

Olympic Health Care Alliance

Training Barriers and Healthcare Interest Research

Conducted June 2003

Prepared for:

Olympic Health Care Alliance
Under the auspices of the Olympic Workforce Development Council

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Introduction/Methodology

This report analyzes the results of a return-mail survey and intercept interviews that were conducted by Hardwick Research for the Olympic Health Care Alliance.

Research Goals

The Olympic Health Care Alliance commissioned this research study to identify possible education and/or personal barriers that inhibit the unemployed, low income healthcare workers, Temporary Assistance to Need Families (TANF) and WorkSource benefits recipients from seeking training in new occupation skills. Additionally interest in healthcare related careers was also evaluated.

Survey Format

A self-administered mail survey and accompanying career information sheet were created to enable residents to complete the survey and return it (postage paid) to Hardwick Research.

The survey was printed on a legal sized sheet of paper folded in fourths. Once the respondent completed the survey it was refolded and mailed. In addition to the survey (which was color coded depending on the target audience) a career list was created. This list (printed on yellow legal paper and folded in fourths) provided respondents with general information about possible healthcare careers. It listed 10 potential healthcare careers, described each, and included the amount of schooling needed and the pay range.

The survey is 19 questions in length. Copies of the survey and career information sheet are included in this report.

Research Process

In order to survey the targeted respondents in Clallam, Jefferson and Kitsap counties a variety of methods were employed. The following is a list of those respondents and the technique used to gather their opinions.

Unemployment Benefit Recipients

Surveys were mailed to approximately 5,350 residents of Clallam, Jefferson and Kitsap counties currently receiving unemployment benefits. The State of Washington sent the surveys to the same address used for unemployment checks. The (white) surveys were mailed on May 28, 2003.

Lower Income Healthcare Employees

Employees at four hospitals and one long-term healthcare facility were provided the surveys at some point during the month of June 2003. The (blue) surveys were typically inserted in paychecks however managers may have personally distributed some.

These five healthcare facilities were provided the following instructions for survey distribution: *My thought is that the survey should be distributed to housekeeping, laundry, dietary, CNA's, clerks, admitting staff and others who might be interested in additional education/retraining for one of the careers listed on the survey's yellow career list. This list of suggested staff is meant to be directional, not all-inclusive. Feel free to adjust as you see appropriate.*

The healthcare facilities that participated in this research study are:

Belmont Terrace – Bremerton, WA
Forks Community Hospital – Forks, WA
Harrison Hospital – Bremerton, WA
Jefferson General Hospital – Port Townsend, WA
Olympic Medical Center – Port Angeles, WA

Temporary Assistance to Need Families

In order to include the opinions of TANF adults, surveys were distributed to them through the Bremerton CSO, Port Townsend CSO, Port Angeles CSO offices. Each office was asked to hand a (green) survey to TANF adults when they visited the office during the month of June.

WorkSource Benefit Recipients

Trained interview staff was used to intercept residents visiting WorkSource Centers for assistance. The intercept interviews were conducted during the first two weeks of June 2003. An interviewer staffed each office (Bremerton, Forks, Port Angeles, and Port Hadlock) for two days.

The interviewers were instructed to administer the (pink) survey on site and to gather as many completed interviews as possible. If needed the survey form was handed to a customer for completion to be mailed back at a later time.

The deadline for receiving completed surveys was July 12, 2003; this was a two-week extension of the original deadline, to allow some healthcare facilities to finish distributing surveys.

Survey Return Breakdown

A total of 719 surveys were received by the July 12, 2003 cut off date; which, were used to compile the results in this report. To assist in understanding how many surveys were received from each of the four target audiences (by county) the following table has been created.

Respondent Type	Total (N=719)	Un- employed (N=475)	Health- care Staff (N=100)	TANF Adults (N=15)	Work- Source (N=129)
Clallam County (N=177)	25%	19%	15%	20%	54%
Jefferson County (N=63)	9%	8%	12%	--	10%
Kitsap County (N=442)	61%	69%	65%	73%	30%
Unknown (N=37)	5%	4%	8%	7%	5%

Hint: When reviewing this and all tables in the report the reader should be sure to start at the top and move down and then left.

Example:

Of the 475 unemployment recipients who completed this survey 19% are from Clallam County.

The number of completed surveys from TANF Adults (N=15) is quite small. Conclusions based on these results are directional at best.

Report Annotations

Throughout the report any significant differences have been indicated. All statistical testing for this study has been done at the 95% level. These statistically significant differences have been reported in all tables in the following manner:

Q5. Would you likely be a:

Respondent Type	Total (N=624)	Un- employed (N=411)	Health- care Staff (N=86)	TANF Adults (N=11)	Work- Source (N=116)
Part time student	66%	<u>64%</u>	79%	82%	<u>61%</u>
Full time student	40%	45%	<u>22%</u>	27%	39%

Hint: This table, and all tables in this report, should be read: the **bolded number** is significantly different than the underlined number.

Example:

Healthcare employees are significantly more likely than those receiving unemployment benefits or WorkSource assistance to indicate they would be a part time student.

Throughout the report percentages may not total to 100%. This is due to the fact that each question on the survey can receive multiple responses. With residents able to select more than one answer the percentages will not add to 100%.

Executive Summary

Current Training Interests

Over six in ten (64%) respondents have at one time considered going back to school to receive training for a new occupation but have chosen not to do so at this time. Almost one in five (19%) residents surveyed are currently going to school.

Of the respondents attending school a third (33% or 40 people) are enrolled in classes geared towards a career in the medical field. Those working in the healthcare industry are significantly more likely than other respondents surveyed to indicate they are taking classes in the medical field.

