

Southland Health Care Forum, Inc.



RECRUITMENT

1. High demand health care occupations: Registered Nurses, Licensed Practical Nurses, Certified Nurse Assistants, Clinical Medical Assistants
2. Recruiting approaches: Word of mouth, Comcast TV Community Calendar, and partner referrals
3. Recruitment goal: Currently we have an excess of participants to select from to meet our program objectives

ASSESSMENT, ACADEMIC ADVISING, AND ACADEMIC SUPPORT

1. Tests used: Drug and criminal background testing, TABE, Compass, interview questionnaire, Online Work Readiness (OWRA), and O*Net
2. Learning support available: All students have access to case management, counseling, tutoring, career readiness training, soft skills training, computer training, job placement computer lab and digital access to the internet, peer study group
3. Enrollment goal: 95 students per year (20 RN's, 20 CNA's, and 55 CMA's) (LPN to RN bridge)

EDUCATION AND TRAINING

1. Pre-training courses: TABE testing and remediation, soft skills training
2. Programs offered:
 - A. Certified Nurse Assistant, 7 credit hours
 - B. Licensed Practical Nurse; Registered Nurse (ADN), 8 months, AS
 - C. Clinical Medical Assistant, total 300 hours for license includes Phlebotomy, 90 Hours, certificate; Electronic Health Records, 10 weeks, certificate; and EKG, 80 hours
3. Program completion: 78 students/year (90% completion rate for CNA; 80% completion rate for LPN, RN, CMA)

SUPPORT SERVICES

1. Transportation: Gas cards and bus passes, HPOG Program
2. Tuition assistance: HPOG Program, college financial aid, Pell grant, Workforce Board
3. Tutoring and mentoring: HPOG
4. Food assistance: Referral to SNAP
5. Utilities assistance: Referral to LIHEAP
6. Child Care: Referral to TANF, Head Start
7. Uniforms, supplies, shoes: HPOG Program
8. Other emergency assistance as needed: HPOG

EMPLOYMENT AND EMPLOYER RELATIONS

1. Employer engagement strategies: Contacting partners for employer referrals and calling employers directly; participate in Chamber meetings, healthcare employer networking meetings, and in-service meetings to identify new employment opportunities
2. Employment goal: Employ 62 students per year once they complete training (80% placement rate)



Recruitment Questions

QUESTION ONE: List the five health care occupations that are most in demand in your service area, and the source(s) for labor market information (LMI) that you use for each.

High Demand Occupations for Will and Cook Counties

Registered Nurses

Home Health Aides

Nursing Aides, Orderlies, and Attendants

Licensed Practical and Licensed Vocational Nurses

Medical Assistants

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QUESTION TWO: List or describe your recruiting approach (partner referrals, social media, newspapers, radio, etc). Note which approaches seem to work best.

Program promotion in Southland Health Care Forum brochures and newsletters (Southland Health Care Forum, Crossroads Coalition, Teen Reach, others when available), email announcements (Intra-office Franciscan Alliance health and medical system, e-blasts to current students, employers, organizations and associations) to inform and recruit prospective employers, professional community members, and general public

Presentations and announcements at Chamber of Commerce committee meetings, Business Expo; Illinois Continuity of Care Association meetings, employers, Illinois Department of Employment Security, partner service agencies, to inform and recruit prospective participants, employers, professional community members, and the general public

Best Approach: Word of mouth and community calendar on Comcast cable

QUESTION THREE: List each partner/office/agency assisting with recruitment, describe any specific population target for each partner, and list the recruiting target/number for each.

We are a consortium of over ten hospitals and medical facilities; our network is very large.

St. James Hospital Centers, Chicago Heights and Olympia Fields, Metro South Medical Center, Blue Island, Silver Cross Hospital, Joliet, Advocate Christ Medical Center, Oak Lawn, Advocate South Suburban Hospital, Hazel Crest, Ingalls Health Systems, Harvey, Riverside Health Care, Kankakee, Little Company of Mary Hospital, Evergreen Park

Hispanic Community Partnerships

College and University Partnerships

Annually, over 1300 individuals inquire about our programs at our front desk. There is no recruiting target for any of our partners; we have more people than we can serve at this time with our current programs and funding. Those we can't assist are referred to other potential programs. The following are Southland Health Care Forum training goals:

55 CMA's per year

20 CNA's per year

20 LPN's / RN's per year

275 over the 5-year program

100 over the 5-year program (modified)

100 over the 5-year program (modified)

Assessment, Academic Advising, and Academic Support Questions



QUESTION ONE: List all of the assessment tests, processes, and devices used by your program.

1. Drug and criminal background testing
2. TABE
3. Compass
4. Interview questionnaire
5. Pre-screen through college RN screening process for eligibility

QUESTION TWO: Describe your case management services. Who provides case management, how often do they meet with students, and how does it evolve over the course of the students' participation in the program?

Our team, made up of the intake specialist, case manager, student liaison, internship coordinator, job developer, and program director, interact with students to provide supportive services upon request or as identified. Generally, all students interact with one of the team members bi-weekly depending on which stage the participant is in: intake, training, internship, career readiness, job placement, or job retention process.

QUESTION THREE: List the academic support services offered and describe how students access those services.

