

## **COLLABORATIVE FUNDING IN SANTA CLARA COUNTY**

Gladys Escoriza\*

The demands on Social Services delivery with a customer service perspective is the challenge of the Department of Human Services. In San Francisco. Proposition B passed by the voters in 1998, requires all departments to adopt an annual Customer Service Plan.

Proposition B requires that City Departments submit a plan that provides pilot projects and programs that improve efficiency and effectiveness with new focus on results, service quality and customer satisfaction. How can the San Francisco Department of Human Services with diminishing resources adopt a Customer Service Plan with a customer service perspective? The answer is to generate more revenue through other funds and to form collaborative associations to help bring about these projects. My objective for the BASSC project was to find a county with a customer service perspective that 1) has experience generating other funds to pay for employment- related projects and customer service programs and that 2) identifies opportunities for partnerships, particularly in employment area.

I chose Santa Clara County as my internship base because of my curiosity regarding their low unemployment rate and because they have successful collaboratives and funding sources.

### **BACKGROUND**

Santa Clara County has a strong economy. Its unemployment rate is lower than the State average. The most recent available information from California Employment Department showed Santa Clara County to have an unemployment rate of 3.3 percent while the State average was 5.5 percent. CalWORKS recipients continue to be one of the primary beneficiaries of a healthy economy. CalWORKS households in Santa Clara County who were on aid at the beginning of last year dropped about 20 percent.

In terms of percentage caseload reductions, Santa Clara County ranked first in the state from a recent report.

Recipients of the county's General Assistance Program had even more dramatic declines, losing 36 percent of all people who were receiving aid from the county. The County of Santa Clara is in a strategic regional location, centered in Silicon Valley:

The County of Santa Clara is headquarters to many of the nation's leading electronics, telecommunications, semi conductor and computer hardware and software firms. It enjoys a strong fiscal position based on a stable industrial base. It is a county that is similar to San Francisco because it is ethnically diversified and confronted with similar concerns such as finding employment for non-English speaking clients.

### **SOCIAL- SERVICES REVENUES BY SOURCE**

\* Gladys Escoriza is the County Adult Assistance Section Manager in the Department of Human Services of San Francisco.

The Santa Clara Social Service Agency is budgeted to spend \$445 million in FY 1997. Most of their costs (88%) are covered by revenues from State, Federal, and other revenue sources, totaling \$393 million.

A portion of the agency's expenditures (12%) is paid for with unallocated or general purpose, locally generated revenues collected by the Finance Agency.

Most of the financial aid and services provided by the Department of Social Service Agency are mandated by Federal and State governments. The principal revenue sources are federal aid (\$208 million) and State Aid (\$178 million). Over half the revenues, (52%) comes from federal aid, and another 4.5% comes from State aid. These two sources together represent 97% of all revenues collected (Refer to Attachment A for Santa Clara Social Services Net County Cost and Revenues by Source). Revenues collected to the agency from other sources totaling 7 million accounts for the other 3%. The 3 percent is what a Department would need to obtain through collaborative efforts and other funding sources.

### **COLLABORATION: ESSENTIAL COMPONENTS**

The well organized customer service BASSC orientation I received from Santa Clara County on February 9th was a training experience on the necessary components for a model collaborative committed to sharing professionalism.

The carefully prepared orientation was a professional lesson in collaboration and delivery of customer service. It was evident that the Santa Clara representatives spent time and energy to prepare for the orientation demonstrated by their setting up an agenda, setting up materials for the exchange, scheduling informed speakers with overhead projector presentations, providing refreshments and snacks, and staying on target with objectives. . During the scheduled orientation meeting about 8 to 10 mentees were introduced to the Santa Clara County Social Service facilitators and the Executive team. After the group presentations, the mentees were introduced to their facilitators. My facilitator, Alette Lundeberg, Employment Support Initiative Administrator, provided each of her mentees with a binder filled with a wealth of information regarding each mentee's particular interest derived from the mentee's objective statement. Alette Lundeberg also provided us with a list of Consortium meeting dates, addressing our focus.

All these components make for a successful working exchange when collaborating with outside agencies, associations and organizations for the purpose of developing projects and programs.

