



**Department  
of Health**

# **New York State Workforce Investment Organization (WIO) Contact Information and Training Resource**

**March 2022**



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## Introduction

New York State's Workforce Investment Organizations (WIOs) are a valuable resource for Licensed Home Care Services Agencies (LHCSAs) looking to improve or expand the trainings available to their direct care workforce. WIOs offer a range of trainings that will satisfy minimum training requirements and enable staff to specialize in particular service areas.

This resource contains contact information for six different WIOs in New York State and the trainings and programs each WIO offers. Please use this information to identify the WIOs that serve your region and to consider if a WIO might be an appropriate training partner for your LHCSA.

## Workforce Investment Organizations by Region

### Mid-Hudson/Northern Metro

- Audacia
- Iroquois Healthcare Association
- Ladders to Value
- Montefiore

### Northeast/Western

- Audacia
- Finger Lakes Performing Provider System (FLPPS)
- Iroquois Healthcare Association
- Ladders to Value

### NYC Area

- Audacia
- Iroquois Healthcare Association
- Ladders to Value
- Montefiore
- PHI

### Rest of State

- Audacia
- Finger Lakes Performing Provider System (FLPPS)
- Iroquois Healthcare Association
- Ladders to Value



## Programs and Courses by WIO

### Audacia Foundation

**Regions Covered:** Mid-Hudson/Northern Metro, Northeast/Western, NYC Area, Rest of State

**Website:** [www.audaciafoundation.org](http://www.audaciafoundation.org)

**Contact Information:**

Name	Email	Phone
Effie Batis	<a href="mailto:Ebatis@audaciafoundation.org">Ebatis@audaciafoundation.org</a>	917-696-3103
Christine Pesiri	<a href="mailto:cpesiri@audaciafoundation.org">cpesiri@audaciafoundation.org</a>	917-509-0045
Office Number:		212-425-5050

**Offerings:**

Audacia Foundation WIO offers live trainings through in-person sessions and webinars. They also offer certain trainings online on-demand.

In-Person and Webinar Offerings
ACT Training
ADLs & Use of Medical Equipment/Supplies
Assisting with Self-Administration of Medication
Basic Physical Assessment/Examination
Care of Client with COPD, CHF
Care of Client with Diabetes
Care of the Home and Personal Belongings
Dementia & Depression Screening Tool
Diversity & Cultural Competence
Emergency Preparedness
Infection Control & Covid 19
Introduction to Home Care
IV Therapy at Home
Mental Health First Aid
Mobile Simulation Training – VBP and Behavioral Health
Personal Care Skills
Pressure Ulcer/Pressure Injury Management
Respiratory Care & Treatments at Home
Safety and Injury Prevention
Special Equipment Use by Home Care Clients
Support Systems for Direct Care Workers
Working Effectively with Home Care Clients
Working with People with Developmental Disabilities
Working with People with Physical Disabilities
Working with the Elderly



<b>Online On-Demand Offerings</b>
Activities of Daily Living (ADLs)
Anemia
Bowel Incontinence
Brain Changes in Dementia
Common Types and Signs of Dementia
Dementia – Agitation and Aggression
Dementia – Challenging Behaviors in Dementia
Dementia – Resistance to Bathing
Dementia – Sundowning and Wandering
Electrolyte Imbalances
Heart Failure
Respiratory Infections
Sepsis
Unintended Weight Loss
Urinary Incontinence
Urinary Tract Infections
VBP – Fall Prevention
VBP – Loneliness
VBP – Pain Management
VBP – Pressure Ulcers
VBP – Shortness of Breath
VBP – Timeliness, Excellence, and Shared Decision Making



## Finger Lakes Performing Provider System (FLPPS)

**Regions Covered:** Northeast/Western, Rest of State

**Website:** [www.learning.flpps.org/](http://www.learning.flpps.org/)

**Contact Information:**

Name	Email	Phone
Carol Tegas	<a href="mailto:Carol.tegas@flpps.org">Carol.tegas@flpps.org</a>	585-750-2444

**Offerings:**

FLPPS trainings and courses are offered through the FLPPS Learning Management System. [More information on the Learning Management System can be found here.](#)

Focused Areas of Training
ACT Training
Addiction Support & Recovery
Care Coordination
COVID 19
Early Childhood Support
FIT Training
Medical Support
Mental Health
Racial Equity
Course Offerings
Care Management – 20 courses
Direct Care/Clinical – 25 courses
HR and Compliance – 24 courses
Interpersonal Skills – 15 courses
Leadership – 16 courses
Professional Development – 23 courses
Time and Meeting Management – 8 courses
Value Based Healthcare – 14 courses

Programs	Details
Career Pathways and Social Supports Program	Program for long-term career pathways in health care: <a href="https://flpps.org/Portals/0/PDF/flpps_sheets.Workforce.pdf?ver=2022-01-14-135231-290&amp;timestamp=1642430738395">https://flpps.org/Portals/0/PDF/flpps_sheets.Workforce.pdf?ver=2022-01-14-135231-290&amp;timestamp=1642430738395</a>



## Iroquois Healthcare Association

**Regions Covered:** Mid-Hudson/Northern Metro, Northeast/Western, NYC Area, Rest of State

**Website:** [www.iroquois.org](http://www.iroquois.org)

### Contact Information:

Name	Email	Phone
Eileen Murphy	<a href="mailto:IHAWIO@iroquois.org">IHAWIO@iroquois.org</a>	518-348-7477
Andrew Nault	<a href="mailto:IHAWIO@iroquois.org">IHAWIO@iroquois.org</a>	518-383-7433

