



WisCaregiver Careers

Certified Nurse Aide
WisCaregiverCNA.com

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



Employer Guide

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Version 3, Published September 2023

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, the Wisconsin Department of Health Services and the Wisconsin State Legislature for their continued support of WisCaregiver Careers.

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.”

1

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



Step 1 Enter the Program

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



Step 2 Start Training

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



Step 3 Complete Training

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



Step 4 Receive 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.

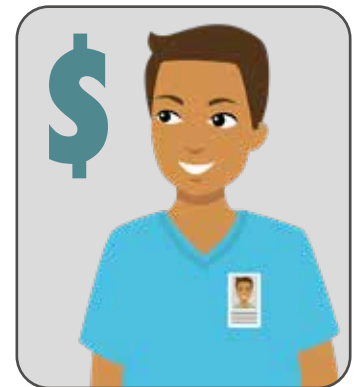
Step 4

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.

4

Mentorship Programming

To support recruiting and retention best practices, WisCaregiver Careers 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 have recorded 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 review 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 our password protected employer webpage. To access the content, please contact us at info@wiscaregivercna.com for assistance.

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 the instructions provided in Appendix C of this guide.

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.

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.

CNA Trainee Sample Job Announcement

Please see our password protected employer webpage to download our CNA Trainee Sample Job Announcement.

Sample Job Announcement for WisCaregiver CNA Mentor

A sample job announcement for a WisCaregiver CNA Mentor position is also available on our employer webpage.

Appendix A

For questions about updating employer registration information, 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.

EMPLOYER REIMBURSEMENT INSTRUCTIONS:

Step-by-Step Instructions for Trainee Reimbursement

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). If the trainee is an existing employee (rather than a new hire), please input the first day of training as the date of hire.

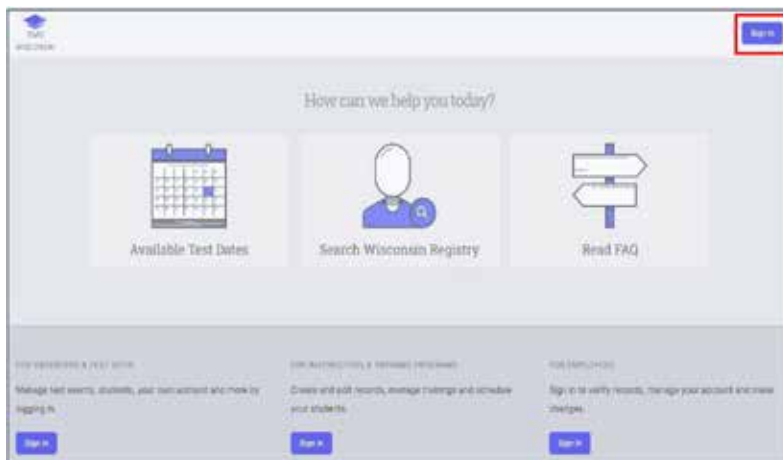
Once these steps are completed, your reimbursements will be sent to you automatically. Employers do not need to submit invoices or requests for reimbursements. Our payment processor will reach out to the employer using the information on file in TMU to collect the information needed to process reimbursements.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

STEP 1

Upon the conclusion of training, 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

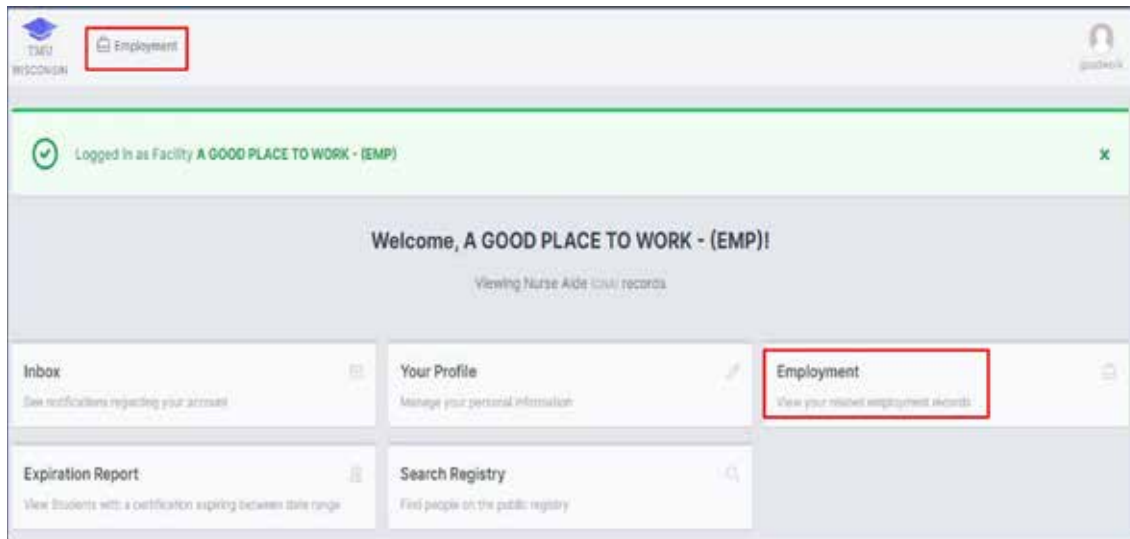
Sign into your Employer record in TMU at <https://wi.tmuniverse.com>:



