



GOVERNOR'S OFFICE OF WORKFORCE INNOVATION

HEALTH CARE INDUSTRY SECTOR COUNCIL MEETING REPORT

AUGUST 2022

Nevada Governor's Office of Workforce Innovation
gowinn.nv.gov



SUMMARY

Governed by NRS 232.935, the State Industry Sector Councils are formal advisory committees representing a mix of employers, labor, education, and others, that provide feedback and guidance to state agencies and systems to strengthen alignment of current and future state resources. The councils assemble employers, organized labor, post-secondary education, or other relevant groups or individuals that identify as part of or supportive of the related industry sector. The initial active sectors include Logistics & Distribution, Information Technology, Manufacturing, and Health Care. After a period of inactivity, these four councils began meeting quarterly via Zoom in March 2022.

Information, including agendas and meeting links, slides, meeting videos, lists of voting members, and other general information will be kept updated here:
https://gowinn.nv.gov/SectorCouncil/Sector_Council/.

Comments are compiled into the enclosed quarterly report.



EMPLOYER INTRODUCTIONS

CHARLES RIVER LABORATORIES

Danielle Brown, General Manager, Reno

Pre-clinical research company working on drug development. Trying to partner more with local schools across high schools, community colleges, and the university. Their early talent specialist is reaching out to local high schools and they are working with TMCC on their veterinary talent.

In-Demand: Scientific roles such as bench scientists working for the lab science group, toxicologists, and veterinarians

Challenges: Lots of competition, the need to relocate, remote opportunities are not available, rising cost of living (may be leveling out)

NEVADA STATE COLLEGE

June Eastridge, Dean of Nursing

In-Demand: Nursing instructors and administrators

Challenges: Dramatic increase in the pace of talent being recruited away from Nevada. Nevada's failure to join the [Nurse Licensure Compact \(NLC\)](#) is a major deterrent. When a nurse comes to practice in Nevada, they no longer have a license to practice across state lines which is tremendously limiting. This is particularly limiting when hiring faculty as they often do want to continue to practice to supplement their role as an educator.

"We're in a dire situation for the fall." 3 faculty and one faculty administrator have been recruited by search firms to colleges in different states. Because of the immense demand for nursing talent across public, private, etc., everywhere, instructors can have their pick and it's difficult for a state college to compete. With the commitment to serve low-income populations, Nevada institutions have been averse to raising tuition or fees to allow for increase in wages or benefits for instructors. This appears to be the case across health professionals, not just the nursing profession.

COMAGINE HEALTH & DESERT ROSE AHEC

Jerry Reeves, Medical Director

In-Demand: Personal care assistants, certified nursing assistants, and others at the baseline level of high interaction with very high-needs patients, particularly home-bound patients. Behavioral health, primary care providers, and all clinical rural healthcare providers.

Challenges: It is difficult to recruit personal care assistants when the agencies are barely eking by with the compensation that is available from Medicaid. Industries such as retail and fast food are often paying more for entry-level work and are much less demanding on the individual. Agencies can't afford the new state-required cultural competency training required for healthcare workers. The workers themselves are often from underserved populations so it's hard to convince them to invest in the training.

Patients cannot be placed in hospitals because there are no beds available because there is no one to staff beds. The reduction of the COVID-19 crisis has not relieved the severe shortage of these very high needs clinical services.

Telehealth is not solving the problem because the people that have the need often do not have access to high-speed internet.

Private employers that are trying to attract physicians to their community will sometimes provide down payment support for home loans, coverage of moving expenses, loan repayments, and reimbursements for training expenses which can sometimes cover the difference in the teacher salaries. Residents graduating from Nevada's training programs are going to other states because those states are paying these benefits.

NEVADA RURAL HOSPITAL PARTNERS

Joan Hall, President, Rurals

Includes all 13 critical access hospitals in the rural and frontier areas of the state. Held a Nursing summit in Northern Nevada in July and shared a few key findings:

- Nursing educators make much less in Nevada than practicing nurses do
- There is a major deficit in clinical spots and rotations
- A proposal to increase the number of nursing students to the number of clinical staff was rejected due to accreditation requirements

In-Demand: Registered Nurses, Certified Nursing Assistants, Medical Assistants, Laboratory Scientists. Primary care and ER physicians. Emergency Medical Technicians.

Challenges: The cost for traveling agencies during the pandemic has been exorbitant and that has decreased the capacity for patients because hospitals can't afford to fully staff. According to the Nevada Hospital Administration, there are 500 patients in large tertiary institutions that are medically cleared to go to Long-Term Acute Care Hospitals so they can't accept the patients. This clogs up the whole system – the large hospitals (Renown, UMC, etc.) cannot accept rural transfers. Behavioral health needs are also huge.

