



TO: WORKFORCE INVESTMENT BOARD MEMBERS

FROM: ARTHUR ECKSTROM, DIRECTOR

A handwritten signature in black ink, appearing to read "Arthur Eckstrom".

SUBJECT: **Meeting Summary – January 14, 2011**

Members Present:

Linda Arzoumanian
Hank Atha
Johnson Bia
Nicholas Clement
Judy Clinco
Vaughn Croft
Peggy Feenan
Roger Forrester
Clayton Hamilton
Chris Hazen-Molina
Tom Hinman
Kari Hogan
Gregg Johnson
Dorothy Kret
Charles Monroe
Kim Murray
Noreen Nelson
Jill Pearson
Jonathan Peck
Beverly Price
Paul Roughton
Liz Russo-Clyde
Jack Scott
Alan Storm
Mike Verbout
Jo Anne Westerman

Members Absent:

Jacob Bernal
Duane Bock
Clarence Boykins
Wilette Diggs
Peg Harmon
Doug Jones
Suzanne Lawder
Tere LeBarron
Paul Lyons
Arnold Palacios
Carl Rosborough
Paula Stult
Joshua Wright
James Zarling

Staff & Guests Present:

Jim Mize
Kate Schmidt
Eddie Saavedra
Stephanie Healy
Mary Brodesky
Christine Webb
Gerri Brunson
Brian Stewart
Laurie Vance
Benton Davis
Tomás León
Dominica Dominguez

Evelyn Wright
Charles Casey
Ben Barela
Frank Youdelman
Arthur Eckstrom
Veronica Boone
Marcia Roberts
Karen King
Lacey Wilson
Cheryl Gary
Liz Gulick
Lizet Torres
Risé Hart

- I. **Call to Order** – Clayton Hamilton, Chair, called the meeting to order at 7:38 a.m.
- II. **Pledge of Allegiance** – All
- III. **Roll Call** – Kim Murray conducted the roll call.
- IV. **Action Item:** To approve meeting minutes. Postponed until the next meeting.
- V. **Summary of Current Events** – *Clayton Hamilton*
Clayton Hamilton asked for a moment of silence in remembrance of Carol Somers (former WIB member) and those involved in the tragic event that happen on Saturday.
- VI. **Staff Report** – *Jim Mize/Charles Casey*
Charles Casey announced that the Youth Request for Proposal (RFP) was released on January 13, 2011. Staff will send the RFP web link to the committee. Another RFP focusing on workshops will be released in two weeks. Jim Mize reported on the local labor market. There has been an increase in jobs and the unemployment rate is below 9%. The Kino Service Center is still seeing a lot of clients. The One-Stop has started another survey about the healthcare industry. Dorothee Harmon reported that Pima County received a National Emergency grant for \$1.2 M from the Department of Labor in November 2010. This is a special grant for serving dislocated workers from specific businesses that have laid off 50 or more people extending back to June 2009.
- VII. **Healthcare Industry Overview** – *Beverly Price/Judy Clinco/ Stephanie Healy*
The panelists gave a brief introduction about themselves. Beverly Price is the Director of Human Resources for Health Trio. Judy Clinco is an RN and owner of Catalina In-Home Services, Inc. Stephanie Healy is the President of the Hospital Council of Southern Arizona.

Alan Storm facilitated the following questions.

1. Given the economy and state budget how will this affect the healthcare sector?

Stephanie Healy – The state budget crisis is a major concern for all the healthcare providers. The hospital workforce development is now not the top priority. The hospitals will need to revamp their current budgets due to the state budget cuts.

Judy Clinco – Long-term care recipients will be receiving less homecare and there will be funding cuts for nursing homes resulting in more out-pocket expenses for the patients. Some displaced workers are now taking care of their family members versus using assisted living places. There hasn't been a surge from home community care to assisted living places/group small homes due to people unable to sell their homes at a fair price. The need for long-term care will continue to grow as the population ages.

Beverly Price – Healthcare information technology is in the right place at the right time. The various technologies reduce operational costs, improve efficiency, and will help increase the revenue for providers (e.g. hospitals, insurance companies).

2. What are the differences in your workers' skill levels today from ten years ago? Where will those skill levels be in another ten years.

Judy Clinco – In the past few years more responsibilities have been delegated to caregivers and certified nursing assistants. Based on the limited training they have received they are ill prepared to take on these additional tasks and performed them well. The training requirements have not kept pace with the new job responsibilities. There is a need for more training requirements not only for skilled training and delivery of care but utilizing medical records and technology. In the future a lot more technology will be used in the home for monitoring and this will replace some of the duties of the caregivers.

Beverly Price – In the last ten years technology has continued to rise. In the next ten years there will be more programs that are voice portal driven. The workforce will need to improve technological skills in order to keep up with the changes.

