



## WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY

### HEALTHCARE COMMITTEE MEETING

**Friday, March 3, 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>	Richard Trogman
8:03 a.m.	<b>2.0 Public Comments</b>	Richard Trogman
	<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> January 13, 2017	Richard Trogman
8:10 a.m.	<b>4.0 Committee Chair Comments</b>	Richard Trogman
	<b>5.0 Ventura County Regional Strategic Workforce Development Plan</b>	
8:15 a.m.	<ul style="list-style-type: none"><li>LAEDC Future Forum: New Health Economy</li></ul>	Lisa Safaeinili
8:30 a.m.	<ul style="list-style-type: none"><li>Collaborating to bring together Healthcare Industry Advisory Groups</li></ul>	John Cordova Irene Ornelas Patricia Duffy
8:45 a.m.	<ul style="list-style-type: none"><li>Regional Healthcare Case Manager/Care Coordinator Pathway Project: Update</li></ul>	Patricia Duffy
8:50 a.m.	<ul style="list-style-type: none"><li>Healthcare Deputy Sector Navigator: Update - Regional Nursing Specialty Training</li></ul>	John Cordova
9:05 a.m.	<ul style="list-style-type: none"><li>WIOA Sector Planning</li></ul>	Committee Members
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>	Richard Trogman
	<u>Next Meeting</u> May 12, 2017 (8:00 a.m.-9:30 a.m.) VCCF Nonprofit Center (Community Room) 4001 Mission Oaks Blvd., Camarillo, CA	

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

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



**WDB Healthcare Committee**  
**January 13, 2017**

**MINUTES**

**Meeting Attendees**

Committee

Greg Barnes (Chair)\*  
Teresa Johnson  
Victoria Jump  
Amy Mantell  
Dawn Neuman  
Irene Ornelas  
Michele Reynolds  
Lisa Safaeinili  
Richard Trogman\*

WDB Administration

Patricia Duffy

Guests

Tammy Glenn (Caregivers)  
Marybeth Jacobsen (Workforce Ed.  
Coalition)  
Jim Rose (Oxnard Chamber of Commerce)

*\*WDB Member*

**1.0 Call to Order and Agenda Review**

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

**2.0 Public Comments**

There were no public comments.

**3.0 Approval of Minutes: September 23, 2016**

Motion to approve: Amy Mantell  
Second: Lisa Safaeinili  
Motion carried

**4.0 Committee Chair Comments**

Greg Barnes introduced and welcomed a new member to the Healthcare Committee: Victoria Jump (Area Agency on Aging) and Workforce Development Board member.

Greg Barnes announced, Richard Trogman accepted the role of Vice Chair.

**5.0 Ventura County Regional Strategic Workforce Plan**

- Regional Healthcare Case Manager/Care Coordinator Pathway Project:  
The minutes from the November 14, 2016 Regional Care Coordination Industry Leadership meeting were distributed and Patricia Duffy gave an update on the combined Los Angeles and Ventura County survey results. The four primary occupations that conduct care coordination/case management were identified. Going forward, asset mapping is taking place to identify care coordinator programs and best practices to train new and incumbent workers in the four occupations.
- Health Impact/Hospital Association of Southern California Study Report:  
At the previous Healthcare Committee meeting there was a discussion led by Dr. Sandra Melton, Ventura College nursing program, regarding the recent study that came out identifying the need for Nursing Specialty training in the region. A Healthcare Committee

workgroup was formed to look into this. The workgroup discovered that the regional colleges decided to apply for funding through 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 possible clinical opportunities.

- WIOA Sector Planning

The Committee members had a discussion to identify and prioritize regional healthcare workforce training needs, in addition to the identified workforce needs for care coordinators and specialty nurses. The additional areas of biotechnology, telemedicine, HIT, and cybersecurity were discussed as needing to be researched to determine regional workforce needs.

- Healthcare Deputy Sector Navigator: Update:

A written report was handed out along with announcements on Health IT educational opportunities.

- CLS Field Experience Joint Application Report:

Dr. Dawn Neuman announced that the Clinical Laboratory Scientist (CLS) field experience placements began with the consortia of four hospitals participating. The program started on October 23, 2016 at California State University, Channel Islands. The demand for placements continues to increase with Dr. Neuman reporting there is now a list of 70 students looking for placements. The Committee recognizes this amazing accomplishment in having, for the first time, local field experience placements and the opportunity for CSUCI to restart their CLS Program. The possibilities to expand CLS field placements are increasing as other hospitals hear about the consortia.

## **6.0 Committee Member Comments**

There were no comments.

## **7.0 Adjournment**

Greg Barnes adjourned the meeting at 9:40 a.m.

