

WisCaregiver Career Program

Executive Summary

In 2016 Wisconsin's Chief Economist stating that a workforce shortage in health care was looming. Nursing homes reported that 1 in 7 caregiver positions were unfilled. With that as a backdrop, the Department of Health Services (DHS), Division of Quality Assurance (DQA) and the Division of Medicaid Services (DMS) developed the WisCaregiver Career Program (WCP).

Wisconsin received more than \$2.3 million in federal dollars to implement the program that provided free nurse aide training and testing for up to 3,000 students to become caregivers. In exchange for free training, testing, students signed an agreement pledging to work for a minimum of six months in a participating nursing home. Over 300 of Wisconsin's 385 nursing homes participated in the program and agreed to pay a nursing assistant a \$500 retention bonus after six months on the job.

The program allocated \$250,000 for a marketing and recruitment campaign that highlighted the program with the creation of videos filmed in Wisconsin nursing homes with caregivers telling their remarkable stories of the importance of their work. Another \$100,000 was allotted to track student registration, enrollment and outcome of their training, outcome of testing, employment and if they received their 6-month retention bonus. To support nursing home participants DHS hosted a series of monthly webinars featuring nursing home staff and other experts in the field sharing their best practices for successful recruitment and retention of staff.

The project began accepting registrations on February 28, 2018 and launched April 30, 2018. The student tracking system received 9,010 total student registrations by the time it closed registration, on August 15, 2019. The number of students in the tracking system that started employment is 1,145. According to the tracking system, there were 745 students that passed the nurse test but have an employment record with a participating nursing home. It is unknown how many of these 745 individuals did not obtain employment. One of the lessons learned with this project was the inability to require nursing homes to record the employment information into the tracking system. A variety of reasons include:

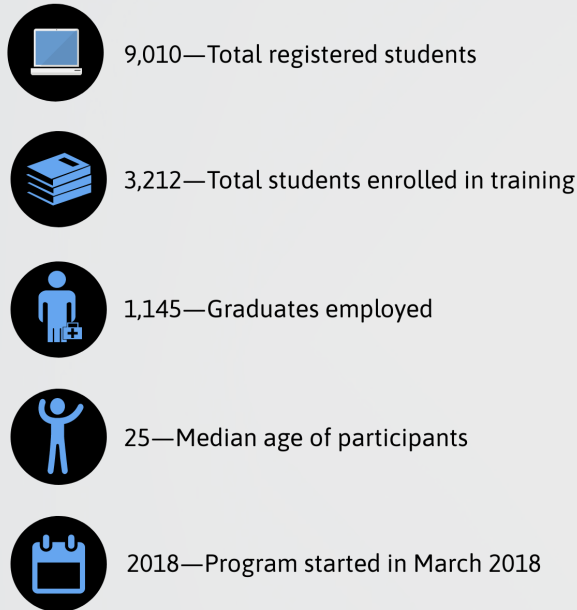
- Students did not inform their employers that they went through WisCaregiver Careers and did not share their unique WCP# with their employer.
- Turnover occurred with key representatives trained to record the employment information.
- Students obtained employment at non participating nursing homes or with assisted living facilities that they thought were eligible.
- Change of ownership occurred with a number of participating nursing homes during the project period.

Overall WisCaregiver Careers was a success and achieve a number of goals especially a media campaign that resulted in over 9,000 individuals registering for a career as a nurse aide. The project also helped inform a number of initiatives that will continue to address the caregiver shortages including

- Governor's Taskforce on Caregiving recommendation, Policy Title: Policy Title: Recognition and Recruitment of Direct Support Professionals: <https://www.dhs.wisconsin.gov/gtfc/direct-support-pros.pdf>
- Department of Workforce Development Fast Forward Grant: <https://dwd.wisconsin.gov/press/2020/200709-wff-grant-recipients.htm>
- CMS Money Follows the Person Supplemental Funding for HCBS Capacity Building Initiative: <https://www.medicaid.gov/medicaid/long-term-services-supports/money-follows-person/index.html>

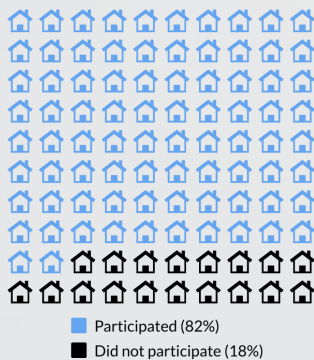
Free Nurse Aide Training and Testing

Key Facts and Figures

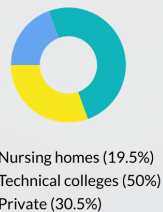


Participation in More Detail

Wisconsin Nursing Home Program Involvement



Enrollment By Training Program Type

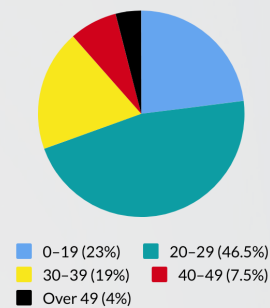


Training Programs Types

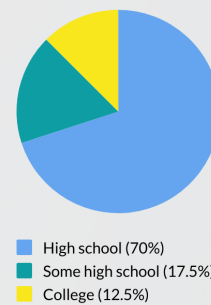


More About the Participants

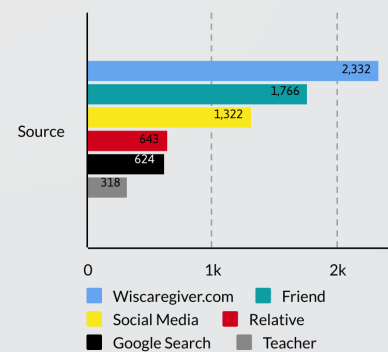
Age



Education



How Participants Learned About WisCaregiver Careers

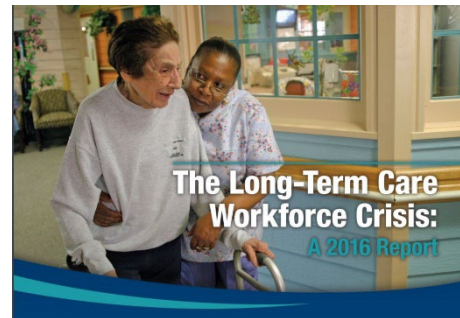


For more information about the WisCaregiver Careers program, visit wiscaregiver.com.

Overview

In 2016 the State's two nursing home provider associations which represent over 90% of Wisconsin's certified nursing homes, conducted a survey with their members in response to concerns expressed regarding the difficulty hiring and keeping qualified staff. The associations issued a Long-Term Care Workforce report showing 1 in 7 caregiver positions were unfilled.

(<https://leadingagewi.org/media/34782/Workforce-Report-2016.pdf>)



State survey staff were also hearing of workforce challenges when they conducted survey activities. Some nursing homes reported that they had stopped admissions because they did not have enough staff to adequately care for more residents. At this same time the Long-Term Care Advisory Council to the Wisconsin Department of Health Services (DHS) Secretary heard a presentation by the state's Chief Economist. The presentation highlighted the workforce crisis that was looming especially in health care. A perfect storm was occurring as a recovering economy, historically low unemployment, and a declining workforce (for the first time in history), resulted in a glaring need for additional staff in Wisconsin's health care fields, including prominently nursing assistants.

Due to this need for a strong, effective and viable caregiver workforce, the Division of Quality Assurance and the Division of Medicaid Services partnered to develop the WisCaregiver Career Program, an innovative approach to help with the workforce shortage.

Wisconsin received more than \$2.3 million in federal dollars, including funds from the Civil Money Penalty Reinvestment Program, to implement the WisCaregiver Career Program. The goal of the program was to encourage 3,000 individuals to enter rewarding and desirable caregiver careers, assisting with taking care of Wisconsin's elders. The program provided free nurse aide training and testing for up to 3,000 students to become caregivers in Wisconsin's nursing homes. Additionally, the program raised awareness that working in a nursing home is not only a fulfilling career choice, but that it can lead to growth in the general field of caregiving, such as becoming a registered nurse.

In exchange for free training, testing, and being placed on Wisconsin's nurse aide registry, students signed an agreement pledging to work for a minimum of six months in a participating nursing home. Over 300 of Wisconsin's 385 nursing homes participated in the program and agreed to pay a WisCaregiver Career nursing assistant a \$500 retention bonus after six months on the job. The \$500 retention bonus was paid directly by the nursing home and not a part of the federal funding.

As of 2021, we know of no other state in the country that brought together state agencies (Survey Agency and Medicaid Agency), nursing homes, nursing home trade associations, the Board on Aging and Long Term Care (Ombudsman Program), and the Technical College system, to work to elevate the value of nurse aides and increase the number of direct care staff entering the health care field to care for our country's elders. Although this project did not completely solve workforce shortages in nursing homes, the project did make significant contributions, while bringing together varied stakeholders to address the issue.

Advisory Group

An Advisory Group was created early on in the process of developing the WisCaregiver Career Program. The advisory group included key stakeholders such as leadership from the Division of Quality Assurance and the Division of Medicaid Services, the executive directors of both state nursing homes associations, the executive director of the state ombudsman program and leadership from the technical college systems. The role of the advisory group was to help:

- Garner support with the advisory group networks
- Advise the workgroup on key steps with the initiative
- Problem solve any issues and help breakdown any roadblocks.



In 2018, Governor Scott Walker included WisCaregiver Careers as an integral part of Nursing Assistant Week in his proclamation. Pictured with Governor Scott Walker are members of the WisCaregiver Careers Advisory Group.

Three-Prong Approach

The program used a three-prong approach to comprehensively attack the staff shortage multi-variant problem including:

1. Marketing and Recruitment
2. Training, Testing, Employment and a Retention Bonus

3. Workforce Solutions

1. Marketing and Recruitment

- The program allocated \$250,000 for a marketing and recruitment plan that highlighted the resources available through the program and the rewarding aspects of working as a nurse aide caring for our state's elders in nursing homes. The program contracted with a local media agency to create a multi-faceted marketing campaign that included television, radio and print ads along with social media posts.
- DHS secured the URL, wiscaregiver.com allowing all marketing and communication traffic to be routed to an easy to remember website. This page became the landing page for all caregivers interested in starting their journey. The wiscaregiver.com URL was the re-directed to a DHS maintained website.
- The media agency created a logo and helped DHS design the caregiver webpage to function as the landing page for all the marketing and branding of the initiative. This website supported those enrolled in the program through the process of registration, training, testing and employment.
- The landing webpage included a step-by-step process for the person to follow including visual maps, directories and videos.
- The marketing campaign included the creation of a number of videos filmed in Wisconsin nursing homes that included interviews with caregivers telling their remarkable stories of the importance of their work. In addition, an animated video was created to walk a student through the steps of registering, enrolling in training and finding a job. Marketing Videos:
 - Recruitment Videos
 - https://www.youtube.com/watch?v=g1-VMftz6ko&list=PLrVDIKoVyjBTmDNU0kfMxGsZQClCrbc_H
 - https://www.youtube.com/watch?v=r2a_gXMqZms
 - <https://www.youtube.com/watch?v=oc4fDrKePOk>
 - <https://www.youtube.com/watch?v=YTtUOe-TBIU>
 - <https://www.youtube.com/watch?v=vrK-k1nA5b0>
 - <https://www.youtube.com/watch?v=pg0C0FJUEcc>
 - https://www.youtube.com/watch?v=rhc6wxT_UTY
 - <https://www.youtube.com/watch?v=yWL2b3Uq590&t=5s>
 - Animated - Learn about the program and how to apply
 - https://www.youtube.com/watch?v=oc4fDrKePOk&list=PLrVDIKoVyjBTmDNU0kfMxGsZQClCrbc_H&index=4



- WisCaregiver Careers had a soft launch on March 1, 2018 and a media launch on April 30, 2018.
- An effective ad campaign was developed featuring nurse aides from three Wisconsin nursing homes expressing, in their own words, that as a nurse aide they make a difference bringing happiness and enjoyment to residents. Others spoke about how being a nurse aide was a great start for a career in health care, and specifically becoming a licensed practical nurse or a registered nurse.



- The marketing campaign included public service announcements, commercials, social media, radio and newspaper ads, and testimonials, providing information that training and testing was provided at no cost and that a \$500 retention bonus was paid to the nurse aide by a participating nursing home after six months employment. For more information, see Exhibit 1, Attachment 2: “How they Heard about WisCaregiver”.
- DHS social media views have set records. DHS used their Facebook, Twitter and YouTube accounts. The Twitter account also used #WisCaregiver to further the impact.

- DHS social media views have set records. DHS used their Facebook, Twitter and YouTube accounts to promote the WisCaregiver Careers Program. DHS’ Twitter account also used the hashtag, #WisCaregiver, to further the impact.



- Multiple social media venues were used to target messages on both the rewarding aspects of a caregiver career and that training, testing is free and a \$500 retention bonus upon completion of six months employment in a nursing home. Social media became one of the most effective marketing tools.
- DHS shared logo designs, brochures, posters, videos and other marketing materials with participating nursing homes to support their recruitment and hiring efforts.
- Overall the marketing campaign was the greatest accomplishment of the program generating over 9,000 registrants, far more people that the program had training slots available.
- Those who took action and registered for WisCaregiver Careers came from diverse backgrounds. Registrants came from all 72 counties and even some out-of-state individuals. The highest number of registrants came from the state’s most populated areas, but large numbers of registrants came from more sparsely populated counties, especially in the Northwestern corner of the state where there are fewer employment opportunities. Due to the high number of registrations we received for WisCaregiver Careers, the program stopped accepting new student registration on August 15, 2019. For more information, see Exhibit 2: Media and Student webpages

- In summary, the WisCaregiver Career Program:
 - Began accepting registrations on February 28, 2018.
 - The student tracking system received 9,010 total student registrations by the time it closed registration, on August 15, 2019.
 - Each new student registered for the program received a letter of congratulations signed by the Secretary of the Department of Health Services to help encourage the students through the process and a rewarding career.
 - Students registered from all 72 counties with 55% registrants from a minority race (with 45% of that minority population being Black or African American).
 - WisCaregiver registrants were younger when compared to national statistics, with median age of 25 for registrants, and 8% of total registrants being under 18 years of age.
 - We did have one registrant that was in their 80s.
 - There were some challenges with high school students being able to meet the six-month retention bonus requirements due to their school commitments.
 - The largest group of registrants were those with a high school or equivalent education (70%). The next largest group were those with some high school education (18%). For more information, see Exhibit 1, attachments 1 & 2: A scatter map showing the location of student registrations by county and pie charts breaking down by category the age range of students, how students heard of the program their education level, and their race.)



2. Training, Testing, Employment and a Retention Bonus

Tracking System

- The program allocated \$100,000 for an interagency agreement with the University of Wisconsin-Oshkosh, Center for Community Development, Engagement & Training (CCDET). DHS staff, along with CCDET, designed a tracking system that registered and provided each student with a unique 10-digit number that followed the student

throughout their participation in the WisCaregiver Career Program. The system tracked their registration in the program, enrollment and outcome of their training, their test date and outcome of testing, their employment and whether they worked in a participating nursing home, and if they received their 6-month retention bonus.

- In addition, the tracking system sent reminder emails to the student if they did not complete the next step in the process by a certain date.
- CCDET submitted monthly statistics and quarterly detailed reports from the tracking system to DHS. In addition, the information in the tracking system was made available to DHS staff allowing communication and follow-up to the all the participants. Summaries of these reports were shared with the Advisory Group and participants through newsletters. These reports were critical in the oversight of the program and helped keep DHS nimble to make changes throughout the grant period.
- The multi-use tracking system was innovative because it:
 - Tracked a student from registration to employment and retention bonus.
 - Kept the student on track with periodic reminders emails that offered support.
 - Encouraged a student with congratulatory messages from state leaders.
 - Enabled DHS to be good stewards of grant funding with a built-in system of checks and balances.
 - Captured critical demographic information that was used to evaluate the workforce.
 - Captured feedback from students, training programs and nursing home employers that helped our state evaluate and improve ways it supports the health care workforce.
- In 2018, DHS entered into an additional interagency agreement with CCDET for an additional \$5,000 for some enhancements to the tracking system and additional reporting.
- For more information, see Exhibit 1, page 1: WisCaregiver Career Program tracking system

Training

- Funding was available to train and test up to 3,000 students through approved nursing homes and Technical College nursing assistant training programs. Due to the high number of registrations and the need to open up more training slots, private nursing aide training programs were added in September 2018. During the grant period 14 technical colleges, 10 private nursing aide-training programs and 17 nursing homes with approved nursing-aide training programs across the state participated in the WisCaregiver Careers program. For more information, see Exhibit 2: A map of training programs

- All participating training programs agreed to a set rate of \$630 for the training and a minimum package for all WisCaregiver Career Program participants. In addition, training programs agreed to invoice DHS the cost of training after an individual completed the program or completed at least 24 hours of the program. Participant “no shows” or those attending less than 24 hours of class-time did not cost the program funding, but was a burden on the training programs.
- Participating training programs agreed to input training information into the WisCaregiver Tracking system and complete an evaluation at the end of the project.
- The first classes began in April 2018 with the final classes ending December 2019. In October 2019 training registration exceeded the 3,000 training slots and was suspended with no new enrollments.
- In summary, of the 3,212 students that enrolled in training programs, 2,282 (71%) successfully completed training. Students who enrolled in training lived in all 72 counties. Higher concentrations of enrolled students can be correlated to counties where training programs were available.
- There were 930 students that failed to complete training. Of those, 369 (40%) completed over 24 hours of training and 561 (60%) completed less than 24 hours of training. Students that completed less than 24 hours of training did not cost the grant any funding.
- In summary, there were differences in the number of students trained and the success rates within the three types of training programs.
- Technical colleges:
 - Trained 50% of the WisCaregivers and had a success rate of 75%.
 - Success rates varied across technical colleges from a low of 61.2% to a high of 100%.
- Nursing homes:
 - Trained only 20% of the WisCaregivers.
 - Had an 88% success rate.
 -
- Private training programs:
 - Trained 30% of the WisCaregivers
 - Had only a 54% success rate.
 - Success rates varied across nursing home training programs from a low of 68.7% to a high of 100%.
 - Private training programs also had the highest rate of unsuccessful training over 24 hours.
 - Success rates varied across private training programs from a low of 41.8% to a high of 90.9%.
 - 69% of the unsuccessful training for private training programs had to be paid for by the grant.
- For more information, see Exhibit 1pages 2-3 and attachment 3 & 4

Testing

- DHS worked with the state’s testing vendors to customize the testing system in order to capture and post WisCaregiver data and to be able to invoice DHS for any WisCaregiver who tested up to two times. The vendor created a process to capture the unique WisCaregiver 10-digit number and allowed the WisCaregiver to bypass the payment screen when enrolling for a testing date.
- WisCaregivers who successfully passed their competency test are included on the Wisconsin Nurse Aide Registry, located at <https://wi.tmuniverse.com/>. Included in their eligibility is the following sentence, *“This nurse aide has completed nurse aide training and testing through the WisCaregiver Career Program.”*
- Early on in the project DHS made a decision to pay for up to two tests. The competency test is two part exam, including a written knowledge component and a skills component. Early data from the tracking system was showing that some participants were failing one of these two components. Due to the large amount of time and money invested in the WisCaregiver prior to the point of test taking, it made sense to pay for an additional test with the hope that many more WisCaregivers would then be able to advance to employment.
- The total number of students that were eligible for testing was 2,282. The total number of students that tested is 2,220 or 97%. Of those, 1,863 (83.9%) passed the test and 357 (16.1%) failed. There were 62 students that were eligible for testing that never tested.
- The number of students that passed the test on the first attempt was 1,119 or 60%. Students that passed on the second attempt totaled 289 or 16%. 455 or 24% of the students passed with more than two attempts.
- In summary, it was money well spent to pay for a second test. 40% of the WisCaregivers who passed their test required two or more retakes of it. Many of these individuals may never have moved on to employment without getting a second chance. For more information about testing, see Exhibit 1, page 3.

Employment and \$500 Retention Bonus

- Participating nursing homes agreed to pay WisCaregivers a \$500 retention bonus after they completed six months of part-time or full-time employment. Participating nursing homes were listed on the WisCaregiver landing page with their name, email, and website in both a directory listing and a map. For more information, see Exhibit 2: A map of employers
- Participating nursing homes agreed to input employment data into the WisCaregiver Tracking system and complete an evaluation at the end of the project. 319 (84%) of Wisconsin’s 378 nursing homes participated in the program as employers.
- In 2019, DHS focused on using the media to message hiring WisCaregiver graduates. Resources including videos and a webpage were created and made available to help support participating nursing homes.

- WisCaregiver Careers webpage: Hire our graduates:

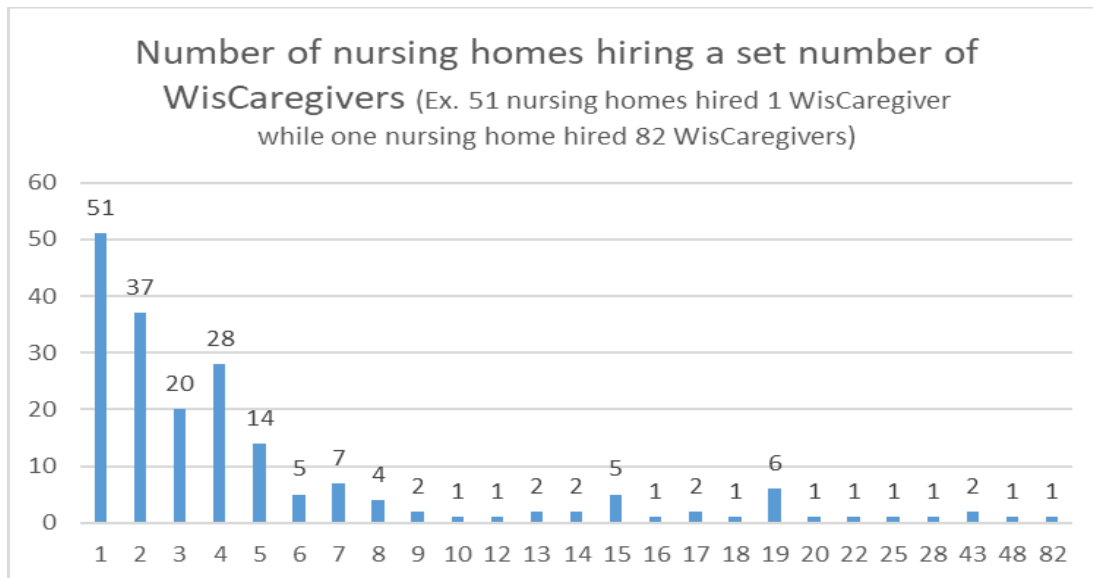
<https://www.dhs.wisconsin.gov/caregiver-career/graduates.htm>.

- Videos created for the Hire our Graduates Campaign:



- https://www.youtube.com/watch?v=8mo5oSXATjg&list=PLrVDIKoVyjBTmDNU0kfMxGsZQClCrbC_H&index=9
- <https://vimeo.com/user8859005/review/378655273/8430f884a6>
 - Password: Wiscare Grad
- <https://vimeo.com/user8859005/review/380511253/f8c491578f>
 - Password: Wiscare Grad
- <https://vimeo.com/user8859005/review/380509621/4d1fdc85a4>
 - Password: Wiscare Grad

- The biggest challenge with the project was keeping up-to-date with the key personnel within the nursing homes who had responsibility over the WisCaregiver Careers and who would ensure data was entered into the tracking system. Additionally some WisCaregivers neglected to inform their employer that they were part of the program. Turnover with key personal within the nursing home was high for a number of the participants. With training and testing the program was able to leverage invoice payments with entry of prompt tracking system documentation. The program did not have this same option for the employers because the employers were the ones paying the bonus. For these reasons the employment and bonus data is not accurate and as of the date of this report, DHS is still pursuing nursing homes to accurately input the data into the tracking system.
- The number of students in the tracking system that started employment is 1,145. Of those 1,145 students starting employment:
 - 585 completed six months of employment and received their retention bonus.
 - 168 students started employment, but failed to complete six months.
 - 392 students have started employment, but have not yet reached six months.
 - There were 745 students that passed testing but did not find employment with a participating nursing home.
- The number of hires for those participating nursing homes ranged from 51 nursing homes hiring only one WisCaregiver to one nursing home hiring 82 WisCaregivers.



