

SCR149

Measure Title: REQUESTING THE DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS AND THE UNIVERSITY OF HAWAII CENTER ON AGING TO CONVENE A WORKING GROUP TO REVIEW IN-HOME CARE SERVICES AND MAKE RECOMMENDATIONS TO IMPROVE THE QUALITY OF CARE.

Report Title: Working Group; In-Home Care Services

Description:

Companion:

Package: None

Current Referral: LBR/HRE/HMS, CPH

Introducer(s): TOKUDA, BAKER, S. CHANG, KEITH-AGARAN, Dela Cruz, English, Gabbard, Galuteria, K. Kahele, Nishihara, Taniguchi, Wakai

DAVID Y. IGE
GOVERNOR

DOUGLAS S. CHIN
LIEUTENANT GOVERNOR



LEONARD HOSHIGO
DIRECTOR

**STATE OF HAWAII
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS**

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April 3, 2018

To: The Honorable Rosalyn H. Baker, Chair;
The Honorable Jill N. Tokuda, Vice Chair; and
Members of the Senate Committee on Commerce, Consumer Protection,
and Health

Date: Tuesday, April 3, 2018

Time: 10:00 a.m.

Place: Conference Room 229, State Capitol

From: Leonard Hoshijo, Director
Department of Labor and Industrial Relations (DLIR)

Re: SCR No. 149/SR No. 94 Requesting the Department of Labor and Industrial Relations and the University of Hawaii Center on Aging to Convene a Working Group to Review In-Home Care Services and Make Recommendations to Improve the Quality of Care

SCR149/SR 94 urges the Department of Labor and Industrial Relations and the University of Hawaii Center on Aging to convene a working group to review in-home care services and make recommendations to improve the quality of care.

DLIR believes that the bulk of what is being requested in this resolution rests more appropriately under the purview of other agencies within the State. Therefore, the department does not support the measure with DLIR as one of the lead agencies to convene the working group to review in-home care services. DLIR, however will be willing to provide whatever information is available to the department with regard to what is being requested by the measure.

DLIR's Research & Statistics Office (R&S) has descriptive information on Home Health Aides such as work activities, skills, knowledge, current employment, wages, outlook/projections, preparation, training, licensing/certification. R&S not collect information on retention rates, percentages of workers with certifications, information on benefits, and information on injuries related to abuse and neglect. R&S does not have the capability and resources to conduct research and analysis of the quality of

care as it relates to wages and benefits.

The federal funding levels for R&S have been reduced by Congress in the last several budget cycles. The new federal budget cuts the funding further.

The following is information pertaining to the data requests in the measure:

- (2) A description of the home care workforce, including the relationship of home care workers to the people they are caring for;

R&S has description information on Home Health Aides such as work activities, skills, knowledge, current employment, wages, outlook/projections, preparation, training, licensing/certification. However, there is no information on relationships as these types of caregivers may not be covered by Unemployment Insurance (UI) and therefore are not reporting into the UI wage records system.

- (3) A description of the continuum of work being performed;

R&S has occupational description information only on the type of work performed by Home Health Aides.

- (4) A description of the skills that home care workers need, the current percentage of Hawaii's home care workers with training or certification, and the nature of that training or certification;

R&S has skills and training/certification information that Home Health Aides need or are preferred by employers. There is no data on the percentage of workers with training/certification.

- (5) Data regarding how current and expected workforce supply meets demand, including:
 - (A) Retention rates of caregivers employed by care agencies;

R&S does not have data on retention rates. That requires a longitudinal study that would track workers. The UI wage records do not track occupations so an independent study or survey of employers and/or workers would be needed along with an accompanying appropriation.

- (B) Ability of families to access home care; and

- (C) Projected workforce shortage, if any, over the next ten years;

R&S has long-term projections information on Home Health Aides.

- (6) Projected workforce shortage, if any, over the next ten years;

R&S has wages information (through UI wage records) only on Home Health Aides, however, no information on benefits.