When asked, if you were to go back to school in what area would you be interested in receiving training, 46% of those responding were interested in a healthcare related field, 14% in computers/technology, 6% in business/management and 5% in education/teaching.

Availability for Training

The best time for respondents to take classes are weekday mornings (55%), weekday evenings (53%) and weekday afternoons (43%). Children living at home do not significantly influence a resident's preference for the best time to take a class. Two out of three (66%) residents noted they would likely be a part time student.

Respondents report the number one barrier keeping them from taking classes is "lack of money or need for financial aid" (76%). Other barriers include "help deciding what is the right career for me" (28%), "classes are not offered close to home/work/location" (28%), "classes are not offered when I can take them/scheduling" (24 %) and "no classes available in my area of interest" (24%).

When asked what would make it possible for them to return to school, residents stated "money/financial aid" (72%). Other means include more time (8%), close to home (7%), job to go with school (6%), day care/no children (6%), career counseling/evaluation of skills (5%) and available classes (5%).

Interest in Healthcare Field

A majority of respondents surveyed have either considered a career in healthcare but have never worked in the field (42%) or not considered a career in healthcare (39%). A large percent (60%) of those respondents already employed in the health care industry are interested in pursuing career advancement.

Of those responding who had not considered a career in healthcare 42% said it was due to having "no interest". Other answers included "don't like classes/work" (11%), "not good with sick people" (8%), "age" (6%) and "don't like blood/needles" (6%).

When asked what specific healthcare career a respondent would be interested in the majority of respondents chose on of the pre-listed survey options rather than writing in their own. The most popular careers chosen are Pharmacy technician (32%), Radiation technician (31%), Medical coding and billing (28%), Medical lab technician (25%), RN (20%), Physical therapy technician (17%), LPN (16%), Phlebotomist (14%), Dental assistant (10%) and Nursing assistant (8%).

Aspects of the healthcare careers chosen that interest them include “caring for/helping people” (27%), “good work/interesting” (15%), “pay” (12%), “demand for job/job opportunities” (12%), “technology/science aspect” (12 %) and “similar to work done before” (9%).

Demographics

The average age of residents surveyed is 44. Most (84%) of the respondents are white or Caucasian. More women than men responded to the survey. The men tended to be older and make more money and the women younger with lower incomes. Not surprising, as the age or level of education rises so does the household income.

Unemployed recipients and healthcare staff are more likely to be in a higher income bracket whereas TANF and WorkSource respondents tend to make less money.

Kitsap County residents are more likely to have a higher income while Clallam County residents tend to have the lowest incomes. RNs and Radiation Technicians are main choices among higher household incomes and PT technicians, Nursing assistants, Dental assistants and Phlebotomists are the primary potential career interests of lower income bracket respondents

Single, divorced and respondents living together typically have a lower income and are TANF or WorkSource adults. Married residents are significantly more likely to live in Jefferson and Kitsap counties as well as be classified as healthcare staff or unemployment recipients.

Recommendations

- **Although money is the biggest barrier to retraining other issues still come into play.**

Residents surveyed overwhelmingly declared the lack of money (76%) as the barrier that would keep them from taking classes to train for a new career. Although the need for financial aid is evident it is important to keep in mind that the underlying issues are still present. The ability to provide classes that are close to home/work, offered when residents can take them and in the area of interest also influence whether a respondent will take classes. Transportation and childcare will be an issue even if full or partial scholarships are provided. Also keep in mind that although school is paid for students will still need to eat and pay rent.

- **Choose programs to be offered carefully. Medical careers are a good place to start.**

There is quite a bit of interest in the medical field; 46% of respondents report if they went back to school it would be for training in the medical field. Additionally 33% of those currently taking classes have chosen to pursue a medical career. Although interest in a career in the medical field is strong, any program that will provide residents retraining in a field where there is demand for employees is crucial.

- **Medical careers listed on career sheet interest residents.**

Consider offering programs for training as a Pharmacy Technician, Radiation Technician, Medical Coding and Billing specialist, and a Medical Lab Technician. These four careers were chosen by at least 25% of the respondents when asked which medical career would be of interest. Nursing was also high on the list among younger respondents.

- **Weekday mornings and weekday evenings are the best time for classes.**

Weekday times, especially mornings and evenings, received a higher percent of respondents declaring them as the best time to take a class. Holding classes on weekday evenings was notably of interest to those currently working in the healthcare field with 61% of them preferring weekday evenings.

- **Spread the word about the availability of retraining programs and possible scholarships.**

Residents appear to be very interested in the opportunity to take classes for retraining in a new career. One gentleman even called Hardwick Research right after the unemployment recipient surveys were mailed wondering how he could find out more about the “possible financial support for students” mentioned in the survey’s introduction.

Residents need to be told about the programs and how they can tap into them. Providing information about the amount of class work involved, the pay range and likelihood of obtaining a job are important.

Demonstrate to residents how retraining will improve their employment situation. The challenge, with some residents, will be to convince them that the additional training will enable them to find a higher paying career. Those who are currently receiving unemployment benefits seem to be a little less interested in retraining. Residents who shared they “don’t like classes/work” will obviously be less interested in retraining.

Focus on disseminating information to residents interested in going back to school. Interestingly those residents who fit this category tend to be younger, lower income, WorkSource, TANF and current healthcare employees.

- **Retraining programs specifically geared towards current healthcare workers are needed.**

Healthcare workers are interested in retraining. Almost seven out of ten (69%) current healthcare workers have considered going back to school for retraining. Most of them are interested in career advancement (60%) and at least a third (36%) would be interested in advancing their medical career. Healthcare workers would be part time students looking to take classes in the evening. At this point they see the lack of time and classes not being offered when they can take them as barriers for retraining, however money remains their number one barrier.

