



WisCaregiver Careers

WisCaregiver.com

A public-private partnership addressing the
Certified Nursing Assistant (CNA)
shortage in Wisconsin nursing homes.



Employer Guide



State of Wisconsin
Department of Health Services

Tony Evers, Governor
Karen E. Timberlake, Secretary

Dear Employer,

Welcome to WisCaregiver Careers! By signing up to host CNA trainees who are beginning or growing their careers in the health care field, you are demonstrating your commitment and dedication to our state's health care needs today, and long into the future.

WisCaregiver Careers continues to grow with each iteration, and we are looking forward to building on the program's strong track record of previous success. On behalf of the program sponsors and planners, we look forward to working with you and other employers around the state, and with the trainees, to continue making this great program shine.

Thank you!

Sincerely,

A handwritten signature in black ink, appearing to read "Karen E. Timberlake".

Karen E. Timberlake
Secretary-designee

Employer Guide Introduction

Welcome to WisCaregiver Careers!

Thank you for your participation as a WisCaregiver Careers Employer. We are pleased to be your partner in addressing the CNA shortage in Wisconsin nursing homes.

This Employer Guide includes:

- **An overview of the program**
- **A summary of your responsibilities as a WisCaregiver Employer**
- **Resources to support your journey as a part of WisCaregiver Careers**

We'd like to thank Wisconsin Governor Tony Evers and the Wisconsin Department of Health Services for investing \$6 million in WisCaregiver Careers through the American Rescue Plan Act.

WisCaregiver Careers is administered through a partnership between the Wisconsin Department of Health Services, the Wisconsin Health Care Association, and LeadingAge Wisconsin.

“Across Wisconsin, a strong healthcare and long-term care provider workforce is essential to the health of our entire state,” said Gov. Evers in a press release. “With an aging population, Wisconsin has been facing a healthcare workforce shortage for years—a challenge the COVID-19 pandemic only further underscored—and this funding will support a real solution to the state’s healthcare staffing needs that will benefit our entire state well beyond this pandemic.”

“Supporting and strengthening Wisconsin’s long-term care workforce is a critical part of addressing the health care workforce shortage statewide,” said DHS Secretary-designee Karen Timberlake. “With this investment, we will expand a program that is working and build our efforts to grow a workforce ready to support Wisconsin’s health needs today and in the future.”

The \$6 million investment, funded through the Centers for Disease Control and Prevention (CDC) Nursing Home & Long-term Care Facility Strike Team program, has allowed us to expand the current program including recruiting qualified employers to host as many as 3,000 new CNA training slots. Funds support employee recruitment and success through retention bonuses, employer reimbursement and success bonuses, and mentorships.

Program Overview

WisCaregiver Careers is a workforce development program to address the CNA shortage in Wisconsin nursing homes.

The program works to:

- ✓ Provide free training, free certification testing and a \$500 caregiver bonus after a six-month retention period
- ✓ Encourage new caregivers to enter the field of caregiving by lowering costs of becoming a CNA
- ✓ Make training more readily accessible

WisCaregiver Careers features an employment first program design in which participants are first hired by an employer, then trained under an in-house training program or third-party provider under an arrangement coordinated by the employer. This is a recruitment strategy which empowers employers to grow their own talent. It enables employers to recruit from a larger pool of applicants by engaging everyone who is interested in starting a health care career to begin as a CNA.

Upon trainee CNA certification, WisCaregiver Careers will provide:

- \$ \$700 flat rate reimbursement for training costs
- \$ \$300 employer success bonus

Upon the retention of CNAs for six months, full-time or part-time, WisCaregiver Careers will provide:

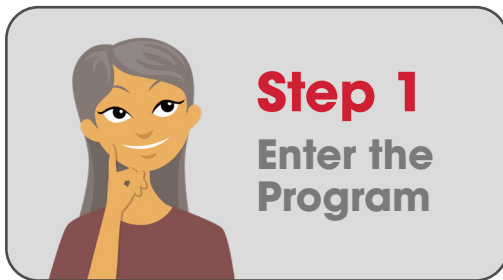
- \$ \$500 reimbursement for WisCaregiver Bonus
- \$ \$500 reimbursement for Mentor Bonus (if applicable)

