

# Health & Human Services Career Pathways & Pipelines Workgroup Notes

Tuesday, September 27, 2022, 2:00pm – 3:30pm, EOHHS Virks Building

Co-facilitators: Rick Brooks, EOHHS (*standing in for Alyssa Alvarado, Governor's Workforce Board*) & Howard Dulude, Hospital Association of RI

## Workgroup Meeting Overview

### Introduction of Elevated Results

The workgroup meeting began with introductions from the newly-procured Technical Assistance consultants, Kristin Lehoullier and Bert Cooper, of Elevated Results. They are quickly acclimating themselves with the current status of our Health & Human Services Workforce Planning & Implementation initiative, the numerous identified projects and subcommittees and their various stages of development; as they become more familiar, we will be able to prioritize workgroup needs and will appropriately deploy available consultant resources.

### 'Career Development Day' Planning Discussion

Nina Pande, Executive Director of Skills for RI's Future, began with a brief synopsis of her agency. Skills RI is a statewide, demand-driven workforce intermediary, and works to close the workforce skills gap in RI, drive business growth, and move unemployed/underemployed Rhode Islanders into open positions.

Nina then shared a [slide deck](#) handout with workgroup participants, in order to guide an information gathering session relative to the conceptualization of a Career Development Day.

**Regarding the event**, SkillsRI will serve as the intermediary, event lead, and liaison between employers, training partners, community partners, and candidates.

Career Development Day will be an opportunity to showcase the robust network of training and employment opportunities for target audiences including *job seekers, job changers, and students looking to start their careers in healthcare and human services*. The event will bring together training partners and employers from across the state of Rhode Island.

Event goals were explored. Generally, the event will seek to **educate** job seekers, job changers and students on career paths in health and human services; drive awareness for the training and employment opportunities available across Rhode Island for those looking to build a career in these industries.

The event will also assist in recruiting & building talent pipelines; supporting development of relationships between training providers and employers with job seekers, job changers, and students just starting out in their careers to drive interest in the field. It can also help bridge the gap between training providers and employers to ensure graduates of a training program can gain meaningful employment with the right credentials, to fit the needs of employers.

There was substantial group feedback around a couple elements, including event planning details and what “success” for this event would look like. Some key workgroup takeaways included:

- Event should “expo” roles, demonstrate various career paths, and offer a deeper dive into health & human services industries.
  - o Have folks who work in the field tell their stories
- “Air-traffic control” screeners/coaches who can help walk them through the event – the candidate journey will be the basis of these decisions
  - o Should include assistance services to help navigate individuals through barriers of employment
- Could have a “VIP” lunch for networking with employers, training providers, etc.
  - o Employer partners likely will not stay if events are too long – most stay 4-5 hours and then leave
- Multiple tracks - conference element geared towards those who need exposures & tradeshow feel for those who have an idea of where they want to go/what they want to do
- This could be a kick-off event; could look towards a traveling roadshow focused on geographical areas – need \$\$
- Event should aid in dispelling myths and help with psychological preparedness of entering the health & human services field. Should promote sense of belonging and support hiring of an equitable workforce
- Event should be *highly interactive and experiential* – students especially need the **in-person experience** and engagement
  - o Could be part of a field day/career exposure for CTE students – could possibly organize busses for students
  - o Paul McConnell of RIDE CTE says he wants **CTE teachers to be the first step**. Show the real world to CTE teachers, help develop opportunities for professional learning for CTE educators to ensure they are prepared to teach students **and** prepare students for the *realities of workforce system/higher ed success*
- Provide complete job/trainings list with information at the onset
  - o RIDE did a model with EB where they had industry first and ensured the feeder pipelines are in place

- Feature/prioritize trainings that are **paid** so that individuals can upskill
- Single source repository of trainings in the future?
  
- **Marketing** will be key – for the event and the industry
  - o Access hard-to-reach populations through marketing
  - o Should work with community-based agencies to target the right folks

## Project Updates

### ❖ Health Professional Licensure Data Sharing

A draft Data Sharing Agreement (DSA) is moving forward RIDOH licensee data for BH and Nursing occupations, will be shared with EcoSystem so we can match with DLT wage/unemployment data.