### **FUNDING SOURCES: COLLABORATIVES**

My facilitator provided me with a list of Santa Clara's employment and training service collaborators; one of which is the Silicon Valley Program Operators' Association. The members include various organizations such as Catholic Charities and the Mexican American Community Services Agency (See Attachment B for complete list of Silicon Valley Program Operators' Association members and Attachment C for examples of some Programs and Services). Employment services include the Job Market of Catholic Charities which is funded by federal and county, private organizations, Hewlett Packard Foundation, and other sources.

## **United Way**

For the last year and a half, the United Way (through its annual funding and its Charitech Civic Venture Fund) and Social Service (through its General Fund, Welfare Set-Aside Funds and Refugee Funds) have jointly run Welfare to Work Consortium. The Consortium consists of a number of nonprofits and educational programs geared to provide job training, apprenticeships, placement, retention and employment upgrade. The Consortium meets quarterly to share information, brainstorm problems, et cetera. Attachment C has a listing of Consortium member agencies and funded projects such as UWSCC.

## **Career Ladders: A David and Lucille Packard Funding Project**

The success of acquiring "other money" boils down to people. Key informal relationships allow for vital information to be obtained, such as knowing where the money is and when the windows of funding opportunities are open and closed. An impressive collaborative effort and funding source was shared with me during my next meeting with my facilitator, Alette Lundeberg. We visited the office of Yvonne Carrasco, Program Officer for the David and Lucille Packard Foundation in Los Altos. I observed the relationship between Ms. Carrasco and Ms. Lundeberg as one built on informal exchange of professional information and discussion of realistic funding requests. Ms. Carrasco shared with me a sample of a successful funding by the David and Lucille Foundation of a study of Santa Clara's career opportunities. Career Ladders is a study consisting of various employment opportunities for Santa Clara families seeking self-sufficiency. The work was produced by Nova Private Industry Council and details various careers and job specific information such as job specific skills, needed experience, entry level information, advancement opportunities, employment outlook, and an account from actual persons

performing the job called Star Profiles. The information has been set up in binder form for quick and easy reference for employment specialists to review with clients. The project is a unique example of an excellent customer service product for clients as well as Social Service Eligibility Specialists. Refer to Attachment E for examples of career ladders job descriptions from the funding project.

## **CONCLUSION**

My internship in Santa Clara County left me with the idea that a lot of obtaining foundation money is about networking and having credibility with the foundation board members, grant managers and collaborative groups. I am interested and excited in sharing with Will Lightbourne\* the possibility of requesting funding from the David and Lucille Foundation for a similar study to that of Santa Clara's Career Ladders.

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\* Will Lightbourne is the General Manager of the San Francisco Department of Human Services.

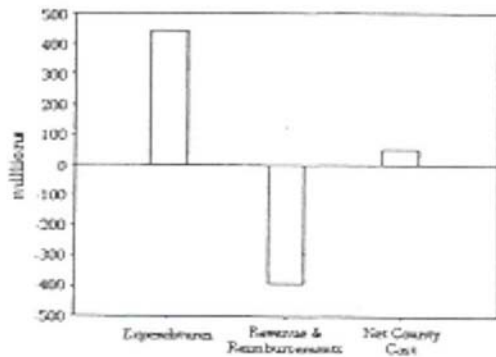
My project has been the impetus to network and interview individuals with a common interest in customer service and grants. Jewel Mansapit<sup>1</sup> is a previous BASSC participant who shares my interest of customer service and funding.

On March 18th, Ms. Mansapit communicated her interest in working together regarding grants for San Francisco County. She recommended the Support Center for Non-profit Management for grant writing and the Foundation Center as a funding resource. Ms. Mansapit informs me that our Department of Human Services is apparently involved in some discussions with foundations regarding how to assist with Welfare to Work and may be an area where she and I can work together.

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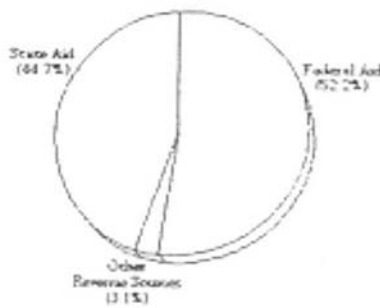
<sup>1</sup> Jewel Mansapit is a Program Analyst in the San Francisco Department of Human Services.