Because Nevada is not part of the NLC, professionals that were operating under the emergency directive were required to be re-licensed when the directive was lifted. This can often take 3-4 months and affects nurses, physicians, physician assistants, and others. The licensing boards are there to protect citizens but the process often gets in the way, particularly for rural Nevada.

NRHP was recently awarded \$20M in ARPA funding for a nurse apprentice program. All critical access hospitals, all skilled nursing facilities, the 4 state hospitals (NAM, SNAM, and the 2 veterans' homes), and non-profit hospitals are eligible. Nurse apprentices are employed by the hospital while they go through school, and they can only practice to the skills for which they have been trained. According to DHHS, there are 900 potential nurse apprentices. The funding reimburses the hospital for a set amount for each apprentice and gives a stipend of \$3/hr to the nursing supervisor overseeing the apprentice. It also provides a reimbursement for retention bonuses and a travel stipend to students that live more than 50 miles from the hospital that is hosting their apprenticeships. After the launch in June, critical access hospitals are taking advantage and skilled nursing is trying to figure out how to attract the apprentices.

The Nevada Health Service Corps, modeled on the National Health Service Corps includes a lucrative, tax-free loan repayment program for professionals (MDs, nurses, social workers, lab techs, etc.) serving in an underserved area (Health Professional Shortage Area) for two years. This program is matched 1:1 by the federal government. While increased funding is regularly requested of the governor and legislature, there are always more applicants than there is money so the program does run out of money annually.

UNIVERSITY MEDICAL CENTER (UMC)

Shanna Tello, Southern Nevada

In-Demand: Critical Care Nurses, Lab Technologists, Nursing Leadership, CT Technologists, Senior Respiratory Therapists, Anesthesiologists, CRNAs,

Challenges: The caps placed on residency slots in Nevada are very low compared to other states with larger populations. Market competition is a huge challenge for all occupations. Because Medical Credentialers can work from home, they are often accepting offers from other companies, within or outside the region, offering \$10/hr more.

As other western states such as New Mexico and California have recently dramatically increased their malpractice caps, Nevada could have an opportunity to use the lower cap to attract practitioners.

Looking to start an employment model for physicians. The majority of physicians are employed in the ambulatory care clinics, and they are now beginning to recruit specialties such as anesthesiology, CBT surgeons, and orthopedic surgeons. These specialties are required in order for UMC to maintain their trauma designation.

UMC's HR department has created a beautiful explanation of benefits to help candidates understand the full package of resources offered.

Sponsoring jobs on Indeed and LinkedIn and has been fruitful and they are beginning partnerships with non-profits and EmployNV.

NEVADA DEPARTMENT OF CORRECTIONS

Michael Minev, Statewide

In-Demand: Staff Registered Nurses, Charge Nurses, Licensed Practical Nurses, Certified Nursing Assistants

Challenges: 32% Vacancy rate – there were 17 staff resignations just in the 2nd quartet of 2022. The large footprint of the facilities puts a lot of additional strain on medical staff. The staffing shortage results in delays of medical care, increased incidences of medical emergencies, increased hospital transfers, increase in costly medical treatments/procedures, more overtime more grievances, more lawsuits, more medical spending and more burnout for all remaining staff.

In addition to the general lack of medical professionals, there are factors that may be contributing to the exacerbated challenges of finding and retaining talent.

- There appears to be a decreased interest in working in the corrections system, particularly as a medical professional, possibly due to bad publicity or safety concerns.
- The hiring process is very slow, and candidates often find other work before an offer can be made (Smart 21 system).
- The pay for experienced professionals is not competitive.
- Nursing staff does not receive yearly salary increases.
- Low staffing and the slow hiring process increases burnout and quits before new staff can onboard.
- There are concerns over safety due to staffing shortages of correctional officers.

NDOC has reached out UNLV Schools of Nursing and Medicine, the Roseman College for Clinical Pharmacists, UMC Medical School for Resident Medical Students. While there are many students that are interested in working with NDOC, NDOC would be required to provide salaries to the preceptors for medical and nursing schools which is cost prohibited at this time. They are exploring grants and other ways to get around this.

Some states have privatized systems or more robust funding, so they don't experience the same challenges with staffing but it is something that is being more prevalent, particularly for states with similar models and resources.

NEVADA DEPARTMENT OF EDUCATION

Craig Statucki, Director, Career Readiness, Adult Learning, and Education Options (CRALAO)

Oversees all Career and Technical Education (CTE) programs in the state, including Health Sciences. They are facing educator shortages for secondary health scienced teachers which limits the program's capacity to get students into the pipeline.



