# Regional Consortium on Health Care Workforce

May 15, 2023

# Agenda

I.   Welcome and Introductions          Melissa Wendland

II. Health Care Workforce Inventory       Melissa Pennise

III. Workforce Program Updates

- Workforce Program Dashboard         Carol Tegas
- MCC STACI                              Dr. Marcy Lynch & Dr. Robin Cole
- Workforce Programs                  Katherine Rogala
- Workforce Metrics                     Melissa Wendland

IV. Partner Feedback                         All

V.   Next Steps

# Health Care Workforce Inventory

[https://www.commongroundhealth.org/collaborations/regional-health-care-workforce-consortium/health-care-workforce-pipeline](https://www.commongroundhealth.org/collaborations/regional-health-care-workforce-consortium/health-care-workforce-pipeline)

- Feedback

- What information is important to include?

- What programs are missing?

# Workforce Program Updates

# FLPPS Workforce Dashboard: May 2023

| Workforce Program | Timeframe | Planned Impact: # of Individuals | Actual Impact: # of Individuals |
|---|---|---|---|
| Monroe County ARPA: **LTC Workforce** | 3/1/23 - 12/31/26 | 232 | Not yet started |
| Monroe County ARPA: **MCC Pathways** | | 630 | Not yet started |
| City of Rochester ARPA and ESL Charitable Foundation: **Home Health Aide Training** | 1/1/23 - 12/31/25 | 660 | 22 |
| FLPPS: **Career Pathways and Social Support**<br>- *Nursing Pathway*<br>   • CNA and HHA<br>   • LPN<br>   • RN<br>- *Community & Social Service Pathway*<br>   • CASAC | 10/1/21 - 6/30/24 | 560 | 500<br><br>371<br>105<br>15<br><br>9 |

# FLPPS Career Pathways and Social Supports Program Update

- Partnership with **Monroe, Finger Lakes, Cayuga, Corning, and Genesee Community Colleges** and agencies in the region to establish a sustainable model for **long-term career pathways that expand the healthcare workforce pool and provide opportunities for more diverse individuals to achieve economic mobility**.

- Partners are offering educational and training opportunities, along with services such as transportation, language support, financial coaching, childcare, career navigation, and coaching, and access to technology to ensure students stay on track with their academic goals.

- To date, 500 students served with 85% completion rate and 90% pass and job placement rate

OVER 550 STUDENTS

WILL BE PLACED IN HEALTHCARE AND SOCIAL SERVICES FIELDS FROM THE FLPPS CAREER PATHWAYS AND SOCIAL SUPPORTS PROGRAM

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# Workforce Programs

- Programs are collaborations between FLPPS, Licensed Home Health Care Agencies (HHCAs), Skilled Nursing Homes (SNFs) in Monroe County, Monroe Community College, training organizations, community-based organizations, and minority and women owned businesses.

- HHA, CNA, LPN, and RN candidates will be recruited, supported, and trained by HHCAs, SNFs,  and collaborating partners to enter the healthcare labor force and embark upon a **career pathway in healthcare** that can assist them in increasing family income and lifting their families out of poverty.

- Recruitment campaign tactics include radio ads, website, organic and paid social media, community outreach, one page flyer, video testimonials, and earned media.

- Community based organizations are engaged as "recruiters" and are provided recruitment toolkits.

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# Workforce Program Partners

FLPPS is developing recruitment pipelines for potential HHA and CNA candidates through Community Partners:

- RochesterWorks! and NYS Department of Labor
- Action for a Better Community
- Rochester Chamber of Commerce
- Cameron Ministries
- Workforce Development Institute
- Refugees Helping Refugees
- Catholic Charities Family and Community Services – Refugee and Immigration Services
- EnCompass – Youth Programs
- Careal Bayo – Youth Programs

# Workforce Metrics

FLPPS and other ARPA sub-awardees (40 projects) will submit the data reports on a quarterly basis throughout the four-year program timeframe

Monroe County has outlined data reporting requirements that include three different components:

- **Demographics**: who the person is that is being serving

- **Outputs**: what is being produced, delivered and/or provided to the individuals served. This is one of the primary sources of reporting that the County will use to determine the success of each of the programs. Outputs are divided into two categories

  1. In house programs and trainings

  2. Referrals to programs and services that the individual receives elsewhere (i.e. educational coursework, educational milestone, and area of expertise

- **Outcomes**- what are the tangible and measurable results of services provided. This shows how the individual served has improved their personal situation.

Monroe County will be developing and updating a dashboard that will be made available online

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# Finger Lakes Health Care Workforce Consortium

Purpose: To meet the region's need for health care workforce to improve the health of people in the Finger Lakes

**Objectives**

**Strategies**

| SKILLS | PROCESSES | CAPACITY |
|---|---|---|
| Continuously assess essential skills and competencies including cultural competencies. | Define staffing needs and conduct gap analyses as new models of care emerge. | Expand and enhance pipeline programs for health care workers, including diverse workers. |
| Continuously update and revise skill training programs. | Identify professional standards, licensure and development for new roles. | Assure educational institutional capacity to meet the needs of the pipeline. |
| Improve access to training. | Foster the use of technology. | Improve recruitment and retention strategies for new and existing health care professionals. |

## Cross-cutting strategies

1 - Promote effective policies to support workforce development.
2 - Inform on regional progress towards meeting the region's need for health care workforce.
3 - Leverage efforts across multiple stakeholders for shared learning and optimal impact.

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# Workforce Metrics

- Goal: Equitable health care workforce distribution
  - Gender, SES, race/ethnicity, age, geography

- How can we meaningfully measure to demonstrate progress or areas of need?

- How are workforce programs addressing the workforce crisis?

# Baseline

- MCC FLPPS Needs Assessment, November 2020
- The most diverse occupations (MCC district/Monroe County):
  - 1. CNA – 57% nonwhite
  - 2. HHA – 50%
  - 3. LPN – 43%
  - 4. Medical Assistant – 34%
  - 5. Phlebotomist – 31%
  - 6. Clinical Lab Technician – 29%
  - 7. Pharm Technician – 15%

# Partner Feedback

# Next Steps