

Testing availability plan

- **NAE Pay and Experience Enhancement**
 - Effective November 2, 2024 Credentia has eliminated the admin testing rate and has increased the rate for all NAE's to \$29.50/hour. We anticipate this will increase retention as well as attract new individuals to the position.
 - Credentia will also offer a \$500 referral bonus to all NAE's who refer someone that is hired and completes three testing events.
 - Credentia has heard the feedback from the NAE's regarding the size and speed of the tablets utilized for testing. Credentia will begin to ship out new larger tablets with a faster processing speed to improve the testing experience for the evaluators.

- **Hiring Efforts for Evaluators**
 - We have received 25 additional resumes this week in addition to the 40 that we had when we spoke last week.
 - We have reached out to 31 of the applications received as of 10/30/2024 and will continue to work through the applications to identify eligible NAE candidates.
 - We have hired 9 NAE candidates. Hired locations Silver Springs 1, Cumberland 2, Baltimore 2, Bowie 1, Frederick 2, Upper Marlboro 1.
 - Credentia is targeting 15-20 new NAE's across the state as well as 1-2 full time NAE's.
 - Credentia has set the expectation with the onboarding candidates that they move through their paperwork and online training quickly so they can complete their in-person training. If this occurs, we expect new NAE's to be testing independently in approx. 3 weeks.
 - Credentia has approved hiring a Full-Time Nurse aide evaluator to supplement the part time evaluators in the state. We are simultaneously contacting our current NAES to see if they are interested in the opportunity as well as looking for an outside individual to fill this role. We anticipate that this individual will be in place within a week if an internal candidate is identified and approx. 3 weeks if it is an outside candidate.

- Testing Locations

- Credentia has 6 Regional testing locations and 42 In-facility locations
- Regional testing sites are listed below

Facility Name	City
COMFORTER ALLIED HEALTH SERVICES - RTS	FREDERICK
DOMINION ACADEMY-RTS	LANHAM
HEALTH FOCUS INC - RTS	BALTIMORE
HERITAGE CARE INC - RTS	Hyattsville
ST ELIZABETH REHAB AND NURSING CENTER - RTS	Baltimore
TRINITY NURSING ACADEMY - RTS	FREDERICK

- Credentia is coordinating a mass testing event in the state. We are in the process of locating a testing center with multiple beds as well as enough evaluators to accommodate 12-14 skill candidates for each available bed. This takes some coordination with the test site and the NAE's but we expect to have the mass testing by the end of November.
- We will continue to coordinate NAE's and testing sites to open testing slots with secured evaluators across the state.
- Today Credentia secured an additional 4 Regional Testing dates at Heritage care for the months of November and December and we will continue to open more as we secure an evaluator.

- Cancellations

- For September 1, 2024 to October 31,2024 There have been
 - 15 cancellations for no evaluator in September and 18 cancellations for no evaluator in December.
 - 3 cancellations for minimum candidates in September and 11 cancellations for minimum candidates in October.
- Going forward I will provide you with a daily update of the cancellations as well as their locations until we see a dramatic drop.

