Bridging Workforce Gaps: A Model of Equitable Partnership

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Workforce

Education

DEI

Leadership Development

A Chamber of Commerce's Role in Workforce & Education

The connection to business

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Mission Statement

The LCC is a collaborative between sectoral partnership(s) that connects employers, community organizations, service providers, and K-12 education to ultimately train workers for high quality jobs by developing culturally-responsive and equity-centric career pathways. This collaborative will bridge historical gaps in representation within workforce development to ignite inclusive and equitable growth that is equally beneficial to industry, the economy, and traditionally marginalized workers.

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Objectives

Enable collaboration across sectors, employers, community organizations, wraparound service providers, education and training providers, and government to address skills gaps identified by employers and strengthen the local talent pipeline :

- Promote economic resilience and recovery by scaling, strengthening, and accelerating region's education to work system
- Improve access to training for communities that have barriers by offering and delivering thoughtful wraparound supports that will enhance pathways to high-earning potential jobs
- Improve prevailing income gaps across races by guaranteeing socially mobilizing job placements following inclusive and accessible training
- Empower underserved populations to seek opportunities in promising sectors

We combined 2 frameworks

Talent Pipeline Management

Demand-driven, employer-led approach to close the skills gap by building pipelines of talent that align to industry needs.

Next Generation Sector Partnerships

Industry-led, community-supported partnerships that strengthen regional economies and connect people to jobs.

Talent Pipeline Management

STRATEGY 1: ORGANIZE EMPLOYER COLLABORATIVES

Create a collaborative that organizes employers to identify the most promising opportunities for engagement around similar workforce needs.

STRATEGY 2: ENGAGE IN DEMAND PLANNING

Develop projections for job openings to determine with accuracy the type of talent and how much of it employers need.

STRATEGY 3: COMMUNICATE COMPETENCY & CREDENTIAL REQUIREMENTS

Create a shared language to better communicate competency, credentialing, and other hiring requirements of critical jobs in ways that allow employers to signal similarities and differences.

STRATEGY 4: ANALYZE TALENT FLOWS

Identify where employers historically source their most qualified talent and analyze the capacity of those sources—as well as untapped talent sources—to meet projected demand.

STRATEGY 5: BUILD TALENT SUPPLY CHAINS

Build and manage the performance of talent supply chains to create a positive return on investment for all partners.
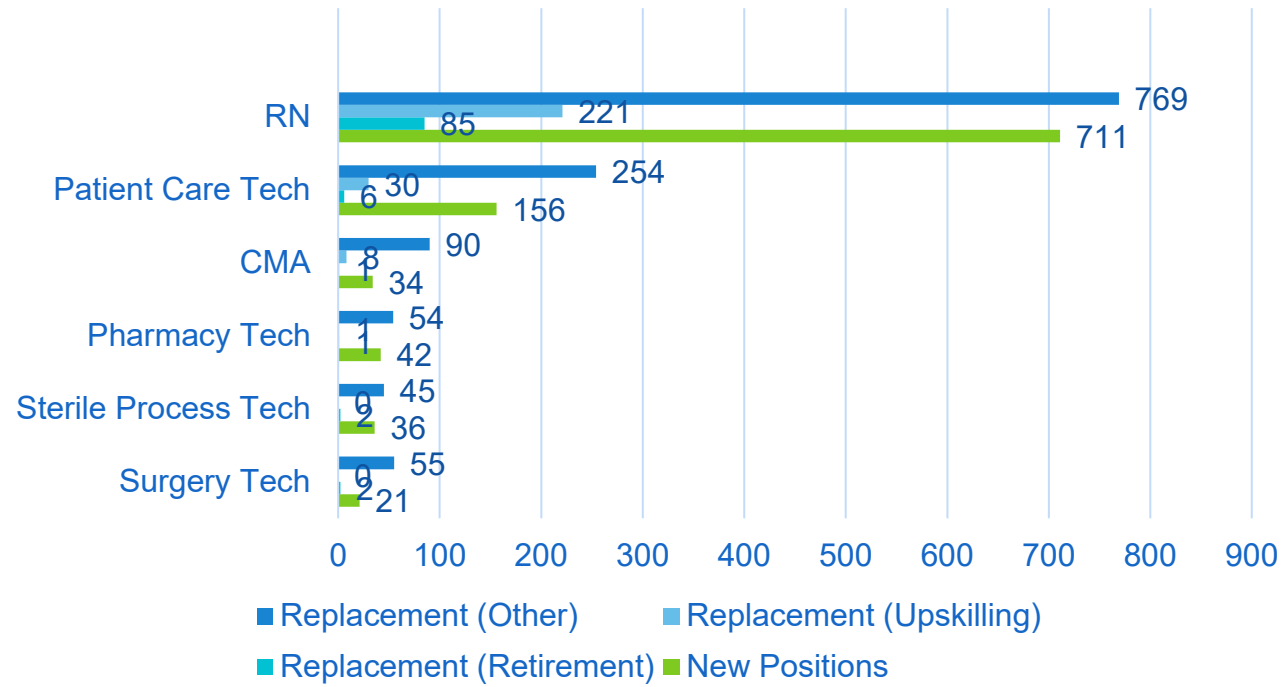
STRATEGY 6: CONTINUOUS IMPROVEMENT

Use data from your talent supply chain to identify the most promising improvement opportunities to generate a better return on investment in the future.