The healthcare workers who participated in this survey were from four hospitals and one long-term healthcare facility. Based on the distribution schedule and rate of return it is assumed that the majority of respondents work in a hospital setting.

- **Consider next steps for research.**

The original request for proposal included a preference for both quantitative and qualitative research. If after reading this report it is determined that this quantitative portion of the research (mail survey) obtained the necessary information concerning barriers for retraining, we would recommend skipping the qualitative section (focus groups). If it is decided that the research has raised some additional questions about the barriers affecting residents in Clallam, Jefferson and Kitsap counties, moving forward with the focus groups (one each in Bremerton, Forks, Port Angeles, and Port Townsend) is recommended.

Detailed Analysis of Findings

I. Current Training Interests

A. Ever Considered Training for New Occupation?

Respondent Type	Total (N=676)	Un- employed (N=440)	Health- care Staff (N=96)	TANF Adults (N=12)	Work- Source (N=128)
Yes, currently taking classes to move into new occupation	14%	16%	7%	8%	16%
Yes, currently taking classes to change jobs within my current field	5%	5%	4%	8%	5%
Yes, have considered it but have chosen not to go back to school at this time	64%	63%	69%	58%	66%
No, have not considered going back to school to receive training for a new occupation	16%	17%	20%	25%	13%

Q1. Have you ever considered going back to school to receive training for a new occupation?

The majority of respondents surveyed (64%) have at one time considered going back to school to receive training for a new occupation but have chosen not to do so at this time. Although this is not surprising, as many people consider additional training in their lifetime, it is important to note that the interest is present among unemployed and low-income residents in Kitsap, Clallam and Jefferson counties. Residents aged 25-54 tend to be more likely than their older counterparts 55+ to acknowledge they have considered going to back to school.

One in five residents surveyed are currently going to school to train for a new occupation (14%) or taking classes in their current field (5%). Those who have chosen to follow this route tend to be receiving unemployment benefits or assistance from WorkSource. They are also more likely to be 34 years of age or younger with some college under their belt. Interestingly those interested in a potential career as an RN or Medical Technician are more likely to be taking classes in order to move to a new occupation.

Those who acknowledge they have not considered attending school for training in a new occupation tend to be older 45+ and married, with no children currently living in their home. Those respondents who report an income of \$75,000+ a year are also more likely to have not considered retraining.

B. If currently taking classes, what occupation are you training for?

Respondent Type	Total (N=122)	Un- employed (N=84)	Health- care Staff (N=11)	TANF Adults (N=2)	Work- Source (N=25)
Medical (M)	11%	12%	36%	--	--
Nursing (M)	11%	12%	--	--	12%
Management	9%	8%	27%	50%	--
Education/Teaching	7%	4%	18%	--	16%
Computers	7%	7%	9%	--	8%
Medical Assistant (M)	6%	7%	--	--	4%
Bookkeeping/Accounting	6%	7%	--	--	4%
Clerical	6%	7%	--	--	4%
Design/Architecture	6%	8%	--	--	--
Automotive	3%	2%	--	--	8%
Social work/Counseling (M)	3%	4%	--	--	4%
Technical engineer	3%	4%	--	--	4%
Welding/Construction	3%	1%	--	--	12%
Job skills training	2%	2%	--	--	4%
Real estate	2%	4%	--	--	--
Electrician	2%	1%	--	--	4%
Law/Attorney	2%	1%	--	--	4%
Communications	2%	2%	--	--	--
Surveying	1%	--	--	--	4%
EMT (M)	1%	--	--	--	4%
Certified activities director	1%	--	9%	--	--
Dental (M)	1%	1%	--	--	--
Security	1%	1%	--	--	--
Math	1%	1%	--	--	--
Other	4%	2%	9%	50%	4%

Q2. If you are currently taking classes, what occupation are you training for? (M) refers to medical field.

Of the 122 respondents (19%) currently taking classes a third (33% or 40 people) are enrolled in classes geared towards a career in the medical field.

Respondents working in the healthcare industry are significantly more likely than other respondents surveyed to indicate they are taking classes in a medical field. Interestingly those indicating an interest in a career as a Medical Coding and Billing, RN or LPN are significantly more likely to currently be taking classes than others with an interest in healthcare. This could be due to the availability of programs in those three areas.

C. If you were to go back to school, in what area would you take classes?

Respondent Type	Total (N=585)	Un- employed (N=384)	Health- care Staff (N=83)	TANF Adults (N=9)	Work- Source (N=109)
Medical (M)	19%	22%	27%	--	<u>7%</u>
Computers/Technology	14%	14%	<u>5%</u>	22%	19%
Nursing (M)	10%	<u>6%</u>	30%	--	<u>7%</u>
Business/Management	6%	6%	6%	--	8%
Pharmacy Tech. (M)	5%	7%	4%	--	<u>1%</u>
Education/Teaching	5%	<u>4%</u>	<u>1%</u>	33%	<u>10%</u>
Welding/Construction	3%	<u>3%</u>	--	--	8%
Radiation Tech. (M)	3%	<u>3%</u>	12%	--	3%
Accounting/Bookkeeping	3%	4%	--	--	4%
Dentist/Dental Asst.	3%	3%	1%	--	1%
Social work (M)	2%	3%	2%	--	2%
Criminal justice/Law	2%	2%	1%	11%	2%
Engineering	2%	1%	1%	--	6%
Clerical	2%	2%	--	--	4%
Electrician	2%	1%	1%	--	5%
Culinary Arts	2%	<u>2%</u>	4%	11%	<u>1%</u>
Physical therapy (M)	2%	2%	2%	--	2%
Psychology/counseling (M)	2%	2%	1%	--	2%
Biology/Marine biology	2%	2%	--	--	2%
Automotive	2%	2%	--	--	3%

Q3. If you were to go back to school, in what area would you be interested in receiving training? (M) refers to medical field. For career areas mentioned by less than 2% of the respondents please see the crosstabulated database.