Employer Commitments

As a WisCaregiver Employer, you agree to the following:

- ✓ Agree to hire CNA trainees (a.k.a. "WisCaregivers")
- ✓ Coordinate and pay for WisCaregiver CNA training upfront
- ✓ Provide WisCaregivers \$500 retention bonuses after six months
- ✓ Provide peer mentors \$500 bonuses when mentees achieve six-month retention (if participating in optional mentorship programming)

A Guide to WisCaregiver Careers



WisCaregivers enter the program by selecting a participating employer and submitting an application for employment.



Once hired, the WisCaregiver is trained at an in-house or third-party training program. Employers coordinate and pay for training up front.



WisCaregiver completes training and CNA certification testing at no cost. Employers are reimbursed \$700 for training, plus a \$300 success bonus.



After 6 months on the job, the WisCaregiver receives a \$500 bonus. Employer is reimbursed \$500. If mentor was assigned, the mentor receives \$500.

WisCaregiver Careers Workflow

Step 1

Public selects employer from map and applies for a WisCaregiver Careers CNA Trainee position.



Step 2

Employer hires according to standard procedures. Employer assigns mentor, if applicable.

Step 3

Employer coordinates and pays for CNA training.

Step 4

Trainee trains and passes certification exam.



Step 5

WisCaregiver Careers sends employer \$1,000 for every certified trainee.



Step 6

At 6-month retention, employer pays WisCaregiver Bonus and Mentor Bonus, if applicable.

Step 7

WisCaregiver Careers sends employer up to \$1,000 to reimburse the bonuses.

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Mentorship Programming

To support recruiting and retention best practices, WisCaregiver Careers now features optional mentorship programming. Employers are not required to have a mentorship program to receive the program's reimbursements for training, employer success bonuses, and WisCaregiver bonuses.

Program Rules:

We have placed very few restrictions on our mentorship programming to make participation as easy as possible for our employers. Our hope is that this flexibility will allow many different approaches to take root and spread across the state. The only rules that must be followed to receive the \$500 mentor bonus reimbursement are:

- ✓ A mentor must be assigned within the first month of training.
- ✓ Mentor can be assigned a maximum of two mentees at any given time.

We have partnered with Christian Living Communities, a Colorado-based senior living provider, who has developed a successful peer-to-peer CNA mentorship model specific to the long-term care setting. The program not only lays out the processes and tools needed for a successful mentorship program, it is also designed to document skills competency of all CNAs in an effort to be "survey ready" at all times. These experts are offering an online seminar series designed to "train the trainer" on how to set up and run their model program. All webinars and associated resources are available free of charge to our participating employers. Participation in the programming is optional. Employers are not required to attend the online seminars or to structure their mentorship program according to the model to receive reimbursement for mentor bonuses.

Suggestions:

We suggest employers consider the following tips and tricks for successful mentorship programming:

- ✗ Do not make mentorship a job requirement for your current CNAs. Seek out volunteers and select them based on their leadership skills and interests.
- 💰 Offer CNA mentors a slightly higher wage to incentivize and attract applicants interested in leadership.
- ✓ Access to our mentorship webinar recordings and written resources are available through a secure online portal to protect the content from use outside of the program. To access the content, please contact us at info@wiscaregivercna.com for assistance.

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Reimbursement and Trainee Tracking

WisCaregiver Careers directly covers the costs of CNA certification tests and reimburses employers for training and bonuses.

WisCaregiver Careers manages these program benefits through a partnership with Headmaster, Wisconsin's Nurse Aide Registry Vendor and maker of TestMaster Universe (TMU). TMU is the online portal where CNA trainees schedule their certification tests and where the public can look up a CNA's certification status.

To receive free certification tests and reimbursement, employers must follow instructions available on our employer webpage: <https://www.whcawical.org/wiscaregiver-employers/>

Recruitment Resources

One of our program goals is to support nursing home recruitment best practices with tools and resources.

