

# **Governor's Workforce Board RI Career Pathways System Task Force (CPSTF)**

**July 21, 2011**

## **Meeting Minutes**

Committee Members present: Brandon Melton, Chair, Marc Amato, Rick Brooks, Andrea Castaneda, Charles Fogarty, Jill Holloway, Kevin McDevitt, Jeffrey Senese, Kathie Shields, Robin Smith, Bill Weedon

Committee Members absent: Ray Di Pasquale, Deborah Gist, William McGowan, Keith Stokes

GWB Staff present: Lisa D'Agostino, Dan Brown, Maureen Mooney

DLT Staff present: Sue Chomka, Donna Murray

Others Present: Paul Harden, RIEDC; Judy Jones, Poverty Institute; Heather Singleton, RI Hospitality Association; Carmen Ferguson, United Way of RI; Jillian Salerno, Community College of RI; Kevin Porras, Lifespan; Ruth Ricciarelli, HARI; Lynn Watterson, CCRI; Marguerite McLaughlin, Quality Partners; Brian Hull, City of Providence; Kristin Lehoullier; Mike Paruta, Women & Infants Hospital; Wendy Mackie; Sarah Griffin, RISES;

### **Call to Order**

Chair Melton called the meeting to order at 8:05 a.m. He welcomed everyone and provided an overview of the agenda. Chair Melton commented that K. Shields and A. Castaneda would provide a review and update on the work of the taskforce to date. He mentioned there would be presentations from the Hospitality, Healthcare and Bio Technology Industries. He noted that J. Salerno would provide an overview of Labor Market Information (LMI) industry data.

### **Minutes of Career Pathways System Task Force (CPSTF)**

Chair Melton asked for a review of the meeting minutes of the June 2, 2011 CPSTF meeting. He asked if there was a motion to approve the meeting minutes.

**Vote:** K. McDevitt motioned to approve the minutes of the 6/2/11 CPSTF meeting.  
R. Brooks seconded the motion. The vote was unanimous; the motion passed.

### **Career Pathways System**

Chair Melton asked Kathie Shields of Tech Collective to provide an overview and information on the work of the taskforce in establishing a State Career Pathways System.

K. Shields reviewed the charge to the task force, discussed system development components, explained the steps in establishing a career pathways system, and noted the importance of contributors and resources. She reviewed the graphic of the Rhode Island Workforce System which depicts the representation of contributors, services and the navigation process. She noted the importance of developing the framework and of taking inventory of the workforce system components, contributors, tools and resources.

### **Industry Experience with Career Pathways**

Chair Melton suggested that after the industry presentations, either at this meeting or at the following meeting, 1 or 2 industries or occupations might be selected as the career pathways model. Chair Melton asked Jillian Salerno to provide an overview of the Labor Market Information (LMI) data as it relates to the industry partnerships.

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### **Overview LMI Industry Data**

J. Salerno reported that she met with 4 industry partners including Information/BIO technology, Healthcare, Hospitality and Defense. She indicated that the Defense Industry partner was new to this work and not at the point of completing all of the fact finding and is starting to work on a skills gap study. She noted the Defense Industry partnership would like to participate in the career pathways work.

J. Salerno reviewed industry growth projections for the healthcare, information technology, and hospitality industries both for Rhode Island and nationally. She reviewed Rhode Island wage statistics as of May 2010 for these industries. J. Salerno referenced two brochures from the LMI unit for the Leisure, Hospitality and Tourism industry as well as Healthcare. She indicated this information provides industry cluster and occupations profiles as well as a list of specific occupations found within each industry.

A discussion followed. Chair Melton commented that sustainable wages, wage growth and educational attainment are all important components of a career ladder. A common suggestion of taskforce members was to utilize resources and systems already in place and to identify these resources available in the current workforce system.

### **Hospitality Industry: RI Hospitality Association**

Heather Singleton, Senior Vice President of the Hospitality Education Foundation provided an overview of the hospitality industry, noting it has an industry recognized curriculum that changes with industry needs. She mentioned the commitment within the industry to upgrade the skills of the workforce and noted their completed skills gap study. She stated that a current focus is to develop programs to address the challenges associated with the skills gaps. In discussing employment in the hospitality industry, H. Singleton noted that you do not need a formal degree to get started. She reviewed the handout entitled "Typical Hospitality Career Ladder" and explained how employees can move from one level to another by earning certifications and degrees. H. Singleton reviewed the "Restaurant/Food Service Career Ladder and Compensation" handout which depicts entry level, and middle and upper management positions. She noted that the hospitality industry follows the workforce pipeline model which represents a workers progression via multiple providers achieving a broad range of outcomes and/or attainments. There was a discussion around the needs for a qualified workforce in the hospitality industry which was noted as not differing from other industry needs especially in the area of soft skills.

