



## WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY

### HEALTHCARE COMMITTEE MEETING

**Friday, November 6, 2015  
8:00 a.m.- 9:30 a.m.**

VCCF Nonprofit Center (Community Room)  
4001 Mission Oaks Blvd., Camarillo, CA

### AGENDA

8:00 a.m.	<b>1.0 Call to Order and Agenda Review</b>	Paul Matakiewicz
8:03 a.m.	<b>2.0 Public Comments</b>	Paul Matakiewicz
	<u>Procedure:</u> The public is welcome to comment. All comments not related to items on the agenda may be made at the beginning of the meeting only.	
8:08 a.m.	<b>3.0 Approval of Minutes:</b> September 4, 2015	Paul Matakiewicz
	<b>4.0 Ventura County Regional Strategic Workforce Development Plan</b>	
8:10 a.m.	• Regional Healthcare Case Manager Pathway Project	Patricia Duffy
8:15 a.m.	• Deputy Sector Navigator: Update	Patricia Duffy
8:20 a.m.	• Healthcare Sector Committee 2-Year Plan: Update	Cheryl Moore
8:30 a.m.	– Healthcare Planning Workgroup Report	Patricia Duffy Tiffany Morse
8:40 a.m.	– Committee Planning Discussion	Cheryl Moore
9:10 a.m.	• Regional Advisory Cycle for Career Pathways in Ventura County	Tiffany Morse
9:20 a.m.	<b>5.0 Committee Member Comments</b>	Committee Members
9:30 a.m.	<b>6.0 Adjournment</b>	Paul Matakiewicz

#### Next Meeting

January 8, 2016 (8:00 a.m. - 9:30 a.m.)  
VCCF Nonprofit Center (Community Room)  
4001 Mission Oaks Blvd., Camarillo, CA

Individuals who require accommodations for their disabilities (including interpreters and alternate formats) are requested to contact the Workforce Development Board of Ventura County staff at (805) 477-5306 at least five days prior to the meeting. TTY line: 1-800-735-2922.

For information about the Workforce Development Board of Ventura County, go to [workforceventuracounty.org](http://workforceventuracounty.org)



**WDB Healthcare Committee**  
**September 4, 2015**

**MINUTES**

**Meeting Attendees**

Committee

Greg Barnes (Chair)\*  
John Cordova  
Tiffany Morse  
Michelle Reynolds  
Bill Werner

WDB Administration

Patricia Duffy  
Cheryl Moore  
Theresa Salazar Vital

Guests

Erin Huizinga (Rancho Campana High School)  
Marybeth Jacobsen (Workforce Education Coalition)  
Irene Ornelas (VC Innovates, Ventura County Office of Education)  
Celine Park (Ventura County Community College District, VC Innovates)  
Jim Rose (Oxnard Union High School District)  
Teresa Telles (Oxnard Union High School District)

*\*WDB Members*

**1.0 Call to Order and Agenda Review**

Greg Barnes called the meeting to order at 8:10 a.m. No changes were made to the agenda.

Mr. Barnes welcomed Bill Werner, Vice President at Simi Valley Hospital, as a new member of the WDB Healthcare Committee.

**2.0 Public Comments**

There were no public comments.

**3.0 Approval of the Minutes: July 24, 2015**

Motion to approve: Tiffany Morse

Second: John Cordova

Motion carried

**4.0 Ventura County Regional Strategic Workforce Plan**

- 2014-2015 Year-End Review: Final

The Committee reviewed the final version of the 2014-2015 Year-End Review for approval. Greg Barnes highlighted the Committee's major accomplishments and commented on the significant, positive impact of regional collaboration by multiple business and education partners.

- Planning Discussion Committee Focus for 2015-2016

Using the WDB Healthcare Committee 2-Year Plan (Plan) as a guideline, members discussed what had been accomplished so far and brainstormed possible additions/changes to the plan. The Committee emphasized the importance of providing business input to education regarding skills and hiring needs within a 2-5 year window.

Facilitated by Greg Barnes, the discussion covered a wide range of topics. Key points included:  
1) increasing the number and variety of healthcare industry partners at the table; 2) restructuring

the work of the committee to focus on specific topics at specific meetings that will attract employers; and 3) providing input for development of an education advisory cycle model for regional alignment of multiple healthcare education advisory groups to leverage employer connections and reduce duplication of effort.

Next steps included: 1) developing a draft update of the Plan (Greg Barnes and work group); 2) refining the initial sketch of a four-part model for a regional education advisory cycle (Tiffany Morse); and 3) talking with current education advisory groups regarding their interest in regional alignment (educators in attendance at this meeting).

- Healthcare Case Manager Pathway Project: Los Angeles/ Ventura Regional Collaborative

Patricia Duffy reported on the LA / Ventura Regional Collaborative Healthcare Case Manager Pathway Project. The Healthcare Case Manager/Care Coordinator occupation is experiencing rapid growth because of changes in the healthcare delivery system under the Affordable Care Act. Regional research has identified a shortage of trained Healthcare Case Managers/Care Coordinators and a shortage of related training programs. Six Los Angeles Workforce Development Boards and the Ventura County WDB, along with industry partners in healthcare and education, will be working together to address this regional need.

- Deputy Sector Navigator: Update

John Cordova, DSN South Central Coast Region, reported on the Medical Assistant Certification Preparation Course. A medical assistant review course will be provided at Ventura College in the Fall of 2015.

On October 8, 2015, a free professional development program for all allied health professionals in the South Central Coast Region will be offered in Ventura on "Strategies to Inspire Healthy Workplaces."

The annual Men In Nursing Conference 2015 will be held in Garden Grove, CA on November 13 and 14, 2015. Mr. Cordova will work with VC Innovates to bus interested high school students to attend the conference.

## **5.0 Committee Member Comments**

There were no comments.

## **6.0 Adjournment**

Greg Barnes adjourned the meeting at 9:38 a.m.

### Next Meeting

November 6, 2015 (8:00 a.m.-9:30 a.m.)  
VCCF Nonprofit Center (Community Room)  
4001 Mission Oaks Blvd., Camarillo, CA

## About the Healthcare Case Manager Pathway Project

Local healthcare providers, including hospitals, clinics, long-term care facilities and provider networks, indicate significant growth in the demand for services as more and more Californians gain access to healthcare coverage under the Affordable Care Act. With the increase in the number of individuals receiving care, Case Managers are playing an increasingly important role in the delivery of quality and efficient care.

The increased need for case management has created a growing demand for well-trained and qualified Case Managers across hospitals, clinics, continuum of care facilities, rehabilitation centers, and hospices. To respond to this growing need for qualified Case Managers, local workforce boards and community colleges across the LA region have worked in coordination with healthcare industry partners to form the LA Regional Collaborative. The goal of the Collaborative is to develop training strategies and resources to address the need for case management and care coordination skills within the healthcare workforce.

As part of a coordinated healthcare team, Case Managers develop and monitor care plans, coordinate care provided by multiple practitioners, and facilitate communication among the patient and/or family, the doctors providing care, the hospitals and care facilities, and the insurance provider.

The Collaborative has received initial planning funds for the Healthcare Case Manager Career Pathway Project. Our planning phase will be completed in November 2015 at which time we will submit for the next level of funding targeted at \$1 million to develop curriculum to train healthcare workers across the LA Region.

