

AURORA REGIONAL PATHWAYS BUS TOUR

Final Report



June 24, 25, 26, 2014

AURORA REGIONAL PATHWAYS TO PROSPERITY

[Company address]



Aurora Regional Pathways Bus Tour Follow-up Report

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Aurora Regional Pathways Bus Tour Follow-up Report

General Information

Dates: June 24, 25, 26, 2014

Purpose:

A nationwide and regional shortage exists for skilled workers and college ready high school graduates. While nearly all – 96 percent – of chief academic officers surveyed said they are confident that they've prepared graduates to be successful in the workplace, just 11 percent of business leaders surveyed in the new Gallup/Lumina poll agreed with that statement.

Eight of every 10 Illinois jobs require more than a high school diploma. The proportion of adults in Illinois with high-quality degrees and credentials is only 44% currently and the Illinois P-20 (Pre-K through age 20) Council has established a goal to increase this to 60% by the year 2025. Nearly 2/3s of all jobs need such credentials. It has been determined through asset mapping that the most potential for careers in the Aurora region are in the areas of Health Sciences, Information Technologies, and Manufacturing.

The Pathways Bus Tour was designed for members within each educational entity (administrators, counselors, instructors, etc.) to see each of these three primary industries “up close and personal” and to hear first-hand from industry leaders and human resource personnel what skills are needed in their workplaces.

Program at Each Location

- Brief description of what is produced and/or services that are provided
- Identification of the types/range of employment at location and in the industry □
Identification of credentials needed/sought for each position of employment
- General salary range for each position.

CPDUs

Each day, CPDUs were awarded to K-12 entity attendees.

Transportation

Thank you Oswego School District 308 for graciously providing bus transportation each day.



Aurora Regional Pathways Bus Tour Follow-up Report

Daily Itinerary:

Tuesday, June 24: Advanced Manufacturing

9:00 Cabot Microelectronics Corporation (Advanced Manufacturing)

11:00 Mitutoyo America (Advanced Manufacturing)

1:00 Caterpillar (Advanced Manufacturing)

Wednesday, June 25: IT and Advanced Manufacturing

9:00 BYTE Grid (IT)

SPR/TAG

ADS

BYTE Grid Tour

11:00 Magnetrol (Advanced Manufacturing)

1:00 ASK Power (Advanced Manufacturing)

Thursday, June 26: Health Sciences

8:45 Rush Copley Hospital

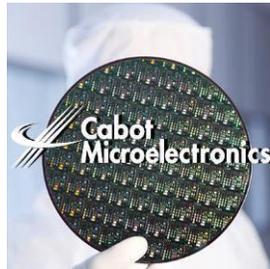
11:00 VNA Health Care



Aurora Regional Pathways Bus Tour Follow-up Report

Cabot Microelectronics Corporation Presenter: Lisa Polezoes

Cabot Microelectronics Corporation (CMC) is the world's leading supplier of chemical mechanical planarization (CMP) slurries and a growing CMP pad supplier to the semiconductor industry. Their products are used to level, smooth and remove excess material from the multiple layers deposited upon silicon wafers in the production of semiconductor devices. (<http://www.cabotcmp.com/>)



Cabot has over 11,000 total employees, 400-450 in the Aurora location. Cabot has doubled its international operations over the past 9 years.

Formal job qualifications range from high school diplomas to doctorate degrees, depending on the level of engineering skills needed. Salaries range from \$40,000-130,000. Entry level positions typically require a high school diploma or associate degree (CNC certification is equivalent to 1 year of experience) and 1-3 years of experience in warehouse and/or chemical handling. Cabot offers tuition reimbursement for coursework related to work advancement.

Industry Acumen include communication skills, math (graphing principles) & science, quantitative thinking and reasoning skills, problem solving (must work to solve problems immediately, not wait for help), IT savvy, social emotional maturity, high levels of collaboration/teamwork, strong work ethic, diligence, enthusiasm, and care. A panel of peers interviews job candidates relative to the behavioral qualities desired. Cabot uses Lominger™ Competency based interview questions.

Frequent negative interview issues include candidates not ready to interview, examples of which are inappropriate interview attire, poor grammar, inability to communicate effectively, and low capacity to articulate (word selection.)

Cabot uses SafeStart™ for its safety training.



