

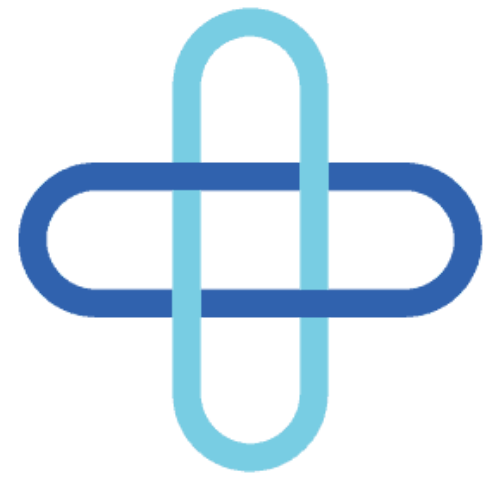
CHICAGOLAND
HEALTHCARE
WORKFORCE
COLLABORATIVE

MARCH 2024 QUARTERLY MEETING

3.12.24, 8:30-10AM

welcome!

Please introduce yourself in the chat:
Name, title, organization



CHICAGOLAND HEALTHCARE WORKFORCE COLLABORATIVE

MISSION

The Chicagoland Healthcare Workforce Collaborative unites employers and industry partners to support an inclusive healthcare workforce, provide accessibility for unemployed and underemployed populations, and develop innovative responses to the evolving needs of the healthcare industry.

STRATEGIC PILLARS

1

Local & Targeted Hiring

Focusing recruitment efforts in areas with higher concentrations of unemployment

2

Education & Training

Bridging the gap by uniting a variety of partners across the healthcare industry

3

Retention & Career Pathways

Offering education & training opportunities to new career pathways for employees

EMPLOYER-LED SECTOR PARTNERSHIP

- 12+ employer partners
- 20+ strategic partners





I. CHWC Updates

- Youth Pathways Committee
- Good Jobs Challenge

II. Learning Agenda Discussion

- Report-out on peer learning event & presentation of 2024 learning agenda
- Break-out discussions

III. Partner Opportunity Presentations

- UIC's Clinical Laboratory Development Program
 - *Rhiannon Clifton, Senior Director*
- Civic Committee inclusive hiring initiative
 - *Robert Owens, Senior Advisor for Public Safety*

IV. Community Announcements

Youth Pathways Committee

Vision and Mission



Vision: To ensure all Chicago land youth can explore and succeed in quality health careers that include thriving wages, benefits, and a recognition of the profession's communal and societal importance

Mission: Connect Chicago Youth to Health Careers and:

- Support, strengthen, and highlight the youth pathways ecosystem by convening industry leaders, employers, unions, and educational institutions;
- Empower youth, families, mentors, counselors, teachers, and other champions with strategic shared tools and sustainable resources;
- Lead outreach and exposure initiatives to increase health career awareness, exploration, and participation;
- Establish youth voice as the primary advocate and guide, uplifting youth to become the authentic mouthpiece of the committee

Youth Pathways Committee

Updates



The Health Careers Youth Pathways Committee met on February 28th to develop actions plans within two working groups:

Workforce Ecosystem

- Build the Youth Pathways Committee as a community of practice for providers
- Cultivate space for information sharing, networking, warm hand offs, communications and collaboration
- Aim to benefit members of the committee

Shared Tools and Resources

- Document and centralize youth-facing tools such as inventories, pathway programs, supplemental resources
- Integrate tools and resources on Rapid-IL landing page
- Aim to benefit young people in Chicago

Youth Pathways Committee

Next Steps: Join the Movement!



The Youth Pathways Committee is always looking to grow our membership in two distinct ways:

- Seeking more **committee members** from community organizations, educational institutions, employers, and more!
- Recruiting **young people** (aged 14-22) to join our Youth Advisory Council and become ambassadors to provide leadership and guidance to the committee

For both inquiries, contact Matt McClintock at mmcclintock@hmprg.org

CHWC's Good Jobs Nursing Assistant Pathway Program Hub

UPSKILLING +
ADVANCEMENT
SUPPORT



Strengthens & expands
existing programs



Allows employers to maintain
customized models & work
with preferred partners

CERTIFIED
NURSING
ASSISTANT

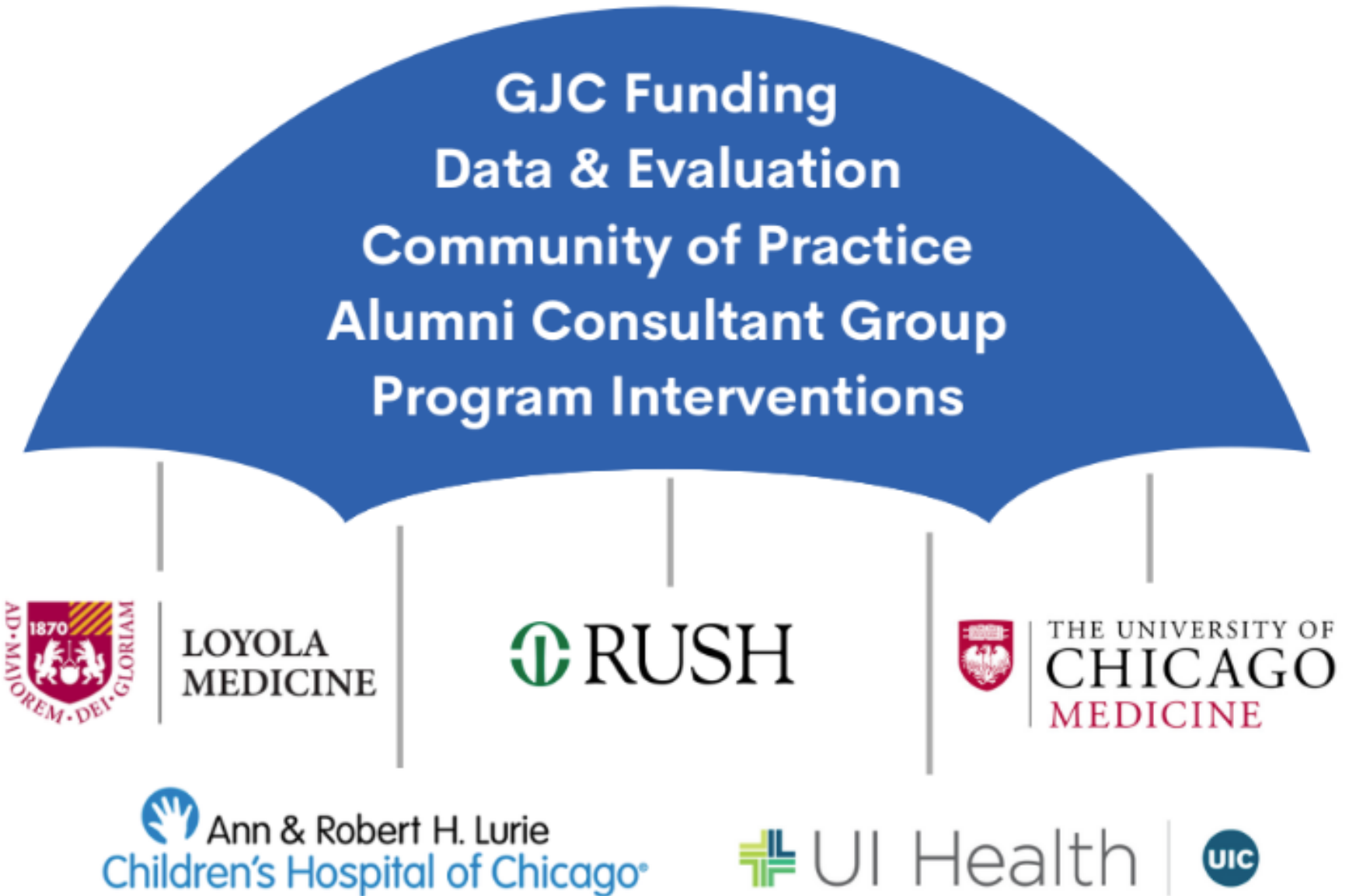


Convenes **community of
practice** to facilitate best
practice sharing and
collaborative problem-solving

