

HOME HEALTH AIDES in the SAN FRANCISCO BAY REGION



Healthcare is one of the largest employers in California, providing a wide range of well-paying career opportunities for residents. In 2014, the Centers of Excellence partnered with the Health Workforce Initiative (HWI) and the California Hospital Association (CHA) on two healthcare surveys to **assess workforce needs** at both state and regional levels. The surveys targeted three healthcare sectors:

- **Hospitals** provide medical, diagnostic, and treatment services to inpatients and some outpatient services.
- **Ambulatory Healthcare Services** provide healthcare services to outpatients in settings such as offices of physicians, outpatient care centers, and laboratories.
- **Nursing and Residential Care Facilities** provide residential care combined with either nursing, supervisory, or other types of care as needed.

Statewide, 190 hospitals responded to the hospital survey and 1,600 clinics, labs and facilities responded to the ambulatory and residential care survey, providing an excellent sample to analyze healthcare workforce demand across the state and in several regions. The research focused on identifying: (1) labor market demand for key occupations in healthcare industries, (2) training supply supporting healthcare industries, and (3) key issues impacting supply and demand.

This report is one in a series of reports profiling healthcare occupations in the San Francisco Bay region.¹ There are ten occupational profiles in the series: registered nurses, certified nursing assistants (CNAs), licensed vocational nurses, medical assistants, medical coders, physician’s assistants, healthcare social workers, medical laboratory technicians, occupational therapy assistants and home health aides (HHAs).

Labor Market Demand

In the San Francisco Bay region, there are approximately 12,430 HHA jobs in the ambulatory and residential care subsectors. Over a 12 month period (Apr 2014 to Mar 2015), employers in these subsectors will need to fill about 6,150 openings created by new job growth and replacement needs. California Hospital Association members that responded to the survey employ approximately 28 HHAs. This sample does not include an estimate of total hospital employment because only 41% of hospitals in the region participated in the survey. Not all hospitals offer home healthcare services directly, so hospitals employ far fewer HHAs than ambulatory and residential care facilities.

Projected Employment for Home Health Aides²

Ambulatory & Residential Care (n= 64)	Current Employment (2014)	12-Month Growth	Replacement Jobs	Total Openings (Growth + Replacements)
	9,174	3,249	2,900	6,149

Current Employment for Home Health Aides

Hospitals (n=16)	Current Employment*	Full-time Positions	Part-time Positions	Per Diem Jobs
	28	20	8	2

*Ending headcount for the 4th quarter of 2013.

Labor Market Trends

Ambulatory & Residential Care

→ The number of HHAs in the region is expected to grow by 35%.

Hospitals

→ 71% of HHAs in hospitals are employed full-time

→ Compared to ambulatory and residential care, employment growth is slow in hospitals. No new HHAs were hired in the 4th quarter.

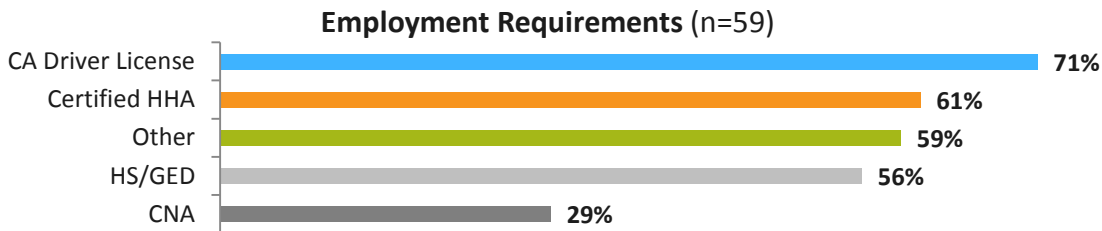
¹The Bay region includes the following 12 counties: Alameda, Contra Costa, Marin, Monterey, Napa, San Benito, Santa Clara, San Francisco, San Mateo, Santa Cruz, Solano, and Sonoma counties.

² Ambulatory and residential care and hospital employment counts include full-time and part-time employment. Additional data on per diem employment for hospitals is totaled separately.