Respondents were asked, if you were to go back to school, in what area would you be interested in receiving training. Of those who responded 46% were interested in a healthcare related field. Women are significantly more likely than their male counterparts to be interested in receiving training in the “medical field,” “nursing” and “accounting/bookkeeping.” Men are significantly more interested in receiving training in “welding/construction,” “engineering,” as an “electrician” and in “architecture.”

II. Availability for Training

A. Best time to take classes

Respondent Type	Total (N=668)	Un- employed (N=441)	Health- care Staff (N=90)	TANF Adults (N=12)	Work- Source (N=125)
Weekday Mornings	55%	59%	<u>38%</u>	42%	57%
Weekday Afternoons	43%	47%	<u>24%</u>	50%	42%
Weekday Evenings	53%	55%	61%	58%	<u>38%</u>
Weekend Mornings	24%	26%	30%	17%	<u>14%</u>
Weekend Afternoons	23%	25%	22%	25%	<u>16%</u>
Weekend Evenings	22%	22%	26%	25%	21%

Q4. When is the best time for you to take a class?

Overall weekday mornings (55%) and weekday evenings (53%) appear to be the best time for respondents to take a class. Weekday afternoons are also a possibility for 43% of the respondents. Logically those already working in the healthcare industry (in a hospital or long term care setting) are more likely to prefer weekday evenings (61%). Although weekday mornings or evenings are the preference, those in Clallam and Kitsap counties are significantly more likely than those in Jefferson County to indicate weekday afternoons are a good time to take classes.

Interestingly whether a resident has a child currently living at home or not does not significantly influence their choice for the best time to take classes. However those who are widowed are significantly less likely to choose weekday evenings.

B. Full or part time student

Respondent Type	Total (N=624)	Un- employed (N=411)	Health- care Staff (N=86)	TANF Adults (N=11)	Work- Source (N=116)
Part time student	66%	<u>64%</u>	79%	82%	<u>61%</u>
Full time student	40%	45%	<u>22%</u>	27%	39%

Q5. Would you likely be a:

Two out of three (66%) residents declared they would likely be a part time student if they went back to school. Healthcare employees are significantly more likely than those receiving unemployment benefits or WorkSource assistance to indicate they would be a part time student.

Those interested in a potential career in Medical Coding and Billing are more likely than those interested in other healthcare careers to say they would be a part time student. Those in Jefferson County are more likely than those in Clallam to indicate they would likely be a part time student (78%, 62% respectively). Those who are married or living with someone are also more likely to be a part time student.

III. Barriers to Receiving Training

A. Reasons that would keep you from taking classes

Respondent Type	Total (N=668)	Un- employed (N=434)	Health- care Staff (N=96)	TANF Adults (N=15)	Work- Source (N=123)
Do not have the money/need financial aid/no money	76%	77%	75%	67%	77%
Need help deciding what is the right career for me	28%	29%	<u>16%</u>	27%	33%
Classes are not offered close to home/work/location	28%	27%	30%	--	31%
Classes are not offered when I can take them/scheduling	24%	<u>22%</u>	33%	20%	24%
No classes available in my area of interest	24%	26%	19%	13%	20%
Do not have enough time to take classes/no time	15%	<u>9%</u>	41%	<u>13%</u>	<u>20%</u>
Need childcare/have kids	10%	<u>8%</u>	<u>11%</u>	33%	15%
Have transportation problems	10%	<u>7%</u>	<u>9%</u>	47%	<u>19%</u>
Have not had enough schooling/do not have my GED	6%	<u>5%</u>	<u>2%</u>	33%	<u>8%</u>
Age	3%	4%	3%	--	--
Have job already	3%	2%	3%	7%	5%
Done with school	1%	1%	3%	--	1%
Need acceptance to program	1%	1%	1%	--	--
Disability	1%	0%	--	--	2%
Unemployed	0%	1%	--	--	--
Economy	0%	1%	--	--	--
Language barrier/do not speak English very well	0%	--	1%	--	--
Seasonal work	0%	--	--	--	1%
Need permission	0%	--	--	7%	--
Other	3%	3%	3%	7%	1%
Nothing	0%	--	--	--	1%
Don't know	0%	0%	--	--	1%

Q6. Which of the following reasons, if any, would keep you from taking classes to train for a new career?

When asked what would keep them from taking classes to train for a new career seventy-six percent (76%) of the respondents indicated the lack of money or need for financial aid as a barrier to taking classes. This reason by far received the highest percent of respondents mentioning it. The need for “help deciding what is the right career for me” (28%), “classes are not offered close to home/work/location” (28%), “classes are not offered when I can take them/scheduling” (24%) and “no classes available in my area of interest” are also barriers shared by approximately a quarter of the respondents.

Those respondents who indicate:

“Do not have the money/need financial aid...” (76%)

- ...are significantly more likely to live in Clallam than Jefferson County.
- ...are more likely to be single, living together, divorces/separated than married.
- ...are more likely to have at least their GED.

“Need help deciding what is the right career for me...” (28%)

- ...are more likely to be receiving unemployment or WorkSource benefits.
- ...are more likely to be divorced/separated than married.

“Classes are not offered close to home/work/location...” (28%)

- ...are significantly more likely to live in Clallam or Jefferson County.

“Classes are not offered when I can take them/scheduling...” (24%)

- ...are more likely to be working in a healthcare related job.
- ...are more likely to be living together or married.

