



August 2017

Employment and Training
Center
(Grand Central Station)
is located at
**55 Main Street,
Woonsocket, RI 02895**

Dear Friends and Colleagues

Ticket Information Training Programs, GED, NEDP & ESL

Program Manager

Melissa
(401) 235-6047

Vocational Evaluations & Assessments

Emily
(401)235-6027

Orientation & TABE

Kelsey
(401) 235-6082

Money Sense

Robert
(401)235-6037

Employment

Lucas
(401)235-6077

Hop on board and welcome to EMTR's Employment Express train where you will receive a ticket to the local working world.

Before you take your seats, I'd like to introduce some of our seasoned crewmembers:

Melissa Rouleau

Director of Adult Education, Training and Assessment

Robert Bennett

Instructor of Administration Office Management &
Money Sense Coach

Suzanne Doucette

Instructor of Administration Office Management Program

LaTerra Tiller

Instructor of Healthcare Reimbursement Specialist Program

Kelsey Gleeson

Case Manager

Robyn Federici

Administrative Assistant

Lucas Pralle

Employment Specialist

Emily Deede

Work Readiness and Assessment
Specialist & Adult Education Teacher

Sandra Rodriguez

Adult Education Data Specialist

Marissa Campisani

Adult Education National External Diploma
Program Teacher

Refaat Shehata

ESL Teacher

Rose Marie Canavan

ESL Teacher

Luci Palmieri

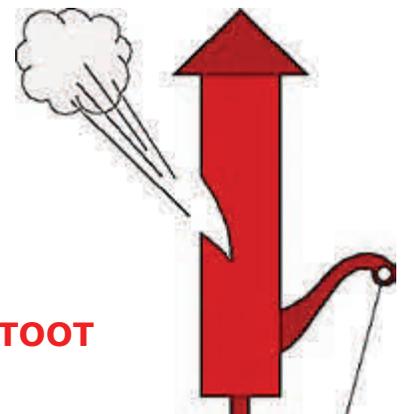
Wilson Teacher

Elaine Stafford

Wilson, GED Teacher, LD Designee

**ATTEND ONE OF
OUR
ORIENTATION
SESSIONS HELD
EVERY
WEDNESDAY
3:00 pm AT
55 MAIN STREET
IN WOONSOCKET**

**LET US HELP YOU TOOT
YOUR HORN!**



Project LEARN

Contextualized learning at its finest!

John came to Project Learn in 2011 for the Wilson Reading Program. He wanted to read and spell better so he could advance in the job market. John was fortunate to have had a good job at the time, but looking to improve his earning potential. John's other language is Portuguese. His parents came to this country before he was born. He was not enthusiastic about his public school education as a young man. Hindsight is 20/20 and John often encourages his own son to do well in school, using his own life as an example of the "school of hard knocks."

In the spring of 2013 he decided he wanted a Commercial Driving License and he signed up for truck driving classes in RI. The manual was somewhat difficult for him to read so I helped him study by rewriting it for him. He took the written test and road test and received his license. After that license he tested for and received his **Tanker Endorsement**. The trucking school helped place him with Werner Trucking Company, and he began a 10 week tour of the U.S. highways as a truck driver apprentice. We used Skype to keep up our lessons! When he returned to RI they offered him employment but he declined because the hours were not acceptable for him as a parent. He acquired a job with a towing company. During that time he obtained his **Hazardous Materials License** with only a little bit of help from me. That license helped him obtain employment with a propane company in MA. His **CDL A & B for tractor trailer** was important at this company. He could drive the tank truck and the larger vehicles. John was the only employee they had who possessed a CDL.

During this time, John applied to work with several town Highway Departments and had interviews but was told he needed his **Hoisting Machinery License 2a for Massachusetts**, (excavators, backhoes, and trenches) to have a competitive edge to be hired. Other than that license, he had all the skills they required for the position. A town job would give John better pay and benefits because it is a municipal union job.

The Hoisting Machinery Licensing office offered class time. The class cost \$250 and the tests cost \$75. If you fail you must wait three months before you can retake and pay again for the test. They do not give you your grade or a copy of your test.

**“I am humbled when my students do well in class and thrilled for them when they reach a goal..” - Luci Palmieri, Wilson Teacher
August 2017**



It is strictly pass/fail. Because John's first two attempts ended with a failing grade, he decided to ask me for study help. This course is much, much, harder than the truck license course having college level vocabulary. I reworked the materials to help him memorize and he studied with me weekly, until his test date. For a man who works so hard at reading, this two inch thick manual was a bit overwhelming! He passed his 40 question exam and received his license.

He also tested for a second hoisting license in Sept 2016, and passed for License 1c fork truck and small boom.

In August of 2016, he resigned from his propane job and was hired as a union employee for the town of Holliston. He really likes the job and will continue to get more licenses as he needs. He was asked right away to acquire two more licenses, License 4e and 4 g, by using an online study course with my assistance. This license is to operate a lawn mower, brush cutter and a catch basin machine. His income is higher, his benefits are better and his hours are regular.

