



UPMC TALENT ACQUISITION

WORKFORCE DEVELOPMENT

FY 2014 PROGRAM HIGHLIGHTS

UPMC LIFE
CHANGING
MEDICINE

LETTER FROM THE PROGRAM DIRECTOR



SHANNON WILLIAMS
*Program Director,
Workforce Development*
UPMC Talent Acquisition

It is my honor to share with you the Workforce Development Program Highlights of fiscal year 2014. With the goal of assisting those with barriers to employment, our team is committed to helping the members of our community in securing career and advancement opportunities at UPMC. This report highlights this commitment by showing an accumulation of our efforts from July of 2013 through June of 2014.

Through our more than 1,000 individual community interactions, our strategy to recruit candidates from the diverse populations UPMC serves daily has resulted in over 160 new hires. Whether a person with a disability is looking for a new employment opportunity, a veteran is transitioning from the military, or a single mother is looking to start a career in health care, we continue to work with each unique community member to help prepare them for long-term employment at UPMC.

In this year’s report, we have selected five programs to highlight. Our initiatives continue to offer a wealth of professional and personal opportunities to our employees. As the field of health care continues to evolve, we look forward to our on-going work in the community and promoting the excellent career opportunities UPMC has to offer.

As the workforce development journey continues in fiscal year 15, it will now be led by Pamela Arroyo, Program Director. Pam’s commitment to helping candidates secure careers at UPMC over the last nine years, especially demonstrated in her impact overseeing campus programs, is a key factor that will lead to future success for our programs.

Meet the team

WORKFORCE DEVELOPMENT



SHANNON WILLIAMS, *Program Director*

Shannon joined UPMC in 2006 and has held various recruitment and human resources roles such as Recruiter, Senior Recruiter, Campus Programs Lead and Program Manager. Since 2010, Shannon has been the Program Director, Workforce Development with UPMC Talent Acquisition. In this role, she is responsible for managing workforce readiness and retention programs designed to assist adults in overcoming their barriers, while preparing them for long term careers at UPMC.



BERT SMITH, *Program Lead*

Bert joined UPMC in January 2012 as Recruiter for Corporate Services and recently joined the Workforce Development team in April 2014. Bert is responsible for managing programs and building relationships with our community partners.



SHAINA WALKER, *Employment Specialist*

Shaina Walker started at UPMC in 2010 with Insurance Services Division. Shaina joined Workforce Development team in July 2013 and she assists those with barriers to employment gain employment within UPMC thorough work readiness programs such as POWRR and the Career Development Series.



MEG BRADY, *Project Coordinator*

Meg began her career at UPMC in September 2012 at the UPMC Center for Engagement and Inclusion. Meg joined the Workforce Development team in July of 2013 and coordinates all Workforce Development events including but not limited to: career fairs, mock interviews, presentations, and POWRR Overviews.



BARBARA JERRY, *HR Assistant*

Barbara joined UPMC in August 2011. Barbara's primary responsibility is assisting in the administration of the Health Care Initiatives Program (HCIP) and working with other team members on the POWRR and Career Development Series (CDS).

PARTNERSHIP ON WORKFORCE READINESS AND RETENTION (POWRR) PROGRAM

The Partnership on Workforce Readiness and Retention (POWRR) Program, a unique collaboration between UPMC and over 30 community partners, launched in 2010 with the goal of increasing workforce readiness for health care service workers. Largely due to the program's success, POWRR expanded in 2013 to include all entry-level workers in the health care industry.

The POWRR Program consists of three workshops that emphasize preparing for the job, completing a candidate skills assessment, and understanding the job. Community partners conduct the first two workshops, and the Workforce Development team conducts the UPMC Overview workshop.

These workshops provide participants with the skills necessary to successfully secure employment within UPMC. From writing resumes and interviewing to fully understanding the application process, successful POWRR candidates become "POWRR Certified" for six months. Over the course of this time they receive personalized feedback concerning their status in the UPMC hiring process. In FY14, over 300 candidates become "POWRR Certified" through the program.

POWRR has become the premier path to various types of entry-level employment at UPMC. It has helped over 400 candidates, like Tamika Duck, get hired faster and be more successful in their employment at UPMC. In fact, Dress for Success Pittsburgh selected Tamika as their 2013 National Ambassador for being such a positive role model for other individuals involved in their employment programs.

"I am so humble for having the opportunity to get into the POWRR Program. I had the chance to get to know really great people who helped me get to where I am now. I never imagined that when I started the POWRR Program I would have to choose between two different positions. The position I am in now is a perfect fit for me and I am working with a great group of people. I am truly blessed!"

