

**Workforce Development Committee Meeting**  
**Virginia Office of EMS**  
**Embassy Suites Hotel**  
**2925 Emerywood Parkway, Richmond, VA 23294**  
**May 2, 2019**  
**10:00 a.m.**

<b>Members Present:</b>	<b>Members Absent:</b>	<b>OEMS Staff:</b>	<b>Others:</b>
<b>Valerie Quick</b> , Chair	<b>Michael Colman</b> , Richmond Ambulance Authority	Chris Vernovai	Amy Ashe, PEMS
<b>Valeta Daniels</b> , Advisory Board		Scott Winston	R. Jason Ferguson, AB
<b>Dave Tesh</b> , VA Recruitment & Retention Network		Sam Burnette	
<b>William “Gene” Dalton</b> , WVEMS Council		Tim Perkins	
<b>Christina H. Smith</b> , VACO			
<b>Paul Hoyle</b> , PEMS Council			
<b>Cody Jackson</b> , Med-Trans Corp./Wings Air Rescue - Commercial Ambulance Member			
<b>Dreama Chandler</b> , VAVRS			
<b>Mike Watkins</b> , VAGEMSA			
<b>Byron Andrews</b> , VSFA			

<b>Topic/Subject</b>	<b>Discussion</b>	<b>Recommendations, Action/Follow-up; Responsible Person</b>
<b>Call to order &amp; Introductions:</b>	The meeting was called to order at 10:02 a.m. by Chris Vernovai.	
<b>Review &amp; approval of the February 7, 2019 minutes:</b>	A motion was made to review and approve the February meeting minutes. The minutes were approved as submitted.  Everyone around the room introduced themselves.	<b>The minutes were approved as submitted.</b>
<b>Chair Report:</b>	Valerie Quick announced that she just found out five minutes ago that she is the new chair of the Workforce Development Committee. She gave a brief history of her background and experience stating that she has been in EMS for 25 years and she is also a nurse. She just recently switched positions at UVA Medical Center. She was the EMS Liaison and the Program Coordinator for the pre-hospital education program. She is now the Performance Improvement Coordinator for the trauma program. She is still an active EMS provider, educator and is a member of the EMS Advisory Board for the TJEMS Regional Council.  Valerie stated that a vice-chair needs to be appointed. Cody Jackson was nominated as the vice-chair and there were no objections.	
<b>OEMS Report – Chris Vernovai/Scott Winston:</b>	<ul style="list-style-type: none"> <li>Chris reported that the office renovations are still taking place, so most of the staff still do not have office space. Phase 1 is complete and Phase 2 is still being built. The estimated completion date is mid-July. As mentioned in February, still the best way to reach staff is via email. He is looking forward to the office being all done.</li> <li>Scott encouraged the committee to go to the OEMS website to read the quarterly report as it is a good source of</li> </ul>	

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	information for current programs and services provided by the office. Scott also mentioned the reorganization of the Division of Educational Development. It is now two divisions called the Division of Accreditation, Certification and Education (ACE) and the Division of Consolidated Testing and Video Production. Some of the roles of the employees in these divisions have also changed. Information about this is on the website.	
<b>EMS Officer I Sub-Committee Update – Chris Vernovai:</b>	<p>A class was held at the Caroline County Regional Fire &amp; EMS School last weekend. They started out with 27 registrants, but ended up with 19 completing the course. It was a good class with good feedback from the students. We are still working on a few minor modifications. They have picked up 2-4 more instructors out of the class. They also brought on instructor, Christopher Payne. He is a district fire chief for the Department of Navy. He covers the whole Navy Mid-Atlantic Region and oversees all of their EMS operations. Part of his job is to bring military back into civilian EMS &amp; Fire world. More to come on this. The next scheduled class is May 23, 30, June 3 &amp; 6. Chris stated that they will try the four-4 hour sessions which hasn't been tried yet and will be held at Central Shenandoah EMS. The class was listed last Thursday and within five minutes one person had registered and within a few hours, there was over 5. By Sunday evening there was over 12. It is filling up rather quickly. The class maximum is 30 so if you know anyone who is interested, they need to register now. They can register on CSEMS's website or the OEMS website. The classes are from 6 p.m. to 10 p.m. There will be another class June 8 &amp; 9 at Rescue College in the two-day format. At the CSEMS Class they will be on-boarding two more instructors-Carl Williams and Larry Oliver. At the VAVRS, They will bring on Joe Coyle. They are trying to have instructors throughout the state. Another class will be held at the symposium.</p> <p>The logo was very well received and we have done some preset flyers. Paul is continuing to work on the instructor manual.</p>	
<b>Standards of Excellence Workgroup – Chris Vernovai:</b>	Chesterfield County may be coming on board. There will be quite a few revisits coming up and about four or five initial visits to do in the next couple of months.	
<b>VA Recruitment &amp; Retention Network-Dave Tesh:</b>	<p>The VA R&amp;R Network met in conjunction with the Virginia Fire Chiefs Conference in Virginia Beach on Saturday, February 23. The topic was Different Funding Sources which was taught by Bobby Hill from Virginia Beach EMS. While we were there, the International Association of Fire Chiefs (IAFC) sponsored a pilot course for recruitment and retention coordinators certification. It was a two-day class that required about 6 hours of pre-work. The IAFC reimbursed everybody for their expenses and they plan to deliver this class throughout the country. Spencer Cheatham is the contact person if anyone is interested. It was a good course and about 20 people attended.</p> <p>The next meeting for the R&amp;R Network will be this fall, but the location and time is yet to be decided.</p>	
<b>Unfinished Business:</b>	<p><b>a. Keeping The Best Toolkit – Dave Tesh</b> There is a class this Saturday in Spotsylvania. It has 14 students registered. John Bianco from Virginia Beach EMS and Dave are the instructors. The time of the class is from 9 a.m. to 1:30 p.m. There is also another class scheduled on August 9 in Hampton. Larry Gwaltney with the Virginia Firefighters Association reached out to Dave and asked if the course could be held in conjunction with their conference. For the first time, the Virginia Firefighters Association will hold their conference with VAVRS's conference. Chris asked David to send a flyer so it can be posted on the OEMS website.</p> <p><b>b. EMS Provider Survey – Chris Vernovai</b> At the last meeting, additional questions were added, so the survey had to go back to the AG's office for approval. As soon as we get the okay, it will be ready to submit. It is already in the Survey Monkey format.</p>	

