



Innovations in Creating Access to Careers in Healthcare

A Washington State partnership of: Edmonds, Everett, Skagit Valley and Whatcom Community Colleges
With Workforce Snohomish, TRAC Associates and Refugee and Immigrant Services Northwest

Innovation in HPOG Roundtable, Denver, March 2018

Our team is very proud of this program innovation



It started with a technical assistance visit



Health Profession Opportunity Grants

I-CATCH INNOVATIONS AUGUST 25 AND 26

Help us put the **I** in I-CATCH

You and your key staff members are invited to join the I-CATCH leadership and staff in our Innovations Workshop on Thursday and Friday, August 25 and 26, 8am – 4:30pm each day, in Woodway Hall on the Edmonds Community College campus. It is sponsored by I-CATCH, Edmonds Community College and the Office of Family Assistance, US Department of Health and Human Services.

The challenge for innovation is to create a culture of innovation that is supported by leadership and staff.

Human Centered Design Workshop



Who was involved?

Randy Salzman,
Darden School of Business,
Univ of Virginia

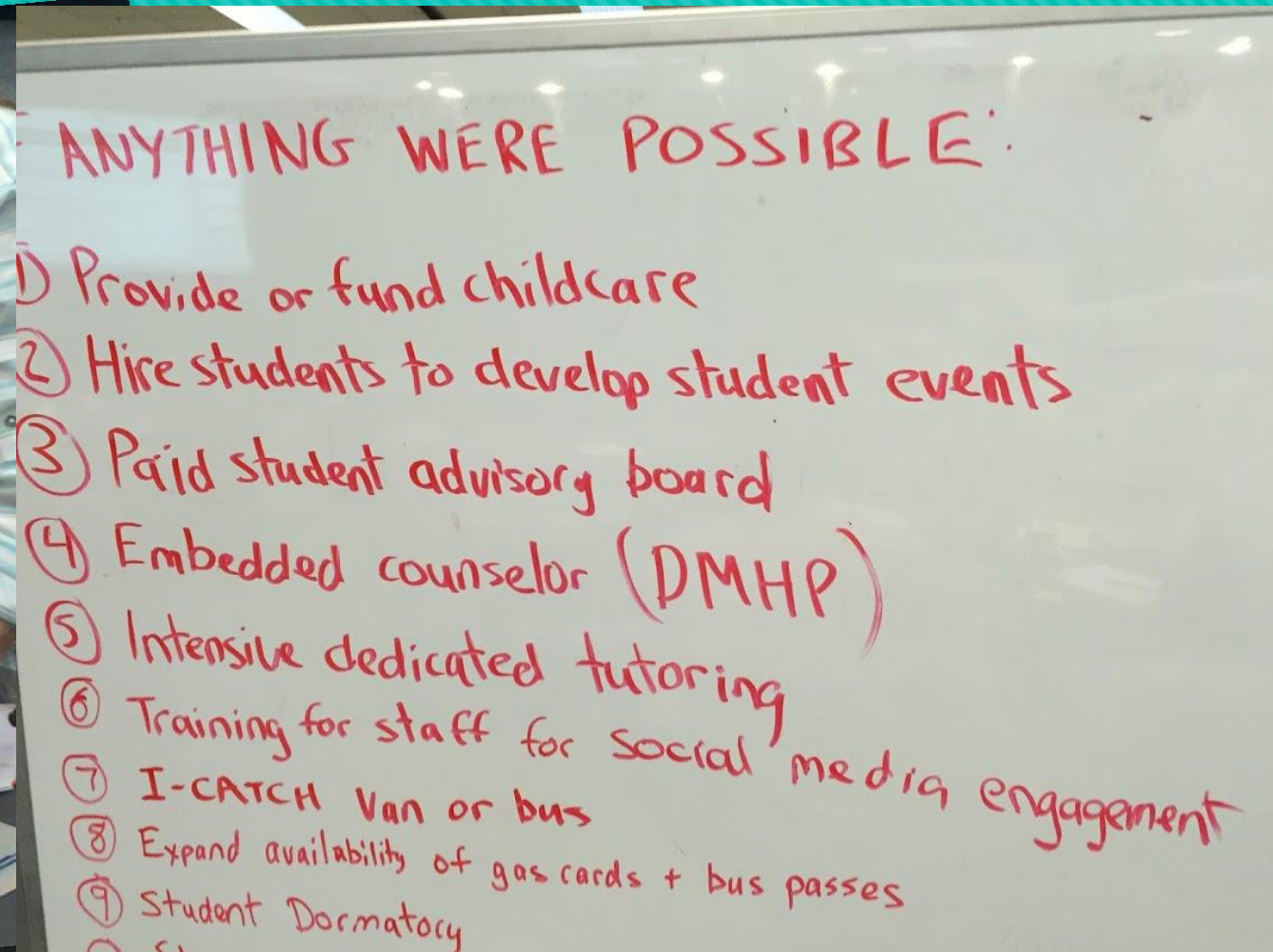
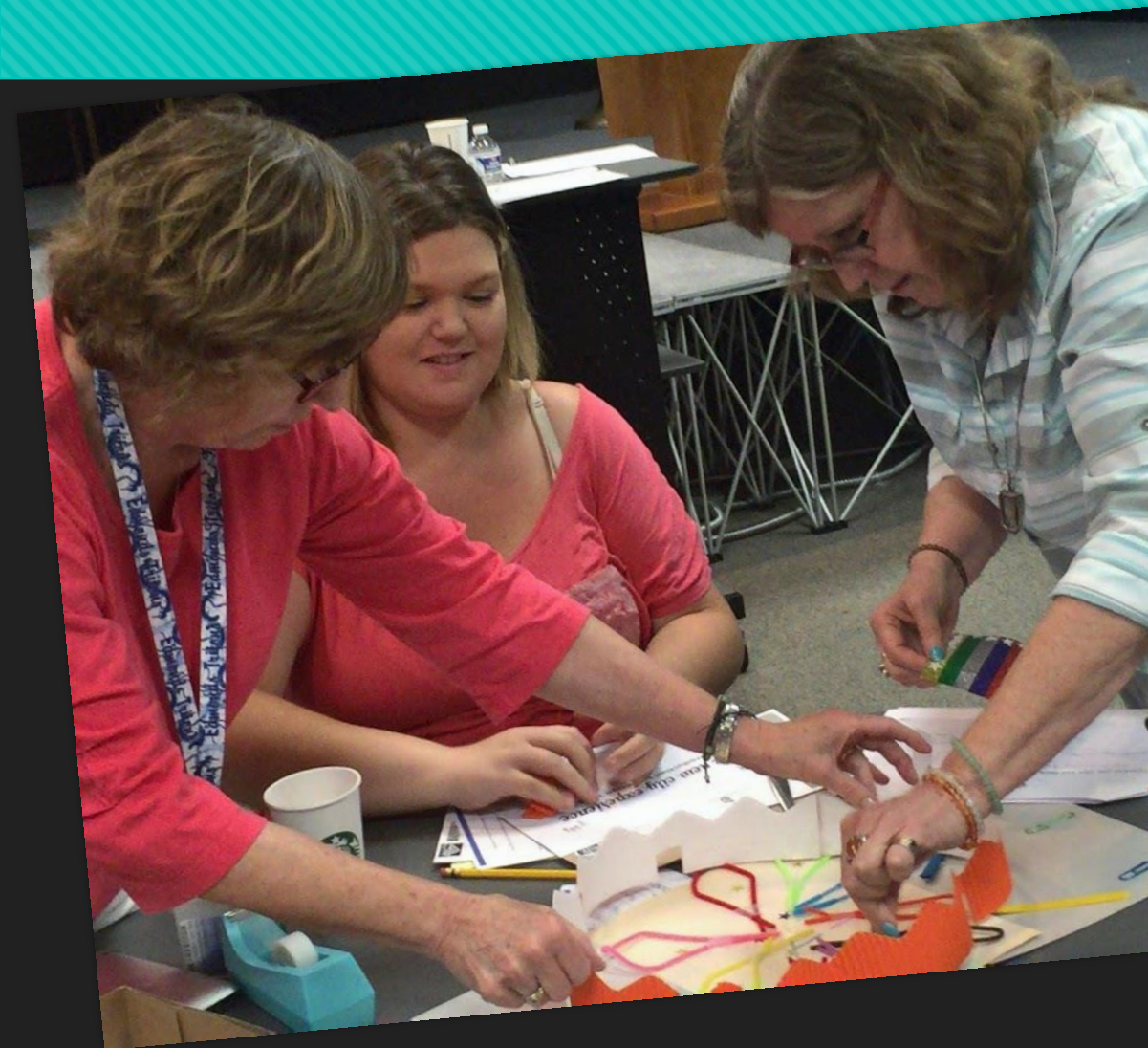
ICATCH staff