Appendix C (cont'd)

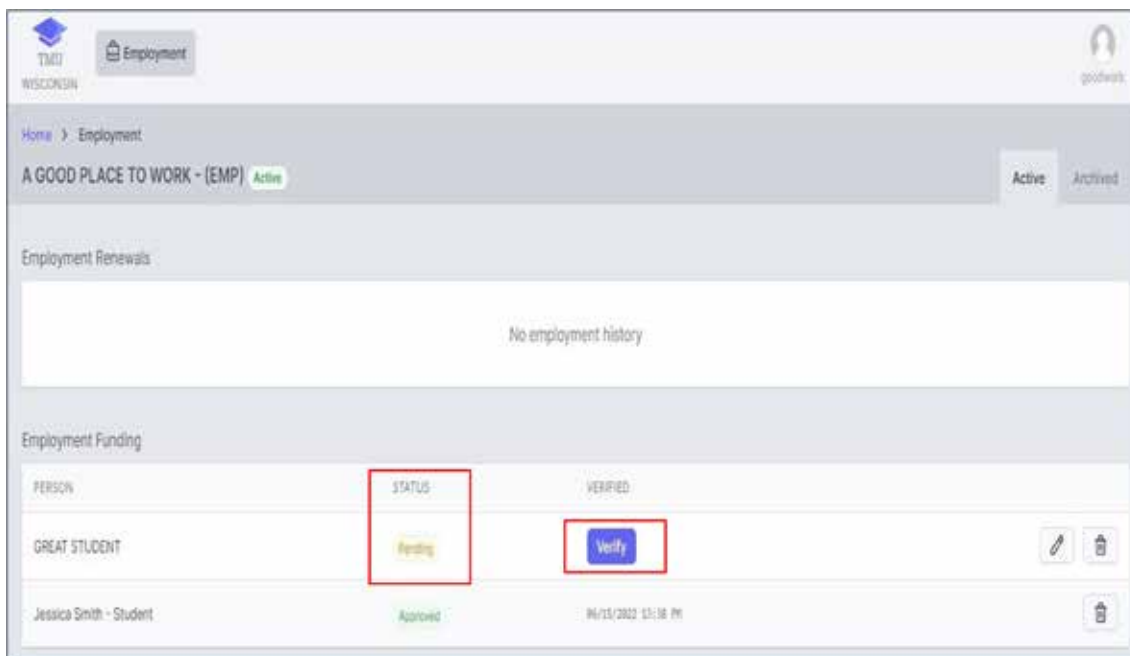
STEP 3

Click on 'Employment'



STEP 4

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



Appendix C (cont'd)

STEP 5

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

For new hires, input the date of hire.
For existing employees, input the first day of training.

STATUS *

- Select Status
- Approved**
- Denied

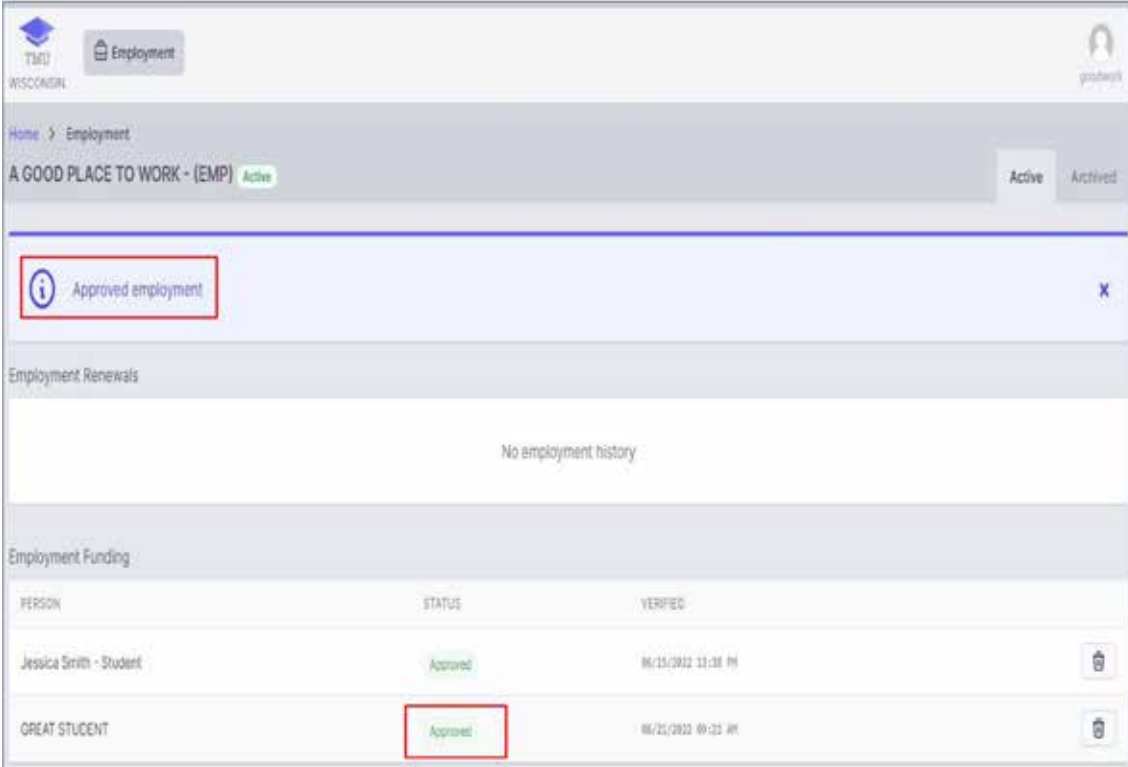
I verify that STUDENT, GREAT is currently employed at this Employer