JOB
SEEKER



Introduces **program
interventions** co-created with
program alumni to strengthen
job quality and career pathways



strengthening job quality and career pathways for CNAs

**CNA
PIPELINE
PROGRAMS**



Recruitment

Community members; far West Side and suburban communities of color

Alumni from youth programs; community members; incumbent non-clinical workers

TBD; Active hospital volunteers; community members; Champions Program; target zip codes

Community members; target South Side zip codes; communities of color; Skills' participants

Community members; target West Side zip codes; communities of color

Training

5 weeks, full-time



16 weeks, part-time



16 weeks, part-time



10 weeks, part-time



5 weeks, full-time



Employment

Employed full-time prior to training start

Eligible to apply for job at Lurie upon successful program completion + placement support from TTI

Internal job placement support from Volunteer Services team + placement support from TTI

Paid apprentice during training; guaranteed interview for union position upon completion

Hired as FT apprentice prior to training; ongoing FT role at full pay rate upon certification

Supportive Services

Dedicated contact for trainees at E&ES West Suburban American Job Center in Maywood

Will confirm a CBO partnership or leverage TTI to provide needs assessments and wraparound supports

TTI to provide participant needs assessments pre-onboarding; wraparound supports to include transportation and food

Case management, financial coaching, and wraparound services provided by Skills

Needs assessments provided pre-orientation and supportive services to include transportation and meals via flex fund

Career Exploration

3 internal positions identified to educate and expose CNAs for career path consideration

CNA professional development support and career coaching available through TTI

CNA professional development support and career coaching available through TTI

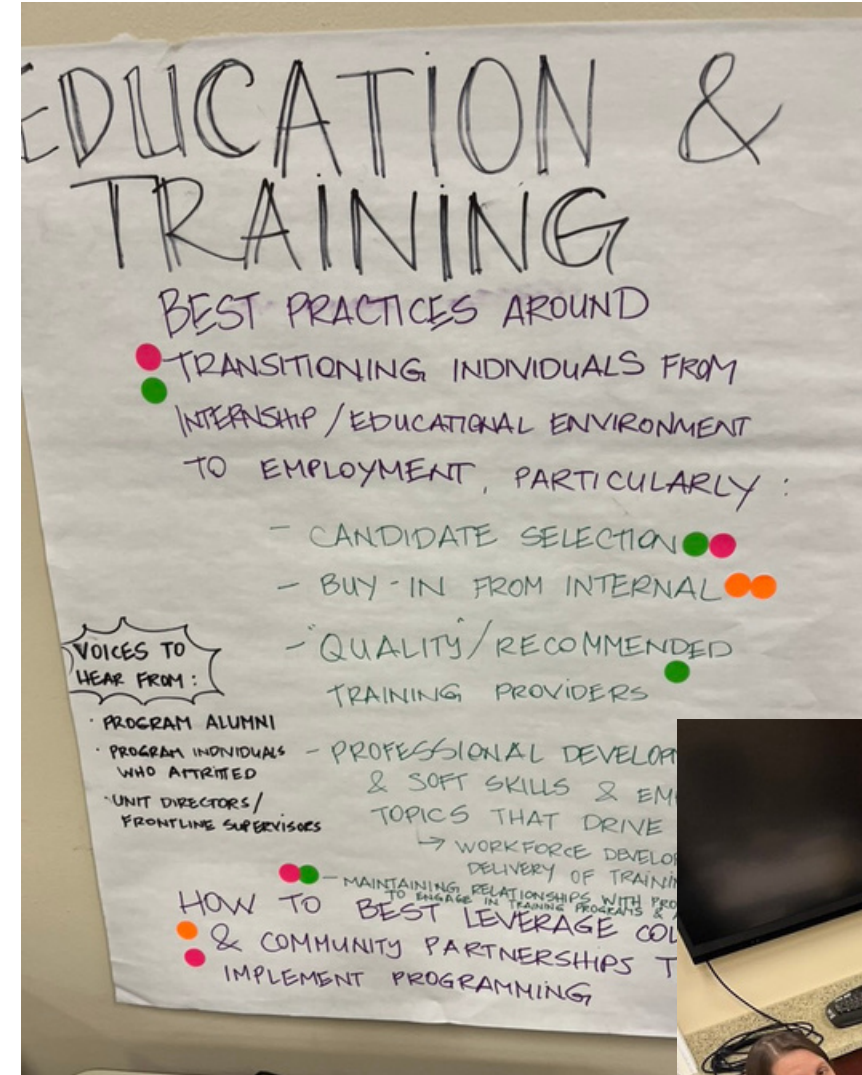
Weekly career coaching provided by Skills and career exploratino

Professional development workshop for all apprentices; hospital department exposure while awaiting CNA testing + certification

GOOD JOBS CHALLENGE

COMMON NURSING ASSISTANT PROGRAM FEATURES

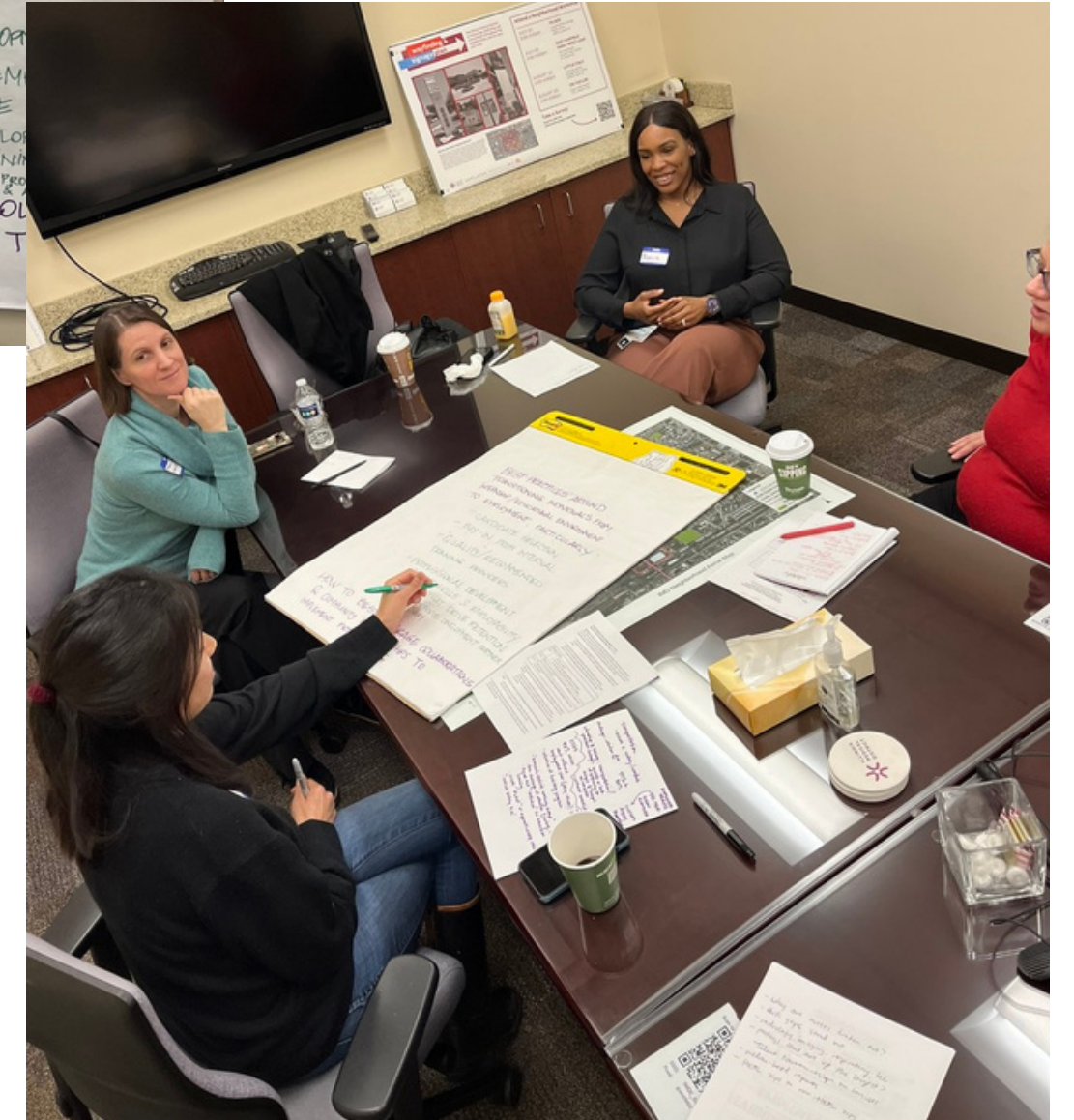
1. Pre and post participant evaluations featuring a standard set of 3-5 questions decided by Community of Practice hospital systems
2. Supplemental career exploration programming with content designed and informed by Community of Practice hospital systems
3. Job placement support to all program graduates through Community of Practice collaboration



February Employer Peer Learning Session



25
Attendees



2024 Learning Agenda

Topic #1: Best practices for supporting retention of frontline workers

Based on these popular suggestions:

- "Entry level worker retention"
- "Housing, childcare, and transportation struggles"
- "Best practices for communication with employees to help them connect with available resources"
- "Approaches to DEIB in retention focused strategies"

Best Practices in Frontline Worker Retention: Advocate Health's Teammate Success Coaching Program

April 11th, 12pm-1pm

Join Advocate Health's Bridget Beene to learn about their in-house coaching program for newly hired frontline teammates experiencing personal and professional barriers.

