

MassSTEP

SKILLS · TRAINING · EDUCATION PROGRAMS

Newsletter

MassSTEP WELCOMES SEVEN NEW PROGRAMS

By Derek Kalchbrenner, ACLS

ACLS is pleased to announce the results of its [FY 2023 MassSTEP Open and Competitive RFP](#) procurement. Seven agencies received awards for the following MassSTEP partnerships:

- *Boston Public Schools*: Boston Public Schools Adult Education Program will offer a MassSTEP ADP medical assistant program in partnership with Madison Park Technical Vocational High School, Spaulding Rehabilitation Hospital, Mass General Brigham, Whittier Street Health Center, and Brigham and Women's Hospital
- *Center for New Americans (CNAM)*: CNAM in partnership with Smith Vocational and Agricultural High School and River Valley Co-op will offer a MassSTEP ESOL culinary arts program.
- *North Adams Public Schools (NAPS)*: NAPS will offer a MassSTEP ABE culinary arts program in collaboration with McCann Technical High School, Mezze Restaurant Group, and Williams College Dining Services. This collaboration represents the first Berkshire local workforce area MassSTEP program!
- *North Shore Community Action Projects, Inc (NSCAP)*: NSCAP, Essex Agricultural and Technical High Schools, Bright View Senior Living, and Beth Israel Lahey Beverly Hospital will partner on a MassSTEP ESOL certified nursing assistant program.
- *Notre Dame Education Center – Lawrence (NDEL – Lawrence)*: in partnership with Nevins Nursing and Rehabilitation Care, NDEL – Lawrence will offer a MassSTEP ESOL certified nursing assistant program.
- *Valley Opportunity Council (VOC)*: VOC in collaboration with United Tractor Trailer School and Holyoke Department of Public Works will offer a MassSTEP ESOL CDL program.
- *YMCA of Greater Boston*: YMCA in collaboration with New England Culinary Arts Training and Omni Boston Hotel at the Seaport will offer a MassSTEP ESOL culinary arts program.

Programming will begin this fall and winter. Please join us in welcoming these new collaborations to the MassSTEP community!

JOBS FOR THE FUTURE INTRODUCES GOOD JOBS FRAMEWORK

By Derek Kalchbrenner, ACLS

In September 2022, [Jobs for the Future \(JFF\)](#) introduced the Good Jobs Framework, which broadens the definition of job quality to include quality work, predictable scheduling, paid leave for family members, career ladders for all roles, and equitable workplace practices and policies, in addition to high wages. The framework identifies four components of good jobs: compensation, agency and culture, structure, and advancement. JFF also calls on multiple stakeholders, including employers, policymakers, public institutions, industry groups, and workers to take responsibility for creating access to good jobs and job creation.

Initial steps JFF intends to take to implement the framework's components include identifying metrics and indicators of job quality, developing tools and resources to help workforce systems, and identifying supports and metrics for small and midsize businesses.

EMPLOYER PARTNER SPOTLIGHT: Partnering for MassSTEP Nurse Aide Success in Holyoke

By Pesha Black, Director of ESOL - Holyoke Community College



Holyoke Community College is proud to have graduated 82 students from our ESOL Nurse Aide/Home Health Aide MassSTEP program since 2016. In the past two years, new partnerships with CareOne at Holyoke and the MassSTEP Nurse Aide instructor Claralee James have revitalized the program, reinforcing our strengths-based orientation and strong belief that culturally- and linguistically-diverse nurse aides bring tremendous value and skill to their communities and employers, and deserve pathways-focused, culturally-responsive training that can lead them towards fulfilling healthcare careers as nurse aides and beyond. CareOne is a 164-bed skilled nursing facility that specializes in Neuro-Rehabilitation in the treatment of traumatic brain injuries and other neurological disorders. MassSTEP students cite their CareOne clinical rotations with this unique population as a highlight of the program.

HOLYOKE
COMMUNITY
COLLEGE

The partnership between HCC and CareOne is mutually beneficial. Miriam Gee, the Director of Nursing at CareOne at Holyoke, writes: "When CareOne Holyoke was asked to become a clinical site for CNA students from HCC, we jumped at the opportunity. Seeing firsthand the shortages of nursing and CNA staff caused by the pandemic, we felt this was a great opportunity to allow prospective CNAs to not only gain clinical skills but want to work for us at CareOne Holyoke once they had completed their course. We have hired several HCC Nurse Aide alums and are extremely satisfied with their performance. They are professional, compassionate, and treat all the residents with dignity and respect."

RN Claralee James has fostered HCC's partnership with CareOne. An immigrant from Jamaica who worked as CNA for many years before putting herself through nursing school, Claralee connects deeply with ESOL Nurse Aide students: "Teaching immigrants is very meaningful to me. I have personally experienced similar things that most if not all my students have been through or are going through. In school, I was teased and laughed at because of my accent and how I dressed. Some of my classmates would say to me, 'Go back to Jamaica on your banana boat,' - that is one statement that stuck with me over the years."

