



## CHCA: Transforming Home Care Employment

PHI’s founding affiliate, *Cooperative Home Care Associates (CHCA)*, is a worker-owned home care agency affiliated with SEIU/1199. CHCA’s employer-based training program enrolls more than 600 inner-city women annually, guaranteeing employment for all who graduate.

Based in City Council District 15, we offer training and employment support to unemployed individuals throughout the Bronx and citywide. With a stable, competent workforce, CHCA provides essential home care services for elders and individuals living with physical disabilities.

### Driving employment and community development in the Bronx

Since 1985, our employer-based model has offered thousands of New Yorkers with opportunities for quality jobs. These individuals—primarily women, nearly all unemployed at enrollment—receive free, four-week home health aide training, with guaranteed employment for successful graduates.

### Strong training and retention outcomes

Compared to similarly sized workforce development programs nationally, PHI and CHCA achieve field-leading outcomes. The table below demonstrates our program’s outcomes compared to other organizations participating in the 2012 Workforce Benchmarking Survey.

	% of Trainees Employed	% of New Hires Retained 90 Days	% of New Hires Retained 1+ Years
PHI/CHCA	84%	86%	65%
Median, Other Workforce Development Programs	47%	72%	37%

### Factors for success

We offer an intensive adult learner-centered training spanning twice the hours required by federal and state regulations to help trainees learn key clinical and interpersonal skills as they obtain dual Personal Care Assistant and Home Health Aide certifications. Graduates are guaranteed home care jobs. CHCA offers a range of retention supports including competitive wages, full-time hours, competitive benefits, peer mentoring, financial literacy, leadership opportunities, and paths to career advancement.

More than 1,000 CHCA staff are worker-owners, with access to: annual dividends in profitable years, free tax preparation assistance, and the right to participate in elections for CHCA’s Board.

All workers are empowered to meet with legislators and to play leadership roles in advocating to improve their jobs. CHCA staff, affiliates, and allies regularly advocate at the local and state levels for better wages, benefits, and career improvement in the home care field.

### Dramatic growth and expanded impact

Direct-care jobs are critical to job creation and to better health care citywide—and they will grow even more important as demand for home care services continues to rise.

Recent changes to New York home care policy will position us to expand the impact of our training and employment efforts significantly. With new offices in the Bronx, PHI and CHCA have increased capacity to annually train 600 individuals for quality home care jobs, helping women and their families escape poverty while providing reliable, competent care.

### CHCA Trainee Demographics

PHI and CHCA enrolled 641 individuals in our entry-level home health aide training program during 2014. We offered 32 training classes, with 22 provided in Spanish and 10 in English.

Demographic Characteristic	Proportion of 2014 Enrollees
Female	99%
At least 1 child under 18 years old	62%
Single parent	29%
Hispanic or Latina/o	80%
African-American or Caribbean-American	19%
Immigrant to U.S.	70%
Primarily Spanish-speaking	69%
Aged 18 to 24	22%
Aged 55 and older	6%
Average participant age	36 years

The majority of trainees face multiple barriers to employment, including limited formal education and work experiences, low income, and housing insecurity. Our training curriculum and employment practices are designed to equip these individuals with the skills to provide competent, reliable care and the supports needed to retain long-term employment.

Education, Work, & Financial Experiences	Proportion of 2014 Enrollees
Relied on at least one public benefit	85%
Relied on at least two public benefits	25%
Household income at enrollment, inclusive of public benefits	\$6,344, on average
Unbanked	72%
Tested at or below 6 <sup>th</sup> grade reading level	50%
Did not complete high school	36%
Living in a shelter or doubled up	50%
Unemployed or never formally employed	88%