



GOVERNOR'S WORKFORCE INVESTMENT BOARD

500 E. Third Street, Room 200
Carson City, Nevada 89713
Telephone (775) 684-3911 * Fax (775) 684-3908

MEETING MINUTES

**Governor's Workforce Investment Board (GWIB)
Health Care and Medical Services Sector Council
Monday, February 24, 2014
9:30 a.m.**

Some members of the Council may have attended the meeting and provided testimony through a simultaneous videoconference and teleconference and other persons may have observed the meeting conducted at the following locations listed below:

Place of Meeting: **Department of Employment, Training & Rehabilitation**
2800 East St. Louis Avenue, Conference Rooms A, B & C
Las Vegas, NV

Department of Employment, Training & Rehabilitation
Bureau of Vocational Rehabilitation
1325 Corporate Boulevard, Large Conference Room
Reno, NV

Department of Employment, Training & Rehabilitation
500 East Third St, 1st Floor Auditorium
Carson City, NV

Council Members Present: Dr. Marcia Turner, Debra Scott, Mary-Ann Brown, Laura Hale, Bobbette Bond, Larry Matheis, Bill Welch, Joan Hall, Dr. Renee Coffman, Steven Lebedoff, Dr. Veronica Dahir, Dr. Jeffrey Daniels, Dr. John Packham, Dr. Carolyn Yucha, Linda Johnson, Randi Hunewill, Rob Hooper, Victoria Van Meetren, Shelley Berkley, Dr. Patti Castro.

Council Members Absent: Ann Lynch (excused), Charles Perry (excused), Dr. Debra Toney, Dr. Margaret Covelli, Vance Farrow, Assemblywoman Maggie Carlton, Commissioner Lawrence Weekly, Jan Hawkins, Morgan Bunker (excused).

Ex-officio Members Present: Debra Collins, Sherri Lindloff, Mechelle Merrill.

Ex-officio Members Absent: Tessa Rognier, Gwendolyn Richie.

DETR WSU Staff Present: Earl McDowell, Ansara Martino, Odalys Carmona, Doug Van Aman, De Salazar, Coralie Peterson.

Others Present: Steve Gibson (DETR, WISS), Judy Turgiss (NV Workforce Development Center (DETR/CSN)), Jenn McMahon (NV Workforce Development Center (DETR/CSN)), Linda Yi (NSHE).

**Please note that all attendees may not be listed above.*

- I. Welcome, Introductions and New Members.....Dr. Marcia Turner, Chair
..... GWIB Health Care and Medical Services Sector Council

Dr. Marcia Turner called the meeting to order at 9:35 a.m., welcomed everyone, and thanked them for attending this meeting. She went on to welcome two new members to the Council: Congresswoman Shelley Berkley, CEO and Senior Provost of Touro University, and Dr. Patricia Castro, Dean of the Englestadt School of Health Sciences at the College of Southern Nevada, who has replaced Hyla Winters on this Council. Dr. Turner also introduced a new addition to her NSHE staff: Lee Quick. After her introductions, she asked Ansara Martino to call roll.

- II. Roll call and Establishment of a Quorum..... Ansara Martino, Grants and Policy Analyst
Workforce Solutions Unit, Department of Employment
Training and Rehabilitation (DETR)

Ms. Martino called roll and informed the Chair that a quorum was present.

- III. Verification of Posting.....Ansara Martino

Dr. Marcia Turner asked for Ansara Martino to verify that the agenda for this meeting was posted according to Nevada statute. Ms. Martino verified that the agenda was posted according to NRS 241.020.

- IV. **First Public Comment Session**.....Dr. Marcia Turner
Members of the public will be invited to speak; however, no action may be taken on a matter during public comment until the matter itself has been included on an agenda as an item for possible action. Public comment may be limited to three minutes per person at the discretion of the chairperson.

Dr. Turner announced the First Public Comment Session and invited members of the public to speak. Hearing none, Dr. Turner moved to agenda item V.

