



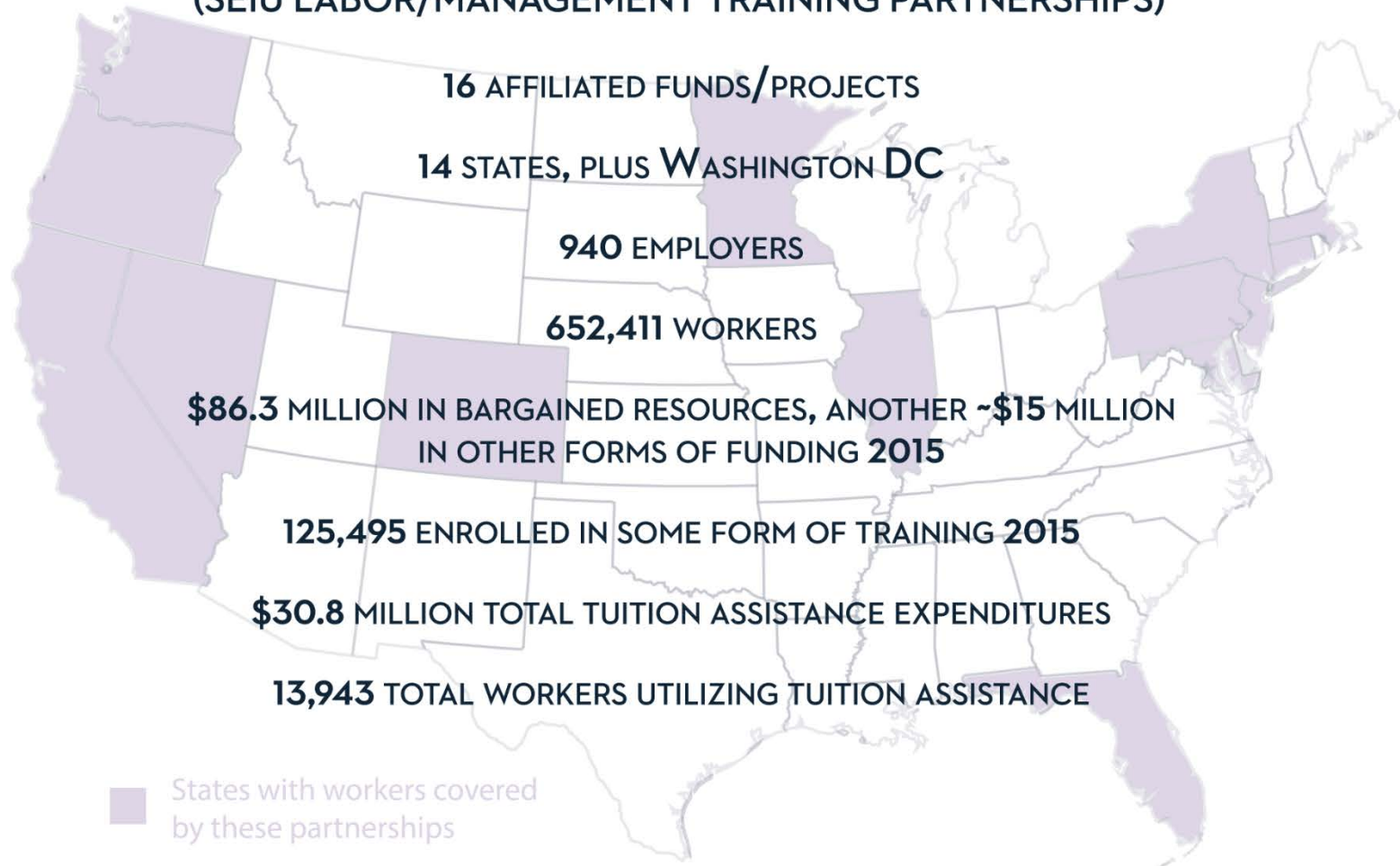
Employer Engagement and Job Readiness

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HEALTHCARE TRAINING ACROSS THE NATION (SEIU LABOR/MANAGEMENT TRAINING PARTNERSHIPS)





Major employers in our network

- *League of Voluntary Hospitals and Homes of NY (over 100 participating employers)*
- *Kaiser Permanente*
- *Centene*
- *And many more....*



What stands in the way of getting education?

- Life/family.
- Low resources/work stress.
- Low basic skill levels.
- Negative experiences in the past with education and training.
- Low wages.



What stands in the way of skills?

- Hard to see how skills will pay off.
- Employer internal training infrastructure often weak.
- Smaller firms, harder to climb the ladder.
- Service sector often has low and high but hard to transition from one to the other.



Employer Engagement

- Build stronger connections from employers back to training and education systems.
- Understand “pain points” (organize employers by region/industry if possible) and build program to respond.
- Help solve a business need: is it retention, turnover, onboarding, etc.?
- Understand the need for investment.



Employer Engagement (cont.)

- ROI on the intervention.
- Connect to the broader system of workforce training.
- Think about helping to solve challenges for what is to come not simply what exists today.



Areas of Strategic Business Impact

Employers cite six major areas where developing the frontline workforce can have strategic business impact



Workforce Availability

Frontline staffing needs are addressed by filling vacancies, reducing turnover, decreasing overtime, and reducing temporary agency use.



Employee Competency & Advancement

Employees gain the needed knowledge, skills, and abilities to deliver high quality care and advance their careers.



Patient Experience

Patients and their families express higher levels of satisfaction with the quality of care received and services provided. Patient satisfaction scores improve.



Employee Engagement

Employees express greater satisfaction with their jobs and are more engaged in their work, resulting in improved performance outcomes and increased staff retention.



Community Impact

Organizations demonstrate greater positive impact in the communities they serve by hiring local residents, increasing workforce diversity, and improving health outcomes in the community.



Quality & Safety

Organizations improve performance by expanding the role of frontline workers and enhancing their skills to reduce such measures as medical errors and avoidable re-hospitalizations.



Getting deeper on employer engagement

- Outgoing vs. Incoming – who do you work with? How do you determine who you work with?
- Move from a “front door” mentality.
- Think about occupations.
- Think about the pathways.



Challenging areas in this work

- Focusing on job quality and opportunity (while remaining employer driven).
- Linking to other initiatives in workforce development.
- Becoming a real “way of working” rather than a program funding stream.



Stronger connections to good jobs

- **Target** high-demand occupations in key industry sectors, with wages above poverty level or a clearly defined pathway to it.
- Develop training programs in partnership with **multiple** firms in an industry.
- **Demonstrate** evidence of employer commitment.
- Provide **clarity** on training target—incumbent or disadvantaged/ unemployed/entry level workers—and appropriate strategy for each.
- **Identify clear connections** from work to school and back.
- Require **data** on worker and employer outcomes.