## Workforce Investment Board and Community College Partners

Workforce Investment Boards (WIBs) have a long and successful history of working collaboratively with community colleges to meet industry needs for a skilled and agile workforce in the region. WIBs are federally funded under the Workforce Innovation and Opportunity Act (and formerly under the Workforce Investment Act). WIBs are committed to building and maintaining a comprehensive regional workforce development system that is sector-focused, business-responsive and fosters the development and delivery of training and services along career pathways that bridge the gap between workforce skills and the needs of the local economy.



### South Central Coast Region

#### **NOVEMBER 2015 - Report**

- **Men in Nursing Conference 2015**
  - Annual conference that is held in Garden Grove, California
  - Professional nurses, nursing students and high school students attendees
  - November 13 & 14, 2015
  - Will work with VC Innovates to bud high school students from the county
    - VENTURA – have 12 students and teachers attending.
- **\$34,000 for Medical Assistant Certification Preparation course**
  - Funding provided by the CTE Enhancement 40% funds for incumbent workers
    - Delay in receiving funds
  - Partner with Ventura College to provide a medical assistant review course in the Spring 2016.
    - Will also develop a workshop for MAs on math, dosage calculations and medication administration, in progress
- **Industry-Driven Regional Collaborative (IDRC) to Develop Healthcare Workforce**
  - Health Care Information Technology Statewide Workforce Training Model,” DSN for Health and ICT/ DM a two-year grant, up to \$230,000. incumbent workers.
  - DACUM Panelists needed
  - Statewide Industry Advisory Meeting, October 10, 2015 at the Burbank Marriott hotel.
    - 17 business affiliates from around the state with 4 education partners
    - A very great meeting with input from industry on the courses proposed
    - Faculty and a few industry partners will meet in December to align the industry recommendations with the curriculum.
  - Attached is the report from the first year
- **Up Coming Events**
  - Healthcare Technology in Motion
    - December 12, 2015
    - Crowne Plaza Hotel

Submitted by:

John Cordova, BSN, RN

South Central Coast Region DSN Health, Health Workforce Initiative Director

Cell: (562) 505-4409

Email: John.cordova@canyons.edu

#### **South Central Coast – Deputy Sector Navigator for Health**

- ♦Cuesta College ♦Allan Hancock College ♦Santa Barbara City College
- ♦Ventura College ♦Oxnard College ♦Moorpark College
- ♦Antelope Valley College ♦College of the Canyons (Host College)



## WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY

### **Role**

The Workforce Development Board of Ventura County (WDB) is a public board of leaders from business, labor, education, economic development, government, and community-based organizations, who are appointed by the Ventura County Board of Supervisors to:

- Administer federal Workforce Innovation and Opportunity Act (WIOA) funds.
- Provide oversight for workforce development programs and services to benefit job seekers, workers, youth, and employers in Ventura County.
- Facilitate regional collaboration, alignment, and leveraging of private/public resources to support the workforce needs of employers in Ventura County.

### **Vision**

The Ventura County region will have a high quality, appropriately-skilled workforce that is ready and able to support the changing business needs of employers in a dynamic, competitive, global economic environment. The regional workforce strategy will include ongoing skills attainment that is supportive of regional growth industry sectors and clusters and enabled by a braided, leveraged workforce system that addresses business-driven demands and worker needs for well-paid, steady employment.

### **2013-2017 Goals**

- **Business**: Meet the workforce needs of high-demand industry sectors in the Ventura County regional economy.
- **Job Seeker**: Increase the number of adults in the Ventura County region who obtain a marketable and industry-recognized credential or degree and are placed in a related sector job. Focus WIOA programs on unemployed, underemployed, low-skilled, low-income, veterans, individuals with disabilities, and other at-risk populations.
- **Youth**: Increase the number of youth in the Ventura County region who graduate prepared for post-secondary vocational training, further education, and/or a career. Focus WIOA programs on out-of-school youth.
- **Systems**: Support workforce development system alignment, service integration and continuous improvement in the Ventura County region.

### **Commitment**

Working in partnership with other regional leaders, the WDB is committed to serving as a convener, workforce analyst, broker, facilitator, and unifying community voice in advancing the achievement of the *Ventura County Regional Strategic Workforce Development Plan 2013-2017* for the benefit of the Ventura County region and the people of California.

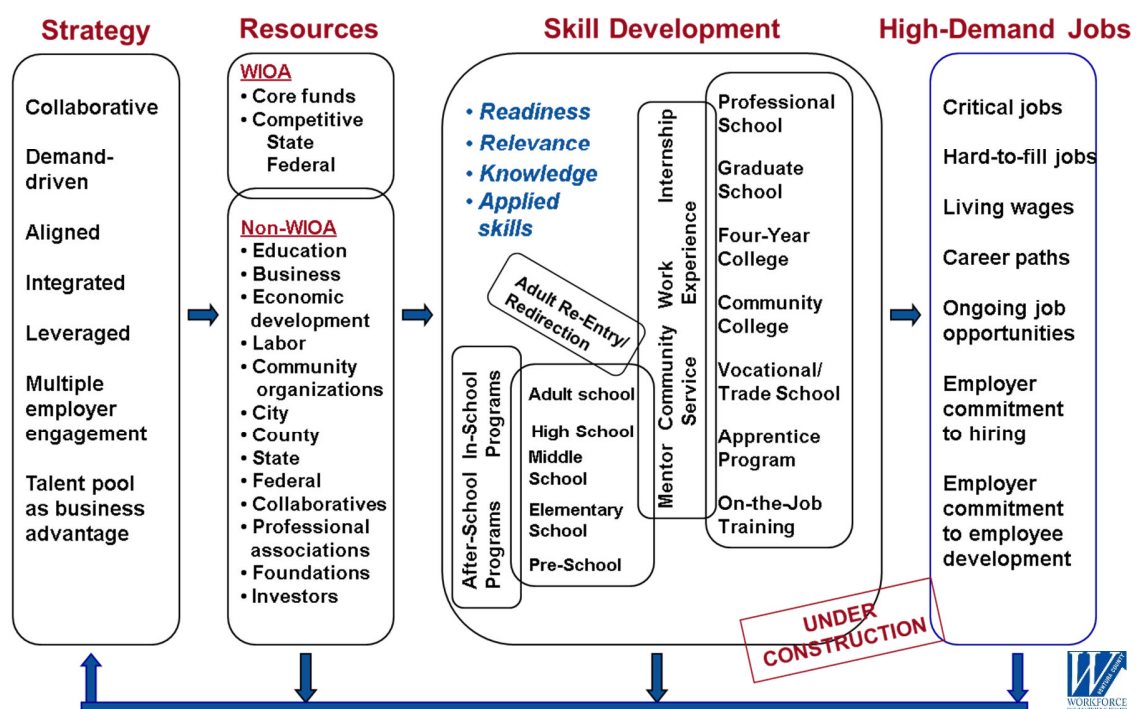


## WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY

### Workforce Development Board at Work

- Executive Committee
- Clean/Green Committee
- Healthcare Committee
- Manufacturing Committee
- Membership Committee
- Outreach Committee
- Resource Development Committee
- Youth Council

