



MAXIMUS®

DIRECT CARE WORKER FRAMEWORK

Supporting the Nation's Growing
Need for Skilled, Passionate Care
Givers

August 30, 2017



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MAXIMUS



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Practical Training Solutions



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MAXIMUS

Team's goals

- ✓ Seek to understand and recognize the problem(s) from all sides
- ✓ Balance give-and-takes from every stakeholder
- ✓ Be 100% successful for many, not 50% successful for all
- ✓ Build an approach and technology that is flexible
- ✓ Bring prestige and recognition to Direct Care work
- ✓ Bring professional training to support family caregivers
- ✓ Build a framework with incremental steps to the future vision

Agenda

- ✓ What is the Problem?
- ✓ What is our Approach?
- ✓ Enabling technology: Demo of Training Venue.com
- ✓ Future Vision



Common challenges shared by states

- ✓ Silver Tsunami – Exponential growth of elderly population
- ✓ Growing cost of long term care
- ✓ Aging in place creates greater demand for home care workers
- ✓ Direct care workers are poorly paid and have inconsistent levels of training
- ✓ Scarcity of supply and growing demand leads to less choice, greater cost for State
- ✓ States are looking at work requirements for many entitlement programs



10,000 BABY BOOMERS TURN 65 EVERY DAY – GROWING NEED FOR 1.8 MILLION ‘FRONTLINE’ WORKERS BY 2022

49 % growth
personal care assistants

49 % growth
home health aids

21 % growth
nursing assistants

19 % growth
registered nurses

A potential solution: Direct Care Worker Supply Chain

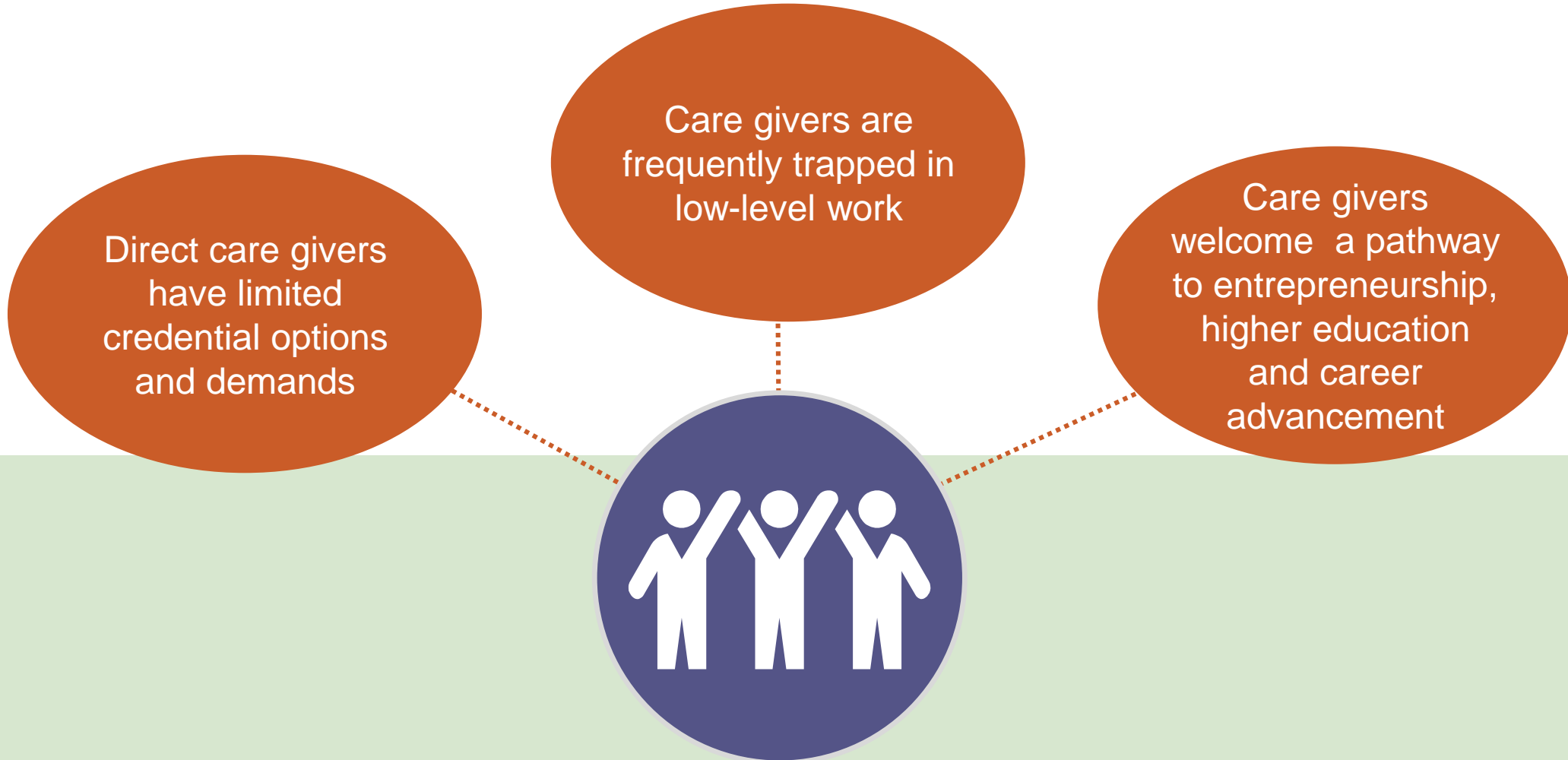
Supply Side	Demand Side
Job-seeker and apprenticeship programs for recruitment	Standardized process to vet candidates focused on passion, patience, personality
Certification and training enhances professionalism and opportunity	Single Point of Entry to refer certified workers to temporary or permanent positions
Career paths and specialization to increase recruitment draw and retention	Offer referral service to Medicaid beneficiaries, private pay, family care givers, and agencies
Work/study and online training - work while moving up the career ladder	Sliding scale referral fee based on ability to pay