If you are completing a retroactive reimbursement, you must click this box, even if the trainee no longer works for your facility.
By clicking the box, you are verifying that the trainee worked for your facility while in training or after, and that the trainee incurred no out-of-pocket costs for training or testing, either by the employer paying upfront, or by reimbursement.

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 portal interface. At the top, there is a navigation bar with the TMU logo, a user profile icon, and a breadcrumb trail: Home > Employment. Below the navigation bar, there is a header section with the text "A GOOD PLACE TO WORK - (EMP) Active" and buttons for "Active" and "Archived". A notification banner at the top left displays an information icon and the text "Approved employment". Below the notification, there is a section titled "Employment Renewals" with the text "No employment history". The main content area is titled "Employment Funding" and contains a table with the following data:

PERSON	STATUS	VERIFIED
Jessica Smith - Student	Approved	06/15/2022 11:38 AM
GREAT STUDENT	Approved	06/21/2022 09:22 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:

Step-by-Step Employment Verification

When the WisCaregiver CNA Trainee completes their training, they should follow the directions below to receive their free CNA certification test. 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>.

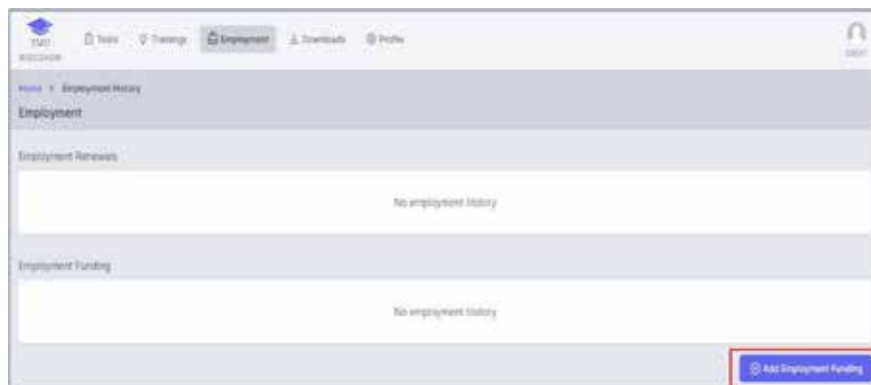
STEP 2

Click on the 'Employment' tab



STEP 3

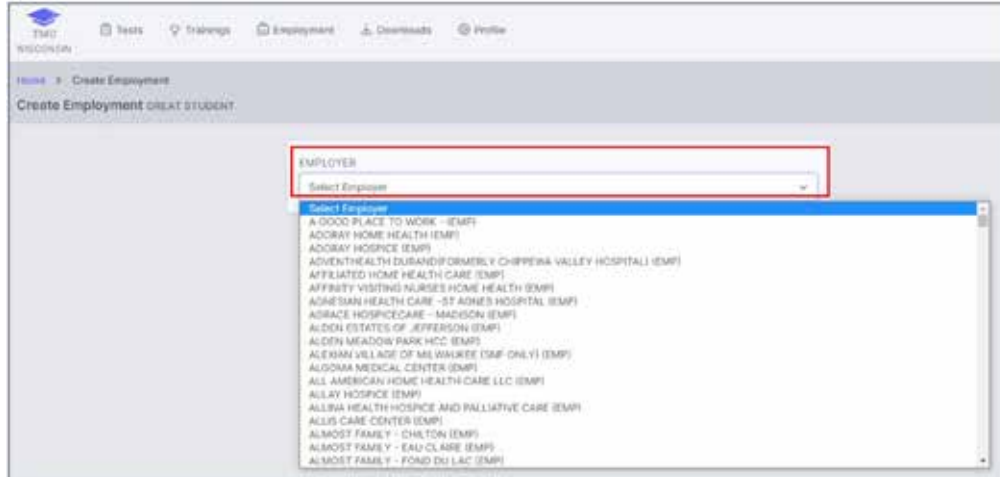
Click on 'Add Employment Funding'



