

INTRODUCTIONS

08:30:15 From Ashley Hazleton McClafferty | MassHire Boston WB to Everyone:

Good Morning All,
Please feel free to introduce yourselves in the chat (name, organization, favorite Pizza toppings)

08:30:49 From John Fugazzie to Everyone:

John Fugazzie RWJ Barnabas Health NJ's largest health system Corporate Workforce Development

08:31:00 From Kristin Driscoll to Everyone:

Morning! Kristin Driscoll, Director of Workforce Development, Boston Children's Hospital, there's an amazing Burrata pizza at Molinari's in Dorchester

08:31:16 From Beth Butterfoss to Everyone:

Good morning everyone. Beth Butterfoss, JVS Boston, basil and mozzarella.

08:31:41 From Lorie Spencer/BIDMC to Everyone:

Lorie Spencer, Beth Israel Deaconess Medical Center, CHEESE!

08:31:42 From John Fugazzie to Everyone:

www.authenticitalian.org no fruit on pizza

08:31:53 From Kim McLaughlin to Everyone:

Good Morning! Kim McLaughlin from UMass Online. Favorite toppings - peperoni and mushroom with Mike's hot honey (just discovered that!)

08:32:03 From Marianne Mastrangelo to Everyone:

Marianne Mastrangelo, President Academy For Health Care Training. A no pineapple allowed pizza maker.

08:32:11 From Michelle Sylvaria to Everyone:

Good Morning, Michelle Sylvaria Boston Public Schools Chicken and Jalapeño. Making it this evening for dinner :)

08:32:14 From Alyssa Devlin to Everyone:

Hi everyone! Alyssa Devlin, Youth Programs Assistant at Brigham and Women's Hospital Center for Community Health and Health Equity, and over the summer I had a pizza with fig and goat cheese and it was exhilarating

08:32:18 From Susan Buckey to Everyone:

Susan Buckey - JVS Boston - anchovies(!) and olives

08:32:20 From Weezy Waldstein to Everyone:

Weezy Waldstein, Action for Equity, caramelized onions

08:32:23 From ALina Gardner to Everyone:

Good Morning Alina Gardner Boston PIC Shrimp scampi pizza !

08:32:23 From Sandi Molettieri to Everyone:

banana peppers

08:32:27 From Bodi Luse to Everyone:

Good morning! Bodi Luse from the PIC. Spinach and gorgonzola from Pepe's.

08:32:29 From Ryan DiMaria (He/him) to Everyone:

Hey there! Ryan DiMaria, HR Recruiter at Fenway Health. Big fan of pepperoni

08:32:39 From David Yourgrau to Everyone:

Dave Yourgrau, Chief Revenue Officer, Stack Education. A nice crispy flatbread with cheese (I'm a simple person!)

08:32:41 From Jacqueline Chernoble to Everyone:

Jacqueline Chernoble, JVS, just good ole pepperoni

08:32:46 From Colleen Moran to Everyone:

Colleen Moran, Mass General Brigham. MUSHROOM AND ONION! and no one in my fam likes it so its a rare treat

08:32:58 From Nicole Jensen to Everyone:

Nicole Jensen, Boston PIC, I second Molinari's

08:33:03 From Katherine Gehly to Everyone:

Good morning, Kathy Gehly from Middlesex Community College, pepperoni and mushrooms

08:33:05 From Maria Kefallinou to Everyone:

Good morning! Maria Kefallinou from the Cambridge Community Learning Center. Lots of cheese!!

08:33:18 From Erica Cuevas to Everyone:

Erica Cuevas- Program Manager- pepperoni only!!

08:33:24 From Ashley Hazleton McClafferty | MassHire Boston WB to Everyone:

Good Morning All,

Please feel free to introduce yourselves in the chat (name, organization, favorite Pizza toppings)

08:33:50 From Colleen Moran to Everyone:

googling Molinaris....

08:34:05 From Katy Gall to Everyone:

Molinaris 🤔

08:34:06 From Joanne Pokaski to Everyone:

Joanne Pokaski, BIDMC, mushrooms and peppers

08:34:22 From Susan Horan to Everyone:

Hello, i'm Susan Horan, manager of Bulfinch Temps which is the internal temp staffing department based out of MGH, supporting MGB locations.

08:34:43 From MJ Ryan to Everyone:

MJ Ryan MGB, Eggplant, artichoke, roasted pepper...PROVIDENCE pizza! LOL! Twins or Casertas :-)

08:34:47 From Karen Shack to Everyone:

Mushroom and pepperoni

08:34:49 From John Fugazzie to Everyone:

john.fugazzie@rwjbh.org

08:34:50 From Antonio Thomas to Everyone:

Maddrey Goode MassHire Boston pepperoni

08:34:51 From Susan Horan to Everyone:

Mushroom!

