

**NCI Works
Meeting Minutes
July 24, 2018**

The NCI Works Meeting was called to order at 5:30 p.m. by Chairperson Linda Burt. Roll call was taken.

Name	Present Illinois Valley Community College	Present Sauk Valley Community College	Absent
James Andreoni	X		
Dave Argubright			X
Ed Bochniak			X
Mary Boogemans			X
Linda Burt	X		
Fidencio Campos			X
Debbie Clausen			X
Dr. Jerry Corcoran			X
Marcia Derrer			X
Sara Escatel			X
Dan Fitzgerald	X		
Carrie Folken			X
Randy Freeman	X		
Janet Graham			X
Jill Guynn	X		
Patty Head		X	
Linda Hessenberger	X		
Vanessa Hoffeditz			X
Deana Jones			X
James Knauf			X
Rhonda Krueger	X		
Rob Lentz			X
Kevin Lindeman			X
Barbara Majeski			X
Lisa McCarthy			X
Andy Mills			X
Dan Payette			X
Tom Pigati	X		
Kevin Reibel			X
Cary Robbins			X
John Spencer	X		
Amy Strawn			X
Teresa Strum		X	
Gerald Waszkowiak	X		
DeAnne White		X	
Robert White		X	
Justin Wiggins		X	
Marcie Wiley			X

OTHERS PRESENT (IVCC): Pam Furlan, Bonnie Campbell, Pat Schou

OTHERS PRESENT (Sterling): Dianna Schuler

Healthcare Panel Discussion

Linda Burt began by informing members that questions to cover had previously been distributed to the panel members to consider. Answers had been compiled and distributed to NCI Works members. Linda introduced the panel which included Linda, Pat Schou, DeAnne White, Teresa Strum, Bonnie Campbell. Mary Evans from Sauk Valley Community College was unable to participate.

Pat Schou started the discussion by informing the members that she works with small rural hospital across the state in helping them meet their needs. She stated that some of the changes she has seen in healthcare include the need for people to understand data and being able to put it into report form so that people understand the information. She went on to say that they also need people that are organized and can handle project management, have the ability to think creatively, flexible, possess strong math skills and a strong work ethic. Pat also said that a couple of the small hospitals she has worked with have join a system because they are unable to find local talent. Linda added that hospitals are now getting paid based on data. She said that quality is key to that. That there are penalties for not performing to a standard. She also went on to say that this affects every department within the hospital so customer service skills are very important. Linda asked DeAnne White if behavioral health had the same quality demands. DeAnne responds that it does, it lags a bit behind primary care, but the state does mandate the quality standards for behavioral health as well. Pat added that caring for the patient includes their whole social network.

Bonnie Campbell stated that in healthcare education it can be hard to keep up. She wants to know if they are giving new nurses enough so that they are prepared when they get out to the workforce or is there something different they need to offer them. Linda suggested developing different clinical experience for the nursing students today. Experiences that would put them with a quality person for a day, a data miner/extractor for a day, and in a clinic for a day so that they can get the variety they need now to be data and quality minded. Bonnie went on to say that it is also difficult to respond to some of the changes. Bonnie specifically talked about the increase in the use of Certified Medical Assistants and that, while it is a need, a feasibility study showed that there wasn't a large enough need for the college to establish a full program. This in turn makes it difficult for the college to put forth that program because they don't know what the future holds. Pat added that she had just read new proposed regulations for healthcare that will require additional skills sets for physical therapy assistants and occupational therapy assistants that will allow them to bill for those services.

Jim Andreoni asked if there would come a point when an older person could be penalized if something develops for them and they had not been going to the doctor on a regular basis. Pat responded that this was part of managing a patient's care, which requires a specific skill set. Randy asked if there was a trend toward moving to wellness programs. Randy Freeman went on to say that the wellness program he belongs to offers financial incentives for him to see the doctor routinely to manage his health. Pat reiterated that this was a whole new skill set in the area of healthcare management.

Linda asked Teresa Strum what she is see. Teresa stated that she is seeing a lot of the same things that have already been discussed. She stated that she did want to speak a bit about the nursing shortage though. In the 3 hospitals in her area they are in need of: 4 CMAs, 5 LPNs, 15 CNAs, and 41 RNs. She went on to say that there is a real need for Associated Degree and Bachelor Degree nurses. That 41

openings for RN is significant especially since a new group just graduated. Teresa said that even finding nursing instructors is a challenge. Bonnie agreed, stating that there are so many other, more lucrative, things a nurse with a Master's or Doctorate Degree can do other than education. Pam asked Teresa if these openings were due to attrition, retirement, or growth. Teresa stated she couldn't answer that, she had only looked at number of openings. Linda stated that it was due to all 3. Teresa also stated that she is seeing many nurses working 2 or more jobs, she believes to pay off student loans, and she fears that they will burn out quickly.

Linda informed the members that they have the handout with the questions and answers, as well as other information and asked if there were any questions. Gerald Waszkowiak asked what the board could do? In response, Bonnie said that they needed to be creative in their thinking so that they could come to the board and say that they had this idea that they would like to implement.

Certified Medical Assistant Apprenticeship Presentation/NCI Works Acting as Sponsor of Apprenticeship

Dianna reported that at one of the Healthcare Networking session at IVCC the need for Certified Medical Assistants (CMA) came up. She went on to report that Bonnie Campbell had conducted a feasibility study to see if it was viable for IVCC to create a program. The results did not support a full program.

