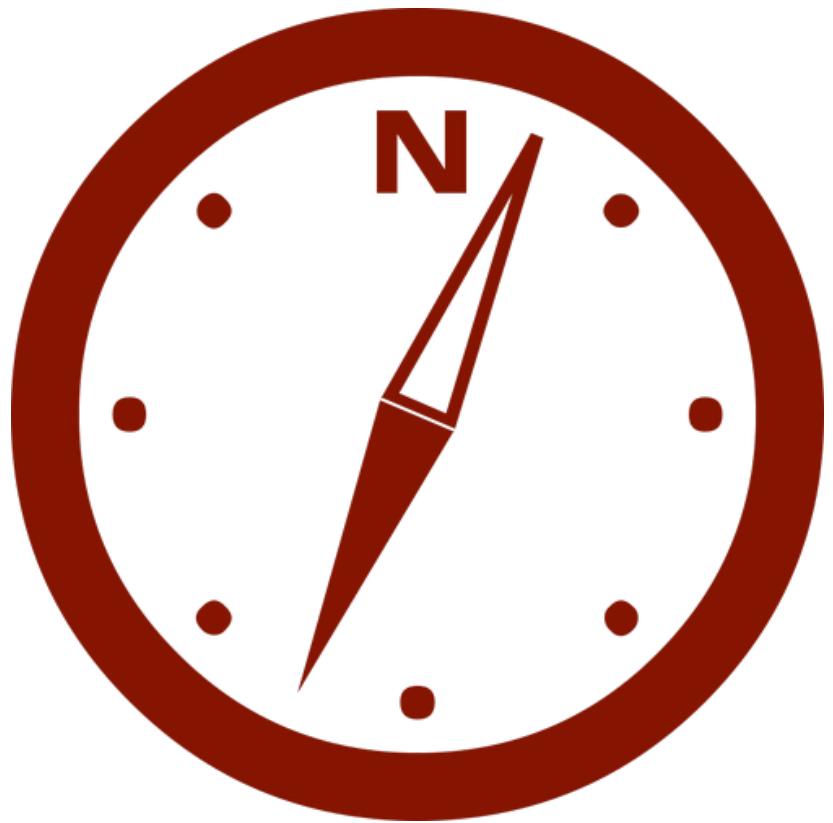


# HEALTH CARE AND SOCIAL ASSISTANCE SECTOR GUIDE



2020

North Central Workforce Development Area

*Funded by Workforce Solutions for North Central Pennsylvania and the PA Department of Labor and Industry.*

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## *Introduction to the Sector Guide*

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The Career Pathways Sector Guides are designed to provide information about career pathways in the North Central Workforce Development Area in Pennsylvania. Each guide presents information that will benefit workforce development professionals, businesses, and job seekers.

### **Introduction to Career Pathways**

This section of the Sector Guide introduces you to career pathways. The information in this section will inform you about why career pathways are important and how the concept can be beneficial to businesses and job seekers. Information in this section can be shared with clients to help them get a better understanding of why we promote pathways.

### **Sector Description**

The sector descriptions provide a brief overview of the sector that the guide presents. Sector descriptions include information from Pennsylvania's Center for Workforce Information and Analysis <https://www.workstats.dli.pa.gov/Pages/default.aspx> that helps to give a snapshot of the sector as well as general information about education and experience levels associated with jobs in the sector and the types of businesses that employ in the sector.

Use the information in this section of the guide to share general information with job seekers, as more detailed information is provided throughout the guide.

### **Career Pathways Maps**

The jobs illustrated on the career pathway maps were identified using the North Central High Priority Occupations list. Information about the jobs was gathered through research using multiple sources to identify the salary, education required, and related occupations. Additionally, industry specific websites that contain career maps were used to inform the career map development. Most of the maps start with an entry-level job that requires less than a 2-year degree and demonstrate the ability to move up

the pathway by on the job training and work experience or through additional formal education and training.

Some occupations occur in multiple sectors and therefore may create a slightly different map for each sector. For example, janitors and cleaners are in manufacturing, healthcare, education, and hospitality. A worker who starts as a janitor and cleaner in education may move into maintenance and may possess the skills to move into a technical teaching role or departmental supervisory role within a school district or university. A janitor in manufacturing might be less likely to leave the sector to move into education and training of maintenance personnel. Technology and transportation related occupations are others that cross over many sectors and may look a little different.

Notice that some pathways seem to start at a higher “entry-level” than others. These would be appropriate for individuals that may have had some technical training while in high school or chose to do training before entering or reentering the workforce. These maps are also appropriate for places of employment that bring everyone in as a “general worker”, and in order to move up, an individual has to get a specialized training and compare multiple options/maps to make that decision.

These maps can be used with job seekers who are currently employed or choosing a career path. While these maps are general for the sector, they provide information about expected training, experience, and skills needed to move along a career path. This example illustrates the information that you will find about each job on every map.

**Occupation:** First-Line Supervisors of Mechanics, Installers, and Repairers (49-1011)

**Education:** postsecondary certificate and/or associate’s degree

**Training:** postsecondary education

**Skills:** understands process and product or service, demonstrates self-management strategies, lifelong learning

**Salary Range:** \$25.50-46/hour

Use this information to assist job seekers with career exploration, career planning, and goal setting. It is important to review each map carefully to understand the requirements needed on all steps of the

career path. Each map shows potential opportunities for advancement that may be achieved through additional education and training and experience on-the-job. Additional ways to use career pathways maps can be found at *20 Ways to Use Career Pathways Maps* at <http://www.paadultedresources.org/wp-content/uploads/2017/02/20-ways-to-use-career-pathway-maps-12-18-17.pdf>.

## **Job Descriptions**

The job descriptions in the guide provide details of every job that is mentioned in each of the career pathways maps. Information from O\*NET Online <https://www.onetonline.org/> was used to inform the descriptions. Another key component of the job descriptions is the *Sample of reported job titles*. These job titles are important because they are examples that employers might use for the same job. For example, an *energy auditor* at ABC Company might have the job title of *Building Performance Specialist* at DEF Company even though they do essentially the same kind of work.