- V. **For Possible Action** – Approval of the November 7, 2013 Minutes.....Dr. Marcia Turner

Dr. Turner asked for approval of the November 7, 2013 Meeting Minutes. A motion was made by Shelley Berkley. It was seconded by Larry Matheis. All were in favor. None were opposed. The motion carried unanimously.

- VI. **For Possible Action** – Update Regarding Interaction with the Governor’s Office of Economic Development, Governor’s Workforce Investment Board (GWIB) and General Overview and Update of DETR Administrative and Sector Council Activities and Initiatives.....Frank Woodbeck, Director
DETR

Dr. Turner welcomed Mr. Frank Woodbeck and thanked him for addressing the Council.

Mr. Woodbeck greeted the Council and said that to date the Council has done an excellent job of addressing workforce development needs. Mr. Woodbeck said that now what is needed is for each of the sector councils to provide specific information for the near-term (next 2-3 years), mid-term (next 5 years), and long-term as to what jobs would be available, what skill sets would be needed for those jobs, and what training would be needed to fulfill those skillsets. He also stressed the need to create career pathways within the educational system, not only for higher education, but for K through 12 as well.

Mr. Woodbeck then mentioned that the Community Health Worker Pilot Project Proposal submitted by this Council has been approved by his office. Training for 40 individuals will be provided as part of the pilot project and it will soon be ready for launching. Dr. Turner informed the Council that she, Truckee Meadows Community College, the College of Southern Nevada, and industry representatives are developing the training curriculum for this position, and she emphasized the need for the curriculum to meet industry needs so that industry will employ the individuals upon completion of training. Mr. Woodbeck said that once the pilot program has been proven viable, it could possibly then be transferred to the local (north and south) workforce boards for further funding as an ongoing program to supply industry with the workforce that it needs. Furthermore, it would be a model of public/private partnership to promote.

Mr. Woodbeck said that another Pilot Project Proposal submitted by this Council for Health Telecare Workers needs further information before approval. Council members informed Mr. Woodbeck that the additional information would be forwarded to him for his consideration.

Mr. Woodbeck also mentioned that he is a member of the SB 391 Subcommittee and this Subcommittee is largely made up of Senate, Assembly, and other legislative members who are looking at workforce alignment within the community colleges. He stated that the work of the Subcommittee will provide a better understanding of workforce development needs and hopefully increase funding to enhance state programs in future. Mr. Woodbeck also mentioned he is currently working with the STEM Education Advisory Committee to enhance career paths for grades K through 12 to meet future workforce development needs.

Dr. Turner thanked Mr. Woodbeck for his support with the Pilot Project Proposals and turned to agenda item VII.

VII. **For Possible Action** – Update on Sector Council Operational Activities.....Earl McDowell, Deputy Administrator Workforce Solutions Unit, DETR

Earl McDowell introduced a new staff member to DETR’s Workforce Solutions Unit: Coralie Peterson. Ms. Peterson is the Unit’s new administrative assistant; however, Mr. McDowell assured Council members that Ansara Martino will continue working directly with the Council.

Mr. McDowell then went on to explain that the agenda for the NV Health Care Workforce Summit to be held on April 8, 2014 is currently being developed, and the Summit will include an interactive discussion of workforce development needs, best practices, and industry survey results from Dr. John Packham and Bob Potts from the Governor’s Office of Economic Development.

Mr. McDowell went on to talk about the suggested pilot program for the Health Telecare Worker and asked Rob Hooper to explain the proposed position. Mr. Hooper said he is working with Steven Lebedoff to formulate this proposed job, which basically would help employees with health insurance enrollment coaching using telehealth technology. The Health Telecare Worker would get a health insurance license and would explain to individuals their health care options by working from a call center or even providing in-home service. Mr. Hooper explained that the first targeted employee group under consideration for Telecare Worker is disabled veterans.

Mr. McDowell thanked Mr. Hooper for the explanation and concluded his update. Dr. Turner thanked Mr. McDowell for his comments and then turned to agenda item VIII.

VIII. **Discussion** – Chair’s Report and Discussion Regarding Sector Council and Subcommittees Activities and Initiatives.....Dr. Marcia Turner

Dr. Turner announced that this agenda item would be tabled due to time constraints. She then moved to item IX.

