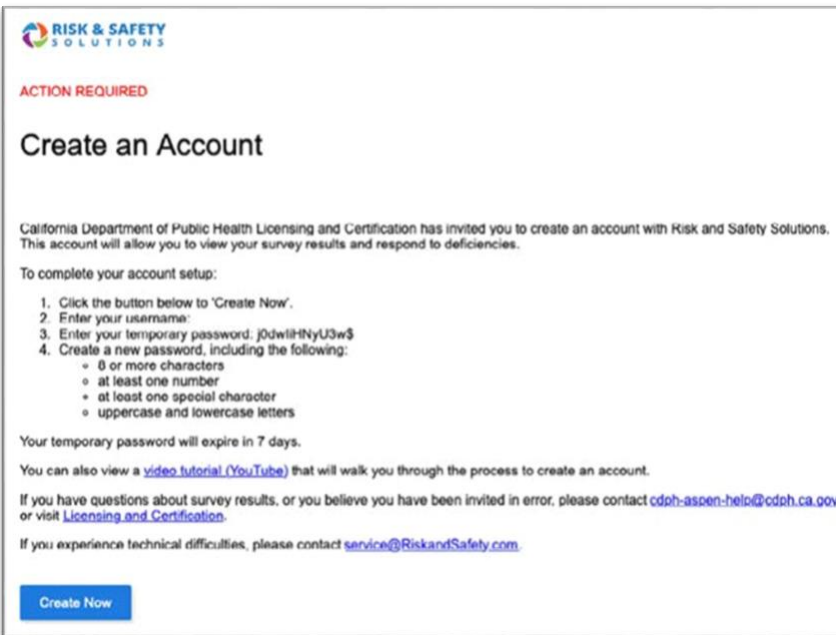


Workforce Shortage Waiver (WSW) – Facility Applicant Guide

Create an Account

- You will need an account in order to login to the RSS Platform
- Select the **Create Now** feature on the “CDPH has invited you to create an account” email you received



RISK & SAFETY SOLUTIONS

ACTION REQUIRED

Create an Account

California Department of Public Health Licensing and Certification has invited you to create an account with Risk and Safety Solutions. This account will allow you to view your survey results and respond to deficiencies.

To complete your account setup:

1. Click the button below to 'Create Now'.
2. Enter your username:
3. Enter your temporary password: j0dwilHnyU3w\$
4. Create a new password, including the following:
 - 8 or more characters
 - at least one number
 - at least one special character
 - uppercase and lowercase letters

Your temporary password will expire in 7 days.

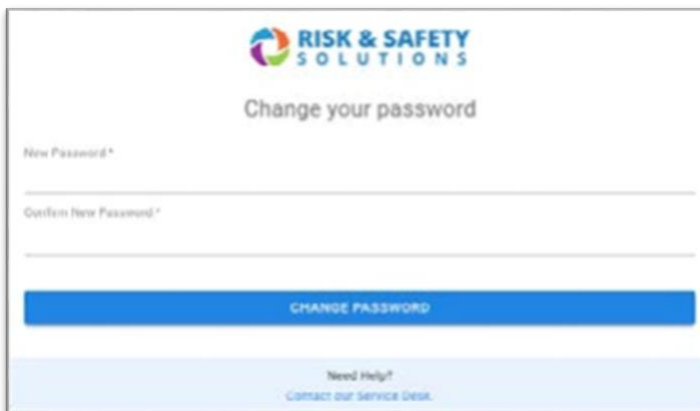
You can also view a [video tutorial \(YouTube\)](#) that will walk you through the process to create an account.

If you have questions about survey results, or you believe you have been invited in error, please contact cdph-aspen-help@cdph.ca.gov or visit [Licensing and Certification](#).

If you experience technical difficulties, please contact service@RiskandSafety.com.

