



Focusing Philanthropy Final Report 2022 Health Careers Campaign

JVS Boston Report on Healthcare Skills Training

This year, JVS launched ArLab Healthcare and Biotechnology Career Institute. In partnership with Quincy College, JVS transformed the home of the former Boston Center for Adult Education (which combined with JVS in 2020) into a high-tech training facility with a patient care simulation, phlebotomy lab, sterile processing simulation, and a biomanufacturing lab. We are scaling up our overall training efforts, growing toward 750 per year in SFY26.

As described in detail below, we have defined and are aligning reporting to enrollments during a state fiscal year (SFY, July 1 to June 30) and setting milestone targets based on each cohort's state date and length of program relative to year end. We have established SFY22 as a baseline year for which we have full enrollment, demographic, completion, and placement data. For SFY23, we are providing outcomes achieved relative to outcomes expected by that date. Full information for SFY22 enrollments and initial information for SFY23 enrollments are attached. **In this report, outcomes for SFY22 enrollments are complete, while outcomes for FY23 enrollments are incomplete and include activity through 6/30/2023.**

Our Impact

JVS Boston enrolled 297 individuals in healthcare skills training in SFY22, 7/1/2021-6/30/2022. Of these, **218 (73%) completed training successfully.** Of those completing training, **198 (91%) entered employment.** Of those entering employment, **84% retained their jobs at least 90 days.**

In SFY23, 7/1/2022-6/30/2023, JVS Boston enrolled 347 individuals in healthcare skills training, exceeding our goal of 300. The enrollment goal is the only goal for which outcomes are final for SFY23. Of these, **214 (62%) completed training successfully,** exceeding our milestone goal of 186 completions by 6/30/23 and on target for our goal of 240 total. Several cycles were not scheduled to complete during the time period, more cycles were not anticipated to enter employment, and almost all were not anticipated to retain 90 days yet. Of those completing training, **160 (70%) entered employment,** exceeding our milestone target of 88 entering employment and on track for our goal of 204 entering employment. Both the completion and placement numbers and percentages will increase as cycles complete scheduled training and job search periods.

Average wages: We are seeing that looking at average annualized earnings is not providing an accurate and full picture of what is happening with wages. We will start to share the hourly wage and hours per week averages as well.

The average wages of those trained to be a **Certified Nursing Assistant** are \$19.34 per hour, 36.1 hours per week, \$36,273 annualized, for 132 people (SFY22 enrollments, measurement period complete). Preliminary outcomes for SFY23 enrollments are average wages of \$18.72 per hour, 35.9 hours per week, \$34,931 annualized for 96 people. Note that the measurement period for outcomes for SFY23 enrollments is not complete (168 enrolled with 96 jobs as of 6/30/23).

For those trained to be a **Patient Care Technician** (nurse's aide for acute care, not certified), the average wages are \$17.05 per hour, 40 hours, \$35,458 annualized, for 10 people (SFY22 enrollments, measurement period complete). Preliminary outcomes for SFY23 enrollments are average wages of \$19.38 per hour, 37 hours, \$37,240 for 25 people. Note that the measurement period for outcomes for SFY23 enrollments is not complete (48 enrolled with 26 jobs as of 6/30/23).

For those trained to be a **Certified Pharmacy Technician**, average wages are \$20.50 per hour, 38.6 hours per week, \$41,134 annualized for 43 people (SFY22 enrollments, measurement period complete). Preliminary outcomes for SFY23 enrollments are average wages of \$20.83 per hour, 39.6 hours per week, \$42,868 for 24 people. Note that the measurement period for outcomes for SFY23 enrollments is not complete (101 enrolled with 49 jobs as of 6/30/23).

Those trained to be a **Certified Central Sterile Processing Technician** achieved average wages are \$21.58 per hour, 40 hours per week, \$44,890 annualized for 6 people (SFY22 enrollments, measurement period complete). Preliminary outcomes for SFY23 enrollments are average wages of \$21.33 per hour, 38.7 hours per week, \$42,886 for 15 people. Note that the measurement period for outcomes for SFY23 enrollments is not complete (30 enrolled with 15 jobs as of 6/30/23).

Outcome Measurement and Reporting

Last year, as we prepared this report we identified some challenges with how we set expectations for our program outcomes. If most training programs are roughly 3 months in duration, and we expect job placements to occur within 3 months of completion, and 90-day job retention within 3 months of placement, that is a total of 9 months from training start date to be able to fully measure outcomes. This means that full outcome information is available at year end only for cycles that began in the first quarter of the year.

So after careful thought, we decided to lay out all of our planned training cycle start dates for the year with the projected enrollments in each cycle, and to identify for each program track the time period in which we expect an outcome to be achieved. For example, if a given training program is scheduled over 10 weeks, then we know we can expect to have completion outcomes within 10 weeks of the cycle start date. For job placements, we looked at how long each program track needed after graduation to achieve job placements—for example, pharmacy technician placements were taking longer due to issues with licensing exams—and determined the measurement period for job placements. Job retention is measured at 90 days following placement, so we added that to determine the measurement period for job retentions. This allowed us to understand when outcomes would be occurring for each program relative to each cycle start date, so that we could identify a milestone target for outcomes by the end of each year (6/30) of enrollments.

We are now reporting on two years of enrollments in each report: the most recent year of enrollments with their outcomes achieved by the end of the year (a partial picture of outcomes that can be

compared to milestone targets), and the prior year's enrollments within an additional year (a complete picture of completions, placements, and retentions).

Additionally, we will now report average hourly wages and hours per week in addition to annualized earnings. Because of the small sample sizes, a single part-time job has a marked effect on the average annualized earnings for the program. Sharing hourly wages as well as average hours will better represent changes in labor market conditions.

We are also seeing some fluctuations in average wages and average hours that are mostly related to which employers are hiring graduates. Many of our training cycles are employer pipelines, with a single employer hiring up to 15 cycle graduates. Some employers consider full-time to be 32 hours per week, so an increase in hires by that employer drags down the average hours and therefore the average annualized wage. Similarly, although we are constantly advocating for job quality improvement and increased hiring wages, some employers pay more or less than others, and some hire everyone at the same rate while others consider additional factors in their offers to each individual. Sharing hourly wage and hours per week averages will provide more insight into earnings.

Updates on Client Support and Testing Delays

As we described last year, client support needs have risen sharply since the pandemic. To better support clients and to promote program completion and job placement, we put in place a variety of additional supports. This year, we began providing training stipends to all training participants, disbursed to refillable pay cards upon achievement of each of the three milestones. Clients were able to access a pool of flex funds to help those experiencing a financial emergency. And we added a team of specialized case managers focused on helping clients with complex support needs (housing, childcare, domestic violence, etc.), allowing agency career coaches to focus on job readiness and placement.

We also adapted our service delivery to accommodate delays in testing for certification for both Certified Nursing Assistants and Pharmacy Technicians. We implemented pre-test refreshers to help students prepare for exams that were scheduled up to a year after course completion. Because of these delays, we experienced much lower initial pass rates for the exams. Most graduates are taking the certification exam at least twice, and we are paying significantly more testing fees. Happily, at this point, most of the testing delays have been resolved.

ArLab Healthcare and Biotechnology Career Institute

Building construction and equipment installation have been completed, and operations at ArLab are growing steadily with full capacity planned by the end of January. ArLab construction was completed, and a Certificate of Occupancy was issued at the end of August. While a small number of items remain to be completed (such as interior signage), the construction phase is complete. Most equipment installation took place prior to Labor Day, with the exception of a piece of biotech equipment that is back ordered until January due to supply chain delays. JVS is currently working to reprogram unspent funds in the MA Life Sciences Center and MA Skills Capital grants. For example, JVS found that the patient care simulation, although planned for 8 programmable patient mannikins and hospital beds, could only accommodate 7 with the configuration of doors and windows, as each hospital bed uses significant wall space. And as programs begin to use the labs, they are discovering smaller things that we missed in our original plans, such as items and trays to be sterilized in our sterile processing lab.

The facility has been having a “soft open”, with classes beginning to use the space as new cycles start and building up to full occupancy by the end of January 2024. Classes at 122 Arlington Street began on Monday, September 11 with a cohort of Certified Nursing Assistant (CNA) pipeline training. Central Sterile Processing started training at ArLab on Monday, October 2, followed by both Caring for Our Seniors and Phlebotomy on October 16. Patient Care Technician is planned to begin on November 6, Pharmacy Technician on December 11, Biomanufacturing on January 16, and Medical Assistant on January 17. A ribbon cutting event is being planned for January 2024.