



2024

# RISE Partnership Annual Report

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Respect • Integrity • Service • Equity

# Welcome to RISE!

2024 has been a year of extraordinary growth and impact for RISE Partnership, Oregon's leading nonprofit dedicated to the development, learning, and enrichment of our state's long-term care and public service workforce. As we reflect on the past year, we are proud to share the many strides we've made in fulfilling our mission to support and empower over 80,000 care providers and public service employees across Oregon.

Through collaboration with unions, responsible employers, and the State of Oregon, RISE Partnership has continued to build sustainable, equitable workforce solutions. Our focus on education, career development, recruitment, and benefits navigation has proven to be transformative, helping workers develop fulfilling careers with vast potential for growth.

This year, we saw a tremendous expansion of our programs. We offered nearly four times as many live classroom sessions as we did in 2023, significantly increasing access to in-person learning opportunities. Additionally, the amount of virtual and self-paced learning hours completed by participants almost doubled, demonstrating our ability to meet the diverse needs of our workforce in a flexible and accessible manner. As a result, we've seen a 41% increase in the number of unique learners served, further solidifying the demand for the programs and resources we provide.

At the core of our success is the worker-centered approach that guides everything we do. By prioritizing the needs and feedback

of frontline workers, and through close collaboration with employers and union members, we have developed programs that truly make a difference in the lives of our participants. Workers consistently describe our programs as "life-changing," and the skills they acquire not only enhance their careers but also improve the quality of care and service in Oregon's communities.

Our achievements this year reflect our commitment to the principles of respect, integrity, service, and equity. We are proud to lead in creating high-quality, family-sustaining jobs in Oregon's long-term care and public service sectors, where workers not only gain valuable skills but also the opportunity to join their union.

As you read through this report, we invite you to reflect on the tremendous growth we've experienced and the positive impact we've made in the lives of tens of thousands of workers across Oregon. Together, with our dedicated staff, partners, and stakeholders, we are building a stronger, more resilient workforce that will continue to thrive for years to come.

Thank you for your ongoing support and commitment to our mission. We look forward to the continued success and growth of RISE Partnership in the year ahead.

**Katie Coombes Barnard**  
**Executive Director**

# 2024 RISE Partnership by the numbers



**27,546** care providers and state workers trained through online, self-paced, and in-person educational offerings in **29** languages.



**2,744** in-person educational sessions around the state, totaling **17,392** hours of education in **39** different cities.



**282,211+** hours of online (live and self-directed) education offered through RISE Partnership programs collectively completed by learners.



**27,470** homecare, personal support, and long-term care facility workers provided with health benefits.



Carewell  
**SEIU503**  
delivered by RISE Partnership

Delivering training, job matching, and health benefits for state-funded, independent provider homecare and personal support workers through agreements between SEIU 503 and the Oregon Department of Human Services.

## TRAINING

Carewell SEIU 503 is dedicated to training and developing caregivers who provide in-home support for Medicaid-eligible older adults and people with physical, intellectual, or developmental disabilities. These trainings offer the tools and skills care providers need to ensure safety on the job, as well as the safety of clients (also known as “consumers”).

### Carewell Kicks

Launched in early 2024, Carewell Kicks is a benefit that provides homecare and personal support workers with a free new pair of professional-grade, slip-resistant shoes upon completion of their training requirement.

6,603 providers received a new pair of slip-resistant shoes, enhancing safety and comfort on the job.

**“My shoes fit perfectly and are very comfortable. They will not be returned! After I ordered them, they came 2 days later. Thank you Carewell SEIU 503!”**

*—Jodi H., care provider*

### Training Navigator Program and Learner Support

Launched in the summer of 2024, this program consists of dedicated staff assisting workers in overcoming barriers to complete their training requirement and enter the workforce.

- 1,046 care providers were assisted by one of our new training navigators, receiving the help they needed to overcome barriers to training completion.
- More than 20% of care providers whose primary language is not English received instruction and support in their preferred language.
- 29 distinct languages were supported in various ways including:
  - Language-specific instructors
  - Interpreters
  - Translated self-guided content
- \$2,100,000 in stipends were paid to workers who took training, ensuring workers were able to set time aside to complete the process.

