

- 55% of students are minorities
- 41% of students are AFDC recipients
- 38% of students are Cambridge residents.

The average age of the students in the program is 23-39.

Councillor Davis asked if there is a broader mandate than Cambridge for this program. Ms. Sandberg stated that the program is a state and city funded program. The program strives to get more than ten Cambridge residents enrolled.

How long is the training, asked Councillor Davis? Ms. Sandberg stated that it is a one-year program running September through May, five days a week for twenty hours per week.

Ms. Sandberg stated that the placement opportunities include:

- Laboratory Technician/Assistant;
- Quality Control Technician;
- Animal Care Technician; and
- Biotechnology Manufacturing Assistant.

There is a great potential for the Animal Care Technician, but the entry level is a dirty job working with rodents, she said.

Ms. Sandberg stated that all academic training is done in Charlestown at Just-A-Start. Laboratory work is done at Bunker Hill. There are three teachers and one assistant in the program. Job placement skills and services are provided.

Eligibility requirements for the program are:

- 18 years or older;
- High school or GED required;
- Reading and math skills required;
- English proficiency required;
- Residency; and
- Income-based eligibility is based on city guidelines for low-income housing.

Ms. Semonoff, Deputy Director of Human Services, asked what is used for the state formula. Ms. Sandberg responded the same formula is used for the state as the city.

Due to the change in the welfare laws, there has been a change in the requirements for AFDC recipients, she said. This year the program has two students who are AFDC recipients. In the beginning the program contained students who were mostly white women and AFDC recipients. Today the program contains immigrants who have college degrees from their countries who are unable to find jobs in their profession. There are four college graduates in the program.

Whitehead Institute, she said, is a good employer for entry-level jobs. Recruitment for the program is done all summer to get thirty students who are committed

to the program. It is difficult to keep the students because they are usually mothers who are working full-time jobs while going to school.

The May 2001 graduation will feature a speaker who was a student in the program, she said. Job fairs also have had former students who were sent by their employer to do recruitment.

Ms. Semonoff asked who many students do not finish the program. Ms. Sandberg responded there were thirty-two students enrolled in the program in the beginning and the number is down to twenty-four. Ms. Mintz, Office of Workforce Development, asked if the program was larger and there was more funding would more applicants apply. Ms. Sandberg responded in the affirmative. Full-time programs are aggressive stated Councillor Davis. If there were a part-time program it might be more attractive, she said.

Councillor Davis asked what is the demand for these trained students. Ms. Sandberg stated that the top students are placed in jobs, however, it is difficult to place some students. Language is a barrier because students do not interview well if they do not speak English fluently.

Ms. Semonoff asked Ms. Sandberg if Cambridge residents are aggressively sought. Ms. Sandberg stated the program strives for fifteen students from Cambridge.

Mr. Terrence Smith, Chief of Staff, Mayor's Office, asked if the drop out rates are tracked. Mr. Sandberg stated drop out is usually due to personal reasons and not academics.

The committee now heard about the Medical Interpreter Program sponsored by the Cambridge Health Alliance and Cambridge College that was developed by the Neighbors for a Better Community, Inc.

Ms. Janis Peterson, Executive Director, Neighbors for a Better Community, Inc., stated that the program is community based and located in Area 4. The program is a yearlong program and is based on three languages Haitian/Creole, Spanish and Portuguese. **(ATTACHMENT B)**. The program needs to expand its language base to be more sensitive to the immigrants in the community.

Councillor Davis asked how many students are in the program. Ms. Peterson responded eighty-six.

The committee heard from two students who were enrolled in the program. One student stated that she would be certified in the program in September. The second student informed the committee what she is learning to write Creole in the program.

Ms. Peterson stated that funding has been received from Polaroid, Mass. Medical Association, Citizens Bank, Somerville Housing Authority and the Cambridge Health

Alliance. Representative Jarrett Barrios worked to pass a state law which requires interpreters in Emergency Rooms, she said.

There is an Internship Program and students will be placed in area hospitals. This will build a relationship between the program and agencies.

Language based courses, Mr. Peterson said, are needed. Many immigrants are not using their skills and the program needs to be designed to tap into these resources. A case management piece is needed, she said.

Councillor Davis asked how long is the program. Ms. Peterson stated there are two groups of students enrolled in September and January. It is a one-year program, two evening courses per semester. Cambridge residents comprise one-third to one-fourth of the program. Ten students are Area 4 residents.

Councillor Davis asked how will jobs be structured. Ms. Peterson stated that a new law requires medical interpreters be hired for Emergency Rooms. There are on-call interpreters and full-time interpreters employed at the Cambridge Health Alliance.

Ms. Peterson stated that this program is a gateway. It can open doors for the students who will obtain skills to get a job or to go to college. Scholarships are needed for the program. A high school diploma is required to enroll in the program, she said.

Ms. Peterson informed the committee that learning disability information is not transferred from the high school level to the college level. There is no support for these students in college, she said.

Ms. Joy Orzechowski, Business Liaison of the Office of Workforce Development, informed the committee about the Workplace Education Program (**ATTACHMENT C**). ESL is needed to provide customer service. An assessment was done based on need, she said. A grant was received from the Department of Education to use ESL at work. The program is in its third year of the program. Scheduling the ESL classes is the biggest problem because of the shift in the hours of work in the restaurant and food service industries. It is mainly the restaurant and food service industries who participate in this program, she said. These industries have good career ladders. Classes have been scheduled for Mondays and Wednesdays and Tuesday and Thursdays from 3-5, four hours a week. Classes are held at Christ Church and the Fleet Bank.

Councillor Davis asked how many students participate in the program. Ms. Orzechowski responded there are eight students per class and there are three classes. Classes are more successful if held at the site and all employees participate, she said. Ms.

Semonoff stated that students come on their own time and employers pay for one-half of the class.

Ms. Semonoff stated that it takes a big commitment on the part of the student to be successful in these programs and the barriers are great.

Ms. Peterson stated that the service providers need to do better by looking at the services provided comprehensively. Ms. Walsh stated that there is a mismatch between client needs and the service system.

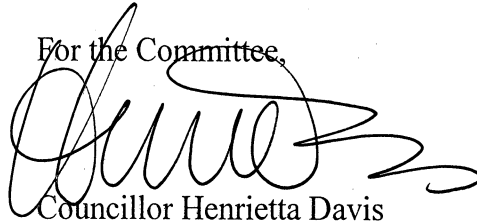
Discussion of the services provided to Cambridge residents by Bunker Hill Community College was postponed until a later date.