TPM: Employer Data Collection

Top Jobs

Chart — horizontal bar chart with categories RN, Patient Care Tech, CMA, Pharmacy Tech, Sterile Process Tech, Surgery Tech. Values:

- RN: Replacement (Other) 769; Replacement (Upskilling) 221; Replacement (Retirement) 85; New Positions 711
- Patient Care Tech: 254; 30; 6; 156
- CMA: 90; 8; 1; 34
- Pharmacy Tech: 54; 1; 42
- Sterile Process Tech: 45; 0; 2; 36
- Surgery Tech: 55; 0; 21

Legend: ■ Replacement (Other) ■ Replacement (Upskilling) ■ Replacement (Retirement) ■ New Positions

RN 1786

Patient Care Tech 446

CMA 133

Pharmacy Tech 98

Sterile Process Tech 83

Surgery Tech 78

TPM: Employer Data Collection and Collaboration

Minimum Education	Minimum Certifications	Minimum Experience	Other Requirements	Average Wage
• 5/5 Require HS Diploma or GED • 4/5 Require graduation from accredited nursing school • 1/5 Require an associates degree	• 4/5 Require LPN through SC • 1/5 Require LPN or LVN through SC • 1/5 Also accept compact or multi-state license if not permanent SC resident	• 3/5 Require no experience • 1/5 Require 1 year of experience • 1/5 Require 2 years of experience	• 5/5 Require BLS certification	• $22.29

TPM: Education and Training Provider Curriculum Workshops

	Rad Tech	PHL	LPN	CNA/PCT	CMA
Capacity	Training programs have capacity to meet hiring needs and are currently full.	Training programs have the capacity to meet hiring needs but need support with filling seats.	Training programs have the capacity to meet hiring needs.	Inadequate capacity due to lack of instructors and needs for space/equipment.	Training programs have the capacity to meet hiring needs but need support with filling seats.
Clinicals	Training capacity is limited by clinical opportunities. This number could be expanded by offering more second shift placements.	Training providers have trouble connecting with employers. There is a need for clinicals to expose students to a wider variety of work environments.	Students must compete with RNs for clinical opportunities. This challenge could be addressed by increasing flexibility for the timing of clinicals.	A limited number of clinical opportunities for CNAs due to strict state requirements. Small training providers have difficulty competing with larger institutions.	Training providers do not place as much emphasis on clinical challenges for CMA compared to other programs.
Student Recruitment	This position does not need recruitment support from LCC.	Training providers would like recruitment support from LCC and suggested the use of social media.	This position does not need recruitment support from LCC.	This position does not need recruitment support from LCC.	Training providers would like recruitment support from LCC focused on correcting CMA misconceptions.
Student Success	Training programs would like to increase the rate of students passing ARRT exam on first attempt.	Training providers do not express any difficulties with completion rates.	Training providers would like support with increasing program completion rates.	Training providers report limitations in certification exam offerings.	Training providers do not express any difficulties with completion rates.
Employer Feedback	None.	Students have difficulty translating outpatient experience to hospital setting. Employers would like new hires to have stronger soft skills.	One employer would like to see stronger pharmacology knowledge in new hires. Employers would like new hires to have stronger soft skills	Employers would like to see a stronger connection between knowing how & why tasks are done; for new hires to have stronger soft skills and exposure to a diverse range of work environments.	Employers would like new hires to have stronger soft skills and exposure to a diverse range of work environments.
Other Limiting Factors	Tri-County area cost of living, transportation, maintaining engagement with waitlisted students	Misalignment of employer experience req. and training provider clinical req., low pay rates, competing with contract jobs, need for cross-training to improve worker flexibility, childcare	Need to utilize LPNs to full scope of abilities, need to better prepare new hires for workload (transition from orientation)	Justice involvement, increasing employability of program completers	Transportation, RMA legislation, cost of exam

Career Pathways

The regional talent pipeline for healthcare careers has a solid foundation.

The employer collaborative will play a critical role in helping us to identify the providers that are most effective and to add providers who may be off the beaten path.

HEALTHCARE OCCUPATIONS

WHAT CAN I DO NOW?
- ☑ Volunteer for the TEACH or GOLD program at Trident Health.
- ☑ Volunteer at East Cooper Medical Center during the summer.
- ☑ Do a Scrubs University session at Roper St. Francis.
- ☑ Attend Discover MUSC Day or volunteer as a Candy Striper.
- ☑ Make a Tallo profile and build it over time.