## Continuing Education

Continuing Education (CE) helps care providers stay up to date on the best practices for their work and develop their skillset to match the unique needs of their consumer(s). We continued to expand Continuing Education course offerings in 2024, giving workers more options to choose from when completing their renewal requirement.

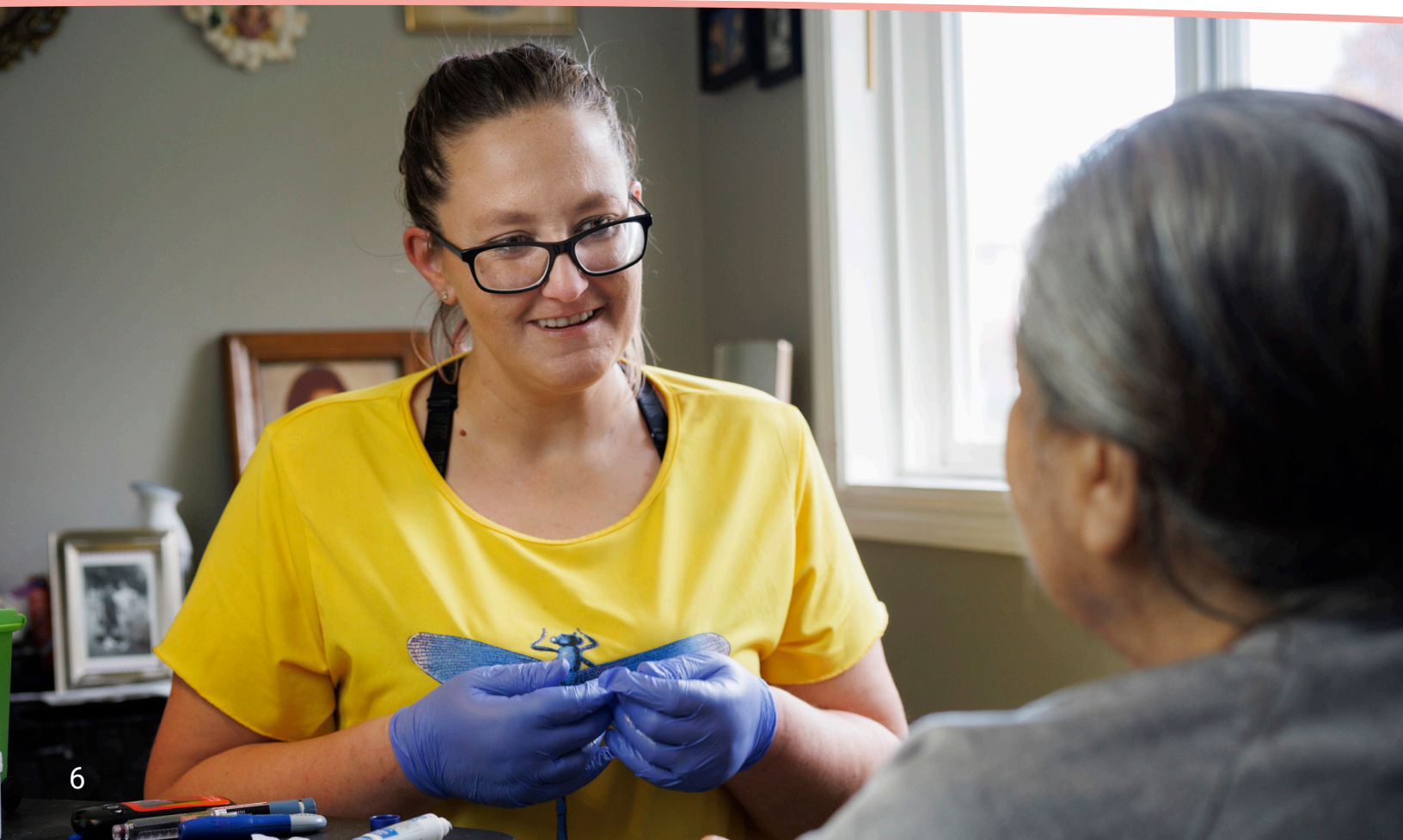
- 4,400 providers completed their 12-hour CE requirement, helping them stay up to date with best practices.
- 22 courses were added to Continuing Education, giving workers more options when completing their CE requirement.