Appendix D (cont'd)

STEP 4

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



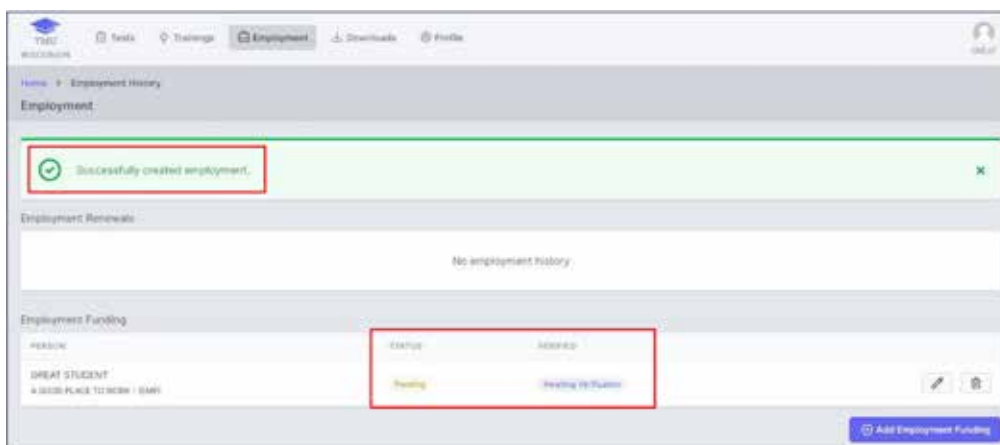
STEP 5

Click 'Create'



STEP 6

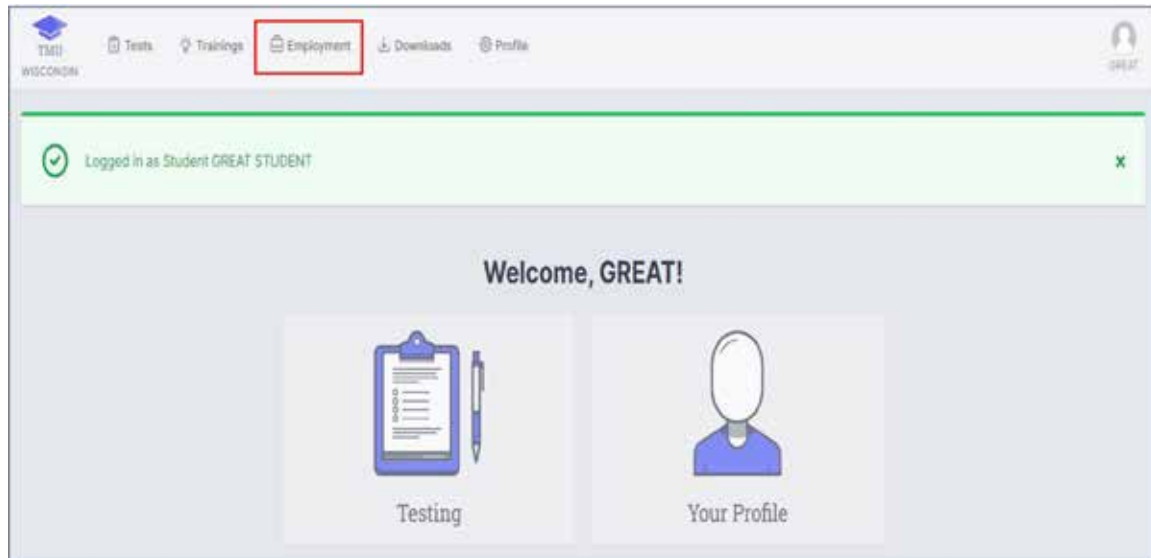
1. You will get a 'Successfully created employment' message.
2. The Employment Funding status is 'Pending - Awaiting Verification'.



