

Direct Care Workforce Collaborative

A Stakeholder-Led Initiative to Help Stabilize the Direct Care Workforce

Wednesday, September 13, 2023
10:00 - 11:30 a.m.


[Zoom Webinar Link](#)

Call-in Option: 1-877-853-5257

Meeting ID: 993 1700 7314 Passcode: 396389



Today's Agenda

Agenda Item	Presenter	Time
 Welcome & Attendance	Brooke Snyder, HCPF	10:00 a.m.
Meet the Leadership Team	Penny Whitney & Oliver Giminaro	10:10 a.m.
DLSS Training Opportunity & Workforce Stabilization Board Information	Carrie Chesney, CDLE	10:20 a.m.
Virtual Career- Aligned ESL	Candace Heckstall, CDLE & Tadd Wamester, EnGen	10:35 a.m.
CWDC Healthcare Summit	Bobbie Wolfe, CWDC	11:00 a.m.
ARPA 1.04 DirectCareCareers.com	John Hendrikse, HCPF	11:10 a.m.
Colorado Direct Care Training (CDCT) Update	Dr. Judy Scott, UCCS	11:20 a.m.
Resources, Closing & Survey	HCPF	11:30 a.m.

Attendance



In the chat, please put your name, location, and role/ title.



Phone-only users, please Press *6 to unmute your line or *9 to raise your hand and we will take your attendance verbally.



- To be added to our communications list, email HCPF_DCWorkforce@state.co.us (include your phone number).
- Requests for accommodations can be sent to the meeting organizer or John.R.Barry@state.co.us

Polls

- Where are you located?
- How do you identify on the direct care continuum?
- How did you hear about us?



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Collaborative Leadership Team

Collaborative Co-Chairs

Penny Whitney - LTC consultant, Aponi Partners, Inc.

Oliver Giminaro- Engineer, Advocate, Multiple Boards & Agencies

Action Group Co-Chairs

Brooklynn Riehl- Ariel Clinical Services - Value & Awareness

Pascale Adou - SEIU Local 105 - Value & Awareness

Deborah Lively - LeadingAge Colorado - Compensation & Benefits

Ashley Weber - Non-Profit Director, Advocate - Compensation & Benefits

★ **Your Name Here** - Direct Care Worker- Training & Career Advancement

Your Name Here - The Daily Planet Agency - Training & Career Advancement



COLORADO

Department of Health Care
Policy & Financing

Purpose & Vision

Updated August 2022

Purpose:

The Direct Care Workforce Collaborative (DCWC) is dedicated to advancing the public's general awareness of the Direct Care Workforce. The DCWC advocates for improving compensation and benefits, training and career advancement, and publicly recognizing the significant value of the Direct Care Workforce in all healthcare sectors.

Vision:

We (the DCWC) envision consumers receiving high-quality support and care from a strong workforce of skilled and qualified Direct Care Workers who are well-compensated, well-trained, well-respected, have opportunities for advancement, and have highly sought-after jobs that continually attract new entrants to and retain those workers in the Direct Care Workforce.

*Thank
you!*

**HAPPY DIRECT SUPPORT
PROFESSIONAL RECOGNITION WEEK
2023!**



Direct Care Workforce
Collaborative



COLORADO

Department of Health Care
Policy & Financing

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DLSS Training Opportunity & Workforce Stabilization Board Info

Division of Labor Standards & Statistics

Coloradolaborlaw.gov

Speaker: Carrie Chesney

9.13.23



COLORADO

Department of
Labor and Employment

Division of Labor Standards & Statistics

Who We Are/What We do

We Enforce Colorado Wage & Hour Law

Unpaid wages

Minimum Wage

Overtime

Impermissible deductions

Paid Sick Leave (HFWA)

And Others!

HCBS Direct Care Worker Outreach

DLSS Trainings

What is it? Why is it? Who is it for?

- **Colorado DLSS & Colorado HCPF Crossover Event - Direct Care Worker Rights Training**
 - Direct Care Base Wage implemented in 2020 and ongoing
 - DLSS Rights Training provides general DLSS knowledge with industry specific information to Direct Care Workers
 - DLSS also provides trainings for employers
 - Please contact me at carrie.chesney@state.co.us to request trainings

HCBS Direct Care Worker Outreach

DLSS Direct Care Specific Webpage

What is it? Why is it? Who is it for?

- **DLSS Direct Care specific webpage:** cdle.colorado.gov/directcare
 - Educational Videos
 - KNOWLEDGE Sheets (like FAQs)
 - Information about the Direct Care Workforce Stabilization Board
 - Calendar of Events (Public Presentations, Workforce Stabilization Board Meetings, etc.)

Direct Care Workforce Stabilization Board

Basic Info & Application Process

Direct Care Workforce Stabilization Board (Effective Aug. 7, 2023):

- Review & provide recommendations for the **direct care industry**
 - Recommendations at least every 2 years regarding:
 - Minimum employment standards for direct care industry
 - Improving state communications regarding:
 - Direct care workers' rights
 - “Obligations of direct care employers”

Direct Care Workforce Stabilization Board

Basic Info & Application Process

Direct Care Workforce Stabilization Board (Effective Aug. 7, 2023):

- 15 member board includes representatives of:
 - Direct Care Workers or Worker Organizations (4)
 - Direct Care Consumers (4)
 - Direct Care Employers (4)
 - Representatives of CDLE, HCPF, & CDPHE (1 each)

Direct Care Workforce Stabilization Board

Basic Info & Application Process

Direct Care Workforce Stabilization Board (Effective Aug. 7, 2023):

- Board must be appointed by October 1, 2023
 - Apply at: cdle.colorado.gov/directcare
 - Apply by: 12:00 p.m. Friday, September 15, 2023



Thank
You!

Have a great day!



