



Enabling **Inclusive and Equitable** Allied Health Career Pathways at Scale



**Futuro**  
H E A L T H  
WHERE THE **FUTURE OF CARE** BEGINS

# Introductions

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We are facing  
a **healthcare  
worker crisis.**



There is a national focus on **reskilling** and **upskilling** workers for careers in Allied Healthcare; however, **immigrants and refugees** are often precluded from participation.

Equitable health care would benefit from **workers who speak multiple languages.**



# How has the COVID-19 crisis impacted immigrant communities?

From Immigration Enforcement, to health care access, to a suspension of benefits processing, immigrants are being disproportionately affected during the pandemic.

## More Latinos than U.S. adults overall say someone in their household has had pay cut or lost a job due to COVID-19

% who say they, or someone in their household, have \_\_\_\_ because of the coronavirus outbreak



Notes: Hispanics are of any race. Share of respondents who didn't provide an answer not shown.

Source: Survey of U.S. adults conducted March 19-24, 2020

Source: [Pew Research Center](#)

“And though the Senate on March 25 endorsed an estimated \$2 trillion COVID-19 aid package... the bill excluded some of the most vulnerable immigrants from even the most modest economic aid and access to medical testing and health care.”

Source: [Migration Policy Institute](#)



**Creating Allied  
Healthcare Career  
Pathways for  
immigrants solves  
multiple problems at  
once.**

# How do we enable adult ELLs with the English they need to for careers in Allied Healthcare?

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With structured training programs designed specifically for their needs and goals.

- 1** On-ramps to Careers
- 2** Bridge Programs
- 3** Pre-apprenticeship Programs
- 4** Integrated Employment & Training (IET)

Upskilling non-native English speakers with **English Readiness for Allied Health** improves economic and healthcare outcomes.

**How does it work?**





## ENGLISH READINESS FOR ALLIED HEALTH (FOR SPANISH SPEAKERS)



As an allied health professional, you will use English every day with patients and team members. This course is for Spanish speakers who want to improve their English vocabulary and ability to communicate effectively in a healthcare setting.

- Patented and award-winning software
- **Real world content updated daily**
- Comprehensive **reporting tool**
- Data-backed learning outcomes
- Personalized, AI-driven lessons
- Proprietary efficacy framework

English training  
is **acquiring**  
**a skill**, not  
studying a  
content area.



# How do you learn a language?

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Decades of research demonstrate four requirements for language learning.



**INPUT**



**OUTPUT**



**INTERACTION**



**FEEDBACK**



# INTEGRATED EDUCATION AND TRAINING

Voxy uniquely harnesses the most effective approach to adult language learning by using **relevant, contextualized task-based content** from the real world that is **updated daily**.



**A blended approach  
works best!**

Use software for what  
technology can do best,  
so people can do what  
humans do best.



# REAL-WORLD MATERIALS

Instead of using scripted, outdated learning materials, teach English with the materials that learners need.



## Workforce Skills: Home Health Aides

1 Unit | 10 Lessons | 1 Achievement Test

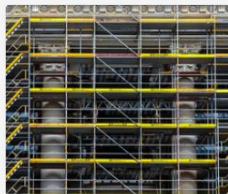
In this course, you will learn about the responsibilities of home health aides and nurses. In addition, you will become familiar with common medical conditions and understand directions from pharmacologists.



## Workforce Skills: Food Services

1 Unit | 10 Lessons | 1 Achievement Test

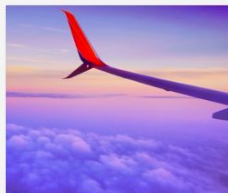
In this course, you will learn about the responsibilities of food service managers and servers, the importance of food safety and sanitation, and how to take orders from customers.



## Workforce Skills: Construction

1 Unit | 5 Lessons | 1 Achievement Test

Prepare yourself to work in the construction field.