MassSTEP programs are built to open career pathway opportunities to adults who need contextualized, concurrent educational support to be successful in training. Many HCC MassSTEP students are health professionals from their countries of origin, looking to use their expertise in Massachusetts. Others are motivated to begin a healthcare career based on personal experiences with the medical system or as a caregiver. Like HCC, CareOne at Holyoke is committed to opening pathways because of the positive impact on adults and their families, the residents they will care for, and our community and region. "CareOne Holyoke finds it vital to ensure our workforce represents the community. We have many staff members that English is not their primary language and have excelled in our environment. Many of our residents also appreciate the diversity." Claralee regularly tells her MassSTEP students, "Never let anyone discourage you from accomplishing your goals." Partnering with CareOne at Holyoke helps HCC and our region create an environment where English learners' success is within reach, supported, and celebrated.



MassSTEP STUDENT SPOTLIGHT: Training Programs Lead Towards a New and Better Life

By Lim Sim Sarah Chiu, Cambridge Community Learning Center

My name is Lai Sim Sarah Chiu. I graduated from the CNA training program at the [Cambridge Community Learning Center \(CLC\)](#) this Spring 2022.

I came from Hong Kong alone and at a time when it was difficult to find employment, despite my previous professional experiences. I was discouraged and depressed. I realized that the only way to find meaning in my new life was to learn something useful and practical, to start a new career.

While walking past the CLC, I found a poster advertising the Home Health Aide program and I enrolled in this program. Upon completion, I found a job, and to my surprise, I enjoyed it very much. Working as a HHA kept me grounded but, after a while, I wanted to update my techniques and knowledge. I enrolled and successfully completed the CNA training program at the CLC.

During the program, we attended three classes, Reading, Mathematics and Career Advising. We had the skills training class at the Laboure College of Healthcare, where we learned how to provide proper care to patients. The CNA program provided strong support to students whose first language was not English. For my classmates regardless of their backgrounds, races, work experiences, or time of stay in the US, the CNA program provided a welcoming and dynamic introduction to the healthcare field. I am grateful for the experience I received at Laboure College of Healthcare.



Photo: Lim Sim Sarah Chiu, Student

One of the challenges I faced was adjusting myself to the skills training style of teaching at Laboure. The extensive hours were intense, and I learned to adjust to different teaching and learning styles from my teachers and my classmates' respectively. Healthcare is rooted in teamwork, I had to learn to adapt to different paces.

I currently enjoy my CNA role and truly like what I am doing. I work in short-term and long-term care settings; diverse cases enrich my experiences and overall professional growth. We need people who are dedicated to each aspect of a wholesome healthcare system, the hands-on physical jobs of CNAs are integral parts.

If you are interested in the medical field, CNA can be a starting point. Be prepared to be physical and hands-on and, for your own protection, keep yourself physically healthy and mentally strong to assist others. When I walk into a client's house, my mission is to bring positivity, to create an atmosphere that would boost them to get out of bed, move around and get well. I hope to see that I am improving someone's life, one day at a time.

I am grateful the CLC CNA training program invests in people like myself who are looking to learn, grow, and help others. Finishing the CLC's CNA program secures a start in healthcare careers. The program offers its students tailored job interviews with local employers. For many immigrants who feel as if they are drifting into the unknown, these types of programs are like an appreciative guiding hand, leading someone towards a new and better life.



MassSTEP BROCKTON ADULT LEARNING CENTER STUDENT SPOTLIGHT:

MassSTEP CNA Graduate Heading to Massasoit Community College

By Keane Martins, Student - Brockton Adult Learning Center

Hello everyone. My name is Keane. I came to the United States from Cape Verde 10 years ago when I was 19 years old. I heard about the [Brockton Adult Learning Center](#) from my friend.

She knows that I am very shy and she said that coming to school will help me. I thought that my English was not good, because I did not understand what people said to me. One day, my coworker called me a clown and I did not know what that meant. She was making fun of me and I did not understand. That hurt me and made me decide to enroll at the ALC.

I chose to enroll into the MassSTEP CNA program because I care a lot about people. I am happy to do things for others. Their smiles make me happy. I want to help people who need my help. I am also thinking about taking care of my mom when she is older. My grandfather had a stroke and I wish I had been able to help him. As a student in the CNA program, I improved my English and am now able to help my mom and others.

My experience in the program was positive. The encouragement from the teachers to continue to move forward was supportive. They helped me to believe in myself. In Mr. Willie's class, I was still shy, but he helped me feel safe and more comfortable when speaking. He pushed me to read and to speak in English even when the medical terms were difficult. Nurse Stephanie gave us opportunities to practice the clinical skills and communicate with patients in English. She showed us what it looks like to be a CNA in the real world.

At the end of the program, Miss Patricia helped me with Job-Quest, resume writing and interviewing so I would be prepared to get a CNA job.

She also helped me apply to the [Transition to College program](#) at [Massasoit Community College](#). Hopefully I will begin in January. I want to study nursing.

I am proud of myself to be able to learn new things. I am proud of myself to be less shy and I am proud to share my story with you.



Photo: Keane Martins, Student

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If you like to help others, then this MassSTEP CNA program is good for you. Do not go into a career for the money. Go for what you are passionate about. If you have the passion, you will be happy when you do what you love.



Photo from left to right: Stephanie Victoria, Nurse Trainer; Willie Wilson, ESOL Instructor; Mostofa Mouhieeddine, Program Coordinator; Keane Martins, Student



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