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Virtual, Career-Aligned English as a Second Language (VCESL) Program



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Office of New Americans
Department of Labor and Employment



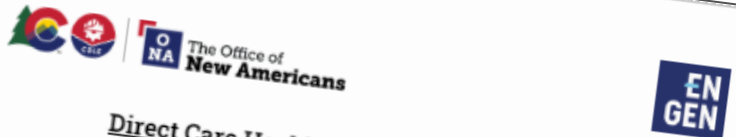


Virtual, Career-Aligned English as a Second Language (VCESL) Program



Questions

Please enter your questions into the [Q & A document!](#)



Direct Care Healthcare Workers Questionnaire

Please type your questions about the VCESL Program and EnGen in this document.
Candace and Tadd will respond to your inquiries as soon as possible!
Thank you for your interest in the VCESL Program and EnGen!

	Name & Email address	ONA (Office of New Americans)	EnGen	Response
1	Jane Doe, jane.doe@gmail.com		I'm ready to start! How do I begin?	Great! Email Candace Heckstall and she will get you the information you'll need to get set up with EnGen!
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				



Candace Heckstall, M.Ed.

**Virtual Career-Aligned English as a Second Language Manager,
Office of New Americans**

- M.Ed. in CUI- University of North Carolina at Greensboro
- Twenty years' experience as an ESL & ELD instructor, teacher trainer, and advocate for English Language Learners (ELLs)
- Newcomer Specialist: Denver Public Schools
- Colorado resettlement efforts: Afghanistan, Sudan, and Burma
- Focus: Providing greater access to Adult English language courses to NAs to improve their lives and livelihoods
- Advocate for the removal of barriers and obstacles to NAs' success



COLORADO
Office of New Americans

Department of Labor and Employment



Tadd Wamester

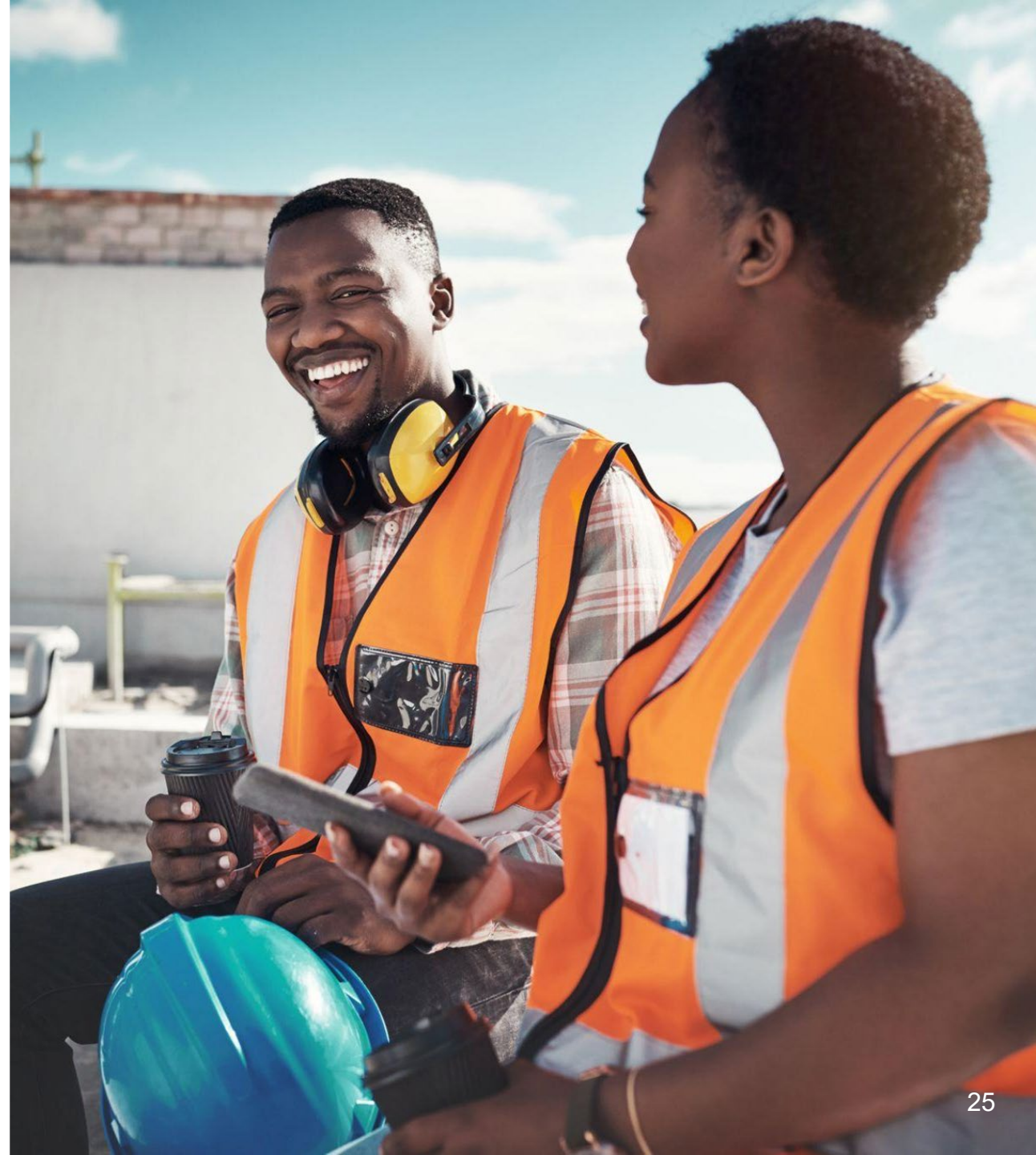
Director, Partnership Development, EnGen

- Tadd builds bridges to careers for New Americans through English-to-career pathway upskilling and incumbent worker training programs at both employers and educational partners.
- 15 years experience in education and workforce development with a focus on programs service immigrants and refugees
- Nearly a decade at Upwardly Global building out online/blended training programs for ITPs
- M.A. in Business Education from NYU and a B.A. in Economics from Northwestern University.

