



## WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY

### HEALTHCARE COMMITTEE MEETING

Friday, September 1, 2017

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><br><br><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. | Greg Barnes                                     |
| 8:05 a.m. | <b>3.0 Approval of Minutes:</b> July 28, 2017   | Greg Barnes                                     |
| 8:10 a.m. | <b>4.0 Ventura County Regional Strategic Workforce Development Plan</b> <ul style="list-style-type: none"><li>Industry and Education Healthcare Advisory Solutions Summit</li></ul>     | Patricia Duffy<br>John Cordova<br>Irene Ornelas |
| 8:20 a.m. | <ul style="list-style-type: none"><li>Regional Healthcare Care Coordinator Pathway Project: Update</li></ul>  | Patricia Duffy                                  |
| 8:30 a.m. | <b>Guest Speakers: Paula Hodge and John Cordova</b><br>Deputy Sector Navigators for ICT and Healthcare<br><i>Regional Workforce Trends in Health IT and Cybersecurity</i>               | Paula Hodge<br>John Cordova                     |
| 9:00 a.m. | <ul style="list-style-type: none"><li>Healthcare Deputy Sector Navigator: Update</li></ul>  | John Cordova                                    |
| 9:10 a.m. | <ul style="list-style-type: none"><li>Career Pathways : Updates<ul style="list-style-type: none"><li>-VC Innovates</li><li>- Alliance for Linked Learning</li></ul></li></ul>           | Irene Ornelas<br>Mary Anne Rooney               |
| 9:15 a.m. | <ul style="list-style-type: none"><li>Year End Review</li></ul>   | Committee Members                               |
| 9:20 a.m. | <ul style="list-style-type: none"><li>Calendar</li></ul>  | Patricia Duffy                                  |
| 9:25 a.m. | <b>5.0 Committee Member Comments</b>  | Committee Members                               |
| 9:30 a.m. | <b>6.0 Adjournment</b><br><u>Next Meeting</u><br>November 3, 2017 (8:00 a.m.-9:30 a.m.)<br>VCCF Nonprofit Center (Community Room)<br>4001 Mission Oaks Blvd., Camarillo, CA             | Greg Barnes                                     |

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**  
**July 28, 2017**  
**MINUTES**

**Meeting Attendees**

Committee

Greg Barnes (Chair)\*  
John Cordova  
Amy Mantell

Committee

Dawn Neuman  
Michele Reynolds  
*\*WDB Member*

WDB Administration

Patricia Duffy

**1.0 Call to Order and Agenda Review**

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

**2.0 Public Comments**

There were no public comments.

**3.0 Approval of Minutes: March 3, 2017**

Motion to approve: Dawn Neuman  
Second: Greg Barnes  
Motion carried

**4.0 Committee Chair Comments**

Greg Barnes suggested we look into conference call options for the meeting since some members travel a long distance. Currently the room does not support a conference call option. We discussed the need to research public meeting requirements.

**5.0 Ventura County Regional Strategic Workforce Plan**

- Industry and Education Healthcare Advisory Solutions Summit:  
Committee Members discussed the Industry and Education Healthcare Advisory Solutions Summit that was held on May 2, 2017 at the Crowne Plaza Beach Hotel in Ventura. This was a collaborative effort by members of the WDB Healthcare Committee, John Cordova, Healthcare DSN for South Central Coast Community Colleges; Irene Ornelas, VCOE, VC Innovates and Patricia Duffy, WDB Staff. The WDB Healthcare Committee is working to bring together the numerous healthcare industry advisory groups for education, which currently meet separately throughout the County. This effort is to create an opportunity for the healthcare industry to come together with healthcare educators in a larger forum, to identify the skills needed for the 21<sup>st</sup> century healthcare jobs in Ventura County

The Summit was very successful in bringing together 75 industry healthcare professionals and educators from various healthcare disciplines to participate in facilitated discussions to identify the healthcare workforce training needs for the region. The plan is to continue the Advisory Summits two or three times a year and utilize the WDB Healthcare Committee to work on the issues identified in the Summits.

Committee members suggested, for the next summit, that we have smaller facilitated groups and more time for group discussions. The survey results from the conference gave great reviews and had similar suggestions of needing more time for discussion. The next Advisory Solutions Summit is scheduled for October 6<sup>th</sup>.

- Regional Healthcare Case Manager/Care Coordinator Pathway Project:  
Patricia Duffy gave an update on the LA/Ventura Healthcare Coordinator SlingShot Project. The Industry Leadership Team met on May 15<sup>th</sup>. The Center of Excellence is working to complete the asset mapping which will identify current training programs available. The DSNs from LA, Shari Herzfeld and from Ventura, John Cordova presented on the process of a DACUM (Developing A Curriculum). This process involves bringing together the professionals who currently have this role, who represent a cross section of different healthcare agencies, to identify the tasks and skills they use daily as a Care Coordinator. Eight participants from LA and Ventura participated in the two day process that was held on June 1<sup>st</sup> and June 2<sup>nd</sup> in Los Angeles. The results of the process will be utilized to align curriculum with current Care Coordinator roles.
- Healthcare Deputy Sector Navigator Update:  
John Cordova provided an update on the DACUM process held in LA for the Slingshot Care Coordinator Project. He also reported on the successful Scrubs Camp that was held in Camarillo on July 25<sup>th</sup>. The Scrubs Camp provides incoming high school students career awareness for various professions in healthcare. Over 70 students attended from Ventura High School District Summer Camps.
- CLS Field Experience Update  
Dawn Neuman reported on the first year of the CLS Field Experience Program. There were 8 students in four hospitals. The first year provided the opportunity to understand the range of different needs for the students entering the program. All are required to have their training license prior to starting. Some students had longer gaps between finishing their programs and finding field placements and needed more review time, which is why it is critical to have available field placements so students don't encounter long gaps due to an inability to find a field placement. CSUCI set up a review class and a CLS library, with on-line resources to practice for the licensing exam. The program is expanding, an application was submitted for Dignity Health, St. John's Regional Medical Center with plans for them to participate as a field placement site for the next cohort. This brings the total to five hospitals in Ventura County collaborating to participate in the CLS Field Experience Program with CSUCI.

