



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
Thursday, November 13, 2014
9:30 a.m.**

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

Some members of the Council may be attending the meeting and provide testimony through a simultaneous videoconference and teleconference and other persons may observe the meeting conducted at the following locations listed below:

Department of Employment, Training & Rehabilitation
500 E. Third Street, 1st Floor Auditorium
Carson City, NV

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

Council Members Present: Dr. Marcia Turner, Debra Scott, Laura Hale, Bobbette Bond, Larry Matheis, Charles Perry, Bill Welch, Dr. Veronica Dahir, Dr. John Packham, Vance Farrow, Linda Johnson, Randi Hunewill, Dr. Patricia Castro, Dr. Ren Yu Zhang

Council Members Absent: Mary Ann Brown, Ann Lynch (excused), Dr. Debra Toney, Dr. Margaret Covelli, Joan Hall, Dr. Renee Coffman, Steven Lebedoff (excused), Dr. Carolyn Yucha, Assemblywoman Maggie Carlton, Rob Hooper, Victoria Van Meetren, Morgan Bunker, Shelley Berkley

Ex-officio Members Present: Debra Collins, Sherri Lindloff, Mechelle Merrill, Jan Hawkins, Gwendolyn Ritchie

Ex-officio Members Absent: Tessa Rognier

DETR WSU Staff Present: Earl McDowell, De Salazar, Coralie Peterson

Others Present: Lee Quick (Nevada System of Higher Education)

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

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

The Chair of this Council, Dr. Marcia Turner called the meeting to order at 9:36 a.m.

- II. Roll Call and Establishment of a QuorumCoralie Peterson, Administrative Assistant II
Workforce Solutions Unit, Department of Employment, Training and Rehabilitation (DETR)

Coralie Peterson called roll and informed the Chair that a quorum was not present. As a council member joined the meeting during the First Public Comment Session, the Chair was advised that a quorum was present.

- III. Verification of Posting.....Coralie Peterson

Coralie Peterson verified that the agenda for this meeting 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.

The Chair announced the First Public Comment Session and invited members of the public to speak. At this juncture, new council member Dr. Ren Yu Zhang joined the meeting and was welcomed by Dr. Turner. Hearing no public comments, she moved to the next agenda item.

- V. **For Possible Action** – Approval of the August 7, 2014 Meeting MinutesDr. Marcia Turner

The Chair asked for approval of the August 7, 2014 Meeting Minutes. A motion was made by Dr. Patti Castro and was seconded by Larry Matheis. None were opposed and the motion carried unanimously.

- VI. **Discussion/Possible Action** – Update on Sector Council Operational Activities.....
Earl McDowell, Deputy Administrator
Workforce Solutions Unit, DETR

As the Chair of the Industry Intelligence Subcommittee, Bill Welch, had to leave the meeting early, Dr. Turner took an agenda item out of order and asked for his comments on Item IX. Following his comments, the Chair asked Earl McDowell to give an update on the activities of the sector councils.

Mr. McDowell advised the sector council members that in the near future, the Workforce Solutions Unit will no longer be the administrative support for the sector councils and will transition this responsibility to GOED (Governor’s Office of Economic Development).

He commended the sector council members for their contributions and accomplishments in the past, and assured them that this transition would not affect the overall mission of the councils. On behalf of the sector council members, Dr. Turner thanked Mr. McDowell, Ansara Martino, and the entire Workforce Solutions staff for their continued assistance.

VII. **Presentation** – Overview of Nevada’s Two Local Investment Boards’ Support for Nevada’s In-Demand Occupations.....John Thurman, CEO
Nevadaworks

Brett Miller, Manager
Strategic Planning and Analysis, Workforce Connections

By way of a PowerPoint presentation, Sherri Lindloff provided an overview of the sector training provided by **Nevadaworks** on behalf of John Thurman. Ms. Lindloff explained that Nevadaworks disbursed approximately \$895,269.00 of WIA (Workforce Investment Act) federal funds for health care training for 416 clients in the 13 northern counties of Nevada from November 1, 2013 through October 31, 2014.