- In summary, employment tracking was the most challenging area.
 - 198 of the 319 participating nursing homes (62%) hired at least one staff according to the tracking system.
 - Employed WisCaregivers represented 67 of the 72 counties.
 - There was a very high correlation of employment for nursing homes, which had their own training programs.
 - 17 nursing homes that also had their own training program hired 399 WisCaregivers.
 - These employers represented only 5% of the participating nursing home employers yet made up 35% of the WisCaregiver hires according to the tracking system.
 - Some of the employers with training programs that hired a large number of WisCaregivers also had a strong website presence and used some of the marketing resources on their websites and social media.
 - For more information, see Exhibit 1, pages 4-5, attachment 5-6.

3. Workforce Solutions

- The third element of the project was to support nursing home participants with a goal of not only bringing new people into the caregiving profession but to help retain them long term.
- DHS created and maintained a WisCaregiver website to support nursing homes with resources to recruit and retain WisCaregivers. For more information, see Exhibit 3: WisCaregiver Workforce Solutions.
- The program included resources for nursing homes to explore ways to make working in their facility a desirable place to work. With a dedicated website, DHS provided resources shared by nursing homes in a variety of areas such as offering flexible hours and accommodations for childcare.
- DHS hosted a series of monthly webinars featuring nursing home staff and other experts in the field sharing their best practices for successful recruitment and retention of staff.

DHS facilitated 13 Workforce Solution webinars with national speakers and several staff from Wisconsin nursing homes sharing staff recruitment, orientation, training and retention ideas and best practices. These webinars ran monthly during 2018 and quarterly during 2019. The webinars averaged over 100 participants, with each presentation receiving very high evaluations.

Just a few tributes the program has received:

- One of the state's county operated nursing homes recently stated, *"We are very excited regarding the response we have gotten to the WisCaregiver Career Program! We currently have a class in progress, have another class scheduled in July, and are taking applications for classes in September and October. Prior to the WisCaregiver Career Program our training program had great difficulty even getting a class together."*
- The president of a participating nursing home stated, *"We are pleased that the Governor and other state leaders have made it a priority to keep the quality of care provided to seniors high in our state. The WisCaregiver Career Program is assisting our facility in creating an awareness of the need for caregivers. The program is lowering barriers to enter a career as a nursing assistant in our company and all senior living organizations statewide. Ultimately, our future employees and our seniors will benefit from this initiative."*
- The executive director of one of the state's nursing home associations stated, *"Our state's long-term care providers are grateful to the Governor and the legislature for positive steps included in the state budget, and appreciate DHS's leadership and innovation in creating a program to attract more caregivers to the long-term care profession through the WisCaregiver Career Program. "With the need for LTC services expected to continue to rise, providers are eager to work with state leaders to be a part of the solution to our state's long-term care workforce crisis."*

WisCaregiver Careers in the news

WisCaregiver Careers garnered interest both locally and nationally. Below are just a few examples of WisCaregiver Careers *In the News*:

- [Training Direct Care Workers in a Pandemic Isn't Impossible \(PHI\)](#)(link is external) - April 2020
- [Wisconsin Partnership Could Transform Nursing Assistant Field \(PHI\)](#)(link is external) - April 2019
- [NWTC, DHS take aim at Wisconsin nursing shortage \(WLUK\)](#)(link is external) - March 2019
- [Report predicts shortage of nearly 30,000 doctors in geriatrics \(WEAU\)](#)(link is external) - December 2018
- [WisCaregiver Career launches Media Campaign \(WHCA/WiCAL\)](#)(link is external) - May 2018

- [Long-Term Care Workforce Report Released \(WHCA/WiCAL\)\(link is external\)](#) - May 2018
- [Gateway to help fast-track training for nurse aides \(Kenosha News\)\(link is external\)](#) - February 2018
- [WisCaregiver program strives to address Certified Nursing Assistant Shortage \(\(link is external\)Racine Journal Times\)\(link is external\)](#) - February 2018
- [New state program to tackle nursing assistant shortage \(WEAU\)\(link is external\)](#) - April 2017
- [Nursing home caregivers urgently needed \(\(link is external\)Channel 3000\(link is external\)\)\(link is external\)](#) - March 2017
- [Wisconsin Looking to Add 3K Nurse Aides Through New Program \(WPR\(link is external\)\)](#) - March 2017

Administration

DHS staff contributed thousands of in-kind hours to this project including:

- Daily monitoring of a dedicated email inbox for people who had questions about the program and for students that needed assistance working through the steps of the process. In the early days, DHS staff responded to 10-30 or more inquiries each day.
- Frequent communication with participating training programs and employers via dedicated Listserv groups, newsletters and webinars.
- Project management and communication with DHS leadership and Advisory Group.
- Meetings, coordination, review and approvals, contracts and communication with vendors – Media Agency and CCDET.
- Website creation, design, and changes.
- Budget staff with contractor invoices, grant budget and WisCaregiver recoupment payments.
- DQA staff meetings and coordination with approved training and programs and those interested in starting an approved training program. Also meetings and coordination with testing vendor and caregiver background checks.

Originally, the project was to end on December 31, 2019. With the need for WisCaregivers to complete testing and find a job the project was extended through December 31, 2020. In an effort to relieve DHS staff of some of the Administrative burden of the project and to extend the tracking system, DHS created an interagency agreement in the amount of \$10,000 with CCDET. Program Close-out of Participant Tracking Services for WisCaregiver Career Program for DHS included the additional administrative duties of:

- Responding to the WisCaregiver inbox
- All recoupment efforts

- Communication with WisCaregivers who needed to continue their journey
- Communication with participating nursing homes to enter data into the tracking system.

The project ran through December 31, 2020. Because some WisCaregivers were employed during the fourth quarter of 2020, participating nursing homes agreed to pay the 6-month retention bonus through June 30, 2021. CCDET will be providing an addendum to this final report which will include additional tracking data from January 1, 2021 through June 30, 2021.

Recoupment

As part of the agreement, individuals who registered for the WisCaregiver Career Program agreed to repay DHS the cost of training and testing if they did not fulfill the requirements. Students were required to successfully complete nurse aide training, pass nurse aide testing, secure employment at a participating nursing home, and complete six months of employment to receive a \$500 retention bonus. Students that failed to complete these steps were sent an email that listed instructions for either completion of the program or repayment. Repayment amounts varied depending which step of the program the student completed prior to leaving the program.

DHS created a policy on how to recover grant funds for non-compliance and for waiving repayment for certain unusual situations.

There are 1,451 students potentially facing recoupment. This number does not include those that received approval to waive recoupment. This number includes the 392 students that are currently employed, but have not yet completed the required six months of employment. During the COVID-19 pandemic DHS suspended efforts to pursue recoupment.

Evaluation

Another important component of the tracking system is a satisfaction survey that is sent to all students. Those who do not complete the program are sent the survey when they left the program. All students who complete the program are sent the survey after they completed six months employment in a participating nursing home. In addition, each training program and nursing home participating in the \$500 retention bonus agreed to complete a survey at the completion of the program.

These surveys provided rich information about the success of the program, potential barriers and other key information that can be used as lessons learned in the event there are similar initiatives. In addition to the survey, DHS received numerous anecdotes from students about how grateful they were for this program and how excited they are to start their career as a

caregiver. There are many positive responses to our social media that shows the rewarding work of being a caregiver.

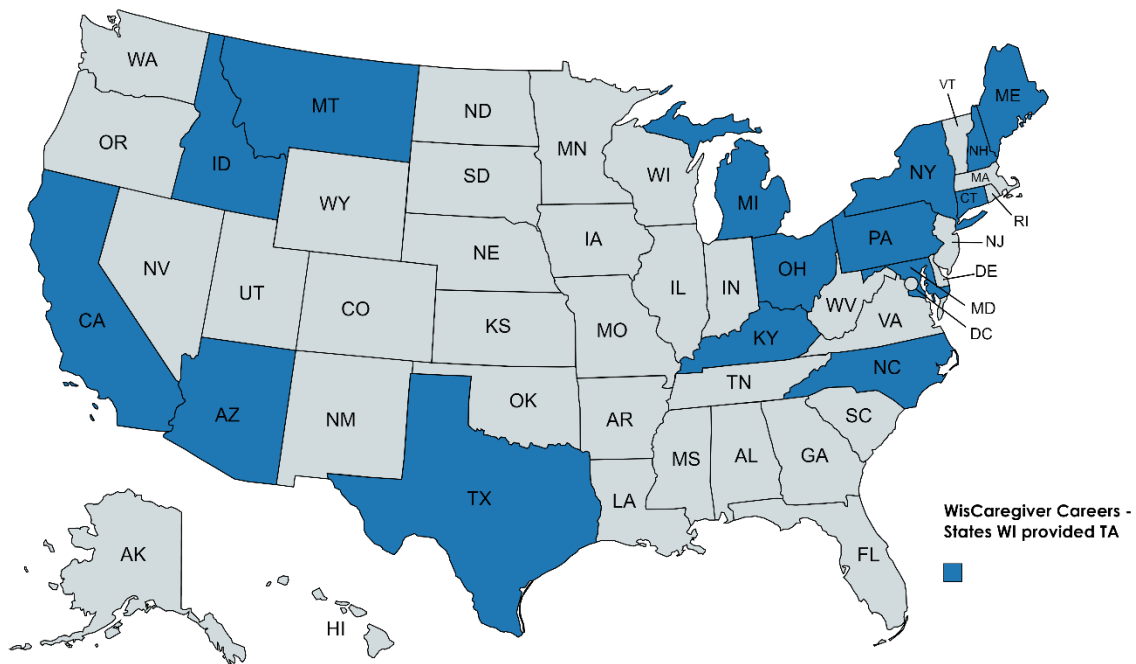
In summary, students that completed the final student evaluation totaled 210. Of those, 167 (80%) were satisfied or very satisfied with the program, 25 were neutral and 18 were dissatisfied or very dissatisfied. Of the 210 students that completed the final evaluation, 159 completed the program and 59 did not. When asked if they would recommend the program to family and friend, 94% responded yes. For more information, see Exhibit 1, attachment 7).

Final program evaluations were emailed to all 40 participating training programs with 24 returns. Training programs rated their overall program satisfaction at 88% (21 programs) satisfied or very satisfied with three programs choosing a neutral rating. When asked to indicate the effect the program had on their training program, 84% indicated that they trained more and a lot more students. 96% of the training programs indicated they would recommend this program to friends, family or others. For more information, see Exhibit 1, pages 5-6, attachment 8)

All 319 participating nursing home employers were emailed their final program evaluations in early December 2020. Unfortunately, only 13 responded to the final program evaluation. Three reminder emails were sent out to encourage additional responses. Of those that responded, 69% were satisfied or very satisfied, 23% were neutral and one was dissatisfied. 92% responded that they would recommend the program to friends, family or other nursing homes. 85% used the resources including Workforce Solutions webinars, resources on WisCaregiver Career Program website to help recruit and retain staff. For more information, see Exhibit 1, page 6, Attachment 9).

Technical Assistance provided to others

Over the course of the grant period, a number of other states and agencies contacted Wisconsin to find out how Wisconsin implemented WisCaregiver Careers. DHS staff conducted a number of webinars and conference calls. Below is a map showing the states that contacted Wisconsin. At least two states, New Hampshire and North Carolina, received CMP funding to launch a similar program.



Created with mapchart.net

Exhibit 1. Wisconsin Department of Health Services (DHS), Wisconsin Caregiver Career Program
Participant Tracking and Program Evaluation Services - Final Program Report

**Wisconsin Department of Health Services (DHS)
Wisconsin Caregiver Career Program Participant Tracking
and Program Evaluation Services
Final Program Report
Prepared February 2021**

Identification

Grantee Name: University of Wisconsin (UW) Oshkosh Center for Community Development, Engagement and Training (CCDET)

Reporting Period: From 10/01/2017 to 12/31/2020

Project Scope of Work

UW Oshkosh CCDET developed and maintained an automated online tracking system using Qualtrics Survey Software for up to 3,000 participants that have registered for nurse aide training through an approved training program as part of the WisCaregiver Career Program. Utilizing Qualtrics, UW Oshkosh CCDET maintained the database of participants, training progress, testing scores, nursing home employment dates and receipt of employment retention bonus. To successfully complete the program, participants needed to fulfill all program requirements.

Program Registration

The WisCaregiver Career Program began accepting registrations on February 28, 2018. The first month of the project, 641 students registered for the program. The student tracking system received 9,010 total student registrations. Due to high student enrollment numbers, the student tracking system stopped accepting new student registrations on August 15, 2019.

Bi-weekly reports were sent to DHS listing all new student registered for the program. Each new student registered for the program received a letter of congratulations signed by the Secretary of the Department of Health Services. Quarterly reports were also provided to DHS that included: a scattermap showing the location of student registrations by county and pie charts breaking down by category the age range of students; how students heard of the program; education level; and race. (Attachment 1 and Attachment2)

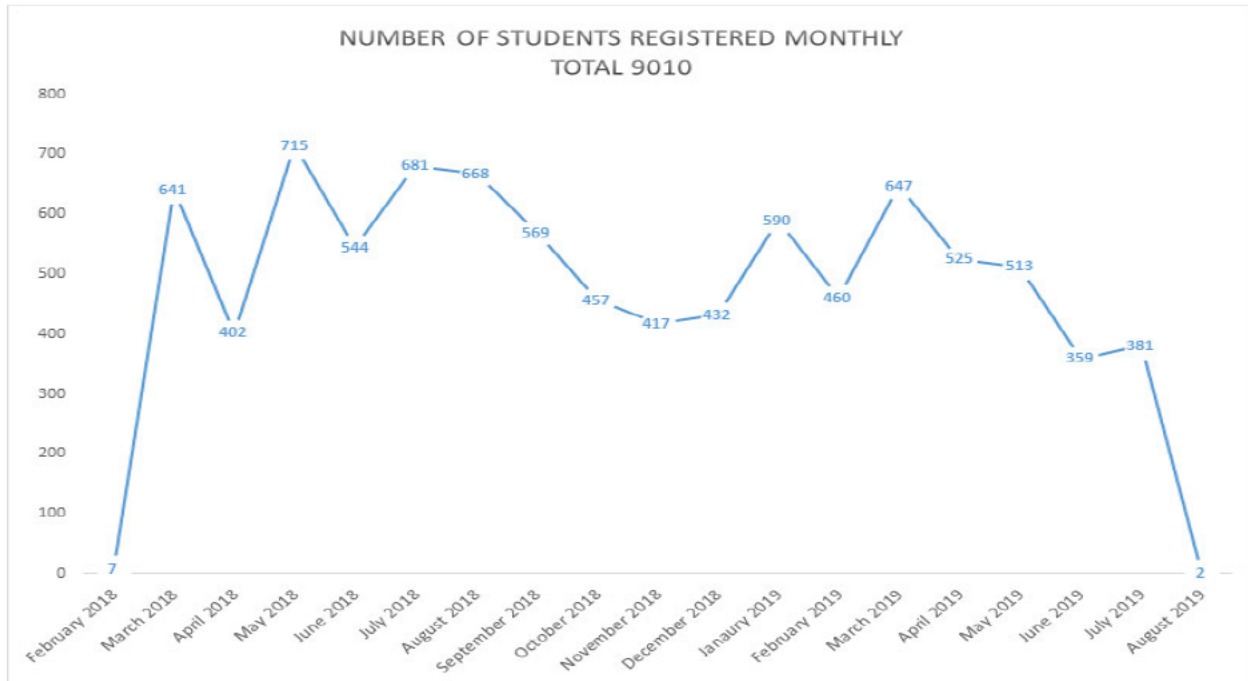
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Below is a line graph showing student registrations monthly from February 28, 2018 through August 15, 2019.



Training

Students could choose from 40 participating training programs in various locations throughout Wisconsin. The program offered three types of training programs for students to choose from: 16 nursing home training programs, 14 technical colleges and 10 private nurse aide training programs. Training costs for each student were paid for through the program. There were 3,212 students that enrolled in training programs with 2,282 (71%) successfully completing training.

There were 930 students that failed to complete training. Of those, 369 (40%) completed over 24 hours of training and 561 (60%) completed less than 24 hours of training. Students that completed less than 24 hours of training did not cost the grant any funding. (Attachment 3)

The aggregate totals for each of the three groups of training programs (nursing homes, technical colleges and private training) are as follows. (Attachment 4)

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Nursing Homes

Total number of students enrolled in a training program **623**
Total number of students that successfully completed training **547**
Percent of success **88%**
Total number of students unsuccessful **76**
Number of unsuccessful training with over 24 hours **39**
Number of unsuccessful training with under 24 hours **37**

Technical Colleges

Total number of students enrolled in a training program **1611**
Total number of students that successfully completed training **1211**
Percent of success **75%**
Total number of students unsuccessful **400**
Number of unsuccessful training with over 24 hours **201**
Number of unsuccessful training with under 24 hours **199**

Private Training

Total number of students enrolled in a training program **978**
Total number of students that successfully completed training **524**
Percent of success **54%**
Total number of students unsuccessful **454**
Number of unsuccessful training with over 24 hours **139**
Number of unsuccessful training with under 24 hours **315**

Testing

Testing for the nurse aide program included a written portion and a skills portion. The program offered students two attempts to successfully complete both portions of the test. After two attempts, students could self-pay for additional testing. Results for additional testing beyond the two offered through the program were also included in the student tracking system.

The total number of students that were eligible for testing was 2,282. The total number of students that tested is 2,220. Of those, 1,863 (83.9%) passed the test and 357 (16.1%) failed. The number of students that passed the test on the first attempt was 1,119. Students that passed on the second attempt totaled 289. 455 students passed with more than two attempts. There were 62 students that were eligible for testing that never tested.

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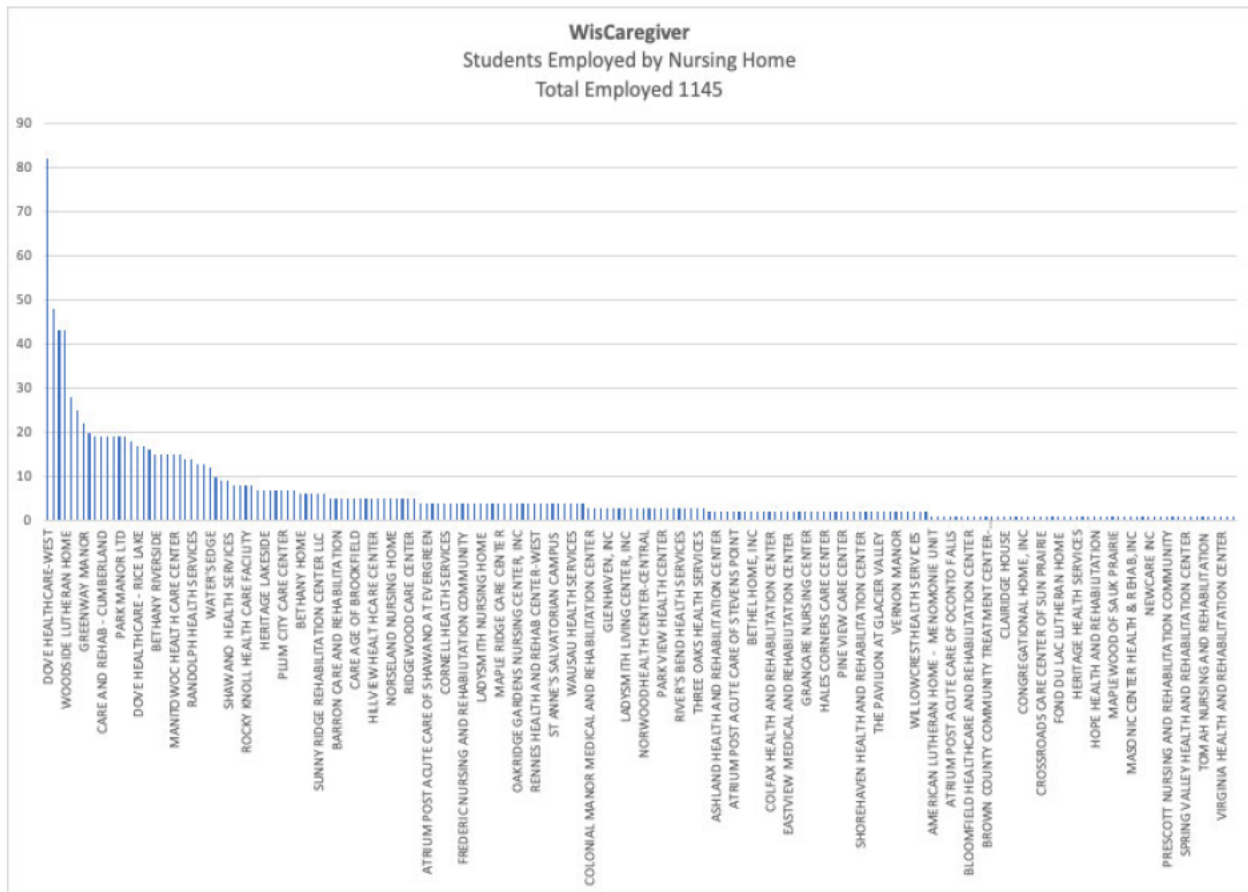
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Employment

There were 319 participating nursing home employers located throughout Wisconsin. The number of students that started employment is 1,145. Of those 1,145 students starting employment, 585 completed six months of employment and received their retention bonus; 168 students started employment, but failed to complete six months; and 392 students have started employment, but have not yet reached six months. There were 745 students that passed testing but did not find employment with a participating nursing home.

We feel that the number of students that were hired by participating nursing homes was higher than the numbers that were available through the student tracking system. Due to high turnover rates of human resource contacts at nursing homes, it was difficult to collect this data. (Attachment 5 and Attachment 6)

Below is a graph showing participating nursing home employers and the number of students they hired during the program.



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Retention Bonus

Students that completed six months of continuous employment with a participating nursing home received a \$500 retention bonus. The total number of students that received their retention bonus is 585. There are 392 students that started employment at the time of this report, but have not yet reached six months. Participating nursing home employers are expected to record employment data through June 30, 2021.

Final Evaluations

The program was designed to gather final program evaluations from students, participating training programs and participating nursing home employers.

Students were the first group to receive the final program evaluation. Evaluations were emailed to students who: successfully completed all steps of the program and received the retention bonus; failed or dropped out of training; didn't complete six months of employment or were terminated from employment; and left the program voluntarily at any step after starting a training program.

Students that completed the final student evaluation totaled 210. Of those, 167 or 79.5% were satisfied or very satisfied with the program, 25 were neutral and 18 were dissatisfied or very dissatisfied.

Of the 210 students that completed the final evaluation, 159 completed the program and 59 did not. When asked if they would recommend the program to family and friend, 94% responded yes. (Attachment 7)

Final program evaluations were emailed to all participating training programs in August of 2020. There were 40 participating training programs. We received 24 evaluations. Dove Healthcare Training submitted one evaluation for their three locations. Quality CNA Training LLC submitted one evaluation for their seven locations. Southwest Technical College did not submit an evaluation since they did not have any students enroll in their training program. The following locations trained students in the program, but did not submit a final training program evaluation: Wisconsin Veterans Home, Villa Maria-Hurley, Grandview Care Center-Blair, Mid State Technical College and Ingelside.

Training programs rated their overall program satisfaction at 88% (21 programs) satisfied or very satisfied with three programs choosing a neutral rating.