ICATCH students

Community Partners

HPOG- Kailiah and Mary

A creative systems thinking process centered on the student experience



With the students involvement we identified several project ideas

Virtual Resource Center

Blog or FB
→ electronic presence
& through BIA portal
Fun, interactive, calendar
Staff, student involvement
Content: family topics, involvement
Photo Sharing
Connect students from 3 campuses
Org case → low cost
APP

Peer Support

CATCH I.O Students
mentoring
I-CATCH Students
(Match)
recruit volunteers - students
Scheduling, contact info
Training
matching

CATCH CONNECT

Big idea

Create a social media portal
typical discussion boards
video library of resources
programmatic news
healthcare related news + info

Needs/Benefits

Stakeholders:
Program Director - retention/
program outcomes
the college - engagement, utilization of campus resources
Students - access to resources, outlet for ideas
Support Staff - connection to students

Execution

expand
Business Access
Staff training in social media
best practices
paid student administrator
staff marketing/recruiter

Organizational case

Enable student connection w/out
regard for location - accessible from
anywhere

One idea stood out CATCH-UP Commons!

**A central hub of
student activity**

Tutoring

Study area

Meet others

Group activity

CATCH-UP Commons

Big Idea

a central hub
for student activity

tutoring
mentoring
eat
meet
games/activities

Needs/Benefits

Students } Stakeholders
Support staff }

Student interaction

Safe supportive place

One-stop shop

Build community

Exposure to staff

Execution

Donations

Interns

Rehab an existing space

trendy decor

staff w/ paid student mentors

Printer + student supplies

Snacks, toaster, coffee machine
refrigerator

game table

TV + board games

DVD library

Resource library

literature rack

Organizational Case

Maintains student relationships

Encourages students to self-network +
self-advocate

take ^{personal} responsibility for creating
positive outcomes

We know the students challenges
+ barriers

HELLA / filthy great!

Student innovation

It took support and work from everyone



What brought it together?

Student suggestions

Our Dean's help to turn a classroom into a study area

Equipment purchased
computers
group study
white board tables
easy chairs with electric
and internet connections
printer
coffee

Staff painted the room during winter break

Student involvement was key

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I-CATCH Learning Supports Survey: Study Lab & Tutoring Services

To better support student success in academics and professional certifications we would like to tailor the learning support services that are offered.

Email address *

Valid email address

This form is collecting email addresses. [Change settings](#)

Have you used the study lab or tutoring in previous quarters? *

☐ Yes

☐ No

What services did you use: (check all that apply)

☐ Lab Computers

☐ Quiet Study Space

☐ Free Printing

Activities Handout.docx WindowsPrintMes...msi

20 items 1 item selected 1 bytes

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gle.com/forms/d/1GPiXL8K2Lv1vYmx--G-zMksZryKVNEazka36HB7pqLI/edit

Tutor Assistance

QUESTIONS RESPONSES 4

ICatch Study Lab - Tutor Assistance

ICatch has a drop in student Study Lab, open Monday through Friday, in Gateway Hall. A variety of skilled staff members are available to help with Allied Health studies, Social and Human Services, English, Math, ESL and a number of other subjects.