## BUILDING A COMPETITIVE WORKFORCE PIPELINE IN VENTURA COUNTY



### WIOA Programs and Services

- Adult, dislocated worker, and youth support: job preparation and training, searches, transitions
- Employer support: recruitment and training, business transitions, business consulting
- American Job Center: in-person assisted services for job seekers and employers at locations in Oxnard and Simi Valley
- American Job Center: on-line resources for job seekers and employers at [www.CalJOBS.org](http://www.CalJOBS.org)
- Other Ventura County workforce development resource connections
  - Regional information and services for employers: [www.venturacountygrowsbusiness.com](http://www.venturacountygrowsbusiness.com)
  - Ventura County youth career awareness and preparation: [www.vcjobswithafuture.org](http://www.vcjobswithafuture.org)
  - Workforce Development Board: (805) 477-5306; [www.workforceventuracounty.org](http://www.workforceventuracounty.org)





## **WDB COMMITTEE 2-YEAR PLAN GUIDELINES** **Workforce Development Board of Ventura County** **2016-2018**

### **Goal**

Facilitate collaboration among partners in business, economic development, education, labor, government, and community-based organizations to develop a diverse pipeline of skilled local workers to fill industry sector positions in the Ventura County region.

### **Components of Plan**

- 1. Engage** Engage a diverse core team of Ventura County employers, agencies and organizations to facilitate industry sector collaboration for regional workforce development.
- 2. Analyze Data** Seek local employer feedback regarding labor market data as it relates to regional industry sector workforce needs.
- 3. Take Inventory** Inventory regional education/training available to address local industry sector workforce development needs. Examples:
  - Industry-recognized certificates
  - National certificates
  - Stackable credentials
  - Apprenticeships
  - Internships
  - Externships
  - On-the-job training
  - Career awareness/outreach
  - Career pathways
  - Regional Occupational Programs
  - Adult education
  - Community colleges
  - Universities
  - Trades
  - Community organizations
- 4. Identify Gaps** Analyze the gaps between education/training and regional industry sector workforce needs. Determine priorities for closing the gaps.
- 5. Take Action** Develop and implement “do-able” action plans to close the gaps.
- 6. Monitor Progress** Review progress and make updates to the Committee 2-Year Plan as needed. Report on accomplishments and insights for the annual Workforce Development Board Year-End Review.



**HEALTHCARE COMMITTEE 2-YEAR PLAN (DRAFT)**  
**Workforce Development Board of Ventura County**

**Notes from Workgroup Revisions: 10/14/15**

**Goal:** The Healthcare Committee will strive to create a diverse pipeline of workers to fill healthcare positions in Ventura County and will work to bring together partners in business, economic development, education, labor, government, and community-based organizations to address workforce shortages in healthcare.

**Action Plan:**

1) Broaden the Healthcare Committee's core team of Ventura County employers, key agencies, and organizations most involved in healthcare workforce development.

- Hospitals
- Home health
- Assisted living
- Skilled nursing
- Community Clinics/Ambulatory Care Centers
- Ambulatory Surgical Centers
- Mental Health Clinics
- MD Offices
- Agencies (e.g., Area Agency on Aging)
- California State University, Channel Islands
- Ventura County Community College District
- Ventura County Office of Education
- Adult education
- Elected officials
- Others

2) Develop ways to identify, engage, and communicate effectively with the core team and other healthcare workforce partners.

3) Inventory current training providers in the region.

- Industry recognized certification programs
- Apprenticeships
- Internships
- Regional Occupational Program
- Community colleges
- Universities
- High school academies

Develop a matrix that includes inventories of ROP, community colleges, high school academies, universities, certification programs, apprenticeships and internships.

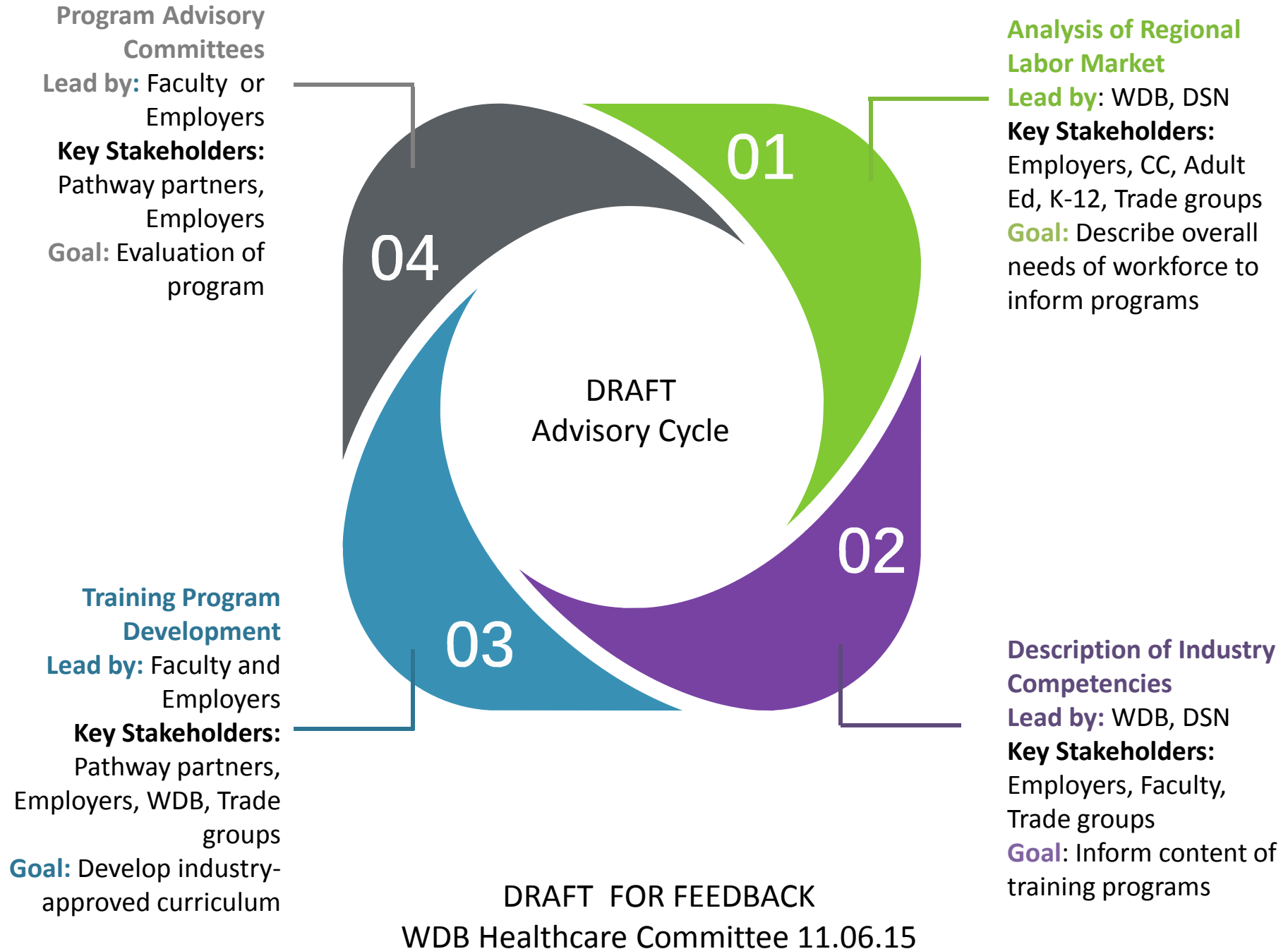
4) Validate State employment data with a local survey of healthcare workforce needs.