There was also a discussion regarding developing a career pathway from MLT to CLS and exploring if there are successful models for this career pathway. Committee members discussed identifying ways to incorporate MLTs into more laboratories and exploring barriers that may be preventing incorporating the use of more MLTs.

- Year-End Review:  
The Committee reviewed the draft of the Year-End Review and discussed insights. The Year-End Review will be submitted to the Workforce Development Board.

## **6.0 Committee Member Comments**

There were no comments.

## **7.0 Adjournment**

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

### Next Meeting

November 3, 2017 (8:00 a.m. - 9:30 a.m.)  
VCCF Nonprofit Center (Community Room)  
4001 Mission Oaks Blvd, Camarillo

# DSN Health – Reports of Projects/ Activities

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## SEPTEMBER 14, 2017 POST ACUTE CARE/ SKILLED CARE WORKFORCE DEVELOPMENT TRAINING NEEDS WORKGROUP

On Behalf of the Health Workforce Initiative for the South Central Coast Region in collaboration with the Quality Care Health Foundation (QCHF) Workforce Committee we invite you to attend this meeting for Administrators, Directors of Nursing and Directors of Staff Development. You are invited to lend your industry and educational expertise and serve as an advisor at our Ventura County Industry & Education Health Care Advisory Solutions Summit. We will hear from a healthcare industry leader and a small panel of county administrators. In addition, we will break out into disciplines specific roundtables for further discussion. The intent for this symposium to help the Long Term Care Community to identify the current workforce, training and the projected needs for workers related to the SNF Staffing Ratio Compromise (SECTION 1. Section 1276.5 of the Health and Safety Code). This will be a multi-county meeting, involving San Luis Obispo, Santa Barbara, Ventura, and North Los Angeles counties held at the Crowne Plaza Ventura Beach Hotel 450 E Harbor Blvd, Ventura, CA 93001

<http://tinyurl.com/y9u6gzq6>

## SEPTEMBER 2, 2017 - MENTAL AND BEHAVIORAL HEALTH WORKFORCE PIPELINE WORKGROUP

We are seeking your continued involvement in an industry discussion on Mental and Behavioral Health Workforce needs for South Central Coast Region. As an employer, advocate for Mental and Behavioral Health we feel that you bring great value to the discussion. Our goal is to keep this initial discussion short but of value. We are asking you to engage in the following for dialogue: review the core needs of entry level workers with comparison of entry level positions from various employers; opportunity for industry to provide critical advisement on industry/employment trends; what are your needs for certifications, licensing, degrees in your employ; do you have current in-house training that can be articulated at the Community Colleges; how do we expose high school students to the field of Mental / Behavioral Health.

<http://tinyurl.com/y7n8bqw4>

## OCTOBER, 2017 – SOLUTIONS SUMMIT, VENTURA

Convene advisory meeting for “Ventura County Industry & Education Health Care Advisory Solutions Summit” will be hosting its second meeting on October 6th 2017. The goal is to reinforce regional leadership and operational partnerships among community college, industry, labor, and other workforce and economic development entities to improve the delivery of all CTE efforts. This gathering provides a great venue for discussion, collaboration and problem

### **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)

**South Central Coast Region**

solving. This year in California’s educational system, the governor’s office has presented a motto “More and Better Career and Technical Education (CTE)” this continued participation and input is crucial to the success of CTE programs in Ventura County and regionally. We are hopeful with the partnership of the K-12 education partners, ROP/ Adult, Community Colleges, California States Universities, Workforce Development Board and the Industry we can break that motto and develop robust CTE programs that serve our populations in the county.

**NOVEMBER 2-4, 2017 - MEN IN NURSING CONFERENCE 2017, GARDEN GROVE**

The annual Men in Nursing Conference aim to break down those barriers and prepare men and women from all backgrounds for successful careers in the nursing field. The 2017 Men in Nursing conference will be held November 2 thru 4 at the Wyndham Anaheim Garden Grove. About 150 people attended, ranging from high school and college students to nursing professionals. The Men in Nursing conference is co-sponsored by the Health Workforce Initiative and the Doing What Matters for Jobs and the Economy Deputy Sector Navigator Health grants. The College of the Canyons Associate Degree Nursing Program provides continuing education units.

Submitted by:  
John Bone Cordova, DSN Health  
Health Workforce Initiative

**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)

# Scrubs Camp gives students hands-on healthcare experience

The healthcare field is all about options, but not all of the relevant career pathways are necessarily on the minds of high school students. A new event piloted this year aims to change that by providing incoming 10th grade students with access to explore a variety of health-related careers through hands-on activities and learning.

The first Scrubs Camp was held July 25 at the Career Education Center in Camarillo. The daylong camp was organized by John Bone Cordova, Deputy Health Sector Navigator and Irene Ornelas, Health Industry Liaison at Ventura County Office Education, VC Innovates.



Upon arriving at CEC, about 60 students donned their T-shirt “uniforms” and participated in a mock car accident. The simulation was designed to show how a victim progresses from EMT to trauma nurse to doctors and other specialists — and how every one of those individuals works together to provide the best possible care for the patient.

