

**Request for Proposals for New FY19 – TRAIN Grant Projects**



MASSACHUSETTS  
Department of  
Higher Education

**COVER PAGE**

Applicant Information			
<b>Lead Applicant (Campus):</b> <b>Mount Wachusett Community College</b> <b>444 Green Street, Gardner, MA 01440</b>		<b>Grant Focus (check):</b> <input checked="" type="checkbox"/> Long-term unemployed, underemployed and new entrant adult workers	
<b>Name of Project/Project Title:</b> <b>Emergency Medical Technician Certification Training</b>		<b>Type of Grant (check):</b> <input checked="" type="checkbox"/> Workforce Development	
<b>Program Partners (list all):</b> Wood's Ambulance, Gardner, MA (978) 632-6352 MedStar Ambulance, Leominster, MA (978)-466-1444			
<b>Grant Administrator:</b> <b>Name:</b> <u>Colleen Clark</u> <b>Title:</b> <u>Director of Sales &amp; Workforce Training</u> <b>Telephone:</b> <u>978-630-9142</u> <b>E-mail:</b> <u>cclark20@mwcc.mwcc.edu</u>		<b>Institution:</b> <u>Mount Wachusett Community College</u>  <b>Mailing Address:</b> <u>444 Green Street</u> <u>Gardner, MA 01440</u>	
Program Information			
<b>Total Number of Students Served Upon Implementation:</b>	<b>25</b>	<b>Target Population:</b>	long-term unemployed, underemployed and/or new entrant adult workers from across the north central Massachusetts region
<b>Brief Summary of Project Outcomes:</b> Mount Wachusett Community College (MWCC) proposes <b>Emergency Medical Technician Certification Training (Basic)</b> within the health care sector. MWCC proposes to recruit and enroll 25 long-term unemployed, underemployed and/or new entrant adult workers to fill a need in the North Central Massachusetts region. Employer partners will provide experiential learning opportunities throughout the training timeframe.			
Budget			
<b>Total Funds Requested:</b> \$78,003.00	<b>Total Matching Funds (42%):</b> \$32,398.67	<b>Total Project Cost:</b> \$110,401.67	
<b>Authorizing/Fiscal Agent:</b> <b>Name:</b> <u>Robert LaBonte</u> <b>Title:</b> <u>VP of Finance &amp; Administrative Services</u> <b>Phone:</b> <u>978-630-9272</u> <b>Email:</b> <u>r_labonte@mwcc.mass.edu</u>		<b>For DHE Office Use:</b>	

**I certify that the information reported herein is accurate and complete.**

**Authorized Agent Signature:**  **Date:** 9/12/18

**A. Project Abstract**

**1. Lead Applicant:** Mount Wachusett Community College, 444 Green Street, Gardner, MA 01440;  
Contact: Colleen Clark, Director Sales/Workforce, 978-630-9242, Cclark20@mwcc.mass.edu

**2. Names and Roles of committed partner organizations:** Letters of support are attached

- o Experiential Learning Partners:
  - o Wood’s Ambulance Company, 457 Main Street, Gardner, MA / (978) 632-6352
  - o MedStar Ambulance, Leominster, MA / (978)-466-1444
- o Outreach/Support Partner: North Central Career Center, 100 Erdman Way #1804, Leominster, MA 01453 / (978) 534-1481

**3. Summary description of the project:**

Mount Wachusett Community College (MWCC) proposes **Emergency Medical Technician (EMT) Certification Training (Basic)** for 25 long-term unemployed, underemployed and/or new entrant adult workers from across the North Central Massachusetts region. Partners have committed experiential learning opportunities (ride alongs during ambulance shifts) for 10 hours per trainee. Seventy-five percent (or 19) program completers are projected to enter employment within six months of completion.

- o The US Bureau of Labor & Statistics states that the employment growth for these types of jobs is much faster than average, with an anticipated growth rate of 15% over the next 6 years.<sup>1</sup>
- o There is a significant shortage of EMTs in the region. Mark Olson, COO of MedStar Ambulance, stated, “If [the trainees] were ready to go right now, I could probably hire all 25 of them.”
- o According to Mark Olson, COO of Medstar, salaries for current Van Drivers at MedStar are \$11.40/hour. With an EMT credential, this would increase to an entry level rate of \$14.30.
- o Individuals who are certified EMT-Basics could earn a rate of up to \$33,380 per year or \$16.05/hour.<sup>1</sup> These jobs are stepping stones for Advanced EMT and Paramedic.

