



Healthcare Workforce Steering Committee

Date: August 14, 2018 ♦ 8:30 to 10:30 a.m.

Location: Rogue Community College – Table Rock Campus – Room 184 ♦ 7800 Pacific Ave. ♦ White City

A. Welcome & Introductions (5m)

Brent Kell

B. Action Plan

Aurora King & All

- Input & Updates (30m) 📄

C. Career Pathways / Work-Based Learning Work Group

Program Development & Coordination

- **Providence Healthcare Training Program (5m)**
 - Potential to Replicate Portland Training Model
- **Caregivers School of Learning - Update & Coordination (10m)**
 - Update on Meeting with Facility Administrators

Jessica Wynant, Dana Shumate

Marla Ipsen

Communications & Engagement Plan

- **Update - Careers NW Website (10m)**
- **Updated Healthcare Occupations Handout 📄**
 - Review & Provide Feedback (25m)

Jim Fong, Tami Allison & All

Dana, Jessica & All

D. Legislative & Policy Alignment

- Nurse Educator Incentive Tax Credit (10m)
- Future Ready Summit (10m)

Linda Wagner

Jim

F. Summarize Agreements, Assignments & Next Steps (10m)

Brent

G. Suggestions for Next Meeting's Agenda Items (5m)

Brent, Tami & All

📄 = Documents attached in packet or will be handed out at the meeting



Healthcare Workforce Steering Committee Notes

Date: June 12, 2018 ♦ 8:30 to 10:30 a.m.

Location: Providence Medford Medical Center ♦ Mary Norbert Hall ♦ 1111 Crater Lake Ave ♦
Medford

Attendance:

<i>John Gates</i>	Asante Health Systems
<i>Lisa Parks, Nicole Longoria, Julie Toledo, Sam Battrick</i>	Rogue Community College
<i>Stacey Derrig, Craig Switzler</i>	Southern Oregon University
<i>Marla Ipsen</i>	Woollard/Ipsen Management
<i>Brent Kell, Stephen Johnson</i>	Valley Immediate Care
<i>Jessica Wynant</i>	Providence Medford Medical Center
<i>Hal Jones</i>	Medford School District
<i>Guy Tauer</i>	Oregon Employment Department
<i>Cynthia Anderson</i>	WorkSource Rogue Valley
<i>Kathy Trautman, Rob Merriman</i>	SOREDI
<i>Dana Shumate, Aurora King, Tami Allison, Jim Fong</i>	Rogue Workforce Partnership

Welcome & Introductions

The group did introductions.

Career Pathways / Work-Based Learning Work Group

Program Development & Coordination

Providence Healthcare Training Program – This group has been partnering with schools providing Career Highlights, Job Shadows, and remote surgical viewing. Dana and Jessica visited the Portland model which has had a healthcare pathways program for 47 years with a direct CNA track, dental program, EMR, and general healthcare career track. The hope is to have more information, by August, on replicating this model.

Caregivers School of Learning- this is a model in the very beginning phases to create a school for students who want to check out healthcare pathways in a non-medical setting to give the individual a feel for the healthcare field.

Marla talked about a nationwide campaign called “Senior Living Works” that has great tools and videos that could be shown to the students.

Marla and Jim are meeting with the facility administrators on June 27 to get a feel for where they’re at. The survey that the administrators completed indicated a huge need for CNA’s.

K-20 Education Coordination-Conversations have taken place with Jessica Wynant, Dana Shumate and Marla Ipsen amid the past weeks. Guy Tauer clarified where caregivers show up on the labor market information. Data continues to show that the large number of vacancies are caregivers, CNA's and nurses and we need to be sure that we are coordinated with educators, connected to the BEP (Business Education Partnership) and being strategic so it is comprehensive and coordinated.

Dana clarified that the pilot is a two year program and embedded for juniors and seniors. Jim shared the career related learning model and Dana reviewed it with the group indicating that the model helps to align the work taking place across the valley. Businesses and schools are excited and helping to build the program.

The curriculum for the employability (soft) skills that businesses are saying is so badly needed does not currently have a place in school curriculum. The key is to figure out how to fit this curriculum into current curriculum. Business and education leaders came up with six skills (reliability, collaboration, communication, respect/professionalism, attitude, problem solving) that were the most important and designed a 4-state rubric. It will be up to the schools to determine where it fits into the current curriculum. Grants Pass and Illinois Valley High Schools are on board, and work is being done with other schools as well. Jim added that this work builds off of the institutional learning goals/objectives that RCC had years ago and workforce leaders at that time indicated they wanted this in K-12 education. The thought is to meet with a combination of workforce leaders as well as superintendents to create a system.