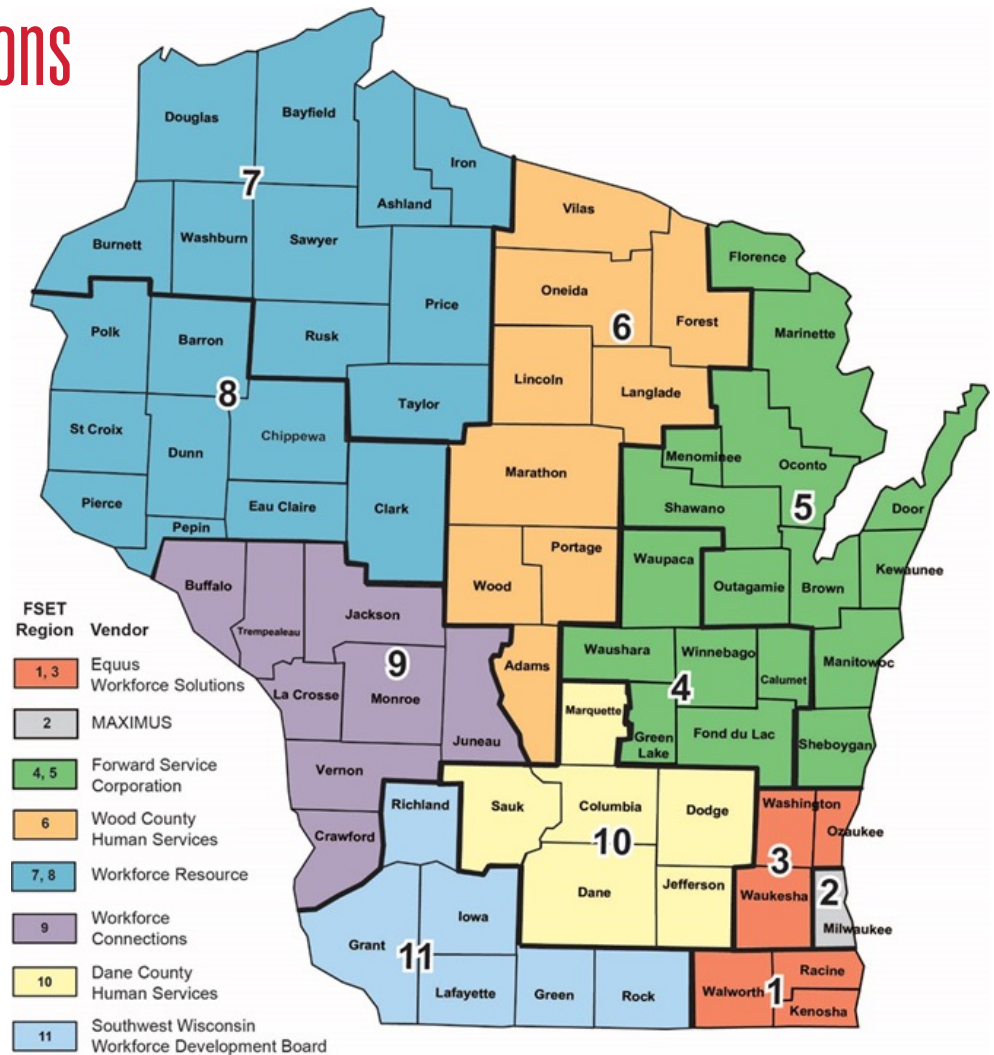
RESOURCES:

Build FSET community sourcing relationships

WisCaregiver Careers has partnered with the Foodshare Employment and Training (FSET) program to help employers connect with sources of potential job candidates.

- ✓ FSET is a free DHS program offered to able bodied 18–49-year-olds that provides free job search services and job retention support. This not only helps our employers bring in more candidates but helps your new hires be successful through the support they provide.
- ✓ FSET can help pay for any expenses that are reasonable and necessary for employment including childcare, transportation, and supplies such as shoes and uniforms.
- ✓ FSET is a statewide program that is administered on the local level by eight different service agencies. Please contact us at info@wiscaregivercna.com for an introduction to your local representative.

