

**1199SEIU HOME CARE INDUSTRY  
BILL MICHELSON EDUCATION FUND  
Health Career Advancement Program ~  
Homecare Worker to CNA/PCA**

# **Progress Report**

**Submitted to the Robin Hood Foundation  
July 27, 2007**

**1199SEIU BILL MICHELSON HOMECARE INDUSTRY EDUCATION FUND**  
Health Career Advancement Program ~Homecare Worker to CNA/PCA

**Progress Report**

This report aims to capture project activity from January 1 through July 27, 2007.

**Development of Employer Support**

The Homecare Fund's strategy is to garner support among hospitals and nursing homes from the leadership level while simultaneously working through the existing employment referral structure of the 1199SEIU Employment Center. The Homecare Fund presented the *Health Career Advancement Program: Homecare Worker to CNA /PCA* in many forums including TEF Trustees' meetings, TEF Employment and Training Committees (with management and union representatives), as well as 1199SEIU union leadership meetings. Key leaders throughout the 1199SEIU network are aware of the goals of the program and aware of progress as we create a bridge from homecare to other health and human service sectors. An article featuring the program was included in the Summer 2007 edition of the "1199SEIU Family of Funds Employer News" (page 3, copy attached).

The Employment Center designated a Job Service Coordinator to centralize the job referral process for the program graduates providing liaison with Job Service Coordinators based in our Brooklyn and Bronx offices. Initially, while in classroom training, the participants meet as a group with a team of Job Service Coordinators who conduct mock interviews. During this session, resumes are reviewed, employment documents are verified, and individual assessments as to participants' communication skills, language ability, and job readiness are conducted. As participants become "job ready" meaning they have attained certification and have completed all pre-employment requirement (i.e. documents, education credentials, etc.) they are referred out for interviews. The Program's Job Service coordinator works with the Homecare Fund's Program Coordinator to collect employment outcomes.

To date, the following employers have expressed interest, made offers of employment or hired program graduates:

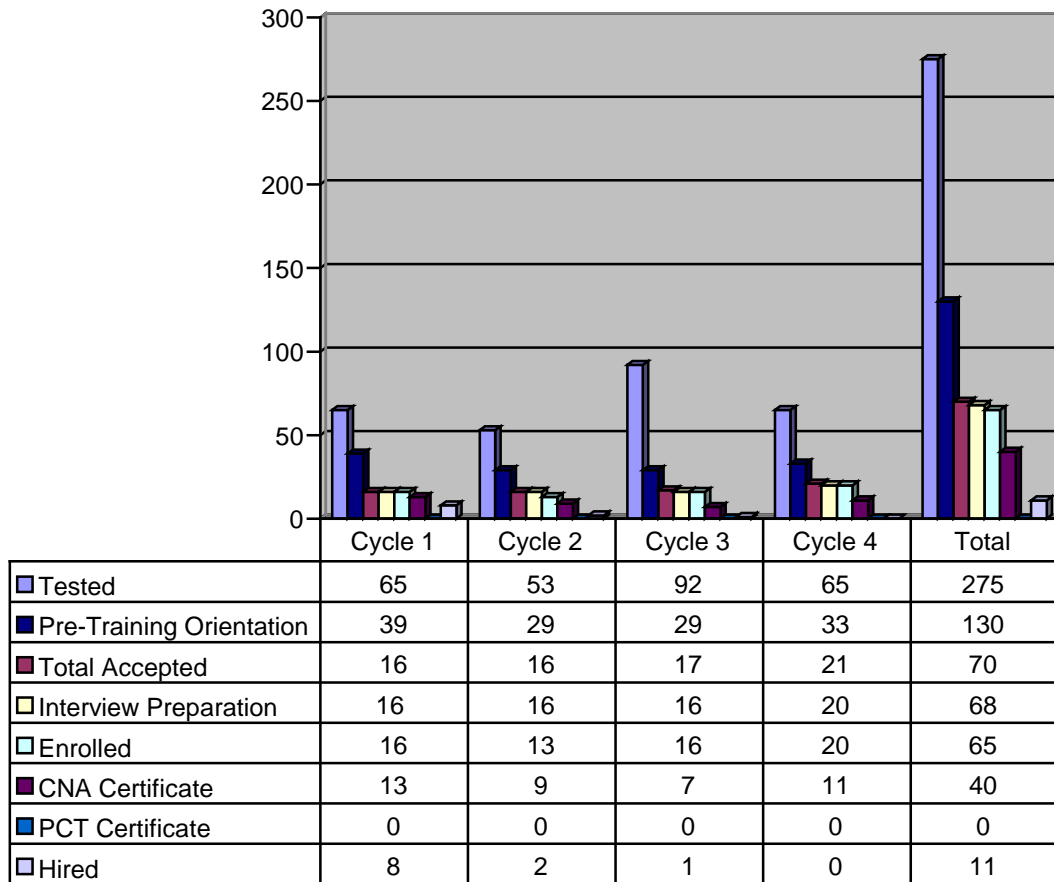
- Augustana Lutheran Home for the Aged
- Beth Abraham
- Beth Israel Medical Center
- Bronx-Lebanon Hospital Center
- Cabrini Nursing Home
- Interfaith Hospital
- Lenox Hill Hospital
- Lutheran Hospital
- Mary Manning Walsh Nursing Home
- New York Gracie Square Hospital
- New York Presbyterian Hospital
- St. Luke's - Roosevelt Hospital
- Terrance Cardinal Cooke Care Center
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### Certified Nursing Assistant Training