Job descriptions are helpful for job seekers to get a clearer understanding of the jobs in isolation. More importantly, the descriptions help to provide clarity on how a career pathway builds on the skills and knowledge, and abilities of the jobs on the pathways. Use the information in this section to discuss the general qualifications of the job and the alternative names associated with the work that the job requires. Each job's description includes a citation and reference in the bibliography that can easily be accessed to provide additional information about the job. Use the references to assist job seekers in further career exploration when making decisions about any career path.

## **Foundation Skills Framework**

Selected jobs in this section of the guide are aligned to specific workforce preparation skills detailed in the Foundation Skills Framework (FSF). The FSF is a tool developed by workforce development professionals that identifies skills, competencies, and tasks that individuals need to master to get a job, keep a job, and advance in a job.

The jobs in this section are primarily the entry level jobs identified on each map in the guide. Top *skills* for each job that are identified on O\*NET Online were aligned to the FSF and can be used to help job seekers get an understanding of the workforce preparation skills that they will need for a particular job.

While this section provides examples of the workforce preparation skills for some of the jobs in the sector, additional research can be completed for any of the jobs on the pathways. Encourage job seekers to review the skills needed for their jobs of interest and compare them to the FSF. Additional FSF resources, including an assessment and competency lists can be found at <https://www.paadultedresources.org/foundation-skills-framework/>.

## **Bibliography**

This final section of the guide is the bibliography. The bibliography provides a listing of all of the resources that were used to research the information in the guide and can be used to conduct further research on the sector or career pathways.

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## *Introduction to Career Pathways*

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The Workforce Innovation and Opportunity Act (WIOA) moved career pathways from just a good idea to a mandatory component of workforce development programming. While providing a comprehensive definition of and for career pathways, WIOA does little to describe the “how to” for this strategy. From the development of customized mapping tools for employers to integrated education and training programs for customers who are determined basic skills deficient, career pathways strategies are customized to the local labor market.

At a minimum, career pathways strategies for job seekers need to include opportunities to explore careers and occupations that fall within high priority occupation sectors, develop a career pathway plan that includes charting specific and realistic goals, and learn about and practice key employability skills. A concrete plan with established goals and steps to follow can offer guidance and structure to job seekers’ employment goals. This plan may include, for example, obtaining work while exploring careers, identifying and enrolling in educational or training opportunities, identifying, researching, and preparing for occupations so that they may be ready to begin the job search process immediately.

Workforce development professionals can use the information associated with career pathways to further develop opportunities for job seekers to enter a career path rather than just getting a job. To do this; however, career pathways strategies need to be recognized and embraced by workforce development professionals in order to coordinate service delivery so that individuals can become aware of opportunities and have access to what they need to move along a pathway.

While this guide presents the “nuts and bolts” of career pathways, professionals will need to work together to develop strategies to assist job seekers to move along these paths. Which of the illustrated pathways are most essential to the region? How can workforce development professionals work together to promote these essential pathways? What can we do to include postsecondary education and training partners to assist in these career pathways strategies? How can we include Title II adult education into our strategies? There are answers to all these questions when we work together with career pathways innovations.

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### Sector Description

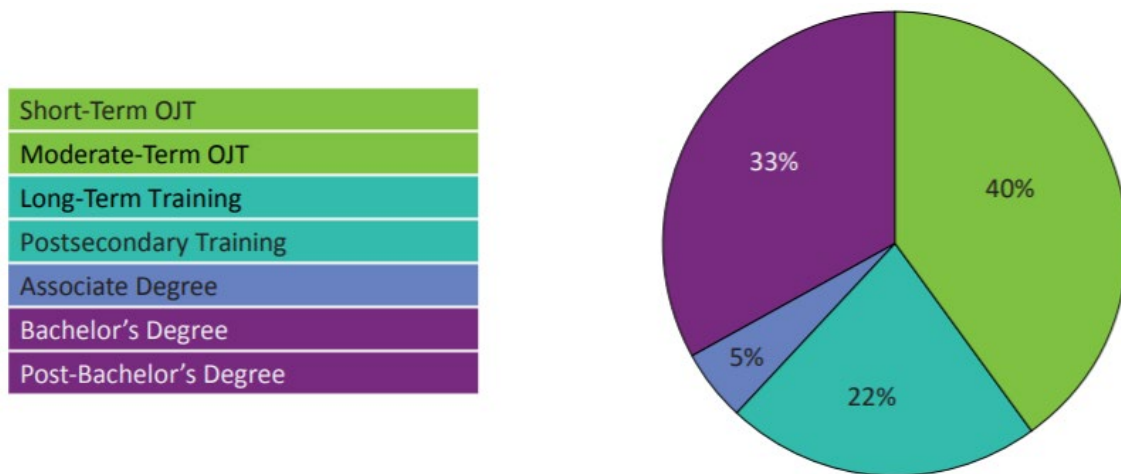
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The Center for Workforce Information and Analysis states:

The Health Care (HC) cluster includes industries that provide for the health and well-being of Pennsylvania residents. Direct patient care forms the cornerstone of this cluster. Also included are industries that support direct patient care, such as ambulance services, health insurance carriers and public agencies that oversee health programs.

In addition, social assistance such as continuing care retirement communities and assisted living facilities for the elderly are included within HC.

This graph illustrates the minimum educational attainment levels for jobs found in this cluster's various industries. With about 40 percent of HC jobs requiring short- or moderate-term on-the-job training, this cluster offers many opportunities for people seeking immediate employment. Many of these do require ongoing training and/or additional certification to stay abreast of changes in technology, treatment and patient care.