FSET Regions



Tools

We have created sample job announcements to help employers create a WisCaregiver Careers specific recruitment strategy. This will enable employers to capitalize on the program's statewide marketing campaign.

[Sample Job Announcement for WisCaregiver CNA Trainee](#)

In addition to recruiting CNA trainees, employers can also consider creating a CNA Mentor specific recruitment strategy to connect with the pool of pre-existing CNAs.

[Sample Job Announcement for WisCaregiver CNA Mentor](#)

Appendix A

How to update employer registration information

A step-by-step guide to help you update any of your information is available on our employer webpage: <https://www.whcawical.org/wiscaregiver-employers/>

Questions? Email our customer service team at info@wiscaregivercna.com

Appendix B

Resources for starting an in-house training program

The Wisconsin Division of Quality Assurance must approve each CNA training program and must be approved before you can offer instruction.

Employers interested in offering a nurse aide training program should start by contacting the Wisconsin Nurse Aide Training staff at [DHSWIDQA NATCEP@dhs.wisconsin.gov](mailto:DHSWIDQA_NATCEP@dhs.wisconsin.gov) and reviewing the application packet requirements at <https://www.dhs.wisconsin.gov/caregiver/nurse-aide/natd-application.htm>.

If your facility is under a Nurse Aide Training Prohibition, we encourage you to reach out to your membership organization (WHCA or LeadingAge WI) for assistance. These membership organizations can provide support and resources for applying for a prohibition waiver.

Appendix C

Step-by-Step Instructions for Trainee Tracking and Reimbursement

EMPLOYER INSTRUCTIONS

Employers should follow these instructions to receive reimbursement for training (\$700) and to receive their trainee success bonus (\$300). This process will also ensure that your trainees will not be charged for their tests in TMU. WisCaregiver Careers pays Headmaster directly for the tests.

Six months after the conclusion of training, this process must be repeated for employers to receive reimbursement for the \$500 WisCaregiver bonus and the \$500 mentor bonus (if participating in optional mentor programming).

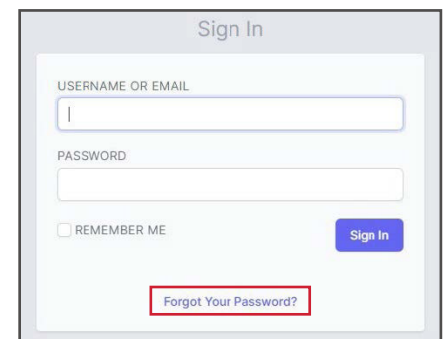
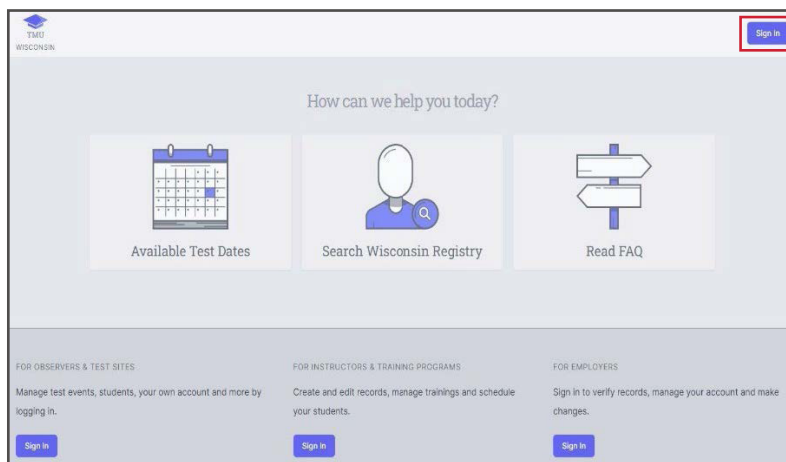
Once these steps are completed, your reimbursements will be sent to you automatically. Employers do not need to submit invoices or requests for reimbursements. Our payment processor will reach out to the employer using the information on file in TMU to collect the information needed to process reimbursements. If you would like your payment sent to another address, please contact info@wiscaregivercna.com for assistance.