During the initial six months of the grant, 4 training cycles were conducted according to the following schedule:

	Cycle 1	Cycle 2	Cycle 3	Cycle 4
Start Date	2/26/07	3/26/07	5/7/07	5/29/07
End Date	4/3/07	5/2/07	6/20/07	7/2/07
Final Test Date	4/6/07	5/7/07	7/3/07	7/11/07

### Recruitment and Training of Homecare Workers



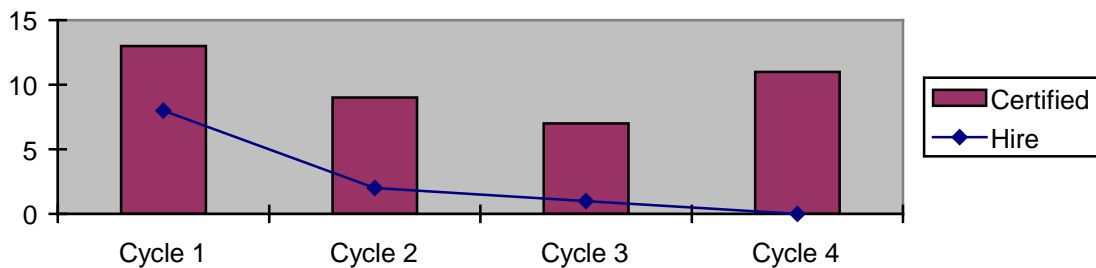
A total of 275 applicants were screened for enrollment in the program. Screening included completion of a Test of Adult Basic Education (TABE) as well as a brief screening interview. Of those screened, 130 were invited to pre-training orientation. The Project Manager and/or the Project Coordinator with support of other staff conducted orientations. Details of the training program and placement activities were

shared at orientation including expectations regarding attendance, conduct, and requirements for work release. Additionally each applicant completed a general enrollment form and is interviewed one-on-one by a Homecare Fund staff person. Following each orientation session, staff assessed the candidates and make recommendations for enrollment. Communication skills, additional health care skills, flexibility regarding work schedule, language, and TABE scores were considered. Accepted applicants were notified and their homecare employers were contacted to secure approval for release from work to attend training full time.

In an effort to enroll more Chinese homecare workers, the Homecare Fund conducted a 10-week intensive English-as-a-Second Language program. After completing the screening process indicated above, 18 Chinese and Spanish speaking workers who needed English support prior to enrollment in the CNA program were selected for this intensive class. The Homecare Fund's ESL Program Specialist and the Instructor developed a curriculum that exposed participants to the language of CNA program with opportunities for role-plays and vocabulary building activities. Of those who completed the Pre-CNA ESL course, 12 applicants were enrolled in Cycle 3. The remaining applicants were referred to the Homecare Fund's ESL program and with evidence of language improvement will be considered for future CNA training programs.