With the help of Success Coaches, participants receive holistic, individualized coaching, wraparound support, career advising, and essential skills training for their first 90 days of employment.



To register visit our website at chihealthworks.com



2024 Learning Agenda

Topic #2: Building the case for internal career pathways: how do we make the business case for advancement support programs, and generate internal buy-in?

Based on these suggestions:

- "Community pathways or other support opportunities with frontline staff: supporting managers to allow staff to pursue other goals, business case for advancement"
- "Leader engagement: supporting employee career growth, supporting leader career growth"
- "In addition to access and pathways at entry levels; what is the business case, incentives and ways in which you can advance people - especially black and brown women to be in leadership"
- "How workforce intelligence supports pathways -AKA ROI, retention measures/outcomes, how is the data reviewed/monitored?"

Join the "business case for pathways" breakout room to help plan this event/events

2024 Learning Agenda

Topic #3: Best practices for transitioning individuals from internship/education environment to employment

Based on these suggestions:

- "Best practices around transitioning individuals from internship/educations environment to employment, particularly:
 - Candidate selection
 - Buy-in from internal
 - Quality/recommended training providers"
- "Supporting comprehensive Medical Assistant externship to employment opportunities"
- "How to best leverage collaborations & community partnerships to implement programming"

Join the "education to employment" breakout room to help plan this event/events



2024 Learning Agenda

Topic #4: Building an effective inclusive hiring strategy team: who needs to be involved, both internally and externally?

Based on these suggestions:

- "Stronger alignments between recruiting and hiring manager"
- "Investment in community liaison/ best practices in reaching community"
- "Info around HR practices: how does adjusting job descriptions, requirements (certifications/education) or background improve hiring/expand diversity"
- "Impact of unconscious bias in hiring"

Join the "inclusive hiring teams" breakout room to help plan this event/events

BREAK-OUT ROOMS

1. Building the case for internal career pathways: how do we make the business case for advancement support programs, and generate internal buy-in?
2. Best practices for transitioning individuals from internship/education environment to employment
3. Building an effective inclusive hiring strategy team: who needs to be involved, both internally and externally?

15 MIN

CLINICAL LABORATORY DEVELOPMENT PROGRAM

Powered by



**SHIELD
ILLINOIS**

BUILDING THE CLINICAL LABORATORY WORKFORCE OF TOMORROW

An aerial, high-angle photograph of a city, likely Los Angeles, showing a dense urban landscape with numerous skyscrapers and buildings. In the foreground, a large, prominent stadium with a distinctive roof structure is visible, surrounded by greenery and parking areas. The overall scene is captured in a slightly hazy, light blue-tinted style.

Background and Overview

“There is a **critical shortage of up to 25,000 medical laboratory professionals in the U.S.**, with only 337,800 practicing – or roughly one medical laboratory scientist per 1,000 people.”

Forbes Magazine, April 28, 2022



Companies are affected by:

- Vacant positions
- Issues attracting and retaining qualified personnel
- Increased salary and training costs



Employees are affected by:

- Heavy workload
- Professional burnout
- Fewer training opportunities



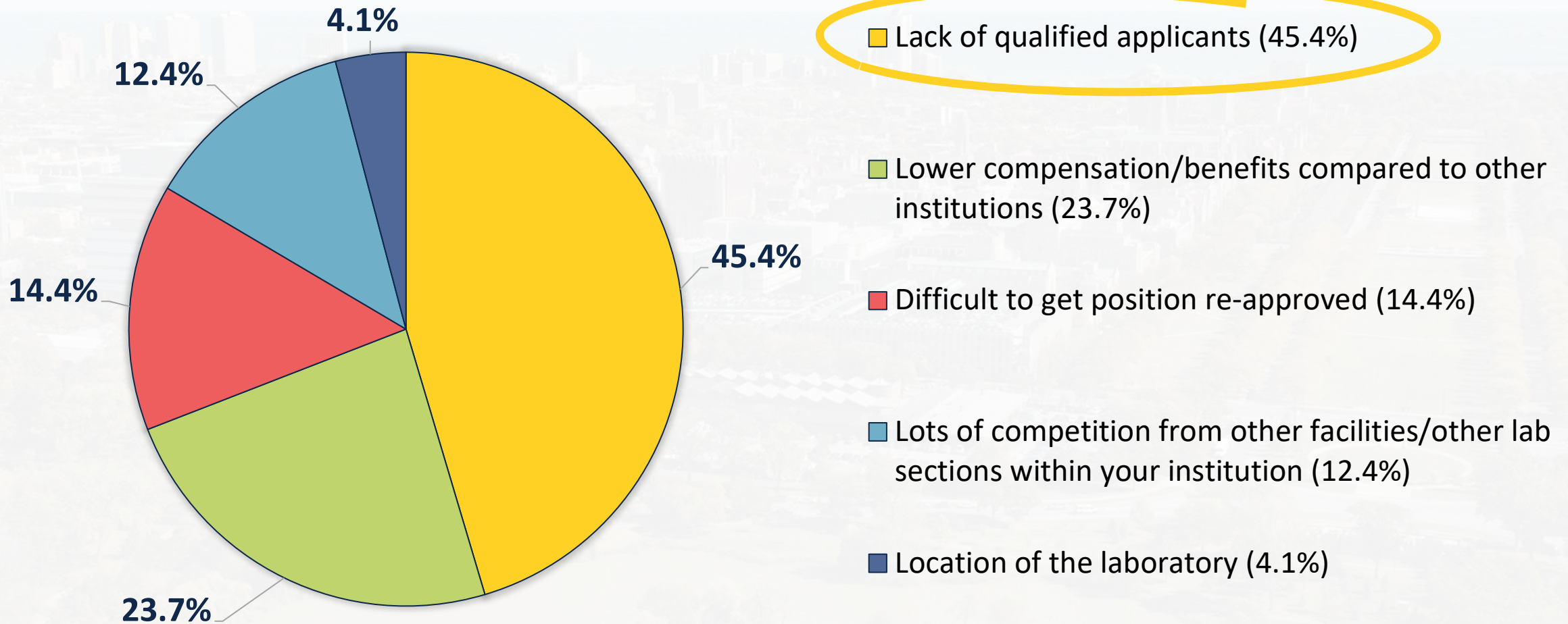
Patients are affected by:

- Delays in assay turnaround time
- Errors in resulting
- Inconsistent lab results

Time to fill vacant medical laboratory scientist positions in microbiology; ~67% of positions take more than 4 months to fill

Time	<i>n</i>	%
<1mo	5	2.6
1-3mo	61	31.4
4-6 mo	83	42.8
>6 mo	45	23.2

Obstacles in filling positions



CLINICAL LABORATORY DEVELOPMENT PROGRAM



The CLDP is trying to address the shortage of qualified clinical lab staff and support underserved communities' workforce needs. We aim to train diverse cohorts of apprentices in Illinois, ensuring equal access to high-quality care and skilled lab professionals.

The Clinical Laboratory Development Program can provide value in several different ways.



An aerial, high-angle photograph of a city, likely Chicago, showing a dense urban landscape with numerous skyscrapers and a large, modern building complex in the foreground. The image is faded and serves as a background for the text.