“We wanted to show that health professions are more than just doctors and explore different disciplines and levels of care that touch patients before and after a trauma occurs,” Cordova said.

Following the accident simulation, students broke into smaller groups and participated in smaller



discussions about careers in nursing, medical assistant, dental, EMS-related fields. Participants were also provided tools of the trade such as stethoscopes, bandages, and other equipment to make the event a hands-on experience.

A female Scrubs Camp participant said she enjoyed seeing all of the different personnel interact and learning about careers she had not previously considered.



“The simulation day definitely broadened my interests,” she said. “I had never considered being an EMT before and I loved how passionate the EMTs and paramedics were.”

Cordova said early high school is the perfect time for students to begin exploring career options in order to determine what type of degree or certificate they want to pursue after high school. Community colleges throughout the South Central Coast region offer programs that prepare students for all of the careers covered at Scrubs Camp, plus many more.

Industry partners who participated in the event said they enjoyed the opportunity to interact with the students.

“It is this type of event that allows the resources within our county to come together and do what we do best,” said Dan Wall, Manager of the Emergency Preparedness Office at the Ventura County Public Health Department.

Cordova said next year’s event will likely expand to include medical records and other healthcare careers. Plans are also in the works to create an event to promote emergency services careers to young women in an effort to resolve gender disparity in that field.

“One of the things that came out of this event from the industry side is that I was approached by the males about hosting women in emergency services event to bring more women into the field,” Cordova said.

Ornelas said that no matter how busy they are, organizations are always excited to show students the future that a career in healthcare can offer them.

“Industry professionals and educators are eager to collaborate and engage in opportunities, such as the Scrubs Camp, because they know they can make a positive difference in a young person’s education,” she said. “They are excited about participating in these events not only because they want to promote their industry but they want to invest in their community; this is a perfect opportunity to do both.”





## **2016-2017 YEAR-END REVIEW**

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

#### **WDB HEALTHCARE COMMITTEE**

##### **2016-2017 Members**

WDB Members: Greg Barnes, Chair (Los Robles Hospital and Medical Center), Richard Trogman, Vice Chair (Kaiser Permanente), Martel Fraser (United Food and Commercial Workers, Local 770), Celina Zacarias, (California State University, Channel Islands)

Other Members: John Cordova (College of the Canyons, Deputy Sector Navigator), Carol Higashida (Moorpark College), Adam Hunt (Pacific Coast Homecare), Teresa Johnson (Consultant), Paul Matakiewicz (Consultant), Amy Mantell (St. John's Regional Medical Center), Sandra Melton (Ventura College), Dawn Neuman (California State University, Channel Islands), Irene Ornelas (Ventura County Office of Education, VC Innovates), Michelle Reynolds (Ventura County Health Care Agency), Mary Anne Rooney (Ventura County Civic Alliance), Lisa Safaeinili (Westminster Free Clinic) Brett Watson (Camarillo Healthcare Center), Bill Werner (Simi Valley Hospital)

##### **Committee Accomplishments**

- WDB Cross Sector Meeting:  
In August 2016 the WDB had the first Cross Sector meeting, bringing all the WDB Sector Committees together, Healthcare, Clean/Green, Manufacturing and Business Services, to outline regional sector requirements under WIOA and to identify cross over issues and opportunities to partner across sectors.
- Clinical Laboratory Scientist (CLS) Field Experience Program: Completed, submitted, and received final approval for the CLS Field Experience Program Combined State Application. Committee member Dr. 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 field experience 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.) CLS Field Experience students were placed in the hospitals for the first time in this area. Previously they needed to go outside the area to find placements and then often did not return to fill CLS positions at local hospitals. There has been a backlog of students waiting to get field experience, a requirement needed to be able to practice as a Clinical Lab Scientist. CSUCI re-opened the program on October 23, 2016, once the field experience opportunities were in place. The demand for CLS field placements still exceeds the placement capacity in Ventura. The Committee recognizes this amazing accomplishment in having, for the first time, local field experience placements. The possibilities to expand CLS field placements are increasing as other facilities hear about the consortium.
- A.D.N. to B.S.N: The Committee discussed the impacts of hospitals requiring more B.S.N. nurses when two of our Community Colleges have nursing programs graduating A.D.N. nurses. The Community Colleges, represented on the Healthcare Committee, indicated their nursing graduates were finding jobs in the region and were not having difficulty. The cost of fast tracking A.D.N to B.S.N is still a concern since the price is high even in the public colleges. The colleges will continue





## 2016-2017 YEAR-END REVIEW

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

to work on solutions and the Committee will request updates to monitor the nursing workforce needs in the region.

- Broaden the Healthcare Committee membership to reflect the region's industries.  
Added two new members to the Healthcare Committee representing healthcare industries not previously represented, homecare and a free clinic, enabling the Committee to have a broader view of healthcare workforce needs in the region.
  
- Regional Healthcare Case Manager/Care Coordinator Career Pathway Project:  
Continued participation 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:
  - Developed a local survey to determine training and employment needs for Case Managers/Care Coordinators in Ventura County. Worked with LA WDBs to collaborate on survey results.
  - Sent healthcare representatives working in the Care Coordinator fields from Ventura to participate in a DACUM in Los Angeles, a DACUM is a method for developing a curriculum.
  
- Addressing the Critical Shortage of Specialty Nurses  
Discussed the study done by the Hospital Association of Southern CA and Health Impact. The study identified a critical shortage of specialty nurses in six areas; care coordination and case management, perioperative, critical care, emergency, labor and delivery and neonatal ICU. The Deputy Sector Navigator for Healthcare, who is a Healthcare Committee member, is working through the community colleges to identify local needs in these areas and explore ways to provide training opportunities tailored to the region's needs. The Deputy Sector Navigator for the South Central Coast Region has applied to the Strong Workforce Program to support training for specialty nurses in this region. The committee members discussed various needs for specialty nurses. Some hospitals have in house training programs others do not. Industry committee members extended offers to the colleges to assist with industry input on training needs, as well as to discuss partnering with the colleges for possible clinical opportunities.
  
