



Rec 12/5/2022

*AN*

*Teri Gardner 12-5-22*

December 2, 2022

Via email: [apprentice@lni.wa.gov](mailto:apprentice@lni.wa.gov)

Washington State Apprenticeship & Training Council  
Attn: Program Manager, Apprenticeship Section  
P.O. Box 44530  
Olympia, WA 98504-4530

Re: Health Care Apprenticeship Consortium  
Nursing Assistant Apprenticeship Preparatory Program  
Recognition Request – Program #2169

Dear Council Members;

The Health Care Apprenticeship Consortium, sponsored by the SEIU Healthcare 1199NW Multi-Employer Education and Training Fund, a multi-employer and multi-union registered apprenticeship program sponsor (Program #2169), respectfully requests apprenticeship preparation program recognition for its Nursing Assistant training program from the Washington State Apprenticeship & Training Council, under WSATC Administrative Policy 2012-03. Program recognition will facilitate apprenticeship placements for those wishing to enter health care careers in Washington State.

The Health Care Apprenticeship Consortium has apprenticeship programs in Medical Assisting, Pharmacy Technician, Central Sterile Processing Technician, Behavioral Health Technician, Peer Counselor, and Substance Use Disorder Professional occupations. The NA-C certification is a direct infill towards these occupations.

We believe the below capability statement and our program's articulation commitment satisfy the necessary elements for apprenticeship preparatory program recognition, and therefore request formal Apprenticeship Preparation Program Recognition by the WSATC.

Please contact us if any further information is required for review of this request.

Very Truly Yours,  
Health Care Apprenticeship Consortium/SEIU Healthcare 1199NW Training Fund

*Mark S Beaufait* 2022-12-02

Mark S. Beaufait, Director of Educational Programs, w/encls

Cc via email: Aubre Nelson, [nelb235@lni.wa.gov](mailto:nelb235@lni.wa.gov), w/encls  
Elmer Arter, [arth235@lni.wa.gov](mailto:arth235@lni.wa.gov), w/encls  
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Encl: NA-C Program - Recognition Submittal & Capability Statement [below]  
HCAC 2169 Articulation Letter [enclosed with submittal]  
Nursing Commission Program Approval Letter [enclosed with submittal]

## **NA-C Program – Preparatory Program Recognition Submittal & Capability Statement Health Care Appr. Consortium/SEIU Healthcare 1199NW MultiEmployer Training Fund**

### **A. *Program Outcomes***

The Introduction to Healthcare Employment and Apprenticeships (IHAP) program includes five major components: 1.) basic job readiness training such as team work and conflict management; 2.) introduction to entry level occupations where participants learn about the healthcare work environment and skill expectations for a variety of entry level healthcare occupations; 3.) navigation support for all members, all levels, to support participants in barrier removal; 4.) employment attainment via supporting students through application completion, interview practice, and links to currently hiring employers; and 5.) Nursing Assistant – Certified approved content.

Curriculum scope and sequence are aligned to the Nursing Assistant skills requirement as described by the NNAAP Nursing assistant certification exam, and the NA-C requirements of the Washington State Nursing Health/Care Quality Assurance Commission (NCQAC or “Nursing Commission”). The HCAC NA-C Training Program has Nursing Commission approval and is Nursing Commission registered program #52093.

### **B. *Course/Curriculum Outlines***

#### **Academy Overview**

The Health Care Apprenticeship Consortium (“HCAC”) proposes a 130 contact-hour Nursing Assistant – Certified (“NA-C” in Washington, commonly referred to elsewhere as “CNA”) Apprenticeship Preparatory program, with 50 hours of real time and directly facilitated online classroom learning, 24 hours of virtual reality and directly facilitated online clinical skills lab training (including real-time remote supervised hands-on mini-labs), 16 hours minimum of small group in person clinical skills practice, and 40 hours minimum clinical hours in the practice setting. The program will provide student NA-C candidates with a paid internship and preparation for the National Nurse Aid Assessment Program (NNAAP) certification exam.

This course will be delivered by live-time teaching via Zoom and in-person during essential skills training labs. Candidates will utilize an online NA-C learning platform hosted by Rouxbe. Rouxbe is a robust learning platform that originated in online instructor monitored and assessed culinary training. Their skills and experience in assembling learning platforms for participatory hand-on occupations in the culinary arts are applicable to health care occupations.