Create Now

- Create your own unique password



RISK & SAFETY SOLUTIONS

Change your password

New Password*

Confirm New Password*

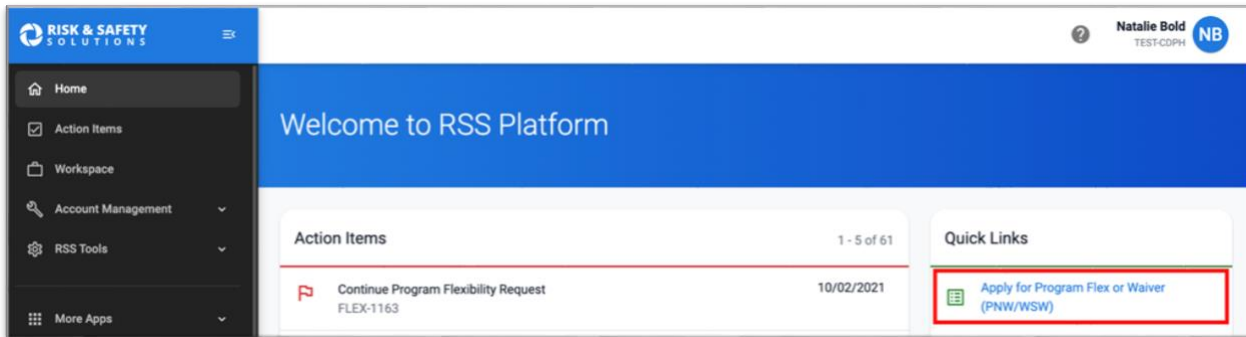
CHANGE PASSWORD

Need Help?
Contact our Service Desk.

- Once you have created your unique password you will be automatically logged into RSS

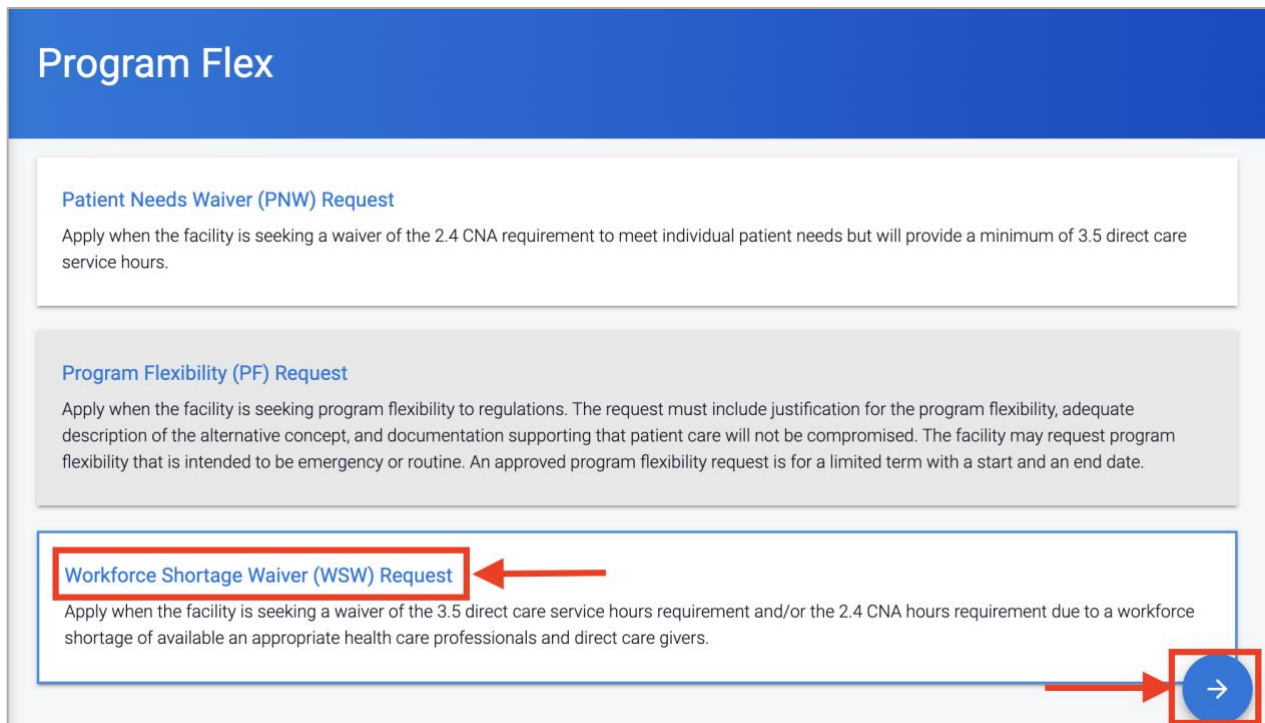
If you already have an account login to the [RSS Platform](#)