Councillor Davis stated that the topics for discussion for the next meeting would be the expansion of the Web site and the plans for the committee.

Councillor Davis thanked all the attendees.

The meeting adjourned at 2:35 p.m.

For the Committee,

A handwritten signature in black ink, appearing to read 'Henrietta Davis', written in a cursive style.

Councillor Henrietta Davis
Chair

CAMBRIDGE BIOMEDICAL CAREERS PROGRAM
PROGRAM EVALUATION, MAY 1998
EXECUTIVE SUMMARY

Background: In 1993, the Cambridge City Council asked the Community Development Department (CDD) to investigate and design a program that would train Cambridge residents for entry level jobs in area biotechnical and biomedical companies. CDD asked the Just A Start Corporation (JAS) to oversee and operate the training program, which became the Cambridge Biomedical Careers Program. The first class began in ~~1994~~ ¹⁹⁹³ with funding from the City and from Employment Resources, Inc. (ERI). After the first year, the program continued without City funding, relying instead on sources such as ERI, the Bay State Skills Corporation, the Massachusetts Biotechnology Research Institute, the Area IV Coalition and others. In 1997, with most of these funding sources having received serious cutbacks, funding was requested from the State Legislature and the City of Cambridge to enable the program to continue. The CBCP received an allocation of \$50,000 from the city for the 1997-1998 program Year 6. The City requested that a portion of its funding allocation be set aside to conduct a formal evaluation of the program's performance since its inception. Contained herein are the results of that evaluation.

Program Description: The CBCP is a ten month skills training program that awards graduates eighteen college credits, granted through Bunker Hill Community College. BHCC is a partner in the initiative and provides curriculum oversight and a laboratory where the advanced laboratory skills training takes place. Just A Start is responsible for all staff hiring, case management, counseling and job placement. The program, which serves approximately 30 students each year, has an advisory board comprised of several area companies. Students attend class Monday through Friday for 20 hours per week. Major funding for the program now comes from the Commonwealth of Massachusetts, the City of Cambridge, Polaroid Corporation, and job training funds through ERI, other SDA's, and the Department of Transitional Assistance.

The Cambridge Biomedical Careers Program has a very specific target population it seeks to serve. In keeping with the original goal of the program, low income, non-college educated Cambridge residents are the first priority for service. Second priority is given to other area low income people-- those on welfare, the unemployed, displaced workers, immigrants, handicapped and other needy people from the Cambridge/Metro North/Boston area. Participants must have a high school diploma or a GED and must test at at least 10th grade reading level and 8th grade math level. College graduates are generally not accepted. This is one of the few biomedical training programs in the area geared specifically to a low income urban population--those who may not have cars that enable them to access jobs in suburban areas, who may be on welfare or unemployment, who may live in public or subsidized housing, and who are often single parents.

The program is currently operating its sixth class, which will graduate in May of 1998.

JUST A START CAMBRIDGE BIOMEDICAL CAREERS PROGRAM

Cumulative Statistics, 1993 - 1999

JUST A START CAMBRIDGE BIOMEDICAL CAREERS PROGRAM

Cumulative Statistics, 1993 - 1999

CATEGORY	Year:	1	2	3	4	5	6	7	TOTAL	PCT.
Enrolled		24	26	26	16	28	32	32	184	
Graduated		21	22	23	11	21	26	25	149	81%
Found full time job with benefits in Biomed. Comp.		18	17	23	11	19	21	18	127	85%
Enrolled in full time college degree prog. or found non-related full time job		2	1	0	0	1	2	3	9	
Moved or not placed due to personal or health problems		1	4	0	0	1	3	4*	13	

*Efforts continue to place

Salary range of positions at time of hiring: \$18,000 - \$30,000

Average wage: \$ 22,000 with benefits

DEMOGRAPHIC STATISTICS**

CATEGORY	Year:	1	2	3	4	5	6	7	TOTAL	PCT.
Number of females		13	18	20	14	19	24	24	132	72%
Asian		2	3	2	1	1	0	3	12	
Black(Afr-Amer/Haitian)		8	7	6	4	18	16	23	82	
Hispanic		1	1	1	0	2	2	1	8	
White		13	15	17	11	7	14	5	82	
Total Minority		11	11	9	5	21	18	27	102	55%
Age 18-22		3	6	0	5	5	2	4	25	14%
Age 23-30		9	5	9	5	9	10	16	63	34%
Age 31-39		11	14	8	2	6	14	7	62	34%
Age 40 +		1	1	9	4	8	6	5	34	18%
AFDC Recip.		8	20	18	11	5	11	2	75	41%
Unemployed/DW/ Underemployed		16	6	8	5	3	4	30	72	39%
Cambridge Residents		14	10	6	5	4	12	19	70	38%

** Based on number of students enrolled

Educational levels: Approximately 35% of applicants either completed high school or have a GED only.
Approximately 60% of applicants have attended some post secondary classes.
Approximately 5% of applicants have two or four year non-US college degrees.
At least 23% of applicants do not speak English as a first language.

Are You Interested in a Career in Biotechnology?

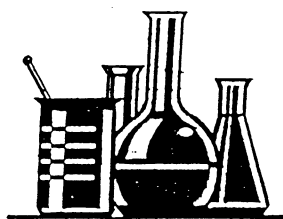
Just A Start Corporation is pleased to announce openings for the Fall 2000 class of the

CAMBRIDGE BIOMEDICAL CAREERS PROGRAM

This 9-month training program qualifies graduates for entry-level jobs in biotech companies, hospitals, laboratories and research institutions. Training includes classes, tutoring, career planning and job placement. Students may be eligible for this program at no tuition cost.