STEP 1

Once the trainee's TMU account is created, the employer should direct the trainee to complete the steps outlined under the trainee section of this guide. Employers cannot complete their steps until the trainee completes theirs.

STEP 2

Sign into your Employer record in TMU© at <https://wi.tmuniverse.com>:



If you have forgotten your password, click on 'Forgot Your Password?' and follow the screens to receive a password reset link.

Appendix C (cont'd)

STEP 3

Click on 'Employment'

The screenshot shows the 'Employment' dashboard. At the top left, there is a 'TMU WISCONSIN' logo and an 'Employment' button. A green notification bar at the top says 'Logged in as Facility A GOOD PLACE TO WORK - (EMP)'. Below this, a welcome message reads 'Welcome, A GOOD PLACE TO WORK - (EMP)! Viewing Nurse Aide (CNA) records'. The main content area features a grid of four cards: 'Inbox' (See notifications regarding your account), 'Your Profile' (Manage your personal information), 'Employment' (View your related employment records), and 'Expiration Report' (View Students with a certification expiring between date range). The 'Employment' card is highlighted with a red box.

STEP 4

1. Under 'Employment Funding', you will find any candidates awaiting verification.
2. Click on 'Verify' for the candidate whose status is pending.

The screenshot shows the 'Employment Funding' section. At the top, there is a breadcrumb 'Home > Employment' and a filter for 'A GOOD PLACE TO WORK - (EMP) Active'. Below this, there are tabs for 'Active' and 'Archived'. The main content area is divided into two sections: 'Employment Renewals' (No employment history) and 'Employment Funding'. The 'Employment Funding' section contains a table with the following data:

PERSON	STATUS	VERIFIED	
GREAT STUDENT	Pending	Verify	
Jessica Smith - Student	Approved	06/15/2022 13:38 PM	

The 'STATUS' and 'Verify' buttons are highlighted with red boxes.

Appendix C (cont'd)

STEP 5

1. Select "Approved" under the 'Select Status' drop-down list.
2. Check the box verifying that the student is employed with you.
3. Click on 'Complete Verification'.

TMU
WISCONSIN

Employment

Home > Employment > Verify Employment

Verify Employment - GREAT STUDENT

PERSON
STUDENT, GREAT

LOCATION
A GOOD PLACE TO WORK - (EMP)

START DATE
06/21/2022

END DATE

STATUS *
Select Status

I verify that STUDENT, GREAT is currently employed at this Employer

Complete Verification

STATUS *

Select Status

Select Status

Approved

Denied

I verify that STUDENT, GREAT is currently employed at this Employer

Appendix C (cont'd)

STEP 6

1. You will get an 'Approved employment' message.
2. The trainee's Employment Funding status will update to 'Approved'.
3. In TMU©, the trainee's testing fees have been marked as paid.
4. The trainee is now able to schedule their certification tests free of charge. TMU© will bypass the payment screen upon checkout.

The screenshot shows the TMU© Employment interface. At the top, there is a navigation bar with the TMU logo and 'WISCONSIN' text. Below this, the page title is 'A GOOD PLACE TO WORK - (EMP)' with an 'Active' status indicator. A notification banner at the top reads 'Approved employment' with an information icon and a close button. Below the notification, there is a section for 'Employment Renewals' which is currently empty, displaying 'No employment history'. The main section is 'Employment Funding', which contains a table with the following data:

PERSON	STATUS	VERIFIED
Jessica Smith - Student	Approved	06/15/2022 13:33 PM
GREAT STUDENT	Approved	06/23/2022 09:21 AM

And You're Done!

Your trainee will appear on our reimbursement report once they pass their certification tests. Our payment processors will contact you using the information on file in TMU© to set up your payment account.