Dr. Turner asked how a prospective client enters their system. She explained that Nevadaworks, through the RFP (Request for Proposal) process, eligible workforce training providers from the community are selected and contracted by their executive committee. A client meets with the contractor’s representative and if eligible, is enrolled in the system.

When she concluded her presentation, Ms. Lindloff was asked and answered questions from the sector council members about training providers and workforce training.

Brett Miller then explained that **Workforce Connections** is the local workforce investment board for southern Nevada who administers WIA funds for training and employment services, through a network of service providers contracted from the Eligible Training Provider List through the RFP process.

Workforce Connections provides employment training for in-demand occupations. If there is demand for an occupation, they can provide training, and hopefully the participant will choose employment in that area, although he stressed that the program is client-driven.

Mr. Miller estimated that 30% of typical participants need little assistance, perhaps help in their job search, or may need supportive services, such as work boots or bus passes. 70% of the participants need more assistance, which can include short-term classroom or on the job training. He added that short-term training is defined as a year or less, with a cost of \$10,000.00 or less, and must lead to an industry-recognized certification.

He went on to explain that due to the high employment demands in southern Nevada, they could not use the same training policies as northern Nevada, and noted that in 2014, they found employment for 2,300 individuals, but approximately 60,000 to 70,000 are still unemployed in the Las Vegas area. Placement rate is typically 70-80% occupational skills training and 90-95% on-the-job training.

Strategies used by Workforce Connections to support the industry sectors include:

- *Local Employer Advisory Panel* – provides feedback on what is needed by employers (for example, soft skills, such as personal appearance or interview techniques)
- *Sector-specific RFP’s* – effective way to focus a provider to a particular sector
- *STEM Workshops* – One-Stop Career Centers provide STEM workshops to expose participants to new technology (for example, robotics)

Mr. Miller provided reports that showed training provided and employment by sector. He then was asked and answered questions from the sector council members about workforce training. When he concluded his presentation, the Chair thanked both Nevadaworks and Workforce Connections for the information they provided and moved to the next agenda item.

VIII. **For Possible Action** – Chair’s Report and General Discussion Regarding the Health Care and Medical Services Sector Council Charge, Membership and Strategic Plan and Efforts to Develop a Summary Report of Council Activities..... Dr. Marcia Turner

Debra Scott, Vice-Chair
GWIB Health Care and Medical Services Sector Council

Dr. Turner said that she, Debra Scott and Vance Farrow met with the new DETR Director Don Soderberg. Their fruitful discussion included the Health Care and Medical Services Sector Council history, by-laws, membership and assignments, such as the strategic plan and gathering information on in-demand occupations for the sector, and pilot programs such as the Community Health Care Worker program. She hopes to have him meet with the sector council directly in the next full council meeting to explain his vision and any changes to the current scope of the council.

The Chair also mentioned that their current focus is the development of a Health Care and Medical Services Sector Council “Binder” document to catalog their history and accomplishments to be made available to policy makers/the public. She said each subcommittee chair will write a “white paper” (including the charge/deliverables/achievements/final reports). Debra Scott agreed to assist Larry Matheis in forming the final report. Dr. Turner said that the report will include the following:

- White paper from each subcommittee chair (annotating strategic plan)
- History of the Sector Council
- Executive Summary
- PowerPoint version

Dr. Turner said that the Director is examining the activities of sector councils nationally in consideration of possible changes for all of the Nevada Sector Councils, which may include more membership representation from businesses, since the relationship between GOED (Governor’s Office of Economic Development) and DETR is specifically being discussed.

IX. **Discussion/Possible Action** – Subcommittee Activity Reports.....Dr. Marcia Turner

- Industry Intelligence Subcommittee.....Bill Welch, Chair

Bill Welch commented that the subcommittee has completed all their objectives of the strategic plan, with the exception of the one objective, to conduct a forum with representatives of the health care industry to discuss the effects of the Affordable Care Act (ACA). He will work with the Chair on how to proceed on this objective. In addition, they are working on areas of focus for the subcommittee in 2015, to be discussed further in the next meeting.

