

## Quality Home Care Workforce Pilot Program (Phase I): Program Guidelines

**Program:** Quality Home Care Workforce Pilot Program (Phase I)

**Contact:** Hannah Weinstock, Director of External Relations and Communications, New York Alliance for Careers in Healthcare, 212-618-8927, [hweinstock@sbs.nyc.gov](mailto:hweinstock@sbs.nyc.gov)

**Application deadline:** Monday, February 9, 2015 at 5 p.m., submit by email to [hweinstock@sbs.nyc.gov](mailto:hweinstock@sbs.nyc.gov)

### I. Purpose of Program.

In New York State, the required minimum for home health aide (HHA) training is just 75 hours; however, the minimum training can leave many HHAs feeling unprepared for the challenges of the job. This in turn leads to poor retention outcomes for employers and ultimately impacts the quality of care for home care recipients.

New and more effective methods for teaching adult learners, especially those with lower literacy levels, have emerged. The New York Alliance for Careers in Healthcare (NYACH), an initiative of the Workforce Development Corporation (WDC), and the New York City Department of Small Business Services (SBS) are working with a leader in the long term care workforce development field, the Paraprofessional Healthcare Institute (PHI), as well as the 1199SEIU Home Care Education Fund to offer an enhanced home health aide training program. The curriculum has been previously approved by both the NYS Department of Health and NYS Department of Education. The curriculum is approximately one hundred and twenty (120) hours of classroom training and taught in a highly participatory manner. Key features include a **hands-on teaching approach** that builds on participants’ experiences, incorporates role playing, and focuses on **communication and problem solving**. In addition, the program uses **teaching assistants**, usually experienced home health aides, to enhance the level of classroom participation and provide mentorship to trainees.

NYACH and SBS are interested in bringing this enhanced home health aide curriculum to additional employers through a pilot training program (the “Program”). Funding is available for up to four home care employers who wish to pilot the enhanced HHA curriculum. Each selected employer (each an “Employer Partner”) can receive a maximum grant of \$99,999 to train up to 60 jobseekers (through 3 training cohorts, each with no more than 20 participants per cohort) between March 1 and June 30, 2015.

#### a. Partnership overview

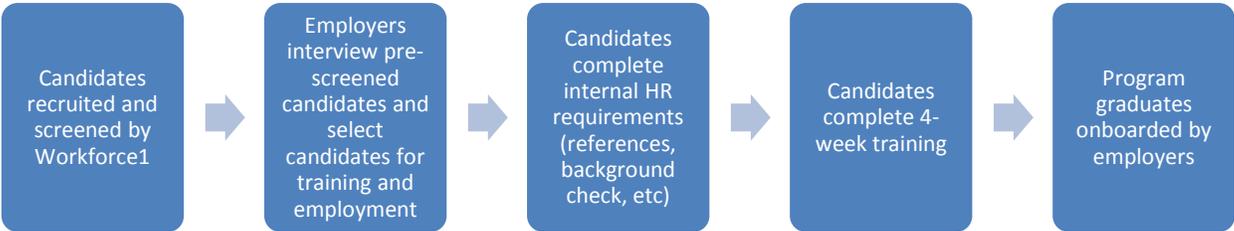
Partner	Role
Workforce Development Corporation (WDC)/New York Alliance for Careers in Healthcare (NYACH)	<ul style="list-style-type: none"> <li>Fiscal and contracting agent for this program.</li> <li>Provide funding and program oversight; evaluate program for effectiveness.</li> </ul>
NYC Department of Small Business Services (SBS)	Provide program oversight; evaluate program for effectiveness.
1199 SEIU Home Care Education Fund	Engage and convene employers; provide ESL bridge training.
Workforce1	Recruitment and initial screening of jobseekers for HHA training and employment.
Paraprofessional Healthcare Institute (PHI)	Provide capacity building to employers on enhanced HHA curriculum.
Employer Partners	Interview and select training participants; commit to hire 80% of participants; conduct all HR requirements including background checks prior to training; conduct training and

