



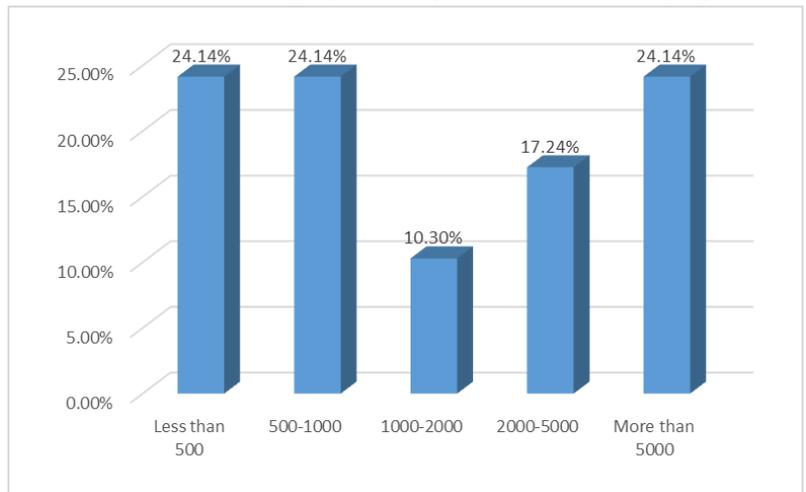
## Report from Catalyst Learning to US Departments of Labor (DoL) and Education (ED) Healthcare Leaders' Input on WIOA Proposed Regs

### About This Report – Input from 30 Healthcare Executives

Catalyst Learning Company recently polled key customers and other industry contacts regarding the new Workforce Investment and Opportunity Act (WIOA). The poll was designed to inform US Departments of Labor (DoL) and Education (ED) executives about employer thinking on the questions of minimum tenure for IWT investment and assessing employee and employer outcomes. Thirty healthcare HR and education executives responded; see page 3 to view the respondents.

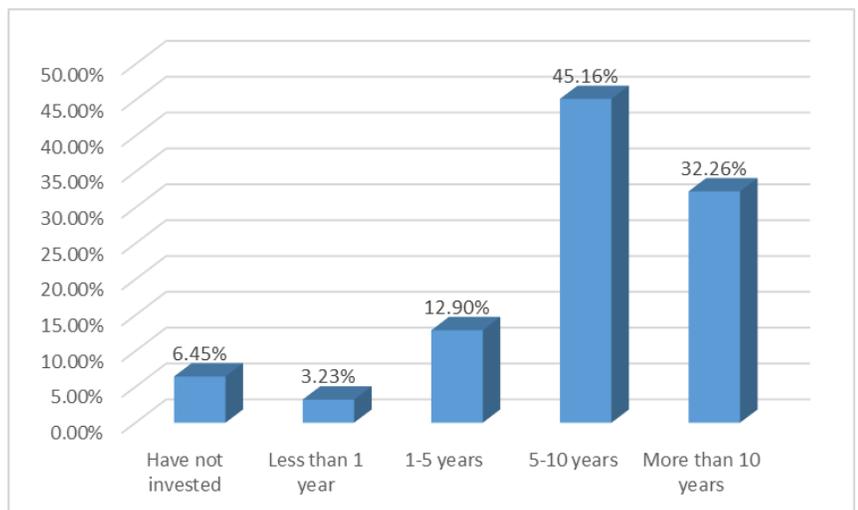
### WIOA Survey Results

1. How many employees does your organization have that you would classify as -entry-level-? Consider an annual salary level of approximately \$30,000 or below and/or employees with jobs in EVS/housekeeping, dietary, entry level office positions.



(29 of 30 responded to this Question)

2. How many years has your organization been investing in career development (e.g. programs like School at Work®) for entry-level employees?



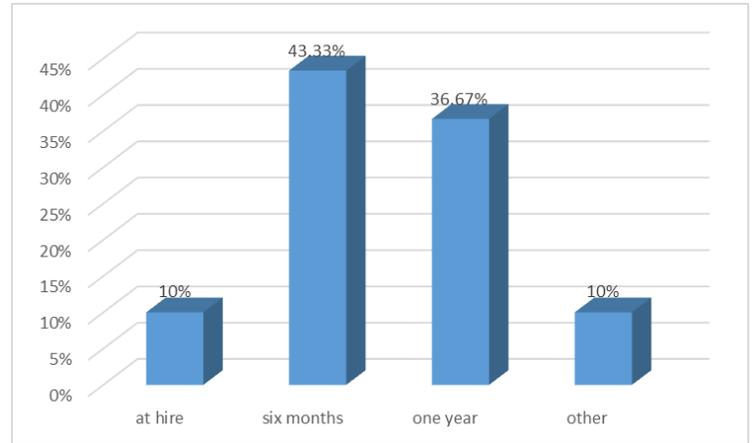
(30 of 30 responded to this question)



## Report from Catalyst Learning to US Departments of Labor (DoL) and Education (ED) Healthcare Leaders' Input on WIOA Proposed Regs