Why Direct Care Work can suit public assistance recipients

- ✓ Fastest growing job categories
- ✓ Offers gateway to motivated individuals to leverage personal experience into professional
- ✓ Appeal to individuals with strong sense of community and purpose
- ✓ Accessible to those looking for initial career opportunity but only basic skills



Build a supply of uniform, motivated workers



Creating an affordable, adaptable career pathway



Improving retention of Direct Care Professionals

1

ASSESS

Select better-suited candidates and provide realistic job requirements

2

SUPPORT

Provide career-focused, personal assistance

3

ENGAGE

Coach employer-based mentors to build camaraderie and engagement

Who will fund the program and make it sustainable?

- ✓ Blend of existing tax credits, TANF and WIOA training funds
- ✓ Administration's prioritization of apprenticeship programs
- ✓ Worker's apprenticeship investment fee
- ✓ Referral Fees from Clearinghouse / Website / Home Care Agencies
- ✓ Fees for targeted advertising on provider search website



Who benefits? A “Win-Win” for all stakeholders

State	Beneficiaries / Private Pay Individuals / Family Care Givers	Agencies / Hospitals / Clinics / Nursing Homes / Health Plans	Career Seekers
<ul style="list-style-type: none"> • Employment of TANF recipients • Improved control of Medicaid program dollars • Enhanced quality of home care • Provides real choice for aging citizens • Reduces Medicaid LTSS costs by increasing available HCBS 	<ul style="list-style-type: none"> • Higher quality care and greater professionalism of care givers • More convenient access to employees and greater confidence in hiring • Convenient access to qualified employee backup for emergency situations • Encourages family caregiving by making respite/emergencies easier to address 	<ul style="list-style-type: none"> • Higher retention rates of employees/less turnover reduces operating costs • Greater availability and more convenient access to employees • Convenient access to qualified staff for emergency situations • Better trained and professional staff to provide services • Home-based care is crucial to hospitals achieving CMS pay-for-performance standards 	<ul style="list-style-type: none"> • Opportunity to enter a high-demand sector • Advance along a varied career ladder • Greater flexibility in employment • More professionalism and greater job satisfaction • Improved opportunity to stay in direct care field, while advancing career and increasing wages • Improved economic stability



SYSTEMS DEMONSTRATION

ENROLL
LOGIN

Using the calendar, select the class(es) you wish to attend.