In thinking about alternatives, Dianna reported that staff thought a US DOL Registered Apprenticeship Program, along with incumbent worker training, might fill the need. Dianna went on to report that there have been several discussions recently at the Illinois Workforce Partnership(IWP) meeting about apprenticeships that meet an urgent or unique need within the various workforce areas. It was decided at the June IWP meeting that each workforce area would work to sponsor an apprenticeship program. Dianna reported that the idea of a CMA Apprenticeship was still in the early stage of investigating if and how this could be done. Dianna reported that she is trying to ascertain if this type of program would allow students to sit for one of the national certification tests. She went on to state that a second step would be to talk with the area community colleges and providers to collaborate on the development of the course work and the OJT portion of an apprenticeship program.

Dianna also reported that several other workforce areas have already developed, or are working toward developing, apprenticeship programs with their workforce board(s) acting as the sponsor for those program. Those areas include St. Clair County, Madison/Bond Counties, and McHenry County. Dianna stated that according to those areas that already have a program up and running, other than the normal liability that comes along with vocational classroom training, there is no additional cost or liability associated with sponsorship.

Dianna stated that staff were looking for input from board members on the idea of sponsoring an apprenticeship program. Pam asked her to speak to the advantage of doing this locally. Dianna reported that there is a lot of flexibility. She had received information from Ronda Klieman at DOL on a program in New Hampshire already. She also stated that perhaps between IVCC and SVCC this could be put together from existing coursework. Speaking to the role of being the sponsor, Dianna stated that normally a company would serve in that capacity. However, if the board decided to become a sponsor they would be providing final oversight of the design and administration of the apprenticeship, similar to what they already do for the training list. BEST would do the day to day management/oversight with NCI Works having the final oversight authority. Other advantages include the ability to work with already

existing coursework without having to wait for ICCB approval and not having to have a minimum number of students to run a full program.

Bonnie Campbell stated that she would be very interested in working on such a project. She stated that she was aware of at least 2 providers that require their CMAs to test from an accredited program and that this was something to keep in mind. She went on to recommend that stackable credentials be worked into the program and that students be given credit for skills they bring with them. Bonnie stated that it makes sense in a rural area to look at this type of a program.

Jim Andreoni made a motion to have NCI Works act as the sponsoring entity for an apprenticeship program. The motion was seconded by Randy Freeman. Motion carried.

Chair Comments

Linda report that there were a number of people up for re-appointment. She called for a motion to reappoint the following members: Dave Argubright, Linda Burt, Debbie Clausen, Dr. Jerry Corcoran, Marcie Derrer, Dan Fitzgerald, Lisa McCarthy, Tom Pigati, Amy Strawn, DeAnne White, Justin Wiggins, and Marcie Wiley. Motion was made by Jim Andreoni and second by John Spencer. Motion Carried.

Consent Agenda

Linda reminded members that the reports were in their packets to review. Motion to approve the consent agenda was made by Gerald Waszkowiak and second by Dan Fitzgerald. Motion carried.

Reports

Oversight

Gerald Waszkowiak reported that no problems were found with the April/May 2018 financial reports. He did inform the membership that for PY'17 the required percent spent on training was 40%. That has been increased now to 50%. He also noted that there had been an increase to the WIB budget for PY '18. In addition, Gerald reported that the committee was recommending the approval the training programs in the packet.

- Review and Approval of April/May 2018 Financial Reports – Motion to approve April/May 2018 Financial Reports was made by Gerald, second by Tom Pigati, motion carried.
- Review and Approval of PY 18 WIB Budget – Motion to approve the PY '18 WIB Budget was made by Tom Pigati, second by Linda Burt, motion carried.
- Review and Approval of Training Programs – Motion to approve the training programs included in the meeting packet was made by Dan Fitzgerald, second by Randy Freeman, motion carried.

Gerald reported that there were copies of the customer feedback surveys from One Stop Operators included in the packet.

Special Projects

- Innovative Targeted Populations Initiative:
Pam reported that an RFP had been let out to hire a consultant to survey employers to establish if there were any concerns or bias in hiring someone for our targeted populations: veterans, returning citizens, and those with disabilities. Thomas P Miller and Associates won the bid and

will begin working on the survey once Pam finds out if the state has any special grant that would cover the cost of this rather than BEST paying for it. BEST is, however, positioned to pay for it if no grants are available. Pam went on to inform the membership that the information collected by the survey will be used to formulate a marketing campaign and develop a curriculum that can be used by anyone that works with these targeted populations to conduct workshops. Pam stated that we know from a good number of sources that these segments of the population do have issues finding/keeping a job and that is what this project is trying to address.

- **Talent Pipeline Grant:**

Pam reported that this project has begun. Staff from Workforce Enterprise System have begun contacting people to get the information they will need to develop a universal pipeline template. Pam stated that she will be reporting on this throughout the project.

Other Business

Linda reported that the Employer Conference is scheduled for September 28, 2018 at the Mendota Civic Center. That success stories are in the packet to review. Next meeting will be September 25, 2018.

Public Comments

Guests had been introduced at the beginning of the meeting.

Pam reported that Rhonda Krueger was originally scheduled to do a partner presentation at this meeting. However, Rhonda had to cancel, and then her plans changed and was available for the meeting after all. Rhonda will be doing the presentation at the September meeting.

Dianna reported that the first NCI Works podcast was recorded today. She said that John Spencer has agreed to be our host. John reported that the first one went really well and that Joel had done a good job covering the subject of what one needs to know to look for and find a job. Dianna stated that next week, July 31, 2018, Linda will be recording the next one. Dianna also stated that as soon as they go live she will be doing a press release and that Workforce 180, who is providing the technical assistance for the podcasts, will be developing a mobile app for us for these as well.

Adjournment

With there being no further business motion to adjourn was made by John Spencer. Motion was seconded by Jim Andreoni and carried. Meeting adjourned at 6:38p.m.

Dianna Schuler