



WELCOME BACK

Summer 2003
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Issue 8

Welcome Back Staff

Brenda Storey
Director

Naomi Marcus
Educational Case Manager

Sylvia Moreno
Educational Case Manager

Amelia M. Martínez C.
Management Assistant

Araceli Gutierrez
Program Assistant

To make an appointment with an educational case manager or to confirm class or workshop registration, please contact:

(415) 561-1833

City College of San Francisco
John Adams Campus
1860 Hayes Street, Room 221
San Francisco CA 94117

Summer Office Hours June, July, August

Monday
9 a.m. to 1 p.m. & 2 to 5 p.m.

Tuesday
9 a.m. to 1 p.m. & 2 to 5 p.m.

Wednesday
9 a.m. to 3 p.m.

Thursday
9 a.m. to 1 p.m. & 2 to 5 p.m.

Friday
9 a.m. to 12 noon & 2 to 5 p.m.

Saturday & Sunday
CLOSED

Greetings from the Initiative Director

It has been a little over two years since we started the Welcome Back initiative and I would like to share with you where we are now from an initiative-wide perspective.

In March 2001, we launched the project with two initial sites: San Francisco and Los Angeles. At that time, our funder, The California Endowment, also awarded two planning grants to explore the possibility of opening two more WB centers: one in San Diego and one in Fresno. We spent the first year trying to better understand who you were, what your needs were, what barriers you had encountered, and what options you'd be interested in trying. To this end, we conducted a series of focus groups across the State and based on what we learned we developed our service model.

At the end of this planning phase, we opened three centers San Francisco, Los Angeles and San Diego.

To date we have, between the three centers, over 3,400 participants from 115 different countries. Our participants are primarily physicians (47%), nurses (29%), and dentists (12%). The rest are other health professionals such as: physical therapists, psychologists, social workers, pharmacists, speech therapists, dietitians, and laboratory technicians among

35% are men. In regards to the amount of time they have been in the US, 53% have been here more than 4 years.

One of the most striking statistics is the fact that while over 90% of you are employed, only 36% of you are currently working in the health sector! And those who are working in health tend to be working below their potential. We have also developed a better understanding of the barriers you face in your efforts to re-enter the health sector. Clearly, the biggest obstacle encountered is the language barrier, followed by time and financial constraints.

You are all unique individuals. That is why we have developed a model of educational case management that provides you with guidance and support to develop an academic and personal strategy that will help you get from where you are to where you want to be. As you know, our educational case managers, (Naomi Marcus and Sylvia Moreno in SF) are the persons that assist you in the process of deciding what might be the best strategy for you, taking into account all your personal and professional circumstances.

Besides the educational case management services, we have developed and offered a series of educational activities and informational meetings, we have organized panel pres

entations, health career fairs, and study groups by profession.

Now that the program is up and running, we are seeing excellent results:

215 participants have completed license prep courses
91 have passed licensing exams
28 have obtained licenses in their original profession
36 have obtained licenses in alternative professions
103 have obtained employment in the health sector

These numbers are a clear demonstration of your efforts and your dedication. I am proud to see that we are in fact beginning to have an impact on the process of diversifying the US health workforce.

In the policy arena, we have been actively involved with all the licensing boards in Sacramento, with professional associations, advocacy organizations, and are beginning to establish relationships with key legislators that have expressed interest in the work we are doing.

While we should all be proud of what we've been able to accomplish in a fairly short period of time, we have much more work to do. We are currently in the process of developing other courses for

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sustain the program, including establishing partnerships with potential employers. We'll know more about this in the next few months. In closing, I want to take a moment to acknowledge the work that all the staff at the three Welcome Back sites is doing, but specifically the SF WB staff: Brenda Storey for leading the overall operations

of the SF center, Naomi Marcus and Sylvia Moreno for their dedication and passion, Araceli Gutiérrez and Amelia M. Martínez C. for keeping us all organized, Amanda Goldberg for coordinating the Leadership Series, we wouldn't be able to do this without you. There are two other individuals "behind the scenes" that we have to thank for keeping track of all

we're doing: Zoe Clayson and Celia Graterol, the WB evaluation team.