08:34:58 From Bob Wu to Everyone:

Hello I'm Bob Wu from BCG, favorite topping is spinach!

08:35:00 From Tarshia Green-Williams to Everyone:

Tarshia Green-Williams Action for Equity Pepperoni

08:35:03 From Jaime Oberlerchner to Everyone:

Good Morning! I am Jaime Oberlerchner from Northeastern University. Eggplant!

08:35:08 From Sandi Molettieri to Everyone:

Sandi Molettieri, Director of Talent Acquisition, Boston Medical Center

08:35:17 From Joe McLaughlin to Everyone:

sausage and cherry peppers from Pepe's or Modern in New Haven!

08:35:22 From Katy Gall to Everyone:

Katy Gall, Mayors Office of Workforce Development - anchovies!!

08:35:28 From Antonio Thomas to Everyone:

Antonio Thomas, MassHireBoston Career Center, buffalo chicken

08:35:39 From Emmanuel Owusu to Everyone:

Emmanuel Owusu (African Bridge Network) Pineapple

08:35:46 From Tommy Heavren to Everyone:

Tommy Heavren, Program Manager with Commonwealth Corporation. Cheese pizza!

08:36:17 From Sarah McLaughlin to Everyone:

Morning! Sarah McLaughlin from Stack Education, Veggies!

08:37:07 From Peta-Gaye Porter, MHHCWb to Everyone:

Peta-Gaye Porter, MassHire pepperoni

08:37:29 From Harneen Chernow to Everyone:

Harneen Chernow, 1199SEIU Training & Upgrading Fund...plain old cheese

UPDATES/PROGRESS REPORT

08:40:19 From Harneen Chernow to Everyone:

Is the idea that they would ever get certified?

08:43:24 From Gabrielle Guity - Boston PIC to Everyone:

Is there an opportunity for students to engage in onsite training that is paid and counts towards certification?

08:44:01 From John Fugazzie to Everyone:

Founder of volunteer group Neighbors-helping-Neighbors USA www.nhnusa.org held weekly job search meetings in Boston Public Library many years ago.

08:44:50 From Kristin Driscoll to Everyone:

Great question, the way this program was designed includes 7 days of on-site clinical experiences and then once folks complete the program, moving them quickly into full time jobs.

08:45:07 From Gabrielle Guity - Boston PIC to Everyone:

Got it. Thanks!

08:45:12 From Kristin Driscoll to Everyone:

This particular training is full days so there's not a ton of time left for folks to work separately

08:46:24 From John Fugazzie to Everyone:

Please connect www.linkedin.com/in/johnrfugazzie

08:47:13 From MJ Ryan to Everyone:

@Gabrielle-For CNA training, there are very specific rules and training sites must be approved and must be Skilled Nursing Facility,. There Are some great new examples in nursing homes re: hiring "RAs (Residential Assistants, and then training them onsite (Paid) and providing instruction for them to sit for CNA cert.

08:47:27 From Joanne Pokaski to Everyone:

If you know interested folks, BIDMC is actively recruiting for a paid PCT training that starts in January. Deadline to apply is Nov 8 I believe. Feel free to contact Bridget at bgardner@bidmc.harvard.edu.

08:50:12 From Michelle Sylvaria to Everyone:

@Joanne Is there a flyer or website for more information?

08:51:57 From Susan Buckey - JVS to Everyone:

@Joanne - MassHire Downtown Boston is hosting an info session about that program this morning at 9:30!

08:52:11 From Bridget Gardner to Everyone:

Here is the PCT Pipeline flyer!

08:52:20 From Karen Shack to Everyone:

Thank you Greg

08:52:40 From Michelle Sylvaria to Everyone:

TY

08:53:35 From Ashley Hazleton McClafferty | MassHire Boston WB to Everyone:

Here's a link to the report which was also linked in the HCC Newsletter
<https://www.pw.hks.harvard.edu/post/ma-healthcare-workforce>

08:56:41 From MJ Ryan to Everyone:

Thanks, Ashley!

09:03:11 From Susan Buckey - JVS to Everyone:

Thanks for the opportunity to share these events with you. If you are interested in attending the forum and/or participating in the Job Quality challenge, please follow this link: <https://bit.ly/3DLjD66>

09:03:52 From Susan Buckey - JVS to Everyone:

If you are an employer and interesting in getting your very own report, here's the link to the survey: jvs.gibbsss.com/survey/VolejRejNm

09:04:13 From Susan Buckey - JVS to Everyone:

And if you have any questions about these events, please don't hesitate to reach out: sbuckey@jvs-boston.org

09:07:04 From Ashley Hazleton McClafferty | MassHire Boston WB to Everyone:

Wahoo Chris! Happy to have you!