PLACEMENT OPPORTUNITIES INCLUDE:

Laboratory Technician/Assistant
Quality Control Technician
Animal Care Technician
Biotechnology Manufacturing Assistant

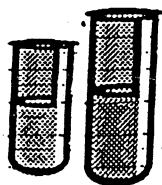


TRAINING PROVIDED:

Biology, Chemistry, Biochemistry, Medical Terminology
Computer Training
Laboratory Techniques
Job Placement Skills
Bunker Hill Community College Credits (18)

ELIGIBILITY REQUIREMENTS:

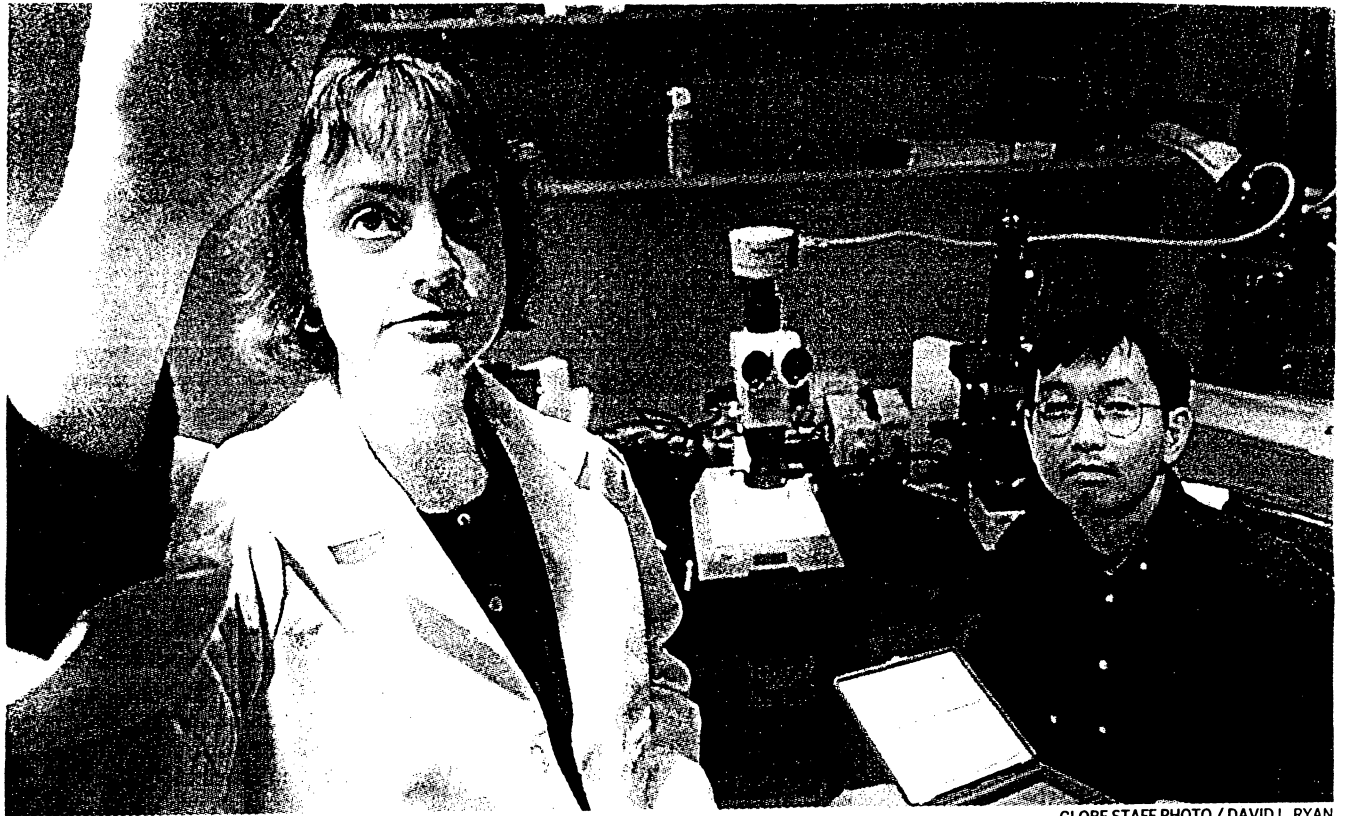
18 years of age or older
High school diploma or equivalent
Good reading and math skills
English Language proficiency
Interest in the biomedical field
Residency and funding-based eligibility standards may apply



PROGRAM PERIOD:

Dates: September 2000 - May 2001
Time: 9:00 a.m.-2:00 p.m.; five days per week
Location: classes held at Just a Start, Charlestown and Bunker Hill Community College, Boston. Both sites are T accessible. Some free parking is available.

Orientations are scheduled for June, July and August. To receive more information and to find out how to apply for the biomedical careers program, contact Harriet, Brenda or Gloria at (617) 242-0562.



GLOBE STAFF PHOTO / DAVID L. RYAN

Diane Boucher, with Keisuke Kuida at Vertex Pharmaceuticals. "I wanted to be in a place where I would feel challenged and intellectually stimulated, as well as respected for what I know," she says.

A bubble that didn't burst

Biotech firms still hiring talent, some at a blistering pace

Sample salaries

Massachusetts biotech companies (base salaries, as of April 1, 2000).

Job	Required degree/experience	Salary range
Scientist 1	BS in biology or chemistry, 2-5 years; or MS in biology or chemistry, 2 years	\$35,600-\$42,500
Scientist 3	Ph.D in biology or chemistry, 5-10 years	\$75,400-\$84,800
Process scientist 2	MS in biology or chemistry, 3-5 years	\$47,700-\$56,700
Clinical research associates 1	Nursing degree or BS; medical research experience and knowledge of FDA trials; 1-3 years	\$32,900-\$45,500
CR assoc. III	Nursing or BS degree; experience in medical research and FDA trials; 5-8 years	\$57,700-\$69,900
Animal care technician 2	HS diploma; 2-4 years	\$27,900-\$31,400
Lab assistant	Associate degree; 2 years	\$31,000-\$39,100