“No classes available in my area of interest...” (24%)

- ...are significantly more likely to live in Clallam or Jefferson County.
- ...are more likely to be living together.

“Do not have enough time to take classes/no time...” (15%)

- ...are significantly more likely to be working in a healthcare related job.

“Need childcare/have kids...” (10%)

- ...are more likely to be a TANF or WorkSource adult.
- ...are significantly more likely to be divorced/separated.

“Have transportation problems/transportation...” (10%)

- ...are more likely to be a TANF or WorkSource adult.
- ...are more likely to be single, living together, or divorced/separated.

B. What would make it possible for you to go back to school?

Respondent Type	Total (N=607)	Un- employed (N=387)	Health- care Staff (N=80)	TANF Adults (N=13)	Work- Source (N=127)
Money/financial aid	72%	73%	71%	<u>46%</u>	71%
More time	8%	<u>5%</u>	16%	--	13%
Close to home	7%	8%	4%	--	8%
Job to go with school	6%	6%	9%	15%	6%
Day care/no children	6%	<u>4%</u>	10%	8%	11%
Career counseling/ evaluation of skills	5%	5%	--	8%	8%
Available classes	5%	<u>3%</u>	10%	--	8%
Good scheduling	4%	<u>4%</u>	11%	--	<u>3%</u>
Transportation	3%	<u>2%</u>	1%	8%	7%
Job opportunities	3%	4%	3%	--	1%
Acceptance	2%	3%	--	--	--
Continued unemployed benefits	2%	3%	--	--	--
Online courses	1%	2%	--	--	--
Tutoring	1%	<u>1%</u>	--	15%	<u>1%</u>
No job	1%	0%	1%	--	2%
Opportunity	1%	1%	1%	--	1%
Insurance	0%	1%	--	--	--
Nothing	1%	1%	3%	--	1%
Other	10%	<u>10%</u>	<u>11%</u>	38%	<u>6%</u>
Don't know	0%	1%	--	--	1%

Q7. What would make it possible for you to go back to school and train for a new career?

Respondents were asked to consider what would make it possible for them to go back to school and train for a new career. Seventy-two percent (72%) indicated “money/financial aid” as the catalyst that would make it possible for them to go back to school. Interestingly issues like the need for day care (6%) and transportation (3%) are quite insignificant in comparison.

IV. Interest in Healthcare Field

A. Ever Considered Career in Healthcare?

Respondent Type	Total (N=658)	Un- employed (N=434)	Health- care Staff (N=90)	TANF Adults (N=13)	Work- Source (N=121)
Yes, I have considered healthcare but have never worked in the healthcare field	42%	49%	<u>11%</u>	31%	45%
Yes, I currently work in the health care field and I'm satisfied with my career	4%	<u>0%</u>	23%	--	<u>1%</u>
Yes, I currently work in the health care field but I would be interested in pursuing career advancement	15%	<u>7%</u>	60%	<u>15%</u>	<u>9%</u>
No, I have not considered a career in healthcare	39%	44%	<u>6%</u>	54%	45%

Q8. Have you ever considered a career in the health care field?

Most respondents surveyed have either considered a career in healthcare but have never worked in the field (42%) or not considered a career in healthcare (39%). Sixty percent (60%) of those currently employed in a hospital or long-term care facility are interested in pursuing career advancement.

Men are more likely than women to say they have not considered a career in healthcare (53%, 28% respectively). In addition those making \$75,000 a year or more are more likely to say they have not considered a career in healthcare.

B. Why haven't you considered career in healthcare?

Respondent Type	Total (N=221)	Un- employed (N=159)	Health- care Staff (N=4)	TANF Adults (N=6)	Work- Source (N=52)
No interest	42%	45%	25%	50%	33%
Don't like classes/work	11%	6%	--	--	27%
Not good with sick people	8%	8%	--	--	10%
Age	6%	8%	--	--	2%
Don't like blood/needles	6%	8%	25%	17%	--
Done it before	4%	3%	--	--	8%
Low pay	4%	6%	--	--	--
Didn't think of it	4%	3%	--	17%	4%
Take it too personally	2%	3%	--	--	2%
Need more schooling	2%	3%	--	17%	--
Don't like working inside	1%	1%	--	--	4%
Not enough work	1%	1%	--	--	--
Other	5%	4%	50%	--	6%
Don't know	4%	3%	--	--	6%

Q8a. Why not?

Those who indicated they had not considered a career in health care were asked to indicate why. The majority responded that they just had “no interest” (42%). Many of the remaining answers were thoughtful, indicating the tasks that come with a career in healthcare would be hard for them to handle.

Interestingly residents of Jefferson and Kitsap counties are significantly more likely than those in Clallam County to report having “no interest” in a healthcare career. On the other hand those in Clallam and Jefferson counties are significantly more likely to express they “don't like classes/work” than those residing in Kitsap County.

When explaining why they would not consider a career in healthcare, women are significantly more likely than men to indicate they “don't like classes/work” and they “don't like blood/needles.”

