



## WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY

### HEALTHCARE COMMITTEE MEETING

**Friday, September 23, 2016**  
**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>	Greg Barnes
8:03 a.m.	<b>2.0 Public Comments</b>	Greg Barnes
	<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> May 6, 2016 August 5, 2016	Greg Barnes
8:10 a.m.	<b>4.0 Committee Chair Comments</b>	Greg Barnes
	<b>5.0 Ventura County Regional Strategic Workforce Development Plan</b>	
8:15 a.m.	<ul style="list-style-type: none"><li>Regional Healthcare Case Manager/Care Coordinator Pathway Project:<ul style="list-style-type: none"><li>Survey Results</li><li>Update and Letter of Support</li></ul></li></ul>	Survey Workgroup Patricia Duffy
8:30 a.m.	<ul style="list-style-type: none"><li>WIOA Sector Planning<ul style="list-style-type: none"><li>Joint Sector Meeting Outcomes</li><li>Industry Recognized Credentials</li><li>Alignment with 2-Year Plan</li></ul></li></ul>	Cheryl Moore Greg Barnes
9:00 a.m.	<ul style="list-style-type: none"><li>Year-End Review 2015-2016 Insights</li></ul>	Cheryl Moore
9:15 a.m.	<ul style="list-style-type: none"><li>Healthcare Deputy Sector Navigator: Update</li></ul>	John Cordova
9:20 a.m.	<ul style="list-style-type: none"><li>CLS Field Experience : Update</li></ul>	Dawn Neuman
9:25 a.m.	<b>6.0 Committee Member Comments</b>	Committee Members
9:30 a.m.	<b>7.0 Adjournment</b>	Greg Barnes
	<u>Next Meeting</u> November 4, 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.



**WDB Healthcare Committee**  
**May 6, 2016**

**MINUTES**

**Meeting Attendees**

<u>Committee</u>	<u>WDB Member</u>	<u>Guests</u>
Greg Barnes (Chair)*	Bill Pratt (Kinamed, Inc.)	Karen Bluffer (theAgency)
Martel Fraser*		Adam Hunt (Pacific Coast Homecare)
Teresa Johnson	<u>WDB Administration</u>	Lisa Safaeinili (Westminster Free Clinic)
Paul Matakiewicz	Patricia Duffy	Teresa Telles (Oxnard Union High School District)
Irene Ornelas	Cheryl Moore	Veronica Villa (Westminster Free Clinic)
Richard Trogman*	Ma Odezza Robite	
Bill Werner		

*\*WDB Member*

**1.0 Call to Order and Agenda Review**

Greg Barnes called the meeting to order at 8:08 a.m. No changes were made to the agenda.

**2.0 Public Comments**

There were no public comments.

**3.0 Approval of Minutes: March 11, 2016**

Motion to approve: Bill Werner  
Second: Teresa Johnson  
Motion carried

**4.0 Committee Chair Comments**

Greg Barnes introduced and welcomed the new members to the Healthcare Committee: Richard Trogman (Kaiser Permanente and Workforce Development Board member) and Irene Ornelas (Ventura County Office of Education, VC Innovates).

**5.0 Committee Spotlight: Westminster Free Clinic**

Lisa Safaeinili, Executive Director of the Westminster Free Clinic and Veronica Villa, presented on the services and the internship program offered at the clinic. Serving the East Ventura County area, the clinic is 100% free to clients and provides access to healthcare and health programs for those who are low income and have no health insurance. More than 100 volunteer medical professionals and 200 non-medical volunteers provide assistance to families and individuals. The clinic has served more than 7000 people in a year.

In addition, the Westminster Clinic is a training site for high school students considering careers in healthcare. Eighty high school students from 10 local high schools complete a 24-month Healthcare Pathways Internship Program. Greater than 50% of the student interns are children from the clinic patient population. More than 600 students have completed the internship program with a 99% college placement rate.

**6.0 Ventura County Regional Strategic Workforce Plan**

- Regional Healthcare Case Manager/Care Coordinator Pathway: Project Survey Update

The Healthcare Committee Survey Workgroup reported on their progress with the Case Manager/Care Coordinator Pathway Project survey. The survey will be distributed to more than 3,000 healthcare professionals within the next two weeks.

- Healthcare Committee 2 -Year Plan

The Committee engaged in a discussion to identify the top three healthcare workforce development priorities for Ventura County. Numerous employment needs were identified, including experienced nurses (especially specialty nurses such as operating room nurses), clinical lab scientists, sterile processing technicians, biomedical and technical equipment maintenance technicians, IT technicians in healthcare, telemedicine professionals, occupational therapists, psychiatric technicians, personal care attendants, case managers, and social workers. Committee members will continue the discussion at the next meeting.

- Deputy Sector Navigator: Update

Patricia Duffy gave the report for John Cordova, Deputy Sector Navigator (DSN):

- Working with Ventura Community College to provide a free medical assistant certificate course to incumbent workers
- Sponsoring a biotech Entrée to Employment dinner, in partnership with VC Innovates
- Supporting a biotech summer program for middle and high school teachers, in partnership with VC Innovates

- CLS Field Experience Joint Application: Update

Patricia Duffy reported on behalf of Dawn Neuman that the four hospitals had completed the final requests for information. Final approvals were expected within the next two weeks. Dr. Neuman also is working with CSUCI on how student participation will be processed and how to coordinate with the State in granting trainee licenses to the students.

## **7.0 2016-2017 Calendar**

The next Healthcare Committee meeting will be as part of a WDB Regional Sector Meeting with members of other WDB sector committees in August 2016. The plan is for the Healthcare, Clean/Green, Manufacturing, and Business Services (new) sector committees to outline regional sector requirements under WIOA and to identify sector cross-over issues and opportunities to partner. The schedule of additional Healthcare Committee meeting dates for 2016-2017 will be developed following a poll of committee members.

## **8.0 Committee Member Comments**

There were no comments.

## **9.0 Adjournment**

Greg Barnes adjourned the meeting at 9:35 a.m.

### Next Meeting

August 5 (8:00 a.m.-10:00 a.m.)

Ventura County Office of Education

5100 Adolfo Road, Camarillo



**JOINT MEETING**  
**WDB REGIONAL SECTOR COMMITTEES**  
**August 5, 2016**

WDB Business Services Committee  
WDB Clean/Green Committee  
WDB Healthcare Committee  
WDB Manufacturing Committee

**MINUTES**

**Meeting Attendees**

Business Services

Jesus Torres\* (Chair)  
Tracy Perez\*  
Stephen Yeoh\*

Manufacturing

Alex Rivera\* (Chair)  
Jim Avery  
Michael Bastine  
Patrick Grimes  
Cindy Guenette\*  
Marybeth Jacobsen  
Byron Lindros\*  
Jason Miller  
Tiffany Morse  
Bill Pratt\*  
Mary Anne Rooney  
Bruce Stenslie\*  
Peter Zierhut\*

*\*WDB Members*

Clean/Green

Anthony Mireles\* (Chair)  
John Brooks  
Rebekah Evans  
David Fleisch  
Mary Anne Rooney

Healthcare

Greg Barnes\* (Chair)  
John Cordova  
Martel Fraser\*  
Amy Mantell  
Dawn Neuman  
Irene Ornelas  
Mary Anne Rooney  
Richard Trogman\*

WDB Members

Vic Anselmo\* (Vice Chair)  
Charles Harrington\*  
Victoria Jump\*  
Capt. Doug King\*  
Patty Schulz\*

WDB Administration

Talia Barrera  
Patricia Duffy  
Tracy Johnson  
Richard McNeal  
Cheryl Moore  
Patrick Newburn  
Ma Odezza Robite  
Theresa Salazar Vital

Guests

Sally Harrison (CEO's Office)  
Heidi Hayes (theAgency)  
Paula Hodge (SCCRC)  
Payal Kamdar (VSolvit)  
Vivian Pettit (CSD/WIOA)  
Mairelise Robinson (Workforce  
Education Coalition)  
Chris Schuckmann (Hi-Tech Corp.)  
Michelle Schuckmann (Hi-Tech Corp.)

**1.0 Call to Order and Agenda Review**

WDB Vice Chair Vic Anselmo called the meeting to order at 8:06 a.m. No changes were made to the agenda.

**2.0 Public Comments**

No comments.

**3.0 Welcome and Introductions**

WDB Vice Chair Vic Anselmo welcomed committee members to the first joint meeting of the WDB Regional Sector Committees: Business Services, Clean/Green, Healthcare, and Manufacturing. WDB and sector committee members gave self-introductions.

## 4.0 WDB Sector Committees

Vic Anselmo commended the impressive amount of work undertaken by the WDB sector committees for more than six years to strengthen workforce development in Ventura County. He thanked the committee members for their exceptional commitment and collaboration.

Greg Barnes, Chair of the Healthcare Committee, Anthony Mireles, Chair of the Clean/Green Committee, Alex Rivera of the Manufacturing Committee, and Jesus Torres of the newly appointed Business Services Committee provided updates and perspectives on the work of their respective committees. A copy of the presentation may be found in each sector committee meeting packet posted on the WDB website: [www.workforceventuracounty.org](http://www.workforceventuracounty.org).

## 5.0 WIOA Regional Sector Requirements

Cheryl Moore provided an overview of the industry sector requirements for WDB regional and local planning under the Workforce Innovation and Opportunity Act (WIOA) and responded to questions. Discussion included a description of the WIOA workforce development system, regional planning units in California, regional strategy for building a competitive workforce pipeline in Ventura County, WIOA One-Stop system alignment, and performance components relating to programs, fiscal, providers, and the alignment of partners in the American Job Center of California (AJCC) delivery system. A copy of the presentation may be found in each sector committee meeting packet posted on the WDB website: [www.workforceventuracounty.org](http://www.workforceventuracounty.org).

## 6.0 Opportunities for Collaboration

WDB committee members worked in sector groups and cross-sector groups, reporting to the large group their responses to four questions. Reference materials available included updated workforce/occupational data by sector, workforce skills charts developed by sector committees, sector committee year-end reviews, and draft two-year sector committee plans. Below is a summary of the wall notes and committee member comments during the follow-up discussion. The input will be considered during sector committee planning and WDB/WIOA regional and local planning processes.

### **Business Services**

#### **1. What are the high-demand jobs in the next 3-5 years?**

- Accounting (software, QuickBooks)
- Advanced Office I.T. (cloud, collaborative software)
- Cyber Security
- Gaming/Simulation Developers
- IoT Networking
- IT Manager
- Junior programmers / developers
- Marketing (digital) (social media)
- Mobile developers App-software
- Quality Information Manager (software)
- Technical Literacy
- Technology Office Manager (operational)

## 2. Which of those jobs are hard to fill? Why?

- Cyber Security
  - IoT Networking
  - Junior Programmers /Developers
  - Mobile Developers App-Software
- *Lack of pipeline*
- *Growing: devices/data analysis/networking, cross functional skills*
- *Evolving: cyber security and technological challenges constantly evolving; therefore solutions and the skills required change as well, which outpaces training/education available*

## **Clean/Green**

### 1. What are the high-demand jobs in the next 3-5 years?

- Alternative Fuel Mechanics
- Green Chemistry
- High Voltage Electrician
- Hospitality (all areas)
- Hospitality Workers
- Inspection Services for Government Services
- Inspectors
- Landscaping/Xeriscaping Installation
- Marketing
- Marketing/Outreach Coordinator Specialist
- Municipality
- Organic Agriculture
- Solar Installation
- Utility Workers
- Water/Wastewater Workers

### 2. Which of those jobs are hard to fill? Why?

- Hospitality Workers: *gap between training for green skills and employers desire to pay*
- Inspectors: *certification/training pipeline - not in data base-localized*
- Marketing: *understanding the value to the businesses*
- Utility Workers: *not enough workers and lack of training*

## **Healthcare**

### 1. What are the high-demand jobs in the next 3-5 years?

- Bilingual
- Care Coordinators
- Caregivers (CHW, I.H.S.S.)
- Case Managers
- CNA (HHA)
- Geriatrician Specialty M.D.'s.
- Health Educators

- Health Faculty
- I.T. Clinical Technology/Biomedical Engineering
- I.T. Technology/Biomedical Engineering
- Mental Health Providers
- Physician Assistants
- Physical Therapy/OT
- R.N.'s (i.e. specialty LVNs, RNP)

2. Which of those jobs are hard to fill? Why?

- Bilingual: *lack of cultural awareness skills*
- Caregivers (CHW, I.H.S.S.): *low wages*
- Geriatrician Specialty M.D.'s.: *need extra training*
- Health Faculty: *wages*
- I.T. Clinical Technology/Biomedical Engineering: *lack of trained available workforce*
- Mental Health Providers: *education level*
- Physical Therapy/Occupational Therapy: *education requirements*
- R.N.'s (i.e. specialty LVNs, RNP): *shortage/training*

**Manufacturing**

1. What are the high-demand jobs in the next 3-5 years?

- Additive Manufacturing Technician
- Cyber Security
- Design Engineer
- Discrete Hyper Skills
- Engineers – Systems
- Equipment Maintenance
- Experienced Machinists
- Facilities Maintenance
- High Technology Assemblers
- I.T. integrate with manufacturing EQ
- Industry-specific interns
- Inspectors (Dimensional, Visual, Electrical)
- Inventory Control
- Machinists with 10 Years' Experience
- Maintenance Technicians
- Manufacturing Systems Technicians / Engineers
- Manufacturing Technician
- Mechanical Engineer
- Metal Finishers/Coating Experts
- Mid-level Managements Skills
- Plant Operator
- Programmer (CNC/Controls)
- Quality Assurance (ISO/AS 9100 + Physical Inspection)
- Skilled Assembly
- Software Migration
- Technician (Electrical or Mechanical)
- UAV Technicians

## 2. Which of those jobs are hard to fill? Why?

- Design Engineer: *lack of hands-on experience; educational programs to provide hands-on experience are in nascent phase*
- Experienced Machinists: *lack of awareness, lack of experience, job jumping, lack of training*
- Quality Assurance (ISO/AS 9100 + Physical Inspection): *no training program; lack of experience*
- Programmer (CNC/Controls): *lack of awareness, lack of experience, job jumping, lack of training*
- General Concerns
  - *Critical thinking vs. standardized tests*
  - *Critical thinkers/agility*
  - *Career awareness of teachers*
  - *Trouble shooters*
  - *Self-teachers*
  - *Off-shoring of manufacturing (and its appeal)*
  - *H.S. “shop” classes extinct*
  - *Unrealistic expectations*
  - *Need for basic skills*
  - *No time to grow people into jobs*
  - *Minimal trade training*
  - *Lack of training resources in the area*
  - *Self-regulators*

## All Sectors

### 3. What challenges do the industry sectors have in common?

- Education and Training
  - Basic skills (read, write, math, tech)
  - Career awareness
  - Certification
  - Internships/apprentice/OJT
  - Leadership skills
  - Soft skills (employability skills)
  - College education → no job → entry level → stuck.
  - Lack of employer-based training
  - Lack of experience/training
  - Saturation of degrees
  - Training: cost, right program, investment (continuous)
  - Educational levels (industry skills needed/engage educators)
- Economic Development
  - Need to train the people who live here
  - Lack of local resources
  - Cost of living
  - Employee retention in an employees’ market
  - How do we get people to stay here? (locally and with the same employer)
  - Proximity to L.A. County causes employee(s) to go elsewhere
  - Retention
  - Salary (benefits)
  - Need all jobs to be more green (Manufacturing, Healthcare)



- Technology
  - Cyber security
  - Technology challenges
- Awareness
  - Improve perception of vocational training
  - Negative perception of industry
  - Understanding the “new employee” mindset

#### 4. What action might we take?

- Engage students with industry (site visits, classroom guest speakers from small business to large employers)
- Vocational training day at schools (hands on for students; class field trips)
- Provide opportunities for educators to experience industry demands and environment
- Need school boards on “board”—experience hands-on training to help counter negative perceptions
- Job advancement plan for retention (skill-based/competency-based, not time based)
- Pre-apprenticeship programs: skill-up people in industry trades (e.g., short-term 2000-hour program to touch up on specialty skills and jobs)
- Retention (share info across businesses; review compensation/benefits; flex time; do small business outreach for retention and training of employees)
- Sponsor site tours in different sector environments (emulate Manufacturing Committee/Manufacturing Roundtable participation in Manufacturing Week)
- Figure out how to fill in the gaps in the data currently available

### **7.0 Summary and Next Steps**

Cheryl Moore noted that the information and ideas generated would be considered by the individual sector committees in updating their two-year plans and by the WDB in WIOA regional and local plan development. Issues of interest to more than one committee would be addressed collaboratively. Public access to sector meeting content would be provided through meeting packets that are posted to the WDB website: [www.workforceventuracounty.org](http://www.workforceventuracounty.org).