All this makes John sound very tenacious, and he is, but I must say that he wanted to quit the reading classes more than a few times! Many students come into the program and think that they will finish the course quickly. It is not at all a short term commitment. He always tried to encourage other students to keep going and finish the course!

John is now reading at a high school level and finished the 12 Books in the Wilson Reading Program. We have also read 5 novels which I assigned the class for homework and class discussion.

I am VERY proud of all of them and their dedication to reading and lifelong learning.

Integrating Education, Training & Youth Services

Texas is a really big state, so it's no surprise when Texans walk in with really ambitious plans! Renee had some grand hopes and dreams when she recently moved from the Lone Star State to the Ocean State. Two of these hopes were to complete her high school education and to get some training that would help her achieve economic stability in order to provide a good life for her two little boys.

After doing careful research, Renee discovered Community Care Alliance (CCA). The friendly staff at CCA answered Renee's questions, assessed the firmness of her educational foundation, and enrolled her in the Healthcare Reimbursement Specialist (HRS) program. They were also able to place her with Project LEARN so she could work on getting her GED. Renee was weak in mathematics, but she was determined to succeed. Her drive, and the skillful guidance of her teacher, enabled Renee to receive her GED within two months, while simultaneously handling the HRS study load!

Soon after getting her GED, Renee graduated from the HRS program in May 2017. She received multiple national certifications in medical coding and billing, electronic health records and customer service. Renee was recognized as the most professional student in the class by her peers and was awarded a professionalism award. Renee is now in a paid internship through CCA's youth center and working closely with Employment and Training's employment specialist.

Eventually, Renee hopes to study nursing, starting at CCRI and then at URI. She is also looking forward to the day when she can make a trip to Germany and visit the land of her grandparents, finally putting her German language skills to practical use. Knowing Renee, no dream is too big!

GED Graduate 2017

**Healthcare Reimbursement Specialist
Program Graduate 2017**



MONEY \$ense




Money Sense Accomplishments!

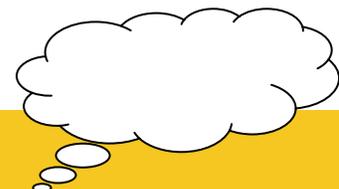
Robert Bennett
Money Sense Coach

Lack of income can be a huge barrier to someone trying to become financially independent, but for Jamie, the thing that was holding her back was a little different. Jamie had sufficient money through Social Security Disability Income (SSDI) to pay her bills and keep a roof over her head, but she was not the person in control of her money. Jamie had what's known as a representative ("rep") payee, an individual responsible for deciding how another person's funds are distributed. This is common for many people receiving SSDI.

Jamie had been associated with Community Care Alliance for several years before joining the Money Sense program in January, 2017. Her goal was to take charge of her own finances and to pay off several outstanding bills that had gone into collections. Through frequent meetings with the Money Sense coordinator, Jamie was able to negotiate reduced payoff amounts for past-due bills with the collection agency—and to pay them off! Her last debt obligation, for old cell phone charges that had accumulated out of control, was settled on April 18th. Jamie is also proud of the fact that, while getting her finances in order, she was successfully able to arrange the purchase of a dependable used car!

Recently, Jamie came in and met with a member of the Money Sense staff to have her budget brought up to date. She has been able to take the responsibility for her own finances back from her rep payee and has proven for a couple months now that she can pay her rent and other bills on time. What's more, Jamie has money left over at the end of every month.

Money Sense has, time and again, proven to be a successful financial education program that can help many people reach their financial goals. Jamie is living proof of that, and she is proud of her achievement!



Full Steam Ahead...



An On-the-Job Training Triumph

I was born in densely-populated, diverse Philadelphia, Pennsylvania. I grew up living with my mother, my step-dad, and my younger sister. Tragically, when I was ten years old, my mother passed away one night in her sleep. Because I was still so young, I remained in the care of my step-dad, along with my sister.

I was 12 when my biological father decided to resurface, after having been absent for many years, and I had to go to court to resolve the issue of guardianship. It was up to me to decide whether I wanted to go live with him or stay with my step-dad. I chose to stay with my step-dad because of all the love and care he'd given to me.

While starting middle school at 13, I remember getting into a fight there one day after someone called my sister and me "orphans." I don't recall the hurt I felt then, but I do remember the principal asking me why I did it. I told him "it made me feel good!" From that point on, I started distancing myself from my usual friends and began to hang out with new ones. I met a young man I'll refer to as James. Well, James gave me lots of attention and a sense of belonging, something I had been chasing since my mom passed away. Sadly, I thought I had found everything I was looking for in James. I started spending all of my time with him and I became interested in the things he did. Like James, I started using drugs, and skipping school. I went from having straight "A's" on my report card to failing grades because of my absences.

One day, my step-dad received a letter in the mail, and we had to go back to court. This time it was because I decided I didn't need to be in school. The judge warned me that, if I didn't go to school, I would be sent away. I just laughed at him. I continued to skip school and eventually I really *was* sent away! (Years later, I found out that my being sent away was part of a huge scam called "KIDS FOR CASH," but that's a long story in itself!)