DO IT QUICK!
You can earn a Continuing Ed certification in Coding Specialist, Medical Office Specialist, Pharmacy Technician, Medical Lab Assistant, Phlebotamist - some just 6 weeks long.

GENERAL DEMAND FOR HEALTHCARE OCCUPATIONS:
Over the next 5 years we need this many more health professionals in our community:
- **> 2,300** more Nurses, Health Aides, and Therapists
- **> 600** Medical Technicians
- **> 400** Medical Operations/ Office Professionals
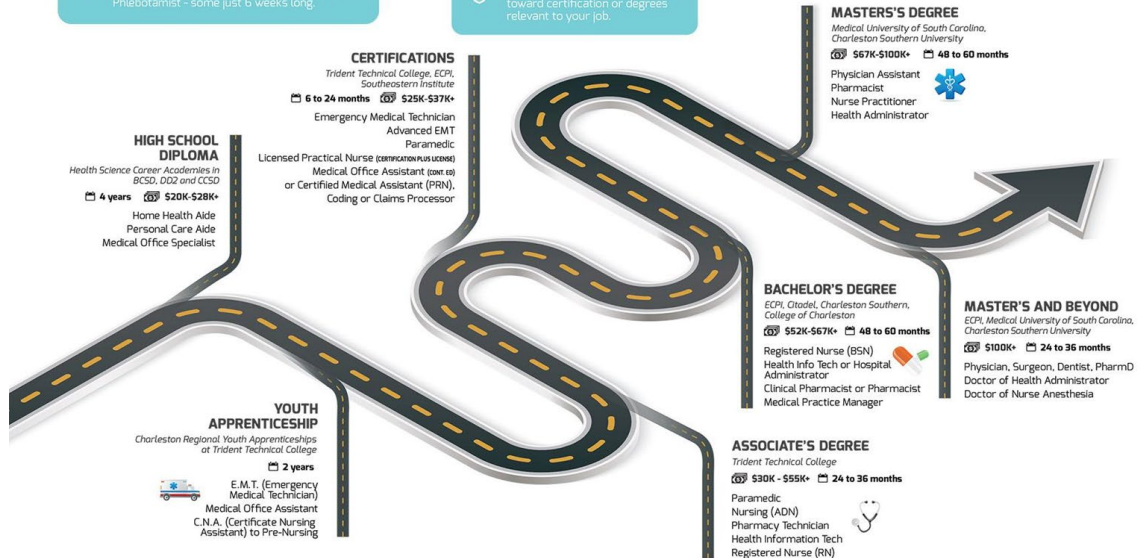- **> 300** Physicians/Practitioners

DID YOU KNOW?
Many employers provide tuition support or tuition reimbursement toward certification or degrees relevant to your job.

WHAT IF I AM INTERESTED IN HEALTH BUT DO NOT WANT TO WORK WITH PATIENTS?
Health Informatics is for you. Workers involved in all aspects of managing health care agencies, patient data and information, financial information and computer applications related to health care. You can also work for a pharmaceutical or medical device manufacturer. Salary range $40,000 to $91,000.