### Social Services Net County Cost



The Social Services Agency is budgeted to spend \$445 million in FY 1997. Most of their costs (88%) are covered by revenues from State, Federal, and other revenue sources, totalling \$393 million. A small portion of the agency's expenditures (12%) is paid for with unallocated or general-purpose, locally generated revenues collected by the Finance Agency.

### Social Services Revenues by Source



Most of the financial aid and services provided by the agency are mandated by Federal and State governments. The principal revenue sources are Federal Aid (\$208 million) and State Aid (\$178 million). Over half the revenues, 52%, come from Federal Aid, and another 45% comes from State Aid. These two sources together represent 97% of all revenues collected. Revenues credited to the agency from four other sources totaling \$7 million account for the other 3%.



Members Include:

Catholic Charities

Center for Employment Training

Center for Training and Careers, Inc.

Council on Aging

Cross Cultural Community Services Center

Economic and Social Opportunities, Inc.

Mexican American Community Services Agency

Morgan Hill Unified School District

Occupational Training Institute

Second Start



Catholic Charities reaches out to help those in need throughout Santa Clara County. Since 1955, we have provided hope, inspiration, and assistance while promoting the dignity of individuals and families. We assist the frail elderly; work with abused, neglected and at-risk youth; help the mentally ill, substance abusers and developmentally disabled to recover their lives; aid the homeless; welcome the stranger to our shores, and provide nutritious meals to the hungry.

## PROGRAMS AND SERVICES

### FAMILY/ELDER SERVICES

#### Foster Grandparent Program

Foster Grandparents (60+ years) receive supplemental income for dedicating 20 hours per week to special needs children in Santa Clara County. (408) 944-0668

#### Grandparent Caregiver Resource Center (GCRC)

Provides information and referrals, a caregiver "warmline," support groups, educational seminars, and respite/recreation opportunities for grandparents who are raising their grandchildren, and for other kinship care families. (408) 325-5164

**Long Term Care Ombudsman Program**  
Investigates complaints, including elder abuse and violation of residents' rights, and advocates for residents in nursing homes and residential care facilities. (408) 944-0567

#### Independent Aging Program (IAP)

Provides case management, respite care, escorted transportation, and related direct services to older adults and their families. Services are targeted to frail, homebound seniors to assist them in remaining in their homes or in the community. (408) 282-8608

#### Senior Programs at Neighborhood Centers

Offers educational classes, recreational and wellness activities, and social services in a "home away from home" environment for older adults and families. Eastside Neighborhood Ctr. (408) 251-0215 John XIII Multi-Service Ctr. (408) 282-8600

#### Senior Nutrition Program

Provides socialization and hot, nutritious meals for seniors (60+ years) five days a week at five different sites. (408) 325-5103

### IMMIGRATION & REFUGEE SERVICES

#### Immigration Legal Services

Provides a complete range of immigration-related services for low-income residents of Santa Clara County. Includes citizenship classes and applications, family visa petitions, adjustments of status, political asylum, photos, and fingerprints. (408) 944-0691

#### Refugee Resettlement

Provides sponsorship, resettlement, and employment for newly arrived refugees from Africa, the Middle East, Eastern Europe, Asia, and the Caribbean. (408) 944-0362

### EMPLOYMENT SERVICES

#### The Job Market

Provides classroom instruction and self-paced learning for English as a Second Language, career counseling, resume preparation, job-search skills, and job placement for the unemployed and under-employed. (408) 944-0362

#### Focus for Work

Provides vocational rehabilitation for adults diagnosed with mental illness. Includes training in work skills, job placement assistance, on-the-job training, and Vocational English as a Second Language. (408) 944-0591

### YOUTH SERVICES

#### Youth Empowered for Success

Provides a wide variety of services and activities targeting Latino and Vietnamese youth, young adults, parents, and families. YES offers after-school programs for children and their families, support services and after-school activities to address gangs, truancy, teen pregnancy and dating violence; vocational training, ESL, parent education for newcomer youth adults and parents, and weekly Spanish & Vietnamese radio talk shows to raise awareness about youth and family issues in the community. (408) 283-6150