SOURCE: The Survey Group, Wakefield

Language Assessment Screening Results

Fall Outreach

Information	133	
Screening	95	71%
Passed	75	79%

Winter Outreach

Information	133	
Screening	79	59%
Passed	50	63%

Language Groups Accessing Program

Spanish	56	42%
Haitian Creole	41	31%
Portuguese	36	27%

Language Groups Accessing Program

Spanish	63	47%
Haitian Creole	31	23%
Portuguese	39	29%

Haitian Creole

Information	41	
Screening	27	66%
Passed	19	70%

Haitian Creole

Information	31	
Screening	17	55%
Passed	13	76%

Spanish

Information	56	
Screening	38	68%
Passed	29	76%

Spanish

Information	63	
Screening	37	59%
Passed	15	41%

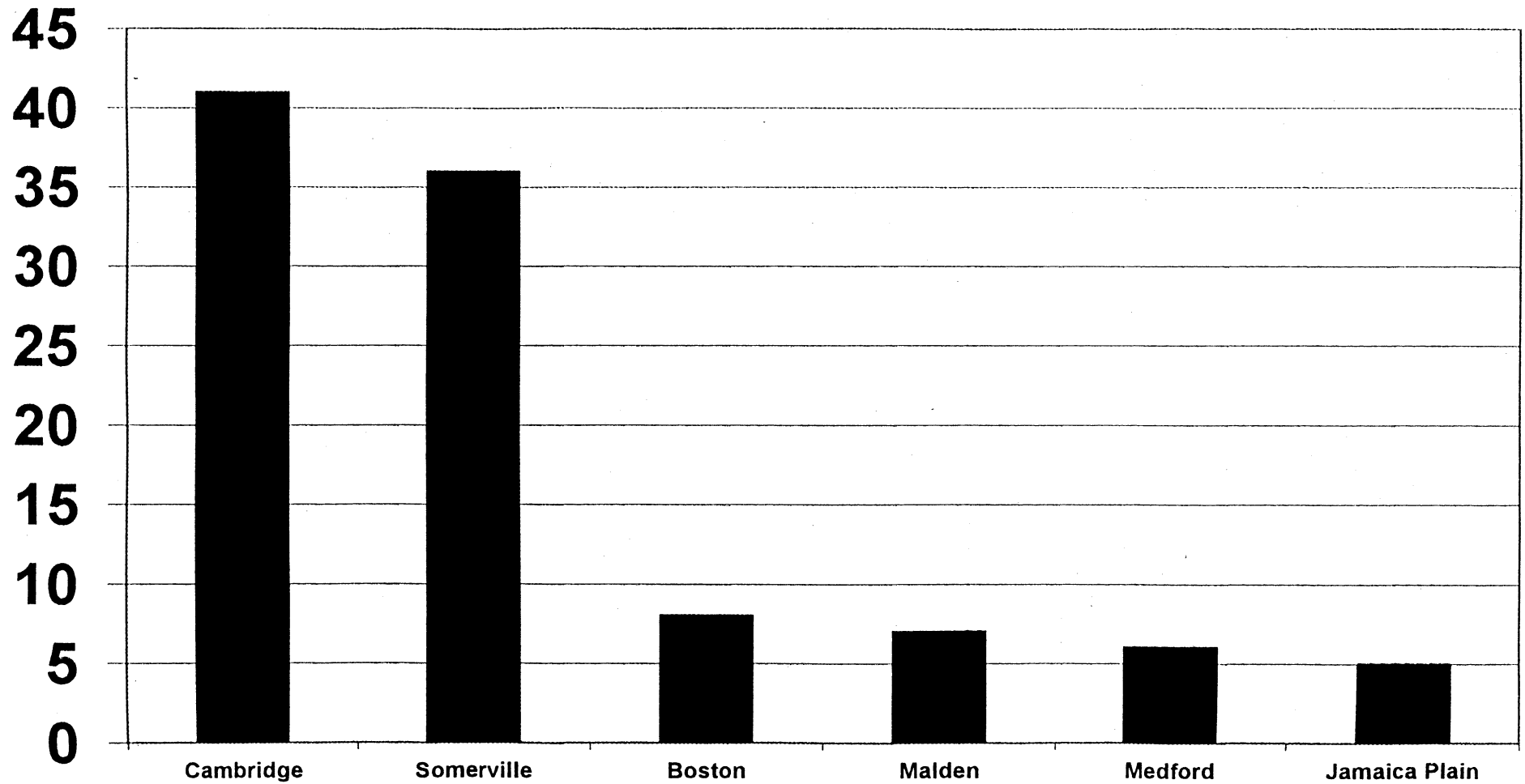
Portuguese

Information	36	
