

About HELP

Healthcare Employment & Learning Pipeline (HELP) is an initiative started in 2011 by Workforce Solutions Group of Montgomery County, Inc. (WSG) — the operator of MontgomeryWorks, Montgomery County's One-Stop Center. With funding from the Healthcare Initiative Foundation and Holy Cross Hospital, WSG partners with Holy Cross Hospital and Montgomery College to provide a unique training opportunity that incorporates classroom instruction, job readiness training, and experiential learning.

Healthcare Employment & Learning Pipeline
was funded by the
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Healthcare Employment & Learning Pipeline

*Thinking about
NON-CLINICAL* jobs in
HEALTHCARE?*

**Clerical, administrative, and customer service*



Frequently Asked Questions about HELP

What is the Healthcare Employment & Learning Pipeline (HELP)?

HELP is a program that offers classroom instruction and work experience for two administrative/customer service roles—Patient Registration Representative and Health Unit Coordinator—within hospitals and long-term care facilities.

How long is the program?

There are three components to the program: job readiness training (MontgomeryWorks), classroom instruction (Montgomery College), and experiential learning (Holy Cross Hospital). The program lasts 16-18 weeks.

What are the eligibility requirements?

The requirements are

- At least 18 years old
- Authorized to work in the United States
- High School Diploma or GED
- Basic computer skills
- English language proficiency
- Ability to pass background check (no felonies) and drug screening

What is the process?

First, submit an application. Second, attend an orientation to determine whether or not this program is a good fit for you. The orientation will outline the program requirements, duration, etc. Next, complete the assessment. After careful review, you will be notified whether you have been selected to participate or not.

Why do you require attendance to the orientation?

We want to make sure that you have a full understanding of the program before making the commitment to participate.

What kind of assessments will I have to complete?

There are two assessments used. The first is the COPS Interest Inventory that will help us determine your interest. The second is the CASAS Health Occupations that will help us determine your skill level for instruction and work experience. Because the assessments are pen-and-paper, remember to bring your glasses (if applicable!)

How do you determine who can participate?

Because of the great interest in the program, the process has become competitive. It is hard to make the choice of who can and cannot participate in the program. Many factors influence the decision, including available funding, instructional requirements, and employer requirements. You will need to put your best foot forward at all times and show that you are serious about the training.



I applied to participate in the program before and was not selected. Do I have to reapply to be considered again?

You will need to complete the application form because it has been updated since the last session. If you completed the assessments and met the minimum requirements, you will not have to complete the assessments again. If you completed the assessments but did NOT meet the minimum requirements, you will need to complete the assessments again to be considered.

I have had training as a Certified Nursing Assistant, Medical Assistant, Phlebotomist, Registered Nurse, etc. and need experience. Is this the right path for me?

No. Because this program focuses on two administrative/customer service roles and lasts for several weeks, it is better to learn how to better market the training and skills that you currently have. To do so, you may want to take advantage of MontgomeryWorks' Core Workshops. Information for the workshops can be found on MontgomeryWorks website at http://www.montgomeryworks.com/workshops_training.asp, the Maryland Workforce Exchange at <https://mwejobs.maryland.gov>, or by coming into either MontgomeryWorks offices in Wheaton or Germantown.

Is there a language, or English language learning, component?

No. Because of the nature of instruction and positions, fluent English is required, as well as a ninth (9th) grade reading level. If an interested individual is determined to be a strong candidate for the program, but requires English instruction, he or she will be referred to a partnering organization.

Am I guaranteed employment?

No. As with all other program and employment opportunities hosted by MontgomeryWorks, employment is not guaranteed because the employer makes the final hiring decision. However, you have the potential to leave a very good impression of yourself thereby making yourself a stronger candidate by successfully completing the classroom instruction and the work experience.

What is the cost?

With funding from the Healthcare Initiative Foundation and Holy Cross Hospital, there is no cost to participants.

I have other questions that were not listed here. Who should I contact?

Please contact Mary Ngo at 240-283-1560 or mngo@montgomeryworks.com.