TAMIKA DUCK

Ancillary Coordinator, UPMC Health Plan. 2014 POWRR CANDIDATE



UPMC PROJECT SEARCH

UPMC Project SEARCH is a collaboration between UPMC, Goodwill of Southwestern PA, Office of Vocational Rehabilitation (OVR), Office of Intellectual Disabilities (OID) and school districts within the Pittsburgh area.

Project SEARCH is an international, one-year, high school transitional program for students with disabilities who have completed their high school academic requirements, but have deferred receiving their high school diploma. Project SEARCH is designed to combine education and work experience in an effort to prepare participants for competitive employment. Currently, UPMC Mercy and UPMC Passavant host Project SEARCH students on their campuses.

At UPMC, Project SEARCH is a valuable part of our recruitment strategy for entry-level opportunities across the system. Because of the unique and focused employment training these participants receive, we've hired more than two dozen Project SEARCH graduates, like Katie Lashley, throughout the system. In fact, in April of 2014 Katie won the inaugural Office of Vocational Rehabilitation (OVR) Governor's Award for her successful completion of the Project SEARCH Program which led to full time employment at UPMC.



"I love my job here. I love working with the amazing crew and staff. I just love it because I like getting to know a lot of people."

KATIE LASHLEY

Central Sterile Processing Technician, UPMC Presbyterian
2012-2013 UPMC PSSAVANT PROJECT SEARCH GRADUATE

PATHWAYS TO WORK PROGRAM (INSURANCE SERVICES DIVISION)

Building relationships and networking while gaining knowledge about the health care industry can be quite valuable for job seekers interested in starting a career at UPMC. As a way of offering candidates in the community, specifically those receiving Temporary Aide for Need Families (TANF) Funds, the opportunity to start a career in the health insurance industry, UPMC Health Plan launched the Pathways to Work Program.

The two components of the Pathways to Work Program, networking and employee mentorship, are offered several times a year where the UPMC Health Plan hosts a breakfast for job seekers in the community. At this event, candidates are afforded the opportunity to explore health care careers, network with hiring managers and recruiters, and receive information on current job openings in a reserved setting. The highlight of this event is a mini job fair that promotes further networking for current open positions within UPMC.

The employee mentoring portion of the program was created to provide applicants from the community experience in the administrative field. Candidates are initially hired temporarily at UPMC in receptionist, administrative assistant, or customer service roles. During their initial assignment, the employees develop the job skills and discipline necessary to be an effective worker through mentorship from members of our Talent Acquisition team.

Over the past year, more than 120 applicants have had the opportunity to attend a networking breakfast and close to 20 candidates, like Kisha Edmunds, have been hired throughout UPMC. In fact, Kisha shared her story while accepting UPMC’s 2013 Goodwill Power of Work Award last November.

“This experience for me has been life changing! The opportunity from the Pathways to Work Receptionist Program accompanied with my drive has opened so many doors for me... I am excited to see what the future holds!”

KISHA EDMUNDS
Administrative Assistant Associate
Quality Improvement Department, UPMC Health Plan



HEALTHCARE CAREERS INITIATIVES PROGRAM (HCIP)

The Healthcare Careers Initiative Program (HCIP) provides financial support to existing UPMC employees interested in furthering their education. With the goal of advancing their career at UPMC, HCIP is tailored to meet an employee’s educational and professional needs. The program provides support to employees for items such as textbooks, academic fees, child or elder care, computer equipment, and transportation. The program supplements financial aid for which the employee qualifies through the Tuition Assistance Program for UPMC staff members. The HCIP Program education partners include UPMC School of Nursing, Community College of Allegheny County (CCAC), and Mercyhurst University in Erie.

HCIP participants have four years to earn a degree in one of the following areas:

- Registered Nurse (RN)
- Radiology Technician
- Respiratory Therapist
- Medical Laboratory Technician
- Pharmacy Technician
- Medical Assistant
- Surgical Technologist
- Medical Coder

Since its launch, over 370 employees, like Talitha Wright, have taken advantage of the HCIP Program. The majority of program participants have studied in the nursing field and over 90% are still employed at UPMC. The success of employees like Talitha, and many others, has afforded UPMC the opportunity to receive the Pittsburgh Job Corps 2014 Advocacy Award for encouraging the hiring of their students throughout the system.



“The HCIP Program has helped me accomplish my dream of becoming an Operating Room nurse and I think everyone should to take advantage of the opportunity and how it can change your life.”

