



## ***ADDENDUM***

### **Review of Non-Credit Career Courses at the Community Colleges**

**Related to The**

**Healthcare and Social Assistance Industry**

**October 2020**

The ***Review of Non-Credit Career Courses at the Community Colleges Related to the Healthcare and Social Assistance Industry*** is an ***Addendum*** to the ***Summary Report of Technical Programs at The Regional Community Colleges and Westfield State University*** which was produced in October 2019 by the MassHire Workforce Boards of Franklin Hampshire and Hampden Counties as part of the implementation of the Pioneer Valley Labor Market Blueprint- 2018-2022.

The preparation of this ***Addendum*** to the ***Summary Report*** was directed by the ***Educator Work Group*** that was constituted by the Workforce Boards as a part of the Blueprint implementation process. The Educator Work Group for this ***Addendum*** was comprised of the following members:

<b><u>Name</u></b>	<b><u>Organization</u></b>
Dr. John B. Cook, President	Springfield Technical Community College
Stefan Czaporowski, Superintendent	Westfield Public Schools
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Dr. Anne McKenzie, Superintendent	Hadley Public Schools
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Dr. Yves Solomon-Fernandez, President	Greenfield Community College
Kristin Cole, Interim Associate Director	Greenfield Community College

## OVERVIEW

The **Review of Non-Credit Career Courses at the Community Colleges Related to the Healthcare and Social Assistance Industry** is an **Addendum** to the *Summary of Technical Programs at the Regional Community Colleges and Westfield State University* produced in October 2019.

MassHire Hampden and Franklin Hampshire County Workforce Boards, as part of the implementation of the Goals and Strategies contained in the [\*\*Pioneer Valley Labor Market Blueprint-2018-2022\*\*](#), constituted a **Regional Planning Blueprint Educator Work Group**.

From March 2020-September 2020, the Educator Work Group verified and reviewed the Non-Credit Career Courses being offered at the three regional community colleges that relate to the Healthcare and Social Assistance industry

The Educator Work Group believes the ADDENDUM Report provides guidance in future decision making, and is an on-going part of our regional collaborative work to ensure the alignment of educational and career pathway programs and courses with the current and future workforce needs and requirements of business and industry.

The **Addendum** Report can be viewed on the websites of the MassHire Franklin Hampshire Workforce Board at <https://www.masshirefhwb.org/.org/> and the MassHire Hampden County Workforce Board Inc. at <http://masshirehcb.com/>.



## **Review of Non-Credit Career Courses at the Community Colleges Related to the Healthcare and Social Assistance Industry September 2020**

### **I. INTRODUCTION**

The MassHire Hampden and Franklin Hampshire Workforce Boards, in collaboration with the Massachusetts Workforce Skills Cabinet which consists of the MA Secretaries of Housing and Economic Development, Labor and Workforce Development, and Education, are leading a five-year Pioneer Valley Regional Planning process which began in April 2017 and resulted in the June 2018 publication of the ***Pioneer Valley Labor Market Blueprint- 2018-2022*** (“Blueprint”).

As part of implementing the Goals and Strategies in the Blueprint, the workforce boards constituted an **Educator Work Group** that worked with Springfield Technical Community College (STCC), Holyoke Community College (HCC), Greenfield Community College (GCC), Westfield State University, and the region’s vocational technical high schools to identify the current technical programs and courses of study, both credit and non-credit, offered at the community colleges and technical high school, to ascertain their association with the priority and other critical industries and occupational groupings identified in the Pioneer Valley Labor Market Blueprint.

### **II. BACKGROUND**

In October 2019, the Educator Work Group produced the ***Summary of the Technical Programs Conducted at the Community Colleges, Vocational Technical High Schools and Westfield State University***. This Report analyzed the programs and courses offered at the respective educational institutions and their alignment with the priority occupational groupings in the priority and other critical industries codified in the Blueprint.