### CNA Certification

A total of 65 homecare workers enrolled in CNA training and of these 100% completed classroom training. To date, 40 (62%) have passed CNA certification. Those who did not pass continue to receive test preparation support and once certified will begin job placement activities.



### Patient Care Associate Training

A recent regulatory change with Patient Care Associate Programs now requires receipt of CNA certification prior to enrollment. Many of the program's CNA graduates are eager for work post-classroom training, yet we will conduct an "upgrading program" for graduates; placed and un-placed participants who have earned their certification. We expect to conduct the first training cycle in September 2007.

## Post-Graduation Program Support: New Worker Support Groups

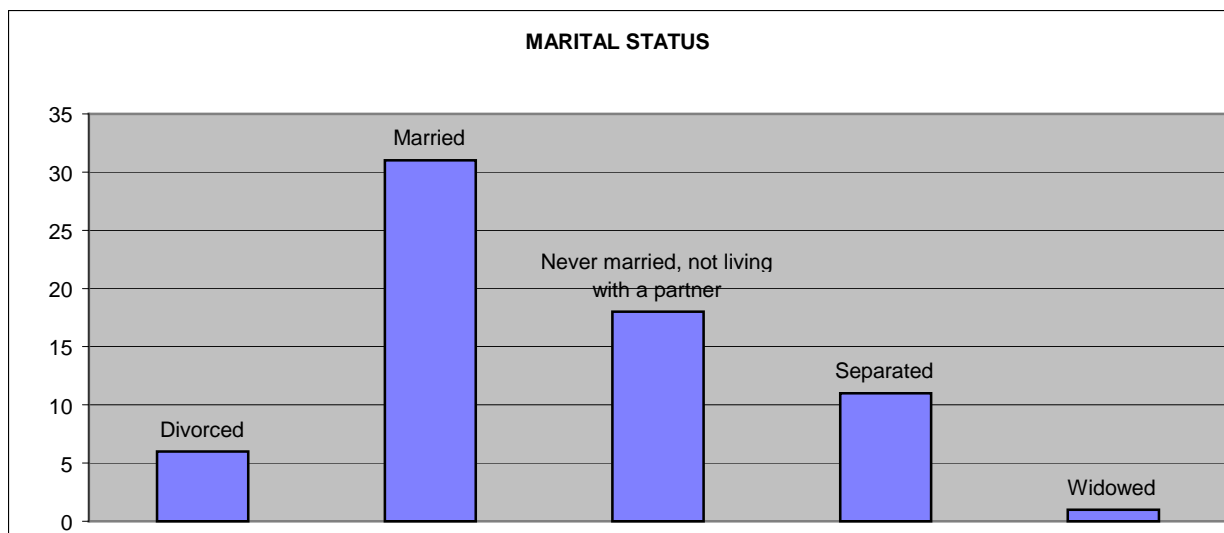
Given the range of placement dates among participants, we cannot as yet report 90-, 180- and 365-day retention. We conducted one post-placement support session for the first cycle of graduates with several more scheduled. We've learned that nursing home workers are experiencing more adjustment challenges due to high patient/staff ratios and the resulting frustration due to the lack of time to provide care in the manner they grew accustomed to while working in homecare. Newly placed CNAs noted "short-cuts" taken by experienced staff members that they will try to learn from and we encouraged them to invite assistance from patients themselves if they are able.

While we do not yet have statistically meaningful data, it is evident that placed workers would greatly benefit from any additional support we may provide after they complete the training program while awaiting placement in addition to throughout their initial 180 days of employment. Developing a model for mentoring between experienced workers and new workers would greatly serve our participants by increasing job satisfaction and creating a "professional forum" for the newly upgraded workers. We are also extending medical benefits to cover the probationary period while participants transition from homecare to their new job

This section of the report provides a statistical portrait of individuals trained and placed through the 1199SEIU Health Career Advancement Program: Homecare Worker to CNA/PCA.