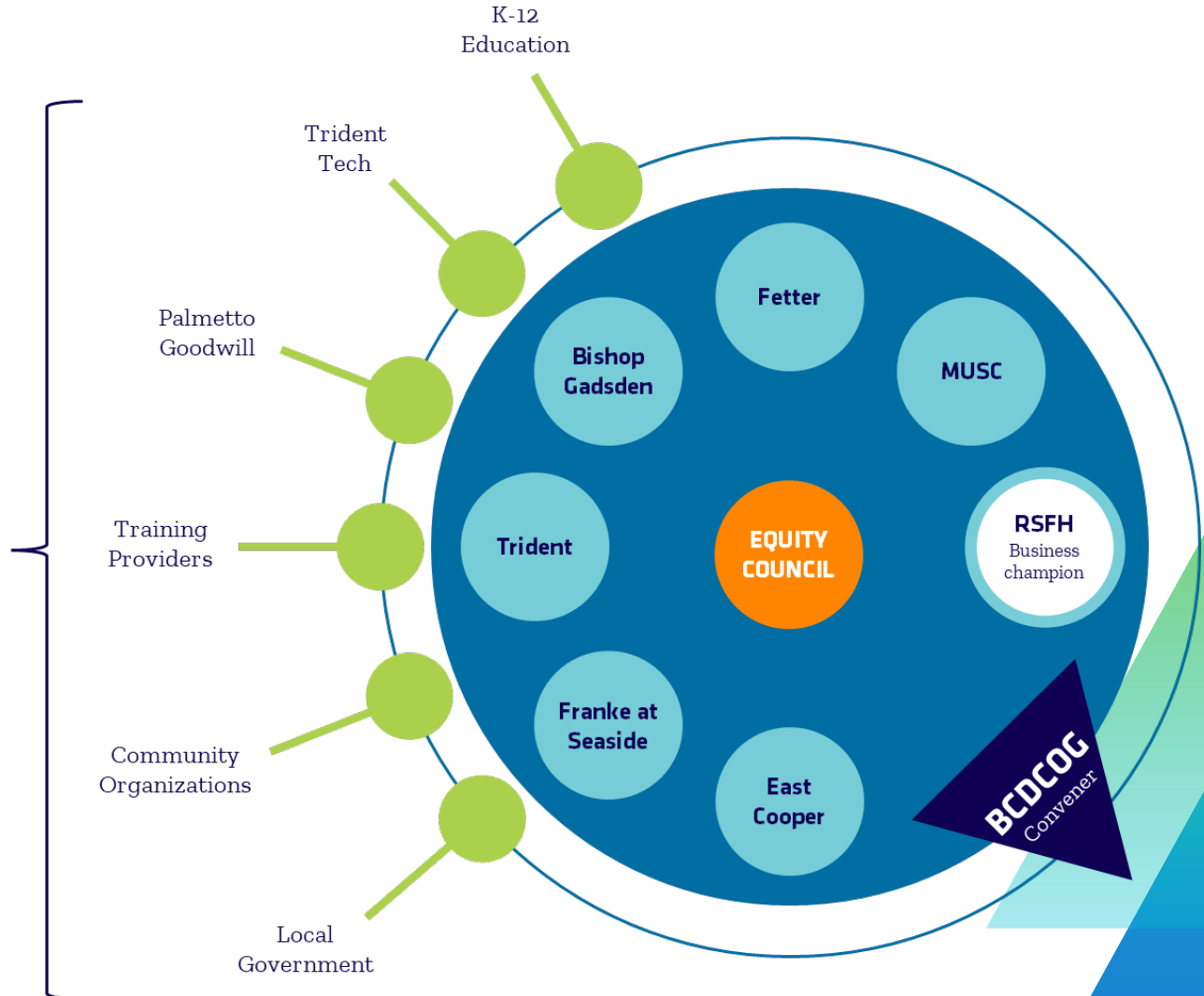"SC will have the 4th worst nursing shortage in the country by 2030" - *The Post and Courier*

MASTERS'S DEGREE
Medical University of South Carolina, Charleston Southern University
$67K-$100K+ 48 to 60 months
Physician Assistant
Pharmacist
Nurse Practitioner
Health Administrator

CERTIFICATIONS
Trident Technical College, ECPI, Southeastern Institute
6 to 24 months $25K-$37K+
Emergency Medical Technician
Advanced EMT
Paramedic
Licensed Practical Nurse (CERTIFICATION PLUS LICENSE)
Medical Office Assistant (CONT. ED)
or Certified Medical Assistant (PRN),
Coding or Claims Processor

HIGH SCHOOL DIPLOMA
Health Science Career Academies in BCSD, DD2 and CCSD
4 years $20K-$28K+
Home Health Aide
Personal Care Aide
Medical Office Specialist

BACHELOR'S DEGREE
ECPI, Citadel, Charleston Southern, College of Charleston
$52K-$67K+ 48 to 60 months
Registered Nurse (BSN)
Health Info Tech or Hospital Administrator
Clinical Pharmacist or Pharmacist
Medical Practice Manager

MASTER'S AND BEYOND
ECPI, Medical University of South Carolina, Charleston Southern University
$100K+ 24 to 36 months
Physician, Surgeon, Dentist, PharmD
Doctor of Health Administrator
Doctor of Nurse Anesthesia

YOUTH APPRENTICESHIP
Charleston Regional Youth Apprenticeships at Trident Technical College
2 years
E.M.T. (Emergency Medical Technician)
Medical Office Assistant
C.N.A. (Certificate Nursing Assistant) to Pre-Nursing

ASSOCIATE'S DEGREE
Trident Technical College
$30K - $55K+ 24 to 36 months
Paramedic
Nursing (ADN)
Pharmacy Technician
Health Information Tech
Registered Nurse (RN)

Bridging Partnerships

Importance of having a convener that is a neutral party that can drive partnerships, data collection and sharing.