### **Healthcare Industry: Quality Partners**

Marguerite McLaughlin, Senior Program Administrator for Quality Partners of RI provided an overview of their Healthcare Industry Partnership and the work of Quality Partners with nursing homes, physicians and hospitals. She referred to the handout entitled "A Nursing Career Ladder Scenario" which denotes the various entry levels of education, jobs and training from entry level to MRN. She noted the importance of supports and referrals provided by adult literacy programs in advancing workers through the healthcare career ladder. She mentioned the importance of literacy programs as part of the pre-CNA training programs and stated that a CNA position is not an entry level position. M. McLaughlin noted the specific levels and educational requirements for the nursing career ladder which includes entry level, CNA, pre-nursing, LPN, RN and MRN.

M. McLaughlin mentioned there are many nursing home providers who serve as certified CNA trainers. They provide CNA training at no cost with the hope that they will generate a group of new recruits for their own organization. Though many homes work hard to maintain great reputations and conduct remarkable training programs which produce wonderfully equipped CNAs, other homes do not fare as well. Some of these homes are poor performing nursing

homes. They expose unknowing potential employees to shoddy care and negative experiences with the elderly. The lens with which these employees see nursing home work is set in a negative and often derogatory context. Our industry is working diligently to bring about "person-centered care"-a less institutional model of care. Poor performing nursing homes that serve as trainers bring the industry down. They mentor and model sub-standard conditions, perpetuate poor care and train new staff in an antiquated model of care that stereotypes elders. Ideally, nursing home trainers are those with high standards and can represent our industry as a fabulous and dynamic place many nursing homes work hard to be.

### ***Healthcare Industry: Stepping Up Program***

Michael Paruta, Director of Workforce Development for Women & Infants Hospital and Rick Brooks, Director of United Allied Nurses & Professionals (UNAP) provided an overview of the Stepping Up Program. M. Paruta reported that Stepping Up is a partnership between the UNAP/Rhode Island Hospital Health Care Education Trust, local hospitals and healthcare organizations, education and training providers, labor unions and funders. He indicated this program is demand driven and is organized in response to both the compelling needs of industries and a severe shortage of nurses and other professionals. M. Paruta spoke of the program as a community pipeline with a goal to recruit and hire from communities that they serve and where the hospitals are located. R. Brooks reviewed and discussed the handout for the Stepping Up Program highlighting the career ladder, the utilization of the community pipeline model and the commitment to provide tools to help residents and employers become credentialed in high-growth, high-demand jobs. He reported on the latest statistics of the Stepping Up Program referring to a handout entitled "Stepping Up Statistics as of 7/19/11".

### ***BIO Technology Industry: Tech Collective***

Kathie Shields, Director of the Tech Collective noted that Tech Collective is the industry association for Information Technology and Bioscience in Rhode Island and a workforce intermediary between these industries and the RI workforce system. She spoke of the Industry Partnership activities of the Tech Collective as related to the workforce pipeline model. She mentioned the use of best practices including career awareness activities, internships and networking, industry awareness, training and career counseling. K. Shields emphasized the importance of career counseling in the netWORKri centers as an important component of a career pathways system. She explained that businesses want to participate in this effort but do not have the funding. She mentioned the BioScience Resource Guide which is offered as a resource at the netWORKri career centers, and provides insight and information into Rhode Island's growing Bio Science Industry.

### **Next Steps**

Chair Melton thanked everyone for their presentations to the taskforce. He noted the vast amount of information presented and asked taskforce members about their preferences for the next step in selecting an industry specific career pathways demonstration model. He asked for comments on which industries should be considered as well as how many. Chair Melton stated that the proposed prototype should be replicable and brought across all industries. A discussion followed. It was emphasized that the current workforce system should be inventoried to determine specific tools, resources and work processes that can be utilized in a successful career pathways model. It was mentioned that the challenge is in identifying those things that do not work and determining what resources are needed.

R. Ricciarelli from the Hospital Association of Rhode Island (HARI) spoke of the restrictions that are a part of the healthcare industry due to licensing and accreditation. She commented that these restrictions could complicate the process in using the healthcare industry solely as a

career pathways model. She suggested that if the healthcare industry was chosen as a model, that another industry without such stringent requirements should be selected as well.

M. Amato mentioned that the most relevant best practice presented at the meeting was identified as part of the Stepping Up presentation. He referred to M. Paruta's comments on the program's partnerships with stakeholders and the involvement of employers in the job matching process. Since the employers are involved and an actual job exists, the employees are placed successfully into positions.

Chair Melton suggested that information on the defense industry partnership be presented at the next CPSTF meeting. He indicated that some information gathering has occurred and that it would be useful to hear about this industry. There were comments about the number of industries to use as a model but no vote was taken. Since there was no consensus and the meeting time had run over, it was decided that the healthcare industry would be the preliminary model for the next two months. Chair Melton indicated that at the September meeting, there could be further discussion on other industries that could be considered as part of the career pathways model.

### **Adjournment**

With no further business, Chair Melton asked if there was a motion to adjourn.

**Vote:** B. Weedon motioned to adjourn the CPSTF meeting. J. Holloway seconded the motion. The vote was unanimous; the motion passed.

The meeting was adjourned at 10:10 a.m.

Respectfully submitted,

Maureen Mooney