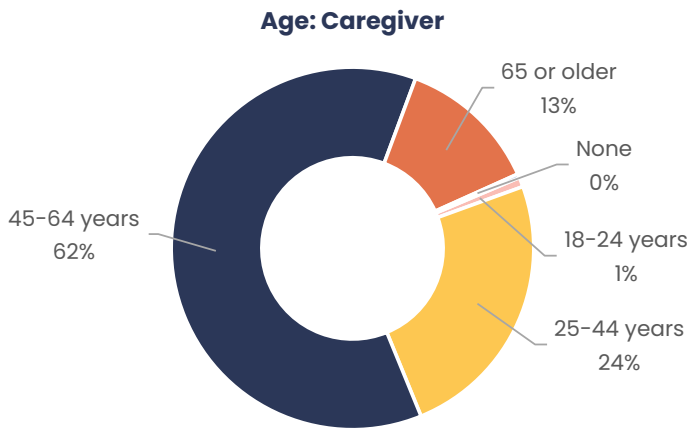
9 classes

Demographics: Years 1-4

More than half of the caregivers who specified their gender were female. Sixty-one percent of the caregivers were 45-64 years old. More than half (59%) enrolled in the English class. On the consumer side, more than half of the people receiving care were female (69%).



* The question was voluntary in our enrollment form.



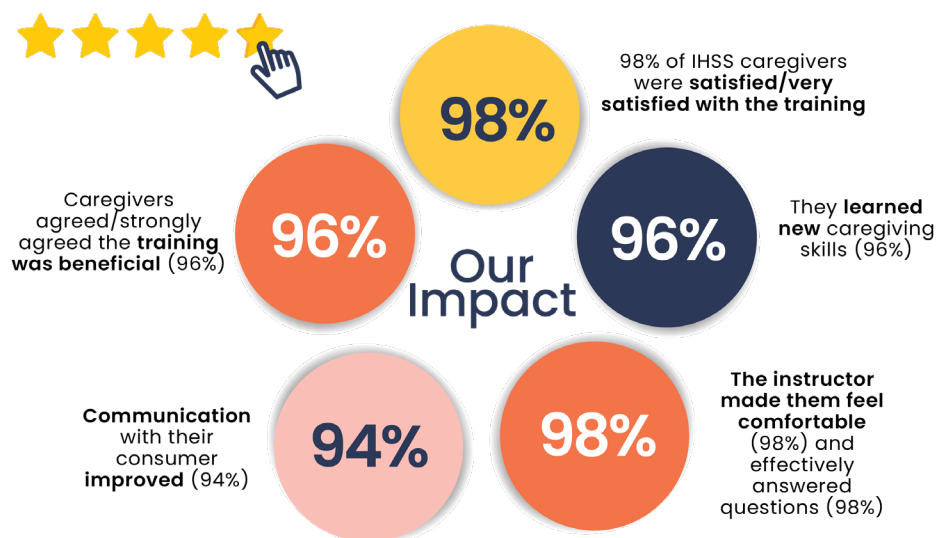
N= 587
(Enrolled students)

Year 4 Accomplishments

Impact study gets national visibility

One of the biggest accomplishments of Year 4 was the publication of our impact study in a peer-reviewed journal. CCA's work with UCSF Institute on Health and Aging on the IHSS+ ADRD Training Project was published in the Journal of Applied Gerontology. Using pre- and post-training surveys, the research team, led by Assistant Professor Jarmin Yeh, measured increases in the participating caregivers' knowledge and self-efficacy, as well as distress and depression among the caregivers. Co-authored by CCA team members, this paper adds to existing literature that new educational training models that use online and remote strategies can enhance IHSS caregivers' dementia knowledge and skills to work with consumers living with ADRD.

Our partnership with UCSF has been instrumental in the success of our program. We had the privilege of co-presenting with the research team at the prestigious American Society on Aging's 2023 On Aging national conference. Our presentation focused on the preliminary findings regarding the impact of caregiver training during the pandemic and the successful transition from in-person instruction to remote learning.



Recruitment exceeds goal

Year 4 marked a significant milestone in our recruitment and enrollment efforts, as we successfully surpassed our target for student graduations. Our annual goal of 120 student completions was exceeded with a total of 138 IHSS providers successfully fulfilling the multi-week training and all program requirements.