IX. **For Possible Action** – Overview of Subcommittee Discussions and Activities, and Updates to Subcommittee Structure and Leadership.....Dr. Marcia Turner

Subcommittee Activity Reports.....Dr. Marcia Turner

Legislative/Regulation/Policy Subcommittee – Larry Matheis, Chair

Data/Evaluation/Research Subcommittee – Dr. John Packham, Chair

Industry Intelligence Subcommittee – Bill Welch, Chair

Education/Training Subcommittee – Randi Hunewill, Chair

Grants/Resources Subcommittee Transition to Ad Hoc Committee – Dr. Marcia Turner

• *Legislative/Regulation/Policy Subcommittee – Larry Matheis*

Larry Matheis reminded the Council members of the 13 issue areas submitted by his Subcommittee during Fall 2013 for either possible legislative/regulatory action or policy issues raised and of the status report provided last summer. Those 13 objectives will be revisited for possible updating (statute or regulation change). He went on to state that an additional area for policy initiative for next year, under consideration by the Legislative/Regulation/Policy Subcommittee and has now identified a new area for consideration in the mental and behavioral workforce will go on that list of identified areas to consider possible new legislation, and in addition, he mentioned the objective of continuing the development of the healthcare workforce minimal data set, and comments were made by various council members of the cost associated with developing the minimum data set. Larry Matheis went on to mention that his subcommittee has had difficulty meeting a quorum and he encouraged council members to consider joining the legislative subcommittee.

• *Data/Evaluation/Research Subcommittee – Dr. John Packham*

Dr. Packham informed the Council that he has been working on distributing the 2014 Health Care Careers in Nevada Manual, which includes updated information on employment, salaries, educational opportunities, current data on specializations, to all state middle and high school students and is available online as well. Although his office funded the updated manual, he acknowledged editing assistance of Carolyn Yucha and others, and he thanked DETR for offsetting the printing costs. In addition to the updated manual, Dr. Packham thanked Ansara Martino for sending out the Residency and Fellowship Training Outcomes Report, which compiles 10 years of data collected from exit interviews of physicians completing residency and fellowships programs. Dr. Packham stated that the retention over the last 10 years is 49.3%, with a portion of that percentage leaving the state because training is not available in their area of specialty.

He also released the annual Physician Workforce Report updated during the holidays, which looked at those physician’s already in practice, a supply snapshot. He went on to state he is in the process of completing a Nursing Workforce Report, working with the State Nursing Board, and will update the group on the status of this report in the following meeting. Dr. Packham mentioned also he is working on the Health Workforce Recruitment and Retention Survey collecting industry specific surveys for hospitals, long term care, community health centers, public health authorities, asking each of those sectors what occupations are they having trouble recruiting and retaining and how many jobs will be available, and he will provide more information on this survey at a future meeting, and will update the Rural and Frontier Health Data Book later this summer, and he has agreed to do an update to the Healthcare

Workforce in Nevada Report. Larry Matheis raised a motion to update the Healthcare Workforce Report biannually. Shelley Berkley seconded the motion. All were in favor. None were opposed. The motion carried unanimously.

• *Industry Intelligence Subcommittee – Bill Welch*

Bill Welch stated that his subcommittee is meeting every other month and is currently working on 3 of the 5 objectives in their strategic plan, as follows:

1. Data Gathering – They are working with Vance Farrow and Dr. John Packham on two different surveys. Vance Farrow’s survey is dealing with economic development in order to help determine workforce skillsets needed by employers in future and Dr. John Packham’s survey is focused on employer’s current workforce, needs and challenges. Pilot hospital surveys have been disseminated to Nevada hospitals with results expected sometime during March.
2. Summit – Mr. Welch advised Council members of the NV Health Care Workforce Summit that will be held on April 8, 2014. Mr. Welch explained that the purpose of the Summit is to determine the needs, challenges and strategies to address industry workforce needs. He also explained the role of DETR Director Frank Woodbeck and Dr. Marcia Turner in planning the Summit. He expects to have 100-150 attendees, and will address many items, such as possible legislative changes, educational curriculum changes, and potential state or national funding to address workforce needs, and will also provide results of the surveys being conducted by Vance Farrow and John Packham.
3. Half-Day Meeting with Subcommittee Chairs – Mr. Welch said that he would like to plan a half-day meeting for the Council’s Subcommittee Chairs. He explained that the purpose of having a comprehensive half-day meeting would allow for deep discussion of goals and strategies to avoid unnecessary duplication of efforts, as well as opportunities to work together to have better results.

