

North Idaho College

Application Summary and Analysis

Project Scope on Skills Gap for Industry Sector Grant

Since 2012, Employers in the Health Care Industry have identified critical need for trained and skilled medical support staff such as medical assistants and patient care technicians, which are currently two of the greatest gaps for the industry. December 2017, US CENSUS Bureau found the Idaho is currently the fastest growing state in the nation. It is expected that the population will continue to grow at nearly 3 times the national rate, with the over-65 population accounting for 34.4% of total growth through 2025. Population increases will be clustered in populous areas, with Kootenai expected to be the third fastest growing county. Regional growth and an aging population will continue to drive the demand for healthcare services and increase the need for a trained local workforce. Healthcare support occupations are expected to increase 23.2% between 2016 and 2026, making them one of the fastest growing occupational groups in the country. Statewide, healthcare companies added 46% to their payrolls over the last decade, and are projected to continue growing. The demand for these services will only increase, nationally and regionally.

Healthcare has already become a significant industry in North Idaho as the regional economy has diversified over the last decade. Currently, two of the largest employers in North Idaho are hospitals. To continue this growth, hiring and retaining healthcare support professionals is essential. North Idaho has struggled with doctor shortages, particularly primary care physicians.

North Idaho College has collaborated with the Idaho Department of Labor and a consortium of industry partners to assess and address this need. In addition to the interviews and conversations held with various industry members, partners, and advisory group members, calculated employment projections in the areas of medical assistants and patient care technicians. Region 1 occupational projections show 329 new positions by 2026. Over 200 annual openings are expected for the two positions.

In an effort to train support medical staff, employers like Kootenai Health, Heritage Health, and others have attempted internal training programs to move current employees from CNA to MA. It has also become common to hire uncertified MAs with the requirement that they become certified after a certain amount of time. Concern has been expressed that CNAs and uncertified MAs are currently practicing beyond their education level due to this labor shortage. No one industry partner has had the time, resources, or expertise to provide this technical education.

Project break down of Training Needs

These identified skill gaps and lack of regional workforce training opportunities needed to prepare a qualified and skilled workforce demonstrate the need to be filled by this Idaho Department of Labor Workforce Development Training Fund Sector grant proposal. The Health Career Pathways Solution project aims to address the following needs:

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Medical Assistants in Region 1

- Provide an additional training pipeline to meet industry need
- Support incumbent healthcare support workers with an accessible apprenticeship model
- Expand the ability of industry to increase the employment and wages of Idaho
- Support hiring and expansion at every level of the healthcare industry in region 1
- Serves the rural communities of region 1

Patient Care Technicians in Region 1

- Create a training program for this specialized support position in region 1
- Anticipate industry shift, providing a skilled workforce for future needs
- Increase wages, job opportunities, and retention for healthcare support staff

North Idaho College will continue to work closely with industry experts from each of the partner companies who will engage in program design and quality improvement, provide advancement opportunities for incumbent workers, and evaluate the impact the expanded programming has on the industry. Proposed training schedule attached.

The Consortium consists of:

| Partners | Industry | In-Kind | Description |
|--|--------------|---------------------|------------------------------|
| North Idaho College | Education | | |
| Northwest Specialty | Employer | \$136,534.20 | Preceptor Personnel from all |
| Northern Idaho Advanced Care (NIACH) | Employer | | Partners – contribution for |
| Rehabilitation Hospital of Northwest (RHN) | Employer | | Wages paid to provide OJT |
| Kaniksu Health | Employer | | Apprenticeship to trainees |
| Partners | Employers | \$10,485.12 | Trainee Travel |
| NIACH & RHN | Employers | \$1,000.00 | Bladder Scan Instrument |
| Contracted Services – Time & Expertise | | \$436.14 | Customized Best Practices |
| Partners | Employers | \$200.00 | Tb Testing for Health |
| Partners Cash Match | Employers | \$18,661.62 | Proportionate Cash Match |
| TOTAL MATCH | 75.1% | \$167,217.98 | |
| TOTAL WDTF REQUEST | | \$207,590.19 | |
| TOTAL PROGRAM COST | | \$374,808.17 | |