### ❖ CNA Testing & Licensure

#### *RIDOH*

- Currently looking into adding flexibility to RIDOH regulations for skills testing to expand available testing sites and test proctors.
- RIDOH applied to the CMS waiver to extend period of time people can have a 120 day temporary license (waiver will be to eliminate the need of monthly executive order from Governor)
- Several CMS regulations need to be addressed - possible congressional delegation meeting to review issues such as:
  - o Not allowing tests to be proctored by employers
  - o Students who do not get to test after completing their training

#### *Credentia*

- Credentia does their own marketing.
- Credentia is adding additional test slots and looking at additional test sites.
- If you are a testing site, you can reserve a day for your students to get tested (with Credentia proctors)
- Group wants to know when Credentia contract ends, if we can go back to PearsonVue, etc. We have not had access to the actual contract terms.

#### *Realized changes on the front lines?*

- Jim Nyberg said testing dates are still being canceled because there is no proctor, and that Credentia has said they will add testing sites for years with no avail
- Zack Keathley said DLT met with 2 nursing homes a month ago and will follow up again to discuss any positive changes

### ❖ Clinical Placements Solutions

Presently developing survey content, with a purpose of gathering data on current placement issues. Subgroup members are performing a literature review of other surveys that have already been done. The survey should be ready to disseminate in a couple months after the literature review is completed.

## ❖ Health Professional Loan Repayment Programming

Initial subgroup meeting being scheduled by Zach Nieder. Reach out to Zach if interested. Hopefully this will lead to a sustained process.

Three broad goals for a first meeting:

1. gauge the interest of this group in more sustained work and continued discussion around this topic area
2. initial brainstorm of the areas the range of loan repayment programs and initiatives could be used/enhanced/leveraged as a tool for advancing specific policy goals
3. discuss who else should be part of this conversation

*Helpful links:*

- HRSA-NHSC Health Resources & Services Administration – National Health Service Corps Health Professional Loan Repayment Programming: [Loan Repayment | NHSC \(hrsa.gov\)](https://www.hrsa.gov/loan-repayment/)
- State of Rhode Island – Health Professional Loan Repayment Program: [Health Professional Loan Repayment Program: Department of Health \(ri.gov\)](https://www.health.ri.gov/loan-repayment/)

## Pathways & Pipelines Projects - Planning & Discussion

### ❖ Foreign Trained Nurses Project

As of this year, RIDOH is now a DLT Real Jobs (RJ) partner. Rachael Sardinha from the RIDOH Academic Institute, Sophie Tan from RIDE Adult Education, and Manuela Raposo of the Welcome Back Center are developing a RJ proposal; RIDOH is hoping to apply for RJ funding in November for April 1, 2023 start date.

Through this work the team is aiming to revive and bolster the RI Welcome Back Center (WBC); potentially looking to house RI WBC at RIDOH, or someplace sustainable. The [Welcome Back Initiative](#) is a national initiative whose mission is to build a bridge between the pool of internationally trained health workers already living in the United States and the need for linguistically and culturally competent health services in underserved communities. Currently, there are Welcome Back Centers in 11 states.

Manuela and Rachael are meeting on Oct 5th with Bert from Elevated Results to explore ways that they might support their efforts. RIDOH has also met with Rhode Island College, and they are interested in supporting this project as well. This is not yet a formal subcommittee - Melissa Campbell, RIHCA & Sophie Asah, EOHHS expressed interest in working on this project.

*This foreign-trained nurses project will serve to:*

- a. Address the need to develop pipeline to healthcare workforce for foreign-trained health professionals,

- b. Simultaneously address workforce shortage & burnout, and supporting a more diverse workforce, and
- c. Provide funding and an institutional home for the RI Welcome Back Center

*The Year 1 Pilot Program will:*

- a. Focus on nurses only (RNs and LPNs)
- b. Target 20 people for the first cohort
- c. Provide books for students, English proficiency exam, credential evaluation, NCLEX-RN/PN exam, English as a second language classes

❖ **Career and Technical Education (CTE) Enhanced Partnerships**

A meeting is being planned for mid-October with the CTE Board of Trustees Health Advisory Committee. This meeting will kick-off conversations around reviewing standards for four CTE health career clusters, in hopes to develop 1 or 2 new healthcare standards for the next school year.