DATA PRESENTATION

DETR – MARIANNE SEGERSON

- As of April 2022, the private sector in Nevada employs more people than it did pre-pandemic, it is up to 2,500 jobs compared to the February 2022 peak.
- Nevada’s Unemployment rate has remained largely stable at 4.7% slightly above the national average of 3.6%.
- Unemployment claims have stabilized in Nevada at a total of 13,400, representing a multi-decade low.
- The Healthcare Sector has gained 4,900 jobs since February 2020, 103.9% of pre-pandemic levels.
- Healthcare makes up 9.9% of the state’s workforce.
- Average weekly wages in the healthcare industry are \$1,209.
- DETR projects the healthcare sector will add 37,000 jobs by 2030, a 3.1% growth rate.
- The Nurse Practitioner workforce is anticipated to grow the most, at 5.4%.
- The Social Assistance category, which includes substance abuse, behavioral health, and mental health counselors, is expected to grow 4%.
- In nursing and residential healthcare facilities, chefs and head cooks are anticipated to grow the most at 8%.
- Home Health and Personal Care providers are expected to grow 6.5%
- Within hospitals, Physician Assistants are anticipated to grow the most at 4.3%.

The state is currently seeing its highest worker demand in history. More Nevadans are now employed than before the pandemic. The state is currently seeing its highest worker demand in history as openings are exceeding employment levels. More Nevadans are now employed than before the pandemic.

Wages have increased in most industries over the past year with the exception of construction.

Nevada’s labor force participation is low compared to other states and has been dropping more dramatically over time. It is not clear what is driving the trend. Washoe and Clark Counties are at or above the national average across most demographics. One consideration may be the number of retirees moving to the state.

detrlmi@detr.nv.gov

GOED – CHELSEA WALBURG

The GOED In-Demand Occupations lists are used broadly throughout the workforce and education systems. Specifically, the list is the primary reference for grant applications and program development.

To identify Nevada’s in-demand occupations, the following data is compiled for each occupation and each factor is weighted.

- Location quotient
- Real-time job postings
- DETR occupational employment projections
- Brookings STEM Score
- Wages
- Automation risk
- COVID risk

GOED then adjusts based on feedback from employers. COVID risk will be removed from this year’s consideration.

GOED asked that participants provide a ranking of the importance of the top 30 occupations in the healthcare career cluster which will be incorporated in the next iteration of the in-demand occupation ranking list.

[Nevada’s 2021 In-Demand Occupation Analysis](#)



PARTNER PRESENTATIONS

The Governor's Office of New Americans: Grecia Perez-Rodriguez, Skilled Immigrant Program Officer

Created in 2019, the Nevada Governor's Office of New Americans' goal is to provide refugees and immigrants the tools to succeed in Nevada. One in every five Nevadans is an immigrant and most are of working age. Many immigrants are already certified in their field or come with a university degree and have substantial experience in their home countries. Unfortunately, many of these skilled immigrants are taking low skill, low wage jobs. Each sector has its own verification process.

All Refugees have legal status and work permits. They are required to stay with a resettlement agency for 90 days and typically remain clients for 3-5 years. The goal is to create a system that captures individual backgrounds, skills, English proficiency, and other information.

To address barriers faced by this population, two regional immigrant workforce development groups have been created, one in the north and one in the south. Additionally, they are working with state and local government to utilize programs already in place. It is essential employers invest in immigrants and are included in this process.

Immigrants face barriers such as:

- Limited English proficiency.
- Low digital literacy.
- Lack of recognition of foreign credentials and job experience.
- Housing, childcare, transportation.
- Specific education and training needs.

Software such as MS Translator can aid in instruction and employment until better mastery of English is obtained. The library system offers English classes and are a great place to start. There are also Adult Education programs across the state including at all four community colleges, Catholic Charities of Southern Nevada, Las Vegas Clark County Library District, and Northern Nevada Literacy Council. English as a second language programs are offered in person and there are options for distance learning. The biggest challenge is helping individuals understand the resources available. Many have found industry-focused language courses, such as those supported by the Vegas Chamber, to be particularly valuable.

DETR has been meeting with refugees and has hired a refugee to register individuals in EmployNV and assist with job searches. For many employers, one member of this population who speaks English could then serve as a translator to hire additional employees successfully.

Specific to healthcare, there is a large number of Cuban immigrants in Southern Nevada that have experience in healthcare. These individuals are finding it difficult to navigate getting back to the profession in Nevada. In 2021, a poll of 30 Cuban entrants found that 19 were in the health field including biomedical engineers, nurses, physicians, cardiologists, surgeons, etc. Most are taking ESL courses and don't have enough compression to go back to medical school.

