

# METRO ATLANTA INDUSTRY PARTNERSHIPS



| SKILLED EMPLOYEES | GOOD JOBS | STRONG COMMUNITIES |

## MEETING SUMMARY

### Healthcare Employer Forum

Wednesday, May 29, 2019

9:00 am -11:00 am

Loudermilk Center, United Way of Greater Atlanta

*Meeting Facilitators: Helen Slaven, Industry Partnerships Director and Patricia Horton, Industry Partnerships Consultant*

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## Welcome, Overview of Agenda and Update

8:45-9:00	Registration
9:00-9:10	Welcome, Overview of Agenda and Industry Partnerships Update
9:10-9:30	Confirming Our Healthcare Top Jobs
9:30-10:00	Confirming Our Healthcare Top Jobs “Work-Ready Skills”
10:00-10:50	Establishing a Regional Healthcare Career Pathway: An Exploratory Discussion
10:50-11:00	Closing Comments and Next Steps



## Participants

- William Kelly – Grady Health
- Diane Roebuck – Healthcare Staffing
- Lori Anne Roberson – Emory Healthcare
- Lynne Scroggins – WellStar Health System
- Annessia May – GA Department of Behavioral Health and Disabilities
- Antoine Meadows – American Medical Response
- John Helton – WorkSource Cobb
- Sonya Grant – WorkSource Cobb
- Michelle Williams – WorkSource Cobb
- Africa Robinson – WorkSource Atlanta
- Michelle Jones – WorkSource DeKalb
- Indira Tyler – Goodwill of North Georgia
- Indira Tyler – Gwinnett Tech
- Dina Hewett – Brenau University
- Jeannie Ross – City of Refuge
- Maggie Richardson- TCSG
- Tiffany Barney- DOE CTAE
- Karen Kirchler- TCSG
- Patricia Horton - Industry Partnerships Consultant
- Cinda Herndon-King- Atlanta CareerRise
- Helen Slaven- Atlanta CareerRise

## Service Lines

A brief explanation of each of these was provided. These “service lines” reflect the 4 requests we hear consistently across employers and industries. Our initiative is focused on developing, testing and scaling regional strategies for each.

### How We Help

#### Hiring, Candidate Sourcing & Planning

Organizing community hiring events, candidate sourcing and planning for employers and industries.

#### Training & Registered Apprenticeships

Leading pre-hire, incumbent upskilling and apprenticeship projects, programs and services to ensure competence.

#### Employment Readiness

Addressing job seeker barriers to ensure employment success. *(i.e. housing, transit, childcare, veterans & returning citizens).*

#### Career Awareness & Promotion

Engaging students and underrepresented communities to promote opportunity and diverse and inclusive workplaces.

## Goals for the Meeting



Meeting goals were discussed and how each of these represented project “milestones” in taking action on the service lines. Goals included:

- ✓ Confirm Our Top Jobs
- ✓ Begin Identifying Top Jobs “Work-Ready” Skills
- ✓ Have a Beginning Discussion about Regional Healthcare Career Pathways

## Confirming Our Healthcare Top Jobs

Over the last year, through convenings and employer visits, a short list of “high demand” healthcare jobs emerged across employers. The group reviewed this list and confirmed that each were considered “high demand” meaning they were in demand now and were likely to continue to be. Four key questions were asked.

1. Which of these jobs most reflect your organization’s current and future needs?
2. What jobs least reflect your organization’s current and future needs?
3. What additional jobs should we consider adding?
4. For these jobs, does the ONET Job Level and SVP seem about right?

With the goal of confirming that the proposed jobs reflected employers “high demand jobs” the group discussed the proposed list and confirmed that these were all relevant. Participants offered additional suggestions of jobs that are in high-demand and should be considered as we move forward. Among these were the following;

- Surg Tech
- GI Tech
- Psych/Mental Health Techs and Clinicians
- Geri-Psych Specialty Training
- Physical Therapist and Physical Therapy Tech
- Central Sterile (O\*Net Medical Equipment Preparers)
- IT professionals and Nursing Informatics

Together, these 9 jobs will be the focus of our Healthcare work going forward. Using the “service lines” described earlier to create regional pipelines, across the workforce “eco-system” to provide employers with skilled employees and job seekers with good jobs and opportunities for career growth. Next steps include deeper analysis of these jobs to continue to refine and ensure they reflect employers needs.



## Our Healthcare Top Jobs

<b>Metro Atlanta Industry Partnerships Top Jobs 2019-2021</b>				
The jobs listed below have been identified as “high demand” by Metro Atlanta area by employers participating in WorkSource Metro Atlanta Industry Partnerships. Note: The list is intended to assist organizations in considering developing workforce programs and services but not intended to be a definitive or limiting tool.				
<b>Industry</b>	<b>Job</b>	<b>ONET Code</b>	<b>Job Zone</b>	<b>SVP</b>
HC	Food Services Non-Restaurant (FNS)	<a href="#">35-3041.00</a>	1	Below 4.0
HC	Maids and Housekeeping Cleaners (EST)	<a href="#">37-2012.00</a>	2	4.0 to < 6.0
HC	Nursing Assistants (CNA & PCT)	<a href="#">31-1014.00</a>	2	4.0 to < 6.0
HC	Medical Equipment Preparers	<a href="#">31-9093.00</a>	2	4.0 to < 6.0
HC	Medical Assistant	<a href="#">31.9092.00</a>	3	6.0 to < 7.0
HC	Medical Records & Health Information Technicians	<a href="#">29-2071.00</a>	3	6.0 to < 7.0
HC	Licensed Practical Nurse (LPN)	<a href="#">29-2061.00</a>	3	6.0 to < 7.0
HC	Emergency Medical Technician and Paramedics	<a href="#">29-2014.00</a>	3	6.0 to < 7.0
HC	Registered Nurses (ADN & BSN)	<a href="#">29-1141.00</a>	3	6.0 to < 7.0



The group then discussed skills and abilities and work activities that were represented in these jobs. These two dimensions “skills and abilities” and “work activities” constitute the essential “work-ready” components that in addition to technical expertise helps ensure employment success.