And to all of you who are actually making the effort to come back to the health workforce, my admiration and profound respect.

José Ramón Fernández-Peña, MD, MPH

Saludos del Director de la Iniciativa

Hace un poco más de dos años que empezamos el programa "Bienvenidos" y quiero compartir con ustedes algunos datos sobre la iniciativa a nivel estatal.

En marzo del 2001, empezamos el programa en dos centros: San Francisco y Los Ángeles. Al mismo tiempo, la fundación que provee los fondos para el programa, The California Endowment, otorgó fondos para estudiar la posibilidad de abrir otros dos centros uno en San Diego y otro en Fresno.

El primer año del programa nos dedicamos a tratar de entender quienes eran ustedes, cuáles eran sus necesidades educativas, cuáles eran los obstáculos que habían encontrado, y qué opciones o alternativas podrían interesarles. Con este fin, hicimos una serie de reuniones en todo el estado y, en base a la información obtenida, desarrollamos los servicios del programa.

Al concluir la fase de planeación, abrimos las puertas de los centros de San Francisco, Los Ángeles y San Diego.

Hoy en día, contamos más de 3,400 participantes provenientes de 115 países entre los tres centros. La mayoría son médicos (47%), enfermeras/os (29%) y dentistas (12%). El resto de los participantes son, entre otros: fisioterapeutas, psicólogos, trabajadores sociales, farmacólogos, nutriólogos y laboratoristas. El 65% son mujeres y el 35% hombres; y el 53% lleva más de 4 años en los Estados Unidos.

Uno de los datos más impactantes es que

aunque más del 90% de los participantes trabaja, solamente el 36% trabaja en el sector salud. Mas aún, los que si están trabajando en el sector salud, en su gran mayoría, están trabajando por debajo de su potencial. Otro dato importante que hemos corroborado es que la falta de dominio del idioma inglés es el obstáculo más grande que ustedes enfrentan, seguido por la falta de tiempo y por problemas económicos.

Cada uno de ustedes es único y diferente. Es por eso que creamos un modelo de consejería académica que les brinda apoyo y los guía en el proceso de crear una estrategia personal y académica que los lleve a alcanzar sus objetivos. Como saben, nuestras consejeras (Naomi Marcus y Sylvia Moreno en SF) son las personas que trabajan con ustedes para ayudarlos a decidir cuál es el mejor camino para ustedes, tomando en cuenta sus circunstancias personales y profesionales.

Además de los servicios de consejería, hemos creado una serie de actividades educativas y reuniones de información, hemos organizado mesas redondas y ferias educativas, así como grupos de estudio para distintas profesiones. Ahora estamos empezando a ver los frutos de estos esfuerzos:

- 215 participantes han completado cursos de preparación para los exámenes de licenciatura
- 91 han aprobado exámenes de licenciatura
- 28 han obtenido la licencia para ejercer su profesión original
- 36 han obtenido licencias para ejercer nuevas profesiones
- 103 han obtenido empleo en el sector salud

Estas cifras son el mejor testimonio de

sus esfuerzos y de su dedicación. Me da mucho gusto ver que ya empezamos a contribuir a diversificar la fuerza de trabajo en el sector salud.

En el área política y reglamentaria, hemos trabajado muy de cerca con las entidades que otorgan las licencias profesionales ("Licensing Boards" en inglés) en Sacramento, con asociaciones profesionales y comunitarias, y estamos empezando a cultivar relaciones con los miembros de la legislatura del estado que han expresado su interés en nuestro trabajo.

Creo que todos podemos estar orgullosos de nuestros logros en tan corto plazo, sin embargo queda aún mucho por hacer. Estamos trabajando para crear nuevos programas educativos para ustedes, buscando nuevos apoyos financieros para el programa, e intentando establecer acuerdos con posibles fuentes de empleo para ustedes. En los próximos meses tendremos más noticias al respecto.