### HOUSING PROGRAMS

#### Property Management

Provides full-service property- and asset-management for Catholic Charities housing and facilities as well as other property owners. (408) 282-1128

#### Housing Development

Provides co-housing for very low-income, single parents; consulting services; housing acquisition/ rehabilitation and new construction. (408) 282-1125

#### Shared Housing Program

Provides low-cost, affordable housing for low-income, single parent households. (408) 282-1144

### BEHAVIORAL HEALTH/FAMILIES IN CRISIS

#### Community Counseling & Education Services (CCES)

Provides outpatient psychiatric and abuse counseling services to people experiencing difficulties with their lives and relationships. Includes individual, group, family, marital counseling and education. Treats individuals with mental health and substance abuse combinations. (408) 944-0469

#### Children's Counseling Center (CCC)

Provides outpatient services for children who are seriously emotionally disturbed, at-risk, in out-of-home placement, or victims of child abuse. Includes psychiatric evaluations, medical monitoring, therapy, and case management. (408) 944-0469

#### Substance Abuse

Provides individual, group and family counseling for recovery from alcoholism, street drugs, over medication with prescription drugs, and referrals to community self-help support groups. (408) 944-0469

#### Oasis

Provides case management and mental health services to older adults who are experiencing emotional problems and/or mental illness. Includes psychiatric evaluations, medical monitoring, therapy, and case management. (408) 955-9170

#### Catholic Community Initiative (CCI)

A collaborative project with local Catholic hospitals, Santa Clara University, and the Diocese of San Jose to enhance the quality of life in the community through the integration of health care and social services, health education, and illness prevention. (408) 325-5201

#### Institutes for Family Life

Provide spiritually-based marriage, family, individual and child/adolescent counseling. Holy Family Parish. (408) 265-4040 Most Holy Trinity Parish. (408) 729-0101 St. Francis of Assisi Parish. (408) 223-1562 St. Mary Parish, Gilroy. (408) 847-5151 St. Catherine Parish, Morgan Hill. (408) 779-3959

#### Martha's Kitchen

A community dining center serving hot, nutritious meals, at no cost, to anyone in need. Serving days are every Tuesday and Wednesday. (408) 293-6111



REVISED

UNITED WAY OF SANTA CLARA COUNTY &  
COUNTY SOCIAL SERVICES AGENCY  
WELFARE TO WORKFORCE CONSORTIUM  
1998-1999 Fiscal Year  
(Grant Period: July 1, 1998- June 30, 1999)

AGENCY	CONTACT	FUNDED PROJECT	SOURCE OF FUNDING
Catholic Charities of SCC 2625 Zanker Road #200 San Jose, CA 95134-2107	SR. Marilyn Lacey 408/944-0282 ext. 155 408/944-0275 fax <a href="http://WWW.CCSJ.ORG">WWW.CCSJ.ORG</a>  Liz Linton, Program Manager <a href="mailto:eliza@ccsj.org">eliza@ccsj.org</a> 408/325-5251 408/944-0347 fax	<p>The Job Market: To provide job training, placement, retention and employment upgrade for low-income immigrant families. A joint venture with Bay Area Somali Community, Bosnian Herzegovinian American Society and Presbyterian Refugee Ministry.</p> <p><b>UWSSCC Outcomes:</b></p> <ul style="list-style-type: none"> <li>By November 30, 1998, 88 high-risk or immigrant employed clients will be actively participating in the Job Market's retention and upgrade program.</li> <li>By June 30, 1999, 61 of the participating clients will have remained employed for at least 9 of 12 consecutive months, due to education and supportive services from the Job Market.</li> <li>By June 30, 1999, 18 of the participating clients will have upgraded their salaries by 8% or more.</li> </ul> <p><b>SSA General Fund Outcomes:</b></p> <ul style="list-style-type: none"> <li>By November 30, 1998, 125 high-risk refugee or immigrant employed clients will be actively participating in the Job Market's retention and upgrade program.</li> </ul>	UWSSCC CHARITech Civic Venture Fund; SSA General Fund; SSA Refugee Funding
The Housing Authority of the County of Santa Clara 505 West Juliaft Street San Jose, CA 95110-2300	Candace Capogrossi, Deputy Executive Director <a href="mailto:Candyc@HASC.org">Candyc@HASC.org</a> 408/993-2903 408/280-1929 fax	<p>Employment Training for Public Housing/Section 8 Tenants. To provide training, apprenticeships, job placement and support services in the property management field. A collaborative with Tri-County Apartment Association and the YMCA Autumn Wonderland Child Care Center.</p> <p><b>UWSSCC Outcomes:</b></p> <ul style="list-style-type: none"> <li>By July 31, 1999, 100% of the families completing the course will get paying employment, apprenticeships or internships in residential management.</li> <li>By July 31, 1999, 75% of the families completing the course will demonstrate an increase in income.</li> <li>By July 31, 1999, 50% of the employed families will retain their jobs for three months or more.</li> </ul>	UWSSCC CHARITech Civic Venture Fund