Additionally, The Center for Workforce Information and Analysis identifies the following top industries:

### Top Industries Based on Employment

- General Medical & Surgical Hospitals
- Offices of Physicians, Except Mental Health
- Services for the Elderly & Disabled
- Nursing Care Facilities (Skilled)
- Home Health Care Services
- Continuing Care Retirement Communities
- Res. Intellectual & Developmental Disability Facilities
- Offices of Dentists
- Direct Health & Medical Insurance Carriers
- Other Individual & Family Services
- Other Hospitals
- Offices Of Specialty Therapists
- Outpatient Mental Health Centers
- Residential Mental & Substance Abuse Care
- Assisted Living Facilities for the Elderly
- Psychiatric & Substance Abuse Hospitals
- Direct Life Insurance Carriers
- Ambulance Services
- Child & Youth Services
- All Other Outpatient Care Centers

According to the National Network:

The health care sector has developed industry-recognized credentials, competency models and skills standards around three core industries: electronic health records, allied health and long-term care. These standards and credentials support a variety of healthcare job functions and occupations, including coding, health information management and direct care occupations, such as nursing assistants, home health aides and personal care aides.

The American Health Information Management Association (AHIMA) is the certifying body for health-information related certifications and provides certifications in coding, health information management (HIM) and specialty occupations ranging from entry-level to management-level.

The Paraprofessional Healthcare Institute (PHI) has developed the industry training standards, competency-based curriculum and train-the-trainer programs for the direct care workforce.

The North Central Multi-year Regional Plan notes that Registered Nurses and Personal Care Aides are top occupations in the region and Registered Nurses is a top job posting. The health care sector employs some of the highest paying occupations and Personal Care Aides, Home Health Aides, and Social and Human Service Assistants are among the fastest growing. Registered Nurse, Licensed Practical Nurse, Licensed Vocational Nurse, Nurse Practitioner, Certified Nursing Assistant, and Certified Registered Nurse Practitioner are among the top certifications requested by employers. To

support the continuous employment and training needs of the health care industry, the North Central Workforce Development Board oversees the Healthcare/Life Sciences industry partnership and has been successful in aggregating training needs for multiple firms with similar needs.

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## *Career Pathways Maps*

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# Health Care and Social Assistance- Emergency Medical Technicians and Paramedics

Additional training and education

**Occupation:** Licensed Practical and Licensed Vocational Nurses (29-2061)

**Education:** some postsecondary and/or associate's degree

**Training:** vocational training and/or short-term certificate

**Skills:** listens with understanding, makes decisions, demonstrates self-management strategies

**Salary Range:** \$16.75-22.75/hour

**Occupation:** Surgical Assistant (29-2099)

**Education:** associate's degree

**Training:** vocational training

**Skills:** speaks clearly and concisely, lifelong learning, solves problems

**Salary Range:** \$13.50-18.75/hour

**Occupation:** Emergency Medical Technicians and Paramedics (29-2041)

**Education:** postsecondary education and/or associate's degree

**Training:** vocational training and/or short-term certificate

**Skills:** works in teams, demonstrates effective interpersonal skills, uses technology

**Salary Range:** \$10.25-15/hour

**Occupation:** Ambulance Drivers and Technicians (53-3011)

**Education:** high school diploma or equivalent

**Training:** short-term on-the-job training and/or short-term certificate

**Skills:** observes critically, listens with understanding, applies health and safety concepts

**Salary Range:** \$9.25-12.25/hour



# Health Care and Social Assistance- Home Health Aide

Additional training and education



**Occupation:** Licensed Practical and Licensed Vocational Nurses (29-2061)

**Education:** postsecondary education and/or associate's degree

**Training:** vocational training and/or short-term certificate

**Skills:** observes critically, solves problems, lifelong learning

**Salary Range:** \$16.75-22.75/hour

**Occupation:** Respiratory Therapy Technicians (29-2054)

**Education:** postsecondary education and/or associate's degree

**Training:** vocational and on-the-job training and/or short-term certificate

**Skills:** demonstrates effective interpersonal relations, makes decisions, uses technology

**Salary Range:** \$13.50-22.75/hour

**Occupation:** Medical Assistants (31-9092)

**Education:** postsecondary education and/or associate's degree

**Training:** vocational training and/or short-term certificate

**Skills:** reads with understanding, speaks clearly and concisely, listens with understanding

**Salary Range:** \$11.50-15.50/hour

**Occupation:** Home Health Aide (31-1011)

**Education:** high school diploma or equivalent and some postsecondary education

**Training:** short-term on-the-job training and/or short-term certificate

**Skills:** writes clearly and concisely, speaks clearly and concisely, listens with understanding

**Salary Range:** \$9.75-11.75/hour

2019 HPO list retrieved from <https://www.workstats.dli.pa.gov/Products/HPOs/Pages/default.aspx>

Center for Workforce Information & Analysis (2019). Health Care Cluster Summary. Retrieved from <https://www.workstats.dli.pa.gov/Documents/PA%20Industry%20Clusters/HC%204-Pager.pdf>

Health Care Career Ladders retrieved from <https://www.healthcarepathway.com/career-ladder/paramedic-emt-ladder/#.XfeDiTNkg2w>

U.S. Department of Labor. (2019). O\*NET OnLine. National Center for O\*NET Development. Retrieved from <https://www.onetonline.org/>

# Health Care and Social Assistance- Maids and Housekeeping Cleaners

Additional training and education

**Occupation:** First-Line Supervisors of Housekeeping and Janitorial Workers (37-1011)

**Education:** high school diploma or equivalent

**Training:** long-term on-the-job training

**Skills:** lifelong learning, works within organizational structure and culture, uses technology

**Salary Range:** \$12.50-21/hour

**Occupation:** Home Health Aide (31-1011)

**Education:** high school diploma or equivalent and some postsecondary education

**Training:** short-term on-the-job training and/or short-term certificate

**Skills:** writes clearly and concisely, speaks clearly and concisely, listens with understanding

**Salary Range:** \$9.75-11.75/hour

**Occupation:** Personal Care Aides (39-9021)

**Education:** high school diploma or equivalent

**Training:** short-term on-the-job training and/or short-term certificate

**Skills:** locates and uses resources, demonstrates effective interpersonal relations, lifelong learning

**Salary Range:** \$9.50-11.50/hour

**Occupation:** Maids and Housekeeping Cleaners (37-2012)

**Education:** high school diploma or equivalent

**Training:** short-term on-the-job training

**Skills:** works in teams, observes critically, locates and uses resources

**Salary Range:** \$8.25-11/hour



# Health Care and Social Assistance- Maintenance and Repair Workers

Additional training and education



**Occupation:** Electrical and Electronics Repairers, Commercial and Industrial Equipment (49-2094)  
**Education:** postsecondary education or associate's degree  
**Training:** vocational training and/or apprenticeship  
**Skills:** lifelong learning, reads with understanding, observes critically  
**Salary Range:** \$20-27/hour