Nevada Department of Corrections (NDOC): Dr. Michael Minev, Medical Director

Approximately 400 offenders are either paroled or fully discharged each month and need work. The Nevada Department of Corrections' programs are designed to reduce mass incarceration's economic and social impact while providing opportunities for offenders in custody to become productive members of society.

Prison industries (Silver State Industries) aims to help inmates obtain marketable skills and certifications prior to release. Silver State Industries is a self-funded program, utilizing no taxpayer dollars, and participants are routinely placed in quality professions making \$15-50/hour, depending on the certification, upon release. The program is currently providing skills training in sewing, composting, horse training, printing, furniture building, metalworking, mattress manufacturing, and autobody for 615 individuals. A welding certification program was implemented for the American Welding Society (AWS) between 2000 and 2022. NDOC is seeking grant funding to add a CDL simulator at the Stewart Conservation Camp location. NDOC is also working to engage manufacturers by bringing equipment onsite for training which will make it much easier for individuals to transition directly into a stable, good-paying job upon release.

With regards to the capacity to expand, approximately 100 offenders participate in various shops at the Northern Nevada Correction Center but the current population at the facility is 1,550. Not all would be eligible after undergoing a screening process but those without basic skills may be training in janitorial positions before working their way up. Shadowing is also used as an effective training component.

In addition to the Silver State Industries program, a variety of credentials can be obtained while incarcerated including GED, automotive, welding, and more. The biggest challenge is finding educators willing to come into facilities to train individuals. Virtual trainings are being considered but are not currently being offered. Support is being provided by Truckee Meadows Community College computer labs and there is a current RFP to provide tablets to incarcerated people, but the selected vendor will need to bring in its own network, separate from the state system, i.e. downloading classes and courses onto tablets. NDOC is also working with Google Education on a proof-of-concept utilizing Chromebooks and works with CSN to provide computer labs in all seven main transitional housing facilities. NDOC is looking into coding training for offenders but are also exploring other skills such as internet use, basic software, and online resume submission. The Governor's Office of Science, Innovation, and Technology is developing a plan to get fiber to all rural locations.

NDOC's reentry program provides incarcerated individuals with vocational education, substance abuse assistance, mental health services, and comprehensive case management. To achieve the ultimate goal of reduced crime and enhanced public safety, a seamless plan and services must be developed for each offender and involve collaboration among state and local authorities. The program offers case management throughout incarceration and aftercare to successfully rehabilitate the individual into society. NDOC's objective is to remove barriers to a successful reentry so that offenders who have paid their debt to society can secure employment, obtain stable housing, support their families, and contribute to their communities. NDOC believes those reentering society at a pay rate of \$18 to \$22 per hour is essential in order to support themselves and their families successfully, and thus reduce recidivism.

There are statutes governing which levels of incarcerated individuals can participate in training programs. Minimum custody individuals must be checked on once per hour. Community trustee individuals are low risk and do not require checks. The Nevada Risk Assessment Tool (NRSA) is used to determine what classes can be offered to medium-to-high risk offenders who are likely to re-offend. Partners such as Clark County School District (CCSD) and DETR offer courses for these individuals. While in custody, offenders will receive innovative, evidence-based programs that prepare them for successful community reintegration. NDOC's high-minimum classified individuals are housed within the facility but are allowed to leave the facility for programming, such as apprenticeships. Vocational programs are being implemented and provided by school districts.

NDOC is presenting NRS 409.217 to the legislature which will allow offenders access to the internet for certifications, job applications, testing for certificates, and digital and medical and court access. Assembly Bill 236 reduces sentencing and limits the time inmates are incarcerated, lowering the number of inmates in minimum custody.

Employer engagement often begins with transitional housing where the individuals gain access to the internet for job searches. A DETR reentry specialist works with NDOC to assist with registration in EmployNV.

Nevada Department of Veteran Services:

The Nevada Department of Veterans Services (NDVS) currently serves approximately 225,000 plus those that are presently serving in the armed forces. These individuals possess the skills and knowledge for current in-demand jobs and can help close the workforce gap. NDVS receives a monthly report from the Department of Defense that includes the list of individuals relocating to or remaining in Nevada as they exit service. Approximately 3,000 highly trained former service members with a desire to work arrive in Nevada each year.