DURING DATA PRESENTATIONS & GROUP DISCUSSION

09:13:03 From Joanne Pokaski to Everyone:

Do quit rates include retirement at over 65?

09:13:58 From Kaitlyn Bean to Everyone:

Joe... everyone's favorite labor market nerd ;)

09:14:21 From Ashley Hazleton McClafferty | MassHire Boston WB to Everyone:

@kaitlyn - Right!?

09:14:54 From MJ Ryan to Everyone:

Yes to that, Kaitlyn! Joe rocks! And welcome to Chris too! Critical work...thank you both!

09:16:09 From MJ Ryan to Everyone:

Well, this is depressing...anyone got a good joke?

09:16:25 From Kaitlyn Bean to Everyone:

it's infrastructure week again?

09:17:40 From John Fugazzie to Everyone:

Can we get a copy of this presentation

09:17:55 From Ashley Hazleton McClafferty | MassHire Boston WB to Everyone:

Yes slides are always posted on the HCC website and shared via newsletter

09:18:05 From Ashley Hazleton McClafferty | MassHire Boston WB to Everyone:

we're also recording the session and will post

09:18:05 From Susan Buckey - JVS to Everyone:

YES! broaden recruitment strategies. I can speak to that.

09:18:11 From Gabrielle Guity - Boston PIC to Everyone:

lack of childcare support is a big barrier

09:19:05 From MJ Ryan to Everyone:

YES! We need to add more interns/students, which is a challenge in depts. already short-staffed and exhausted....chicken/egg issue...but must find a way to do it. Perhaps funding preceptor roles to reduce stress on existing staff.

09:19:21 From Gabrielle Guity - Boston PIC to Everyone:

spending hours in a class or training program that is unpaid but is full time while you got bills to pay is another barrier too

09:19:26 From Susan Buckey - JVS to Everyone:

I think recruiting strategies need to change too.

09:19:35 From Kristin Driscoll to Everyone:

@Gabby- YES! This is huge

09:19:56 From Joanne Pokaski to Everyone:

Thank you, Joe and Chris!

09:20:04 From MJ Ryan to Everyone:

@Gabrielle...agree 100%

09:20:23 From Karen Shack to Everyone:

Fantastic presentation. Thanks!

09:20:29 From Kim McLaughlin to Everyone:

Thank you, Joe and Chris! Great data.

09:20:33 From Gabrielle Guity - Boston PIC to Everyone:

This was really eye opening Joe. Thanks so much!

09:21:04 From Michelle Sylvaria to Everyone:

Great presentation, Joe! I'd like to speak with anyone who is interested about pipeline from Boston Public Schools Career & Tech Ed Medical Assisting pathway to PCT or other entry level opportunities with career ladder potential msylvaria@bostonpublicschools.org

09:21:07 From Tommy Heavren to Everyone:

Thank you, Joe and Chris! Excellent and insightful for us--grateful for your time and hard work framing these data points and this narrative

09:21:38 From Kristin Driscoll to Everyone:

@Michelle, we're going to host our first MP Dental Assistant co-ops

09:21:58 From David Yourgrau to Everyone:

So interesting! Thanks, Joe!

09:22:21 From Michelle Sylvaria to Everyone:

@Kristen, I just heard!!!! So exciting and hopefully the start of a great pipeline for dental assisting!

09:23:00 From Kristin Driscoll to Everyone:

@Michelle, we're very excited. The students were fantastic. Very passionate about oral health!
:)

09:23:05 From Emmanuel Owusu to Everyone:

Some thing for all of us to consider, is the impact of the low level of immigrants/refugees admitted into in the last 3 - 4 year ago. Recent immigrants/refugees have always been a major source for entry level and low paying jobs.

09:23:34 From Joe McLaughlin to Everyone:

Thanks everyone. I hope you find it helpful for the discussion. We'll share the slides.

09:23:36 From Kristin Driscoll to Everyone:

@Emmanuel, that's a great point too

09:23:47 From Michelle Sylvaria to Everyone:

We just renovated the dental assisting lab- big investment in this area. We see there is a big labor market demand

09:25:05 From Ashley Hazleton McClafferty | MassHire Boston WB to Everyone:

Yes Emmanuel - great insight, thank you for sharing

09:25:25 From Colleen Moran to Everyone:

Emmanuel you are so right. That would be a great presentation to hear more about as well as what the future will hold for refugee/immigrants and the impact on the US/regional workforce

09:26:21 From Joanne Pokaski to Everyone:

Thanks, Katy!