### **8.0 Committee Member Comments**

Bill Pratt commented that we should try to determine what the real Ventura County economy looks like, what is missing, and what is getting in the way of Ventura County being a super tech industry.

### **9.0 Adjournment**

Vic Anselmo adjourned the meeting at 10:02 a.m.

## Next Regional Sector Committee Meetings

### **Business Services Committee**

To be scheduled

### **Clean/Green Committee**

September 16, 2016 (8:00 a.m.-9:30 a.m.)  
VCCF Nonprofit Center (Community Room)  
4001 Mission Oaks Blvd., Camarillo, CA

### **Healthcare Committee**

September 23, 2016 (8:00 a.m.-9:30 a.m.)  
VCCF Nonprofit Center (Community Room)  
4001 Mission Oaks Blvd., Camarillo, CA

### **Manufacturing Committee**

October 20 (8:00 a.m.-9:30 a.m.)  
United Food and Commercial Workers (Suite A)  
816 Camarillo Springs Rd., Camarillo, CA



## **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 Leaders**

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



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

### **Workforce Development Board of Ventura County**

### **2016-2018**

- 4. Determine Priorities** Determine focus area priorities for healthcare workforce development.
- Sector workforce readiness
  - Career pathways
  - Sector certifications
  - Stackable credentials
  - Pre-apprenticeship programs
  - Apprenticeship programs
  - Business participation:
    - Curriculum development
    - Job shadowing
    - Internships
    - Externships
    - On-the-job training
    - Career awareness/outreach
- 5. Identify Gaps** Identify the gaps between education and regional healthcare workforce needs and determine priorities.
- 6. 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.
- 7. 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.



**HEALTHCARE WORK READINESS SKILLS CATEGORIES**  
**Workforce Development Board of Ventura County**

SAFETY	MATH CONCEPTS	EMPLOYABILITY SKILLS
<ul style="list-style-type: none"><li>• General workplace safety</li><li>• Lock-out/tag-out procedures</li><li>• Worker safety</li><li>• Equipment safety</li><li>• Body mechanics</li><li>• Safety data sheets</li><li>• First aid/CPR/AED</li><li>• Infection control (contact/ airborne)</li></ul>	<ul style="list-style-type: none"><li>• Multiplication, division, addition, and subtraction</li><li>• Combined operations of fractions and mixed numbers</li><li>• Units of measurement</li><li>• Mass and weight measurement</li><li>• Measuring fluids</li><li>• Ratios and proportions</li><li>• Table of decimal equivalents and combined operations of decimals</li><li>• Dimensional analysis</li></ul>	<ul style="list-style-type: none"><li>• Basics of interviewing</li><li>• Work ethic</li><li>• Oral communication</li><li>• Written communication</li><li>• Time management</li><li>• Task prioritization</li><li>• Worker, supervisor, manager etiquette and protocol basics</li><li>• Basic company policy understanding</li><li>• Cultural awareness/inclusion</li><li>• Interpersonal skills</li><li>• Dress code/personal presentation</li><li>• Teamwork/leadership</li><li>• Willingness to learn</li><li>• Critical thinking</li></ul>
LEGAL/ ETHICS	COMPUTER SKILLS	HEALTHCARE EQUIPMENT
<ul style="list-style-type: none"><li>• HIPAA</li><li>• Medical record documentation</li><li>• Introduction to basic ethics</li><li>• Customer service/people skills</li></ul>	<ul style="list-style-type: none"><li>• Excel</li><li>• Word</li><li>• OS basics</li><li>• Computer navigation</li><li>• Computer security</li><li>• File extension basics</li><li>• Overview of e-medical records software programs</li><li>• Social media</li></ul>	<ul style="list-style-type: none"><li>• Blood pressure cuff</li><li>• Vital signs monitor</li><li>• Oxygen saturation monitor</li><li>• Proper use of patient lift and transport equipment</li><li>• Proper use of other medical equipment</li></ul>



Ventura County Regional Planning Unit (RPU)  
Occupational Employment Data Growth Projections  
WDB HEALTHCARE COMMITTEE

Working Document

U.S. D.O.L. SOC Code*	Occupations	2016 VENTURA COUNTY Median Annual Wages**	2012 VENTURA COUNTY Average Annual Employment	2022 VENTURA COUNTY Employment Growth Projection %	2012 VENTURA COUNTY Average Annual Job Openings****	2012 VENTURA COUNTY Average Annual Job Replacement Openings	2012 CALIFORNIA Average Annual Employment	2022 CALIFORNIA Employment Growth Projection %	2012 CALIFORNIA Average Annual Job Openings****	2014 Education and Training Level***
29-1141	Registered Nurses	\$92,035	3,720	13.4	122	72	254,500	16.9	9,230	Associate's Degree
31-9092	Medical Assistants	\$35,966	2,370	28.7	113	45	81,600	23.2	3,450	Vocational / OJT
31-1014	Nursing Assistants	\$30,121	1,470	17.7	54	28	98,400	23.6	4,180	Vocational / OJT
31-1011	Home Health Aides	\$26,605	1,300	43.1	81	25	44,900	39.0	2,610	Less Than H.S.
31-9091	Dental Assistants	\$36,211	1,000	25.0	46	21	45,200	15.5	1,640	Vocational / OJT
29-2061	Nurses	\$52,825	750	26.7	38	18	60,700	25.7	3,040	Vocational / OJT
29-2021	Dental Hygienists	\$95,342	660	31.8	38	17	21,800	23.4	1,060	Associate's Degree
11-9111	Medical and Health Services Managers	\$119,353	490	16.3	20	12	27,900	22.2	1,290	Bachelor's Degree
29-1051	Pharmacists	\$132,706	460	13.0	17	11	26,900	15.2	1,050	Doctoral Degree
29-2052	Pharmacy Technicians	\$37,019	430	23.3	13	4	31,400	18.5	900	H.S. Diploma
29-1123	Physical Therapists	\$87,003	430	34.9	26	11	16,400	28.7	870	Doctoral Degree
31-2011	Occupational Therapy Assistants	\$61,806	390	46.2	24	6	1,600	43.8	100	Associate's Degree
29-1069	Physicians and Surgeons, All Other	\$154,497	370	24.3	19	9	27,900	12.9	1,050	Doctoral Degree
21-1029	Social Workers	\$54,925	360	8.3	11	8	14,000	7.9	400	Bachelor's Degree
21-1022	Healthcare Social Workers	\$65,201	330	15.2	12	7	13,200	24.2	600	Master's Degree
31-9099	Healthcare Support Workers, All Other	\$41,809	320	21.9	12	6	12,400	13.7	400	H.S. Diploma
29-1127	Speech-Language Pathologists	\$86,110	320	18.8	11	5	11,200	14.3	330	Master's Degree
29-2034	Radiologic Technologists	\$70,771	310	12.9	8	4	15,000	17.3	470	Associate's Degree
29-1062	Family and General Practitioners	\$212,262	310	19.4	14	8	17,400	12.1	640	Doctoral Degree
11-9151	Social and Community Service Managers	\$87,292	300	20.0	12	6	14,200	15.5	510	Bachelor's Degree
31-9096	Veterinary Assistants and Laboratory Animal Caretakers	\$31,235	280	7.1	7	5	9,200	4.3	210	H.S. Diploma
29-2041	Emergency Medical Technicians and Paramedics	-	280	35.7	17	8	16,800	23.2	850	Vocational / OJT
31-2022	Physical Therapist Aides	\$29,603	270	44.4	18	6	5,900	33.9	330	H.S. Diploma
29-2071	Medical Records and Health Information Technicians	\$45,886	270	14.8	11	7	16,500	20.6	780	Vocational / OJT



Ventura County Regional Planning Unit (RPU)  
Occupational Employment Data Growth Projections  
WDB HEALTHCARE COMMITTEE

Working Document

U.S. D.O.L. SOC Code*	Occupations	2016 VENTURA COUNTY Median Annual Wages**	2012 VENTURA COUNTY Average Annual Employment	2022 VENTURA COUNTY Employment Growth Projection %	2012 VENTURA COUNTY Average Annual Job Openings****	2012 VENTURA COUNTY Average Annual Job Replacement Openings	2012 CALIFORNIA Average Annual Employment	2022 CALIFORNIA Employment Growth Projection %	2012 CALIFORNIA Average Annual Job Openings****	2014 Education and Training Level***
29-1122	Occupational Therapists	\$95,707	270	25.9	11	4	9,300	22.6	340	Master's Degree
29-1021	Dentists, General	\$116,418	270	14.8	10	6	14,400	8.3	470	Doctoral Degree
29-1126	Respiratory Therapists	\$84,751	230	13.0	6	3	14,100	17.7	450	Associate's Degree
31-9011	Massage Therapists	\$38,454	180	22.2	6	2	17,200	18.0	500	Vocational / OJT
29-2081	Opticians, Dispensing	\$42,041	170	29.4	10	5	7,500	17.3	350	H.S. Diploma
29-1131	Veterinarians	\$143,419	170	11.8	8	6	6,900	5.8	260	Doctoral Degree
29-2056	Veterinary Technologists and Technicians	\$34,371	160	31.3	7	2	8,600	20.9	270	Associate's Degree
19-4099	Life, Physical, and Social Science Technicians	\$55,341	150	40.0	12	6	8,000	20.0	470	Associate's Degree
21-1023	Mental Health and Substance Abuse Social Workers	\$44,597	150	26.7	6	3	11,200	11.6	370	Bachelor's Degree
29-9011	Occupational Health and Safety Specialists	\$84,538	150	6.7	6	4	7,200	23.6	360	Bachelor's Degree
29-2012	Medical and Clinical Laboratory Technicians	\$52,713	140	7.1	5	4	16,000	28.1	870	Associate's Degree
29-1071	Physician Assistants	\$118,067	140	42.9	9	3	8,300	33.7	430	Master's Degree
29-2055	Surgical Technologists	\$57,491	120	25.0	3	1	9,400	25.5	330	Vocational / OJT
29-2053	Psychiatric Technicians	\$59,226	120	0.0	1	1	8,400	1.2	100	Vocational / OJT
19-4021	Biological Technicians	\$47,367	110	9.1	3	0	11,100	17.1	520	Bachelor's Degree
29-2099	Health Technologists and Technicians, All Other	\$43,055	100	10.0	1	1	15,000	26.0	540	Vocational / OJT
31-2021	Physical Therapist Assistants	\$63,428	100	40.0	6	2	4,500	35.6	250	Associate's Degree
29-1031	Dietitians and Nutritionists	\$57,948	100	10.0	2	1	7,800	19.2	240	Bachelor's Degree
29-2011	Medical and Clinical Laboratory Technologists	\$86,871	100	0.0	2	2	10,300	11.7	400	Bachelor's Degree
19-1021	Biochemists and Biophysicists	-	90	22.2	4	4	6,300	27.0	350	Doctoral Degree
29-1041	Optometrists	\$118,208	90	33.3	5	3	4,700	14.9	210	Doctoral Degree
29-2051	Dietetic Technicians	\$40,742	80	25.0	3	1	3,400	23.5	120	H.S. Diploma
31-9093	Medical Equipment Preparers	\$46,989	80	0.0	2	1	6,600	21.2	260	H.S. Diploma
29-2032	Diagnostic Medical Sonographers	\$92,258	80	37.5	3	1	4,700	42.6	260	Associate's Degree





Ventura County Regional Planning Unit (RPU)  
Occupational Employment Data Growth Projections  
WDB HEALTHCARE COMMITTEE

Working Document

U.S. D.O.L. SOC Code*	Occupations	2016 VENTURA COUNTY Median Annual Wages**	2012 VENTURA COUNTY Average Annual Employment	2022 VENTURA COUNTY Employment Growth Projection %	2012 VENTURA COUNTY Average Annual Job Openings****	2012 VENTURA COUNTY Average Annual Job Replacement Openings	2012 CALIFORNIA Average Annual Employment	2022 CALIFORNIA Employment Growth Projection %	2012 CALIFORNIA Average Annual Job Openings****	2014 Education and Training Level***
29-1011	Chiropractors	\$64,786	80	25.0	4	2	3,200	3.1	80	Doctoral Degree
31-9094	Medical Transcriptionists	\$52,690	50	-20.0	1	1	4,600	4.3	100	Vocational / OJT
19-1042	Medical Scientists, Except Epidemiologists	\$107,942	-	-	-	-	28,000	17.9	1,100	Doctoral Degree
31-9095	Pharmacy Aides	\$28,298	-	-	-	-	9,000	11.1	270	H.S. Diploma
29-1199	Health Diagnosing and Treating Practitioners	\$74,890	-	-	-	-	7,300	13.7	260	Master's Degree
29-1063	Internists, General	\$191,709	-	-	-	-	6,400	7.8	210	Doctoral Degree
29-1067	Surgeons	\$231,842	-	-	-	-	5,800	15.5	230	Doctoral Degree
29-1065	Pediatricians, General	\$164,835	-	-	-	-	5,400	9.3	190	Doctoral Degree
29-1066	Psychiatrists	\$109,322	-	-	-	-	5,200	11.5	190	Doctoral Degree
31-1015	Orderlies	\$37,924	-	-	-	-	5,000	14.0	170	Vocational / OJT
19-1022	Microbiologists	\$83,777	-	-	-	-	4,500	20.0	210	Bachelor's Degree
19-3099	Social Scientists and Related Workers	\$83,899	-	-	-	-	4,200	21.4	160	Bachelor's Degree
29-1129	Therapists, All Other	\$42,454	-	-	-	-	3,800	31.6	160	Master's Degree
29-1061	Anesthesiologists	-	-	-	-	-	3,400	17.6	140	Doctoral Degree
29-2031	Cardiovascular Technologists and Technicians	\$90,625	-	-	-	-	3,400	26.5	140	Associate's Degree
29-1064	Obstetricians and Gynecologists	\$208,255	-	-	-	-	2,700	7.4	90	Doctoral Degree
31-1013	Psychiatric Aides	-	-	-	-	-	2,500	8.0	70	H.S. Diploma
29-2033	Nuclear Medicine Technologists	\$102,433	-	-	-	-	1,500	13.3	50	Associate's Degree
29-1125	Recreational Therapists	\$49,304	-	-	-	-	1,400	14.3	50	Bachelor's Degree
29-1029	Dentists, All Other Specialists	-	-	-	-	-	1,300	0.0	50	Doctoral Degree
19-3039	Psychologists	\$103,732	-	-	-	-	1,300	7.7	50	Master's Degree
29-9091	Athletic Trainers	-	-	-	-	-	1,200	16.7	50	Bachelor's Degree
29-1124	Radiation Therapists	-	-	-	-	-	1,100	18.2	40	Associate's Degree
29-1081	Podiatrists	-	-	-	-	-	1,100	0.0	30	Doctoral Degree
29-1023	Orthodontists	-	-	-	-	-	1,100	9.1	30	Doctoral Degree
29-1181	Audiologists	-	-	-	-	-	1,000	30.0	50	Doctoral Degree





