



Guiding a Training Advisory Committee to Consensus

Colorado Department of Health Care Policy and Financing

October – December 2019

Situation

The direct care industry was experiencing rapid growth in demand for services. The US Department of Labor estimated a 45 percent increase in the demand for personal care workforce in the next seven (7) years alone. At the same time, direct care agencies and employers faced challenges in providing effective and affordable training to support employee development.

In May 2019, Colorado Governor Jared Polis signed into law Senate Bill (SB) 19-238, requiring, among other things, stakeholder-driven recommendations concerning training and notification requirements for homemaker and personal care workers. SB 19-238 required the Colorado Department of Health Care Policy and Financing (HCPF, the Department) to coordinate these activities. A complete overview of the requirements of SB 19-238 can be found [here](#).

In October 2019, the Department engaged GPS to facilitate a Training Advisory Committee (TAC), whose goal was to gather key stakeholder input and develop specific and actionable recommendations related to minimum training, worker notification of pay increases, and training enforcement.

Members of the TAC represented varied perspectives, including:

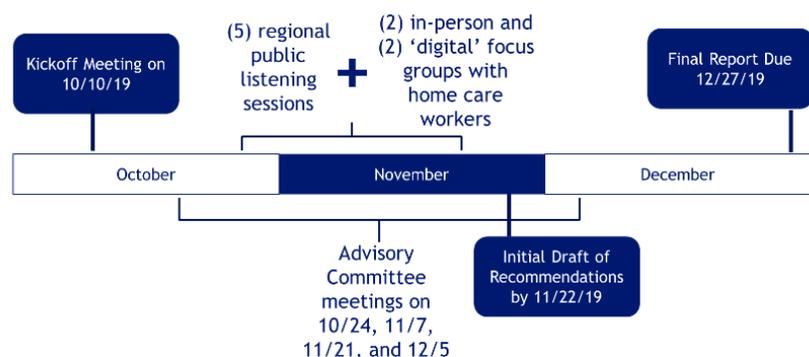
- Home care agencies
- Worker organizations
- Advocacy organizations for seniors, children, and people with disabilities
- Personal care workers
- Consumer advocacy organizations
- Members / representatives of members who receive personal care, homemaker, or in-home support services

The TAC members were supported by experts from HCPF, as well as from:

- The Colorado Department of Public Health and Environment, charged with promulgation of licensure rules pertaining to personal care worker training and agency oversight;
- Colorado Department of Regulatory Agencies, experts in professional licensing; and
- The Colorado Department of Labor and Employment, experts in workforce development.

The timeline was significantly compressed and it was critical for GPS to simultaneously engage the public while facilitating five (5) TAC meetings, so that final report, with consensus recommendations, could be submitted by the legislatively-determined deadline.

Timeline and Deliverables





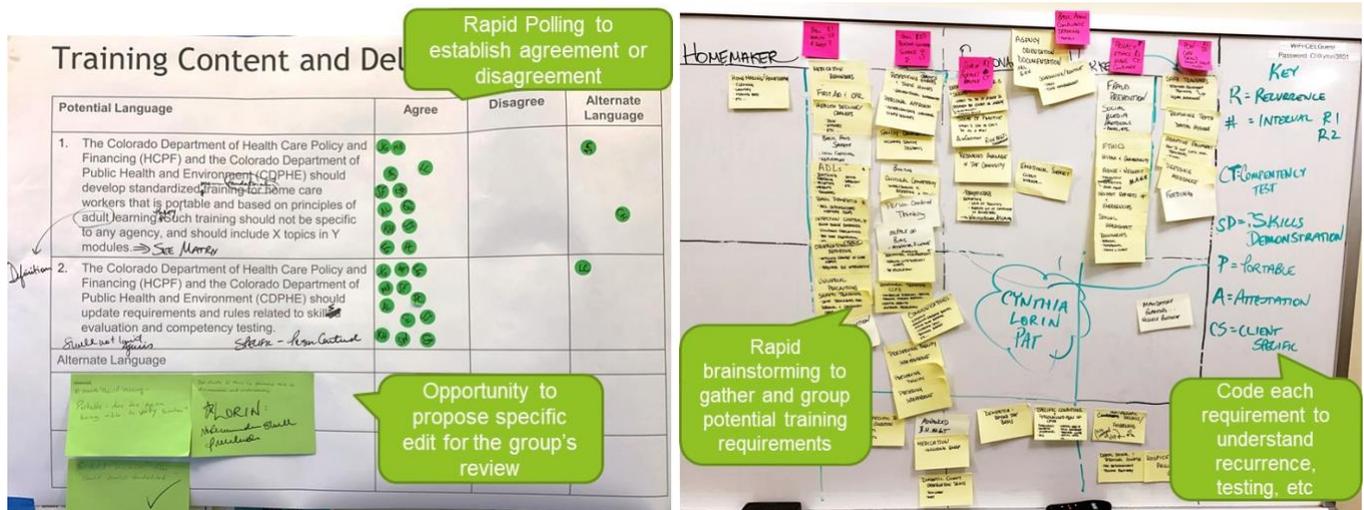
Approach

GPS developed a roadmap of engaging sessions to establish the Committee’s purpose, review stakeholder insights, and drive the TAC to consensus over the course of three months.

GPS gathered input from 71 stakeholders through a series of six (6) public listening sessions, located throughout the state of Colorado including Alamosa, Colorado Springs, Fort Collins, Montrose, and Frisco. GPS also held two (2) virtual listening sessions. The listening sessions were designed to gather input on the training requirements for home care workers. Attendees included personal care and homemaking caregivers, advocates, home care agency owners and administrators, family members of individuals receiving home care, members of community partner organizations (i.e. Alzheimer’s Association, Area Agency of Aging), and members of the public. More than 100 unique ideas were gathered during these sessions.

To better inform the TAC’s deliberations, the Department provided opportunities for individuals to submit comments directly to the TAC, and also produced a survey for home care aide workers to complete. And to maintain transparency, GPS worked with the Department to post all documents on a [public website](#).

GPS shared these stakeholder inputs with the TAC and then utilized innovative techniques to quickly identify options and to establish each member’s perspective. This enabled the group to focus on the most controversial areas and debate productively. The graphics below show two ways in which the team was facilitated toward consensus on training requirements, and recommendation language.



Results

GPS facilitated the TAC to reach 10 consensus recommendations in three categories:

1. Training content and delivery
2. Worker notification of wage increases and compensation changes
3. Training enforcement

GPS drafted a [final report](#) which was approved by the Department and submitted to the Colorado legislature.