



## Frontline Health Care Worker Champion Recognition Program

CareerSTAT's Frontline Healthcare 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 healthcare organizations from across the country, Frontline Healthcare Worker Champions demonstrate best practices presented in the *CareerSTAT Guide to Investing in the Frontline Healthcare Workforce*.

### EMERGING CHAMPION RECOGNITION CRITERIA

- **Eligibility:** Individual healthcare employers, healthcare workforce partnerships and labor-management partnerships are all eligible to apply to the recognition program.
- **Programming:** Organizations offer **3** program characteristics that make learning and advancement accessible to frontline workers. See below for program characteristics.
- **Scale:** Should reach or have a plan to reach at least 50 workers or 10% of total frontline workers participate in at least one program.
- **Data Collection and Outcomes:** Employer collects program and participant data in at least **one** of the following areas: training outcomes, credential attainment, job placement and advancement, and business impact or Return on Investment (ROI) data demonstrating benefit to employer.
- **Sustainability and Operations:** Employer supports workforce development programs for at least two years; may have less than 50% of current programming funded through operating funds, but programs cannot be solely funded by grants; and may lack a sustainability plan but must be able to demonstrate strong leadership support.

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**PROGRAMMING CHARACTERISTICS** *Emerging Champion organizations currently offer or are planning to offer an array of services, including at least **one service from each category.***

<b>Accessible Learning</b> - <i>Allows incumbent frontline workers to attend programs that develop new skills and knowledge while simultaneously maintain their work schedules and salaries.</i>
1. Provides basic skills development for incumbent workers (English language, reading, comprehension, math, computer skills, and other foundational skills).
2. Offers flexible skill and career development learning options (onsite, online, or hybrid options)
3. Provides academic readiness programming (helps prepare workers for additional education e.g., Bridge programs, tutoring)
4. Provides work-based learning opportunities (on-the-job training, apprenticeship, internships, etc.)
5. Provides competency-based instruction (e.g. College for America or competency-based apprenticeship)
6. Provides cross-functional training for entry-level workers (Training provided for workers across varying roles and responsibilities to allow for greater depth in knowledge of a particular company or industry.)
7. Maintains educational partnerships (e.g. community college, adult education programs, training organizations)
8. Conducts employee skill and educational assessments
<b>Career Development</b> - <i>Provides clear pathways to licensed positions, support for enhanced training and access to tools, resources and opportunities needed to make advancement a reality.</i>
1. Provides career coaching services for frontline workers
2. Provides career exploration tools and opportunities
3. Provides academic counseling for frontline workers (e.g., Ed Assist or local community college)
4. Provides case management for frontline workers to access support services
5. Maintains clearly articulated career pathways
6. Implements an incumbent worker pipeline program
7. Trains supervisors and managers to support career development of frontline workers
8. Provides mentoring programs for incumbent frontline workers
9. Provides mentoring to prospective frontline workers
<b>Supportive Policies</b> – <i>Provides a structure and system to create inclusive and supportive environment and conditions for frontline workers.</i>
1. Offers a range of position types (per diem/part-time/full-time)
2. Offers flexible scheduling in response to employee needs
3. Provides mechanisms for employee input (e.g. employee satisfaction surveys, focus groups)
4. Makes tuition assistance more accessible for frontline workers (e.g., upfront payment options, covers cost of earning a certificate, etc.)
5. Covers partial or full cost of skill and career development opportunities for frontline workers
6. Provides partial or full paid release time to frontline workers for skill and career development opportunities
7. Offers financial counseling or employee emergency loans
8. Provides or offers access to wrap around services related to childcare, housing, or transportation

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