ONLINE CLASSES <small>Click course name to register</small>	August 2017 SEPTEMBER																																																												
<p>Applied Behavior Analysis - ONLINE - 6 Hour CEU</p> <p>Incident Reporting - ONLINE-1 CEU</p> <p>Introduction to Developmental Disabilities - ONLINE-1 CEU</p> <p>Medication Basics - ONLINE-1 CEU</p> <p>Positive Behavior Support- ONLINE-1CEU</p> <hr/> <p style="text-align: center;">CART</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 60%; border-bottom: 1px solid black;">COURSE</th> <th style="width: 40%; border-bottom: 1px solid black;">PRICE</th> </tr> <tr> <td colspan="2" style="text-align: center; color: red;">There are no items in your cart</td> </tr> <tr> <td colspan="2" style="text-align: right;">CART TOTAL: \$0.00</td> </tr> </table> <div style="display: flex; justify-content: space-around; margin-top: 5px;"> MODIFY CART CHECK OUT </div>	COURSE	PRICE	There are no items in your cart		CART TOTAL: \$0.00		<p>Filter by Location West Phoenix</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #003366; color: white;"> <th>Sunday</th> <th>Monday</th> <th>Tuesday</th> <th>Wednesday</th> <th>Thursday</th> <th>Friday</th> <th>Saturday</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td></td> <td></td> <td> Article 9 8:00 AM-12:00 PM CPR - Adult and Pediatric and AED 12:30 PM-3:00 PM First Aid 3:00 PM-5:30 PM </td> <td> Prevention and Support of Behavioral Emergencies 8:00 AM-5:00 PM Sold Out </td> <td> CPR - Adult and Pediatric and AED 12:30 PM-3:00 PM First Aid 3:00 PM-5:30 PM </td> <td> Prevention and Support of Behavioral Emergencies 8:00 AM-5:00 PM </td> <td> Article 9 8:00 AM-12:00 PM Sold Out CPR - Adult and Pediatric and AED 12:30 PM-3:00 PM Sold Out First Aid 3:00 PM-5:30 PM Sold Out </td> </tr> <tr> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>11</td> <td>12</td> </tr> <tr> <td></td> <td> Skill Building and the ISP Process (Habilitation) 1:00 PM-5:00 PM </td> <td> Article 9 8:00 AM-12:00 PM CPR - Adult and Pediatric and AED 12:00 PM-3:00 PM Sold Out First Aid 3:00 PM-5:00 PM Sold Out </td> <td> Prevention and Support of Behavioral Emergencies 8:00 AM-5:00 PM Sold Out </td> <td> Article 9 8:00 AM-12:00 PM Sold Out CPR - Adult and Pediatric and AED 12:30 PM-3:00 PM First Aid 3:00 PM-5:30 PM </td> <td> Prevention and Support of Behavioral Emergencies 8:00 AM-5:00 PM </td> <td> Prevention and Support of Behavioral Emergencies 8:00 AM-5:00 PM Sold Out </td> </tr> <tr> <td>13</td> <td>14</td> <td>15</td> <td>16</td> <td>17</td> <td>18</td> <td>19</td> </tr> <tr> <td></td> <td> Prevention and Support of Behavioral Emergencies 8:00 AM-5:00 PM Sold Out </td> <td> Article 9 8:00 AM-12:00 PM Sold Out </td> <td> Principles of Care Giving-DCW Fundamentals 8:00 AM-5:00 PM </td> <td> Principles of Care Giving-DCW Developmental Disabilities 8:00 AM-5:00 PM </td> <td> Principles of Care Giving-DCW Aging and Physical Disabilities 8:00 AM-5:00 PM Seats Left: 10 </td> <td> Prevention and Support of Behavioral Emergencies 8:00 AM-5:00 PM Sold Out </td> </tr> </tbody> </table>						Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday			1	2	3	4	5			Article 9 8:00 AM-12:00 PM CPR - Adult and Pediatric and AED 12:30 PM-3:00 PM First Aid 3:00 PM-5:30 PM	Prevention and Support of Behavioral Emergencies 8:00 AM-5:00 PM Sold Out	CPR - Adult and Pediatric and AED 12:30 PM-3:00 PM First Aid 3:00 PM-5:30 PM	Prevention and Support of Behavioral Emergencies 8:00 AM-5:00 PM	Article 9 8:00 AM-12:00 PM Sold Out CPR - Adult and Pediatric and AED 12:30 PM-3:00 PM Sold Out First Aid 3:00 PM-5:30 PM Sold Out	6	7	8	9	10	11	12		Skill Building and the ISP Process (Habilitation) 1:00 PM-5:00 PM	Article 9 8:00 AM-12:00 PM CPR - Adult and Pediatric and AED 12:00 PM-3:00 PM Sold Out First Aid 3:00 PM-5:00 PM Sold Out	Prevention and Support of Behavioral Emergencies 8:00 AM-5:00 PM Sold Out	Article 9 8:00 AM-12:00 PM Sold Out CPR - Adult and Pediatric and AED 12:30 PM-3:00 PM First Aid 3:00 PM-5:30 PM	Prevention and Support of Behavioral Emergencies 8:00 AM-5:00 PM	Prevention and Support of Behavioral Emergencies 8:00 AM-5:00 PM Sold Out	13	14	15	16	17	18	19		Prevention and Support of Behavioral Emergencies 8:00 AM-5:00 PM Sold Out	Article 9 8:00 AM-12:00 PM Sold Out	Principles of Care Giving-DCW Fundamentals 8:00 AM-5:00 PM	Principles of Care Giving-DCW Developmental Disabilities 8:00 AM-5:00 PM	Principles of Care Giving-DCW Aging and Physical Disabilities 8:00 AM-5:00 PM Seats Left: 10	Prevention and Support of Behavioral Emergencies 8:00 AM-5:00 PM Sold Out
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Allows independent DSP's or Agencies to enroll employees

