

Nevada-Sierra Regional IHSS Public Authority



Public Authority Training Program

Approximately 30 classes per year

All classes are free

Open to all consumers & providers



Take Charge! Consumer Training

Goal: Providing consumers with tools and techniques to successfully manage their providers

Developed with consumer input

Interactive

- Role play
- Exercises

Take Charge! Consumer Training

Topics:

- Understanding your NOA
- Interviewing
- Managing
 - Hiring
 - Scheduling & Payroll
 - Communication
 - Evaluation
 - Firing

Take Charge! Consumer Training

Consumer Tool Kit

- Place to keep NOAs, referrals, contacts, and other paperwork
- Explanation of the IHSS program and all of the relevant players
- PA policies



Take Charge! Consumer Training

Consumer Tool Kit

- Employer tools
 - Suggested interview questions
 - Illegal interview questions
 - Steps to take once you've hired
 - Scheduling
 - Employment agreement
 - Evaluation forms

Take Charge! Consumer Training

Successes

- Helped consumers navigate the program
- People felt more comfortable asking us for assistance

Challenges

- Consumer interest/participation
 - Ongoing challenge

On-site Provider Training

Job skills

- CPR/First Aid
- Lifting & Transferring
- Universal Precautions

winter/spring
2016 IHSS Public Authority
FREE CLASSES

Caregiver Skills

The Confident Dementia Caregiver
2-day class
Do you feel comfortable and knowledgeable when working with consumers who have dementia? In this course you will learn about the causes of various types of dementia, appropriate interventions, and how to work with common behaviors of those with memory loss. Realistic approaches to those who exhibit aggressive, repetitive, agitated, and combative behavior will be explored. We will review basic communication skills to prevent, reduce, or eliminate difficult behaviors.
Instructor: Renee Chevrax
Dates: Mondays, January 4 and 11
Time: 1:00-4:00 pm

CPR & First Aid
2-day class (Must attend both classes to receive certificate)
In this course you will learn basic CPR and First Aid, including use of AEDs (Automatic External Defibrillators). Areas of focus include sudden cardiac arrest, choking, basic life support care, and serious injury. Certificate provided upon completion.
Instructor: Chris Espedal
Dates: Tuesday, February 16 and Wednesday, February 17
Time: 3:30-5:00 pm

Disaster Preparedness
Disaster can strike at any time without warning. Being prepared is essential to protect person and property. This class will include an all-hazards approach to disaster for both home and office. Review of natural and man-made disasters will equip participants with a plan for response.
Instructor: Chris Espedal
Date: Tuesday, March 15
Time: 3:30-5:00 pm

Disease Transmission and Universal Precautions
This class will provide the information needed to protect providers from disease transmission and other safety hazards. Personal safety is always the highest priority, even before the safety of an ill or injured person. While the risk of contracting a disease is low, it is prudent to take simple measures to avoid exposure.
Instructor: Chris Espedal
Date: Tuesday, May 31
Time: 3:30-5:00 pm

Job Skills for Providers
From making a great first impression to maintaining healthy working relationships, this course will teach you how to succeed in your work from day one. Learn how to set and maintain boundaries, manage your time, and communicate effectively with your IHSS consumer.
Instructor: Chris Espedal
Date: Tuesday, April 26
Time: 3:30-5:00 pm

Mandated Reporting
All IHSS Providers are mandated to report abuse. Learn what it means to be a "mandated reporter," how to spot the signs of abuse and neglect, and what to do if you suspect someone is being abused.
Instructor: Tamaran Cook
Date: Wednesday, February 3
Time: 1:00-2:00 pm

Mental Health First Aid
2-day class
This training will teach you how to help someone who is developing a mental illness or who is in crisis. Learn to spot signs of mental illness, assess the situation, and provide help.
Instructor: Rachel Pena-Rios
Date: Wednesday, January 20 and Thursday, January 21
Time: 1:00-5:00 pm

Online Training Group Class (in-person)
Do you want to take one of our online classes but don't have the equipment, internet access, or computer skills to get started? No problem! We are offering two in-person training sessions in our office to get you signed in and ready to go with our online trainings. Check out a list of online classes at our website, www.ihss-pa.org/providers/training.
Session 1: Thursday, March 31, 3:00-4:00 pm
Session 2: Tuesday, May 3, 3:00-4:00 pm

Safe Lifting & Transferring
You don't have to be a bodybuilder to lift someone safely. Learn safe lifting and transferring techniques to move your consumer into and out of a car, chair, bed, or bathtub without hurting her or yourself.
Instructor: Chris Espedal
Date: Tuesday, January 19
Time: 3:30-5:00 pm

On-site Provider Training

Specialized Classes

- Dementia
- Diabetes
- Mental Health First Aid
- Disaster Preparedness
- Mandated Reporting

winter/spring
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On-site Provider Training

Health & Wellness

- Healthy Meals
- Stress Management
- Self-Care

Health & Wellness

Get Connected, Get Answers.

