

Welcome to Futuro Health!

Where the Future of Care Begins

The Care Coordinator Program



The Student Journey:
What you Need to Know



I'm Ro! I'll be your guide!

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About Futuro Health

Futuro Health is a new non-profit organization established through a commitment of \$130 million from Kaiser Permanente and SEIU-United Healthcare Workers West (SEIU-UHW). Our mission is to increase the wealth and health of all communities by growing the largest network of credentialed allied healthcare workers in the nation, starting in California. We believe that investing in education, skills training, and retraining results in better paying jobs for workers, better care for patients, and better workers for employers to hire.

Starting in California and scaling up to additional states, Futuro Health is pursuing a new and affordable education-to-work model. We offer adults who are interested in allied health with career exploration opportunities, education financing options, and support towards a credential or licensure attainment. We do the work to evaluate and pre-select education partners, courses, and programs so that your training is related to the skills and occupations that are in demand.

Our goal is to graduate 10,000 new licensed and/or credentialed allied healthcare workers by 2024. We want you to be one of them. Futuro Health is committed to your success, and we are excited to be a part of your education and career journey! Are you ready?

The Futuro Health Difference



The healthcare field provides many opportunities for people interested in being of service to others. Futuro Health can help you take your first (or next) step in the world of healthcare in a variety of ways. We offer student support, education financing, and the interpersonal “Human Touch Healthcare™, skills training to ensure that you have the best experience during your education and throughout your career. We also connect you to a large network of healthcare workers (SEIU-UHW) who can support you through your studies and into your first (or next job) in the healthcare industry. For all these reasons, we hope you agree that Futuro Health is a great opportunity for you!

Student Support

Futuro health provides you with a support coach to help guide you along your education journey. We call them Futuro Health Navigators. For many adults, it has been a while since they have last been in school, and while some things have stayed the same, other aspects of being a student have changed.

Preparing for a career in healthcare will require time and commitment from you and the support of those around you. Your Futuro Health Navigator can guide you on how to talk with your family or supervisor, how to apply and get enrolled, how to make time for your studies, and more.

Once you've enrolled in a program or course, your Futuro Health Navigator may continue with you as you undertake your coursework, including any lab or clinical work, and cheer you on towards attaining your healthcare credential. You are not alone. Outside of your Futuro Health Navigator, you will meet fellow students, current healthcare workers, and future colleagues who also have a passion for the healthcare field. They can help you think through questions specific to success in your studies as well as how to navigate your healthcare career.



Education Financing

At Futuro Health we believe that cost should not be a barrier to quality education. In recognition of the hardship brought on by the pandemic, Futuro Health is waiving tuition cost for all students admitted into a course or program during our first year of operation (2020). This is quite an opportunity for you and allows you to complete your education without taking on significant debt for tuition payments. Space is limited. If you are among the lucky ones invited to take the next step, act quickly to complete the enrollment steps and relay your commitment to your Navigator. Note that while tuition is waived, there are still small out-of-pocket student costs to consider. See [“Program Specific Cost”](#) section for more information.

Human Touch Healthcare Skills

Healthcare employers report that students who have strong interpersonal or “soft” skills do better on the job. As part of your journey towards earning your credential, we will help you be more competitive for high demand allied health jobs by developing your interpersonal Human Touch Healthcare skills. The Human Touch Healthcare training is designed to make you proficient in skills such as communication, teamwork and collaboration, cultural competence, emotional intelligence, ethics and integrity, and more. Development of soft skills is highly valued when working with patients and care teams -- and essential for in-person and telehealth interactions with patients. Employers tell us that excellent soft skills are often the difference between a good employee and a GREAT employee.

Our Partners

Our list of partners continues to grow everyday as we look for organizations who are good at what they do. Visit [Our Partners page](#) for the most updated list of partners.



