



State of North Dakota (ND) Department of Health and Human Services (DHHS) Workforce Training Assessment Project

Introduction and Kickoff for Key Stakeholders



October 4, 2023

Agenda

- ▲ 1 – Purpose and Introductions
- ▲ 2 – Project Context
- ▲ 3 – Project Phases and Key Activities
- ▲ 4 – Your Role and Outcomes
- ▲ 5 – Next Steps and Questions/Discussion





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Purpose and Introductions

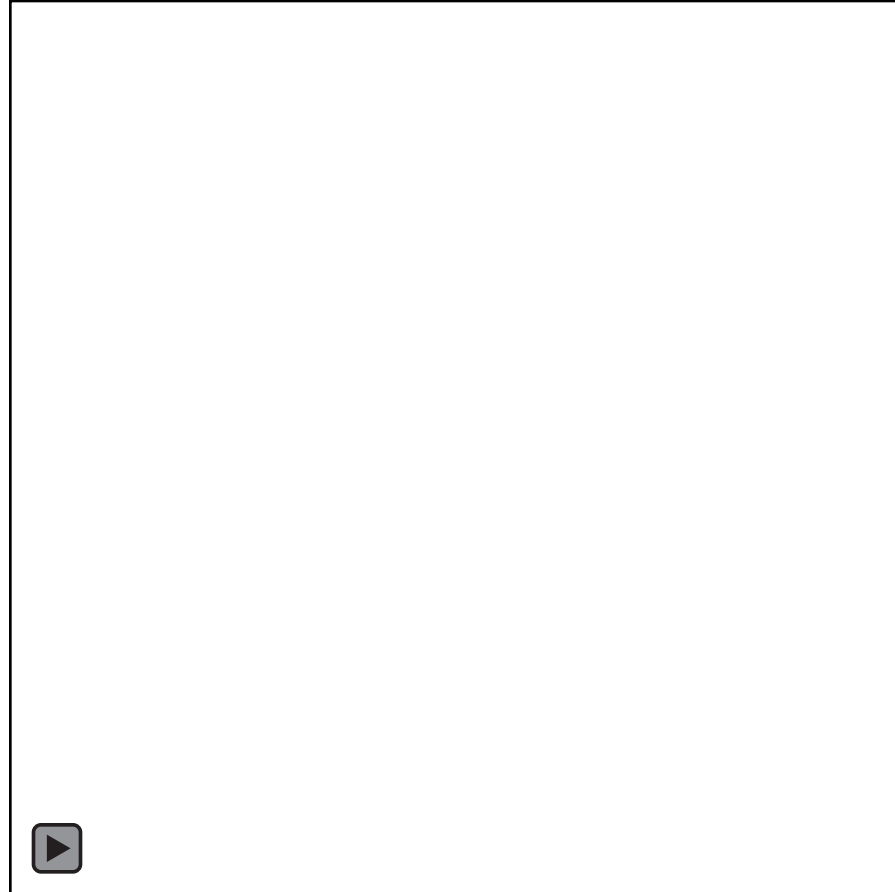
Purpose

The primary purpose of this meeting is to:

1. Build awareness and understanding of the North Dakota's (ND's) Department of Health and Human Services' (DHHS') Workforce Training Assessment Project
2. Share expectations for your engagement in the project
3. Solicit your feedback and address questions and concerns



