



# WORKFORCE DEVELOPMENT

New York Alliance for Careers in Healthcare  
and  
NYC Department of Small Business Services

MRT Social Determinants of Health Workgroup

July 7, 2014

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# About NYACH

- Serves as an “intermediary”, bringing together disparate entities of the healthcare workforce development system in order to address the industry’s rapidly changing labor force needs.
  - Is an initiative of the public-private partnership between the NYC Department of Small Business Services and the NYC Workforce Funders.
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# About NYACH

## VISION

NYACH aims to maximize the healthcare industry's ability to deliver quality care by developing a collaborative, effective, and sustainable workforce system.

## MISSION

NYACH's mission is to build an effective healthcare workforce development system in NYC by:

1. Identifying employers' needs
  2. Helping education and training organizations adapt their approach to better meet those needs
  3. Ensuring low-income and unemployed New Yorkers have access to viable careers in healthcare
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# Our Model

Workforce Funders



**ACUTE & AMBULATORY CARE**

Greater NY Hospital  
Association



**COMMUNITY HEALTH CENTERS**

Community Healthcare  
Association of NYS



**NURSING FACILITIES**

Southern NY  
Association



**HOME CARE**

PHI



*EMPLOYER ADVISORY GROUPS*

1199 SEIU Training and  
Employment Funds

NYC Dept of Small  
Business Services

City University of  
New York



# NYS Health Innovation Plan

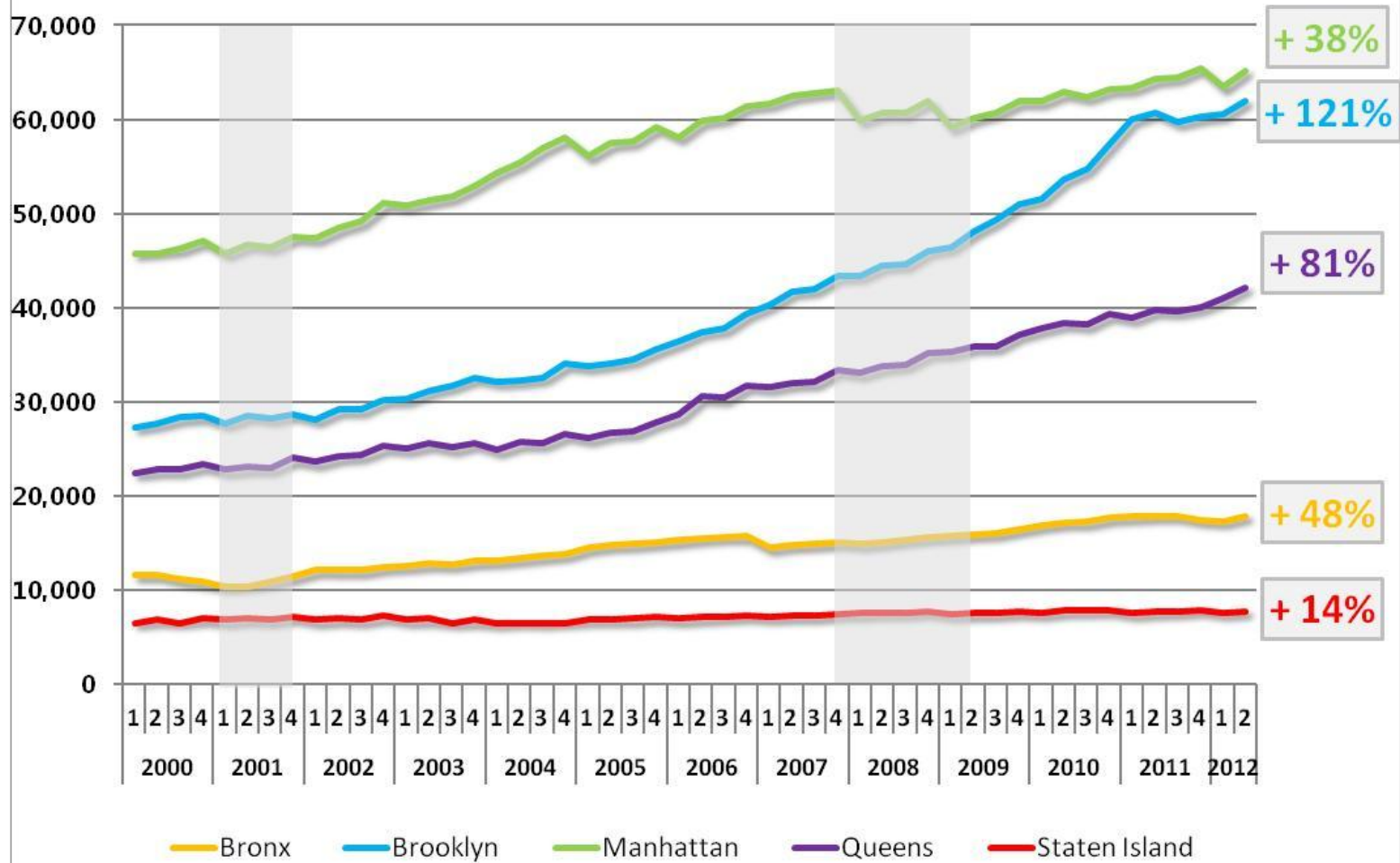
## Workforce Strategy

1. Increase the recruitment and retention of a primary care workforce throughout the State.
  2. Update standards and educational programs for all health care workers to reflect the needs of delivering the APC model.
    - training in care coordination, multidisciplinary teamwork, and administrative and business skills
  3. Identify potential primary care-related workforce flexibility opportunities for professionals to work closer to the top of their licenses.
  4. Assure adequate education and training throughout the State and to develop more robust working data, analytics, and planning capacity.
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# Growth in Ambulatory Care