About the Laboratory

Training and assay processing can take place in our newly renovated, state-of-the-art \$3.5M facility on the campus of the University of Illinois Chicago.

- High-throughput extraction capabilities for various sample matrices
- Molecular diagnostic processing
 - 5 Real-Time Polymerase Chain Reaction (PCR) instruments
- Next Generation Sequencing (NGS) capabilities
 - NextSeq 1000 and 2000 sequencing instruments
- Three laboratory complexes in a flexible modular production setup
- BSL3, 24/7 capabilities
- Dedicated 200kWh diesel generator

Additionally, our training team can deploy this program at your lab.



DIAGNOSTICS (EXAMPLES)

INNOVATION (NGS)

- **Non-invasive prenatal testing (NIPT)** from maternal blood
- SARS-CoV-2 from saliva
- SARS-CoV-2 from Wastewater
- Salmonella from isolate
- Salmonella from stool

GI PANEL

- **GI, Viruses:**
Adenovirus 40/41, Norovirus GI/GII, Rotavirus A
- **GI, Bacteria:**
Campylobacter, Clostridium difficile toxin A/B, Escherichia coli O157, Enterotoxigenic E. coli (ETEC) LT/ST, Salmonella, Shiga-like Toxin producing E. coli (STEC) stx 1/stx 2, Shigella, Vibrio cholerae cholera toxin gene (ctx)
- **GI, Parasites:**
Cryptosporidium, Entamoeba histolytica, Giardia (G. lamblia only, also known as G. intestinalis and G. duodenalis) and more

RESPIRATORY PANEL

- **Respiratory, Viral:**
Influenza A Influenza A H1
Influenza A H3 Influenza B
Respiratory Syncytial Virus A
Respiratory Syncytial Virus B
Parainfluenza virus 1
Parainfluenza virus 2
Parainfluenza virus 3
Parainfluenza virus 4 Human
Bocavirus Human
Metapneumovirus
Rhinovirus/Enterovirus
Adenovirus Coronavirus
HKU1 Coronavirus NL63
Coronavirus OC43
Coronavirus 229E
- **Respiratory, Bacteria:**
Chlamydophila pneumoniae
Mycoplasma pneumoniae

STI PANEL

- Chlamydia trachomatis (CT) and Neisseria gonorrhoeae (NG)

An aerial photograph of a city, likely Los Angeles, with a large stadium in the foreground. The stadium has a distinctive checkered pattern on its roof. The city skyline is visible in the background under a clear sky. The text "Our Team" is overlaid in the center of the image.

Our Team

The CLDP is led by medical laboratory and training professionals with extensive experience in processing high-complexity assays in CAP and CLIA laboratories, developing employees, and training them in the latest methods and best practices of laboratory sciences.



Clinicians in Infection Disease, Microbiology, Molecular, Virology, Bloodbank, Sequencing, Hematology



Leadership team has decades of experience in reference and hospital laboratories



Pandemic-proven laboratory technicians in high throughput, accurate testing



Rhiannon Clifton, MBA
Senior Director

A results-driven leader, formerly Senior Director of Integration at SHIELD Illinois, with extensive experience in Operations, Relationship Management, and Customer Success. Previously, as Business Development Director at Futurewei Technologies, managed 35+ research partnerships annually. A decade-long tenure at the University of Illinois involved leading units in the Colleges of Engineering and Media, focusing on experiential learning, entrepreneurship, media, and business partnerships, complemented by teaching expertise in these fields.



Natalie Lubbers, BS
Director of Lab Ops / Technical Supervisor

Molecular infectious disease clinician with 9yrs+ of experience in clinical, research, which includes; expertise in clinical microbiology. Extensive experience in clinical assay implementation, CLIA/CAP/NY-state compliance, and laboratory design/ remodeling. Additional expertise Next Generation Sequencing operations and training program design/ implementation.



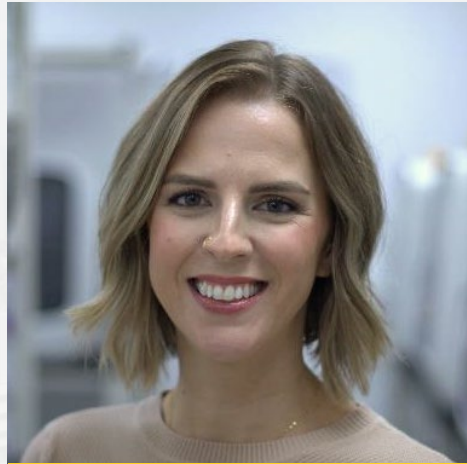
Heather Vatter, PhD,
HCLD(ABB) Molecular
Genetics and Biochemistry
CMS-116 Lab Director
(part-time, contract)

Molecular biologist with an extensive 23 yrs of experience in clinical, industry, and academic research environments. Solid knowledge base in development, validation, and implementation of molecular based assays. Additional expertise in immunology and molecular virology.



Melissa Commisso, PhD
Director of Apprentice Support
and Curriculum Development

Industrial-Organizational Psychologist with 15+ years of teaching experience in higher education. Well-versed in clinical laboratory employee selection, assessment of performance and learning, process improvement, employee motivation, training, and curriculum development. Dr. Commisso has advised hundreds of students from underserved populations and has additional expertise in Diversity, Equity, Inclusion, and Belonging (DEIB) practices.



Kylie van Niekerk,
BTech

Diagnostic Lab Manager /
General Supervisor

Clinical molecular virology and hematology expert with 8yrs+ of experience in clinical and lab startup operations. Extensive experience in daily operations, assay troubleshooting, DEIB hiring practices for a major university, and CAP compliance. Additional expertise in CLIA educational qualifications for various complexities and training new staff.



Brianna Kelly, MBH
Innovation Lab Manager/
General Supervisor

Clinical molecular virology and Next Generation Sequencing expert with 4yrs+ of experience in clinical and NGS startup operations. Extensive experience in daily operations, NGS assay troubleshooting, and DEIB hiring practices for a major university. Additional expertise in Public Health as it pertains to human diseases.



Amanda Washington,
MBA, MHA

Assistant Manager
of Onboarding, Accessioning,
and Supply Chain Logistics

Hired as a Lab Processor, promoted to Lead Processor, then promoted to Lead of Logistics. Amanda worked at the UIC SHIELD lab location and has been with SHIELD 2+ years. Amanda recently received a dual degree in Master of Health Administration and Master of Business Administration and was promoted to assistant manager.



Tayler Smith

Part-time Remote Innovation
Scientist Consultant

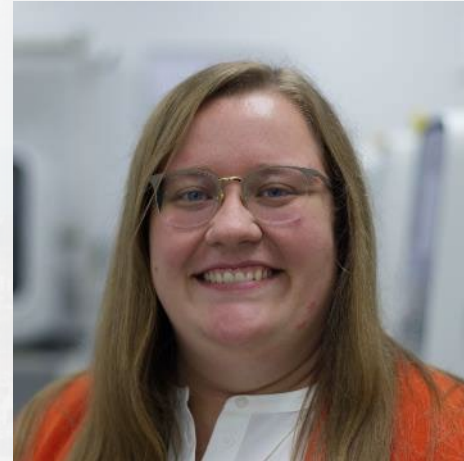
Currently in doctorate program, has previously worked with ThermoFisher's Next Generation Sequencing lab. Tayler works in the Innovation Lab on Next Generation Sequencing and has been with the program ~2 years.



Justin Anderson, B.S. Public Health

Assistant Director of Outreach
and Engagement

Former Relationship Manager with SHIELD Illinois - managed 50+ partner accounts while providing prompt communication and excellent customer service to internal and external partners. Promoted to AD of Outreach for the CLDP and has a proven track record of cultivating strategic partnerships with educational institutions and organizations to drive enrollment in the CLDP. Passionate about recruiting from underserved populations to help workforce development and improve public health outcomes. Has been with UI for 2+ years.



Olivia Ashby, MS

Project Manager

CLDP Project Manager, also assisting with curriculum design. Previous experience in instructing leadership courses at the University of Illinois. Former Project Manager with SHIELD Illinois focusing on laboratory shutdown, equipment reallocation, and bespoke projects. Started with SHIELD as a Relationship Manager and has been with the organization for 2+ years.



