



EMPLOYMENT AND TRAINING ADMINISTRATION
UNITED STATES DEPARTMENT OF LABOR



H-1B Rural Healthcare and One Workforce Grantee Virtual Convening

Session 3: Rural Healthcare Participant Support Services

February 1-2, 2022

H-1B Rural Healthcare Grantees



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coastalcounties.org



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<https://www.dartmouth-hitchcock.org/>



<https://www.communityhealthit.org/>



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<https://www.region4workforceboard.org/>



<http://www.wcahec.org/>

Workforce Development Board of
Herkimer, Madison and Oneida
Counties



<https://www.working-solutions.org>



<https://www.coloradonursingcenter.org/>



<https://workforcesolutionsrca.com/>



Session Moderator



AYREEN CADWALLADER

Workforce Analyst & H-1B Rural Healthcare Grant Lead

Division of Strategic Investments, Office of Workforce Investment, Employment and Training Administration

Today's Objectives



DISCUSS STRATEGIES FOR
PROVIDING EFFECTIVE
PARTICIPANT SERVICES



SHARE SOME MODELS
AND APPROACHES THAT
WORK



WHAT SERVICES ARE
BEING OFFERED AND
HOW IT IS OFFERED



ASSESSMENT TIPS



Today's Speaker



Jillian Sample

Director of Programs
**Coastal Counties Workforce,
Inc.**



Jan Carver, MSHS, RDH

Project Coordinator
**California Rural Indian
Health Board, Inc.**

Erienne Ramos, MPH

*Provider Outreach
Coordinator*
**California Rural Indian
Health Board, Inc.**

Coastal Counties Workforce, Inc.

Maine Rural Healthcare
Partnership (MRHP)

*Practices in
Assessment, Case
Management, and
Provision of Support
Services to
maximize training
retention and job
placement*

February 1, 2022

Coastal Counties Workforce, Inc. (CCWI)

Brunswick, Maine

USDOL awarded H-1B Rural Healthcare Grant to CCWI in January of 2021.

CCWI is a local workforce board, one of three in Maine, serving 50% of Maine's population.

Maine is the most rural state in the nation; it is also the oldest.

CCWI developed the Maine Rural Healthcare Partnership (MRHP) in response to the healthcare workforce shortages in the state.



Goals of Maine Rural Healthcare Partnership

- Address workforce shortages in rural areas by delivering innovative and virtual models that train workers for in-demand occupations providing direct patient care
- Reduce technology barriers that limit participation of students in rural areas
- Increase student retention and completion of healthcare training programs through access to supportive services, career advising, and remedial academic preparation
- Grant will serve 480 participants through education and training programs, and connection to training-related employment. Of those 480, 48 will be incumbent workers.