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When asked to indicate the effect the program had on their training program, 83.5% (20 programs) indicated that they trained more and a lot more students, 12.5% (three programs) trained the same number of students and 4% (one program) trained fewer students.

96% (23 programs) of the training programs indicated they would recommend this program to friends, family or other training programs and 4% (one program) would not recommend. (Attachment 8)

Participating nursing home employers were emailed their final program evaluations in early December 2020. There were 319 nursing homes that participated in the program and 13 responded to the final program evaluation. Three reminder emails were sent out to encourage additional responses. Of those that responded, nine programs (69.23%) were satisfied or very satisfied, three (23.08%) were neutral and one was dissatisfied.

When asked if the nursing home had fewer vacancies while participating in the program, four answered yes and nine answered no. The responses to recommending the program to friends, family or other nursing homes were very positive with 12 answering yes and 1 no. Of the 13 responders, 11 utilized the resources and training the program offered to help hire and retain staff while two did not. (Attachment 9)

Recoupment

UW Oshkosh CCDET provided recoupment services and contacted students that failed to fulfill all of the program requirements to collect funds for training and testing costs. Students were required to successfully complete nurse aide training, pass nurse aide testing, secure employment at a participating nursing home, and completing six months of employment to receive a \$500 retention bonus. Students that failed to complete these steps were sent an email that listed instructions for repayment. Repayment amounts varied depending which step of the program the student completed prior to leaving the program. There are 1,451 students potentially facing recoupment. This number does not include those that received approval to waive recoupment. This number does include the 392 students that are currently employed, but have not yet completed the required six months of employment.

Student Record Deactivation

Students could choose to leave the program if they were no longer interested in pursuing a career as a nurse aide. Students were also deactivated in the student tracking system if they were considered out of contact after numerous attempts to contact through email reminders to encourage them to move forward to the next step of the program. The total number of students deactivated from the student tracking system is 1,899.

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Reports

Reports were provided bi-weekly, monthly, and quarterly throughout the program. Bi-weekly reports listed students registered during that period for DHS to send letters of congratulations for registering for the program and signed by the Secretary of DHS. Monthly reports included the breakdown of students and their progress throughout the program listing numbers at each level of the program for student registration; training enrollment and completion; testing; and employment start and completion.

Quarterly reports included a scattermap of Wisconsin showing student registration numbers for each county. The other quarterly report included a breakdown and chart of students by age range, how participants heard of the program, education level, and race. It also included the breakdown of training registrations by training program and employment breakdown by nursing home employer.

Attachments

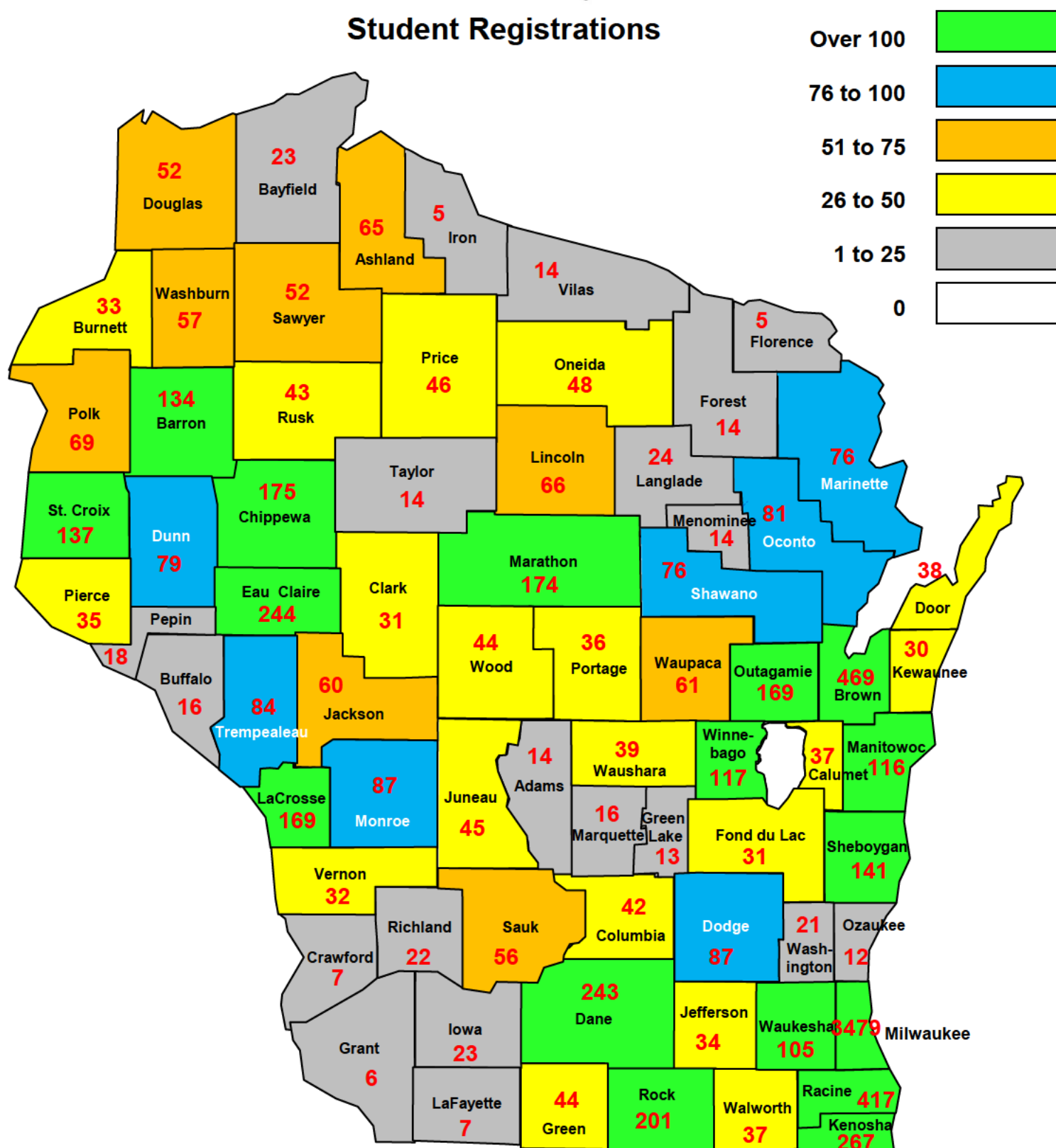
- Attachment 1 – Student Registration Scattermap
- Attachment 2 – Student Registration Charts
- Attachment 3 – Training Completion Scattermap
- Attachment 4 – Training Program Results
- Attachment 5 – Nursing Home Employment Scattermap
- Attachment 6 – Nursing Home Employment Results
- Attachment 7 – Student’s Final Program Evaluation Results
- Attachment 8 – Training Program’s Final Program Evaluation Results
- Attachment 9 – Nursing Home Employer’s Final Program Evaluation Results

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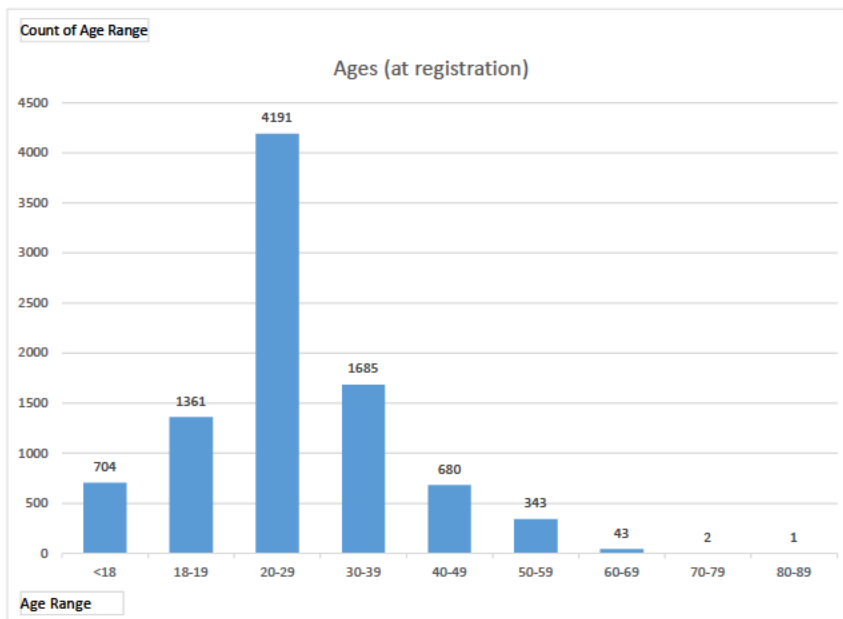
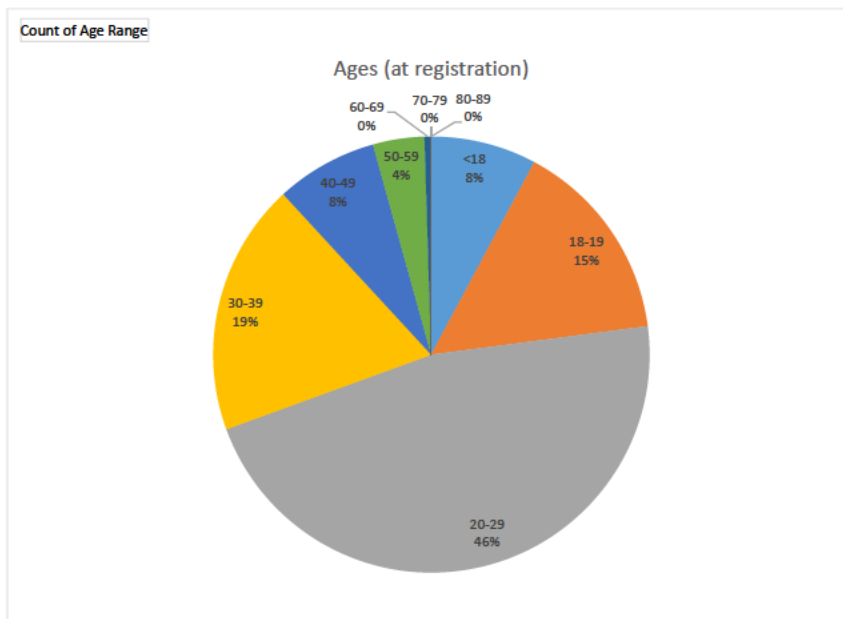
Student Registrations



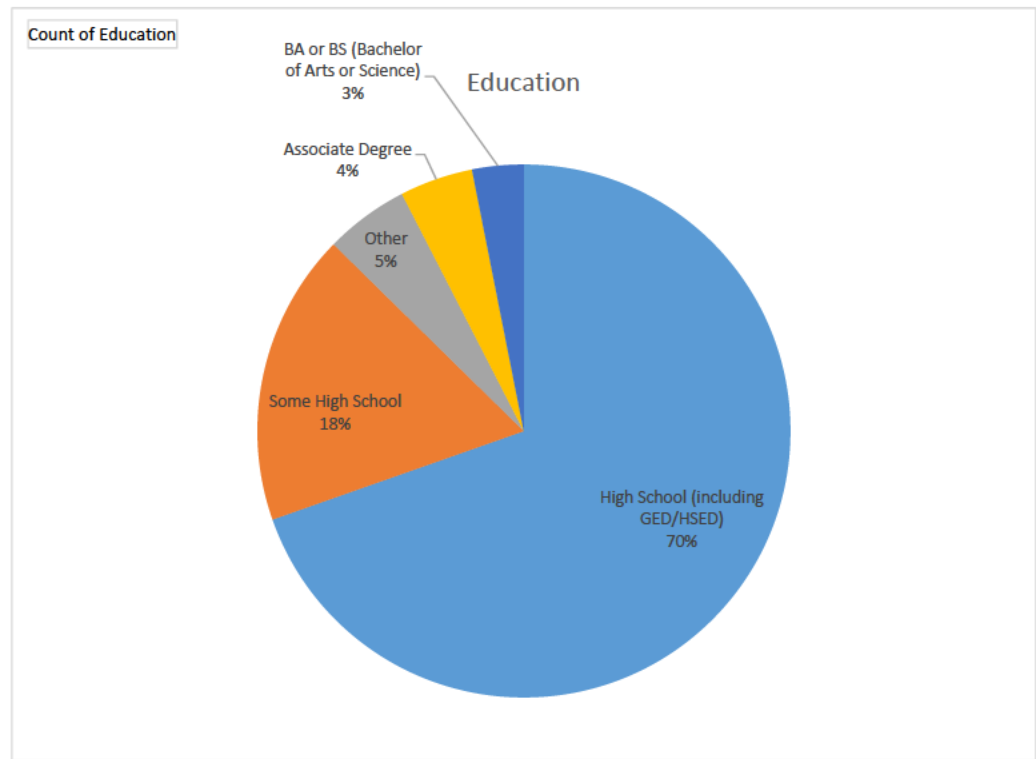
WisCaregiver Student Registration Charts

Row Labels	Count of Age Range
<18	704
18-19	1361
20-29	4191
30-39	1685
40-49	680
50-59	343
60-69	43
70-79	2
80-89	1
Grand Total	9010

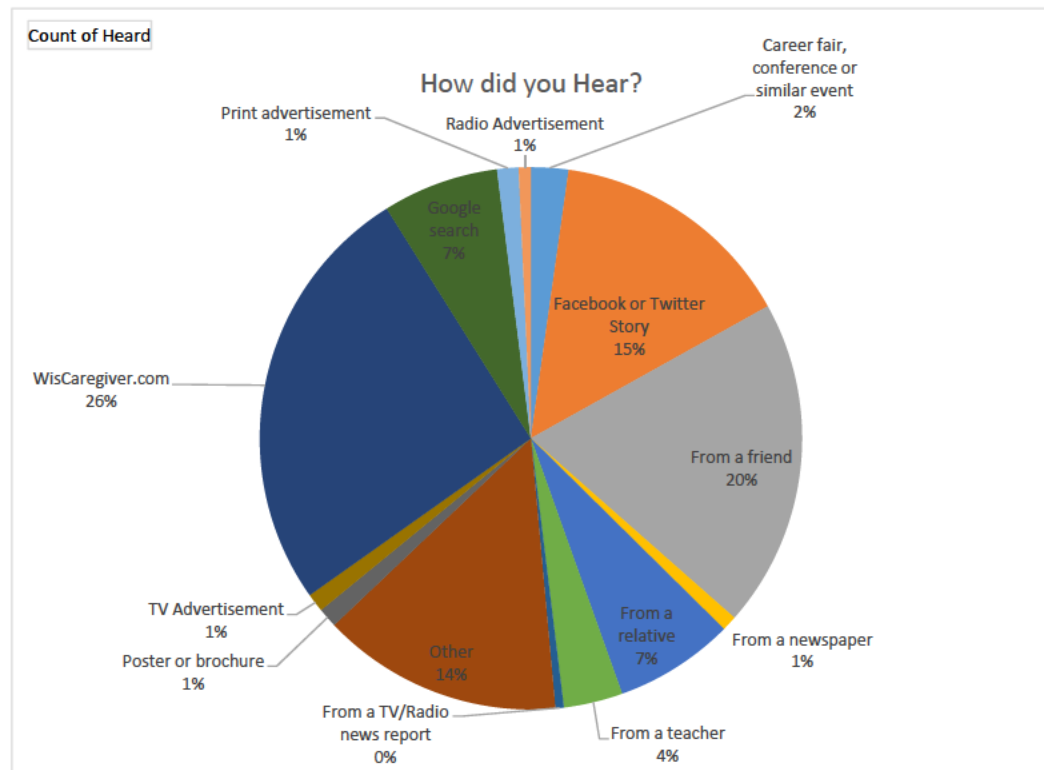
Median Age 25.08
Std Dev 9.72



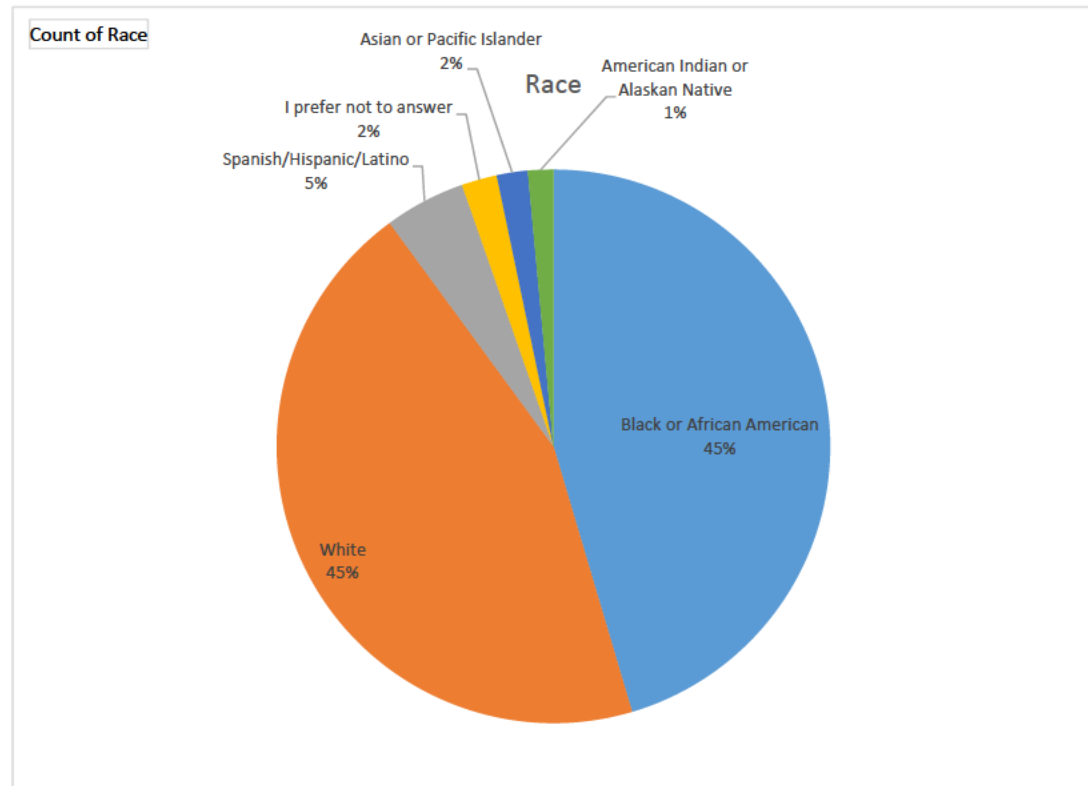
Row Labels	Count of Education
High School (including GED/HSED)	6272
Some High School	1598
Other	459
Associate Degree	400
BA or BS (Bachelor of Arts or Science)	281
Grand Total	9010



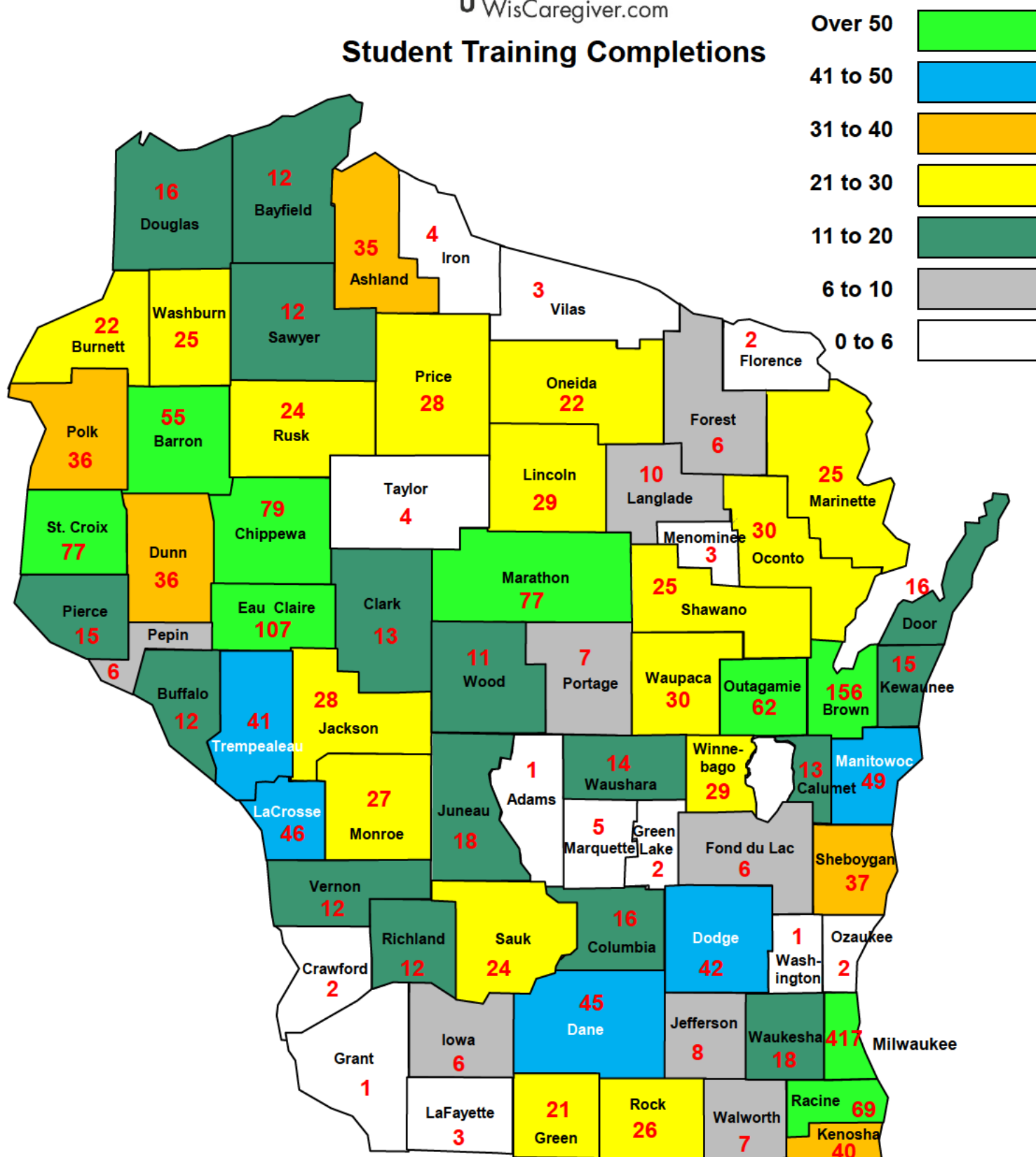
Row Labels	Count of Heard
Career fair, conference or similar event	201
Facebook or Twitter Story	1322
From a friend	1766
From a newspaper	81
From a relative	643
From a teacher	318
From a TV/Radio news report	45
Other	1293
Poster or brochure	106
TV Advertisement	99
WisCaregiver.com	2332
Google search	624
Print advertisement	115
Radio Advertisement	65
Grand Total	9010



Row Labels	Count of Race
Black or African American	4093
White	4010
Spanish/Hispanic/Latino	425
I prefer not to answer	186
Asian or Pacific Islander	163
American Indian or Alaskan Native	133
Grand Total	9010



Student Training Completions



WisCaregiver Training Program Results

Total number of students enrolled in a training program **3212**
Total number of students that successfully completed training **2282**
Percent of success **71%**
Total number of students unsuccessful **930**
Number of unsuccessful training with over 24 hours **379**
Number of unsuccessful training with under 24 hours **551**

Nursing Homes

Total number of students enrolled in a training program **623**
Total number of students that successfully completed training **547**
Percent of success **88%**
Total number of students unsuccessful **76**
Number of unsuccessful training with over 24 hours **39**
Number of unsuccessful training with under 24 hours **37**

Clearview

- Number of students that successfully completed training **30**
- Number of students that failed **3**
- Percent of success **90.9%**
- Number of unsuccessful training with over 24 hours **2**
- Number of unsuccessful training under 24 hours **1**