- Education/Training Subcommittee.....Randi Hunewill, Chair

Randi Hunewill said that the Education/Training Subcommittee has focused on awareness of the secondary/post-secondary programs statewide, which has resulted in helping them in networking, especially with rural partners, and she thanked Joan Hall on behalf of the subcommittee for reaching out to this area.

Ms. Hunewill said that clinical shortages (for medical students/nursing assistants, for example) are a frequent topic of conversation for the subcommittee and they have made an effort to make the shortage known.

Their collaborative efforts with community colleges helped in reaching out to business and industry partners and has resulted in new programs, for example, a Rural Nursing and Paramedic Program at Great Basin College. Programs in Winnemucca, Pahrump, and Nye County are anticipated in future.

Ms. Hunewill thanked Dr. Patricia Castro for her work on the use of stackable credentials and wants to find ways for implementation. She mentioned that the subcommittee would like to assist in some type of gap analysis of the information gathered by Dr. Packham's group and is looking for other opportunities to distribute his Health Workforce in Nevada Book. Lastly, she said that their Subcommittee Objectives have been updated, with the exception of the last portion titled "Progress" and "Outcome."

- Legislative/Regulation/Policy Subcommittee.....Larry Matheis, Chair

Larry Matheis said that the subcommittee met recently and worked on a first draft identifying a list of policy initiatives affecting workforce which are being discussed and may be legislated in the future. After the legislative session, they will assess the action taken on these items. Mr. Matheis said the report, once approved by the council, will be sent to DETR for distribution to the Director, the Governor's Office, GOED, Legislators, and all others interested. In their next meeting, the second draft will be discussed and all the sector council members were encouraged to participate.

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

Dr. Packham said the Data Subcommittee met in July. He reminded them of the subcommittee's primary focus, which is the development of health workforce supply and demand data, including the variations and influences affecting supply and demand, as well as supporting the data and research needs of all of the subcommittees.

Updates: Currently, his office is conducting an update of the Nevada Rural and Frontier Health Data Book, which he should have to the printer before the holidays. A related product, an update to the Health Workforce in Nevada Report, should be completed in mid-February or early March.

Minimum data set questions: Dr. Packham mentioned that a variety of different trade groups and national boards developed minimum data set questions for 10 occupations (includes physicians, physicians assistants, nurses, pharmacists, dental hygienists, physical and occupational therapists, psychologists, social workers, licensed professional counselors and substance abuse counselors), which are ready for distribution. He said he looks forward to ways in which to extend the work of the Data Subcommittee in 2015 to get a better understanding of health workforce supply and demand.

Dr. Veronica Dahir commented that her son is in one of the high school health sciences programs in Reno, and they used his Health Workforce in Nevada Book, and are making assignments from it as well. Dr. Dahir offered to help Randi Hunewill in her further distribution of the journal.

Dr. Turner asked that the Data Subcommittee provide an updated list of the high demand jobs for the next full sector council meeting, even if it needs to be further updated. In addition, she asked for a second list of mental health workforce which has been identified as a special project for the sector council, and the demand for the 3 occupations identified by the *ACTIONN Group* (occupational therapy assistants, physical therapy assistants, and respiratory therapy assistants), as well as any suggestions that Dr. Packham feel should be considered.

Dr. Packham said he would "tease out" the difference between *high need* and *high demand* in his updated report, relying heavily on data provided by DETR. He gave the example in the area of autism, which does not show up as a high demand, although all would agree that there is high need for training and programs in this area.

- X. **Discussion** – Presentation on the Registered Nurse Workforce in Nevada Report.....Dr. John Packham, Director of Health Policy Research Office of State Initiatives, University of Nevada School of Medicine (UNSOM)

Dr. Packham briefly stated that the Registered Nurse Workforce in Nevada Report was generated from a sample survey undertaken by the National Council of State Boards of Nursing and the Forum of Nursing Workforce Centers. He thanked Debra Scott for her assistance and sharing the data set and noted that this is the first time that this type of data on nursing workforce has been made available. He encouraged the council members to view the report at the address shown below.