Community Engagement

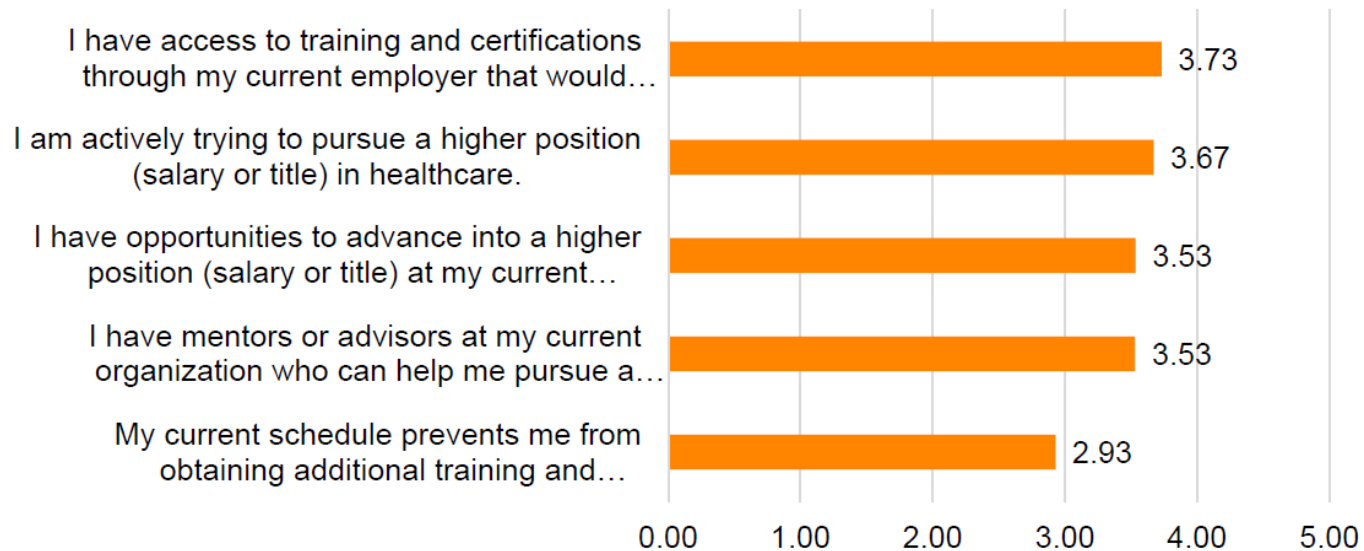The importance of providing a voice to those you want to empower.

Community Engagement

The following data collection activities and targets were established by the LCC Community Engagement Workgroup:

- Quantitative Target: 2,000 participants
  - Community Survey: 2,000 participants
- Qualitative Target: 200 participants
  - Focus Group Target: 50 participants
    - 5 community-based sessions
  - Community Forums Target: 150 participants
    - LCC Informational Session (one virtual, two in-person); Opportunity to pose prioritized questions from focus group guides to general community members
    - LCC Visioning Session (one in-person); Overview of key data collection findings, and opportunity for community to help inform what community engagement will look like moving forward

Incumbent workers

Level of agreement with career advancement opportunities
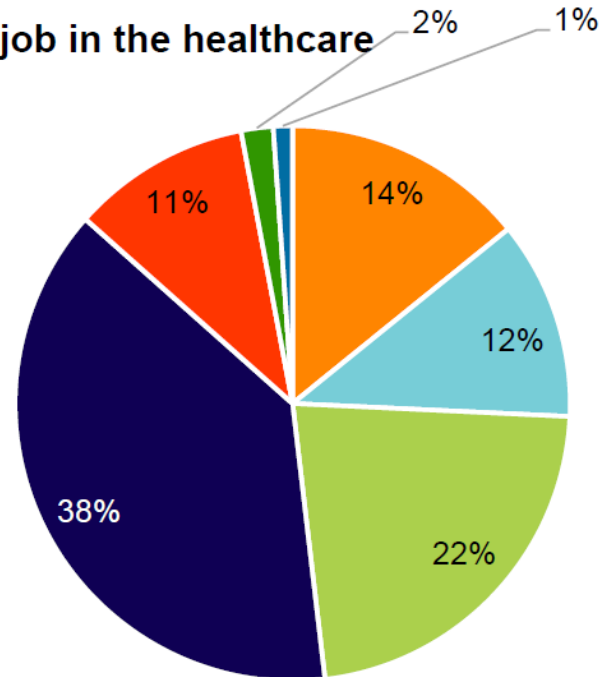