Dove Healthcare Osseo

- Number of students that successfully completed training **17**
- Number of students that failed **1**
- Percent of success **94.4%**
- Number of unsuccessful training with over 24 hours **0**
- Number of unsuccessful training under 24 hours **1**

Dove Healthcare West

- Number of students that successfully completed training **131**
- Number of students that failed **31**
- Percent of success **80.8%**
- Number of unsuccessful training with over 24 hours **18**
- Number of unsuccessful training under 24 hours **13**

Dove Healthcare Wissota

- Number of students that successfully completed training **88**
- Number of students that failed **16**
- Percent of success **84.6%**
- Number of unsuccessful training with over 24 hours **7**
- Number of unsuccessful training under 24 hours **9**

Grace Lutheran Foundation

- Number of students that successfully completed training **19**
- Number of students that failed **0**
- Percent of success **100%**
- Number of unsuccessful training with over 24 hours **0**
- Number of unsuccessful training under 24 hours **0**

Grandview Care Center Blair

- Number of students that successfully completed training **24**
- Number of students that failed **1**
- Percent of success **96%**
- Number of unsuccessful training with over 24 hours **0**
- Number of unsuccessful training under 24 hours **1**

Greenway Manor

- Number of students that successfully completed training **29**
- Number of students that failed **3**
- Percent of success **90.6%**
- Number of unsuccessful training with over 24 hours **1**
- Number of unsuccessful training under 24 hours **2**

Ingelside

- Number of students that successfully completed training **22**
- Number of students that failed **2**
- Percent of success **91.6%**
- Number of unsuccessful training with over 24 hours **0**
- Number of unsuccessful training under 24 hours **2**

Park Manor

- Number of students that successfully completed training **28**
- Number of students that failed **0**
- Percent of success **100%**
- Number of unsuccessful training with over 24 hours **0**
- Number of unsuccessful training under 24 hours **0**

Pineview

- Number of students that successfully completed training **11**
- Number of students that failed **5**
- Percent of success **68.7%**
- Number of unsuccessful training with over 24 hours **5**
- Number of unsuccessful training under 24 hours **0**

Plum City Care Center

- Number of students that successfully completed training **13**
- Number of students that failed **1**
- Percent of success **92.8%**
- Number of unsuccessful training with over 24 hours **1**
- Number of unsuccessful training under 24 hours **0**

Randolph Health Services

- Number of students that successfully completed training **36**
- Number of students that failed **8**
- Percent of success **81.8%**
- Number of unsuccessful training with over 24 hours **3**
- Number of unsuccessful training under 24 hours **5**

St. Croix County Health and Rehab

- Number of students that successfully completed training **73**
- Number of students that failed **3**
- Percent of success **96%**
- Number of unsuccessful training with over 24 hours **1**
- Number of unsuccessful training under 24 hours **2**

Villa Maria - Hurley

- Number of students that successfully completed training **12**
- Number of students that failed **0**
- Percent of success **100%**
- Number of unsuccessful training with over 24 hours **0**
- Number of unsuccessful training under 24 hours **0**

Wild Rose Manor

- Number of students that successfully completed training **7**
- Number of students that failed **2**
- Percent of success **77.7%**
- Number of unsuccessful training with over 24 hours **1**
- Number of unsuccessful training under 24 hours **1**

Wisconsin Veterans Home

- Number of students that successfully completed training **7**
- Number of students that failed **0**
- Percent of success **100%**
- Number of unsuccessful training with over 24 hours **0**
- Number of unsuccessful training under 24 hours **0**

Technical Colleges

Total number of students enrolled in a training program **1611**

Total number of students that successfully completed training **1211**

Percent of success **75%**

Total number of students unsuccessful **400**

Number of unsuccessful training with over 24 hours **201**

Number of unsuccessful training with under 24 hours **199**

Blackhawk Technical College

-Number of students that successfully completed training **14**

-Number of students that failed **2**

-Percent of success **87.5%**

-Number of unsuccessful training with over 24 hours **1**

-Number of unsuccessful training under 24 hours **1**

Chippewa Valley Technical College

-Number of students that successfully completed training **37**

-Number of students that failed **13**

-Percent of success **74%**

-Number of unsuccessful training with over 24 hours **6**

-Number of unsuccessful training under 24 hours **7**

Fox Valley Technical College

-Number of students that successfully completed training **51**

-Number of students that failed **17**

-Percent of success **75%**

-Number of unsuccessful training with over 24 hours **12**

-Number of unsuccessful training under 24 hours **5**

Gateway Technical College

-Number of students that successfully completed training **120**

-Number of students that failed **20**

-Percent of success **85.7%**

-Number of unsuccessful training with over 24 hours **10**

-Number of unsuccessful training under 24 hours **10**

Lakeshore Technical College

-Number of students that successfully completed training **49**

-Number of students that failed **31**

-Percent of success **61.2%**

-Number of unsuccessful training with over 24 hours **17**

-Number of unsuccessful training under 24 hours **14**

Madison Area Technical College

- Number of students that successfully completed training **8**
- Number of students that failed **0**
- Percent of success **100%**
- Number of unsuccessful training with over 24 hours **0**
- Number of unsuccessful training under 24 hours **0**

Mid-State Technical College

- Number of students that successfully completed training **12**
- Number of students that failed **6**
- Percent of success **66.6%**
- Number of unsuccessful training with over 24 hours **0**
- Number of unsuccessful training under 24 hours **6**

Milwaukee Area Technical College

- Number of students that successfully completed training **72**
- Number of students that failed **42**
- Percent of success **63.1%**
- Number of unsuccessful training with over 24 hours **35**
- Number of unsuccessful training under 24 hours **7**

Nicolet Area Technical College

- Number of students that successfully completed training **39**
- Number of students that failed **10**
- Percent of success **79.5%**
- Number of unsuccessful training with over 24 hours **3**
- Number of unsuccessful training under 24 hours **7**

Northcentral Technical College

- Number of students that successfully completed training **137**
- Number of students that failed **54**
- Percent of success **70.1%**
- Number of unsuccessful training with over 24 hours **38**
- Number of unsuccessful training under 24 hours **16**

Northeast Wisconsin Technical College

- Number of students that successfully completed training **300**
- Number of students that failed **115**
- Percent of success **72.2%**
- Number of unsuccessful training with over 24 hours **53**
- Number of unsuccessful training under 24 hours **62**

Waukesha County Technical College

- Number of students that successfully completed training **42**
- Number of students that failed **14**
- Percent of success **75%**
- Number of unsuccessful training with over 24 hours **7**
- Number of unsuccessful training under 24 hours **7**

Western Technical College

- Number of students that successfully completed training **86**
- Number of students that failed **26**
- Percent of success **76.7%**
- Number of unsuccessful training with over 24 hours **12**
- Number of unsuccessful training under 24 hours **14**

Wisconsin Indianhead Technical College

- Number of students that successfully completed training **244**
- Number of students that failed **50**
- Percent of success **82.9%**
- Number of unsuccessful training with over 24 hours **7**
- Number of unsuccessful training under 24 hours **43**

Private Training

Total number of students enrolled in a training program **978**
Total number of students that successfully completed training **524**
Percent of success **54%**
Total number of students unsuccessful **454**
Number of unsuccessful training with over 24 hours **139**
Number of unsuccessful training with under 24 hours **315**

Amber House

-Number of students that successfully completed training **90**
-Number of students that failed **125**
-Percent of success **41.8%**
-Number of unsuccessful training with over 24 hours **43**
-Number of unsuccessful training under 24 hours **82**

Paramount 360

-Number of students that successfully completed training **167**
-Number of students that failed **195**
-Percent of success **46.1%**
-Number of unsuccessful training with over 24 hours **45**
-Number of unsuccessful training under 24 hours **150**

Quality CNA Training LLC - Green Bay

-Number of students that successfully completed training **34**
-Number of students that failed **22**
-Percent of success **60.7%**
-Number of unsuccessful training with over 24 hours **9**
-Number of unsuccessful training under 24 hours **13**

Quality CNA Training LLC - Kaukauna

-Number of students that successfully completed training **27**
-Number of students that failed **17**
-Percent of success **61.3%**
-Number of unsuccessful training with over 24 hours **9**
-Number of unsuccessful training under 24 hours **8**

Quality CNA Training LLC - La Crosse

-Number of students that successfully completed training **26**
-Number of students that failed **5**
-Percent of success **83.8%**
-Number of unsuccessful training with over 24 hours **4**
-Number of unsuccessful training under 24 hours **1**

Quality CNA Training LLC - Manitowoc

- Number of students that successfully completed training **36**
- Number of students that failed **11**
- Percent of success **76.5%**
- Number of unsuccessful training with over 24 hours **2**
- Number of unsuccessful training under 24 hours **9**

Quality CNA Training LLC - Monona

- Number of students that successfully completed training **33**
- Number of students that failed **11**
- Percent of success **75%**
- Number of unsuccessful training with over 24 hours **8**
- Number of unsuccessful training under 24 hours **3**

Quality CNA Training LLC - New Glarus

- Number of students that successfully completed training **30**
- Number of students that failed **2**
- Percent of success **90.9%**
- Number of unsuccessful training with over 24 hours **0**
- Number of unsuccessful training under 24 hours **2**

Quality CNA Training LLC - Waupaca

- Number of students that successfully completed training **19**
- Number of students that failed **7**
- Percent of success **73%**
- Number of unsuccessful training with over 24 hours **3**
- Number of unsuccessful training under 24 hours **4**

Quality Health Care Options

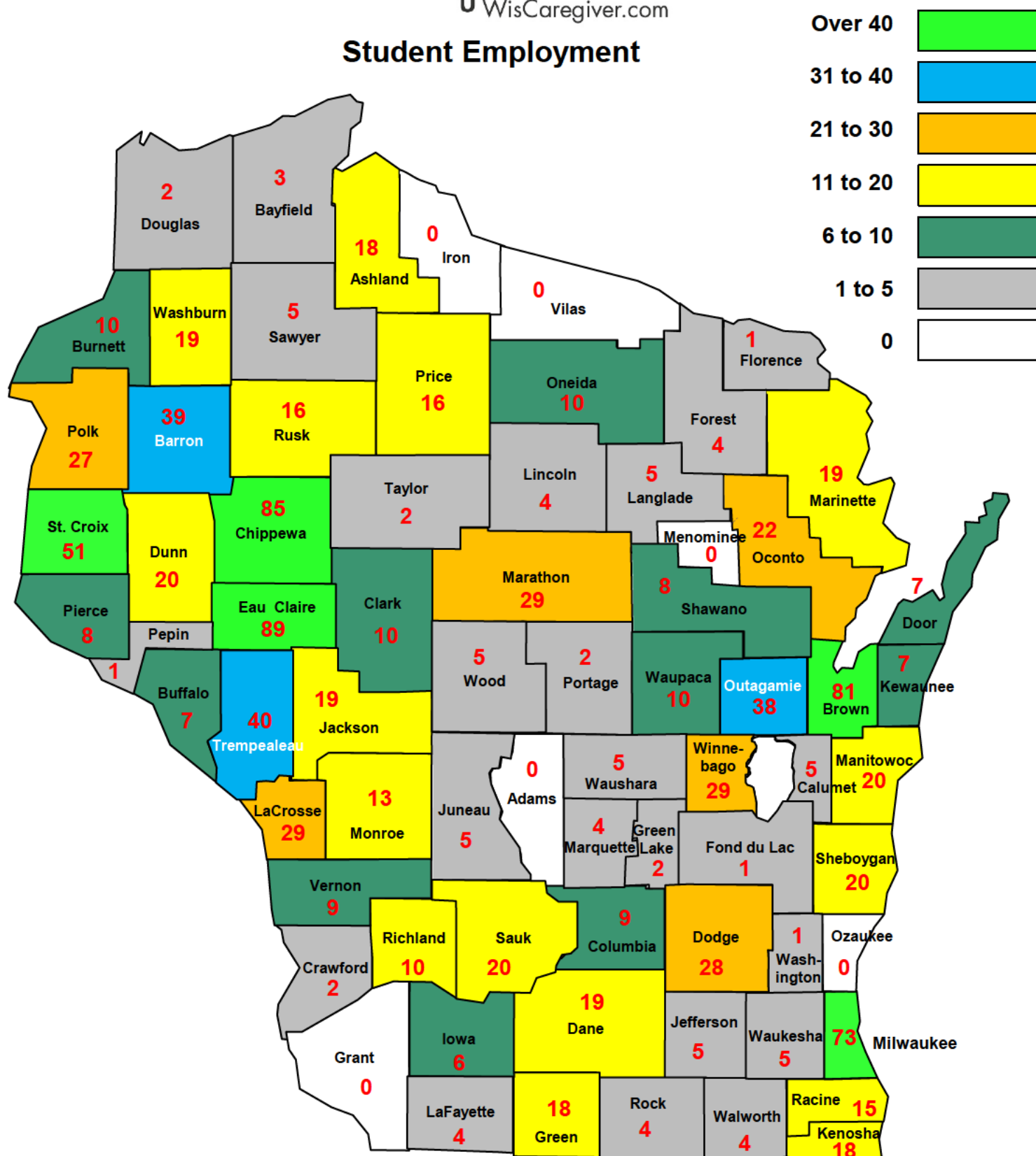
- Number of students that successfully completed training **62**
- Number of students that failed **58**
- Percent of success **51.6%**
- Number of unsuccessful training with over 24 hours **16**
- Number of unsuccessful training under 24 hours **42**

As of 1/11/2020

1145 Total

23 out of State

Student Employment



WisCaregiver Nursing Home Employment Results

Nursing Home Employer	Students Employed
DOVE HEALTHCARE-WEST*	82
WISSOTA HEALTH AND REGIONAL VENT CENTER*	48
GRAND VIEW CARE CENTER*	43
WOODSIDE LUTHERAN HOME	43
GRACE LUTHERAN COMMUNITIES - RIVER PINES*	28
CLEARVIEW*	25
GREENWAY MANOR*	22
ST PAUL ELDER SERVICES, INC	20
BALDWIN CARE CENTER, INC	19
CARE AND REHAB - CUMBERLAND	19
DOVE HEALTHCARE - OSSEO*	19
LASATA CARE CENTER	19
PARK MANOR LTD*	19
RENNES HEALTH AND REHAB CENTER-DEPERE	19
INGLESIDE MANOR*	18
DOVE HEALTHCARE - RICE LAKE*	17
ST CROIX HEALTH CENTER*	17
DOVE HEALTHCARE - BLOOMER*	16
BETHANY RIVERSIDE	15
DEERFIELD CARE CENTER, LLC	15
DOVE HEALTHCARE-SOUTH*	15
MANITOWOC HEALTH CARE CENTER	15
NORTH CENTRAL HEALTH CARE	15
COURT MANOR HEALTH SERVICES	14
RANDOLPH HEALTH SERVICES*	14
ONALASKA CARE CENTER	13
RENNES HEALTH AND REHAB CENTER-EAST	13
WATER'S EDGE	12
SHELL LAKE HEALTH CARE CENTER	10
LAKEVIEW HEALTH CENTER	9
SHAWANO HEALTH SERVICES	9
BROOKSIDE CARE CENTER	8
PARK VIEW HOME	8
ROCKY KNOLL HEALTH CARE FACILITY	8
STURGEON BAY HEALTH SERVICES	8
GOLDEN AGE MANOR	7
HERITAGE LAKESIDE	7
KINNIC HEALTH AND REHAB	7
PINE HAVEN CHRISTIAN HOME	7
PLUM CITY CARE CENTER*	7

RENNES HEALTH AND REHAB CENTER-APPLETON	7
TUDOR OAKS HEALTH CENTER	7
BETHANY HOME	6
CLARK COUNTY REHABILITATION & LIVING CENTER	6
RENNES HEALTH AND REHAB CENTER-RHINELANDER	6
SUNNY RIDGE REHABILITATION CENTER LLC	6
THE BAY AT OCONTO HEALTH AND REHABILITATION CENTER	6
AMERICAN LUTHERAN HOME-MONDOVI	5
BARRON CARE AND REHABILITATION	5
BETHANY ST JOSEPH CARE CENTER	5
BREWSTER VILLAGE	5
CARE AGE OF BROOKFIELD	5
CHIPPEWA MANOR NURSING AND REHABILITATION	5
EVANSVILLE MANOR	5
HILLVIEW HEALTH CARE CENTER	5
HOMME HOME FOR THE AGING	5
NEW GLARUS HOME, INC	5
NORSELAND NURSING HOME	5
ODD FELLOW HOME	5
PRIDE TLC THERAPY AND LIVING CAMPUS	5
RIDGEWOOD CARE CENTER	5
ROLLING HILLS REHABILITATION CENTER	5
ALLIS CARE CENTER	4
ATRIUM POST ACUTE CARE OF SHAWANO AT EVERGREEN	4
BETHEL HOME AND SERVICES, INC	4
BURNETT MEDICAL CARE CENTER	4
CORNELL HEALTH SERVICES	4
ELROY HEALTH SERVICES	4
EVERGREEN HEALTH CENTER	4
FREDERIC NURSING AND REHABILITATION COMMUNITY	4
GRACE LUTHERAN COMMUNITIES-PRAIRIE POINTE REHAB SUITES	4
HOLTON MANOR	4
LADYSMITH NURSING HOME	4
MANORCARE HEALTH SERVICES	4
MANORCARE HEALTH SERVICES-PEWAUKEE	4
MAPLE RIDGE CARE CENTER	4
MORROW MEMORIAL HOME	4
NU ROC COMMUNITY HEALTHCARE, INC	4
OAKRIDGE GARDENS NURSING CENTER, INC	4
PINE VALLEY COMMUNITY VILLAGE	4
RENNES HEALTH AND REHAB CENTER - WESTON	4
RENNES HEALTH AND REHAB CENTER-WEST	4
SAUK COUNTY HEALTH CARE CENTER	4

SKAALEN NURSING AND REHABILITATION CENTER	4
ST ANNE'S SALVATORIAN CAMPUS	4
THE NEIGHBORS - CENTRAL NEIGHBORHOOD	4
UNITED PIONEER HOME, INC	4
WAUSAU HEALTH SERVICES	4
WI VETERANS HOME AT CHIPPEWA FALLS*	4
WILD ROSE MANOR*	4
COLONIAL MANOR MEDICAL AND REHABILITATION CENTER	3
DELAVAN HEALTH SERVICES	3
FLORENCE HEALTH SERVICES	3
GLENHAVEN, INC	3
GOOD SHEPHERD SERVICES, LTD	3
LADYSMITH CARE & REHAB	3
LADYSMITH LIVING CENTER, INC	3
LUTHER MANOR	3
NAZARETH HEALTH AND REHAB CENTER	3
NORWOOD HEALTH CENTER-CENTRAL	3
OAK RIDGE CARE CENTER	3
OAKWOOD HEALTH SERVICES	3
PARK VIEW HEALTH CENTER	3
PINE CREST NURSING HOME	3
PLEASANT VIEW NURSING HOME	3
RIVER'S BEND HEALTH SERVICES	3
SSM HEALTH ST CLARE MEADOWS CARE CENTER	3
ST JOSEPH'S HOME AND REHABILITATION CENTER	3
THREE OAKS HEALTH SERVICES	3
WILLOW RIDGE HEALTHCARE	3
ALGOMA MEDICAL CENTER	2
ASHLAND HEALTH AND REHABILITATION CENTER	2
ASPIRUS PLEASANT VIEW	2
ATRIUM POST ACUTE CARE OF SHAWANO AT BIRCH HILL	2
ATRIUM POST ACUTE CARE OF STEVENS POINT	2
AUGUSTA HEALTH AND REHABILITATION	2
AVANTI HEALTH AND REHABILITATION CENTER, LLC	2
BETHEL HOME, INC	2
BORNEMANN NURSING HOME	2
BURLINGTON REHABILITATION AND CARE CENTER	2
COLFAX HEALTH AND REHABILITATION CENTER	2
COLUMBIA HEALTH CARE CENTER	2
DOOR COUNTY MEMORIAL HOSPITAL SNF	2
EASTVIEW MEDICAL AND REHABILITATION CENTER	2
FRIENDLY VILLAGE NURSING AND REHABILITATION CENTER	2
GOOD SAMARITAN SOCIETY-SCANDIA VILLAGE	2

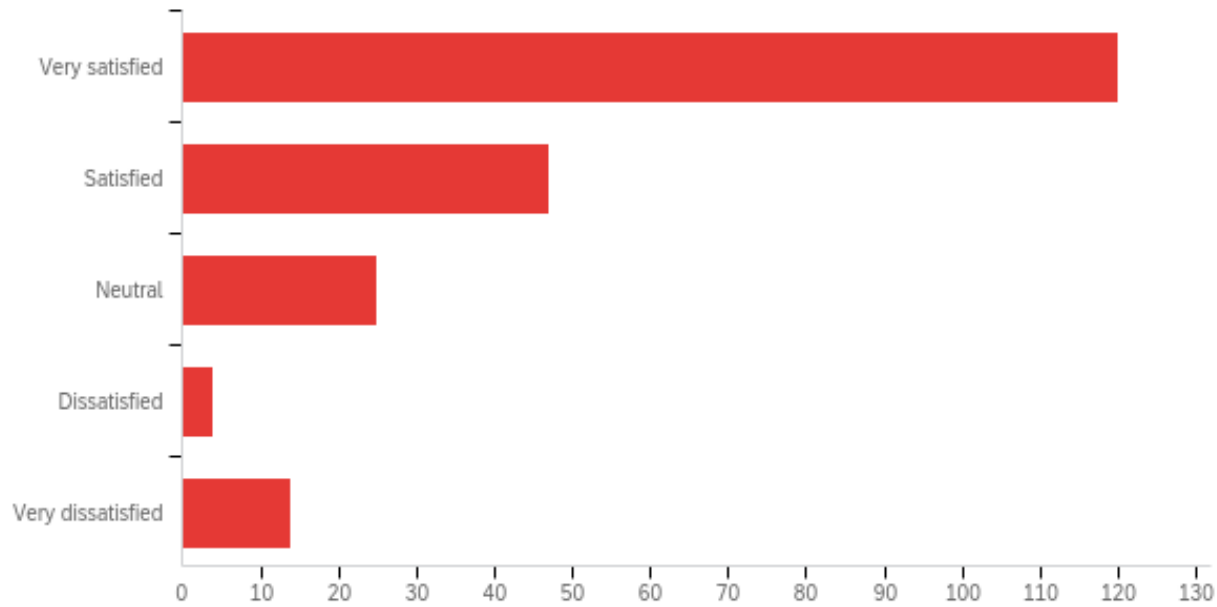
GRANCARE NURSING CENTER	2
GRANDE PRAIRIE HEALTH AND REHABILITATION CENTER	2
GREEN BAY HEALTH SERVICES	2
HALES CORNERS CARE CENTER	2
KENSINGTON CARE AND REHAB CENTER	2
MANAWA COMMUNITY NURSING CENTER	2
PINE VIEW CARE CENTER	2
PIONEER HEALTH AND REHAB	2
RIDGEVIEW TERRACE LONG TERM CARE	2
SHOREHAVEN HEALTH AND REHABILITATION CENTER	2
SUPERIOR REHABILITATION CENTER LLC	2
THE BRIDGES OF APPLETON	2
THE PAVILION AT GLACIER VALLEY	2
THE VILLA AT LINCOLN PARK	2
THE VILLA AT MIDDLETON VILLAGE	2
VERNON MANOR	2
VIRGINIA HIGHLANDS HEALTH AND REHABILITATION CENTER	2
WHEATON FRANCISCAN HEALTHCARE-LAKESHORE MANOR	2
WILLOWCREST HEALTH SERVICES	2
WISCONSIN DELLS HEALTH SERVICES	2
WOODLAND VILLAGE NURSING HOME	2
AMERICAN LUTHERAN HOME - MENOMONIE UNIT	1
ATRIUM POST ACUTE CARE OF KEWAUNEE	1
ATRIUM POST ACUTE CARE OF NEW HOLSTEIN	1
ATRIUM POST ACUTE CARE OF OCONTO FALLS	1
ATRIUM POST ACUTE CARE OF TWO RIVERS	1
BELMONT NURSING AND REHABILITATION CENTER	1
BLOOMFIELD HEALTHCARE AND REHABILITATION CENTER	1
BRIA OF TRINITY VILLAGE	1
BROOKFIELD REHAB AND SPECIALTY CARE CENTER	1
BROWN COUNTY COMMUNITY TREATMENT CENTER-BAYSHORE VILLAGE	1
CEDAR LAKE HEALTH AND REHABILITATION CENTER	1
CHRISTIAN COMMUNITY HOME	1
CLAIRIDGE HOUSE	1
COLONIAL CENTER	1
COLUMBUS HEALTH AND REHAB	1
CONGREGATIONAL HOME, INC	1
CREST VIEW NURSING HOME	1
CROSSROADS CARE CENTER OF MILWAUKEE	1
CROSSROADS CARE CENTER OF SUN PRAIRIE	1
DIVINE REHABILITATION AND NURSING AT ST CROIX	1
DYCORR TRANSITIONAL HEALTH - ABBOTSFORD	1
FOND DU LAC LUTHERAN HOME	1