C. Which healthcare careers might you be interested in?

Respondent Type	Total (N=586)	Un- employed (N=377)	Health- care Staff (N=83)	TANF Adults (N=15)	Work- Source (N=111)
*Pharmacy technician	32%	35%	<u>22%</u>	33%	29%
*Radiation technician	31%	32%	28%	20%	32%
*Medical coding and billing	28%	29%	<u>17%</u>	47%	30%
*Medical lab technician	25%	26%	<u>11%</u>	13%	32%
*RN (registered nurse)	20%	<u>16%</u>	31%	7%	29%
*Physical therapy technician	17%	16%	<u>6%</u>	13%	28%
*LPN (licensed practical nurse)	16%	15%	18%	13%	22%
*Phlebotomist	14%	14%	11%	7%	15%
*Dental assistant	10%	11%	6%	7%	12%
*Nursing assistant	8%	<u>5%</u>	7%	13%	15%
Clerical	4%	5%	4%	--	--
Social work/counseling	3%	3%	5%	--	4%
Technology	2%	3%	1%	7%	1%
Medical assistant	2%	2%	2%	--	3%
Transcriptionist	1%	2%	2%	--	--
Management/admin	1%	1%	4%	--	--
Doctor/surgeon/pediatrician	1%	1%	1%	--	2%
Paramedic/EMT	1%	1%	1%	--	2%
Nutrition/dietician	1%	1%	--	--	1%
Massage	1%	1%	--	--	2%
Naturopathy	1%	1%	--	--	2%
Respiratory care	1%	1%	1%	--	--
Dental hygienist	1%	1%	--	--	--
Medical photographer	0%	0%	--	--	1%
Veterinarian	0%	1%	--	--	--
Risk management	0%	1%	--	--	--
Researcher	0%	0%	--	--	--
Spiritual	0%	--	--	--	1%
Educator	0%	0%	--	--	--
In-home care	0%	--	--	7%	--
Other	3%	<u>2%</u>	7%	--	<u>1%</u>
Nothing	6%	7%	2%	--	7%
Don't know	0%	1%	--	--	--

Q9. Which of the following healthcare careers might you be interested in? *Careers included on the survey.

Respondents were provided a list of healthcare careers and asked to indicate which they might be interested in. (This list was created based on coursework being considered at local community colleges.) An opportunity to write in a healthcare career was also incorporated. Additionally, to provide the respondents more information about each career a “list of possible medical careers” was included. This list (printed on yellow legal paper) was created to provide respondents with

some general information about each of the possible healthcare careers listed. Written on this sheet were descriptions of the careers and basic skills required, the amount of schooling needed and the careers' pay range.

The following is a list of the careers provided (including the percent who indicated interest in that career) and the type of person typically interested in that career. Those interested in being a...

Pharmacy Technician (32%)

- ...are significantly more likely to be unemployment recipients than healthcare workers.
- ...are significantly more likely to be residents of Jefferson County than Kitsap County.
- ...are more likely to have an income of \$14,999 or less a year.

Radiation Technician (31%)

- ...are significantly more likely to be male than female.
- ...are significantly more likely to be married than single.
- ...are more likely to be Asian

Medical Coding and Billing (28%)

- ...are significantly more likely to be receiving unemployment, TANF or WorkSource.
- ...are significantly more likely to be female.
- ...are significantly more likely to be residents of Clallam versus Kitsap County.
- ...are significantly more likely to be widowed.
- ...are more likely to have an income of \$24,999 or less a year.

Medical Lab Technician (25%)

- ...are more likely to unemployment or WorkSource benefit recipients.

RN – Registered Nurse (20%)

- ...are more likely to be a healthcare worker or WorkSource recipient.
- ...the younger they are the more likely they are to be interested in becoming an RN.
- ...are significantly more likely to be a Clallam County resident rather than Kitsap.

Physical Therapy Technician (17%)

- ...more likely to be WorkSource or Unemployment recipient than Healthcare worker.
- ...are significantly more likely to be male.
- ...are significantly more likely to live in Clallam rather than Jefferson or Kitsap counties.

LPN – Licensed Practical Nurse (16%)

- ...are more likely to be younger.
- ...are significantly more likely to have children currently living at home.
- ...are more likely to report having some college or less.

Phlebotomist (14%)

- ...are more likely to have high school diploma/GED or some college

Dental Assistant (10%)

- ...are more likely to be younger.
- ...are more likely to report their marital status as living together.

Nursing Assistant (8%)

- ...are more likely to be receiving WorkSource assistance than unemployment.
- ...are more likely to be under 24 years of age or over 65.
- ...are more likely to be single, living together or divorced.
- ...are more likely to have an income of \$14,999 or less a year.

D. What aspects of the healthcare careers you chose interest you?

Respondent Type	Total (N=492)	Un- employed (N=313)	Health- care Staff (N=52)	TANF Adults (N=13)	Work- Source (N=114)
Caring for/helping people	27%	25%	25%	8%	37%
Good work/interesting	15%	15%	17%	15%	14%
Pay	12%	12%	10%	15%	14%
Demand for job/job opportunities	12%	10%	12%	15%	18%
Technology/science aspect	12%	12%	6%	23%	14%
Similar to work done before	9%	10%	6%	8%	7%
Responsibility/challenging	4%	6%	2%	--	1%
Good work environment	4%	4%	4%	8%	4%
Don't have to work with people	4%	4%	--	--	4%
Flexible	4%	3%	8%	--	4%
Easy preparation	3%	2%	2%	--	4%
Meet people	2%	2%	--	8%	3%
Research	2%	2%	--	8%	2%
No blood	2%	3%	--	8%	--
Not stressful	1%	--	2%	--	2%
Nothing	10%	12%	6%	--	9%
Other	14%	14%	31%	23%	4%
Don't know	1%	1%	--	--	--

Q10. What aspects of the healthcare career(s) you selected in the prior question interest you?

After being asked to choose a medical career from the list, respondents explained why they selected that career. Job satisfaction reasons including “caring for/helping people” (27%) and “good work/interesting” (15%) topped the list. However some respondents evaluated their potential career choice from a more practical point of view having considered the “pay” (12%), the “demand for job/job opportunities” (12%) and their previous experience “similar to work done before” (9%).