What is the VCESL Program?



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Office of New Americans
Department of Labor and Employment



Virtual Career-Aligned English as a Second Language Program - What is It?

With the passing of SB 22-140 in June 2022, this law tasked ONA to establish a virtual, career-aligned ESL program (VCESL Program) to ensure that ELLs in Colorado have access to high quality work-based learning, job training, and employment opportunities; as well as supports in order to be successful in the VCESL Program.



Virtual Career-Aligned English as a Second Language Program - What is It?



The VCESL Program will also work to provide additional support to help employers and other workforce development stakeholders recruit, serve, hire, and promote English Language Learners (or ELLs) in the state.

Virtual Career-Aligned English as a Second Language Program - What is It?

In a nutshell, the VCESL Program will provide career and sector-specific, adult English language courses via English learning digital platforms.

These platforms will help to prepare our New Americans and help them to build the skills they'll need in order to navigate and access Colorado's growing workforce.





VCESL Program's Purpose & Goals

Purpose & Goals of VCESL Program



Provide New Americans with the tools they'll need to access and eventually plug into sector-specific workforce industries

Help New Americans, particularly in "ESL deserts," by providing them greater access to digital platforms that will help them successfully enter Colorado's growing workforce



Upskill, reskill, and expand the talent pool of employees in much needed sectors

Vendors





EnGen





- Successful Immigrant and **Refugee Hiring** Initiatives require **training and support**
- **English skills** are the **number one barrier** to integration and access
- Employers who offer a workplace-based English program tailored to the needs of multilingual incumbent workers **can attract and retain talent**



Traditional ESL programs do not meet the needs of working adults

- Rely on outdated and ineffective curricula
- Significant barriers to participation (e.g., childcare, transportation, fixed schedules)
- Shortage of providers - as a country the U.S. meets the needs of only 4% of adult English learners

Innovative, Workplace-Based English Programs Are The Solution

A career-focused, competency based English upskilling platform

EnGen's mission is to remove English as a barrier for immigrants, refugees, and speakers of other languages, unlocking opportunities for economic and social mobility.

By empowering incumbent workers with English and digital literacy skills relevant to their workplaces, the platform enables an organization's own, multilingual workforce to be eligible for promotion and further training, which allows employers to promote from within and opens entry-level positions for job-seekers.



Personalized Learning



Easy-to-Run Platform



Career-Specific Instruction



Real-World Content



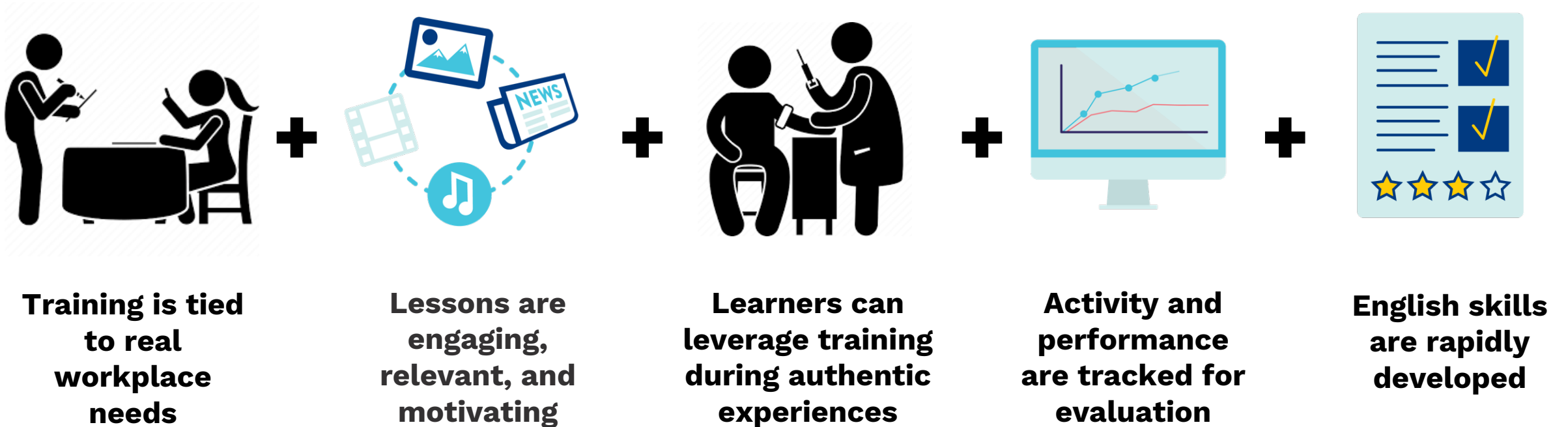
Performance Visibility

EMPLOYERS CAN CREATE SUSTAINABLE TALENT DEVELOPMENT MODELS



Workplace Are Ideal Environments For English Training

Learners receive meaningful, targeted training in an environment where they can practice



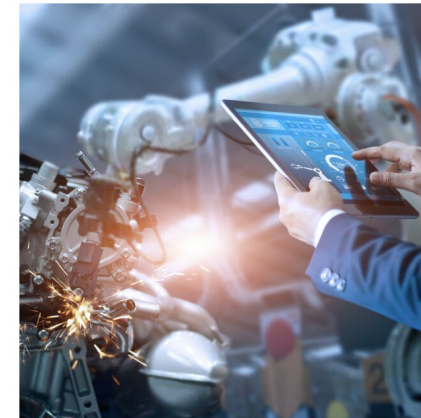
EnGen Services and Impact

- Experienced in delivering large-scale English upskilling programs to employers nationally, including Amazon, Walmart, Tyson Foods, Chobani and more.
- Customized implementation support for all program managers, administrators, stakeholders, and learners, with ongoing training, support, and professional development
- Employer-specific needs assessment to align program content with learners' job responsibilities and literacy goals
- Custom packages of career pathway content tailored to the needs of employers and incumbent workers
- 130+ courses and 24/7 access to small group instruction
- Learner engagement initiatives and coaching services to ensure support, motivation, and participation
- Comprehensive data tracking and reporting to demonstrate learner progress and performance and program impact



80%

REPORT ACHIEVING **CAREER GOALS**



Manufacturing

In this course, you will learn about various aspects of manufacturing, from safety and maintenance to equipment and industry new



NEW! Introduction to Workplace Safety

Learn about safety in the workplace and explore how OSHA requirements help protect you on the job.



