



COMMONWEALTH CORPORATION

JUNE/JULY 2005

Conference Features Recent Research and Evaluation Studies

The second annual Massachusetts *Workforce Development Research and Evaluation Conference*, held on June 22 and 23, 2005, in Worcester, highlighted key findings from research and evaluation initiatives in workforce development in Massachusetts. The event featured a number of breakout sessions on topics including an evaluation of the Massachusetts Rehabilitation Commission's Vocational Rehabilitation Program, which showed returns to individuals and society far surpassing the public investment in the program. Experts also presented findings of statewide studies looking at the effect of job loss on the earnings of displaced workers with and without English language barriers, as well as a look at employment and earning outcomes for Massachusetts workers who received job training assistance in the early 1990s.



Dr. Westy Egmont from the International Institute of Boston (far left) spoke about recent labor force developments on a panel with Dr. Michael Goodman from the UMass Donahue Institute (center) and Elliot Winer from the Division of Career Services (far right).

"We must make sure that workforce programs are effective and deliver real results," said Jane C. Edmonds, Director of the Massachusetts Department of Workforce Development, an event co-sponsor. "We want to continue to improve program performance through careful evaluation. This forum is an opportunity to come together to impart knowledge and hear about important research affecting Massachusetts workers."

One panel discussion featured representatives from the state and federal government as well as supporters and funders of workforce development initiatives. Moderated by MassINC's John Schneider, the panel included Jane Oates, Senior Education Advisor to Senator Edward Kennedy; Peter Torkildsen, Executive Director of the Massachusetts Workforce Investment Board; Frank Valeri, Chief of Staff to State Senator Thomas McGee; Jeannette Gerald, Vice-President of Community Investments at the United Way; and Nancy Snyder, Deputy Director for Workforce Development at the Boston Private Industry Council.

A second panel discussion examined the state's labor force, specifically how it has changed and what those changes may mean for workforce development in the future. The panel was responding to a keynote by Andrew Sum of Northeastern University's Center for Labor Market

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Research and Evaluation

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Studies. Panelists included Westy Egmont of the International Institute of Boston, Elliot Winer from Massachusetts' Division of Career Services, Ali Noorani from the Massachusetts Immigrant and Refugee Advocacy Coalition, and others.

The conference was co-sponsored by the U.S. Department of Labor's Employment and Training Administration, Region 1; the Massachusetts Dept. of Workforce Development; the Center for Labor Market Studies at Northeastern University; the Massachusetts Workforce Board Association; MassINC; and CommCorp.

Denise Tyler Receives Susan Eaton Memorial Fellowship

At the Second Annual Workforce Development Research and Evaluation Conference, Commonwealth Corporation awarded the Susan Eaton Doctoral Research Fellowship to Denise Tyler. The \$15,000 fellowship is named in memory of Susan Eaton, who was Assistant Professor of Public Policy at Harvard University's Kennedy School of Government. She was an activist and researcher who dedicated her career to work and labor issues, and made important contributions to the field of workforce development in the long-term care industry in Massachusetts. She died fighting leukemia on December 30, 2003.



Mary Lassen (left) of the Women's Union presented the Susan Eaton Memorial Fellowship to Denise Tyler (right).

Susan Eaton had worked with CommCorp on research related to the Extended Care Career Ladder Initiative. Through this fellowship, CommCorp will recognize good research and evaluation work and encourage the development of promising researchers, focusing on workforce development in the long-term care sector.

This year's recipient, Denise Tyler, is a doctoral student in Social Policy at the Heller School at Brandeis University.

Her interests and research have focused on several aging related issues, especially long-term care for the elderly and discovering ways to improve long-term care for both nursing home residents and employees.

In her most recent position at Boston University's School of Public Health, Ms. Tyler was the project manager for an AHRQ-funded study that explored the relationship between nursing job design in long-term care facilities, employee satisfaction and motivation, and resident health

outcomes. Her dissertation, which builds on this study, will examine teamwork in long-term care facilities.

Teamwork among direct-care workers in long-term care facilities has shown promising results in terms of both care quality and employee satisfaction. Yet little is known about how successful implementation of teamwork is achieved. This study will address this gap in knowledge by examining the facilitators of and barriers to teamwork in long-term care settings.

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Mitt Romney, Governor; Kerry Healey, Lt. Governor; Jane C. Edmonds, Director, Mass. DWD; Jonathan Raymond, President, CommCorp