Aurora Regional Pathways Bus Tour Follow-up Report

Mitutoyo America

Mitutoyo is world's largest metrology company was founded in 1934 with one product – the micrometer. Mitutoyo came to America in 1963. Mitutoyo's philosophy at that time was to make the best mechanical micrometer in the world. Mitutoyo expanded in the next several decades to include a wider product offering focused on mechanical, dimensional gaging products, creating the most advanced micrometers, calipers, indicators and other measurement tools in the world. As electronic technology became more widespread in the 70s, Mitutoyo applied electronics to its line of dimensional gaging equipment to include electronic/digital measuring tools. During this time it also began to offer larger, more complex and more sensitive measuring instruments, including optical comparators, form measuring equipment, and coordinate measuring machines. As statistical process control (SPC Software) was introduced, Mitutoyo led the world in the development of output gages, interfaces, data collectors and analysis software to take advantage of this new metrology science. When the computer made its way into the field of metrology, Mitutoyo again shifted its focus to include this technology into its product offering and push measuring accuracies into the sub-micron range. Today, Mitutoyo presents its 6,000+ products as integrated, computer-based metrology systems, where they can be interconnected to form closed-loop-measuring networks. (<http://www.mitutoyo.com/>)



Employees typically have applied, electrical and/or mechanical engineering backgrounds. At the Aurora location there are 800+ employees, mostly working in the warehouse. This facility is primarily a distribution, sales, repair, and product training center, with some production of prototype metrology devices.



Aurora Regional Pathways Bus Tour Follow-up Report

Caterpillar Presenters: Dan Rowe & Dean Caho

The Montgomery plant produces 24 models of large wheel loaders and “offshoots” of the same machines. The company as a whole has \$56 billion in annual sales. Its logo is the 4th most recognized worldwide.



The Montgomery plant has approximately 2,500 employees, with an average age range of 25-40, and an average of 18-20 years of experience at this site. Salaries range from \$14.75-\$25.00/hour depending on the level of the position. Floor managers make between \$65,000-\$105,000/year.

Employee credentials begin with GPAs of 4.0 on a 5.0 scale; 3.4 on a 4.0 scale. Shop floor entry level positions need HS diploma or GED.

Desired “soft skills” include communication skills, math skills (fractions for welders), “heart” (willing to do the job day in and day out,) and employee engagement with management. Credentials that help include Junior Achievement and manufacturing certifications. Caterpillar is a sponsor of First Robotics, a school-aged program and competition.

Caterpillar uses Pro E Engineering™ rather than Auto CAD. 93% of the welding is done by robots. The other 7% is hand tacking to hold materials place for the robotic welding process.

The presentation and tour were very enlightening. The manufacturing floor, assembly line areas are extremely clean.

Management/supervisors survey their teams in an on-going manner. A highlight was the idea/suggestion for improvement board centrally located on the assembly line floor, where all workers can post ideas. These posting are then immediately coded to appropriate upper level staff (design engineers, HR, etc.) for rapid response and feedback.



Aurora Regional Pathways Bus Tour Follow-up Report

BYTEGRID (Information Technology – IT)

BYTEGRID is a data center solution that provides:

- Concurrently maintainable, high-security environments that support compliance requirements
- Robust fiber and carrier neutral connectivity
- Options for first-class technical office space
- Flexible and efficient leasing model to support and lower data center Total Cost of Occupancy (TCO)
- No risk from planes, trains or automobiles

Designed to meet the security and high-availability needs of a major, publicly traded financial institution, **BYTEGRID** brings a new class of multi-tenant data center opportunity to the western Chicago suburbs. With a flexible and efficient design, customers are able to lease one or more dedicated data center environments, each featuring robust redundancy and high-security. If requirements change, this scalable facility enables the acquisition of additional space and power. (<http://www.bytegrid.com/aurora-chi1-datacenter.php>)



The building manager gave a tour of the facility and also discussed career information related to building management. All systems, including IT, utilities, and HVAC, are built with full duplicity to assure preservation of data.

The reason such facilities exist is that more and more companies like CNA and BMO Harris ask themselves the question, “Why are we in the IT business?”

Credentials for building engineers are Associate Degree, usually a member of the International Operating Engineers Union, with needed skills in basic computer, electric, generators, HVAC, and plumbing. The building operations are all automated. Engineers are paid around \$37/hour; chief engineers \$45/hr.

All such trades are struggling to find responsible people for such positions. These (as are IT positions) require 24/7/365 availability. Also, such employees must be “industrious.”