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Indochinese Resettlement & Cultural Center (IRCC) 399 W. San Carlos Street San Jose, CA 95110	Loc Vu, Executive Director 408/971-7861  Lan Ba Nguyen 408/971-7857  408/971-7882 fax	<p>Housing (1/800/SOS/JOBS) To provide supportive services for individuals to retain employment.</p> <p>SSA General Fund Outcomes:</p> <ul style="list-style-type: none"> <li>By June 30, 1998, "Wellfare Hot Line Services" will have a total of 504 eligible participants who will receive assistance by phone, by mail or in person (walk-in, meeting, orientation, etc.).</li> </ul>	SSA General Fund
InnVision 974 Willow Street San Jose, CA 95125	Christine Burroughs Executive Director  Denise Scovell DeniseS@InnVision.org Innvision.org  408/292-4286 408/271-0826 fax	<p>Employment Services for Homeless Women. To provide employment related services to homeless women and mothers with children at the existing Georgia Travis Center and at a new 28-unit transitional housing project. A collaboration with Second Start and Santa Clara Unified School District Adult Education.</p> <p>UWSSCC Outcomes:</p> <ul style="list-style-type: none"> <li>By July 31, 1999, 100 homeless women will have been assisted in obtaining full- or part-time employment.</li> <li>By July 31, 1999, 50% of the employed people will have retained employment for at least six months.</li> </ul>	UWSSCC CHARITech Civic Venture Fund
Mexican American Community Services Agency (MACSA) 130 N. Jackson Avenue San Jose, CA 95116	Maria Elena DeLaGarza- MACSA 7400 Railroad Street Gilroy, CA 95020 408/847-4686 408/847-5117 fax  Christina M. Soto 408/846-5019 408/846-2647 fax  Juanita Gonzalez 408/847-2425	<p>Project Crossroads. To provide a five part series that includes: (1) pre-employment training; (2) career exploration and goal setting; (3) job placement and retention; (4) D.E.F. program, which encourages positive parenting skills in conjunction with pre-employment training and career exploration; and (5) re-entry services such as ESL classes, GED courses and/or the military. A collaboration with Chamberlaine Mental Health Center and Gilroy Unified School District to build on existing pre-employment training and job retention program, through a plan to reach young fathers ages 16-25 by providing comprehensive services at one site.</p> <p>UWSSCC Outcomes:</p> <ul style="list-style-type: none"> <li>By July 31, 1999, 24 young fathers will be enrolled in "Project Crossroads".</li> <li>By July 31, 1999, 67% of enrollees will have completed a minimum of 40 hours of career exploration, pre-employment training and independent-thinking skills training.</li> <li>By July 31, 1999, 63% will be placed in jobs, returned to school, college, a paid apprenticeship, a trade school, or a job training program.</li> </ul>	UWSSCC CHARITech Civic Venture Fund

**Basic Skills: Bill and Account Collectors**

**Job specific skills:**

- Accounting skills
- Bookkeeping skills

**Math skills:**

- Basic math skills

**Oral & written communication skills:**

- Oral communication skills

**Written skills:**

- Ability to write effectively
- Ability to read and follow instructions
- English, grammar, spelling and punctuation