90%

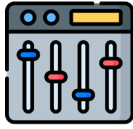
REPORT ACHIEVING **SOCIAL GOALS**

1



Ingest Content

2



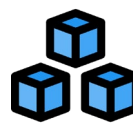
Establish Language Level with proprietary algorithm

3



Identify Domain-Specific Keywords

4

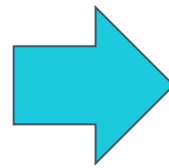
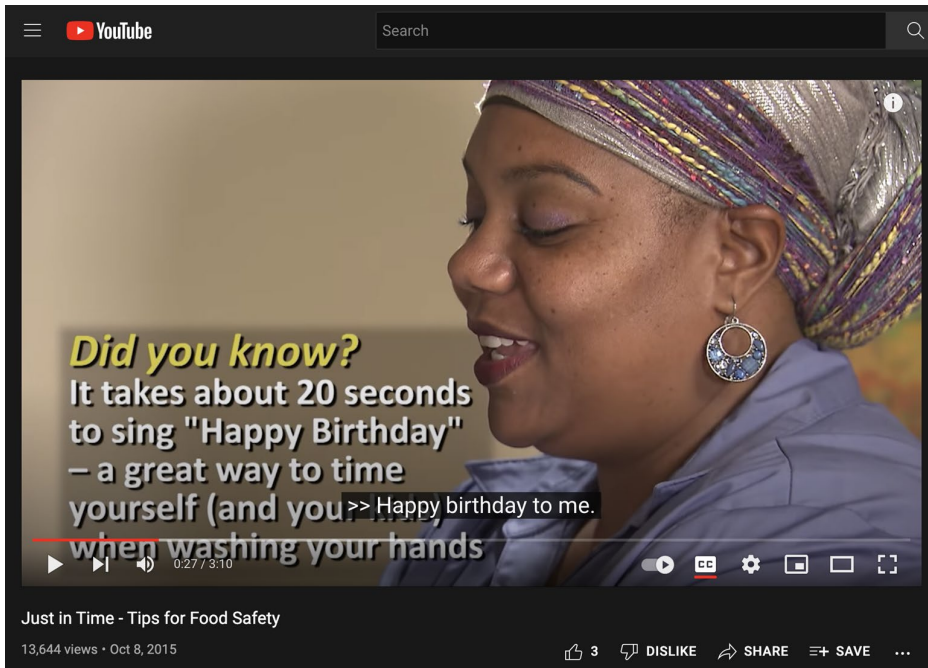


Generate 218+ Personalized Activity Sequences

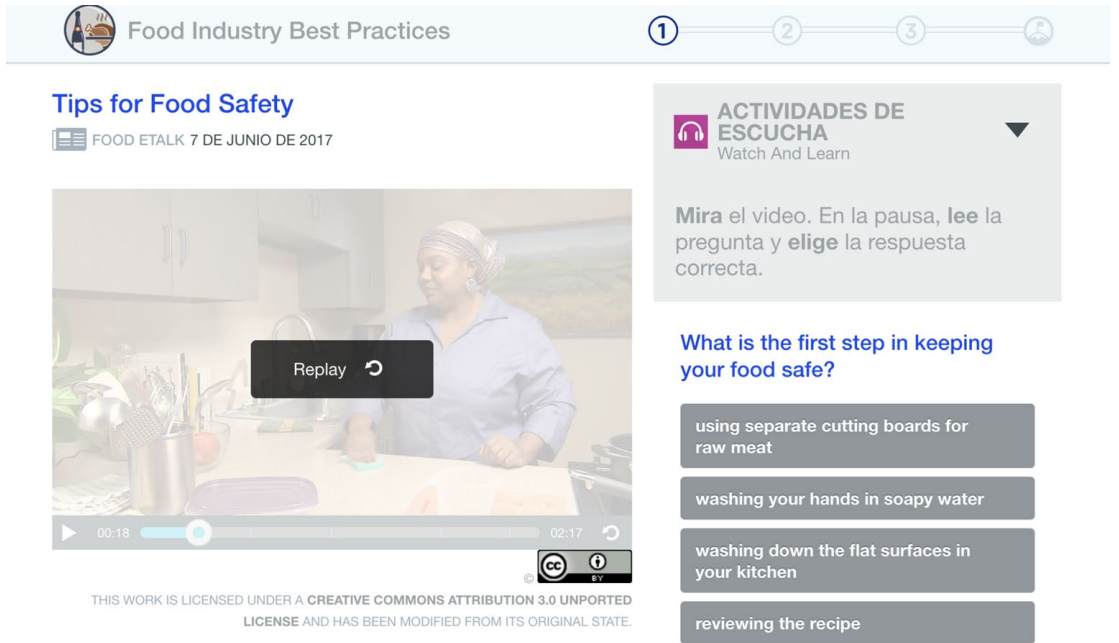
5



Content becomes English lessons tailored to learners' needs



~30 Mins



Source Content transformed into...

