



COMMONWEALTH CORPORATION

AUGUST 2005

## BayStateWorks Projects Seeing Results

The BayStateWorks initiative awarded grants totalling more than \$5.3 million to eleven Workforce Investment Boards (WIBs) and seven Community-Based Organizations (CBOs) in November 2004. The initiative provides funding for CBO and employer-driven education and training initiatives that will help meet regional workforce needs and improve the employment and wages of workers.

Since the program began, nearly 1,000 people from more than 100 employers—including UMass Memorial  
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*Enjoying their Action, Inc., classes are (left to right) Annette Parco, Misty Amero, and Laurie Grace.*

## ECCLI Case Studies Featuring “Promising Practices” Now Available

Extended Care Career Ladder Initiative (ECCLI) Case Studies from Round 6 are now available on the CommCorp web site. These case studies tell the story of implementing ECCLI in long-term care facilities, describing the experience in ways that should help organizations considering similar programs by offering lessons learned, tools and materials that can be adapted for different programs. The studies bring to life the challenges, strategies and benefits ECCLI can make possible for healthcare workers, administrators, and the residents they serve. They can be found featured in the Spotlight section of the CommCorp web site at [www.commcorp.org](http://www.commcorp.org).

These case studies are just one part of CommCorp’s effort to make tools and materials widely available as part of our Promising Practice Initiative. Designed to promote system improvement, this initiative collects, organizes and shares learning, expertise, and tools that have come from work done in demonstration projects. The formats for sharing this information are diverse and can include case studies, a web-based library of resources, DVDs, guides, showcase events, panel discussions, brief “promising practice” write-ups, and more.



## BayStateWorks

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Medical Center, Aerovox, and Quincy Medical Center—have enrolled in training through the program. The grant recipients have used the BayStateWorks funding to create innovative programs that are meeting the needs of both workers and employers in their local regions.

For example, the Franklin/Hampshire BayStateWorks project has created the *BayStateWorks/Juntos Workplace Readiness Program* to address the needs of Hampshire County employers and Holyoke adult ESOL learners. Along with participating in ESOL classes at the HALO Center and the Community Education Project, these learners also attend a weekly four-hour program focused on providing them with the skills and content knowledge required for successful applications for food service, housekeeping, and maintenance jobs at Mt. Holyoke.

The project's innovative feature is the high level of involvement of a key employer—Mount Holyoke College (MHC). Along with participating in program design and implementation efforts, human resource staff from MHC work directly with the learners for two of the thirteen weeks of the program—visiting the HALO Center during the third session to meet the learners, identify their specific employment interests, and help them with interviewing skills, then hosting a four-hour tour of Mount Holyoke during which the English learners see the campus, meet supervisors and staff of various departments, and participate in mock interviews for the positions that interest them. Additionally, MHC has joined the workforce board in an employer research project to see if their efforts result in these entry-level workers' success in promotion to higher paying jobs.

Another innovative project is BayStateWorks Healthcare Works, a collaboration of the Metro South/West Regional Employment Board, the Greater Lowell, Merrimack

Valley and North Shore Workforce Investment Boards. They have created a “grow your own” or “promote from within” strategy to address staffing shortages in nursing and allied health jobs in 13 hospitals, one group medical practice, and three nursing homes.

Enthusiastic employer partners from six of the projects' participating hospitals will be conducting an employer research project which will determine the impact of BayStateWorks activities on employee retention and other measures of interest to their facilities.

Another unique project is led by Action, Inc., a community-based organization which is training participants to be Clinical Medical Assistants in the Cape Ann region. They are partnering with three area medical facilities who will provide “externships” to give graduates on-the-job experience as medical assistants before they are placed in jobs. North Shore Community Health Inc., a potential employer due to expand to the Gloucester area, has worked with the Action staff to design the curriculum and support the delivery of a successful program.

Also, thanks to the generosity of the Department of Transitional Assistance (DTA), two new BayStateWorks projects have been funded with \$380,000 in additional grant funds, which will follow the focus and priorities of the “Community-Based Organizations and Older Worker Education and Training Initiative,” but target customers of DTA services. Both projects have launched their programming with training activities.

Jonathan Raymond, President of Commonwealth Corporation, said of the initiative, “BayStateWorks partnerships are doing an incredible job linking training and education to genuine employer needs, producing a positive impact on our state economy.”

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