**Adapt to social environment:**

- Problem solving skills
- Good negotiation skills
- Bondable

# Bill and Account Collectors

**5 years experience**

**Skills/Training:** Bachelor's Degree, high math, reasoning and language skills

**Financial Analysts**

\$49,940

**Financial Managers**

\$57,760

**3 years experience**

**Skills/Training:** Vocational and/or on-the-job training, average language, interpersonal, data collection and written skills

**Bill & Account Collectors**

\$24,180

**Bookkeepers**

\$25,040

**Entry level**

**Skills/Training:** 2-6 months on-the-job training, interpersonal and language skills

**File Clerks**

\$15,160

**Receptionists**

\$18,860

**General Office Clerks**

\$20,140

*Employment Development Department, 1997*

**Star Skills:**

- Persistence and tact
- Patience dealing with difficult people
- Maintenance of detailed records

## Job Description



- Collect money owed on past due accounts
- Locate and contact "debtors" (people late paying their bills)
- Use the telephone, mail or make personal visits to contact the debtor
- If the search is successful, arrangements for repayment are made
- May initiate repossession actions or stop service actions
- Follow up through letters, phone calls and visits
- Some collections may occur through legal actions
- Most large companies such as hospitals and banks use collection agencies

## Training



### Where to get training locally:

- High schools
- Adult education
- Community college courses in word processing and use of computers

### Who to call:

Name \_\_\_\_\_ Phone number \_\_\_\_\_

Name \_\_\_\_\_ Phone number \_\_\_\_\_

## Wages, Hours and Fringe Benefits



New, no experience: \$7.48 – \$13.00 per hour

New, some experience: \$7.48 – \$15.00 per hour

3 years with company: \$8.63 – \$17.00 per hour

*Santa Clara County CCOIS Report, 1998*

**Hours:** Bill Collectors work forty hours per week. An eight-hour shift can be from 11:00 a.m. to 7:30 p.m. or from noon to 8:30 p.m. Bill Collectors often work on Saturdays.

**Benefits:** Paid vacations, holidays, sick leave, and health and dental insurance

## Finding The Job



### Where to start your job search:

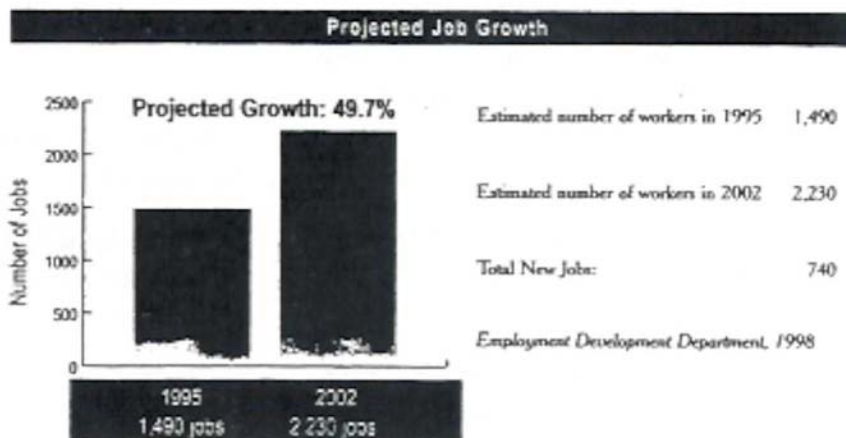
- Collection agencies
- Credit reporting companies
- Banks
- Local Employment Development Department offices

## Advancement



Bill Collectors who have a good record for collecting debts can earn promotions. With further education, experienced Bill Collectors can advance to management or supervisory positions.

## Employment Outlook



- Whether the economy is good or bad, Bill Collectors play a vital role. In a good economy, credit is available and people spend more. In a bad economy, there are more loan delinquencies because money is not readily available.



## Star PROfiles



**Fakri Zubek**

Bill and Account Collector  
Stanford Federal Credit

**Tell us how you got into your current position.**

I answered an ad in the paper.