TRAINEE INSTRUCTIONS

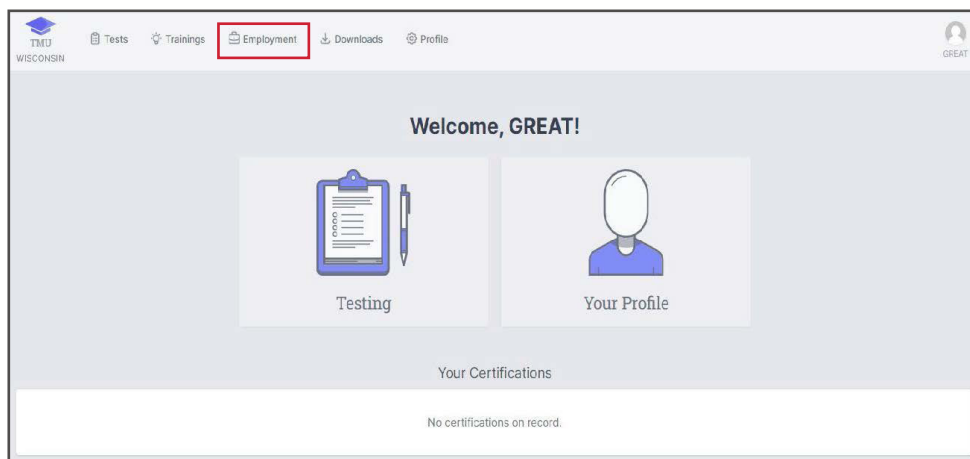
Once the WisCaregiver CNA Trainee has completed training, they should follow the directions below to receive their free CNA certification test. Once their WisCaregiver Employer verifies the trainee's employment in TMU©, this process is complete, and the trainee can schedule their test in TMU© free of charge.

STEP 1

Sign in to TMU© at <https://wi.tmuniverse.com>.