Screening	29	81%
Passed	22	76%

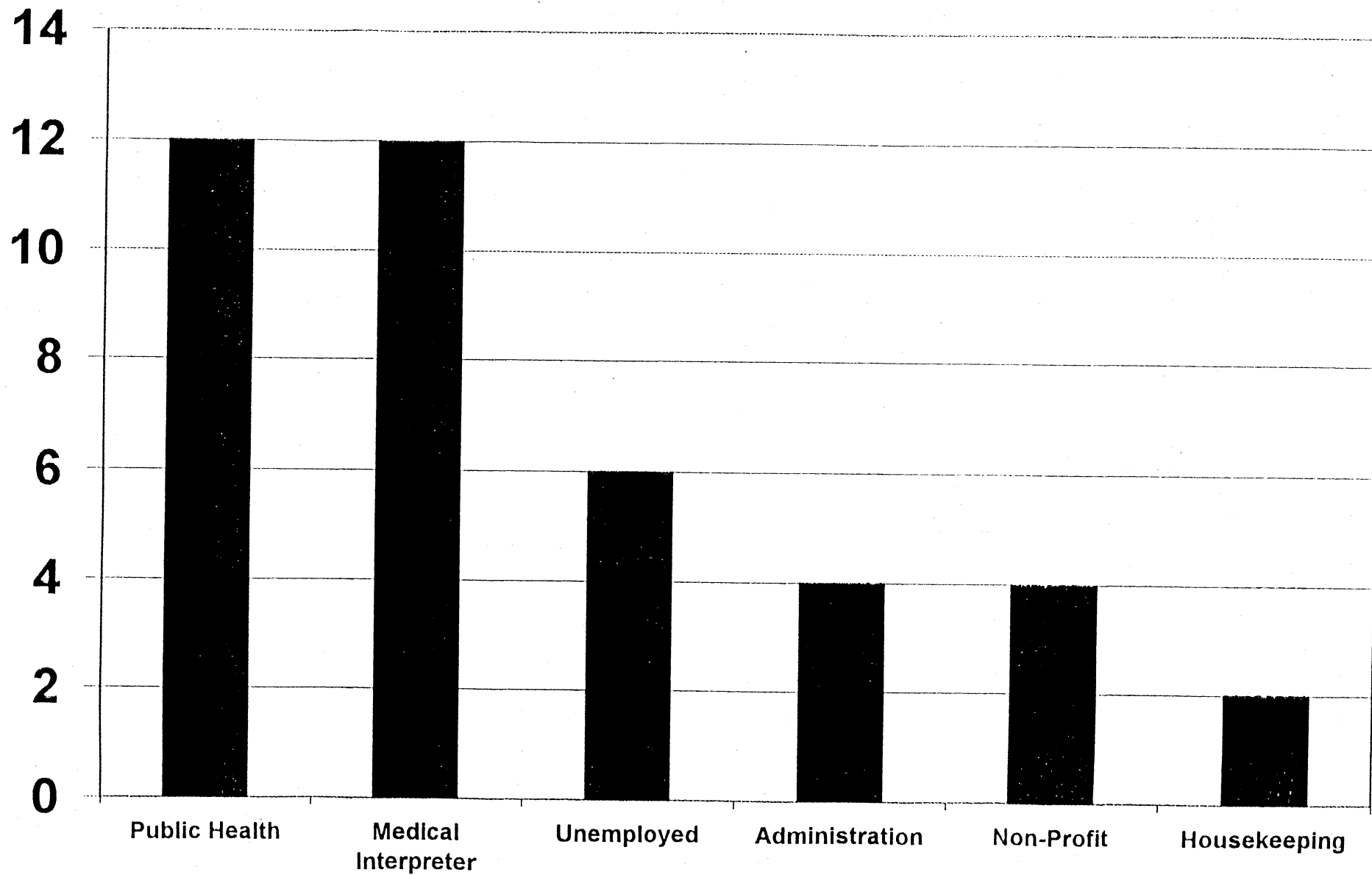
Portuguese

Information	39	
Screening	25	64%
Passed	22	88%

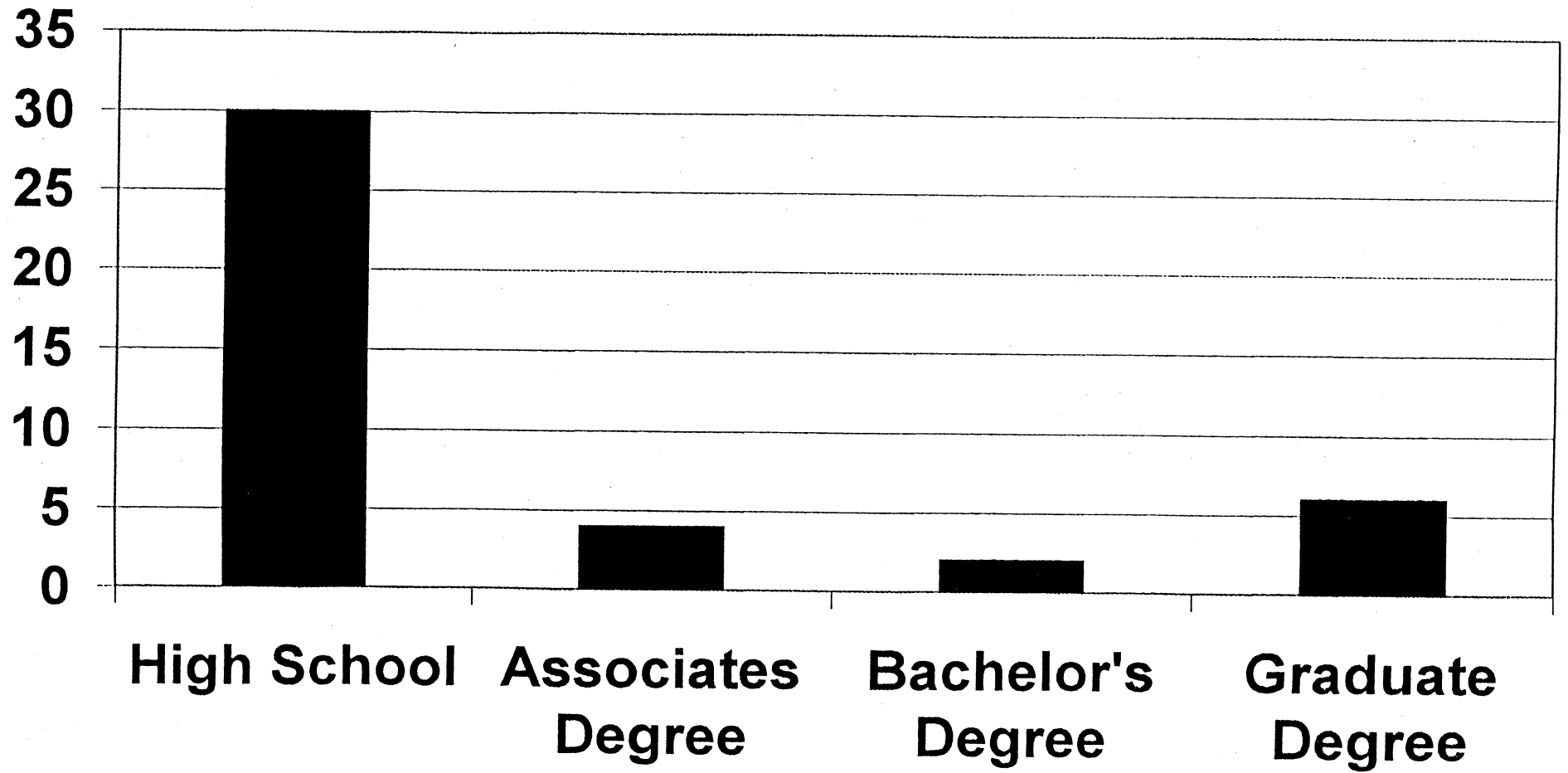
Outreach Effort by Town



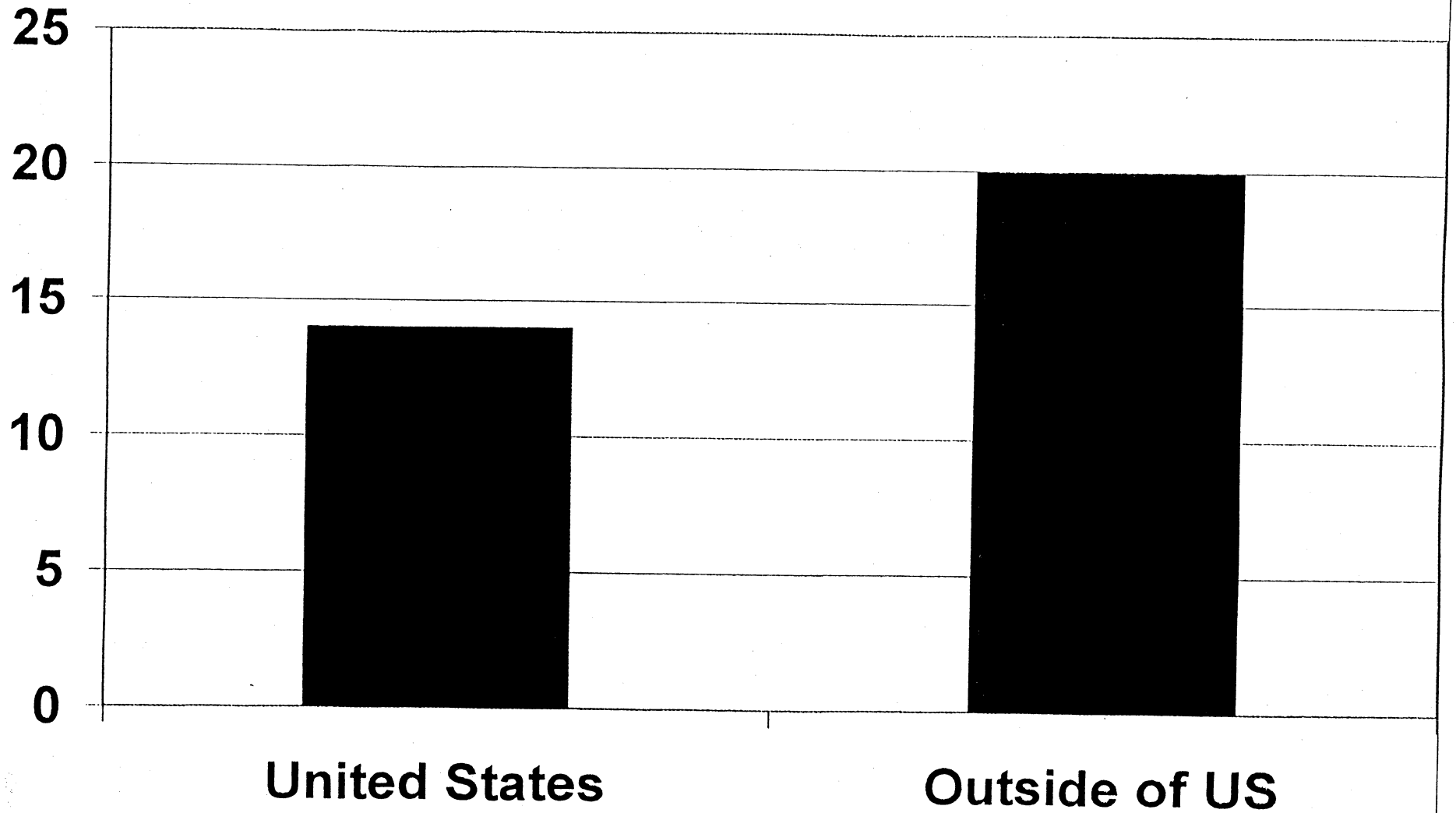
Participant Occupation



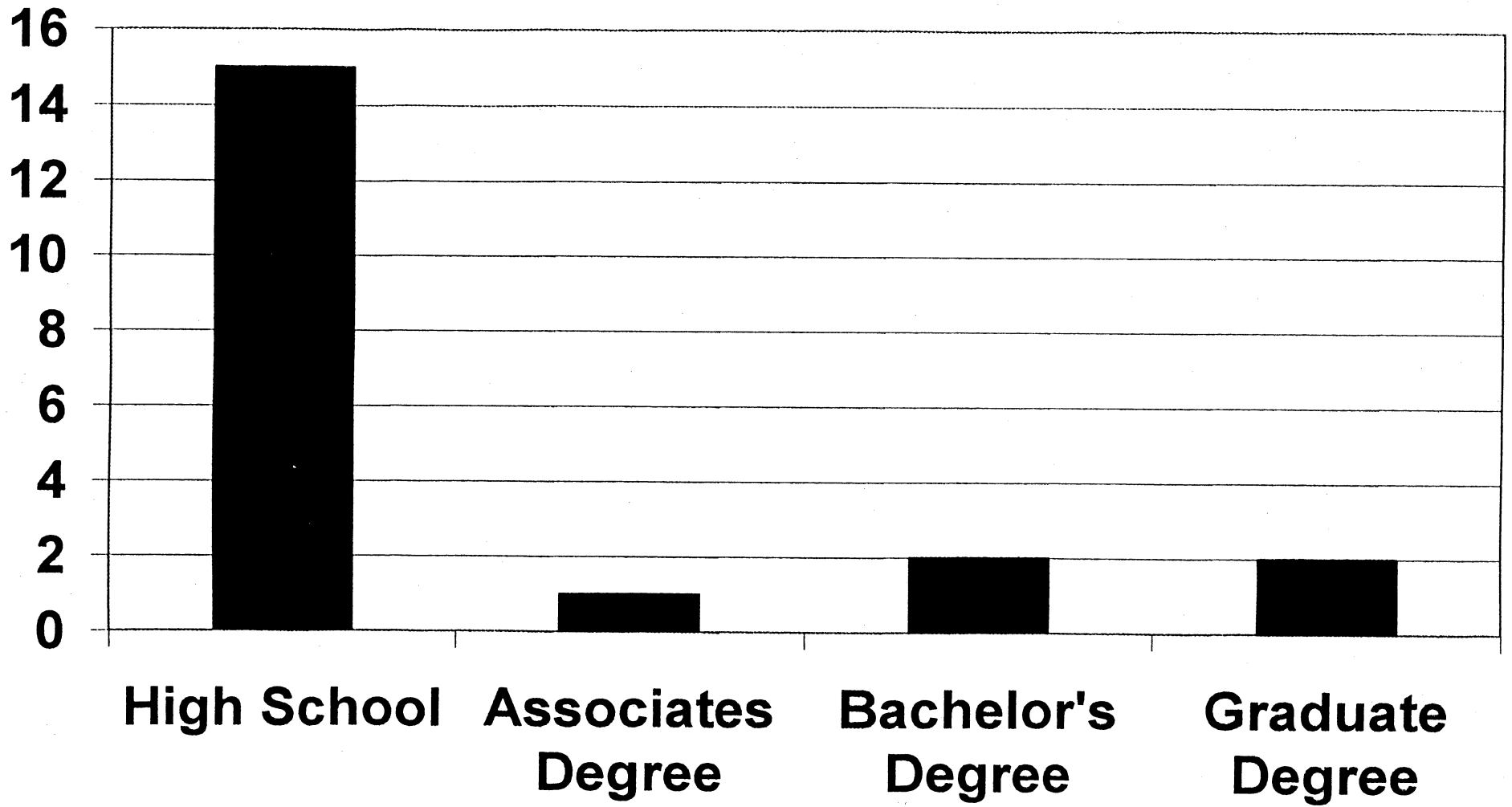
Educational Attainment of Program Participants