- 1.) The National Transition Assistance Program under NRS 417 (2021) provides information, tools, and training to ensure that service members, veterans, and their families are prepared for the next step in civilian life. The first NVTAP will be conducted in July 2022 and will focus on available state benefits.
- 2.) The Patriot Employer Program provides businesses with education and support to help fill vacancies. The program provides guidance for employers on finding veterans, retraining, tax credits available, and other benefits to hiring men and women who have served our country.

Qualified disabled veterans in the state looking to get a job with the state receive an automatic offer to interview. Twenty-two percent of the remaining veterans must be offered an interview as well. Employment is one of the most challenging issues faced by military and veteran spouses because these individuals have likely been traveling from state to state and reciprocity is not highly recognized in Nevada. Only 4 of 34 boards in Nevada offer reciprocity.

The best way to advertise jobs to this community is to engage with DETR to get the positions posted in EmployNV.

NDVS Patriot Employer Program: <https://veterans.nv.gov/employers/patriot-employer-program/>

NV Transition Assistance Program: <https://veterans.nv.gov/nevada-transition-assistance-program-nvtap/>

NV TAP Employment page: <https://veterans.nv.gov/employment-4/>



PARTNER INTRODUCTIONS

DESERT ROSE AREA HEALTH EDUCATION CENTER (AHEC)

Jerry Reeves

There are major efforts underway to increase K-12 exposure to health-related careers through VR headsets so they can see what these careers are like. Funding and other support is needed but there has already been enthusiastic cooperation from the clinical simulation centers and AHEC board members.

NEVADA JOBCONNECT BUSINESS SOLUTIONS, DETR

Iceis Sindt, Account Manager

There are many programs available to help employers find employees such as WEX and Silver State Works. They are working on putting a job fair together for the healthcare industry.

<http://www.silverstateworks.com/>

https://nevadajobconnect.com/Page/Work_Opportunity_Tax_Credit

NEVADA DEPARTMENT OF EDUCATION

Nancy Olsen, Adult Education

Provides language and other basic education services at no cost and will often work with employers directly to support education for incumbent workers. They are also working on occupational training through different grant funds that may be available, most relevant to this group would be the CNA program.

<https://nevadaadulthoodeducation.org/>

Jen Fisk, 6-12 Health Science CTE Programs

The office is revising state standards and they are looking for input for their Medical Assistant standards. She reiterated the need for teachers as the shortage is affecting the schools' ability to get students into these pipelines. Very interested in getting the VR headsets into high schools across the state.

CHARTER COLLEGE

Shane Reeder, Director

Delivers healthcare training in three different models:

- Charter College is an academic, credit-focused career school. In Nevada, they will be offering a Radiology Technician Program beginning in January that will include distance education with supervised field experiences. They will use a similar model for a stenography and respiratory therapy beginning in Q2 next year.
- Charter Career Academy takes away all of the academic credentialing around the career training programs and takes to a certification level. Nevada has approved programs in Medical Assistance, Phlebotomy, and Medical Equipment Technician.

- The Registered Apprenticeship model leverages national standards for a number of occupations and they are building in the registered apprenticeship and pre-apprenticeship model. Current programs include Biomedical Technician and Medical Assistant. They are working on launching Community Health Worker, Dental Assistant, and Medical Coder and Pharmacy Technologist program.



SHARED CONTACTS INFORMATION

Tom Nicholas

Director of Workforce Development
Nevada State College
tom.nicholas@nsc.edu

Iceis Sindt

DETR, Business Solutions Account Manager
I-Sindt@detr.nv.gov
702-486-0134

Ashley Villacorta

Account Manager
Business Solutions Office - Northern Nevada
Healthcare, Education and Public Sector industries
amvillacorta@detr.nv.gov

Jennifer Fisk

Education Programs Professional
- Health Science/Public Safety
Nevada Department of Education
Jennifer.fisk@doe.nv.gov

Shana Tello

Academic and External Affairs Administrator
University Medical Center
shana.tello@umcsn.com

Stacey Bostwick

Director of Workforce Development
GOED
sbostwick@goed.nv.gov

Jerry Reeves MD

Comagine Health
acute challenges= severe shortage of personal care
assistants due to expensive diversity training
requirements and low pay to help home-bound frail
patients.

Craig Statucki

Director
Career Readiness, Adult Learning, Education Options
Nevada Dept. of Education
cstatucki@doe.nv.gov

Shane Reeder

Director
Charter College, Charter Career Academy, Charter
Apprenticeships
Reno based family of institutions focusing on healthcare
occupation training in three different delivery models.

Grecia S. Perez-Rodriguez

gperez@ona.nv.gov
Governor's Office for New Americans
(702) 486-0800

Nancy Olsen

Adult Education
nolsen@doe.nv.gov
nevadaadulteducation.org