09:27:27 From Ashley Hazleton McClafferty | MassHire Boston WB to Everyone:

- “Do you foresee any structural barriers to scaling up training significantly?”
- “Are there elements of your existing upskilling strategy that you plan to revisit?”

09:29:05 From Jacqueline Chernoble to Everyone:

I realize this doesn't apply to most of the employers here, but to reinforce Joanne's point about the limitations of the current funding structures, many small businesses are unable to access WCTF funds even when they are eligible because they have to spend money up front and get reimbursed afterwards.

09:29:10 From Colleen Moran to Everyone:

Great point Kristen, paid training is so necessary.

09:30:05 From John Fugazzie to Everyone:

We just started our first approach for entry level employees to be able to be paid during training for C M A and PSR programs. shortages of people drives new thinking and investments on employer side

09:30:07 From Joe McLaughlin to Everyone:

One challenge is that the opportunity cost to entering training is much higher now than in the aftermath of the Great Recession.

09:30:13 From Dave Bassett to Everyone:

SCSEP (over 55yrs) pays participants minimum wage during training....thanks

09:30:25 From Kristin Driscoll to Everyone:

Thanks all!

09:31:01 From Kaitlyn Bean to Everyone:

Workers also facing huge issues around childcare, caring for other family, housing instability, fear of COVID

09:31:24 From Kaitlyn Bean to Everyone:

also cliff effects

09:31:32 From MJ Ryan to Everyone:

@ Kaitlyn, that has been our biggest challenge to be sure.

09:31:37 From Ashley Hazleton McClafferty | MassHire Boston WB to Everyone:

Yes Joanne - there's seems to be limited investments in incumbent worker training!

09:32:09 From Gabrielle Guity - Boston PIC to Everyone:

The biggest thing is building competency around prerequisite courses that make students eligible for the core course for nursing programs or medical assistants, etc.

09:32:44 From Kristin Driscoll to Everyone:

@Gabby- it takes a long time especially while someone is working and caring for family

09:33:21 From Ashley Hazleton McClafferty | MassHire Boston WB to Everyone:

Yes Harneen! thank you for that point. Especially when community colleges are also facing staffing issues. They may be able to create the curriculum but not have the faculty to staff/teach the course

09:34:12 From Karen Shack to Everyone:

Yes Harneen- great points

09:34:21 From Gabrielle Guity - Boston PIC to Everyone:

for sure. Student I've worked with come in so motivated, but fall out because their math or science foundation isn't where it needs to be get in courses to even apply to nursing or medical or dental assistant programs

09:34:58 From Susan Buckey - JVS to Everyone:

Curious to know how much the Red Cross role (or lack thereof) in credentialing CNAs is impacting the pipeline. We certainly have felt it at JVS.

09:36:00 From MJ Ryan to Everyone:

And child care access at "hospital hours" is almost impossible. While employers need to try to be more flexible with scheduling, there is always a 24/7 need.

09:36:00 From Katy Gall to Everyone:

Yes I hope we can use some of this influx of funding to prove the case that stipends/paid training create better outcomes for trainees!

09:36:02 From Weezy Waldstein to Everyone:

Adding on to Harneen's point is to also create real upward mobility paths that do not exist sufficiently now. We hear that would be an attraction.

09:36:57 From Jaime Oberlerchner to Everyone:

Northeastern University is very well versed in part-time programs for working adults, plus we have the ability to customize and create pipelines for talent. Additionally we can provide wrap around support services and have recently implemented an earn and learn model that could work well for a quite a few of the situations mentioned. Lastly, we can provide up to \$15,000 in scholarship funds for those that qualify. Happy to chat with anyone who is interested in learning more.
j.oberlerchner@northeastern.edu

09:37:56 From Karen Shack to Everyone:

Yes Neil re: youth. In the new BH grants some WIBs are focusing on youth strategies

09:38:26 From Joanne Pokaski to Everyone:

Healthcare is a great place for young people not yet ready to return to college, and we have a lot of supports to help them return.

09:38:56 From MJ Ryan to Everyone:

100%, Joanne

09:40:29 From Harneen Chernow to Everyone:

Yes @joanne

09:40:41 From MJ Ryan to Everyone:

Great to know...will you be updating that research, Joe? Any research on healthcare workers and patterns on upskilling their roles and career advancement patterns?

09:41:00 From Colleen Moran to Everyone:

Thank you Joe.

