

President's High Growth Job Training Initiative

Northwest Michigan Council of Governments

Grant Amount: \$500,000

Grantee: Northwest Michigan Council of Governments

Region: Antrim, Benzie, Charlevoix, Emmet, Grand Traverse, Kalkaska, Leelanau, Manistee, Missaukee, and Wexford Counties

Key Partners: Michigan (MI) WORKS!; MI Direct Care Workforce Initiative; Adult Education Program, Traverse Bay Area Career Tech Center, Community Services Network of Michigan, local colleges and others.

Leveraged Resources: \$355,855

Target Occupations and Care Settings: Certified Nurse Assistants

Challenge: Healthcare is the region's fastest growing and highest need industry; the region's disproportionately high (20%) population of residents over age 60, combined with the depletion of the available workforce, is disconcerting. Employers indicated the greatest need for assistance with high turnover rates and training for entry level direct care workers, particularly in home health. Only two of the four community/private colleges offer a CNA curriculum, and one county has no CNA class offered within a 50 mile radius. Findings indicate difficulty recruiting people possessing the aptitude for paraprofessional front-line direct care and a high turnover of direct care workers due to a lack of training, short-staffing, and limited advancement opportunities.

Addressing the Challenge: The region will implement a comprehensive direct care worker career pathway to provide a ladder of credential-granting training for new and incumbent workers. An existing 60 hour Basic Health Care (BHC) Training course will be packaged and disseminated around the state. In addition, a program for CNA clinical sites will be established to increase the number of clinical opportunities for students. Training options for skills and staff development, and specialty certification will be offered to incumbent workers. The Council on Aging Learning Advantage (COALA) home health care training course, an established, 75-hour credentialing system, will also be implemented. The Home Health Aide Apprenticeship Program, which includes 700 hours of on-the-job learning and 150 hours of instruction, followed by a 30-hour specialty course, was piloted over the past year and will be expanded. To increase retention, supervisors will participate in an annual two-day Paraprofessional Healthcare Institute Coaching Supervision course.

Projected Outcomes:

- 160 incumbent workers will be trained
- 48 direct care workers will obtain Apprenticeship certification
- 30 incumbent and new direct care workers will receive specialty certifications
- 30 new instructors will be certified as BHC, CNA, and/or COALA trainers
- 72 new entrants into direct care through the Basic Healthcare Training Program