



**To: VP's HR (cc – HCAP Implementation Working Group)**

**Re: Health Career Access Program (HCAP) Implementation**

As you are aware, the Health Career Access Program (HCAP) was developed as an integral part of StrongerBC, British Columbia's Economic Recovery Plan to support the delivery of health care in the province, assist people to enter the health workforce and respond to an identified need in the sector.

To date, significant provincial and health authority resources have been deployed to develop and launch the program. The key priority for HCAP now is proceeding with hiring **all** of the new health care support worker (HCSW) positions at a sufficient pace to ensure HCSWs can be matched to the education and training seats coming available in February, March and April.

The following directives and accountabilities are intended to ensure that health authorities have sufficient clarity on implementation in order to support all employers in their geographic areas to expedite the hiring process and identify HCSWs for each of the post-secondary institution cohorts.

**1. Hiring Plans**

- Health authorities must ensure that the regional hiring allocation for HCAP, including HCSW positions allocated to non-health authority employers, is achieved by means of a hiring plan with regular milestones.
- This plan must be submitted to Miranda Mason ([Miranda.Mason@gov.bc.ca](mailto:Miranda.Mason@gov.bc.ca)) no later than end of day Tuesday, February 9, 2021. A template for this purpose is attached to this email.
- As part of the hiring plan, health authorities will communicate to employers in their region the key milestones for employers in the hiring plan (progress toward achieving full-complement hiring). Each health authority's approach to monitoring and ensuring compliance with this requirement must be included in the hiring strategy referred to above.

**2. Strategies for Hiring**

- To expedite hiring for all employers, health authorities should make every effort to contact and meaningfully engage all candidates in the HCAP Employer Portal within their geographic region. The portal will be continuously updated with new potential participants as expressions of interest continue to be received provincially. Participants in the portal will no longer be pre-screened at a provincial level. The Ministry has completed changes to the portal to flag new entries and enable participants who are no longer engaged to be removed. The Ministry is working with all employers to ensure that candidates who decline to proceed in the HCAP initiative are removed.
- Where there are insufficient participants in the employer portal to meet the demand, all HCAP employers are encouraged to explore alternate avenues for reaching interested candidates, including community and regional advertising and recruitment under the provincial program umbrella. Note that, regardless of the source of recruitment, all HCAP participants must be registered as hired in the portal.



- Health authorities are encouraged to explore all options for engaging and supporting in regional or community recruitment initiatives, including holding “town halls” or webinars for potential participants (including those in the HCAP Employer Portal) to provide program information and respond to questions. Ministry staff are available to support development and delivery of these events.
- Please note, the majority of candidates in the HCAP Employer Portal have consented to be considered for other opportunities in the sector. If a candidate does not wish to work as an HCSW in long-term care or assisted living, it is expected that they will be considered for other opportunities in food service, housekeeping or home support. The hiring of HCAP candidates for other opportunities must be recorded in the HCAP Employer Portal.

### **3. HCSW Link to Training Programs**

- HCAP Early Adopter cohorts were directly linked to specific post-secondary institution (PSI) seats.
- Going forward, offers of employment to HCSWs should not be considered dependent on association of the new hire with specific training institutions or cohorts.
- HCAP participants should be hired based on provincially defined eligibility criteria irrespective of PSI entry requirements that may exceed that minimum standard. The Ministry is working with health authorities and education partners to promote program accessibility and address barriers to program access by potential participants as they are identified.
- The training capacity to accommodate HCAP participants is expanding across the province. The Ministry will work closely with health authorities, the Ministry of Advanced Education and Skills Training and the PSIs to ensure that every participant hired into HCAP can be matched with a training cohort in a specific education program as quickly as possible.

### **4. Regional Coordination of HCAP**

Health authorities must identify and allocate sufficient resources to support the implementation and continuing regional operation of HCAP for the full duration of the program. This includes supporting the implementation and monitoring of HCAP at all owned and operated, contracted and private sites within their geographic region. The Ministry will be providing more detailed policy guidance regarding the role of health authorities in HCAP but, in general, they include:

#### Employer Liaison and Support

- Act as a general program point of contact and support for participating non-health authority employers
- Assist participating employers with their general program information needs to smooth program onboarding and facilitate hiring

#### Program Development and Administration



- Facilitate signing of Employer Funding Agreements (EFA)
- Establish and monitor weekly hiring deadlines to achieve fiscal year targets
- Develop and implement processes to support payment, monitoring and verification in accordance with the EFA
- Provide appropriate regional representatives to participate in provincial meetings and working groups
- Reporting and progress updates to the Ministry as directed

#### Regional Outreach and Recruitment

- Develop and execute a regional recruitment plan for HCAP, that links and coordinates directly with provincial outreach activities
- Assist regional employers to confirm HCSW hires meet program eligibility criteria
- Systematically engage all regional candidates contained in the HCAP Employer Portal.
- Health authorities will work with other participating employers to support placement of candidates at all sites in the program
- Ensure that all recruitment activities promote program accessibility and embrace the development of HCAP employees

#### Regional Training Coordination

- Provide a centralized regional point of contact for participating employers and post-secondary institutions to coordinate the flow of newly hired HCSWs into available training programs
- Prioritize filling approved HCAP training cohorts and provide guidance to support further program deployment to meet regional training demand
- Respond to any questions regional employers have regarding the standardized provincial orientation and the formal HCSW training program.

#### Reporting

Health authorities have been submitting a weekly report to track hiring into owned and operated sites. Starting the week of February 8th, 2021, health authorities will be required to ensure that hiring events are up to date in the employer portal for all sites, within their respective region, that have been allocated HCSW positions (owned and operated, affiliates and private). Hiring progress will be consolidated in a provincial report generated from the employer portal that reflects hiring progress from the previous week every Tuesday at noon.

Until further notice, health authorities will continue to provide aggregated reporting on hiring activity in all of their owned and operated sites using the standard template to

[Lynn.Hancock@gov.bc.ca](mailto:Lynn.Hancock@gov.bc.ca) by no later than 4:00 pm every Monday.



HCAP represents a significant opportunity to address long standing staffing challenges in BC's health system while supporting British Columbians to move into meaningful careers where they have an opportunity to make a difference in their communities every day. The Ministry recognizes HCAP implementation is a significant endeavour and will continue to provide more detailed information on roles and responsibilities in the coming weeks. Further support will be provided through provincial working groups that have been established for the program.

Regards,

Mark Armitage  
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Ministry of Health