	on-boarding and track employment-related data.
--	--

**II. Recruitment and Hiring Process.**

- a. Workforce1 will conduct the recruitment for the Program through its Centers throughout the City (Bronx, Brooklyn, Queens, and Manhattan) and will use an assessment process that includes an hour-long information session, group interaction exercise, and a 15 minute individual interview.
- b. Employer Partners will interview training candidates who have been recruited and pre-screened by Workforce1 on-site at a Workforce1 Center.
  - i. If a candidate is selected for the Program, the Employer Partner must complete background checks and reference checks before training begins. Each participant must receive clearance on his or her background checks and references prior to placement into class. Medicals should be started no later than shortly after the beginning of the training. In addition, Employer Partners must ensure that participants submit references and any other required paperwork prior to placement into the class.
- c. Employer Partners make a commitment to hire at least 80% of the individuals they select to receive training upon successful completion of the course and certification as a HHA.

**Exhibit 1: Recruitment and Hiring Process Overview**



**III. Eligibility.**

- a. Home care agencies are eligible to apply if they:
  - i. Have at least one physical location in New York City;
  - ii. Employ home health aides within the five boroughs of New York City; and
  - iii. Have a home health aide training program that is currently approved by the New York State Department of Health.
- b. Training candidates, whose eligibility must meet applicable federal guidelines and will be determined by Workforce1, must meet the following minimum eligibility criteria:
  - i. Be a resident of one of New York City’s five boroughs;
  - ii. Be 18 years of age or older;
  - iii. Not earn more than a pre-deduction wage of \$71,919/year (\$34.57/hour); and
  - iv. Meet all applicable Federal Selective Service requirements.

**IV. Application Evaluation.**

- a. The maximum award to a single Employer Partner shall not exceed \$99,999. Up to four (4) awards will be granted.
- b. Each submitted application will be evaluated by a committee using the following factors:

Category	Points awarded
Employment and retention	40 points
Organizational commitment	15 points
Managerial and project management	15 points

capacity of key staff	
Training experience	10 points
Value Add of Partnership to Employer Partner	10 points
Cost Competitiveness	10 points
<b>TOTAL</b>	<b>100 points</b>

- c. Grants will be awarded to up to four (4) responsible\* applicants whose applications receive the highest technical scores and are determined to be the most advantageous to the WDC in achieving its goals for this Pilot Program, taking into consideration factors or criteria which are set forth in these Program Guidelines. Final award shall be subject to the timely completion of contracting between the WDC and selected applicants.
- d. The WDC reserves the right to conduct either in-person or phone interviews of applicants as the WDC deems necessary to obtain additional information.

*\*The WDC will conduct due diligence to ensure awardees can responsibly complete the program.*

**V. Training Program.**

- a. Employer Partners are required to deliver each cohort of the Program in approximately 18 days over the course of approximately 4 weeks. Each cohort shall receive approximately 120 hours of classroom training, as well as arrange for the completion of Supervised Practical Training at a clinical site.
- b. Employer Partners must notify the Metropolitan Regional Area Office of the NYS Department of Health that they are using this curriculum.
- c. Employer Partners must designate at least two teaching assistants per cohort (assuming the class size will be 20 participants).
- d. Employer Partners will require Lead instructor(s) (Registered Nurse as required by law) and teaching assistant(s) to attend a 3-day train the trainer workshop with PHI in order to become familiar with the teaching methodology and curriculum.

**VI. Administrative Requirements.** Employer Partners must:

- a. Sign and execute a contract with the WDC to receive any funding. The WDC will collect original Certificates of Insurance (general liability, workers' compensation and all other legally required insurance), and conduct due diligence on each applicant prior to contracting.
- b. Provide NYACH a training calendar upon executing the contract.
- c. Participate in periodic check in calls with NYACH/SBS to discuss progress and challenges.
- d. Provide payroll validation for all participants hired at six (6) weeks, ten (10) weeks, and six (6) months after they have completed training.
- e. Provide "employment data" (to be defined by the WDC and Employer Partner prior to contracting) for a comparison group of HHAs hired by the Employer Partner in the previous six months.
- f. Submit reimbursement requests to the WDC within twenty-one (21) days of the completion of each training cycle.
- g. Keep participant activity logs, or sign-in sheets, for each instance of training. Employer Partners are required to keep these logs on file and available for audit for at least six years after training completion.