GREENTREE HEALTH AND REHABILITATION CENTER	1
HAMMOND HEALTH SERVICES	1
HERITAGE HEALTH SERVICES	1
HERITAGE MANOR	1
HERITAGE OF ELMWOOD NURSING HOME	1
HOPE HEALTH AND REHABILITATION	1
MANORCARE HEALTH SERVICES-WEST	1
MAPLE RIDGE HEALTH SERVICES	1
MAPLEWOOD OF SAUK PRAIRIE	1
MARINUKA MANOR	1
MARKESAN RESIDENT HOME, INC.	1
MASONIC CENTER HEALTH & REHAB, INC	1
MITCHELL MANOR	1
MONROE HEALTH SERVICES	1
NEWCARE INC	1
OAKWOOD LUTHERAN HOMES ASSOCIATION	1
PREMIER REHAB AND SKILLED NURSING	1
PRESCOTT NURSING AND REHABILITATION COMMUNITY	1
SCHMITT WOODLAND HILLS	1
SHERIDAN MEDICAL COMPLEX (THE BAY AT SHERIDAN)	1
SPRING VALLEY HEALTH AND REHABILITATION CENTER	1
ST FRANCIS HOME	1
THE VILLA AT BRADLEY ESTATES	1
TOMAH NURSING AND REHABILITATION	1
TOMAHAWK HEALTH SERVICES	1
TWIN PORTS HEALTH SERVICES	1
VIRGINIA HEALTH AND REHABILITATION CENTER	1
WI VETERANS HOME-BOLAND HALL*	1
WOODLANDS OF GILLET	1
Grand Total	1145

*Nursing home employers that also included nurse aide training programs

WisCaregiver Career Program
Final Student Evaluation Results

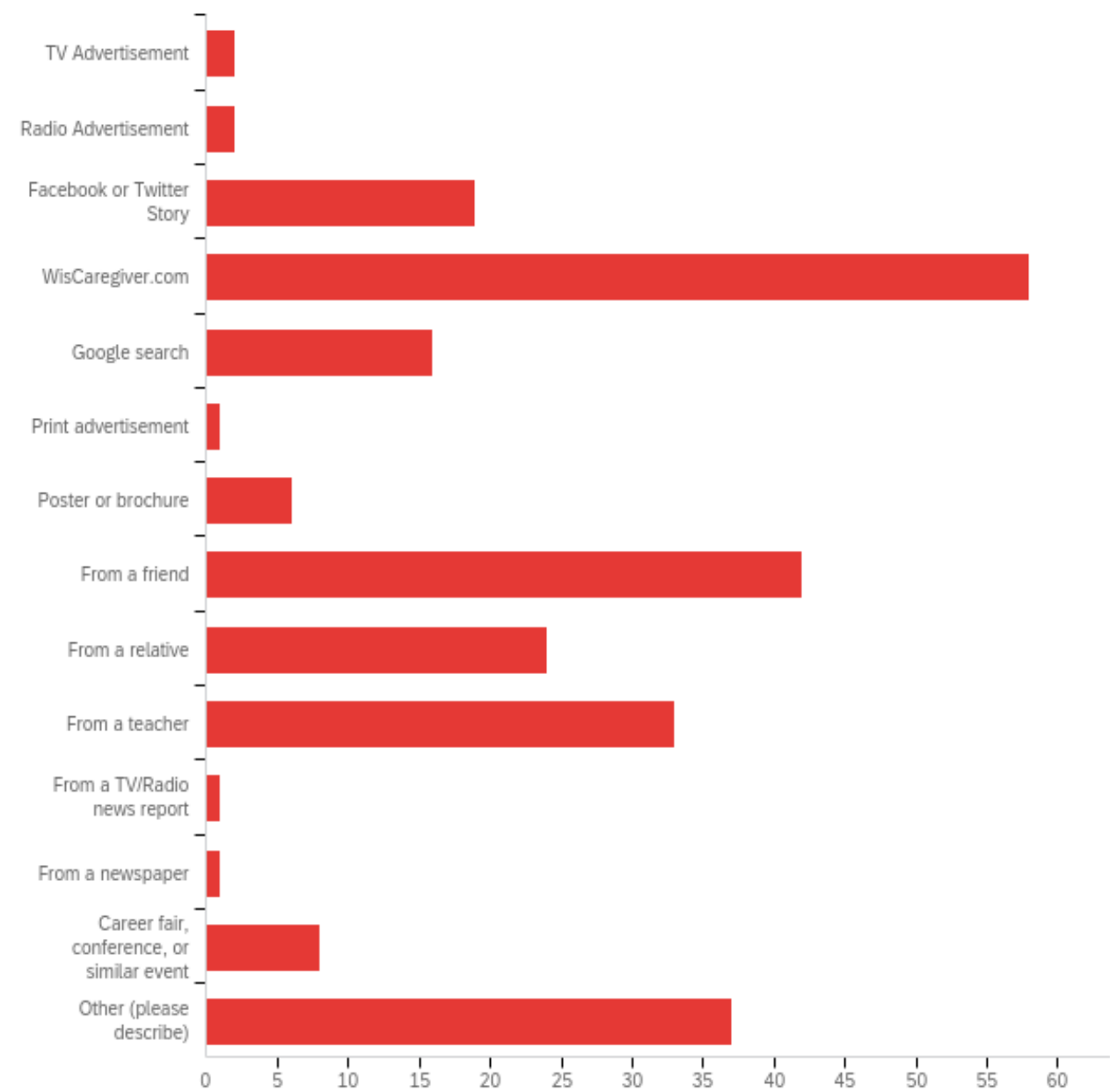
Q1 - Please rate your overall satisfaction with the WisCaregiver Career Program (WCP)



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Please rate your overall satisfaction with the WisCaregiver Career Program (WCP)	1.00	5.00	1.79	1.15	1.32	210

#	Answer	%	Count
1	Very satisfied	57.14%	120
2	Satisfied	22.38%	47
3	Neutral	11.90%	25
4	Dissatisfied	1.90%	4
5	Very dissatisfied	6.67%	14
	Total	100%	210

Q2 - How did you hear about WCP? (check all that apply)



#	Answer	%	Count
1	TV Advertisement	0.80%	2
2	Radio Advertisement	0.80%	2
3	Facebook or Twitter Story	7.60%	19
4	WisCaregiver.com	23.20%	58
5	Google search	6.40%	16

6	Print advertisement	0.40%	1
7	Poster or brochure	2.40%	6
8	From a friend	16.80%	42
9	From a relative	9.60%	24
10	From a teacher	13.20%	33
11	From a TV/Radio news report	0.40%	1
12	From a newspaper	0.40%	1
13	Career fair, conference, or similar event	3.20%	8
14	Other (please describe)	14.80%	37
	Total	100%	250

Q2- Other (please describe)

Other (please describe) - Text

From a Gateway Technical College Admissions representative.

When I was on the phone signing up for the CNA class, the woman on the phone told me

NWTC website

called rennes and they connected me with NWTC

Workplace

Employer

Other health care employee

Western's website

NWTC

Dove Healthcare website

W2 case manager at the Wisconsin career center

As I was signing up for the course.

W2 worker

Tech college website

Applying for a job at Randolph Health Services

College

School I attended

From a coworker

From a coworker

WITC billboard

Cornell Nursing Home

School

From St. Clare Meadows

google search for CNA classes that were free.

From an admission person at NWTC

Place of employment

Workforce recourse Alyssa

Employer

My job

Clear view posting

WITC-Rice Lake Admissions Office

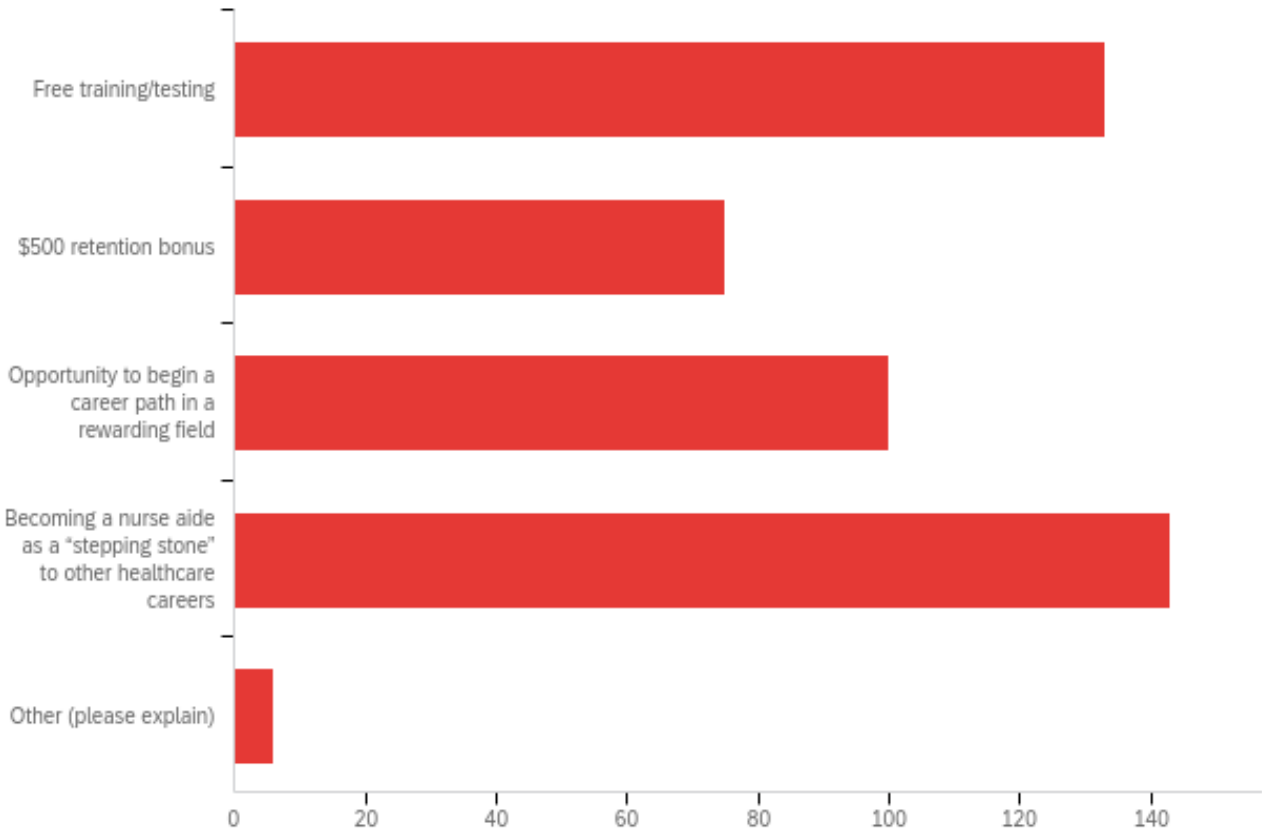
CVTC sent me an email advertising.

School email

Job Resource Center

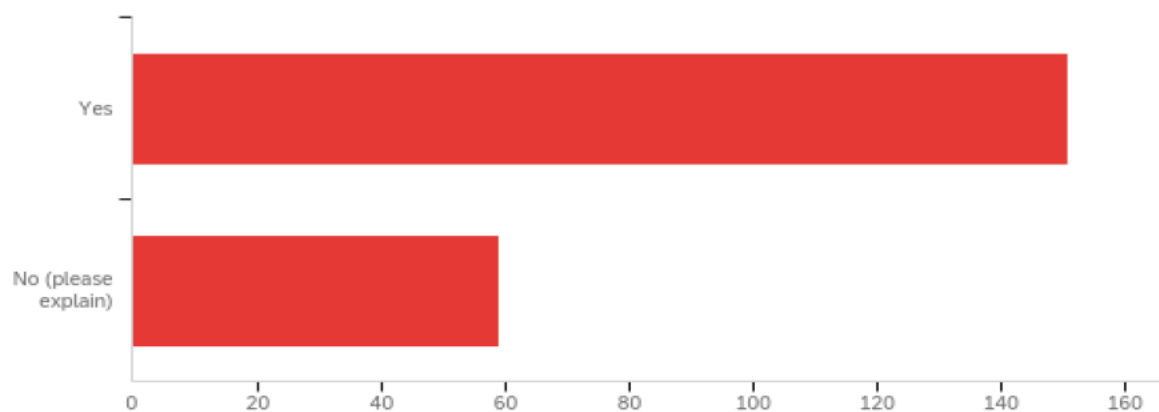
Director of Nursing at Atrium at Evergreen

Q3 - What influenced your decision to participate in the WCP the most? (check all that apply)



#	Answer	%	Count
1	Free training/testing	29.10%	133
2	\$500 retention bonus	16.41%	75
3	Opportunity to begin a career path in a rewarding field	21.88%	100
4	Becoming a nurse aide as a “stepping stone” to other healthcare careers	31.29%	143
5	Other	1.31%	6
	Total	100%	457

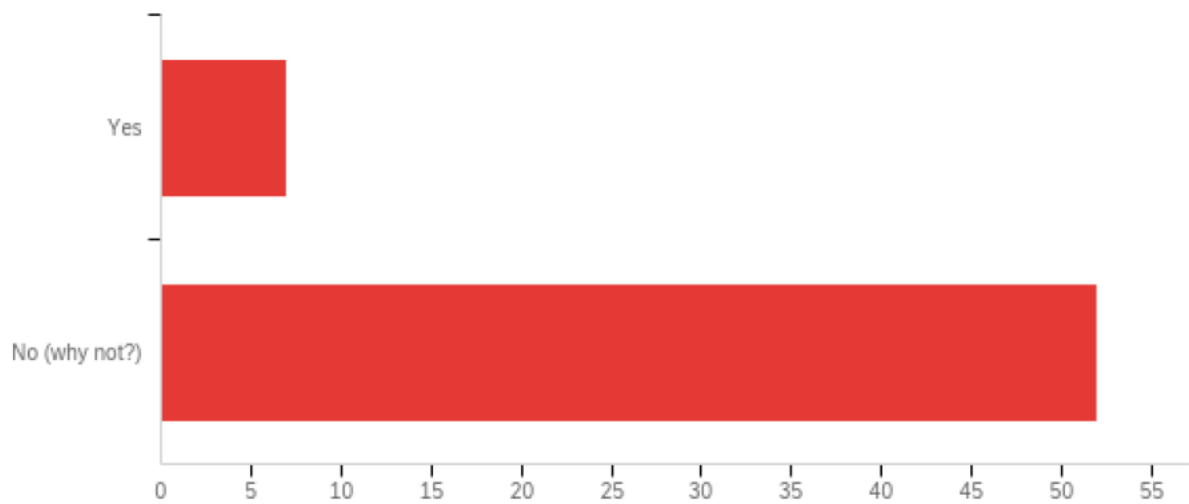
Q4 - Did you complete the WCP?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Did you complete the WCP? - Selected Choice	1.00	2.00	1.28	0.45	0.20	210

#	Answer	%	Count
1	Yes	71.90%	151
2	No	28.10%	59
	Total	100%	210

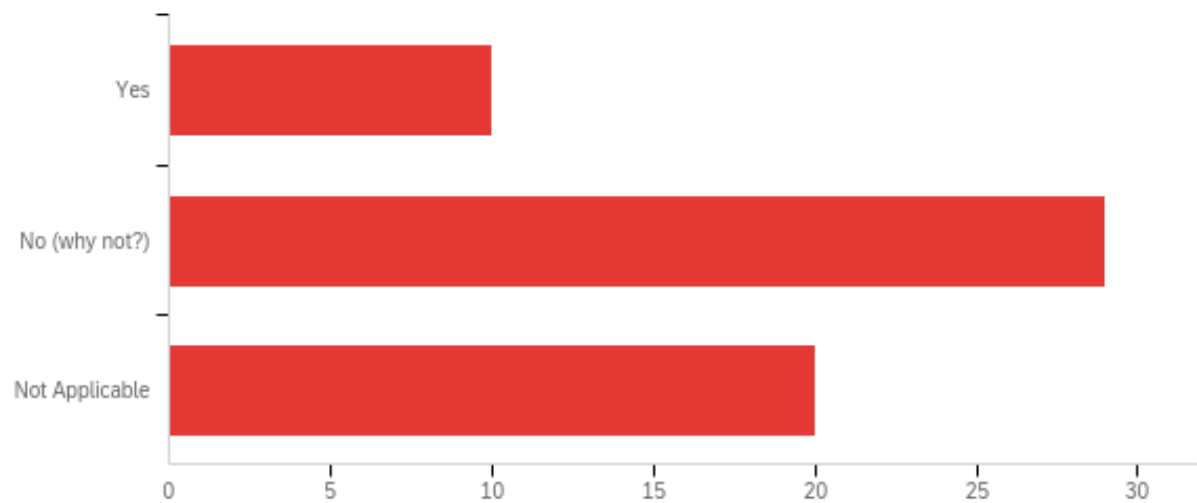
Q5 - Did you complete a nurse aide training program?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Did you complete a nurse aide training program? - Selected Choice	1.00	2.00	1.88	0.32	0.10	59

#	Answer	%	Count
1	Yes	11.86%	7
2	No	88.14%	52
	Total	100%	59

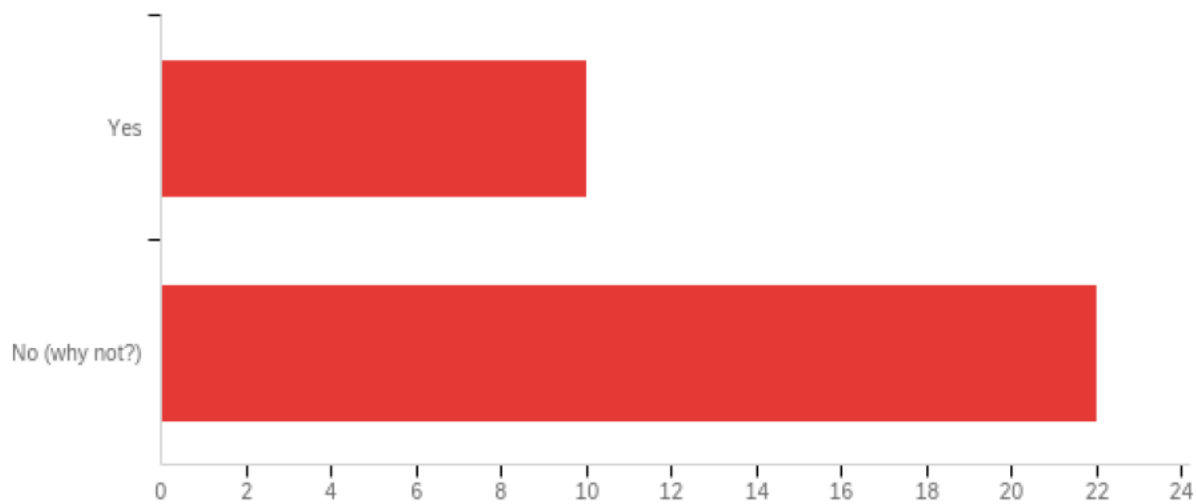
Q6 - Did you take the written and skills test to become a nurse aide?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Did you take the written and skills test to become a nurse aide? - Selected Choice	1.00	3.00	2.17	0.69	0.48	59

#	Answer	%	Count
1	Yes	16.95%	10
2	No	49.15%	29
3	Not Applicable	33.90%	20
	Total	100%	59

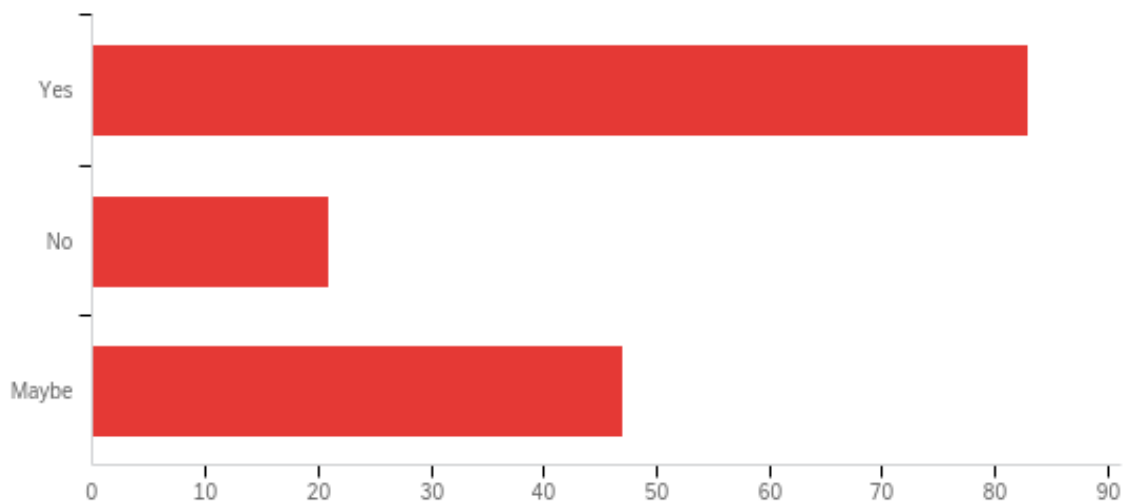
Q7 - Were you employed by a nursing home following your nurse aide training and testing?