## English For Flight Attendants

1 Unit | 15 Lessons | 1 Achievement Test

In this course, you will learn how to perform routine flight attendant duties with ease by engaging with authentic conversations, in-flight announcements, and air travel news articles.



## Prepare For The U.S. Citizenship Test

1 Unit | 5 Lessons | 1 Achievement Test

Prepare for the U.S. citizenship interview and test.

# Needs Analysis & Voxy's Personalization Engine



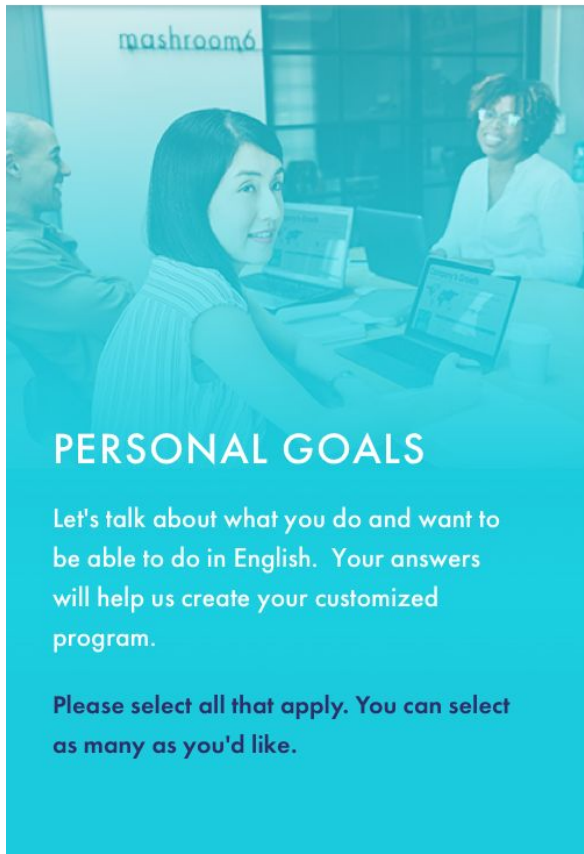
1 GETTING TO KNOW YOU

2 PERSONAL GOALS

3 INTERESTS

4 ENGLISH ABILITIES

5 OVERVIEW



## PERSONAL GOALS

Let's talk about what you do and want to be able to do in English. Your answers will help us create your customized program.

Please select all that apply. You can select as many as you'd like.

I want to:



### Use English for Work

Select the areas the areas you'd like to focus on.

☐ All

☐ Give Presentations

☐ Read & Write Emails

☒ Take Part in Interviews

☐ Negotiate

☒ Network

☐ Conduct & Participate in Meetings

☐ Take Part in Telephone Conversations

☒ Lead a Team or Company

☐ Write and Read Resumes & Cover Letters

☒ Interact with Customers [Customer Service]

☐ Be an Entrepreneur

☒ Understand Happenings Around the Office



### Use English for Daily Life

Select the areas the areas you'd like to focus on.

☐ All

☒ Get Around Town

☐ Shop

# THE RIGHT THING IS DIFFERENT FOR EVERYONE



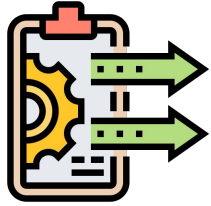


How does  
Voxy do this?