SEIU-UHW & JOINT EMPLOYER EDUCATION FUND



UNIVERSITY OF DELAWARE

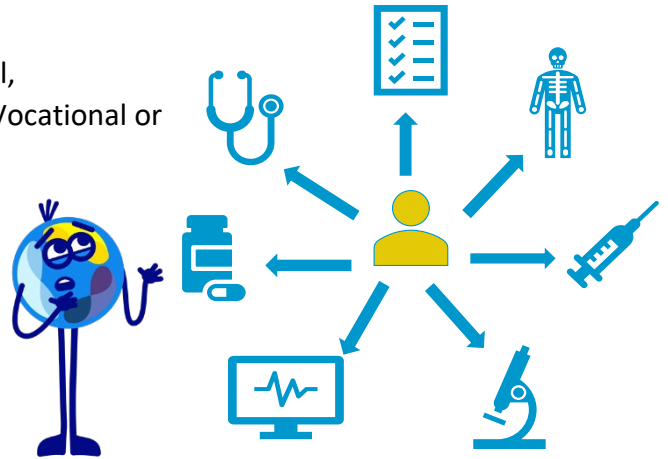


Trusted. Respected. Preferred.



What is Allied Health?

The Allied Health sector includes a wide range of clinical, administrative, and support positions -- from Licensed Vocational or Practical Nurses (LVN/LPNs) to Medical Assistants (MA's) and Health IT technicians. The services that allied healthcare workers provide are critical to the care team and the patients they serve. Whether you are interested in working directly with patients or working behind the scenes, there are many career options available in the allied health field.



Why Allied Health?

2.3 million new Healthcare Workers to be hired in the U.S. by 2025.

By 2030, California's population is projected to reach 44.1 million, and the total number of adults 65 years of age and older is projected to grow from 5 million in 2014 to 8.6 million in 2030. ⁽¹⁾

The U.S. will need to hire 2.3 million new healthcare workers by 2025 in order to adequately take care of its aging population. But a persistent shortage of skilled workers will mean hundreds of thousands of positions will remain unfilled. ⁽²⁾

⁽¹⁾ *Employment Development Department*, ⁽²⁾ *EMSI*

Demand of Allied Healthcare Workers

65K+ Annual Demand for Allied Health workers in California.

There is an expected annual demand for 65K+ allied healthcare workers in California through 2024, resulting in a total of ~500K new workers by then. ⁽¹⁾ The supply of allied health professionals has been shrinking over the past five years and is projected to continue shrinking through 2024. ⁽²⁾

⁽¹⁾ *Employment Development Department*, ⁽²⁾ *EMSI*

What if English Is Not My Primary Language?

Allied health professionals need clear and concise communication skills to work with and meet the needs of patients, doctors, nurses, and the rest of the care team. If you indicated that English is not your primary language spoken at home while completing your Futuro Health profile, you will be prompted to complete a set of questions to determine your eligibility for the English Readiness for Allied Health course. We can initially serve Spanish speakers, but plan to add more courses over time to the catalog. Employers are looking for bilingual speakers so do take advantage of this course to improve your English language skills for the workplace.



Student Orientation

As a new student with Futuro Health, some of you will need to complete our student orientation course depending on which program or course you enroll in. This orientation is online and refreshes you on the knowledge, skills, and behaviors that can help you find success in your educational journey. You will also gain tips and tools designed to make you more ready for your educational journey.

Student Agreement

Students enrolled in an education program are required to complete a student agreement. The student agreement outlines student responsibilities and expectations, steps for conflict resolution, and executes an authorization for release/disclosure of information and records.

The Care Coordinator Program

A care coordinator, also known as a patient care coordinator, patient navigator, or resident care coordinator, helps patients through the complex elements of healthcare. If you are an excellent communicator, a good listener, and willing to empathize with your patient, this growing allied healthcare field is for you.

Care Coordinator Overview

Futuro Health offers two Care Coordination certificates: *Care Coordinator– Emphasis in Chronically Ill Populations and Care Coordinator – Emphasis in Behavioral Health*. Earning a certificate in the Care Coordinator Program is a great way to advance your career.

The program can take anywhere from six months to one year to complete and is transferrable for academic credit if you are interested in pursuing a Bachelor of Science Health in Services Coordination in the future. The certificate also provides flexible upskilling opportunities for existing Medical Assistants and Licensed Vocational Nurses/Licensed Practical Nurses.

Care Coordinator Program – Emphasis in Chronically Ill Populations

A chronic care coordinator helps patients manage, understand, and live successfully with their chronic disease and health conditions such as diabetes, high blood pressure, lupus, multiple sclerosis, and sleep apnea.

