



## PROMISING PRACTICE

### Training and Supportive Services

Southern Oregon Health Occupations and Poverty Elimination (SOHOPE) Program at  
Rogue Community College

Portland, OR

## There is HOPE in Southern Oregon for a brighter future.



The Southern Oregon Health Occupations and Poverty Elimination (SOHOPE) program has an ambitious goal of helping 500 participants obtain work in the healthcare field over five years.

To tackle this challenging task, they created a new Completion Specialist position in 2017, and hired Tiffany Malsberger. Tiffany guides SOHOPE's students from the start of their education through employment in Jackson and Josephine counties in Oregon. Her work allows her to explore the different careers available to participants who have completed SOHOPE's certification programs.

Tiffany helps with developing and fine-tuning resumes and cover letters. She also conducts workshops devoted to healthcare resume writing and interview skills. Over the course of these workshops, Tiffany has edited 81 resumes, conducted 52 mock interviews, and helped with over 100

other job-related activities. With her help, more than 50 students have gained employment in the healthcare field.

As the Completion Specialist, Tiffany not only serves participants on a case-by-case basis, she also represents SOHOPE at community advisory meetings and healthcare workforce steering committees. Tiffany's attendance gives SOHOPE a voice in the conversation that helps shape the local healthcare labor market. She also helps the program stay up to date with the skills healthcare employers are looking for in new employees. Additionally, participation in these meetings and committees helps her identify how to better prepare new program graduates for a competitive labor market.

**"I have worked with Tiffany on mock interviewing, resume, and cover letter. My experience working with Tiffany was wonderful especially because I had never interviewed before. I was expected to interview for the Medical Administrative Assistant program and was super nervous. Tiffany helped me practice interviewing and went above and beyond so that I felt confident in myself so that I could interview for anything. I got into the program!"**

**– Amy, SOHOPE participant**

This Promising Practice was self-identified by the grantee and information contained in this document was provided by the grantee.