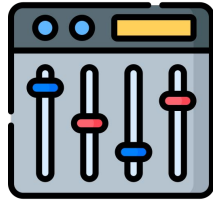


# Authentic English Contextualization Pipeline

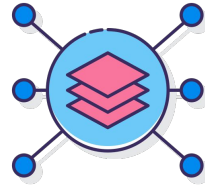
<15 Minutes



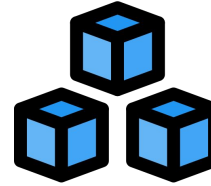
**Ingest  
Content**



**Establish  
Language  
Level with  
proprietary  
algorithm**



**Identify  
Domain-  
Specific  
Keywords**



**Generate  
218+  
Personalized  
Activities**

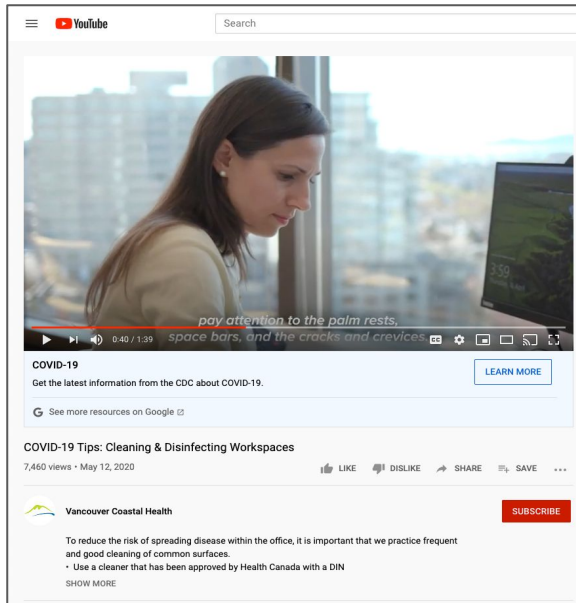
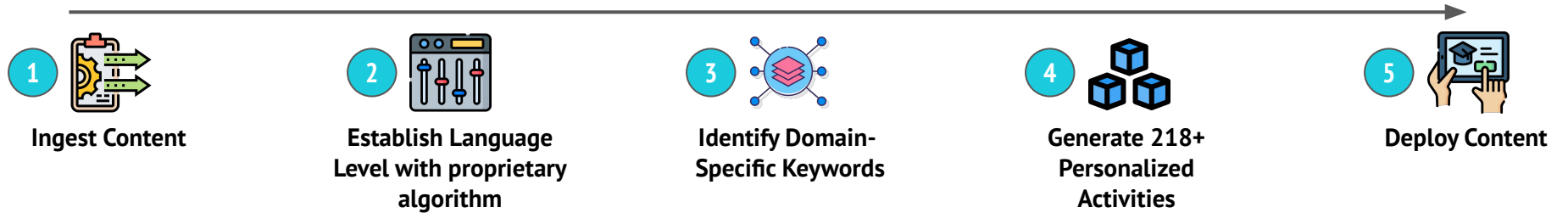


**Deploy  
Content**

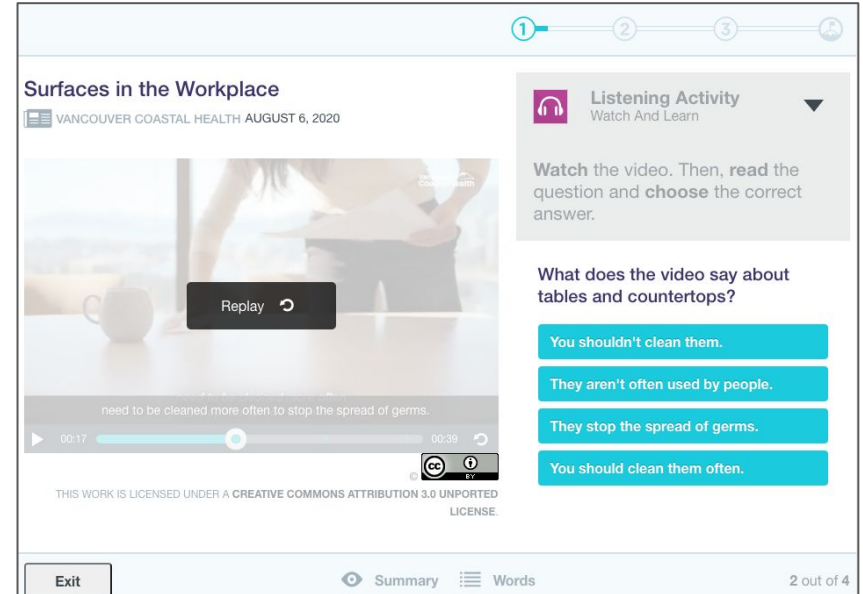
Leverage existing investments in training and learning content to LEP adult's English proficiency and ability to carry out job tasks in English



# Authentic English Contextualization Pipeline



~30 Mins



Source Content transformed into...

