

THE BOSTON HOME

Boston, MA



ADVANCEMENT OPPORTUNITIES FOR INCUMBENT FRONTLINE WORKERS

Based in Dorchester, Massachusetts, The Boston Home is a non-profit, specialized, long term care residence facility for 96 younger adults with advanced Multiple Sclerosis and other progressive neurological diseases. It is one of only a handful of long term care organizations serving this population. Established in 1881, The Boston Home currently employs 220 individuals and nearly 75% are frontline workers.

English Courses Supporting Organizational Success

The vast majority of frontline workers at The Boston Home are new Americans and non-Native English speakers. Language skills within a healthcare organization are critical for both individual and organizational success. The Boston Home teamed up with Jewish Vocational Services (JVS) to offer instruction in English for speakers of other languages to improve the communication skills of its frontline workers. Emphasis is placed on reading, writing, listening and speaking.

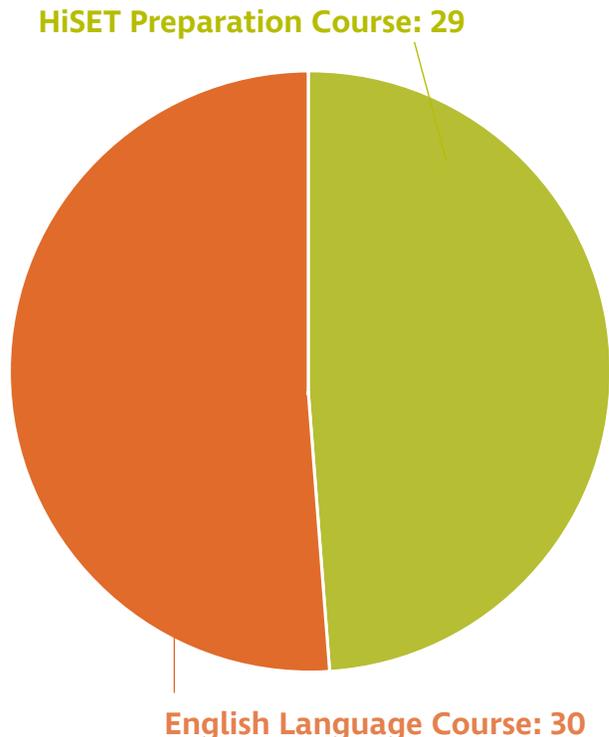
Expand Career Opportunities with Adult Basic Education

The Boston Home offers all frontline employees access to HiSET Preparation courses to prepare themselves for a high-school equivalency. This helps employees build a foundation for continued education and advancement while continuing to work at the Boston Home. The HiSET opens the door to further education and advancement.

Organized Career Pathways

In addition to training opportunities offered through the HiSET and language courses, The Boston Home grows with its employees. It contracted a work skills study to determine how to best accommodate maturing workers who wish to stay in their current positions. The survey identified potential areas for additional training and strategies to match roles to each employee's needs and skills.

30% OF EMPLOYEES HAVE PARTICIPATED IN TRAINING PROGRAMS



Incumbent Worker Pipeline

The Boston Home is committed to promoting frontline workers in leadership positions. Over the past 12 years, 20 CNAs achieved team leader status and received a promotional hourly stipend. The 15 CNAs who became nurses and the 3 LPNs who became RNs received pay increases and expanded responsibilities upon reaching their higher credential.

BUSINESS IMPACT:

91% of students in The Boston Home training courses **improved their post test scores** with 74% demonstrating "meaningful learning gains."

15 employees have achieved higher nursing levels including 3 LPNs who became RNs in the last 2 years.



Staff at The Boston Home, spearheaded by HR Director Mark Williamson, are tireless advocates in the advancement of their employees - both professionally and personally.



Frontline Success Story



Olava Cardoso spending time with and caring for a resident of The Boston Home.

Current Nurse Manager, Olava Cardoso, worked for the Boston Home for 23 years. She started working as a CNA, and over time progressed to an LPN Staff Nurse, and then eventually advanced to an RN Staff where she was promoted into her current role as the Nurse Manager. The Boston Home supported her professional growth and development with release time from work, funding for advanced training, and career ladder opportunities within the organization.

NOTE FROM THE CEO



"Our staff are primarily immigrants born in island countries, primarily Haiti. They are highly motivated and eager to advance their careers. Many of our nurses began their careers at The Boston Home as Certified Nursing Assistants. Today we have a dynamic education program on campus

for English and Math. One of the best parts of my day is walking by the classes and watching the commitment and engagement of our staff knowing that their motivation is to improve their performance, open a door for career advancement, and become a stronger member of our society."

- President and CEO Marva Serotkin

Number of Employees: 220

Number of Frontline Workers: 160



The Frontline Healthcare Worker Champion Recognition Program

The CareerSTAT Frontline Healthcare Worker Champion program recognizes healthcare organizations making exemplary investments in the skills and careers of their frontline workers. Organizations are designated as Champions and Emerging Champions. Champions meet all of CareerSTAT's recognition criteria, including making skill and career development accessible, offering programs at a significant scale, measuring program business impact, and building sustainable programs, while Emerging Champions are in earlier stages of investment and are working with CareerSTAT leaders to strengthen their programs and achieve Champion status. CareerSTAT is an employer-led initiative of the National Fund for Workforce Solutions. Learn more at www.NationalFund.org/CareerSTAT.