• *Education/Training Subcommittee—Randi Hunewill*

Randi Hunewill thanked Dr. Turner and Doug Van Aman in updating her on the Subcommittee’s activities, as she has recently become Chair of this subcommittee. She stated she has been distributing Dr. Packham’s updated 2014 Health Care Careers in Nevada Manual and she also mentioned competitive grant funding has to go through the Council for approval so she encouraged new council member Dr. Patti Castro to join the Education/Training Subcommittee.

Dr. Turner thanked Randi Hunewill for stepping up to Chair this subcommittee, and further mentioned that she had recruited member Shelley Berkley to join as well.

• *Grants and Resources Subcommittee Transition to Ad Hoc Committee*

Dr. Turner noted the necessity of changing the Grant and Resources Subcommittee from a standing subcommittee to an Ad Hoc Committee. The motion was raised by Shelley Berkley and seconded by Dr. Carolyn Yucha. All were in favor. None were opposed. The motion passed unanimously. Dr. Turner mentioned that DETR is monitoring for potential grant opportunities and will advise the Subcommittee of them so that the Subcommittee can meet in future as needed.

Dr. Turner concluded by stating that in order for this Council to be efficient, full sector council meetings will be held quarterly, and Subcommittee schedules will be set based on need. Dr. Turner said that more information will come at a future meeting and thanked all Subcommittee members.

- X. **Discussion** – Overview Presentation Regarding “Nevada Workforce Development Center Partnership) – WorkKeys”.....
Judith Turgiss and Jenn McMahon, Business Services Coordinators
 Nevada Workforce Development Center (DETR/CSN)

Dr. Turner introduced and welcomed Judy Turgiss and Jennifer McMahon, and then invited them to provide an overview of the WorkKeys Program offered at the Nevada Workforce Development Center (DETR/CSN). Utilizing a PowerPoint presentation, they explained:

- The goal of the Center is to support current business to ensure their future health and to assist businesses that are considering relocating to Nevada.
- The Center staff can assist businesses with unique skill sets to develop training programs designed to help prepare a needed workforce.
- The Center is part of Governor Sandoval’s vision to bring education and workforce development together to help advance economic development for the state.
- Business owners have a one-stop shop with the Center, on a college campus, to get customized training for current employees, regional economic data, or to get help identifying potential new hires with specific skillsets.

Ms. Turgiss and Ms. McMahon also reviewed the Governor Sandoval’s vision, explained the unique qualifications of the Center’s staff, additional services offered by the Center, and that the same type of development centers will be implemented at Nevada’s other community college campuses. They then turned to the ACT Work Readiness testing services provided to assess, certify and develop workforce. Ms. McMahon explained in detail the WorkKeys testing to assess workforce readiness, the National Career Readiness Certificate the examinees could earn, and the KeyTraining & Career Ready 101 to develop the individual’s skills.

The WorkKeys assessments measure “real world” skills that employers believe are critical to job success. These skills are valuable in any occupation whether its skilled or professional, and at any level of education. Next, Ms. McMahon explained that there are three (3) WorkKeys assessment that an individual must complete in order to earn the ACT’s National Career Readiness Certificate (NCRC): applied mathematics, reading for information, and location information. The NCRC is an industry-recognized, portable, evidence-based credential that certifies essential workplace skills and is a reliable predictor of workplace success. The credential is used across all sectors of the economy and verifies the foundational skills in math, reading and location information directly related to work. The certificate scoring method was reviewed, as well as what the NCRC empowers the examinee to do, such as matching their skills to the skills employers need, show concrete evidence of skills to prospective employers, stand out from other applicants, demonstrate commitment to succeed, and identify skills that the examinees could improve upon.