Para terminar, quisiera agradecer los esfuerzos de todo el personal del programa Bienvenidos en sus tres centros, pero en particular al grupo de nuestro centro en San Francisco: Brenda Storey por su labor como directora de este centro, Naomi Marcus y Sylvia Moreno por su dedicación y su compromiso con ustedes; Araceli Gutiérrez y Amelia M. Martínez C., sin las cuales no podríamos trabajar; Amanda Goldberg quien coordinó los "Leadership Series". Otras dos personas que trabajan "en la trastienda" son Celia Graterol y Zoe Clayson, el equipo que dirige la evaluación del programa.

Y a todos ustedes, mi admiración y profundo respeto por los esfuerzos que están haciendo por reintegrarse al sector

Summer 2003 Courses

English Courses at JVS Open to everyone at all levels

Beginning VESL

Monday, Tuesday, Thursday & Friday:

9:00 a.m. - 1:00 p.m.

Class offered in 3-week modules.

- Focus on Speaking and Listening at beginning level.

Intermediate VESL

Monday, Tuesday, Thursday & Friday:

1:00 p.m. - 5:00 p.m.

Class offered in 3-week modules.

- Focus on Speaking and Listening at intermediate level.

High Intermediate VESL

Monday - Thursday:

5:30 p.m. - 7:30 p.m.

Class offered in 5-week modules.

- Focus on workplace communication.

Course level is determined by the JVS English placement test, which is offered every other week. Classes are open to new enrollees through the first week of each module. If you are interested in these classes, please contact Tony Albert at (415) 782-6276 or talbert@jvs.org

Fall 2003 Courses City College of San Francisco

English for Health Professionals

Kat Peirce, ESL Instructor, will be offering English for Health Professionals at CCSF John Adams Campus for persons with HIGH intermediate English level skills. ESL Credit Placement Test required with a minimum score of 130/132.

Classes will be held on Saturdays, starting August 23 through December 13, from 8:00 a.m. to 1:00 p.m. CRN# ESLV 3800. Contact Welcome Back at (415) 561-1833 to register for this noncredit course or register online at:

http://www.ccsf.edu/Services/Matriculation_Office/noncredit/

Introduction to the U.S. Health Care System

If you are interested in enrolling in the next series of courses for the Introduction to the US Health Care System, please call the Welcome Back Center at (415) 561-1833. If you leave a voicemail message, please speak slowly, spell your first and last name, and leave a telephone number to return your call.

These courses are taught in English, requiring an intermediate English skill level. These courses are very popular and fill up quickly. Please see CCSF Fall 2003 Schedule or visit www.ccsf.edu to view the schedule on-line

HLTH 5410—*Organization of Health Services*—Saturdays, September 6 & 13, 9am-1pm

HLTH 5420—*Public Health & Society*—Saturdays, October 4 & 11, 9am-1pm

HLTH 5430—*Health Professions & Practice*—Saturdays, November 1 & 8, 9am-1pm

More Welcome Back
Info . . .

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The San Francisco Welcome Back Center is sponsored by City College of San Francisco and San Francisco State University through the Community Health Works of San Francisco, a joint program of the two institutions, and by the San Francisco Bay Area Regional Health Occupation Resource Center.

Mission Statement

"To build a bridge between the pool of internationally trained health workers living in California and the need for linguistically and culturally competent health services in underserved communities."

Nursing Study Guides

The Welcome Back Center has recently purchased a number of Nursing (RN/PN) books and study guides for use by Welcome Back participants preparing for licensing exams.

Mosby's Questions & Answer for NCLEX-PN, 2e

Mosby's Comprehensive Review of Practical Nursing for NCLEX-PN

Mosby's Comprehensive Review of Practical Nursing for NCLEX-RN

Mosby's Review Cards for NCLEX-RN

Saunders Comprehensive Review for NCLEX-PN

Saunders Q&A Review for NCLEX-PN

Saunders Q&A Review for NCLEX-RN

Saunders Comprehensive Review for NCLEX-RN

These and other books are currently available to all Welcome Back Participants. For a complete listing, visit us or call (415)561-1833.

Workshops Coming soon...!

Resume Writing

Learn the key elements of writing an effective *curriculum vitae*.



Interviewing Skills

Practice the skills of effective interviewing in this workshop.



If interested in the above workshops call (415) 561-1833 to reserve a space.