

## TRAINING PARTNERSHIP BOARD

### VISION

Our vision is that every long-term care worker is a professional who has been trained rigorously, whose work is well respected and well compensated, who has meaningful opportunities for professional development and career growth, and who provides high quality care.

### MISSION

Our mission is to train and develop professional long-term care workers to deliver high quality care.

**DAVID ROLF, CHAIR**  
President, SEIU Healthcare 775NW

**NANCY DAPPER**  
Executive Director, Alzheimer's Association of Western WA

**NORA GIBSON**  
Executive Director, ElderHealth NW

**STERLING HARDERS**  
Organizing Director, SEIU Healthcare 775NW

**SETH HEMOND**  
Director of Member Programs and Participation, SEIU Healthcare 775NW

**LINDA LEE**  
Member, SEIU Healthcare 775NW and Home Care Aide

**LESLIE LIDDLE**  
Manager, Collective Bargaining and Employer Relations, SEIU Healthcare 775NW

**DR. MARTY LEVINE, SECRETARY**  
Medical Center Chief, Northgate Medical Center, Group Health Cooperative

**ERIC LIU**  
Founder, Guiding Lights Network

**JESSE MAGANA**  
Home care consumer and disability advocate

**DAN MURPHY**  
Director of Strategic Planning and Community Relations, Washington DSHS, ADSA

**STELLA OGIALE**  
CEO, Chesterfield Healthcare Services

**JAN YOSHIWARA**  
Director Education Services, State Board for Community and Technical Colleges

**KAREN WASHINGTON**  
Member, SEIU Healthcare 775NW and Home Care Aide

### CONTACT THE TRAINING PARTNERSHIP

206-254-7120 [info@myseiubenefits.org](mailto:info@myseiubenefits.org)

[www.myseiubenefits.org](http://www.myseiubenefits.org)



635 Andover Park W, Suite 200, Tukwila, WA 98188

# stronger workforce



# quality. training



# better care



## INTRODUCING THE TRAINING PARTNERSHIP

As the largest non-profit school of its kind in the country, the Training Partnership has a straightforward, yet bold purpose to research, develop, and deliver high quality learning experiences and workforce development supports to long-term care workers so they in turn can deliver high quality care to older adults and people with disabilities. By 2020, 12 million older adults will need long-term care services. It isn't surprising then that the U.S. Department of Labor counts home care aides as their No. 1 fastest growth healthcare occupation between now and 2018. This means that the call for a qualified and committed home care workforce has never been greater than it is today.



Home care aides provide critical and complex support to older adults and people with disabilities living at home. Their work is sometimes misunderstood to be unskilled, although this couldn't be farther from the truth. Many other healthcare professions at their inception -- including nursing, for example -- were similarly misunderstood to be unskilled. Historically, home care was, like many healthcare professions, the responsibility of family members and friends, not professionals, who had informally developed expertise through trial and error. In home care, as family units have become geographically dispersed, more women have entered the workforce, women have had fewer children and divorce rates have increased, family provided care has declined and demand for professional home care aides has grown.

In addition, the home care population is increasingly older and sicker with complex chronic disease which means that demand for professional home care aides is not only growing in terms of volume, but also in terms of the complexity of care that they provide. They support people with dementia like end-stage Alzheimer's disease, developmental disabilities, mental illness like schizophrenia, and complex physical disabilities. They are also increasingly playing a role in the coordination of care -- serving as a communication hub linking the consumer and care team to help prevent unnecessary emergency room visits and hospitalizations.

It is against this backdrop of the birth of a new healthcare profession that the Training Partnership's work is unfolding. As with most other new professions, training is an integral part of success. It shifts the workforce from one characterized by low or no training and poor quality care to one known for high quality training that leads not only to high quality care, but lower turnover and vacancy rates.

Our team is driven by a strong sense of urgency to help move this dial and support a future where older adults and people with disabilities have ready access to a qualified and stable home care workforce and where workers are empowered with the knowledge and skills they need to provide quality care. Our fiscal year 2010 accomplishments demonstrate progress:

- Opening our doors to deliver training to more than 40,000 students statewide with our first classes held on Jan. 4, 2010;
- Rigorous research and development to create evidenced based, adult centered learning experiences that will meet the new I-1029 standards going into effect January 2011; and
- Refining the infrastructure that is needed to administer training to more students than any community college in Washington state -- by many fold.

Our work has been recognized nationally as a promising model including acknowledgement by the U.S. Department of Labor, the U.S. Department of Health and Human Services, and our congressional contingent including Senators Patty Murray and Maria Cantwell.

We can't do any of this alone and are grateful for strong partners including SEIU Healthcare 775NW, leading home care agencies, the State of Washington, consumer groups, and the higher education and workforce development communities.

As we stand at the brink of this new and important healthcare profession being born in Washington state, we look forward to next year and continuing to do our part in meeting the urgent call for a stable and qualified home care workforce in Washington state.

**Charissa Raynor**, Executive Director





# A NEW ERA OF TRAINING

**BETWEEN JAN. 1, 2010-JUNE 30, 2010:** NOTE: The Training Partnership began training delivery on Jan. 1, 2010.

**Total number of students who completed Basic Training:** 3,124

**Total number of students who completed Continuing Education:** 5,887

**Classes taught in following languages:** Vietnamese, Cambodian, Russian, Spanish, Farsi, Korean, Cantonese, Lao, Mandarin, Punjabi, Bosnian, Somali, Tagalog, English.

