



WisCaregiver Career Program – Frequently Asked Questions and Answers

Wisconsin Department of Health Services / Division of Quality Assurance
P-02111 (03/2018)



No.	Program Area	Questions	Answers
1	Administration	Will the slides and recordings from the webinar presentations be available?	The PowerPoint and webinar recordings of the nursing home webinars are available at Department of Health Services (DHS) WisCaregiver Career Program (WCP) at www.dhs.wisconsin.gov/caregiver-career/index.htm .
2	Administration	Exactly how many aides are able to be funded?	The WCP is designed to fund up to 3,000 nurse aides. We will monitor enrollment closely throughout the two-year program.
3	Administration	Are there a maximum number of students that are allowed to go through the program at each technical college?	Yes, but the technical colleges can ask for more slots.
4	Administration	How will this program be differentiated from the ongoing classes at the local technical colleges? Or, will everyone who wants to enter a technical college nurse aide program be able to participate?	To be eligible for the WCP, the individual must agree to successfully complete approved nurse aide training and testing and work in a participating nursing home for a minimum of six months.
5	Administration	Do they have to obtain employment within a certain amount of time?	We ask students to obtain employment within 90 days of completing their test. We will send reminders to the students who haven't.
6	Administration	I have several current employees that are interested in going through this program. When is the active enrollment going to be available online for the participant?	Students will be able to enroll on March 1, 2018, at the following link: www.WisCaregiver.com
7	Administration	We put four employees through our training program to become a nurse aide. All four completed their testing requirements and are now on the nurse registry. Should we enter the info on these four employees? They all just tested on January 5, 2018.	We are not able to accept students to program until March 1, 2018. Individuals who completed training and or testing prior to March 1, 2018 are not eligible for the WCP.
8	Administration	Applicants will still apply via my website, but how will I know that they are a part of this program?	The student will provide you with an email stating that they are in the WCP and will have a unique WCP ID number.
9	Administration	If we do not accept someone into our program, do we still enter that information on the tracking site?	No, do not enter the information on the tracking site.

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10	Caregiver Background Check (CBC)	Who will pay for the CBC for students?	<p>DHS will pay for the CBC for students before the student applies for nurse aide training to the technical college or to the nursing home with an approved nurse aide training program. Students will be instructed to provide the training program with a copy of their CBC along with their confirmation email from the WisCaregiver Career Program (WCP) notifying them that are a participant in the WCP. The confirmation email will include the student's unique WCP identification number that training programs use when they enter the student's name and program information into the WCP data base.</p> <p>Note that training programs will need to have the student complete a Background Information Disclosure (BID) form and conduct any necessary follow-up once enrolled in the nurse aide training program.</p>
11	Eligible Facilities	Is this program only available for nursing homes? Are community-based residential facilities and residential care apartment complexes allowed to participate?	The funding for this project is from federal Civil Money Penalties (CMP) from nursing homes, so only federally certified nursing homes can participate in this program.
12	Full/Part-Time	Is the bonus program for full-time or part-time or less than part-time staff? We usually require them to be full-time before we would consider bonus status.	Nursing homes that participate in the WCP agree to pay the \$500 retention bonus after the nurse aide has worked full- or part-time for six months.
13	Full/Part Time	Will there be a set number of hours per week for part-time eligibility	The definition of part-time is determined by the individual nursing homes. For example, some facilities may consider it to be 20 hours per week while others it may be weekends.
14	Marketing	Will a recruitment flyer be provided to nursing homes that can be posted in facilities?	We are working with the media firm to develop information that nursing homes may use to promote the program. We will make the information available to you as we receive the materials.
15	Nursing Home Participation Agreement	Would you reimburse a facility-based program for the cost of the training?	Yes, nursing homes with an approved nurse aide training program will receive an all-inclusive \$630 per student trained. This amount would include training, books, supplies, fees, etc.
16	Nursing Home Participation Agreement	Are we obligated to accept every student that chooses us as a facility?	No, you would follow your usual hiring practices.
17	Nursing School	Are persons who need the nurse aide training to fulfill a nursing school entry requirement allowed to participate in the training and testing offered by the WCP?	The person can participate in the WCP, but must agree to work in a nursing home as a nurse aide for at least six months.