...contextualized language learning content

English for Business

Remote Work

English for Healthcare  
Professionals

English for Digital  
Marketers

English for Oil & Gas

English for Tourism &  
Hospitality

English for Customer  
Service

English for IT  
Helpdesk & Support

English for Cross-  
Cultural Training

English for Statistics  
for Data Science &  
Business Analysis

English for Investment  
Banking

English for Maritime

English for Financial  
Services

English for Executive  
Leadership

English for Software  
Engineering

English for Food &  
Beverage

Business Skills

English for Pilots

English for  
Manufacturing

Introduction to English  
for Certified Nursing  
Assistants

English for Certified  
Nursing Assistants

English for Aircraft  
Maintenance  
Technicians

English for Cabin  
Crew

English for Passenger  
Services

English for Human  
Resource  
Professionals



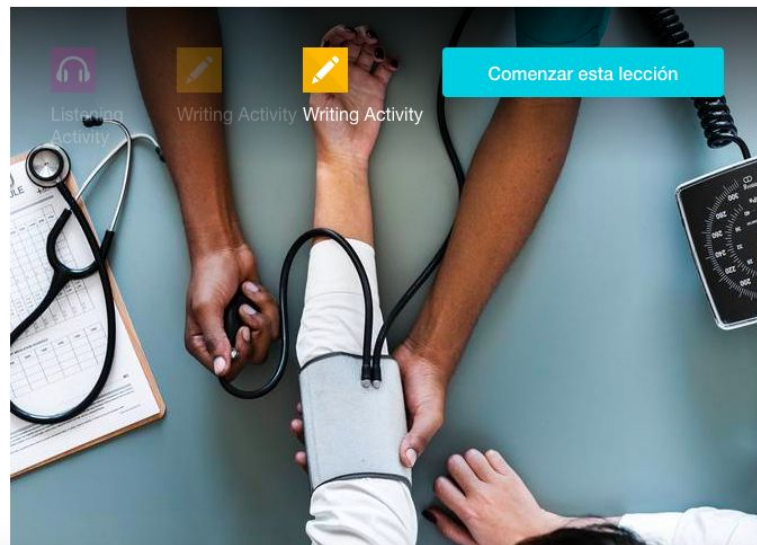
Unidad

## Basic Nursing Skills

lección 6 de 10

### Understanding a Blood Pressure Reading


Blood pressure can be measured with systolic pressure and diastolic pressure.







## Resting Pulse Rate

Watch a video about the normal range for a resting pulse rate.

  
Listening Activity

  
Writing Activity

  
Vocabulary Activity

Start This Lesson

A



B



abnormal

at once

heart

*Definition:*

**speed the heart beats when  
the body is not moving**


occurring

range

resting pulse rate

rhythm

DESCRIPTION OF CONDITION



**BRADYCARDIA: A PULSE RATE UNDER  
60 BEATS PER MINUTE.**

00:33 00:41

**English Readiness for Allied Health course** - Solving healthcare worker shortages AND opening opportunity for LEP job seekers