Aurora Regional Pathways Bus Tour Follow-up Report

Alarm Detection Systems (ADS) Presenter: Mark Schramm (Presentation at BYTEGRID)

ADS is a family owned company and has operated since 1968. Alarm Detection Systems works with individual clients, both commercially and residentially, to design a system perfect for specific their security needs. Along with the ability to professionally plan, design, operate, upgrade, service, and support all electronic security, they are fully equipped to provide 24-hour monitoring services to customers throughout Northern Illinois and neighboring states.

ADS installs and services security equipment, including smoke alarms, burglar alarms, closed circuit television, access control, motion detectors, panic alarms, and sirens. In addition, all systems are monitored 24-hours a day, seven days a week from their UL Listed central monitoring station in Aurora. (<http://adsalarm.com/About.aspx>)



As stated above ADS is a regional, UL Certified company, serving northern Illinois, southern Wisconsin, and northwest Indiana. ADS has 200 employees, 100 of which serve in the field, “on the street.” IT positions include but are not limited to installers, inspectors, and service agents. ADS has its own internal software development team that has developed smartphone integration systems for technicians and testing systems, as well as GPS locator systems to improve client notice to within 30 minutes.

Technical employee and systems administrator credentials include high school diploma/GED. New technicians must have passed the CompTIA Net+ exam within the first year. Possessing Cisco A+ Certification is a positive. Applicants must know how computers and networks operate. Key soft skills required include the mandatory ability to communicate effectively with clients and other technicians to solve problems and meet exacting client needs, and the capacity to troubleshoot a problem, identify the source then solve.

Software developer credentials include a 4 year degree (Master’s Degree preferred) in computer science. Their roles include the development of new software and updating/fixing/enhancing existing software. Credentials include knowledge of ERP systems and accounting, C#/Java, app development skills for IOS or Android, and skills in object oriented analysis and design of software.

Successful job attainment at ADS always includes two interviews that include problem solving questions to determine thought processing skills. A panel of 2-3 peers is utilized to assure teamwork skills and personality matches.

The service tech salary range is from \$14/hour w/no experience, \$50K/yr with experience, \$70K/yr as a supervisor. Helpdesk personnel range from \$30-40K/yr. Software developers range from \$45-60K to \$80-100K/yr. Ongoing training is provided and required.



Aurora Regional Pathways Bus Tour Follow-up Report

SPR/TAP Group

Presenter: Nancy Kastl, Director of Software Quality (Presentation at BYTEGRID)

SPR is a Fortune 1000 and mid-market company with world-class technology solutions and indemand talent through its family of companies—Redpoint Technologies, MPS Partners and TAP Group. SPR has been serving the Midwest since 1973 and is proud of their award-winning track record of helping organizations achieve critical business objectives and solve the most complex technology challenges. Through its agile, responsive, and service-oriented companies, SPR provides Business Process Management solutions that turn vision into value using Microsoft technologies, delivers customized project-based applications and software, offers IT consulting and technical experts to define, manage and/or support critical IT initiatives. SPR enables companies to achieve greater diversity by engaging qualified people with disabilities, and aligns technology organizations to business strategy, increasing IT's contributions to company profitability, growth, innovation and market position. The SPR team includes over 200 consultants comprising experienced, insightful technical experts who help clients successfully meet strategic objectives, seamlessly execute projects and maximize their technology investments.

(<http://www.sprcompanies.com/about/>)



SPR COMPANIES



(See attachments for more info)

SPR/TAP is located in the Willis Tower, Chicago, employing 200 consultants and generating \$40 million in revenue. SPR/TAP has a direct connection with Skills for Chicagoland's Future <http://www.skillsforchicagolandfuture.com/> and nAblement <http://www.nablement.com/>. This link is a very good explanation of nAblement: <http://vimeo.com/16625261>

The presentation by ADS and SPR were complimentary. ADS spoke of reaching out to companies like SPR to provide personnel for unique, individual projects that require a nonongoing skill set, as well as when staff gets overcommitted.

SPR highlighted problem solving and detail orientation skills as requisite for employment. Skills found lacking include professional communication, business writing in emails, and phone communication skills. Also, "We can train you, but we cannot change your personality." All must have the initiative for continuous learning. Job variety is key for the "millenniums."

It is noted that a one year gap in a resume is a "killer" to most hiring executives.

SPR stated that all entities must communicate the wide variety of IT jobs. SPR looks for degrees and those who have real world experience in IT, including internships. They look those with the above skills and passion in three distinct groups, military veterans, long term unemployed, and college graduates.