In March 2020, the Educator Work Group produced the ***Addendum to Summary of Technical Programs at the Regional Community Colleges and Westfield State University: Program Enrollment and Enrollment vs. Program Capacity*** as a follow-up to the work tasks and deliverables in the **Summary Report**. The Addendum focused on Enrollment and Enrollment Vs. Program Capacity exclusively in the programs at the regional community colleges and Westfield State University associated with the occupational groupings in the three **priority industries**.

### III. NEW ADDENDUM

This new Addendum is focused on a review of the **Non-Credit Career Courses** currently offered at the three regional community colleges and their relationship to the occupations in the **Healthcare and Social Assistance Priority Industry ONLY**. Job seekers from a number of target populations, including Adult Education and English language learners, will benefit from a deeper understanding of the academic and work experience necessary to enter healthcare career pathways. The intent of the review is to determine the extent to which the non-credit career courses provide students/employees with the following desired educational/career outcomes:

- A. Connectivity to initial employment in a priority/related occupation or acquisition of new competencies or credentials/certificates to enhance career trajectory within a career pathway
- B. Direct Pathway to additional Post-Secondary Education

#### Chart Descriptor

The Work Group understands that desired outcomes A and B are not mutually exclusive and a student/employee could be seeking to achieve both outcomes either at the point of course entry or at a later point in their educational/career pathway.

The October 2019 Summary **Report** included the following **Observations**:

- ✚ All three community colleges offer an array of **Non-Credit Career Courses** that are the beginning of educational pathways to a One-Year Certificate and/or Associate Degree programs. The following chart summarizes the pathway programs/courses that are associated to Blueprint priority occupational positions:

Pathway Programs	Blueprint Occupational Classification
Pharmacy Technician	Pharmacy Technician
Direct Care Workers (Assorted Titles)	Personal Care Aides
Phlebotomy	Phlebotomist

Table 1

- ✚ The other Non-Credit Career Courses, **in the aggregate**, have significant concentration in the following related occupational classifications:
  - **Emergency Medical Technicians (EMT)**
  - **Certified Nursing Assistants (CNA)**

In the March 2020 ADDENDUM Report, the Work Group presented the following **Table 2** summarizing the One Year Credit Certificate programs offered at the regional community colleges that were associated with the Priority Occupations in the Healthcare and Social Assistance industry, including current Enrollment data, and in Enrollment vs. Program Capacity information:

Credit Program	Community College	Program Enrollment (Fall 2019)	Enrollment Vs. Program Capacity		
			↑	↔	↓
Medical Assistant	GCC	44			↓
Medical Assistant	HCC	40			↑
Medical Assistant	STCC	19			↓
Medical Coding and Billing	HCC	32			↔
Medical Coding and Billing	STCC	23			↓
Addiction Studies	GCC	16			↓
Addiction Studies	HCC	45			↔
Medical Office Administrative Assistant	GCC	7			↓
Medical Office Administrative Assistant	STCC	14			↓
Practical Nursing (LPN)	GCC	35			↔
Practical Nursing (LPN)	HCC	12			↓
Direct Care/Community Health	HCC	69			↔

**Table 2**

In order to assess the **Non-Credit Career Courses**, the Work Group created Table 3 to summarize the specific non-credit career courses that are currently listed as the regional community colleges that have a connectivity to the priority and other related healthcare occupations, and to assess the connectivity of the courses to the desired educational/career outcomes as described in the Chart Descriptor.