5) Identify the gaps between education and workforce needs, determine priorities, and develop an action plan to provide a bridge to fill those gaps.

6) Finalize the Clinical Laboratory Field Experience Program pending State Certification of the joint application for 4 participating hospitals.

- 7) Assist the Case Manager/Care Coordinator Regional Career Pathway Project, through the Healthcare Committee's input and survey of local needs. (The Case Manager/Care Coordinator Regional Career Pathway Project was initiated by six LA Workforce Development Boards and the Workforce Development Board of Ventura County to bring healthcare partners together to develop and implement a healthcare case manager/care coordinator career pathway and training program)
- 8) Support cultural awareness training in healthcare.
- 9) Measurement is the Year-End Report and a review of the 2-Year Plan.

DRAFT





## **HEALTHCARE COMMITTEE 2-YEAR PLAN**

### **Workforce Development Board of Ventura County 2016-2018**

#### **Goal**

The Healthcare Committee will strive to create a diverse pipeline of workers to fill healthcare positions in Ventura County and will work to bring together partners in business, economic development, education, labor, government, and community-based organizations to address workforce shortages in healthcare.

#### **Components of Plan**

- 1. Engage** Broaden the Healthcare Committee's core team of Ventura County employers, key agencies, and organizations most involved in healthcare workforce development. Develop ways to identify, engage, and communicate effectively with the core team and other healthcare workforce partners.
  - Hospitals
  - Home health
  - Assisted living
  - Skilled nursing
  - Community clinics/ambulatory care centers
  - Ambulatory surgical centers
  - Mental health clinics
  - Physician offices
  - Agencies (e.g., Area Agency on Aging)
  - California State University, Channel Islands
  - Ventura County Community College District
  - Ventura County Office of Education
  - Adult education
  - Elected officials
  - Others
- 2. Analyze Data** Validate State employment data with a local survey of healthcare workforce needs.
- 3. Take Inventory** Inventory current training providers in the region. Develop a matrix that includes inventories of high school academies, ROP, adult education, community colleges, universities, certification programs, apprenticeships and internships.
  - Industry-recognized certification programs
  - Apprenticeships
  - Internships
  - Externships
  - High school academies
  - Regional Occupational Program
  - Adult education
  - Community colleges
  - Universities
- 4. Identify Gaps** Identify the gaps between education and regional healthcare workforce needs and determine priorities.



## **HEALTHCARE COMMITTEE 2-YEAR PLAN**

### **Workforce Development Board of Ventura County 2016-2018**

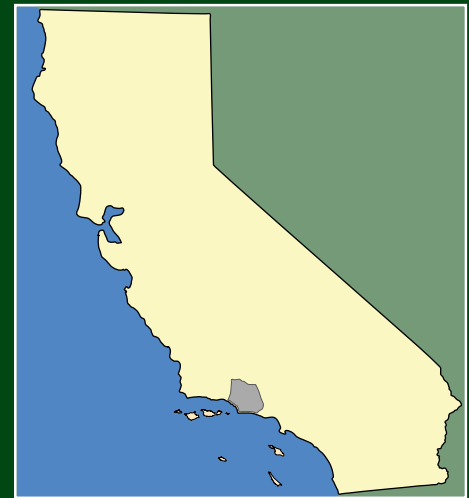
#### **5. Take Action**

Develop an action plan to provide a bridge to fill those gaps.

- Clinical Laboratory Scientist: Finalize the Clinical Laboratory Field Experience Program pending State Certification of the joint application for four participating hospitals.
- Case Manager/Care Coordinator: Assist the Case Manager/Care Coordinator Regional Career Pathway Project through the Healthcare Committee's input and survey of local needs. (The Case Manager/Care Coordinator Regional Career Pathway Project was initiated by six LA Workforce Development Boards and the Workforce Development Board of Ventura County to bring healthcare and education partners together to develop and implement a healthcare case manager/care coordinator career pathway and training program)
- A.D.N. to B.S.N.: Identify nursing workforce development needs and form a workgroup to make recommendations.
- Pharmacy Technician: Explore the possibility of an apprenticeship
- Cultural Awareness: Encourage cultural awareness training in healthcare.
- Education Advisory Process: Recommend the alignment of healthcare business advisory committees to help streamline the regional education advisory process.

#### **6. Monitor Progress**

Measurement is through the Healthcare Committee's annual Workforce Development Board Year-End Review report and a review of the Committee's 2-Year Plan.