Training consists of 150 hours will occur from January - April 2019 (twice a week for 12 weeks), followed by the exam for certification through the MA Office of Emergency Medicine and National Registry of Emergency Medical Technicians. Training follows industry and state requirements and includes workplace readiness and industry specific modules as well as resume prep, interview skills, and documentation writing. MWCC’s Division of Workforce Development is responsible for implementation. A credentialed Instructor and a Program Coach will be hired to teach/mentor the class. MWCC and partners commit up to \$32,398.67 in combined match. The budget request to DHE is **\$78,003.00**.

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<sup>1</sup> US Department of Labor, Bureau of Labor Statistics, Occupational Outlook Handbook, EMTs and Paramedics. Retrieved on September 10, 2018 at: <https://www.bls.gov/ooh/healthcare/emts-and-paramedics.htm>

## **B. Project Narrative**

### **1. Recruiting**

The primary recruitment strategy will be referrals from partners (ambulance companies and the Career Center) as well as other municipal entities as described below to specifically reach long-term unemployed, underemployed and/or new entrant adult workers from across the North Central Massachusetts region. For programs of this nature, MWCC has found the following mix of recruitment strategies and tactics to be useful in reaching eligible individuals:

- Outreach to local ambulance companies, fire and police departments, local high schools and trade schools and the caseworkers at the Career Center to seek qualified referrals to the program.
- Targeted marketing using social media (Facebook, Twitter) and MWCC website
- Program information sessions (orientations)
- Presence at job, career, and employment fairs in the region

MWCC itself will be a referral source, pointing individuals who are not presently able or ready to attempt the Paramedic Certificate Program at the college toward this non-credit program.

The selection process for participation will be comprised of a standard education and workforce assessment instrument (including basic reading, writing, and simple math skills)—and also assessment tools determined with the assistance of the partner. This will generate a qualified pool of candidates who have the greatest likelihood to complete training, obtain certification, enter employment, and persist in EMT Basic jobs for at least 30 days.

Eligibility will be prioritized on the basis of: 1) extended unemployment as determined by the Unemployment Insurance System or otherwise by the partner OSCC; 2) insufficient basic skills preparation (English, literacy, numeracy, sciences) based on standard workforce development assessment instruments administered by the partner OSSC, community college or community based organization; 3) cultural deficits related to workforce readiness; and 4) industry skills preparation as determined by employer minimum hiring criteria and assessments.

Participants who are not selected will be counseled and referred to programs and/or services that can help prepare them for other employment opportunities. For example, potential participants who have limited English proficiency will be counseled about taking intermediate steps in their skill development by enrolling in MWCC programs geared for these populations: English for Speakers of Other Languages, Adult Education, or HiSET preparation.

2. **Academic, Work Place Readiness and Industry Skills Training**

- **Describe the training objectives to be achieved during the project period.**

The Basic EMT Certification training program is the introductory course for Emergency Medical Technician that follows the guidelines outlined by the United States Department of Health Education and Welfare in conjunction with the National Traffic Safety Administration, Department of Transportation. The objective of this training is for 25 individuals to become certified by the Massachusetts Office of Emergency Medicine and National Registry of Emergency Medical Technicians as Basics EMTs.

In addition, participants will complete a two-day seminar designed to assist them in resume writing, interview skills, documentation writing skills, and basic work-place readiness specific for the Emergency healthcare field.

- **Instructional format, i.e. classroom, campus-based, onsite, online, hybrid.**

Instructor will use a combination of classroom instruction, role-play scenarios, and interviewing techniques that emphasize practical application of the knowledge and skill necessary to care for individuals who have life-threatening emergencies and illnesses. Work place norms of behavior and attire, communication and collaboration, teamwork, data and information application will be addressed in the workplace readiness modules. All classroom work will take place at the MWCC Devens Campus, One Jackson Place, 27 Jackson Road, Devens, MA.