Website is: www.medicine.nevada.edu/statewide Open hyperlink and go to Reports and Publications tab.

- XI. **Discussion** – Update on the Status of the DETR – Sponsored Robert Wood Johnson Foundation Future of Nursing Campaign for Action Grant.....Dr. Debra Toney, Director of Operations South Region Nevada Health Centers

Dr. Turner gave an update on the status of the Robert Wood Johnson Grant on behalf of Dr. Toney. She reminded council members that Debra Collins and Linda Paulic had worked on the grant proposal examining the changes in nursing workforce demand and environment and developed a report with 8 recommendations.

The Robert Wood Johnson Foundation allowed opportunity for state implementation plans to operationalize the report’s recommendations and a coalition of nursing leaders, (including Debra Scott, Debra Toney and Debra Collins) was developed to pursue the grant funds. DETR provided matching grant funds of \$75,000.00 and NSHE (Nevada System of Higher Education) Health Sciences Systems is the lead agency and Dr. Turner serves as the principal grant investigator.

To pursue the second year of the grant, a partnership with Workforce Connections has been developed to help manage the human resources aspect using NSHE sub-grant funds. Debra Collins will be working part-time on the grant, as will Linda Paulic. Ms. Scott commented that she looks forward to working further with Linda Pollock, and the council members applauded their efforts. Dr. Turner added that DETR has reserved matching funds for a continuation of the grant and the Nevada Hospital Association provided \$10,000.00 in matching funds, which is helpful in cash flow for the current grant.

- XII. **Discussion** – Update on the Status of the DETR – Sponsored Community Health Worker (CHW) Pilot Program.....Dr. Marcia Turner

Vance Farrow, Industry Specialist – Healthcare
Governor’s Office of Economic Development (GOED)

Nancy Holman, Grant Project Lead
Trade Adjustment Assistance Community College & Career Training (TAACCCT)
College of Southern Nevada (CSN)

Nicole McDowell, Program Manager
Workforce Development & Continuing Education, Truckee Meadows Community College (TMCC)

Dr. Turner said that 3 pilot program proposals were submitted through the Health Care and Medical Services Sector Council, and DETR selected to approve the standardized training for entry-level Community Health Workers. She welcomed Nancy Holman and Nicole McDowell to provide information on the dynamics of the program.

By way of a PowerPoint presentation, Nancy Holman explained the Community Health Worker is a non-medical health provider who helps patients to access community services. The program enrolled 40 students (20 in northern Nevada and 20 in southern Nevada) for 80 hours of instruction conducted on Saturdays. The curriculum was developed jointly by CSN and TMCC using best practices observed in credentialed CHW programs. An on-going evaluation and assessment of the program will be conducted to determine effectiveness and to determine if modification is needed. Highlights of the classes included a variety of speakers, attendance has been excellent and the participants have been very enthusiastic.

When Ms. Holman concluded her presentation, Vance Farrow commented that several businesses provided intelligence that helped them to tailor a curriculum to meet the needs of those companies open to hiring CHW workers in a variety of roles/responsibility. He said his goal is that all 40 of the participants find a job. He stated he wanted to make the local boards aware of the program and the skill sets/certifications to help them with placement opportunities. Dr. Turner thanked him and commented on the benefit of a standardized curriculum and a potential for stackable modular training in the future. Discussion ensued amongst the sector council members of the benefits of the CHW position. Dr. Turner commended the contributions of DHHS (Department of Health and Human Services) in this program effort.

- XIII. **Discussion** – Overview of the Governor’s Office of Economic Development (GOED) Activities, Including an Update on the Business Workforce Development Survey.....Vance Farrow, Industry Specialist – Healthcare Governor’s Office of Economic Development (GOED)

Vance Farrow stated he is currently writing an updated state plan for economic development which includes many health care sector components. He also shared an updated copy of the Health and Medical Report, updated quarterly, and shows the steady growth of the health care sector (39.2%) since 2004, outpaced in salary/job growth by only the mining sector.