...contextualized language learning content

Employees learn the English they need to move into new roles



Food Handling

1

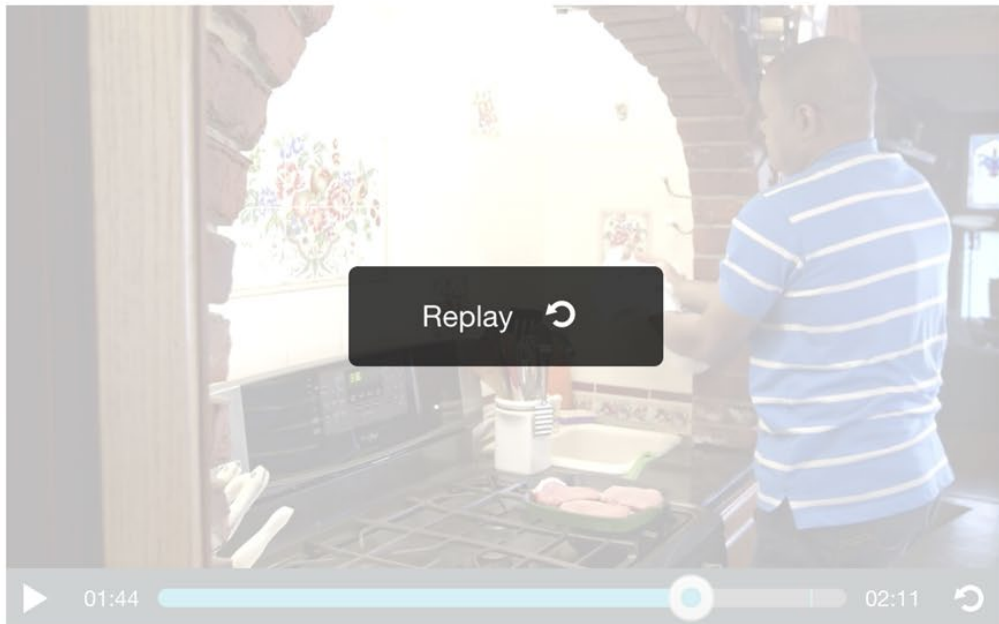
2

3



How to Avoid Cross-Contamination

U.S. DEPARTMENT OF AGRICULTURE 1 DE NOVIEMBRE DE 2021



ACTIVIDADES DE ESCUCHA

Watch And Learn

Mira el video. En la pausa, lee la pregunta y **elige** la respuesta correcta.

Terrence must _____.

reduce the possibility of cross-contamination by washing his hands

look carefully to see if there could be any bacteria on the pork

use a kitchen towel to dry off the juices on the pork

take bacteria off the meat by using utensils

avoided

bacteria

cross-contaminate

cutting board

fortunately

handling

harmful

head

juices

likely

out of danger

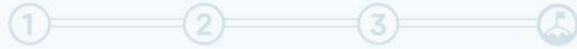
Each lesson comes from examples of authentic training content or recordings of real-world interactions, and key words and phrases are selected and offered to learners using proprietary, adaptive AI algorithms. 40

THIS WORK IS LICENSED UNDER A CREATIVE COMMONS PUBLIC DOMAIN MARK 1.0 LICENSE AND HAS BEEN MODIFIED FROM ITS ORIGINAL STATE.

Tens of thousands of real-media resources are combined with a suite of adaptive activities, so learners get practice with the language skills they need most, using relevant, interesting content



Food Industry Best Practices



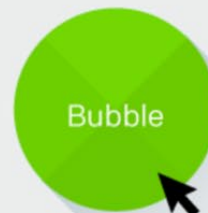
Food Sanitation and Safety

4 DE DICIEMBRE DE 2017



Word Pop

Aprende vocabulario relacionado con esta lección. Escucha la pronunciación y haz clic en la palabra correcta antes de que se acabe el tiempo.



Comenzar

Esta actividad requiere sonido.

bacteria ▶

catchphrases ▶

consumption ▶

danger zone ▶

examines ▶

growth ▶

in doubt ▶

issues ▶

make sure ▶

nutritious ▶

preparation ▶

EnGen Programs Deliver Clear ROI for Employers

87%

of EnGen learners report achieving a major career or social goal, including pay raises, promotions, and access to further training

89%

of EnGen learners report being more likely to stay at their current companies because of English benefit

60%

of EnGen learners report improving at least one English proficiency level, measured by the scale used by the U.S. Census

“How has EnGen helped you in your current job role?”

Magaly S., TX.



“I’m really happy with having enrolled in this course... I hope to continue with this training until I take my GED.”

Norma G., AZ.



“It has helped me understand what customers are looking for, and give them better customer service.”

Stephanie R., FL.



“I can communicate better with customers, coworkers and supervisors.”

THE ENGEN SOLUTION

EnGen is a personalized, career-aligned, mobile-first English learning platform that connects immigrants, refugees, and speakers of other languages with English skills and career skills to connect with opportunities in high-demand fields. The platform offers more than 130 career-aligned courses for learners of all levels.

HEALTHCARE PATHWAYS INCLUDE:

Allied Healthcare • Phlebotomy • Certified Nursing Assistants (CNA)
Patient Care & Support • Pharmacy Technician
Mental Health & Well-Being • Patient Care & Support
Introduction to Medical Coding and Billing • Introduction to Medicine
NCLEX • Emergency Medical Technician (EMT) • Sterile Processing

ENGEN IMPACT

EnGen helps learners reach their goals – at work and at home:

- ✓ **95%** improved their confidence in using English
- 📁 **92%** improved their English proficiency
- 📄 **87%** achieved a career or social goal.

EnGen is built with technology that has served over 4 million language learners worldwide.

ENGEN PARTNERSHIPS

EnGen works with 15 healthcare systems in 12 states across the country, connecting employees with career-aligned English upskilling courses.



“EnGen has demonstrated that MaineHealth is an organization that invests and supports our care team members’ educational journeys throughout their careers.”