- (7) Data regarding home care worker and client injuries, including abuse and neglect;

R&S does not collect information on injuries related to abuse and neglect.

- (8) The relationship between the quality of care provided and the wages, benefits and training and certification standards of home care workers;

R&S does not have this information or the capability and resources to conduct these types of analyses.

- (9) Evaluation of experiences in other states between increased wages, benefits and training and certification standards and the quality of care provided

R&S does not have the capability and resources to conduct this type of research.

The Twenty-Ninth Legislature
Regular Session of 2018

THE SENATE

Committee on Commerce, Consumer Protection, and Health
Senator Rosalyn H. Baker, Chair
Senator Jill N. Tokuda, Vice Chair
State Capitol, Conference Room 229
Tuesday, April 3, 2018; 10:00 a.m.

**STATEMENT OF THE ILWU LOCAL 142 ON S.C.R 149 / S.R. 94
Requesting the Department of Labor and Industrial Relations and the University of Hawaii
Center on Aging to Convene a Working Group to Review In-Home Care Services and
Make Recommendations to Improve the Quality of Care**

The ILWU Local 142 **supports** S.C.R 149 and S.R. 94, which requests that DLIR and UH Center on Aging convene a working group to review in-home care services and make recommendations to improve quality of care.

As stated in the resolution, in just two short years, nearly 300,000 residents in Hawaii will be 65 years of age or older, and a significant number of them will require assistance with activities of daily living. Family caregivers will provide some of that assistance, but many of these elderly individuals will need paid caregivers to help them.

The issue of family caregivers is a significant one, which the Kupuna Caregiver Program is hoping to address by providing assistance to family caregivers who are still working to allow them to remain in the workforce. However, the issue of professional or paraprofessional caregivers, while recognized as an important issue, has not received the kind of attention it needs.

While the care of elderly and disabled individuals will become a growing industry in Hawaii and the nation, too few individuals seek to find work in this industry. Society itself has not recognized this type of work and given it sufficient value. Caring for an elderly or disabled person is difficult work and requires skill, compassion, and dedication, yet if financial compensation is an indicator, the work is not valued. The pay for paraprofessional caregivers is almost at the minimum wage level.

Paying a home-care worker more in wages would be a start toward recognizing the worth of their work and the tremendous contribution they make to the lives of so many, including the care recipient's family. However, more must be done to promote home care as a viable career that pays well and offers meaningful work that is valued by society.

A huge dilemma is that home care workers are generally paid by care recipients or their families, who often cannot afford to pay them very much. These home care workers are actually employed by agencies that charge those needing services double what is paid to the home care worker. Families seek the least expensive option, while hoping the caregivers will be competent, compassionate, trustworthy, and willing to stay.

One way to overcome this problem is for the State to find some funding mechanism (e.g., a surcharge on the general excise tax or an increase in the income tax dedicated to home care and other long-term care) to help care recipients and their families pay for long-term care at home or in facilities. This is a societal problem that requires government intervention.

The working group proposed by S.C.R. 149 and S.R. 94 would assist policymakers to understand the scope of the problem and seek ways to address what will be a growing problem in the future. Hawaii's aging population will continue to grow, as will the population needing assistance. The need for a workforce to help care for this population will only increase. We cannot afford to put off addressing this issue.

And if we think the State cannot afford to address the high cost of long-term care and the need for qualified, caring workers to provide in-home care and institutional care, lawmakers need only look at the growing Medicaid bills for residents in nursing homes. Medicaid is funded by taxpayer dollars, both federal and state, which means all of us paying taxes are footing the bill. In-home care is far more cost-effective than institutional care.

The ILWU urges adoption of S.C.R. 149 and S.R. 94. Thank you for the opportunity to provide testimony on these resolutions.