### Next Meeting

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

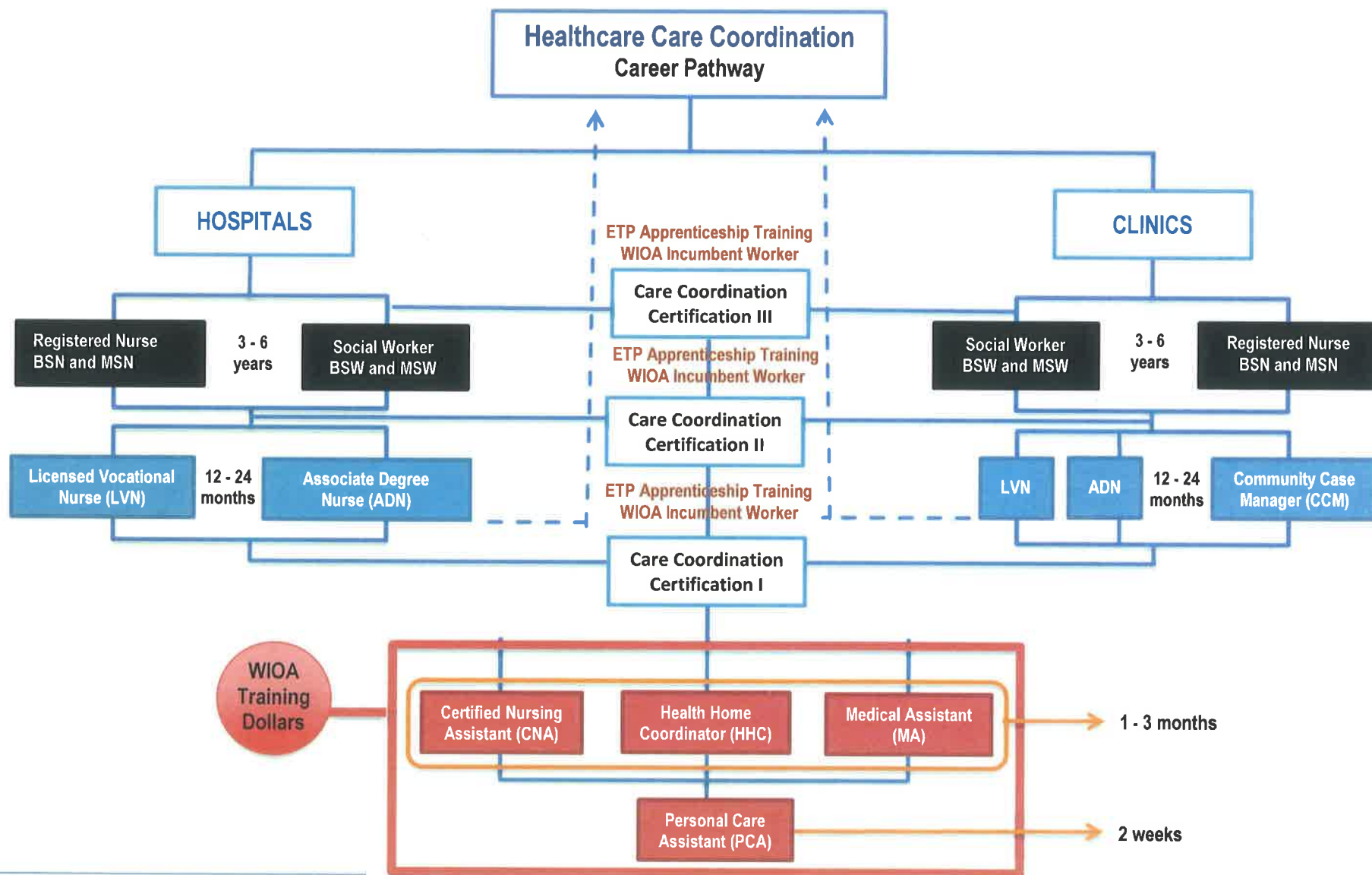
  - Industry-recognized certification programs
  - Apprenticeships
  - Internships
  - Externships
  - High school academies
  - Regional Occupational Program
  - Adult education
  - Community colleges
  - Universities



## **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. **(Successfully Completed 2016)**
  - 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.