TALITHA WRIGHT
Staff Nurse
UPMC Presbyterian

VETERAN RECRUITMENT AND OUTREACH

UPMC is committed to extending gratitude to those who have served our country by assisting them with securing employment. In 2012, UPMC launched the Military Talent Network (MTN) for veterans. Any veteran interested in employment at UPMC is encouraged to join the MTN where they will be partnered with a recruitment mentor and gain direct coaching on the employment process. Mentors review resumes, translate military experience, suggest positions, and prepare candidates for the interview process.

To complement the MTN, UPMC has partnered with local veteran agencies that are dedicated to serving the needs of our veterans. This includes the Veterans Leadership Program of Western PA and the Veterans Place which both work to assist with the employment process. These partnerships have afforded local veterans the opportunity to network with UPMC recruiters and managers while being educated and prepared for long term careers in health care.

Nationally, UPMC is a member of the 100,000 Jobs Mission and Hero Health Hire (H3) Coalitions. The 100,000 Jobs Mission is a group of 160 companies whose initial goal in 2011 was to put 100,000 veterans to work by 2020. Since then, the 100,000 Jobs Mission companies have already hired 161,752 veterans, exceeding the original goal. The goal has been extended to hiring a total of 200,000 veterans by 2020. H3 is a coalition of health care companies who are dedicated to helping our nation's wounded veterans find and retain meaningful employment.

Angel Perez is one UPMC employee who benefited from our military recruitment outreach strategy. It is because of employees like Angel that UPMC has won the Employer Support of the Guard and Reserve (ESGR) Above and Beyond Award for the past two years.

“Working at UPMC has been a great experience. The people, environment, and the team atmosphere make UPMC an excellent work place. Thank you UPMC for opening the door for veterans, and the opportunity to be once again part of a great team.”

ANGEL PEREZ

Supervisor, Fleet Maintenance
Supply Chain Management, UPMC Corporate Services



UPMC WORKFORCE DEVELOPMENT IN THE COMMUNITY

PARTNERS IN THE COMMUNITY

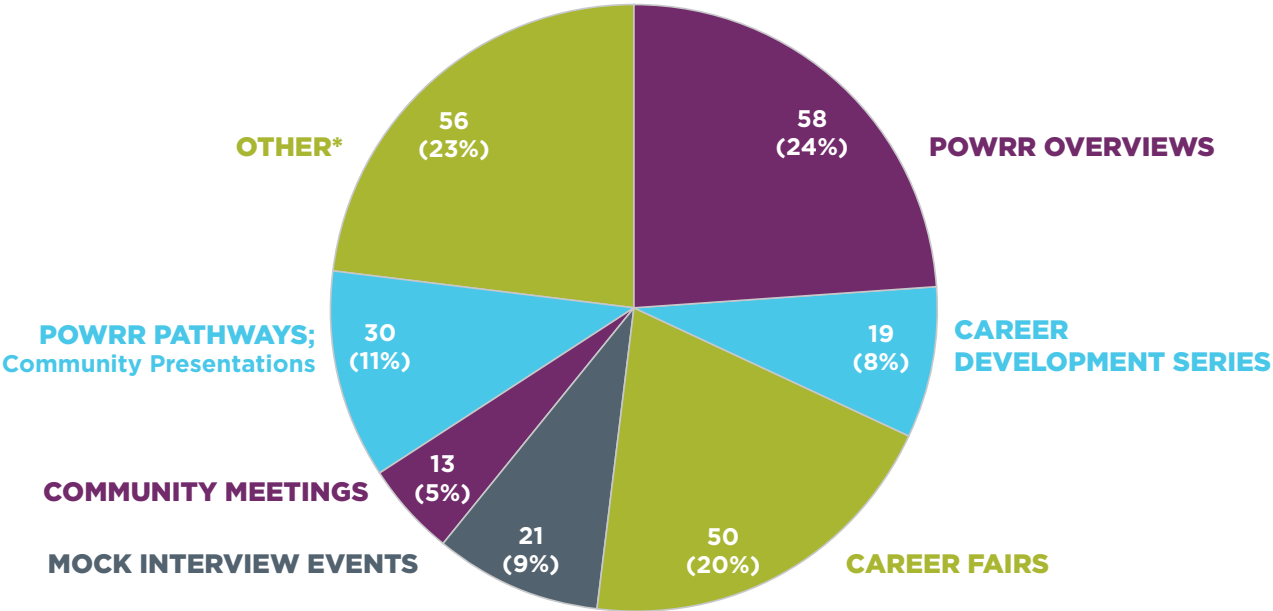
Our Workforce Development team truly values community partnership. Building relationships in the community not only strengthens the Pittsburgh region as a whole, but provides a pipeline of candidates for UPMC employment opportunities.