Aurora Regional Pathways Bus Tour Follow-up Report

Magnetrol (Advanced Manufacturing)

For more than 80 years, Magnetrol® level controls and flow controls have been transforming industrial processes. As the innovator of the first magnetic liquid level switch and pioneer of today's level and flow technology breakthroughs, MAGNETROL manufactures instrumentation that is more intelligent, more reliable and simpler to install and operate – making it far more easy for clients to improve safety, drive efficiency and grow business.

Process environments are complex and demanding. Magnetrol understands there are no "stock" control applications, so they manufacture a diverse portfolio of measurement and control technology solutions. Their extensive product line offers versatility and adaptability to better meet control challenges, reduce operating costs and improve productivity.

As the innovator of the first magnetic switch designed for safe, accurate detection of liquid levels, MAGNETROL origins are tied to control instrumentation breakthroughs for industrial process markets. Today, they continue to challenge boundaries with cutting-edge process technologies, including best-in-class guided wave radar level controls.

While product innovation has made Magnetrol a widely recognized name in level and flow control, it is their commitment to solving tough application problems that has strengthened customer relationships. They design products to the highest standards of excellence, ensuring remarkable reliability, intelligent functionality and value that far exceeds whole-life costs – for years and even decades of unflinching service.
<http://us.magnetrol.com/Home.aspx>



The first most striking part of the meeting and tour were the decorations and accommodations for visitors and employees. All wall hangings, furniture, and other appointments were very “plush.” Digital displays congratulate employees on work anniversaries, birthdays, births, etc. Weekly performance charts are posted. The manufacturing areas are very clean throughout the facility. One “side” of the facility is focused on the production of inventory, the other “side” of the facility is focused on the customized production for customers.

In Aurora, Magnetrol employs 350 workers, split over 3 shifts of up to 170 in the shop and 30 in microchips assembly. Prototypes are designed and produced onsite, including testing and experimentation. There are a variety of skill sets needed, depending on the specific area of the shop. These include skills in welding [must have gone to welding school], hand soldering, electronic assembly, CNC machining [a few classes go a long way], tool and dye [very hard to find], reading blueprints, Windows operating system, Oracle Software...converting soon to SAP, some programming skills, metrology, IPC-A-610, as well as CMM and micrometrics. These skills require a high school diploma/GED, credentials, and up to a 2-4yr degree. Magnetrol directly trains employees and financially supports additional training.

Soft skills include communication, problem solving, interpretation of data, craftsmanship [manual dexterity.] Magnetrol currently provides some opportunities for summer internships. Depending on level of credentials and schooling, salaries generally range from \$14-20/hour.



Aurora Regional Pathways Bus Tour Follow-up Report

ASK Power (Presentation/tour by Clint Mason & Michael Bowler)

ASK has product lines for telecommunications, electrical & transformer, truck and off-road utilities & sustainable power and military applications, ASK was one of the earliest providers of Lug, Splice, and Cable solutions tailored specifically to the Telecom market's needs. Telecom or NEMA stud hole spacing, cable sizes from 12 Gauge AWG to 1000MCM. ASK has complete applications engineering and in-house tooling capabilities to make individualized special product quickly and economically. ASK provides custom-sized, transformer-specific large power connectors, including the widest range available today of gauges to 2000 MCM. It is one of the largest terminal lug, splice, and grounding strap manufacturers for the truck and off-road market, including OEM, aftermarket and specials. ASK produces a full range from heavy duty parts, super heavy duty parts or parts for critical service applications – they produce multiple lines: cable size, stud size, barrel entry style, copper, tinned, special clearances, splices and grounding straps. ASK is an experienced manufacturer of high voltage power and grounding compression connectors and offers a complete range of wire gauges, stud sizes. ASK has over 50 YEARS experience as a military spec, TACOM terminal, splice, and ground strap supplier. NAVY and Aerospace options are also available. ASK stocks multiple lines of existing product and can provide in-house application and tooling support to produce custom requirements quickly and economically. (<http://www.ask-power.com/ask-power-markets-served>)



ASK has been in manufacturing 50 years, originally J & D Metals. Current owner Steve Kase bought the company 25 years ago and transitioned from steel stamping to copper. Since that time, aluminum products have been added. ASK runs two shifts, and is operating most Saturdays. ASK has 50 employees, 35 of whom work in the “shop.” They have 17 machine operators, down from 23 due to robotics/automation. ASK invests in its employees, instituting a knowledge based worker program and promoting from within. Examples include operators who have been trained and are now skilled in press, dye, and print reading. Office staff, e.g. inventory management and control, are former operators. ASK is currently developing a robotics class. The design engineer is the primary trainer and is bi-lingual. Workplace training also includes English skills with a concentration in workplace vocabulary.