# Occupational Analysis: Health Care Services Cluster

Ventura County Economic Sub-Market

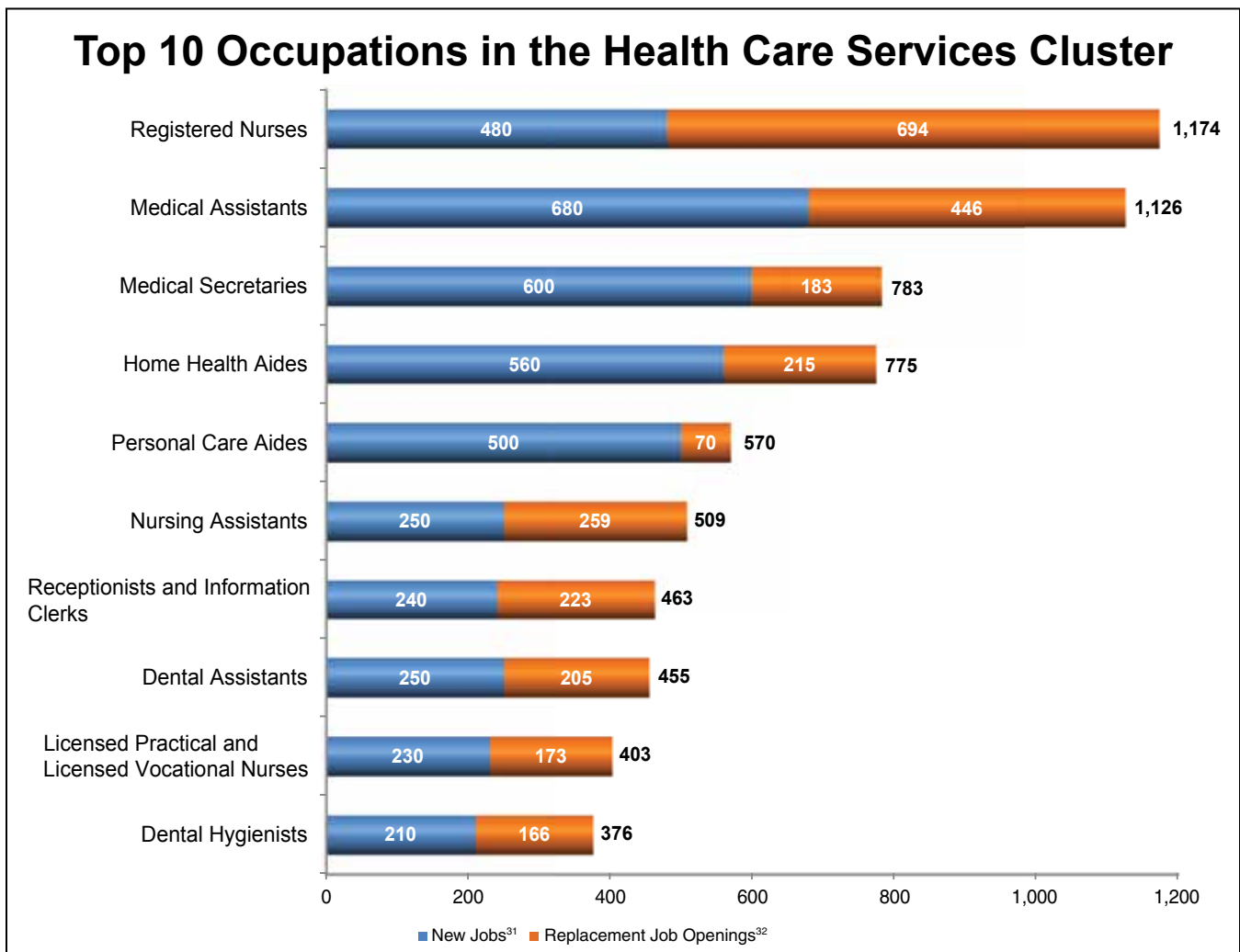
July 2015

## What is the Health Care Services Cluster?

The Health Care Services cluster is comprised of 14 industries that include hospitals and doctor's offices, diagnostic laboratories, continuing care retirement communities, home health care services, and other activities related to health care. The workers employed within this cluster span all skill levels and share skills and work activities both within the cluster and in many other industry clusters, suggesting the potential for skills transference and upward mobility with additional training.

## Top 10 Occupations in the Health Care Services Cluster

The graph below identifies the top 10 occupations in the Health Care Services cluster, based on Ventura County Economic Sub-Market's new job growth plus replacement openings. In sum, these 10 occupations represent more than one-half of the 12,404 total job openings projected in this cluster between 2012 and 2022. Moreover, many share the same required skills such as active listening, critical thinking, reading comprehension, service orientation, social perceptiveness, and speaking.<sup>30</sup>



Source: California Employment Development Department, *Projections of Employment 2012-2022*. Industry and occupational employment projections for 2012-2022 in this report may not be directly comparable to the published 2012-2022 employment projections available online at [www.labormarketinfo.edd.ca.gov](http://www.labormarketinfo.edd.ca.gov).

<sup>30</sup> U.S. Department of Labor's [Occupational Information Network \(O\\*NET\)](http://www.onetonline.org) at [www.onetonline.org](http://www.onetonline.org).

<sup>31</sup> New jobs are only openings due to growth and do not include job declines. If an occupation's employment change is negative, there is no job growth and new jobs are set to zero.

<sup>32</sup> Replacement job openings estimate the number of job openings created when workers retire or permanently leave an occupation and need to be replaced.



## Top 10 Occupations and Recent Job Demand in the Health Care Services Cluster

The table below further profiles the Ventura County Economic Sub-Market's top 10 occupations in the Health Care Services cluster by listing the total job openings for 2012-2022, median hourly and annual wages, and entry-level education requirements. Also included are online job advertisements extracted from The Conference Board Help Wanted OnLine™ (HWOL) data series over a 120-day period. HWOL compiles, analyzes, and categorizes job advertisements from numerous online job boards, including CalJOBS<sup>SM</sup> ([www.caljobs.ca.gov](http://www.caljobs.ca.gov)), California's online job listing system.

Occupations	Total Job Openings <sup>33</sup> (2012-2022)	Median Hourly Wage (2014)	Median Annual Wage (2014)	Entry Level Education <sup>34</sup>	HWOL Job Ads <sup>35</sup> (120 days)
Registered Nurses	1,174	\$36.83	\$76,612	Associate's degree	1,187
Medical Assistants	1,126	\$15.85	\$32,968	Postsecondary non-degree award	204
Medical Secretaries	783	\$16.97	\$35,304	High school diploma or equivalent	356
Home Health Aides	775	\$11.39	\$23,696	Less than high school	153
Personal Care Aides	570	\$10.40	\$21,624	Less than high school	463
Nursing Assistants	509	\$13.52	\$28,122	Postsecondary non-degree award	86
Receptionists and Information Clerks	463	\$13.94	\$29,000	High school diploma or equivalent	430
Dental Assistants	455	\$16.71	\$34,755	Postsecondary non-degree award	171
Licensed Practical and Licensed Vocational Nurses	403	\$24.12	\$50,173	Postsecondary non-degree award	254
Dental Hygienists	376	\$48.37	\$100,602	Associate's degree	53

Source: California Employment Development Department, *Projections of Employment 2012-2022*; *Occupational Employment Statistics Wage Survey*, updated to 4th Q, 2014; The Conference Board Help Wanted OnLine™ (HWOL) Data Series, 120-day period ending July 24, 2015.

<sup>33</sup> Total job openings are the sum of new jobs and replacement job openings.

<sup>34</sup> U.S. Department of Labor, Bureau of Labor Statistics (BLS) 2012 education levels.

<sup>35</sup> Totals represent job advertisements from employers in all industries. One job opening may be represented in more than one job advertisement.

## Top Occupations for the Health Care Services Cluster by Education Level

The table below identifies the occupations with the most total job openings, categorized by Bureau of Labor Statistics (BLS) 2012 entry-level education requirements, within the Health Care Services cluster. The table includes the Ventura County Economic Sub-Market's projected total job openings and median hourly and annual wages. In addition, recent totals of online job advertisements over 120-day period are included. Grouping occupations by education levels allows individuals to better gauge the potential for skills transference and upward mobility within the cluster.

Occupations	Total Job Openings <sup>36</sup> (2012-2022)	Median Hourly Wage (2014)	Median Annual Wage (2014)	HWOL Job Ads (120 days)
<b>Requires a Bachelor's Degree or Higher</b>				
Physical Therapists	248	\$41.10	\$85,490	203
Medical and Health Services Managers	204	\$46.27	\$96,248	403
Family and General Practitioners	130	>\$90.00	>\$187,200	30
Healthcare Social Workers	110	\$32.48	\$67,570	30
General and Operations Managers	109	\$51.15	\$106,377	202
<b>Requires Some College, Postsecondary Non-Degree Award, or Associate's Degree</b>				
Registered Nurses	1,174	\$36.83	\$76,612	1,187
Medical Assistants	1,126	\$15.85	\$32,968	204
Nursing Assistants	509	\$13.52	\$28,122	86
Dental Assistants	455	\$16.71	\$34,755	171
Licensed Practical and Licensed Vocational Nurses	403	\$24.12	\$50,173	254
<b>Requires a High School Diploma or Equivalent or Less</b>				
Medical Secretaries	783	\$16.97	\$35,304	356
Home Health Aides	775	\$11.39	\$23,696	153
Personal Care Aides	570	\$10.40	\$21,624	463
Receptionists and Information Clerks	463	\$13.94	\$29,000	430
Office Clerks, General	305	\$15.47	\$32,185	395

Source: California Employment Development Department, *Projections of Employment 2012-2022*; *Occupational Employment Statistics Wage Survey*, updated to 4th Q, 2014; *The Conference Board Help Wanted OnLine™ (HWOL) Data Series*, 120-day period ending July 24, 2015.