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Senate Committee on Commerce, Consumer Protection and Health
Tuesday, April 3, 2018
10:00 a.m.
Conference Room 229

To: Senator Rosalyn Baker, Chair
Re: Senate Concurrent Resolution 149/Senate Resolution 94

Dear Chair Baker, Vice-Chair Tokuda, and members of the Committee,

My name is Kerry M. Komatsubara and I am the Advocacy Director for AARP Hawaii. AARP is a membership organization of people age fifty and over with about 150,000 members in Hawaii. AARP advocates for issues that matter to Hawaii families and we strive to serve as a reliable information source on issues critical to people over the age of fifty.

AARP is in strong support of SCR 149/SR 94, which requests the Department of Labor and Industrial Relations, along with the University of Hawaii Center on Aging, convene a working group to review the state of the homecare force in Hawaii and make recommendations to improve the quality of care and the quality of caregiving jobs.

Homecare workers provide elderly adults and those with disabilities with the care and assistance that allows people with care needs to live at home. They are responsible for a myriad number of tasks and activities of daily living including managing medication, providing transportation, assisting with mobility, preparing meals, and providing personal hygiene care. By providing these services, homecare workers are saving the state of Hawaii millions of dollars by allowing seniors to remain at home, where care is less expensive than in a facility. Studies also show that a person who is cared for and able to rehabilitate at home surrounded by family, friends and personalized attention from home care workers heal more quickly than they do in a facility.

The home care and direct care workforce is one of the fastest growing service industries in America, and homecare workers do the valuable and vital work of caring for the needs of elderly and people with disabilities. With the life expectancy in Hawaii longer than any other state, and the projected population of those 65 and over reaching 30 percent of the overall population in Hawaii by 2030, the need for home care and qualified home care workers is growing. As it grows, so too does the need to understand the complexities of the homecare workforce, including the demographics of the care workforce, reasons surrounding care workforce shortages, the ways in which families rely upon and receive services, and ways that the quality of care can be substantially improved.

The creation of a taskforce that will study, collect pertinent data and report back on its findings in regards to the ability of families to access and finance home care, the explanation of skills and training that home care workers require, as well as the relationship between the quality of care provided by home care workers and the wages and benefits they receive are key aspects in preparing a care infrastructure that better helps our kupuna and people with disabilities receive the high quality of care they deserve.

AARP
Real Possibilities

Thank you for the opportunity to present testimony in support of Senate Concurrent Resolution 149/Senate Resolution 94.

SCR-149

Submitted on: 4/2/2018 8:19:41 AM

Testimony for CPH on 4/3/2018 10:00:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Melodie Aduja	Testifying for Oahu County Committee on Legislative Priorities of the Democratic Party of Hawai'i	Support	No

Comments:

To the Honorable Rosalyn H. Baker, Chair; the Honorable Jill N. Tokuda, Vice-Chair and the Members of the Committee on Commerce, Consumer Protection, and Health:

Good afternoon, my name is Melodie Aduja. I serve as Chair of the Oahu County Committee ("OCC") on Legislative Priorities of the Democratic Party of Hawaii. Thank you for the opportunity to provide written testimony on **SCR149 / SR 94** relating to a Working Group; and In-Home Care Services.

The OCC on Legislative Priorities is in favor of **SCR149 / SR 94** and supports its passage.

SCR149 / SR 94 is in alignment with the Platform of the Democratic Party of Hawai'i ("DPH"), 2016, as it requests the Department of Labor and Industrial Relations (DLIR) and the University of Hawaii (UH) Center on Aging to convene a working group to: (1) Review the provision of in-home care services in Hawaii; (2) Make recommendations that will improve the quality of care; and (3) Include its review and recommendations in a report to the Legislature no later than twenty days prior to the Regular Session of 2019.

Specifically, the Platform of the DPH provides that "Access to health care is a basic human need. Our citizens and visitors have an inherent right to high quality, high standard health care. The state legislature and the federal government should take all appropriate steps to create and support a health care system of public, for-profit, and nonprofit hospitals and other medical facilities that follow best practices to enhance and protect and preserve life.

We support the development of long-term care financing solutions, better pay and working conditions for all healthcare providers, parity of mental and physical health coverage, and appropriate regulation of health care delivery systems. We also support the development of empirically validated prevention programs targeted at major public health issues." (Platform of the DPH, P. 7, Lines 361-369 (2016)).