**Please describe your typical work day.**

I make a list of the accounts that need collecting. I try to get a home phone number or a work number, then I follow up on calls I've made with more calls. I try to get the people to work out a payment schedule and find out how and when they can pay. Sometimes I have to go to small claims court for people that just never make any attempt to pay on their bills. I do a lot of phone work and write short letters.

**What training and education did you need to enter this position? What training was most valuable?**

There was no special training needed. You have to speak clearly, be persistent and write very concisely.

**What do you like least/most about your job?**

I like working out a payment schedule for people until they are past their hardship. I don't like the people that totally avoid their responsibility.

**What advice can you give someone seeking a job in your field?**

I would tell them they have to be willing to work in an office all day long. Be prepared to work with difficult people.

**What qualities make someone a "star" in this occupation?**

Persistence!! You have to get people to open up. If you treat them fairly and with respect, most people will want to pay their bills.



## Basic Skills: Home Health Aides

### Job specific skills

- Record keeping skills
- Ability to take vital signs
- Perform CPR and administer first aid
- Knowledge of medical terminology
- Knowledge of emergency procedures
- Ability to provide personal services to clients
- Knowledge of nutrition

### Verbal communication skills:

- Public contact skills
- Listening skills

### Written communication skills:

- Ability to read labels and instructions
- Write effectively and legibly
- Read and follow instructions

### Problem solving skills:

- Base decisions on measurable verifiable information

### Adapt to social environment:

- Work with close supervision
- Work independently
- Deal effectively with difficult individuals
- Understanding of a variety of cultures

### Adapt to work/job environment:

- Ability to handle crisis situations
- Willingness to work nights/weekends
- Exercise patience
- Ability to lift and move patients
- Bilingual helpful

### Legal requirements

- Possession of HHA Certificate

# Home Health Aides

## 5 years experience

Skills/Training: A.A./Bachelor's Degree, licensing exam, high math, language and interpersonal skills

Medical Aide  
Technicians

\$46,480

Registered Nurses

\$44,780

## 3 years experience

Skills/Training: Vocational training/A.A. degree, licensing exam, interpersonal, reading and writing skills

Emergency Medical  
Technicians

\$22,420

Surgical  
Technicians

\$29,000

Licensed Vocational  
Nurses

\$29,000

## Entry level

Skills/Training: 3-6 months training, interpersonal and office skills, certification

Nurses Aides

\$16,080

Home Health Aides

\$18,860

Medical Assistants

\$19,540

Employment Development Department, 1997

### Star Skills:

- Listen and observe
- Be sensitive to the clients home and their surroundings
- Learn from every one you work with



## Job Description



- Work under the supervision of a registered nurse or a physical therapist
- Do whatever is needed for patients who can not live alone without help
- Make it possible for the sick to stay at home instead of moving to a nursing home
- Help the patient take a bath, use the toilet or bed pan, and move around
- Check pulse and breathing rates; change bandages; and help patients take their medicine
- Clean a patient's room, kitchen, and bathrooms, do the laundry, and change bed sheets and pillow cases
- Plan meals, shop for food, and fix meals
- Give patients emotional support and teach them how to get along independently
- Keep patients mentally healthy and alert by having conversations with them
- Report changes in the patient's condition to the nurse supervisor and keep records of patient care

## Training



### Where to get training locally:

- Community colleges
- Local nursing homes and hospitals
- Vocational schools
- One-Stop Centers

### Who to call:

Name \_\_\_\_\_ Phone number \_\_\_\_\_  
Name \_\_\_\_\_ Phone number \_\_\_\_\_

## Wages, Hours and Fringe Benefits



New, no experience: \$ 6.25 – \$12.00 per hour

New, some experience: \$ 7.00 – \$12.00 per hour

3 years with company: \$ 8.00 – \$13.50 per hour

*Santa Clara County CCOFS Report, 1998*

**Hours:** Aides may work full-time or on a part-time intermittent schedule, depending on what the patient needs. Full-time certified Home Health Aides normally visit five or six patients per day and spend about one to two hours with each patient.

**Benefits:** Depending on the hiring agency, the benefits for full-time workers usually include paid vacation, sick leave and medical and dental insurance. Some employers also pay for vision, life insurance and retirement plans. Many agencies only hire "on call," hourly workers with no benefits except for paid mileage.