- WIOA Sector Planning  
The Committee members identified regional healthcare workforce training needs that need further research. In addition to the identified workforce needs for care coordinators and specialty nurses, the areas of biotechnology, telemedicine, HIT, and cybersecurity were discussed as needing to be researched to determine regional workforce needs.
  
- Industry and Education Healthcare Advisory Solutions Summit  
The Healthcare Committee, in the Committee's 2-Year Plan for 2016-2018, identified a need to work with educators to align healthcare industry advisory committees to help streamline the regional educational advisory process. Through a collaborative effort of three WDB Healthcare Committee members representing, the Community Colleges' Health Workforce Initiative South Central Coast Region, Ventura County Office of Education VC Innovates and the Workforce Development Board of Ventura County, the first Industry and Education Healthcare Advisory Summit was held in Ventura on May 2, 2017. There were 75 participants from the healthcare industry and education who took part in facilitated discussions to identify the healthcare workforce



## **2016-2017 YEAR-END REVIEW**

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

training needs for the region. The plan is to continue the Advisory Summits two or three times a year and utilize the WDB Healthcare Committee to work on the issues identified in the Summits.

#### **Insights: ( 2016-2017)**

- 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. Recruit additional committee members representing; mental health, EMS and Health IT.
- 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.
- Collaborate to implement the training programs for Care Coordinators in Ventura, based on the results of the research from the Los Angeles/Ventura Healthcare Coordinator Pathways Project.
- Need to identify career pathways to CLS. Explore successful models utilizing MLTs and identify barriers that may be preventing the use of more MLTs.
- Learned from the first cohort of students in the CLS Field Experience Program. Students who had long gaps between finishing their program and finding a field experience placement were more likely to need review courses. This exemplifies why there is the critical need to have field placements immediately available for CLS graduates.
- Continue the collaborative work of the WDB Healthcare Committee members to align the numerous healthcare education advisory committees in the region.
- The need to increase “Earn and Learn” opportunities in the healthcare field through internships, on the job training, pre-apprenticeships and apprenticeships.

**2017-2018 MEETING CALENDAR**  
**Workforce Development Board of Ventura County (WDB) and WDB Committees**

|                       | <b>WORKFORCE DEVELOPMENT BOARD</b>  | <b>EXECUTIVE COMMITTEE</b>  | <b>BUSINESS SERVICES COMMITTEE</b>                         | <b>CLEAN/GREEN COMMITTEE</b>                              | <b>HEALTHCARE COMMITTEE</b>                              | <b>MANUFACTURING COMMITTEE</b>                    | <b>MEMBERSHIP COMMITTEE</b>                              | <b>OUTREACH COMMITTEE</b>                   | <b>PROGRAMS COMMITTEE</b>                       |
|-----------------------|---|---|--|---|--|---|--|---|---|
| <b>JULY 2017</b>      |   | July 27<br>8:00 – 9:30 a.m.<br>VCCF – Board Room  | July 26<br>8:30-10:00 a.m.<br>EDC-VC                       | July 21<br>8:00 – 9:30 a.m.<br>VCCF – Board Room          | July 28<br>8:00 – 9:30 a.m.<br>VCCF – Board Room         |   |  | July 19<br>8:30 – 10:00 a.m.<br>EDC-VC      |   |
| <b>AUGUST 2017</b>    | August 24<br>8:00 – 10:00 a.m.<br>VCOE – Salon B                                      | <del>August 10</del><br><del>8:00 – 9:30 a.m.</del><br><del>VCCF – Community Room</del> |  |   |  | August 17<br>8:00 – 9:30 a.m.<br>UFCW – Suite A   | August 1<br>8:30 – 10:00 a.m.<br>VCCF – Community Room   | August 16<br>9:00 – 10:30 a.m.<br>EDC-VC    | August 2<br>3:00 – 4:30 p.m.<br>HSA – Redwood   |
| <b>SEPTEMBER 2017</b> |   | September 14<br>8:00 – 9:30 a.m.<br>VCCF – Community Room                               | September 27<br>8:30 – 10:00 a.m.<br>VCCF – Community Room | September 15<br>8:00 – 9:30 a.m.<br>VCCF – Community Room | September 1<br>8:00 – 9:30 a.m.<br>VCCF – Community Room |   |  | September 20<br>9:00 – 10:30 a.m.<br>EDC-VC |   |
| <b>OCTOBER 2017</b>   | October 26<br>8:00 – 11:30 a.m.<br><b>(Planning Meeting)</b><br>VCCF – Community Room | October 12<br>8:00 – 9:30 a.m.<br>VCCF – Board Room                                     |  |   |  | October 19<br>8:00 – 9:30 a.m.<br>UFCW – Suite A  | October 3<br>8:30 – 10:00 a.m.<br>VCCF – Community Room  |   | October 4<br>3:00 – 4:30 p.m.<br>HSA – Redwood  |
| <b>NOVEMBER 2017</b>  |   | November 9<br>8:00 – 9:30 a.m.<br>VCCF – Community Room                                 | November 29<br>8:30 – 10:00 a.m.<br>VCCF – Community Room  | November 17<br>8:00 – 9:30 a.m.<br>VCCF – Community Room  | November 3<br>8:00 – 9:30 a.m.<br>VCCF – Community Room  |   |  | November 15<br>9:00 – 10:30 a.m.<br>EDC-VC  |   |
| <b>DECEMBER 2017</b>  | December 7<br>8:00 – 10:00 a.m.<br>AJCC Riverpark – Ventura Room                      |   |  |   |  | December 21<br>8:00 – 9:30 a.m.<br>UFCW – Suite A | December 5<br>8:30 – 10:00 a.m.<br>VCCF – Community Room |   | December 6<br>3:00 – 4:30 p.m.<br>HSA – Redwood |