<sup>36</sup> Total job openings are the sum of new jobs and replacement job openings.

## Skill Requirements in the Health Care Services Cluster

The table below lists the 10 top skills required for top occupations in the Health Care Services cluster, categorized by entry-level education requirements. The most commonly shared skills are active listening, critical thinking, reading comprehension, social perceptiveness, and speaking. The skills and work activities identified for each occupation are from the U.S. Department of Labor's Occupational Information Network (O\*NET).

Occupations	Skills														
	Active Learning	Active Listening	Complex Problem Solving	Coordination	Critical Thinking	Instructing	Judgment and Decision Making	Learning Strategies	Management of Personnel Resources	Monitoring	Operations Analysis	Reading Comprehension	Science	Service Orientation	Social Perceptiveness
<b>Requires a Bachelor's Degree or Higher</b>															
Physical Therapists		•		•	•		•			•		•		•	•
Medical and Health Services Managers			•		•	•		•			•	•			•
Family and General Practitioners	•	•	•		•		•					•	•		•
Healthcare Social Workers	•	•		•	•		•					•		•	•
General and Operations Managers	•	•		•	•				•	•		•			•
<b>Requires Some College, Postsecondary Non-Degree Award, or Associate's Degree</b>															
Registered Nurses	•	•		•	•			•		•		•		•	•
Medical Assistants	•	•		•	•					•		•		•	•
Nursing Assistants	•	•		•	•					•		•		•	•
Dental Assistants	•	•			•	•				•		•		•	•
Licensed Practical and Licensed Vocational Nurses		•		•	•					•		•		•	•
<b>Requires a High School Diploma or Equivalent or Less</b>															
Medical Secretaries		•		•	•					•		•		•	•
Home Health Aides	•	•		•	•			•		•		•		•	•
Personal Care Aides	•	•		•	•					•		•		•	•
Receptionists and Information Clerks		•	•	•	•							•		•	•
Office Clerks, General		•		•	•					•		•		•	•

Source: U.S. Department of Labor's [Occupational Information Network \(O\\*NET\)](http://www.onetonline.org) at [www.onetonline.org](http://www.onetonline.org).

## Work Activities in the Health Care Services Cluster

The table below lists the 10 top work activities required for top occupations in the Health Care Services cluster, categorized by entry-level education requirements. The most common include establishing and maintaining interpersonal relationships; assisting and caring for others; organizing, planning, and prioritizing work; and communicating with supervisors, peers, or subordinates.

Occupations	Work Activities																			
	Analyzing Data or Information	Assisting and Caring for Others	Coaching and Developing Others	Communicating with Persons Outside Organization	Communicating with Supervisors, Peers, or Subordinates	Coordinating the Work and Activities of Others	Documenting/Recording Information	Establishing and Maintaining Interpersonal Relationships	Evaluating Information to Determine Compliance with Standards	Getting Information	Guiding, Directing, and Motivating Subordinates	Handling and Moving Objects	Identifying Objects, Actions, and Events	Interacting With Computers	Making Decisions and Solving Problems	Monitor Processes, Materials, or Surroundings	Monitoring and Controlling Resources	Organizing, Planning, and Prioritizing Work	Performing Administrative Activities	Performing for or Working Directly with the Public
<b>Requires a Bachelor's Degree or Higher</b>																				
Physical Therapists		●					●	●				●	●		●	●				●
Medical and Health Services Managers			●		●	●		●			●				●		●	●		
Family and General Practitioners	●	●					●	●		●			●		●	●			●	
Healthcare Social Workers		●			●		●	●							●		●		●	●
General and Operations Managers				●	●	●		●							●	●	●		●	●
<b>Requires Some College, Postsecondary Non-Degree Award, or Associate's Degree</b>																				
Registered Nurses		●			●			●		●			●		●	●		●		●
Medical Assistants		●			●		●	●		●			●			●		●		●
Nursing Assistants		●			●			●		●		●	●		●	●		●		
Dental Assistants		●						●	●	●		●	●		●	●		●		●
Licensed Practical and Licensed Vocational Nurses		●			●		●	●				●	●		●	●		●		●
<b>Requires a High School Diploma or Equivalent or Less</b>																				
Medical Secretaries		●		●	●			●		●			●		●			●		●
Home Health Aides		●			●		●	●				●	●			●		●		●
Personal Care Aides		●			●		●	●				●	●		●	●		●		
Receptionists and Information Clerks		●					●	●		●			●			●		●		●
Office Clerks, General		●			●		●	●		●			●				●		●	●

Source: U.S. Department of Labor's [Occupational Information Network \(O\\*NET\)](http://www.onetonline.org) at [www.onetonline.org](http://www.onetonline.org).

## Related Occupations for the Health Care Services Cluster

The table below lists top occupations in the Health Care Services cluster by entry-level education requirements and provides a sample of related occupations. These related occupations match many of the skills, education, and work experience needed for the top Health Care Services cluster occupations.

Health Care Services Occupations	Related Occupations
<b>Requires a Bachelor's Degree or Higher</b>	
Physical Therapists	<ul style="list-style-type: none"> <li>• Health Specialties Teachers, Postsecondary</li> <li>• Nursing Instructors and Teachers, Postsecondary</li> <li>• Occupational Therapists</li> </ul>
Medical and Health Services Managers	<ul style="list-style-type: none"> <li>• Education Administrators, Elementary and Secondary School</li> <li>• Management Analysts</li> <li>• Training and Development Managers</li> </ul>
Family and General Practitioners	<ul style="list-style-type: none"> <li>• Nurse Practitioners</li> <li>• Pharmacists</li> <li>• Physician Assistants</li> </ul>
Healthcare Social Workers	<ul style="list-style-type: none"> <li>• Counseling Psychologists</li> <li>• Mental Health Counselors</li> <li>• Patient Representatives</li> </ul>
General and Operations Managers	<ul style="list-style-type: none"> <li>• Administrative Services Managers</li> <li>• Logistics Managers</li> <li>• Purchasing Managers</li> </ul>
<b>Requires Some College, Postsecondary Non-Degree Award, or Associate's Degree</b>	
Registered Nurses	<ul style="list-style-type: none"> <li>• Cardiovascular Technologists and Technicians</li> <li>• Emergency Medical Technicians and Paramedics</li> <li>• Licensed Practical and Licensed Vocational Nurses</li> </ul>
Medical Assistants	<ul style="list-style-type: none"> <li>• Pharmacy Technicians</li> <li>• Physical Therapist Assistants</li> <li>• Speech-Language Pathology Assistants</li> </ul>
Nursing Assistants	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
Dental Assistants	<ul style="list-style-type: none"> <li>• Dental Hygienists</li> <li>• Medical Assistants</li> <li>• Veterinary Technologists and Technicians</li> </ul>
Licensed Practical and Licensed Vocational Nurses	<ul style="list-style-type: none"> <li>• Cardiovascular Technologists and Technicians</li> <li>• Dental Assistants</li> <li>• Radiologic Technicians</li> </ul>
<b>Requires a High School Diploma or Equivalent or Less</b>	
Medical Secretaries	<ul style="list-style-type: none"> <li>• Bill and Account Collectors</li> <li>• Medical Records and Health Information Technicians</li> <li>• Receptionists and Information Clerks</li> </ul>
Home Health Aides	<ul style="list-style-type: none"> <li>• Childcare Workers</li> <li>• Medical Assistants</li> <li>• Occupational Therapy Aides</li> </ul>
Personal Care Aides	<ul style="list-style-type: none"> <li>• Home Health Aides</li> <li>• Occupational Therapy Aides</li> <li>• Physical Therapist Aides</li> </ul>
Receptionists and Information Clerks	<ul style="list-style-type: none"> <li>• Bill and Account Collectors</li> <li>• Customer Service Representatives</li> <li>• Medical Secretaries</li> </ul>
Office Clerks, General	<ul style="list-style-type: none"> <li>• Receptionists and Information Clerks</li> <li>• Medical Secretaries</li> <li>• Medical Records and Health Information Technicians</li> </ul>