Miles Bennett Hogerty, BFA

Part-time Remote Graphic
Designer

Began at SHIELD Illinois as a Test Site Operator. Promoted to Part-Time Graphic and Animation Designer, then Visiting Graphic and Animation Designer. Has been with UI since March 2021.



Training and Development Options

This one-year Clinical technician apprenticeship is a training program focused on the tactical aspects of being a laboratory technician, preparing motivated individuals including a focus on those from underrepresented populations for full-time roles.

Molecular assay processing with hands-on and virtual reality-based laboratory training

First-rate instructors and mentors, cutting-edge curriculum, and software licenses

Mentorship through medical laboratory scientists with significant experience processing high-complexity assays in CAP and CLIA laboratories

Apprentices will learn tactical aspects of lab technician work through hands-on high/moderate complexity infectious disease clinical testing using molecular techniques, as well as essential professional skills.

TECHNICAL TRAINING MODULES

- Laboratory Information System (LIS)
- Molecular Pipetting
- Molecular Sterility Techniques
- Molecular Assay and Workflow
- BSL2/3 Safety Skills

HIGH COMPLEXITY

- Molecular pipetting
- Complex reagent/master mix making
- Result interpretation (including troubleshooting)
- Analytical instrument maintenance
- Mechanistic training
- Verification of assay design training

MODERATE COMPLEXITY

- Pipetting using a sample handler
- Simple reagent making/pipetting using automation
- Robotics instruments troubleshooting
- Robotics and other instrument maintenance/cleaning
- Scanning and accessioning training
- Maintaining a molecular/PCR-clean environment
- PPE/safety training in a micro/molecular lab



PROFESSIONAL DEVELOPMENT MODULES

- Communication
- Critical Thinking/Problem-Solving
- Conflict Resolution
- Diversity, Equity, Inclusion, and Belonging
- Job Search and Career Preparedness
- Leadership Development
- Professionalism
- Teamwork

Our comprehensive training and development program aims to empower your clinical diagnostic laboratory team with the knowledge, skills, and competencies essential for delivering high-quality testing services in an optimal work environment.



Enhanced Competency and Proficiency

Equip laboratory staff with the knowledge, skills, and competencies essential for performing diagnostic tests accurately and efficiently.



Improved Patient Care

Elevate the quality of diagnostic services provided to patients, ensuring timely and accurate diagnoses that facilitate appropriate treatment and care.



Compliance and Quality Assurance

Ensure adherence to regulatory standards and accreditation requirements, minimizing errors and enhancing turnaround times.



Employee Engagement and Satisfaction

Give trainers the tools they need to effectively train new colleagues, with the goal of minimizing training fatigue, burnout, and turnover.

Employee Retention



In these collaborative meetings, CLDP leadership and select staff will work together to refine materials and processes, aiming to enhance employee experiences and reduce voluntary attrition. We will review related documents and SOPs and offer suggestions specific to your company needs. We strongly suggest several services in this category to aid in the selection of training sessions that best suit your needs.

Employee Retention Sessions | Variable time, via emailed document review and Zoom

Planning Training for Success: Needs Assessment

Interview Question and Job Description/Posting Review and Feedback

Job Offer Review

Employee Survey Review and Feedback

Recognition and Rewards Review and Feedback

Building a Media Lab Training Platform for CE Opportunities

Diversity, Equity, Inclusion, and Belonging



In these DEIB sessions, employees will be exposed to terminology, definitions, and common stereotypes. Woven throughout the sessions will be the exploration of unconscious biases and identities, to foster a deeper understanding and awareness of others' lived experiences. Interactive dialogues will provide employees with opportunities to openly share experiences and emotions, should they choose to do so. These sessions are designed to cultivate an inclusive and supportive environment, where all voices are valued and respected.

Diversity, Equity, Inclusion, and Belonging Sessions | 90 mins, via Zoom

Identity and Privilege

Race and Ethnicity

Microaggressions

Fostering Inclusivity through Language

Neurodiversity

Disability

Fostering Inclusivity and Appreciation of All Ages in the Workplace

Universal Design

Supporting LGBTQIA+ Colleagues

Mental Health Awareness

Essential Professional Skills



Participants will explore essential skills necessary for thriving in today's dynamic workplace. From effective communication and time management to problem-solving and professionalism, attendees will explore key competencies crucial for success in their careers. Through interactive discussions and real-world examples from the clinical laboratory, participants will gain valuable insights and actionable strategies to enhance their professional skills.

Essential Professional Skills Sessions | 90 mins, via Zoom

Professional Communication Best Practices

Professionalism in the Workplace

Conflict Management and Resolution

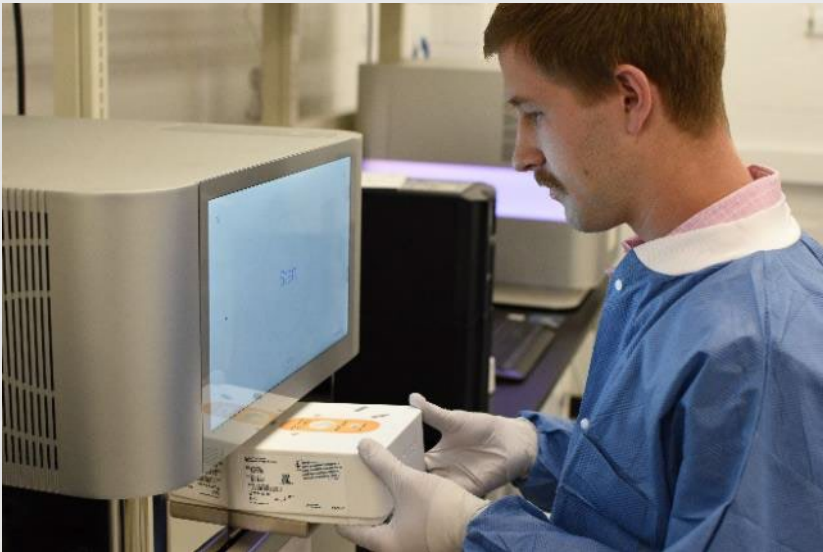
Effective Time Management

Valuable Team Member Strategies

Customer Service/ Relationship Management

Maintaining Professionalism in the Digital Sphere

Train-the-Trainer



Unlock the full potential of your team with our “Train-the-Trainer” sessions, where we explore diverse facets of workplace learning and growth. Designed to empower your staff to become proficient trainers, this comprehensive program equips participants with the essential skills and knowledge needed to effectively impart knowledge and drive learning within your organization.

Train-the-Trainer Sessions | 90 mins, via zoom

Maximizing Learning Potential: Exploring Psychology-Based Strategies for Workplace Development

Unleashing Memory Power

Stress Management Toolkit: Building Resilience at Work

Enhancing Workplace Communication: The Impact of Non-Verbal Cues

Think Deeper, Work Smarter: Cultivating Critical Thinkers

Cultivating Emotional Intelligence

Assessing Learning Impact: Tools and Techniques for Trainers

Giving Constructive Feedback Formally and Informally

The Trust Factor: Strategies for Building Stronger Teams

Harassment and Hostile Work Environment

Train-the-Trainer Live on Bench



The "Train-the-Trainer" sessions on the bench for laboratory staff aim to equip participants with the necessary skills and knowledge to effectively train their peers in laboratory procedures and protocols. Through hands-on practical exercises, participants will gain proficiency in delivering clear and concise training sessions tailored to the specific needs of laboratory operations. Key focus areas include mastering instructional techniques, enhancing communication skills, and fostering a supportive learning environment.

Train-the-Trainer Live on Bench Sessions | 90 mins, on-site

Training Benchwork

Observing: Performing a Side-by-Side

Pipetting Practice

SOP Writing

Troubleshooting & Problem Solving

Performing Competencies

Escalation and Delegation

An aerial, high-angle photograph of a city, likely Los Angeles, showing a dense urban landscape with numerous skyscrapers and buildings. In the foreground, a large, prominent stadium with a distinctive checkered roof is visible. The entire image is overlaid with a semi-transparent light blue filter. At the top of the image, there is a solid dark blue horizontal bar.