The Program Coach will identify students needing any remedial study and will provide additional mentoring and materials to assist their learning. Students will be given contextualized academic coursework to address any deficiencies in their academic preparedness and those who need more time will be given additional course hours with the Instructor. Eligible participants who need it can also take advantage of free classes in Adult Education (AE), high school equivalency preparation, and English for Speakers of Other Languages (ESOL).

- **Adult student learning needs addressed thru experiential learning, tryout employment, etc.**

All qualified trainees will be offered an experiential learning opportunity of ten (10) hours over two shifts in a ride along in an ambulance with one of our two partner organizations. This opportunity will be offered to all students participating in the program. Students must comply with the ambulance company policies to participate and will be required to sign a waiver contract and document proof of insurance. Any student requiring insurance for this purpose will be added to MWCC's insurance policy.

This experiential opportunity will provide students with the chance to see the work habits of employed EMTs, to increase their direct knowledge of the job, and to give them a real world insight into what a day in the life of an EMT is like. Full-time staff working these shifts will share information with the students and show them what it's like to work on an ambulance, and give feedback on the trainees to the TRAIN Instructor and Coach. It will give these partners a chance to get to know potential employees and to complete early development of potential new hires.

- **Start and end dates of training and/or number of cycles of training, as well as required minimum hours per week, length and schedule of training.**

The start and end dates will be from January 2019 – April 2019, twice a week for 12 weeks, or 150 hours of EMT training. One cohort of 25 individuals. Classes will meet two (2) times per week for five (5) hours per class. Classes will meet Tuesdays from 5 p.m. – 10 p.m. and Saturdays from 9 a.m. – 2 p.m. at the MWCC Devens Campus, One Jackson Place, 27 Jackson Road, Devens, MA 01434.

In addition, two modules (12 hours each) of workplace readiness classes will be offered. Workplace readiness will include modules on work place norms and professional workforce expectations, written and oral communication (including documentation), teamwork, and collaboration—tailored to an emergency workplace setting.

Each student will also be expected to participate in at least ten (10) hours (2 professional shifts) of a Ride Along experiential opportunity.

- **Credit, non-credit training or a combination of both.**

Non-Credit

- **Credentials earned upon completion of the training.**

Upon successful completion of the EMT Certification course, trainees will be take the practical and written certification examinations offered through the Massachusetts Office of Emergency Medicine and National Registry of Emergency Medical Technicians. After certification, students may consider continuing their education in the MWCC Paramedic Certificate Program.

- **Certification testing as a prerequisite for employment.**

This course satisfies the requirements for the psychomotor exam required by the Massachusetts Office of Emergency Medicine and the practical and written exam administered by National Registry of Emergency Medical Technicians as an EMT-Basic. Students must attain a 73% or better grade average to qualify for the psychomotor and/or written exam.

- **Role of partners, if any, in the delivery of training, e.g. other postsecondary institutions, One Stop Career Centers, WDB's, vocational technical schools, community-based organizations, etc.**

Our partner companies (Wood’s Ambulance and MedStar Ambulance) have agreed to provide experiential learning opportunities in the form of ten (10) hours of ambulance ride along opportunities for each qualified trainee. Partners will give feedback on the trainees, and target qualified students for hire.

- **Sustainable capabilities and capacities that will be developed and maintained in the region because of this project.**

MWCC will continue to offer the training model described here in noncredit format beyond its delivery through this grant. This will be sustained financially through a mix of funding strands for future participants. Individuals who are able to self-pay will have that option.

Career Center/WIB client referrals may qualify to have their participation funded with available training dollars that may be available through those agencies’ programs. Preparatory programs, such as MWCC’s ABE and ESOL programs have existing funding streams to support their continued availability to future enrollees who require academic remediation prior to their entry.

### 3. Wrap-around Support Services

This TRAIN grant will provide wrap-around support services using a case management model. The Instructor, the Program Coach, and the supervising administrative staff (MWCC’s Director of Sales and Workforce Training) will coordinate the efforts listed below with the appropriate MWCC offices. Staff will refer students as appropriate; referrals will be made as necessary to appropriate community agencies.