Source: U.S. Department of Labor's [Occupational Information Network \(O\\*NET\)](http://www.onetonline.org) at [www.onetonline.org](http://www.onetonline.org).

## Employer Demand for the Health Care Services Cluster

The following table lists the Ventura County Economic Sub-Market employers in the Health Care Services cluster who posted the most job advertisements during the 120-day period ending July 24, 2015. The table also includes the number of job advertisements from the previous year's period, as well as the numerical change and year-over percent change in these postings for the same 120-day period.

Health Care Services Cluster Employers	Recent Job Advertisements <sup>37</sup> (120-day period)	Prior Year Job Advertisements (120-day period)	Numerical Change	Year-Over Percent Change (HWOL Job Advertisements)
Memorial Health	111	94	17	18.1%
HCA - The Healthcare Company	95	122	-27	-22.1%
St. John's Hospital	64	0	64	—
St. John's Regional Medical Center	58	59	-1	-1.7%
Brookdale Senior Living	46	0	46	—
American Mobile Healthcare	31	28	3	10.7%
Clinicas Del Camino Real, Incorporated	28	35	-7	-20.0%
DaVita, Inc.	26	30	-4	-13.3%
Dignity Health	23	228	-205	-89.9%
Aureus Medical	19	2	17	850.0%
Kaiser Permanente	19	6	13	216.7%
St. John's Pleasant Valley Hospital	15	5	10	200.0%
Inventiv Health Inc	14	12	2	16.7%
Integrity Staffing	13	13	0	0.0%
Therapists Unlimited	12	1	11	1,100.0%
Aspiranet	9	5	4	80.0%
Center for Autism & Related Disorders	9	1	8	800.0%
Quest Diagnostics	8	6	2	33.3%
American Medical Response	7	11	-4	-36.4%
Onward Healthcare	7	10	-3	-30.0%

Source: The Conference Board Help Wanted OnLine™ (HWOL) Data Series: Period ending July 24, 2015.

<sup>37</sup> Totals do not include employers with anonymous job advertisements.

## Instructional Programs for the Top Health Care Services Occupations

The table below provides examples of instructional programs related to some of the top occupations in the Health Care Services cluster, particularly those that require less than a bachelor's degree. These programs train individuals for occupations throughout many industries and are not limited to the Health Care Services cluster. To view a more complete list of training programs, select the source links under the table below. The Taxonomy of Programs categorizes and describes instructional programs only for California Community Colleges.

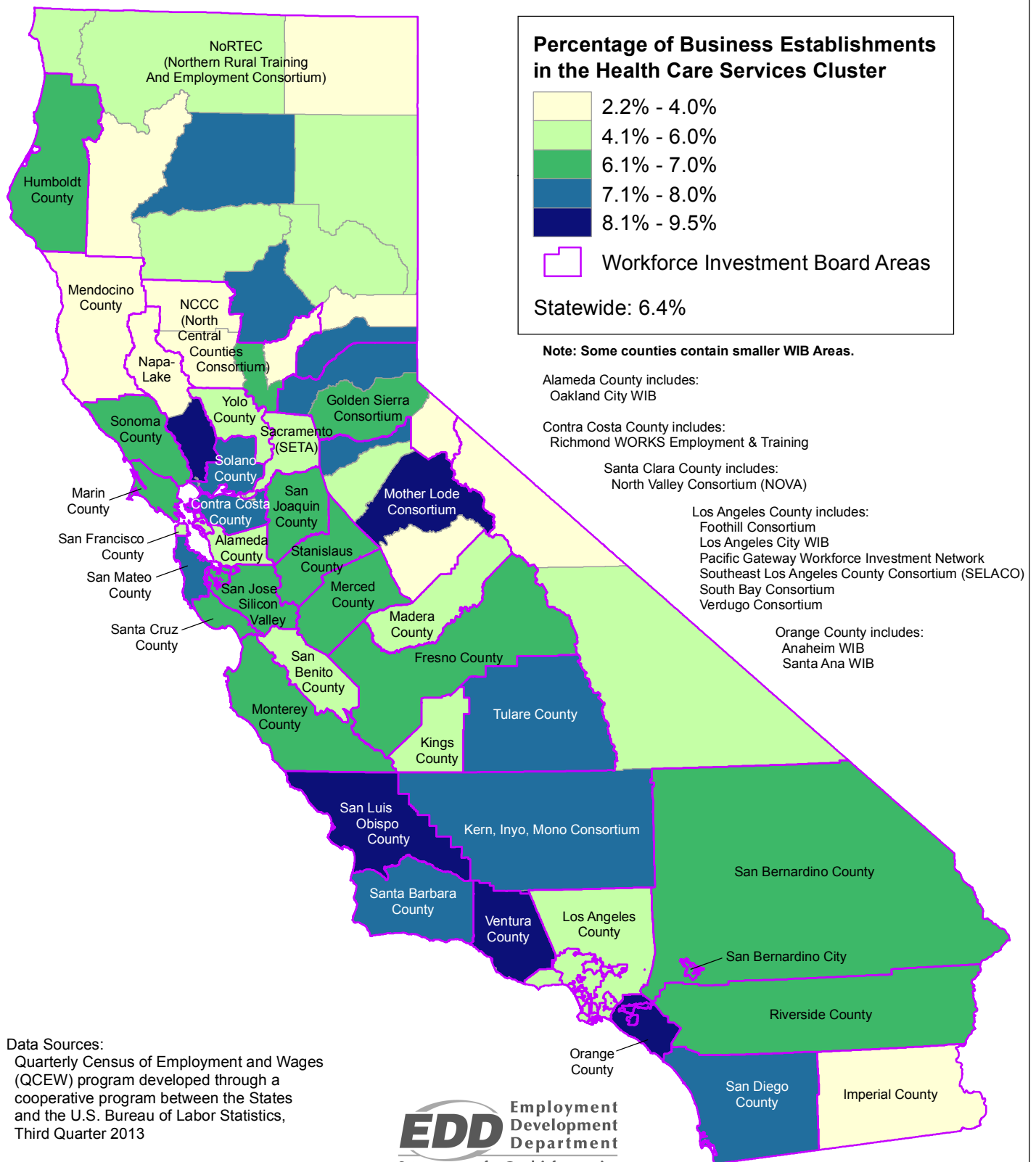
Occupations	Classification of Instructional Program (CIP)		Taxonomy of Programs (TOP)	
	CIP Code	CIP Title	TOP Code	TOP Title
Registered Nurses	51.3801	Registered Nursing/Registered Nurse	123000	Nursing
	51.3809	Pediatric Nurse/Nursing	123010	Registered Nursing
	51.3813	Clinical Nurse Specialist		
Medical Assistants	51.0710	Medical Office Assistant/Specialist	051420	Medical Office Technology
	51.0712	Medical Reception/Receptionist	120800	Medical Assisting
	51.0713	Medical Insurance Coding Specialist/Coder	120820	Administrative Medical Assisting
Nursing Assistants	51.2601	Health Aide	123030	Certified Nurse Assistant
	51.3902	Nursing Assistant/Aide and Patient Care Assistant/Aide		
	51.3999	Practical Nursing, Vocational Nursing and Nursing Assistants, Other		
Dental Assistants	51.0601	Dental Assisting/Assistant	124010	Dental Assistant
Licensed Practical and Licensed Vocational Nurses	51.3901	Licensed Practical/Vocational Nurse Training	123020	Licensed Vocational Nursing
	51.3999	Practical Nursing, Vocational Nursing and Nursing Assistants, Other		
Medical Secretaries	51.0710	Medical Office Assistant/Specialist	051420	Medical Office Technology
	51.0714	Medical Insurance Specialist/Medical Biller		
	51.0716	Medical Administrative/Executive Assistant and Medical Secretary		
Home Health Aides	51.2602	Home Health Aide/Home Attendant	123080	Home Health Aide
Personal Care Aides	51.2602	Home Health Aide/Home Attendant	123080	Home Health Aide
Receptionists and Information Clerks	52.0406	Receptionist	N/A	N/A
Office Clerks, General	52.0408	General Office Occupations and Clerical Services	N/A	N/A