V. Demographics

A. Age

Respondent Type	Total (N=693)	Un- employed (N=456)	Health- care Staff (N=96)	TANF Adults (N=15)	Work- Source (N=126)
Under 19	1%	0%	--	--	6%
20-24	7%	4%	5%	27%	21%
25-29	8%	5%	15%	20%	10%
30-34	10%	8%	13%	13%	13%
35-39	11%	9%	13%	27%	13%
40-44	11%	12%	13%	7%	7%
45-49	14%	14%	15%	--	13%
50-54	17%	20%	15%	--	12%
55-59	11%	14%	7%	7%	5%
60-64	6%	9%	3%	--	1%
65 and over	3%	4%	3%	--	--
Mean age (in years)	44	47	42	32	36

Q11. What is your age?

The average or mean age of residents surveyed is 44. Younger respondents are less likely to be married and are more likely to be living together. Younger respondents tend to make less money, have children living at home and come from Clallam County. They are also more likely to come from the healthcare staff, TANF or WorkSource segments. Older respondents are less likely to be single and typically don't have children living at home. However they are more likely indicate a higher income, be married, have a degree and reside in Kitsap County. Older respondents are also more likely than their younger counterparts to be receiving unemployment benefits.

Interestingly the younger the respondents (averaging about 38 years of age) the more likely they are to be interested in a career as a RN, LPN, Nursing Assistant or Dental Assistant. As the age of the respondents increases (averaging about 41 years of age) they tend to lean towards a career as a Medical Technician, Physical Therapy Technician, or Phlebotomist. The older respondents (averaging about 43 years old) are likely to be interested in a career as a Pharmacy Technician, Radiation Technician or Medical Coding and Billing specialist.

B. Gender

Respondent Type	Total (N=699)	Un- employed (N=458)	Health- care Staff (N=98)	TANF Adults (N=15)	Work- Source (N=128)
Male	43%	48%	<u>14%</u>	<u>20%</u>	52%
Female	57%	<u>52%</u>	86%	80%	<u>48%</u>

Q12. Are you ...?

More women (n=398) than men (n=301) responded to the survey. The men tended to be older and make more money and the women younger with lower incomes. Healthcare staff (those working in a hospital or long term care center) and TANF respondents are more likely to be women.

Radiation Technician, Medical Technician, Pharmacy Technician, PT Technician and RN were the top potential career interests for men. The greatest potential career interests for women included Medical coding, Pharmacy Technician, Radiation Technician, Medical Technician, RN, LPN and Dental Assistant.

C. Household income

Respondent Type	Total (N=685)	Un- employed (N=448)	Health- care Staff (N=96)	TANF Adults (N=14)	Work- Source (N=127)
Under \$10,000	14%	8%	<u>5%</u>	93%	31%
\$10,000 - \$14,999	11%	11%	6%	--	13%
\$15,000 - \$24,999	17%	17%	20%	--	20%
\$25,000 - \$34,999	16%	17%	19%	--	13%
\$35,000 - \$49,999	15%	15%	23%	--	<u>8%</u>
\$50,000 - \$74,999	17%	19%	15%	7%	12%
\$75,000 or more	11%	12%	13%	--	<u>4%</u>
Mean income	\$38,000	\$41,200	\$42,100	<u>\$11,400</u>	<u>\$26,500</u>

Q13. Which category best describes your total household income before taxes for 2002?

Unemployed recipients and healthcare staff are more likely to be in a higher income bracket whereas TANF and WorkSource respondents tend to make less money. As would be expected the higher the level of education a respondent has had the opportunity to complete the more money he or she makes. Additionally, older respondents tend to make more than their younger counterparts. Those who are married declare a higher annual income than respondents who are single, divorced or living together.

Of the three counties surveyed, Clallam County residents tend to have the lowest income while Kitsap County residents are more likely to have the highest. RNs and Radiation Technicians top of list of potential career choices among higher household incomes while those in lower income brackets are interested in PT technicians, Nursing Assistants, Dental Assistants and Phlebotomists.

D. Marital status

Respondent Type	Total (N=699)	Un- employed (N=460)	Health- care Staff (N=97)	TANF Adults (N=15)	Work- Source (N=127)
Married	50%	54%	64%	<u>20%</u>	<u>29%</u>
Single	24%	<u>21%</u>	<u>18%</u>	27%	37%
Divorced/separated	18%	<u>18%</u>	<u>10%</u>	40%	21%
Living together	6%	<u>4%</u>	5%	13%	12%
Widowed	2%	2%	3%	--	1%

Q14. What is your current marital status?

Married respondents are significantly more likely to have children currently living in their home than their non-married counterparts. Respondents who are married are more likely to report a higher income, have completed a higher level of education and tend to be older. Married residents are significantly more likely to be living in Jefferson and Kitsap counties. They are also significantly more likely to be classified as healthcare staff or unemployment recipients.

Single, divorced and respondents living together typically have a lower income and are TANF or WorkSource adults.

E. Age of children

Respondent Type	Total (N=686)	Un- employed (N=451)	Health- Care Staff (N=98)	TANF Adults (N=14)	Work- Source (N=123)
0 - 4 years old	14%	<u>10%</u>	18%	57%	<u>21%</u>
5 - 9 years old	13%	<u>11%</u>	16%	36%	18%
10 - 14 years old	15%	14%	16%	7%	15%
15 - 19 years old	16%	15%	19%	21%	18%
Over 19 years old	8%	9%	9%	--	3%
No children currently living in my home	53%	57%	49%	<u>7%</u>	50%

Q15. What age are the children currently living in your home? (Check all that apply)

Just under half of residents (47%) indicate they have a child currently living in their home. Interestingly of the residents acknowledging children living at home only 22% report the need for childcare as a barrier for taking classes.