**Occupation:** Medical Equipment Repairers (49-9062)  
**Education:** postsecondary education  
**Training:** vocational training and/or apprenticeship  
**Skills:** solves problems, uses technology, listens with understanding  
**Salary Range:** \$13.75-21.25/hour

**Occupation:** Maintenance and Repair Workers (49-9071)  
**Education:** postsecondary education and/or associate's degree  
**Training:** vocational training and/or specialty certificates  
**Skills:** observes critically, demonstrates quality consciousness, applies mathematical concepts and operations  
**Salary Range:** \$10.75-18.50/hour

**Occupation:** Janitors and Cleaners (37-2011)  
**Education:** high school diploma or equivalent  
**Training:** short-term on-the-job training  
**Skills:** listens with understanding, applies health and safety concepts, locates and uses resources  
**Salary Range:** \$8.75-13/hour

2019 HPO list retrieved from <https://www.workstats.dli.pa.gov/Products/HPOs/Pages/default.aspx>

Center for Workforce Information & Analysis (2019). Health Care Cluster Summary. Retrieved from <https://www.workstats.dli.pa.gov/Documents/PA%20Industry%20Clusters/HC%204-Pager.pdf>

Health Care Career Ladders retrieved from <https://www.healthcarepathway.com/career-ladder/paramedic-emt-ladder/#.XfeDiTNkg2w>

U.S. Department of Labor. (2019). O\*NET OnLine. National Center for O\*NET Development. Retrieved from <https://www.onetonline.org/>

# Health Care and Social Assistance- Medical Receptionists and Information Clerks

Additional training and education



**Occupation:** Medical Records and Health Information Technicians (29-2071)

**Education:** high school diploma or equivalent and/or associate's degree

**Training:** vocational and/or on-the-job training

**Skills:** listens with understanding, solves problems, makes decisions

**Salary Range:** \$13-18.50<sub>3</sub>/hour

**Occupation:** Medical Secretaries (43-6013)

**Education:** high school diploma or equivalent and/or associate's degree

**Training:** vocational and/or on-the-job training and/or some postsecondary

**Skills:** demonstrates self-management strategies, locates and uses resources, demonstrates effective interpersonal relations

**Salary Range:** \$12.50-16.50/hour

**Occupation:** Office Clerks, General (43-9061)

**Education:** high school diploma or equivalent

**Training:** short-term on-the-job training

**Skills:** reads with understanding, writes clearly and concisely, speaks clearly and concisely

**Salary Range:** \$9.50-16/hour

**Occupation:** Receptionists and Information Clerks (43-4171)

**Education:** high school diploma or equivalent

**Training:** short-term on-the-job training

**Skills:** uses technology, listens with understanding, demonstrates effective interpersonal relations

**Salary Range:** \$9.00-13/hour

2019 HPO list retrieved from <https://www.workstats.dli.pa.gov/Products/HPOs/Pages/default.aspx>

Center for Workforce Information & Analysis (2019). Health Care Cluster Summary. Retrieved from <https://www.workstats.dli.pa.gov/Documents/PA%20Industry%20Clusters/HC%204-Pager.pdf>

Health Care Career Ladders retrieved from <https://www.healthcarepathway.com/career-ladder/paramedic-emt-ladder/#.XfeDITNKg2w>

U.S. Department of Labor. (2019). O\*NET OnLine. National Center for O\*NET Development. Retrieved from <https://www.onetonline.org/>



# Health Care and Social Assistance- Medical Records and Health Information Technicians

Additional training and education



**Occupation:** Chief Executives (11-1011)

**Education:** bachelor's or master's degree

**Training:** long-term on-the-job training

**Skills:** solves problems, makes decisions, understands process or product and service

**Salary Range:** \$53-100/hour

**Occupation:** Medical and Health Services Managers (11-9111)

**Education:** bachelor's degree

**Training:** long-term on-the-job training

**Skills:** understands finances, works in teams, makes decisions

**Salary Range:** \$25-42.50/hour

**Occupation:** First-Line Supervisors of Office and Administrative Support Workers (43-1011)

**Education:** bachelor's degree

**Training:** long-term on-the-job training

**Skills:** reads with understanding, writes clearly and concisely, works within organizational structure and culture

**Salary Range:** \$17-27.50/hour

**Occupation:** Medical Records and Health Information Technicians (29-2071)

**Education:** high school diploma or equivalent and/or associate's degree

**Training:** vocational and/or on-the-job training

**Skills:** listens with understanding, solves problems, makes decisions

**Salary Range:** \$13-18.50/hour

# Health Care and Social Assistance- Nursing Assistants

Additional training and education

**Occupation:** Registered Nurse (29-1141)

**Education:** associate's degree or higher

**Training:** vocational training and/or apprenticeship

**Skills:** solves problems, lifelong learning, demonstrates effective interpersonal relations

**Salary Range:** \$25-33.25/hour

**Occupation:** Acute Care Nurses (29-1141.01)

**Education:** postsecondary education or associate's degree

**Training:** vocational and on-the-job training and/or apprenticeship

**Skills:** observes critically, lifelong learning, applies mathematical concepts and operations

**Salary Range:** \$25-33.25/hour

**Occupation:** Medical Assistants (31-9092)

**Education:** postsecondary education and/or associate's degree

**Training:** vocational training and/or short-term certificate

**Skills:** reads with understanding, speaks clearly and concisely, listens with understanding

**Salary Range:** \$11.50-15.50/hour

**Occupation:** Nursing Assistants (31-1014)

**Education:** high school diploma or equivalent

**Training:** short-term on-the-job training and/or short-term certificate

**Skills:** reads with understanding, speaks clearly and concisely, listens with understanding

**Salary Range:** \$11.50-14.50/hour



2019 HPO list retrieved from <https://www.workstats.dli.pa.gov/Products/HPOs/Pages/default.aspx>

Center for Workforce Information & Analysis (2019). Health Care Cluster Summary. Retrieved from <https://www.workstats.dli.pa.gov/Documents/PA%20Industry%20Clusters/HC%204-Pager.pdf>