	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Were you employed by a nursing home following your nurse aide training and testing? - Selected Choice	1.00	2.00	1.69	0.46	0.21	32

#	Answer	%	Count
1	Yes	31.25%	10
2	No	68.75%	22
	Total	100%	32

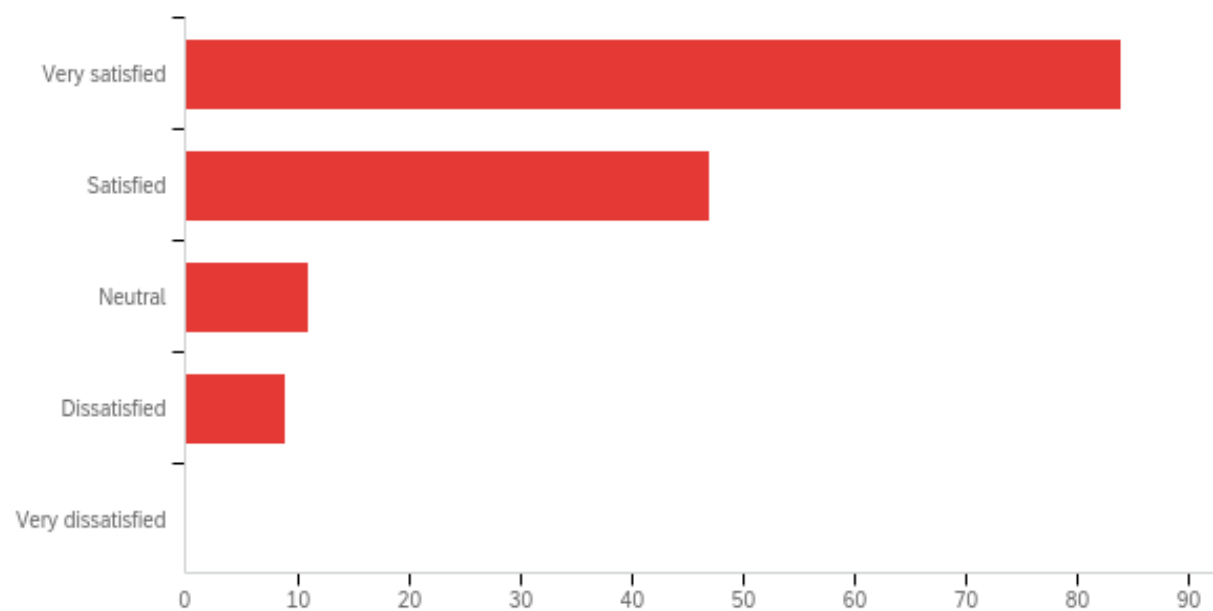
Q8 - Would you have pursued this career if the WCP program was not available?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Would you have pursued this career if the WCP program was not available?	1.00	3.00	1.76	0.90	0.80	151

#	Answer	%	Count
1	Yes	54.97%	83
2	No	13.91%	21
3	Maybe	31.13%	47
	Total	100%	151

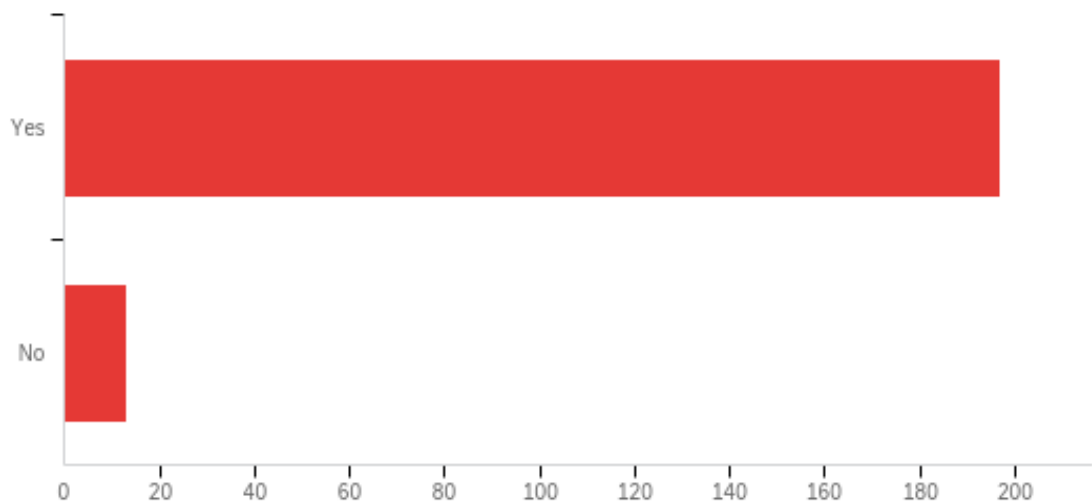
Q9 - Please rate your overall satisfaction with your work as a nurse aide



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Please rate your overall satisfaction with your work as a nurse aide	1.00	4.00	1.64	0.86	0.73	151

#	Answer	%	Count
1	Very satisfied	55.63%	84
2	Satisfied	31.13%	47
3	Neutral	7.28%	11
4	Dissatisfied	5.96%	9
5	Very dissatisfied	0.00%	0
	Total	100%	151

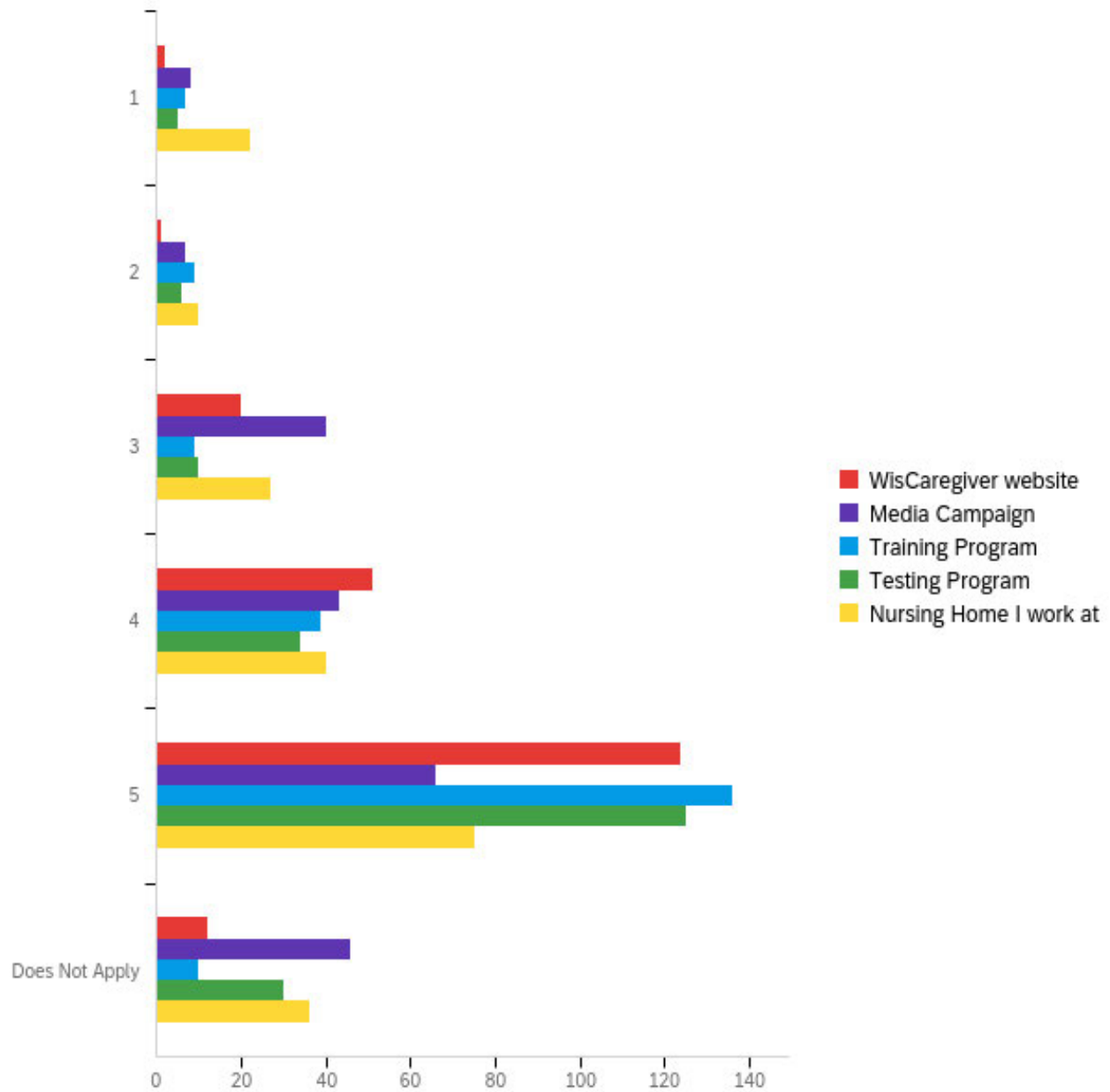
Q10 - Would you recommend this program to friends and family?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Would you recommend this program to friends and family?	1.00	2.00	1.06	0.24	0.06	210

#	Answer	%	Count
1	Yes	93.81%	197
2	No	6.19%	13
	Total	100%	210

Q11 - On a scale of 1-5, with 5 being the highest rating, please rate the following areas:

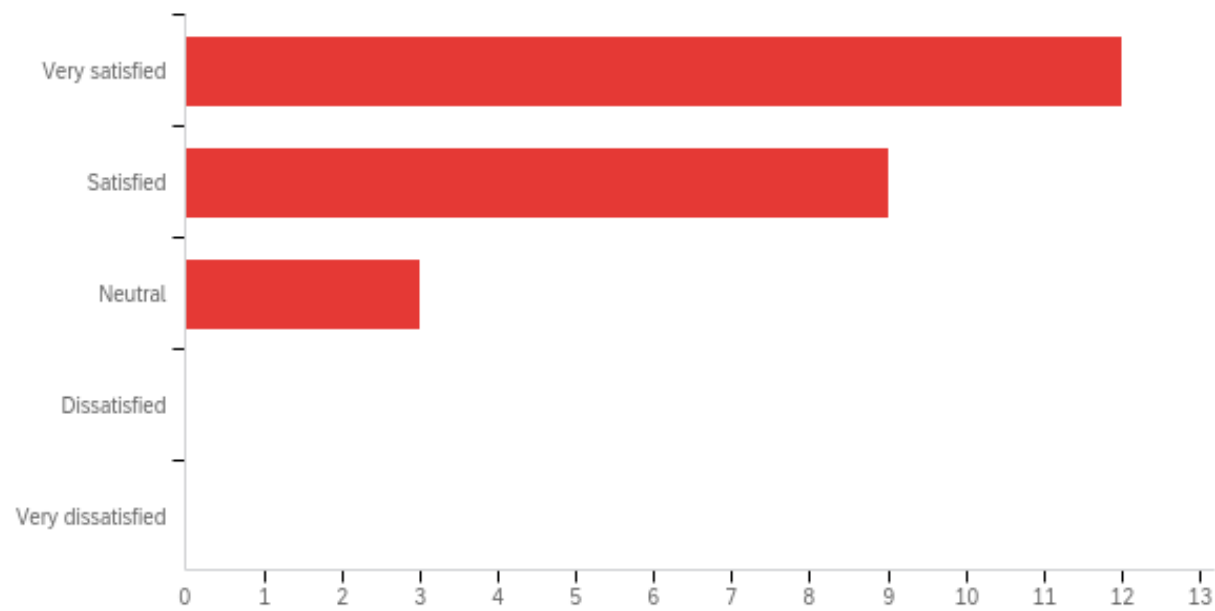


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	WisCaregiver website	1.00	6.00	4.57	0.83	0.69	210
2	Media Campaign	1.00	6.00	4.38	1.31	1.71	210
3	Training Program	1.00	6.00	4.51	1.04	1.09	210
4	Testing Program	1.00	6.00	4.70	1.02	1.05	210
5	Nursing Home I work at	1.00	6.00	4.16	1.51	2.28	210

#	Question	1		2		3		4		5		Does Not Apply		Total
1	WisCaregiver website	0.95%	2	0.48%	1	9.52%	20	24.29%	51	59.05%	124	5.71%	12	210
2	Media Campaign	3.81%	8	3.33%	7	19.05%	40	20.48%	43	31.43%	66	21.90%	46	210
3	Training Program	3.33%	7	4.29%	9	4.29%	9	18.57%	39	64.76%	136	4.76%	10	210
4	Testing Program	2.38%	5	2.86%	6	4.76%	10	16.19%	34	59.52%	125	14.29%	30	210
5	Nursing Home I work at	10.48%	22	4.76%	10	12.86%	27	19.05%	40	35.71%	75	17.14%	36	210

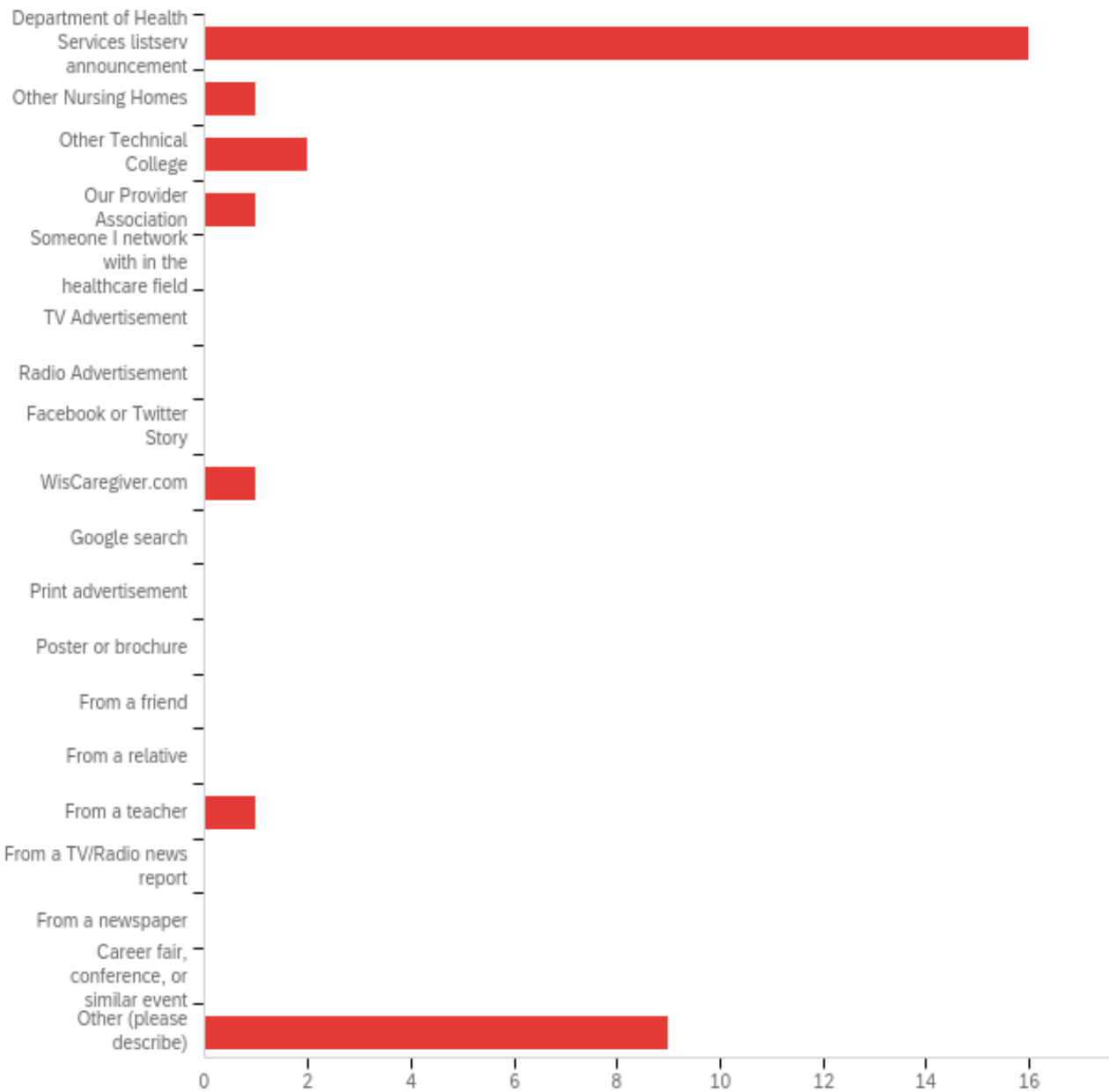
WisCaregiver Career Program
Final Training Program Evaluation Results

Q1 - Please rate your overall satisfaction with the WisCaregiver Career Program (WCP)



#	Answer	%	Count
1	Very satisfied	50%	12
2	Satisfied	38%	9
3	Neutral	13%	3
4	Dissatisfied	0%	0
5	Very dissatisfied	0%	0
	Total	100%	24

Q3 - How did you hear about WCP? (check all that apply)



#	Answer	%	Count
1	Department of Health Services listserv announcement	51.61%	16
2	Other Nursing Homes	3.23%	1
3	Other Technical College	6.45%	2
4	Our Provider Association	3.23%	1
5	Someone I network with in the healthcare field	0.00%	0

6	TV Advertisement	0.00%	0
7	Radio Advertisement	0.00%	0
8	Facebook or Twitter Story	0.00%	0
9	WisCaregiver.com	3.23%	1
10	Google search	0.00%	0
11	Print advertisement	0.00%	0
12	Poster or brochure	0.00%	0
13	From a friend	0.00%	0
14	From a relative	0.00%	0
15	From a teacher	3.23%	1
16	From a TV/Radio news report	0.00%	0
17	From a newspaper	0.00%	0
18	Career fair, conference, or similar event	0.00%	0
19	Other (please describe)	29.03%	9
	Total	100%	31

Q3 - Other (please describe)

Other (please describe) - Text

I took over the classes from other staff that were teaching the class

Already part of the program when I took over.

We were already part of the program when I took over our Education department.

We were part of the program when I took over the Education department.

The instructor [REDACTED] who started this at NTC is retired, so I am not sure how she found out.

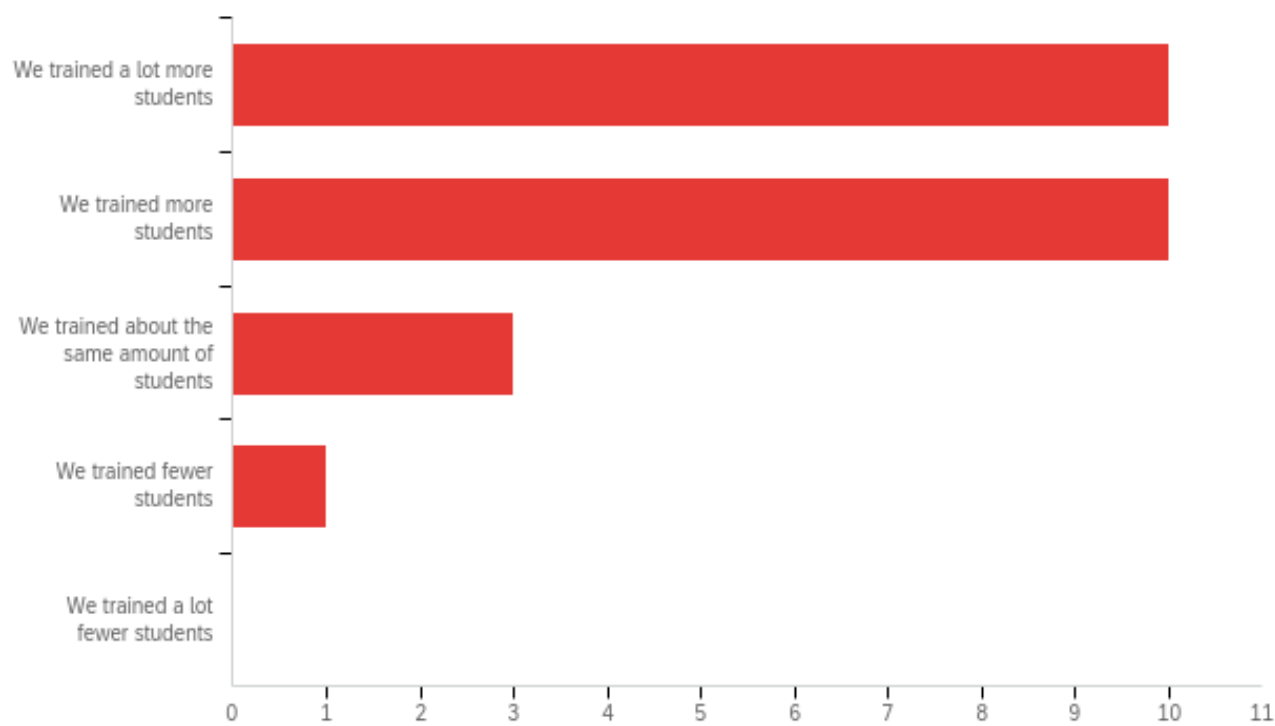
our staff that had job prior

Was in place when I took over as Dir of Education

[REDACTED] happened to be out here on a review and asked us about participating

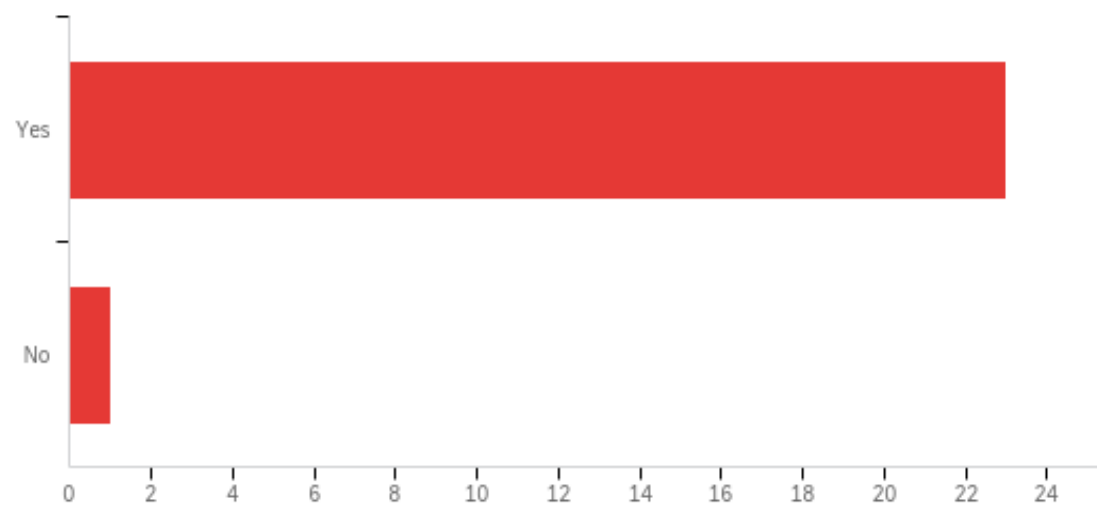
learned when took over role as Education Director

Q4 - Compared to before the WCP, please indicate the effect WCP had on your training program



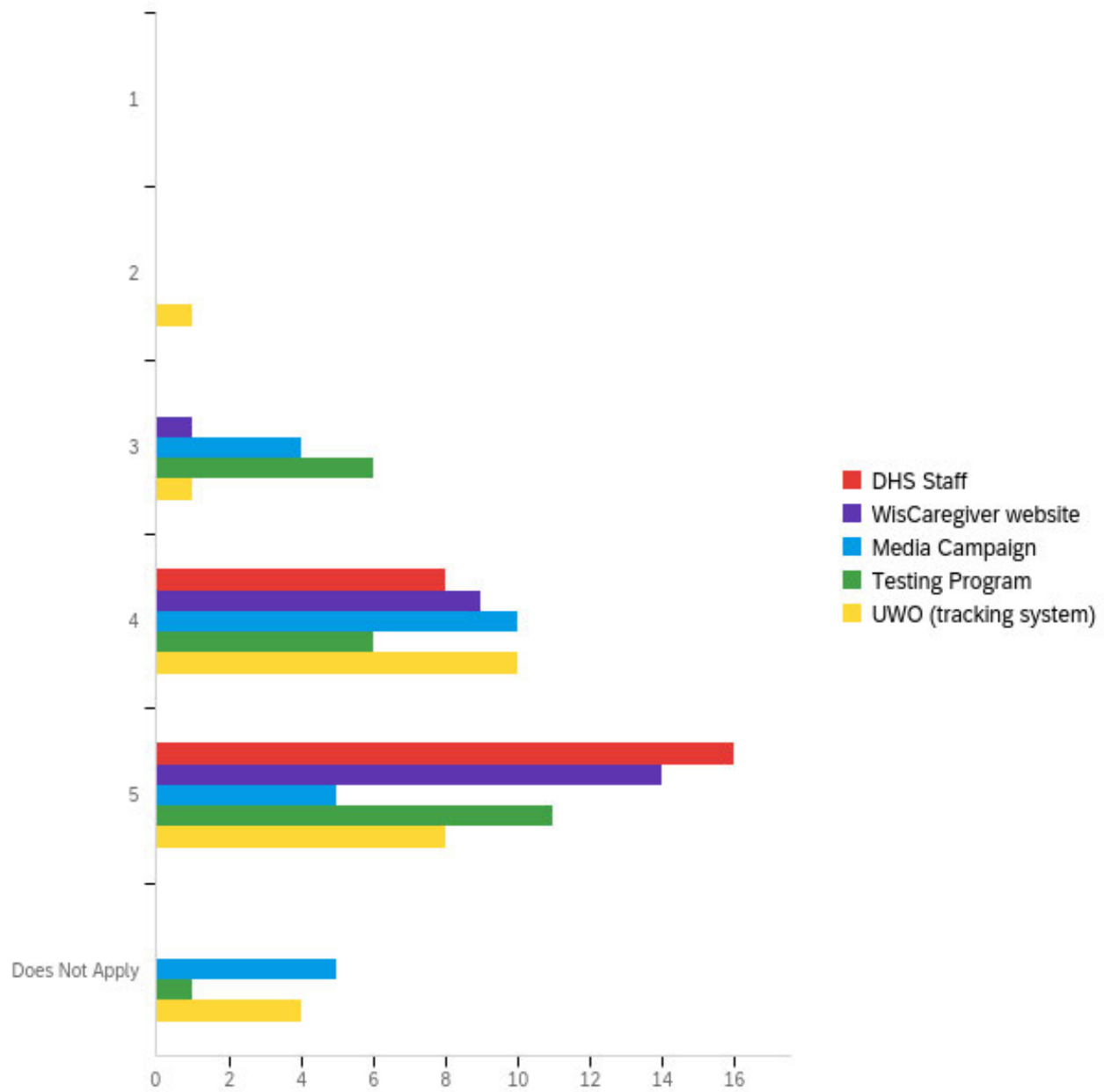
#	Answer	%	Count
1	We trained a lot more students	41.67%	10
2	We trained more students	41.67%	10
3	We trained about the same amount of students	12.50%	3
4	We trained fewer students	4.17%	1
5	We trained a lot fewer students	0.00%	0
	Total	100%	24

Q5 - Would you recommend this program to friends, family or other training programs?