I enrolled in high school at a vocational school where I decided I wanted to take a course called "Health-Related Technology." I did well there, and obtained my CNA license at the age of 16. I worked full time while still attending school, but quickly fell back into my old habits. My drug addiction had been in remission, but I picked back up as if I had never stopped using. I was constantly in trouble, and it seemed like I was caught in an endless, vicious cycle. My teachers were aware of what was going on, and they told me if I didn't go into rehab that I wasn't going to be able to graduate. I did what they suggested, and I ended up graduating with my class in 2007, but only by the skin of my teeth!

I always seemed capable of holding a job whether I was using drugs or not. This fact emboldened me, and I continued working to support my habit until the habit was more of a priority than my job. This was the lowest point in my life. I was a shell of a human being, not living as much as just existing. There must be a God, however, because right at that moment—the point where one more fix might well have landed me in the morgue—I found myself in the midst of a rough intervention. I had no choice but to allow "tough love" to help me kick drugs for good.

I moved from Philadelphia to the New York City area while progressing through several rehab step-down programs, culminating with entry into a transitional residence. The routine here of intense outpatient counseling five times a week, followed by nightly meetings, helped me to continue succeeding in the program; soon I had my own room and enjoyed more freedom. While participating in NA/AA, I met a fellow recovering addict. We turned out to be quite compatible, wanting the same things in life. A short time later, we had a baby boy together.

Leads to a Career Ladder Victory !

During this same period of time, I was inspired and mentored by a woman I met. She was very involved in her church, and I began volunteering there and at a food pantry. We even collaborated to help other recovering drug addicts and to assist at a summer day camp for kids who were at-risk and impoverished.

I relocated to Rhode Island at the beginning of 2015 and immediately enrolled in a local medical assistant (MA) program. The school never told me that I might have a difficult, if not impossible, task of finding a job because of my long struggle with drug abuse. By diligently applying myself to my studies, and remembering how far I'd come in kicking drugs, I was able to achieve the Dean's list throughout my entire enrollment. I graduated as a Medical Assistant on October 28th, 2015, and I knew my Mom would have been proud of me!

A few short weeks after my graduation, I was placed at Community Care Alliance (CCA), in Woonsocket, RI, through the Department of Human Services (DHS). I came into the On-The-Job-Training (OJT) program with an open mind and the willingness to allow someone to help me because I couldn't seem to get a job on my own. Days became weeks, and although I did have some interviews, nothing came of them. Depression and loss of hope began to creep in. Despite heroic efforts from both the DHS and CCA staffs to do their best for me, it seemed as though no organization was willing to take a chance and believe I was no longer the rebel of my past.

One day, I was looking at job leads in my email, and I applied for all of the medical assistant positions I could find. I received a call and went for an interview at a Suboxone and Pain Management clinic. They agreed to hire me, and I was so ecstatic at finally having a job that I didn't care what the rate of pay was! (As it so happens, it was quite fair.) I felt fortunate to have been put into the OJT program where I acquired the necessary tools for self-achievement. But the *real* blessing came shortly after that: CCA staff continued to work with me. They advocated for me and connected with employers shortly after my application was submitted. CCA posted a medical assistant position and soon after I received an interview and they offered me a full-time position at the agency! Imagine, working for the very people who believed in me the most!

After joining CCA as a Medical Assistant in March, 2016, I was recently **promoted** to Medical Assistant **Supervisor**, in March 2017. I love working with people and helping them. I really understand what they are going through and it is very satisfying for me to see them progress in something that I, too, have overcome. My fiancé and I are currently renting a four-bedroom house, and my son—who is now almost three—has a new baby brother!

My goal is to be an inspiration to my children and to others as I reinforce the belief that someone else's opinion should never define a person's worth. - Amanda M - August 2017



Occupational Training Programs

Healthcare Reimbursement Specialist & Administrative Office Management

10 weeks—2 weeks of Career Prep and 8 weeks of core instruction

Monday thru Friday (9:30am-3:30pm)

Start Dates:	End Dates:
08-14-2017	10-20-2017
11-06-2017	01-19-2018

Newly Restructured Janitorial Program

4 weeks—2 weeks of Career Prep and 2 weeks of core instruction

Monday thru Friday (9:30am-3:30pm)

Start Dates:	End Dates:
08-14-2017	09-08-2017
11-06-2017	12-01-2017

Placement Rates

Healthcare Reimbursement Specialist 80%

Administrative Office Management 86%

“New” Janitorial To Be Determined

On-The-Job Training 100%

These percentages do not include non-compliant participants.



“I walked into class that first day, scared but oddly excited for the first time in a long time. The first few weeks were mostly about employment skills and such, but the Employment & Training instructors reminded me that I had something to offer and that I’m not...unworthy as I had taught myself to believe.”

“...for once I feel my life is entering in a good and successful place. I owe it to the amazing people here at Community Care Alliance...”

- Kimberly P- 2017 HRS Graduate