Health Care Career Ladders retrieved from <https://www.healthcarepathway.com/career-ladder/paramedic-emt-ladder/#.XfeDITNkg2w>

U.S. Department of Labor. (2019). O\*NET OnLine. National Center for O\*NET Development. Retrieved from <https://www.onetonline.org/>

# Health Care and Social Assistance- Registered Nurse

Additional training and education



**Occupation:** Nursing Instructors and Teachers, Postsecondary (25-1072)

**Education:** master's degree or higher

**Training:** long-term on-the-job training and/or apprenticeship

**Skills:** lifelong learning, speaks clearly and concisely, makes decisions

**Salary Range:** \$19-36.50/hour

**Occupation:** Clinical Nurse Specialists (29-1141.04)

**Education:** master's degree or higher

**Training:** long-term on-the-job training

**Skills:** lifelong learning, understands process and product or service, demonstrates self-management strategies

**Salary Range:** \$25-33.25/hour

**Occupation:** Critical Care Nurses (29-1141.03)

**Education:** associate's degree or higher

**Training:** vocational and on-the-job training and/or apprenticeship

**Skills:** observes critically, reads with understanding, speaks clearly and concisely

**Salary Range:** \$25-33.25/hour

**Occupation:** Registered Nurse (29-1141)

**Education:** associate's degree or higher

**Training:** vocational training and/or apprenticeship

**Skills:** solves problems, lifelong learning, demonstrates effective interpersonal relations

**Salary Range:** \$25-33.25/hour

2019 HPO list retrieved from <https://www.workstats.dli.pa.gov/Products/HPOs/Pages/default.aspx>

Center for Workforce Information & Analysis (2019). Health Care Cluster Summary. Retrieved from <https://www.workstats.dli.pa.gov/Documents/PA%20Industry%20Clusters/HC%204-Pager.pdf>

Health Care Career Ladders retrieved from <https://www.healthcarepathway.com/career-ladder/paramedic-emt-ladder/#.XfeDiTNKg2w>

U.S. Department of Labor. (2019). O\*NET OnLine. National Center for O\*NET Development. Retrieved from <https://www.onetonline.org/>

### **Acute Care Nurses**

Provide advanced nursing care for patients with acute conditions such as heart attacks, respiratory distress syndrome, or shock. May care for pre- and post-operative patients or perform advanced, invasive diagnostic or therapeutic procedures.

*Sample of reported job titles:* Charge Nurse; Charge Nurse, Cardiac Interventional Care; Clinical Educator; Clinical Nurse Educator; Clinical Staff Educator; Nurse Manager; Nursing Director; Preceptor; Progressive Care Unit Registered Nurse; Staff Nurse (U.S. Department of Labor, O\*NET, Acute Care Nurses, 2020a)

### **Ambulance Drivers and Technicians**

Drive ambulance or assist ambulance driver in transporting sick, injured, or convalescent persons. Assist in lifting patients.

*Sample of reported job titles:* Ambulance Attendant, Ambulance Driver, Chair Car Driver, CPR Ambulance Driver (Cardio Pulmonary Resuscitation Ambulance Driver), Driver, Driver Medic, Emergency Care Attendant (ECA), EMS Driver (Emergency Medical Services Driver), First Responder, Medical Van Driver (Medi-Van Driver) (U.S. Department of Labor, O\*NET, Ambulance Drivers and Technicians, 2020b)

### **Chief Executives**

Determine and formulate policies and provide overall direction of companies or private and public sector organizations within guidelines set up by a board of directors or similar governing body. Plan, direct, or coordinate operational activities at the highest level of management with the help of subordinate executives and staff managers.

*Sample of reported job titles:* Chief Diversity Officer (CDO), Chief Executive Officer (CEO), Chief Financial Officer (CFO), Chief Nursing Officer, Chief Operating Officer (COO), Executive Director, Executive Vice President (EVP), Operations Vice President, President, Vice President (U.S. Department of Labor, O\*NET, Chief Executives, 2020c)

### **Clinical Nurse Specialists**

Plan, direct, or coordinate the daily patient care activities in a clinical practice. Ensure adherence to established clinical policies, protocols, regulations, and standards.

*Sample of reported job titles:* Board Certified Clinical Nurse Specialist, Diabetes; Cardiology Clinical Nurse Specialist; Cardiothoracic Surgery Clinical Nurse Specialist; Cardiovascular Clinical Nurse Specialist; Clinical Nurse Specialist; Critical Care Clinical Nurse Specialist; Emergency Department Clinical Nurse Specialist; Intensive Care Unit Clinical Nurse Specialist; Pediatric Clinical Nurse Specialist (U.S. Department of Labor, O\*NET, Clinical Nurse Specialists, 2020d)

### **Critical Care Nurses**

Provide advanced nursing care for patients in critical or coronary care units.

*Sample of reported job titles:* Burn Center Nurse; Cardiac Catheterization Laboratory Registered Nurse; Catheterization Laboratory Senior Manager (Cath Lab Senior Manager); Critical Care Registered Nurse (CCRN); Critical Care Unit Manager; ICU Nurse (Intensive Care Unit Nurse); ICU Staff Nurse (Intensive Care Unit Staff Nurse); Registered Nurse Supervisor (RN Supervisor); Staff Nurse; Staff Nurse, ICU Resource Team (Staff Nurse, Intensive Care Unit Resource Team) (U.S. Department of Labor, O\*NET, Critical Care Nurses, 2020e)

### **Electrical and Electronics Repairers, Commercial and Industrial Equipment**

Repair, test, adjust, or install electronic equipment, such as industrial controls, transmitters, and antennas.