Apply for Workforce Shortage Waiver (WSW) Application



General

- From the RSS Platform home screen select “Apply for Program Flex or Waiver (PNW/WSW)”
- Select “Work Shortage Waiver (WSW) Request”
- Select the blue arrow at the bottom right of the page



- Select a Facility then select the **Start** button in the upper right of the screen

Begin a Work Shortage Waiver

(a). A SNF must submit evidence of efforts to address the workforce shortage, which shall include, but is not limited to:
 (1) A detailed description of the facility's recruitment plan to address the shortage, including any recruitment and retention activities, how the facility has implemented the recruitment plan, and for how long. The plan must include specific actions the facility will take to resolve its workforce shortage, how the facility will implement those actions, and time frames and deadlines for completing each action. Please provide information on the facility's recruitment activities.

Selected Facility

[Back to list](#)

| Name | District | License | Suite | Address | City | State | Zip Code | |
|-------------------------|-------------------------------|-----------|-----------|---------------|-----------|-------|----------|---|
| 1 & 1 Home Health, Inc. | Orange County District Office | 550002347 | Suite 102 | 1075 Yorba Pl | Placentia | CA | 92870 | ✕ |

General Tab

- Review the Facility information and select **Continue**

← My Workspace

WSW-2048
Gale, Sue

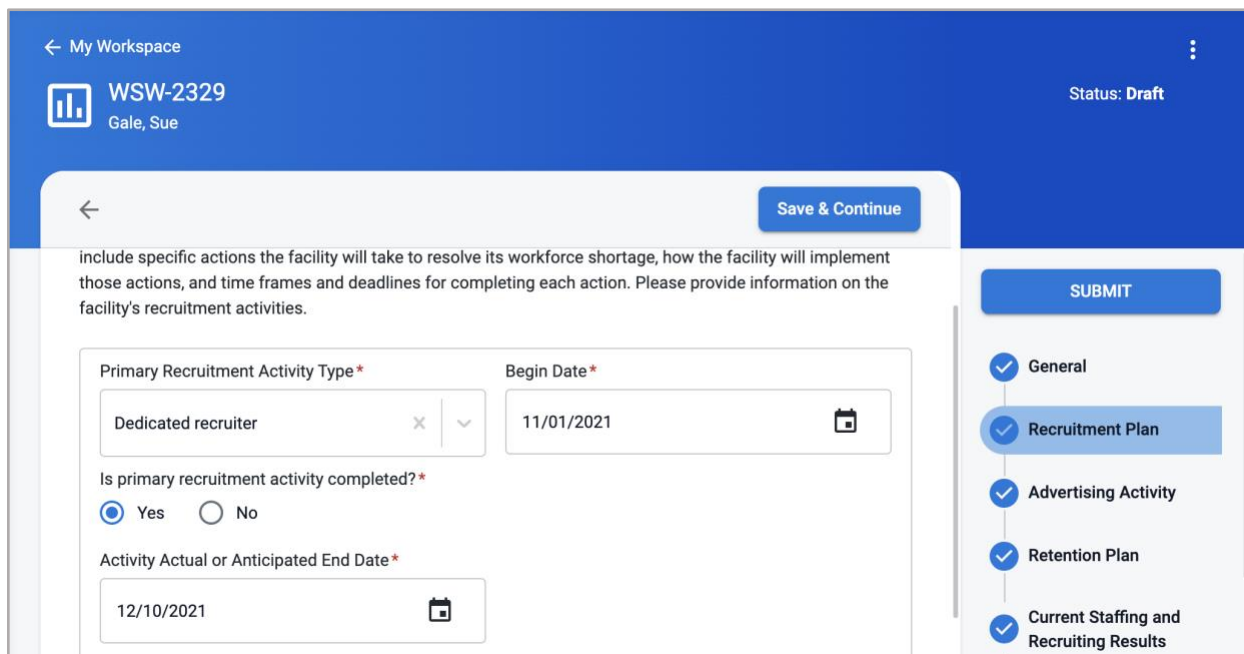
(a). A SNF must submit evidence of efforts to address the workforce shortage, which shall include, but is not limited to:
 (1) A detailed description of the facility's recruitment plan to address the shortage, including any recruitment and retention activities, how the facility has implemented the recruitment plan, and for how long. The plan must include specific actions the facility will take to resolve its workforce shortage, how the facility will implement those actions, and time frames and deadlines for completing each action. Please provide information on the facility's recruitment activities.