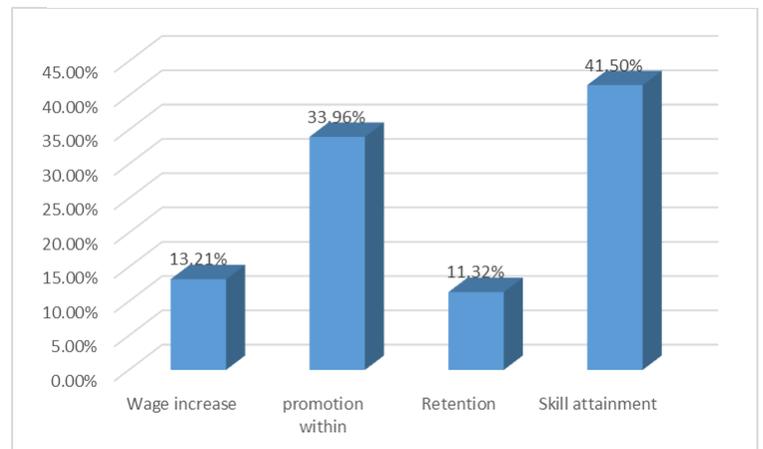
### WIOA Survey Results (cont.)

3. What is the appropriate minimum tenure for an employee to be eligible for education/career development investment within your organization?



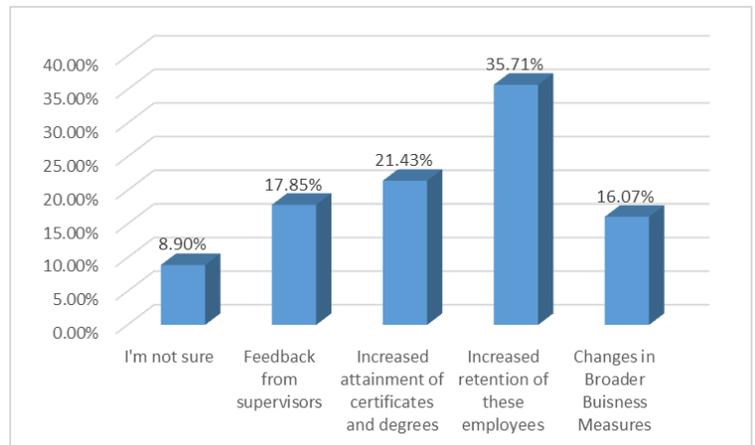
(30 of 30 responded to this question)

4. How should the Department of Labor (DoL) assess the increased competitiveness of an employee that receives training and career development? (select 2 most important from your perspective)



(53 responses received)

5. How should the Department of Labor (DoL) assess the increased competitiveness of your organization, when it provides training and career development for entry-level employees? (select 2 most important from your perspective)





## Report from Catalyst Learning to US Departments of Labor (DoL) and Education (ED) Healthcare Leaders' Input on WIOA Proposed Regs

Additional Comments from Respondents:

- a. It is our goal that every new colleague joining the organization have a career development plan that signals a clear career pathway to a family sustaining income and or achievement of a high level of proficiency in their current career of choice.
- b. An ultimate is increase in wages after 2 years and the above measurements prior to 2 years
- c. Courses like School at Work enable employees to develop the confidence and resolve to pursue further education and job opportunities with our organization. Any time we can encourage this growth, the benefit is both to the employee and the organization.
- d. While I appreciate the possibility of receiving additional funding for skills training, please don't make it so difficult to apply and administer.
- e. The US DoL should support organizations with monies to help grow entry-level employees, when organizations are committed to providing the development and measuring outcomes. Due to the value of the work these employee's provide and the turnover seen in these roles, they are often neglected when it comes to investing limited educational resources, because hospitals are often more committed to maintaining clinician skills and improving leadership performance. At the same time, there is a sense that growing entry-level employees into high demand roles (i.e. patient care technicians, team leaders, administrative assistants, phlebotomists, or medical assistants) would increase engagement, job satisfaction and retention of employees in entry-level positions. In addition, once an employee has proven successful in developing into a role, the organization is more likely to support them in other developmental opportunities (i.e. other certifications, associate degree attainment, and internal opportunities).

### **About Catalyst Learning Company**

Catalyst Learning Company (CLC) is female-owned small business, headquartered in Louisville, KY. Since 2002, CLC has collaborated with over 500 healthcare organizations to develop the skills and upward mobility of their entry-level employees. School at Work® (SAW), a product of Catalyst Learning, is known across US healthcare as the model for entry-level training and career development. Development of the SAW "Building a Career Ladder in Healthcare" program was funded by US DoL ETA in 2002-2005; SAW has been self-sustaining since 7/1/05. CLC has provided programs which have helped over 18,000 incumbent workers increase their skills, prepare for local colleges and earn a living wage. These programs benefit employers by increasing employee engagement, retention and upward mobility.