Welcome Tyler Test

SUMMARY

LEARNERS

ENROLL

CERTIFICATES

BILLING

Click the "Learners" tab to begin enrollment.

CURRENT REGISTRATIONS

Click name to cancel registration. No cancellations within 1 day of class.
Click order number to view invoice.

Some current registrations may not appear on this list

NAME	CLASS	DATE	LOCATION	ORDER
NO CURRENT CLASS REGISTRATIONS				
Test, Bill	Skill Building and the ISP Process - ONLINE			9435
Test, Bill	Incident Reporting - ONLINE-1 CEU			9435
Lastname, John	Incident Reporting - ONLINE-1 CEU			9438
Test, Tim	Incident Reporting - ONLINE-1 CEU			9433
Lastname, John	Introduction to Developmental Disabilities - ONLINE-1 CEU			9438
Lastname, John	Incident Reporting - ONLINE-1 CEU			9803
Arce, Marcos	Positive Behavior Support- ONLINE-1CEU			13230
Test, Bill	Positive Behavior Support- ONLINE-1CEU			13221
Arce, Marcos	Medication Basics - ONLINE-1 CEU			13230
Arce, Marcos	Introduction to Developmental Disabilities - ONLINE-1 CEU			13230
Arce, Marcos	Incident Reporting - ONLINE-1 CEU			13230
Test, Bill	Incident Reporting - ONLINE-1 CEU			13232
Test, Tim	Positive Behavior Support- ONLINE-1CEU			13597
Test, Tim	Applied Behavior Analysis - ONLINE - 6 Hour CEU			17672
man 2, cron	Positive Behavior Support- ONLINE-1CEU			17675
Test Guy, ABA	Introduction to Developmental Disabilities - ONLINE-1 CEU			17677
test, pbs	Positive Behavior Support- ONLINE-1CEU			18837

ACCOUNT CREDIT

To add funds to your account click [HERE](#).

Your current account credit is \$25.00

CERTIFICATES EXPIRING THIS MONTH

Click name for details.

NO EXPIRATIONS THIS MONTH

Dashboard provides an overall summary of Agency Account



Let us know your hiring needs!

Get Instant Online Background Checks, Fingerprinting, Drug Testing and Training.

Filter by

Certified Caregiver

Direct Care Worker (DD/APD)

Matching Staff and Those in need of services has never been this easy. Interview Direct Care Workers that are ready to Work!

Direct Care Worker (DD/APD)



Patricia O



Dear Sir or Madam:I am currently enrolled in the Nursing Program at Everest College Phoenix. I am seeking ...



Miroslaba G.



