

Bridges to Healthcare Rochester: Collaboration is Key



LIVE UNITED

Workforce
DEVELOPMENT, INC.

*The Workforce Development Board
of Southeast Minnesota*





**COLLABORATIONS &
DEVELOPING PROGRAMMING**

FASTTRAC

Help educationally underprepared and diverse group of adults succeed by integrating basic skills education and career-specific training

Bridges to Healthcare Demographic highlights	
Non-White Adult Learners	51%
English as Secondary Language	35%
Documented Disability	10%
No Significant Work History	23%
Receiving SNAP Benefits	35%
Receiving TANF Benefits	14%
Parent in One-Parent Family	30%

Languages Represented	
Amharic	Lithuanian
Arabic	Portuguese
Bengali	Rumanian
Chinese	Serbo-Croatian
English	Somali
French	Spanish
Hindi (Urdu)	Swahili
Hmong	Tagalog
Khmer	Thai (Laotian)
Korean	Vietnamese
And others	

FastTRAC is a collaboration between a number of partners who align limited resources towards meaningful long-term outcomes for adult learners

FASTTRAC

Partners:

- WDI, RCTC, Hawthorne and United Way

Advanced Hospital Nursing Assistant

- Awarded June 2011 – March 2013

Welding

- Awarded June 2012 – March 2014

Healthcare Skills

- Awarded October 2013 – March 2015
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B2HC

Department of Labor - Trade Adjustment Assistance
Community College and Career Training (DOL
TAACCCT)

January 2011 –

- Application submitted by 8 college consortium

Grant Award Timeline

- October 2011 – September 2015



B2HC

Grant period October 1, 2011 – September 30, 2015

Vision: Individualized job training experience connecting diverse populations to supported career pathways in Health Care and Allied Health

Strategy: Utilize an innovative support system (from assessment to job placement) that allows student to enter and exit job training, developmental education and support services at various points based on their individual academic and personal assessments.



B2HC PARTNERS

Workforce Development Inc

Hawthorne

Mayo Clinic

Olmsted Medical Center

Spring Valley Senior Living



B2HC GOALS

Utilize the IBEST (FastTRAC) Model

- Develop bridge programs in partnership with Hawthorne Education Center (ABE)
- Transition Hawthorne Cohorts to RCTC
- Develop fully integrated courses in partnership with Hawthorne Education Center

Develop a credit based program in partnership with employers

Increase retention, completion and placement



PATHWAYS TO PROSPERITY

Grant awarded

Partners:

- WDI
- Hawthorne
- RCTC
- Mayo Clinic
- United Way

**GOOD PARTNERSHIPS AND
SEAMLESS SERVICES**

LESSONS LEARNED

Crucial Roles:

- Navigators
- Advisors
- Integrated instructors
- Employer partners

Seamless transitions

- Articulations between Hawthorne and RCTC (Study skills, CNA, English, Reading)
- Integrated coursework with Hawthorne and RCTC staff co-teaching