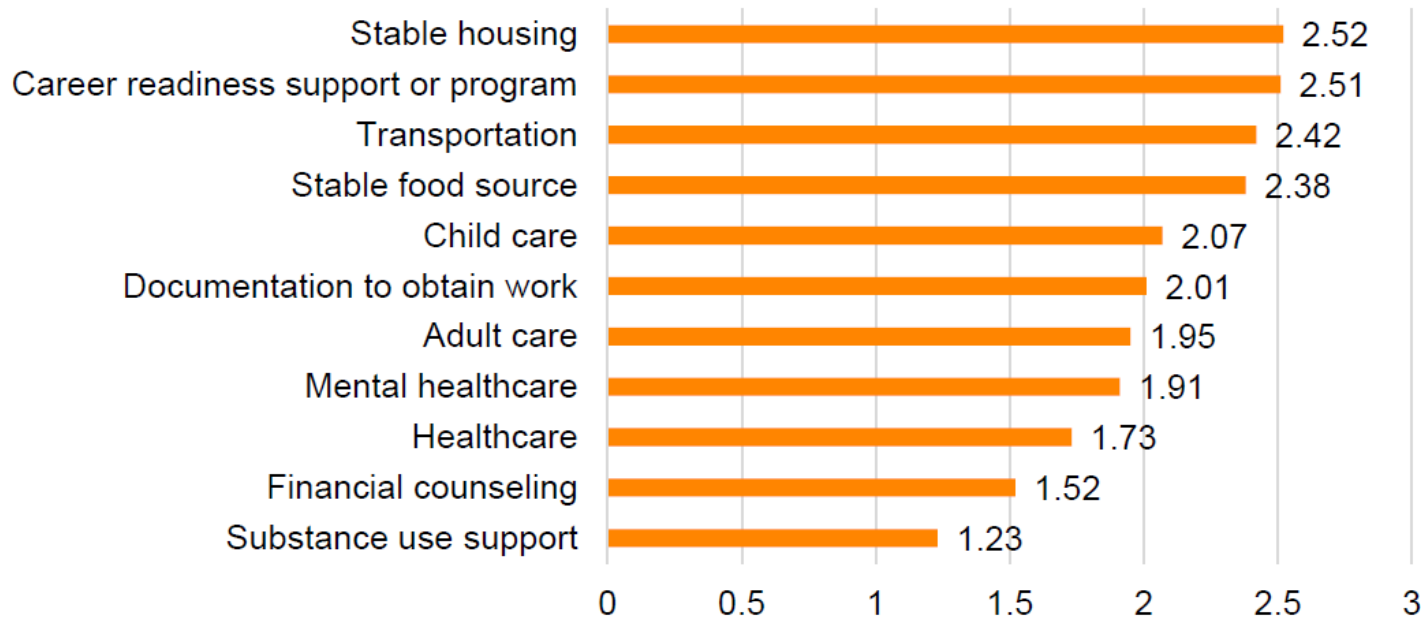| Statement	Value
I have access to training and certifications through my current employer that would…	3.73
I am actively trying to pursue a higher position (salary or title) in healthcare.	3.67
I have opportunities to advance into a higher position (salary or title) at my current…	3.53
I have mentors or advisors at my current organization who can help me pursue a…	3.53
My current schedule prevents me from obtaining additional training and…	2.93

Incumbent workers

What first motivated you to seek a job in the healthcare field?