Has having access to computers and printing in the lab been helpful?

☐ Yes

☐ No

How has having access to the Study Labs and Tutors helped your academic progress?

Long answer text

How have the Study Lab tutors helped you?

Long answer text

What other supports can ICatch offer to help you in the Study Lab?

Long answer text

Activities Handout.docx WindowsPrintMes...msi

Faculty provided drop in tutoring

FALL QUARTER 2017



**Need Extra
Help??**



**Monday – Friday
September 25th to December 8th
ICATCH Student Study Lab
Gateway Room 204A**

Mon and Fri 8:30 am – 5:00pm Denise Martinez, AAMA CMA:

Allied Health, work life balance, study groups (Catch graduate)

Mon – Thurs 12:00 pm – 2:00 pm Bitia Noushafarin, ESL instructor:

ESL, Allied Health, Sciences, Psychology

Mon – Thurs 2:00 pm – 4:00 pm Rachel Phillips, Precollege instructor:

Precollege English, Math, Life Sciences, Nutrition, Computer basics

Mon 1pm – 4pm, Thurs 9am – 4pm Sarah Johnson, Social & Human Services:

Associates Degree, Social and Human Services course support

Impact for students

Letavia - "I much prefer the quiet study atmosphere here instead of campus. I have everything I need to get my school work done. Plus it's nice to bounce ideas off of other students sometimes"

Meaza - "Thank you so much for having the associate faculty available in the study lab ...having access to an instructor outside of class was so helpful for passing my class this quarter."

Adwoa - "Thank you so much ...I was able to pass the written portion of the exam right away."

Chantel - "I'm grateful to have somebody available in the lab to work with me. I was able to stick to my plan and made honor roll this quarter."



Impact on Staff and Stakeholders



"I've felt the most engaged and proud of myself and our team when we've collaborated. The ICATCH program functions best when we work as a team and do our best to honor student needs and success. We find our most creative solutions when students approach us with new/emerging needs. Trusting in my teammates to do a great job makes delegation easy and comfortable."

"I'm dedicated and passionate about my work. I'm driven to learn as much as possible about the challenges facing the students that I work with and the best practices, strategies and resources that can be used to best serve them. I'm always searching for more effective ways to communicate with students while building trust and mentoring professional relationships."

"The ICATCH staff plays a huge role in contributing to the success of the program. For the most part, staff at all four schools have a keen understanding of the personal circumstances of most of our students. Navigators do a great job of addressing student needs to maximize student success. Assistance with IT related issues helps students focus on school work. Student advising focuses on moving students through training programs quickly. Employment related workshops and readiness is a focal point of the program from the onset of the person's acceptance in the program."