- **Mentoring** – 50 hours will be dedicated by the Instructor to mentoring throughout the training course and beyond as the students engage in experiential learning, and prepare for certification exams.
- **Job Search Assistance & Job and Career Advising** upon completion of the training program and certification, onsite MWCC counseling staff will be available to assist, including workplace readiness specific to the industry.
- **Financial literacy/supports** – provided in seminars & workshops by the MWCC Financial Aid Office as needed
- **Remedial support** – offered by the Program Coach and the MWCC Academic Counseling Department. Eligible participants can take advantage of free classes in Adult Education (ABE), high school equivalency preparation, and English for Speakers of Other Languages (ESOL).
- **Educational Opportunity Center** - (MWCC Grant Funded program in Leominster, MA) - to assist them with developing a financial aid application and identifying a college to continue their education if they want to.

#### 4. Internships, apprenticeships, experiential learning

- **How the experiential learning aligns and reinforces the program's workforce readiness and skills training programs.**

All students will be offered the opportunity to participate in a ten (10) hour ride along with one of our partners (a local ambulance company). This hands-on learning opportunity will underscore the classroom learning and will prepare students for job expectations. Students must comply with the ambulance company policy and either be self-insured or insured by MWCC to participate. Coaching and mentoring provided by the Instructor, the Program Coach, and the partners will blend to provide participants with feedback that reinforces their didactic and clinical learning

- **How experiential learning benefits the students, employers and community colleges.**

Students will observe pre-hospital patient care while riding on an ambulance with EMT professionals. This opportunity provides them with real-world experience in the field and with opportunities to apply their knowledge and skill alongside actual individuals currently working in emergency medical services. Employers will interact with the student, educating them on the operations of their company and will assess the trainee's fit within organization.

- **The role of mentors and supervisors for guiding intern trainees, assessing performance and providing feedback.**

A Program Coach will be hired to act as an advocate for students and to assist with assessing their performance and helping them with job search. Both the Coach and the partners oversee the trainees as they begin their experiential opportunity. Trainees will receive written feedback after their ride along so they can modify any behavior necessary. The Instructor will serve as a mentor and supervisor during the training program and will have regular interaction with the staff overseeing the administrative aspect of the program. All TRAIN staff will have a role in preventing trainee attrition.

- **The expected length of the experiential learning opportunity.**

Ten (10) hours (or two shifts) during the EMT training component.

- **The possibility of jobs for hire after completing the internship.**

The North Central Massachusetts region has a need for qualified Basic EMTs. Wood's Ambulance has annual openings for 25 EMTs and MedStar Ambulance has annual openings for 50 EMTs. Both TRAIN partners have agreed to consider hiring trainees who achieve certification through this program.

#### 5. Program Measures and Outcomes

The program expectation is that 25 individuals will begin the EMT Basic training in January, 2019. The goal of this TRAIN project is that 90% (22 trainees) who start the program will become certified EMTs. MWCC will target 19 individuals to be employed at the conclusion of six months post training.

- **The number of participants who will begin the program:**  
25 participants
- **The number of program completers including certifications:**  
Target rate of 90%, or 22.
- **The projected and committed number of students to be placed in experiential learning opportunities:**  
All students (25) will be given the opportunity to participate in an experiential learning opportunity, which will consist of ten (10) hours of a ride along in an ambulance.
- **The number of businesses providing experiential learning opportunities to participants, the number of student placements and a description of the training received by participants through these placements:**  
Two
  - Wood’s Ambulance Company—Gardner, MA / (978) 632-6352
  - MedStar Ambulance—Leominster, MA / (978)-466-1444All 25 individuals in the program will be eligible for an ambulance ride along of ten (10) hours. At the conclusion of training, the goal is to place at least five (5) certified EMTs at Wood’s Ambulance, and eighteen (18) certified EMTs at MedStar in full-time positions.<sup>2</sup> If hired, MedStar provides new staff with eight (8) hours of EVOC (Emergency Vehicle Operator Course) training.
- **The number of participants who received full-time employment within 6 months of completing the program:**  
Targeting 75% (or 19) of trainees to be employed after six months.
- **The cost per participant reflecting the services provided for Long-Term Unemployed workers, Under-Employed workers and Prospective Adult workers:**  
The cost per participant is \$3,120.12 and includes 150 hours of training, assessment and certification, a ten (10) hour ride along experiential opportunity, work wear, and books.

**6. Evaluation:**

Evaluation will be led by MWCC’s Dean of Workforce Development, John Henshaw, and MWCC’s Director of Paramedic Programs, Peter Laitenan, and will be informed by the Project Coach. The following tables outline the tools, methods, and timetable proposed for the project evaluation.

