

12-2022

In-Home Support Services Provider Training Needs

Em Bowman Fowler

Follow this and additional works at: https://digitalcommons.csumb.edu/caps_thes_all



Part of the [Social Work Commons](#)

This Capstone Project (Open Access) is brought to you for free and open access by Digital Commons @ CSUMB. It has been accepted for inclusion in Capstone Projects and Master's Theses by an authorized administrator of Digital Commons @ CSUMB. For more information, please contact digitalcommons@csumb.edu.

In-Home Support Services Provider Training Needs

Em Bowman

Aging and Adult Services of Monterey County, Corinne Barret

Collaborative Health & Human Services

Department of Health Human Services and Public Policy

California State University Monterey Bay

Dec 12, 2022

Author Note

Em Bowman, Department of Health Human Services and Public Policy, California State University Monterey Bay. This research was supported by Aging And Adult Services.

Correspondence concerning this article should be addressed to Em Bowman, California State University Monterey Bay, 100 Campus Center, Seaside, CA, 93955. Contact:

ebowman@csumb.edu.

Abstract

Aging and Adult Services of Monterey County offers support to an umbrella of county agencies that assist older adults and people with disabilities including Public Authority and In-Home Support Services (IHSS). Public Authority manages a registry of providers who work for IHSS recipients. The providers often encountered issues that required immediate answers. Many of the questions were simple but took up much of the Public Authority staff's time to return every message. By creating instructional videos and posting them on the Aging and Adult Services website, providers had instant access to the solution to their issues. The videos received feedback that they were informative and helpful, and were sent to the IHSS providers once they were approved by the agency director.

Keywords: In-Home Support Services, Provider, Instructional Video, People with Disabilities

Agency & Communities Served

Aging and Adult Services Public Authority Unit (PA) is a department within the Monterey County Department of Health and Human Services that works through In-Home Support Services (IHSS). The office has six employees and one intern. The purpose of this agency is to connect well-trained IHSS care providers (IP) with recipients needing assistance in their homes.

Their mission is "Protecting vulnerable children and adults in ways that strengthen families and encourage independence by providing 24-hour adult and child protective services; financial aid, employment & training, food, medical coverage, and housing as well as supports for foster & adoptive parents, caregivers, veterans, and their families" (MCDSS, n.d.). The communities the Public Authority Unit serves are low-income elderly and disabled adults. There are 2-3 children who receive assistance through the agency under special circumstances.

Background and Literature Review

Problem Statement

In-Home Support Services providers (IP) using the Public Authority registry encountered issues that needed to be addressed promptly or required special training to complete specific tasks. IHSS recipients throughout California have reported that they received unsatisfactory care from IPs who did not know how to properly handle their bodies or meet their needs. Hankey (2013) found that caregivers who received proper training for stroke patients presented with greater mental health and lower stress levels than inadequate caregivers. IPs who lack training can impede the healing of a patient's disabilities and injuries or lead to a decline in patients' health (para 1, 4).

Untrained caregivers may become burdensome to both the recipient and the caregiver. Self care for providers is necessary for maintaining the quality of care they deliver to their recipients. A caregiver with poor coping skills for stress, creates an emotionally unsafe environment for the patient (van Ryn, Sanders, & Kahn et al., 2011 p 50). Receiving and regularly reviewing training courses on various tasks, procedures, and policies may reduce the number of potentially preventable errors that lead to injury or a stressful work environment.

Literature Review

Tracking hours

An issue that caused tension between IPs and recipients was keeping track of the hours spent caring for the patient. A discretion of hours input by the IPs may get refuted by the recipient which prevents the provider from getting paid. To streamline this matter, California attempted to pass legislation requiring IPs to meticulously document each task they performed and the minutes it took them to complete this task. However, members of Service Employees International Union (SEIU) Local 2015 protested and rejected their plan claiming that detailing such tasks could result in a cut of hours allotted to service for recipients (SEIU, 2018).

The social workers for the PA unit of Monterey County stated that reporting hours was one of the most recurring issues the IPs contacted them about. They supported the need to have a format available for both parties- recipient and IP- to approve the time worked. The importance of tracking time was a preventative measure to protect recipients, IPs, and IHSS from theft and fraud.

In 2013, the department of social services for California attempted to create an online time log for each IP to record the hours worked with each recipient. When the state implemented this system, the IPs were not trained on how to run the program. The confused

caregivers made repeated calls to the IHSS social workers which caused a delay in services for their clients (NewsRX, 2013).