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18	Nursing School	How will you ensure that those who get the training and testing will actually work in a nursing home and not use it for their nursing school requirement?	Students who train and test through the WCP, but do not meet the requirements of working in a nursing home for six months, will be responsible for repayment of fees to the WCP.
19	Process	After a person is entered into the program on the website, what is the next step?	The next step is for the person to register for nurse aide training.
20	Process	Will there be documentation for the student to take to the college to prove they are in the program and the course will be paid through the WCP program?	The student will provide the training program with: 1) The email received from registration with their WCP ID number, and 2) The results of the CBC.
21	Repayment	Who is responsible for repayment of education if the applicant is not successful?	The student will be responsible for repayment.
22	Repayment	Who is the collector? Facility or program?	The WCP will be responsible for collection.
23	Repayment	In the event someone is unable to complete the requirements and needs to repay, what is the anticipated cost?	The cost for training is \$630. The cost of testing would be the current fee of \$195 charged by the testing vendor.
24	Retention Bonus	What if the employee encounters discipline or attendance issues during the six-month period? Can we as a facility withhold that retention bonus?	Nursing homes that agree to participate in the WCP agree to pay the \$500 retention bonus after the nurse aide has worked full- or part-time for six months.
25	Retention Bonus	We already pay these folks during class and beyond; would we still be expected to pay the \$500.	Yes, nursing homes that participate in the WCP agree to pay nurse aides trained and tested through the WCP upon completion of the program.
26	Retention Bonus	Is there a time limit? For example, if a nurse aide works for one facility for three months, then another facility for three months, then a third for six months, would the third facility be liable to pay the bonus?	A participating nursing home that employs a WCP nurse aide for six months would be expected to pay the \$500 retention bonus.
27	Retention Bonus	Do we pay them the \$500 and, then, you send the facility a check?	The \$500 retention bonus is paid to the student by the nursing home upon completion of six months employment at the nursing home. The WCP does not provide the nursing home with the \$500 retention bonus.
28	Student Participation Agreement	Is there a requirement of the trained nurse aide in the program to seek employment at a participating member?	To receive the \$500 retention bonus the nurse aide would need to work at a participating nursing home.
29	Student Participation Agreement	Does the new nurse aide need to stay at ONE facility to collect their \$500 bonus or can they be in the program (at several facilities) for six months and still be entitled to the \$500?	To be eligible for the \$500 retention bonus paid for by the participating facility, the nurse aide must work full- or part-time at one nursing home for six consecutive months.

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30	Student Participation Agreement	Will the program include high school students or just those that are 18 or older?	High school students may participate in the WCP.
31	Student Participation Agreement	Do the people who are in this program need to be from Wisconsin? Residents of Wisconsin? Or can they be from Illinois, but work in Wisconsin and participate in the Wisconsin program?	There are no residency requirements for students. Individuals who train and test in Wisconsin and work in a Wisconsin nursing home are eligible for the program.
32	Student Participation Agreement	I'm wondering if we could hire the candidates and then send them to the program. Or, do we have to wait until the person completes the program before hiring? I'm worried that candidates who complete the program may have poor job history or poor references, so we may not be interested in hiring them.	The WCP was designed to encourage individuals to enter a career in caregiving through the enrollment and successful completion in a nurse aide training program and, then, successful completion of the nurse aide competency test. The individual would then be hired at a participating nursing home and receive a \$500 retention bonus from the nursing home after completing six months of employment. You are able to hire an individual prior to the person being trained but the six months employment eligibility for the \$500 retention bonus would start the date of hire of the individual and the individual would need to be entered into the WCP tracking system on the date of hire as well.
33	Student Participation Agreement	What happens to a student that has been accepted into the program and completes it, but doesn't apply or work for any of the participating facilities?	DHS would ask that student for reimbursement for the cost of training and testing.
34	Testing	We are a facility that has paid for students to become nurse aides. The problem we are running into is the student takes their written test but has to wait for more than two months to be able to take their skills test. Do you see this waiting time improving soon?	DHS continues to work with the testing vendor to ensure that timely testing is available.
35	Testing	Does the WCP also provide funds for the student to test?	Yes, the funds for the student to test are provided through the WCP.
36	Timeline	If the program ends in December 2018, will nurse aides hired in the end of the year still be qualified for the \$500 bonus? (For example, a December 2018 hire would not be eligible until May 2019.)	The WCP ends December 31, 2019. Funding will be available through 2019 or until the maximum number of 3,000 students is reached.
37	Timeline	So, will someone hired December 30, 2019 still be eligible for the bonus in June 2020?	Funding will be available through 2019 or until the maximum number of 3,000 students is reached.