Miroslaba G.Northwestern University Postbaccalaureate Pre medicine CertificateB.S. in Psychology, University ...



Lori S.



Lori has successfully completey her background screening through HireRight service.Online Criminal Histroy, ...

Arizona Only

Allows Employers/Agencies to hire trained DSP's



Patricia O

[Write a review](#)

Dear Sir or Madam:

I am currently enrolled in the Nursing Program at Everest College Phoenix. I am seeking employment with a facility where I can be involved in providing children nursing care. Your name came to me through word of mouth, and I would greatly appreciate any opportunity available to work with or in your facility. I have a deep passion for working with ill children. I strongly believe that everyone, despite their condition deserves to be loved and thrive to fullest of their ability. Everyone needs someone who sincerely care about them and want the best for them by advocating for them, providing optimal health care, and a safe environment.

A brief resume is enclosed that will demonstrate my enthusiasm of furthering my nursing experience with a community involved facility such as yours. I hope to apply this enthusiasm towards the caregiving position you have available. Any advice you may have for me would be much appreciated. I am flexible and will be available for interview at any time during the coming weeks. Should your schedule permit it, I would like to meet with you in person.

Thank you in advance for your consideration!

Availability:

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
6am-9am	★	★	★	★	★	★	★
9am-12pm	★	★	★	★	★	★	★
12pm-3pm	★	★	★	★	★	★	★
3pm-6pm							
6pm-9pm							
9pm-12am	★	★	★	★	★	★	★
12am-6am	★	★	★	★	★	★	

★ Available

Areas Served:

Maricopa County, Arizona

Contact Me

Address: Zip Code: 85041

Arizona Only

[Write a review](#)

[Share This Listing](#)

More Info:

Female

3+ years Experience

Non-smoker

Special Training in Article 9, Prevention and Support, CPR, First Aid, Intro to DD

I speak English and Basic Spanish

Background Check Verified ✓

Drug Tested Untested ✗

Documents:

Resume

Candidate Profile

Dashboard provides an overall summary

National



Search ...

Tyler Burke
Super Admin

DASHBOARD

Home / Dashboard

Enroll Learner

Dashboard

Employees

Messages

Reports

Available Candidates

Submit Requests

Calendar

Certificates

Maps

My Profile

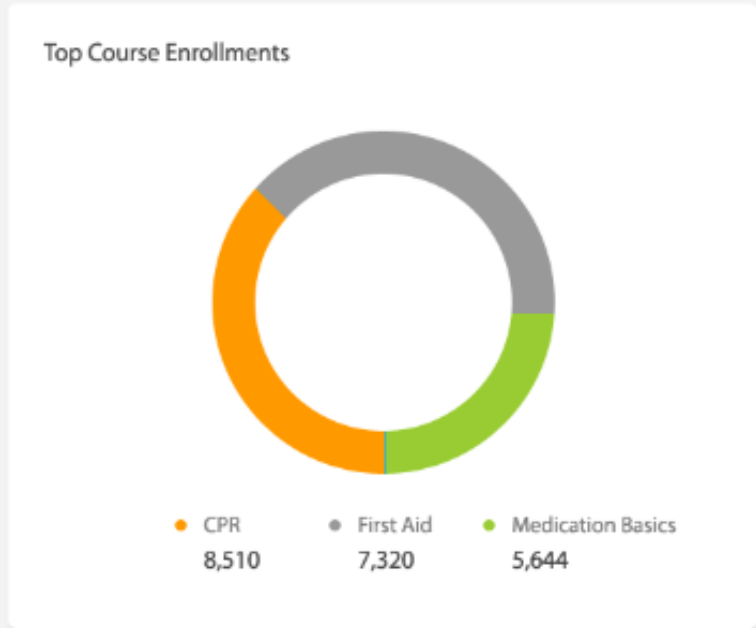
Logout

Current Employees
322

Current Registrations
46

Expiring within 30 days
9

Available Candidates for hire
24



2017
August

MON	TUE	WED	THU	FRI	SAT	SUN
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Saturday
August 23, 2017

8:00	Positive Behavior Support
8:00	Maltreatment
10:00	Medication Basics
11:40	CPR & First Aid

Choose From Available candidates who are Trained and READY to work!