A	B		C	D
Non-Credit Career Courses	Community Colleges		Pathway to Post-Secondary Education	Direct Connectivity to Labor Market
Personal Care Attendant	HCC		HCC	HCC
Certified Nursing Assistant	HCC STCC GCC		HCC	HCC STCC GCC
ESOL Nursing Assistant	HCC		HCC	HCC
Pharmacy Technician	HCC GCC			HCC GCC
Emergency Medical Technician (EMT)	HCC STCC GCC		HCC STCC GCC	HCC STCC GCC
Phlebotomy Technician	STCC			STCC
Phlebotomy for Healthcare Workers	STCC			STCC

A	B	C	D
Non-Credit Career Courses	Community Colleges	Pathway to Post-Secondary Education	Direct Connectivity to Labor Market
Healthcare Certificates/Courses, e.g. Patient Care Technician	STCC GCC HCC		STCC GCC HCC
Home Health Aide	STCC HCC GCC	STCC HCC	STCC HCC GCC
Heartsaver First Aid, CPR, Allergen, Dementia Mini-Certificates	STCC HCC GCC	GCC HCC	STCC HCC GCC
Medical Coding & Billing	GCC	GCC	
Medical Transcription & Editing	GCC	GCC	
Veterinary Assistant	GCC		GCC

Table 3

#### IV. OBSERVATIONS

- ✚ The desired outcomes of the majority of the Non-Credit Career Courses appear to have a direct connectivity to the demands of the regional labor market and are focused on providing students with competencies and credentials that prepare them to secure initial employment in a priority/related healthcare occupation immediately following program completion.
- ✚ Several of the courses being offered at each of the community colleges have a direct connectivity to current COVID-19 employer demand for new entrants to the healthcare industry who can provide direct support care primarily to residents in long term care facilities and patients being serviced by home-based health organizations.
- ✚ It appears that a limited number of the Non-Credit Career Courses have an intentional outcome to be a Direct Pathway to enrollment in a **credit-granting One Year Certificate** program or further post-secondary education. Clearly, some of the courses/certificates as indented in Table 3-Column C provide students with pathways to credit granting Certificate programs. Currently, Credit for Prior Learning is being reviewed for possible application for selected courses.
- ✚ HCC offers a high school → college **Certified Nursing Assistant** (CNA) pathway to high school students enrolled in the Ware, Westfield, and Quaboag public school districts. Students obtain high school credit, 6 college credits, and various workplace certifications (CPR, First Aid, Dementia, HHA, and CNA). This regional access is critical to relieving the demand for licensed CNA's across the Pioneer Valley.
- ✚ HCC has approximately **110 Certified Nursing Assistant** certificate completers in an academic year. This supply is a significant contributor to mitigating the current Supply Gap Ratio for CNA's across the region, which has increased as a result of the COVID-19 pandemic.

- ✦ STCC offers **Certified Nursing Assistant I & II (CNA Plus)**. Most students are new to the healthcare industry and are not incumbent employees. STCC enrolls approximately 96 students in an academic year. CNA Plus completers secure employment in nursing home, private home, or private practices.
- ✦ GCC offers **Certified Nursing Assistant/Home Health Aide** four to six times per year (between 50- 80 completers).
- ✦ **Emergency Medical Technician** courses are conducted at each of the community colleges and have a direct connectivity to the labor market. The EMT courses prepare students for initial employment in the healthcare industry as an EMT, but also provides incumbent employees in the healthcare industry the opportunity to acquire competencies/ credentials to transition to an EMT position. The current EMT programming allows for significant flexibility for students:
  - EMT programs students may be on a nursing career pathway.
  - STCCs EMT program combines credit and non-credit students. The credit students are typically part of the new Health Science degree program.
  - HCC, in partnership with STCC, offers EMT programs in Ware and Holyoke- two cohorts/year in each location serving 30-50 students.
  - GCC offers a blended credit/non-credit Basic EMT course three times per year that trains a total of 60 – 80 students.
- ✦ HCC has increased its capacity in the **Pharmacy Technician** program from 45 per year to up to 80 per year through the DILL grant. HCC is putting 80% of Pharmacy Technician program content on-line (asynchronous).
- ✦ The **Medical Coding and Billing** and **Medical Transcription and Editing** courses offered at GCC present students with opportunities for direct employment in these occupations but also position completers to pursue a credit granting One Year Certificate program in similar fields at each of the community colleges.

**October 2020**