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38	Tracking	How will you keep track of a person who receives the \$500 bonus? Could they be working in two different facilities part-time and receive the money from both?	We plan to track the student throughout the program and eliminate an individual from receiving the six-month retention bonus from two nursing homes. However, there is nothing to prevent a nursing home from paying an individual a second retention bonus if they choose.
39	Tracking	Will employees potentially be able to collect the \$500 twice—work for one facility for six months and, then, leave and go to another facility?	We plan to track the student throughout the program and eliminate an individual from receiving the six-month retention bonus from two nursing homes. However, there is nothing to prevent a nursing home from paying an individual a second retention bonus, if they choose.
40	Tracking	Is there a way to see if the nurse aide has received the free training?	Yes, participating students will receive a unique number to provide to the nursing home upon hire along with a certificate from the testing vendor identifying them as a participant in the program. The Wisconsin Nurse Aide Registry will also include a code identifying the nurse aide as a participant in the WCP.
41	Training Cost	Who pays for class for the potential student—the student or the Wisconsin Nurse Aide Training Program?	Training is paid for by the WCP.
42	Training Cost	How much does the nurse aide program cost to the applicant after they have been accepted to the program?	There is no cost to the student for nurse aide training or testing.
43	Training Program	Will the program be standard across the state of Wisconsin? For example, in our area the first three weeks of the program are online. My concern is that we are targeting seniors, FoodShare, and non-traditional students that may not have access to online learning/modules provided by our local Northcentral Technical College in Wausau. I guess what I am driving at is, would it be in-person training?	Participating technical colleges and nursing homes with approved training programs are able to continue to offer the program that was approved by DHS.
44	Training Program	We are currently a skilled nursing facility, but are transitioning our license to CBRF in April 2018. Could we still participate?	A nursing home can continue to participate in the program until the facility is no longer licensed as a nursing home. Students participating in the program who are hired should be paid the retention bonus six months after employment or the date the license is transferred, whichever occurs first.
45	Training Program	Are there any grant monies opportunities for nursing homes that would like to apply for and develop our own training programs?	The WisCaregiver Career Program does not have money available for nursing homes to develop their own training program for nurse aides. You may want to check with the nursing home associations for ideas for other funding sources.

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46	Training Program	Will they have their nurse aide license after the program?	Students who successfully train and test will be listed on the Nurse Aide Registry.
47	Training Program	How many trainers are available for Wisconsin?	We are currently recruiting 16 districts of Wisconsin technical colleges and 22 nursing homes with approved training programs to participate.
48	Training Program	Will other approved nurse aide programs be included (other than Wisconsin technical colleges and nursing home programs)?	At this time, only nursing homes and technical colleges with approved nurse aide training programs are eligible for the program. Depending on the success of the WCP, the program may be expanded to include other nurse aide training programs.
49	Training Program	How long does the training program take to complete?	The time to complete a training program varies by program.
50	Training Program	How soon after the student enrollment do we need to provide the training?	Training schedules are determined by each training program. We will send reminders to the students who have registered but have not signed up for training.
51	Training Program – Hiring	Currently students in our nurse aide training program apply for the nurse aide class and go through interview and hiring prior to the start of class. Would this process change if we were in the program?	No, your interview/hiring process would not change under the WCP.
52	Training Program – Reimbursement	Is a nursing home eligible for reimbursement for training through the WCP if the student is not hired and doesn't work for the nursing home?	Yes, nursing homes with an approved nurse aide training program are eligible for reimbursement of \$630 from the WCP for students trained by their program but who are not hired or work for their facility. After you complete the training you would submit the standardized invoice to DHS for reimbursement. You would not submit for Medicaid reimbursement.
53	Training Program – Reimbursement	The Q&A document states that the nurse aide training program would receive \$630 per student trained. How is this money handled?	After you complete the training and hire the individual, you would submit for Medicaid reimbursement for the training following the usual process. You would then submit an invoice to DHS for the remainder of the \$630 provided through the WCP. For example, if you are reimbursed through Medicaid for \$200 for each student trained, you would submit an invoice to DHS for \$430. We have created a standardized invoice for billing the WCP. If you do not hire the individual, you are able to submit an invoice for \$630 as long as you have not received any reimbursement for the training that you provided from another nursing home or any other entity.

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54	Website	Are nursing homes and training programs required to create a special website for the WCP?	<p>Training programs are not required to create an additional website for the WCP. However, we are encouraging training programs to consider developing a dedicated webpage related to the WCP with upcoming nurse aide training dates to post on the DHS/WCP webpage. A dedicated webpage would provide the student with the most direct route to program information and eliminate barriers to participation in the program. Nursing homes who are participating in the retention program could provide students with information about what their facility has to offer employees and the benefits of working in their organization.</p> <p>DHS staff is available to talk with staff in your marketing department to provide additional information. If you are not able to create a unique webpage, DHS will post the webpage you provide to us.</p>
55	Website	I don't think I can create a whole separate webpage dedicated to this program. What can I do?	As an alternative to creating a new webpage for the WisCaregiver program, you may create a prominently featured area on the front page of your existing website that will spotlight the program.
56	Website	We are wondering what is needed for the website? Is it a separate page on our website or, perhaps, a link on our website with the WCP information on it?	Both modifications you identify, either a separate page on your website or the inclusion of a link on your website with the WCP information, would be great. Also, as an alternative to creating a new webpage, you may want to create a prominently featured area on the front page of your existing website that will spotlight the program. Let us know if you or your IT staff has other questions.
57	Website	Where should I direct participants effective March 1, 2018?	Effective March 1, 2018, the website for participants to sign up for the WCP is www.WisCaregiver.com