Source: U.S. Department of Education [Integrated Postsecondary Education Data System \(IPEDS\)](https://nces.ed.gov/ipeds/) at [www.nces.ed.gov](https://nces.ed.gov/); [California Community Colleges TOP-to-CIP Crosswalk](https://www.cccco.edu/) 7th Edition (2010), [www.cccco.edu](https://www.cccco.edu/).



# California Health Care Services Cluster

Percentage of Total County Establishments, 2013



Data Sources:  
Quarterly Census of Employment and Wages (QCEW) program developed through a cooperative program between the States and the U.S. Bureau of Labor Statistics, Third Quarter 2013

Cartography by:  
Labor Market Information Division  
California Employment Development Department  
<http://www.labormarketinfo.edd.ca.gov>  
July 2014

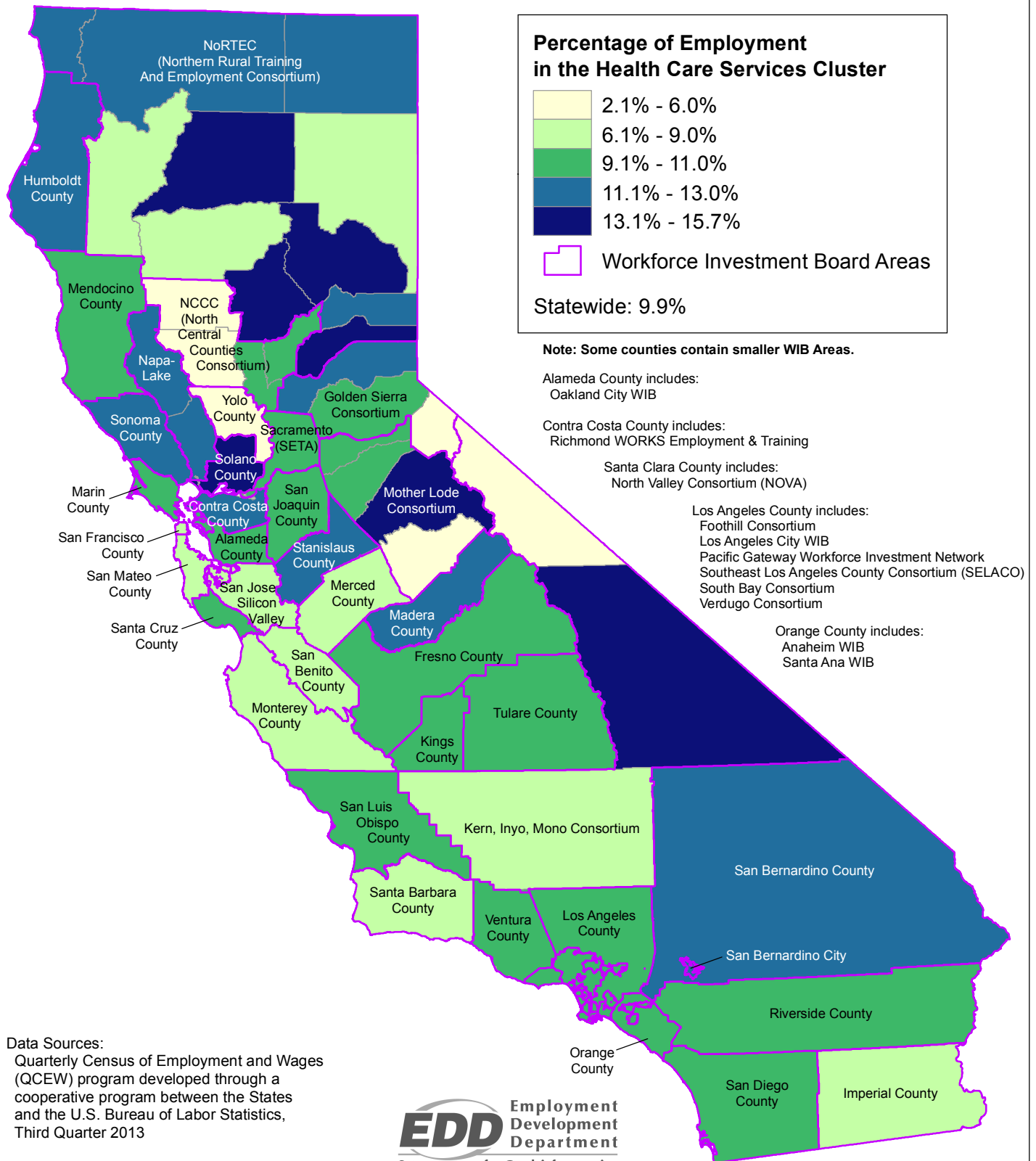
**EDD** Employment Development Department  
State of California

**LaborMarketInfo**

File T036

# California Health Care Services Cluster

Percentage of Total County Employment, 2013



Data Sources:  
Quarterly Census of Employment and Wages (QCEW) program developed through a cooperative program between the States and the U.S. Bureau of Labor Statistics, Third Quarter 2013

Cartography by:  
Labor Market Information Division  
California Employment Development Department  
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**EDD** Employment Development Department  
State of California

**LaborMarketInfo**

File T036