HCAC has professionally filmed 2D and 180-degree 3D videos of the 23 Skills covered in the NNAAP booklet and tested as part of NA-C certification testing. Other included videos cover further skills competencies authorized within the NA-C scope of practice under controlling WAC regulations. Students will have unlimited access to these videos and be provided technology to view the virtual reality videos at home or in remote classrooms. Skills will then be demonstrated and practiced in real time over Zoom, under the guidance and supervision of a Nursing Commission approved instructor. Skills involving a mannequin to practice, using a hospital bed or long-term care equipment, or involving

another NA-C student will be reviewed and practiced during the 16 hours minimum of in-person training spread out over the course of the class.

For homework, each student is assigned a login and account with the Rouxbe LMS where the online and virtual our material is located. These lessons, activities and tasks can be accessed at any time of day by the students. The instructor can assign and monitor student access and progression. The majority of class and lab hours (74 hours net) will be conducted live via scheduled Zoom sessions (real time/'synchronous'), where instructors will conduct breakout sessions and virtual classroom presentations and demonstrations. The Rouxbe platform provides for in-class learning assessments and progress monitoring.

The proposed training is structured to exceed the minimum requirements of the Nursing Assistant core curriculum and clinicals specified in WAC 246-841-490 for teaching the Nursing Assistant core competencies under WAC 246- 841-400. Bloodborne Pathogens training (previously labelled as HIV/Aids training) will constitute 7 hours of the 50 hours of classroom centered learning. Evaluation of each nursing assistant skill competency will be conducted both in the classroom/lab and in the clinical facility setting. Additional, standard health care skills practices are incorporated into all aspects of the training.

Students will receive training sufficient to qualify for and pass the NCSBN NNAAP CNA Exam written and hands-on skills sections. In affiliation with Clover Park Technical College or another college, students are able to receive college credit for their NA-C work. In person labs will be conducted in at various affiliated community colleges' allied health labs and WorkSource entity arranged conference rooms.

### **Example Curriculum – NAC Training Cohort:**

NA-C certification requires a combination of course content approved by the Washington State Nursing Commission to prepare the students for the standardized NA-C exam, successful completion of the NNAAP exam, and a 40-hour minimum clinical. The students do not receive their actual NA-C license, a valued industry recognized credential, until they complete their 40-hour clinical. Prior to becoming a NA-C, students may work as an NA-R or Registered Nursing Assistant at a particular employer only. A preparatory non-career-launch pre-program, Introduction To Health Care Employment and Apprenticeships – Healthcare Foundations (IHAP Phase 1) is available through a partnership between the Training Fund/HCAC and Seattle Jobs Initiative (SJI).

Upon completion of the program, participants will earn eight (8) postsecondary credits. Credits will be as a result of course work and laboratory work at Clover Park Technical College. Candidates obtain the nationally recognized, and in demand, NA-C/CNA professional certificate.

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**Classroom and Lab Rotation Schedules:  
NA-C Training Course – Classroom and Lab Course Schedule**

Unit	Title	Class Hours	Lab Hours
1	HEALTH CARE SYSTEMS and ROLE RESPONSIBILITY	2	0
2	THE PATIENT'S RIGHTS - LAW and ETHICS	4	2
3	THE NURSING ASSISTANT	4	2
4	ANATOMY AND FUNCTION OF THE HUMAN BODY	6	2
5	COMMUNICATION	4	1
6	INFECTION CONTROL & HIV	10	2
7	SAFETY AND EMERGENCY MEASURES	6	3
8	NUTRITION & ELIMINATION	5	4
9	GROOMING AND PERSONAL HYGIENE	5	4
10	THE NURSING ASSISTANT IN AN ACUTE CARE SETTING	4	4
	<b>Total</b>	<b>50</b>	<b>24</b>

In person labs

1	vitals & 8 skills	4
2	Cath-care & 8 skills	4
3	Feeding & 8 skills	4
4	NNAAP skills test practice (23 skills)	4
<b>Total</b>		<b>16</b>

NA-C Program - 6-Week Version

- 4 weeks of remote classroom instruction and remote laboratory (approximately 20 hours per week – net 74 hours)(depending on cohort configuration, may be in-person)
- Four half day (4 hours - net 16 hours) sessions of in-person labs (typically Thursdays or Fridays, during the same four weeks as classroom and laboratory)
- 1 reserve week for clinical orientation and make up classes.
- 1 week of clinicals at worksite (40 hours).