- Salary
- Benefits
- Opportunities for professional growth
- Personal passion / helping people
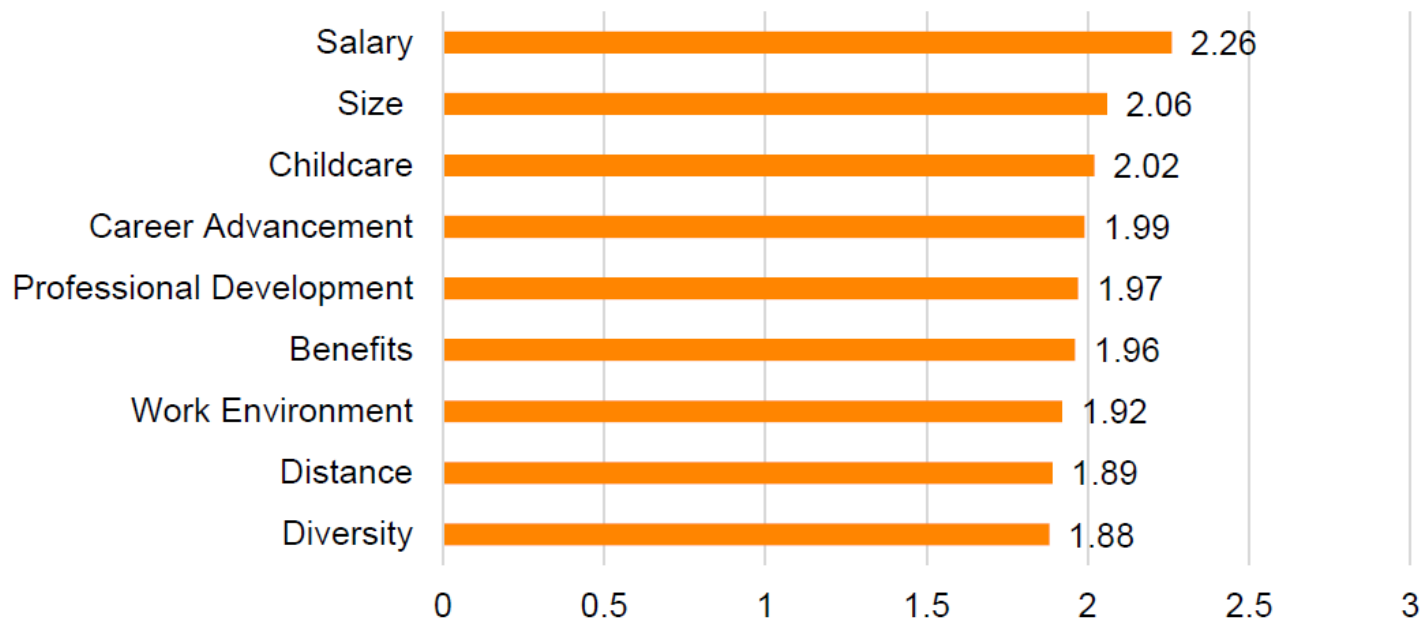- Work/life balance
- Transferrable skills
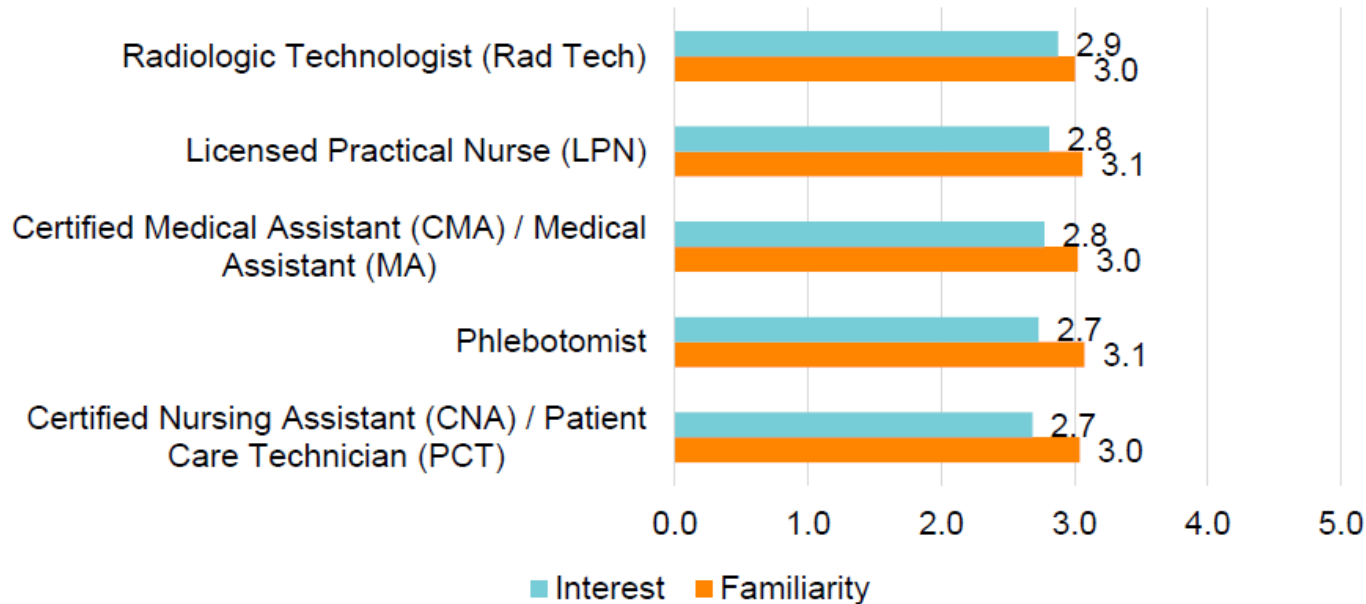
All surveyed

Importance of Wraparound Supports

Support	Value
Stable housing	2.52
Career readiness support or program	2.51
Transportation	2.42
Stable food source	2.38
Child care	2.07
Documentation to obtain work	2.01
Adult care	1.95
Mental healthcare	1.91
Healthcare	1.73
Financial counseling	1.52
Substance use support	1.23