Projected Trainees and Hires

The consortium plans to train 54 incumbent workers as follows:

| | |
|--|--------------------|
| Number of incumbent workers who receive classroom training: Patient Care Technician I, Patient Care Technician II, Medical Assistant | 54 |
| Number of incumbent workers who complete classroom training: Patient Care Technician I, Patient Care Technician II, Medical Assistant (Calculated 10% attrition) | 49 |
| Number of incumbent workers who receive structured OJT | 44 |
| Number of incumbent workers who completed structured OJT | 40 |
| Average wage prior to training/average wage after training | 12.67/14.55 |
| Number attaining recognized credential/skill badge* | 49 |

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Patient Care Technician 1

| Company | # of Positions To be Trained | # of Positions expected to Complete Training | Wage |
|--|------------------------------|--|-------------------|
| Kootenai Health | 10 | 9 | \$13.10 - \$14.00 |
| Northern Idaho Advanced Care Hospital | 10 Tech 1 10 Tech 2 | 9 Tech 1 9 Tech 2 | \$13.00 - \$14.00 |
| Rehabilitation Hospital of the Northwest | 10 Tech 1 10 Tech 2 | 10 Tech 1 9 Tech 2 | \$13.00 - \$14.00 |

Medical Assistant

| Company | # of Positions To be Trained | # of Positions expected to Complete Training | Wage |
|---------------------------------|------------------------------|--|-------------------|
| Kootenai Health | 6 | 5 | \$13.10 - \$15.40 |
| Northwest Specialty Hospital | 6 | 5 | \$12.50 - \$15.50 |
| Heritage Health | 6 | 6 | \$11.85 - \$14.35 |
| Kanisksu Health | 6 | 6 | \$12.90 - \$14.06 |

WDTF Industry Sector Review Criteria

See Review Sheet

Action requested

Award \$207,590.19 effective June 1, 2018 utilizing Workforce Development Training Funds (WDTF).

PROPOSED TRAINING OVERVIEW TABLE

| Start Date (Month/ Year) | End Date (Month/ Year) | Course Name | Training Provider | # Of Training Hours | # Of Students | Will Training Result in a Credential |
|---|---------------------------------------|--|------------------------------|------------------------------------|--------------------------|---|
| June 5, 2018 | Feb. 4, 2019 | Medical Assistant Apprenticeship | NIC-Workforce Training | 740 | 8 | Yes |
| June 25, 2018 | Aug. 27, 2018 | Patient Care Technician I | NIC-Workforce Training | 100 | 5 | Yes |
| Sept. 10, 2018 | Oct. 15, 2018 | Patient Care Technician II (Restorative) | NIC-Workforce Training | 76 | 5 | Yes |
| Sept. 24, 2018 | Nov. 16, 2018 | Patient Care Technician I | NIC-Workforce Training | 100 | 5 | Yes |
| Jan. 28, 2019 | Mar. 1, 2019 | Patient Care Technician II (Restorative) | NIC-Workforce Training | 76 | 5 | Yes |
| Jan. 19, 2019 | Aug. 31, 2019 | Medical Assistant Apprenticeship | NIC-Workforce Training | 740 | 8 | Yes |
| Feb. 15, 2019 | Apr. 19, 2019 | Patient Care Technician I | NIC-Workforce Training | 100 | 5 | Yes |
| June 3, 2019 | July 8, 2019 | Patient Care Technician II (Restorative) | NIC-Workforce Training | 76 | 5 | Yes |
| June 24, 2019 | Aug. 19, 2019 | Patient Care Technician I | NIC-Workforce Training | 100 | 5 | Yes |

| Start Date (Month/ Year) | End Date (Month/ Year) | Course Name | Training Provider | # Of Training Hours | # Of Students | Will Training Result in a Credential |
|---|---------------------------------------|--|------------------------------|------------------------------------|--------------------------|---|
| Sept. 14, 2019 | May 9, 2020 | Medical Assistant Apprenticeship | NIC-Workforce Training | 740 | 8 | Yes |
| Sept. 23, 2019 | Oct. 28, 2019 | Patient Care Technician II (Restorative) | NIC-Workforce Training | 76 | 5 | Yes |
| Sept. 27, 2019 | Dec. 6, 2019 | Patient Care Technician I | NIC-Workforce Training | 100 | 5 | Yes |
| Feb. 10, 2020 | Mar. 16, 2020 | Patient Care Technician I | NIC-Workforce Training | 100 | 5 | Yes |

REVIEW CRITERIA

WDTF 2017 Industry Sector Grant Application

IDAHO
DEPT. OF LABOR

NORTH IDAHO COLLEGE – HEALTH CAREER PATHWAYS SOLUTIONS

1. **APPLICANT** - The application provides the requested identifying information of the applying entity, which is physically located in the state of Idaho, and provides all required contact information.