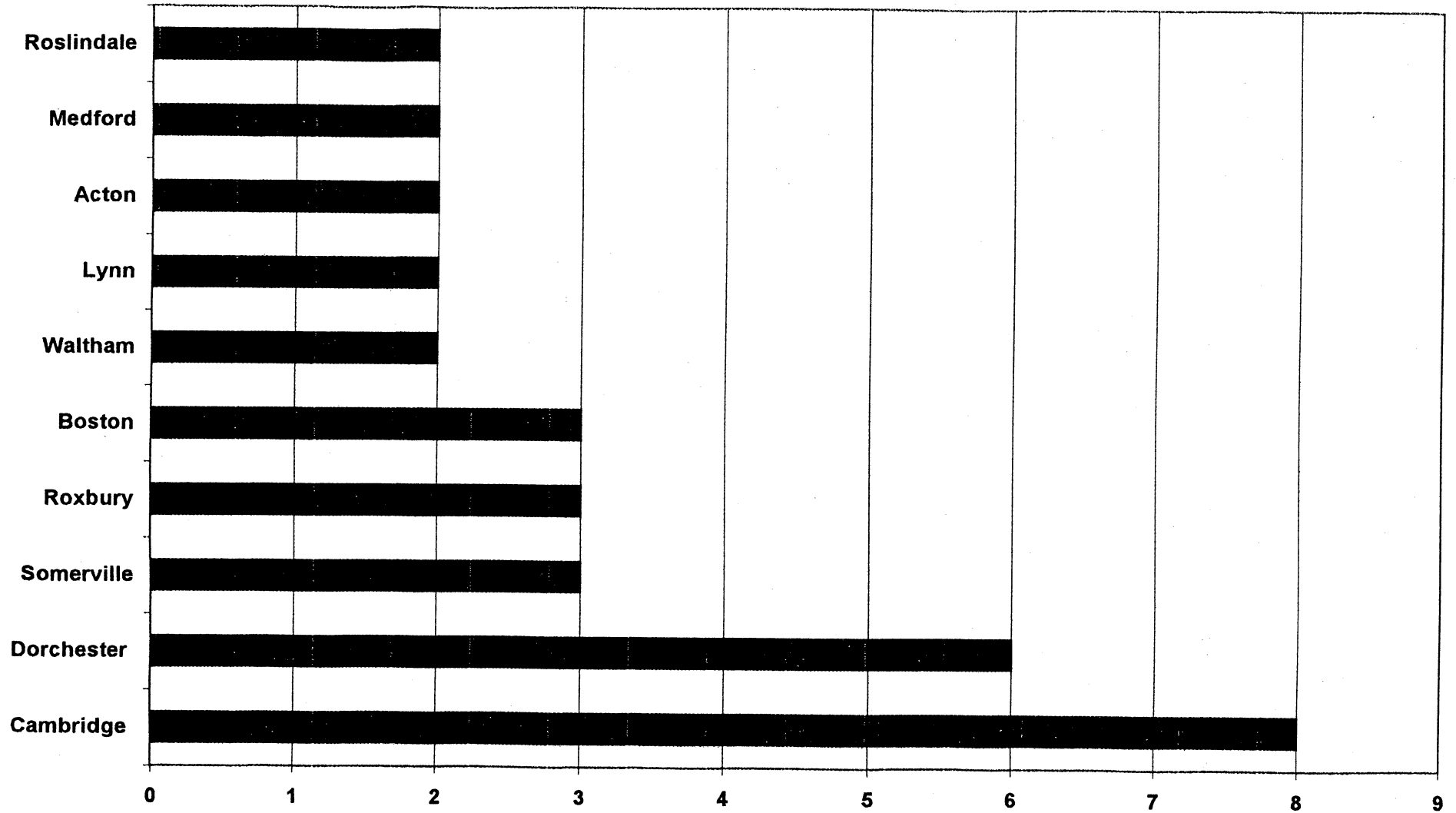
Where Education Took Place



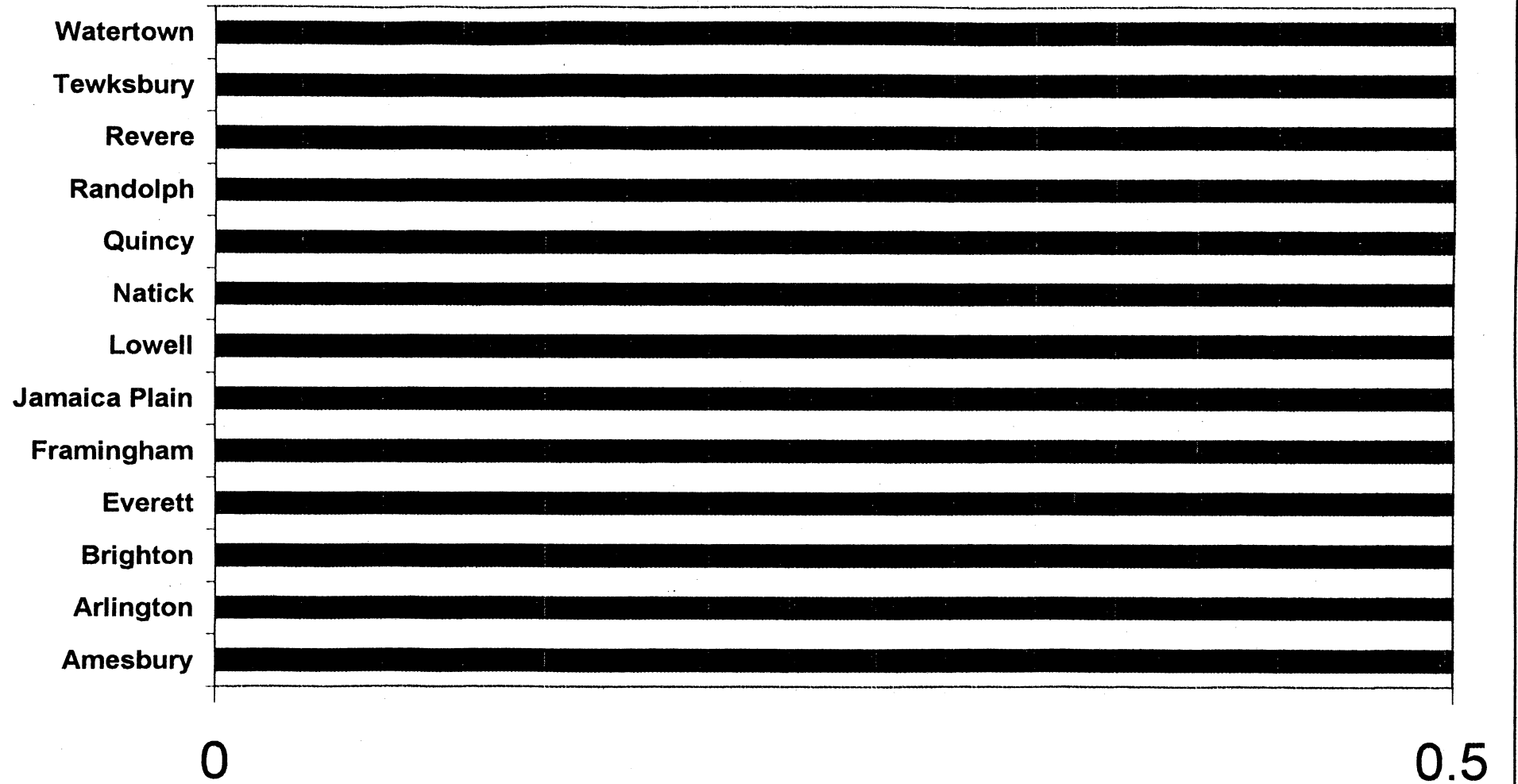