All surveyed

Considerations When Applying for Jobs

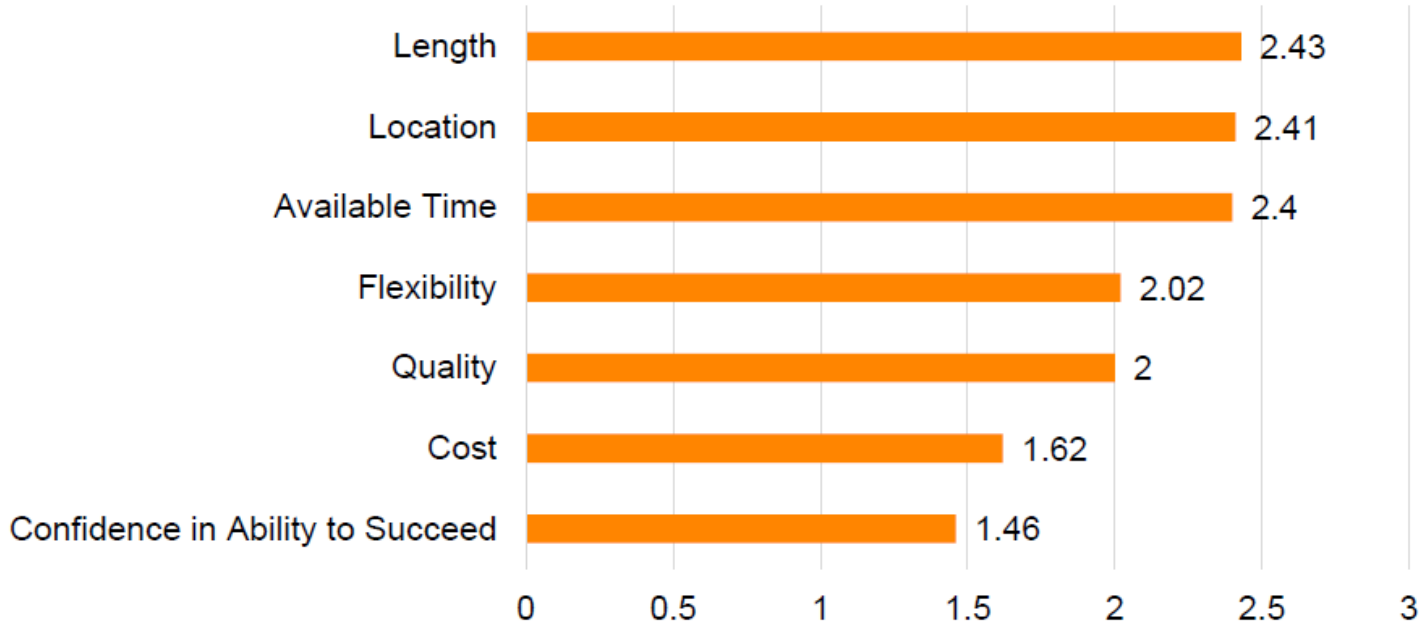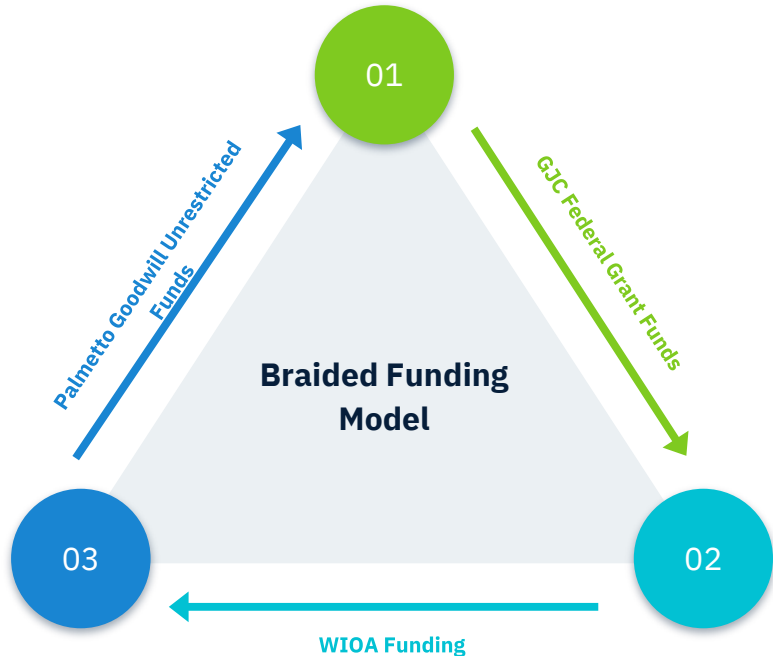| Consideration	Value
Salary	2.26
Size	2.06
Childcare	2.02
Career Advancement	1.99
Professional Development	1.97
Benefits	1.96
Work Environment	1.92
Distance	1.89
Diversity	1.88

All surveyed

Familiarity and Interest in LCC Priority Jobs

All surveyed

Motivation to Participate in a Training Program

Maximizing Funding Streams and Legislation

Braided Funding Model

01 — Palmetto Goodwill Unrestricted Funds

02 — GJC Federal Grant Funds

03 — WIOA Funding

H. 3726 Statewide Education and Workforce Development Act

The bill will allow SC to better understand what is working in the workforce development space. It will create a State Director of Workforce Development and a unified state plan. It also provides a benefits calculator that will help create a transition plan for those transitioning from public assistance to employment. Workforce challenges are cited as the number one issue for businesses in our Chamber. This passed the House 108-5.

Thank you

Q & A

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