Facility: [1 & 1 Home Health, Inc.](#)
 District: Orange County District Office
 License ID: 550002347
 Address: Suite 102 1075 Yorba Pl, Placentia, CA 92870

Complete the Workforce Shortage Waiver (WSW) Application

Recruitment Plan Tab

- Complete the following fields in the “Recruitment Plan” tab
 - “Primary Recruitment Activity Type”
 - “Begin Date”
 - “Is primary recruitment activity completed?”
 - If Yes, please enter Activity Actual Date
 - If No, please enter Anticipated Activity End Date
 - “Party Responsible”
 - Enter the description of how the activity will be implemented



← My Workspace

WSW-2329
Gale, Sue

Status: Draft

Save & Continue

include specific actions the facility will take to resolve its workforce shortage, how the facility will implement those actions, and time frames and deadlines for completing each action. Please provide information on the facility's recruitment activities.

Primary Recruitment Activity Type*
Dedicated recruiter

Begin Date*
11/01/2021

Is primary recruitment activity completed?*

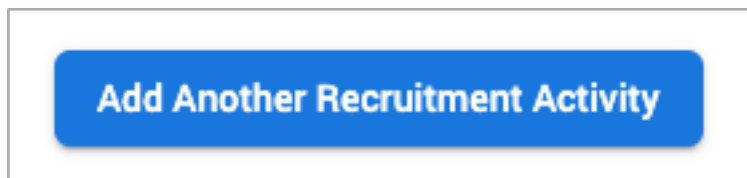
Yes No

Activity Actual or Anticipated End Date*
12/10/2021

SUBMIT

- General
- Recruitment Plan
- Advertising Activity
- Retention Plan
- Current Staffing and Recruiting Results

- Select the **Add Another Recruitment Activity** button at the bottom of this page, if applicable



- Select **Save & Continue**

← My Workspace

WSW-2317
Gale, Sue

Status: Draft

← Save & Continue

Per AFL 18-16
(a) SNF must submit evidence or efforts to address the workforce shortage, which shall include, but is not limited to:
(1) A detailed description of the facility's recruitment plan to address the shortage, including any recruitment and retention activities, how the facility has implemented the recruitment plan, and for how long. The plan must include specific actions the facility will take to resolve its workforce shortage, how the facility will implement those actions, and time frames and deadlines for completing each action. Please provide information on the facility's recruitment activities.

Primary Recruitment Activity Type*
Dedicated recruiter

Begin Date*
11/01/2021

Is primary recruitment activity completed? *
 Yes No

Activity End Date*
12/09/2021



Duty Responsible*

SUBMIT


- General
- Recruitment Plan
- Advertising Activity
- Retention Plan
- Current Staffing and Recruiting Results
- Recruiting Results Summary

Advertising Activity Tab

- Complete the following fields in the “Advertising Activity” tab
 - “Type of Advertisement”
 - “Name of vendor or publication”
 - “Advertisement Begin Date”
 - “Advertisement End Date”
 - “Skilled Nursing Facility Position”
 - “Starting Salary”
 - And enter the description of how the activity will be implemented

| | |
|---|---|
| Type of Advertisement * | |
| <input type="text" value="Choose the Type of Advertisement"/> | |
| Name of vendor or publication * | |
| <input type="text"/> | |
| Advertisement Begin Date * | Advertisement End Date * |
| <input type="text" value="MM/DD/YYYY"/>  | <input type="text" value="MM/DD/YYYY"/>  |
| Skilled Nursing Facility Position * | Starting Salary (per hour) advertised * |
| <input type="text" value="Choose a SNF Position"/> | <input type="text" value="Eg: 20.90"/> |
| Please describe how you have or will implement this activity within your recruitment and retention plan * | |
| <input type="text"/> | |