SORED I Edge Posters & Quest Project- Kathy Trautman and Rob Merriman from SOREDI addressed the group regarding the SOREDI Edge Posters that tell the story of why existing businesses are located in the Rogue Valley. These posters are currently located at the Rogue Valley International Airport and were turned into career posters to place in the schools, including higher education. Kathy indicated that currently they do not have any Edge Posters for healthcare; however, there are a couple currently in the review phase.

Rob Merriman from SOREDI explained the Quest Project was developed to educate and inspire both kids and families regarding tech and manufacturing. Beta testing will take place fall of 2018 with Zeal creating the platform. The ultimate goal is to have all high school participating to inform the next generation that there are opportunities here in the Rogue Valley. Hal Jones indicated that between North and South Medford High Schools they will have approximately 1000 9th graders participating as well as possibly 800 seniors.

Business profiles are available on the website that tell personal stories, as well as additional profiles being generated as quickly as possible.

Information Handout & Careers NW Website – Jim stated that we are in conversation with their director to see if we can take their framework and insert our data. Jim would like to pull together the Career Pathways and Work-based Learning groups to see how we could populate a site such as this with our data.

A draft flyer was discussed and the consensus was to have a generic enough information flyer to lead people to a website with more information.

The group talked about Traitify (formally known as Woofound) which is a visually engaging, online personality assessment tool that educational institutions and organizations in workforce development can use to match individuals with careers and jobs. This tool has been quite successful in the Youth program in opening up entire paths and conversations that don't have to be forced.

Small Group Breakout – Three small groups broke out and reviewed the flyer to see what's working, what's not, and what's missing? Highlights of the group discussion is as follows:

- Make the front page the position levels and training providers
- Make the back page finding purpose, passion, etc.
- List education requirements for position levels
- Increase font of the training providers
- Change bottom section with colored boxes to the information website
- Healthcare administration needs to be included
- Include quotes from current workers
- Highlight patients and families of patients
- Clear connection between website and flyer
- Need a clear way to display the linear career path
- Include businesses that have career pathway opportunities
- Make the ROI obvious for the training path
- More definition on how career pathway articulates
- Have a high school focus group review the flyer

Dana and Jessica will work with the team to optimize the handout. A draft will be brought to the next meeting.

SOHOPE Program Update – Lisa Parks from RCC indicated that this program will go through the end of September 2020 with projected goals being 1164 enrolled over five years with 980 getting into training within the five year period. Currently there are 450 enrolled in healthcare training (CNA, CNA II, MA, Medical Coding, Phlebotomy, Massage Therapy, EMT, Para-medicine, Dental assisting, etc.). The focus has been getting people completed and into employment in a timely manner. Lisa noted that it takes a lot to work with people in generational poverty, and that the real struggle is for the people who are receiving TANF and SNAP who have reached the benefit cliffs. Out of 336 completers to date, 75-80 people went into CNA.

Marla added that caregivers training would allow people to go through a class quickly and get out into the workforce to see if they are a fit, and if they are, come back for additional training.

Lisa indicated that Caregiver training was not on the radar screen when the grant was written; however this will allow us to put programs in place that can be continued after the life of the grant. Some questions posed to the group:

- How do we want to digest what we have learned since this grant was implemented?
- How do we build and create additional pathways?
- How do we move forward with conversations with SOHOPE and DHS regarding benefit cliffs?
- How to get work experience in a professional setting?
- How to assist most who struggle with the math and computer science courses?

A big takeaway from this program is that you cannot replace the human connection and it is the sustainable part that really matters.

Lisa will provide us information regarding the upcoming benefit cliff webinar.

Outreach to the healthcare community will take place to try to develop a medical coding practicum and career work experience credit.

Medical Assistant Training Alignment

The group was unsure where to go with the medical assistant training alignment; stacking certifications? The group will work offline to come up with questions for employers.

Summarize Agreements, Assignments & Next Steps

- Next meeting agenda items
 - Updated flyer
 - Linda Wagner to report out on RCC nurse tax incentives
 - Action plan
 - Any other priority agenda items, please send them to Tami

The next meeting is scheduled for August 14, 2018 8:30-10:30 a.m. Location to be determined.