### Offerings:

Programs	Details
Caring Gene® Recruitment Campaign	Online recruitment campaign: <a href="https://www.caringgene.org/">https://www.caringgene.org/</a>
Caring Gene® Training Academy	Over 2,000 online courses available in areas such as VBP, retention and worker satisfaction, care management, and emergency preparedness



## Ladders to Value

**Regions Covered:** Mid-Hudson/Northern Metro, Northeast/Western, NYC Area, Rest of State

**Website:** [www.ltv.hwapps.org/about-us/](http://www.ltv.hwapps.org/about-us/)

### Contact Information:

Name	Email	Phone
Alene Hokenstad	<a href="mailto:Alene.Hokenstad@1199funds.org">Alene.Hokenstad@1199funds.org</a>	917-583-4458
Faith Wiggins	<a href="mailto:Faith.Wiggins@1199funds.org">Faith.Wiggins@1199funds.org</a>	646-702-1881

### Offerings:

Ladders to Value offers courses in multiple languages and formats, including in-person, online, webinars, and e-courses.

Course Offerings
Alzheimer's and Dementia Training
Bias, Culture, and Values in Healthcare: Customer Service
Caring for Clients with Depression, Dementia & Alzheimer's Disease
Caring for Patients with Behavioral Problems
Caring for People with Memory Disorders
Caring for People with Mental Disorders
Common Chronic Diseases – Asthma and COPD
Communication and Conflict Resolution
Communication Skills
Conflict Resolution
Grief and Loss: Health and Wellness Initiative
Home Health Certification Programs
Homecare Coordinator Training: Coordinating Services in a Value-Based Environment
Improving the Patient Experience – Customer Service for Home Care Agency Staff
Infection Prevention Coaching Training
Introduction to Health Coaching
Introduction to Motivational Interviewing
Mental health First Aid
Pain Management for Clinicians
Pain Management Strategies
Patient Engagement
PHI Coaching Supervision
PHI Direct Coaching Supervision
Radical Self Care
Slips, Trips, and Falls
Stop and Watch: Common Chronic Disease and the Stop and Watch Tool
Stress and Professional Boundaries
Stress Management





Course Offerings
Trauma-Informed Care: Health and Wellness Initiative
Understanding Anxiety: Health and Wellness Initiative
Understanding Depression: Health and Wellness Initiative
Working with People from Different Backgrounds and Cultures

Programs	Details
Care Connect – A Workforce Management Platform	Care Connect is a modern mobile and web AI powered workforce management platform that provides tools to accomplish more in less time, including improved technological efficiencies to onboard new hires; match workers to available cases and shifts; access asynchronous and live instruction via smartphone, tablet, or computer; and retain workers using securely broadcast group messages and chats between workers and agencies
Career Ladder Programs	In addition to Home Health Aide Certification programs, the Career Ladder Programs offer access to credentials in the health care field including Certified Nursing Assistant, Licensed Practical Nurse, Social Work, Physical Therapy, and Registered Nurse programs



## Montefiore

**Regions Covered:** Mid-Hudson/Northern Metro, NYC Area

**Website:** [www.montefiore.org/](http://www.montefiore.org/)

### Contact Information:

Name	Email	Phone
David Bernstein	<a href="mailto:DavidBernstein@montefiore.org">Davberns@montefiore.org</a>	929-220-8199
Dr. Janet Kasoff	<a href="mailto:jkasoff@montefiore.org">jkasoff@montefiore.org</a>	914-922-6954
Dr. Scot Wetzler	<a href="mailto:swetzler@montefiore.org">swetzler@montefiore.org</a>	929-234-4783

### Offerings:

Montefiore WIO courses are available as instructor-led training classes for groups that can be delivered via Zoom or in-person.

Training and Course Offerings
Behavioral Health Care Management Skills
Chronic Care Medical Management
Communication Skills
COVID-19
Customer Service for the Long-Term Care Workforce
Dementia
Falls Prevention
Improving Patient Care through Data Collection
Mental Health First Aid
Overview of Palliative Care and Hospice
Population Health and Care Coordination Basics
Skin and Wound Care Management Basics

Program	Details
Increasing the Long-Term Care Workforce	Montefiore WIO offers its expertise in improving LHCSAs' abilities to recruit and retain new Home Health Aides. Montefiore provides support for recruitment, training, employment, and retention of new Home Health Aides using a vocational counselor



**PHI**

**Regions Covered:** NYC Area

**Website:** [www.PHInational.org](http://www.PHInational.org)

**Contact Information:**

<b>Name</b>	<b>Email</b>	<b>Phone</b>
Jodi Sturgeon	<a href="mailto:Jsturgeon@PHInational.org">Jsturgeon@PHInational.org</a>	718-928-2037

**Offerings:**

Courses are delivered through a blended model of in-person, online, hybrid, and asynchronous eLearning instruction that leverages technology to engage learners and convey complex information.

<b>Course Offerings</b>
Advanced Role Development
Aging and Disability
Alzheimer's Disease and Dementias
Communication Training
Congestive Heart Failure
COVID-Specific Infection Control and Safety
Diabetes
Diversity, Equity & Inclusion
Enhanced Observe, Record, & Report Skills
Entry-Level Training and Certification for Personal Care Aides and Home Health Aides
Job Quality Assessment
Maintaining Professional Boundaries
Meal Preparation & Special Diets
Organizational Change
Palliative Care
Prevention of Abuse and Neglect
Recruitment, Screening, and Onboarding
Respiratory Disease
Safe Mobility & Falls Prevention
Strengthening Worker-Client Relationships
Stress Management and Self-Care
Supervision Training
Workforce Supports