- Upload a copy of the advertisement

 Upload File
Please attach a copy of this advertisement. *

- Select the **Add Another Advertising Activity** button at the bottom of this page, if applicable

[**Add Another Advertising Activity**](#)

- Select **Save & Continue**

The screenshot shows a web application interface. At the top, there is a blue header with a back arrow and the text 'My Workspace'. Below this, the user's workspace is identified as 'WSW-2317' for 'Gale, Sue', with a 'Status: Draft' indicator on the right. A modal window is open, displaying the 'Advertising Activity' form. The form includes a section for 'Per AFL 18-16' with a description: '(2) Documentation of the facility's recruitment efforts indicating when, where, and how long the facility advertised each vacancy, including providing a copy of all advertisements;'. There are two input fields: 'Type of Advertisement*' with 'Flyers' selected, and 'Name of vendor or publication*'. On the right side of the modal, there is a 'SUBMIT' button and a list of sections: 'General', 'Recruitment Plan', 'Advertising Activity' (which is highlighted), 'Retention Plan', and 'Current Staffing and Recruiting Results'. A red arrow points to the 'Save & Continue' button in the top right corner of the modal window.

Retention Plan Tab

- Complete the following fields in the “Retention Plan” tab
 - “Primary Retention Activity Type”
 - “Activity Begin Date”
 - “Is activity completed?”
 - If Yes, please enter Activity Date
 - If No, please enter Anticipated Activity End Date
 - “Party Responsible”
 - And enter the description of how the activity will be implemented

Primary Retention Activity Type *

Choose an Activity Type

Activity Begin Date *

MM/DD/YYYY

Is primary retention activity completed? *

Yes No

Party Responsible *

Choose the party responsible

Please describe how you have or will implement this activity within your recruitment and retention plan *


- Complete the “Benefits Offered” fields

Benefits Offered

Please select the benefits offered by your facility.
Check all that apply.*

- Medical Insurance
- Dental Insurance
- Vision Plan Benefits
- 401K
- Flexible Spending Plan
- Life Insurance and/or Accidental Death & Dismemberment
- Bonus Program
- Educational Assistance
- Employee Assistance Program
- Other

- Upload recruitment and retention plan

 Upload File

Please attach recruitment and retention plan.*

- Select the **Add Another Retention Activity** button at the bottom of this page, if applicable

Add Another Retention Activity

- Select **Save & Continue**

← My Workspace

WSW-2317
Gale, Sue

Status: Draft

← Save & Continue

Retention Plan

Per AFL 18-16
(a). A SNF must submit evidence of efforts to address the workforce shortage, which shall include, but is not limited to:
(1) A detailed description of the facility's recruitment plan to address the shortage, including any recruitment and retention activities, how the facility has implemented the recruitment plan, and for how long. The plan must include specific actions the facility will take to resolve its workforce shortage, how the facility will implement those actions, and time frames and deadlines for completing each action. Please provide information on the facility's recruitment activities.

Primary Retention Activity*

Primary Retention Activity Type*
Salary Increases

SUBMIT

- ✓ General
- ✓ Recruitment Plan
- ✓ Advertising Activity
- ✓ Retention Plan
- ✓ Current Staffing and Recruiting Results
- Recruiting Results

Current Staffing and Recruiting Results Tab

- Complete the “Current Staffing” fields.

Current Staffing

Please enter the number of currently employed staff (Full-time equivalent) and number of staff needed (Full-time equivalent) to meet the 3.2/2.4 staffing standard in the table below.

| | | |
|--|------------------------------|------------------------------|
| Registered Nurse* <i>This is a required question.</i> | Current number Employed 2 | Additional Staff Needed 2 |
| Licensed Vocational Nurse* <i>This is a required question.</i> | Current number Employed 1 | Additional Staff Needed 3 |
| Certified Nurse Assistant* <i>This is a required question.</i> | Current number Employed 1 | Additional Staff Needed 4 |