KeyTrain is the complete interactive learning tool for career readiness skills. At its foundation is a curriculum designed to help people master the applied workplace skills measured by the WorkKeys assessments. Individuals are assigned an account when they do not score high enough for a certificate, or not to the standards set by the employer or institution and/or would like to improve their skills to obtain a higher certificate. Career Ready 101 is a compressive career training course that can be customized to fit any workforce needs. It is an integrated approach to exploring careers and their skill requirements, creating life-literacy covering the following topics, plus more: financial awareness, career preparation, real work experience, work habits, communication skills, business etiquette, and the job search.

Ms. McMahon concluded by inviting members to contact herself or Ms. Turgiss to take the test themselves, or to ask any additional questions they may have on the program. Dr. Turner commended the presentation and thanked them for the presentation.

XI. **Discussion** – Overview Presentation Regarding “Introduction to Sector Career Pathways”Odalys Carmona, Program Specialist/Youth Liaison
Workforce Solutions Unit, DETR

Dr. Turner introduced Odalys Carmona to discuss sector career pathways. Ms. Carmona thanked Dr. Turner and explained that the career pathways were created in alignment with the Department of Education CTE (Career Technical Education) tracks that are offered in CTA (Career Technical Academies), magnet schools, or comprehensive campuses that have a career technical track. She provided a copy of the “Map Your Career” brochure to be used a tool for counselors and advisors to help middle school students develop a career path, telling them what courses they will need to take year by year to stay within their chosen CTE track (required to take 3 consecutive courses). Once the required classes are taken, students will be assessed and given an endorsement in their high school diploma, insuring them future employability. Randi Hunewill commented that the endorsement mentioned by Ms. Carmona is given when students fulfill their entire sequence of courses maintaining a 3.0 grade point average and employability skills test as well to be given the endorsement. Dr. Packham commented further that the career path information may be incorporated in the updated Health Care Careers in Nevada Manual in future. Ms. Carmona went to comment on success of the DETR STEM Conference at CSN, and said that the STEM conferences will be duplicated in future for 7th and 8th graders to assist them in choosing high school, magnet school or academy programs, and it will also encourage students to take sufficient math or science classes in high school to avoid remediation in college. Dr. Turner thanked Ms. Carmona and then moved to Item XII.

XII. **Discussion** – Overview Presentation Regarding “The Nevada Career Information System (NCIS)”.....Darragh Huggins, Economist
Bureau of Research and Analysis, DETR

Dr. Turner welcomed and introduced Darragh Huggins of DETR’s Bureau of Research and Analysis, who was present at today’s meeting to provide an overview of the NCIS (Nevada Career Information System) on-line system and its features. Ms. Huggins explained that NCIS is an on-line comprehensive career guidance system and utilizing a PowerPoint presentation, Ms. Huggins demonstrated the system, explained how to use its features, and pointed out the great wealth of career and educational information available on the system. Ms. Huggins also mentioned that the information in the system is updated every year and DETR’s Bureau of Research and Analysis are the maintainers of the database. Listed below are some of the Nevada Career Information System contents and features that Ms. Huggins demonstrated:

- **My NCIS Account** – This feature allows individuals to create a personal account to save education and work history information.
- **Programs of Study** – Access information on hundreds of programs of study that lead to a certificate, associate, bachelors, masters and/or a Ph.D. degree. The system also links to related financial aid, scholarships, and occupational information.
- **Occupations** – Access information on hundreds of occupations, related wages and employment outlook.
- **Job Search Resources** – This tool provides helpful resume writing tips and samples, job interview preparation suggestions and videos.

To view a copy of the DETR’s Nevada Career Information System flyer, click on the following link:
www.ncis.intocareers.org.

XIII. **Discussion** – New Business, Future Agenda Items and Meeting DatesDr. Marcia Turner

Dr. Turner announced that future agenda items and the meeting scheduled will be determined.