## New Worker Training

New Worker Training helps new care providers learn about their role as a homecare worker, personal support worker, or personal care attendant. It provides an introduction to delivering safe, high-quality services to consumers, through a combination of in-person trainer-led instruction and online self-paced learning.

- 6,056 care providers completed New Worker Training, kickstarting their careers.

*Gresham-based homecare worker Kristin Lewis with her consumer.*



## BENEFITS

### Healthcare Cost Assistance

“Healthcare cost assistance has been pretty much a lifesaver through my diabetes type 2 and my high blood pressure.”

– Colleen B., Springfield-based homecare worker

Healthcare Cost Assistance benefits help make individual healthcare plans affordable for Oregon homecare and personal support workers who have no other coverage options.

The benefit is available to eligible homecare and personal support workers who have Medicare or who enroll in an approved plan through the Health Insurance Marketplace. The benefit covers 100% of workers’ net monthly premiums for an individual Marketplace plan (or a portion of their

Medicare premiums), and up to \$7,165 of out-of-pocket medical expenses.

In 2024, 7,404 in-home care providers had access to health coverage thanks to the Healthcare Cost Assistance program.

### MyCarewell503

MyCarewell503 is an online tool where care providers can securely manage their benefits 24/7. With this easy, web-based resource, care providers can do everything from viewing reported work hours, to requesting Paid Time Off benefits, to submitting reimbursements, to updating personal and health insurance information. Since its introduction to in-home care workers in July 2023, 7,869 workers have accessed their benefits online with convenience and ease.

## CAREWELL SEIU 503 BY THE NUMBERS

- **7,404** homecare and personal support workers have healthcare costs covered thanks to our innovative Healthcare Cost Assistance benefits.
- **22,886** homecare and personal support workers have access to fully paid dental, vision, hearing, and employee assistance program benefits.
- **23,250** homecare and personal support workers earned paid time off benefits.

“They [Carewell Benefits] have allowed me to get my health checked and take care of any needs, regularly check my teeth and take care of any needs there, and regularly check my vision and get lenses/glasses without worrying much about cost.

*Rick B.*

## Carewell Paid Time Off (PTO)

Providing in-home care can be incredibly taxing work—emotionally, mentally, and physically. To prevent burnout and turnover in this essential workforce, having access to paid time off is critical. Through Carewell Paid Time Off, 23,250 care providers earned PTO benefits in 2024.

**“The PTO is a wonderful benefit and easy to use and so helpful because otherwise I could not take any time off and would burn out!”**

*— Eugene-based personal support worker*

*Maria P.*

## Carewell Dental

The Dental benefit provides coverage for most basic dental services, at no monthly cost to in-home care providers. In 2024, 22,886 care providers were eligible for this benefit.

## Carewell Vision and Hearing

The Vision + Hearing benefit provides access

## CARINA BY THE NUMBERS

- **5,363** registered care providers
- **2,167** registered care consumers
- **1,174** reported job matches in 2024

to vision and hearing services for no monthly premium to in-home care providers. In 2024, 22,886 care providers were eligible for low- or no-cost annual vision exams, free or reduced-cost glasses and contacts, LASIK discounts, and reduced-cost hearing exams.

## Carina

Carina is a free, online care matching tool where Oregon in-home care providers, consumers, and case managers can create profiles with their care preferences, locate and message each other, and agree to verified care jobs in a secure, user-friendly environment.

In 2024, Carina launched two new features: Spanish language availability and screen reader capabilities. These features have helped double Carina’s userbase from the end of 2023.

Carina users have contributed to hundreds of new job matches, and thousands of part-time, full-time, and respite care support hours for Oregon Medicaid and Oregon Project Independence (OPI) in-home care consumers.





# Uplift OREGON

Delivered by RISE Partnership

*Uplift Oregon is a labor-management partnership between the State of Oregon, and the unions SEIU 503 and AFSCME Council 75. Through this collaboration, the program provides quality training and education in benefits, equity, and wellness.*

## Career Mobility

Last year, Uplift Oregon launched the Career Mobility program to support incumbent state workers' professional advancement while meeting state agency staffing needs. The first cohort was focused on filling accountant and tax auditor positions and provided employees with no-cost education, educational leave, and individualized support to develop their skills and advance their careers while keeping their state position and benefits.