|   |                 |                     |
|---|-----------------|---------------------|
| <b>Locations</b><br><b>AJCC Riverpark</b> = America’s Job Center of California, 3 <sup>rd</sup> Floor, 2901 North Ventura Road, Oxnard<br><b>EDC-VC</b> = Economic Development Collaborative -Ventura County, 1601 Carmen Drive, #215, Camarillo<br><b>HSA</b> = Human Services Agency, 855 Partridge Drive, Ventura<br><b>UFCW</b> = United Food and Commercial Workers International Union, 816 Camarillo Springs Road, Camarillo<br><b>VCCF</b> = VCCF Nonprofit Center, 4001 Mission Oaks Boulevard, Camarillo<br><b>VCOE</b> = Ventura County Office of Education, 5100 Adolfo Road, Camarillo | <b>CANCELED</b> | <b>RE-SCHEDULED</b> |
|   | <b>NEW</b>      | <b>CHANGED</b>      |

**2017-2018 MEETING CALENDAR**  
**Workforce Development Board of Ventura County (WDB) and WDB Committees**

|  | <b>WORKFORCE DEVELOPMENT BOARD</b>                                       | <b>EXECUTIVE COMMITTEE</b>                              | <b>BUSINESS SERVICES COMMITTEE</b>                       | <b>CLEAN/GREEN COMMITTEE</b>                            | <b>HEALTHCARE COMMITTEE</b>                            | <b>MANUFACTURING COMMITTEE</b>                    | <b>MEMBERSHIP COMMITTEE</b>                              | <b>OUTREACH COMMITTEE</b>                 | <b>PROGRAMS COMMITTEE</b>                       |
|--|--|---|--|---|--|---|--|---|---|
| <b>JANUARY 2018</b>  |  | January 11<br>8:00 – 9:30 a.m.<br>VCCF – Community Room | January 31<br>8:30 – 10:00 a.m.<br>VCCF – Community Room | January 19<br>8:00 – 9:30 a.m.<br>VCCF – Community Room | January 5<br>8:00 – 9:30 a.m.<br>VCCF – Community Room |   |  | January 17<br>9:00 – 10:30 a.m.<br>EDC-VC |   |
| <b>FEBRUARY 2018</b>   | February 22<br>8:00 – 10:00 a.m.<br>VCCF – Community Room                | February 8<br>8:00 – 9:30 a.m.<br>VCCF – Community Room |  |   |  | February 15<br>8:00 – 9:30 a.m.<br>UFCW – Suite A | February 6<br>8:30 – 10:00 a.m.<br>VCCF – Community Room |   | February 7<br>3:00 – 4:30 p.m.<br>HSA – Redwood |
| <b>MARCH 2018</b>  |  | March 8<br>8:00 – 9:30 a.m.<br>VCCF – Community Room    | March 28<br>8:30 – 10:00 a.m.<br>VCCF – Community Room   | March 16<br>8:00 – 9:30 a.m.<br>VCCF – Community Room   | March 2<br>8:00 – 9:30 a.m.<br>VCCF – Community Room   |   |  | March 21<br>9:00 – 10:30 a.m.<br>EDC-VC   |   |
| <b>APRIL 2018</b>  | April 26<br>8:00 – 10:00 a.m.<br>VCOE – Salon C                          | April 12<br>8:00 – 9:30 a.m.<br>VCCF – Community Room   |  |   |  | April 19<br>8:00 – 9:30 a.m.<br>UFCW – Suite A    | April 3<br>8:30 – 10:00 a.m.<br>VCCF – Community Room    |   | April 4<br>3:00 – 4:30 p.m.<br>HSA – Redwood    |
| <b>MAY 2018</b>  |  | May 10<br>8:00 – 9:30 a.m.<br>VCCF – Community Room     | May 30<br>8:30 – 10:00 a.m.<br>VCCF – Community Room     | May 18<br>8:00 – 9:30 a.m.<br>VCCF – Community Room     | May 4<br>8:00 – 9:30 a.m.<br>VCCF – Community Room     |   |  | May 16<br>9:00 – 10:30 a.m.<br>EDC-VC     |   |
| <b>JUNE 2018</b>   | June 7<br>8:00 – 10:00 a.m.<br><b>(Annual Meeting)</b><br>VCOE – Salon C | June 21<br>8:00 – 9:30 a.m.<br>VCCF – Board Room        |  |   |  | June -TBA<br>8:00 – 9:30 a.m.<br>UFCW – Suite A   | June 5<br>8:30 – 10:00 a.m.<br>VCCF – Community Room     |   | June 6<br>3:00 – 4:30 p.m.<br>HSA – Redwood     |
| <b>Locations</b>   |  |   |  |   |  |   |  | <b>CANCELED</b>                           | <b>RE-SCHEDULED</b>                             |
| <b>AJCC Riverpark</b> = America’s Job Center of California, 3 <sup>rd</sup> Floor, 2901 North Ventura Road, Oxnard<br><b>EDC-VC</b> = Economic Development Collaborative - Ventura County, 1601 Carmen Drive, #215, Camarillo<br><b>HSA</b> = Human Services Agency, 855 Partridge Drive, Ventura<br><b>UFCW</b> = United Food and Commercial Workers International Union, 816 Camarillo Springs Road, Camarillo<br><b>VCCF</b> = VCCF Nonprofit Center, 4001 Mission Oaks Boulevard, Camarillo<br><b>VCOE</b> = Ventura County Office of Education, 5100 Adolfo Road, Camarillo |  |   |  |   |  |   |  | <b>NEW</b>                                | <b>CHANGED</b>                                  |

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# DACUM Competency Profile for

## Case Manager Care Coordinator

June 1-2, 2017

### Produced by:

California Community College  
Economic and Workforce Development  
Program  
Deputy Sector Navigator Grants  
RFA# 16-158-008 Santa Clarita CCD  
RFA# 16-156-004 Rio Hondo CCD



Last Revised 8/14/2017



| <b>DACUM PANEL MEMBERS</b>  |   |
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## Acronyms Used

|        |  |
|--------|--|
| 5150   | 24 Hour Psychiatric Hold                                 |
| 5152   | 72 Hour Psychiatric Hold                                 |
| ACA    | Affordable Care Act                                      |
| ACM    | Accredited Case Manager                                  |
| AD     | Advance Directives                                       |
| APS    | Adult Protective Services                                |
| BSN    | Bachelor of Science in Nursing                           |
| CCS    | California Children Services                             |
| CCRN-K | Acute/Critical Care Registered Nurse - Knowledge         |
| CG     | Caregiver  |
| COC    | Continuum of Care  |
| CPS    | Child Protective Services                                |
| CQI    | Continuous Quality Improvement                           |
| DC     | Discharge  |
| DME    | Durable Medical Equipment                                |
| DMV    | Department of Motor Vehicles                             |
| DRG    | Diagnostics Related Group                                |
| FFS    | Fee for Service  |
| FQHC   | Federally Qualified Health Center                        |
| HEDIS  | Healthcare Effectiveness Data and Information Set        |
| HINN   | Hospital-Issued Notices of Non-coverage                  |
| HIPPA  | Health Insurance Portability and Accountability Act      |
| HMO    | Health Maintenance Organization                          |
| IM     | Important Message from Medicare                          |
| IPA    | Independent Practice Association                         |
| LCSW   | Licensed Clinical Social Worker                          |
| LOS    | Length of Stay   |
| MPA    | Masters of Public Administration                         |
| MD     | Medical Doctor   |
| MOON   | Medicare Outpatient Observation Notice                   |
| MSN    | Master of Science in Nursing                             |
| MSN-Ed | Master of Science in Nursing Education                   |
| NCQA   | National Committee for Quality Assurance                 |
| ON     | Observation Notice (State Required)                      |
| OON    | Out of Network   |
| P4P    | Pay for Performance                                      |
| PA     | Physician Assistant/ Physician Advisor                   |
| PHN    | Public Health Nurse                                      |
| RN     | Registered Nurse   |
| SBIRT  | Screening, Brief Intervention, and Referral to Treatment |
| SOGI   | Sexual Orientation Gender Identification                 |
| SNF    | Skilled Nursing Facility                                 |
| SPD    | Seniors and Persons with Disabilities                    |
| TAR    | Treatment Authorization Request                          |
| Tb     | Tuberculosis   |

## **Worker Characteristics and Behaviors**

- Ability to Multi-task
- Caring
- Collaborative
- Compassionate
- Cultural sensitivity
- Customer service
- Diplomatic
- Efficient performance
- Empathetic
- Ethical
- Flexible
- Model empowerment and advocacy
- Non-biased/non-judgmental
- Persistence
- Professionalism
- Resilient
- Resourceful
- Respectful
- Strong negotiator
- Teamwork

## **Future Trends/Concerns**

- ACA – replacement/ modification
- Aging population
- Care team
- Certification
- Congregate care
- Cyber security of EHR
- Educational level
- Homelessness
- Immigration issues
- Nursing shortage
- P4P – Pay for Performance
- Recuperative care
- Technologic innovations

## **Tools, Equipment, Supplies, and Materials**

- Computer/ tablet
- Data & Information Set
- Facsimile
- Health Care Effectiveness Measures (eg. NCQA, HEDIS )
- Printer/peripherals
- Readmission Tool (e.g. late red boost)
- Research methodologies

- Smartphone
- Telephone/ cellphone
- Utilization review tools (e.g. InterQual, Milliman)

### **General Knowledge and Skills**

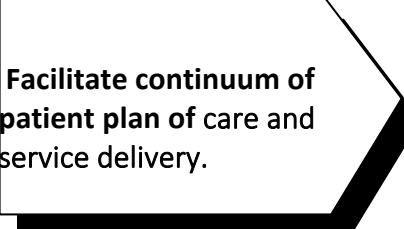
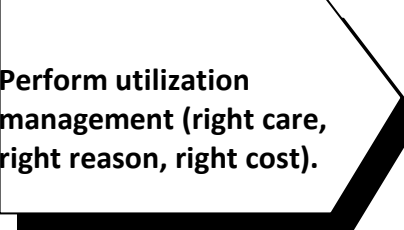
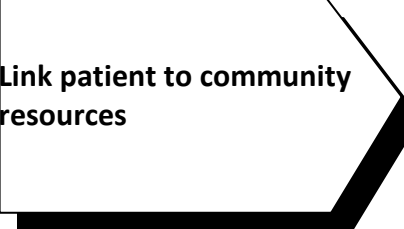
- Awareness and knowledge of the law
- Clinical pathways
- Community resources
- Computer literacy
- Computer literacy
- Cultures
- Delegation
- Disability claims
- DMV referrals
- Dyad model
- Federal guidelines
- Federal/state information regulations
- Financial literacy
- General office procedures
- Healthcare assessment
- Healthcare experience
- Healthcare system
- HIPPA compliance
- Immigration
- Insurance (e.g. plans, carriers)
- Mandated reporter
- Mandated reporting
- Mental Health
- Multilingual (Spanish, Korean, etc.)
- PUB4C health referrals
- Regulations
- Special population (e.g. high risk, homeless, incarcerated, abused/neglected)
- Supervisory skills
- Time management
- Transition of care model
- Triad model
- Written and verbal communication

# DACUM Competency Profile for Case Manager/Care Coordinator

The Case Manager/Care Coordinator is one who provides a holistic approach to the overall care practice and provides deliberate organization of patient care activities, and sharing information to achieve the highest quality for a safe and effective plan of care.

|   | Duties  | ← Tasks   |   |   |  |  |  |  |
|---|---|---|---|---|--|--|--|--|
| A | <p><b>Insure patient care is provided in compliance with rules &amp; regulations.</b></p> | <p>A-1 Determine decision maker for health care needs (e.g. advance directive, self, conservator, CPS).</p> | <p>A-2 Ensure appropriate documentation per regulations.</p>            | <p>A-3 Inform patient and caregivers of health care options.</p>                                  | <p>A-4 Comply with state and federal regulations (e.g. notification; MOON, SBIRT, IM).</p> | <p>A-5 Mitigate patient healthcare concerns (e.g. physicians, legal, and risk management).</p> | <p>A-6 Mitigate organizational risk and liability.</p>                           | <p>A-7 Evaluate the potential of abuse and/or neglect.</p> |
|   |   | <p>A-8 Mitigate patient risk for safety and liability.</p>  | <p>A-9 Comply with law enforcement mandates.</p>                        | <p>A-10 Communicate with patient/ caregiver regarding current regulations (e.g. SBIRT, SOGI).</p> |  |  |  |  |
| B | <p><b>Identify need for case management.</b></p>  | <p>B-1 Prioritize patients based on needs, services and/or eligibility.</p>                                 | <p>B-2 Assess patient's current resources (e.g. income, equipment).</p> | <p>B-3 Update patient caseload.</p>   | <p>B-4 Conduct telephonic case management and utilization reviews.</p>                     | <p>B-5 Identify patient's healthcare providers (e.g. physician, consultant).</p>               | <p>B-6 Screen for appropriate needs and services.</p>                            | <p>B-7 Categorize patients by needs and services.</p>      |
|   |   | <p>B-8 Delegate patient assignments to appropriate staff.</p>   | <p>B-9 Review patient assignments and update as needed.</p>             | <p>B-10 Reassess patient needs throughout continuum of care.</p>                                  | <p>B-11 Promote seamless communication among health care team.</p>                         | <p>B-12 Provide plan of care status updates (e.g. court, payer).</p>                           | <p>B-13 Supervise support staff (e.g. discharge planner, medical assistant).</p> |  |



|          |   |   |   |   |  |  |  |   |
|----------|---|---|---|---|--|--|--|---|
| <b>C</b> |  <p><b>Facilitate continuum of patient plan of care and service delivery.</b></p>     | C-1<br>Evaluate patient's physical & psychosocial baseline status.                                  | C-2<br>Evaluate patient for psychiatric needs.  | C-3<br>Evaluate patient for psychological/ neuropsychological needs.          | C-4<br>Determine appropriate level of care (e.g. observation vs. inpatient, acuity). | C-5<br>Confirm care and service delivery.  | C-6<br>Facilitate engagement of patient and caregiver with plan of care. | C-7<br>Promote patient/caregiver health management goal (e.g. smoking cessation, harm reduction). |
|          |   | C-8<br>Facilitate multi-disciplinary team meeting.  | C-9<br>Communicate patient short term status (e.g. discharge readiness).              | C-10<br>Serve as a resource to health care team.                              | C-11<br>Refer to appropriate care & services (e.g. diabetic management).             | C-12<br>Address palliative, respite, hospice care, and end of life care issues.  | C-13<br>Facilitate resources for the decedent.                           |   |
| <b>D</b> |  <p><b>Perform utilization management (right care, right reason, right cost).</b></p> | D-1<br>Identify payer source (e.g. Medicare Medicaid, private insurance, worker's comp., self-pay). | D-2<br>Determine eligibility for specialty services.                                  | D-3<br>Obtain authorization for appropriate level of care from payer source.  | D-4<br>Confirm benefits and reimbursement from payer source.                         | D-5<br>Refer patient to financial services/ counselor (e.g. eligibility worker). | D-6<br>Obtain external medical records.                                  | D-7<br>Obtain authorization for referrals (e.g. TAR).   |
|          |   | D-8<br>Negotiate with payer for authorization of extended services.                                 | D-9<br>Initiate appeal process on receipt of denial of service.                       | D-10<br>Facilitate peer to peer review (e.g. physician to physician advisor). | D-11<br>Evaluate for appropriate vs. over utilization of resources.                  |  |  |   |
| <b>E</b> |  <p><b>Link patient to community resources</b></p>                                  | E-1<br>Identify patients who require complex discharge planning.                                    | E-2<br>Identify community resources and partners (e.g. shelter, clothing, food bank). | E-3<br>Assess anticipated needs for next level of care.                       | E-4<br>Evaluate home environment and living conditions.                              | E-5<br>Assess caregiver's ability to provide care.                               | E-6<br>Initiate procurement of patient medication and related supplies.  | E-7<br>Initiate procurement of patient Durable Medical Equipment (e.g. walker wheelchair).        |

|          |  |   |   |   |  |  |   |  |
|----------|--|---|---|---|--|--|---|--|
|          |  | E-8<br>Initiate procurement of care and treatment supplies (e.g. wound care, dialysis). | E-9<br>Arrange for follow up care as indicated (e.g. surgery, specialty application, labs). | E-10<br>Coordinate care and service delivery (e.g. home health, physical therapy)                 | E-11<br>Facilitate appropriate placement (e.g., board and care, skilled nursing care, shelter) | E-12<br>Coordinate transportation.                               | E-13<br>Provide follow-up patient education and care delivery.        | E-14<br>Collaborate with provider regarding the need for palliative and/or hospice care. |
| <b>F</b> | <b>Support delivery of patient centered care</b>         | F-1<br>Serve as patient/ caregiver advocate.  | F-2<br>Integrate cultural competency into delivery of care.                                 | F-3<br>Educate patient/ caregiver on plan of care and care delivery.                              | F-4<br>Conduct patient/ caregiver education (e.g. disease and medication management)           | F-5<br>Provide budgetary counselling.                            | F-6<br>Refer patient/ caregiver to legal services (e.g. immigration). | F-7<br>Navigate patient/ caregiver through legal and judicial system.                    |
|          |  | F-8<br>Serve as a resource to patient/ care giver.                                      | F-9<br>Encourage patient/ caregiver adherence to plan of care.                              | F-10<br>Promote patient's rights (e.g. ombudsman).  | F-11<br>Respond to patient/ caregiver complaints.  |  |   |  |
| <b>G</b> | <b>Assess effectiveness of care and service delivery</b> | G-1<br>Collaborate with interdisciplinary team.   | G-2<br>Identify barriers to continuum of care and discharge.                                | G-3<br>Communicate to healthcare providers regarding barriers to continuum of care and discharge. | G-4<br>Manage barriers to continuum of care and discharge.                                     | G-5<br>Collaborate with external case management (e.g. IPA, HMO) | G-6<br>Develop a contingency plan of care.                            | G-7<br>Coordinate transition to next level of care.                                      |
| <b>H</b> | <b>Participate in continuous quality improvement</b>     | H-1<br>Identify trends (e.g. infections, unexpected events)                             | H-2<br>Analyze causative factors.   | H-3<br>Identify patient at high risk for readmission.   | H-4<br>Monitor medical necessity for length of stay/ treatment.                                | H-5<br>Promote patient satisfaction.                             | H-6<br>Participate in process improvement.                            | H-7<br>Participate in professional development.  |

# cyberhub



South Central Coast ICT/Digital  
Media & California CyberHub

invite you to

## US AFA CYBERPATRIOT COACHES TRAINING EVENT



### WHO SHOULD ATTEND?

- Educators of Middle School and High School STEM
- Academic & Career Counselors
- Information Technology Personnel
- Site & District Administrators

### THE ENGAGING, INTERACTIVE & INFORMATIVE TRAINING SESSION INCLUDES:

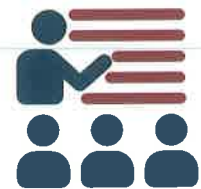
- Real-Time Data & Live Worldwide Cyber Attacks
- Online Interactive CyberPatriot Modules & Curriculum
- ICT Course Pathways with UC a-g Approval/Accreditation
- College Articulation
- California CyberHub Support
- Coaching Strategies & Annual Planning
- Educational Grants and Sector Funding
- State and Civic Partnerships

RESERVE YOUR TRAINING TICKET AT  
<http://sccrcolleges.org/cp-coaches>

**PAULA HODGE** - South Central Coast Regional Director/DSN Information  
and Communication Technologies & Digital Media DMECE Executive Lead  
Contact 661.362.5108 Email [paula.hodge@canyons.edu](mailto:paula.hodge@canyons.edu)



The Information and Communication  
Technologies & Digital Media  
Sector Navigation Team  
CALIFORNIA COMMUNITY COLLEGES



### WHEN

Saturday  
Sept. 16, 2017

### WHERE

Crowne Plaza, Ventura

### TIME

12:00pm to 4:00pm  
(lunch included)

### SESSION

Training session  
begins at 12:45pm

### COST

Free



SOUTH CENTRAL COAST REGION

# CYBERSECURITY SYMPOSIUM

Friday, October 27, 2017 • 8am to 3pm • Crowne Plaza Hotel, 450 E Harbor Blvd, Ventura, CA 93001

Spam, phishing, DDOS, ransomware, trojans, spoofing, firewalls...running a business today not only requires that you understand how to compete in a digitally global world but how to defend against a wide menagerie of attacks that can range from 'just annoying' to 'very costly'.

How do you keep up with all this? How do you protect your business? Come join us for a discussion with some of the **top industry specialists in cybersecurity and certifications** to find out about the state of cybersecurity and cybersecurity training in the South Central Coast region.

## REGISTRATION

The event is for the South Central Coast Region (SLO, Santa Barbara, Ventura, and Northern LA Counties) and is free for employers.

Register now at  
<http://sccrcolleges.org/cybersec-symposium>

## AGENDA 9:00am WELCOME ADDRESS



**KEYNOTE: GLOBAL CYBERSECURITY / GLOBAL WORKFORCE DEVELOPMENT**  
Bob Kalka, Vice President, IBM Security Business Unit



**KEYNOTE: SECURE THE VILLAGE – WHAT'S GOING ON IN CA/REGION**  
Kim Pease, CISSP, Co-founder/Vice President, Citadel Information Group

LUNCH

BREAKOUT SESSIONS WITH CYBER SECURITY EXPERTS

SCCRC-REGIONAL WORKFORCE DEVELOPMENT EFFORTS

3:00pm END



The Information and Communication  
Technologies & Digital Media  
Sector Navigation Team  
CALIFORNIA COMMUNITY COLLEGES

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