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**STATE OF HAWAII
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January 23, 2018

To: The Honorable John M. Mizuno, Chair;
The Honorable Bertrand Kobayashi, Vice Chair; and
Members of the House Committee on Health & Human Services

Date: Wednesday, January 24, 2018
Time: 10:00 a.m.
Place: Conference Room 329, State Capitol

From: Leonard Hoshijo, Acting Director
Department of Labor and Industrial Relations (DLIR)

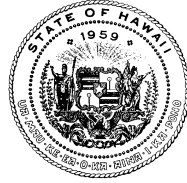
Re: H.B. No. 1638 Relating to Apprenticeships

HB1638 proposes to appropriate funds to continue and expand health care apprenticeship programs at UH community colleges. Hawaii Revised Statutes Chapter 372 identifies the Department as the State Apprenticeship Agency, responsible for administering and monitoring Registered Apprenticeship Programs. Approximately \$100,000 in state funds are available to support this function for over 7,000 apprentices.

However, because Apprenticeship Programs are very effective strategies in developing a skilled workforce, the U.S. DOL competitively awarded grants to expand Apprenticeship Programs into occupations and industries outside of construction, such as health care and information technology. International studies, confirmed by more recent national studies, have shown a return on investment of about \$1.40 for every dollar invested, lower turnover rates, and higher productivity as a result of Apprenticeship Programs.

A year ago, the Department was awarded a federal State Expansion Grant of \$1.5 million, of which \$1.1 million was contracted to Kapiolani Community College (KCC) to develop and implement apprenticeship programs in healthcare and culinary occupations. KCC has been successful in creating new apprenticeship programs among industry associations and individual

employers, and in shifting the paradigm of apprenticeship programs from construction to other areas.



STATE OF HAWAII
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**Testimony in SUPPORT of HB1638
RELATING TO APPRENTICESHIPS.**

REP. JOHN M. MIZUNO, CHAIR
HOUSE COMMITTEE ON HEALTH & HUMAN SERVICES
Hearing Date: January 24, 2018 Room Number: 329

- 1 **Fiscal Implications:** None for Department of Health.

- 2 **Department Testimony:** The Department of Health supports the intent of HB1638, which is to
- 3 Appropriate funds to continue and expand health care apprenticeship programs at University of
- 4 Hawaii community colleges, but defers to the Governor's Supplemental Budget Request for
- 5 appropriations priorities.

- 6 Provider supply is a determinant of health care access, and research suggests that community
- 7 health workers (CHW) can complement a thinly stretched health workforce, as well as bring a
- 8 unique local perspective and level of trust other health professions are unable to match.

- 9

- 10 **Offered Amendments:** N/A.



UNIVERSITY of HAWAI'I
KAPĪOLANI
COMMUNITY COLLEGE

LATE TESTIMONY

Date: January 24, 2017

To: Committee on Health & Human Services

LATE TESTIMONY

From: Dr. Patricia O'Hagan, Dean of Health Science, Nursing and EMS

Subject: HB1638 – Relating To Healthcare Apprenticeships

COMMENTS

Chair Mizuno, Vice Chair, Kobayashi and members of the Committee on Health & Human Services. Let me begin by saying for the record that we are here today at the request of Chair Mizuno and as a recipient of federal passthrough monies, we will not make any comment as to the merits of HB1638. We would like to thank Chair Mizuno for requesting our presence at this hearing and the opportunity to answer questions regarding the Health Apprenticeship Programs at Kapiolani Community College.

We would like to begin by providing a brief history of apprenticeship programs in Hawai'i, as well as the evolution of health apprenticeships. We think that this might be helpful to those members of the committee that may not be familiar with apprenticeships as they relate to trades (carpenters, electricians, masons, plumbers, etc.).

Hawai'i

Apprenticeship in Hawai'i have a long, and deep-rooted history. The apprenticeship law was enacted during a special session of the Territorial legislature in 1941. The Department of Public Instruction was given the responsibility of providing related instruction. In 1964, the Community College system was created in which the Department of Education (DOE) technical schools were folded into the system.

Since the DOE technical schools provided the Related Instruction up to that point, the Apprenticeship Law was amended with ACT 138 to delegate Related Instruction to the DOE or Community College System.

Apprenticeship programs are age-old, successful models for training skilled workers. The system of apprenticeship first developed in the later Middle Ages and came to be supervised by craft guilds and town governments. Apprenticeship programs are composed of two major components: Work Process and Related Instruction. The Work Process component consists of on-the-job training and Related Instruction is the structured class and laboratory/shop curricula. Therefore, in this system, job skills are developed through theoretical and practical experiences. Upon completion of an approved apprenticeship program, work process and related instruction hours may be applied to an Associate degree.

The apprenticeship model is leading the way in preparing Hawai'i's workers to compete in today's economy. Apprenticeship programs keep pace with advancing technologies and innovations in training and human resource development through the complete involvement of employers in the educational process.

