



1199SEIU Training and Employment Funds

Defining the Skills of the Emerging Workforce

Selena Pitt, Associate Director
Georgina Weyhe, Consultant

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Partnership with SI PPS and CSI

- The 1199SEIU Training and Employment Funds (TEF) conducted a nationwide research on available Community Health Worker programs with the interest of creating a credit bearing certificate program.
- The Minnesota Standardized Curriculum for Community Health Worker is a comprehensive program that aligns well with the CHW role in NY state.
- The program was presented to CSI to be developed collaboratively as a credit bearing course.
- TEF and SI PPS requested customization for DSRIP purposes.
- CUNY-CSI developed the curriculum for an integrated Basic Education and Skills Training (BEST) Model program to train CHWs.
- SI PPS sought and obtained PPS partner comment and input in the development of the final CHW curriculum in discussions with CSI.
- Together-- SI PPS, TEF and CSI have planned and managed the recruitment process and tuition benefits for PPS facility employees.



Building Skills for the Emerging Workforce

- The TEF in collaboration with the Alfred University is offering a new course this fall, Master's Degree in Mental Health Counseling with Certificate of Advanced Study.
- Care Manager, Care Navigator, Outreach Specialist and Interdisciplinary Care Team trainings were developed and continues to be offered by the Population Health Department.
- Based on request, Care Plan Development is a new course underway.



Population Health Department

- The Training and Employment Fund's Population Health Department is staffed fulltime by experts in training, education and change management, and supported by capable field and administrative staff.
- It is a new team with a deep bench made possible because of TEF program leadership (Directors and Assistant Directors) taking part in the extended DSRIP team.
- Services to PPSs include:
 - Evaluating workforce gaps and training needs
 - Vetting programs and vendors
 - Developing and delivering effective online and live courses
 - Managing redeployment through the Employment Center and the web-based HWApps platform
 - Using HWApps to assist in quarterly and impact reporting – tracking training, spending, jobs and data
 - Providing advice and consultation to PPSs.



DSRIP Skills Development Highlights
STATEN ISLAND PPS

3.g.ii Integration of Palliative Care into Nursing Homes

- Palliative Care training with 8 modules
- For a start, over 2,300 employees have been trained

2.b.vii Implementing transfer avoidance for SNFs

- At first, staff were trained in INTERACT
- Then 25 INTERACT Champions were trained

3.a.i Integration of Primary Care & Behavioral Health

- Motivational Interviewing was offered to Ambulatory Care and Behavioral Health partners, classes quickly filled up
 - 50 Enrolled, new classes will be opened
- TEF has customized a Basic and Advanced Care Coordination Course for SI PPS, taking modules from the Care Coordination Fundamentals

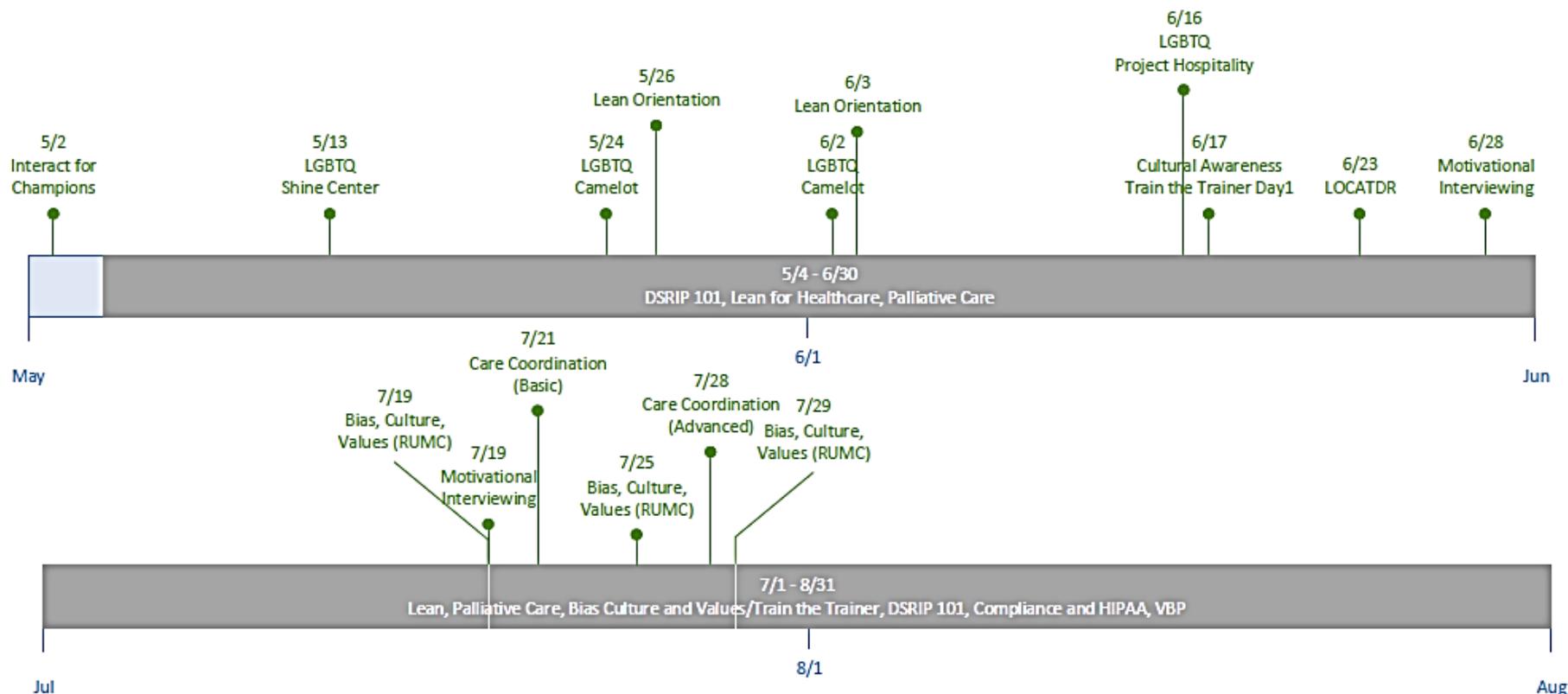
2.a.iii Health Home At-Risk Intervention Program

- An SI CARES Health Coach Orientation day was designed and delivered collaboratively between TEF and Coordinated Behavioral Care
- Staff from CBC's network of Care Management agencies attended a Cultural Awareness Train-the-Trainer

4.b.ii Increase Access to High Quality Chronic Disease Preventative Care & Management

- Physician practices- doctors and staff completed DSRIP 101 online, SI PPS responding to partner demands, asked to create and partnered with TEF to deliver the final product
- Value-Based Payment online course, with Physicians as primary target audience
- Engaged in Lean for Healthcare

Staten Island PPS Scheduled Training Calendar May to August 2016



Ongoing Training

Live:

Lean for Healthcare
Palliative Care
Bias, Culture and Values/TT
LGBTQ

Online:

DSRIP 101
Compliance and HIPAA
VBP (July)

In the Pipeline

PAM
SBIRT
Chronic Disease Management
Peer Counselor Certification
Interact – Home Care
Care Coordination – Home Care
Care Management – Geisinger
Community Navigation
Electronic Health Records
Cultural Competency - Veterans, Disabled



What Works? What's Next?



What Works?

- Strategic partnership with project directors, workgroups and partners at the facility level.
- Agility in using Plan-Do-Study-Act, Adopt or Adjust on short cycles.
- Willingness to be early experimenters and share their products.

What's Next?

- Providing additional support for partners on workforce hiring, redeployment and training through HWApps.
- Developing training formats that are scalable and sustainable.
- Implementing strategies to improve staff retention and create opportunities through career pathways, internships and education within the PPS.



For more information please contact:

Selena Pitt
Associate Director
Population Health Department
1199SEIU Training and Employment Funds
Selena.Pitt@1199funds.org

Georgina Weyhe, MPA
Consultant
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Georgina.Weyhe@1199funds.org