

PROGRESS REPORT SINCE MARCH MEETING

Nursing Assistant Opportunities

- Hospital Nursing Assistant Information and Recruitment sessions: introduced participants to employers and training providers, and provided information about nursing assistant career paths at various hospitals
 - 5 employers
 - 145 participants registered
 - Day session: 30 participants
 - Evening session: 46 participants
- BIDMC PCT Training Program
 - Paid three-week training into a PCT role with a guaranteed job for successful completers. For people with direct care experience or who have a CNA certificate.
 - Occurs two times a year. Cohorts of approximately 15 people
 - Received 51 applications. 38 were qualified and invited to take assessment. 24 took assessment and 20 were invited to interview. Happy with the outcome.
- MGB PCT Training Collaboration
 - Collaborating with BCH and JVS on patient care technician training to address need for acute care roles, using Rapid Re-Employment grant and Healthcare Hub grant as well as employer funds
 - A PCT Certification recognized by the state would be ideal
- Hebrew SeniorLife Nursing Assistant Opportunity
(Tabitha Fineberg- Administrative Director for Academic Programs, Hebrew SeniorLife)
 - Started a Nursing Assistant intern program to combat COVID crisis and workforce shortage (45 open CNA positions). The 3rd cohort starts in August.
 - 5-week paid training program includes 2 weeks on-the-ground training, then certification process

State Healthcare Collaborative Update

Focusing on 3 areas: Nursing, Direct Care, and Behavioral Health

- Nursing
 - In collaboration with Commonwealth Medicine: 3-year funding commitment to create statewide nursing council to address nursing staffing (faculty, diversity, and long-term sustainability and funding).
 - Builds on the statewide clinical nursing placements and increasing the nursing pipeline.
 - Seeking to hire an Executive Director for this initiative.
- Direct Care Workforce
 - Partnering with American Red Cross to increase testing and recover from delays.
 - Reviewing test success rates (written and clinical exams) to ensure it is accessible
 - Reviewing CNA retention issues (salary issues, competing with positions that are less challenging and better pay, reviewing pathways and incentives).
 - [Harvard Lit Review about challenges & solutions within CNA workforce](#)
 - Executive Office has mapped out programs to create pathways from CNA to higher positions (LPN, RN, etc.)
 - Adam Burman from Legacy Lifecare shared about their program creating internal pathways for Resident Care Assistants (RCAs) to become CNAs.
 - Paid training for over 600 people. Individuals learn while they earn
 - Program replicated across the state during COVID to address CNA shortage.

- Reconvening the Direct Care Workforce TaskForce
- Behavioral Health
 - Looking at mid-level roles to support licensed physicians
 - Traditionally difficult to fill because of insurance reimbursement models and funding sources
 - Focusing on support roles (peer work vs clinical work) and creating pathways in those fields

Research and Grant Administration Role Follow-Up

- Conversations with UMASS online to support individuals looking for this job
- BCH is discussing the potential development of a certificate program for these roles with Stack Education. Stack Education will provide an outline to be reviewed by BCH and DFCI in July

PANEL ON GRANT/FUNDING ACTIVITIES & OPPORTUNITIES

Jennifer James – *Undersecretary for Workforce Development for the Commonwealth of MA*

Karen Shack – *Senior Program Manager for Workforce Planning at Commonwealth Corporation*

Kaitlyn Bean – *Senior Program Officer of SkillWorks at The Boston Foundation*

Joanne Pokaski – *Senior Director of Workforce Development and Community Relations, BIDMC*

Executive Office of Labor and Workforce Development- Jenn James

- Steering statewide Healthcare Collaborative and part of the Governor's process reviewing investments of federal funds from CARES Act and American Rescue Plan (ARP)
- COVID exacerbated skill gaps and impacts on lowest level workers and entry-level workers
- Seeking to reskill unemployed people impacted by COVID and acknowledge future of work trends
 - Need reskill 20-40k people per year over the next 5-10 years
 - COVID also accelerated retirement
- Looking to enhance current system processes to get to scale; to triage wave of unemployed people getting off benefits in early September while also building easy on and off ramps and credentialing more broadly
 - Much of this work will focus on Healthcare
- Claimant Data
 - Claimants tend to be from entry-level positions, earning more on UI than in their previous job.
 - Tend to be Female, POC, and have HS diploma or less,
 - These areas were already a focus pre-COVID but now greater
- Reemployment strategies moving forward
 - Modernizing MassHire Service models
 - Increasing direct marketing and outreach to UI claimants
 - HUGE investment in upskilling and training