While it is used in traditional technical industries such as construction and manufacturing, apprenticeship was not been part of training model for the healthcare industry. Rather, clinical practice is the norm for developing student skills in all healthcare professions and programs of study, from physicians to dental assistants.

With the recognition that the apprenticeship model served workforce needs beyond the class room to support employee retention, the healthcare industry has begun to embrace the value of such partnerships. To that end, students who are in healthcare professional programs are becoming part of a national trend in on the job training and development. This growing trend is also found in information technology, transportation and logistics, and energy. Hawai'i is also expanding apprenticeships into information technology, healthcare, and other occupational categories.

Health Apprenticeships

At this point I would like to segway into Health Apprenticeships. Since 2003, the U.S. Department of Labor's (USDOL) Office of Apprenticeship (OA) *has focused on the healthcare industry to address both chronic workforce shortages and increasing skill demands for key occupations within the allied health and long-term care industries.*

Since then, the DLIR has the potential of developing apprenticeships in some 40 healthcare occupations.

Kapi'olani Community College

Founded in 1946 as Kapi'olani Technical School – joining the UH System in 1965 – Kapi'olani Community College offers a comprehensive liberal arts program and a dynamic pre-baccalaureate program focused on science, technology, engineering and math. The campus is a statewide leader in offering ten national and/or state accredited healthcare programs I the Health Sciences, Emergency Medical Services and Nursing.

Because of Kapi'olani's experience in providing Healthcare Professional Education Programs, the school began to expand its non-credit course offerings in the area of health apprenticeships, in part to address the demand and retention for skilled healthcare workers in Hawaii, which is at an all-time high, especially for Pharmacy Technicians, Community Health Workers, and Optometry Assistants. KCC developed three apprenticeship programs so students could kick-start careers in the health industry and earn a living while developing their skills.

Each program is tailored to the needs of employers in the relevant field and upon completion of the program, can open the door to a long-term career. All three are short term training programs that provide life-long skills for a career as a medical professional.

Pharmacy Technician

Pharmacy Technicians assist pharmacists in serving patients by receiving, processing, and filling prescriptions. They also participate in the administration and management of the pharmacy by maintaining medication inventory, processing health insurance forms and patient reimbursement.

The 2,200 hour Pharmacy Technician Apprenticeship Program leads to a *U.H. Certificate of Competency* while preparing the student for the *National Pharmacy Technician Certification* exam offered through the *Pharmacy Technician Certification Board (PTCB)*. The related training instruction includes evening and/or weekend classes encompassing both lectures and laboratory practice in addition to the apprenticeship in a pharmacy.

Community Health Worker

Community Health Workers are frontline entry level public health workers who are trusted members of the community they work in and are engaged with the community they serve. Community Health Workers serve in a number of different roles such as identifying vulnerable community members and linking them and/or their family with needed health and social services. They also contribute to the continuum of care by addressing health literacy through educational campaigns. As part of the healthcare team, community health workers, serve their communities over the long-term. For instance, they support patients after discharge from acute care hospitals by helping families to keep frail elders in their homes as well as identifying the vulnerable who are in need of services before a problematic situation becomes acute.

The Community Health Worker Apprenticeship program combines classroom learning with on the job learning. The length of the program is between 2,000 and 2,200 hours. As the student completes required courses the student will be awarded *U.H. Certificates of Competence* for specific courses and hours completed.

Optometry Technician

Optometry assistants are specialized assistants who work in optometrist offices, eye and vision care clinics, and other facilities that provide vision care services. Optometry assistants help optometrists by conducting diagnostic tests, recording and measuring vision, testing eye function, instructing patients in inserting and caring for contact lenses, preparing examination rooms, cleaning and arranging equipment, answering phones, making appointments, handling bookkeeping and other tasks as needed.

The optometry assistant apprenticeship program is a one-year program, which includes 145 hours of related training instruction, along with 2,000 hours of on the job learning. The student earns a *U.H. Certificate of Competence* and is eligible for the *Certified Paraoptometric (CPO) Examination* offered through the *American Optometric Association*.

U.S. DOL Expansion Grant

As noted on the first page of HB1638, in February 2017, the United States Department of Labor, Employment and Training Administration, awarded the Hawaii Department of Labor and

Industrial Relations an apprenticeship expansion grant of which \$1,167,291 was received by KCC to expand apprenticeship opportunities in culinary arts and health care. Of this amount, \$510,609 was for the area of healthcare for Community Health Workers, Pharmacy Technicians, and Optometry Assistants. This past December, USDOL elected to give a Hawai'i a no-cost extension of the expansion grant until April 2019.

One reason for extending this grant was the enthusiasm generated in the medical and health care community and willingness to partner with KCC's health apprenticeship efforts.

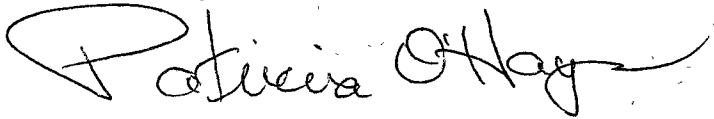
We should also note for the committee that the expansion grant includes a provision that allows for tuition subsidies for 2017 and 2018, for up to \$2,000 per apprentice.