09:42:56 From Joe McLaughlin to Everyone:

@MJ - Yes! We are eagerly awaiting more recent data to see what's happened since July 2020 when hiring in most other industries began hiring again. Do we see healthcare workers switching to other industries at higher rates? Which industries? I hope to have more on that soon.

09:45:23 From Karen Shack to Everyone:

Sal, great points; yes lots of challenges and we all need to support programmatic adjustments to allow part time programs and supports.

09:46:32 From MJ Ryan to Everyone:

GREAT points, Gabrielle! STACKABLE is key...starting over and over is costly in time, money and energy.

09:47:07 From Karen Shack to Everyone:

Yes and remedial course work needs to be paired with supports

09:47:41 From Gabrielle Guity - Boston PIC to Everyone:

@MJ 200%.

09:48:11 From MJ Ryan to Everyone:

And employers need to support upskilling. People need JOBS while training for careers. We need them in those careers, so we need to supply jobs AND training opportunity, including time, mentorship as well as tuition support.

09:48:28 From Karen Shack to Everyone:

Mj... yes

09:48:44 From Kaitlyn Bean to Everyone:

Great points being made in this convo, and nuggets in the chat

09:49:02 From Joe McLaughlin to Everyone:

Here is the CM article on vaccine mandates that I mentioned:
<https://commonwealthmagazine.org/health-care/few-giving-up-their-jobs-over-vaccine-mandates/>

09:49:36 From MJ Ryan to Everyone:

Kristin- you embedded ESOL bonus in the training program for Animal Care Techs is a GREAT win-win model. Mutually beneficial for trainees and hospital!

09:50:18 From Ashley Hazleton McClafferty | MassHire Boston WB to Everyone:

Thank you Emmanuel!

09:50:26 From Jacqueline Chernoble to Everyone:

It's been an amazing program, it's a great opportunity for folks to get into healthcare jobs who might otherwise be overlooked, and they are showing great retention in the roles.

09:50:26 From Joanne Pokaski to Everyone:

100% agree Emmanuel that this is a factor!

09:50:27 From Chris Harrop to Everyone:

I also think about the difficulty quantifying the cost of turnover (though it's felt very acutely), but contrasting this figure to the cost of institutionally financing training and upskilling programs could create a compelling business case for sustainable funding.

09:51:05 From Michelle Sylvaria to Everyone:

Thank you! Always a valuable conversation. Need to step away...

09:51:17 From Susan Buckey - JVS to Everyone:

This is a resource that we reference often in regards to job quality - the cost of turnover:
<https://toolkit.cincinnatiwomensfund.org/cost-of-turnover/>

09:53:44 From Joe McLaughlin to Everyone:

@ Emmanuel- I also 100% agree.

09:53:54 From Joanne Pokaski to Everyone:

I love that idea, Jacqueline!

09:54:43 From MJ Ryan to Everyone:

The challenge with any ROI for hospitals is scale. Great to compare the experience for 20 trainees vs. 20 comparable people, but hard to make a bottomline argument in a very large org. and be heard.

09:56:27 From Kristin Driscoll to Everyone:

@MJ- yes that's the tough part because the openings are so vast

09:57:05 From Jacqueline Chernoble to Everyone:

Less intensive reporting would also be nice ;)

MEETING CLOSING

09:57:05 From MJ Ryan to Everyone:

Great meeting. Thanks to Ashley for once again killing the agenda! Thanks to Joe and Chris, and all of our contributors. And thanks to all members! Your engagement is what makes this possible! Hope you all have a great weekend!

09:57:13 From Dave Bassett to Everyone:

Thank you Kristin, nicely done

09:57:28 From Joanne Pokaski to Everyone:

Agree - great meeting! Can't wait to pore over those slides!

09:57:35 From MJ Ryan to Everyone:

Kristin! Thanks for getting us all going!

09:57:45 From David Yourgrau to Everyone:

This was so great and insightful - great way to end the week. Thanks to Ashley and all of the contributors!

09:57:47 From Kristin Driscoll to Everyone:

@Dave & MJ, thank you! I appreciate it.

09:58:05 From Colleen Moran to Everyone:

Awesome meeting, so much good info presented and shared. Thank you all!

09:58:08 From Katy Gall to Everyone:

Really interesting conversation and so great to hear what everyone is working on.

09:58:14 From Kaitlyn Bean to Everyone:

Thank you all, this was a great meeting!

09:58:32 From Salvador Pina to Everyone:

Great job everyone!

09:58:37 From Bob Wu to Everyone:

Thank you everyone!

09:58:38 From Harneen Chernow to Everyone:

Thanks everyone.

09:58:44 From Deborah Strod to Everyone:

Thanks, great meeting

09:58:49 From Lynn Stewart to Everyone:

Thanks Everyone