



## OSS ADVISORY

FY 2009-04  
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April 03, 2009

# RECRUITMENT AND RETENTION WORKSHOPS

# DON'T FORGET!

A registration packet was mailed to your facility last month concerning a series of the highly touted -

## RECRUITMENT AND RETENTION WORKSHOPS.

Registration has been reopened! Payment **MUST** be received by Wednesday, April 29, 2009. Continuing Education Credits will be available. If you have questions concerning the registration or workshop, please contact Dale Morris at (803) 777-0222. Please see the attached registration information packet below.

## **INTEGRATED PERSONAL CARE (IPC) PROGRAM**

The Integrated Personal Care (IPC) program was developed by the South Carolina Department of Health and Human Services (SCDHHS) to maximize existing state funding for the Optional State Supplementation (OSS) program and improve the quality of care and quality of life for residents of licensed community residential care facilities (CRCFs) whose income is subsidized with OSS dollars appropriated by the General Assembly. CRCFs are commonly referred to as assisted living facilities. The OSS payment covers room and board and a degree of personal care. OSS recipients meet specific age or disability requirements, have limited income and resources and occupy an approved slot through the OSS system. Many of these individuals require considerably more than a limited degree of personal care assistance. The Integrated Personal Care (IPC) program provides additional reimbursement to facilities to provide assistance with personal care for residents who meet the medical criteria required for participation. The assistance must be provided by a resident assistant that has been trained and determined competent to provide the service by a licensed nurse with weekly supervision by a licensed nurse contracted or employed by the CRCF.

In order to participate, licensed facilities must have a full time facility administrator with a high school diploma or equivalent, at least two years experience in a health care setting and the ability to direct and manage staff. The facility must also have a trained awake aide on duty in the facility (or in each building of a facility) twenty-four hours a day to meet the scheduled and unpredicted needs of the resident and to provide supervision for the safety and security of the residents. The facility must employ or contract with a registered nurse (RN) to develop the residents' care plan and and/or a registered or licensed nurse to provide training and weekly supervision for the resident assistants. There are also specific requirements related to the facility building(s) themselves such as adequate number of bathrooms and accessibility. Other facility participation requirements relate specifically to quality of care and quality of life issues.

The IPC Program employs four (4) registered nurses to evaluate residents' needs and authorize the provision of services to the facility for OSS residents who meet the IPC program medical/functional criteria. Residents are assessed by the SCDHHS RNs to establish the residents' need for the service and the appropriateness of the care plan. Criteria for coverage are two functional dependencies or one functional dependency combined with a form of cognitive impairment. The RN employed or contracted by the facility develops the care plan, trains and determines competency of direct care staff to provide the service in an acceptable manner and provide weekly supervision and monitoring. The administrator of the facility provides daily supervision and on-site monitoring. Licensed nurses work with SCDHHS nurses to conduct periodic assessments to monitor the residents' condition, evaluate the adequacy and quality of care, and identify residents whose needs exceed those that can be provided in the CRCF.

In order to participate, the facility must be enrolled in good standing with the SCDHEC licensing and OSS program. The facility must submit an application and ADA checklist to be considered for participation. Additional quality of care and quality of life requirements are specified in the IPC Program manual and contracts. The IPC Program manual is available online at [www.scdhhs.gov](http://www.scdhhs.gov).

As of July 1, 2007, the IPC program reimburses facilities at the rate of \$16.00 per day. A reduction to the OSS payment is used to provide the state match, thereby maximizing existing state funding for the OSS program and enhancing revenue to the facility allowing them to enhance quality of care and quality of life for facility residents.

If you feel you meet these qualifications and you are interested in becoming an IPC Provider or would like more information regarding the program, please contact Bethanie Brown at 803-898-2697.



***Recruitment & Retention***  
***Workshop II***  
***After You Hire: Training for Improved Performance***

**Locations**

May 6, 2009  
 May 7, 2009

Greenville Technical College, Greenville  
 Blue Cross/Blue Shield, Columbia

**PROGRAM AGENDA**

8:30 AM	<b>Registration</b>	
8:55 AM	<b>Welcome</b>	Bethanie Brown
9:00 AM	<b>Introduction</b> Self Assessment Review and Reality of Recruitment Strategies	Carol Cornman
9:45 AM	<b>Orientation</b>	
10:15 AM	<b>Training for Improved Performance</b> Why Train?  What Outcomes Do You want?  What Skills Are Needed?	Courtney Davis
12:15 PM	<b>Lunch</b>	
1:15 PM	Establishing Competencies	Carol Cornman
2:30 PM	Learning Techniques	Marcia Lane
3:00 PM	<b>Know That Your Training is Effective</b>	
3:15 PM	<b>What is <u>Your</u> Plan</b>	
3:30 PM	<b>It's Not All about the Money, But...</b> <b>Billing Issues Answered</b>	Bethanie Brown
4:00 PM	<b>Closing and Evaluations</b>	

If you have any questions, contact Dale Morris at (803) 777-0222.