**How many locations we served classes:** 343

**Basic Training Classes provided:** 451

**Continuing Education Classes provided:** 1,715

**Student satisfaction scores** (Scale of 1-5 5 being the highest satisfaction):

Basic Training: 4.74

Continuing Education: 4.48

**Number of employers receiving training for their workers:** 17



## ABOUT THE TRAINING PARTNERSHIP

The SEIU Healthcare NW Training Partnership delivers innovative, professional training to 40,000 home care aides in Washington each year.

The Training Partnership is a nonprofit 501(c)3 school formed by SEIU Healthcare 775NW and participating employers, including the State of Washington (employer of record), to train and develop professional long-term care workers to deliver high quality care and support to older adults and people with disabilities. In collaboration with SEIU Healthcare 775NW, employers throughout the state, our College Consortium and our Community Network, the Training Partnership is developing innovative, meaningful training programs to help transform the long-term care profession. The aim is better training for long-term care workers, and in turn, better care for long-term care consumers.

### ONLINE LEARNING MANAGEMENT SYSTEM

Our easy to use learning management system allows home care aides to review instructor bios and class reviews before choosing the best option to fit their needs.



### RESEARCH AND DEVELOPMENT

With a dedicated Research & Development team, the Training Partnership uses rigorous, evidence-based tools (i.e., literature reviews, field journaling, focus groups and pilot testing) to learn what employers, workers and clients need. Our innovative use of online tools, such as a Wiki, provides dynamic opportunities for key stakeholders to collaborate on curriculum development. We translate these findings into highly engaging and relevant learning experiences for home care aides.

### BUILDING A SKILLED WORKFORCE

The Training Partnership works collaboratively with our College Consortium and Community Network members to develop curriculum, build career pathways and strengthen the long-term care workforce. Through this work, we provide entry-level workers with upward mobility. Employers gain a motivated, skilled workforce. Our College Consortium members include four-year universities and community and technical colleges from around the state. Community Network members include consumer advocacy organizations, workforce development agencies, and state and local agencies. Full lists of College Consortium and Community Network members are available at MySEIUBenefits.org.

[www.myseiubenefits.org](http://www.myseiubenefits.org)



### LEARNING PRINCIPLES

The Training Partnership uses adult learning principles to maximize student engagement. Some of these principles include the idea that adults want immediate, real-world applications. Our trainings are immediately relevant to the home care aide's work and responsibilities.

### RESEARCH

We perform rigorous and credible qualitative research to inform our curriculum. This involves extensive interviewing and focus groups of home care aides, consumers, community based and/or advocacy organizations, employers, the state (DSHS) and other health care practitioners.

### COLLABORATION

We actively invite the participation of our constituents in the creation of curriculum. The wiki allows for interested parties to view and comment on curriculum that is in development.

### THEMES

We have several themes that are interwoven through all our curriculum such as consumer dignity, cultural inclusivity, and professionalism.

### BASIC TRAINING CURRICULUM

After hundreds of research and development hours, the Home Care Aide Basic Training curriculum was released in January 2011. The 70 hours of curriculum is available for students in English, Russian, Spanish, Vietnamese, Korean and Cantonese. In addition, the Instructor Training for Basic Training Instructors curriculum has been developed and piloted.

### SPOTLIGHT ON RESEARCH AND DEVELOPMENT

#### Why are the training rooms set up like apartments?

The Training Partnership creates courses that are relevant to the life and work of Home Care Aides. This means courses reflect the reality of the work environment – a consumer's home. Practical application of skills is key in internalizing new behaviors.

Training Partnership trainings create learning experiences for a variety of learning modalities. Not everyone can learn from hearing someone talk about a topic. Training Partnership curriculum is designed to address the needs of all learners by using a variety of techniques from class discussion and multimedia assets (videos), to demonstrations, games, and role plays.



The training rooms at the Training Partnership are set up to mimic the conditions in a client's home. This allows for hands-on, real world training.



### MULTIMEDIA CURRICULUM

**Safety and Orientation DVD:** The existing manual-based Safety and Orientation curriculum has been replaced with a five-hour Safety and Orientation DVD in six languages.

**Online Continuing Education:** Ten hours of online Continuing Education have already been developed, with more coming in 2011.

#### Some Topics Include

- Supporting Consumer Independence
- The Faces of Down Syndrome
- Dispelling Disability Myths
- Multiple Sclerosis
- Lifting and Positioning
- Traumatic Brain Injury

### ONLINE CONTINUING EDUCATION

Online Continuing Education creates a convenient avenue for students to take their required training on their own time. Online Continuing Education is interactive, engaging and developed in partnership with experts in the field.

### AMERICAN RECOVERY AND REINVESTMENT ACT (ARRA) APPRENTICESHIP PROGRAM

The ARRA grant funds the establishment of the Home Care Aide Apprenticeship. In addition to funding the classes for approximately 275 new home care aides, the grant provides up to \$400,000 toward curriculum development costs including the development of 70 hours of Advanced Training, 24 hours of peer mentoring as well as the qualitative research that supports the advanced training (interviews and focus groups with consumers, home care aides and other constituents). This funding has allowed R&D to expand temporarily to develop Advanced Training curriculum as well as add a research associate. The grant allows the Training Partnership to complete Advanced Training in a very condensed time frame. The training will launch in April 2011.