#	Answer	%	Count
1	Yes	95.83%	23
2	No	4.17%	1
	Total	100%	24

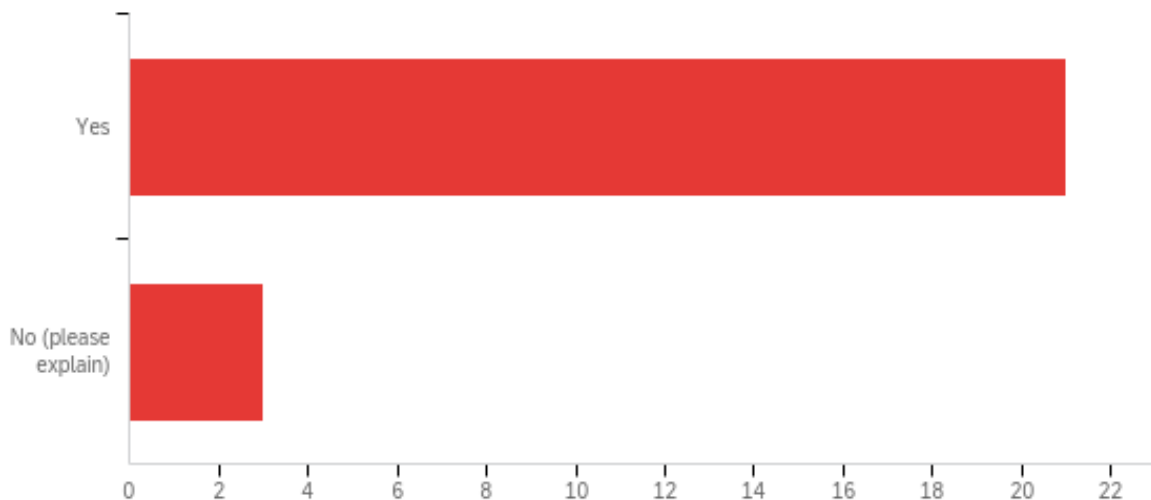
Q6 - On a scale of 1-5, with 5 being the highest rating, please rate the following areas:



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	DHS Staff	4.00	5.00	4.67	0.47	0.22	24
2	WisCaregiver website	3.00	5.00	4.54	0.58	0.33	24
3	Media Campaign	3.00	6.00	4.46	1.00	1.00	24
4	Testing Program	3.00	6.00	4.29	0.89	0.79	24
5	UWO (tracking system)	2.00	6.00	4.54	0.96	0.91	24

#	Question	1		2		3		4		5		Does Not Apply		Total
1	DHS Staff	0.00%	0	0.00%	0	0.00%	0	33.33%	8	66.67%	16	0.00%	0	24
2	WisCaregiver website	0.00%	0	0.00%	0	4.17%	1	37.50%	9	58.33%	14	0.00%	0	24
3	Media Campaign	0.00%	0	0.00%	0	16.67%	4	41.67%	10	20.83%	5	20.83%	5	24
4	Testing Program	0.00%	0	0.00%	0	25.00%	6	25.00%	6	45.83%	11	4.17%	1	24
5	UWO (tracking system)	0.00%	0	4.17%	1	4.17%	1	41.67%	10	33.33%	8	16.67%	4	24

Q7 - If the WCP were to be extended, would you consider continued participation in the program?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	If the WCP were to be extended, would you consider continued participation in the program? - Selected Choice	1.00	2.00	1.13	0.33	0.11	24

#	Answer	%	Count
1	Yes	87.50%	21
2	No	12.50%	3
	Total	100%	24

WisCaregiver Career Program
Final Nursing Home Employer Evaluation Results

Q1 - Name of Nursing Home

#	Answer	%	Count
1	ALDEN ESTATES OF JEFFERSON	0.00%	0
2	ALDEN MEADOW PARK HEALTH CARE CENTER, INC	0.00%	0
3	ALGOMA MEDICAL CENTER	0.00%	0
4	ALLIS CARE CENTER	0.00%	0
5	AMERICAN LUTHERAN HOME - MENOMONIE UNIT	0.00%	0
6	AMERICAN LUTHERAN HOME-MONDOVI	0.00%	0
7	ASHLAND HEALTH AND REHABILITATION CENTER	0.00%	0
8	ATRIUM POST ACUTE CARE OF APPLETON	0.00%	0
9	ATRIUM POST ACUTE CARE OF BLACK RIVER FALLS	0.00%	0
10	ATRIUM POST ACUTE CARE OF BLOOMER	0.00%	0
11	ATRIUM POST ACUTE CARE OF CHETEK	0.00%	0
12	ATRIUM POST ACUTE CARE OF CHILTON	0.00%	0
13	ATRIUM POST ACUTE CARE OF ELLSWORTH	0.00%	0
14	ATRIUM POST ACUTE CARE OF KEWAUNEE	0.00%	0
15	ATRIUM POST ACUTE CARE OF LANCASTER	0.00%	0
16	ATRIUM POST ACUTE CARE OF LITTLE CHUTE	0.00%	0
17	ATRIUM POST ACUTE CARE OF MARSHFIELD	0.00%	0
18	ATRIUM POST ACUTE CARE OF MINERAL POINT	0.00%	0
19	ATRIUM POST ACUTE CARE OF NEENAH	0.00%	0
20	ATRIUM POST ACUTE CARE OF NEW HOLSTEIN	0.00%	0
21	ATRIUM POST ACUTE CARE OF OCONTO FALLS	0.00%	0
22	ATRIUM POST ACUTE CARE OF PLYMOUTH	0.00%	0
23	ATRIUM POST ACUTE CARE OF SHAWANO AT BIRCH HILL	0.00%	0
24	ATRIUM POST ACUTE CARE OF SHAWANO AT EVERGREEN	7.69%	1
25	ATRIUM POST ACUTE CARE OF SHAWANO AT MAPLE LANE	0.00%	0

26	ATRIUM POST ACUTE CARE OF STEVENS POINT	0.00%	0
27	ATRIUM POST ACUTE CARE OF TWO RIVERS	0.00%	0
28	ATRIUM POST ACUTE CARE OF WESTON	0.00%	0
29	ATRIUM POST ACUTE CARE OF WILLIAMS BAY	0.00%	0
30	ATRIUM POST ACUTE CARE OF WISCONSIN RAPIDS	0.00%	0
31	AUGUSTA HEALTH AND REHABILITATION	0.00%	0
32	AVANTI HEALTH AND REHABILITATION CENTER, LLC	0.00%	0
33	BALDWIN CARE CENTER, INC	0.00%	0
34	BARRON CARE AND REHABILITATION	0.00%	0
35	BELMONT NURSING AND REHABILITATION CENTER	0.00%	0
36	BENEDICTINE MANOR OF LACROSSE	0.00%	0
37	BENEDICTINE MANOR OF WAUSAU	0.00%	0
38	BETHANY HOME	0.00%	0
39	BETHANY RIVERSIDE	0.00%	0
40	BETHANY ST JOSEPH CARE CENTER	0.00%	0
41	BETHEL CENTER	0.00%	0
42	BETHEL HOME AND SERVICES, INC	0.00%	0
43	BETHEL HOME, INC	0.00%	0
44	BLOOMFIELD HEALTHCARE AND REHABILITATION CENTER	0.00%	0
45	BORNEMANN NURSING HOME	0.00%	0
46	BREWSTER VILLAGE	0.00%	0
47	BRIA OF TRINITY VILLAGE	0.00%	0
48	BROOKFIELD REHAB AND SPECIALTY CARE CENTER	0.00%	0
49	BROOKSIDE CARE CENTER	0.00%	0
50	BURLINGTON REHABILITATION AND CARE CENTER	0.00%	0
51	CAPITOL LAKES HEALTH CENTER	0.00%	0
52	CARE AGE OF BROOKFIELD	0.00%	0
53	CARE AND REHAB - BOSCOBEL	0.00%	0
54	CARE AND REHAB - CUMBERLAND	0.00%	0
55	CEDAR CREST HEALTH CENTER	0.00%	0

56	CEDARBURG HEALTH SERVICES	0.00%	0
57	CHIPPEWA MANOR NURSING HOME	0.00%	0
58	CHRISTIAN COMMUNITY HOME	0.00%	0
59	CHRISTIAN COMMUNITY HOME OF OSCEOLA, INC	0.00%	0
60	CHRISTIAN HOME AND REHABILITATION CENTER	0.00%	0
61	CLAIRIDGE HOUSE	0.00%	0
62	CLARK COUNTY REHABILITATION & LIVING CENTER	0.00%	0
63	CLEARVIEW	7.69%	1
64	CLEARWATER CARE CENTER	0.00%	0
65	CLEMENT MANOR HEALTH CARE CENTER	0.00%	0
66	COLFAX HEALTH AND REHABILITATION CENTER	0.00%	0
67	COLONIAL CENTER	0.00%	0
68	COLONIAL MANOR MEDICAL AND REHABILITATION CENTER	0.00%	0
69	COLUMBIA HEALTH CARE CENTER	0.00%	0
70	COLUMBUS HEALTH AND REHAB	0.00%	0
71	CONGREGATIONAL HOME, INC	0.00%	0
72	CORNELL HEALTH SERVICES	0.00%	0
73	COURT MANOR HEALTH SERVICES	0.00%	0
74	CREST VIEW NURSING HOME	0.00%	0
75	CROSSROADS CARE CENTER OF CRYSTAL RIVER	0.00%	0
76	CROSSROADS CARE CENTER OF MAYVILLE	0.00%	0
77	CROSSROADS CARE CENTER OF MILWAUKEE	0.00%	0
78	CROSSROADS CARE CENTER OF WEYAUWEGA	0.00%	0
79	DALLAS CARE AND REHAB	0.00%	0
80	DEERFIELD CARE CENTER, LLC	0.00%	0
81	DELAVAN HEALTH SERVICES	0.00%	0
82	DOOR COUNTY MEMORIAL HOSPITAL SNF	0.00%	0
83	DOVE HEALTHCARE - BLOOMER	0.00%	0
84	DOVE HEALTHCARE - OSSEO	0.00%	0
85	DOVE HEALTHCARE - RICE LAKE	0.00%	0

86	DOVE HEALTHCARE-SOUTH	0.00%	0
87	DOVE HEALTHCARE-WEST	0.00%	0
88	DYCORA TRANSITIONAL HEALTH - ABBOTSFORD	0.00%	0
89	DYCORA TRANSITIONAL HEALTH - BEAVER DAM	0.00%	0
90	DYCORA TRANSITIONAL HEALTH - FORT ATKINSON	0.00%	0
91	DYCORA TRANSITIONAL HEALTH - GLENDALE	0.00%	0
92	DYCORA TRANSITIONAL HEALTH - GREENDALE	0.00%	0
93	DYCORA TRANSITIONAL HEALTH - RIVERDALE	0.00%	0
94	DYCORA TRANSITIONAL HEALTH - WATERTOWN	0.00%	0
95	EAST TROY MANOR	0.00%	0
96	EASTVIEW MEDICAL AND REHABILITATION CENTER	0.00%	0
97	EDEN REHABILITATION SUITES AND GREEN HOUSE HOMES, INC	0.00%	0
98	EDENBROOK OF OSHKOSH	0.00%	0
99	EDENBROOK OF WISCONSIN RAPIDS	0.00%	0
100	EDGERTON CARE CENTER, INC	0.00%	0
101	EDGEWATER HAVEN NURSING HOME	0.00%	0
102	EPIONE PAVILION	0.00%	0
103	EVANSVILLE MANOR	0.00%	0
104	EVERGREEN HEALTH CENTER	0.00%	0
105	FAIR VIEW NURSING AND REHABILITATION CENTER	0.00%	0
107	FLORENCE HEALTH SERVICES	0.00%	0
108	FOND DU LAC LUTHERAN HOME	0.00%	0
109	FOUR WINDS MANOR	0.00%	0
110	FREDERIC NURSING AND REHABILITATION COMMUNITY	0.00%	0
111	FRIENDLY VILLAGE NURSING AND REHABILITATION CENTER	0.00%	0
112	GENEVA LAKE MANOR	0.00%	0
113	GLENHAVEN, INC	0.00%	0
114	GOLDEN AGE MANOR	0.00%	0
115	GOOD SAMARITAN SOCIETY-FENNIMORE	0.00%	0
116	GOOD SAMARITAN SOCIETY-LODI	0.00%	0

117	GOOD SAMARITAN SOCIETY-SCANDIA VILLAGE	0.00%	0
118	DIVINE REHABILITATION AND NURSING AT ST CROIX	0.00%	0
119	GOOD SHEPHERD SERVICES, LTD	0.00%	0
120	GRACE LUTHERAN COMMUNITIES - RIVER PINES	0.00%	0
121	GRACE LUTHERAN COMMUNITIES-PRAIRIE POINTE REHAB SUITES	0.00%	0
122	GRANCARE NURSING AND REHABILITATION CENTER	0.00%	0
123	GRANCARE NURSING CENTER	0.00%	0
124	GRAND VIEW CARE CENTER	0.00%	0
125	GRANDE PRAIRIE HEALTH AND REHABILITATION CENTER	0.00%	0
126	GREEN BAY HEALTH SERVICES	0.00%	0
127	GREENTREE HEALTH AND REHABILITATION CENTER	0.00%	0
128	GREENWAY MANOR	0.00%	0
129	HALES CORNERS CARE CENTER	0.00%	0
130	HAMMOND HEALTH SERVICES	0.00%	0
131	HEARTLAND COUNTRY VILLAGE	0.00%	0
132	HERITAGE HEALTH SERVICES	0.00%	0
133	HERITAGE LAKESIDE	0.00%	0
134	ELROY HEALTH SERVICES	0.00%	0
135	HERITAGE OF ELMWOOD NURSING HOME	0.00%	0
136	HILLVIEW HEALTH CARE CENTER	7.69%	1
137	HOMME HOME FOR THE AGING	0.00%	0
138	HOPE HEALTH AND REHABILITATION	0.00%	0
139	HOSPITALITY NURSING AND REHABILITATION CENTER	0.00%	0
140	INGLESIDE MANOR	0.00%	0
141	KARMENTA CENTER	0.00%	0
142	KENSINGTON CARE AND REHAB CENTER	0.00%	0
143	KINNIC HEALTH AND REHAB	0.00%	0
144	LADYSMITH CARE & REHAB	0.00%	0
145	LADYSMITH LIVING CENTER, INC	0.00%	0
146	LADYSMITH NURSING HOME	0.00%	0

147	LAFAYETTE MANOR	0.00%	0
148	LAKE COUNTRY HEALTH SERVICES	0.00%	0
149	LAKE MILLS HEALTH SERVICES	0.00%	0
150	LAKEVIEW HEALTH CENTER	7.69%	1
151	LASATA CARE CENTER	0.00%	0
152	MANAWA COMMUNITY NURSING CENTER	0.00%	0
153	MANITOWOC HEALTH CARE CENTER	0.00%	0
154	MANORCARE HEALTH SERVICES	0.00%	0
155	MANORCARE HEALTH SERVICES	0.00%	0
156	MANORCARE HEALTH SERVICES-EAST	0.00%	0
157	MANORCARE HEALTH SERVICES-PEWAUKEE	0.00%	0
158	MANORCARE HEALTH SERVICES-PLATTEVILLE	0.00%	0
159	MANORCARE HEALTH SERVICES-WEST	0.00%	0
160	MAPLE RIDGE CARE CENTER	0.00%	0
161	MAPLE RIDGE HEALTH SERVICES	0.00%	0
162	MAPLE RIDGE REHABILITATION AND CARE CENTER	0.00%	0
163	MAPLEWOOD CENTER	0.00%	0
164	MAPLEWOOD OF SAUK PRAIRIE	0.00%	0
165	MARINUKA MANOR	0.00%	0
166	MARKESAN RESIDENT HOME, INC.	0.00%	0
167	MARQUARDT MEMORIAL MANOR	0.00%	0
168	MARSHFIELD CLINIC COMFORT AND RECOVERY-EAU CLAIRE	0.00%	0
169	MARSHFIELD CLINIC COMFORT AND RECOVERY-MARSHFIELD	0.00%	0
170	MARY JUDE NURSING HOME	0.00%	0
171	MASONIC CENTER HEALTH & REHAB, INC	0.00%	0
172	MEADOW VIEW HEALTH SERVICES	0.00%	0
173	MERCY HEALTH SERVICES	0.00%	0
174	MERCY MANOR TRANSITION CENTER	0.00%	0
175	MIDDLE RIVER HEALTH CARE CENTER	0.00%	0
176	MITCHELL MANOR	0.00%	0

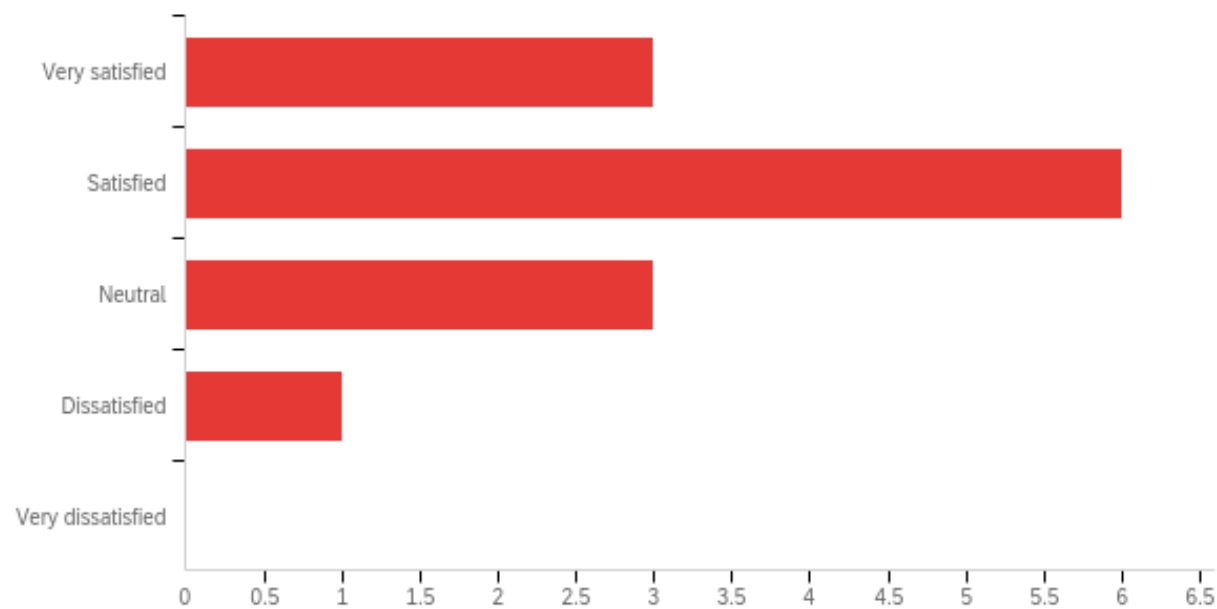
177	MONROE HEALTH SERVICES	0.00%	0
178	MONTELLO CARE CENTER	0.00%	0
179	MORNINGSIDE HEALTH SERVICES	0.00%	0
180	MORROW MEMORIAL HOME	0.00%	0
181	MUSKEGO HEATH CARE CENTER	0.00%	0
182	NAZARETH HEALTH AND REHAB CENTER	0.00%	0
183	NEILLSVILLE CARE AND REHABILITATION	0.00%	0
184	NEW GLARUS HOME, INC	0.00%	0
185	NEWCARE INC	0.00%	0
186	NORSELAND NURSING HOME	0.00%	0
187	NORTH RIDGE MEDICAL AND REHABILITATION CENTER	0.00%	0
188	NORWOOD HEALTH CENTER-CENTRAL	0.00%	0
189	NORWOOD HEALTH CENTER-PATHWAYS	0.00%	0
190	NU ROC COMMUNITY HEALTHCARE, INC	0.00%	0
191	OAK RIDGE CARE CENTER	0.00%	0
192	OAKBROOK HEALTH AND REHABILITATION	0.00%	0
193	OAKRIDGE GARDENS NURSING CENTER, INC	7.69%	1
194	OAKWOOD HEALTH SERVICES	0.00%	0
195	OAKWOOD LUTHERAN HOMES ASSOCIATION	0.00%	0
196	OAKWOOD VILLAGE EAST HEALTH AND REHABILITATION CENTER	0.00%	0
197	ONALASKA CARE CENTER	0.00%	0
198	ORCHARD MANOR	0.00%	0
199	OREGON MANOR, LTD	0.00%	0
200	PARK MANOR LTD	7.69%	1
201	PARK VIEW HEALTH CENTER	0.00%	0
202	PARK VIEW HOME	0.00%	0
203	PARKVIEW MANOR HEALTH AND REHABILITATION CENTER	0.00%	0
204	PEPIN HEALTH AND REHAB	0.00%	0
205	PINE CREST NURSING HOME	7.69%	1
206	PINE HAVEN CHRISTIAN HOME	7.69%	1

