

BACKGROUND

Health Career Pathways Network (HCPN) is a national initiative, announced by the White House in April 2016, that focuses on career pathways for entry and middle-level skilled jobs in healthcare (Certified Nurse Aide (CNA), Certified Medical Assistant (CMA) and Registered Nurse (RN)). Charlotte was selected as one of 7 regions in the country to participate in this initiative.

The guiding principles of this initiative were developed by Hope Street Group (HSG):

Lead Employer: Atrium Health (previously Carolinas HealthCare System)

Backbone Organization: Charlotte Works Workforce Development Board

Atrium Health identified challenges to address talent needs:

- Diversity disparities of Registered Nurses to patient population
- High 1st year turnover and high vacancies in CNA, CMA and RN positions

SOLUTION

Charlotte Works connected with several community partners sourcing talent to meet Atrium Health’s organizational needs.

STRATEGY

In Collaboration with HSG, Atrium Health, Charlotte Works and other workforce development partners, the below model was created based on the Career Navigation System Guidebook:



ACTION PLAN

The 7-step model was implemented through an initial project to coordinate a referral process using a standardized intake checklist and standardized career portfolios for candidates. The career portfolio is an evidence-based way to frame a “social contract” between employers and community partners to define what the region will regard as a qualified candidate.

ACCOMPLISHMENTS

- Developed and implemented Career Portfolio to formalize candidate referral process
- Built relationships with Atrium’s hiring managers to consider candidates
- Hired 8 individuals with significant challenges in obtaining employment (more candidates in the pipeline)
 - Referred 36 total candidates since June 2017
- Program success created additional opportunities within Atrium Health
 - Placed 28 of 39 (72%) Environment Service Technicians