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	<p><b>c. State EMS Plan</b>  OEMS is winding down on this process. We have taken all of the feedback from all of the committees and is preparing a draft Plan to be submitted to the committees in August for review. It will be reviewed for approval by the Advisory Board in November and then by the Board of Health in March 2020.</p>	
<p><b>New Business:</b></p>	<p><b>a. Membership</b>  Obviously, we have a new chair. At the last meeting, we discussed bringing the military back in. Chris Vernovai worked with Chris Payne of the U.S. Navy over the weekend and he is very interested in working with our committee. The Office of EMS has been instrumental in helping out with their programs, so he wants to be able to reciprocate. Chris feels that he would be a great asset to the committee and wants feedback from the committee. It was stated that Mr. Payne is very active in the PEMS and TEMS councils.</p> <p><b>A motion was made by Gene Dalton to make Chris Payne an At-Large member of the committee. The motion was seconded by Cody Jackson. All committee members were in favor of the motion. None opposed.</b></p> <p>Chris and the fire chief will be at the Advisory Board meeting tomorrow.</p> <p>Valerie made a few training announcements:  Tuesday, May 7, The Virginia Values Veterans (V3) at the Better Business Bureau, 8:30 a.m. (Free)  Wednesday, May 8, Second Annual Workforce Conference, at the Community College Workforce Alliance Conf. Center on Parham Road, (\$60)</p> <p><b>b. Other</b>  Dreema Chandler asked where does Officer II stand? Chris stated that as soon as Officer I is off pilot, then the Officer II will be started. Chris feels that it will be easier to develop since there are more materials already created for that level. The Officer I was taken down to the AIC level. Dreema feels that agencies may lose interest if it takes too long to develop. The committee discussed getting the program out to rural areas such as southwest Virginia and bringing more instructors in.</p> <p>Valerie stated that at the last meeting, the committee discussed getting data on provider shortages to match education or bring awareness to those areas. Chris stated that once the survey is completed, we will be able to get some of that data. Valerie asked if the committee can do an agency survey asking how many open positions do you have, average rate of retention (how many years). The committee discussed agency closings, recruiting and retention efforts. They also discussed initial certifications and scholarship programs.</p> <p>Valerie would like to have an agency survey to ask some of the following questions:  How many openings they have?  What is your ideal staffing?  How many times do you get to that ideal staffing?  How do you recruit?  Do you use external sources to recruit?  Does your agency do exit interviews; if so, where are the exiting staff members going?</p>	

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	<p>Are they going to another EMS agency or getting out of EMS altogether?</p> <p>R. Jason Ferguson runs a full-time paramedic program for Central Virginia Community College with the VCCS system. They run EMT all the way up to through paramedic. He is also a student and is doing a study on the Job Choice Occupational Commitment Job Satisfaction and Attempt to Turnover for EMS Providers in Virginia. This is for both career and volunteer to try to identify some of these issues. He has gone through the IRB program for the survey and he wants to know if the committee would be willing to be his pilot group for the survey to give him feedback. Once the research is completed within the next year, he can provide the results to the committee to identify why we are having so many issues on both sides. The committee feels this is a great idea. His goal is to have the survey out by June 1.</p> <p>The VCCS has a governor's initiative called G3- Get a Credential, Get a Job and Give Back. Jason is one of the points of contact for the public safety area. Public safety has been identified by the Governor as a need area. They are in the first phase now of looking at how this would work, what the need is. In his area, EMT instructors are not at the schools anymore. This would basically mean free college in the specified fields of study if the next phase of G3 goes through the General Assembly. He stated that he plans to continue to attend this committee and bring updates and more information on this. It is dual enrollment for high school students. Information can be found on the VCCS website.</p> <p>The committee agreed with the development of an agency workforce survey. They will begin creating questions for it.</p>	
<b>Public Comment:</b>	None.	
<b>Adjournment:</b>	The meeting adjourned at approximately 11:00 a.m.	<b>2019 Meeting Dates:</b> August 1 November 8 (Norfolk) Times and locations to be determined at Symposium.