#### KEY



Care Coordinator Training and Certification Progression at 3 Levels

#### NEXT STEP

→ Create Income Mobility Map

Level I: Entry-Level <i>Creating the Pipeline</i>			✓ New Workers ✓ Incumbent Workers
Occupational Titles (In-Demand = +10% Growth)	Hourly Mean Wage	Requisite Education and Certifications	<b>Career Pathway Strategy</b> <u>Training</u> Care Coordination I training and certification (e.g. <i>SEIU</i> ); training to include CCM, ACM certification 1-2 years on the job experience in healthcare <u>Benefits</u> Entry into Care Coordination Pathway Higher wages
31-9092.00 - Medical Assistants	14.71	High school diploma; post-secondary training; Certification: CMA	
31-1014.00 - Certified Nurse Assistant	12.36	High school diploma or equivalent. Certification: CNA	
31-1011.00 - Home Health Aides (aka Personal Care Aide, Personal Care Asst.)	10.54	High school diploma; Certification: CHHA	
Level II: Technical-Level <i>Strengthening the Pipeline</i>			✓ New Workers ✓ Incumbent Workers
Occupational Titles (In-Demand = +10% Growth)	Hourly Mean Wage	Requisite Education and Certifications	<b>Career Pathway Strategy</b> <u>Training</u> Care Coordination II training and certification -- <i>community colleges link with 4-year colleges to provide training in partnership with industry (e.g. UCLA and AltaMed).</i> 2-3 years on the job experience in healthcare <u>Benefits</u> Care Coordination Specialty Puts college grads on a career pathway for income mobility
21-1094.00 - Community Health Workers	21.59 / 44,907	Associates to Bachelor's degree in related human services field; Certification: Unknown, CCM, ACM	
29=2061-00 - Licensed Vocational Nurse	20.76 / 43,170	High school diploma; post-secondary training; Certification: LVN, CCM, ACM	
29-1141-00 - Registered Nurse	*30.76 / 64,000	Associates Degree in Nursing (ADN) and Bachelor's Degree in Nursing (BSN); Certification: NCLEX-RN, CCM, ACM	
21-1022.00 - Healthcare Social Workers	25.18 / 52,374	Bachelor's Degree in Social Work (BSW); Certification: CCM, ACM	
Level III: Professional Level <i>Enriching the Pipeline</i>			✓ New Workers ✓ Incumbent Workers (primarily)
Occupational Titles (In-Demand = +10% Growth)	Hourly Mean Wage	Requisite Education and Certifications	<b>Career Pathway Strategy</b> <u>Training</u> Care Coordination III training and certification – <i>primary role of 4 year universities in partnership with community colleges; expanded industry role (e.g. HASC/Health Impact RN Specialty Program).</i> 3-5 years on the job experience in healthcare care coordination/case management <u>Benefits</u> Meet immediate industry need Build management skills in care coordination Leverage public/private training resources
21-1022.00 - Healthcare Social Workers	28.84 / 60,000	Master's Degree (MSW); Certification: C-SWHC, CCM, ACM	
29-1141-00 - Registered Nurse	36.53 / 76,000	Master's Degree in Nursing (MSN). Certification: NCLEX-RN, CCM, ACM	

*Note: Labor Market Information from EDD LMI, ONET and Indeed Website*

**Key Considerations:** 1) Commitments for training resources from WIOA, CTE, Strong Workforce, ETP, DAS Apprenticeships and federal/State grants should be leveraged with industry commitment; 2) Industry commitments for new hires and incumbent worker wage advancements should be determined; 3) Methods for linking community colleges with 4-year universities to delivery training should be determined; 4) Training will be piloted at each of the three levels; 5) The expanded role of industry in training should be defined; and 6) Outcome measures should be determined jointly between industry, workforce and education partners.

## **Guidelines for Care Coordination Training Strategies and Programs Los Angeles and Ventura Counties Regional Slingshot<sup>1</sup> Care Coordination Initiative (RCC Initiative)**

The **RCC Industry Leadership Team** recommends the following guidelines for all training strategies and programs adopted or developed under the RCC Initiative. These guidelines are based upon the results of the Care Coordination Industry Survey (the Survey) conducted by the Hospital Association of Southern California (HASC) and the Community Clinics Association of Los Angeles County (CCALAC) in September 2016 and recommendations agreed to at the 11/14/2016 Industry Team meeting.

### **Guideline #1:**

Slingshot resources should be prioritized to adopt or develop care coordination training programs to train students, new graduates and experienced workers in the three primary occupations identified in the Survey and a fourth occupation approved by the Industry Team:

1. Registered Nurses (ADN and BSN)
2. Social Workers (BSW and MSW)
3. Licensed Vocational Nurses
4. Care Coordination Manager

### **Guideline #2:**

Training strategies and programs should adopt or build upon effective training strategies and programs identified in the RCC Initiative Asset Mapping. The Asset Mapping shall be completed by the Spring of 2017 to identify existing case management/care coordination programs and best practices that are appropriate to train new and incumbent workers in the four primary occupations.

### **Guideline #3:**

Training strategies and programs should meet the competency standards and adopt the certifications of one or more of the following industry associations:

- American Case Management Association (ACMA) / Accredited Case Manager (ACM) Certification
- Commission for Case Management Certification (CCMC) / Certified Case Manager (CCM) Credential
- Commission on Collegiate Nursing Education (CCNE) / CCNE Accreditation

### **Guideline #4:**

Training strategies and programs should be responsive to industry need and sustainable within the Los Angeles and Ventura Counties regional education and workforce systems as follows:

- a. Demonstrate capacity to meet industry demand;
- b. Leverage with and be sustainable through an existing public or non-profit educational system (e.g. Community College Career & Technical Education; California Registered Apprenticeship (union or non-union), Workforce Innovation and Opportunity Act (WIOA);
- c. Be approved and listed on the Intrastate Training Resource Information Network (I-TRAIN) and/or the Eligible Training Provider List (ETPL)<sup>2</sup>; and
- d. Connect to relevant career pathways and training methodologies that advance care coordination skills and knowledge within the four occupations.

---

<sup>1</sup> Slingshot is the State Initiative under the California Workforce Development Board which has approved \$1 million dollars to fund the Los Angeles and Ventura Counties Regional Care Coordination Initiative.

<sup>2</sup> All approved training providers included in the I-TRAIN and ETPL are eligible to receive funding through Workforce Innovation and Opportunity Act (WIOA) funds.