



Long-Term Care Foundation

of Washington State

Human Resources Best Practices

Presented by:

Shereice Brown, Workforce Development Specialist, Long-Term Care Foundation

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, like today's, 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

Shereice Brown, 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**



Long-Term Care Foundation

of Washington State

Agenda

- **Recruitment Methods**
- **Recruitment**
- **Key Selection Criteria**
- **Workforce Management**
- **Onboarding**
- **Hiring Documentation**
- **Diversity and Inclusion**
- **Training and Development**
- **Workplace Culture**
- **Compensation**
- **Payroll**
- **Employee Policy**
- **Discipline**
- **Records Retention**
- **Termination**
- **Pilot Program**



Recruitment Methods

- Word-of-Mouth
- Job Posting Sites
- HCA Training Schools
- Social Networking Sites
- Connect to Care Jobs
- Indeed Resume



Long-Term Care Foundation

of Washington State

Caregiver Job Posting Sites

- www.indeed.com
- www.connecttocarejobs.com
- www.worksourcewa.com
- www.simplyhired.com
- www.ziprecruiter.com
- www.mycnajobs.com



Long-Term Care Foundation

of Washington State

Recruiting Caregivers

- Stay Consistent
- Build and maintain strong candidate pools
- Employee Referral Program
- Job Posting
- Host or participate in recruitment events(virtual)



Long-Term Care Foundation

of Washington State

Key Selection Criteria

- **Application documentation-** Resume and cover letter
- **Knowledge-** the knowledge to successfully perform the job duties given
- **Skills-** Do they have the necessary skills to do the job?
- **Education-** qualifications to perform the job
- **Experience-** relevant career or industry
- **Personal Suitability-** how close a fit they are with the team and company



Long-Term Care Foundation

of Washington State

Workforce Management

- Onboarding of new hires
- Schedule training programs
- Organizational structure
- Position responsibilities
- Engaging employees
- Performance management



Long-Term Care Foundation

of Washington State

Interviewing process

- **Documentation**
- **Consistency**
- **Interview Guide is vital to a successful hire, can help you find the right candidates more easily and help reduce interviewing mistakes**
- **The interview process should always be centered on hiring candidates who are an excellent fit for your organization**

New Employee Onboarding Checklist

- Signed offer letter
- Background Check
- Reference Checks
- Fingerprint Check
- Verification of certification
- TB Testing
- CPR/First Aid
- Food Handlers- not required
- Orientation to adult family home
- Orientation schedule/Training days
- I-9
- W-4
- Other signed documents like attendance policy and employee handbook acknowledgement



Long-Term Care Foundation

of Washington State

Background Checks

- DSHS Background Check is done prior to employee's first day
- Background Check is valid for 2 years
- Fingerprint Background Checks
- Conditional offer letter
- Result Letters in employee file



Hiring Documentation

- Offer Letters
- I-9
- W4
- Job Descriptions



Long-Term Care Foundation

of Washington State

Diversity and Inclusion in the workplace

- Diversity

Workplace diversity is understanding, accepting, and valuing differences between people.

- Inclusion

Inclusion in the workplace is a collaborative, supportive, and respectful environment that increases the participation and contribution of all employees.



Long-Term Care Foundation

of Washington State

Diversity and Inclusion

- Diversity education and training
- Equal access to opportunities
- Fair Treatment
- Organizational flexibility, responsiveness and agility
- Conflict resolution processes that are collaborative
- Teamwork



Employee Training and Development

Employee development is important for professional and personal growth. It helps attract and keep great employees.

Employee Development Ideas

- Mentoring program
- Employee engagement
- Offer resources
- In-house training
- Making information easily accessible

Workplace Culture

- Workplace culture is the environment you create for your employees, culture plays a vital role in an organization's success.
- A positive workplace culture improves teamwork, raises the morale, increases productivity, and efficiency and enhances retention of the workforce.
- The culture can allow employees to have a better understanding of what is expected of them and how they can achieve their professional goals.



Long-Term Care Foundation

of Washington State

Compensation

You want to show employees that you value them and the work that they do.

- Determine the value of the position
- Knowing the pay rates in your industry
- Set a pay range
- Think about the benefits of the position
- Stay flexible



Long-Term Care Foundation

of Washington State

Payroll

- **Fair Labor Standards Act (FLSA) establishes minimum wage, overtime pay and record keeping**
- **Establish an efficient way to keep track of actual hours worked, make sure it is consistent with all employees**
- **Keep track of important payroll dates and deadlines**
- **Classify employees the correct way**

Exempt Employees are salaried and can be exempt from overtime.

Non-Exempt Employees are paid hourly and are paid out overtime.

Employee Policy – Handbook

- Personnel policies vs handbook
- Clear expectations
- Set standards
- Get employee to sign

You can find and download the employee handbook in the Resources section on our website at www.longtermcarefoundationwa.org/resources.



Discipline

- Be prepared
- Document
- Have meetings in person vs over the phone
- Consistency in the discipline process

DISCIPLINE

- **Basic Training Requirements for Home Care Aides**

- **Employees exempt from certification**
- **Timeline for employees to have required certification**
- **Training and certification process**



- **Additional Training Requirements**

- **Specialty Trainings**
- **CPR/1st Aid**
- **Continuing Education**
- **Facility Based Orientation**



Record Retention

- www.lni.wa.gov
- Federal and State requirements
- Federal record keeping requirements
- L&I administrative policy
- I-9
- IRS



Long-Term Care Foundation

of Washington State

Termination

- **WA State is an "At Will State"**
- **Have termination in writing**
- **Document**
- **Voluntary vs involuntary**



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



Long-Term Care Foundation

of Washington State

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



Long-Term Care Foundation

of Washington State

The Adult Family Home Training Network Worker Sponsorship Pilot Program

Program details and applications for eligible adult family homes and individuals are available on The Long-Term Care Foundation website (<https://www.longtermcarefoundationwa.org>).

For questions or additional information about the program, please contact Shereice.

- **Upcoming Human Resources Webinar Topics**

We want to hear from you!



Long-Term Care Foundation

of Washington State

Thank you for your time!

Questions?

shereice@lctfwa.org