Mr. Farrow also provided an update on the Business Workforce Development Survey activities. He said that the Human Resources Association has been distributing this in short e-mail blasts and have also introduced him to the Northern Nevada Human Resources Association; they have given him the opportunity of speaking to their staff in a future event.

He added that he recently attended a WICHE (Western Interstate Commission for Higher Education) meeting in Denver, Colorado, where it was announced that soon, additional post-op and clinical positions in clinical psychology will be opened up, for which they will seek funding to help resolve the mental health care shortages in the state.

- XIV. **Discussion/Possible Action** – Rural Telehealth (Including Tribal Health) and Possible Workforce Opportunities.....Dr. Veronica Dahir, Director Center for Research Design and Analysis, University of Nevada, Reno

Alan Mandell, Information Technology Contractor
Pyramid Lake Tribal Health Clinic

Dr. Ken Smith, Associate Director
Nevada Seismology Lab

Dr. Veronica Dahir introduced Alan Mandell who then explained that in an effort to expand affordable health care services to rural areas, the Tribal Telemedicine Project was developed with the cooperation of

the Fort McDermott Paiute Tribe, Paiute-Shoshone Tribe, Duckwater Shoshone Tribe and the Walker River Paiute Tribe.

3 major components of the Tribal Telemedicine Project are:

1) *Telemedicine* – through videoconference, a provider at an outlying clinic submits a pharmaceutical order electronically. The Pyramid Lake pharmacist reviews and approves the order. Using a *ScriptPro* Pharmacy Management System the order is sent to a secure dispensing machine in the outlying clinic. After the pre-packed medicine is dispensed, the clinic provider/technician provides in person medication counseling/education.

2) *Behavioral health project* – Pyramid Lake has partnered with the University of Nevada and Washoe County School District for a possible early intervention autism project.

3) *Tele-dermatology project* – Similar to the telemedicine component, this project would involve videoconferences with specialists hosted by the university.

In order to get faster, more reliable health care to very remote areas, Mr. Mandell had discussions with Dr. Ken Smith about using the microwave network of the Nevada Seismology Lab, and he invited Dr. Smith to explain this further. Dr. Smith said that they bring bandwidth to rural communities through their seismic network microwave system. He explained that in recent years, the FCC has sold off frequencies which they are managing and maintaining for many uses. Since they are already handling public safety issues through earthquake monitoring/fire cameras, they would like to find a way to use this supported system to provide high bandwidth to rural tribal communities.

Dr. Dahir commented they need help in getting additional broadband towers. These can serve many purposes, such as making telemedicine more available and allowing for cross-training work force (for example data communication and health care support specialists). She said that the Pyramid Tribal Health Clinic has already worked with University of Nevada Reno’s Project Echo, and she asked if the sector council would consider supporting their grant effort to build additional microwave towers as a special project by the Grants Subcommittee.

Randi Hunewill said that she would like to discuss this further in the Education and Training Subcommittee, and Dr. Turner agreed this would be an appropriate step. Vance Farrow said that he would see if GOED could help further in their grant efforts.

XV. Discussion – Future Meeting Dates, Agenda Items and/or Recommendations...Dr. Marcia Turner

Future meeting date is to be determined.

Suggestions for future agenda items included:

- DETR Director Update – Don Soderberg
- Overview Update on In-Demand Occupations – Dr. John Packham

XVI. Second Public Comment SessionDr. 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.

The Chair announced the Second Public Comment Session and invited members of the public to speak. Hearing no comments, she moved to the next agenda item.

Dr. Turner adjourned the meeting at 12:09 p.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 SUBCOMMITTEE CHAIRPERSONS

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, Victoria Van Meetren, Morgan Bunker, Shelley Berkley, Dr. Patricia Castro and Dr. Ren Yu Zhang.

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 Wednesday, November 12 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, 6330 W. Charleston 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.