In December, 24 current state employees completed 32 credit hours in upper division accounting courses with Western Oregon University and began their application process for vacant accountant and tax auditing positions with the State of Oregon. In addition to their formal education, participants have learned to navigate third-party tools, time management strategies, project management skills, and more. Additional programming for Career Mobility is currently in development.

“ The Career Mobility program means a shot at professional development for myself. I would like to stay working for the state. I also would like to resource myself as best as I can for my own future success, so this incredible collaboration between the state, the union, and the college is a beautiful opportunity I didn't expect to get. I'm getting support from the college, the union, and my own management to be the best person that I can be for myself.

*Dhana P.*

## Uplift Your Benefits

Uplift Your Benefits (UYB) is a two-hour workshop—mandatory for all new executive branch state employees—where staff learn about the options in their benefits packages to help them make informed decisions. The workshop is a live online presentation reviewing workers' benefits, including healthcare, pension, and dental. Participants get answers to their questions, learn where to find additional information, and are informed of future benefits workshops. Represented staff with SEIU and AFSCME transition to a 30-minute union orientation at the end of the benefits workshop.

“This was a great, interactive training that provided much clarification regarding the benefits available to me. The trainers were upbeat and knowledgeable. I would highly recommend them in the future.”

— *Dana V., June 2024 Uplift Your Benefits participant*

## Continuous Benefits Education

While UYB covers a significant amount of employees' benefits at hire, it isn't able to cover the nuances of retirement benefits or the resources available to them to focus on everyday wellness. To address this gap, Uplift Oregon hosts additional workshops throughout the year.

## UPLIFT BY THE NUMBERS

- **4,748** newly hired state employees received a two-hour orientation about their benefits package through the Uplift Your Benefits workshop.
- **500+** state employees participated in partner wellness programming facilitated by Uplift Oregon.
- **538** state employees joined our quarterly PERS and OSGP workshops to learn more about their retirement benefits.

Using a framework of eight dimensions of wellness, Uplift has sought to leverage workshops from professional healthcare educators for state employees. Monthly webinars provided by Kaiser Permanente aim to educate, support, and provide resources for employees to help them navigate and improve their wellbeing. In 2024, over 500 employees registered for wellness programming coordinated by Uplift.

Through feedback from UYB, Uplift Oregon learned that retirement benefits are top of mind for employees. In 2024, Uplift partnered with PERS and OSGP to host workshops that dive deeper into available retirement benefits. 538 employees joined the combined 6 workshops that were held throughout the year, and both workshops will be held quarterly moving forward.

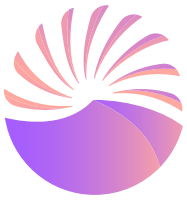
“ Thank you so much! I’ve been confused for several years and worried that I wasn’t accruing retirement because I hadn’t taken any actions upon hire, but now I know how to check my member portal and that I’ve been accruing even though I haven’t done anything.

*Becky*

“ We really appreciate Uplift’s awesome benefit education resources for new hires. It’s great working with them. The value they bring to our team is clear. Their smooth, thorough onboarding process has saved us so much time and effort. Thanks to Uplift, we can focus on other priorities without worrying about the challenges of new hire onboarding. Big thanks to Uplift for being a great partner!

*Public Employees' Benefit Board (PEBB)*

*Communications Team*



# Long-Term CareWorks

Delivered by  
RISE Partnership

*Long-Term CareWorks was founded in 2020 as a labor-management partnership between SEIU 503 and responsible skilled nursing facility employers.*

Our unique labor-management training partnership connects skilled nursing facilities with certified nursing assistants (CNAs) who have undergone educational training through Long-Term CareWorks' registered apprenticeship model. Participants receive everything they need to jumpstart their healthcare careers as a CNA, including a paid stipend, guided on-the-job experience, career mentorship, and Oregon State Board of Nursing (OSBN) Licensing Exam prep.

**"Everything that LTCWs has provided has been wonderful...I tried other programs, but I couldn't do those and pay my bills. Being able to go through this program while getting a stipend has made it possible for me to become a CNA."**

**– Trude L., CNA apprentice from Milwaukie, Oregon**

The program's success is bolstered by the lengths to which the facility administration and RISE's Long-Term CareWorks team

*Apprentices in Portland receive hands-on training in resident care.*



go to ensure the apprentices are placed in outstanding work environments where they can continue to grow and receive optimal support. CNAs in these environments play a pivotal role in not only caring for patients but helping to create a positive workplace culture.