This and other meetings in the coming months will serve to introduce industry to CTE career counselors, building/district leaders, and educators, etc. As the groups engage, ultimately it will be important to discuss and align efforts to ensure employers are validating credentials which CTE students are obtaining, that there are ample opportunities based on those credentials, develop stackable credentials, etc. CTE wants employers to look at what CTE programs are available and give feedback on what else the schools should be doing, so that schools can invest properly based on industry needs. As this project moves forward, it will be important to gather specific CTE enrollment and outcome data for students participating in health career clusters, so that it can inform our efforts.

CTE programs are/should not *just* be churning out Nursing Assistants. Paul from RIDE reports that most students are on a college path, with some on a work path. Also, Lifespan says they hire many of their nursing staff from CTE programs, and they are “very prepared to scale up”.

Paul flagged the forthcoming [Junior Achievement Career Exploration Fair](#) targeted towards 13-14 year olds (8<sup>th</sup> graders) and is scheduled for December 14<sup>th</sup>-15<sup>th</sup> at the RI Convention Center. Please refer to [this link](#) for more event information, including on how to register as an exhibitor.

Any individual industry representatives who are interested in exploring CTE partnership opportunities in the immediate can reach out to Paul McConnell, RIDE @ [paul.mcconnell@ride.ri.gov](mailto:paul.mcconnell@ride.ri.gov)

❖ **Health & Human Services Career Ladders (soon to be formed)**

Elevated Results (ER) will support this subcommittee. They want to have an initial meeting in October and home in on the initial focus of this group in order to prioritize where to begin. The group will also need to consider who else needs to be at the table, and what information is needed to inform our work.

*Areas of focus that have come up within these health workforce planning efforts include:*

- Update career pathways visuals
- Enhance career navigation supports
- Strengthen behavioral health pathways
- Outline pathways, ladders, lattices, stackable and cross-recognized credentials, for all occupations, especially within the larger Behavioral Health/Social Services context
  - o Not many “real” pathways
- Articulation agreements between schools
- Transcribed k-12 credits
- Licensure requirements/reimbursement challenges
  - CTC-RI - Integrate CHW courses into BSW program so the students have the opportunity to perform billable services after they graduate?

ER is working on a comprehensive inventory of training and education programs so that this group can work from a foundation; inventory will inform capacity conversations, assist in determining bottle necks, voids, etc., so that we can ultimately, in the longer-term, develop strategies to address barriers. It will be important for the efforts of this subgroup to listen to and incorporate the voice of students/workforce.

## Workgroup Attendees:

1. Co-facilitator - Howard Dulude, HARI
2. Co-facilitator - Rick Brooks, EOHHS
3. Aryana Huskey, EOHHS
4. Zakary Keathley, DLT
5. Maureen Maignet, LTCCC
6. David Reiss, Fogarty
7. Bert Cooper, ER
8. Kristin Lehoulier, ER
9. Sarah Lawrence, CHWA
10. Susanne Campbell, CTC-RI
11. Sue Pearlmutter, RIC
12. Rose Brito, Lifespan
13. James Day, RIDOH
14. Jim Nyberg, Leading Age RI
15. Alexis Devine, Lifespan
16. Phanida Phivilay, UHC
17. Melissa Campbell, RIHCA
18. Emilee Garthee, RIPIN
19. Elizabeth Roberts, URI
20. Heather Gaydos, CHJT
21. Debra Cherubini, Salve
22. Sue Kershaw-Sczuroski, Tides
23. Stacy Paterno, RI Medical Society
24. Paul McConnell, RIDE
25. Hannah Mellion, Skills RI
26. Nina Pande, Skills RI
27. Natalie LaRoche, BHDDH
28. Sophie Asah, EOHHS
29. Joanne Borodemos, RISNA
30. Lynn Blais, UNAP