## Confirming Our Healthcare Top Jobs “Work-Ready



### **Skills and Abilities**

*(1=Advanced Skills, 2=Moderate Skills, Blank=Minimal or No Skill)*

- Judgement & Decision Making
- Service Oriented Listening
- Reading
- Oral Expression & Comprehension
- Dexterity/Arm-Hand Steadiness
- Reasoning Ability
- Written Expression/Comprehension

### **Work Activities**

*(1=Frequently Found, 2=Occasionally Found, Blank=Rarely or Never Found)*

- Assisting & Caring for Others
- Coaching/Training & Teaching Others
- Communicating Outside Organization
- Control Machines/Inspect Equipment
- Interacting with Computers
- Monitor Processes, Materials, Surroundings
- Physical Acts/Handle-Move Objects
- Process/Analysis Data or Information
- Schedule/Organize, Plan, & Prioritize Work
- Think Creatively

The items listed above were confirmed. Additionally, items below were discussed as needing to be confirmed as part of the items above or added as additional items to complete the list.

- On-time
- Team Player
- Caring
- Organizational “Fit”
- Soft Skills
- Delegation
- Asking for Help

The group also discussed the use of behavioral assessment tools and/or behavioral interviews as an important part of the hiring process recognizing the importance of having these processes be a part of the screening criteria for candidates coming into training programs.

The last discussion asked the group to consider the idea of a Regional Healthcare Career Pathways and imagine what that could look like in Metro Atlanta. The discussion started with a brief presentation on the nursing shortage by Dina M. Hewett, Ph.D., RN Director – Mary Inez Grindle School of Nursing, Brenau University that was developed with her colleague Linda A. Streit, Ph.D., RN Dean -Georgia Baptist College of Nursing of Mercer University. The presentation titled “If you want to go fast...go alone. If you want to go far...go together,” provided data and insights about the current and future challenge of having enough qualified nurses in Georgia. Key takeaways include that Georgia is 6<sup>th</sup> in the US in the nursing shortage a trend that is expected to continue even when factoring in current efforts. The presentation emphasizes the need to partner differently and add additional, intentional pipelines and pathways to have a positive impact. As the title suggests, key to success is our ability to work together, standardize curriculum while developing innovative approaches and start early (K-12) to attract individuals to the profession.

The group then used this information discuss the idea of developing regional healthcare career pathways (pipelines). Though this was a brief discussion, the group was in agreement about the important role that a regional strategy could play in aligning employers, careers and job seekers. Though the discussion was brief, a number of important ideas to consider were discussed including the following:

- Registered Apprenticeships as a key strategy.
- Universal (standardized) core program for healthcare that provides a foundation.
- Non-traditional training programs that bring in new populations.
- A healthcare careers map “tree” that shows the jobs and the opportunities within the industry (visuals).
- True partnerships that are employer/industry led.
- Tech partners and ample clinicals that create pipelines.
- Program designs that give credit for experience.
- Visible pathways for internal and external use.
- Work experience portions included which are funded through WorkSource.

## **Establishing a Regional Healthcare Career Pathway An Exploratory Discussion**

**imagine**

*A regional system of training programs that reflect “high-demand” jobs and provide “work-ready pipelines” for employers, job seekers and those seeking career growth.*

- **What we like about this opportunity.**
- **What it could look like.**
- **What agreements and understandings would be important to establish before beginning.**
- **What might be a good place to start.**

The meeting concluded with a brief discussion of next steps in the initiative.

## Industry Partner Updates

- May Employer Forums
- June All Partner Webinars (Offered multiple times to accommodate schedules)
- Aligned Projects – REI and WorkSource Alignment (More to come on these)
- Fall All Partner Meeting (Save the Date coming)

## Thanks for Your Feedback!

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#### Healthcare Employer Forum Meeting Feedback (May 2019)

**Directions** – Please provide feedback about today's session. We'll use the feedback to course correct and plan future steps. We'll share a summary of the responses via email post meeting. No names, just honest feedback. Thanks!

Which best describes your organization: (Check one.)

4	Employer	1	Chamber/Economic Development	1	College/University
2	Community Provider		Government Entity	1	K-12 Schools
1	Technical College	1	Trade/Professional Association	3	WorkSource Board
	Other: (Please Describe)				

Using the scale, respond to the following statements in the way that best expresses your views.

Item	Scale				
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1. Today's session met the stated goals.				5	8
2. I learned something today I can take back and use.				3	11
3. The Top Jobs List and "Work-Ready" Skills will help us focus our efforts.				5	9
4. I think my organization will benefit from participating in this effort.				4	10
5. I think this initiative is helping us work together to address employer workforce needs and the needs of those seeking good jobs and career growth opportunities.				3	11

- Concerns or questions I have as we move forward are...
  - I think I have so much to learn about this industry!
  - Develop a universal based program with nursing.
- Advice I have as we move forward is...
  - For COR is how we can use this with the current CNAs to show a career path (CNA, PCT, LPN, RN or other...)
  - Use WEX
- One thing I'd like to know more about is...
  - Partnering K-12 to grow pathways with employers.
  - Pathways in nursing.

#### Other Comments

Love the networking and partnerships developed from workshops.  
Great discussion – identify needs in the community.  
Awesome conference.

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WORK  
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Connecting Talent with Opportunity  
Partnership with the State of Georgia