**VII. Reimbursement for Training Costs and Performance Based Payment Model.**

- a. The WDC will **reimburse for up to 70% of total training costs**. The employer is responsible for the remaining 30% of training costs.
  - i. Of the total award, up to 80% will be awarded on a reimbursement basis and up to 20% will be awarded based on performance.  
The performance payment will be paid out based on validated hires. Official paystubs, payroll (e.g. exported from Quickbooks or from the payroll company) will be required to validate hires. If 80% of the training cohort is hired, the employer will receive the full performance payment. If the rate of hire is less than 80%, the performance payment will be pro-rated based on the percentage of the training cohort that was hired.

**Exhibit 2: Sample budget breakdown**

	<b>Amount</b>	<b>Description</b>
Total training budget	\$120,000	All costs including HR and administration, instruction, supplies
Total possible award from WDC	\$84,000	70% of total training budget
Available for reimbursement	\$67,200	80% of total possible award
Available based on performance, 10 weeks after training ends	\$16,800	20% of total possible award

- b. **Eligible training costs for reimbursement** include:
  - i. Staff time spent on recruitment and human resources activities such as screening and processing paperwork;
  - ii. Wages paid to internal staff providing instruction to participants and preparatory time for instructors;
  - iii. Administrative oversight;
  - iv. Books, printing, and consumable materials;
  - v. Space that is rented specifically for training; and
  - vi. The cost of physicals (medical examinations) for any participant who does not have means to pay, and if these are not covered by the employer by standard practice.
- c. **Ineligible training costs.** The following is a non-exhaustive list of costs that are ineligible for reimbursement and will not be calculated as part of the employer’s contribution:
  - i. Fringe benefits- only an employee’s base salary can be factored into the cost of training;
  - ii. Equipment, including leased equipment such as copiers or laptop computers.
  - iii. Renovation of facilities.
  - iv. Uniforms.
  - v. Staff time that is not related to the training program.
  - vi. Purchase of tools that will facilitate the tracking of outcomes. It is the Employer Partner’s responsibility to track outcomes and produce documentation to verify that the outcomes have been met.
  - vii. Items that produce goods or services for sale.

- d. **Eligible training cost reimbursement.** Reimbursement requests must be submitted to the WDC within twenty-one (21) days of the completion of each Program cohort. Acceptable reimbursement documentation, demonstrating approved training related expenses incurred, must comply with the following:

Expenditure	Supporting Documentation <small>(business must provide all supporting documentation listed for each expenditure)</small>
Instruction	1. Payroll <i>or</i> general ledger report 2. Invoice (invoice must include: name, hours and dates of training or curriculum development, hourly wage and total cost)
Books or other training materials	1. Receipts, cancelled checks, <i>or</i> general ledger report 2. Invoice, if applicable
External Training Space	1. Invoice 2. Cancelled check or general ledger report

**Important Information on Reimbursements:**

- The total amount reimbursed is capped at the contracted award amount.
- Reimbursements are only made on eligible and documented costs incurred.
- Reimbursements take approximately 4 weeks to process. If any documentation is missing or unclear, your reimbursement may be delayed or withheld.

**VIII. Program Calendar.**

All training-related expenses **must** be incurred by June 30, 2015.

**IX. Outcomes.** Target outcomes for this project are:

- a. At least 80% of training enrollees hired by each Employer Partner.
- b. Full time (30 hours or more) employment for HHAs within the first ten (10) weeks after training ends.
- c. At least 80% retention 3 months after employment begins.

An additional goal of this pilot program is to be able to determine post-training whether the training produced better care quality and retention as compared to standard training programs. It is expected that this determination will be made through the use of comparison data.

**X. English as a Second Language Bridge to Training Program.**

NYACH/SBS will work with 1199 SEIU Home Care Education Fund to improve the English proficiency of approximately 60-70 jobseekers through an English as a Second Language program contextualized for home care. Workforce1 will focus on recruiting people with the additional languages most needed by Employer Partners, and Employer Partners will have the opportunity to interview these candidates. If candidates are selected by employer partners, they will be referred to the 1199 ESL program. After successfully completing the 5 ½ week program and testing at the “high intermediate” or “advanced” English levels, these candidates will then be connected to the Program.