Familiar faces & physical presence with Navigators, Advisors & Employers

LESSONS LEARNED

Regular Communication

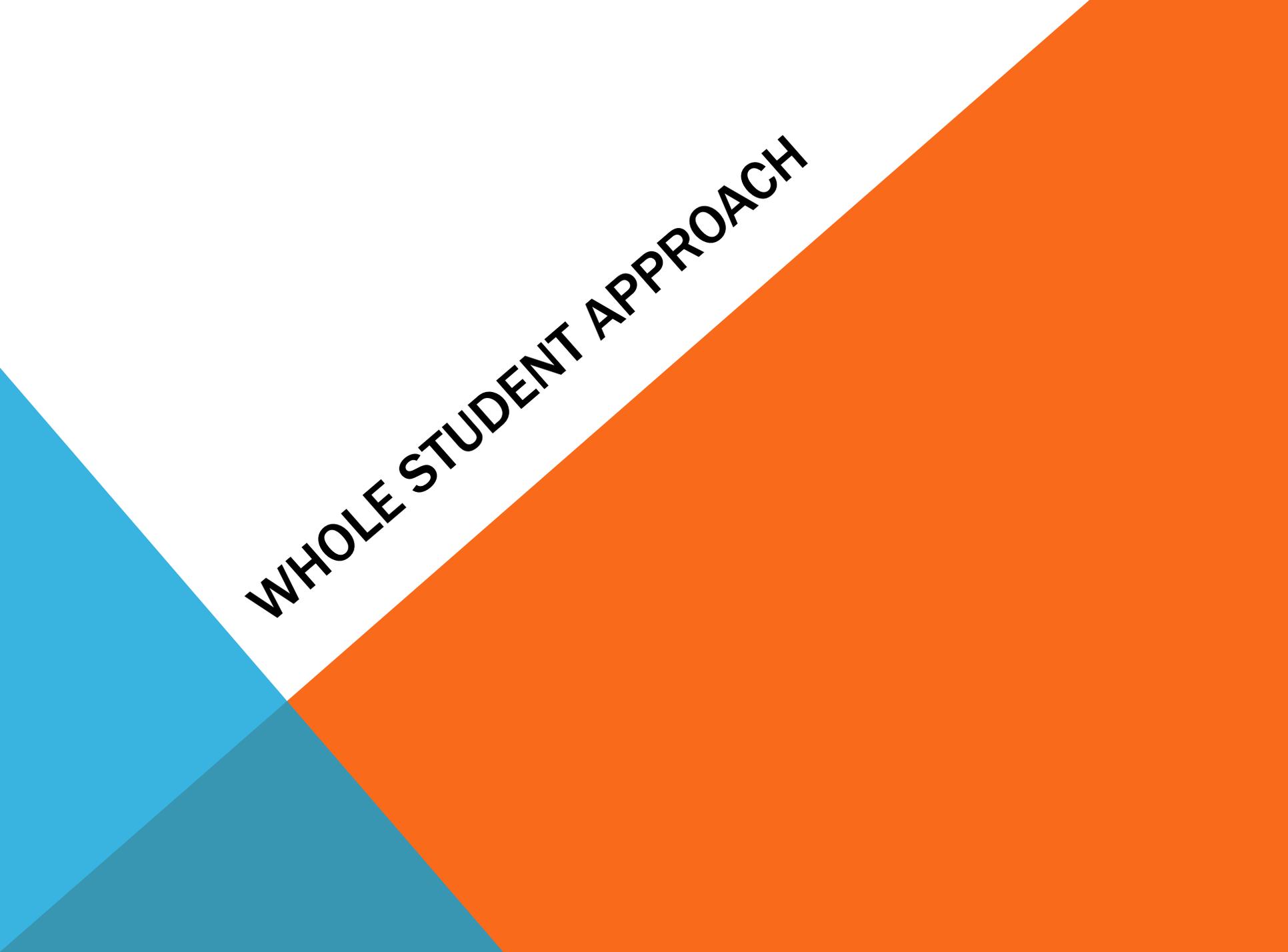
- Monthly team meetings
 - Class holds, articulations, student needs, continual improvement
- Employer presence
 - Outlook, mock interviewing, site tours, support
- Communicate with students- group orientation sessions
- Classroom visits at Hawthorne and RCTC
- Follow up and job placement after graduation

Focus on student & Commitment to Success

- Always coming back to the table
Graduation ceremonies & celebrating successes

Stay in your lane

- Collaborate & communicate, don't compete, with partners

The background features a diagonal split between white (top-left) and orange (bottom-right). In the bottom-left corner, there are two overlapping triangles: a light blue one on top and a darker teal one below it.

WHOLE STUDENT APPROACH

The resulting Bridges Model

COLLEGE PREPARATION

- English, Reading & Math at Hawthorne ABE
- Career specific coursework
- Academic & career skill building
- Intensive advising for college application, policies, resources & registration
- Career & financial navigation for non-academic issues
- Employer engagement

TRANSITION TO COLLEGE

- Integrated instruction
- Mandatory lab time
- Continued intensive advising, career and financial navigation

STACKING CREDENTIALS

- Earn and learn model
- Celebrating graduates

INTAKE AND CAREER ASSESSMENTS

- Assess college readiness
- Career counseling
- Career & financial navigation for non-academic issues

TRANSITION TO EMPLOYMENT

- Job placement assistance
- Follow up
- Employer commitment



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Rochester
COMMUNITY AND TECHNICAL
College

NAVIGATORS- AT HAWTHORNE AND COLLEGE

- A college navigator is a case manager and advocate for students
- A navigator provides holistic advising, career planning, and academic retention strategies
- A navigator will look at all aspects of a student's life (physical, mental, social) to find possible issues that may prevent the student from being successful in college such as: Family crisis, Childcare, Legal issues, Lack of educational or emotional support, Lack of confidence, Health Issues, Financial issues, Lack of realistic goals
- Navigators will be proactive and give the student support mechanisms (tools to navigate the college system) that can help resolve issues and prevent further issues from arising.
Provide referrals to organizations that help with childcare, utility bills counseling, housing, etc.
Connect student to college resources and Workforce Center to help with career goals.

NEW ROLE- FINANCIAL NAVIGATOR

- Team recognized many students were unable to participate in the program due to unpaid debts
- Financial navigator helps students to complete FAFSA, deal with student loans and college debts, understanding credit score, building and improving credit, making a budget and managing cash flow, setting goals for college and unexpected emergencies

ADVISORS- AT HAWTHORNE AND RCTC

- The advisors help with college application, scheduling classes, creating an academic plan, completing financial aid documents, explore earning credit for past learning, navigate college procedures, understand college policies, and connect you with campus resources.