- Complete the “Recruiting Results” fields for data from the past three years, for each position type listed. For each calendar year you will need to enter:
 - “Applied”
 - “Interviewed”
 - “Hired”
 - “Separations”
 - “Turnover Rate (%)”
 - “Starting Hourly Wage”

| |
|-------------------------|
| 2020 |
| Registered Nurse |
| Applied |
| Interviewed |
| Hired |
| Separations |
| Turnover Rate(%) |
| Starting Hourly Wage |

Recruiting Results Summary Tab

- Complete the “Registry Service” field
 - If No, elaborate on the decision to not use registry services or indicate N/A
 - If Yes, please describe the number of positions, shifts, or hours requiring coverage

| |
|---|
| Registry Service Do you use registry services to fill vacant positions shifts or hours? * <input type="radio"/> Yes <input type="radio"/> No |
|---|

- Select **Save & Continue**

← **Save & Continue**

Total Hire 2

Total Separation 2

Registry Service

Do you use registry services to fill vacant positions shifts or hours?*

Yes No

Resident Care Tab

- Complete the “Direct Service Hours Information” fields for each of the months listed

Month One Average Census*

November 2021 [Dropdown]

| Type of Staff* | Average Actual Daily Hours* |
|----------------------------|-----------------------------|
| Registered Nurse* | Average Actual Daily Hours |
| Licensed Vocational Nurse* | Average Actual Daily Hours |
| Certified Nurse Assistant* | Average Actual Daily Hours |

- Select **Save & Continue**

← **Save & Continue**

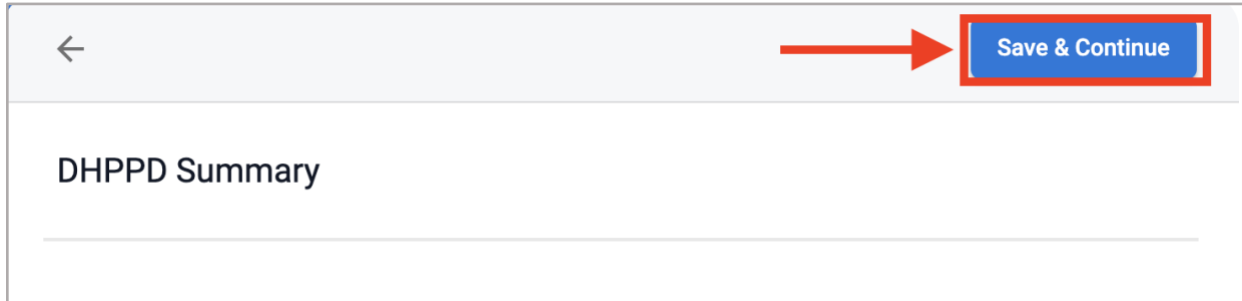
Resident Care

Per AFL 18-16:

A SNF must provide a detailed plan for resident care that specifies how the facility will continue to meet residents' needs and ensure quality care despite the workforce shortage. The plan for resident care shall include, but is not limited to:

DHPPD Summary Tab

- Review and select **Save & Continue**

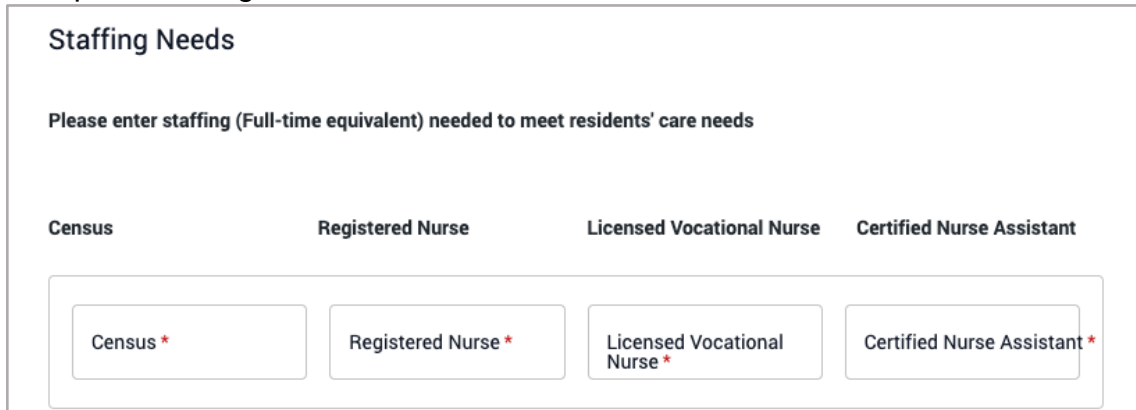


← Save & Continue

DHPPD Summary

Staffing Needs Tab

- Complete staffing needs fields

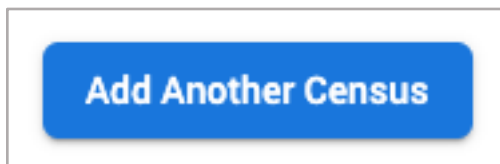


Staffing Needs

Please enter staffing (Full-time equivalent) needed to meet residents' care needs

| Census | Registered Nurse | Licensed Vocational Nurse | Certified Nurse Assistant |
|----------|--------------------|-----------------------------|-----------------------------|
| Census * | Registered Nurse * | Licensed Vocational Nurse * | Certified Nurse Assistant * |

- Select the **Add Another Census** button, if applicable



Add Another Census


- Complete the following fields:
 - “Explain the method the facility uses to assess residents’ needs”
 - “Explain the method the facility uses to determine adequate staffing to meet residents’ needs”

Explain the method the facility uses to assess residents’ needs.*

Explain the method the facility uses to determine adequate staffing to meet residents’ needs.*

- Upload “Additional Information” documentation

Additional Information*

 Upload File

Please attach any additional documentation to supplement the method the facility uses to assess residents’ needs and determine adequate staffing to meet those needs.*

- Select **Save & Continue**

←

Save & Continue

Staffing Needs

Please enter staffing (Full-time equivalent) needed to meet residents’ care needs

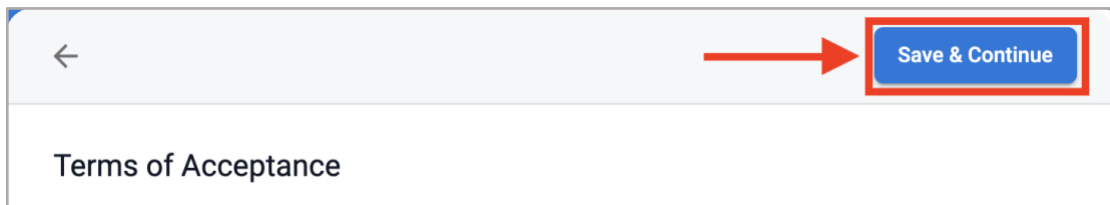
| Census | Registered Nurse | Licensed Vocational Nurse | Certified Nurse Assistant |
|---------------|------------------------|---------------------------------|---------------------------------|
| Census* 95 | Registered Nurse* 2 | Licensed Vocational Nurse* 2 | Certified Nurse Assistant* 2 |

Terms of Acceptance Tab

- Review the contents on the “Terms of Acceptance” tab select the checkbox acknowledgment

I acknowledge and agree to the above Terms of Acceptance

- Select **Save & Continue**

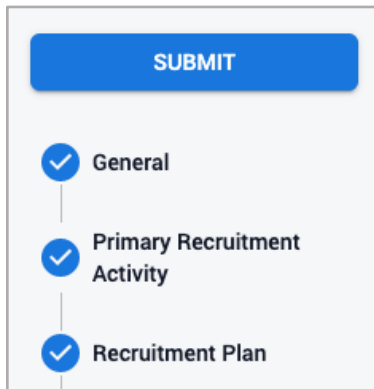


← Save & Continue

Terms of Acceptance

Review Tab

- On the “Review” tab, please review and verify all information entered
- Select **Submit**