XIV. **Second Public Comment Session**Dr. Marcia Turner
Members of the public may now comment on any matter or topic, which is relevant to or within the authority or jurisdiction of the Board. You may comment now even if you commented earlier; however, please do not simply repeat the same comment you previously made. Please clearly state and spell your name. Public comment may be limited to three minutes per person at the discretion of the chairperson.

Dr. Turner announced the Second Public Comment Session and invited members of the public to speak. Vice-Chair Debra Scott commended the 16 unit bridge program offered at CSN, known as the LPN to RN Bridge Program, which will be useful to assist military medics/corpsmen to transition into the civilian nursing profession.

XV. Adjournment Dr. Marcia Turner

Dr. Turner adjourned the meeting at 11:59 a.m.

Agenda items may be taken out of order, combined for consideration by the public body, and/or pulled or removed from the agenda at any time. The Chair may continue this meeting from day-to-day. Pursuant to NRS 241.020, no action may be taken upon a matter raised during a period devoted to comments by the general public until the matter itself has been specifically included on an agenda as an item upon which action may be taken.

GOVERNOR’S WORKFORCE INVESTMENT BOARD
HEALTH CARE AND MEDICAL SERVICES SECTOR COUNCIL

Dr. Marcia Turner (Chair), Debra Scott (Vice-Chair), Mary-Ann Brown, Laura Hale, Bobbette Bond, Ann Lynch, Larry Matheis, Charles Perry, Dr. Debra Toney, Bill Welch, Dr. Margaret Covelli, Joan Hall, Dr. Renee Coffman, Steven Lebedoff, Dr. Veronica Dahir, Dr. Jeffrey Daniels, Dr. John Packham, Dr. Carolyn Yucha, Vance Farrow, Linda Johnson, Randi Hunewill, Assemblywoman Maggie Carlton, Rob Hooper, Commissioner Lawrence Weekly, Victoria Van Meetren, Morgan Bunker, Shelley Berkley.

Notice: *Persons with disabilities who require special accommodations or assistance at the meeting should notify Coralie Peterson, DETR, Workforce Solutions Unit, between the hours of 8:00 a.m. through 5:00 p.m., in writing at 2800 E. St. Louis., Las Vegas, Nevada 89104; or call (702) 486-0523; or fax (702) 486-6426 on or before the close of business Friday, February 21, 2014.*

Notice of this meeting was posted at the following locations on or before 9:00 a.m. on the third working day before the meeting: DETR, 2800 E. St. Louis, Las Vegas, NV; DETR, 500 East Third St., Carson City, NV; DETR, 1325 Corporate Blvd., Reno NV; NEVADA JOBCONNECT, 3405 S. Maryland Parkway, Las Vegas, NV; NEVADA JOBCONNECT, 119 Water St., Henderson, NV; NEVADA JOBCONNECT, 2827 N. Las Vegas Blvd., North Las Vegas, NV; NEVADA JOBCONNECT, 1929 N. Carson St., Carson City, NV; NEVADA JOBCONNECT, 172 Sixth St., Elko, NV; NEVADA JOBCONNECT, 480 Campton St., Ely, NV; NEVADA JOBCONNECT, 121 Industrial Way, Fallon, NV; NEVADA JOBCONNECT, 475 W. Haskell, #1, Winnemucca, NV; NEVADA JOBCONNECT, 4001 S. Virginia St., Suite G, Reno, NV; NEVADA JOBCONNECT, 1675 E. Prater Way, Suite 103, Sparks, NV; GRANT SAWYER OFFICE BUILDING, 555 E. Washington Ave., Las Vegas, NV; LEGISLATIVE BUILDING, 401 S. Carson St., Carson City, NV; NEVADAWORKS 6490 S. McCarran Blvd., Building A, Unit 1., Reno, NV; WORKFORCE CONNECTIONS, 7251 W. Lake Mead Blvd., Las Vegas, NV. This agenda was also posted on DETR’s Web site at www.nvdetr.org. In addition, the agenda was mailed or e-mailed to groups and individuals as requested.