ARP Legislation

- Governor proposed \$2.8 billion (of the \$5.3 billion ARP funding) from Commonwealth's direct federal aid to focus on:

- Housing crisis, economic and downtown development as remote work reshapes communities, job training, addiction treatment, and core infrastructure needs
- 400,000 people will lose their benefits in September and we need to focus on job preparation and placement now
- \$240 million directly for workforce development and job preparation training programs to address skill gaps
 - Retraining entry-level workers to credentials to reach mid-level wages, invest in ESOL and basic skill development, support work readiness and essential skills programs
- Use the existing portfolio of tools: Partnerships for Recovery portal, rapid re-employment performance based model, focusing on high demand occupations, grow career technical institutes, training that goes into models like Learn-to-Earn and WCTF, augmenting incumbent worker training and incentive hiring work
- Need to Scale the Systems
 - Community response
 - Capacity of provider networks
 - Business as receptors to support the programs

Commonwealth Corporation- Karen Shack (kshack@commcorp.org)

- Help commonwealth manage public funds to address workforce challenges (grants usually that support skills training in high demand jobs or incumbent workers who want to increase skills)
- Large focus on healthcare industry

Overview of Current Funding Streams

- Workforce Training Fund Program
 - Only some HC providers and orgs are eligible for grants through this training fund. Find out more at www.workforcetrainingfund.org
- YouthWorks
 - Funds support for summer and school year workforce programming for students
 - Employers use this to get youth involved and interested in healthcare occupations
- Additional Work with the Workforce Skills Cabinet
 - Career Technical Initiative (CTI)
 - Rapid ReEmployment
 - Youth Initiatives and Re-entry
- Delivery System Reform Incentive Program (DSRIP) – CommCorp managing funds on behalf of MassHealth
(some of these programs are full)
 - Providing training for community health workers (CHWs) who want to get their core competency training
 - Eligible ACOs or CBOs that have CHWs working now can join an existing CHW core competency training program e.g. Boston CHEC
 - Certified peer specialist training (are of big interest now in the state)
 - Design of new training program for supervisors of CHWs. Online course available
 - Support for workers in entry level jobs who want to pursue college degree through Southern NH University. Also funding HC certificate programs
- PHCAST Personal and Home Care Aide State Training
 - Free, statewide training program online for Home Care Training mass.gov/home. Does not involve job placement

- Karen can connect you to someone in exec office for a personalized presentation on this
- Workforce Competitiveness Trust Fund
 - Supports sector projects to address skill shortages and workforce retention, quality, and productivity
 - Grants run up to 3 years, usually 1-2.
 - \$ amounts given ~ 200-300k, legislation allows up to 500k, with a required 30% match
 - Group brought up idea about flexibility with the grant requirements/criteria, especially when looking to get potential new sums of money out quickly (re: 30% match can be difficult when receiving large grant sum & need to be low-income or not make much as incumbent workers)
 - Historically have supported great work like new curricula, academic courses, skills-training courses. Focus on un- or under-employed adults, also allowed for incumbent worker training, with goal of helping people development new skills for high demand jobs and moving up a career ladder, or skills that lead to certification or licensure, or wage gain/promotion
 - Currently funding group of 3 grantees (in partnership with Strada Education Foundation) who completed development of competency-based education course to prepare entry level workers to advance to higher level jobs
 - Pharmacy techs (Holyoke Community College/ Holyoke Medical Center/ Bay State). Pilot project. Goal to be a model for the state.
 - Practice assistants (MGB partner)
 - Certified alcohol and drug abuse counselor license (Westfield State partner)