ASK uses the results from WorkKeys™ as a tool to determine top level workers in all positions. ASK utilizes a variety of software applications for robotics, tool manufacturing (CNC), inventory management (Synergy), statistical process control, etc. Operators need a high school diploma/GED and positive WorkKeys™ scores. Toolmakers need experience (apprenticeship), math skills in geometry and algebra, mechanical knowledge, skills in blueprint reading and quality control. ASK is still working with Waubensee Community College to determine/refine requisite skill sets as well as the skills next needed to be developed. All office staff must be bilingual. Floor personnel prefer Spanish, as they tend to be uncomfortable with English...saying the wrong thing. Salaries range from \$8/hour new to \$15/hour as a 2-year knowledge worker.



Aurora Regional Pathways Bus Tour Follow-up Report

Rush Copley Medical Center, Aurora: (John Diederich, COO)

Rush-Copley is the leading provider of health services to the greater Fox Valley region. It is the only level III neonatal intensive care unit in Kane County and more than 3,300 families choose every year to have their babies at this hospital. Rush Copley Aurora treats over 70,000 patients in its emergency rooms every year. Safe, quality care is their focus and nearly all outcomes meet, and often exceed, national standards. (<http://www.rushcopley.com/about/>)



The Aurora site has 210 beds and 2200 employees making it the largest employer in the Aurora region. It cost \$100 million to build the site on Ogden Avenue. Since that time, \$250 million has been spent on expansions. Rush Copley is the 5th busiest ER in Illinois based on numbers of visits; they are 4th in the delivery of babies. Annually, they have 200,000 in & outpatient encounters.

“Copley Hospital” is an affiliate of the Rush University Medical Center in Chicago but independent, autonomous in its operations. The advantage is the referral process to Rush Chicago and employment security. On the tour it was noted that Copley Hospital is a very high tech operation, especially in tracking patients throughout the hospital, their medications, etc. through bar code technology.

One of the highlights of the visit was to hear the stories of John Diederich and Omar Ramos. Mr. Diederich, COO and 29 year employee began washing dishes in the kitchen at the age of 16, a job he needed as his mother was a financially struggling single parent. John loved the hospital environment and enjoyed meeting all the personnel. From there, he went to the University of Iowa for a degree in Business, and continued to work in the kitchen in the summer. He went on to get his MS in Hospital Administration. After interviewing for and holding several jobs, he came back to Copley. Omar’s parents were immigrants from Puerto Rico. His mother worked and continues to work at the hospital. His father worked at Copley as well. Like John, Omar started in the kitchen as a dishwasher. At the hospital, he learned the tenet of serving others and meeting their needs, humility, teamwork, and the diligence to be intrinsically motivated to learn more. He eventually received a Bachelor Degree from Robert Morris, received an internship in financial counseling at the hospital, and gained full time employment through leaves of absence. In addition, he has worked as an admissions counselor and is now the new coordinator for that team. John and Omar’s theme, “Get your foot in the door...” there is great mobility in the hospital setting.



Aurora Regional Pathways Bus Tour

Follow-up Report

Rush Copley intentionally works to maintain a “family” atmosphere, holding luncheons, providing little gifts/incentives, etc. “People want to stay.” It was also stated that working in a hospital cannot be “just a job.” Such an attitude toward work would only allow a person to be “happy” there for a very short period of time.

Entry level jobs requiring a high school diploma include food service, grounds & environment maintenance, switchboard, transporters, and billing/collections, which have a salary range of \$11-14/hr.

Jobs requiring a high school diploma and certificated credentials include CNA, phlebotomist, light maintenance, surgical/SPD technician, GI lab technician, and pharmacy technician which have a salary range of \$30-40,000/yr.

Jobs requiring an associate degree include nurse, radiology technician, medical record coder, nuclear medicine technician, clerical support, and CT/MRI technician, which have a salary range of \$40-50,000/yr.

Jobs requiring a 4-year degree include registered nurse, social worker, account analyst, middle management, and IT analyst, which have a salary range of \$50-75,000/yr.

