



LTC WIO TRAINING OPPORTUNITIES

As a designated Long-Term Care Workforce Investment Organization (LTC WIO), PHI is offering a range of training and workforce development interventions to long-term care providers in New York City.

For more than 25 years, PHI has pioneered recruitment, training, retention, and supervision strategies designed to meet the needs of direct care workers and employers in home care and nursing home settings — and to support the delivery of high-quality, person-centered care to clients. All PHI curricula include adult learner-centered training methods and can be customized to meet an organization’s unique needs. Courses are delivered through a blended model of in-person and eLearning instruction that leverages technology to engage learners and efficiently convey complex information.

Costs for delivering LTC WIO interventions, including reimbursement to backfill wages of incumbent workers attending training, are fully covered through funding from the New York State Department of Health. Trainings are therefore available to providers free of charge.

PHI’s current course offerings through the LTC WIO program include:

WORKFORCE DEVELOPMENT AREA	COURSE DESCRIPTIONS
RECRUITMENT, SCREENING, AND ONBOARDING	Workshops and coaching for administrative staff on tools for recruiting, screening, and orienting trainees and new workers who are best-suited for direct care roles.
ENTRY-LEVEL TRAINING AND CERTIFICATION	PHI's nationally recognized and NYSDOH/NYSED approved entry-level training and certification model for personal care aides (PCAs) and home health aides (HHAs).
SPECIALTY TRAINING	Training for incumbent workers on specific topics of care, including <i>Diabetes, Alzheimer's Disease & Dementias, Aging & Disability, Palliative Care, Congestive Heart Failure, Respiratory Disease, Safe Mobility & Falls Prevention, Prevention of Abuse and Neglect, Meal Preparation & Special Diets, Maintaining Professional Boundaries, Strengthening Worker-Client Relationships, and Enhanced Observe, Record, & Report Skills.</i>
ADVANCED ROLE DEVELOPMENT	Support for providers in establishing internal career advancement opportunities for direct care workers including as Peer Mentors, Senior Aides, and Assistant Trainers.
COMMUNICATION TRAINING	PHI Coaching Approach® training to build essential communication and problem-solving skills for all levels of staff.
SUPERVISION TRAINING	PHI Coaching Supervision® training to help managers and supervisors support frontline staff while also holding them accountable.
WORKFORCE SUPPORTS	Technical assistance on developing workforce supports including individual case management, financial literacy training, and peer mentorship programs.
ORGANIZATIONAL CHANGE	Technical assistance on the design and implementation of structures and systems to operationalize workforce interventions throughout an agency.
LEVERAGING TECHNOLOGY	Consultation on the use of technology by direct care staff to improve communication about changes in client health status with clinical supervisors.
CARE TEAMS	Technical assistance and training to develop of care teams within managed care organizations and co-located teams between managed care and provider organizations.

For more information and to request PHI training interventions, please contact Director of Workforce Training Solutions **Jerry Philip** at jphilip@PHInational.org and **718-928-2090**.