Ventura County Regional Planning Unit (RPU)  
Occupational Employment Data Growth Projections  
WDB HEALTHCARE COMMITTEE

Working Document

U.S. D.O.L. SOC Code*	Occupations	2016 VENTURA COUNTY Median Annual Wages**	2012 VENTURA COUNTY Average Annual Employment	2022 VENTURA COUNTY Employment Growth Projection %	2012 VENTURA COUNTY Average Annual Job Openings****	2012 VENTURA COUNTY Average Annual Job Replacement Openings	2012 CALIFORNIA Average Annual Employment	2022 CALIFORNIA Employment Growth Projection %	2012 CALIFORNIA Average Annual Job Openings****	2014 Education and Training Level***
--------------------------	-------------	---	--	---	--	---	---	--	---	--

\*2010 Standard Occupational Classifications and Occupational Information Network provided by the Department of Labor

\*\*Occupational training and education classifications were developed by the Bureau of Labor Statistics (BLS).

\*\*\*Median Annual Wages are the estimated 50th percentile of the distribution of wages; 50 percent of workers in an occupation earn wages below, and 50 percent earn wages above the median wage.  
The wages are from 2016-1st quarter and do not include self-employed or unpaid family workers.

\*\*\*\*Average Annual Job Openings includes new jobs and replacement jobs.

— No data available. Data has been removed from Ventura County or California listings.

Data Source: State of California Employment Development Department - Labor Market Information Division

Additional Information:

Living Wage in Ventura County as of December 2013 (California Budget Project)	
\$34,109.00	Single Adult
\$79,549.00	Single-Parent Family*
\$64,203.00	Two-Parent Family* (one working)
\$85,713.00	Two-Working-Parent Family*

\*All family types are assumed to have two children.

Top 20 In-Demand Occupations Identified by Living Wages & Employment Growth
WIB Allied Health Committee: Critical, Hard-to-Fill Occupations/Resource Matrix (Sept. 2012)
Removed from the 2012-2022 Occupational Employment Projections for Ventura County

## **2015-2016 YEAR-END REVIEW**

### **Workforce Development Board of Ventura County**

#### **WDB HEALTHCARE COMMITTEE**

##### **2015-2016 Members**

WDB Members: Greg Barnes, Chair (Los Robles Hospital and Medical Center), Martel Fraser (United Food and Commercial Workers, Local 770), Teresa Johnson (Ventura Adult and Continuing Education), Paul Matakiewicz (Service Employees International Union, United Healthcare Workers), Richard Trogman (Kaiser Permanente), Celina Zacarias, (California State University, Channel Islands)

Other Members: John Cordova (College of the Canyons, Deputy Sector Navigator), Ed Gonzales (St. John's Regional Medical Center), Carol Higashida (Moorpark College), Amy Mantell (St. John's Regional Medical Center), Sandra Melton (Ventura College), Tiffany Morse (Ventura County Office of Education), Dawn Neuman (California State University, Channel Islands), Irene Ornelas (VC Innovates), Michelle Reynolds (Ventura County Health Care Agency), Mary Anne Rooney (Ventura County Civic Alliance), Brett Watson (Camarillo Healthcare Center), Bill Werner (Simi Valley Hospital)

##### **Committee Accomplishments**

In support of the WDB's *Ventura County Regional Strategic Workforce Development Plan 2013-2017*, WDB Healthcare Committee accomplishments included:

- Clinical Laboratory Scientist (CLS) Field Experience Program: Completed, submitted, and received conditional approval for the CLS Field Experience Program Combined State application. Committee member Dawn Neuman coordinated the process and paperwork for four hospitals to submit a combined application for certification. This will be the first consortium approach to CLS certification in California. What is unique about this initiative is that the four hospitals have collaborated to create a local post-graduate program to grow a future workforce, while giving California State University, Channel Islands (CSUCI) students the opportunity to rotate to different hospitals to complete their training so that hospital lab expertise in certain areas can be shared. (A fifth hospital might join.)
- Regional Healthcare Case Manager/Care Coordinator Career Pathway Project: Actively participated in the Los Angeles/Ventura regional project, funded through a SlingShot grant from the California Workforce Development Board. Six Los Angeles Workforce Development Boards and the Ventura County WDB, along with industry partners in healthcare and education, are working together. Examples of our support for the project:
  - Formed a WDB Healthcare Committee Workgroup to develop a local survey to determine training and employment needs for Case Managers/Care Coordinators in Ventura County. The survey will be sent to more than 3,000 healthcare providers.
  - At the kick-off meeting in Los Angeles for industry partners interested in the LA/Ventura Regional Case Manager/Care Coordinator Pathway Project, the WDB Healthcare Committee was represented by members Brett Watson and John Cordova and WDB staff.
  - Representing Ventura County at the kick-off meeting in Los Angeles for educators were WDB Healthcare Committee member John Cordova, CSUCI professor Kristen Linton, and WDB staff.

## **2015-2016 YEAR-END REVIEW**

### **Workforce Development Board of Ventura County**

- A.D.N. to B.S.N. Transition: Continued to monitor and explore the Associate Degree, Nursing (A.D.N.) to Bachelor of Science, Nursing (B.S.N.) transition challenges in the region. In response to a concern that acute care hospitals would be requiring newly hired nurses to have Baccalaureate Degrees vs. Associate Degrees in Nursing, Committee member Sandra Melton reported that, locally, we are not facing a critical problem at this time and that 100% of the nursing graduates with A.D.N. degrees are finding employment, although not as often in acute care facilities.

Committee members noted the importance of exploring ways to reduce the cost of A.D.N. to B.S.N. fast track programs to make them more affordable. Also helpful would be to find out which local hospitals are requiring B.S.N. degrees by a certain date, after hiring, and if they are providing educational benefits.

- Amgen Biotech Experience Program: Sherry Tsai, Site Director ABE-Greater Los Angeles Area and Carol Fujita, Coordinator ABE-LA CSUCI reported on the program which provides free teacher training, and loans up to \$24,000 in equipment during the training, for teachers to learn how to teach students the techniques that biotechnology researchers use. Connections were made at the meeting that will assist in expanding the program in Ventura County.
- Workforce Innovation and Opportunity Act (WIOA): Stayed informed on the transition from WIA to WIOA, particularly in relation to regional requirements and industry sector strategies. The new law became effective on July 1, 2015, and Workforce Investment Boards (WIB) under the previous Workforce Investment Act (WIA) were renamed Workforce Development Boards (WDB).
- Regional Economic Analysis Profile (REAP): Committee members reviewed the healthcare occupations report for Ventura County and expressed concern that the REAP report might not provide sufficient information for healthcare workforce development decision making. A cross-sector Data Analysis Workgroup was formed to determine ways to collect more accurate local data. Greg Barnes will represent the WDB Healthcare Committee on this workgroup.
- Healthcare Occupational Employment Data and Growth Projections: Updated the Committee's data worksheet for reference and discussion. Identified jobs, wages, employment growth projections, growth/replacement job potential, hard-to-fill occupations, and priorities for workforce education and training.
- Healthcare Committee Planning: Formed a workgroup to make recommendations to the Committee for the draft of the WDB Healthcare Committee 2-Year Plan. Reviewed labor market data and provided input from first-hand experience to help identify priorities, gaps, and opportunities.

**2015-2016 YEAR-END REVIEW**  
**Workforce Development Board of Ventura County**

**WDB HEALTHCARE COMMITTEE**

**Insights**

- Having industry partners at the table enables us to identify and address regional industry needs. Continue to widen our networks to engage more healthcare providers in workforce development.
- Continue to monitor how changes in the healthcare system are impacting our regional healthcare workforce. For example, monitoring local hospital requirements to hire B.S.N. vs. A.D.N. nurses. Work with colleges and industry to identify an employment pipeline for A.D.N. graduates.
- Continue to facilitate collaboration between industry and education to identify and address the skills gaps in healthcare occupations.
- Work with industry and colleges to encourage fast track, convenient, affordable A.D.N. to B.S.N. programs. Identify employer supported educational benefits.
- Some of our healthcare workforce needs overlap with other sectors (e.g., IT, finance, equipment maintenance). We need to work with the WDB Business Services Committee, Clean/Green Committee, and Manufacturing Committee to facilitate cross-sector collaboration.

**CARE COORDINATOR/CASE MANAGER SURVEY REPORT**

**Healthcare Committee**

**Workforce Development Board of Ventura County**

**September 23, 2016**

# Initial Report

Ventura - Case Management

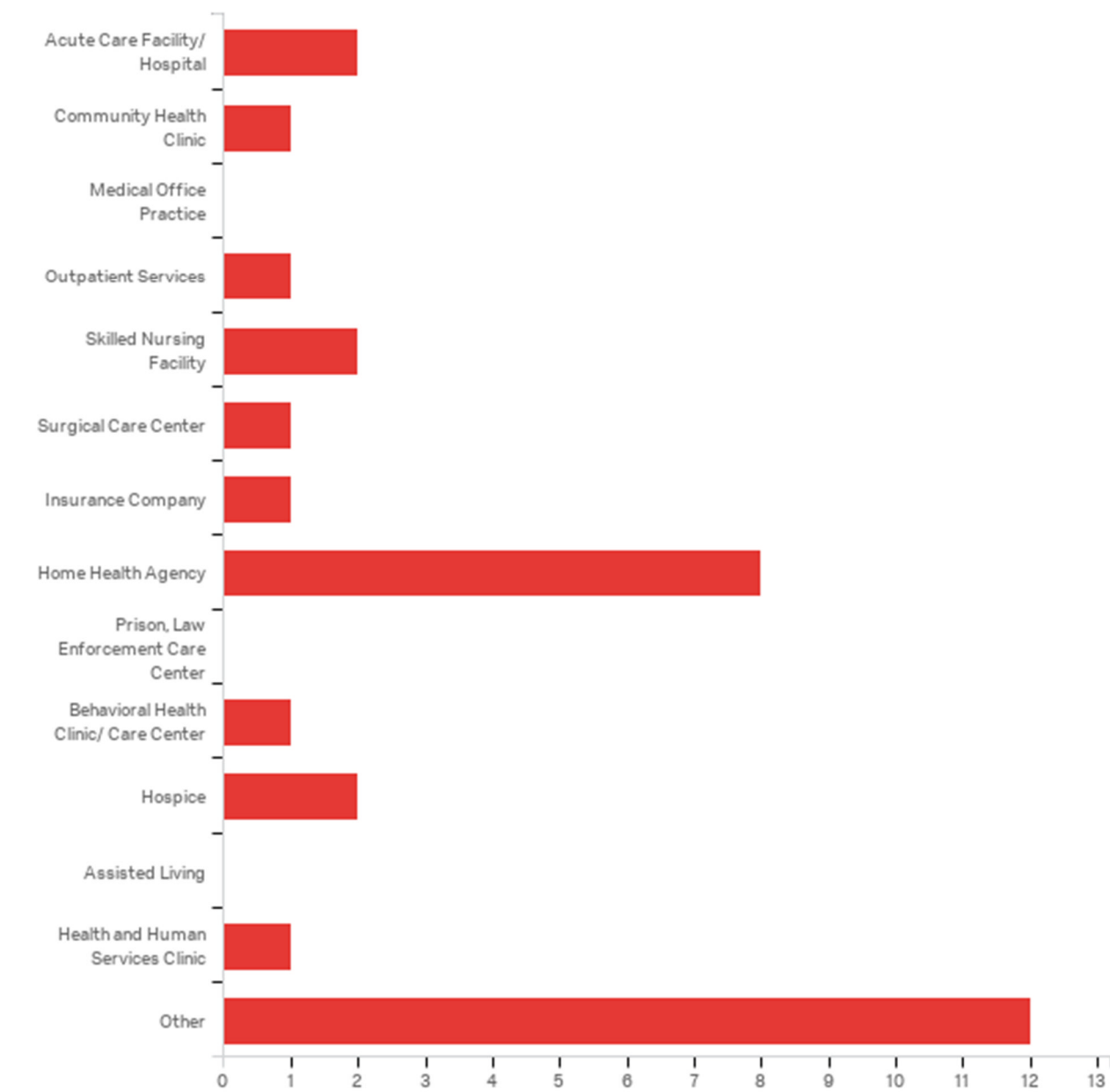
September 19th 2016, 9:41 am PDT

## Q1 - Is your facility/company physically located in Ventura County?

Answer	%	Count
Yes	100.00%	28
No	0.00%	0
Total	100%	28

Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count	Bottom 3 Box	Top 3 Box
Is your facility/company physically located in Ventura County?	1.00	1.00	1.00	0.00	0.00	28	100.00%	100.00%

Q2 - How would you classify your organization?



Answer	%	Count
Acute Care Facility/ Hospital	7.14%	2
Community Health Clinic	3.57%	1
Medical Office Practice	0.00%	0
Outpatient Services	3.57%	1
Skilled Nursing Facility	7.14%	2

Surgical Care Center	3.57%	1
Insurance Company	3.57%	1
Home Health Agency	28.57%	8
Prison, Law Enforcement Care Center	0.00%	0
Behavioral Health Clinic/ Care Center	3.57%	1
Hospice	7.14%	2
Assisted Living	0.00%	0
Health and Human Services Clinic	3.57%	1
Other	42.86%	12
Total	100%	28

## Other

### Other

Community Based Organization

aging&disability resource center

we are a nonprofit providing case management to facilitate community reintegration.