Stephanie Healy – Technology has changed the face of healthcare delivery. An example is Telehealth, a method used to provide health-related services and information via telecommunications technologies. Students in nurse training programs are using smart phones to get access to homework assignments, etc. A few years ago the conversion of Electronic Medical Records (EMRs) started which allows doctors to have access to a patient's pertinent medical information. This conversion will improve the delivery of healthcare and mostly mitigate costs. The front end of this change is difficult, adds to the workload, and equipment needed is very expensive. However, the hospital sector sees value in this new technology as it will reduce costs and improve the delivery of patient care. There has been an increase demand for physical/occupational therapists within the hospital sector due to the aging population.

3. How has the aging "baby boomers" workforce impacted the healthcare sector?

Beverly Price – One sufficient change is that managed healthcare groups are starting to understand the importance of streamlining to improve efficiency. This will help cut costs and provide better care as they have information at their fingertips. There is a need to find a way to provide affordable care for the aging workforce.

Judy Clinco – A concern is that older dislocated workers are being trained to become nurse assistants and caregivers but they have a short-lived time working in this industry sector. The trend nationally for professional health care workers is women between the ages of 22-58. That number of women entering the workforce is significantly decreasing while the need for professional caregivers is dramatically increasing. The issue of attracting men by increasing wages and providing benefits needs to be addressed.

Stephanie Healy – Due to the recession, many nurses that had planned to retire did not. For every eight retired nurses there are three graduates from the nursing program. In the education sector there is a growing need for professors as the current ones are retiring. There is a need for more training programs to replace the retiring lab technicians.

4. Questions from the WIB:

Jill Pearson stated that she became aware recently that new graduating nursing students cannot find jobs in the Phoenix hospitals due to the experience requirements. Stephanie Healy replied this is also happening in Tucson as the more experienced, highly educated nurses are being hired first.

Hank Atha asked who buys the personal health record (PHR). Beverly Price stated that the records are sold to providers (e.g. John Hopkins University). PHRs can also be used for processing claims. There is a large focus on getting Medicare recipients on PHRs due to government requirements.

VIII. Healthcare Reform Bill – *Benton Davis*

Benton Davis provided an overview on the Healthcare Reform Bill. He stated that it is highly unlikely that the bill will be repealed; however he does expect modifications to the current bill. There are a lot of good items in the bill such as improving some of the processes. He said that healthcare costs in the United States are high and continue to increase due to the overinvestment in diagnostics and treatment technologies (i.e. pharmaceuticals) and now there is a high cost for radiation on oncology. The industry has underinvested in the management side. The explosion of healthcare information technology will be very beneficial. In the current bill there is recognition and funding for this opportunity. Arizona received approximately \$30 M stimulus funds to assist with the information technology process. There are challenges with information technology (e.g. communication between software packages, privacy issues). Benton responded that the healthcare reform may cause consolidation of hospitals and insurance companies as some small businesses will have to fold. Many states are in financial distress and cannot begin to comply with the new requirements in the bill. The future of long-term care is needed more now than in the past due to the aging population. Noreen Nelson asked if there are any efforts for standardization of reporting claims. Benton said that reporting is driven by state and federal standards. The EMR process will help standardization. Judy Clinco asked if the healthcare reform focuses on health and wellness. Benton responded that the bill does address wellness but not enough. Charles Monroe asked if there will be any help for the average person to understand charges associated with hospital expenses. Benton replied they are trying to streamline the process to help this issue. Jonathan Peck asked about the benefits of the bill. Benton replied that the business technology system will be modernized and 30 million people who previously did not have healthcare insurance will have access to healthcare.

IX. Healthcare Training Grant Update – *Johnson Bia/Brian Stewart*

Johnson Bia introduced Brian Stewart who gave a brief update on the grant. The Health Professional Opportunity Grant is to be used for training in the healthcare field. Pima Community College received \$16.8 M and it is a five-year grant. The Kino Service Center is a partner. Currently staff has been hired. Types of services provided are transportation, childcare, case management, tutoring, etc. Another component of the grant is research.

X. Member Spotlight – *Jo Anne Westerman*

Jo Anne Westerman is the Vice President, Branch Manager of M&I Bank. Jo Anne is a career banker and has been in the business for 35 years. M&I Bank was found in 1847; however recently acquired by BMO Financial Group based in Toronto, Canada. In July 2011, the bank will become Harris Bank. M&I Bank has been committed to the community for several years. The bank sponsored Heroes Day in September 2010 and raise over \$5,000+ for the University Hospital Trauma unit. She has been married for 39 years and has two children

and two grandchildren. She moved to Tucson in 1993 when her husband was transferred to Hughes Missile System from southern California and he is still employed with Raytheon. Jo Anne is a board member of the Marana Chamber of Commerce and Catalina Rotary Club. She's a new WIB member and is looking forward to being a part of the WIB.

- XI. **Call to Public** – Veronica Boone of Tucson Indian Center announced the 21st Annual Diversity Career Fair to be held on Wednesday, January 26, 2011 at the Desert Diamond Casino. If you have any questions, contact her at vboone@ticenter.org.
- XII. **Next Meeting:** Friday, February 11, 2011, **8:00 a.m.-noon at Pima Community College (Downtown Campus) Amethyst Room**
- XIII. **Adjournment** – 9:04 a.m.