



Congregate Settings Dispatch Service Fact Sheet

May 4, 2020

To support congregate settings and protect our most vulnerable populations throughout the COVID-19 pandemic, the Rhode Island Department of Labor and Training (DLT), the Executive Office of Health and Human Services (EOHHS), and the Rhode Island Department of Health (RIDOH), have partnered with the private, non-profit recruitment and placement organization **Skills for Rhode Island's Future (SkillsRI)**. Beginning May 4, 2020, SkillsRI will implement a recruitment and staffing service to identify available *per diem workers* for congregate care settings. Nursing homes, assisted living facilities, and group homes that serve youth, elderly, people with intellectual and developmental disabilities, people with behavioral health needs, and people with substance use disorders, face significant staffing challenges during the COVID-19 crisis.

The SkillsRI Dispatch Service is for the congregate care sector, including licensed nursing homes, assisted living facilities, and group homes that serve youth, elderly, and people with intellectual and developmental disabilities; people with behavioral health needs; and people with substance use disorders.

SkillsRI Dispatch Service **is not** a replacement for a comprehensive staffing plan. It is an additional, temporary support offered to congregate care providers during the COVID-19 pandemic. A request for services is not a guarantee of availability.

About SkillsRI

- SkillsRI is a nonprofit agency that connects businesses that have unmet hiring needs with qualified job seekers. This initiative is supported by DLT and is in partnership with the Greater Providence Chamber of Commerce.

What SkillsRI Offers

- SkillsRI will recruit licensed professionals and direct-care workers and connect them with facilities that have staffing needs.
- While all roles in a congregate care setting are vital, the most common needs are for registered nurses (RN), licensed practical nurses (LPN), certified nursing assistants (CNA), and direct support professionals (DSP). (Other staffing needs can be discussed on an individual basis; however, other positions are not currently included in this program.)
- To enhance the pool of credentialed CNAs (to date the largest request), SkillsRI will also be recruiting for participants to complete the eight-hour CNA Emergency Licenses course approved by RIDOH. DLT is partnering with Real Jobs RI Partnerships to efficiently complete the hands-on assessment for the eight-hour CNA license

participants and provide wrap-around services (job readiness training, uniform, PPE, stethoscope) to better prepare them to enter the workforce.

- SkillsRI will perform all applicant background checks and screenings and obtain appropriate certifications for the healthcare professionals they recruit.

Request Help from SkillsRI Dispatch Services

- To register for SkillsRI's Dispatching Services, [submit an online request form](#) or call 844-828-5966. We recommend that each facility designate a single point of contact to communicate and facilitate a coordinated response.
- Providers/Employers responsibilities:
 - Agree to be the employer of record;
 - Agree to pay surge wages of:
 - DSP, \$20-\$23/hour;
 - CNA, \$25/hour;
 - LPN, \$40/hour;
 - RN, \$55/hour, and*the entirety of these wages will be paid directly to the workers by the hiring facility.*
- If your facility needs comprehensive support from the Rhode Island National Guard team, you should place a request to the Congregate Settings Support Team (CSST). The CSST will make any necessary referrals to SkillsRI.
- If your facility is only interested in staffing, contact SkillsRI directly.
- Facilities request shift placement through the SkillsRI dispatch portal at least 24 hours in advance of need.

State's Responsibilities

- Support the costs to train, recruit, place, and manage the SkillsRI Dispatch Service.
- DLT, through its Real Jobs Rhode Island platform, partners with training providers to expand the pool of qualified staff.

Are there other resources to help facilities/providers with staffing challenges?

- Facilities can utilize the [CSST online form](#) to request assistance in dealing with their response to the COVID-19 pandemic including staffing needs. As part of the rapid assessment done by CSST, staffing needs will be assessed and triaged by the CSST and referrals to Skills RI will be facilitated. The CSST does not provide resources to fill shifts for providers.
- For urgent volunteer needs, RI Responds and Disaster Medical Assistance Team (DMAT) are available resources <https://www.surveymonkey.com/r/RIDMAT-ResourceRequest>