Given that **SCR149 / SR 94** requests the Department of Labor and Industrial Relations (DLIR) and the University of Hawaii (UH) Center on Aging to convene a

working group to: (1) Review the provision of in-home care services in Hawaii; (2) Make recommendations that will improve the quality of care; and (3) Include its review and recommendations in a report to the Legislature no later than twenty days prior to the Regular Session of 2019, it is the position of the OCC on Legislative Priorities to support this measure.

Thank you very much for your kind consideration.

Sincerely yours,

/s/ Melodie Aduja

Melodie Aduja, Chair, OCC on Legislative Priorities of the DPH

Email: legislativepriorities@gmail.com, Tel.: (808) 258-8889



CARING ACROSS GENERATIONS

COMMITTEE ON COMMERCE, CONSUMER PROTECTION, and HEALTH
Senator Roz Baker, Chair
Senator Jill Tokuda, Vice Chair

Tuesday, April 3, 2018, 10:00 a.m., Conference Room 229

Re: Testimony in Support of Senate Concurrent Resolution 149 / Senate Resolution 94

Caring Across Generations is in strong support of SCR 149/SR 94, which requests the Department of Labour and Industrial Relations, along with the University of Hawaii Center on Aging, convene a working group to review the state of the homecare force in Hawaii and make recommendations to improve the quality of care and the quality of caregiving jobs.

Caring Across Generations is a national movement of families, caregivers, people with disabilities and aging Americans working to transform the way we care in this country, calling for policy solutions that enable all of us to live and age with dignity and independence. Caring Across Generations has worked with partners in Hawai'i for years in support of legislation that will help make quality long-term care accessible to everyone.

Homecare workers provide elderly adults and those with disabilities with the care and assistance that allows people with care needs to live at home. They are responsible for a myriad number of tasks and activities of daily living including managing medication, providing transportation, assisting with mobility, preparing meals, and providing personal hygiene care. By providing these services, homecare workers are saving the state of Hawaii millions of dollars by allowing seniors to remain at home, where care is less expensive than in a facility. Studies also show that a person who is cared for and able to rehabilitate at home surrounded by family, friends and personalized attention from home care workers heal more quickly than they do in a facility.

The home care and direct care workforce is one of the fastest growing service industries in America, and homecare workers do the valuable and vital work of caring for the needs of elderly and people with disabilities. With the life expectancy in Hawaii longer than any other state, and the projected population of those 65 and over reaching 30 percent of the overall population in Hawaii by 2030, the need for home care and qualified home care workers is growing. As it grows, so too does the need to understand the complexities of the homecare workforce, including the demographics of the care workforce, reasons surrounding care workforce shortages, the ways in which families rely upon and receive services, and ways that the quality of care can be substantially improved.

The creation of a taskforce that will study, collect pertinent data and report back on its findings in regards to the ability of families to access and finance home care, the explanation of skills and training that home care workers require, as well as the relationship between the quality of care provided by home care workers and the wages and benefits they receive are key aspects in preparing a care infrastructure that better helps our kupuna and people with disabilities receive the high quality of care they deserve.

Thank you for considering my testimony.

Sincerely,

Pedro Haro
Hawai'i Advocacy Director
Caring Across Generation
pedro@caringacross.org
808-947-2950

SCR-149

Submitted on: 4/2/2018 11:45:14 AM

Testimony for CPH on 4/3/2018 10:00:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Scott Foster	Testifying for Kupuna Caucus of the Democratic Party of Hawaii AND Hawaii Advocates For Consumer Rights	Support	No

Comments:

Committee on Commerce, Consumer Protection and Health
Senator Roz Baker, Chair
Senator Jill Tokuda, Vice Chair

Tuesday, April 3, 2018, 10 a.m., Conference Room 229

Re: Testimony in Support of Senate Concurrent Resolution 149/ Senate Resolution 94

Aloha Chair Baker, Vice-Chair Tokuda and Members of the Committee:

My name is Kathy Jaycox. I currently serve as the Oahu President of FACE, Faith Action for Community Equity. My testimony is submitted on behalf of FACE.