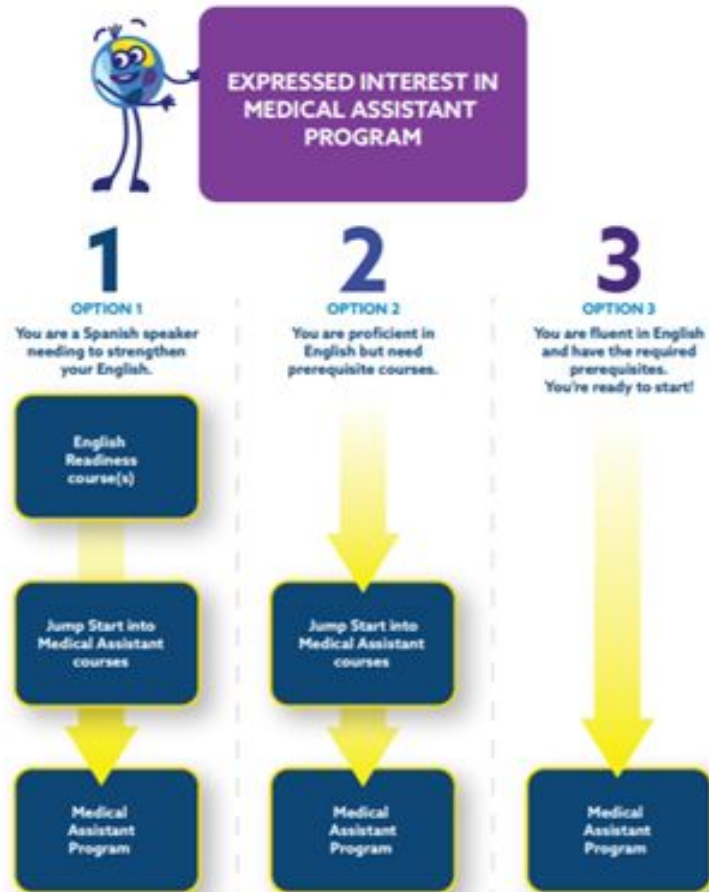
Futuro Health was established with a commitment of \$130 million by **Kaiser Permanente** and **SEIU-United Healthcare Workers West** (SEIU-UHW) to grow the largest network of credentialed allied healthcare workers. In California alone, the looming demand for these workers is approximately 500,000 by 2024, with an annual demand of 65,000+ workers.

<https://futurohealth.org/>

# Medical Assistant Program

- Number of candidates who are applicants for the Medical Assistant program: 2537
- Gender breakdown:
  - Percentage of Males: 15%
  - Percentage of Females: 84%
- Ethnic Breakdown:
  - Asian: 12%
  - Black or African American: 23%
  - Hispanic or Latino: 41%
  - White: 15%
  - Other: 9%

As of 8/19/2020





# COMPREHENSIVE, RESEARCH-BASED OUTCOMES METRICS ENSURE THAT LEARNERS ARE REACHING THEIR REAL-WORLD GOALS



## TIME-ON-TASK

Single biggest predictor of success



## MASTERY OF LANGUAGE & CONTENT

Three key ways:

- Proficiency improvement over time
- Performance on end-of-unit achievement tests
- Ongoing instructor feedback



## 360° SATISFACTION

Stakeholders should give positive feedback



## REAL-WORLD SUCCESS

Learners should be able to accomplish their real-world tasks

# WHAT OUR CUSTOMERS ARE SAYING

"My students used Voxy as part of their transition to our Career and Technical Education programs. **The content helps prepare students with material and real skill sets for the CTE courses while encouraging them to choose units of interest and use the Performance page for self-monitoring.**

As an instructor, I liked the Command Center for quick overviews of time-on-task and to decide which learners might need an additional push..

Of the students that used Voxy as part of their summer curriculum, one was admitted to Barbering, **one to Certified Nursing Assistant (CNA), one to Dental Assisting**, one accounting, and another to Esthetician.



EMILY GRIFFITH  
Technical College

We're considering using the completion of some Voxy courses, such as the CNA course, as a way to demonstrate readiness for admission to some of our programs

## Key Outcomes

**14 hrs**

Average study  
time per learner

**137**

Total units  
completed

**88%**

Average score  
on units  
completed

**91%**

Of learners  
improved  
language  
proficiency test  
scores\*

# Questions?

## Van Ton-Quinlivan

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