*Sample of reported job titles:* Control Technician, Electrical and Instrument Mechanic, Electrical and Instrument Technician (E&I Tech), Electrical Maintenance Technician, Electrical Technician, I&C Tech (Instrument and Control Technician), Instrument and Electrical Technician (I&E Tech), Repair Technician, Service Technician, Technical Support Specialist (U.S. Department of Labor, O\*NET, Electrical and Electronics Repairers, Commercial and Industrial Equipment, 2020f)

### **Emergency Medical Technicians and Paramedics**

Assess injuries, administer emergency medical care, and extricate trapped individuals.

Transport injured or sick persons to medical facilities.

*Sample of reported job titles:* Emergency Medical Technician (EMT); Emergency Medical Technician, Basic (EMT, B); Emergency Medical Technician/Driver (EMT/DRIVER); EMT

Intermediate (Emergency Medical Technician, Intermediate); EMT, Paramedic (Emergency Medical Technician, Paramedic); EMT/Dispatcher (Emergency Medical Technician/Dispatcher); First Responder; Flight Paramedic; Multi Care Technician (Multi Care Tech); Paramedic (U.S. Department of Labor, O\*NET, Emergency Medical Technicians and Paramedics, 2020g)

### **First-Line Supervisors of Housekeeping and Janitorial Workers**

Directly supervise and coordinate work activities of cleaning personnel in hotels, hospitals, offices, and other establishments.

*Sample of reported job titles:* Buildings and Grounds Supervisor, Custodian, Environmental Services Director, Environmental Services Supervisor (EVS), Executive Housekeeper, Facilities Manager, Head Custodian, Housekeeping Director, Housekeeping Supervisor, Maintenance Supervisor (U.S. Department of Labor, O\*NET, First-Line Supervisors of Housekeeping and Janitorial Workers, 2020h)

### **First-Line Supervisors of Office and Administrative Support Workers**

Directly supervise and coordinate the activities of clerical and administrative support workers.

*Sample of reported job titles:* Accounting Manager, Accounts Payable Supervisor, Accounts Receivable Manager, Administrative Supervisor, Customer Service Manager, Customer Service Supervisor, Office Coordinator, Office Manager, Office Supervisor, Staff Services Manager (U.S. Department of Labor, O\*NET, First-Line Supervisors of Office and Administrative Support Workers, 2020i)

### **Home Health Aide**

Provide routine individualized healthcare such as changing bandages and dressing wounds, and applying topical medications to the elderly, convalescents, or persons with disabilities at the patient's home or in a care facility. Monitor or report changes in health status. May also provide personal care such as bathing, dressing, and grooming of patient.

*Sample of reported job titles:* Caregiver, Certified Home Health Aide (CHHA), Certified Medical Aide (CMA), Certified Nurses Aide (CNA), Home Attendant, Home Care Aide, Home Health Aide (HHA), Home Health Provider, Hospice/Home Health Aide, In Home Caregiver (U.S. Department of Labor, O\*NET, Home Health Aide, 2020j)

## **Janitors and Cleaners**

Keep buildings in clean and orderly condition. Perform heavy cleaning duties, such as cleaning floors, shampooing rugs, washing walls and glass, and removing rubbish. Duties may include tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs, and cleaning snow or debris from sidewalk.

*Sample of reported job titles:* Building Custodian, Building Service Worker, Building Services Technician, Cleaner, Custodial Worker, Custodian, Floor Tech (Floor Technician), Heavy Duty Custodian, Institutional Custodian, Janitor (U.S. Department of Labor, O\*NET, Janitors and Cleaners, 2020k)

## **Licensed Practical and Licensed Vocational Nurses**

Care for ill, injured, or convalescing patients or persons with disabilities in hospitals, nursing homes, clinics, private homes, group homes, and similar institutions. May work under the supervision of a registered nurse. Licensing required.

*Sample of reported job titles:* Charge Nurse; Clinic Licensed Practical Nurse (CLINIC LPN); Clinic Nurse; Licensed Practical Nurse (LPN); Licensed Practical Nurse, Clinic Nurse (LPN, Clinic Nurse); Licensed Vocational Nurse (LVN); Office Nurse; Pediatric Licensed Practical Nurse (PEDIATRIC LPN); Private Duty Nurse; Triage Licensed Practical Nurse (TRIAGE LPN) (U.S. Department of Labor, O\*NET, Licensed Practical and Licensed Vocational Nurses, 2020l)

## **Maids and Housekeeping Cleaners**

Perform any combination of light cleaning duties to maintain private households or commercial establishments, such as hotels and hospitals, in a clean and orderly manner. Duties may include making beds, replenishing linens, cleaning rooms and halls, and vacuuming.

*Sample of reported job titles:* Breakfast and Room Attendant, Cottage Attendant, Environmental Services Aide, Environmental Services Worker, Housekeeper, Housekeeping, Housekeeping Aide, Housekeeping Laundry Worker, Room Attendant, Room Cleaner (U.S. Department of Labor, O\*NET, Maids and Housekeeping Cleaners, 2020m)

## **Maintenance and Repair Workers**

Perform work involving the skills of two or more maintenance or craft occupations to keep machines, mechanical equipment, or the structure of an establishment in repair. Duties may

involve pipe fitting; boiler making; insulating; welding; machining; carpentry; repairing electrical or mechanical equipment; installing, aligning, and balancing new equipment; and repairing buildings, floors, or stairs.

*Sample of reported job titles:* Building Maintenance Mechanic, Building Mechanic, Equipment Engineering Technician, Facilities Manager, Maintenance Engineer, Maintenance Man, Maintenance Mechanic, Maintenance Supervisor, Maintenance Technician, Maintenance Worker (U.S. Department of Labor, O\*NET, Maintenance and Repair Workers, 2020n)

### **Medical and Health Services Managers**

Plan, direct, or coordinate medical and health services in hospitals, clinics, managed care organizations, public health agencies, or similar organizations.

