

THERE WAS A **BETTER WAY TO SERVE PEOPLE** IN YOUR COMMUNITY? WHAT IF MORE PEOPLE WERE **EXCITED TO PURSUE CAREGIVING CAREERS**? WHAT IF ALL STAFF WERE MORE **EMPOWERED TO MEET THESE CHALLENGES**? WHAT IF TEAMS COULD PLAY TO SKILLS AND WORK INTERCHANGEABLY? WHAT IF YOUR TEAM HAD A MORE **COMPREHENSIVE UNDERSTANDING OF OLDER ADULTS**? WHAT IF TRAINING EASILY FIT EACH TEAM MEMBER'S SCHEDULE? WHAT IF **ALL CAREGIVERS COULD IMMEDIATELY LEARN AND APPLY NEW SKILLS ON-THE-JOB WITHOUT LEAVING YOUR ORGANIZATION?**

# A WAY TO ENGAGE

The Health Support Specialist (HSS) Registered Apprenticeship Program is seven college courses and 2,500 hours of on-the-job advanced instruction for caregivers. HSS helps career caregivers grow in all areas of serving older adults, including memory care, culinary care, environmental services, meaningful activities, physiological care and psychosocial care. Using an applied learning training model and cutting-edge caregiving curriculum delivered online by college faculty, HSS creates knowledgeable caregivers that are innovative and creative champions in their communities.

Investing in your workforce and redesigning your care delivery model isn't an easy proposition – especially with the countless daily demands of running a complex organization and growing workforce pressures – but the time is right to change the way you build a strong and loyal workforce.

Through HSS, organizations are equipped to recruit, train and retain the next generation of caregivers and meet the staffing challenges head on with engaged, cross-trained teams. HSS don't just learn enhanced technical skills, but gain the confidence needed to serve your community.

**NEW CAREER  
IN AGING SERVICES.**

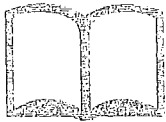
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# HSS CAN HELP

CHALLENGE	SOLUTION
<p>High turnover and recruitment costs</p>	<p>HSS includes college curriculum that teaches how to care for people holistically, with instruction in culinary care, memory care, environmental services, activities, physiological and psychosocial care. Relevant, on-the-job training requires students to apply classroom knowledge in their organization.</p>
<p>High turnover and recruitment costs</p>	<p>HSS apprentices gain a new sense of career commitment through planned training and wage increases. HSS helps individuals dedicate their careers to aging services by expanding their opportunities.</p>
<p>Too many silos</p>	<p>HSS helps caregivers build meaningful relationships with residents by breaking down barriers and building capacity in every area of care. Apprentices cross department lines to understand all aspects of older people and equips them to serve.</p>
<p>Spending money on team members can be risky</p>	<p>HSS costs \$1,710 per apprentice, which is, most likely, less than you're spending on turnover in that position each year. HSS is an investment, but for the right people, with the right coaching and a strong vision, your investment can build a stable, more skilled caregiver workforce.</p>
<p>People don't respect the caregiver career</p>	<p><b>HSS = H.A.R. Advanced H.A.R. or H.A.R. Supervisor</b> The Health Support Specialist is a new career in older adult services. Through the program, caregivers become leaders in their organizations while learning how to better care for people. HSS love what they do, and more importantly, are proud of their role. They have confidence to do what is needed, to share their knowledge and to encourage and mentor fellow team members.</p>

# HSS APPRENTICES LEARN?

All HSS courses are taught online by college faculty who specialize in older adult care. In addition to class time, apprentices are required to complete 100-500 hours of on-the-job apprenticeship training for each of the seven courses.



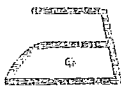
**Introduction to the Health Support Specialist (3 credits)** orients new students to online learning and the history of the aging services field, including key concepts of person-directed living, leadership, communication and life skills.



**Meaningful Activities (1 credit)** teaches fundamental skills, information and resources for engaging residents in meaningful life activities during daily caregiving routines.



**Culinary Care (1 credit)** provides students with culinary information that helps them purchase, plan, prepare and deliver a nutritional and enjoyable diet for each resident.



**Environmental Services (1 credit)** covers fundamentals and regulatory compliance in ensuring clean and safe spaces, including housekeeping and laundering procedures.



**Memory Care (1 credit)** explores the aging process related to various dementia-related diagnosis, introducing methods for involving residents and family in purposeful living.



**Psychosocial Care (1 credit)** examines the emotional, social and spiritual dimensions of holistic care and how each can be influenced by life transitions and loss.



**Physiological Care (1 credit)** introduces the structure and functions of the aging body, identifying strategies for managing healthy aging and common physiological alternations.



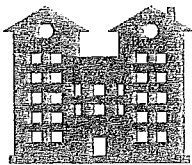
## HOW

Your organization is unique. We understand that. It's why our HSS Transformation Coaches are available to work with your leadership team in developing a customized implementation plan and timeline that works for you.

Next steps:

1. Talk to your leadership team to review the HSS program in-depth;
2. Work with the Minnesota Dept. of Labor to sign Health Support Specialist Standards of Apprenticeship; and
3. Work with an HSS Transformation Coach to create an implementation plan.

Get started today by contacting Sally Nadeau at [snadeau@leadingagemn.org](mailto:snadeau@leadingagemn.org) or 651.659.1436 to set up a personal informational session.



## THE ORIENTATION

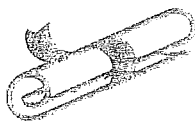
Once you've signed up as an HSS Sponsor Site, you'll receive a Transformation Coach and Site Orientation Guide. Your HSS Transformation Coach will walk you through the next steps, helping you and your team build a customized implementation plan and answering questions along the way.



## WHAT ARE THE COSTS?

The full tuition expense for all seven HSS courses is \$1,710 (\$190 per credit) per apprentice. Eligible organizations are able to have the entire expense reimbursed through the Minnesota DHS Nursing Facility Employee Scholarship Program.

In addition to tuition, organizations are also required to identify the pay scale for apprentices, including a starting wage, at least one intermediary step and a final "journey worker" wage for those that complete the full program. These wages are unique to each community and set by the organization leadership. The Minnesota Department of Labor and Industry's Registered Apprenticeship Unit offers complimentary on-site technical assistance to help you develop this wage matrix.



## ELIGIBILITY

Before enrolling as an HSS apprentice, students must meet the following prerequisites:

- 18 years old or older
- High school diploma or GED
- Nursing Assistant, Registered

Our field depends on leaders to empower their teams and create a better way of learning and caring for people. If you're ready to elevate your caregivers' careers, build a stronger workforce and transform the way we serve older adults, you're ready to become an HSS sponsor site.

## **Health Support Specialist**

REGISTERED APPRENTICESHIP PROGRAM

### **Want to LEARN MORE?**

Visit us online or contact Sally Nadeau at [snadeau@leadingagemn.org](mailto:snadeau@leadingagemn.org) or 651.659.1436 to get started!

[www.healthsupportspecialist.org](http://www.healthsupportspecialist.org)