All students have access to case management, counseling, tutoring, career readiness training, soft skills training, computer training, job placement, computer lab and digital access to the internet, and peer study group.

QUESTION FOUR: Provide a list of partner organizations, the services they provide, and the number of students each partner is projected to serve.

Southland Health Care Forum is the provider. This service is individualized, services are provided as needed to the best potential provider that is available. We will serve 95 participants per year or 475 over the five year project.

Education and Training Questions



QUESTION ONE: List all development and pre-training courses and experiences, the length of time anticipated to complete, and the name of the delivering partner.

Southland Health Care Forum provides:

BASIC READING, WRITING, and AND NUMERACY: This developmental series includes mathematics, reading, and writing. The high school proficiency series includes reading, writing, and Integrated Math I.

CUSTOMER SERVICE: Employability Skills Series, "Working with People," helps learners develop critical interpersonal skills essential for succeeding in the workforce. Video segments illustrate important problem solving skills and conflict resolution techniques. The learning modules provide practical customer service experience in a real life work setting. Estimated course length: 4-6 hours

LIFE SKILLS: "You Can Make It Happen, Nine Steps to Success" is designed to help individuals obtain a sense of self and which negative and positive experiences/relationships could affect their future. Students are urged to take control; through a series of steps, they create a vision and plan of the action necessary to establish schedules to persist in their quest for a better life. Course length: 20 – 25 hours

QUESTION TWO: List the occupations you train for, the partner(s) that provides that training, the length of the program, the credential awarded, and the projected completers for each.

CERTIFIED NURSE ASSISTANT (CNA):

Partner: Prairie State College

Duration: 7-credit hour program

Credential: Illinois Basic Nursing Program Certificate and state approved Competency Examination

Projected completers: 18 per year (90% completion rate)

LICENSED PRACTICAL NURSE (LPN):

Partner: CAAN / Prairie State College

Duration: 1180 hour program

Credential: Licensed Practical Nurse

Projected completers: 16 per year (80% completion rate)

REGISTERED NURSE (RN / ADN):

Partner: Prairie State College

Duration: 68 credit hour program

Credential: Registered Nurse License (ADN)

Projected completers: 16 per year (80% completion rate)

CLINICAL MEDICAL ASSISTANT (CMA):

Partner: Prairie State College / Medix

Duration: 270 hour program

Credential: National Health Career Association (NHA)

Certified Clinical Medical Assistant (CCMA) national examination

Projected completers: 44 per year (80% completion rate)

QUESTION THREE: Explain how attendance is monitored in the program and how program completion is recorded and communicated.

Attendance is monitored with attendance forms and is provided to us by the instructor. Attendance is taken daily in class and provided to us weekly by the instructors. The records are kept on file and entered into PRS at least monthly.

We are notified by the instructor when a student takes an exam and completes the program. We are given copies of exams/tests and completion certificates. It is also tracked by the State of Illinois.

Note: If student misses more than one day in the CNA class, the person is removed from the program (per state regulations). In the event this happens, we offer the participant re-enrollment at a later date or possibly another program such as CMA or another leveraged training program.



Support Services Questions

QUESTION ONE: List all of the support services provided by your program, and the primary provider(s) of each service (HPOG program or the name of the partner agency), and the number of participants served.

1. Bus passes/fuel card: HPOG Program
2. Tuition assistance: HPOG Program, college financial aid, Pell Grant, Workforce Board
3. Food assistance: SNAP
4. Utilities assistance: LIHEAP
5. Child care: TANF, Head Start
6. Uniforms, supplies, shoes: HPOG Program
7. Other emergency assistance as needed: HPOG

It is projected that all 95 students will receive one or more of these services during their program period.

QUESTION TWO: Explain how service provisions are monitored when a student is referred to a partner organization.

When an individual is referred to an agency for assistance, our staff always speaks to the participant to learn if they received assistance. If not, then we will call the agency to make an inquiry, and/or we will refer the participant to an alternative agency.

Employment and Employer Relations Questions



QUESTION ONE: List your employer partners and how your program engages with each.

We have numerous employer partners; however, our most successful engagement is through internships where employers have the opportunity to meet our students, see how they perform, and hopefully self-place in a position. Some partners include:

St. James Hospital Centers Chicago Heights and Olympia Fields, Metro South Medical Center, Blue Island, Silver Cross Hospital, Joliet, Advocate Christ Medical Center, Oak Lawn, Advocate South Suburban Hospital, Hazel Crest, Ingalls Health Systems, Harvey, Riverside Health Care, Kankakee, Little Company of Mary Hospital, Evergreen Park.

QUESTION TWO: Explain the strategies you will use to engage new employer partners.

We engage employers regularly through professional and student referrals, presentations at public events and meetings, calling both new and existing employers to schedule appointments to meet with them to discuss their hiring needs.

QUESTION THREE: List your employment projections by occupation.

Per year (upon completion):

- Clinical Medical Assistant 35 / 80%
- CNA 14 / 80%
- LPN 13 / 80%
- RN 13 / 80%

QUESTION FOUR: Describe the strategies you use to follow-up with students who have been placed in jobs regarding job retention and wages.

Participants are contacted monthly to discuss how the job is going and if they require any assistance. At that time we request all employment information and update our files and the PRS.