Another issue they experienced was that IHSS providers are not approved to receive overtime unless there are special circumstances. Some IPs felt obligated to stay to complete tasks that were started. They did not want to walk away leaving the project unfinished, but they would not be paid for the time it took them to complete the task. IPs were forced to choose between working for free or facing fraud charges for inaccurately recording their hours (Delp, et al. 2010).

Improperly Trained IPs

Providing assistance and ensuring the safety of recipients are two of the main goals of IHSS but Gurrero et al. (2019) drew attention to California's Department of Social Services failing to require specialized training for specific conditions or diseases such as dementia, Alzheimer's, or cancers. Families and recipients rely on the help of IPs to support patients' ability to stay in the home for as long as possible and prevent them from being placed in a nursing home earlier than necessary. An IP lacking qualifications to treat patients requiring specialty care may have their quality of life jeopardized.

IP training was not only for the health and wellbeing of a recipient but for the equitable treatment of the IP. Lahaie et al (2013) documented that people with less formal training or professional education were more likely to receive lower wages and work undesired hours. The article included that women and ethnic minorities were known to be paid less and had more difficulty creating a manageable schedule than white males. The authors stress that proper training was the key factor in minorities securing desirable employment.

IHSS recipients rely on providers to meet their basic needs including cooking, bathing,

and cleaning. Recipients with cognitive impairments may need their IP to help them make sense of their surroundings. Underqualified or poorly trained caregivers risked inflicting emotional or mental damage to a patient if they neglected specific needs of the client. Seniors who suffered from dementia and other cognitive disorders were more likely to feel anxiety and be diagnosed with depression. Deteriorating mental health was found to accelerate other illnesses and shorten life expectancy (Guerrero, et al. 2019).

Training providers to give quality care was equally pertinent to their own wellbeing. Neck and back pain accounted for 55% of all work related injuries for care providers (Kim, et al. 2010). Most of these injuries occurred because of improperly moving or transferring their patients. Caregivers who were not trained on specialty equipment or adaptive devices caused potentially hazardous situations for their recipients and themselves.

Money Issues

Nearly all of the IHSS recipients in Monterey County are elderly adults. They are the population most vulnerable to financial abuse. Financial exploitation of IHSS recipients is not difficult when they entrust their wallets with their IP. In 2010, an in-home caregiver was arrested for withdrawing money from their patient's bank account (Harwell, 2010). The IP had been withdrawing money from her recipient's account until a fiduciary specializing in senior care noticed the uncharacteristic activity of the recipient's account. This is a common form of fraud committed against older adults.

Occasionally, a recipient forgot they had asked a provider to withdraw money or make a large purchase and accused them of stealing. According to Kernisan (2018), two of the top types of fraud impacting older adults with cognitive issues, outside of email and phone scams, are caregivers withdrawing money and caregivers encouraging patients to buy items for them. IHSS

providers are often tasked with shopping for recipients using their cards or checkbook. This may lead to a dispute or an IHSS provider being falsely accused of taking money.

Over 40% of older adults experience some form of cognitive disorder (Soleimani, 2018). One of these disorders is memory loss. Seniors may create false claims because they did not remember where they placed an item or that they granted a caregiver permission to use their funds for running their errands. Confusion and paranoia are two more cognitive problems that lead to false accusations because they may feel manipulated into using their money or cards even for tasks they requested of their providers. (Caregiver 4 Caregivers, n.d.).

A study conducted by Samson and Kostyszyn (2015) showed evidence that people have become less trusting than before. They stated that it is typical for strangers of different ethnicities or cultures to be required to interact with one another, but their recent study showed that economic inequality and cognitive overload are currently the strongest factors in distrust. They concluded that a person with limited cognitive resources is likely to have greater trust issues and make decisions more impulsively (Samson and Kostyszyn, 2015).

Disputes or disagreements over finances can prove detrimental to providers. Recipients who feel their money has been mismanaged can file a claim against the caregiver. Defrauding an elderly person holds a greater penalty than other forms of theft. The recipient might have an alternative purpose for falsely accusing their provider. Recipients are responsible for hiring and firing their own providers. They might be frightened or nervous about terminating a caregiver and choose to make an accusation against them to have them removed from their case (Waichler, 2019).

Project Description

Working Title: IHSS Public Authority Registry FAQ Videos

Project Description

To assist new and existing providers short training videos were created that answer important questions to situations the providers may have encountered. Data was collected from PA Unit social workers about the most pressing issues needing to be addressed. These videos and training courses were posted on the IHSS Public Authority website for anyone to access at any time which prevented providers from needing to call the social workers as frequently.

