

## IOWA'S PERSONAL AND HOME CARE AIDE STATE TRAINING GRANT

### Developing and Testing Standardized Training and Credentialing Infrastructure

#### A NATIONAL MODEL

- » Based on the work of the Direct Care Worker Advisory Council and the state's ongoing investments in improving the direct care workforce, Iowa was one of six states awarded the federal Personal and Home Care Aide State Training (PHCAST) grant in 2010.
- » The purpose of the grant is to develop a national model to improve recruitment and retention of the direct care workforce through:
  - 1) Standardized training
  - 2) Credentialing

#### STAKEHOLDER-DRIVEN CURRICULUM

- » Curriculum competencies, content, and resources/handouts have been developed for the required Core training module and the five advanced training modules.
- » Competencies have been developed for two specialty training areas: positive behavior supports and Alzheimer's/dementia.
- » Individuals from more than 30 stakeholder organizations were involved in development and review, and curriculum was also reviewed by the six direct care professionals (DCPs) on the DCP Education Review Committee.

##### Individuals involved in curriculum development said:

*"It was a very good way to develop (curriculum) – we had to look outside our comfort zone."*

*"I liked the vastness of diversity (of fields represented in curriculum development)."*

*"The facilitator (of the curriculum committee) added person-centered care to the process and brought in the whole person."*

#### TRAINING DELIVERY AND CREDENTIALS

- » 53 instructors from employers and community colleges have been trained to teach the training modules.
- » Courses are being delivered in employer and community college settings.
- » Almost 300 direct care professionals have taken training.
- » DCPs receive an interim Direct Care Associate credential upon completion of the Core training.
- » Advanced credential exams will be available in April, providing eligibility for interim advanced credentials.

##### Evaluation so far shows:

*100% of participating DCPs are gaining knowledge, and of those who score low on the pre-test (scoring less than 5 out of 10), their knowledge gain is significant and high (from 3.94 to 7.52).*

*97% of DCPs are very or somewhat satisfied with the training.*

*Most DCPs (67%) say they plan to stay in direct care as long as possible and 84% say they speak highly of direct care work to their friends.*

#### LEADERSHIP AND MENTORING SUPPORTS

- » 45 DCPs have been trained in leadership and 37 have been trained in mentoring.
  - » Continuing education and leadership opportunities are promoted to participating DCPs.
- "I now view the importance of retaining staff as higher priority." – a mentor training graduate*

#### DATA AND INFORMATION TO INFORM THE PUBLIC AND WORKFORCE PROJECTIONS

- » A website is being developed for:
  - DCPs to apply for and manage credentials
  - Consumers and employers to look up information about DCPs
  - Data collection and tracking of the workforce
- » The IT system provides data-sharing and automation to streamline processes and create efficiencies for application review, approval, and background checks.