



Long-Term Care Foundation

of Washington State

The Long-Term Care Foundation: Your Partner in Training and Workforce Development

Presented by:

Bob Le Roy, Executive Director, Long-Term Care Foundation

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Today, We'll Introduce...

- **Our New Workforce Development Specialist**
- **Our New Pilot Program**
- **Our New Online Survey**

A New Member of Our Team:

Shereice Brown, Our Workforce Development Specialist

- Develop **human resource best practice guidance** for adult family home providers in print and online:
 - Developing job descriptions
 - Recruitment strategies
 - Navigating job posting sites
 - Reviewing and screening applicants
 - Scheduling and conducting interviews
 - Reference checks
 - On-the-job training
 - Managing and measuring performance
 - Discipline, and termination

Our Workforce Development Specialist

- Serve as a **resource** for adult family home providers to contact for **HR support and guidance**
 - Receive and respond to questions from providers seeking information and assistance in dealing with a broad spectrum of employment issues
 - Provide periodic interactive trainings to educate providers about HR best practices and available resources
- Coordinate and monitor a new **pilot program** to provide financial support to complete the required training for new long-term care workers

Our New Pilot Program

Please note: This is a pilot program and subject to adjustment and refinement in scope and parameters as it is implemented.

Name

The Adult Family Home Training Network Worker Sponsorship Pilot Program

Goal

To assist adult family homes to recruit, train, and retain **new, qualified long-term care workers**

- Use a portion of the **training benefit** negotiated for adult family homes
- Provide a **sponsorship benefit** to adult family homes
- Cover the **cost of the training** required to become certified as a home care aide
- Cover the **cost of the time** it takes to complete the training

The Adult Family Home Training Network Worker Sponsorship Pilot Program

Objectives

- By June 30, 2021, provide the training required to become certified as a home care aide to **25-50 eligible adult family home employees**
- Provide this training through **multiple modalities** by **DSHS-approved community instructors**
- Provide this training in **multiple communities and regions** throughout Washington State
- Provide and facilitate **equal opportunities** to train individuals to ensure a talented and diverse workforce

The Adult Family Home Training Network Worker Sponsorship Pilot Program

Eligibility

- Only **Medicaid-contracted** adult family homes are eligible to participate in the pilot.
- Eligible adult family homes can apply to receive benefits for **new or current employees** they agree to sponsor.
- Individuals **not currently employed** by adult family homes may be accepted into the program and placed in a pool of applicants to be matched with eligible adult family homes looking to hire caregivers.



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The Adult Family Home Training Network Worker Sponsorship Pilot Program

Application Process

- An eligible adult family home may complete an **“Adult Family Home Sponsorship Application”** found on The Long-Term Care Foundation website (<https://www.longtermcarefoundationwa.org>).
- An eligible individual currently employed by or seeking employment with an eligible adult family home may complete a **“Sponsored Individual Application”** found on The Long-Term Care Foundation website.
- Applications will be reviewed by The Long-Term Care Foundation Staff, and applicants will be selected based on goals and eligibility requirements for the program as well as the availability of funds.

The Adult Family Home Training Network Worker Sponsorship Pilot Program

Program details and applications for eligible adult family homes and individuals will be available on The Long-Term Care Foundation website (<https://www.longtermcarefoundationwa.org>) on **November 16, 2020**.

For questions or additional information about the program, please contact **Shereice Brown** at shereice@ltcfwa.org.

Our First Online Survey

- Included **20 questions** about your experiences as adult family home operators, your successes, opportunities, challenges, and needs
- Generated 411 responses and over 1,500 individual comments **THANK YOU!**

Our New Online Survey

- Includes 37 questions about your experiences, successes, opportunities, challenges, and needs related to **workforce development**.
- This survey will be posted on our website next Monday, November 2.
- Now, we're going to give you an opportunity to respond to four of the questions from the survey "live".

Survey Question #1

What are your top three hiring/staffing needs as an adult family home owner?

- Retaining employees
- Recruiting job candidates
- Understanding medical/dental benefits
- Orientation and onboarding for new residents
- Determining if a job candidate or potential resident is a good fit
- Managing an adult family home
- Doing a performance review for an employee
- HR: Disciplinary measures and terminating underperforming employees
- Staying up to date with new regulations (especially during a pandemic/emergency)
- Becoming a trainer



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Survey Question #10

Where do you struggle with your existing training process? (Check all answers that apply)

- The time gap between training and testing is too long
- Caregivers switching homes after getting trained
- AFHs not having the time or money to train staff
- Cost of training
- Availability of training
- Other



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Survey Question #22

What are your biggest challenges in recruiting staff? (Check all answers that apply)

- No qualified (credentialed) applicants
- Applicants can't access or complete training and certification
- Knowing where and how to recruit
- Applicants fail background or reference checks



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Survey Question #35

I would recommend being an adult family home operator to a family member or close friend.