Project Justification

These training videos addressed all three of the contributing factors. Each training course or FAQ video provided the caregiver with the knowledge they needed to prepare themselves for their new recipients. Current providers are able to access the videos via the PA website. Providers who called the PA social workers with simple questions put stress on their ability to provide services to the IHSS clients that they were assigned. These short lessons reduced pressure on the social workers and allowed providers to have their questions answered in a more timely manner. Some of the videos were more specific to interactions with the patient. People who were not trained for providing care to recipients with chronic illnesses and conditions may cause more harm than good (Guerrero et al, 2019). When providers have attended qualified training they deliver safe care and may prolong the life of their clients. Qualifications increase their strength as a caregiver and lead to referrals to additional clients.

Benefits

At the completion of this project, the IPs learned how to properly track their hours with their recipient ensuring their timecards would not be rejected by the recipient or payroll department. They were introduced to making binding agreements with their recipients and how to handle money to create transparency for financial errands. Properly trained IPs helps IHSS retain employees who serve the disabled community of Monterey county which promotes autonomy and freedom for the recipients.

Implementation Process

The instructional videos were created by gathering information from the staff in the Public Authority unit. The social workers compiled a list of recurring issues that arise that were reported to them by the providers and recipients. IHSS from other counties in California were contacted to interview their social workers about problems their IPs have reported. This data was used to design lesson plans and turned into scripts for educational videos. The videos were published on the IHSS and Aging and Adult Services websites for the IPs to access instead of needing to call the office when they have questions about one of these problems.

Assessment Plan & Expected Outcomes

The supervisor of the Public Authority put out a notice to all the IPs saying that there are new videos posted on the website. All YouTube videos have a counter for how many times a video is watched. The goal was to have 15-20 IPs watch the videos within the first three weeks of them being published. After the videos were accessible to the IPs for three weeks, they received a phone call or email asking if they had watched one of the videos and if they found it effective.

Project Results

The goal of this project was to produce training videos for providers to increase their competency in care for older and disabled adults. The expected outcome of the provider training videos was to address three key issues the providers were experiencing. These videos were created not only for the providers, but for the social workers of the Public Authority for Monterey County. Having these videos posted on the website and easily accessible to the providers ensured that the social workers would not receive unnecessary phone calls about issues that were simple to answer.

The videos were posted via YouTube and were embedded into the Aging and Adult Services website. For this project to be considered successful, it must have been viewed and approved by the social workers and supervisors at Public Authority and then sent to providers to view. The providers' feedback was a measure of their success. All YouTube videos have a watch counter under the thumbnail. The number of views was an additional measure of success. The ideal number of views was to be roughly 15.

At the conclusion of this project the *Money Management* video has been viewed 22 times. It has received two likes on YouTube and one comment, "Very helpful information. Thank you for having this available!" The other video, which is about getting off to a successful start on a provider's first day, has been viewed 19 times and has also received 2 likes. The IHSS and PA staff have all given praise for the videos and are excited to have them available for the providers.

Conclusion & Recommendations

The IPs who are connected with the Public Authority registry encountered issues that were not difficult to answer but needed addressing promptly. They were occasionally accused of

theft for unclear communication about the recipient's funds during shopping trips. Some recipients complained that their IP does not know how to meet their needs. The IPs could have their timecards rejected if the IP and recipient could not agree on the hours they worked. All of these factors are addressed in the two videos that were created. With quick and easy access to the solutions to a number of IP and recipient issues, there have been fewer calls made to the PA office.

Many of the providers who apply to be on the PA registry are not trained professionals. They may have experience working with older and disabled adults but do not hold any qualifications or credentials. Some even lack basic first aid. It is recommended that the IPs hired to be put on the registry attend formal training such as CPR, first aid, and how to transfer people who use wheelchairs. The videos created for this project touch on some of the recipients' needs. However, the IPs would benefit from in-person and hands on training to provide their recipients with the best care possible.

References

Caregiver 4 Caregivers. (n.d.). *Why seniors with dementia make false accusations.*

<http://www.caregiver4caregivers.com/FalseAccusations.html>

Delp, L., Wallace, S. P., Geiger-Brown, J., & Muntaner, C. (2010, August). Job stress and job satisfaction: home care workers in a consumer-directed model of care. *Health Services Research, 45*(4), 922+.

https://link.gale.com/apps/doc/A232799970/AONE?u=csumb_main&sid=bookmark-AONE&xid=62f22d66

Guerrero, L. R., Shim, A., Gans, D., Heather, B. S., & Tan, Z. S. (2019). Training for in-home supportive services caregivers in an underserved area. *Journal of Health Care for the Poor and Underserved, 30*(2), 739-748. doi:<http://dx.doi.org/10.1353/hpu.2019.0053>

Hankey, Graeme J. (2013). Training Caregivers of Disabled Patients after Stroke. *The Lancet (British edition) 382*.9910: 2043–2044. Web

Harwell, D. (2010, Sep 16). Caregiver charged in theft from woman, 86: At least \$500 is withdrawn from account. *St.Petersburg Times* Retrieved from <https://csumb.idm.oclc.org/login?url=https://www.proquest.com/newspapers/caregiver-charged-theft-woman-86/docview/750970474/se-2?accountid=10355>.