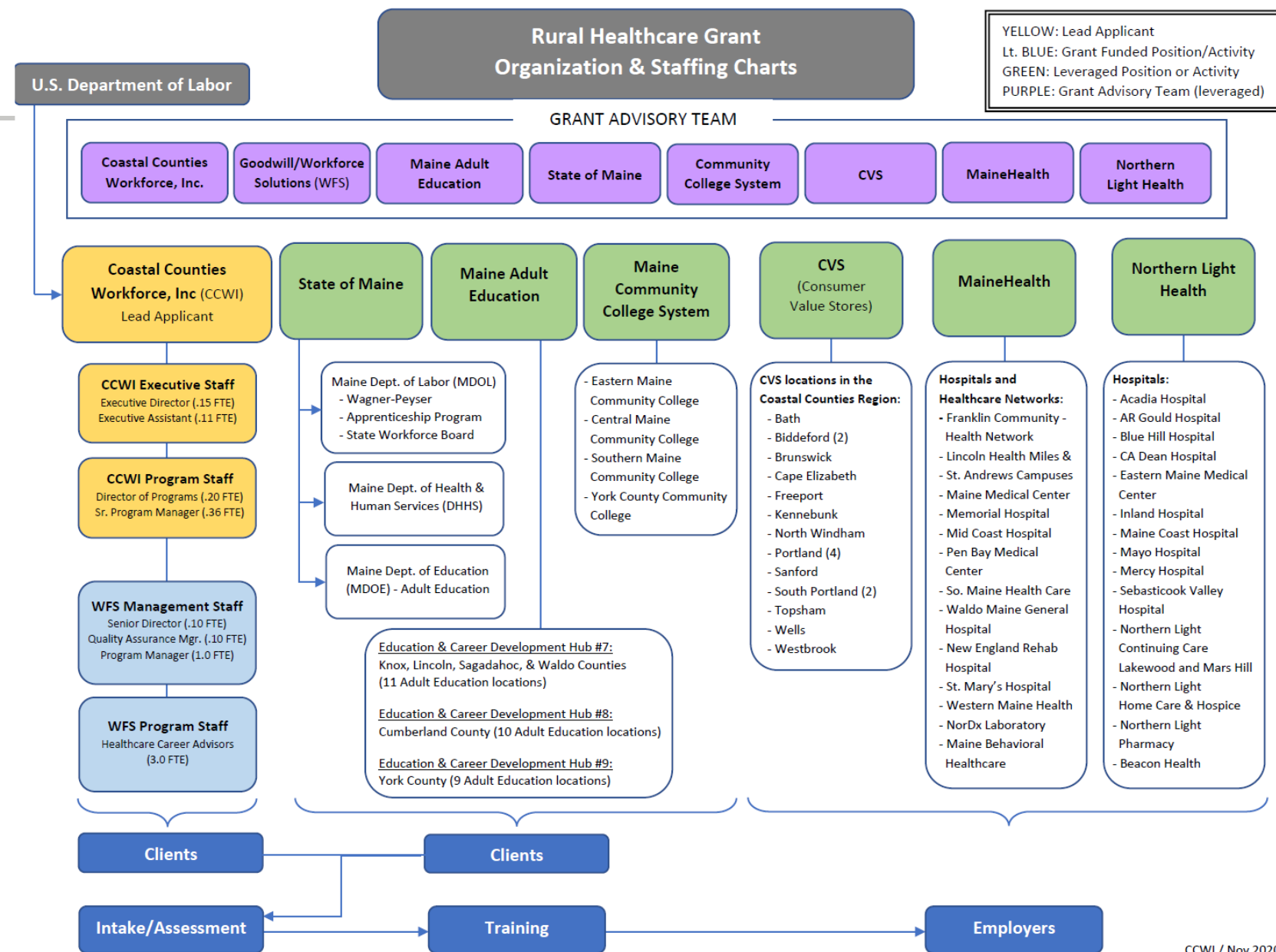


MRHP Program Model

- The grant aims to train workers on career pathways in Nursing and Pharmacy, focusing on four occupations: Home Health Aide, Nursing Assistant, Medical Assistant, & Pharmacy Technician.
- Workforce Solutions (Service Provider for grant) has deployed Healthcare Career Advisors throughout the Coastal Counties region to offer holistic and high-quality support to students interested in healthcare training.
- Career Advisors will support individuals' acquisition of and persistence through in-demand healthcare training programs, and help connect participants to employment, utilizing work-based learning strategies, when appropriate.
- Career Advisors will also implement best practices in supporting remote, virtual, and hybrid students, and equipping rural and under-resourced students with the technology they need to be successful.



MRHP Organizational Chart



Coastal Counties Workforce, Inc. H-1B TechHire Partnership Grant



TechHire – H-1B grant awarded by USDOL to CCWI



5-year grant – July 1, 2016, to June 30, 2021



CCWI administered the grant throughout the State of Maine



Goal was to connect youth (17-29) to training and careers in IT and computing



Challenges encountered early in the grant

Low training completion rate

- Participants lacked the necessary foundational digital literacy skills to be successful
- Low pass rate on credential exam
- Existing training modalities did not meet participant need

Applying Lessons Learned to MRHP



Digital Literacy and Online Readiness

Standard assessment used on all clients during intake

Working with partners during program roll out to learn in real time and make responsive changes



Proactive in discussing employer partnerships with training providers

Higher standards for employer engagement



Career Advisors supporting students in studying for credential exams

Funding access to practice exams through support services



MRHP Case Management Practices

- Geographic specialization allows for intentional partnership building.
- Healthcare Career Advisors network with training providers and employers in their part of the region, intending to support students throughout their time in the program and to coordinate services.
- Discussions around the importance of connection with, and placement at employers happens with clients from very beginning.
- Digital literacy conversations happen for clients going to in-person training, as well as hybrid or remote. Planning and ensuring client readiness for unknown and change in training modality is standard.
- Provision of support services in grant, specifically includes technology required for remote and hybrid learning.
- Created a laptop loaner program.



MRHP Early Learnings

- Fall classes were hybrid to allow for in-person clinicals and remote instruction.
- Employers are engaged on both the local level in implementation and the high-level strategy work.
- Support for remote students is more broadly available than anticipated.
 - National Digital Equity Center provides free laptops.
- Workforce shortage is affecting training opportunities for clients.



Discussion

Unmute your audio or use the chat window
to engage with your peers!

California Rural Indian Health Board

Rural Healthcare Partnership

*Committed to the
needs and interests
that elevate and
promote the health
status and social
conditions of the
Indian people of
California.*

The California Rural Indian Health Board, Inc. (CRIHB)

A network of 18 Tribal Health Programs (THP) representing 59 Tribes. The THP are controlled and sanctioned by Indian people and their Tribal Governments.

CRIHB is committed to elevating and promoting the health status and social conditions of the Indian People of California.

CRIHB does this by providing advocacy, shared resources, training, and technical assistance that enhances the delivery of quality comprehensive health-related services.

Unique Needs of California Tribal Population

Remote locations

Lack of job opportunities

Lack of local training programs

Poverty

Rural Healthcare Trainings

Diabetes Educators

- Enroll 20 per year, with 18 graduating

Community Health Workers (CHW) / Community Health Representatives (CHR)

- Enroll 20 per year, with 18 graduating

Clinical Medical Assistants (CMA)

- Enroll 18 per year, with 16 graduating

Program Recruitment

- Temporary Assistance for Needy Families (TANF)
- Tribal Health Programs HR department
- Tribal Health Program Directors
- Email list of former students, applicants, and interested folks
- CRIHB social media
- CRIHB webpage
- Program partners
 - California Indian Manpower Consortium
 - Northern California Indian Development Council

Supportive Services to Reduce Barriers to Participation

- Tuition
- Books
- Supplies
- Expenses for in-person classes
- Stipends

Supportive Services: Stipends

- Paid directly to participants
- Capped at \$1,000 per year per participant
- Categories:
 - Housing
 - Utilities—heating, electricity, internet
 - Cell phone
 - Groceries
 - Childcare

How it Works

- Established policies and procedures
- Orientation webinar
- Needs assessment in program registration
- Email follow up with next steps
 - W-9
 - Direct deposit information
 - Required documentation
 - Rental agreement
 - Utility bills



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Questions?

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Thank You!

**Please join us for our
networking session
immediately following this
presentation!**

Need help? Email: ruralhealthcare@dol.gov