



# **Our First Online Survey: Lessons Learned and Future Plans**

**Presented by:**

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# Today, We'll Share...

- Results from our first online survey
- What we learned about your training needs
- What we plan to do to help address those needs
- Our answers to your questions

# Our First Online Survey

- Introduced during 4 **webinars** with 605 participants
- Included **20 questions** about your experiences as adult family home operators, your successes, opportunities, challenges, and needs
- Generated 411 responses and over 1,500 individual comments **THANK YOU!**

# Survey Results Overview

## Q1: How long have you been operating an adult family home?

- #1 6+ years (58%)
- #2 0-2 years (23%)
- #3 3-5 years (17%)

## Q2: In what city is your adult family home located?

- #1 Vancouver
- #2 Spokane/Spokane Valley
- #3 Tacoma/Lakewood

## Q3: What credential do you hold?

- #1 Certified Nursing Assistant (47%)
- #2 Home Care Aide (15%)
- #3 Registered Nurse (14%)
- #4 Exempt Worker (8%)
- #5 Licensed Practical Nurse (7%)

## Q4: Do you have all the staff you need?

- #1 Yes (72%)
- #2 No (26%)

## Q5: What is your most successful strategy for recruiting staff?

- #1 Word of Mouth (66%)
- #2 Other (15%)
- #3 Online search engines (e.g. Indeed, Monster) (11%)
- #4 Social Media (6%)

## Q6: What are your biggest challenges in recruiting staff?

- #1 No qualified (credentialed) applicants (59%)
- #2 Applicants can't access or complete training and certification (37%)
- #3 Knowing where and how to recruit (31%)
- #4 Applicants fail background or reference checks (12%)

## Q7: How many credentialed caregivers typically work in your adult family home?

- #1 1-2 (46%)
- #2 3-5 (36%)
- #3 6+ (17%)



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# Survey Results Overview

**Q8: How many new caregivers did you hire in the last year?**

- #1 1-2 (56%)
- #2 3-5 (19%)
- #3 6+ (9%)

**Q9: On average, how long do your employees stay in their jobs?**

- #1 3-5 years (68)
- #2 1-2 years (64)
- #3 Less than 6 months (59)

**Q10: Which credential would you prefer to hire in your adult family home and why?**

- #1 Certified Nursing Assistant (55%)
- #2 Home Care Aide (39%)

**Q11: How does your staff receive the required training now?**

- #1 Online (Self-Paced Online Course, Virtual Classroom, Webinar) (46%)
- #2 In a classroom (43%)
- #3 In your adult family home (8%)

**Q12: Do you have a preferred trainer/training company?**

- #1 No (66%)
- #2 Yes (32%)

**Q13: Do you assist staff in achieving appropriate credentials?**

- #1 Yes (87%)
- #2 No (11%)

**Q14: Does your facility have an approved training program?**

- #1 No (60%)
- #2 Yes (38%)

**Q15: Are you interested in training other adult family homes?**

- #1 No (68%)
- #2 Yes (30%)



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# Survey Results Overview

## Q17: Where do you struggle with your existing training process? (Check all answers that apply)

- #1 Caregivers switching homes after getting trained (50%)
- #2 Availability of training (46%)
- #3 Cost of training (41%)
- #4 The time gap between training and testing is too long (36%)
- #5 AFHs not having the time or money to train staff (33%)
- #6 Other (7%)

## Q20: What is one question you wish we had asked today?

212 varying responses

## Q18: What training(s) would you feel confident teaching? (Check all answers that apply)

- #1 Orientation and Safety (76%)
- #2 Continuing Education (56%)
- #3 Core basic training/Fundamentals of Caregiving (49%)
- #4 Dementia Specialty Training (42%)
- #5 Mental Health Specialty Training (38%)
- #6 Developmental Disabilities Specialty Training (22%)
- #7 Traumatic Brain Injury Specialty Training (15%)
- #8 Other (8%)

## Q19: What training(s) would you provide to a fully credentialed new employee? (Check all answers that apply)

- #1 Facility orientation (91%)
- #2 Medication system (90%)
- #3 Understanding a care plan (87%)
- #4 Resident rights (86.76%)
- #5 Equipment in the home (86.03%)
- #6 Reporting requirements (85%)
- #7 L&I requirements (53%)