Partner Conversations

CLDP has relationships with academic institutions throughout the state

- CLDP is exploring training program flexibility for employers, lab staff, and educational institutions/programs. Different programs can be structured for different purposes, including:
 - Rotations, internships
 - Several academic institutions interested in rotations.
 - Hospital Labs also interested as they are stretched with the number of students they have annually
 - Includes UIC Department of Biological Sciences, UIS MLS, UIUC School of Molecular and Cellular Biology, Malcolm X College, others
 - Pathway for pre-professional students from 2- or 4-year institutions to gain additional clinical experience
- CLDP facility, equipment and staff can be deployed to operationalize and support research activities
- CLDP worked with UIC Department of Family and Community Medicine (COM) on a testing proposal for CDPH



CLDP is working with workforce development and certification entities to support the program

Community Workforce Development Partners

- Equus- works within the boundaries of WIOA to support pipeline of applicants with opportunities for transportation, childcare, school supplies and materials.
- Chicago Cook Workforce Development Partnership- nonprofit funded primarily by the Department of Labor as well as public and private agencies in support of local workforce development.

National Workforce Development Partners

- Department of Labor- state and local representatives oversee labor federal labor laws ensuring fair and equitable access for workers
- Healthcare Advancement Program (HCAP): part of the national labor management program that promotes workforce development by supporting the creation of high-quality programs to serve as pipelines into healthcare fields
- ASCP BOC: discussions underway regarding paths to certification, particularly for those who did not go through a NAACLS-accredited undergraduate or graduate program
- CDC OneLab Network: willing to help with virtual reality training needs





Industry partnership is necessary to reduce the shortage

- Hospital and reference labs may consider outsourcing assays for testing
 - CLDP is able to provide proposals based on cost, TAT
 - NIPT is of specific interest
- Labs may consider bringing this program in-house to train new employees, reducing current employee burnout
- Labs and other organizations may be interested in bespoke training programs in DEIB, professionalism, or training-the-trainer

Together we can have greater impact

Laboratory pipeline increase can lead to less employee fatigue and improved experience for patients

CLINICAL LABORATORY
DEVELOPMENT PROGRAM



Assets

Newly upgraded
laboratory space

Fully trained laboratory and
apprenticeship leadership
team

Molecular and NGS
equipment

Workforce Development
program to expand
laboratory pipeline and
support diversity

Needs

Billing and payer
agreements and processes

Samples/assays

Partner Organization

Assets

Relationship with patients,
payers, providers

Process and agreements
for billing

Additional assets

Needs

What are your organizational
needs that we can support?



Questions

Discussion, Prioritization, and Next Steps

Thank you!

CLINICAL LABORATORY
DEVELOPMENT PROGRAM



Contact

Rhiannon Clifton

Senior Director

Clinical Laboratory Development Program

rclifton@uillinois.edu | (217) 332-5687

Each term, cohorts consisting of diverse apprentices will follow a rigorous one-year training schedule with CLDP.

Partners will have a preference option to select and place apprentices from each cohort into their own programs, **allowing apprentices to work toward the 52-week experience needed for an ASCP certification.**

This can be adapted to be deployed at your lab for the entirety of the 12 months.



Civic Committee Public Safety Task Force

Hiring Strategy—Employer Engagement

March 12, 2024



Civic Committee
COMMERCIAL CLUB OF CHICAGO

Context for this discussion

The Civic Committee's Public Safety Task Force (PSTF) is seeking to create a **step-change impact on public safety** in Chicago. Members have a shared ambition to make Chicago the safest large metro to live and work in the US in 10 years by **reducing gun violence**

To deliver on this ambition, the Civic Committee made **5 shared commitments** that target the root causes of gun violence and empower affected communities through increased opportunity. Two of these commitments focus on **increasing employment** in disinvested communities, a crucial step in reducing gun violence in Chicago

Commitment #2 addresses the role of the business community in **hiring & retaining alumni of community violence intervention (CVI) programs**. This effort targets support towards motivated individuals at the highest risk of violence by connecting them to employment opportunities

Commitment #4 seeks to **increase employment in the City's most disinvested communities** more broadly through partnership with engaged employers and workforce development programs, which provide quality training to potential job seekers

This **integrated approach** provides employers with a spectrum of high-potential, at-risk job seekers to meet business needs and social impact goals, and additional support to achieve inclusive hiring goals. We invite you to **participate in our hiring efforts as a key corporate partner**



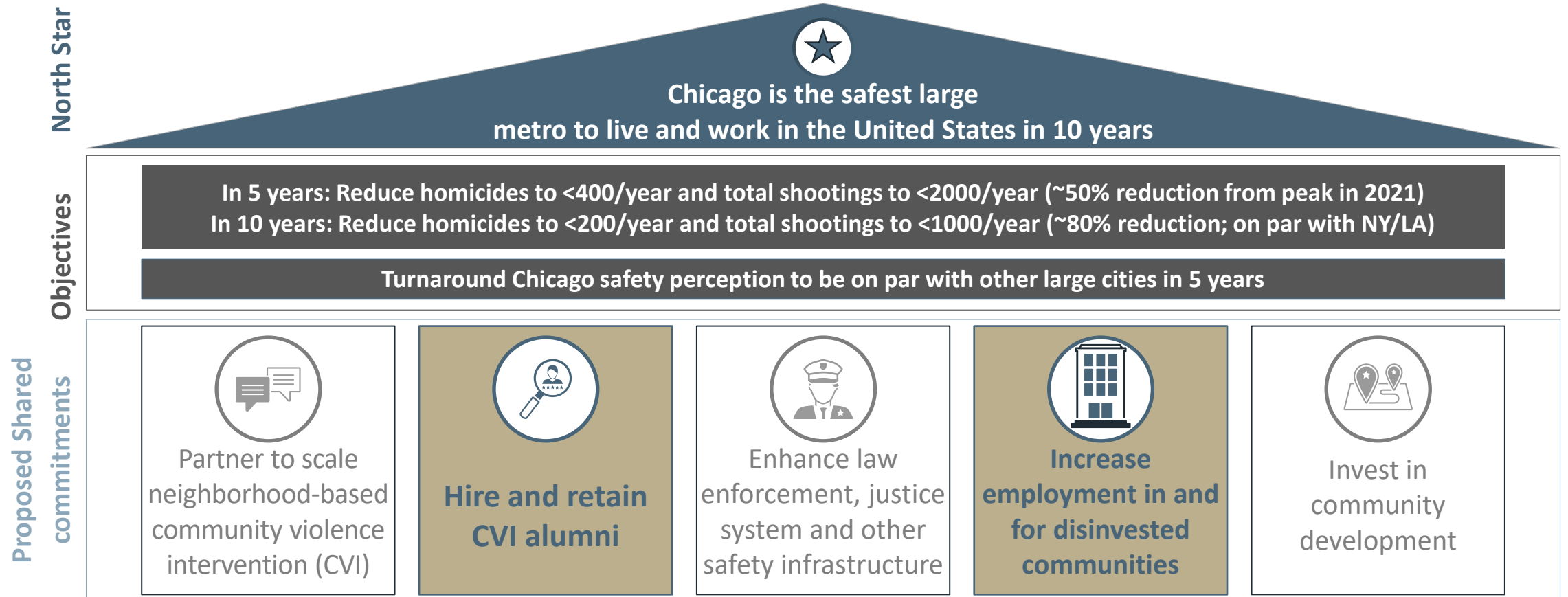


Content

- 1 Outline PSTF goals and approach
- 2 Provide context and approach for hiring CVI alumni and from disinvested communities
- 3 Discuss next steps for employer partnership



Task Force developed 5 commitments to reduce gun violence; focus of conversation today on employment



Benefits of hiring job seekers from disinvested communities

Solve **talent shortages** by tapping into new pipelines

- 80% of business leaders say fair chance hires **perform comparably or better** than their counterparts and have **higher retention rates**¹

Address the business and social imperative of improving **public safety** in Chicago

- **CVI Alumni:** Participants 73% less likely to be arrested for a violent crime²
- **Broader population:** Individuals who have worked for one year are 10% less likely to commit a crime³

1. Fair chance hires defined as employees with criminal record; SHRM 2. Within two years of completing the program, including employment; Northwestern CORNERS 3. Park Place Economist: An Analysis of the Relationship Between Employment and Crime

Civic Committee support

- Connect employers to range of supported, motivated job seekers with varied **skillsets**
- Provide support to improve employer **inclusive hiring and retention** practices, including:
 - Resources and expertise from partner organizations like the Corporate Coalition
 - Network of engaged employers who can share wins and lessons learned



Menu of options provides employers with factors to consider for tailored path forward



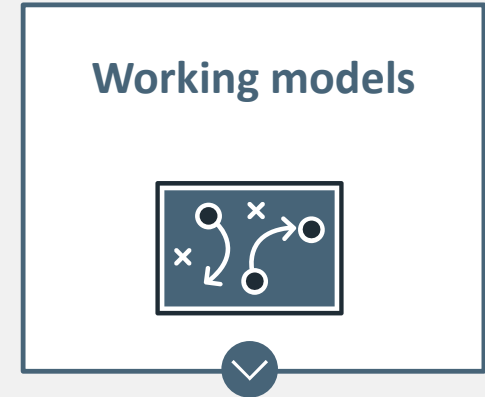
- What **type of job** are you looking for (e.g., full-time, apprenticeship)?
- What are **educational or other requirements** you must consider?