Purpose, Continued



Introductions: DHHS Core Project Team



Tina Bay
Director, Developmental
Disabilities (DD) Section
Project Sponsor

Wendy Dannenfelzer
Assistant Director,
DD Section
Project Sponsor

DD Section

Kayla Fender
Services Administrator

Christina Tosseth
Home- and Community-Based
Services (HCBS) Surveyor

**Adult and
Aging Services**

Nancy E. Maier
Director

Tashawna White
Provider Liaison

Autism Services

Kathy Barchenger
Autism Services Coordinator,
Medical Services

Behavioral Health Services

Krista Fremming
Assistant Director,
Medical Services

Michelle Adams
Medical Services Operations
Manager

Melissa Klocke-Joyce
1915(i) Program
Administrator,
Medical Services

Monica Haugen
1915(i) Program
Administrator,
Behavioral Health



Introductions: BerryDunn





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Project Context

Project Background



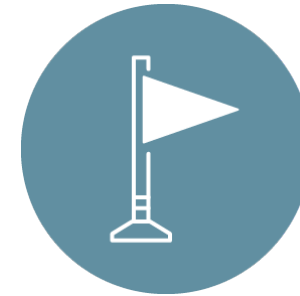
Current State

DHHS seeks to expand individual access to Home and Community-Based Services (HCBS) services, support an accelerated rate of transition and diversion from State institutions, explore new and innovative services to address gaps, and enhance the infrastructure of the State system. The State has chosen to strengthen and enhance the HCBS system by increasing capacity of the service delivery system to include workforce retention and recruitment strategies—supporting the development of new community supports and analyzing a workforce training strategy.



Project Purpose

The primary purpose is to assess the current workforce training structure compared to national standards and/or best practices for providers working in Aging, Developmental Disabilities (DD), Autism, and Behavioral Health Services. DHHS would also like to understand the challenges and strengths in the current training environment, along with opportunities for improvement and needs for the future.



Anticipated Project Outcomes

As a result of the project, DHHS will have recommendations to develop pathways for an innovative workforce training strategy that best meets the needs of the system. DHHS will improve the delivery and quality of training resources and help ensure HCBS providers are well equipped to perform their roles.

Project Vision and Goals

VISION:

Identify and establish innovative workforce training strategies to meet provider needs and improve the quality of life for North Dakotans.

Goal 1 Identify and address the needs and challenges of all workforce training

Goal 2 Improve the quality of workforce training services by establishing strategic training protocols

Goal 3 Establish a standardized set of training policies and procedures across the different services

Goal 4 Identify core qualifications for all providers, staff, and caregivers to develop and maintain

Goal 5 Improve collaboration and coordination between the State and local service providers