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# Words of Encouragement

*“My staff are great.”*

*“Very challenging but very rewarding. If things get better, smile or laugh.”*

*“The first year was very stressful until I got used to it. Now, I love it, and I do love my residents, too.”*

*“I love my work.”*

*“Love my job with our 6 DD residents.”*



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# Challenge: Recruitment

*“I never have any luck with online or newspapers. I really need help with this.”*

*“Finding staff has always been a problem due to high training requirements.”*

*“Difficult to get experienced, qualified staff.”*

*“The applicants aren’t aware of what adult family homes are.”*

*“Limited pool of staff that are qualified and have their credentials. Most are fairly new grads.”*

*“Knowing where and how. No qualified applicants. I don’t know how/where to find access for training good applicants.”*

*“Most applicants don’t have an HCA.”*

*“I have a very difficult time finding staff.”*



## Challenge: Availability of Training

*“I am hoping adult family home providers can train caregivers at home.”*

*“Trainees do not have time to go to classrooms and transportation is a problem.”*

*“Something at my pace and that isn’t difficult. My time is wrapped around clientele 24/7.”*

*“Getting them their credential remotely has been a REAL challenge.”*

*“When it was available, I sent them to the classroom. I would like to train in our home.”*

*“Testing has been a huge issue, as has been the labs for hands-on work.”*

*“It would be nice if they could take the class online.”*

# Challenge: Affordability of Training

*“Inability to pay competitive wages. We also have unique requirements due to the way we staff with live-in caregivers.”*

*“Not cost-effective, especially new ones that come and go.”*

*“I hire them after classes, can’t afford to send them through classes and have them quit.”*

*“We cannot afford to pay for classroom time.”*

*“Staff don’t want to pay the training amount.”*

*“We have to make it easier and cost less for providers.”*

## Challenge: Retention

*“Retaining staff is at the top of that list. They use me to get free certification, then get better pay elsewhere.”*

*“Impossible with current rules, certifications, license, and education requirements to keep staff. IMPOSSIBLE.”*

*“Inability to pay competitive wages. We also have unique requirements due to the way we staff with live-in caregivers.”*

*“Our difficulty is the high cost of living in the area in which we operate. We have great staff that are going to be leaving us due to this issue.”*

*“The big challenge is the SALARY. An AFH with Medicaid clients cannot compete with an AFH with private clients.”*

*“Too many options that pay much more.”*



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# Helping to Provide More Training

- **Increasing awareness** about training opportunities among stakeholders and partners through multi-channel communication
- **Sharing information and soliciting input** from our stakeholders to inform the process of delivering the required training and develop effective strategies for growing the caregiver workforce
- Developing a path to **facility-based training** by:
  - Offering **adult education courses** at no cost for bargaining unit members
  - Developing information about facility-based training programs based on members' assessed needs and desires

# Informing You through Multi-Channel Communications

- **Increasing awareness** among stakeholders and partners through:
  - Continual **web** presence at [www.longtermcarefoundationwa.org](http://www.longtermcarefoundationwa.org)
  - Continual social media (**Facebook**) presence at <https://www.facebook.com/LTCFWA>
  - Monthly **emails**
  - Timely **webinars**
  - Periodic **mailers**
  - Semi-annual online **surveys**
  - Periodic **meetings** and **conferences**
    - In-person (COVID-permitting)
    - Interactive web conferencing
  - Annual **Impact Report**

# Informing Each Other through Stakeholder Engagement

- **Sharing information and soliciting input** from our stakeholders to:
  - Inform the process of delivering the required training
  - Develop effective strategies for growing the caregiver workforce
- **Offering presentations** open to all bargaining unit members and partners at:
  - Adult Family Home Council Chapter Meetings, Fall and Spring Conferences
  - Long-Term Care Foundation-sponsored events, interactive web conferences, and webinars
  - Online surveys

# Helping You Pay for Training—A Pilot Program

- Developing and launching a pilot program to provide **financial support for tuition and time** to complete the required training for new long-term care workers
- Providing this benefit based on an adult family home's **Medicaid occupancy**
- Based on the availability of funds, providing this benefit to **25-50 long-term care workers** in adult family homes