We are in strong support of this resolution, which requests that DLIR and the UH Center on Aging convene a working group to review the state of the homecare workforce in Hawaii and to make recommendations intended to improve both the quality of care and the quality of caregiving jobs.

As you know, FACE has worked very hard over the years to promote support for home health care, especially for our kupuna. We know that the vast majority of Hawaii's people prefer to age at home, and we also know that the cost of home health care is significantly lower than the cost of institutional care. But in order to meet the needs of our aging population, we need to have an expanded and well-trained workforce.

The creation of this working group provides a route through which key data can be collected and analyzed, so that Hawaii can create a care infrastructure which targets the well-being of the caregivers, as well as those for whom they care.

Thank you for providing me with the opportunity to testify.

Sincerely,

Kathy Jaycox
President, Oahu FACE (Faith Action for Community Equity)
559 Pauku St
Kailua, HI 96734

SCR-149

Submitted on: 4/2/2018 9:07:30 AM

Testimony for CPH on 4/3/2018 10:00:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Cynthia J. Goto	Individual	Support	No

Comments:

I testify in strong support for this much needed service. As a caregiver for my parents living at home, we are often dependent upon agencies and services to help us. Please help us keep our families safe.

Mahalo,

Cynthia J. Goto, M.D.

COMMITTEE ON COMMERCE, CONSUMER PROTECTION, and HEALTH
Senator Roz Baker, Chair
Senator Jill Tokuda, Vice Chair

Tuesday, April 3, 2018, 10:00 a.m., Conference Room 229

Re: Testimony in Support of Senate Concurrent Resolution 149 / Senate Resolution 94

We are in strong support of SCR 149/SR 94, which requests the Department of Labour and Industrial Relations, along with the University of Hawaii Center on Aging, convene a working group to review the state of the homecare force in Hawaii and make recommendations to improve the quality of care and the quality of caregiving jobs.

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Thank you for considering my testimony.

Sincerely,

Deanna Espinas (FACE member)
espihawaii@juno.com

Testimony Presented Before the
Senate Committee on Commerce, Consumer Protection, and Health
Tuesday, April 3, 2018, 10:00 a.m., Conference Room 229

By
Margaret A. Perkinson, PhD
Director, Center on Aging
University of Hawai'i at Mānoa

Re: Testimony in Support of Senate Concurrent Resolution 149 / Senate Resolution 94

SCR 149 / SR 94- Requesting the Department of Labor and Industrial Relations and the University of Hawaii Center on Aging to convene a working group to review in-home care services and make recommendations to improve the quality of care.

Senator Rosalyn Baker, Chair, and Jill Tokuda, Vice Chair and members of the Senate Committee on Commerce, Consumer Protection, and Health:

As director of the UHM COA, I appreciate this opportunity to voice my thoughts regarding SCR 149/SR 94. Please note that my testimony is that of an individual, rather than that of an employee of the University of Hawai'i.

The proposed bill addresses a critically important topic. Few states are aging as rapidly as Hawai'i. By 2020, approximately 25.8% of the State's residents will be 60+ years old. Chronic conditions that often accompany older age (e.g., impaired mobility, diminished strength and endurance, impaired vision and hearing) often necessitate assistance with basic activities of daily living. Home care services allow older adults to "age in place," a less costly and more desirable option than relocation to more institutionalized settings. To anticipate future care needs of its aging population, the State should examine its current system of home care and consider strategies for optimizing future delivery of care. This well-crafted bill raises essential questions regarding the future of home care in Hawaii. The answers to these questions should inform future thinking regarding long-term services and supports. UHM Center on Aging appreciates the recognition of its expertise in this area and agrees to co-convene and co-chair the working group, or assign an appropriate designee to do so. However, given the limited resources of the Center compared to those of the Department of Labor and Industrial Relations, we recommend that the Department take the administrative lead.

