



Client Profile: SEIU 775 Benefits Group

State-wide Home Care Aide Training Program

The Client Need:

SEIU 775 Benefits Group, a part of one of the nation's largest unions, has a contract to deliver Home Care Aide Training across Washington state and currently ranks as the state's second largest enrolled educational institution in WA. They provide a quality and comprehensive Home Care Aide practicum in preparation for the Washington State Department of Health Home Care Aide (HCA) Exam, which HCAs must successfully pass to obtain certification to provide care.

SEIU 775 Benefits Group established a training partnership with Washington State to develop, pilot, and implement a Basic Training program for Home Care Aide trainers in preparation to pass the required state examination. At this time, SEIU initiated a relationship with Invista to deliver Home Care Aide curriculum under their training division. Invista and SEIU have partnered since 2010 to expand training delivery volumes across the state of Washington.

During the COVID-19 pandemic, SEIU 775 Benefits Group was required to convert from a fully in-person multiple-week training program into a hybrid learning program that could be delivered online combined with skills practicum delivered in the classroom face to face.

Invista Performance Solutions (IPS) has been a major consistent provider of HCA training for SEIU since 2010 and a key partner in the transition to virtual learning during the Covid 19 pandemic.

The Solution:

Since 2010, Invista has delivered 8 different categories of Home Care Aide trainings across 28 counties in Eastern and Western Washington State. In addition, Invista has recruited instructors with the ability to offer classes in a variety of languages to support LEP learners, including Russian, Vietnamese, Tagalog, Spanish, Korean, Lao, and Arabic. Invista manages the course delivery, the recruitment, training and employment of instructors, quality assurance, logistics, and training subcontracts to deliver this complex training program to diverse learners across the span of Washington state. In addition, one of Invista's Home Care Aide trainers was an integral expert in the development process for the current 3rd version of the Home Care Aide Basic Training curriculum. She was deeply immersed in the peer review of the curriculum and the live development workshops where curriculum writers would make live edits to the basic training while the subject matter expert trainers provided recommendations. Invista was essential in the initial piloting of this curriculum product and delivery thereafter.

In the past two years, IPS has demonstrated the ability to collaborate, adapt, support, and maintain quality within a new learning program delivery format. This led to the success of high

student completion rates and a consistent quality Home Care Aide training program during the pandemic.

Our solution involved:

- Collaborative strategic planning with SEIU staff.
- Adopting unconventional class scheduling processes to provide flexibility.
- Closely monitoring changing training material resources to ensure quality of instruction.
- Piloting curriculum change implementations prior to launch.
- Working with internal staff to develop new instructional delivery skills.
- Analyzing and reducing fluctuating program costs.
- Constant quality assurance review process.
- Identifying and establishing new locations while increasing student site capacities.
- Innovative recruitment strategizing to keep a full bench of qualified instructors.

The Results:

- 90th percentile in Home Care Aide exam pass rates among learners taking Home Care Aide classes under Invista.
- Positive learner feedback regarding trainers, locations, and delivery quality.
- Repeated contract partnership renewals between SEIU and Invista.
- The first year of the pandemic, IPS Performance Solutions provided training for 11,634 Home Care Aide enrollments, despite a full-stop in training for one month.
- In the second year, IPS provided training for 11,126 enrollments, while navigating a learning management system change.
- IPS delivered classes to learners in geographical locations outside of the normal scope.
- IPS took the lead with organizational experience in online learning delivery implementation.

Yvonne Elliot, Director of Learning and Delivery at SEIU 775 Benefits Group, described the long-term relationship between IPS and SEIU as follows:

“IPS has been a valued partner of the Benefits Group for many years. They have partnered with us to provide training for home caregivers to equip them to deliver high-quality care and support to older adults and people with disabilities. I have worked closely with our IPS partners for over 7 years. I have found them to be responsive, professional, and dependable. IPS strives to do their best in responding to special needs and extra requests. They have provided bilingual instructors in specific locations to meet the needs of our learners. IPS has proven to be vital to the success of caregivers in the South Sound and the individuals they serve.”