Highline College Institutional Effectiveness Department Report

2020-2021

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| **Department information** | |
| Department name | Puget Sound Welcome Back Center |
| Date this report was completed | 7/29/2020 |
| Staff who contributed to this report | Linda Faaren in collaboration with Cheryl Carino-Burr and Fernando Ramirez |
| Department Mission statement  (if applicable) | The Puget Sound Welcome Back Center builds bridges between the pool of internationally trained professionals living in Washington State and the need for linguistically and culturally competent professional services. The center’s goal is to help these professionals make the best use of their skills through respectful, innovative and individualized career counseling and educational services. |

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| **Taking stock of 2019-2020** |
| **Describe 2-5 major accomplishments for 2019-2020. For each accomplishment, identify the related objective or indicator from the Mission Fulfillment Report (MFR), and describe the evidence you used assess this accomplishment** |
| **Core theme 3:** Build valuable relationships and establish a meaningful presence within Highline College’s communities  Objective 1. The College communicates effectively with its communities  Indicator 1.1: The local community is familiar with the college.  Objective 2. The College initiates connections to understand community needs.  Indicator 2.1: The college actively offers a variety of programs and makes connections with external organizations.  Indicator 2.2: Participation rates reflect meaningful community connections and confidence in the quality of college offerings.    **In 2020 the WBC was approached by a private foundation to apply for a grant to better serve refugee and immigrant needs. In collaboration with the HC foundation staff, the WBC submitted a successful grant to provide support services for internationally educated health professionals to cover out of pocket expenses leading to re-licensure. This grant is a three year grant and the amount was more than was asked for. We are excited about this partnership with the Sheng-Yen Lu Foundation.**  **The WBC contributes to reach this series of objectives because it has developed a network of collaborators among the WA state colleges in the region to refer to us Asylum seekers, Refugee and immigrants with college degrees who wish to find a pathway to their professional field.**  **In 2019, the PSWBC worked with Community Credit Lab,** [**https://www.communitycreditlab.org/**](https://www.communitycreditlab.org/) **a non-profit lending organization, to help internationally educated nurses (IENs) with the burden of paying for NCLEX-RN preparation course. Although we have been running this course once per year since 2013, many IENs have not taken the class because the cost was just too steep. CCL loaned the money to eight (8) students in the 2019/20 cohort. There were several agreements in the contract, including that the IENs had to complete the class and take the national nursing exam (NCLEX-RN). The interest free loan is paid back, either in installments or in full, when the IEN got an RN position. CCL also works with the nurses to understand the credit process, as this loan also helps boost their credit score. We found that the IENs are more willing to take the class and have been motivated to take the NCLEX-RN test soon after completing the course.**  Objective 3. Highline College contributes to meeting community needs.  Indicator 3.1: The college serves the ever-changing needs of our service district.  Indicator 3.2: The college meets regional workforce development needs.  **The Legislature passed SB 5846, clearing the way for residency positions for immigrant doctors (IMGs) in Washington State. PSWBC was a part of the effort, and is represented on the work group, led by the Medical Commission, that reported recommendations regarding IMGs and residencies to the governor. PSWBC is represented on current the work group, again led by the Medical Commission, in 2020 to put the recommendations into action.**  **During the state shutdown due to COVID-19, many of the testing centers were closed. Our IENs needed to take an English proficiency exam before they are allowed to take the national NCLEX-RN exam. We contacted the WA State Nursing Commission asking to allow at-home IELTS testing, and I attached information about the IELTS Predictor test. The Nursing Commission agreed to allow the at-home test.**  **Core theme 4:** Model sustainability in human resources, operations, and teaching and learning  Objective 1. The College recruits, retains, and develops a highly qualified workforce.  Indicator 1.3 Employees are retained by the college  **The WBC had a successful search for a new position to head the legislatively funded project to get more internationally educated behavioral health professionals and bi-lingual bi-cultural behavioral health professionals into the workforce to meet the growing need for behavioral health professionals in Washington State. The search was robust and attracted many excellent candidates. The WBC now has a wonderful addition to the WBC staff heading this important work.**  Indicator 4.2: Employees from diverse backgrounds experience the campus climate as positive.  **4.1 and 4.2 The Puget Sound Welcome Back Center offers licensure and case management support to immigrants, asylum seekers and Refugees with college degrees earned abroad, to find a pathway to their professional fields. To do this we acknowledge, recognize and value the cultural and technical richness that immigrants bring to this community, including the Highline College Staff and Professional population.**  **Improving the employability of our participants by the local construction firms as well as government agencies is our goal. Our role has been to advocate and promote the technical and ethical values that the participants in our program bring.** |
| **Department strengths** |
| **We are a conduit between Highline College and professional immigrants. We realize that we cannot do the work without great partners. We have built strong collaborative relationships with colleges and universities, as well as local, state, and national agencies and immigrant and refugee serving community-based organizations.**  **The WBC staff are all dedicated to diversity, equity, and inclusion, as shown through our hiring practices and our work.** |
| **Department challenges** |
| **Office space is a major issue. We have 3 full-time case managers in one office and a partitioned area in building 19. We must jump to different desks to talk to clients, as well as maintain confidentiality.**  **We are out of the office many times and various participants come to the office without an appointment. It would be nice to have a full-time person who can speak with them or make an appointment if we are out of the office. Currently, we have a 16 hour week position.**  **The database that we inherited from the Welcome Back Initiative is outdated and not compatible to our work with the participants we serve. It is extremely difficult to gather information for reports, and it doesn’t have fields for non-healthcare participants.**  **We struggle to know how best to digitally share confidential documents with our participants and partners.** |
| **Areas you would like to improve** |
| **The biggest area is WBC data. We would like to extract data to know how we can better serve our participants, as well as how we can show progress.** |