## **Our Mission:**

Our mission is to educate and empower community residential care facility administrators/supervisors in improving direct care staff recruitment and retention. We accomplish this purpose by providing practical information and tools necessary to identify recruitment and retention challenges and the strategies to overcome them. Our focus is to enhance the ability to provide better quality care for residents.

## **Who Should Attend:**

This workshop is designed for administrators (and 1 additional team member) who are interested in improving their direct care staff recruitment and selection.

## **What Should You Bring:**

Please complete and bring “Stayers & Leavers” Chart (attached).

## **Continuing Education:**

Six (6) continuing education credits have been requested from the SC LLR Board of Long Term Health Care Administrators.

## **Directions:**

### **Columbia Blue Cross/Blue Shield**

#### **From I-77 (North of Columbia- Charlotte/Rock Hill)**

Follow I-77 South. Take Exit 19. Turn right onto Farrow Road. At first light, turn right. At stop sign, turn left. Turn left into Palmetto GBA parking lot. Enter at the fountain

#### **From I-20 (East of Columbia- Florence/Darlington)**

Follow I-20 West. Merge onto I-77 northbound towards Charlotte. Take Exit 19 to Farrow Road. Bare right onto Farrow Road. At the second traffic light, turn right. At the stop sign, turn left. Turn left into the PGBA parking lot. Enter at the fountain

From I-20 (West of Columbia-Aiken/Augusta)

Follow I-20 East. Take Exit 73B/SC-277 North to I-77/ Charlotte. Follow SC-277 North. Take SC-555 North/Farrow Road Exit. Turn right onto Farrow Road. At second light, turn right. At stop sign, turn left. Turn left into Palmetto GBA parking lot. Enter at the fountain

**Greenville Technical College, Technical Resource Center Auditorium, Barton (Main) Campus, Building 102, 506 South Pleasantburg Drive, Greenville, SC 29606-5616**

From Atlanta, GA and Anderson, SC

**Take I-85 North to Exit 46C (Mauldin Road). Turn left at the top of the exit ramp onto Mauldin Road. The next intersection is Highway 291 (Pleasantburg Drive). Turn right. Drive approximately two miles. At the third light turn left into the Barton Campus main entrance.**

#### **From Columbia, SC**

Take I-26 west to I-385 to Greenville. Take exit 40B at Pleasantburg Drive (291) going south. Follow Pleasantburg Drive approximately two miles. The Barton Campus' main entrance is on the right.

#### **From Greenwood, SC**

Take Highway 25 North to Highway 291. Greenville Tech's Barton Campus is approximately three miles on the left after Highway 25 and Highway 291 split.

#### **From Spartanburg, SC**

Take I-85 South to Exit 46C (Mauldin Road). Turn right at the top of exit ramp onto Mauldin Road. The next intersection is Highway 291 (Pleasantburg Drive). Turn right. Drive approximately two miles. Greenville Tech's Barton Campus main entrance is on the left. **Or** Take Highway 29 South to Highway 291 South. Turn left (which will be between Red Lobster and Liberty Life). Greenville Tech's Barton Campus is approximately four miles down the road on the right.

***Recruitment & Retention  
Workshop II  
After You Hire: Training for Improved Performance***

**REGISTRATION FORM**

Complete one (1) registration form for your facility (you may bring 1 additional team member).

**Registration form and payment must be received by Wednesday, April 29, 2009**

Name: \_\_\_\_\_ Position Title: \_\_\_\_\_

Name: \_\_\_\_\_ Position Title: \_\_\_\_\_

Facility Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone: ( ) \_\_\_\_\_ Fax: ( ) \_\_\_\_\_

Email: \_\_\_\_\_

- I will attend the Greenville Workshop
- I will attend the Columbia Workshop

**Registration Fee (per person): \$35**

Checks should be made to **University of South Carolina.**  
**(No registrations will be accepted without payment.)**

Please mail your registration form and fee to:

Attn: Dale Morris  
Office for the Study of Aging  
Arnold School of Public Health  
730 Devine Street  
University of South Carolina  
Columbia, SC 29208  
[Morris5@mailbox.sc.edu](mailto:Morris5@mailbox.sc.edu)

If you have any questions, contact Dale Morris at (803) 777-0222.

**Office for the Study of Aging  
Arnold School of Public Health  
University of South Carolina**

