Hostos Community College

CUNY — THE CITY UNIVERSITY OF NEW YORK

DIVISION OF CONTINUING EDUCATION AND WORKFORCE DEVELOPMENT

The Allied Health Career Pipeline Program

HPOG Case Management
July 2021

PROUDLY FUNDED BY
HPOG
OFFICE OF FAMILY ASSISTANCE

About the Allied Health Career Pipeline Program

- Part of the Division of Continuing Education and Workforce Development at Eugenio Maria de Hostos Community College of The City University of New York

- Both First and Second round Grantee

- Located in the South Bronx in New York

- Trains individuals to become Health Information Technicians (HITs), Community Health Workers (CHWs), Home Health Aides (HHAs), Patient Care Technicians (PCTs), and New York State Certified Nurse Assistants (CNAs).

Resources of the Program

One on One Case Management

• The case management team can help you with any personal issues and with class work.

COVID-19 Remote Learning and Resources

• In response to the COVID-19 pandemic, most classes will be held remotely.
• Students will be supplied with electronic books, and if required technology support to access the online classroom.

Training expenses covered by the program

• Students do not pay for the exams, all state/national exam fees for licensing covered.
• All textbooks, uniforms and materials are included.

Metro Cards

• Eligible Students receive weekly Metro Cards.

Career Services

• The career services team is the bridge between your classroom and employment.
• Introduce you to employers while still training.

Externships and Internships

• This is an opportunity for students to gain valuable work experience and possibly land a job depending on performance.
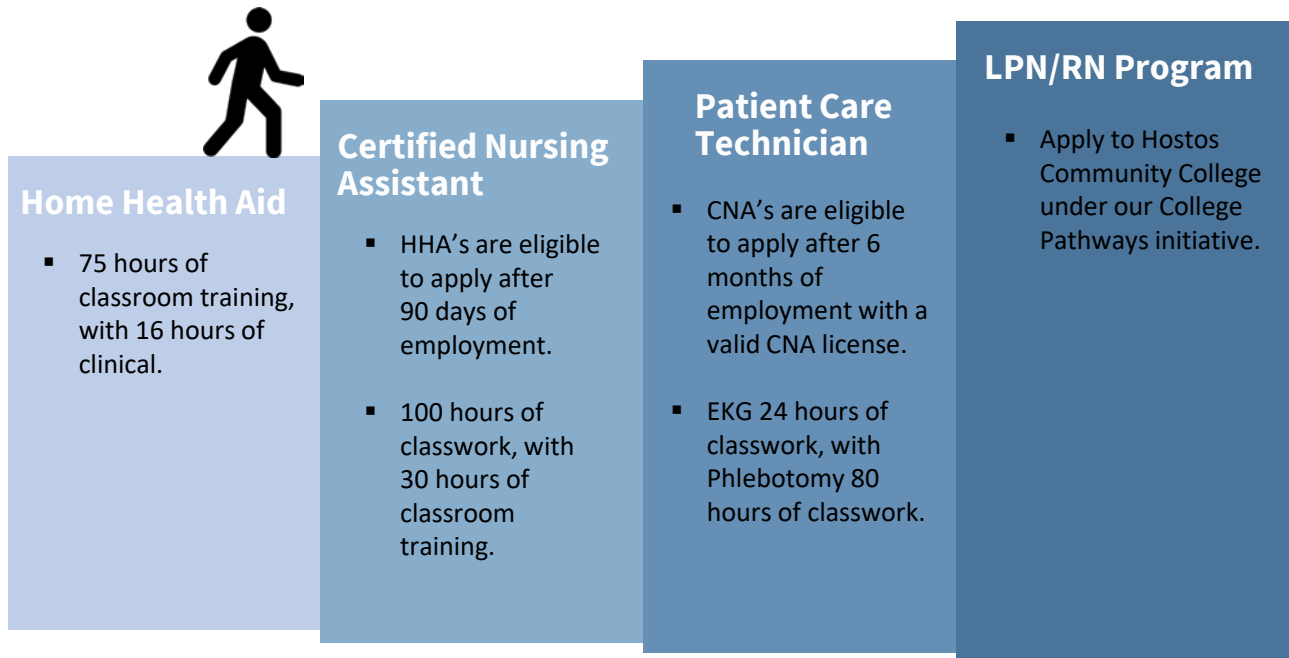
Childcare Assistance

• The program will offset the cost of a licensed childcare provider chosen by the student.

