

North Country Care Coordination Workforce Collaborative (NCWC)



The NCWC was established and is currently funded by a three-year Health Resources and Services Administration (HRSA) **Rural Public Health Workforce Training Network (RPHWTN)** grant. The program period began on August 1, 2022, and runs through July 31, 2025.

The purpose of the RPHWTN grant is to expand public health capacity by supporting care management/care coordination (CM/CC) job development, training, and placement in rural communities. A core element of the grant is to create stronger linkages between training programs and healthcare entities/employers.

Community Impact



8

Counties Served:
Clinton, Essex, Franklin,
Fulton, Hamilton,
Montgomery, and rural
areas of Warren and
Washington Counties



23

Partner organizations,
including hospitals, health
centers, community-based
organizations, educational
institutions, and other
workforce stakeholders

About NCWC



The **North Country Care Coordination Workforce Collaborative (NCWC)** aims to ensure a care management/care coordination (CM/CC) workforce that is sufficient to support the needs of rural residents and employers in eight counties.

To do this, the NCWC will address four overarching goals:

- **Linkages:** Establish and support a network - the NCWC - of healthcare employers, educational entities, and other workforce stakeholders to leverage and coordinate supports & opportunities that each organization may already offer and to foster and sustain a robust and diverse CM/CC workforce.
- **Career Pathway Development:** Provide occupational training, including apprenticeships, and identify/promote career pathways to bring new CM/CC into the field.
- **Education & Training for CM/CC:** Enhance knowledge and skills regarding chronic conditions prevalent in the region and other topics of need.
- **Retention:** Offer programs/activities to address burnout and support CM/CC retention.

Selected NCWC program activities and outcomes to date:

- Developed five (5) CE-approved webinars:
 - Three-part *Anxiety and Depression Training Series* to be offered on 4/11/24, 6/25/24, and 9/12/24.
 - *Understanding Long Covid* (on 4/6/23) and *Working with Individuals Actively Using Drugs and/or Alcohol: Knowledge, Strategies, and Dialogues* (on 7/27/24); combined total attendance: 54 participants.
 - Live webinars are recorded and posted for access on the Health Workforce Collaborative platform: hwcollab.org/care-coordination-management/.
- Scholarships for education and training - \$10,000 provided to date:
 - Scholarships for 10 CM/CC to attend the NYS Care Management Coalition 2023 Annual Training Conference.
 - Scholarships for two CM/CC to enroll in a Certificate of Intensive Training Motivational Interviewing course.
- In 2024, NCWC will sponsor five Restorative Retreats for up to 42 CM/CC to address burnout and support retention.
- Current and ongoing work includes efforts to address workforce challenges by having CM/CC approved as a NYS Registered Apprenticeship.

Program Contact Info:

(N) Victoria Knierim, Director, HRSA Rural Public Health Workforce Training Network

(E) vknierim@ahihealth.org

(P) 518.480.0111, ext. 701

