

A Logistics Pathway stackable credential model

Heartland Human Care Services

**Transitions Academy
October 2023**

Heartland Human Care Services

- **Community Based Organization**
- **Refugee Resettlement Organization**
- **Educational services + wraparound supports (Transitions services, case management, etc.)**



HEARTLAND
ALLIANCE
HUMAN CARE

The logo for Heartland Alliance Human Care is displayed within a light gray rectangular box. The text is arranged in three lines: "HEARTLAND" in black, "ALLIANCE" in green, and "HUMAN CARE" in black.

Our Students

Our adult education program serves refugees, asylees, immigrants from 25+ countries

Refugee resettlement agency

1,200 students in FY23

Students can engage in ESL and / or College & Career Pathways services

Origins of our Logistics stackable credential model

Student demand, via survey

Students previous work experience

**ICCB Innovative Bridge Grant funds
Jan.1 – Dec. 31, 2023**

**ICAPS Model 2 IET started January
2023**



Our Year 1 IET Approach

20 students

**20 hours of online instruction with a Heartland instructor
(Contextualized ESL, workforce preparation, literacy skills)
over 3 –4 weeks. Students get permit as a result.**

**Transition to CDL partner school, 6–18 wks culminating in
licensure and job placement support (tuition funded by us)**

Successes

Very easy to recruit for

**Successful workforce
training partnership**

**11 of 20 completed as of
Month 7**



Challenges

\$4,000/student = limited capacity > pre-screening mechanism incl. CASAS GOALS

Permit problems & Barriers at the DMV

Post-hire training hurdles



Commercial Learner's Permit Bridge class

Targets students under NRS Level 3

ESL support in conversation, service encounters, filling out forms, reading strategies

Personalized educational and career plan

Results in Commercial Learner's Permit

Contextualized “Logistics” ESL class

Targets students under NRS Level 2

ESL activities infused with Transportation & Logistics vocabulary

Leads to Commercial Learner’s Permit Bridge class

Commercial Learner's Permit Bridge class

Targets students under NRS Level 3

ESL support in conversation, service encounters, filling out forms, reading strategies

Personalized educational and career plan

Results in Commercial Learner's Permit

Thank you! We welcome your questions and feedback.

Contact:

VELT@heartlandalliance.org

Aimee Schneider

Bridge to ICAPS

Tiffany Olson

Adult Education & Transitions Manager

tolson@oakton.edu



Career Clusters → Pathway Development



27%

**Health
Services**

26%

**Business
Mgmt & Admin**

17%

**Education &
Training**

9%

Finance

8%

Human
Services

7%

Arts, A/V Tech & Comm
Law
Marketing

5%

Sci, Tech, Eng, & Math
TDL

4%

Information
Technology

≤3%

Agriculture
Architecture & Construction
Government
Hospitality & Tourism
Manufacturing

**Now
what??**

Needs Assessment



Crosscheck Career Clusters

- Institutional offerings
 - Availability
 - Program length
- District & WIOA alignment
- Community/Employer demand

Determine Career Cluster overlap

- Health Services ↔ Human Services
- Education & Training ↔ Human Services
- Business Management & Administration ↔ Information Technology
- Sci, Tech, Engineer, & Math ↔ Information Technology

Students

- Where are they working now?
- What do they want?
- What can they commit to?

Examine, Evaluate, and Expand



IT

(Information Technology)

Pros

- CAP-IT grant
- CompTIA A+
- Previous experience
- Curriculum developed

Challenges

- Year long commitment
- Difficult coursework
- AE instructor
- Interdepartmental relationship
- Not ICCB approved

BNAT

(Basic Nurse Assistant Training)

Pros

- Previous experience
- Curriculum developed
- Short term

Challenges

- AE instructor
- Interdepartmental relationship
- Not ICCB approved

CDL

(Commercial Driver's License)

Pros

- State TDL curriculum
- Partnership w/ Viking
- Short term

Challenges

- AE instructor
- Interdepartmental relationship
- Not ICCB approved

Step 1: Course Approvals & Syllabi



- ESL or HSE
 - Pre & post test
- Bridge Courses
 - IT Bridge
 - Healthcare Bridge
 - TDL Bridge
- ICAPS Support Class
 - Make it all-inclusive
- Have your course numbers and syllabi ready for Step 2!

Step 1: Behind the Scenes



- Determine and/or establish internal & external partnerships
 - Support from Dean
 - Email
 - In-person
 - Sell, sell, sell
- Letter(s) of support
 - Challenging & time consuming
 - Solution: have a support letter template ready to go
- Pathway flowchart
 - Broad
- Labor Market Information
- AE teacher

Step 2: Bridge Program Proposal



- Download the [Jotform](#) template
 - [Make a copy](#) of it for use at your institution
 - Google Drive collaborative working document
- Parts complete? Copy & paste into Jotform fields and upload required documents.
- Utilize your document for future Bridge Program Proposals
 - Contextualization
 - Transitions Services
 - Workforce Prep and/or Career Development

Step 2: Behind the Scenes



- Secure AE teacher
 - Incentivize
 - Quality matters
 - Support, support, support
- Recruitment
 - [ICAPS Interest Form](#) landing page
 - Transitions Info Sessions
 - Flyers
- Letter(s) of support
 - Challenging & time consuming
 - Solution: have a support letter template ready to go

Step 3: ICAPS Proposal



- Download the [Jotform](#) template
 - [Make a copy](#) of it for use at your institution
 - Google Drive collaborative working document
- Parts complete? Copy & paste into Jotform fields and upload required documents.
 - Submit even if you are waiting on the letter of support.
- Utilize your document for future ICAPS Proposals.

Step 3: Behind the Scenes



- Eligible students
 - Quality vs quantity
 - Orientation
 - Agreement
- Identify and meet with team
 - Constant contact
- Plan ahead for student transition from Bridge to ICAPS
 - Requirements: admissions, transcripts, placement testing, background checks, medical clearance, etc. etc.

Overcoming Barriers



- Not sure where to begin?
 - Contact Tara Schwab and Sarah Goldammer or Angela Gerberding
 - As soon as you have one approved, the rest will be easy
- Career Clusters data
 - Time consuming but worthy
 - Incorporate it somewhere that allows a report to be generated
- Partnerships
 - Enlist the support of your AE Dean or other admin
- Co-teaching is scary
 - Use other language – reinforcing content; facilitating success
- Templates are your bestie!
 - Don't reinvent the wheel
- ESL & HSE in one program
 - What can we do?

If We Can Do It, So Can You!



- Since 2021
 - 4 Bridge Programs approved
 - 3 ICAPS approved
 - 4th ICAPS proposal submitted & awaiting approval
- Served about 73 students
- Students have become CNAs, truck drivers, and IT technicians

Transitions Team

Tiffany Olson, Manager

tolson@oakton.edu

Laura DeMerle, Coordinator

ldemerle@oakton.edu

Itri Papanikolla, Coordinator

ipapanikolla@oakton.edu