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<sup>2</sup> Both partners have committed to hiring as many trainees as possible, upon certification, based on position openings at the time of completion.



Formative Assessment Methods		Summative Assessment Methods	
Structured reflective activities at regular project meetings to examine status		Design and implementation of measures specified in the evaluation plan	
Project leadership meetings		Analysis of project progress reports	
Review of trainees in process		Examination of final certification results	
Project review and discussion with the Project Staff during the training period		Comparative analyses of key indicators against baseline rates to determine significance of change	
Mid-grant review by project leadership		Final report at the end of funding period	
Data Elements			
<b>Inputs:</b> includes materials, information, data that provide a framework for the project, meeting minutes, records of staff/instructor participation, baseline data		<b>Progress:</b> includes weekly curriculum progress, class completion, results of reflective activities, interviews with key personnel, records of discussions w/ evaluation team	<b>Achievement:</b> includes completed curriculum results, completion rates, certification achievement, drop/withdrawal rates, retention, and class meeting persistence.
Project Evaluation Plan			
	<b>Objective/Program Measure 1: Training:</b> 25 individuals begin Basic EMT training via this TRAIN grant in January 2019.	<b>Objective/Measure 2: Completion /Certification:</b> 90% of individuals who start TRAIN program become certified as Basics EMTs.	<b>Objective/Measure 3: Employment:</b> 75% of individuals who begin training will be employed as an EMT Basic at the conclusion of the six months post training
<b>Baseline Criteria (Jan. 2019)</b>	Recruitment and enrollment of qualified (as determined by pre-tests and consultation with program partners) students basic EMT class.	MWCC pass rate is about 85%, w/ successful certification rate about 90%. <sup>3</sup>	0% - have not formally tracked employment as a result of EMT certification.
<b>Outcome Criteria</b>	25 students complete in-class and out-of-class opportunities, including Ride along experiential learning opportunity,	22 individuals who start the TRAIN program pass the state EMT Basic certification exam.	19 individuals who start the TRAIN program, become certified are employed within 6 months.
<b>Data Elements</b>	Class attendance, participation in experiential opportunities	Exam results	Employment results
<b>Data Collection Tools</b>	Instructor input, observation results of partners during Ride along sessions.	MA Office of Emergency Medicine & National Registry of EMT certification exam	Survey of participants after training.
<b>Data Analysis</b>	Comparisons to baseline; Pre and Post Surveys; and Interviews with instructor /Program Coach and students	Reflective activities by Program Coach and Evaluator Review of final exam results	Review of final employment results
<b>Timeline</b>	From 1/2019 to 6/2019.	From 1/2019 to 6/2019.	From 6/2019 to 12/2019.

<sup>3</sup> According to MWCC Director of Paramedic Programs, Peter H Laitinen, RN, BSN, CEN, NREMT-P