Hiring Trends

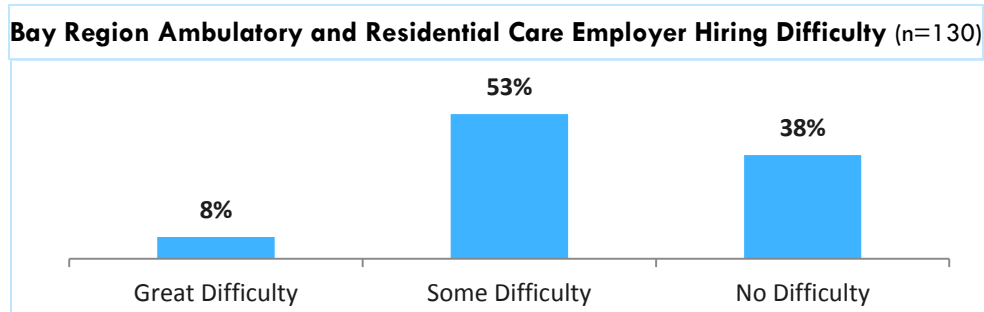
In the **ambulatory and residential care** survey, employers were asked about requirements HHA applicants must meet in order to be considered for employment.

- 71% of employers stated that a California driver’s license was required to be a home health aide
- 61% require applicants to be certified home health aides
- 56% stated a high school diploma or equivalent was necessary
- 29% require applicants to be certified nursing assistants
- Other responses included background check, previous work experience, CPR/First Aide, proof of insurance, clean criminal and DMV records, drug testing, fingerprint clearance and TB testing.



Difficulty Hiring

61% of employers in the Bay region **ambulatory and residential care** subsectors reported difficulty finding qualified applicants for entry-level home health aide positions. As shown above, minimum qualifications that the majority of employers are seeking include a California driver’s license, HHA certification, and high school diploma. Hospitals were not asked about difficulty in hiring home health aides.



Training Supply

There are two ways to become a Home Health Aide (HHA). The first is a 120 hour HHA training program. There are no educational institutions offering this type of HHA program in the region. The second is a 40 hour HHA training program for Certified Nurse Assistants (CNAs). There are seven community colleges in the region that offer this type of program. Three of those colleges awarded certificates recorded at the Chancellor’s Office: Foothill, San Francisco, and Santa Rosa.

Certificates Awarded for TOP 1230.80* 3 year annual average (2010-13)	Community College Noncredit Award 96<144 hrs	Community College Credit Certificate 6<18 units	Total
	23	65	88

*This estimate is based on data reported to the California Community College Chancellor’s Office Data Mart and National Center for Education Statistics (NCES). Higher education institutions are required to report completion data to NCES if they participate in any federal financial assistance program authorized by Title IV of the Higher Education Act. Completion data not reported to the NCES or CCCC Data Mart were not included in the estimate.

- HHA Programs (40 hours):
SF Bay Region**
- Community Colleges**
- City College of San Francisco
 - Contra Costa College
 - Evergreen Valley College
 - Foothill College
 - Mission College
 - Santa Rosa Junior College
 - Solano College

Supply Challenges

The healthcare sector is facing a variety of factors that may have a direct impact on the workforce supply. Across California, the majority of hospitals are concerned that health reform, the aging hospital workforce, and the aging population will have a significant impact on the state's ability to keep up with healthcare workforce demand. Healthcare reform is expanding coverage to thousands of uninsured residents, which is increasing demand for healthcare services across the board. The aging population will expand demand for certain types of services, creating additional need for skilled workers. While these two factors will increase demand for new healthcare workers, the aging healthcare workforce within hospitals creates a need for replacement workers. In the hospital setting statewide, about 62% of home health aides is older than 46 (with 26% 56 and older). As healthcare workers retire at greater numbers, the training supply will also need to increase.