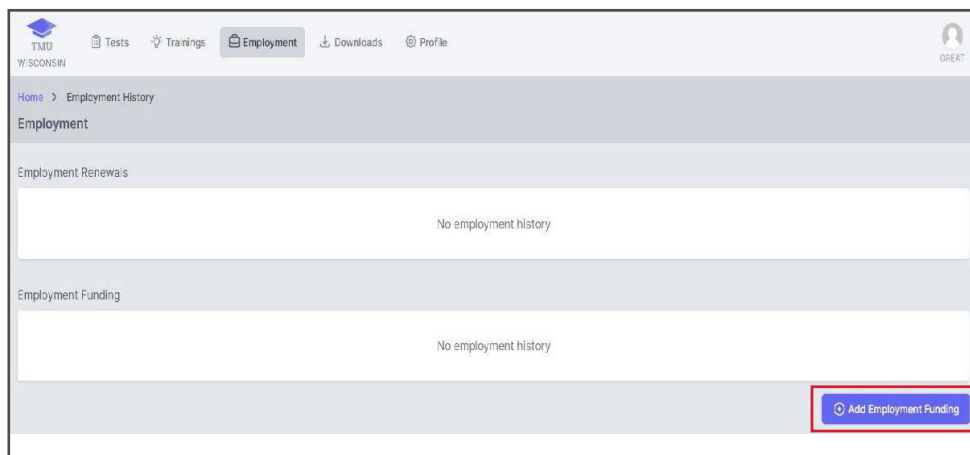
STEP 2

Click on the 'Employment' tab



STEP 3

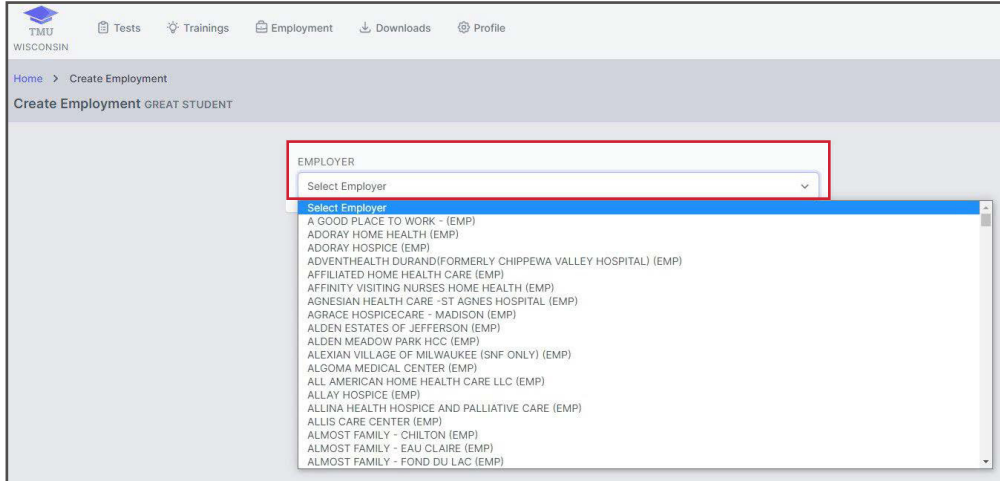
Click on 'Add Employment Funding'



Appendix D (cont'd)

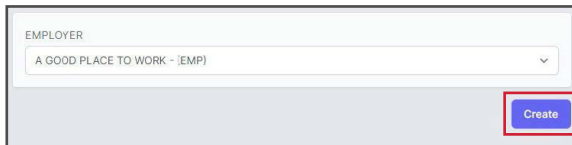
STEP 4

Click on your employer from the 'Select Employer' drop-down list



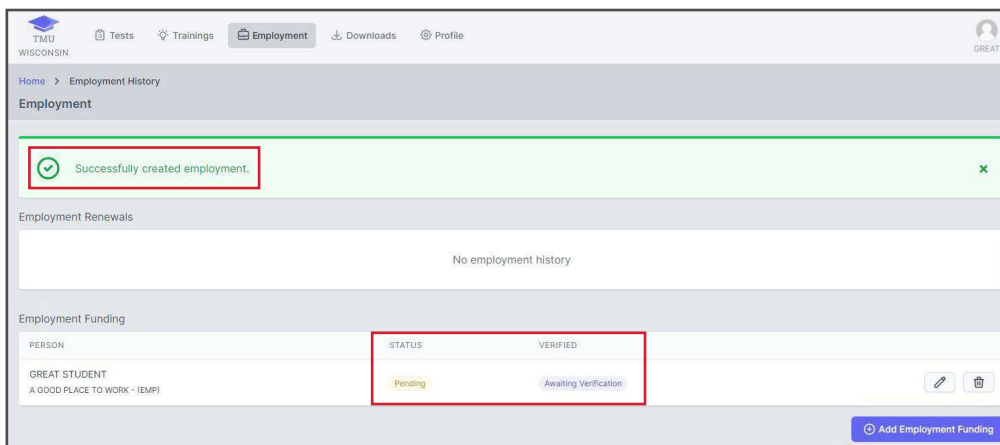
STEP 5

Click 'Create'



STEP 6

1. You will get a 'Successfully created employment' message.
2. The Employment Funding status is 'Pending – Awaiting Verification'.



Appendix D (cont'd)

Once your WisCaregiver Employer has approved your employment, (see EMPLOYER INSTRUCTIONS), you will be able to schedule your certification test free of charge.

Click on 'Employment'

The screenshot shows the user interface of the WisCaregiver Careers portal. At the top, there is a navigation bar with the following items: TMU WISCONSIN, Tests, Trainings, **Employment** (highlighted with a red box), Downloads, and Profile. A user profile icon labeled 'GREAT' is in the top right corner. Below the navigation bar, a green notification bar states 'Logged in as Student GREAT STUDENT'. The main content area features a 'Welcome, GREAT!' message and two large buttons: 'Testing' (with a clipboard icon) and 'Your Profile' (with a person icon).