- Who is your **target job seeker** population (e.g., CVI alumni)?
- Which **workforce partner** (e.g., Cara, Skills) is right for your needs?



- Is there **industry expertise** in inclusive hiring for target population?
- What are other **resources** for inclusive hiring (e.g., Corporate Coalition)?



- Who is **already doing** this work well? How can Civic Committee **facilitate the connection**?





PSTF to address violence through employment in disinvested communities




Approach

Civic Committee to partner with workforce development organizations to connect people who are **unemployed or underemployed** with best-fit jobs

Workforce development organizations, like Cara and Skills, offer services including **training**, transitional jobs, job placement, and **retention support** to help **unemployed or underemployed** job seekers reach their potential to get and keep work

Typical participant profile for initial partners

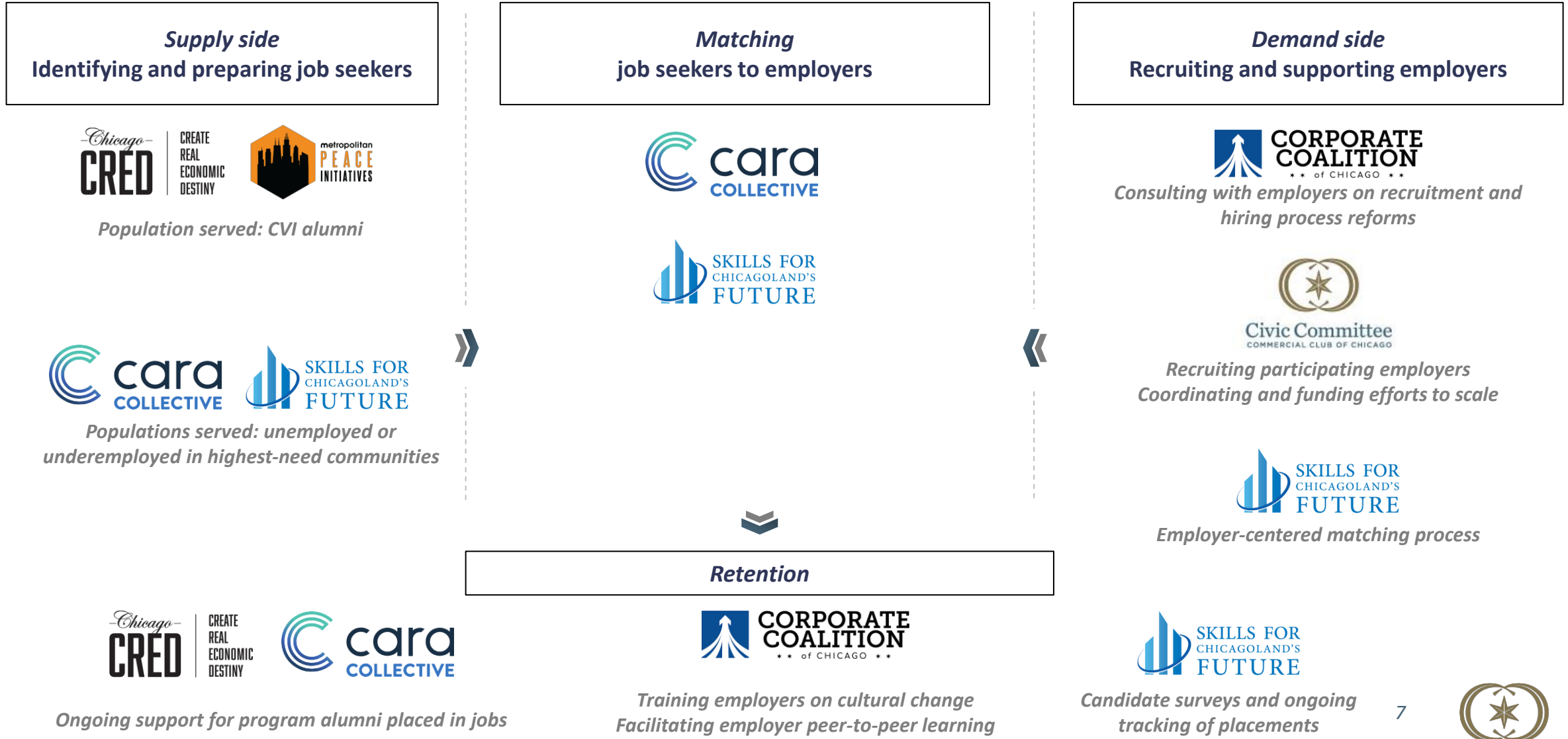



	Cara Collective	Skills for Chicago's Future
 Personal	<ul style="list-style-type: none"> Average age: 43 60% male 91% BIPOC Most likely from S/W sides 59% prior conviction 	<ul style="list-style-type: none"> Average age: 29 65% female 88% BIPOC 77% from S/W sides
 Professional	<ul style="list-style-type: none"> Likely to have limited work experience or gaps in employment (e.g., returning citizens, long-term unemployed) 	<ul style="list-style-type: none"> Currently unemployed or underemployed
 Education	<ul style="list-style-type: none"> 64% highest education listed as HS diploma/GED 	<ul style="list-style-type: none"> 77% highest education listed as HS diploma/GED

Hiring from the South and West Sides unlocks a **larger talent pool** of loyal employees – Cara participants have a **65% same-firm one-year retention rate**



Initial workforce development partners bring broad set of complementary capabilities



Detail | Partner organizations provide varying levels of support for job seekers



Cara Collective offers end-to-end, individualized support for job-seekers and employers

Train and coach job seekers

- Train job seekers on workforce competencies (e.g., teamwork, professionalism, communication) to increase job-readiness
- Provide resource support (e.g., housing, childcare)

Help employers strengthen talent pool

- Help companies reduce time-to-hire by providing a qualified pipeline of job seekers
- Identify steps to reduce turnover

Match employers and job seekers

- Support individual job seeker application processes (e.g., resume review, interview prep)
- Match job seekers with best-fit employers and roles

Support retention and advancement

- Provide ongoing coaching for one year
- Offer opt-in advancement coaching



Skills for Chicagoland's Future connects people to jobs by reducing barriers and increasing equity

Start with the Biggest Hurdle in Job Search: Connections to Employers

- Work directly with companies to identify their hiring needs, build trusted relationships, and understand their hiring process
- Recruit diverse job seekers who are unemployed or underemployed—working under 32 hours a week or working outside their field—to fit open opportunities, giving them the tools and contacts to succeed in the hiring process

Drive inclusive hiring

- Partner with employers hiring in south and west side neighborhoods, and recruitment efforts—including strategic marketing and sourcing—connect applicants with jobs nearby

Champion local neighborhoods

- Work with leading companies looking to grow their business and locate within a neighborhood to drive economic investment and mobility for local residents



Partner organizations are already successfully placing candidates in jobs...