I agree that passage of SCR 149/ SR 94 should not replace or adversely impact priorities as indicated by the University's Board of Regents. As a member of the faculty at the University of Hawai'i, I support the prioritization process that the administration utilizes.

From: [Steven Costa](#)
To: [CPH Testimony](#)
Subject: Sb2988
Date: Sunday, April 1, 2018 6:05:22 PM

COMMITTEE ON COMMERCE, CONSUMER PROTECTION, and HEALTH
Senator Roz Baker, Chair
Senator Jill Tokuda, Vice Chair

Tuesday, April 3, 2018, 10:00 a.m., Conference Room 229

Re: Testimony in Support of Senate Concurrent Resolution 149 / Senate Resolution 94

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Thank you for considering my testimony.

Sincerely, Rev Steven Costa+ 741-0564

COMMITTEE ON COMMERCE, CONSUMER PROTECTION, and HEALTH
Senator Roz Baker, Chair
Senator Jill Tokuda, Vice Chair

Tuesday, April 3, 2018, 10:00 a.m., Conference Room 229

Re: Testimony in Support of Senate Concurrent Resolution 149 / Senate Resolution 94

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Thank you for considering my testimony.

Sincerely,

Meilene Cenido



UNIVERSITY OF HAWAII SYSTEM

Legislative Testimony

Testimony Presented Before the
Senate Committee on Commerce, Consumer Protection and Health
Tuesday, April 3, 2018 at 10:00 a.m.

By
Noreen Mokuau, Dean
Myron B. Thompson School of Social Work
And
Michael Bruno
Interim Vice Chancellor for Academic Affairs
Vice Chancellor for Research
University of Hawai'i at Mānoa

SCR 149 / SR 94 – REQUESTING THE DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS AND THE UNIVERSITY OF HAWAII CENTER ON AGING TO CONVENE A WORKING GROUP TO REVIEW IN-HOME CARE SERVICES AND MAKE RECOMMENDATIONS TO IMPROVE THE QUALITY OF CARE.

Chair Baker, Vice Chair Tokuda, and members of the Senate Committee on Commerce, Consumer Protection and Health:

As Dean of the University of Hawai'i at Mānoa Myron B. Thompson School of Social Work, I am appreciative of the legislature's recognition of the Center on Aging as a leader in research associated with aging.

We regard the proposed working group as an important step toward gathering necessary data associated with the provision of home care in Hawai'i. We appreciate the opportunity to comment on the Center on Aging's (COA) role in convening and co-chairing a working group to review the in-home care services and make recommendations to improve the quality of care.

The COA's mission is to enhance the well-being of older adults through interdisciplinary and collaborative efforts in research, educational programs and service to the community. Its focus is often on applied, translational and community engaged research with attention on the multicultural populations of Hawai'i and the Asia Pacific Region.

The Center is challenged with limited resources and personnel; nonetheless, we look forward in working in partnership with DLIR on this important issue.

Thank you for the opportunity to provide comments on these measures.

COMMITTEE ON COMMERCE, CONSUMER PROTECTION, and HEALTH
Senator Roz Baker, Chair
Senator Jill Tokuda, Vice Chair

Tuesday, April 3, 2018, 10:00 a.m., Conference Room 229

Re: Testimony in Support of Senate Concurrent Resolution 149 / Senate Resolution 94

I am in strong support of SCR 149/SR 94, which requests the Department of Labour and Industrial Relations, along with the University of Hawaii Center on Aging, to convene a working group to review the state of the homecare force in Hawaii and make recommendations to improve the quality of care and the quality of caregiving jobs.

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The creation of a taskforce that will study, collect pertinent data and report back on its findings related to homecare workforce is very much needed.

Thank you for considering my testimony.

Sincerely,

Clementina D. Ceria-Ulep

Clementina D. Ceria-Ulep

211 Hoomalu Street; Pearl City, HI 96782