– Jennifer O’Leary, Former Director, Maine Health Center for Workforce Development






Introduction to English for Certified Nursing Assistants

Nivel: High Beginner - Low Intermediate

10 Unidades | 100 Lecciones | 10 Exámenes de desempeño

In this course, you will prepare to take Cinematic Health Education's ReadyCNA training course to prepare for a career as a Certified Nursing Assistant (CNA). Throughout the course, you will be introduced to the main concepts and topics that are key to the role of a CNA by learning from medical personnel, video simulations, and experienced CNAs.

Al final de este curso, podrás:

-  Develop the knowledge and skills to succeed as a CNA.
-  Learn over 100 CNA keywords and phrases.
-  Watch examples of daily CNA tasks and situations.

Inscrito

Partnerships



Partnerships



Capitol Focus LLC



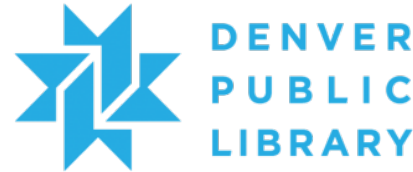
**PROJECT
WORTHMORE**



PROJECT
PROTECT
FOOD
SYSTEMS
WORKERS



Servicios de La Raza
Services for the People



Eligibility Criteria & FAQs



Eligibility Criteria:

- ❑ 18 years of age or older
- ❑ Be a resident of Colorado
- ❑ Be an English Language Learner (ELL)



Frequently Asked Questions:

1. How much does the VCESL Program cost?
 - a. *Nothing. The entire program is free of charge.*
2. Is the VCESL Program only offered in the Denver metro area?
 - a. *No. The VCESL Program will be offered statewide to ensure that every eligible individual who would benefit from the program will receive an equal chance to do so, contingent on sufficient funding.*
3. How will courses be offered?
 - a. *All courses will be made available on any working mobile device, including laptops, tablets, and cell phones, increasing the portability of courses, and will also give students greater agency and autonomy over their learning.*



Interested?

Virtual Career Aligned ESL - Interested Employers and Workforce Partners

As established by [SB 22-140](#), the Virtual Career-Aligned English as a Second Language (VCESL) program will support English Language Learners (ELLs) with access to a work based virtual English language learning platform. Unique curriculum can be developed with employers and workforce partners to respond to the language needs of specific occupations. If you are interested in learning more or potentially partnering please complete the short form below.

Email *

Valid email

This form is collecting emails. [Change settings](#)



Please scan the QR code or go to
<https://forms.gle/2hWJbFwHN4hCocXVA> to access the
VCESL Program Interest Form

VCESL Program Manager

Candace Heckstall

- candace.heckstall@state.co.us
- Hours: M-F 7:30 to 4:00 p.m. MT
- Interest Form: scan this QR code!



THANK YOU!


Candace Heckstall, M.Ed.
VCESL Manager, Office of New Americans
candace.heckstall@state.co.us



Tadd Wamester
Director, Partnership Development, EnGen
tadd@getengen.com



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The Colorado Workforce Development Council (CWDC) is a Governor-appointed, public-private partnership with the purpose to advise, oversee, and integrate the work of the Colorado talent development network.

CWDC Vision, Mission, and Values



Vision: Every Colorado employer has access to a skilled workforce and every Coloradan has the opportunity for meaningful employment, resulting in individual and statewide economic prosperity.

Mission: Enhance and sustain a skills-based talent development network that meets the needs of employers, workers, job seekers, and learners for today and tomorrow.

Values: Equity, agility, integration

Sector Partnerships

- Regional, public-private partnerships targeting key industries in Colorado
- Led by industry

Resources

- [Background & directory](#)
- [Webinars](#)



HEALTHCARE

POWERED BY talent **FOUND**

- October 26, 2023 9:00 a.m. to 3:30 p.m. - [Save The Date](#)
 - Hybrid format, Pueblo in-person
- Spread the word!
 - 200 attendees in person, opportunity for your voice to be heard for statewide & regional solution
- Recommendation for direct care employer to speak on panel

Questions? - Reach out to Bobbie Wolfe at bobbie.wolfe@state.co.us

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ARPA 1.04 Resource and Job Hub (DirectCareCareers.com) Rollout



ARPA 1.04 Resource and Job Hub (DirectCareCareers.com) Rollout

Directcarecareers.com Overview:

- Job search & employer matching hub for the direct care workforce
- Access resources, information about direct care positions, and upcoming free training (2024)
- View job boards for swift job placements

COLORADO

The Direct Care Careers Center is a comprehensive platform tailored to the needs of direct care workers in Colorado. It serves as a hub for finding and pursuing direct care jobs, while also offering valuable guidance on career transitions and skill enhancement for those aspiring to take on more demanding roles within the direct care field. By utilizing this website, you can effectively locate employment opportunities, elevate your current career path, acquire supplementary training, and access resources that facilitate continuous professional growth in the direct care sector.

LET'S GET STARTED

I'm an employer/provider looking to hire a personal care attendant

Enter the requested details to confirm your status as a registered HCBS Provider. Need Help? Verify your information at healthfirstcolorado.com. Please contact us at helpdesk@directcarecareers.com if you have any questions.

Provider's Name *

Tax ID Number *

Provider's Email *

Zip Code *

Verify

I'm looking for a personal care attendant position

Direct Care Careers is administered by Altarum through a cooperative agreement with ADvancing States.