College Pathways

• Receive guidance to enroll into college.
• The program will pay the CUNY application fee for first-time college students.

Career Pathways (Upgrading skills)

Home Health Aid

- 75 hours of classroom training, with 16 hours of clinical.

Certified Nursing Assistant

- HHA's are eligible to apply after 90 days of employment.

- 100 hours of classwork, with 30 hours of classroom training.

Patient Care Technician

- CNA's are eligible to apply after 6 months of employment with a valid CNA license.

- EKG 24 hours of classwork, with Phlebotomy 80 hours of classwork.

LPN/RN Program

- Apply to Hostos Community College under our College Pathways initiative.

Ronaldo Pimentel

- Native of the Bronx and it has been a great experience to work with my community.

- Case manager for over 10 years.

- With the Hostos Community College Pipeline Program for 5 years.

- I have worked with over 500 students at the Pipeline Program during this time.

- I have experience with working with the public assistance system with my previous employments.

Student Struggles

- Helped students with their **rental arrears** by referring them to the appropriate agencies.

- Provided students with **child care assistance** so they can attend the program.

- Provided students with **grief and healing counseling** due to a lost of a family member.

- Provided students with **transportation support** to and from the program.

HIT Student Yamilet

- Yamilet grew up in the south Bronx in a low income family home. Raised by a single mother, her mother's hard work and ability to maintain the family gave Yamilet the strength to pursue a career and become financially stable.

- She is a independent young woman with no kids trying to be successful in life. She wants to be able provide for her family and children in the future and pass down the knowledge she has received.

- Her main goal with the program was to enhance her professional skills and further her health care career. Her plan is to climb the career latter in the hospital setting and one day be an executive manager at a hospital.

- Yamilet started our Health Information Technology program in 2019 and she completed the course work through the pandemic in 2020. She was able to transition from in person classroom learning, to a virtual course taught in a ZOOM classroom. The transition was tough for her but she was able to manage it.

During the program

- Yamilet quit her job to complete the Health Information Technology course and further her career in the health care field. She spent her savings to pay her rent and then even sold her car to make sure her rent was paid.

- She received help from public assistance until she completed the program.

- She was provide with books, transportation, and other supports necessary for her to succeed in the class without her having to spend money of her own.

Case Management Assistance

- Referred Yamilet to receive assistance with her rental arrears so she could focus on completing the program.

- Provided grief counseling for the loss of Yamilet's best friend. She was strongly affected by this, but CM provided the right support to build her strength to complete the program.

- CM provided her with additional study materials and scheduled study sessions with the instructor.

After the Course

- Yamilet completed the program and earned great grades in the Health Information Technology class.

- CM provided her with a reference letter so she could gain employment in the health care field.

- She started to work with the career service team and landed a job at Harlem Hospital using the skill she learned in class.

- She is now working as a financial counselor for the patients and clerical assistant.

- Yamilet has previous employment experience in the hospital setting but she came to the pipeline program to elevate her career to the next level. She now knows how to do data entry for the patients.

Current Status

- She is happily working at Harlem Hospital

- Holds a full time position and she gets along great with everyone.

- Her salary rate is at $23 per hour and that is not including the time and a half overtime she is eligible for.

- There is room for growth at her current hospital setting and she is thankful for the HOPG pipeline program has helped her develop the skills for hire.

Best Practices as a Case Manager

- Weekly contact with students at least once a week to strengthen their academic experience

- Monthly case management workshops for all the students enrolled. Some of the topics are Post Pandemic Employment, Test Anxiety, Importance of Communication, and Self Care.

- Crisis management by isolating the issue and navigating all possible outcomes to come to a positive resolution.

- Help participants work independently to complete the program and all its requirements.

Summary

- As a Case Manager for the pipeline program I have been able to change many lives by the support and help I have been able to provide to our students. We always inform our students once you become a pipeline student you will always be a pipeline student. We will always be here to help and assist in any which way to help them further their career in the health care field.

CONTACT US

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HPOG is a study funded by the federal government which is being conducted to determine how these training opportunities help people improve their skills and find better jobs. During the study, all new eligible applicants will be selected by lottery to participate in these training opportunities. Not all eligible applicants will be selected to participate in these opportunities. This document is supported by Grant #90FX0039 from the Administration for Children and Families, U.S. Department of Health & Human Services (HHS). Its contents are solely the responsibility of the authors and do not necessarily represent the official views of HHS. https://www.acf.hhs.gov/ofa

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