## Ambulatory Care Employment by Borough, 2000 - 2012



Source: NYC Labor Market Information Service (LMIS)



# Projected Growth in NYC by Subsector, 2010-2020

	Employment 2010	Employment 2020	Net change	Percent change
Ambulatory Care	179,650	246,000	66,350	36.9%
Hospitals	195,000	203,010	7,920	4.1%
Nursing and Residential Care Facilities	76,580	94,170	17,590	23.0%
Social Assistance	165,970	212,500	46,530	28.0%
<b>TOTAL</b>	<b>617,290</b>	<b>755,680</b>	<b>138,390</b>	<b>22.4%</b>

Source: NYS Department of Labor



# Projected Occupation Growth in NYC, 2010-2020

- Anticipated growth in the following occupations:
  - Home Health Aides (48%)
  - Pharmacy Technicians (35%)
  - Medical Assistants (20%)
  - Dental Assistants (20%)
  - Registered Nurses (14%)

Source: NYS Department of Labor

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# Strategies to Meet Industry and Worker Needs

- Engage employers up front in the curriculum design, program model, and ensuring job opportunities or upgrades post-training
  - Connect training initiatives to current delivery system reforms (i.e. PCMH, Health Homes, MLTC)
  - Incorporate adult-centric learning approaches, remedial support, case management, intern/externships
  - Partner with the Workforce1 Healthcare Career Center to scale trainings and increase access to New Yorkers
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# About SBS – Workforce

Vision: To cultivate a workforce that boosts the strength and growth of the New York City economy.

Mission: To train and match New Yorkers looking for new or better jobs to local opportunities, and help businesses operate and expand by offering cost-saving recruitment services.

SBS takes a **market-driven approach** – by providing employers with recruitment services through **NYC Business Solutions**, we are able to gather **market intelligence**, understand **local economic needs**, and build **relationships with employers**. This enables **Workforce1** to develop preparation, training, and placement services for New York City residents, while providing valuable assistance to businesses.

# System Overview

- Network of **16** Workforce1 Career Centers, including **5** main borough centers, **9** satellite centers, and **2** sector-focused centers
- Operated by strong partners (mix of for-profits, non-profits, libraries, academic institutions) and co-located with NYSDOL
- Funded through a combination of federal, city, and private dollars
- Performance focus on connection to training and employment with living wages
- Local strategy set in coordination with the Mayor's Office of Workforce Development and other workforce-focused agencies (DYCD, CUNY, HRA)



● Workforce1 Center Locations  
● NYC Business Solutions Center Locations

# Current State

- Roughly **175,000** New Yorkers served annually
  - Includes assessments, career advisement, workshops, training, recruitment events, and employer referrals
- Nearly **34,000** positions filled for **1,000+** NYC businesses in 2013
  - Build relationships across high-growth sectors, including healthcare, retail trade, transportation, technology
  - Target local employers with a wide variety of jobs with mid-level wages and hours and advancement opportunities
- **4,000+** New Yorkers trained for high-growth occupations
  - Includes **sector training**, OJT, customized training for employers, individual training grants, TAA, media training, web development training
- Additional programming for target populations
  - Includes Employment Works, Veterans Initiative, internships, entrepreneurship

# Sector Training - Healthcare

- Joint effort among **SBS** and **Workforce1 Healthcare**, **NYACH** and partners, and **CUNY Central** and **colleges**
- Investment of **\$2 million+** annually to scale access for **600+** New Yorkers to licenses and certifications in high demand healthcare occupations, skill upgrades and language support for professionals based on market changes, and externships for employability
- Key model components:
  - Upfront employer **commitment to hire** or upgrade employees
  - **Industry informed assessments, curriculum, and instructional models** that promote success in training and employment
  - **Capacity building** among Workforce1 and training provider partners to deliver enhanced assessments and curriculum
  - Use of diverse funding streams to **scale successful and sustainable training tracks** and models identified and tested by NYACH

# Sector Training - Healthcare

- **SBS and Workforce1 Healthcare** – 79 John Street
  - Manage recruitment, assessment, and candidate preparation services for New Yorkers looking to enter or advance in the healthcare industry
  - Connect graduates to employment post-training
- **CUNY Central and training providers**
  - Support enrollment and completion of trainees across CUNY colleges and training providers, including remediation and case management support
  - Work with colleges to implement enhanced curriculum
- **NYACH and partners**
  - Identify slate of trainings to scale based on employer need, labor market projections, and policy landscape as well as industry partners for upfront hiring and curriculum review
  - Evaluate impact of training on employment, retention, and advancement



# Contact Information

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