LEAVE A MESSAGE

ARPA 1.04 Resource and Job Hub (DirectCareCareers.com) Rollout

Limited Beta Rollout:

- Seeking partnerships with Direct Care Workers & Direct Care Agencies
- Involvement from both groups crucial for final stages of development
- Volunteer for initial site rollout

Beta Phase Collaborators:

- Success relies on active engagement
- Invitation: Lend expertise, refine platform features
- Alignment with Direct Care Workers & HCBS Waiver Providers' needs



ARPA 1.04 Resource and Job Hub (DirectCareCareers.com) Rollout

Champion Agencies:

- Aim: Minimum 20 Direct Care Workforce Provider Agencies
- Collaborate in refining the site
- Actions: List Directcarecareers.com on email signature, website, word-of-mouth advocacy

Ready to Join? Here's How:

- Express interest by completing simple online [application form](#)
- Your insights pivotal in shaping platform functionality
- Questions? reach out to us directly at HCPF_DCWorkforce@state.co.us

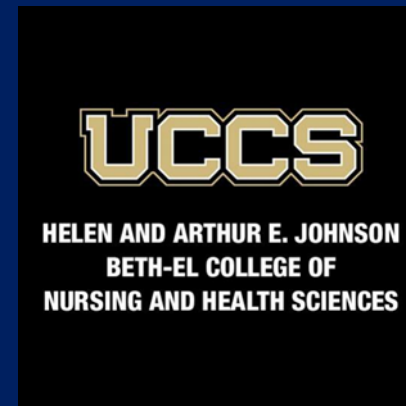


Today's Agenda

Agenda Item	Presenter	Time
Welcome & Attendance	Brooke Snyder, HCPF	10:00 a.m.
Meet the Leadership Team	Penny Whitney & Oliver Giminaro	10:10 a.m.
DLSS Training Opportunity & Workforce Stabilization Board Information	Carrie Chesney, CDLE	10:20 a.m.
Virtual Career- Aligned ESL	Candace Heckstall, CDLE & Tadd Wamester, EnGen	10:35 a.m.
CWDC Healthcare Summit	Bobbie Wolfe, CWDC	11:00 a.m.
ARPA 1.04 DirectCareCareers.com	John Hendrikse, HCPF	11:10 a.m.
Colorado Direct Care Training (CDCT) Update	Dr. Judy Scott, UCCS	11:20 a.m.
Resources, Closing & Survey	HCPF	11:30 a.m.