CVI Alumni (CRED)



Brendan Taylor, among the first graduates at Chicago CRED, stabilized his career in the mail room at Deloitte and is now an Environmental Health Specialist at the Blommer Chocolate Factory

Cara Collective



Mercy was connected to BMORE, a workforce development program co-created by Cara and BMO Harris to address barriers to employment. Mercy has always wanted to work in finance and is now an Associate Banker. She continues to be supported at BMO, especially by her manager

Skills for Chicagoland's Future



After high school, Prophet jumped at the chance to earn his NC3 certification to become a Welder. When the program ended, he applied to Skills for support finding a job. He is now a Welder at Freedman, where he is continuing to advance his career



...and Civic Committee members are already actively hiring individuals from partner orgs

Illustrative



CVI CBOs



Cara Collective



Skills for Chicagoland's Future

Number of hires since 2023

10

17

123

Number of Civic Committee companies

4

5

8

12 unique companies represented, out of 97 total CC companies

Civic Committee companies (examples)



Types of positions (non-exhaustive)

- HR Specialist
- Environmental specialist
- Dispensary Agent
- Food Service Attendant
- Housekeeping
- Dishwasher

- Housekeeping Assistant
- Environmental Services Technician
- Patient Access Specialist
- Food Service Aide
- Associate Banker

- Beauty Advisor
- Relationship Banker
- Teller
- Housekeeping
- Pharmacy Technician
- Food Service



The Chicago Apprenticeship Network provides another pathway for high volume, successful hiring in the target neighborhoods

Illustrative

Apprenticeship feeder and support programs

Number of Civic Committee companies

10

Civic Committee companies (examples)

Types of positions (non-exhaustive)

- Technology (e.g., IT, developers)
- Insurance
- Cyber Security
- Retail

Example Apprenticeship programs

accenture

- **2024 goal:** 30 apprentices
- Started in 2016 with 5 apprentices
- ~250 apprentices hired to date in Chicago (~2,300 in the US)

AON

- **2024 goal:** 35 apprentices
- Started in 2017 with 26 apprentices
- ~230 apprentices hired to date in Chicago

Distinctive advantages of Apprenticeship model

For employers:

- Return on investment
 - Lower initial cost than a full-time hire and very high conversion rates
- Talent source for high-need positions
- Above average retention
 - 90% 9-month retention after apprenticeship¹

For job seekers:

- Learn and earn model
 - Classroom and on-the-job training
 - Living wage
- Opportunity to convert to full-time employment



1. Chicago Apprenticeship Network

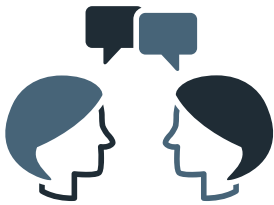


Civic Committee model for employer engagement to cover range of higher- and lower-touch efforts to meet evolving needs of initiative

Illustrative

Civic Committee employer engagement

Higher touch



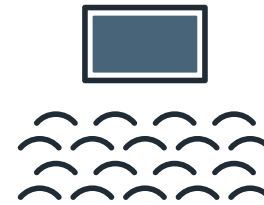
1:1 employer connections

- Connect with employers 1:1 before introducing to Hiring Partners
- Invest leadership at high-priority companies
- Troubleshoot challenges directly with employers



Industry round tables

- Convene industry players to engage in work before or during connection to Hiring Partners
- Address industry-wide challenges
- Share best practices for C2/C4 hiring



Civic Committee engagement

- Engage employers at largely attended meetings
- Influence new employers to join C2/C4 efforts
- Share progress within the Chicago employer landscape



Support materials

- Share resources from organizations in the hiring partnership (e.g., inclusive hiring support from Cara and Corporate Coalition)

Lower touch



Key questions for discussion

- 1 What are your biggest **employment areas of need**?
- 2 How can the Civic Committee and partner organizations help you **meet those needs**?
- 3 Are there **inclusive hiring practices** (e.g., Fair Chance Hiring) that you'd like to learn more about?
- 4 Do you have any initial thoughts on the right **partner organization**?



Next steps

- ▶ Reach out to PSTF Senior Advisor Robert Owens with any questions
- ▶ *[If interested in participation]* Nominate a lead to drive recruitment efforts and manage day-to-day activities
 - Reach out to Robert to schedule onboarding call



Appendix



Opportunity to connect with range of potential talent

Greatest public safety impact

CVI alumni



Commitment 2
details to follow

Returning citizens

Long-term unemployed in highest-need communities¹

New to workforce in highest-need communities

Underemployed or newly unemployed in highest-need communities



Commitment 4
details to follow

Meaningful public safety impact

1. Defined as 20 Community Areas with most gun violence in Chicago



Definition

Community violence intervention (CVI) is a **holistic suite of services** that target individuals at **highest risk** of engaging in gun violence and is proactive, tailored, culturally competent, data-driven, evidence- and trauma-informed

CVI offers highest-risk candidates a pathway to employment

CVI Includes Five Core Services



Street outreach / victim services



Mental / behavioral health



Case management / life coaching



Education



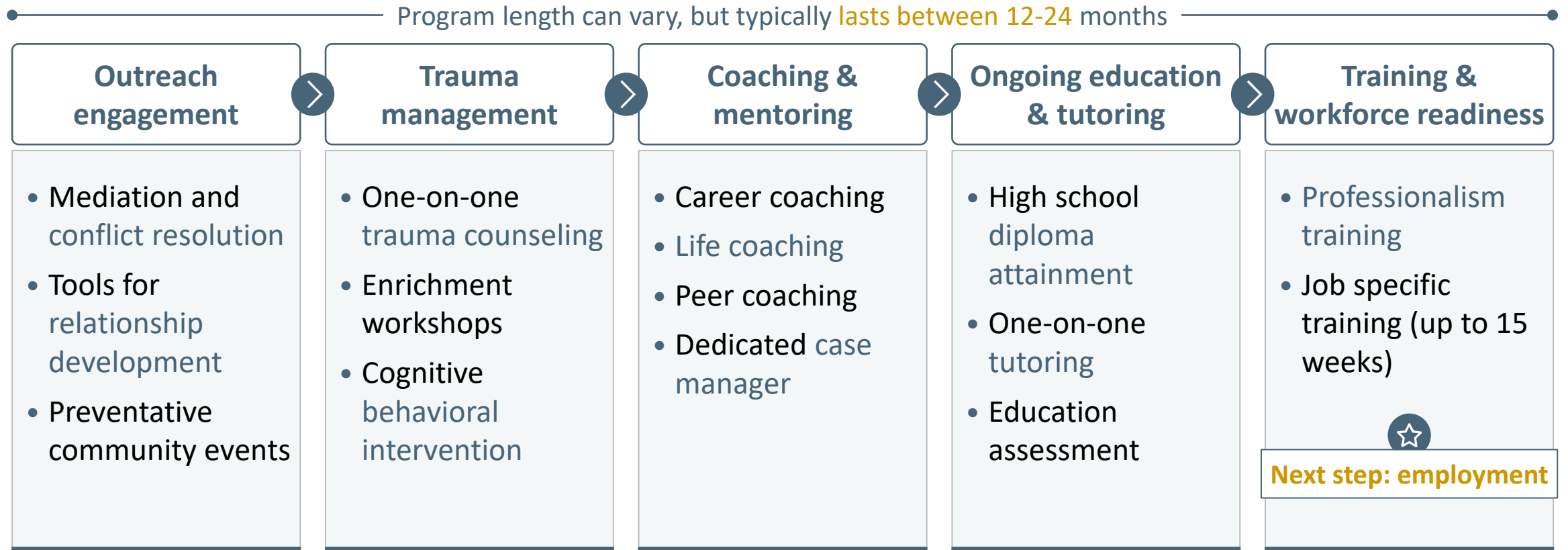
Employment



Commitment 2: Hiring



Detail | Employment is a key component of successful CVI strategies



Joblessness is a **top predictor of recidivism** – increase in employment or wages reduces recidivism by **6.2%**¹

1. Harvard John M. Olin Center for Law, Economics, and Business; Local labor market conditions on criminal recidivism





Civic Committee
COMMERCIAL CLUB OF CHICAGO

Upcoming Events

- **MARCH 18th**, 3:30–4:30pm | Partner Event – Health Care Council of Chicago (HC3) | Future of Work Series: Empowering Women in the Workplace: Equitable Compensation and Well-Being
- **APRIL 11th**, 12pm–1pm | CHWC Learning Event | Best Practices in Frontline Worker Retention: Advocate Health’s Teammate Success Coaching Program
- **JUNE 11th**, 8:30am–10am | CHWC Quarterly Meeting: **In person!** (location TBD)

COMMUNITY ANNOUNCEMENTS