Third language added to catalog

To address the growing demand for culturally and linguistically accessible training programs for the IHSS workforce in Alameda County, we introduced Mandarin as a third language option in our program. This addition aims to ensure that individuals from diverse backgrounds can benefit from the training.

Students express satisfaction in training

The value of our program continues to be acknowledged by our students, who appreciate the collaborative learning environment it provides. Through engaging in group work, students learn from one another and gain valuable insights into how the concepts and skills they acquire can be applied in real-life scenarios. The class discussions emphasize

the importance of creativity and flexibility in caregiving for individuals with memory loss. Of the participants who answered the post-training survey, 98% were satisfied/very satisfied with the training and 96% agreed/strongly agreed that the training was beneficial.

The instructors' diverse educational backgrounds bring a wealth of knowledge to the class material, resulting in 98% of students saying that they strongly agree/agree that their instructors made them feel comfortable and effectively answered questions.

Training's reach expands to Los Angeles County

Thanks to the success of the Alameda program, we are committed to expanding the reach and accessibility of ADRD training to more caregivers in the state. Using the valuable lessons learned and best practices from the Alameda ADRD structure, we have developed and launched a similar training program for IHSS workers in L.A. County who are caring for individuals exhibiting signs of Alzheimer's and related dementias.

Challenges and Solutions

In Year 4, we faced ongoing challenges from the previous year, including low response rates from prospective students, diminishing turf, and student retention issues. To address these challenges, we implemented several solutions.

Recruitment

To enhance recruitment efforts, we restructured our field team by adding more experienced recruiters and increasing the number of full-time members dedicated to this program. This restructuring alleviated the administrative workload, allowing field coordinators to focus on outreach and recruitment activities.

We employed new strategies, such as obtaining updated county lists, using BulkSMS campaigns, and recycling past turf, to improve recruitment outcomes. Additionally, expanding our turf to target neighboring areas outside of Alameda County proved successful. These initiatives contributed to increased enrollment numbers.

The introduction of Mandarin classes significantly boosted our enrollment figures, leveraging our organization's historical success with student retention in Asian language cohorts. Although hiring a Mandarin-speaking recruiter posed an initial challenge, we successfully recruited two bilingual recruiters to meet this need.

Retention

To support students who had dropped out of prior cohorts, we provided them with an opportunity to re-enroll if they had a valid reason for not completing the training.

However, challenges related to conflicting work hours, personal health issues, and the increasing care needs of consumers affected student completion rates. For Year 4, 138 students out of 187 (73.78%) enrolled completed the program. To address these obstacles, we implemented various measures. We offered multiple class sessions throughout the week, enabling students to attend at a convenient time. Live make-up classes and class recordings were provided to accommodate students unable to attend their regular sessions. We also expanded our instruction team and hired a new instructor with a nursing background in memory care.

Language

While our Mandarin cohort successfully completed the training, we faced a shortage of vendors offering CPR classes in multiple languages in the Northern California area. Consequently, we waived the CPR requirement for the Mandarin cohort, enabling them to complete the program. To resolve this challenge, we are continuing to research vendors that can provide the required languages, including Mandarin, for CPR certification.

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 impact study by UC San Francisco, 97% felt that they learned new caregiving skills during the training and 94% agreed/strongly agreed that communication with their consumer has improved because of this training. The study also showed that dementia knowledge significantly increased after training, with trends suggesting retention at the three-month follow-up survey. The study concluded that the results “support the importance of continuing and expanding this work with home care workers.” These findings were published in the Journal of Gerontology.

Lessons learned

Our recruitment, instruction and programs teams go above and beyond to provide students with essential administrative support. Whether it is assisting with enrollment forms, clarifying program requirements, or addressing any concerns or questions, our teams are there to guide and empower our students. This administrative support is crucial in ensuring that our students can fully engage in the training without any barriers. By consistently incorporating student feedback, providing administrative assistance, and offering makeup classes, we create an environment where our students feel supported, empowered, and valued. These services not only contribute to the success of our students but also enhance the overall impact and effectiveness of our training programs.

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 has trained over 22,000 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.



**Center for
Caregiver
Advancement**

advancecaregivers.org