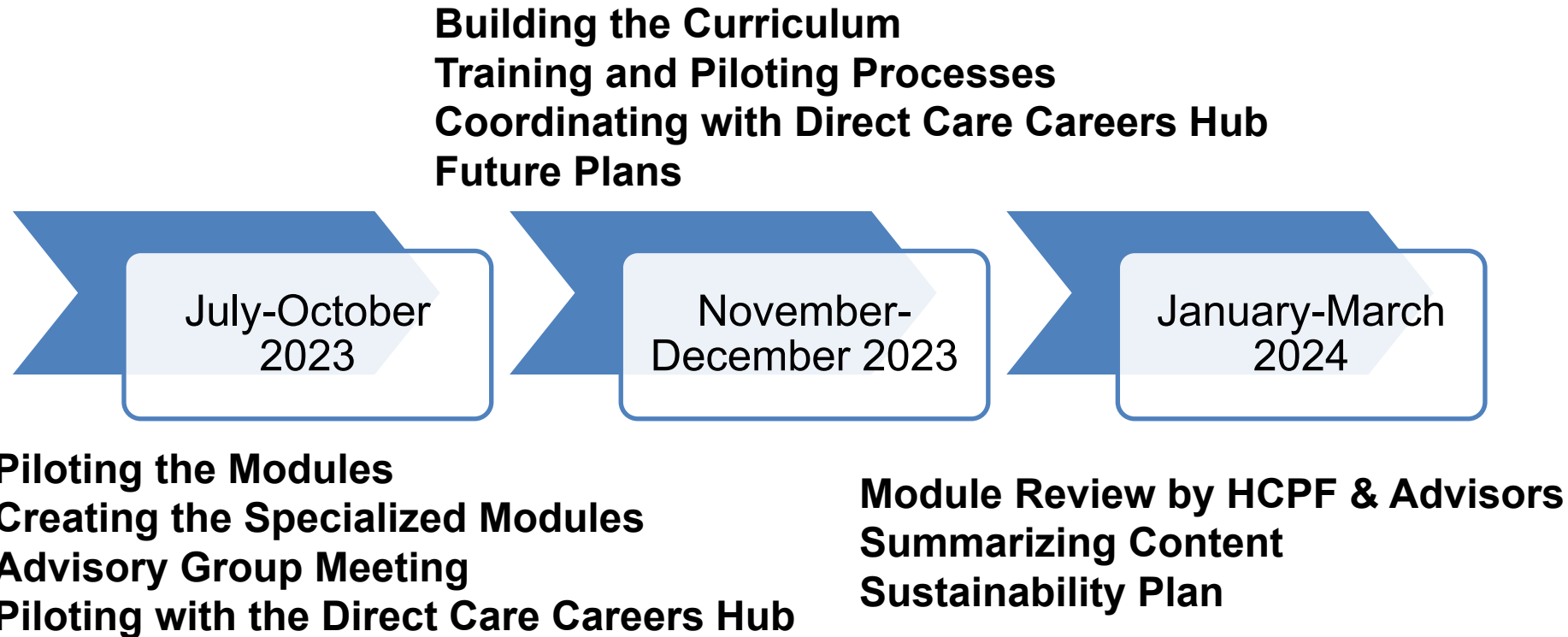
CDCT: Colorado Direct Care Training

update: September 13, 2023



CDCT Timeline Review

- **Project to date**



CDCT Project Evaluation Overview

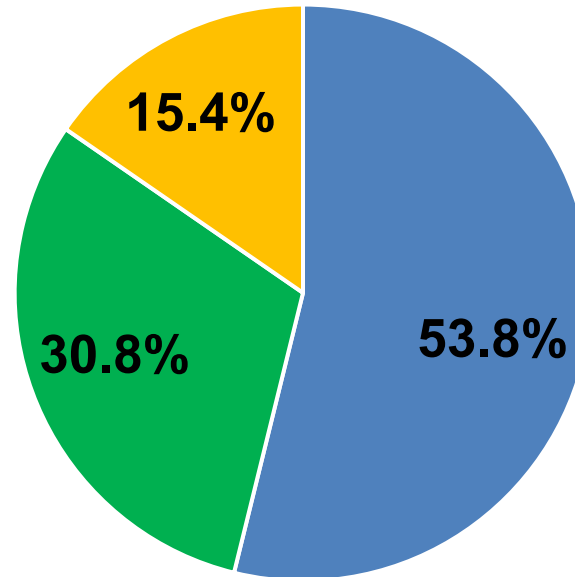
- **DCWs complete brief assessment after completing each module**
 - Module satisfaction
 - Effective learning strategies
 - Skills competencies
 - Open-ended feedback
- **Follow-up focus groups with training leaders**
- **Follow-up focus groups with DCWs**

CDCT Project Evaluation Overview

Feedback from DCWs about satisfaction with modules				
	Well-organized	Fulfilled learning objectives	Content was relevant to job requirements	Feel comfortable using skills
Disagree	7.7%	0.0%	15.4%	0.0%
Neither agree nor disagree	0.0%	0.0%	7.7%	23.1%
Agree	92.3%	100.0%	76.9%	76.9%

CDCT Project Evaluation Overview

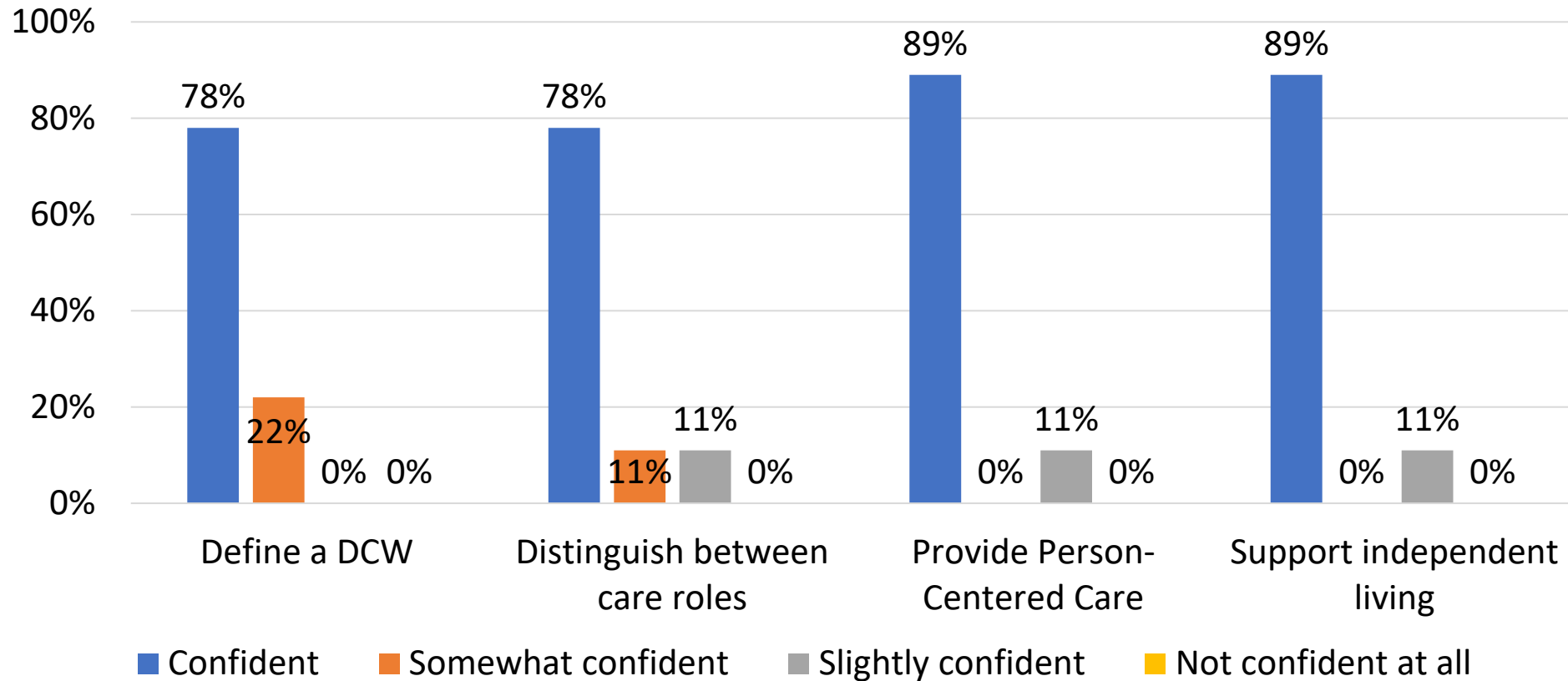
Feedback from DCWs the overall quality of Modules?"



■ Excellent ■ Good ■ Average ■ Below average ■ Poor

CDCT Project Evaluation Overview

Feedback from DCWs about work-related competencies following CDCT module training (Module 1).



Questions?

Judy Scott
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Joey Lee
jlee29@uccs.edu

Penny Whitney
pwhitney@msn.com

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Resources

[ARPA Grants Website](#)

[HCPF Surveys Website](#)

[DCWC Website](#)

[Story-Sharing Blog](#)



Next Collaborative Meeting



**Wednesday
December 13, 2023
10:00 - 11:30 a.m.**

Information about the Collaborative and upcoming meetings can be found at:

hcpf.colorado.gov/direct-care-workforce-collaborative

Email:

hcpf_DCworkforce@state.co.us



Before you leave...

**Please take 60
seconds to
complete our
feedback
survey!**



Thank You



Thank you!