TANF adults are significantly more likely than other respondents to have children living at home.

F. Education

Respondent Type	Total (N=697)	Un- employed (N=457)	Health- care Staff (N=97)	TANF Adults (N=15)	Work- Source (N=128)
Less than 9 th grade	2%	<u>1%</u>	2%	7%	3%
9 th - 12 th grade (no diploma)	5%	<u>4%</u>	<u>3%</u>	27%	<u>8%</u>
High school graduate/GED	18%	18%	16%	33%	18%
Some college (no degree)	39%	<u>37%</u>	42%	27%	47%
Associate degree	14%	14%	20%	--	<u>10%</u>
Bachelors degree	16%	19%	13%	--	<u>11%</u>
Graduate or professional degree	6%	7%	3%	7%	3%

Q16. What is the highest level of education you have had the chance to complete?

As expected, as the level of education completed increases so does the age and income of the respondents. Unemployed recipients and healthcare staff have had the chance to complete a higher level of education than TANF and WorkSource adults.

G. Ethnicity

Respondent Type	Total (N=676)	Un- employed (N=446)	Health- care Staff (N=94)	TANF Adults (N=15)	Work- Source (N=121)
White or Caucasian	84%	87%	82%	<u>40%</u>	79%
Asian	4%	4%	9%	7%	<u>2%</u>
American Indian or Alaskan Native	4%	<u>3%</u>	<u>5%</u>	20%	7%
Hispanic or Latino	4%	<u>3%</u>	<u>3%</u>	27%	<u>4%</u>
Black or African American	3%	2%	--	--	5%
Native Hawaiian or Pacific Islander	2%	2%	1%	7%	2%

Q17. Which of the following best describes your ethnic origin?

Over three-quarters (84%) of the respondents are of white or Caucasian origin.

H. Zip code

Zip codes have been grouped by County to ease in the analysis of the results. Thirty-seven respondents (5% of the total) chose not to provide their zip code, therefore their responses cannot be included in these results.

Respondent Type	Total (N=177)	Un- employed (N=89)	Health- care Staff (N=15)	TANF Adults (N=3)	Work- Source (N=70)
Clallam County	26%	<u>20%</u>	<u>16%</u>	<u>21%</u>	57%
98305 Beaver	0%	--	1%	--	2%
98326 Clallam Bay	0%	--	--	--	2%
98331 Forks	5%	<u>2%</u>	11%	21%	11%
98343 Joyce	0%	0%	--	--	--
98350 La Push	0%	--	--	--	1%
98357 Neah Bay	1%	1%	--	--	--
98362 Port Angeles	9%	<u>7%</u>	<u>2%</u>	--	20%
98363 Port Angeles	4%	<u>2%</u>	<u>1%</u>	--	14%
98382 Sequim	6%	7%	<u>1%</u>	--	8%

Q18. What is your zip code?

Twenty-six percent of those who shared their zip code (N=682) reside in Clallam County. WorkSource respondents are more likely to live in Clallam County than any other type. Clallam County residents tend to make less money and are significantly more likely to be under 24 years of age.

Respondent Type	Total (N=63)	Un- employed (N=38)	Health- care Staff (N=12)	TANF Adults (N=0)	Work- Source (N=13)
Jefferson County	9%	8%	13%	--	11%
98320 Brinnon	0%	--	--	--	1%
98325 Chimacum	1%	1%	1%	--	1%
98339 Port Hadlock	2%	<u>1%</u>	2%	--	4%
98365 Port Ludlow	1%	2%	--	--	--
98368 Port Townsend	4%	4%	8%	--	4%
98376 Quilcene	1%	1%	2%	--	1%

Q18. What is your zip code?

Of respondents who noted their zip code, Jefferson County comprised only 9% or 63 people.

Respondent Type	Total (N=442)	Un- employed (N=327)	Health- care Staff (N=65)	TANF Adults (N=11)	Work- Source (N=39)
Kitsap County	65%	72%	71%	79%	<u>32%</u>
98061 Kent	0%	0%	--	--	--
98110 Bainbridge Island	4%	6%	1%	--	<u>1%</u>
98310 Bremerton	8%	<u>7%</u>	16%	7%	<u>4%</u>
98311 Bremerton	7%	6%	14%	7%	<u>5%</u>
98312 Bremerton	8%	8%	12%	21%	<u>6%</u>
98315 Silverdale	0%	0%	--	--	--
98322 Burley	0%	0%	1%	--	--
98337 Bremerton	3%	3%	3%	--	2%
98340 Hansville	1%	1%	--	--	--
98342 Indianola	1%	1%	--	--	1%
98345 Keyport	0%	0%	1%	--	--
98346 Kingston	2%	4%	--	--	--
98353 Manchester	1%	1%	--	--	--
98359 Olalla	0%	1%	--	--	--
98364 Port Gamble	0%	0%	--	--	--
98366 Port Orchard	10%	12%	9%	29%	<u>2%</u>
98367 Port Orchard	6%	8%	<u>2%</u>	--	<u>2%</u>
98370 Poulsbo	5%	6%	4%	--	3%
98380 Seaback	0%	0%	1%	--	--
98383 Silverdale	5%	5%	4%	14%	5%
98384 South Colby	0%	0%	--	--	--
98392 Suquamish	1%	2%	1%	--	--

Q18. What is your zip code?

Of those who filled in their zip code sixty-five percent (65% or 442 respondents) live in Kitsap County. The majority of unemployed (72%), healthcare staff (71%) and TANF recipients (79%) reside in Kitsap County. Residents are significantly more likely to have an associate degree or higher and be older than 24 (ages 25-64).

Questionnaire

Crosstabulated Database