

# 2015 FRONTLINE WORKER CHAMPION PROFILE



## TRAINING A COMMUNITY FOR CAREER ADVANCEMENT

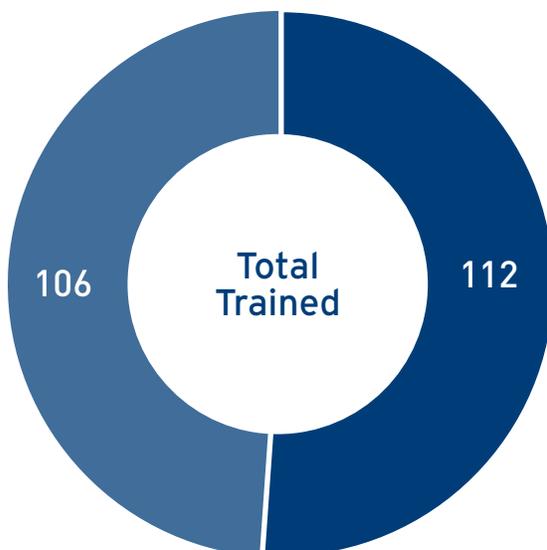
Providing home care to 1,800 elderly and disabled people annually, Homebridge has served San Francisco County for over 20 years and recently began service in San Mateo. For its diverse and extensive frontline worker training programs and its deep community investment, Homebridge has been recognized as a 2015 CareerSTAT Frontline Worker Champion.

In addition to training its San Francisco workforce of 450 caregivers, **Homebridge** is an independent training provider and **has trained nearly 2,000 community caregivers since 2010**, creating a valuable pipeline of caregivers.

Approximately 87% of Homebridge's 516 employees are frontline workers and **almost half of these frontline workers participated in training last year.**

Launched in 2010, Homebridge Training (formerly known as the Training Academy for Personal Caregivers and Assistants, or TAPCA) is the premier training program for the entry-level personal care workforce in California. **Homebridge Training program trains 800 caregivers per year with classes in offered in English, Cantonese and Spanish and a completion rate of 84%.**

IN 2014 HOMEBRIDGE TRAINED 218 EMPLOYEES



- Basic Training Programs
- Specialized Training Programs

## HOMEBRIDGE, INC. PROGRAM

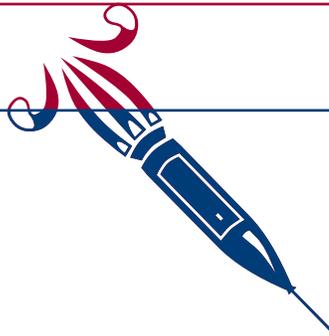
Through its training program, Homebridge provides an adult-centered, competency-based training curriculum, designed to be accessible to students with a minimum 6th grade proficiency. Each skill and knowledge area is tested with formalized assessments to ensure that competency has been mastered. Highlighting the value of hands-on learning, Homebridge's training facility includes a simulation apartment where caregivers can practice with beds, wheelchairs, and bathroom facilities. Success in the classroom is supported in the field by peer mentors who provide on-the-job training and a work-life coach who addresses barriers to job retention.

## BUSINESS IMPACT

Homebridge's 37% turnover rate for frontline caregivers is 39% lower than the 61% national average. Low turnover saves Homebridge approximately \$83,000/yr.

61% national turnover rate

37% Homebridge, Inc. turnover rate



### NOTE FROM THE CEO



Frontline worker investment is a major goal for Homebridge and, according to Homebridge Executive Director Margaret Baran, "Throughout Homebridge's history, we have invested heavily in workforce training for our entry-level home caregivers because we believe that training is essential to delivering high-quality care for consumers, and enhances safety and job satisfaction for caregivers." Furthermore, frontline worker advancement is a major priority for Ms.

Baran, who has, " advocated for training home care workers, improvement in wages and benefits, and the development of career ladders not only as a key professional responsibility but as a personal passion."

### FRONTLINE SUCCESS

Quan Moore is a full-time caregiver at Homebridge and cites her training with Homebridge Health Care Academy as a critical turning point in her career and personal life. Prior to joining Homebridge Academy, Quan was facing an abusive environment both professionally and personally. Tremendously impacted by her environment, Quan became unemployed and enrolled in Homebridge's training. She says, "Despite the barriers I was facing, they gave me the opportunity to join the JVS/Homebridge Healthcare Academy and I got placed into a great training program at Homebridge with an instructor who not only taught us, but was willing to listen to us and made sure we would excel in caring for others." Because of her training at the Homebridge Academy, Quan now works full time and has gained confidence in overcoming professional and personal challenges. She says, "I'm stable, employed, and can continue helping others live independently. This is my calling in life, and I am so very grateful to be able to put a smile on my clients' faces. You know I believe in the program when I'm sending people their way! So, I'm hoping they will be able to have the experience I had!"



### HOMEBRIDGE, INC. STATS

- > 516 Employees
- > 475 Frontline Workers

The 2015 CareerSTAT Frontline Health Care Worker Champions recognition program is generously funded by The Joyce Foundation.



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