Adonai Center for Black Males	CCAC - All Campuses	Kaplan Career Institute	Pittsburgh Technical Institute
Acculturation for Justice, Access & Peace Outreach (AJAPO)	Community Options Inc.	Lawrenceville WORKS!	Priority Two
Allegheny County EARN Program	Community Human Services Corporation	Life'sWork of Western PA	Project for Freedom
Allegheny County STEP Program	Dress For Success Pittsburgh	Light of Life Rescue Mission	Renewal Inc.
Allegheny Valley Association of Churches	East End Cooperative Ministries	McKeesport Training Center	The Albert Institute
Auberle Services	East Side Neighborhood Employment Center	Mon Yough Community Services	The Mon Valley Initiative
Army Strong Community Center	Everest Institute	Northshore Community Alliance	The National Organization on Disability
Bethlehem Haven	Familylinks	Office of Vocational Rehabilitation	The Work Center
Bidwell Training Center	FOCUS+ Pittsburgh	- Erie	Urban Impact
Blind & Vision Rehabilitation Services of Pittsburgh	Goodwill of Southwestern Pennsylvania	- Pittsburgh	Urban Innovations 21
Butler County Community College	Hazelwood Communities	PA CareerLink	Urban League of Greater Pittsburgh
Career Development Center	Hill House Association	- Alle Kiski	Urban League Young Professionals of Greater Pittsburgh
Career Training Academy	Hilltop Community Center	- Butler County	
Carnegie Library - Oakland Branch	Homewood Children's Village	- Downtown	
- Downtown Branch	Homewood-Brushton YMCA	- Erie County	
Catholic Charities of Pittsburgh	Institute of Medical Careers	Pennsylvania Employer Support of the Guard and Reserve	Veteran Administration Compensated Work Therapy Program
	InVision Inc.	PA Women Work	Veteran Leadership Program
	Jewish Family and Children's Services of Pittsburgh	Pittsburgh Community Services Incorporated	Veterans Place
	Pittsburgh Job Corps	Peoples Oakland	West End Works Neighborhood Employment Center
	JobLinks	Pittsburgh Mercy Health System	Wounded Warrior Project
			Youth Places

EVENTS IN THE COMMUNITY

Last year, the Workforce Development team coordinated and participated in 245 events and spent 3,450 hours in the community. These events are critical for creating and maintaining relationships in the community, as well as providing guidance and feedback to job seekers and community partners on creating successful paths to employment.

A breakdown of the community events from July 2013 through June 2014 is below:



*Other events include conferences, health fairs, information sessions, panel discussions, resume workshops and networking events.

AWARDS AND RECOGNITION IN THE COMMUNITY



Springboard Consulting
Disability Matters
Workforce Award
2012, 2013, 2014



Goodwill Power of Work Award
2010, 2012, 2013



Employer Support of the
Guard and Reserve

Patriot Award
2012, 2013, 2014

Above and Beyond Award
2013, 2014



Office of Vocational
Rehabilitation
Business Award
2013



Pittsburgh Job Corps
Advocacy Award
2014

The UPMC Workforce Development Team extends a gracious thanks to:

The entire Talent Acquisition team, particularly Craig Stambaugh and
our Senior Leadership Team for their mentorship and support

The Center for Engagement and Inclusion for their partnership on many community initiatives

The Insurance Services Division for supporting and expanding
the Pathways to Work Program across UPMC

Community agencies of Greater Pittsburgh for partnering to make a difference

Members of the Pittsburgh community for starting their health care careers at UPMC

Most importantly, we thank our UPMC colleagues who take the time and energy to
hire and coach candidates from the community who may need a helping hand to achieve
their employment goals and dreams. These programs would not be possible without you!

DIGNITY AND RESPECT TIP 5: SAY: “THANK YOU”



**FOR MORE INFORMATION ABOUT ANY OF OUR PARTNERS,
PLEASE VISIT THEIR RESPECTIVE WEBSITES.**

www.dressforsuccess.org/

www.projectsearch.us/

www.youtube.com/watch?v=usBBisSBftw

www.veteranjobsmission.com/

www.herohealthhire.com/

www.esgr.mil/employer-awards/above-and-beyond-award.aspx

pittsburgh.jobcorps.gov/home.aspx

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