## Finding The Job



### Where to start your job search:

- Visiting Nurses Association
- Private and public health care agencies
- Nonprofit community health organizations
- Public and private employment agencies
- California Employment Development Department job service centers

## Advancement

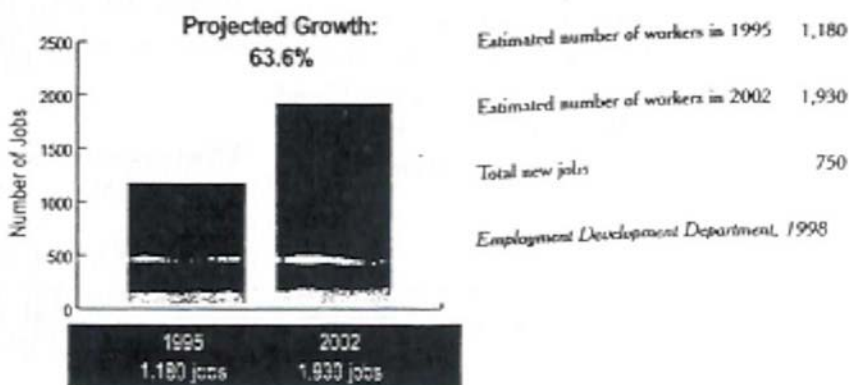


With more training, Aides can become Medical Assistants, Licensed Vocational Nurses or Registered Nurses.

## Employment Outlook



### Projected Job Growth



- Home Health Aide is the third fastest growing occupation in the State. This above-average rate of growth is expected to continue because the elderly population continues to get bigger and live longer, and home care is less expensive than hospital care. The number of people living well into their eighties continues to grow. This group usually has health problems that need at least some medical care help.
- The employment outlook for experienced Aides is very good. There are a lot of opportunities for job seekers who want only part-time or temporary jobs.

## Star PROfiles

Kay Vanderpool

Home Health Aide  
Mission Hospice of San Mateo County

Tell us how you got into your current position.

My kids were in nursery school and I needed to supplement our income. A friend's grandmother needed some home care and I really liked doing that. So I looked into the training to become a certified home health aide and here I am!

Please describe your typical work day.

I typically go to four houses a day so I spend the day traveling from one house to another. I also stop by the office to do paper work and check in with the nurses and my supervisor. When I go to the homes, I help the clients with basic personal care needs like shaving, bathing and sometimes just visiting.

What training and education did you need to enter this position? What training was most valuable?

Medicare won't pay for home health care unless you are certified. I went through Regional Occupational Training Program (ROP) which is basically free. You pay for your textbooks and materials. It's an 18 week course, but you only go a few hours a day. After that course you are a certified nurse assistant, then you take an additional 40 hour course to be a certified Home Health Aide.

What do you like least/most about your job?

I like working with people. Since my clients are terminally ill I also get to work with the whole family which I really enjoy. Sometimes it's stressful to going to four homes in one day.

What advice can you give someone seeking a job in your field?

Get certified!! You get the support of professional staff, you can work in hospitals and protect yourself and the clients.

What qualities make someone a "star" in this occupation?

Listen and observe. Be sensitive to the surroundings in each home. You can learn from everyone you work with and since you are a guest in their home, it's important to fit into their way of doing things. You can't just do things your way.

The Social Services Agency is budgeted to spend \$445 million in FY 1997\_ Most of their costs (88%,0) are covered by revenues from State, Federal, and other revenue sources, totalling 5393 million. A small portion of the agency's expenditures (12%) is paid for with unallocated or general-purpose, locally generated revenues collected by the Finance Agency.

#### Social Services Revenues by Source

Most of the financial aid and services provided by the agency are mandated by Federal and State governments. The principal revenue sources are Federal Aid (5208 million) and State Aid (\$178 million). Over half the revenues, 52% o, come from Federal Aid, and another 45%o comes from State Aid. These two sources together represent 97%0 of all revenues collected. Revenues credited to the agency from four other sources totaling \$7 million account for the other 3%.