Social Services

Non medical home care

Aging & Disability Resource Center

volunteer hospice

Community based organization

Health center

Social Services Agency

Managed Care Organization

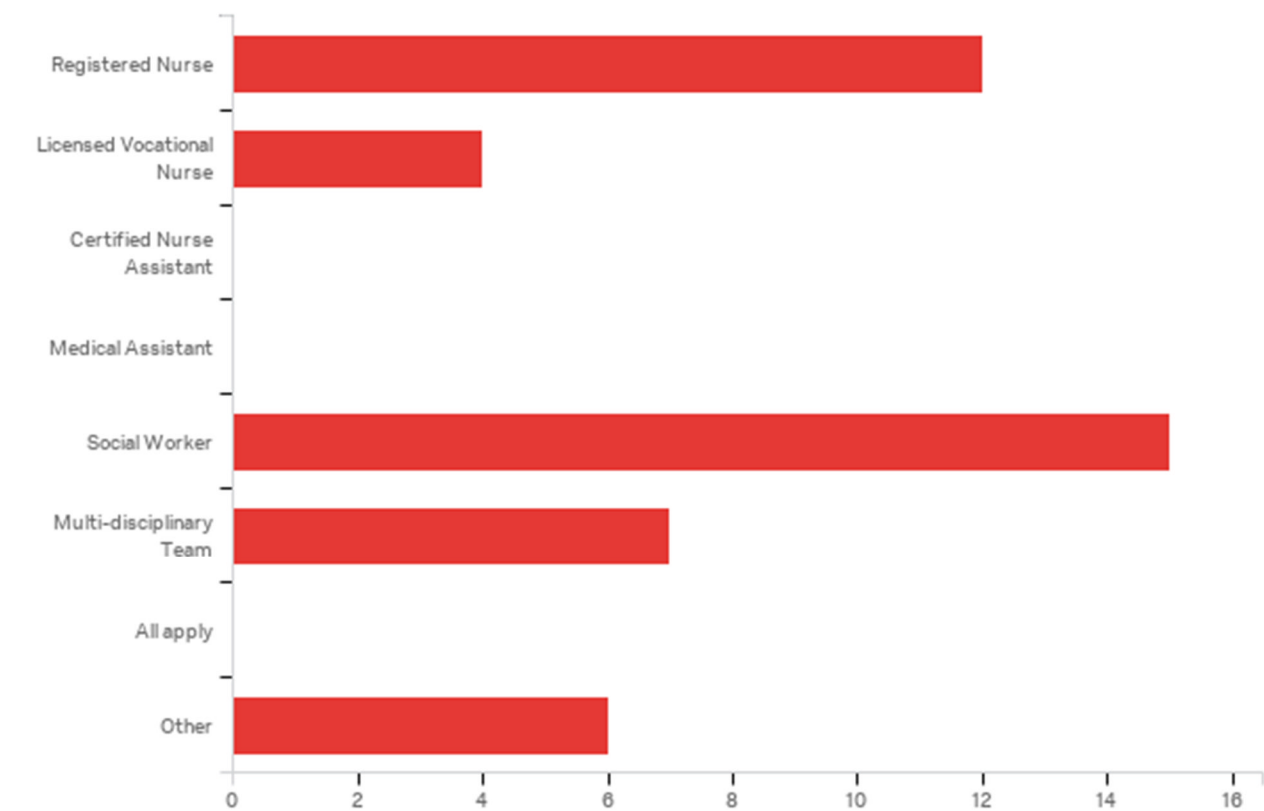


**Q3 - Does your facility/company employ case managers/ care coordinators?**

Answer	%	Count
Yes	92.86%	26
Yes, in the future	0.00%	0
No	7.14%	2
Total	100%	28

Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count	Bottom 3 Box	Top 3 Box
Does your facility/company employ case managers/ care coordinators?	1.00	3.00	1.14	0.52	0.27	28	100.00%	100.00%

Q4 - Who currently fulfills this role?



Answer	%	Count
Registered Nurse	42.86%	12
Licensed Vocational Nurse	14.29%	4
Certified Nurse Assistant	0.00%	0
Medical Assistant	0.00%	0
Social Worker	53.57%	15
Multi-disciplinary Team	25.00%	7
All apply	0.00%	0
Other	21.43%	6
Total	100%	28

Other

Other

PHN

Certified Brain Injury Specialist

physical therapist

caseworker

Mental Health Worker

Owner

**Q5 - How many permanent full-time employees in these categories work as case managers/care coordinators (A permanent full-time employee is someone who works 30 hours a week or more regularly). Please indicate number of employees.**

How many permanent full-time employees in these categories work as case man...

13

3

7

1

16

2

12

1

30

6

1

14

3

2

2

5

30

85

4

26

Two

1

5

2

We have a team of employees that function in the Case Manager/Care Coordinator role, that are full time employees.

4

---

6

---

16

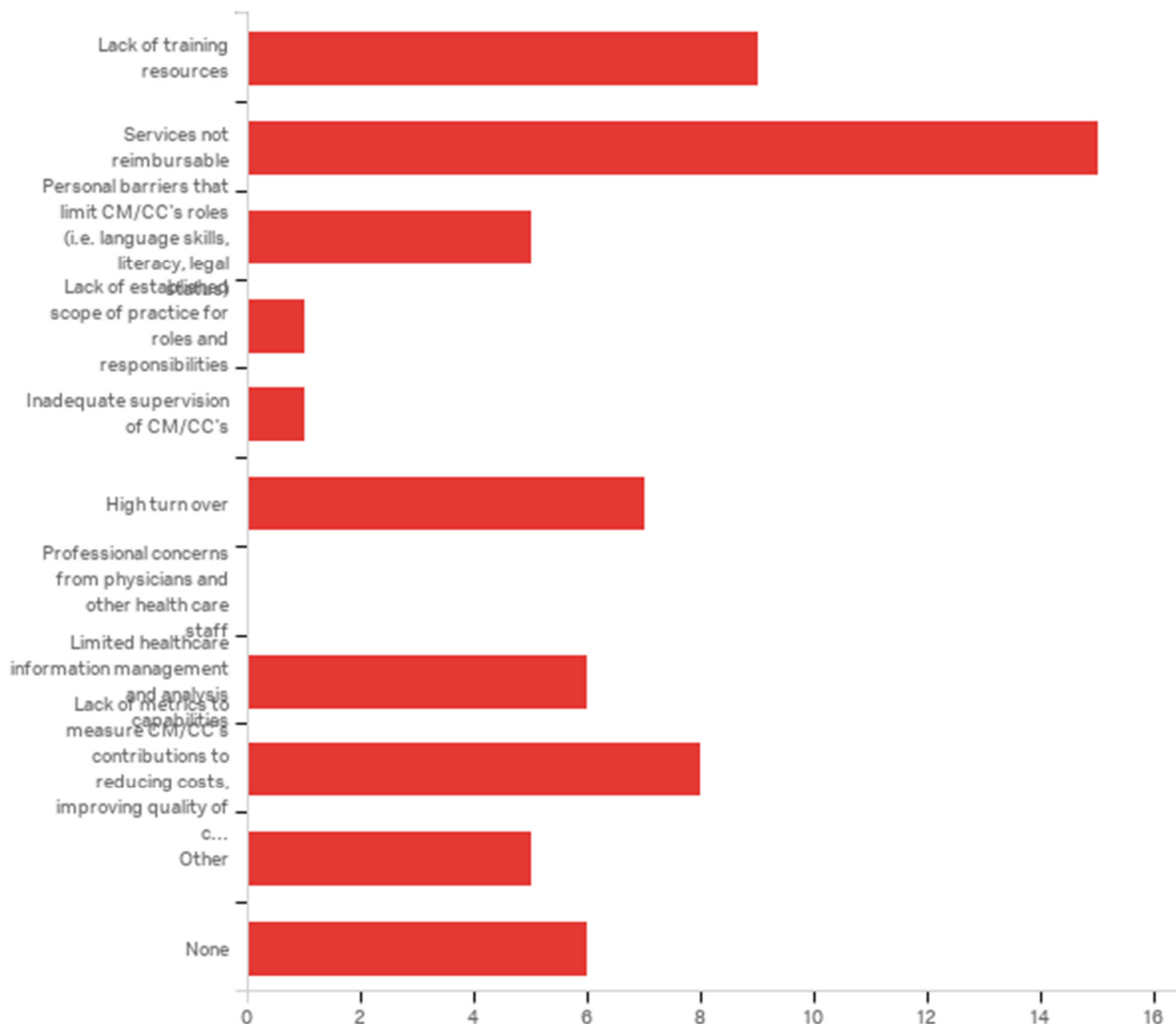
**Q6 - How many permanent part-time employees work as case managers care coordinators at or from your organization? (A part-time employee is someone who works less than 30 hours a week). Please indicate number of employees.**

How many permanent part-time employees work as case managers care coordinat...

2
1
1
1
0
1
0
0
0
2
1
6
2
1
N/A
25
0
0
0
None
0
1
0
We have 7 people that do various aspects of the case manager role that are full time employees.
2



**Q7 - Does your organization face any of the following barriers in expanding the role and responsibilities of case manager/ care coordinator at your organization? Check all that apply.**



Answer	%	Count
Lack of training resources	32.14%	9
Services not reimbursable	53.57%	15
Personal barriers that limit CM/CC's roles (i.e. language skills, literacy, legal status)	17.86%	5
Lack of established scope of practice for roles and responsibilities	3.57%	1
Inadequate supervision of CM/CC's	3.57%	1
High turn over	25.00%	7



Professional concerns from physicians and other health care staff	0.00%	0
Limited healthcare information management and analysis capabilities	21.43%	6
Lack of metrics to measure CM/CC's contributions to reducing costs, improving quality of care and improving population health	28.57%	8
Other	17.86%	5
None	21.43%	6
Total	100%	28

## Other

### Other

---

Lack of funding (our services are free of charge)

---

Student interns

---

knowledge to what additional programs and services are available in ventura county

---

Lack of administrative support & lack of adequate funding for positions

---

sufficient experience to qualify for the position.

Q8 - Do you require certifications and/ or degree for this role?

Answer	%	Count
Yes	75.00%	21
No	25.00%	7
Total	100%	28

Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count	Bottom 3 Box	Top 3 Box
Do you require certifications and/ or degree for this role?	1.00	2.00	1.25	0.43	0.19	28	100.00%	100.00%

## Q9 - If Yes to Q8, list certifications.

If Yes to Q8, list certifications.

RN or BSN licensure

Prefer MSW but depends on experience

prefer master's level degrees but bachelors with experience ok; nurses must be at least RN level

Bachelors degree and preferably masters in social work, ideally a CBIS certification, experience working with people with disabilities, knowledge of the Independent Living philosophy

Bachelor's or Master's

ASW, LCSW

RN, LVN, or PT

Bachelor's Degree for some positions & Master's Degree for other positions

Registered Nursing License with the State of California

MSW, or MPH with case management experience

masters degree

RN, LVN, or MSW

Bachelor's degree, Masters Degree ( preferably Social Sciences and/or related to scope of work)

RN

N/A

RN

LVN

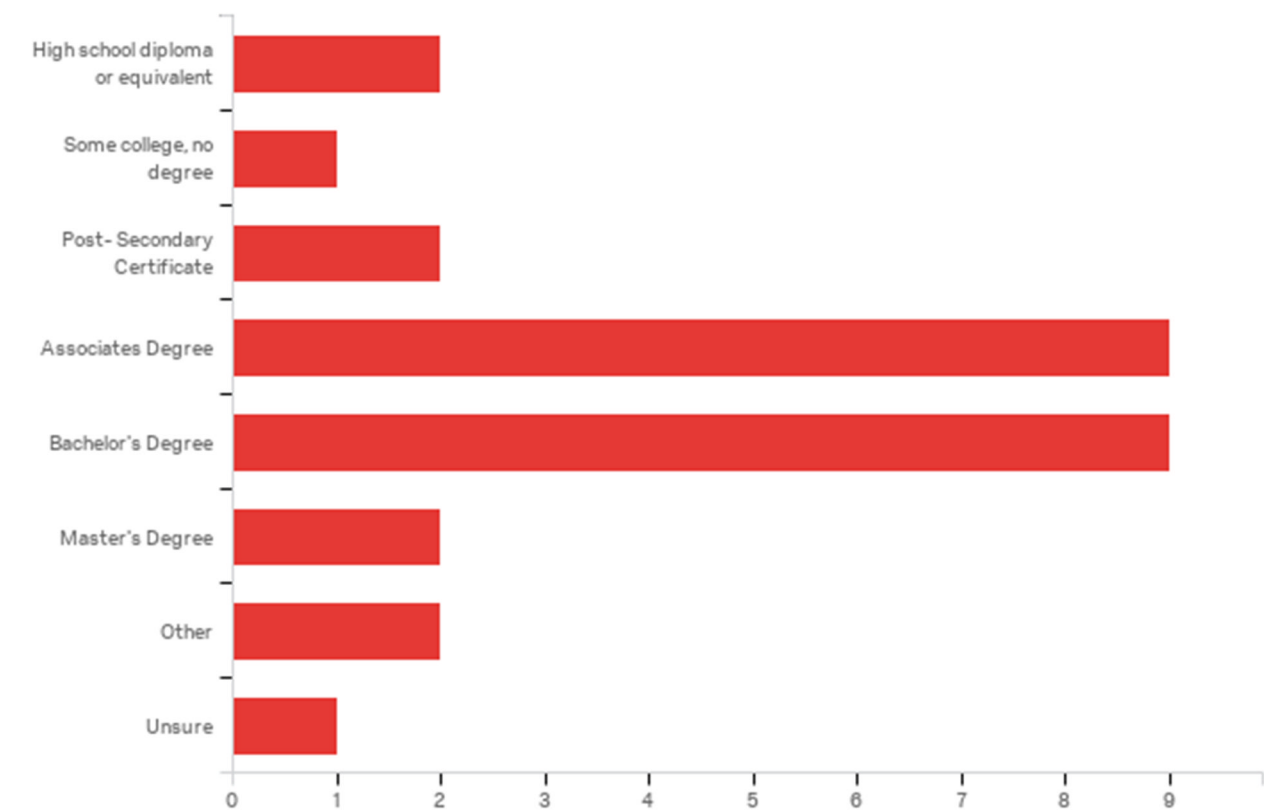
It would be best if they are a licensed nurse (LVN or RN) or a social service professional educated and experienced.