National



Tyler Burke
Super Admin

DASHBOARD

Home / Dashboard









Enroll Learner

- Dashboard
- Employees
- Messages
- Reports
- Available Candidates
- Submit Requests
- Calendar
- Certificates
- Maps
- My Profile
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AVAILABLE CANDIDATES IN PHOENIX ARIZONA

All Candidates

Select All

<input type="checkbox"/> Suzy B. Direct Support Professional View Hide 	<input type="checkbox"/> Betty D. Direct Support Professional View Hide 	<input type="checkbox"/> Betty D. Direct Support Professional View Hide 	<input type="checkbox"/> Betty D. Direct Support Professional View Hide 
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Enroll Learner

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Suzy B

DIRECT SUPPORT PROFESSIONAL

State

NADSP

National

2 YEARS EXPERIENCE

★★★★★ 23 Reviews

Overview

Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum. Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam. Anisi ut aliquip ex ea commodo consequat. Eset cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident.

Specialized In-

- Employment Support Services
- Autism
- Independent Residential Living

Suzy B.

DIRECT SUPPORT PROFESSIONAL

HIRE ME



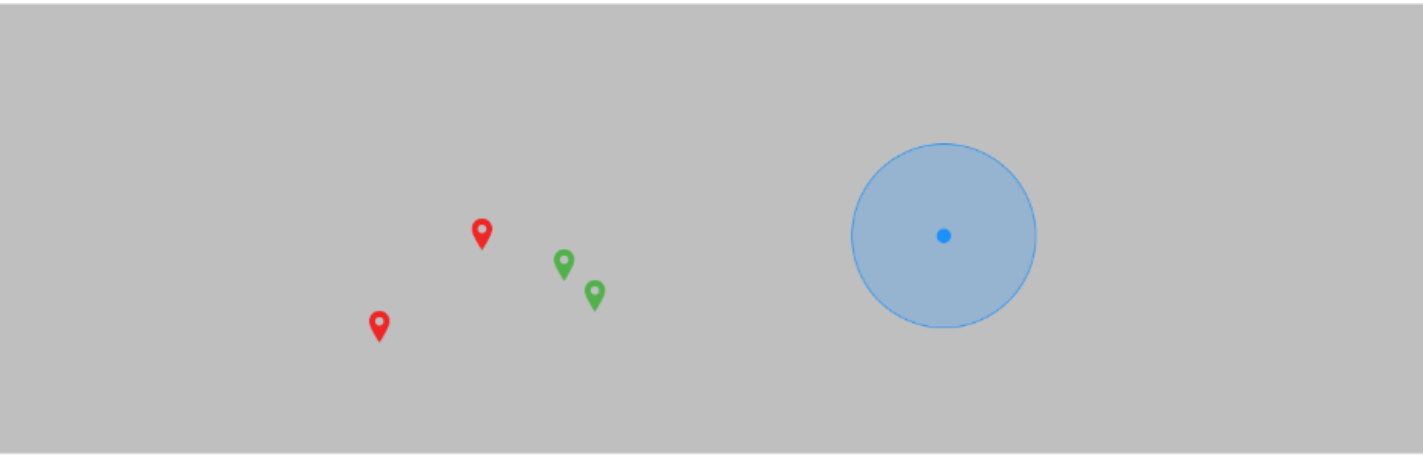
- Finger Print Clearance Card
- Drug Tested
- Resume
- Employment References