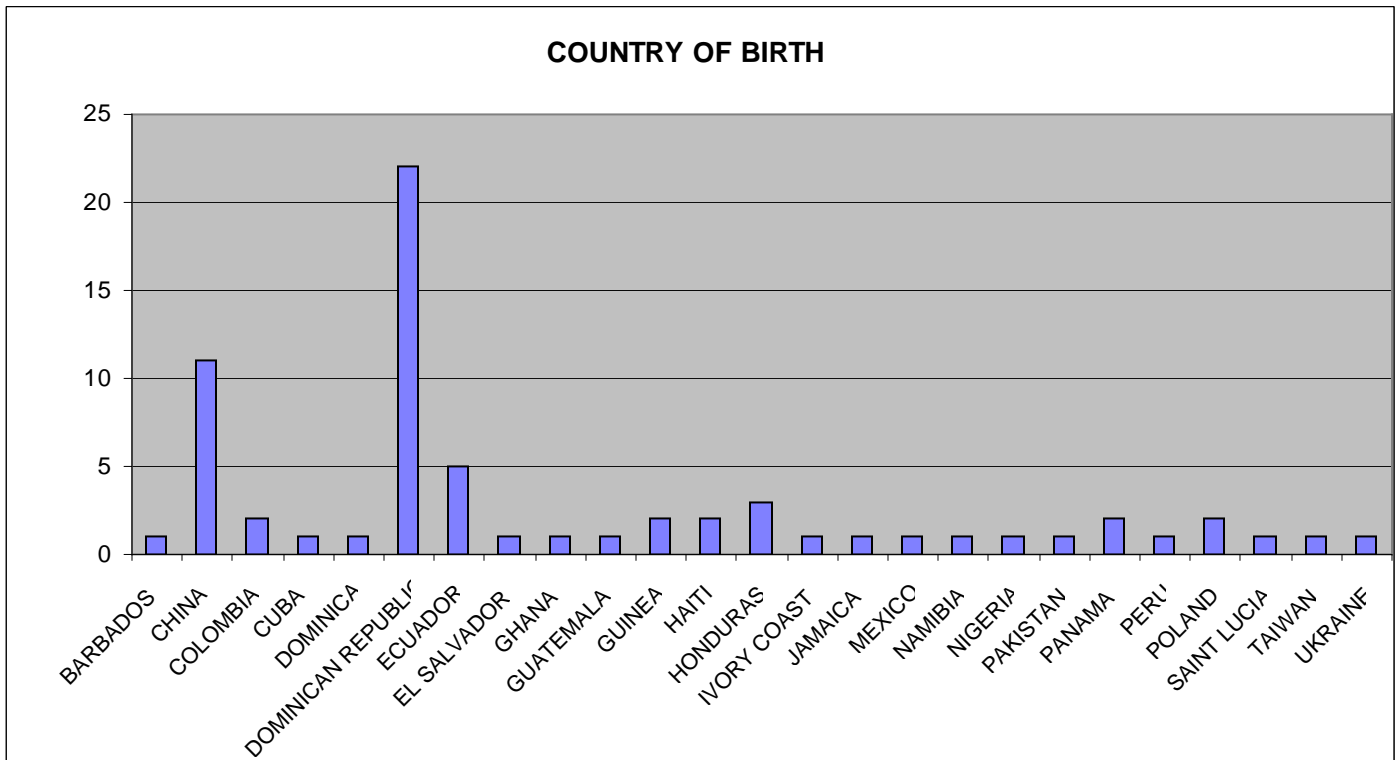
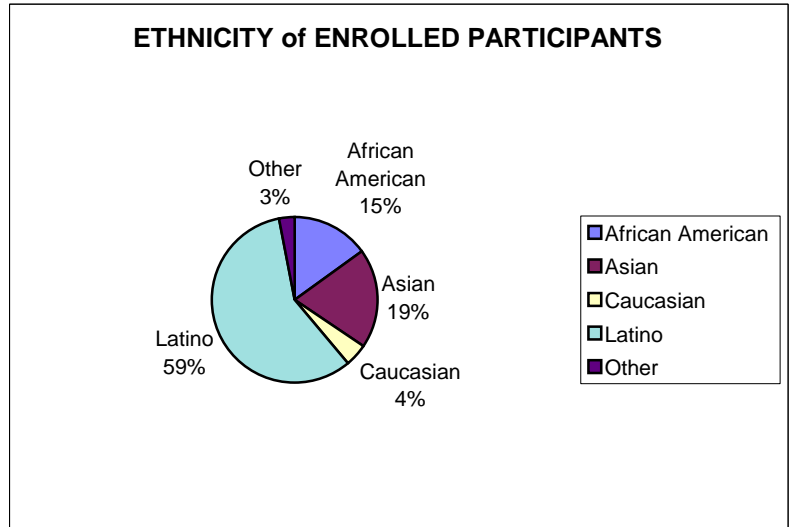
## Demographic Information

The average age of enrolled participants is 41 and 96% are female. Of those with children at home, the average number of children is 2. 46% are married, 27% are divorced or separated, and 27% never married.