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**Example Curriculum – Skills and Competencies are modeled after the NNAAP skills list (23 skills):**

Skill 1: Hand Hygiene (Hand Washing) Skill 2: Applies One Knee-High Elastic Stocking Skill 3: Assists to Ambulate Using Transfer Belt Skill 4: Assists with use of Bedpan Skill 5: Cleans Upper or Lower Dentures Skill 6: Counts and Records Radial Pulse Skill 7: Counts and Records Respiration Skill 8: Donning and Removing PPE (Gown and Gloves) Skill 9: Dressing Client with Affected (Weak) right arm Skill 10: Feeds Client Who Cannot Feed Self Skill 11: Mod. Bed Bath (face, one arm, hand and underarm) Skill 12: Measures and Records Electronic Blood Pressure (not part of WA test)	Skill 13: Measures and Records Urinary Output Skill 14: Measures and Records Weight of Ambulatory Client Skill 15: Mod. Passive Range of Motion (PROM) one knee and one ankle Skill 16: Performs modified passive range of motion for one shoulder (PROM) Skill 17: Positions on Side Skill 18: Provides Cath Care for Female Skill 19: Provides Foot Care on One Foot Skill 20: Provides Mouth Care Skill 21: Provides Perineal Care (peri-care) for Female Skill 22: Transfers from Bed to Wheelchair using transfer belt Skill 23: Measures and Records Manual Blood Pressure
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The curriculum is aligned with standard academic requirements and is structured to exceed the minimum requirements of the Nursing Assistant core curriculum and clinicals specified in WAC 246-841-490 for teaching the Nursing Assistant core competencies under WAC 246- 841-400. Students will receive training sufficient to qualify for and pass the NCSBN NNAAP CNA Exam written and hands-on skills sections.

Upon completion of this program, students would have the necessary training and certification to apply for a position as a Certified Nursing Assistant. HCAC will cover licensing costs and testing arrangements for NA-C certification through the Washington Department of Health.

A nurse's aide, nursing attendant or certified nursing assistant (CNA) is a health care provider whose primary role is to assist licensed nurses and other care providers in acute care and long-term care settings in the delivery of health care. Nurse's aides work under the direct supervision of registered nurses and licensed practical nurses, often providing support and ancillary services to patients.

Nurse's aides and nursing attendants follow the directives outlined by their licensed nurse supervisors, and may be asked to assist with other related care-giving duties. In small clinics and rural health care facilities, aides may also be responsible for setting appointments, checking in patients, handling insurance paperwork, fielding phone calls from pharmacies about prescriptions and handling other administrative tasks.

All instructors are certified to teach all courses in the Nursing Assistant core curriculum and clinicals specified in WAC 246-841-490 for teaching the Nursing Assistant core competencies under WAC 246-841-400

### **C. Participant Population**

Students aged 16 and older are able to participate in Health Care occupations when enrolled in approved training programs. This NA-C program is an approved NCOAC Nursing Assistant Training Program, program no. 52093. The program will primarily recruit young people and diverse populations (BIPOC, disabled, local/rural hire, needing to be employed) that do not otherwise have immediate access to health care academic programs.

HCAC conservatively projects that student enrollment will be approximately 5 cohorts of 20 students each per year. Projected student completion rate (including testing) is around 80%. Anticipated employer participation is approximately 15 employers. Students can start work immediately (even before clinicals) as Nursing Assistants – Registered (NA-R).

As funding is available, the program is scalable to accommodate industry needs of up to 30 cohorts, or more, per year, affiliated with 60 to 80 employers and 25 school districts.

There are *96,000 Washington high school seniors graduating each year*. Young people and others needing transition opportunities into the health care workforce can obtain, for their career resumes, in their “hip pockets” so to speak, an NA-C credential useful for the balance of their working lives. Students moving on to other occupations will have documented completion of an intensive training and certification program. In fields as diverse as construction and government affairs, skills in emergency response and client relations professionalism will be valued by employers.

