Friday, January 20, 2017
Boston Children’s Hospital

Announcements
Employers: What are the top 2-3 things you are working on now?

Consortium Strategic Planning - Background
Engagement Strategy

- Open membership policy – all welcome
- Sense of Movement & Action
- Defined long term goals
- Worthwhile meetings

Our Start: Mapping the Current State

Profile of Current State in Boston

- Healthcare sector in Boston
- List of all healthcare employers
  – Hospitals, Community Health Centers, Assisted Living Centers and Nursing Homes
- High vacancy occupations
- Profile of Boston’s workforce
- Current local training programs
  – Academic
  – Employer-based
  – Other
Aligning the Systems: Education, Workforce, & Employers

- “What can we realistically achieve?”
- Outlined very specifically the ways the current systems are not aligned.
  - Examples, impact and remedies.
- Engaged in a dialogue with impacted parties.
- Used outline to draft a narrative report.

Program Alignment with Employer Need

- **Challenge:** Very little information is available to student consumers on program outcomes, employer hiring preferences.
- Publish more about job specifications and employer hiring preferences.
- Publish detailed program outcome data.
2011: Critical Collaboration

Colleges:
- Where are graduates getting jobs?

Employers:
- Where did your employees complete their education/training?

Request for Proposals (RFP)
- Collect better data
- Learned a lot from results
- Published policy brief

From Classroom to Employment: Phase I (2013-14)
From Classroom to Employment: Phase II (2014-16)

Partnership between Consortium employers and community colleges to:

1) Provide employability supports – job readiness workshops in the classroom: soft skills, resume review, and mock interviewing

2) Tighten feedback loop between colleges, graduates and employers to improve the placement rate.

3) Collect a robust set of employment outcomes data
### From Classroom to Employment Project: Phase II Outcomes

<table>
<thead>
<tr>
<th>Jobseekers</th>
<th>Cumulative to-date</th>
<th>Project Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrolled in training program</td>
<td>157</td>
<td>131</td>
</tr>
<tr>
<td>Completed training program</td>
<td>143</td>
<td>100</td>
</tr>
<tr>
<td>Entered training-related employment</td>
<td>79</td>
<td>80</td>
</tr>
<tr>
<td>Wage $10.00 - $14.99</td>
<td>28</td>
<td>45</td>
</tr>
<tr>
<td>Wage $15.00 - $19.99</td>
<td>33</td>
<td>10</td>
</tr>
<tr>
<td>Wage $20.00 or more</td>
<td>18</td>
<td>25</td>
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</tbody>
</table>

### Strategic Planning: Survey Results
Survey Results

Boston Healthcare Careers Consortium Strategic Planning Survey

Survey Open: October 21 – December 6, 2016

<table>
<thead>
<tr>
<th>Total Survey Respondents (individuals)</th>
<th>39</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unique organizations represented</td>
<td>32</td>
</tr>
<tr>
<td>Education institutions</td>
<td>7</td>
</tr>
<tr>
<td>Healthcare Employer institutions</td>
<td>13</td>
</tr>
<tr>
<td>Local or State Government Offices</td>
<td>4</td>
</tr>
<tr>
<td>Nonprofit or Community Based Organizations</td>
<td>7</td>
</tr>
<tr>
<td>Other</td>
<td>1</td>
</tr>
</tbody>
</table>

Overall Themes

- Positive Feedback!
- Learning & Networking
  - Partnerships
  - Funding Opportunities
  - Policies
  - Events
  - Informing programs and work
Survey - Employer Feedback

Employers cited the following programs they learned about or have partnered with through the Consortium:

- Bunker Hill Community College
- Roxbury Community College
- American Red Cross
- Benjamin Franklin Institute of Technology
- Opportunity Youth Connection Center
- RoxMapp
- Jewish Vocational Services
- One-Stop Career Centers
- College for America
- CommCorp funding

Survey – Employer Feedback

Employers cited significant vacancies in:

- C.N.A.
- Medical Assistants (MA)
- Patient Care Techs (PCT)
- Nurses (experienced)
- Home Health Aides
- Admin/support roles
- Food service & Cooks
- Dental Assistants
- CPD Techs
- Clinical Assistants
- Patient Experience Reps
- CPD Techs (sterile processing)
- Nurse Practitioners (NP)
- Surgical Techs
- Primary Care Physician (PCP)
- Pharm Tech
Survey – Employer Feedback

Employers cited the following “pain points” they are currently experiencing or anticipate in the near future:

- Aging workforce and pending retirements
- Significant vacancies in one or more areas
- Nursing diversity & expected shortage
- Funding for training & workforce development programming
- Med Lab Tech retirements
- Patient Centered Medical Home & primary care expansion – evolving roles of MAs and Nurses, need for more PCPs and NPs

Survey: Non-Employer Organizations Feedback

Non-employer Organizations referenced new or strengthened programs in the following programs as a result of their involvement in the Consortium:

- HIT
- CNA
- HHA
- MA
- Medical interpreting
- College/career exploration
- Soft skills
Survey: Non-Employer Organizations Feedback

As a result of learning from employers, non-employer organizations referenced the following program changes and improvements:

• Curricula refinement to respond to the labor market
• Better preparation and matching of candidates to job openings
• Addition of courses to address gaps and new systems (ex: technology)
• Addition of soft skills workshops for nursing students
• Strengthening job coaching

Survey: Non-Employer Organizations Feedback

As a result of their involvement in the Consortium, non-employer organizations referenced new or strengthened connections with:

• Boston PIC
• Hallmark Health
• Middlesex CC
• Dana Farber Cancer Institute
• East Boston Neighborhood Health Center
• Brigham & Women’s Hospital
• Faulkner Hospital
• Boston Children’s Hospital
• Boston Medical Center

• New England Baptist Hospital
• Bunker Hill CC
• JVS-CareerSolution & Boston Career Link
• Mass Bay CC
• MA Dept. of Higher Ed
• Roxbury CC
• Quincy College
• UMass Nursing
• Home Care Aide Council
Examples of the kinds of things folks want to learn from employers and from their engagement in the Consortium are:

- Vacancies
- Skill requirements
- Labor market data
- Hiring trends
- Employer workforce development strategies and programs
- Policies and legislation
- Talent development for entry-level employment
- Training best practices
- Internship and mentoring opportunities
- Career ladders
- Credential requirements
- College partnerships

Strategic Planning – Major themes
Draft Strategic Plan Document

- See draft plan for future work (Packet pg. 2-3)
- Mission, Vision, and Strategies – the same
- Values Statement – new
- Focus Areas – Identified by Executive Committee as standout topics from survey feedback

Now -
- Review draft plan
- Fill out last page of your packet

Next –
- Small group breakouts by topic area

Strategic Planning – Group Discussion
Group Discussion

- Medical Assistants (MA)
- Aging Workforce & Retirements
- Nursing Diversity
- Healthcare Workforce Landscape

1) What level priority is this topic for you/your organization and why? (High, Medium, Low)
2) What outcomes do you think the Consortium could realistically achieve and in what kind of timeframe?
3) What could you/your organization give?
4) What would you/your organization want to get?

Next Steps

1. Please tear off your feedback sheet – turn in today before you leave
2. Any additional comments/ideas to Meredith – call or e-mail!
3. Final strategic plan and work plan at March meeting

Thanks for your input!

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