RN

degree in social work or RN, MSW preferred

Registered Nurse License

**Q10 - A. What is your minimum education requirement for Case Manager/ Care Coordinator? Please select one.**



Answer	%	Count
High school diploma or equivalent	7.14%	2
Some college, no degree	3.57%	1
Post- Secondary Certificate	7.14%	2
Associates Degree	32.14%	9
Bachelor's Degree	32.14%	9
Master's Degree	7.14%	2
Other	7.14%	2
Unsure	3.57%	1
Total	100%	28

Other

Other

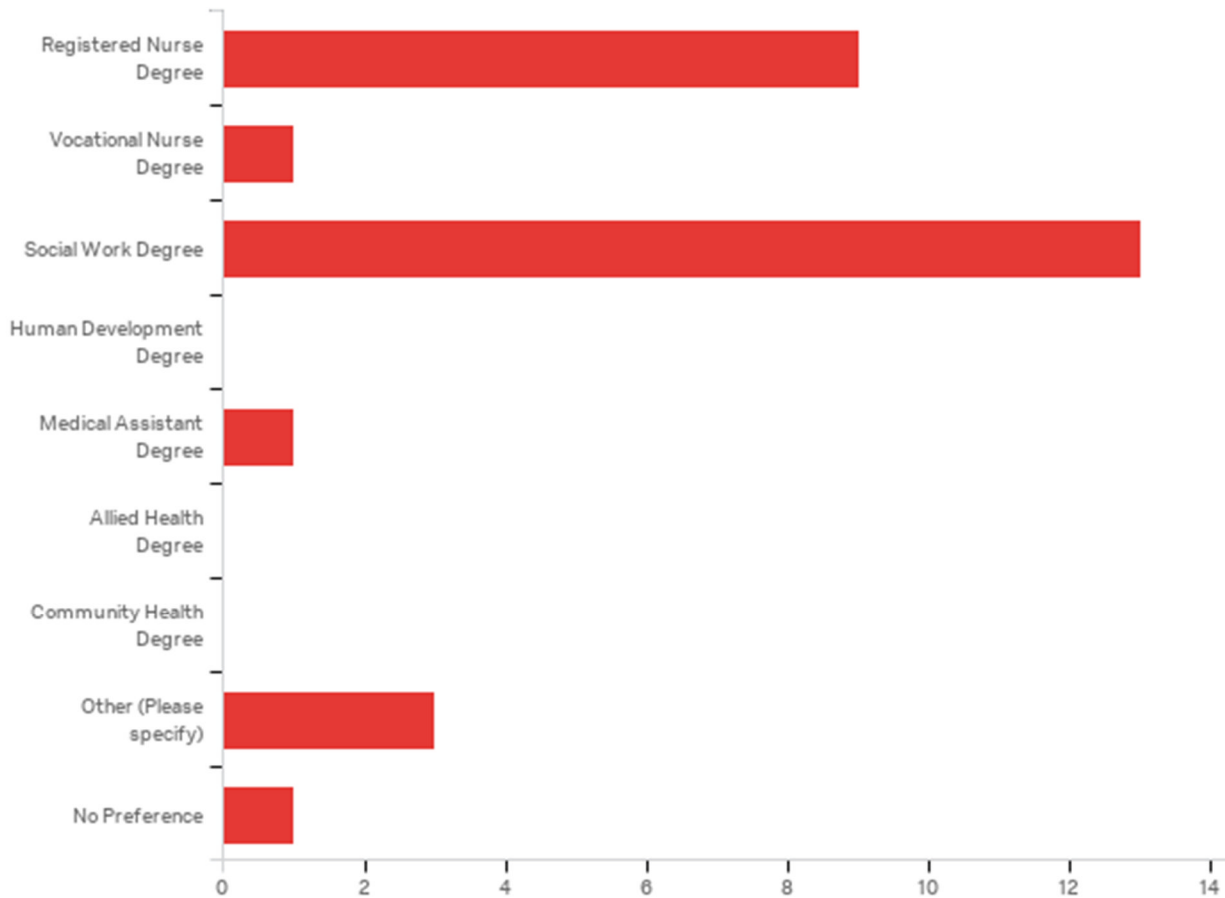
---

Depends on experience

---

RN and or LVN

**Q11 - Thinking about educational requirements, please choose which degree you prefer for Case Manager/ Care Coordinator?**



Answer	%	Count
Registered Nurse Degree	32.14%	9
Vocational Nurse Degree	3.57%	1
Social Work Degree	46.43%	13
Human Development Degree	0.00%	0
Medical Assistant Degree	3.57%	1
Allied Health Degree	0.00%	0
Community Health Degree	0.00%	0
Other (Please specify)	10.71%	3
No Preference	3.57%	1
Total	100%	28

Other (Please specify)

Other (Please specify)

on job experience

Social Sciences

RN and or LVN

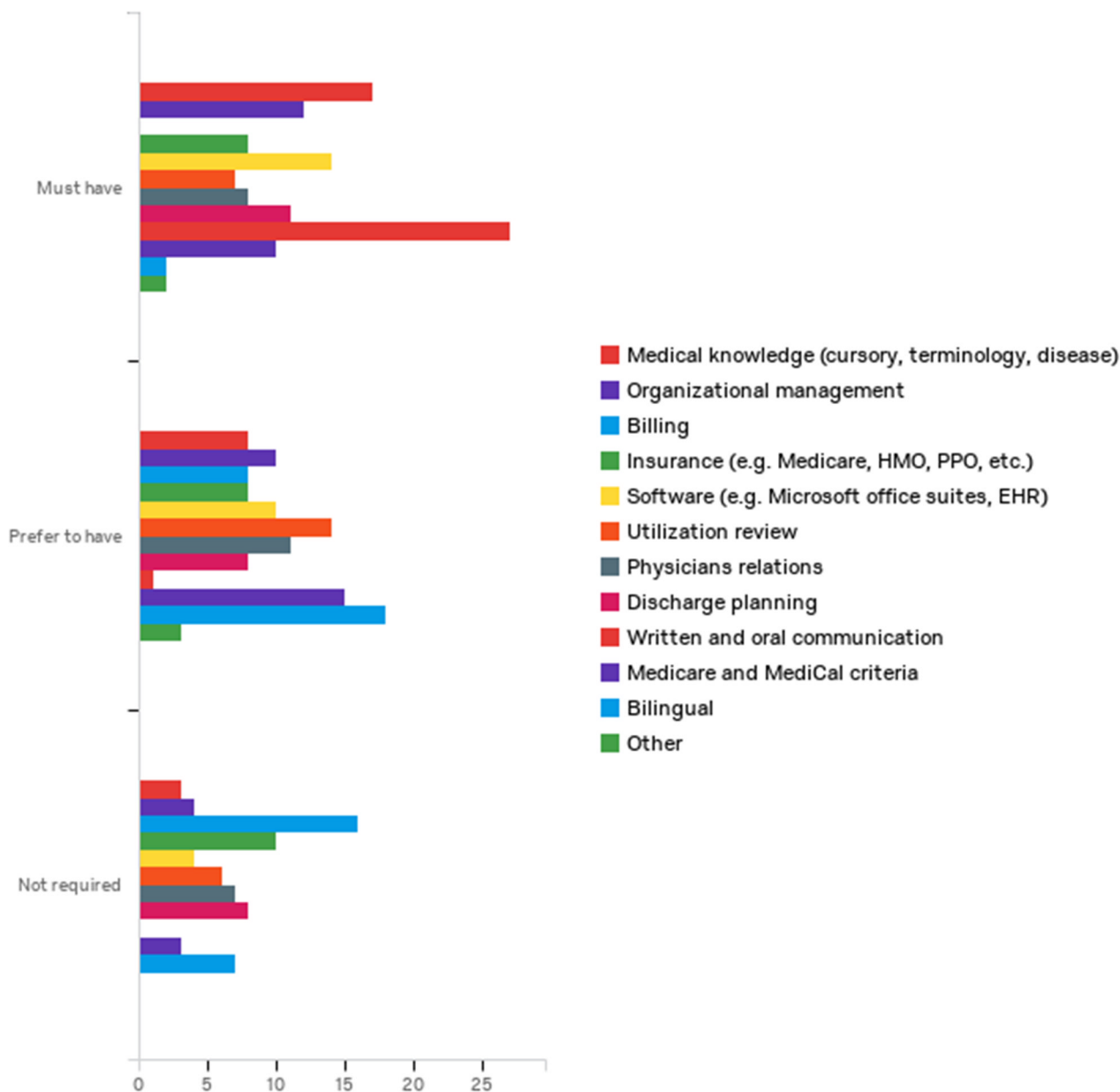
# **Q12 - What are your minimum work experience requirements for Case Manager/ Care Coordinator?**

Answer	%	Count
No work experience	0.00%	0
Less than 12 months of related experience	0.00%	0
1 year of related experience	32.14%	9
2 years of related experience	28.57%	8
More than 2 years of related experience	35.71%	10
Unsure	3.57%	1
Total	100%	28

Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count	Bottom 3 Box	Top 3 Box
What are your minimum work experience requirements for Case Manager/ Care Coordinator?	3.00	6.00	4.11	0.90	0.81	28	32.14%	67.86%



**Q13 - Next, please think about the skills and competency requirements for Case Manager/ Care Coordinators at your location. Please indicate how important the following skills and competencies are for Case Manager/ Care Coordinator employed at your location. To answer please use the following scale: ·Must Have – the applicant must have the skill otherwise he/she will not be considered for the position · Prefer to Have – you would prefer the applicant have the skill however you would consider an applicant if he/she didn't have the skill though it is not ideal · Not Required – this skill is not very important and is something that can be easily trained on the job · Not Applicable – the skill does not apply to the position**



Question	Must have		Prefer to have		Not required		Total
Medical knowledge (cursory, terminology, disease)	60.71%	17	28.57%	8	10.71%	3	28
Organizational management	46.15%	12	38.46%	10	15.38%	4	26
Billing	0.00%	0	33.33%	8	66.67%	16	24
Insurance (e.g. Medicare, HMO, PPO, etc.)	30.77%	8	30.77%	8	38.46%	10	26
Software (e.g. Microsoft office suites, EHR)	50.00%	14	35.71%	10	14.29%	4	28
Utilization review	25.93%	7	51.85%	14	22.22%	6	27
Physicians relations	30.77%	8	42.31%	11	26.92%	7	26
Discharge planning	40.74%	11	29.63%	8	29.63%	8	27
Written and oral communication	96.43%	27	3.57%	1	0.00%	0	28
Medicare and MediCal criteria	35.71%	10	53.57%	15	10.71%	3	28
Bilingual	7.41%	2	66.67%	18	25.93%	7	27
Other	40.00%	2	60.00%	3	0.00%	0	5

## Other

### Other

some medical knowledge around brain injury, its residual effects, and compensatory tools and strategies

Resource Knowlege

Customer Service

Conflict Resolution

**Q14 - How much time do your Case Managers/Care Coordinators devote to the following roles:**

Question	Most		Some		Little		None		NA		Total
Insurance: Navigating the insurance systems, understanding regulations.	14.29%	4	57.14%	16	10.71%	3	10.71%	3	7.14%	2	28
Communication: Communicating with patient, family, physicians, and caregivers	89.29%	25	10.71%	3	0.00%	0	0.00%	0	0.00%	0	28
Education: Providing health education and information.	50.00%	14	42.86%	12	7.14%	2	0.00%	0	0.00%	0	28
Care Support: Coordinating care support network for the patient. Researching and identifying resources.	89.29%	25	3.57%	1	3.57%	1	3.57%	1	0.00%	0	28
Follow up: Following up with patient post discharge	28.57%	8	50.00%	14	14.29%	4	3.57%	1	3.57%	1	28

Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count	Bottom 3 Box	Top 3 Box
Insurance: Navigating the insurance systems, understanding regulations.	1.00	5.00	2.39	1.08	1.17	28	82.14%	28.57%
Communication: Communicating with patient, family, physicians, and caregivers	1.00	2.00	1.11	0.31	0.10	28	100.00%	0.00%
Education: Providing health education and information.	1.00	3.00	1.57	0.62	0.39	28	100.00%	7.14%
Care Support: Coordinating care support network for the patient. Researching and identifying resources.	1.00	4.00	1.21	0.67	0.45	28	96.43%	7.14%
Follow up: Following up with patient post discharge	1.00	5.00	2.04	0.94	0.89	28	92.86%	21.43%

**Q15 - Please indicate what level of difficulty your organization experiences recruiting and hiring qualified Case Managers/ Care Coordinators.**

Answer	%	Count
No difficulty	25.00%	7
Moderate difficulty	60.71%	17
Extreme difficulty	14.29%	4
Total	100%	28

Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count	Bottom 3 Box	Top 3 Box
Please indicate what level of difficulty your organization experiences recruiting and hiring qualified Case Managers/ Care Coordinators.	1.00	3.00	1.89	0.62	0.38	28	100.00%	100.00%

**Q16 - Please indicate what level of difficulty your organization experiences retaining qualified Case Manager/ Care Coordinator beyond one year of employment.**

Answer	%	Count
No difficulty	53.57%	15
Moderate difficulty	39.29%	11
Extreme difficulty	7.14%	2
Total	100%	28

Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count	Bottom 3 Box	Top 3 Box
Please indicate what level of difficulty your organization experiences retaining qualified Case Manager/ Care Coordinator beyond one year of employment.	1.00	3.00	1.54	0.63	0.39	28	100.00%	100.00%

**Q17 - Do you expect to be increasing the number of Case Managers/Care Coordinators hired within the next year?**

Answer	%	Count
Yes	53.57%	15
No	46.43%	13
Total	100%	28

Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count	Bottom 3 Box	Top 3 Box
Do you expect to be increasing the number of Case Managers/Care Coordinators hired within the next year?	1.00	2.00	1.46	0.50	0.25	28	100.00%	100.00%

**QID17 - Since it sometimes becomes necessary for the project manager to call back and confirm responses to certain questions, please provide us with your contact information.**

**(Contact information was removed for distribution of the survey results. Twenty-three organizations supplied contact information.)**