### **D. Communication Plan/Work with Registered Apprenticeship Programs**

Our key partners in this work include our Training Fund Board of Trustees, the Health Care Apprenticeship Consortium (HCAC) members, Seattle Jobs Initiative, Tacoma Schools, Clover Park Technical College, and our labor partners SEIU Healthcare 1199NW, OPEIU Local 8, and UFCW 21 (Pharmacy Tech trainee and Administrative Positions available to or placements assisted by the candidate having their NA-C). Our future partners are expected to include further local school districts around the state with affiliated local healthcare clinical sites.

Our Board is responsible for setting the organizational direction and deciding how to utilize grants as well as employer contributions to the Training Fund. The employer trustees represent the following nine hospital systems in Washington State: Cascade Behavioral Health, CHI Franciscan (Highline Medical Center), Kaiser Permanente, MultiCare Health System (Auburn Medical Center, Good Samaritan Puyallup, Deaconess Spokane and Valley Spokane), Swedish, Swedish Edmonds, UW Medicine/NW Hospital & Medical Center, UW Medicine/Valley Medical Center and PeaceHealth St. Joseph Medical Center. Our labor trustees represent SEIU Healthcare 1199NW. These employer and union partners directed implementation of the virtual reality-based NA-C program and these participating employers are some of the entities who place students in their 40-hour clinicals and do subsequent hiring.

Seattle Jobs Initiative (SJI) often assists with student barrier removal supports, and job placement navigation. Other similar entities support their proffered students, such as the Seattle Office of Youth Development. SJI brings grant and government based additional resources including computer equipment, software, IT support, access to childcare, books and lab transportation, as needed. SJI and

parallel entities aid in sustainability of support services for the Apprenticeship Preparatory program by leveraging workforce funding including SNAP Employment and Training, access to WIOA supports, and local workforce investments. SJI and similar Community Based Organizations provide the Health Care Apprenticeship Consortium with extra recruiting, placement, IHAP “Health Care Foundations” Phase 1 pre-instruction (a separate 45 hour readiness program), instructor support, and valued interfacing with local Health Care clinical slot providers.

HCAC’s Joint Apprenticeship and Training Committee (JATC) oversees Medical Assistant, Pharmacy Technician, Sterile Processing Technician apprenticeship programs and is made up of representatives from OPEIU Local 8, UFCW Local 21, SEIU 1199NW, UW Medicine, Kaiser Permanente, MultiCare, and Swedish. HCAC and their participating employers look to the IHAP NA-c completers to find candidates for these apprenticeship program. Recently added apprenticeship occupations include Behavioral Health Technician (which includes/needs the NA-C), Peer Counselor, and Substance Use Disorder Professionals, all of which benefit from having participants with their NA-C certificates. The HCAC JATC will oversee this apprenticeship preparatory program.

Clover Park Technical College is the current technical college offering college credit or credit or prior experience for the NA-C program. This is an 8 credit program (Course: ANAP-108, 8 cr). By way of example, HCAC has been partnering with Tacoma Public Schools, annually enrolling TPS high school students in this program, assisting them completing their NA-C, gaining college credit, and joining the workforce in readiness for further study and apprenticeships.

In addition to the listed partners, the Training Fund is part of the larger Washington State workforce system. Next steps include broadening of systems integrated with the Regional Networks and Educational Service Districts to support this foundational healthcare industry workforce planning and development. The Training Fund is a resource to connect community members to healthcare jobs that provide employee benefits and educational support for career advancement opportunities.

Our partnership with supporting employers will provide opportunities for the graduates as the participants complete the program. Clinicals serve as screening methods for employers for initial employment, and incumbents are prioritized for apprenticeship slots. Clinical Hosts plan to accept some, or all, of the qualifying NA-C training program candidates upon completion as immediate hires, and as new apprentices.

The Training Fund has built-in member supports that will be provided to all participants who are advancing from initial unskilled placements. Making education a right and not a privilege comes through practical supports such as direct tutoring support, implementing I-BEST classes, English Language Learning workshops, one-on-one career and education navigation and fundamentally addressing the cost associated with education. The direct navigation and tutoring support allows the Training Fund to address members’ individual barriers and work to find custom solutions.

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## **E. Safety Training**

Safety training on all aspects of the job - from equipment use, handling hazardous materials, infection control and preventions, working with patients and personal protective equipment - is included in the on-line content, laboratory and clinical instruction.

All instructors have the necessary OSHA/OOMN-500 credentials.

