

# Montefiore



**Health Profession** Opportunity Grants

# WHAT THE PRACTICE IS?



## Employer Integration and Customer Focus

- HPOG creates and maintains a deep integration into the operation of our employer partners
- Offer supports to participants and employer partners that improve the company's employee relations
- Extends partner's human resource functionality

**“POSITIVE  
INTERACTIONS, BREED  
POSITIVE RESULTS.”**

*- Unique Wynne*



## **Employer Integration and Customer Focus**

- Montefiore HPOG’s “commitment to provide services, assistance and support to the community as well as improving the quality of life of our participants” – Cynthia Mojica.
- How is this accomplished?
  1. Build and maintain strong relationships with our partners.
  2. Make a connection with the participants and advocating for them when they need assistance
  3. Treat the participants with respect and compassion
  4. Develop strong relationships with Community Based Organizations

**“FROM MONTEFIORE’S  
REACH AND INFLUENCE,  
ALLOWING US TO  
COMMUNICATE WITH AND  
CREATE NEW  
PARTNERS.”**

*- Richard De La Vega*



## **What Does Employer Integration and Customer Focus Look Like in Practice?**

- The Montefiore Medical Center HPOG Team is comprised of talented and passionate individuals who have a genuine desire to help the participants excel in their trade.

### **What Does It Look Like?**

- It is in the every aspect of our program
- The innovative practice is best demonstrated through our CHLOE initiatives, Job Clubs, outreach/career fairs and Vocational Counselor events



**“HEALTH FIELD IS A  
CHOICE AND  
COMMITMENT – NOT A  
JOB.”**

*- Abdallah Muhammad*



# CHLOE

(Career in Health Learning Opportunity Engagement)

## What is the practice?

- Contextualized Home Care Training

## What is the purpose?

- Learning of fundamentals of health care and academic skills while teaching occupational content

## What do we accomplish?

- True understanding of on the job functions while building industry vocabulary skills.

## How does this activity assist with employer integration?

- Highly qualified aides, increase candidate pool, completion rates, and employment retention.

**“ADVOCATE FOR THEM  
WHEN THEY NEED  
ASSISTANCE”**

*- Damaris Stevenson*



## **JOB CLUB**

- “Our program is not only giving the fish, it’s about teaching people to fish and making a difference in their lives”  
– Lilian Lacayo.
- How is this accomplished?
  1. On the job training on specific topics
  2. CBO and Partner speakers promote support and employment rules and regulations
  3. Resource Table promotes community supports

## WHO IS INVOLVED IN ITS IMPLEMENTATION?

**“THE VOCATIONAL COUNSELORS HAVE THE PASSION AND DRIVE. THEY INSTILL THAT PASSION AND DRIVE INTO THEIR PARTICIPANTS... THE VOCATIONAL COUNSELORS ARE THE LIFELINE OF THE PROGRAM.”**

*- Richard De La Vega*



**“OUR TEAM MAKES  
EVERYTHING  
POSSIBLE! OUR  
TEAM IS AN  
ASSET!.”**  
**- Nola Hilman**



**What are the enabling conditions and empowering assets that contribute to the success of the innovation?**

- Our strong relationships with our partners and community based organizations is what sets us apart.
- Our efforts help us assist our employers seek viable talent, assist them on fostering that talent and retain participants through the supports offered.
- When our partners think of health care training they think of HPOG first.
- Our efforts enhance participant quality and retention for our employers.



WHAT 'S THE IMPACT OF THE  
INNOVATION ON THE PROGRAM  
RESULTS, STAFF, STUDENTS,  
AND/OR STAKEHOLDERS?

# Program Success Story



Clarys Diaz

## Accomplishments:

- She has 3 children
- Completed and attained HHA training certificate
- Has obtained her HSE
- Works part time in a medical office
- Took and passed CNA training
- Obtained her State Board License
- Currently interviewing with our Partners agencies to secure full time employment

## How?

- Through the supportive services from HPOG
- The guidance from her assigned Vocational Counselor
- The HHA Training provided at Allen Health Care
- SUNY Attain provided the education and tutoring needed for the participant to succeed in obtaining her HSE
- ACS Pro Training provided CNA course and is working with the participant to obtain employment with one of their agency sites.

## Importance?

- With the willingness of the participant to allow us to guide, the education support provided by our employer partners and CBO's and the guaranteed employment opportunities afforded to the participant upon completing the CNA training is what helped HPOG make a difference in the life of the participant.

## Partner Quote – Evelyn Marte SUNY ATTAIN LABS



“The staff in the HPOG Program cares and does so much for their participants than expected. This is why our partnership works. Together, Hector B Basora SUNY Attain Lab and Montefiore HPOG has created a team that will make sure you achieve your goals and allow you to succeed.”

- Evelyn Marte, Lab Manager

# Overall Impact

- HPOG is positioned to be a prime source for employers to receive quality and professional workers in their field.
- HPOG assistance increases the job retention while advocating for participants with employers to create a better work environment for all.
- “The HPOG program assists a population of people that are underserved and it opens them to ideas and opportunities that many of them do not know are available to them and/or think that it is far out of their reach.” – Marie Cox

# IS THE INNOVATION SOMETHING YOU'LL CONTINUE BEYOND HPOG 2.0?

1. HPOG 3.0 Program
  - Expansion of services
  - Additional Partners and CBO's
  - Additional Counselors to saturate the community
2. Have partners and CBO's carry on HPOG practices
  - Supports (agencies)
  - Barrier Removal (CBO's)

“We Just Rock! We execute...  
above and beyond.”  
– Nola Hilman

