



# Frontline Health Care Worker Champion Recognition Program

## 2017 NOMINATION FORM

CareerSTAT's [Frontline Health Care Worker Champion Program](#) recognizes organizations making significant investments in their frontline workers. Organizations are selected for using workforce development strategies that promote frontline career progression and provide workers with accessible training and skills development opportunities. Representing health care organizations from across the country, Frontline Health Care Worker Champions demonstrate best practices presented in the [CareerSTAT Guide to Investing in the Frontline Health Care Workforce](#).

Gaining recognition as a Frontline Health Care Worker Champion gives employers national recognition for their workforce development programs. Each organization receives customized [marketing materials](#), is featured on National Fund for Workforce Solutions [website](#), can promote programs through speaking opportunities and conference presentations and provides access to peer learning and technical assistance to further advance programs.

## HOW TO APPLY?

Below, please find a list of questions that will be asked on the survey. It is recommended that you type your responses to the questions listed below and then copy and paste your responses in the appropriate places in the online nomination survey. Respondents should plan to complete the online survey in one session. Closing the survey will delete your responses.

**ALL applications must be submitted through the [online survey](#) by Friday, February 3, 2017**

Please email Kelly Aiken, Vice President and CareerSTAT Director at [kaiken@nationalfund.org](mailto:kaiken@nationalfund.org) if you have any questions about the applying to the recognition program.

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## NOMINATION FORM QUESTIONS

### Organization Information

**1. Please complete the following information:**

- Health care employer name
- Type of organization (Hospital, Health Care System, Long Term Care, Home Care, Community Health Center, Primary Care etc.)
- Description of organization (# of beds, communities served, types of services, etc.)
- Organization address:
- President or CEO name and title
- Name and title of person submitting application
- Email address of person submitting application (main contact for questions regarding nomination)
- Name of organization's PR/Communication contact
- Email address of organization's PR/Communications contact
- Website of organization

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- Is your organization a member of a health care industry partnership in your community? If yes, please provide name:

### **Narrative Summary**

- 2. Narrative Summary: In 500 words or less, please provide a high-level overview of your program.** Describe the investment your organization is making in developing the skills and career advancement opportunities for frontline workers. Please describe WHY this investment is important to your organization and how your organization distinguishes itself in making skill and career development opportunities available for frontline workers.

### **Program Information**

- 3.** Please describe each of your organization’s workforce development programs targeted towards the following populations and the program’s major accomplishments, including the number of people who have participated:
- incumbent frontline workers
  - local community members (underrepresented individuals, persons with disabilities, returning citizens, etc.)
  - youth and young adults
- 4. Employer practices that make skill and career development accessible to workers:** Please respond with a "yes" or "no" or “planning to offer” for each service listed below.

#### ***Accessible Training and Educational Programs***

- Offers flexible skill and career development learning options (onsite, online or hybrid options)
- Provides academic readiness programming (e.g., Bridge programs, tutoring)
- Provides work-based learning opportunities (on-the-job training, registered apprenticeship, etc.)

#### ***Career Development***

- Provides career coaching services for frontline workers
- Provides career exploration tools and opportunities
- Conducts employee skill and educational assessments
- Provides academic counseling for frontline workers
- Provides case management for frontline workers to access support services
- Maintains transparent career ladders that enable workers to advance to higher skilled, higher paying job opportunities within the organization
- Trains supervisors to support career development of frontline workers

#### ***Supportive Policies***

- Provides transportation for frontline workers to skill and career development opportunities
- Makes tuition assistance more accessible for frontline workers (e.g., upfront payment options, covers cost of earning a certificate, etc.)
- Covers partial or full cost of skill and career development opportunities for frontline workers
- Provides partial or full paid release time to frontline workers for skill and career development opportunities

## **Scale of Program**

- 5. Champions must have at least 50 people or 10% of frontline workers participating in at least one program each year. Emerging Champions should have plans to reach this scale of programming. Frontline workers are defined as individuals working in jobs requiring an Associate's degree or less.**
- How many people are employed by the organization?
  - How many frontline workers are employed?
  - What is the total number of frontline workers or applicants participated in your skill and career development programs in the last year?

## **Data Collection and Outcomes**

It is important that employers' programs show a positive impact. At least 2 of the 4 questions (#7-#10) must apply to the organization to be considered as a "Champion." Champions must provide data showing positive outcomes in those areas.

- 6. Does your organization collect data on training outcomes (e.g., who/how many passed the class, etc)**
- Yes or No
  - If yes, please share training outcomes from the most recent year for which data is available (please state the year)
- 7. Collects data on transferable credential attainment (e.g., degree, professional certification)**
- Yes or No
  - If yes, please share credential attainment outcomes from the most recent year applicable (please state the year)
- 8. Collects data on job placement and advancement (e.g., how many people were promoted or received salary increases as a result of your program).**
- Yes or No
  - If yes, please share advancement outcomes from the most recent year applicable (please state the year)
- 9. Collects data on return on investment/benefits to you as an employer (e.g. reduced turnover, lower recruitment costs). If so, please share any supporting data.**
- Yes or No
    - o Workforce availability (vacancy rates, reduced turnover, lower recruitment costs)
    - o Employee engagement (engagement and satisfaction measures)
    - o Diversity and Community Impact (diversity of workforce, local hire rates)
    - o Patient experience (HCAHPS scores)
    - o Quality and Safety (medical error rates, readmission rates)
- 10. Please share any other data you collect or other successful program outcomes.**

## **Sustainability and Operations**

*Champions typically have at least 50 percent of current programming funded through operating funds or a compelling plan for sustainability and strong leadership support.*

- 11. When did you start providing supportive training programs for frontline workers? (Program should be at least two years old).**

**12. Have these frontline worker training programs grown or expanded over time? If yes, please specify how?**

- Yes or No

**13. What percentage of your current programming is funded through operating funds (as opposed to funds from outside your organization such as grant funds)?**

- 0-25%
- 25-50%
- 50-75%
- 75-100%

**14. How many Full-Time Equivalents (FTE) do you have devoted to frontline workforce development programs in your organization?**

**15. Tell us about your sustainability plans. Please check all that apply to your organization:**

- Is in the process of developing a plan to sustain programming
- Has developed a plan to sustain programming
- Has support from senior leadership in your organization

**In 200 words or less, please share information on the items you checked or any other ways your organization has developed a sustainable program.**

#### **Impact of your Program on Individuals and their Families**

**16. In 300 words or less please share the story of one person who has benefitted significantly from your programs. Please provide a quote from a frontline worker that highlights the impact the program has had on their life/career.**

#### **Use of Materials**

CareerSTAT will produce a profile of each organization designated as a Champion or Emerging Champion. The information provided in the nomination form, logo and pictures will be used to develop each profile. Each organization will review and provide final approval on format and content. The profiles will reside on the National Fund for Workforce Solutions website. See example: <https://nationalfund.org/initiatives/careerstat/frontline-health-care-champions/>

#### **Other materials to be submitted**

- A signed letter of support for this nomination from your President or CEO
- A photo of your President or CEO
- A photo of the frontline worker featured in #18 (Please note that CareerSTAT asks organizations to obtain written permission to use the photo)
- Additional photos featuring your workforce development program (Please note that CareerSTAT asks organizations to obtain written permission to use the photo)
- Your organization's logo (jpg. or eps.)