## **F. Employability**

All participants will take the National Nurses Aide Assessment Program (NNAAP) exam at the end of the program in order to become certified Nurses Aides. This is a combination written and hands-on exam that covers 23 technical skills.

With successful completion of the HCAC program and the NNAAP exam, candidates obtain their Washington State Department of Health/Nursing Care Quality Assurance Commission Nursing Assistant – Certified certificate.

The demand for Certified Nursing Assistants (NA-Cs) is growing faster than for workers in nearly every other job. The U.S. Bureau of Labor Statistics estimates a increase of 9% in NA-C placements through 2028. (The average rate of job growth for other occupations is only 5%). New NA-Cs are needed to meet the care needs of the aging baby boomer population. It is predicted that the demand for NA-Cs will remain constant at in-patient care centers, decrease slightly at ambulatory/outpatient care centers, and increase dramatically at long term care facilities and home health care environments (source: Center for Health Workforce Studies, UW School of Medicine).

NA-Cs are in high demand throughout Washington state. Washington State’s population is growing and aging: the overall population is expected to increase from 6.8 million in 2012 to 8.2 million by 2030, and the elderly population (age 65 and up) will double.

Certified Nursing Assistants are in high demand throughout the state. In 2022, it was projected that there would be nearly 5,000 open positions. The median starting wage is \$21.00 per hour. There is a projected five-year career path to Medical Assistant and Licensed Practical Nurse positions with a median salary of \$23.25 to \$29.40 per hour (source: “Health Workforce Council: 2021 Annual Report”).

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		Annual Salary (Average for WA)	75th Percentile Salary (Growth)	Average Annual Openings in WA (2018-2022)
1	Certified Nursing Assistant	\$40,320	\$44,160	4,963
	Medical Assistant [uses NA-C skills but not in direct Nursing sequence – a start toward other positions in healthcare	\$45,076	\$51,334	2,587
2	Licensed Practicing Nurse	\$59,197	\$65,603	786
3	Registered Nurse	\$88,026	\$103,896	5,690
4	Nurse Practitioner	\$129,646	\$149,323	452

(Salary data retrieved from: <https://washingtonstem.org/labor-market/>)

Over the period of 2019 to 2022, Nursing Homes and Skilled Nursing Facilities reported that Nursing Assistants were the number one or number two “[t]op occupations cited as having exceptionally long vacancies”. In fact, Nursing Assistants make up 36 percent of the entire workforce in U.S. nursing homes. Nursing Assistants and Licensed Practical Nurses are in scarce supply, and their numbers have been dropping while demand has been skyrocketing. Since 2016, the number of Washingtonians aged 65+ has increased by 24.3 percent, while the number of actively credentialed Nursing Assistants and Licensed Practical Nurses has declined by 4 percent and 4.8 percent respectively. (source: “Health Workforce Council: 2021 Annual Report”)

COVID-19 accelerated longstanding staffing shortages. In October 2020, the Department of Health estimated that approximately 8 percent of total COVID-19 cases and 55 percent of total COVID-19 deaths in Washington were associated with a LTC facility. These statistics included employees as well as residents and visitors. (source: “Health Workforce Council: 2021 Annual Report”)

Since this occupation internally has limited opportunities for advancement, stable pay and physical demands, many nursing assistants are expected to pursue higher formal training. This will result in more job opportunities – first steppingstone entry points - for those who have the right training and meet Washington state's examination requirements. Most nursing programs in the state require the industry recognized NA-C/CNA certificate as a pre-requisite.

## **G. Physical fitness**

All program participants must be able to meet all of the physical demands of working with patients in a health care facility environment, whether that be a hospital, clinic or long-term care setting. Participants are supported/coached in the physical/ergonomic aspects of the NA-C work, and the program provides accommodation supports for participants.

## **H. Math skills**

All program participants will have completed basic math skills courses at the secondary level. Certain basic math and data entry are part of the program.