- Strongly agree
- Agree
- Disagree
- Strongly Disagree



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Our Community Instructors

**Meet Robin VanHying, MSN, RN, NHA
CEO, Director of Training & Development
Cornerstone Healthcare Training, LLC**

Robin has over 30 years of experience as a geriatric nurse, she is a licensed nursing home and assisted living administrator and has owned and operated an adult family home. Cornerstone Healthcare Training emerged from Robin's passion for caring for others and a dedication to providing quality, convenient and affordable training for caregivers.

Since its establishment in 2010, the team at Cornerstone Healthcare Training has supported and trained over 30,000+ healthcare professionals in Washington State.

Cornerstone continues to be a pioneer in online training for caregivers, providing virtual instructor-led and self-paced e-learning training programs. This includes Home Care Aide (HCA) Training, Nurse Delegation, Nurse Delegation Focus on Diabetes, Mental Health Specialty Training, Dementia Specialty Training, Adult Education and HIV/AIDS Training, among others.

All coursework through Cornerstone is done online with the exception of the skills practice portion of the Home Care Aide training program. The hands-on skills labs are offered in six regional locations across the state.

Check us out online and start training employees today!

Website: cornerstonehealthcaretraining.com

Email: contact@cornerstonehealthcaretraining.com

Phone/Text/Fax - (206) 673-2919



Our Community Instructors

**Meet Sarah Lane, HCA
Owner, Instructor
S&H Training Center, Inc.**



S&H Training Center delivers the highest quality caregiver training in the Puget Sound area! We offer the 75-hour Home Care Aide training, as well as Dementia, Mental Health, Nurse Delegation (Core and Diabetes), and Continuing Education. We have two locations to serve you in Olympia and Renton. We train each student to:

- Provide excellent, patient centered care
- Pass their state exam
- Be an outstanding employee

Sarah Lane is the owner and an instructor at S&H Training Center. She is a licensed Home Care Aide and has owned and operated an award-winning home agency for more than five years. With a staff of 40 caregivers, Sarah is well-aware of the knowledge and skills employers are looking for in a good caregiver.

Beyond the training classes, we also help our HCA students fill out their state applications, prepare for their state exams, and allow them practice time with the manikins to hone their hands-on skills. In addition, our Olympia location also serves as a state testing site.

For more information call (360) 539-7423 or email sarah@sandhtraining.com us today! You can register on our website at: www.sandhtraining.com.



Our Community Instructors

Meet Faduma Mursal, RN BSN
Owner, Instructor
Washington Care Academy LLC

Faduma Mursal has been a Registered Nurse for 9 years and has trained over 3,000+ home care aide and nursing assistants. She started Washington Care Academy (www.washingtoncareacademy.com) in 2018 in recognizing the need for an affordable, self-paced, online option for DSHS approved home care aide training. Washington Care Academy is a complete self-paced interactive online Home Care Aide training program. The training is:

- DSHS and Washington State Vocational School Board Approved Online 75 hour Home Care Aide Course
- 95% of the Training is Online with Only 2 days of Hands on Skills class

Trainings we provide online:

- 75 Hour Home Care Aide training
- Nurse Delegation Core and Nurse Delegation Special Focus on Diabetes
- Dementia and Mental Health Specialty Training via online zoom class
- Over 20 DSHS approved CE courses online self-paced

We know how expensive training a new home care aide worker can be and that is why our goal is to help Adult Family Homes overcome training obstacles. We are offering 100% money back guaranteed if your caregiver leaves within 3 months of being trained.

Our student success rate is the highest as we prioritized customer satisfaction. For enrollment information please visit www.washingtoncareacademy.com or call/text me at 206-306-6588. Enroll today and get started on your new career path.



Washington Care Academy



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Our Community Instructors

Meet Sandy Harper, MBA
CE Health and Medical Program Manager
Community Colleges of Spokane

The Community Colleges of Spokane's (CCS) Corporate & Continuing Education (CCE) division is honored to partner with the Long Term Care Foundation to provide training to long term care professionals in the greater Eastern Washington area. CCS-CCE has a talented pool of licensed faculty with extensive long term care experience and teaching experience.

CCE offers training for long term care professionals that includes both online, hybrid and in-person programs that cater to every student need. Programs include: 75-hour Home Care Aide Training, Dementia: Level 1, Mental Health: Level 1, NAC Alternative to Bridge Program, Mental Health Associate, CPR/First Aid, among many others.

CCE has been offering Home Care Aide training since 2016. For more information about CCS Corporate & Continuing Education or to sign up for training, visit us on our website:

<https://ccs.spokane.edu/Health-and-Medical>



Community Colleges of Spokane
Corporate & Continuing Education



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How We Got Here

Special thanks to the Adult Family Home Council for their work and support!



The Long-Term Care Foundation of Washington State (LTCF) will be working to operationalize an Adult Family Home Training Network (AFHTN) as prescribed in **Second Substitute Senate Bill 5672**, enacted during the 2019 Legislative Session.

This bill was passed thanks to the tremendous efforts of the Adult Family Home Council, who work *to improve the lives and well-being of vulnerable adults through the support of adult family homes.*

www.adultfamilyhomecouncil.org





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Questions?

The Long-Term Care Foundation of Washington State

Info@lctfwa.org

360-764-7233