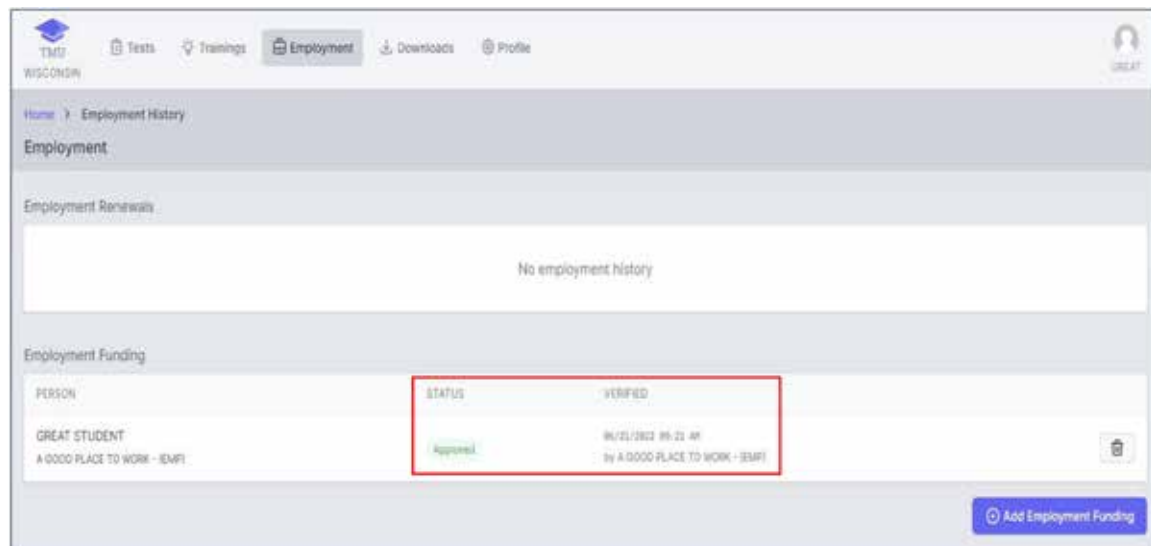
Appendix D (cont'd)

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'



Under Employment Funding the status will be 'Approved'

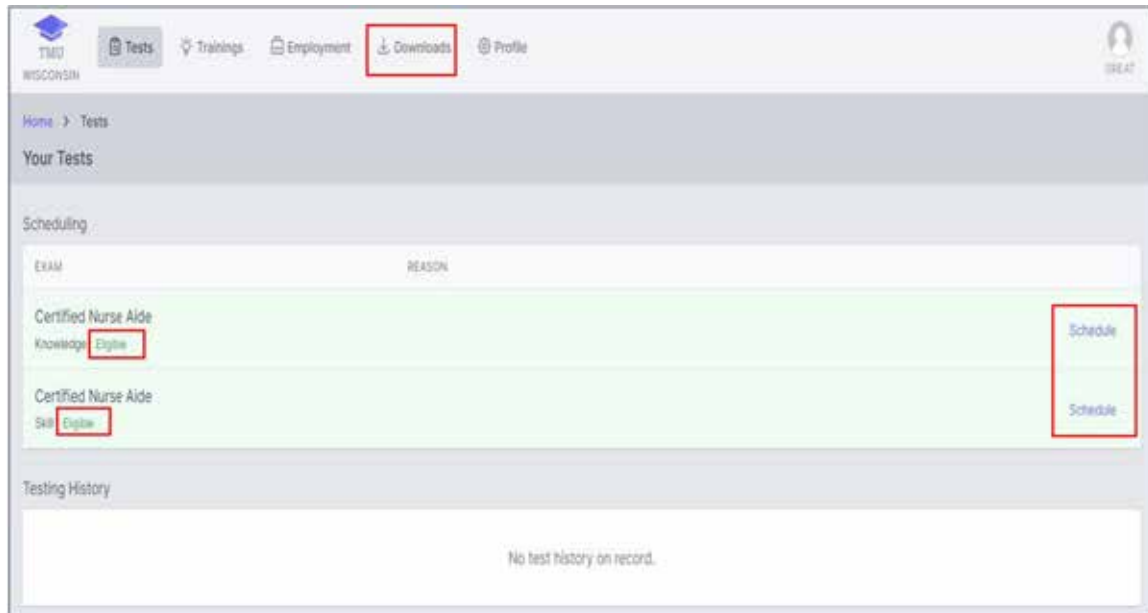


Appendix D (cont'd)

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.



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

EMPLOYER REIMBURSEMENT INSTRUCTIONS:

Trainee 6-Month Retention/Mentor Bonus Reimbursements

Employers should follow these instructions six months after the date of hire provided in order to receive reimbursement for the \$500 WisCaregiver retention bonus and the \$500 mentor bonus (if participating in optional mentor programming).

Once these steps are completed, the employer reimbursements will be sent automatically. Employers do not need to submit invoices or requests for reimbursements if this process is completed. Our payment processor, Baker Tilly, will reach out to the employer using the information on file in TMU to complete a W-9 in order to process reimbursements. If you would like your payment sent to another address, please contact info@wiscaregivercna.com for assistance.