**CARE COORDINATOR/CASE MANAGER SURVEY REPORT**

**Healthcare Committee**

**Workforce Development Board of Ventura County**

**September 23, 2016**



# Initial Report

Ventura - Case Management

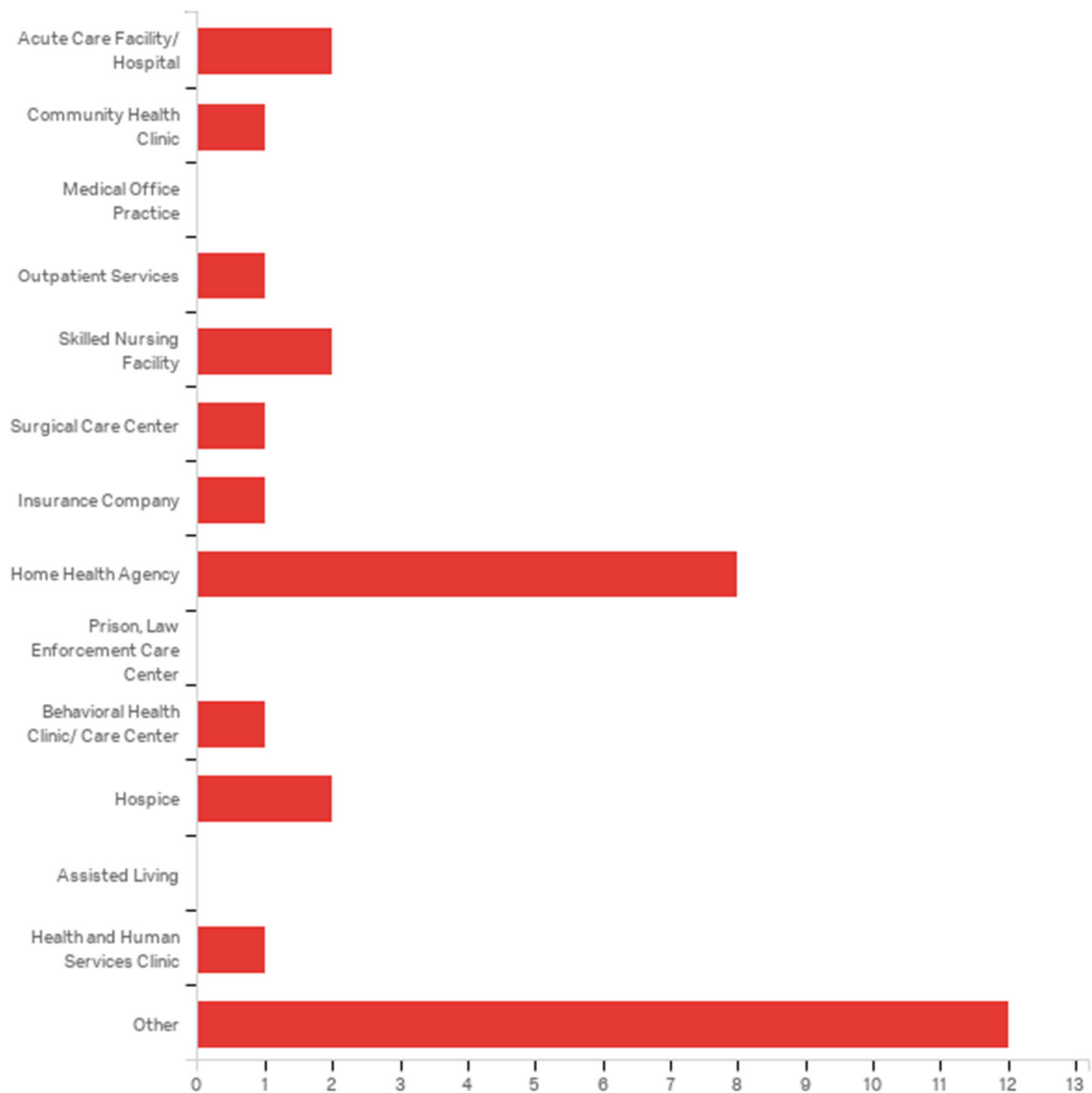
September 19th 2016, 9:41 am PDT

## Q1 - Is your facility/company physically located in Ventura County?

Answer	%	Count
Yes	100.00%	28
No	0.00%	0
Total	100%	28

Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count	Bottom 3 Box	Top 3 Box
Is your facility/company physically located in Ventura County?	1.00	1.00	1.00	0.00	0.00	28	100.00%	100.00%

## Q2 - How would you classify your organization?



Answer	%	Count
Acute Care Facility/ Hospital	7.14%	2
Community Health Clinic	3.57%	1
Medical Office Practice	0.00%	0
Outpatient Services	3.57%	1
Skilled Nursing Facility	7.14%	2

Surgical Care Center	3.57%	1
Insurance Company	3.57%	1
Home Health Agency	28.57%	8
Prison, Law Enforcement Care Center	0.00%	0
Behavioral Health Clinic/ Care Center	3.57%	1
Hospice	7.14%	2
Assisted Living	0.00%	0
Health and Human Services Clinic	3.57%	1
Other	42.86%	12
Total	100%	28

## Other

### Other

Community Based Organization

aging&disability resource center

we are a nonprofit providing case management to facilitate community reintegration.

Social Services

Non medical home care

Aging & Disability Resource Center

volunteer hospice

Community based organization

Health center

Social Services Agency

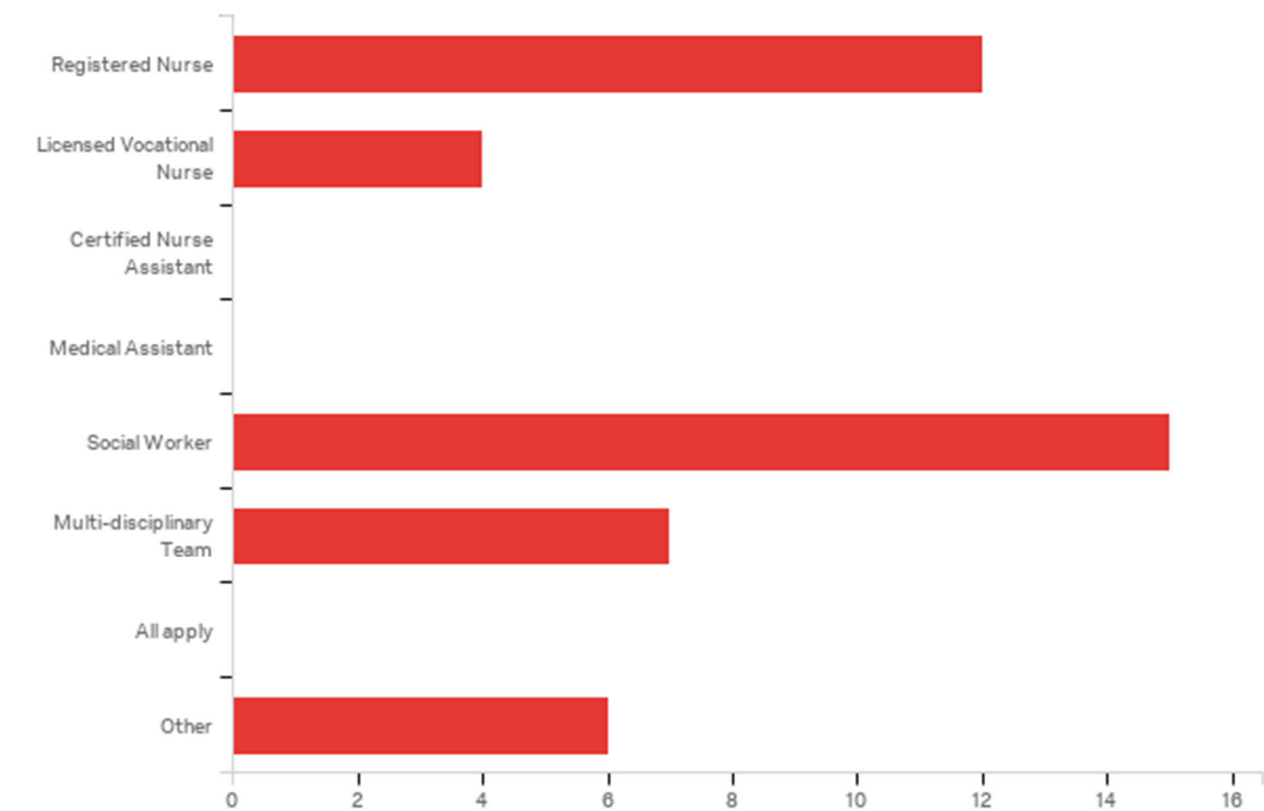
Managed Care Organization

**Q3 - Does your facility/company employ case managers/ care coordinators?**

Answer	%	Count
Yes	92.86%	26
Yes, in the future	0.00%	0
No	7.14%	2
Total	100%	28

Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count	Bottom 3 Box	Top 3 Box
Does your facility/company employ case managers/ care coordinators?	1.00	3.00	1.14	0.52	0.27	28	100.00%	100.00%

Q4 - Who currently fulfills this role?



Answer	%	Count
Registered Nurse	42.86%	12
Licensed Vocational Nurse	14.29%	4
Certified Nurse Assistant	0.00%	0
Medical Assistant	0.00%	0
Social Worker	53.57%	15
Multi-disciplinary Team	25.00%	7
All apply	0.00%	0
Other	21.43%	6
Total	100%	28

Other

Other

PHN

Certified Brain Injury Specialist

physical therapist

caseworker

Mental Health Worker

Owner

**Q5 - How many permanent full-time employees in these categories work as case managers/care coordinators (A permanent full-time employee is someone who works 30 hours a week or more regularly). Please indicate number of employees.**

How many permanent full-time employees in these categories work as case man...

13

3

7

1

16

2

12

1

30

6

1

14

3

2

2

5

30

85

4

26

Two

1

5

2

We have a team of employees that function in the Case Manager/Care Coordinator role, that are full time employees.

4

---

6

---

16



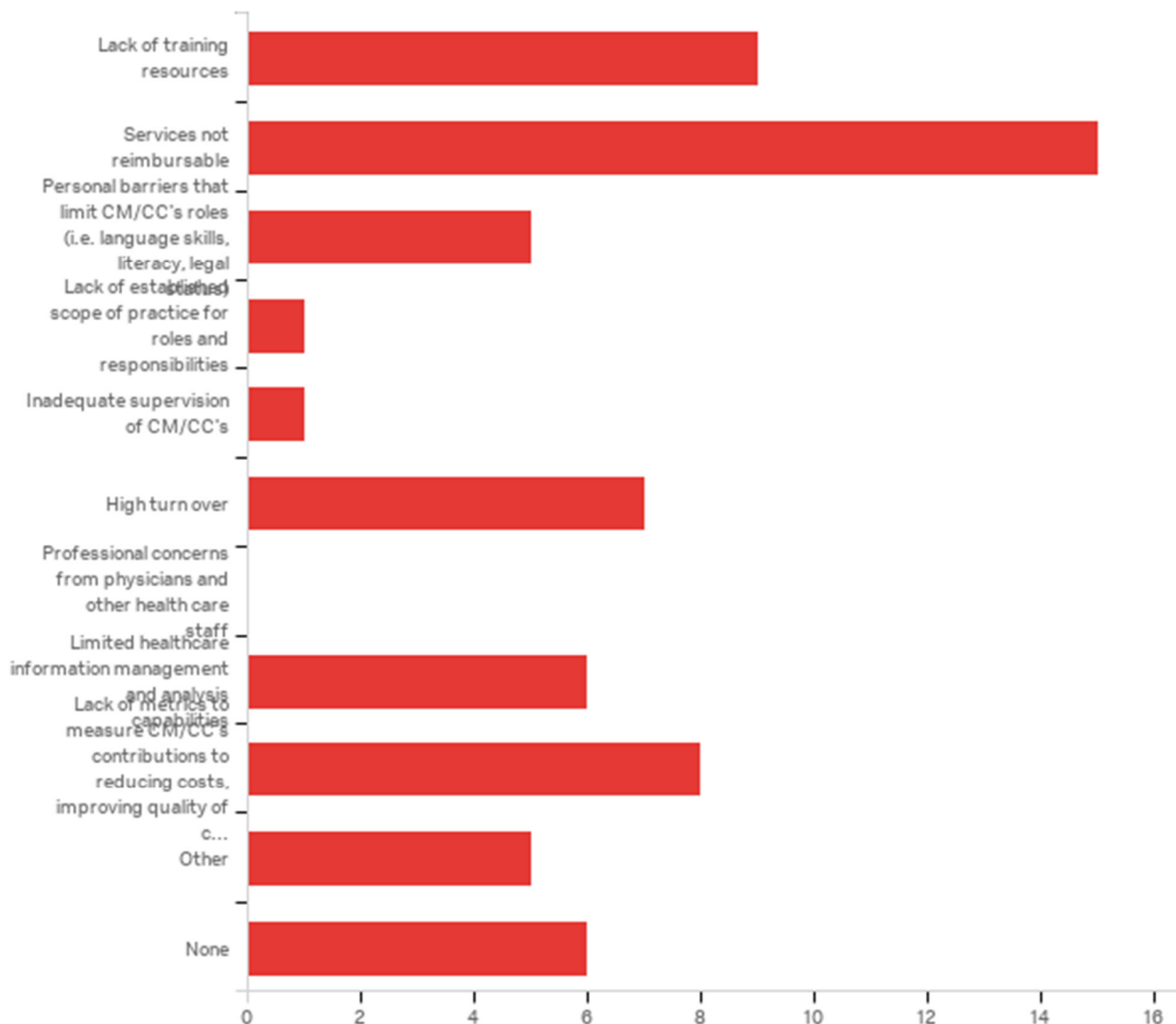
**Q6 - How many permanent part-time employees work as case managers care coordinators at or from your organization? (A part-time employee is someone who works less than 30 hours a week). Please indicate number of employees.**

How many permanent part-time employees work as case managers care coordinat...

2
1
1
1
0
1
0
0
0
2
1
6
2
1
N/A
25
0
0
0
None
0
1
0
We have 7 people that do various aspects of the case manager role that are full time employees.
2



**Q7 - Does your organization face any of the following barriers in expanding the role and responsibilities of case manager/ care coordinator at your organization? Check all that apply.**



Answer	%	Count
Lack of training resources	32.14%	9
Services not reimbursable	53.57%	15
Personal barriers that limit CM/CC's roles (i.e. language skills, literacy, legal status)	17.86%	5
Lack of established scope of practice for roles and responsibilities	3.57%	1
Inadequate supervision of CM/CC's	3.57%	1
High turn over	25.00%	7

Professional concerns from physicians and other health care staff	0.00%	0
Limited healthcare information management and analysis capabilities	21.43%	6
Lack of metrics to measure CM/CC's contributions to reducing costs, improving quality of care and improving population health	28.57%	8
Other	17.86%	5
None	21.43%	6
Total	100%	28

## Other

### Other

---

Lack of funding (our services are free of charge)

---

Student interns

---

knowledge to what additional programs and services are available in ventura county

---

Lack of administrative support & lack of adequate funding for positions

---

sufficient experience to qualify for the position.

Q8 - Do you require certifications and/ or degree for this role?

Answer	%	Count
Yes	75.00%	21
No	25.00%	7
Total	100%	28

Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count	Bottom 3 Box	Top 3 Box
Do you require certifications and/ or degree for this role?	1.00	2.00	1.25	0.43	0.19	28	100.00%	100.00%

## Q9 - If Yes to Q8, list certifications.

If Yes to Q8, list certifications.