Expense	Requested Funds	Matching Funds	Total Requested & Matching Funds	Budget Narrative
Salaries				
Program Coach	\$ 17,717.76	\$ 5,905.92	\$ 23,624	576 hours @ \$30.76/hour (18 hours per week for 32 weeks)
Administrator	\$ 17,717.76	\$ 5,905.92	\$ 23,624	salary match at \$30.76/hr for 6 hours per week for 32 weeks (192 hours)
Payroll Tax*	\$ 306.52	\$ 2,162.75	\$ 2,469	1.73 % of salaries for part-time Program Coach as stipulated by state and 36.62% for Full-Time Fringe benefits for administrator overseer. (break out is 21.57% for group insurance, 12.06 for retirement, 1.26% for terminal leave; .27% for unemployment; .11 for universal health care and 1.35% for medicare)
Indirect**	\$ 7,091.18			10% of total request
Travel	\$ 540.00		\$ 540	mileage rate of \$.545 over the course of grant program for Program Coach. This is local travel between the Devens campus and Gardner (Main) campus and between local partners for the coach to conduct program operations.
Supplies and Materials	\$ 12,500.00	\$ -	\$ 12,500	
Curriculum Books	\$ 5,000.00		\$ 5,000	25 books @ \$200/book
Class Supplements	\$ 2,750.00		\$ 2,750	25 first aid kits (\$110/each)
Other (Describe)	\$ 1,250.00		\$ 1,250	school supplies (flash cards, binders, pens, paper, highlighters, etc )
Participant Uniform	\$ 3,500.00		\$ 3,500	\$140/pp for proper workwear x25
Subcontracts	\$ 21,700.00	\$ 18,750.00	\$ 40,450	
Instructor	\$ 17,230.00		\$ 17,230	160 x hours and 50 hours for mentoring @ \$63.00/ hour for class time + 32 hours (2 modules of 16 hours) @ \$125.00/hour for Workplace Readiness/Documentation writing skills
Lab Asst.	\$ 2,720.00		\$ 2,720	Lab Asst for faculty (160 hours x \$17)
Testing - State Examiners	\$ 1,750.00		\$ 1,750	\$175/per (10 needed)
Other (Describe)		\$ 18,750.00	\$ 18,750	Ride Along participant experiential opportunities provided by the partner organizations- 10 hours x 25 students x \$75/hour
Consultants			\$ 0	
Tuition and Fees (cost of exams)	\$ 6,000.00		\$ 6,000	25 @ \$230/pp (\$80 for state written/\$150 for practical) + cards (\$10/ea)
Equipment	\$ 3,000.00	\$ -	\$ 3,000	
Trade Tools for classroom instruction	\$ 3,000.00		\$ 3,000	3 Kendrick Devices, 3 Hare Traction splints, 2 Scoop Stretcher, 2 Stair Chair needed for demonstration purposes
Food	\$ 1,500.00		\$ 1,500	Food and materials for Graduation Ceremony
Other	\$ 4,296.50	\$ 5,580.00	\$ 9,877	
Marketing Materials	\$ 1,500.00		\$ 1,500	Recruitment/info sessions, development of marketing piece
Printing and Postage	\$ 1,500.00		\$ 1,500	
Flu shots	\$ 1,000.00		\$ 1,000	\$40/pp for 25 people
Cori/Sori Criminal background check		\$ 500.00	\$ 500	\$20/pp x 25 people
Insurance for experiential learning	\$ 296.50		\$ 297	\$11.86/pp for insurance coverage for RIDE ALONG opps
Room Rental/Lab Usage		\$ 5,080.00	\$ 5,080	Lab space and lecture room cost share - \$31.75/hour for 160 hours (class time+testing)
Evaluation	\$ 3,351.04		\$ 3,351	5% of grant request to conduct evaluation activities
<b>TOTALS:</b>	<b>\$ 78,003.00</b>	<b>\$ 32,398.67</b>	<b>\$ 110,402</b>	
Authorizing Signature:				Date: 9/18/18



100 Erdman Way • Leominster, MA 01453 • 978.534.1481

September 17, 2018

James Vander Hooven, Ed.D.  
President  
Mount Wachusett Community College  
444 Green Street  
Gardner, Massachusetts 01440-1000

Dear Dr. Vander Hooven:

It is my pleasure to submit this letter of support for Mount Wachusett Community College's Basic EMT Training Grant proposal to the Massachusetts Department of Higher Education for the **2018 Training Resources and Internship Networks (TRAIN)** Grant Program consisting of EMT Certification Training. The Mass Hire North Central Career supports job seekers and employers within the North Central Massachusetts region in efforts to match qualified candidates to needs of employers, supporting the economic development of the region and success of its residents. We are excited to support the educational attainment and employment success of participants of this program.

Mass Hire North Central Career Center will collaborate and provide the following support to MWCC and its TRAIN Program Participants from October 26, 2018 until June 30, 2019:

- Assist in coordinating information and recruitment activities through the Mass Hire North Central Career Center;
- Provide active referrals to the program for qualified and/or interested individuals served through the Mass Hire North Central Career Center;
- Provide basic job search services to individuals of the program including but not limited to - job search assistance, resume/cover letter writing support, interview techniques, soft skills and workplace readiness education;
- Provide access to educational resources through the Adult Education and Training Program for eligible individuals seeking academic basic skills support necessary for workplace success;
- Provide Access to the full scope of workshops available through the Mass Hire North Central Career Center;
- Provide participant level data to MWCC for all participants who have signed a release of information form; and

We are excited to partner with MWCC on this important program to assist the long-term unemployed, underemployed, and/or prospective adult workers in re-entering the workforce with improved skills and opportunities. If you would like to contact me, I can be reached at 617-626-6053.