Under Employment Funding the status will be 'Approved'

The screenshot shows the 'Employment History' page. The navigation bar is identical to the previous screenshot, with 'Employment' highlighted. The page title is 'Home > Employment History'. Below the title, there is a section for 'Employment Renewals' which currently shows 'No employment history'. The main section is 'Employment Funding', which contains a table with the following data:

PERSON	STATUS	VERIFIED
GREAT STUDENT A GOOD PLACE TO WORK - [EMP]	Approved	06/21/2022 09:21 AM by A GOOD PLACE TO WORK - [EMP]

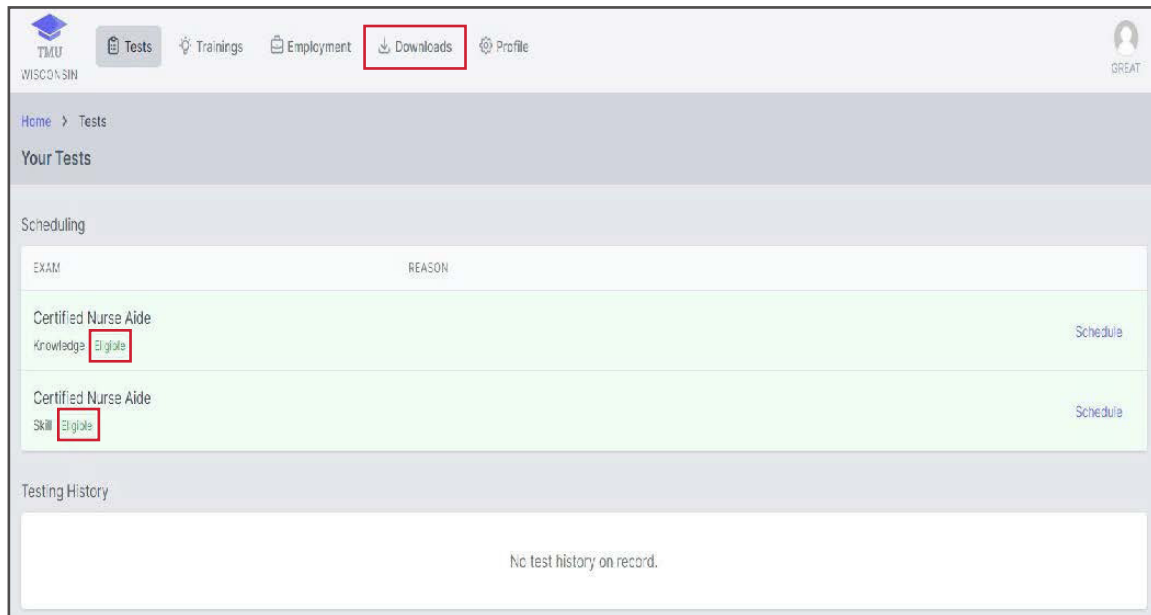
The 'Approved' status in the table is highlighted with a red box. At the bottom right of the table, there is a trash icon and a blue button labeled 'Add Employment Funding'.

Appendix D (cont'd)

To schedule into a test event:

Follow the instructions on how to schedule into a test in the Wisconsin Candidate Handbook, available at www.hdmaster.com, (click on Wisconsin), or available in the Downloads section of your TMU record.

In the Tests tab of your TMU record, next to the Exam type, 'Eligible' means fees have been marked as paid through the WisCaregiver Trainee Tracking process.



The screenshot shows the 'Downloads' tab selected in the navigation menu. The 'Your Tests' section displays a table with two rows for 'Certified Nurse Aide' exams. The first row is 'Knowledge' with 'Eligible' status, and the second row is 'Skill' with 'Eligible' status. Both rows have a 'Schedule' button. The 'Testing History' section below is empty, showing 'No test history on record.'

EXAM	REASON	
Certified Nurse Aide Knowledge	Eligible	Schedule
Certified Nurse Aide Skill	Eligible	Schedule

Testing History

No test history on record.

For assistance with any step of this process, please contact us at info@wiscaregivercna.com or 1-833-315-CARE (2273).