Percent of Hospitals Moderately to Extremely Concerned Over Factors Impacting the Workforce Supply



Employer Perspective

73% of **ambulatory and residential care** facilities provide professional development (either in-house or sponsored training) for their HHAs. Some of the training topics include: continuing education units to update certifications, dementia and Alzheimer's, OSHA, medication, infection control, activities of daily living (ADL), and reporting elder abuse. Ambulatory and residential care employers discussed the topics that community colleges could offer or improve upon to support professional development for their existing staff. The following suggestions were offered:

Sidebar Discussion: Strong Demand

CNAs and HHAs are both providing home healthcare services in **Ambulatory and Residential Care** facilities. In the Bay region, there is strong demand for both occupations as shown by:

- Total combined openings (new growth + replacements) estimated at over 17,300
- Surveyed employers indicated that it is the most difficult to find entry-level qualified applicants for these two related occupations, out of all ten healthcare occupations in the survey.

It appears that the community colleges could be better positioned to meet this demand:

- For both CNAs and HHAs, surveyed employers indicated instruction in home healthcare and activities of daily living (ADL) as areas for community college improvement
- Community college students represent only 14% of all students passing the Certified Nurse aide exam.
- There are eight community colleges with CNA programs. Three of the seven community colleges with HHA programs awarded only 88 certificates and noncredit awards annually on average 2010-13.

Offer

- Activities of daily living (ADL)
- More training for patients with Alzheimer's and other forms of dementia
- Continuing Education Units (CEUs) to maintain licensure
- Safe patient lifting and transportation procedures

Improve

- End of life care instruction
- Medication training
- Communication and customer service skills training for better team work and better communication with patients and families
- Documentation Training

In Summary

Key issues affecting supply and demand for home health aide include:

- Employment of HHAs is much more prevalent in ambulatory and residential care facilities than in hospital settings statewide. The number of HHAs in ambulatory and residential care facilities is expected to grow by 35% over a 12 month period.
- 61% of employers in the ambulatory and residential care subsectors report difficulty finding qualified applicants for entry-level HHA positions in the Bay region.
- In the Bay region, there are seven community colleges providing training for HHAs and no other educational programs. There are many more programs (eight community college and 70 other educational programs) for Certified Nurse Assistants in the Bay region.
- In the hospital setting, 26% of home health aides are approaching retirement age (56+).

The data indicates that there is a shortage of trained HHAs entering the workforce, with over 6,000 annual openings in ambulatory and residential care settings alone and less than 100 HHA graduates of the two community college programs in the region.

Community colleges can play a role in removing barriers in the training supply by working with healthcare employers to address key issues, such as an increasing preference for certification of both home health aides and nursing assistants and addressing the strong demand for home healthcare skills. Community colleges and other training institutions should continue to monitor the impact of the aging population, aging workforce and healthcare reform. By staying connected with local healthcare employers, community colleges can be responsive to their workforce needs.

In the short-term, ambulatory and residential care employers suggested that community colleges augment their existing programs by (1) adding extra training in interacting with people with dementia, (2) integrating end of life care, and (3) incorporating communication and customer service skills into curricula.

For More information

This document and others are available to download at www.coecc.net/health. For more information on this study, contact:

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Health Workforce Initiative



More about the Health Workforce Initiative: The HWI provides education and training programs to meet emerging demands for healthcare industry workers; to determine needs, facilitate development of innovative solutions and to locate resources to implement planned responses; to evaluate and initialize health-related educational programs. More information about the Health Workforce Initiative is available at www.ca-hwi.org.

More about the Centers of Excellence: The Centers of Excellence (COE), in partnership with business and industry, deliver regional workforce research customized for community college decision making and resource development. This information has proven valuable to colleges in beginning, revising, or updating economic development and Career Technical Education (CTE) programs, strengthening grant applications, assisting in the accreditation process, and in supporting strategic planning efforts. More information about the Centers of Excellence is available at www.coecc.net.

This study was supported by Economic and Workforce Development funds awarded by the Chancellor's Office California Community Colleges. It was produced pursuant to grant agreement number 13-151-004, 13-156-008 and 13-305-001.