RN or BSN licensure

Prefer MSW but depends on experience

prefer master's level degrees but bachelors with experience ok; nurses must be at least RN level

Bachelors degree and preferably masters in social work, ideally a CBIS certification, experience working with people with disabilities, knowledge of the Independent Living philosophy

Bachelor's or Master's

ASW, LCSW

RN, LVN, or PT

Bachelor's Degree for some positions & Master's Degree for other positions

Registered Nursing License with the State of California

MSW, or MPH with case management experience

masters degree

RN, LVN, or MSW

Bachelor's degree, Masters Degree ( preferably Social Sciences and/or related to scope of work)

RN

N/A

RN

LVN

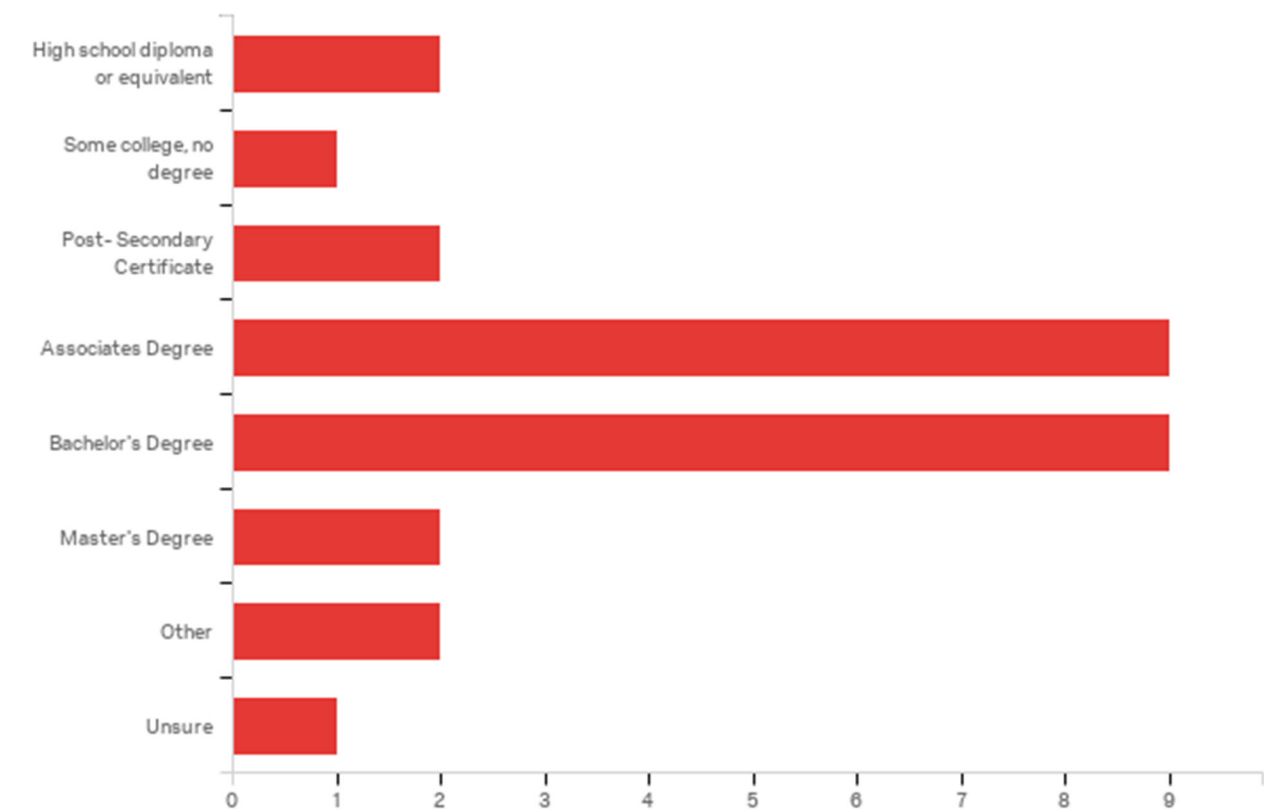
It would be best if they are a licensed nurse (LVN or RN) or a social service professional educated and experienced.

RN

degree in social work or RN, MSW preferred

Registered Nurse License

**Q10 - A. What is your minimum education requirement for Case Manager/ Care Coordinator? Please select one.**



Answer	%	Count
High school diploma or equivalent	7.14%	2
Some college, no degree	3.57%	1
Post- Secondary Certificate	7.14%	2
Associates Degree	32.14%	9
Bachelor's Degree	32.14%	9
Master's Degree	7.14%	2
Other	7.14%	2
Unsure	3.57%	1
Total	100%	28

Other

Other

---

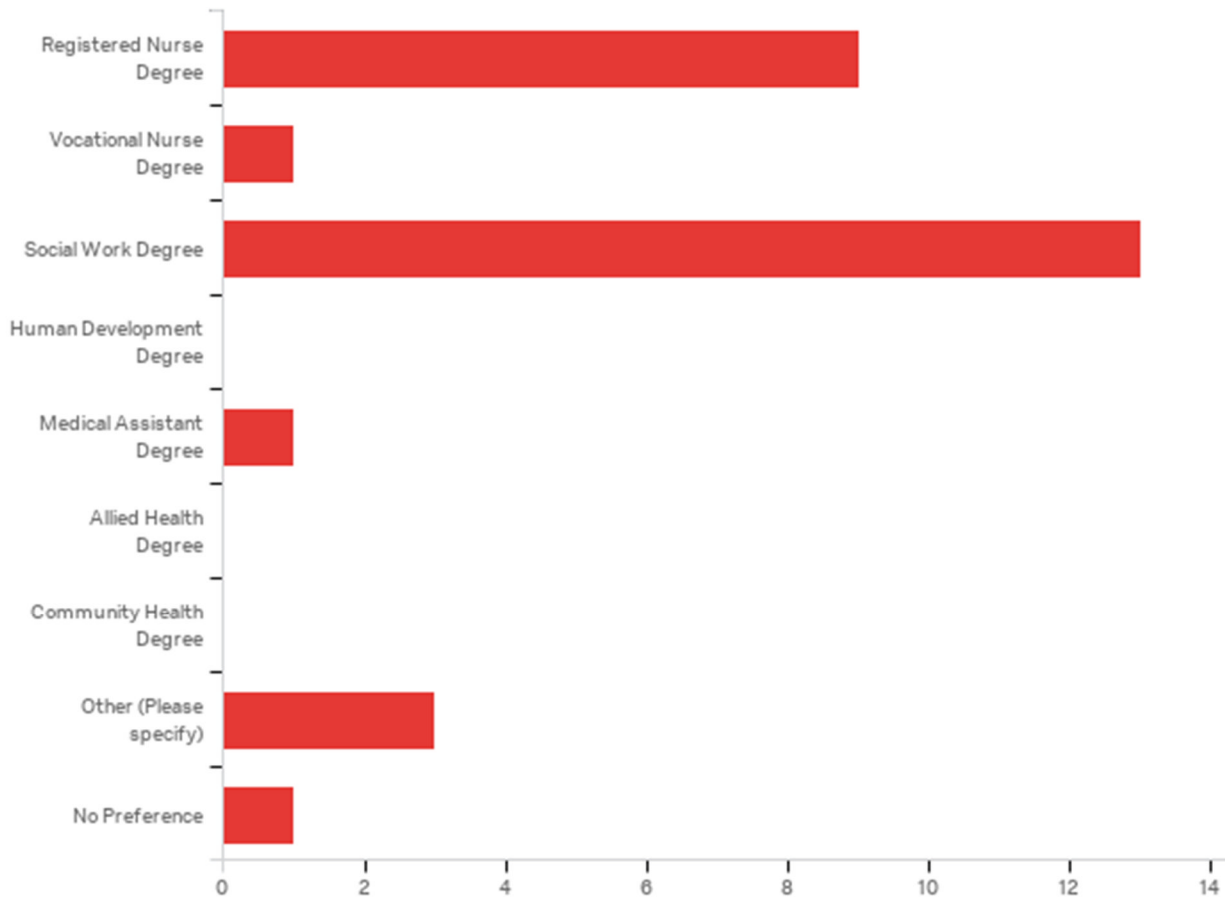
Depends on experience

---

RN and or LVN



**Q11 - Thinking about educational requirements, please choose which degree you prefer for Case Manager/ Care Coordinator?**



Answer	%	Count
Registered Nurse Degree	32.14%	9
Vocational Nurse Degree	3.57%	1
Social Work Degree	46.43%	13
Human Development Degree	0.00%	0
Medical Assistant Degree	3.57%	1
Allied Health Degree	0.00%	0
Community Health Degree	0.00%	0
Other (Please specify)	10.71%	3
No Preference	3.57%	1
Total	100%	28

Other (Please specify)

Other (Please specify)

on job experience

Social Sciences

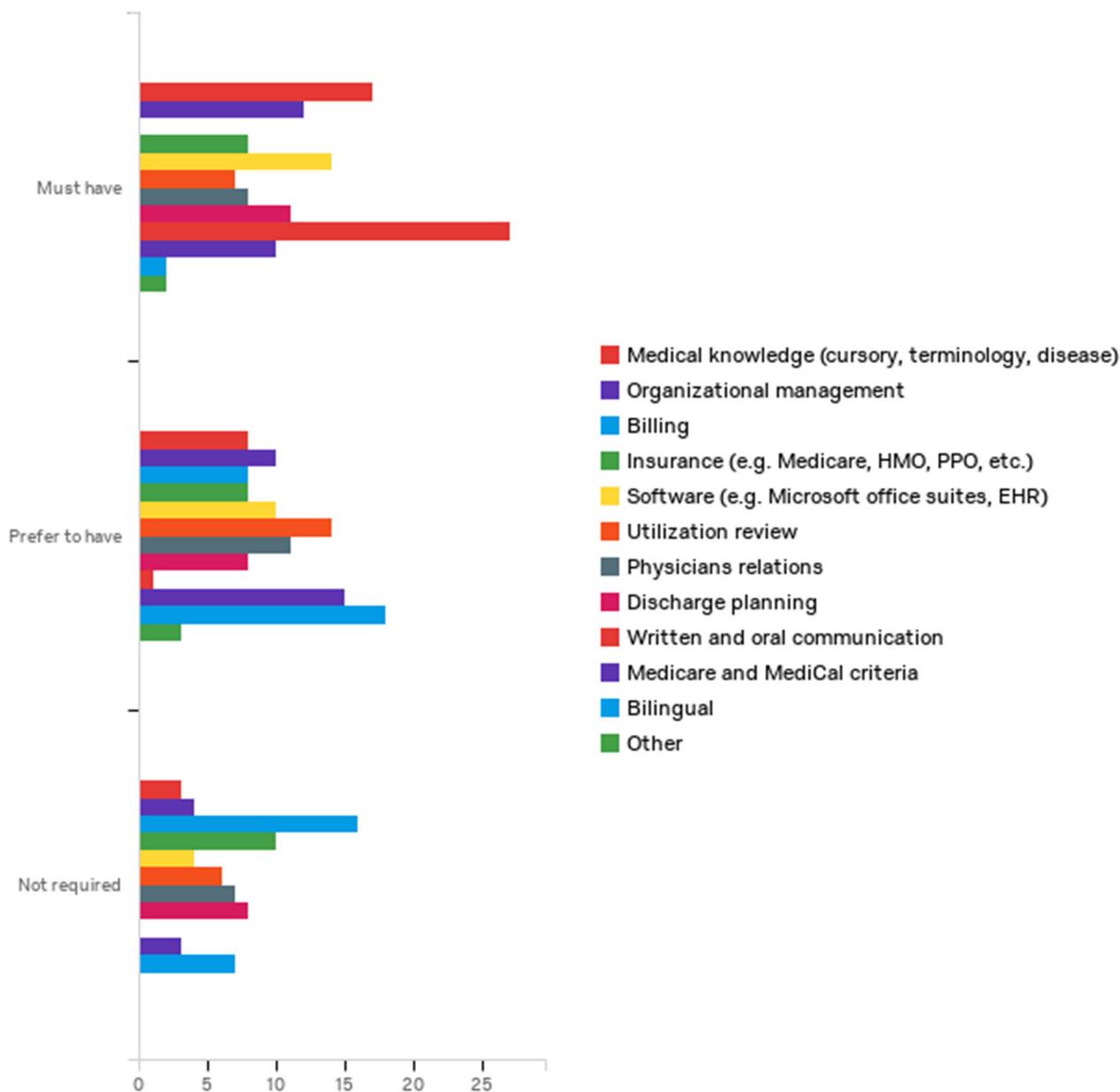
RN and or LVN

# **Q12 - What are your minimum work experience requirements for Case Manager/ Care Coordinator?**

Answer	%	Count
No work experience	0.00%	0
Less than 12 months of related experience	0.00%	0
1 year of related experience	32.14%	9
2 years of related experience	28.57%	8
More than 2 years of related experience	35.71%	10
Unsure	3.57%	1
Total	100%	28

Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count	Bottom 3 Box	Top 3 Box
What are your minimum work experience requirements for Case Manager/ Care Coordinator?	3.00	6.00	4.11	0.90	0.81	28	32.14%	67.86%

**Q13 - Next, please think about the skills and competency requirements for Case Manager/ Care Coordinators at your location. Please indicate how important the following skills and competencies are for Case Manager/ Care Coordinator employed at your location. To answer please use the following scale: ·Must Have – the applicant must have the skill otherwise he/she will not be considered for the position · Prefer to Have – you would prefer the applicant have the skill however you would consider an applicant if he/she didn't have the skill though it is not ideal · Not Required – this skill is not very important and is something that can be easily trained on the job · Not Applicable – the skill does not apply to the position**



Question	Must have		Prefer to have		Not required		Total
Medical knowledge (cursory, terminology, disease)	60.71%	17	28.57%	8	10.71%	3	28
Organizational management	46.15%	12	38.46%	10	15.38%	4	26
Billing	0.00%	0	33.33%	8	66.67%	16	24
Insurance (e.g. Medicare, HMO, PPO, etc.)	30.77%	8	30.77%	8	38.46%	10	26
Software (e.g. Microsoft office suites, EHR)	50.00%	14	35.71%	10	14.29%	4	28
Utilization review	25.93%	7	51.85%	14	22.22%	6	27
Physicians relations	30.77%	8	42.31%	11	26.92%	7	26
Discharge planning	40.74%	11	29.63%	8	29.63%	8	27
Written and oral communication	96.43%	27	3.57%	1	0.00%	0	28
Medicare and MediCal criteria	35.71%	10	53.57%	15	10.71%	3	28
Bilingual	7.41%	2	66.67%	18	25.93%	7	27
Other	40.00%	2	60.00%	3	0.00%	0	5

## Other

### Other

some medical knowledge around brain injury, its residual effects, and compensatory tools and strategies

Resource Knowledge

Customer Service

Conflict Resolution

**Q14 - How much time do your Case Managers/Care Coordinators devote to the following roles:**

Question	Most		Some		Little		None		NA		Total
Insurance: Navigating the insurance systems, understanding regulations.	14.29%	4	57.14%	16	10.71%	3	10.71%	3	7.14%	2	28
Communication: Communicating with patient, family, physicians, and caregivers	89.29%	25	10.71%	3	0.00%	0	0.00%	0	0.00%	0	28
Education: Providing health education and information.	50.00%	14	42.86%	12	7.14%	2	0.00%	0	0.00%	0	28
Care Support: Coordinating care support network for the patient. Researching and identifying resources.	89.29%	25	3.57%	1	3.57%	1	3.57%	1	0.00%	0	28
Follow up: Following up with patient post discharge	28.57%	8	50.00%	14	14.29%	4	3.57%	1	3.57%	1	28

Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count	Bottom 3 Box	Top 3 Box
Insurance: Navigating the insurance systems, understanding regulations.	1.00	5.00	2.39	1.08	1.17	28	82.14%	28.57%
Communication: Communicating with patient, family, physicians, and caregivers	1.00	2.00	1.11	0.31	0.10	28	100.00%	0.00%
Education: Providing health education and information.	1.00	3.00	1.57	0.62	0.39	28	100.00%	7.14%
Care Support: Coordinating care support network for the patient. Researching and identifying resources.	1.00	4.00	1.21	0.67	0.45	28	96.43%	7.14%
Follow up: Following up with patient post discharge	1.00	5.00	2.04	0.94	0.89	28	92.86%	21.43%