Travel

Availability

Certificates

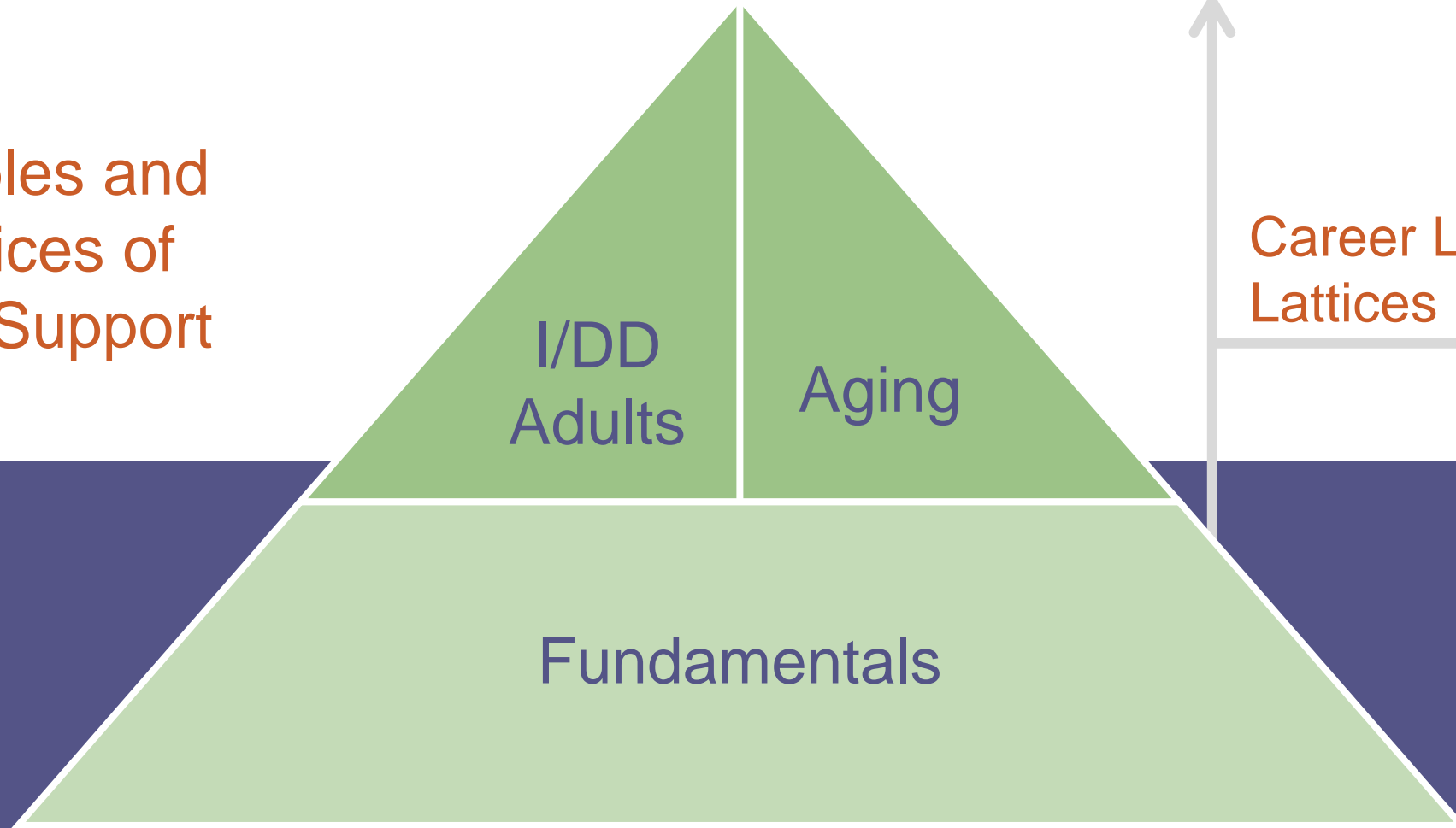
Transporation Radius



Individual Candidate Profile Page

Blended Learning – Combining online and in-person training across disability sectors

Principles and
Practices of
Direct Support



A woman with dark hair, wearing a white tank top and a gold hoop earring, is looking intently at a blurred man in a white shirt. Her hands are clasped in front of her. The background is a soft, out-of-focus blue and green.