YES NO

A "NO" ANSWER REQUIRES COMMENT – DESCRIBE DEFICIENCY _____

2. **INDUSTRY CONSORTIUM** - The application identifies a consortium of at least three industry partners who meet current WDTF requirements.

YES NO

A "NO" ANSWER REQUIRES COMMENT – DESCRIBE DEFICIENCY _____

3. **PARTNERSHIP WITH DEPARTMENT OF LABOR** - The application describes the industry consortium's work with the Department of Labor to develop a targeted occupation labor market analysis that identifies the current and future projected gaps in employment for the industry and to select a training solution to alleviate identified skill gaps.

YES NO

A "NO" ANSWER REQUIRES COMMENT – DESCRIBE DEFICIENCY _____

The application identifies specific occupational skill gaps of the industry consortium that this proposal will address.

YES NO

A "NO" ANSWER REQUIRES COMMENT – DESCRIBE DEFICIENCY _____

4. **IDENTIFICATION OF GRANT RECIPIENT** - If a public or private postsecondary training provider will serve as the grant recipient, the application identifies the provider and includes all contact information.

YES NO

A "NO" ANSWER REQUIRES COMMENT – DESCRIBE DEFICIENCY _____

5. **FISCAL CAPACITY** – The application provides a complete description of the grant recipient’s accounting structure and qualifications for fiscal actions. *Documentation of the entity’s independent audit to include a statement of any audit findings is attached to the application.*

YES NO

A “NO” ANSWER REQUIRES COMMENT – DESCRIBE DEFICIENCY _____

6. **TRAINING DETAILS** – The application provides a thorough description of what training will be provided and any enhancements that will be made to the current training. The application delineates who will provide the training, where the training will be provided and how many training sessions will be held during the 24 months of the grant.

YES NO

A “NO” ANSWER REQUIRES COMMENT – DESCRIBE DEFICIENCY _____

7. **SELECTION** – The application describes who will receive the training.

YES NO

A “NO” ANSWER REQUIRES COMMENT – DESCRIBE DEFICIENCY _____

8. **TRACKING AND REPORTING** – The application identifies the entity responsible for tracking and reporting all necessary data/reports and provides contact information.

YES NO

A “NO” ANSWER REQUIRES COMMENT – DESCRIBE DEFICIENCY _____

9. **TRAINING SCHEDULE** – The application provides a quarterly training break-out for year one and a total for year two to show number of planned NEW participants entering training and number of individuals exiting training for each course of training for each quarter.

YES NO

A “NO” ANSWER REQUIRES COMMENT – DESCRIBE DEFICIENCY _____

10. **OUTCOMES** – The application outcomes are consistent with the training plan presented in the application as well as with the labor market analysis and industry partners’ needs for trained workers presented in the application. The project’s outcomes reflect a positive return on investment with increased employment and wage gains after training. It reflects each industry

partner's commitment to hire individuals after training and/or provide a wage gain to incumbent workers after training.

YES NO

A "NO" ANSWER REQUIRES COMMENT – DESCRIBE DEFICIENCY _____

11. BUDGET DETAILS – All line items of the budget directly support the identified skills training. Each line item's narrative clearly describes how the amount was determined as well as the necessity of the line item to develop/deliver the proposed training.

YES NO

A "NO" ANSWER REQUIRES COMMENT – DESCRIBE DEFICIENCY _____

Administrative costs covered by WDTF resources do not exceed 5 percent of grant request.

YES NO

A "NO" ANSWER REQUIRES COMMENT – DESCRIBE DEFICIENCY _____

12. REQUIRED MATCH – For each contributing partner listed, the application provides a clear description of match support that is directly related to the proposed training and provides a logical dollar value for each match category. Together, the partners provide resources that directly support the proposed training at one of the following rates:

- a. 25% cash match of the total grant request, or**
- b. 100% in-kind match equal to the total grant request, or**
- c. A proportionate combination of cash and in-kind match.**

YES NO

A "NO" ANSWER REQUIRES COMMENT – DESCRIBE DEFICIENCY _____

13. ASSURANCES - The applicant has signed the Assurances page as required in the application.

YES NO

A "NO" ANSWER REQUIRES COMMENT – DESCRIBE DEFICIENCY _____