**Q15 - Please indicate what level of difficulty your organization experiences recruiting and hiring qualified Case Managers/ Care Coordinators.**

Answer	%	Count
No difficulty	25.00%	7
Moderate difficulty	60.71%	17
Extreme difficulty	14.29%	4
Total	100%	28

Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count	Bottom 3 Box	Top 3 Box
Please indicate what level of difficulty your organization experiences recruiting and hiring qualified Case Managers/ Care Coordinators.	1.00	3.00	1.89	0.62	0.38	28	100.00%	100.00%

**Q16 - Please indicate what level of difficulty your organization experiences retaining qualified Case Manager/ Care Coordinator beyond one year of employment.**

Answer	%	Count
No difficulty	53.57%	15
Moderate difficulty	39.29%	11
Extreme difficulty	7.14%	2
Total	100%	28

Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count	Bottom 3 Box	Top 3 Box
Please indicate what level of difficulty your organization experiences retaining qualified Case Manager/ Care Coordinator beyond one year of employment.	1.00	3.00	1.54	0.63	0.39	28	100.00%	100.00%



**Q17 - Do you expect to be increasing the number of Case Managers/Care Coordinators hired within the next year?**

Answer	%	Count
Yes	53.57%	15
No	46.43%	13
Total	100%	28

Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count	Bottom 3 Box	Top 3 Box
Do you expect to be increasing the number of Case Managers/Care Coordinators hired within the next year?	1.00	2.00	1.46	0.50	0.25	28	100.00%	100.00%

**QID17 - Since it sometimes becomes necessary for the project manager to call back and confirm responses to certain questions, please provide us with your contact information.**

**(Contact information was removed for distribution of the survey results. Twenty-three organizations supplied contact information.)**

**September 2016 - Report**

- **\$100,000 DSN Health Augmentation Funds 2017**
  - One-time funds for career pathway design
  - Some of the activities include:
    - Soft Skills for health care workers
      - Train the Trainer
    - Health Care Symposium
    - Biotechnology Institute
    - Advances in Health Technology
    - Teaching Strategies
    - Nursing Specialty Curriculum update and implementation
    - Community Health Worker Curriculum implementation
    - Mental Health Providers
- **Training Opportunity for Industry**
  - Health Workforce Initiative Leading in a Healthcare Environment
    - Path to Success & Communicating for Leadership Success
    - Coaching for Peak Performance
    - Leading High Performing Teams
  - HWI can fund one of these trainings sessions for up to 20 persons, if the facility will host and provide food.
- **Up Coming Events (<http://sccrcolleges.org/>)**
  - SCCRC Stakeholder Meeting (see handout)
    - Friday, October 21, 2016, 9:00 am - noon
    - The Pierpont Inn, Ventura
  - Men in Nursing Conference 2016 (see handouts)
    - November 11 7 12, 2016
    - Garden Grove, Ca
  - Advances in Health Related Technologies (see handout)
    - Saturday, December 3, 2016
    - Crowne Plaza Hotel, Ventura

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](mailto: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)



# Advances in Health Related Technologies Symposium

Saturday, December 3, 2016

8:00 am—2:30pm

Crowne Plaza Hotel, Ventura

450 E Harbor Blvd, Ventura, CA 93001

This “Advances in Health Related Technologies” event will engage you with industry demonstrations that are advancing today’s health care today, tomorrow and the future.

- Meet and greet with industry specialists
- Exposed to new technologies and advancements
- hands-on learning demonstrations
- questions and answers from experts
- Topics to include
  - internet of things
  - medical applications
  - cybersecurity

REGISTER NOW

<http://tinyurl.com/AdvHealth2>



CALIFORNIA COMMUNITY COLLEGES

**Doing What MATTERS™**  
FOR JOBS AND THE ECONOMY

*This event is brought to you by the Deputy Sector Navigators of Health and Information & Communications Technologies of the South Central Coast Region hosted at College of the Canyons, funded by the California Community College Chancellors Office, Workforce Development Division, grant funds for SB858 RFA#15-156-008 and RFA# 15-158-008 Doing What Matters for Job and the Economy Initiative*

Visit our website

[sccrcolleges.org/](http://sccrcolleges.org/)





# MEN In Nursing Conference 2K16

**Friday, Nov. 11, 2016**

(Veterans Day)

**9am to 4:30pm**

**Reception 5:00 to 8:00pm**

**"Changing a Culture  
through Healing"**

## Friday Speaker:

Mr. Daniel M. Suarez, MA, RN,  
FAAN, 16th President of the  
National Association of Hispanic  
Nurses, Assoc. Director of Sales  
for the New York Region at Nurse.com.



**Saturday, Nov. 12, 2016**

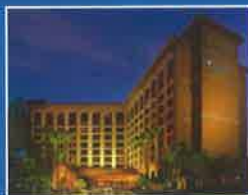
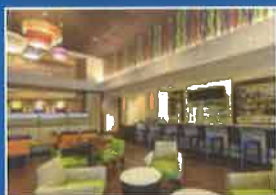
**9am to 2:30pm**

## Saturday Keynote:

Dr. Martin Schiavenato, Ph.D., MS,  
RN, Associate Professor, Washington  
State University College of Nursing,  
Inventor of the multidimensional  
pain-detection device for neonates.



**Host Hotel: Wyndham  
Anaheim Garden Grove**



## Conference Registration Link!

<http://tinyurl.com/2K16MINProf>

**T**his **two-day conference** will enable discussions of gender equity and diversity in the nursing profession and how collective healing facilitates the change in culture. This conference is geared for all levels of nursing professionals: Nurse Practitioners, Registered Nurses, Licensed Vocational Nurses, Psychiatric Technicians, Certified Nursing Aides, and students of nursing programs from graduate to pre-licensure and high school students that are interested in the nursing profession. Sessions will include keynotes and breakout sessions geared professional development, emerging trends, educational careers trajectories and networking opportunities. We hope to support professional growth, communication and demonstrate to each other and society the increasing contributions being made by men in the nursing profession.

## Your Hotel Reservation Link!

<https://resweb.passkey.com/go/meninnursing2016>

**Call Toll Free: 877-999-3223**

**Mention Group Name: Men in Nursing Conference 2016**

The DSN Health Grant 14-156-008 hosted  
by the Santa Clarita Community College  
District - College of the Canyons



Doing What **MATTERS**  
FOR JOBS AND THE ECONOMY



ECONOMIC &  
WORKFORCE  
DEVELOPMENT  
through the  
CALIFORNIA  
COMMUNITY  
COLLEGES



Sponsored by funds from the Economic and  
Workforce Development of the Chancellors  
Office, California Community College, Doing  
What Matters for Jobs and the Economy  
Deputy Sectors Navigator grants and the  
Health Workforce Initiative.

Questions? Please contact SCCRC Co-chair,  
Diane Hollems, [diane.hollems@gmail.com](mailto:diane.hollems@gmail.com)



# Stakeholder Meeting

Industry • Labor • K-16 • Adult Ed • Workforce/Economic Development

***The South Central Coast Regional Consortium (SCCRC)  
cordially invites your participation and critical input on its  
regional strategic plan, drafted to align with Board of  
Governors Strong Workforce Task Force recommendations.***

**\* Friday, October 21, 2016, 9a.m. to Noon**

Light refreshments and a hosted lunch will be provided.

**The Pierpont Inn  
550 Sanjon Road  
Ventura, CA 93001**

Please register to attend this FREE event:

***REGISTER HERE***



CALIFORNIA COMMUNITY COLLEGES

**Doing What MATTERS™**

FOR JOBS AND THE ECONOMY



**VENTURA COUNTY COMMUNITY COLLEGE DISTRICT**

*Opening the Door to Higher Education*

In proud  
association  
with:





# Student Day MEN In Nursing Conference 2K16

*"Changing a Culture  
through Healing"*

**Friday, Nov. 11  
9am to 3:30pm**

**Reception 5:00 to 8:00pm**

**Conference Registration Link!**

<http://tinyurl.com/2K16MINStudentDay>

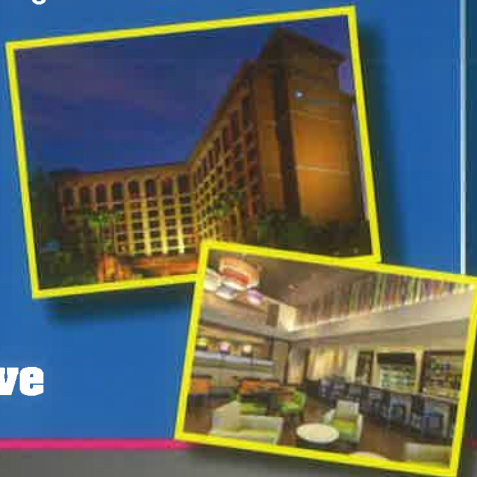
## Keynote Speaker:

**Mr. Daniel M. Suarez, MA,  
RN, FAAN, 16th President  
of the National Association of  
Hispanic Nurses, Assoc. Director of Sales  
for the New York Region at Nurse.com.**



## Host Hotel:

**Wyndham  
Anaheim  
Garden Grove**



**T**he Student Day is the **FIRST** day of a **TWO-day** conference held in Garden Grove, California focused on the pre-nursing and students enrolled in health care academies.

This day will foster networks with students in nursing education, nursing specialties, mentoring, and professional development. Sessions will include both keynote and breakout sessions geared to students with access to the professional nurse from a variety of professional work environments and specialties. Presenters are both state and national representing various educational institutions, associations and governmental agencies. In addition support the communication of the viability of the nursing profession and demonstrate the increasing contributions being made by men in nursing.

**Your Hotel Reservation Link!**

<https://resweb.passkey.com/go/meninnursing2016>

**Call Toll Free: 877-999-3223**

**Mention Group Name: Men in Nursing Conference 2016**

The DSN Health Grant 14-156-008 hosted  
by the Santa Clarita Community College  
District - College of the Canyons



**ECONOMIC &  
WORKFORCE  
DEVELOPMENT**  
through the  
CALIFORNIA  
COMMUNITY  
COLLEGES



Sponsored by funds from the Economic and  
Workforce Development of the Chancellors  
Office, California Community College, Doing  
What Matters for Jobs and the Economy  
Deputy Sector Navigator grants and the  
Health Workforce Initiative.



Butte College, The Training Place in partnership with HWI

**Health Workforce Initiative  
Leading in a Healthcare Environment**

Series	Course	Day	Date	Time	# of total Trainees	Training Hours	Material Fees	Cost Per Person	Instructor
Part 1	Group 1: Path to Success & Communicating for Leadership Success	Thursday	11/17/16	8:30-4:30	20	8.0	\$ 1,400	\$ 170	Shawn Volland
Part 1	Group 2: Path to Success & Communicating for Leadership Success	Friday	11/18/16	8:30-4:30	20	8.0	\$ 1,400	\$ 170	Shawn Volland
Part 2	Group 1: Coaching for Peak Performance	Thursday	12/1/16	8:30-4:30	20	8.0	\$ 1,300	\$ 170	Shawn Volland
Part 2	Group 2: Coaching for Peak Performance	Friday	12/2/16	8:30-4:30	20	8.0	\$ 1,300	\$ 170	Shawn Volland
Part 3	Group 1: Leading High Performing Teams	Thursday	1/12/16	8:30-4:30	20	8.0	\$ 1,300	\$ 170	Shawn Volland
Part 3	Group 2: Leading High Performing Teams	Friday	1/13/16	8:30-4:30	20	8.0	\$ 1,300	\$ 170	Shawn Volland
<b>TOTAL</b>						<b>48.00</b>	<b>8,000</b>		

**Summary**

Training Delivery at \$250 per hour		\$ 12,000
Materials		\$ 8,000
<b>Total Training Place Cost</b>		<b>\$ 20,000</b>



**Program Description:** Health care organizations need a leadership development strategy to gain a competitive advantage in a challenging industry. The quality of a health care organization's leadership directly affects clinical and operational outcomes, including quality of care, patient safety, patient satisfaction, productivity, and profitability, as well as employee retention and engagement. Whether your goal is to improve your HCAHPS scores, achieve national recognition for clinical excellence, or even earn the Baldrige Award, health care organizations must adopt a strategic approach to developing their leaders and provide them with essential skills.

**These workshops help leaders:**

- Foster an environment that inspires individuals and teams to perform at their best.
- Provide the coaching and support that are critical to successfully manage a diverse workforce.
- Create and drive culture change in a way that minimizes conflict and resistance and maximizes commitment.
- Help others align individual performance goals with the hospital's strategic goals.
- Retain valuable nurses and staff who are critical to achieving higher patient satisfaction and loyalty.
- Build partnerships across functional units.

### Part 1

8:30-11:30am	<b>Understanding Your Strengths: Path to Success</b> <b>Helps Leaders</b> <ul style="list-style-type: none"> <li>● Identify your temperament and work style</li> <li>● Value the important contribution of each of the four styles to team success</li> <li>● Develop a plan to better utilize natural assets and build on underdeveloped areas</li> </ul> <u>Path to Success Activity:</u> The team faces the challenge of having all team members walk through a maze within a budgeted amount of time. This exercise illuminates the importance of breaking out of old paradigms and creating a safe supportive environment. The event supports risk taking, innovation, and effective communication.
11:30-12:30pm	<b>Lunch</b>
12:30-4:30pm	<b>Communication for Leadership Success</b> <b>Helps Leaders:</b> <ul style="list-style-type: none"> <li>● Achieve results through others by building strong interpersonal relationships.</li> <li>● Plan for successful interactions with team members—in person and virtually.</li> <li>● Provide meaningful, supportive feedback that motivates team members and helps individuals improve their performance.</li> <li>● Impact business outcomes by consistently meeting the personal and practical needs of others</li> </ul>

### Part 2

8:30- 4:30am	<b>DDI Coaching for Peak Performance</b> <b>Helps leaders:</b> <ul style="list-style-type: none"> <li>● Encourage people to take ownership of, and be accountable for, their work performance.</li> <li>● Create a work environment where people are comfortable taking on the risks associated with new responsibilities.</li> <li>● Boost morale, improve productivity, and increase profitability by coaching for peak performance.</li> <li>● Manage work performance issues in a fair, consistent manner.</li> </ul>
11:30-12:30pm	<b>Lunch</b>

**Part 3**

8:30- 4:30am	<b>DDI Leading High Performance Teams</b> <b>Helps leaders:</b> <ul style="list-style-type: none"><li>• Focus team's efforts on high-priority actions directly supporting the organization's goals and strategies.</li><li>• Enhance their team effectiveness by identifying and eliminating conditions that are preventing them from achieving high levels of performance.</li><li>• Accomplish and surpass team and organizational goals and objectives.</li><li>• Create an environment where individual are moved to strive harder to realize the potential of the team.</li><li>• Accomplish more by capitalizing on the unique talents of each individual team member.</li></ul>
11:30-12:30pm	<b>Lunch</b>