STEP 1

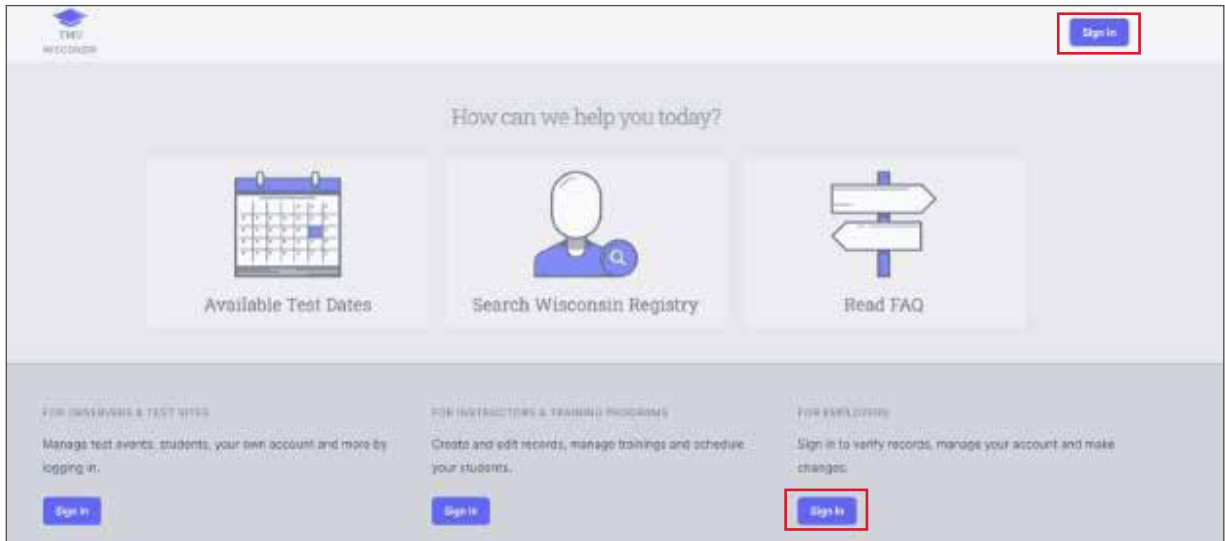
Employers will receive a reminder email notification from TMU once a trainee approaches six months from the start of training:



Appendix E (cont'd)

STEP 2

Click the Confirm Employment button in the email notification or sign into your Employer record in your employer TMU account at: <https://wi.tmuniverse.com>.

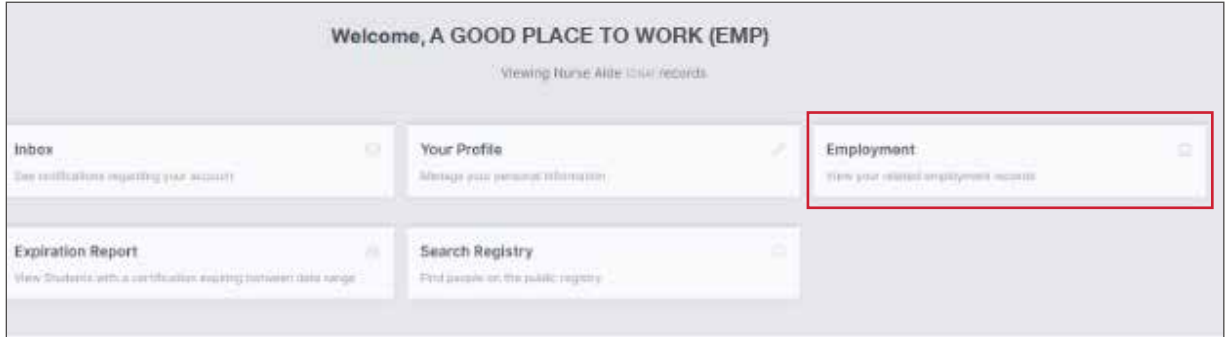


***NOTE:** If you do not know your login information, you will need to reset your facility password by using the email on file to recover your account. Go to wi.tmuniverse.com, click sign-in, then click forgot password. It will ask for the email to recover the account. This will send a link to that email to create a new password.

Appendix E (cont'd)

STEP 3

Once you are logged into your employer TMU account you will select Employment.



STEP 4

There you will see a window with **Employment Verification** or **Employment Funding**.

- Find a specific student under Employment Funding, and click Verify.

STEP 5

You will see a screen with the Employer and Employee section auto-filled. If the trainee has achieved 6-month job retention, check the 'Employment Attestation'. If the trainee had a mentor (optional), check the 'Mentor Attestation', and fill in the name of the mentor in the 'Mentor Name' box. If the trainee did not have a mentor, leave the box unchecked. Click the blue button "Yes, the person is a current employee."

The screenshot shows the "WCP Employment Confirmation" form. It includes fields for "EMPLOYER" (BENES HEALTH AND REHAB CENTER - WESTON (EMP)) and "EMPLOYEE" (Bassette, Kourtney Ann). There are two checked sections: "EMPLOYMENT ATTESTATION" and "MENTOR ATTESTATION". The "MENTOR NAME" field contains "Example Mentor". At the bottom, there are two buttons: "No, this person does not work here" and "Yes, this person is a current employee". The "Yes" button is highlighted with a red rectangular box.

If you are completing a retroactive reimbursement for a trainee who achieved 6-month job retention, you must click the employment attestation box, even if the trainee no longer works for your facility.