WCTF also funding Healthcare Workforce Hub Partnerships

- 7 regional partnerships initiative (began last fall with data collection as result of pandemic)
- Research found priority occupations for initial investment:
 - Certified Medical Assistant, Acute CNA, Home Health Aide, LPN/ RN Incumbent Pathway, Personal Care Attendant, Medical Interpreter, Substance Use/ Mental Health Support Roles
- Greater Boston Specific:
 - Acute Care Nursing Assistants
 - Partnership with MGB, Children's and JVS
 - Multiple training cohorts to train up to 94 participants, with input from employers about their needs
 - Employers that hire for Acute Care NAs reach out to Ashley
 - Community Health Worker
 - Expand employer understanding of how this role can be used, how it saves organization cost, exploring funding opportunities for the role, consider career pathways and role supervision

Behavioral Health Workforce Hub Partnerships: Goals

- RFP has not yet been released
- Funding will be working through HC Hub- leveraging existing workforce board led initiatives to address workforce challenges of mental health, substance abuse and addiction (grant will require engagement with employers working on the issues listed above)

- Focus on: Pipeline and incumbent staff in entry to mid-level positions, supervision of clinicians pursuing their clinical license (repurposed DSRIP dollars), and regional workforce capacity building

Building Talent Pipelines – Online Platform

- New online tool on CommCorp website. An access point with the goal of connecting companies to CommCorp staff to find existing training partnerships or apply for funding to start up training
 - The tool personalizes the experience and gives info based on employer needs & eligibility

The Boston Foundation / SkillWorks - Kaitlyn Bean

State Policy Work and Updates

- SkillWorks and the Workforce Solutions Group partnered on a white paper: “Rapid Reemployment for a Just and Equitable Recovery in MA” which outlines five recommendations for state consideration when spending current and upcoming federal relief dollars to support rapid reemployment across the state
https://www.bostonindicators.org/reports/report-website-pages/covid_indicators-x2/recovery-series/job_training
 - Recommendations include: expanding skills training and career tech institutes, ESOL for work, using funds to close the digital divide (both digital literacy + increased access to broadband), fully fund existing workforce development systems to support job seekers and employers, and prioritize and fund work support (ex: childcare and transportation)
- ESOL for All
 - SkillWorks working with TBF, Latino Equity Fund, and Secretary of Labor and Workforce Development Rosalin Acosta on expanding ESOL for all MA workers
 - Other current or potential partners include: JVS, English for New Bostonians, World Ed/SABES, DOE, Amplify Latinx
 - Look here for [Innovative Remote ESOL Program Models and Promising Practices](#)
 - Open/looking for more partners!
- Transportation
 - Skillworks is building relationships with partners in Transportation Policy (TransitMatters and Transportation4MA) looking at infrastructure funding to add workforce development/job training language to transportation bond legislation (particularly to fund training for transit workforce) as well as expand access for workers to flexible and affordable transportation options
- Childcare
 - Looking at expanding the workforce and expanding affordable access to childcare as a necessary infrastructure
 - SkillWorks and the Workforce Solutions Group (WSG) Joined the [Common Start Coalition](#) in support of their innovative and expansive legislation to make high-quality early education and childcare affordable and accessible to all Massachusetts families.

- [Massachusetts Business Coalition for Early Childhood Education](#) which is also pushing for that legislation
- Neighborhood Jobs Trust RFP coming soon: <https://owd.boston.gov/neighborhood-jobs-trust/>
 - Funding for training for Boston residents
 - Significant this year with linkage fees
- SkillWorks will be putting out new WF grants this fall

BEST Hospitality Training - Healthcare Environmental Services Worker Training

- Best Hospitality Training overhauled their Housekeeping training to be appropriate for a Hospital/Acute Care setting
<https://besthtc.org/evsinfo/>
 - 4-week online class that trains participants for environmental services roles
 - Curriculum includes overview of the position, terminology, OSHA guidelines, chemical safety, ergonomics, blood-borne pathogens, cross cultural communications skills etc.
 - Actively seeking employer partners