Hecht, P. (2010, Sep 21). Ex-Sacramento county social worker extradited in IHSS fraud case.

McClatchy - Tribune Business News Retrieved from <https://csumb.idm.oclc.org/login?url=https://www.proquest.com/wire-feeds/ex-sacramento-county-social-worker-extradited/docview/751852877/se-2?accountid=10355>

Kernisan, L., (2018). *Financial exploitation in aging: What to know & what to do.*

<https://betterhealthwhileaging.net/financial-abuse-what-to-know/#:~:text=One%20of%20the%20biggest%20risk,and%20misuse%20of%20one's%20funds.>

Kim, I., Geiger, B. J., Trinkoff, A., & Muntaner, C. (2010). Physically demanding workloads and the risks of musculoskeletal disorders in homecare workers in the USA. *Health & Social Care in the Community*, 18(5), 445–455.

<https://doi-org.csUMB.idm.oclc.org/10.1111/j.1365-2524.2010.00916.x>

Lahaie, C., Earle, A., & Heymann, J. (2013). An uneven burden: Social disparities in adult caregiving responsibilities, working conditions, and caregiver outcomes. *Research on Aging*, 35(3), 243–274. <https://doi.org/10.1177/0164027512446028>

Monterey County Department of Social Services [MCDSS], (n.d.). *Our Mission*,

<https://www.co.monterey.ca.us/government/departments-i-z/social-services/our-mission>

NewsRX. (2013, November 12).UDW demands that state stop rollout of problem plagued IHSS payroll system; Cites potential financial hardship for thousands. *Managed Care Weekly Digest*, 31.

https://link.gale.com/apps/doc/A309509649/AONE?u=csumb_main&sid=bookmark-AONE&xid=7ff892a6

Samson, K., & Kostyszyn, P. (2015). *Effects of cognitive load on trusting behavior - An experiment using the trust game.* PLoS ONE, 10(5).

https://link.gale.com/apps/doc/A432633506/AONE?u=csumb_main&sid=bookmark-AONE&xid=36d43e51

Soleimani, R., Shokrgozar, S., Fallahi, M., Kafi, H., & Kiani, M. (2018). An investigation into the prevalence of cognitive impairment and the performance of older adults in Guilan

province. *Journal of medicine and life*, 11(3), 247–253.

<https://doi.org/10.25122/jml-2018-0017>

van Ryn, M., Sanders, S., Kahn, K., van Houtven, C., Griffin, J. M., Martin, M., Atienza, A. A., Phelan, S., Finstad, D., & Rowland, J. (2011). *Objective burden, resources, and other stressors among informal cancer caregivers: a hidden quality issue?* *Psycho-Oncology*, 20(1), 44–52. <https://doi-org.csumb.idm.oclc.org/10.1002/pon.1703>

Waichler, I. (2019). *When caregivers are falsely accused*. Meaningful Midlife.

Appendix A

Project Implementation Plan

Activities	Deliverables	Timeline/Deadlines	Supporting Staff
All Staff Meetings	Notes	11/11/22 (ongoing)	Emily Nichols- MCDSS Supervisor
Discuss provider issues with Social Work staff	Develop list of problems to address	10/26/2021	Public Authority Social Workers
Research community partners	Collection of resources to share with recipients	12/16/21	Public Authority Office Staff
Connect with IHSS Supervisors from other counties	Notes	3/25/2022	IHSS Staff from Santa Cruz and Santa Clara Counties
Shadow social workers	Appointments with additional supporting staff	5/22/2022	IHSS and APS Social workers
Write curriculum for videos	Lesson plan	10/15/2022	Corinne Barrett and IHSS Social Workers
Create vignette of money scenarios	Material for Video	10/15/2022	Mentor and Tutoring center
Film instructional videos	Youtube Videos	11/11/2022	Corinne Barrett- Mentor
Publish Instructional Videos on AAS website	Videos	11/15/2022	AAS Staff
Collaborate with CHHS Peer	Develop panel questions for capstone	11/11/2022	Corinne Barrett- Mentor