*Sample of reported job titles:* Clinical Director, Health Information Management Corporate Director, Health Information Management Director, Health Manager, Mental Health Program Manager, Nurse Manager, Nursing Director, Practice Administrator, Program Manager (U.S. Department of Labor, O\*NET, Medical and Health Services Managers, 2020o)

### **Medical Assistants**

Perform administrative and certain clinical duties under the direction of a physician.

Administrative duties may include scheduling appointments, maintaining medical records, billing, and coding information for insurance purposes. Clinical duties may include taking and recording vital signs and medical histories, preparing patients for examination, drawing blood, and administering medications as directed by physician.

*Sample of reported job titles:* Certified Medical Assistant (CMA), Chiropractor Assistant, Clinical Assistant, Doctor's Assistant, Medical Assistant (MA), Medical Office Assistant, Ophthalmic Technician, Optometric Assistant, Optometric Technician, Registered Medical Assistant (RMA) (U.S. Department of Labor, O\*NET, Medical Assistants, 2020p)

### **Medical Equipment Repairers**

Test, adjust, or repair biomedical or electromedical equipment.

*Sample of reported job titles:* Bio Medical Technician, Biomed Tech (Biomedical Technician), Biomedical Electronics Technician, Biomedical Engineering Technician (BMET), Biomedical Equipment Technician (BMET), Dental Equipment Technician, Electronic Technician, Repair



Technician, Service Technician, X-ray Service Engineer (U.S. Department of Labor, O\*NET, Medical Equipment Repairers, 2020q)

### **Medical Records and Health Information Technicians**

Compile, process, and maintain medical records of hospital and clinic patients in a manner consistent with medical, administrative, ethical, legal, and regulatory requirements of the health care system. Process, maintain, compile, and report patient information for health requirements and standards in a manner consistent with the healthcare industry's numerical coding system.

*Sample of reported job titles:* Coder, Health Information Clerk, Health Information Specialist, Health Information Technician (Health Information Tech), Medical Records Analyst, Medical Records Clerk, Medical Records Coordinator, Medical Records Director, Medical Records Technician (Medical Records Tech), Registered Health Information Technician (RHIT) (U.S. Department of Labor, O\*NET, Medical Records and Health Information Technicians, 2020r)

### **Nursing Assistants**

Provide basic patient care under direction of nursing staff. Perform duties such as feed, bathe, dress, groom, or move patients, or change linens. May transfer or transport patients. Includes nursing care attendants, nursing aides, and nursing attendants.

*Sample of reported job titles:* Certified Medication Aide (CMA), Certified Nurse Aide (CNA), Certified Nurses Aide (CNA), Certified Nursing Assistant (CNA), Geriatric Nursing Assistant (GNA), Licensed Nursing Assistant (LNA), Nurses' Aide, Nursing Aide, Nursing Assistant, State Tested Nursing Assistant (STNA) (U.S. Department of Labor, O\*NET, Nursing Assistants, 2020s)

### **Nursing Instructors and Teachers, Postsecondary**

Demonstrate and teach patient care in classroom and clinical units to nursing students. Includes both teachers primarily engaged in teaching and those who do a combination of teaching and research.

*Sample of reported job titles:* Assistant Professor, Associate Professor, Clinical Nursing Instructor, Faculty Member, Instructor, Lecturer, Nurse Educator, Nursing Instructor, Nursing Professor, Professor (U.S. Department of Labor, O\*NET, Nursing Instructors and Teachers, Postsecondary, 2020t)

## **Office Clerks, General**

Perform duties too varied and diverse to be classified in any specific office clerical occupation, requiring knowledge of office systems and procedures. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of answering telephones, bookkeeping, typing or word processing, stenography, office machine operation, and filing.

*Sample of reported job titles:* Administrative Clerk (Admin Clerk), Clerical Aide, Clerical Assistant, Clerk, General Clerk, Office Assistant, Office Clerk, Office Coordinator, Office Services Specialist, Office Support Assistant (U.S. Department of Labor, O\*NET, Office Clerks, General, 2020u)

## **Personal Care Aides**

Assist the elderly, convalescents, or persons with disabilities with daily living activities at the person's home or in a care facility. Duties performed at a place of residence may include keeping house (making beds, doing laundry, washing dishes) and preparing meals. May provide assistance at non-residential care facilities. May advise families, the elderly, convalescents, and persons with disabilities regarding such things as nutrition, cleanliness, and household activities.

*Sample of reported job titles:* Caregiver, Certified Nursing Assistant (CNA), Home Care Aide, Home Health Care Provider, Medication Aide, Patient Care Assistant (PCA), Personal Care Aide, Personal Care Assistant (PCA), Personal Care Attendant (PCA), Resident Care Assistant (RCA) (U.S. Department of Labor, O\*NET, Personal Care Aides, 2020v)

## **Receptionists and Information Clerks**

Answer inquiries and provide information to the general public, customers, visitors, and other interested parties regarding activities conducted at establishment and location of departments, offices, and employees within the organization.

*Sample of reported job titles:* Clerk Specialist, Community Liaison, Front Desk Receptionist, Greeter, Member Service Representative, Office Assistant, Receptionist, Scheduler, Senior Receptionist, Unit Assistant (U.S. Department of Labor, O\*NET, Receptionists and Information Clerks, 2020w)

## **Registered Nurse**

Assess patient health problems and needs, develop and implement nursing care plans, and maintain medical records. Administer nursing care to ill, injured, convalescent, or disabled patients. May advise patients on health maintenance and disease prevention or provide case management. Licensing or registration required.

*Sample of reported job titles:* Charge Nurse, Director of Nursing (DON), Emergency Department RN (Emergency Department Registered Nurse), Oncology RN (Oncology Registered Nurse), Operating Room Registered Nurse (OR RN), Public Health Nurse (PHN), Registered Nurse (RN), School Nurse, Staff Nurse, Staff RN (Staff Registered Nurse) (U.S. Department of Labor, O\*NET, Registered Nurse, 2020x)

## **Respiratory Therapy Technicians**

Provide respiratory care under the direction of respiratory therapists and physicians.