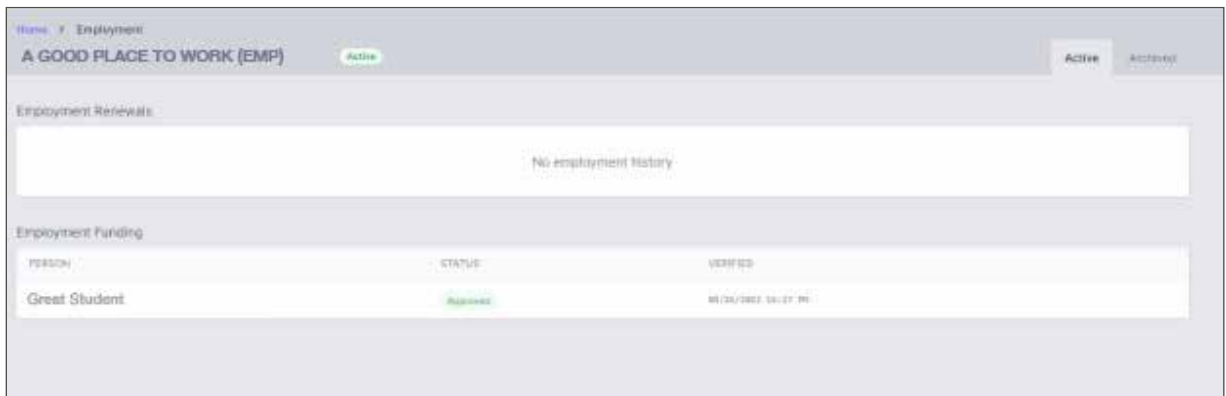
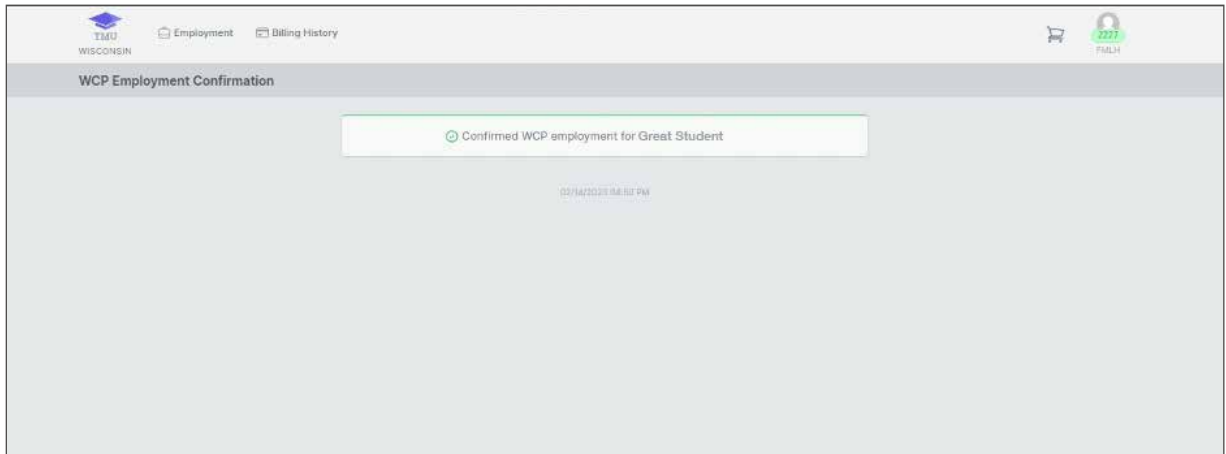
By clicking the YES box, you are also verifying that the trainee received a \$500 retention bonus.

If they did not receive the retention bonus, please contact program staff at info@wiscaregivercna.com.

Appendix E (cont'd)

STEP 6

- You will get a 'Confirmed WCP employment for [STUDENT NAME]' message.
- The trainee's Employment Funding status will update to 'Approved'.
- You as the employer can issue your employee the \$500 6-month retention bonus check which WisCaregivers will reimburse.
- If a mentor was entered, the employer can issue a \$500 check to the mentor, and WisCaregivers will issue a check to the employer for the \$500 mentor bonus reimbursement.



SUCCESS!

Your trainee, and mentor if entered, will appear on our reimbursement report for having achieved their 6-month \$500 retention bonus. The employer will receive a \$500 reimbursement check for the trainee. If a mentor's name was entered, the employer will also be issued a \$500 mentor bonus reimbursement check.

RECERTIFICATION TRAINEE POLICY:

Policy:

Any trainee who was previously certified and whose certification has lapsed will be eligible to participate in WisCaregiver Careers. The program will cover the costs of their exam and will provide their employer **the \$300 success bonus only** upon certification; however, no \$700 training reimbursement will be provided. The retention/mentor bonuses will be administered according to standard operating procedures.