INSTRUCTORS- AT HAWTHORNE AND RCTC

- Hawthorne staff teach college preparation coursework such as Computers, Medical Terminology, Psychology, Study Skills, Online learning, English and Reading.
 - Hawthorne staff integrate and follow the students to the college courses. Essentially they co-teach with the RCTC staff. Students are mandated to participate in computer lab time with their integrated instructor to get their assignments done.
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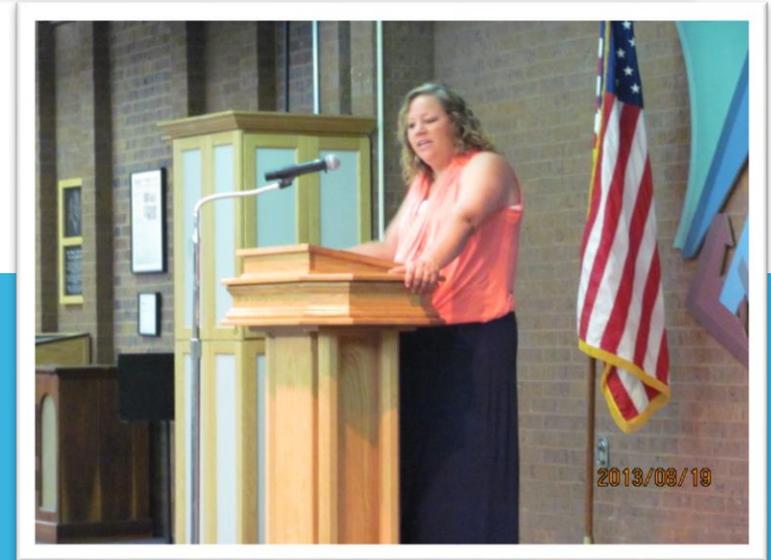
EMPLOYERS

- Provide employment presentations, mock interviewing and job shadowing/tours
 - Give students a feeling about demand for the careers, motivation to succeed and confidence about getting hired
 - Presence at graduation ceremonies/commencements
 - Feedback about hiring opportunities
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"I am a graduate of the FastTRAC Advanced Hospital Nursing Assistant program. I cannot write or express how this program has helped me grow. I can go on and on but there is not enough time or paper. I moved to Rochester Minnesota in the summer of 2012. The advisors of this program they walk you through it and also give you financial support as well as a friendly ear. They treat you with dignity and respect. The program itself teaches the acquired skills needed to go into the nursing field. As a single mom this program helped me gain motivation. The instructors help you out. They develop a relationship with us as individuals. It's the first stepping stone to a career in nursing" –*Denise Edwards, Advanced Hospital Nursing Assistant*

"The program really does provide a bridge to help you succeed. My navigator and professors are that bridge. Part of the problem at [my previous college] was that my personal life was in so much chaos that my grades were failing. I couldn't separate my personal life and leave my problems at the door when completing school work and going to class. I couldn't concentrate. The best thing about this program is that our security is looked after in all of the aspects of our lives not just school. This program bridged a path of success and sustainability for me and my family. I have learned that I am capable and I can do it! There will be no greater feeling than completing the program and framing my diploma. My daughter will see that I finished the program and I hope it will inspire her to do great things with her life" - *Amber Massaglia, Administrative Clinic Assistant*

"Hawthorne Education Center and the Bridges to Healthcare are a gift from Heaven to me because it changed my life in the best positive way. God bless every person who make possible people to pursue their dreams and feel useful to the society." – *Rossana Gomez Ebling, Administrative Clinic Assistant*





October 2013- January 2016

- **There have been 251 (total) students served. 155 have exited the program. There are 96 currently enrolled/active participants.**
 - **Students have earned 189 credentials, including many stackable credentials and dual majors.**
 - **85% of students have left the program for Employment and/or Continued Education.**
 - **At program exit, 74% of students obtained employment directly related to their training program.**
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- **Students employed at program exit were hired for an average of 32 hours per week. College graduates starting wage \$15- \$18 per hour.**
- **Many students come back to take another step up on the career ladder**
- **Bridges to Healthcare students have been hired by 51 employers across the region. Top employers include: Mayo Clinic, Samaritan Bethany, Inc., Golden Living Centers, Hiawatha Homes, and Madonna Living Community.**
- **43 Bridges to Healthcare students have been hired at Mayo since October, 2013 with an 84% retention rate as of January 2016. At least 89 Bridges to Healthcare students have been hired at Mayo since program inception.**

The Bridges to Healthcare program has been recognized:

- **University of Minnesota’s Humphrey School of Public Service “Innovations in Public Policy” Award**
- **Minnesota Campus Compact President's Award**
- **Harvard University’s Ash Center for Democratic Governance and Innovation at the John F. Kennedy School of Government, as one of its 2015 “Bright Ideas”**



QUESTIONS?