

**Workforce Subgroup:  
Senior Care Task Force**  
Meeting #3 - Thursday, February 17, 2022  
Develop Workforce Recommendations  
9:00 a.m. – 10:30 a.m.

**AGENDA**

- 9:00AM**      **Welcome and Introductions**
- 9:05AM**      **Topic Discussion with Experts**
- Theme: **Career Ladder**
- 10:05AM**      **SWOT Matrix Tool for Recommendation Development**
- 10:25AM**      **Administrative Updates**
- 10:30AM**      **Adjourn**

*Link to Meeting Materials:* <https://www.khi.org/pages/2022-SCTF>

*Meeting Commitments*

- *Come ready to discuss and compromise*
- *Keep remarks succinct and on topic*
- *Don't hesitate to ask clarifying questions*
- *Start and end on time*

**Vision Statement:**

“To utilize a systematic approach to understand the needs of the formal and informal workforce serving seniors in the state of Kansas; while discovering these needs, creating a long-term approach with public policy recommendations to entice a workforce to return to and be retained in the senior services industry, to enable seniors and their families to have supports to make choices for their best lives, in their preferred environment.”

## SWOT Analysis – Workforce Area of Focus: Career Ladder

Strengths	Weaknesses	Opportunities	Threats
<ul style="list-style-type: none"> <li>• Kansans care about their neighbors</li> <li>• Identified that there is a problem</li> <li>• Acknowledging that the state has an issue to address in long-term care (LTC) workforce.</li> <li>• Dedication of many employees and people in this group who truly care about seniors and want to improve the situation</li> <li>• Small/homelike environments in Skilled Nursing Facilities (SNF)/Assisted Living (AL)/Independent Living (IL) where staff build a relationship with those they serve</li> <li>• Access to federal relief funding</li> <li>• Task force is meeting</li> </ul>	<ul style="list-style-type: none"> <li>• Promotion of the positives from people who love what they do ...why</li> <li>• Improve the culture with most organizations and providers.</li> <li>• Internet/broadband services to provide technology-based support</li> <li>• Full scope of practice for APRNs</li> <li>• Dental care is not included in Medicaid or Medicare</li> <li>• Believe there needs to be a cautious approach to increasing resources to LTC workforce. Institutional rate increases need to be balanced with rate increases in community-based settings so not to create an employment option imbalance and thus access to care issues.</li> <li>• Establish competency-based training requirements for care workers.</li> </ul>	<ul style="list-style-type: none"> <li>• Reaching out to even the high school aged workers to consider the allied health professions, including the Certified Nurse Aide (can) and how one can bridge to Licensed Practical Nurse (LPN) or Registered Nurse (RN) while working in the environment as well and earning a paycheck and gaining experience.</li> <li>• Are we using community colleges, vo-tech, or other resources completely for training/education of potential workforce?</li> <li>• Technological support to serve in a home setting</li> <li>• Increased training for dental providers about the unique needs of seniors.</li> <li>• Start with what the person wants and only apply the paid support they ask for</li> <li>• Free or reduced educational costs at the junior/community colleges for trades that can be useful in addressing LTC workforce.</li> <li>• Provide training in caring for people with dementia.</li> <li>• Cheerleading for the CNA career in an LTC setting, appealing to compassion and care for the residents</li> <li>• Provide education and training for long-term services and support (LTSS) services</li> <li>• We need to approach high school students as to the opportunities in allied health professions</li> </ul>	<ul style="list-style-type: none"> <li>• Resistance to change models of care</li> <li>• The workforce crisis in all industries. This isn't just a healthcare related workforce shortage.</li> <li>• Covid-19. Many staff have left the healthcare workforce due to covid-19. Either re-evaluating their priorities, fear for their safety, fatigue over everything that is happening, etc.</li> <li>• A human service business being operated like a manufacturing business</li> <li>• The traveling nurse theory does not work well in all environments and is especially disconcerting for dementia residents</li> <li>• Mental health needs of those providing care</li> <li>• Lack of numbers in human capital and lack of financial capitol</li> <li>• The reluctance of many staff in areas to be vaccinated to work in the LTC setting is problematic</li> </ul>
<p style="text-align: center;"><b>Themes</b></p> <ul style="list-style-type: none"> <li>• Acknowledgement and awareness of workforce issues</li> <li>• Eagerness by communities and leaders at the state and local level to support seniors</li> <li>• Dedicated staff caring for seniors</li> <li>• Access to federal relief funding</li> </ul>	<p style="text-align: center;"><b>Themes</b></p> <ul style="list-style-type: none"> <li>• Lack of broadband access</li> <li>• Scope of practice</li> <li>• Lack of dental benefits and access to services</li> <li>• Address mental health needs for workers</li> </ul>	<p style="text-align: center;"><b>Themes</b></p> <ul style="list-style-type: none"> <li>• Technological support</li> <li>• Training and linkage with vo-tech schools and high schools</li> <li>• Financial and mentoring support for individuals interested in joining the workforce</li> <li>• Person-centered training across disciplines</li> <li>• Programs to enable seniors and families to make choices about their services and place of care</li> <li>• Promotion of CNA career</li> </ul>	<p style="text-align: center;"><b>Themes</b></p> <ul style="list-style-type: none"> <li>• Demonstrated resistance to change when proposed with new models of care</li> <li>• Workforce issue ubiquitous across multiple sectors</li> <li>• Low wages</li> <li>• Impact of covid, both short-term and long-term</li> </ul>

**Kansas Senior Care Task Force Recommendations  
(As of December 7, 2021)  
Workforce Subgroup**

<b>Potential Recommendations</b>	<b>Theme</b>	<b>Meeting Date Proposed</b>	<b>Committee Member Recommendations Discussed</b>
Better advertise the worker matching registry used by all three MCOs for services in the community.	Career Ladder	December 7, 2021	Camille Russell
Encourage career ladder - tuition grant program and/or loan repayment program.	Career Ladder	December 7, 2021	Jamie Gideon