207	PINE MANOR HEALTH AND REHABILITATION	0.00%	0
208	PINE VALLEY COMMUNITY VILLAGE	0.00%	0
209	PINE VIEW CARE CENTER	0.00%	0
210	PIONEER HEALTH AND REHAB	0.00%	0
211	PLUM CITY CARE CENTER	0.00%	0
212	PRAIRIE MAISON	0.00%	0
213	PREMIER REHAB AND SKILLED NURSING	0.00%	0
214	PRESCOTT NURSING AND REHABILITATION COMMUNITY	0.00%	0
215	PRIDE TLC THERAPY AND LIVING CAMPUS	7.69%	1
216	RANDOLPH HEALTH SERVICES	0.00%	0
217	RENNES HEALTH AND REHAB CENTER - WESTON	0.00%	0
218	RENNES HEALTH AND REHAB CENTER-APPLETON	0.00%	0
219	RENNES HEALTH AND REHAB CENTER-DEPERE	0.00%	0
220	RENNES HEALTH AND REHAB CENTER-EAST	0.00%	0
221	RENNES HEALTH AND REHAB CENTER-RHINELANDER	0.00%	0
222	RENNES HEALTH AND REHAB CENTER-WEST	0.00%	0
223	RIB LAKE HEALTH SERVICES	0.00%	0
224	RIDGEVIEW TERRACE LONG TERM CARE	0.00%	0
225	RIVER'S BEND HEALTH SERVICES	0.00%	0
226	RIVERVIEW HEALTH SERVICES	0.00%	0
227	ROCKY KNOLL HEALTH CARE FACILITY	0.00%	0
228	ROLLING HILLS REHABILITATION CENTER	0.00%	0
229	SAINT JOHNS ON THE LAKE	0.00%	0
230	SAMARITAN HEALTH CENTER	0.00%	0
231	SANTA MARIA NURSING HOME INC	0.00%	0
232	SAUK COUNTY HEALTH CARE CENTER	7.69%	1
233	SCHMITT WOODLAND HILLS	7.69%	1
234	SHAWANO HEALTH SERVICES	0.00%	0
235	SHEBOYGAN HEALTH SERVICES	0.00%	0
236	SHEBOYGAN PROGRESSIVE HEALTH SERVICES	0.00%	0

237	SHERIDAN MEDICAL COMPLEX (THE BAY AT SHERIDAN)	0.00%	0
238	SHOREHAVEN HEALTH AND REHABILITATION CENTER	0.00%	0
239	SKAALEN NURSING AND REHABILITATION CENTER	0.00%	0
240	SOUTHPOINTE HEALTHCARE CENTER	0.00%	0
241	SPRING VALLEY HEALTH AND REHABILITATION CENTER	0.00%	0
242	SSM HEALTH ST CLARE MEADOWS CARE CENTER	0.00%	0
243	SSM HEALTH ST MARY'S CARE CENTER	0.00%	0
244	ST ANNE'S SALVATORIAN CAMPUS	0.00%	0
245	ST CAMILLUS HEALTH CENTER	0.00%	0
246	ST FRANCIS HEALTH SERVICES	0.00%	0
247	ST FRANCIS HOME	0.00%	0
248	ST JOSEPH'S HOME AND REHABILITATION CENTER	7.69%	1
249	ST PAUL ELDER SERVICES, INC	0.00%	0
250	STRUM AREA HEALTH AND REHABILITATION	0.00%	0
251	STURGEON BAY HEALTH SERVICES	0.00%	0
252	SUNNY RIDGE REHABILITATION CENTER LLC	0.00%	0
253	SUNRISE HEALTH SERVICES	0.00%	0
254	SUPERIOR REHABILITATION CENTER LLC	0.00%	0
255	SYVERSON LUTHERAN HOME	0.00%	0
256	THE BRIDGES OF APPLETON	0.00%	0
257	THE BRIDGES OF MILWAUKEE REHAB AND CARE CENTER	0.00%	0
258	THE NEIGHBORS - CENTRAL NEIGHBORHOOD	0.00%	0
259	THE NEIGHBORS - WEST NEIGHBORHOOD	0.00%	0
260	THE NEIGHBORS -EAST NEIGHBORHOOD	0.00%	0
261	THE PAVILION AT GLACIER VALLEY	0.00%	0
262	THE VILLA AT BRADLEY ESTATES	0.00%	0
263	THE VILLA AT LINCOLN PARK	0.00%	0
264	THE VILLA AT MIDDLETON VILLAGE	0.00%	0
265	THREE OAKS HEALTH SERVICES	0.00%	0
266	TOMAH NURSING AND REHABILITATION	0.00%	0

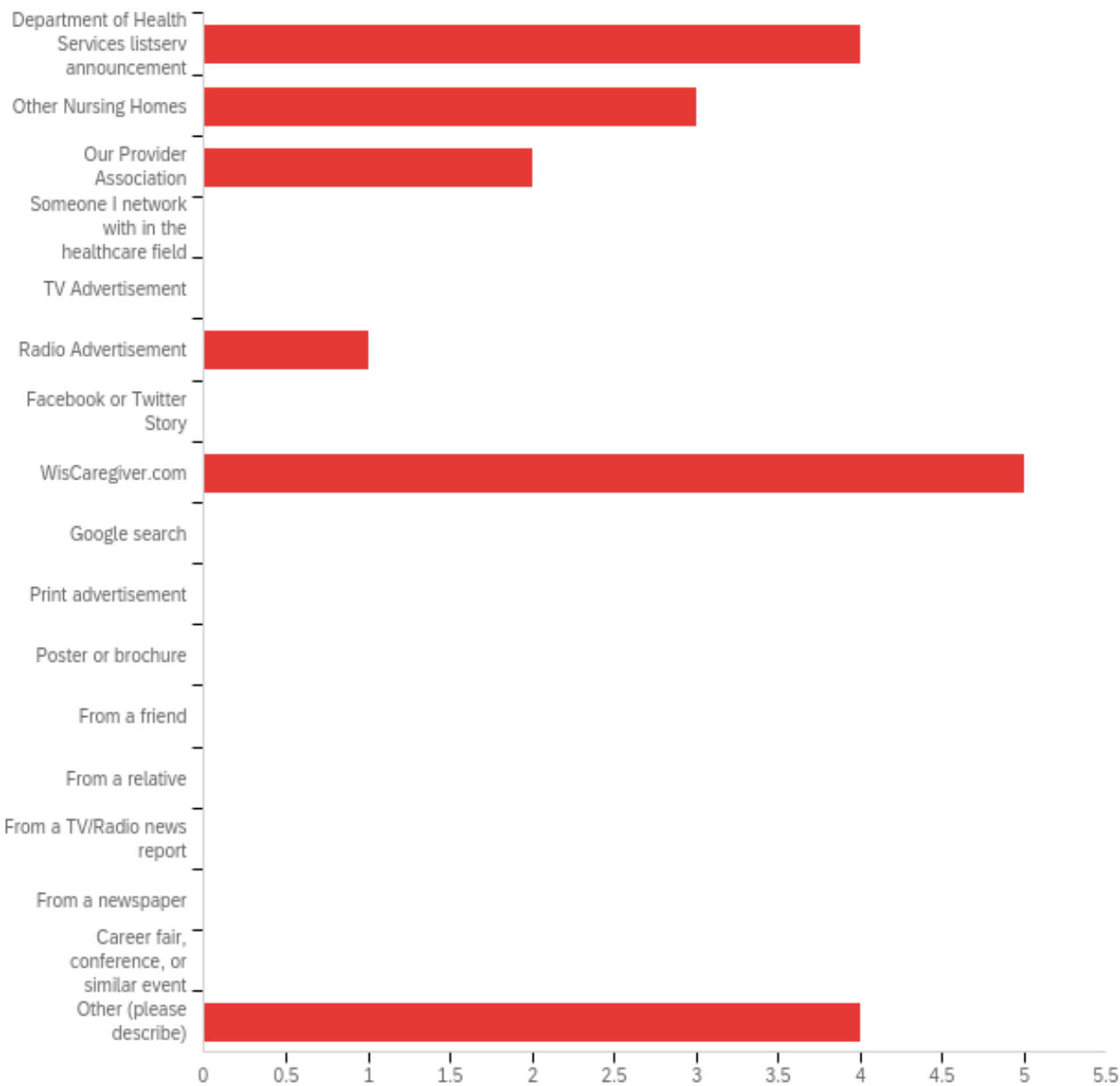
267	TOMAHAWK HEALTH SERVICES	0.00%	0
268	TUDOR OAKS HEALTH CENTER	0.00%	0
269	TWIN PORTS HEALTH SERVICES	0.00%	0
270	UNITED PIONEER HOME, INC	0.00%	0
271	UPLAND HILLS NURSING AND REHABILITATION	0.00%	0
272	VERNON MANOR	0.00%	0
273	VILLA LORETTO NURSING HOME	0.00%	0
274	VILLA MARIA HEALTH AND REHABILITATION CENTER	0.00%	0
275	VILLA MARINA HEALTH AND REHABILITATION CENTER	0.00%	0
276	VILLA PINES LIVING CENTER	0.00%	0
277	VIRGINIA HEALTH AND REHABILITATION CENTER	0.00%	0
278	VIRGINIA HIGHLANDS HEALTH AND REHABILITATION CENTER	0.00%	0
279	WATER'S EDGE	0.00%	0
280	WATERS EDGE REHABILITATION AND CARE CENTER	0.00%	0
281	WAUNAKEE MANOR HEALTH CARE CENTER	0.00%	0
282	WAUSAU HEALTH SERVICES	0.00%	0
283	WELLSPRING OF MILWAUKEE	0.00%	0
284	WI VETERANS HOME AINSWORTH 800	0.00%	0
285	WI VETERANS HOME AT CHIPPEWA FALLS	0.00%	0
286	WI VETERANS HOME-BOLAND HALL	0.00%	0
287	WILD ROSE MANOR	0.00%	0
288	WILLOW RIDGE HEALTHCARE	0.00%	0
289	WILLOWCREST HEALTH SERVICES	0.00%	0
290	WILLOWDALE HEALTH SERVICES	0.00%	0
291	WISCONSIN DELLS HEALTH SERVICES	0.00%	0
292	WISSOTA HEALTH AND REGIONAL VENT CENTER	0.00%	0
293	WOODLAND VILLAGE NURSING HOME	0.00%	0
294	WOODLANDS OF GILLETT	0.00%	0
295	WOODLANDS OF OCONTO	0.00%	0
296	PLEASANT VIEW NURSING HOME	7.69%	1

Q3 - Please rate your overall satisfaction with the WisCaregiver Career Program (WCP)



#	Answer	%	Count
1	Very satisfied	23.08%	3
2	Satisfied	46.15%	6
3	Neutral	23.08%	3
4	Dissatisfied	7.69%	1
5	Very dissatisfied	0.00%	0
	Total	100%	13

Q5 - How did you hear about WCP? (check all that apply)



#	Answer	%	Count
1	Department of Health Services listserv announcement	21.05%	4
2	Other Nursing Homes	15.79%	3
3	Our Provider Association	10.53%	2
4	Someone I network with in the healthcare field	0.00%	0
5	TV Advertisement	0.00%	0

6	Radio Advertisement	5.26%	1
7	Facebook or Twitter Story	0.00%	0
8	WisCaregiver.com	26.32%	5
9	Google search	0.00%	0
10	Print advertisement	0.00%	0
11	Poster or brochure	0.00%	0
12	From a friend	0.00%	0
13	From a relative	0.00%	0
14	From a TV/Radio news report	0.00%	0
15	From a newspaper	0.00%	0
16	Career fair, conference, or similar event	0.00%	0
17	Other (please describe)	21.05%	4
	Total	100%	19

Other (please describe)

Other (please describe) - Text

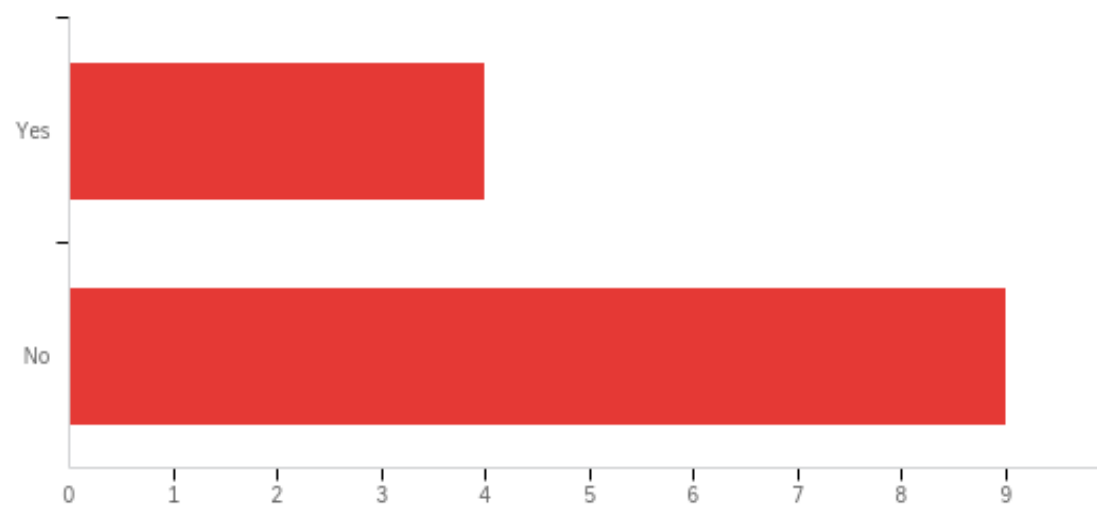
Lake Shore Health Care Alliance

Co-worker

NO idea - I didn't even know we were participating until an applicant told me.

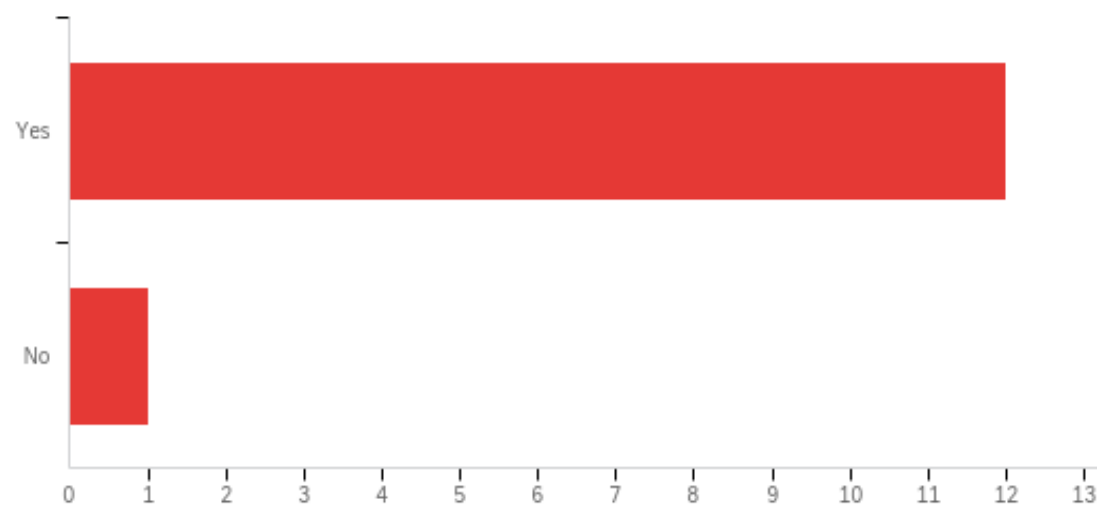
nursing home

Q6 - Did you have fewer vacancies during your participation in WCP than before your participation?



#	Answer	%	Count
1	Yes	30.77%	4
2	No	69.23%	9
	Total	100%	13

Q7 - Would you recommend this program to friends, family or other nursing homes?

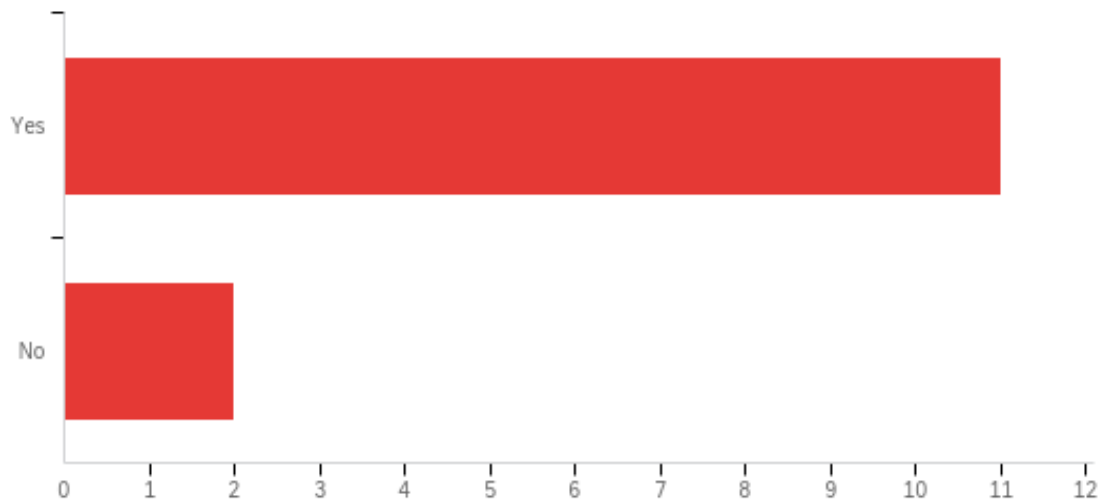


#	Answer	%	Count
1	Yes	92.31%	12
2	No	7.69%	1
	Total	100%	13

Q8 - How many nurse aides did you hire through WCP?

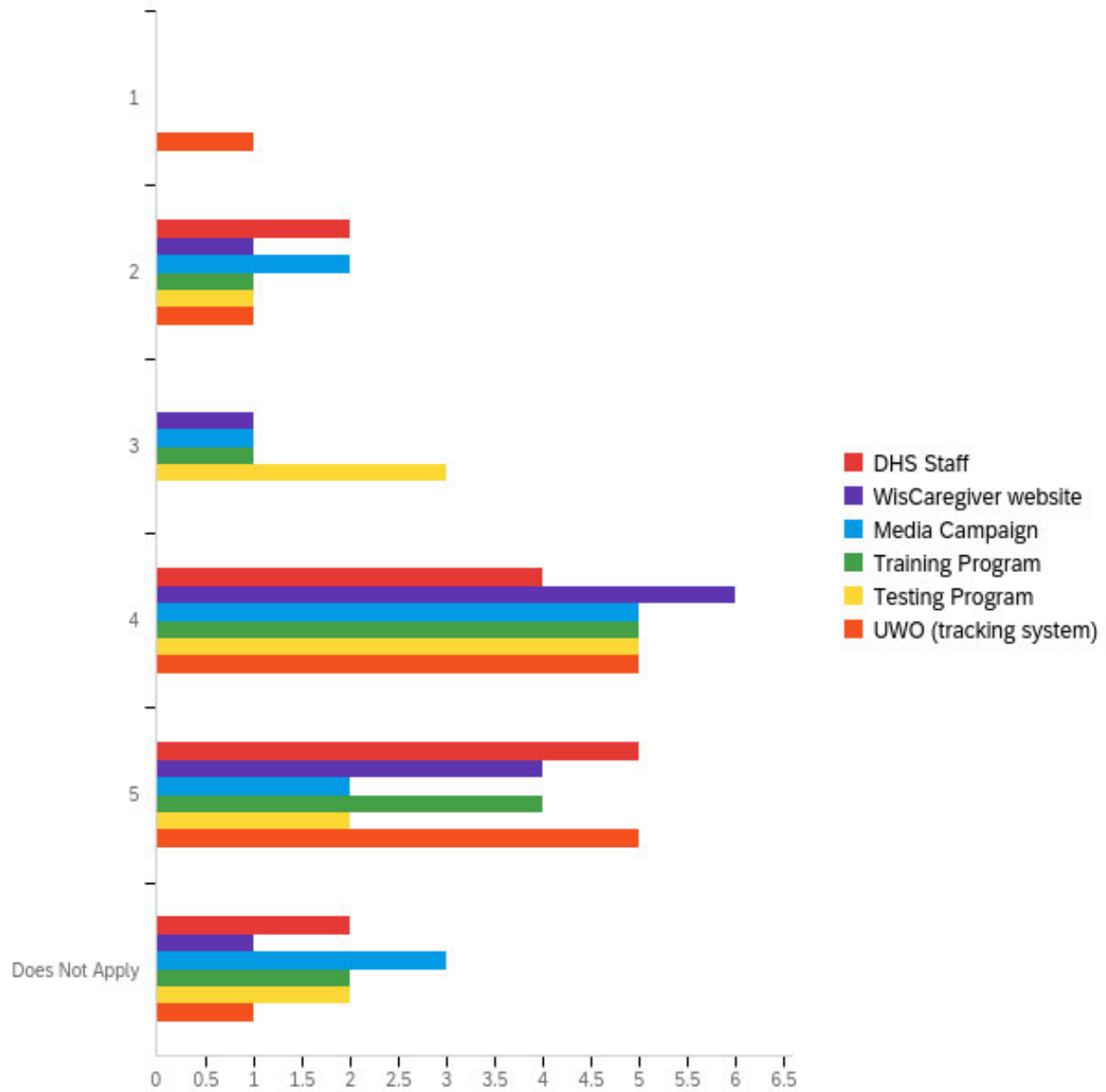
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How many nurse aides did you hire through WCP?	1.00	30.00	7.92	8.80	77.46	13

Q9 - I utilized the resources and training WCP provided to help hire and retain the best possible workforce (e.g. Workforce Solutions webinars, resources on WCP website)



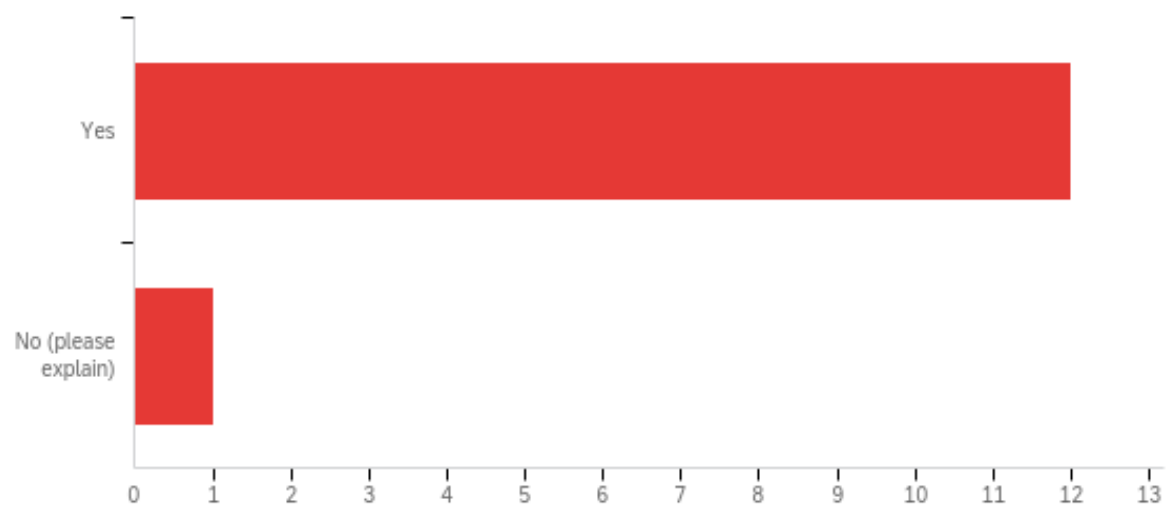
#	Answer	%	Count
1	Yes	84.62%	11
2	No	15.38%	2
	Total	100%	13

Q10 - On a scale of 1-5, with 5 being the highest rating, please rate the following areas:



#	Question	1		2		3		4		5		Does Not Apply	Total
1	DHS Staff	0.00%	0	15.38%	2	0.00%	0	30.77%	4	38.46%	5	15.38%	13
2	WisCaregiver website	0.00%	0	7.69%	1	7.69%	1	46.15%	6	30.77%	4	7.69%	13
3	Media Campaign	0.00%	0	15.38%	2	7.69%	1	38.46%	5	15.38%	2	23.08%	13
4	Training Program	0.00%	0	7.69%	1	7.69%	1	38.46%	5	30.77%	4	15.38%	13
5	Testing Program	0.00%	0	7.69%	1	23.08%	3	38.46%	5	15.38%	2	15.38%	13
6	UWO (tracking system)	7.69%	1	7.69%	1	0.00%	0	38.46%	5	38.46%	5	7.69%	13

Q11 - If the WCP were to be extended, would you consider continued participation in the program?



#	Answer	%	Count
1	Yes	92.31%	12
2	No (please explain)	7.69%	1
	Total	100%	13