SUBMIT

- ✓ General
- ✓ Primary Recruitment Activity
- ✓ Recruitment Plan

Application Statuses

| Application | Definition |
|-------------------------|--|
| Draft | Workforce Shortage Waiver (WSW) is being created and applicant has not submitted WSW to California Department of Public Health (CDPH). |
| Revision | Workforce Shortage Waiver (WSW) was submitted but was sent back to the Applicant by California Department of Public Health - Centralized Program Flex Unit (CPFU) for additional information. Facility can resubmit the application with complete information. |
| Evaluator Review | CPFU Evaluators review the WSW application, and make a recommendation on the decision of an application. |
| Manager Review | CDPH leadership may either approve or deny WSW application from facility. |
| Approved | Workforce Shortage Waiver (WSW) that has been approved by CPFU for a certain date range. Can still be revoked if the facility does not meet the terms of the waiver. |
| Denied | Workforce Shortage Waiver (WSW) that has been denied by CPFU. |
| Revoked | Workforce Shortage Waiver (WSW) that has been approved by CPFU for a certain date range may be revoked due to violation of the terms of the waiver. |
| Expired | Workforce Shortage Waiver (WSW) that has been approved by CPFU for a certain date range but is no longer valid due to date range WSW was approved. |

Printing a Section of the Application

- Select the section of the application you wish to print from the list of application sections displayed on the right side of the screen.
- In the top right corner of the application, select the three dots and select **Print Section**



Cloning Your Application

- Cloning can be used to submit the same Program Flex application for another facility within your corporation
- In the top right corner of the application, select the three dots and select **Clone**



Deleting Your Application

- In the top right corner of the application, select the three dots and select **Delete**



Downloading the Application Decision Letter

- In the top right corner of the application, select the three dots and select **Download Letter**
- If the Workforce Shortage Waiver request is approved, the approval letter or a true copy thereof shall be posted immediately adjacent to the facility’s license
- If the Workforce Shortage Waiver request is denied, reasons for the denial are stated in the denial letter



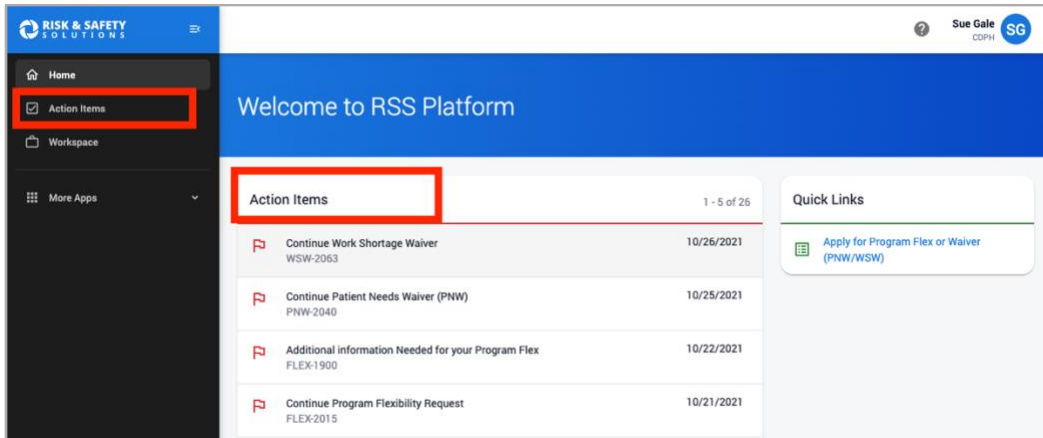
Email Notifications

| Subject Line | Recipients | Triggers |
|--|-------------------------------|---|
| Your Workforce Shortage Waiver Application has been submitted | Facility Contacts, CDPH, CPFU | Upon WSW submission |
| Your Workforce Shortage Waiver Application requires additional information | Facility Contacts, CDPH, CPFU | Sent back to applicant after initial WSW review |
| Approval of Workforce Shortage Waiver | Facility Contacts, CDPH, CPFU | Upon WSW approval |
| Denial of Workforce Shortage Waiver | Facility Contacts, CDPH, CPFU | Upon WSW denial |
| Your Workforce Shortage Waiver Application has been withdrawn | Facility Contacts, CDPH, CPFU | Upon withdrawal of WSW application by Facility Contacts |

RSS Platform Homepage

The RSS Platform Homepage provides access to program flexibility applications in all statuses.

- Use the “Action Items” section
 - To view and access applications that require more information



- Use the “Workspace” section to view the current status of any application