Care Coordinator Program – Emphasis in Behavioral Health

A behavioral health care coordinator ensures that the best resources are being used to help the patient get better and promotes a patient’s mental well-being when they are in recovery from behavioral, mental, and addictive disorders

Duties of a Care Coordinator

The care coordinator is responsible for managing and coordinating the details of a patient’s care and serves as the connection between the patient and the medical and administrative staff. Patient care coordinators provide education about medications, care instructions, and diagnoses so patients and their families can make informed health care decisions. Care coordinators understand patient needs and continue to work with patients after they are discharged from the hospital. Care coordinators may assist with follow-up appointments, prescriptions, and obtaining special equipment or therapy needed in the home.

Typical duties may include:

- Patient screening and scheduling.
- Communicating with the patient and care team.
- Reviewing medication inventory and processing orders.
- Coordinating with insurance carriers.
- Performing patient case management tasks.
- Locating and providing community resources.

Job Outlook & Salary

Employment for Care Coordinators are projected to grow 13% from 2018 to 2028.

44.1 million

By 2030, California's population is projected to reach **44.1 million**, and the total number of adults age 65 and older is projected to grow from 5 million in 2014 to 8.6 million in 2030.¹

A growing elderly population and rising demand for social services are expected to drive the demand for Care Coordinator roles.

2.3 million

The US will need to hire **2.3 million** new healthcare workers by 2025 in order to adequately take care of its aging population. But a persistent shortage of skilled workers will mean hundreds of thousands of positions will remain unfilled.²

The median annual wage for Care Coordinators, also known as Social and Human Service Assistants, was \$35,060, \$16.85 per hour, in May 2019. The lowest 10 percent earned less than \$23,750, and the highest 10 percent earned more than \$54,230. The median annual wage for Care Coordinators in California was \$44,020 per year, \$21.16 per hour, in May 2019.

Where Do Care Coordinator Work?

Care Coordinators work in hospitals, clinics, skilled nursing facilities, and potentially in a home.

Qualifications and Eligibility Requirements

Candidates must have 3+ years of experience in a healthcare role to be eligible for the Care Coordinator program. A sampling of roles that can benefit from this upskilling include: licensed vocational nurses (LVNs) or medical assistants (MAs), LVN leads or trainers, MA leads or trainers, counselors, social workers, physical therapists, occupational therapists, speech therapists, respiratory therapists, optometry techs, pharmacy techs, dietitians/nutritionists, dental hygienist, community health worker, and other clinical roles with responsibility for coordinating or administering healthcare.

What are the Minimum Qualifications for the Care Coordinator Program?

The minimum qualifications set forth by Futuro Health and our education partners to be eligible for admittance into the Care Coordinator Program. Please read more on the minimum qualifications in our [Futuro Health Training Catalog](#).

Preferred qualifications for the Care Coordinator program include:

- ✓ Bilingual candidates encouraged to apply

Program Details

Program Specific Costs

In recognition of the impact of the pandemic on our communities, Futuro Health is waiving tuition fees for all programs in 2020. Note that Futuro Health reserves the right to change or update this practice at any time.

Students should expect to pay a non-refundable registration fee and a \$20 per month membership for education and training as part of the application process, unless specifically waived for current SEIU-UHW members or otherwise. Note that other out-of-pocket cost may be associated with the application and enrollment process, e.g., background check, drug screen, and others. The out-of-pocket cost for this program is as follows:

One-time Futuro Health enrollment fee(s): \$100 application fee for the Care Coordinator Program.

Membership fee for education and training: \$20 per month for access to a statewide network of healthcare workers who will advise you about your career and studies.

Note: This membership is waived for SEIU-UHW members

Failure to Complete or Pass a Program or Course

The Futuro Health team is rooting for you to succeed. We provide you with the information and support needed to reach your education goals. However, we know that going back to school is an adjustment that may take some trial and error. If you are experiencing an extreme

circumstance that requires you to drop or suspend your studies, your situation will be reviewed on case by case basis. Review our policy below as it applies to program and course completion:

Education Journey Options

Our catalog includes programs and courses. You are welcome to take more than one course from Futuro Health as long as you meet eligibility requirements. Candidates are also welcomed to participate in courses while enrolled in a program. Futuro Health wants to provide education opportunities to as many students as possible, for this reason candidates can express interest for one program at a time.

Program Completion

If you have recently completed a program with Futuro Health, we encourage you to practice your new skillsets for three years before applying for an additional program. Because we want to offer opportunity to as many people as possible, there will be a 3-year hold on reapplying for another program. Once the 3 years have passed, you will be eligible to reapply to another Futuro Health program.