Jobs requiring advanced degrees include physical therapist (hard to find), occupational therapist, nurse practitioner/physician assistant, pharmacist (hard to find due to the hours required at the medical center), senior leadership and physicians, which have a salary range of \$70-100,000+/yr.

Soft skills acumen needed include good attitude, friendly demeanor, and love of people. Employees must be dependable and flexible since hospitals are staffed 24/7/365; staff is needed weekends, nights, and holidays. Bilingual skills are a BIG plus and may include additional compensation.

Rush Copley uses the Health Care Source interview process.

Rush-Copley has a tuition reimbursement benefit of up to \$5,000 per year. AA nurses have a five year window to get a BA utilizing the tuition reimbursement provided. Other benefits include membership to the fitness center as well as medical, dental, vision, and life insurance.

Copley also has an in-house training facility called the Star Center. This is a simulation, training and resource center for all medical personnel. The Star Center has two mannequins that simulate real patients and allow staff to “do” all procedures, not just “talk through” such procedures. The Center also has an observation room.

While one of the physician’s first experience in the health sciences was the work based experience provided through Oswego High School’s Medical Topics program, the most “home grown” positions are on the administrative side.

Lastly, it was stated that Waubensee Community College is expanding its Health Sciences program at their Copley Campus location.



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VNA Healthcare, Aurora (Lena Bedami & Cheryl O'Donoghue)

VNA Health Care is family centered, not-for-profit health care provider and advocate for quality healthcare that is available to everyone, with origins dating back to 1918. Originally known as the Visiting Nurses Association, VNA Health Care now provides an umbrella of services to protect individuals' health at every stage of life. VNA provides prenatal care and well-baby checks, general medicine, dentistry, immunizations, and free health screenings. VNA also provides home-health care, house calls, and hospice. VNA believes that good health care is a right, not a privilege. The VNA mission is to ensure that no one falls through the cracks - particularly women, children, the elderly and other vulnerable populations that need good health care the most. VNA Healthcare does not have emergency room, imagery, radiation or chemotherapy facilities.

VNA Mission Statement:

VNA Health Care is a humanitarian, not-for-profit organization dedicated to providing compassionate, dependable, and comprehensive primary care and community health services. Recognizing that each individual is unique and is to be treated with dignity, VNA extends quality care to individuals regardless of their ability to pay for service in accordance with established VNA charitable care policies. (http://vnahealth.com/about_us_history.cfm)



VNA has nine locations in the Aurora region with the Highland Avenue site serving as the hub. While originally a home health and hospice services, 9 years ago VNA expanded to full healthcare services, including a mobile vehicle. VNA also provides numerous patient education programs.

VNA has 198 types of jobs with approximately 300 employees at the Highland Avenue location. Entry level positions include clinical support staff, e.g. registration/exit and receptionist/scheduler (call center team). Such positions require a high school diploma/GED, bilingual skills, excellent computer skills, and an orientation toward high customer service.

Public Health Assistants need a high school diploma/GED, bilingual skills, technology skills, and good handwriting. There is a high level of "child focus" in this role. This position typically leads to CNA and additional pathways in the health sciences.

Family Support Workers need a high school diploma/GED, bilingual skills, and some technology skills.

Credentialed positions include CNAs (Certified Nursing Assistants), PCAs (Personal Care Attendants), and nurses. All must be Illinois Certified and Registered. All must be bilingual. At VNA, CNAs learn and perform a broader scope of services in the areas of behavioral services, cardiology, etc.



Aurora Regional Pathways Bus Tour Follow-up Report

Medical Billing and Coding is job in high demand. Some college is preferred. Having a credential in Medical Billing and Coding from a North Central Accredited program (WCC and Rasmussen College have such programs locally) is very desirable. This field is expanding and becoming more complex due to the Affordable Health Care Act/Managed Health Care.

A new and emerging certification and need is Medical Interpreter.

Other positions include Nutritionists, Family Care Managers, Social Workers, Psychologists, Pharmacists/Pharmacy Assistants, Phlebotomists, Pediatricians, Behavior Health Specialists, Women's Health and Wellness Specialists, Heart Clinic staff and Managed Care Professionals (nurses).

VNA has an annual budget to provide tuition reimbursement for the advancement of employees in their strand/field. VNA has training facilities for IT related needs, including Medical Billing and Coding. They also have a demonstration kitchen to help provide nutrition training.

VNA provides volunteer opportunities including administrative/clerical positions, special events, hospice (experience in hospice required), and medical advising related to senior health insurance.