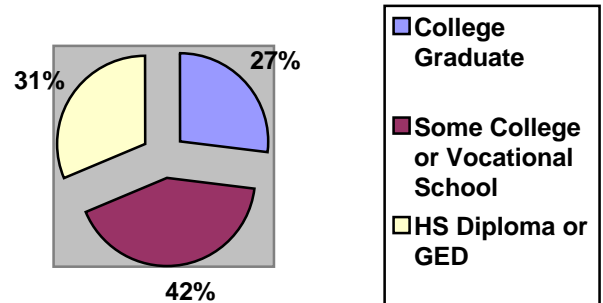
More than half of the enrolled participants self-report ethnicity as “Latino” with nearly equal representation of African-American and Asian participants. Enrolled participants represent 25 countries and speak more than 10 languages including:

- Akan
- Cantonese
- Creole
- French
- Mandarin
- Mandigo
- Polish
- Russian
- Spanish, and
- Yoruba



## Educational Attainment

More than 68% of the program participants have experienced some degree of higher education, the majority attained outside of the United States. 100% completed high school and of these 3 participants earned their GED in the US. 28 (42%) have attended college or vocational school, and 18 (28%) have a college degree from abroad. More than half of the participants had engaged in some other training provided by the Education Fund prior to enrollment.



## Prior Work Experience

The majority of the program participants worked as home attendants or home health aides immediately preceding program enrollment, the exception being workers returning from short-term leaves of absence. Many of the enrolled participants have advanced healthcare training and skills gained both U.S. and abroad including:

- Business and computer studies
- Food Handling certification
- Laboratory Technicians
- Licensed Practical Nurses
- Medical Assistant training
- Registered Nurses

## Budget

We have remained within budget during the first two quarters of the project. To date \$117,924 costs have been captured as grant funded expenditures. A detailed quarterly expense report for the period ending June 30, 2007 is attached.

## July 2007 and Beyond

In September 2006, the New York City Commission for Economic Opportunity, appointed by the Mayor Bloomberg, published a report summarizing their findings and recommendations to increase opportunities and reduce poverty in the City. The report acknowledged the large numbers of working poor who like members of the Homecare Fund, need opportunities to build skills and increase earnings by promoting career paths for low-wage workers.

The Homecare Fund is uniquely positioned to consider a multi-stakeholder discussion about how to professionalize the homecare workforce, create meaningful job advancement opportunities, and strengthen the long-term care workforce in all settings. Through the experience of this training program, we hope to be a voice in the City's workforce system and build capacity for creating and expanding career paths for low-wage homecare workers. So far, we are certain our participants have benefited by being able to practice job specific communication, bolstering self-confidence, adapting to very different work settings, improving literacy, and being well-positioned to understand and value themselves as life-long learners.

The Center for Health Workforce Studies based in the University of Albany's School of Public Health released, *"The Health Care Workforce in New York State, 2005: Trends in the Supply and Demand for Health Workers"* in November, 2006. The report sites the expected growth of homecare and nursing attendants in New York City as follows:

JobTitle	2002	2012	Growth Between 2002 and 2012		Average Annual Openings
			Number	Percent	
Home Health Aides	51,060	64,760	13,700	26.8%	2,040
Nursing Aides, Orderlies, and Attendants	41,180	47,980	6,800	16.5%	1,220

While job growth for homecare workers and nursing assistants is projected, paradoxically, the Berger Commission released a report recommending 5 New York City hospitals for closing. However with 1,220 annual openings for nursing assistants, notwithstanding projected growth for other entry-level technical jobs such as pharmacy technicians, surgical technicians, and licensed practical nurses. We are hopeful that within the healthcare industry, we will create new opportunities for homecare workers' career advancement.