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| **2020 - 2021 work plan development** |
| **Goals:** Identify 3-6 goals for your department for 2020-2021. Each goal should be associated with the core theme objective or indicator that best relates to the desired outcome of your work. In parentheses after each of your goals, describe the evidence you plan to use to assess the achievement of that goal.  Not every objective or indicator will have an associated goal from your department, and you are welcome to delete the Core Themes/Objectives/Indicators that are NOT directly related to your goals for 2020-2021. |
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| **Core theme 2: Integrate and institutionalize diversity and globalism throughout the college**  Objective 2. Student support and business services initiatives successfully meet the needs of students from diverse backgrounds.  Indicator 2.1: Support and business services are effectively/ successfully delivered to diverse students.  **Goal for 2020-2021: Successfully distribute the Sheng-Yen Lu foundation funds to internationally educated health care professionals navigating re-licensure systems.** |
| **Core theme 3:** Build valuable relationships and establish a meaningful presence within Highline College’s communities  Objective 1. The College communicates effectively with its communities  Indicator 1.1: The local community is familiar with the college.  Objective 2. The College initiates connections to understand community needs.  Indicator 2.1: The college actively offers a variety of programs and makes connections with external organizations.  **Goal 2020—2021: The New Behavioral Health Program will begin programming in this it’s second year of three year legislative funding. The lead for the project will design navigation tools for various licenses in Washington State.**  **Goal 2020-2021: The WBC will form a relationship with the Sheng-Yen Lu foundation to help refugee and immigrants internationally educate health care professionals pay for the various steps in re-licensure.**.  Objective 3. Highline College contributes to meeting community needs.  Indicator 3.1: The college serves the ever-changing needs of our service district.  Indicator 3.2: The college meets regional workforce development needs.  **Goal 2020-2021: The WBC will continue to work with the international MD residency program in the formulation of their program to be launched 2021. The WBC will advocate for the needs of IMGs and also serve in an advisory capacity as the program gets started.**  **Goal 2020-2021: The WBC will offer test prep classes for the fundamentals of engineering exam given in October and January and once later in the year. The goal is to have at least 40 engineers involved in the project over the course of the year.** |
| **Core theme 4:** Model sustainability in human resources, operations, and teaching and learning  Objective 1. The College recruits, retains, and develops a highly qualified workforce.  Indicator 1.1 Staff and faculty actively pursue continuing professional development opportunities.  Indicator 1.2 Current employees indicate satisfaction with working environment and campus climate.  **Goal 2020-2021: The WBC will find more adequate physical space on campus to meet the needs of a growing staff.**  Objective 2. The College demonstrates good stewardship of financial resources while ensuring sufficient resources will be available in the future.  Indicator 2.1: The college maintains sufficient financial resources to both maintain programs and remain strategic in times of financial downturn.  Indicator 2.2: The college maintains strong internal controls over assets and ensures compliance with college and state procedures.  Indicator 2.3: The college ensures continuing alignment of fiscal resources to meet current operating needs.  **Goal for 2020-2021: The WBC leadership will put together a budget that most effectively uses the variety of resources the center receives.** |
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| **Suggestions to improve this report or process** |
| **Please, keep the same process for the next year so we can compare one year to another.** |