## **I. Program Endorsement Letters**

See Articulation Commitment Letter from the Health Care Apprenticeship Consortium



**Health Care Apprenticeship Consortium** | 15 S Grady Way Ste. 321 | Renton, WA 98057

(425) 902-8654 (Direct/Cell) | (425) 255-0315 (Main Office)  
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Rec 12/5/2022

*AN*

*Teri Gardner 12-5-22*

STATE OF WASHINGTON  
DEPARTMENT OF HEALTH  
Nursing Care Quality Assurance Commission  
PO Box 47864 Olympia, WA 98504-7864

December 9, 2020

Megan McQuade  
Health Care Apprenticeship Consortium  
15 S Grady Way, Suite #321  
Renton, WA 98057  
[mmcquade@healthcareerfund.org](mailto:mmcquade@healthcareerfund.org)

Dear Ms. McQuade:

Your nursing assistant training program meets the minimum requirements established by the state of Washington standards for nursing assistant certified training programs. The program is required to participate in a renewal process every two years. As director of an approved program, you must inform the Nursing Care Quality Assurance Commission and the Department of Health and Social Services (DSHS) of changes in Program Director or Instructor(s) or in overall curriculum plan or major curriculum content prior to implementation.

**The approved curriculum hours are as follows:**

**Theory Hours – 50**

**Laboratory Hours – 40**

**Clinical Hours – 40**

**Total Training Program Hours – 130**

Pearson VUE administers the nursing assistant competency exam in Washington State. Your training program number is **52093**.

Per review of your application, you meet qualifying standards for Program Director of this nursing assistant training program, as identified in WAC 246-841-470.

The following applicant(s) for instructor meet(s) qualifying standards for Instructor in this nursing assistant training program, as identified in WAC 246-841-470.

- Sheila R. Harris
- Manuella N. Okantey

For Program Director and Instructor positions, the Program must ensure that any other applicable requirements are met PRIOR TO actual employment. Other requirements may include a current criminal background check and approval by other state regulatory bodies.

Your new program is approved through **09/30/2022**. You are required to submit a renewal application and supporting documents 90 days prior to renewal.

A master DOH Certificate of Completion is attached or will be emailed to you. Please ensure that you use the new program number listed above when you complete your Certificates of Completion for the training program.

For questions, please contact Stephanie Bryant at 360-236-4792 or [stephanie.bryant@doh.wa.gov](mailto:stephanie.bryant@doh.wa.gov) or Kathy Moisio at 360-236-4712 or [kathy.moisio@doh.wa.gov](mailto:kathy.moisio@doh.wa.gov).

*<Sent via email on behalf of Kathy Moisio>*

Kathy Moisio, PhD, RN  
Director of Nursing Assistant Programs  
Washington State Nursing Care Quality Assurance Commission

cc: File

*Teri Gardner 12-5-22*

December 2, 2022

Via email: [apprentice@lni.wa.gov](mailto:apprentice@lni.wa.gov)

Washington State Apprenticeship & Training Council  
Attn: Program Manager, Apprenticeship Section  
P.O. Box 44530  
Olympia, WA 98504-4530

Re: Health Care Apprenticeship Consortium  
Nursing Assistant Apprenticeship Preparatory Application  
Articulation Commitment Letter – Program #2169

Dear Council Members;

The Health Care Apprenticeship Consortium, sponsored by the SEIU Healthcare 1199NW Multi-Employer Education and Training Fund, a multi-employer and multi-union registered apprenticeship program sponsor (Program #2169), has apprenticeship programs in Medical Assisting, Pharmacy Technician, Central Sterile Processing Technician, Behavioral Health Technician, Peer Counselor, and Substance Use Disorder Professional occupations.

The Consortium hereby provides the articulation commitment that graduates of the Nursing Assistant Apprenticeship Preparatory Program with their NA-C certifications, as proposed by the Consortium, will at minimum be interviewed by participating employers for the apprenticeship occupations of Medical Assisting, and Behavioral Health Technician. The NA-C certification is a direct infill towards these occupations. We believe candidates with their NA-C's will gain interviews for the other occupations as well based on their having the Washington State Nursing Assistant – Certified certification.

Pursuant to WSATC Administrative Policy 2012-03, we affirm that this apprenticeship preparatory program provides quality education and related work preparation experience exceeding the minimum qualification standards for our referenced apprenticeship programs.

Please let us know if you have any questions regarding this commitment.

Very Truly Yours,  
Health Care Apprenticeship Consortium/SEIU Healthcare 1199NW Training Fund

*Mark S Beaufait* 2022-12-03

Mark S. Beaufait, Director of Educational Programs

Cc via email: Aubre Nelson, [nelb235@lni.wa.gov](mailto:nelb235@lni.wa.gov)  
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