



## MWCA 2006 Best Practices Recognition

### OVERVIEW

One of MWCA's Goals for 2006 was to encourage and share best practices among members.

In addition to setting aside time to share ideas and discuss innovative initiatives at the Annual Meeting in Duluth, MWCA will honor up to three Workforce Investment Boards whose innovative efforts and collaboration had a positive impact in their Workforce Service Area. These awards will recognize efforts to think innovatively, leverage resources, and benefit both jobseekers and the greater community.

### NOMINATION GUIDELINES

MWCA encourages each WIB to submit at least one nomination.

Please complete the attached nomination form, and no more than two pages describing the initiative. Include a discussion of how the Board's efforts support MWCA's goals of ensuring that both employers and workers have the resources and skills Minnesota needs to remain competitive.

### JUDGING CRITERIA

Judges will be selected and announced shortly. Judges will evaluate each nomination and award points based solely on the information you provide in the nomination information. The categories and possible points are:

Criteria for Selection of Outstanding Best Practices	Maximum Points
Overview describing the innovative best practice	25
Jobseeker impact (ie: benefits, outcomes for jobseekers)	25
Community impact (ie: benefits, outcomes for non-jobseekers)	20
Identification of those involved, including collaborators	15
Leveraging/alignment of outside resources	10
Ability for use or replication by others	05

**DEADLINE:** *Please submit nominations by close of business Thursday, July 27, 2006.*

If you have any questions, please do not hesitate to contact:

Trish Taylor            phone: (612) 770-8934      e-mail: [ttaylor818@yahoo.com](mailto:ttaylor818@yahoo.com)

Anne Olson            phone: (651) 224-3344      e-mail: [aolson@mncounites.org](mailto:aolson@mncounites.org)



# MWCA 2006 BEST PRACTICES RECOGNITION NOMINATION FORM

WIB Name/WSA Ramsey County Workforce Solutions serving Ramsey County and  
Ramsey County Workforce Investment Board

Submitted by Patricia Brady, Director

**Attach a description (no more than two pages) describing the initiative.**

Please return via e-mail or fax to Anne Olson by **Thursday, July 27.**  
[aolson@mncounties.org](mailto:aolson@mncounties.org) or (651) 224-6540

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(Leave this section blank -to be completed by judges)

Judge # \_\_\_\_\_

Criteria for Selection of Outstanding Best Practices	Maximum Points	Points Awarded
<p>Overview describing the innovative best practice</p> <p><i>The healthcare sector in Ramsey County and St. Paul, Minnesota, like most other local and regional areas of the country suffer from a dearth of workers to fill needed positions in acute care facilities. As a result, most hospitals and hospital systems have been hiring immigrant workers to fill needed positions. Regardless of the position, these workers need to interact with co-workers, patients and the public. There is a very high need for these immigrant workers to learn occupational English as a way to satisfy the working conditions of all workers and to eventually move up a career ladder. Like most employers, hospitals and healthcare systems have been looking for cost- effective ways to teach English to their Limited English Proficient (LEP) workers.</i></p>	25	

<p><i>As a result of this underlying need, Ramsey County Workforce Solutions stepped in with an entrepreneurial approach. With its private sector partner, Language Solutions, a novel curriculum has been created using software and language mentors to train Environmental Services workers in the workplace. The objectives of this program are quite simple: improve the English communication skills (speaking, reading and comprehension) of 40 incumbent workers throughout four hospitals/healthcare systems in the east metro area of the Twin Cities.</i></p>		
<p><b>Jobseeker impact (ie: benefits, outcomes for jobseekers)</b></p> <p><i>The healthcare sector in Ramsey County and St. Paul, Minnesota, like most other local and regional areas of the country suffer from a dearth of workers to fill needed positions in acute care facilities. As a result, most hospitals and hospital systems have been hiring immigrant workers to fill needed positions. Regardless of the position, these workers need to interact with co-workers, patients and the public. There is a very high need for these immigrant workers to learn occupational English as a way to satisfy the working conditions of all workers and to eventually move up a career ladder. Like most employers, hospitals and healthcare systems have been looking for cost- effective ways to teach English to their Limited English Proficient (LEP) workers. As a result of this underlying need, Ramsey County Workforce Solutions stepped in with an entrepreneurial approach. With its private sector partner, Language Solutions, a novel curriculum has been created using software and language mentors to train Environmental Services workers in the workplace. The objectives of this program are quite simple: improve the English communication skills (speaking, reading and comprehension) of 40 incumbent workers throughout four hospitals/healthcare systems in the east metro area of the Twin Cities.</i></p>	25	
<p><b>Community impact (ie: benefits, outcomes for non-jobseekers)</b></p> <p><i>The healthcare sector in Ramsey County and St. Paul, Minnesota, like most other local and regional areas of the country suffer from a dearth of workers to fill needed positions in acute care facilities. As a result, most hospitals and hospital systems have been hiring immigrant workers to fill needed positions. Regardless of the position, these workers need to interact with co-workers, patients and the public. There is a very high need for these immigrant workers to learn occupational English as a way to satisfy the working conditions of all workers and to eventually move up a career ladder. Like most employers, hospitals and healthcare systems have been looking for cost- effective ways to teach English to their Limited English Proficient (LEP) workers. As a result of this underlying need, Ramsey County Workforce Solutions stepped in with an entrepreneurial approach. With its private sector partner, Language Solutions, a novel curriculum has been created using software and language mentors to train Environmental Services workers in the workplace. The objectives of this program are quite simple: improve the English communication skills (speaking, reading and comprehension) of 40 incumbent workers throughout four hospitals/healthcare systems in the east metro area of the Twin Cities.</i></p>	20	

<p><b>Identification of those involved, including collaborators</b>  <i>The four participating hospitals/healthcare systems are: Regions Hospital, Gillette Children’s Specialty Care Hospital, United Hospital and HealthEast.</i></p> <p><i>Language Solutions is a small private sector company that has developed the software curriculum that is used on the voice recognition technology. This joint effort between Workforce Solutions and Language Solutions is an innovative effort on the part of Ramsey County to create public/private partnerships that creatively address and solve workplace problems.</i></p>	15	
<p><b>Leveraging/alignment of outside resources</b>  <i>The funding sources to date have been a Department of Labor Earmark grant and WIA incentive funding received from the State of Minnesota through the local Workforce Investment Board.</i></p> <p><i>The hospitals and healthcare systems have made in-kind contributions by paying their employees while they are in training and the time of the HR staff and supervisors to participate and be in planning and evaluation meetings.</i></p> <p><i>Actual program costs are part of what is being determined through this project. The range of the per/participant cost is expected to be \$1,500 - \$2,000.</i></p>	10	
<p><b>Ability for use or replication by others</b>  <i>This has great potential for replicability because Language Solutions is a private sector business and looking to go national with its product.</i></p> <p><i>All types of employers in a variety of settings can use this product and service. It has flexibility; including train-the-trainer, available in Workforce Centers and used by Adult Basic Education programs.</i></p>	05	
<b>TOTAL:</b>	100	