Sincerely,

A handwritten signature in black ink that reads "Beth Goguen". The signature is fluid and cursive, with a long horizontal line extending to the right.

Beth Goguen, Director

MassHire North Central Career Center

# Wood's Ambulance Inc.

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457 Main Street • Gardner, MA 01440 • 978-632-6352 • Fax: 978-630-2714

James Vander Hooven, Ed.D.  
President  
Mount Wachusett Community College  
444 Green Street  
Gardner, Massachusetts 01440-1000

Dear Dr. Vander Hooven:

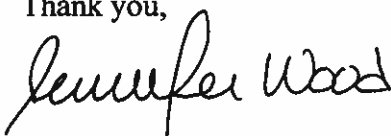
It is our pleasure to submit this letter of support for Mount Wachusett Community College's Basic EMT Training Grant proposal to the Massachusetts Department of Higher Education for the **2018 Training Resources and Internship Networks (TRAIN)** Grant Program consisting of EMT Certification Training. Typically, in a given year Wood's Ambulance, Inc. has 25 new and replacement job openings in the EMT/Paramedic field. We are excited to have the opportunity to recruit and potentially hire prospective completers of the MWCC TRAIN grant program.

Wood's Ambulance, Inc. will collaborate and provide the following support to MWCC and its TRAIN Program Participants from October 26, 2018 until June 30, 2019:

- Provide support of hiring managers to assist MWCC in designing a program that will meet industry workforce needs and will lead to referrals for job openings;
- Provide 10 hours of supervised experiential learning (in the form of a RIDE ALONG opportunity on an ambulance during a scheduled shift) for participants who complete the classroom training course portion of the program;
- Articulate job descriptions, work expectations and responsibilities to program participants;
- Assign mentors or supervisors to evaluate program participants on their work skills and competencies and provide honest feedback to MWCC about participants' progress;
- Provide participant level data to MWCC; and
- Wood's Ambulance, Inc. agrees to consider program graduates who meet hiring criteria for position vacancies.

We are excited to partner with MWCC on this important program to assist the long-term unemployed, underemployed, and/or prospective adult workers in re-entering the workforce with improved skills and opportunities. If you would like to contact me, I can be reached at 978-632-6352 extension 1036.

Thank you,



Jennifer Wood



A M B U L A N C E

1000 Battles St. Leominster, MA 01453  
978-466-8883

62 Washington St. Worcester, MA 01608  
508-799-6999

James Vander Hooven, Ed.D.  
President  
Mount Wachusett Community College  
444 Green Street  
Gardner, Massachusetts 01440-1000


Dear Dr. Vander Hooven:

It is our pleasure to submit this letter of support for Mount Wachusett Community College's Basic EMT Training Grant proposal to the Massachusetts Department of Higher Education for the **2018 Training Resources and Internship Networks (TRAIN)** Grant Program consisting of EMT Certification Training. Typically, in a given year MedStar has approximately 50 new and replacement job openings in the EMT/Paramedic field. We are excited to have the opportunity to recruit and potentially hire prospective completers of the MWCC TRAIN grant program.

MedStar will collaborate and provide the following support to MWCC and its TRAIN Program Participants from October 26, 2018 until June 30, 2019:

- Provide support of hiring managers to assist MWCC in designing a program that will meet industry workforce needs and will lead to referrals for job openings;
- Provide 10 hours of supervised experiential learning (in the form of a RIDE ALONG opportunity on an ambulance during a scheduled shift) for participants who complete the classroom training course portion of the program;
- Articulate job descriptions, work expectations and responsibilities to program participants;
- Assign mentors or supervisors to evaluate program participants on their work skills and competencies and provide honest feedback to MWCC about participants' progress;
- Provide participant level data to MWCC; and
- MedStar agrees to consider program graduates who meet hiring criteria for position vacancies.

We are excited to partner with MWCC on this important program to assist the long-term unemployed, underemployed, and/or prospective adult workers in re-entering the workforce with improved skills and opportunities. If you would like to contact me, I can be reached at (508)304-2454.

  
Mark R. Olson  
Executive VP/COO  
molson@medstarma.com