The PACS Timberline Post Acute facility has partnered with Long-Term CareWorks to provide employment opportunities for several cohorts throughout the year. According to Anne Haddock, facility administrator, "It's not because I'm amazing, it's because I have amazing people...It has been beneficial to have this partnership, and we wouldn't have been able to do it without that reimbursement to go along with it because they do deserve to have a living wage."

In 2024 the program was awarded a Future Ready Oregon grant from the State of Oregon Higher Education Coordinating Commission to implement a new education pathway to becoming a licensed practical nurse (LPN) in 2025.

The LPN pathway will create a clear progression for CNAs to advance their

“ Certified nursing assistants (CNAs) are the backbone of our facility. RISE Partnership and the CNA Apprenticeship remove barriers to hire and retain quality CNAs, and that leads to better patient outcomes.

*Anne Haddock, facility administrator, PACS Timberline Post Acute.*

careers, increase their earning potential, and gain greater job security in the healthcare field. Long-Term CareWorks is piloting the program in 2025 where successful candidates will receive their LPN license at no cost to them. The learnings from this pilot program will set the foundation for the launch of the LPN career pathway program that will give graduated apprentices the opportunity to continue their education free of charge.

## LONG-TERM CAREWORKS BY THE NUMBERS

- **47** apprentices in **6** cohorts across the state completed the Nursing Assistant Competency Exam issued by the Oregon State Board of Nursing
- **91%** exam pass rate



## Delivered by RISE Partnership

*The Essential Worker Healthcare Trust was created by SEIU 503 and responsible long-term care employers to provide low-cost, high quality health benefits to every employee.*

Long-term care workers are essential to building a robust, thriving healthcare system in our state, yet many of Oregon’s long-term care (LTC) workers struggle to access the health services they need for themselves, due to increasing financial barriers and poor coverage options.

That’s why in 2021 SEIU 503 and responsible long-term care employers worked together with the Oregon state legislature to offer an affordable, high-quality healthcare plan to long-term care workers through the Essential Worker Healthcare Trust (EWHT).

This innovative healthcare coverage partnership leverages federal and state investments to provide every employee

low-cost, high quality health benefits to this essential workforce. EWHT provides affordable and accessible healthcare benefits for more than 4,800 care providers and families.

**“The Essential Worker Healthcare Trust has been monumental in recruiting employees for long-term care. It is so nice to be able to offer employees a healthcare insurance plan that is affordable and great coverage! The trust has made a big impact on staffing for us in a rural location, whose biggest healthcare competitor is Providence.”**

**– Chanda Farrar, administrator, PACS Hood River**

## ESSENTIAL WORKER HEALTHCARE TRUST BY THE NUMBERS

EWHT membership grew by 55% from 2,023 to 4,800 covered lives and anticipates growing to 6,500 members in 2025. Significant improvements from previous employer-sponsored insurance options include

- **85%** reduction in employee premiums, with no premiums for some of the lowest wage workers.
- **67%** average reduction in employee deductible and out-of-pocket maximums, making the insurance benefits usable for low wage workers.
- **90%** of costs covered, improved from prior employer-sponsored insurance options covering only 60%.

## 2025 Wellness initiative launching

In 2025 EWHT will develop and coordinate a wellness offering based on worker input that meets the holistic needs of LTC workers. Through partnerships with our employers and healthcare carriers, we plan to build a worker-centric model for whole person health.

Employees who have access to high-quality affordable health coverage are more likely to stay with an employer and reduce costly turnover. Access to better, more affordable healthcare also leads to healthier employees who miss fewer workdays, contributing to more consistent staffing and a reliable workforce.

Prior to the creation of EWHT, only 33% of care providers participated in their employer-sponsored insurance because the plans were low quality and unaffordable. Now over 65% of the workforce enrolls in EWHT with more growth expected in 2025.

“ I’ve been on the Essential Worker Healthcare Trust Regence plan for two years going on three and their coverage is amazing. I don’t have problems with my medication coverages, and finding providers is not usually difficult. They cover my kids and my partner, so it works really nice.

*Heather Marcott, PA RN,  
PACS Timberline*

*John Maina, certified nursing assistant.*





**RISE**  
Partnership