Project Objectives

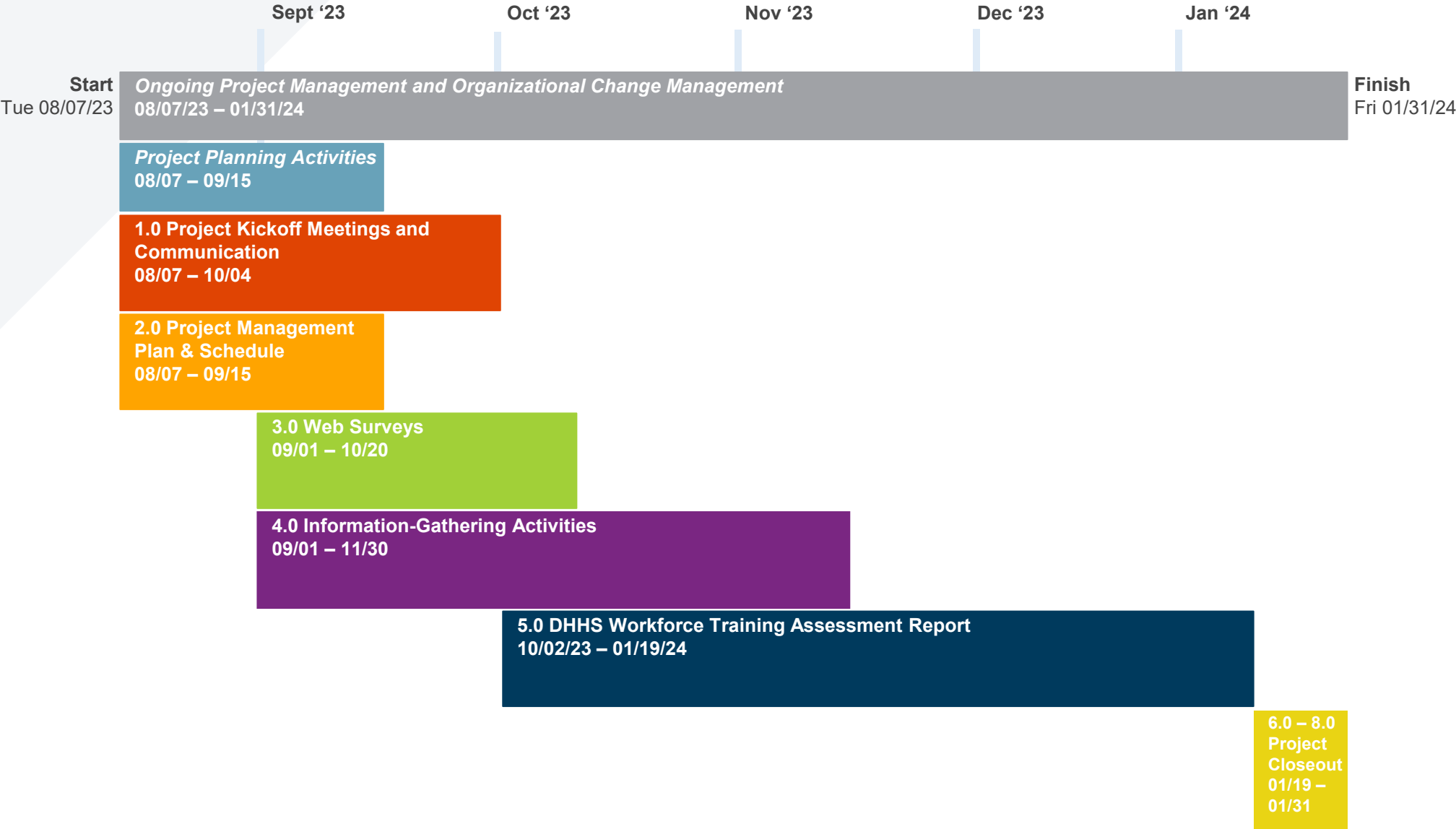
- ▲ Establish the current workforce training baseline, including engaging stakeholders
- ▲ Analyze national standards, best practices, and other strategies to address barriers for direct care workers and providers by reducing administrative burdens
- ▲ Outline career tracks for foundational training
- ▲ Receive recommendations for a training platform that can host training materials in a seamless manner, track training completion, and provide overall management of required training protocols



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Project Phases and Key Activities

Project Phases and Key Activities





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Your Role and Outcomes

Your Role

What's Important



Your time is valuable.

You want an improved workforce training system that meets your needs and the needs of people being served and supported in North Dakota.

What the Project Will Provide You

- Clear purpose and objectives
- Prompt follow-up with questions and information
- Project status, updates, and outcomes towards an improved training system

What You Will Provide

- Knowledge of current training strategies and processes
- Challenges and strengths in the existing training environment
- Needs and opportunities for improvement in the future training environment

Achieve the Project Vision and Goals



Outcomes

- ▲ DHHS will gain knowledge and understanding of your needs and challenges in the current training system
- ▲ Your feedback will be incorporated into a comprehensive assessment with recommendations for an innovative workforce training strategy that best meets the needs of the system.
- ▲ DHHS will improve the delivery and quality of the training resources and system that can help providers with direct work and be delivered in a timely way. Improvements will aim to help ensure providers, professional staff, and direct caregivers are well equipped to perform their roles.





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Next Steps and
Questions/Discussion

Next Steps

▲ You will soon receive a link to a web survey to complete by the end of the day on Friday, October 20.

- The survey takes about 10 – 12 minutes to complete.
- Stakeholders receiving the survey include provider agencies, family/recipients who hire services, direct care-giving staff, independent providers, and professional staff.
- Example survey question:

* 9. In your opinion, does the current training adequately prepare staff to perform the duties in their role?

Yes

No

Unsure

Please explain your answer.



Next Steps

- ▲ **Survey results will be collected and analyzed later in October after the deadline of October 20.**
- ▲ **You may be contacted to participate in a discovery session in late October, early November to discuss additional information (or clarification) based on the survey results.**





**Questions
and
Discussion**

Thank you!

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