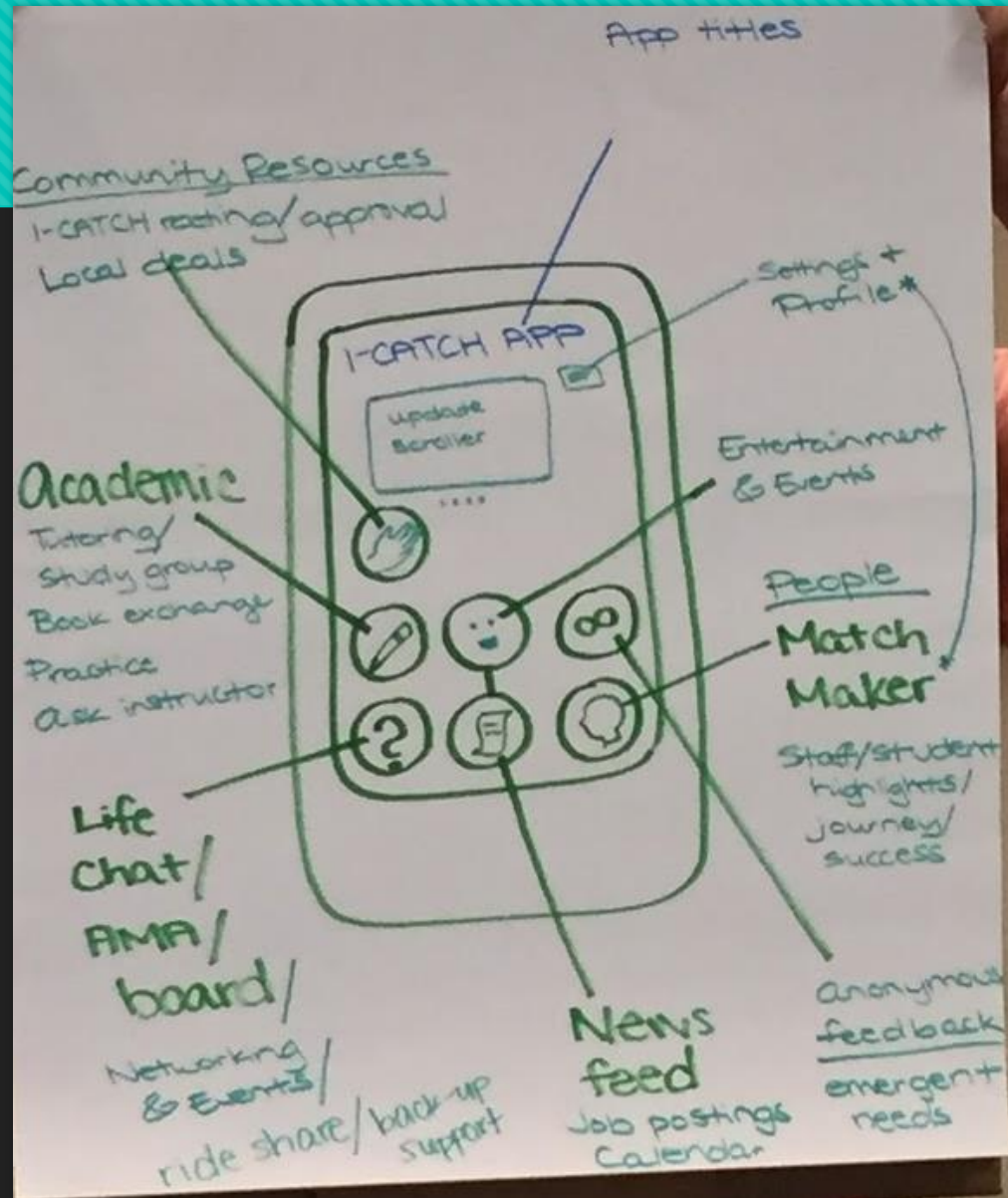
What will continue?

Our commitment to students

Our positive team building

Our innovative thinking

***Next up: I-CATCH App
and...***



ICATCH Student Ambassadors

SAVE THE DATES -- JUNE 20-21, 2018

Edmonds Plaza Room, 700 Main Street, Edmonds, WA



Partnerships For Student Success

SUMMIT

Plan now to attend:

- Wednesday 9am: Keynote Celebration and Partner meeting with HPOG staff
- Two day Appreciative Inquiry (AI) Summit led by Nicole Bossard, PhD, President and Positivity Strategist, TGC Consulting, Inc.

Let's teach our staff AI principles and use them to kick start the second half of the ICATCH Grant with a design process that results in clear action steps to innovate additional support for our students and to address other barriers to their success.

If you would like to help bring this event together
and learn more about Appreciative Inquiry join our event planning team.
Contact Charlie at 425-640-1851.



From our Appreciative Inquiry Summit another innovative project