# Delivering Training:

## Requirements for Home Care Aide (HCA) Certification

- Orientation (2 Hours)
- Safety Training (3 Hours)
- Caregiver Responsibilities
- Core Basic Training (58 Hours)
  - Skills Lab (16 hours)
  - Intro + The Client (3 Hours)
  - Person-Centered Care (3 Hours)
  - Communication (3 hours)
  - Client Rights (3 Hours)
  - Caregiver Responsibilities (3 Hours)
  - Infection Control + Food Handling (3 Hours)
  - Infectious Diseases (3 Hours)
  - Mobility + Skin Care (3 Hours)
  - Body Care (3 Hours)
  - Nutrition (3 Hours)
  - The Process of Elimination (3 Hours)
  - Medications + Self-Directed Care (3 Hours)
  - Self-Care + Grief and Loss (3 Hours)
  - Review + Final Exam (3 Hours)
- Population-Specific Training (12 Hours)
  - Mental Health Level I (8 Hours)
  - Dementia Level I (8 Hours)
  - Nurse Delegation (9 Hours)
  - Nurse Delegation Level 1 Focus on Diabetes (3 Hours)



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# Our Community Instructors

## Meet Robin VanHying Cornerstone Healthcare Training, LLC

Robin has over 30 years of experience as a geriatric nurse, she is a licensed nursing home and assisted living administrator and has owned and operated an adult family home. Cornerstone Healthcare Training emerged from Robin's passion for caring for others and a dedication to providing quality, convenient and affordable training for caregivers.

Since its establishment in 2010, the team at Cornerstone Healthcare Training has supported and trained over 30,000+ healthcare professionals in Washington State.

Cornerstone continues to be a pioneer in online training for caregivers, providing virtual instructor-led and self-paced e-learning training programs. This includes Home Care Aide (HCA) Training, Nurse Delegation, Nurse Delegation Focus on Diabetes, Mental Health Specialty Training, Dementia Specialty Training, Adult Education and HIV/AIDS Training, among others.

All coursework through Cornerstone is done online with the exception of the skills practice portion of the Home Care Aide training program. The hands-on skills labs are offered in six regional locations across the state.

Check us out online and start training employees today!

Website: [cornerstonehealthcaretraining.com](https://cornerstonehealthcaretraining.com)

Email: [contact@cornerstonehealthcaretraining.com](mailto:contact@cornerstonehealthcaretraining.com)

Phone/Text/Fax - (206) 673-2919



# Our Community Instructors

**Meet Sarah Lane, HCA  
Owner, Instructor  
S&H Training Center, Inc.**



S&H Training Center delivers the highest quality caregiver training in the Puget Sound area! We offer the 75-hour Home Care Aide training, as well as Dementia, Mental Health, Nurse Delegation (Core and Diabetes), and Continuing Education. We have two locations to serve you in Olympia and Renton. We train each student to:

- Provide excellent, patient centered care
- Pass their state exam
- Be an outstanding employee

Sarah Lane is the owner and an instructor at S&H Training Center. She is a licensed Home Care Aide and has owned and operated an award-winning home agency for more than five years. With a staff of 40 caregivers, Sarah is well-aware of the knowledge and skills employers are looking for in a good caregiver.

Beyond the training classes, we also help our HCA students fill out their state applications, prepare for their state exams, and allow them practice time with the manikins to hone their hands-on skills. In addition, our Olympia location also serves as a state testing site.

For more information call (360) 539-7423 or email [sarah@sandhtraining.com](mailto:sarah@sandhtraining.com) us today! You can register on our website at: [www.sandhtraining.com](http://www.sandhtraining.com).



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# A New Member of Our Team:

## Workforce Development Specialist

- Developing **human resource best practice guidance** for AFH providers
  - Job description development
  - Job posting sites navigation
  - Recruitment: screening, interviewing, checking references
- Serving as a **resource** for AFH providers to contact for **HR support and guidance**
  - Receiving, responding to, and tracking contacts and questions
- Developing and launching the **pilot program** to provide financial support to complete the required training for new long-term care workers
  - Coordinating and monitoring application of the new training benefit

# How We Got Here

Special thanks to the Adult Family Home Council  
for their work and support!



The Long-Term Care Foundation of Washington State (LTCF) will be working to operationalize an Adult Family Home Training Network (AFHTN) as prescribed in **Second Substitute Senate Bill 5672**, enacted during the 2019 Legislative Session.

This bill was passed thanks to the tremendous efforts of the Adult Family Home Council, who work *to improve the lives and well-being of vulnerable adults through the support of adult family homes.*

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





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## Questions?

**The Long-Term Care Foundation of Washington State**

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**360-764-7233**