Additional Funding Opportunities:

- Massachusetts Workforce Association website - Around the Sector - Refer to Tonja & Raija
<https://www.massworkforce.com/around-the-sector/>
 - Subscribe to their newsletter
- Massachusetts Nonprofit Network <http://massnonprofitnet.org/nonprofit-resources/coronavirus-massachusetts-nonprofits/#philgovt>
- Philanthropy Massachusetts
- Additional grant resources can be found here on the [TBF newsletter](#)

SkillWorks & Partners Reports and Resources coming soon:

- SkillWorks, TBF, JVS Boston: *Catapult Papers Revisited: What is Still Relevant for Next Generation Workforce Development Organizations in the COVID Recession?*
- SkillWorks/Harvard's Project on Workforce: *The Future of Boston's Workforce: The path forward from COVID-19*
- Boston Mayor's Office of Workforce Development, SkillWorks, United Way MA Bay: *Going Virtual in Boston: The Transition to Virtual Service Delivery Among Occupational Training Programs*

Resources from the National Fund for Workforce Solutions:

- A Trauma-Informed Approach to Workforce: An Introductory Guide for Employers and Workforce Development Organizations
 - <https://nationalfund.org/our-resources/publications/a-trauma-informed-approach-to-workforce/>
- Advancing Workforce Equity: A Guide for Stakeholders

- <https://nationalfund.org/workforce-equity-guide/>
- Workforce equity means the elimination of racial gaps in employment and income such that the workforce – both public and private – is racially representative of the general population, at all different levels of skill and pay, across occupational groups and sectors.
- This guide provides a blueprint for engaging community stakeholders to identify action-oriented strategies to address complex workforce equity problems. The process is built on three pillars: (1) Accessible quality data, made available to (2) workforce equity workgroups to design (3) data-driven strategies.

BIDMC New Inpatient Building and Boston Linkage Fees

- Projects >100k feet need a zoning variance and must pay a jobs linkage fee
- Linkage fee can be paid two ways:
 - Jobs Contribution Grant to Neighborhood Jobs Trust
 - Jobs Creation Contribution
 - Developer requests that 75% of money given to city be sent back to them to train workers who will be employed at that project
 - Must submit letter of intent 60 days before permit
- BIDMC owed \$350k on the building and requested to use \$275k for programs to train people as:
 - Pharmacy techs (JVS)
 - Central Processing Techs (BHCC)
 - Associate Degree Nurse Residents (Emmanuel) where they hire people at the Associate degree Nurse level and train them up to a bachelors
- Fund Restrictions:
 - Funds must support Boston residents below a certain income threshold
 - 50% upfront, 50% at various milestones (pay for performance)
 - 2 linkage payments, 2 contracts
- Great opportunity for large employer who is building to use some required money you have to contribute towards workforce development for related jobs
- Most developers building are giving money to the city. That money is available through an RFP process for CBOs to provide training.

ADDITIONAL UPDATES

- Metro South/West Career Center is running a program in partnership with Assabet Valley Vocational to train LPNs. They co-enroll them in WIOA but use Pell Grant funding to cover tuition costs then use ITA funding to cover supportive services. A Career Center staff person helps facilitate info sessions for prospective candidates (at the school pre-covid, now by zoom) along with Assabet faculty.
- Metro North is partnered with Bunker Hill Community College using a grant from year-round YouthWorks to train Pharmacy technicians. 7 total youth enrolled, 1 last fall and 6 currently in the spring cohort.
- JP Morgan Chase gave \$5 million to Boston Medical Center. \$2 million is going to workforce development and \$2 million to housing

- MassHire Central Workforce Board (Worcester/Central MA) has partnered with Benjamin Franklin Institute of Technology (BFIT) on a free, online, statewide pilot program for medical office administration. The session is underway with over 325 candidates (who were screened and are several weeks into the program), many of whom are from the Greater Boston region. The program ends in mid-August.
- JVS Downtown Boston Career Center is hosting two-part recruitment event for admin roles in healthcare. Questions: contact Susan Buckey - sbuckey@masshiredowntownboston.org