*Sample of reported job titles:* Certified Respiratory Therapy Technician (CRTT), Pulmonary Function Technician (PF Technician), Registered Pulmonary Function Technologist (RPFT), Respiratory Care Assistant (RCA), Respiratory Director, Respiratory Supervisor, Respiratory Technician, Respiratory Therapy Assistant, Respiratory Therapy Technician (RTT) (U.S. Department of Labor, O\*NET, Respiratory Therapy Technicians, 2020y)

## **Surgical Assistant**

Assist surgeons during surgery by performing duties such as tissue retraction, insertion of tubes and intravenous lines, or closure of surgical wounds. Perform preoperative and postoperative duties to facilitate patient care.

*Sample of reported job titles:* Certified First Assistant (CFA), Certified Registered Nurse First Assistant (CRNFA), Certified Surgical Assistant (CSA), Certified Surgical First Assistant (CSFA), Certified Surgical Technician, Gastrointestinal Technician (GI Technician), Registered Nurse First Assistant (RNFA), Surgical First Assistant, Surgical Scrub Technician (Surgical Scrub Tech), Surgical Technician (Surgical Tech) (U.S. Department of Labor, O\*NET, Surgical Assistant, 2020z)

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*Top Foundation Skills Required for Jobs in the  
Health Care and Social Assistance Sector*

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Using information from O\*NET job summaries, the following skills from the Foundation Skills Framework were identified as important skills for jobs in the health care and social assistance sector.

***Ambulance Drivers and Technicians***

*Observes Critically*

Critical and reflective thinking and discrimination skills needed to notice, analyze, and respond to visual information, especially in irregular or unusual situations

*Listens with Understanding*

Skills needed to comprehend, analyze, and interpret orally presented communications and directions on familiar and unfamiliar topics

*Reads with Understanding*

Skills needed to read and understand written work-related information, such as reading for various purposes - reading to complete a task, locate specific information, or critically analyze information

*Lifelong Learning*

Core foundation skills that enable one to reach realistic learning and employment goals through lifelong learning opportunities; includes knowing how to learn, applying skills in new contexts, and anticipating and adapting to changes in the workplace

***Home Health Aide***

*Observes Critically*

Critical and reflective thinking and discrimination skills needed to notice, analyze, and respond to visual information, especially in irregular or unusual situations

*Listens with Understanding*

Skills needed to comprehend, analyze, and interpret orally presented communications and directions on familiar and unfamiliar topics

*Reads with Understanding*

Skills needed to read and understand written work-related information, such as reading for various purposes - reading to complete a task, locate specific information, or critically analyze information

*Speaks Clearly and Concisely*

Skills needed to express ideas and information orally in a clear and understandable manner while sustaining interest and attention

*Demonstrates Self-Management Strategies*

Skills and knowledge needed to understand how personal factors contribute to employability and how to manage time and tasks effectively

*Writes Clearly and Concisely*

Skills needed to communicate in writing work-related information and ideas for various audiences and purposes, such as to write accurate and complete messages, and complete documents or forms

***Janitors and Cleaners***

*Listens with Understanding*

Skills needed to comprehend, analyze, and interpret orally presented communications and directions on familiar and unfamiliar topics

***Medical Records and Health Information Technicians***

*Listens with Understanding*

Skills needed to comprehend, analyze, and interpret orally presented communications and directions on familiar and unfamiliar topics

*Observes Critically*

Critical and reflective thinking and discrimination skills needed to notice, analyze, and respond to visual information, especially in irregular or unusual situations

*Listens with Understanding*

Skills needed to comprehend, analyze, and interpret orally presented communications and directions on familiar and unfamiliar topics

*Reads with Understanding*

Skills needed to read and understand written work-related information, such as reading for various purposes - reading to complete a task, locate specific information, or critically analyze information

*Speaks Clearly and Concisely*

Skills needed to express ideas and information orally in a clear and understandable manner while sustaining interest and attention

**Receptionists and Information Clerks**

*Observes Critically*

Critical and reflective thinking and discrimination skills needed to notice, analyze, and respond to visual information, especially in irregular or unusual situations

*Listens with Understanding*

Skills needed to comprehend, analyze, and interpret orally presented communications and directions on familiar and unfamiliar topics

*Reads with Understanding*

Skills needed to read and understand written work-related information, such as reading for various purposes - reading to complete a task, locate specific information, or critically analyze information

*Speaks Clearly and Concisely*

Skills needed to express ideas and information orally in a clear and understandable manner while sustaining interest and attention

**Nursing Assistants**

*Observes Critically*

Critical and reflective thinking and discrimination skills needed to notice, analyze, and respond to visual information, especially in irregular or unusual situations

*Listens with Understanding*

Skills needed to comprehend, analyze, and interpret orally presented communications and directions on familiar and unfamiliar topics

*Reads with Understanding*

Skills needed to read and understand written work-related information, such as reading for various purposes - reading to complete a task, locate specific information, or critically analyze information

*Speaks Clearly and Concisely*

Skills needed to express ideas and information orally in a clear and understandable manner while sustaining interest and attention

**Registered Nurse**

*Makes Decisions*

Critical, creative, and reflective thinking skills needed to consider relevant facts and opinions, evaluate potential risks and benefits of various decisions, make a decision, and analyze its outcome

*Reads with Understanding*

Skills needed to read and understand written work-related information, such as reading for various purposes - reading to complete a task, locate specific information, or critically analyze information

*Observes Critically*

Critical and reflective thinking and discrimination skills needed to notice, analyze, and respond to visual information, especially in irregular or unusual situations

*Listens with Understanding*

Skills needed to comprehend, analyze, and interpret orally presented communications and directions on familiar and unfamiliar topics

*Speaks Clearly and Concisely*

Skills needed to express ideas and information orally in a clear and understandable manner while sustaining interest and attention

*NOTE: All the information on pages 28-31 of this guide is taken verbatim from the Foundation Skills Framework Competency Lists (2016) accessed at [http://www.paadultedresources.org/wp-content/uploads/2016/05/FSF-competency\\_list-12-18-17.pdf](http://www.paadultedresources.org/wp-content/uploads/2016/05/FSF-competency_list-12-18-17.pdf)*

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