Find out how 211 Nevada County can help you locate and connect to community programs and services. Participants will get a guided tour of the 211 Nevada County website, including our Aging and Disability Guide and other resource directories.

Instructor: Alice Johnson
Date: Wednesday, May 11
Time: 3:00-4:00 pm

Healthy & Delicious Meals on a Budget

Eat your way through this three-week series of fun, interactive classes that will get you excited about cooking again. Learn how to create delicious meals with simple grains, fruits, and vegetables and cook on a budget without sacrificing flavor.

Instructor: Wendy Van Wagner
Dates: Tuesdays, March 1, 8, 15
Time: 10:30-11:30 am

Self-Care and Stress Reduction for Providers

Taking responsibility for self-care helps promote good mental, emotional, and physical health. Identifying sources of strength, such as healthy activities, family, mentors, and friends can help provide self-care for minimizing stress. Discussion will include identifying warning signs and ways to make self-care a priority.

Instructor: Chris Espedal
Date: Tuesday, May 24
Time: 3:30-5:00 pm

Taking Care of Yourself: Stress Management

Weekly class
 These classes will give you the tools you need to minimize the emotional and physical effects of stress and create a more peaceful approach to current challenges. Overcome your stress through humor, relaxation, self-care, and group support.

Instructor: Marge Kaiser
Dates: Fridays, March 25-April 29
Time: 2:00-4:00 pm

Register for Classes

All in-person and online classes are FREE for IHSS Consumers and Providers. Please register at least 5 days in advance to secure a spot. To sign up for classes, contact Tammy Vernalrud at 274-5601.

Location: All in-person classes will be held at the Public Authority office at 466 Brunswick Road in Grass Valley.

Training Schedule At-A-Glance

Date	Time	Class Title
January 4 and 11	1:00-4:00	The Confident Dementia Caregiver
January 19	3:30-5:00	Safe Lifting & Transferring
January 20 and 21	1:00-5:00	Mental Health First Aid
February 3	1:00-2:00	Mandated Reporting
February 16 and 17	3:30-5:00	CPR & First Aid
March 1, 8, 15	10:30-11:30	Healthy & Delicious Meals on a Budget
March 15	3:30-5:00	Disaster Preparedness
March 25-April 29	2:00-4:00	Taking Care of Yourself: Stress Management
March 31	3:00-4:00	Online Training Group Class (in-person)
April 26	3:30-5:00	Job Skills for Providers
May 3	3:00-4:00	Online Training Group Class (in-person)
May 11	3:00-4:00	Get Connected, Get Answers.
May 24	3:30-5:00	Self-Care & Stress Reduction
May 31	3:30-5:00	Disease Transmission & Universal Precautions

On-site Provider Training

Successes

- Partnerships with community organizations

Challenges

- Interest/participation
- No-shows

Online Training

In response to provider feedback

- Making training available in Plumas County

Certificate programs

- Dementia care
- Diabetes care
- Personal care

Dozens of one-time classes

Online Training

Successes

- Flexibility
- Resume-building

Challenges

- Only available in English



Because there's always
more to learn.

FREE ONLINE CLASSES

- Choose from dozens of classes on a wide range of topics.
- Work at your own pace.
- Earn certificates.

Ask for details inside.



Evaluation

Hired an independent evaluator in
FY 14/15

Wanted to understand what
was/was not working in our training
program

Evaluation: Goals

To better understand the impact of our trainings

To discover successes or barriers that will help us improve our training program

Evaluation: Questions

Program implementation & delivery outcomes

- Quality of trainings
- Successes and barriers of training logistics
- Successes and barriers of marketing and outreach

Evaluation: Questions

Consumer and provider outcomes

- What value do our trainings add to the knowledge, competency, career trajectory, and personal growth of providers?
- What value do the trainings add to the safety, independence, knowledge, and employer satisfaction of the consumers?

Evaluation: Methodology

Phone interviews with consumers & providers

- Nevada and Plumas Counties
- Randomized sample
- 80 interviews recorded, transcribed, analyzed

Evaluation: Findings

Providers

- Most are aware of trainings
- Report that trainings are high-quality
- Focus is on improving skills related to current consumer

Evaluation: Findings

Consumers

- Are less likely to be aware of trainings
- See trainings as a benefit for providers
- Don't see the benefit for themselves

Evaluation: Findings

Difference between types of providers

- Family providers
 - Less likely to have taken a class
 - Less likely to be aware of trainings
 - Less likely to be interested in taking a class in the future

New strategies

Engaging consumers

- Registry application process
 - All referrals include provider resume
 - Highlighting provider experience and training

New strategies

Engaging family providers

- Annual consumer/provider event
 - Invited consumers, providers, and their families
 - Thanksgiving-style meal
 - Photo booth
 - Highlighted in-person and online trainings
 - Goal was to bring people through the door

Engaging Families

Consumers, providers, and their family members at our annual Provider Appreciation event.



Take-Aways

Consumers need to push for provider trainings

We need incentives for provider training