This could apply in the following scenarios:

- 1 The aide was previously on the Wisconsin registry but has not been working as a nurse aide and is lapsed on other registries.
- 2 The aide is lapsed on another state's nurse aide registry, and not ever listed on the Wisconsin registry.
 - *This individual must provide proof of registry status (lapsed) to DHS and then they would be permitted to test in WI.*
- 3 The aide was trained in another state (state-approved, 75-hour+ training recently)
 - *This individual would be permitted to test in Wisconsin provided they can produce proof of training.*

Testing Process:

If needed, the trainee should contact DHS with any necessary documentation described above and then reach out to Headmaster to allow them to test if their status is not updated. If no documentation is needed, and if the trainee was previously certified in Wisconsin, the training field in TMU will be listed as "previously certified" and will allow them to retest. If the trainee was previously certified in another state, the training field in TMU would be listed as the state in which they completed training. There would be no required waiver for these scenarios.

Reimbursement Process:

The trainee should complete the standard employer verification process described in Appendices C and D, and once approved, take the exam at no cost. The employer success bonus will be processed automatically upon certification by the WisCaregiver payment processor, Baker Tilly. There is no change to the standard operating procedure for reimbursement of the 6-month retention bonus and mentor bonus (if applicable).

RETROACTIVE TRAINEE REIMBURSEMENT POLICY

Policy:

The WisCaregiver Careers trainee tracking and reimbursement system is designed to run concurrently with training and testing of trainees. The program acknowledges that many times it is not possible for the tracking to happen in real time and therefore will allow employers to submit trainees for tracking and reimbursement retroactively after trainee certification.

WisCaregiver Careers will retroactively reimburse employers for nurse aide training and testing costs if:

- ✓ The employer covers the cost of training, either by paying up-front or by reimbursing the nurse aide's training and testing costs.
- ✓ The nurse aide was in CNA training **on or after April 4, 2022**.
- ✓ No prior reimbursement for the nurse aide has been made to another employer.
- ✓ The reimbursement request is received by **Monday, March 4, 2024**.
Any submissions after this date will be processed on a case-by-case basis in compliance with the WisCaregiver Careers grant timelines.

If the employer incurred no training or testing costs because these expenses were paid by a third party, such as a government employment office, school district, or community service provider, they are not eligible for reimbursement and should not proceed.

Reimbursement Process:

The reimbursement process is described below based on the current employment status of the trainee:

1. Trainee is Currently Employed at Facility Requesting Reimbursement:

The trainee and the employer should follow the normal reimbursement process in TMU, as outlined in the Employer Guide.

2. Trainee is No Longer Employed at Facility Requesting Reimbursement:

a) The employer sends the following to info@wiscaregivercna.com:

- i) Trainee name,
- ii) Proof of payment for training*,
- iii) Proof of payment for exam fees*,
- iv) Proof of employment (pay stub), and
- v) Proof of certification.
- vi) *A receipt for employer paid training/testing, or proof of trainee reimbursement are acceptable proofs of payment. For employers without proof of payment for training, please see Section 3 below "Blanket Attestations for Employers Without Proof of Payment for Training".

Appendix G (cont'd)

- b) Program staff will review and approve the documentation and input the trainee(s) into the TMU tracking and reimbursement system.
- c) Once the trainee(s) are entered into the tracking system, the employer will receive a training employment verification request in TMU. They should **APPROVE** the request.
 - i) Please note that the language in TMU states that the trainee “is currently employed” as follows:

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

- ii) You must click this box, even though the trainee is no longer employed at your facility.
 - iii) By clicking the box, you are verifying that the trainee worked for your facility while in training or after, and that the trainee incurred no out-of-pocket costs for training or testing, either by the employer paying upfront, or by reimbursement.
 - iv) Reimbursement for training will proceed according to normal procedures.
- d) Six months from the date of hire that was provided, the employer will receive the employment retention verification request.
 - i) If a 6-month retention bonus was paid to the trainee, the TMU representative should approve the request according to normal procedures.
 - ii) If a 6-month retention bonus was not paid to the trainee, or the trainee failed to achieve 6-month employment retention, the TMU representative should deny the request.
 - iii) Reimbursement for the bonuses (if applicable) will be processed according to normal procedures.

3. Blanket Attestations for Employers Without Proof of Payment for Training

- a) Employers who are unable to provide proof of payment for training due to the structure of their training (e.g. in-house programs covered by administrative overhead) may submit an attestation in lieu of proof of payment for training.
- b) The attestation should describe why the employer is unable to provide proof of payment for training, citing the applicable policy, administrative rule, or program structure.
- c) The attestation must state that trainees incur no out-of-pocket expenses for training.
- d) The attestation must be on letterhead and signed by facility or corporate leadership.

Appendix G (cont'd)

- e) The statement should describe the process and timeline that trainees are reimbursed for training costs, if applicable.
- f) Program staff will review the attestation and, if approved, provide a blanket waiver of the proof of payment for training documentation.
 - i) The blanket waiver applies to all the employer's future retroactive reimbursements.
 - ii) If applicable, the waiver will be given on the condition of timely submission of proof of trainee reimbursement.
 - iii) The program will not accept new retroactive reimbursement requests from employers with pending proofs of trainee reimbursement.
- g) Employers with blanket waivers must still submit proof of payment for testing.