FUTURE VISION

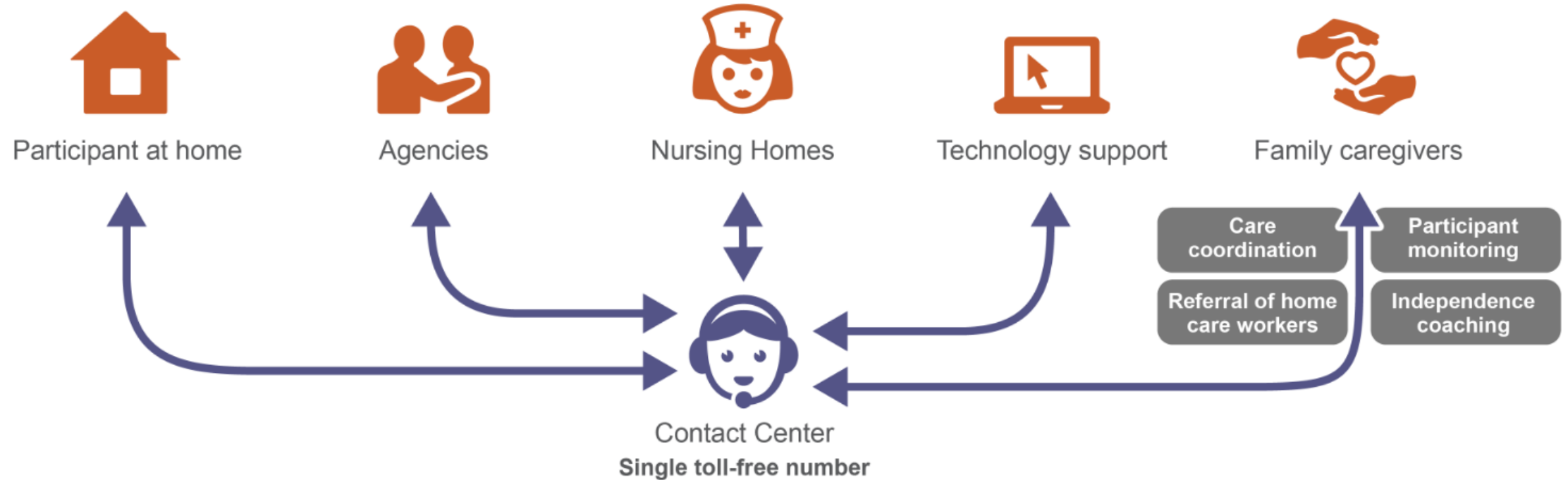
Access to a Single Point of Entry to employ workers

- ✓ Referrals of workers at multiple career levels
- ✓ Full-time or part-time employment
- ✓ Back-up plan if caretakers unavailable
- ✓ Workers employed while getting more advanced training/academic credit for experience
- ✓ Certified, vetted employees enhance safety and quality

74%

Statewide Registries require no background checks, no training requirements, and no certifications

Employing the trained resources



Just-in-time referrals supports a sustainable model

“Just in Time” Referral System

- Allows workers to sign up to work:
 - ✓ When they want
 - ✓ Indicate the skill sets they possess
 - ✓ Types of work they are willing to do
 - ✓ Times they want to work
 - ✓ Geographic locations to which they are willing to go
- Enables flexible part-time employment during training for career advancement / work-study programs
- Dispatches requests for temporary services to workers in requestor’s general vicinity so workers can respond quickly to unanticipated requests
- “Just-in-time” referrals for part-time emergency back-up employment or volunteer community assistants

Financial Model Supports Ongoing Sustainability

- Offering free referral services for Medicaid waiver participants and consumer-directed care
- Opening up the service on a sliding scale for individual private pay customers
- Establishing a fee schedule for use by institutions and home care agencies
- Establish advertising on website targeted to user community to support referral service
- Returning collected fees to State to support the referral service

Join us!

- ✓ Sign Up for Ongoing Information
- ✓ Contact Us with Any Questions



80% INCREASE
in elderly population by 2030

Questions and Answers



Partners across all parts of the puzzle



Curriculum development and community integration

- **Bill Tapp**, Vice President, Practical Training Solutions
- 30+ years in health and community services innovation
- (602) 680-7950 bill@practicaltrainingsolutions.net



Healthcare policy and program design

- **Barbara Selter**, Vice President, MAXIMUS Health Services
- 30+ years in the design, development, and implementation of health programs
- (301) 529-0809 barbaraselter@maximus.com



Technology, training, and employer needs

- **Tyler Burke**, President, Practical Training Solutions
- Serial entrepreneur in healthcare and health employment solutions, Practical Training Solutions, Provider Search, LLC., Training Venue, LLC.
- (602) 680-7950 tyler@practicaltrainingsolutions.net



Workforce trends and programs

- **Michael Bolton**, Vice President, MAXIMUS Human Services
- 15 years in human services development
- (720) 333-4238 MichaelFBolton@maximus.com