Conclusion

I believe that we should conclude at this point and answer any questions the Chair and committee members may have.

Finally, we have taken the liberty of including 4 attachments on the utilization of community health workers:

Respectfully,

A handwritten signature in black ink, appearing to read "Patricia O'Hagan". The signature is fluid and cursive, with a large initial "P" and a long, sweeping underline.

Dr. Patricia O'Hagan
Dean of Health Science, Nursing and EMS



UNIVERSITY OF HAWAII SYSTEM

Legislative Testimony

Testimony Presented Before the
House Committee on Health & Human Services
January 24, 2018 at 10:00 a.m.

By
John Morton
Vice President for Community Colleges
University of Hawai'i System

HB 1638 – RELATING TO APPRENTICESHIPS

Chair Mizuno, Vice Chair Kobayashi, and members of the committee:

Thank you for the opportunity to testify in support of HB 1638. This measure would provide funding to continue and expand health care apprenticeship programs at the University of Hawai'i community colleges.

In February 2017, Kapi'olani Community College (KapCC) entered into a contract with the State Department of Labor and Industrial Relations for \$1,167,291 for the purpose of establishing apprenticeship programs for culinary and healthcare. Of this amount, \$510,609 was for the area of healthcare for Community Health Workers, Pharmacy Technicians, and Optometry Assistants. This contract runs through the end of April 2018, and given the projected balances, the College will be requesting a no-cost extension to continue these programs.

Since September 2017 KapCC has fostered eleven instructional apprenticeship partnerships with nine employers including Queen's Medical Center, Hawai'i Pacific Health, Hawai'i Primary Care Association, Hawai'i Optometric Association Project, Retina Institute of Hawai'i, Partners in Care Hawai'i, ALEA, and Hawai'i Independent Physician's Association.

The College is also looking to expand apprenticeship programs to Nursing Assistants and Medical Laboratory Technicians; funding for these two fields was not included as part of this contract.

We recommend the following revisions to the current draft of the measure:

- Page 1, Lines 10-12 revise language to read as follows:
“Furthermore, the associate degree provides alignment with completion of an approved apprenticeship program.”
- Page 2, Lines 1-3 revised language to read as follows:
“...alleviate the shortage of community health workers, pharmacy technicians, and optometry assistants.”
- Page 2, Lines 4-9 replace language to read as follows:
“Research and peer-reviewed studies focusing on the role of community health workers have overwhelmingly documented the positive support of community health workers as part of a professional healthcare team. In addition, community health workers increasingly have become team members in providing services that help to reduce the number of homeless in Hawai'i.”

The University of Hawai'i is in concurrence with the intent of the bill and will be evaluating the program to determine whether a request to support the continuation of this program will be included in the University's next Biennium Budget Request.

Thank you for the opportunity to provide testimony in support of the intent of this bill.



**Testimony to the House Committee on Health and Human Services
Wednesday, January 24, 2018; 10:00 a.m.
State Capitol, Conference Room 329**

RE: SUPPORTING HOUSE BILL NO. 1638, RELATING TO APPRENTICESHIPS.

Chair Mizuno, Vice Chair Kobayashi, and Members of the Committee:

The Hawaii Primary Care Association (HPCA) is a 501(c)(3) organization established to advocate for, expand access to, and sustain high quality care through the statewide network of Community Health Centers throughout the State of Hawaii. The HPCA **SUPPORTS** House Bill No. 1638, RELATING TO APPRENTICESHIPS.

The bill, as received by your Committee, would appropriate an unspecified amount of General Funds for Fiscal Year 2018-2019 to the University of Hawaii for health care apprenticeship programs.

Federally Qualified Health Centers (FQHCs) provide desperately needed medical services at the frontlines in rural communities. Long considered champions for creating a more sustainable, integrated, and wellness-oriented system of health by creating a more efficient, more effective and more comprehensive system of health, FQHCs experience even greater challenges in recruiting and retaining qualified health care professionals to service the ever-growing volume of patients.

The State of Hawaii is experiencing a severe shortage of health care professionals in the workforce, especially in rural areas. Recent studies note that the current shortage of physicians is at 20% of the total full-time equivalent positions throughout the State. The shortage is especially severe in the fields of primary care, infectious diseases, colorectal surgery, pathology, general surgery, pulmonology, neurology, neurosurgery, orthopedic surgery, family medicine, cardiothoracic surgery, rheumatology, cardiology, hematology/oncology, and pediatric subspecialties of endocrinology, cardiology, neurology, hematology/oncology, and gastroenterology.

This bill would provide additional State resources to enhance the the quality and stock of Hawaii's future healthcare workforce. **Accordingly, the HPCA strongly support this important measure.**

In advance, thank you for your consideration of our testimony.

HB-1638

Submitted on: 1/23/2018 12:32:48 PM

Testimony for HHS on 1/24/2018 10:00:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
ELIZABETH A HILLER VALENTIN	PROJECT VISION HAWAII	Support	No

Comments: