

# Key Components for a Successful Workforce Development Program for Older Workers

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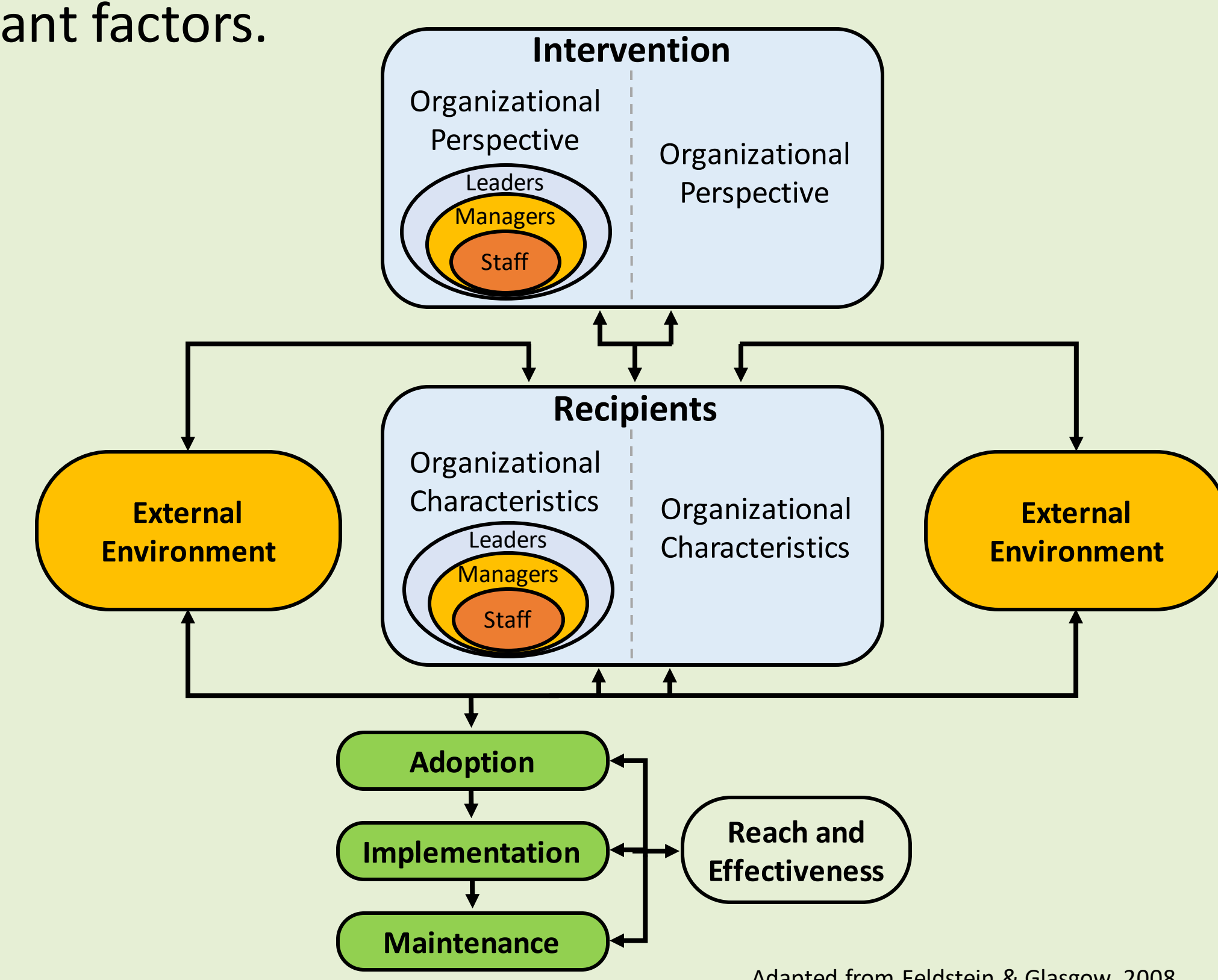
## The Structure of the Pilot Programs Workforce Development Programs

Seven different older adult workforce development program models sharing similar phases and processes.

Program activity	Participant activity
<b>Recruitment &amp; Outreach</b> Encouraging older adults to participate	- Respond to outreach - Apply to program
<b>Intake &amp; Onboarding</b> Learning about participant preferences to find the best training and employment "fit"	- Intake interviews - Establishing expectations - Choosing a training and employment path
<b>Training</b> Supporting older adults in any necessary training or certification	- Committing to training - Managing new technologies, classrooms, certification tests
<b>Volunteer Placement</b> Before employment, participants provide volunteer hours to support transition to employment	- Choosing volunteer placement - Practicing new skills
<b>Employment</b> Supporting participants in securing their choice of permanent employment	- Using existing skills, learning new skills - Navigating intergenerational environments

### PRISM Framework

The PRISM model combines the RE-AIM framework that supports effective translation of research into action and integrates the contextual factors that often influence adoption and implementation, such as environmental, organizational, and participant factors.



## The Research Background

### Why is workforce development for older adults important?

- Older people are living longer and need income for longer periods.
- Many older adults remain in the workforce for personal interest and/or financial necessity.
- Labor shortages around the country can be alleviated through older adults remaining in or returning to the workforce.
- Understanding organizational best practices for an age-diverse work setting can help attract and retain older workers.
- Research findings can be used for future program design and replication, which will lead to future research phases focusing on sub-populations (e.g., gender-based, age-based) and on quality improvement of existing models.

### Research Project Overview

- Exploration of older worker workforce development models supporting transition to permanent employment.
- Focus on 7 AmeriCorps Seniors Workforce Development (WFD) grantees around the country, implementing programs of various size, in various geographies, and focusing on myriad job types – in healthcare, in public health, in finance and legal settings, in community service, and in housing.

### Research Methods

- The PRISM framework grounds the analysis. This includes viewing the programs from various angles: the participant perspective, the organizational perspective, and the external environment, including factors such as:
  - ✓ Regional or local demographics
  - ✓ State or local service needs, gaps, or related concerns
  - ✓ The national, state, or local policy landscape
  - ✓ Regional or local training capacity and opportunities
  - ✓ Organizational competition
- Data collection activities include participant and partner organization surveys, participant focus groups, key informant interviews, and on-site site visits.
- A grantee Learning Community meets monthly for peer-sharing, including an online forum site.
- An Advisory Committee of national workforce and aging experts guides the research project.

Scan for UMaine Workforce Development project page



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## 7 Demonstration Programs

### SilverCorps

### New York City Department of Aging

**Plan:** Engage 200+ older adults in volunteer opportunities in administrative positions, healthcare settings, and social services. The program developed a robust tracking database to support participants.

### Lifespan of Greater Rochester

### New York State Caregiving and Respite Coalition

**Plan:** Train and place 200 older adults in respite care programs in 6 rural counties around Rochester, NY. Placing staff in field to develop relationship with families who need respite services.

### NCOA (W. Va)

### National Council on Aging – W. Virginia

**Plan:** Train 72 older adults in one of 3 certification tracks: CNA, EKG technician, or phlebotomist for employment in local health systems. Partnering with local community college and with regional health systems for volunteer and employment opportunities.

### Porter-Leath (TN)

### Porter-Leath Early Childhood

**Plan:** Train 75 older adults for early childhood teacher certification and place in Porter-Leath and employment settings. First cohort trained and have begun employment, many at Porter-Leath.

### Northern KY Community Action

### N. Kentucky Community Action

**Plan:** Support 150 older adults in completing certification courses at local colleges for finance or paralegal professional jobs in N. KY. Partnering with local legal and accounting organizations.

### HAP Foundation

### HAP Foundation – Hospice & Palliative Care

**Plan:** Provide Community Health Worker training and placement for 75 older adults in 5 rural counties in Western Illinois. Participants receive 6 weeks of Community Health Worker certification skills training and on-the-job exposure.

### University of Chicago

### University of Chicago hospitals

**Plan:** Place 18 older adults in one of three UChicago hospitals or community programs: comprehensive patient care research (C4P), Roommate homesharing, or community oral health support. Volunteers are screened for best program fit.