Educational Attainment Outside of US



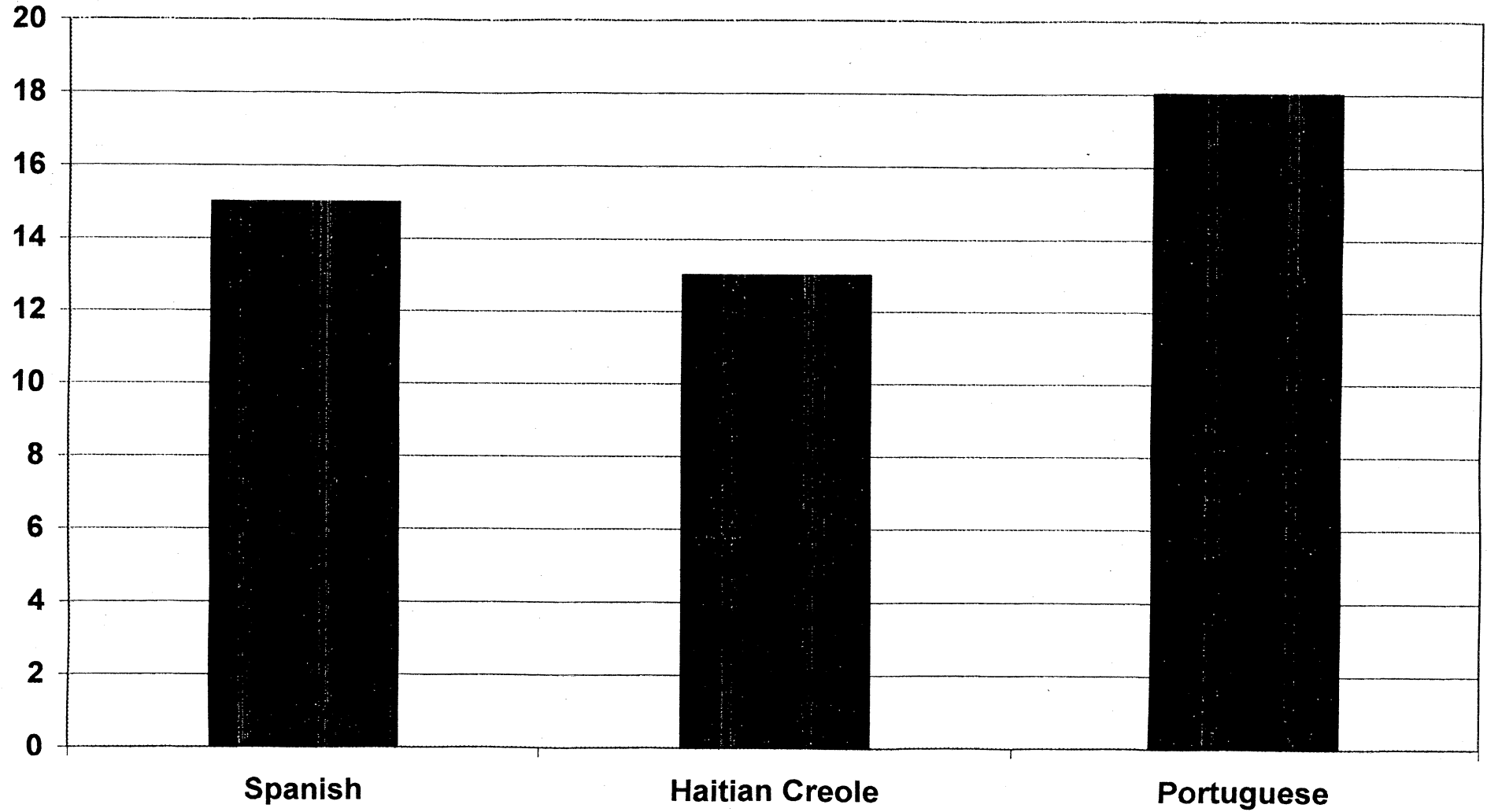
Student Residence



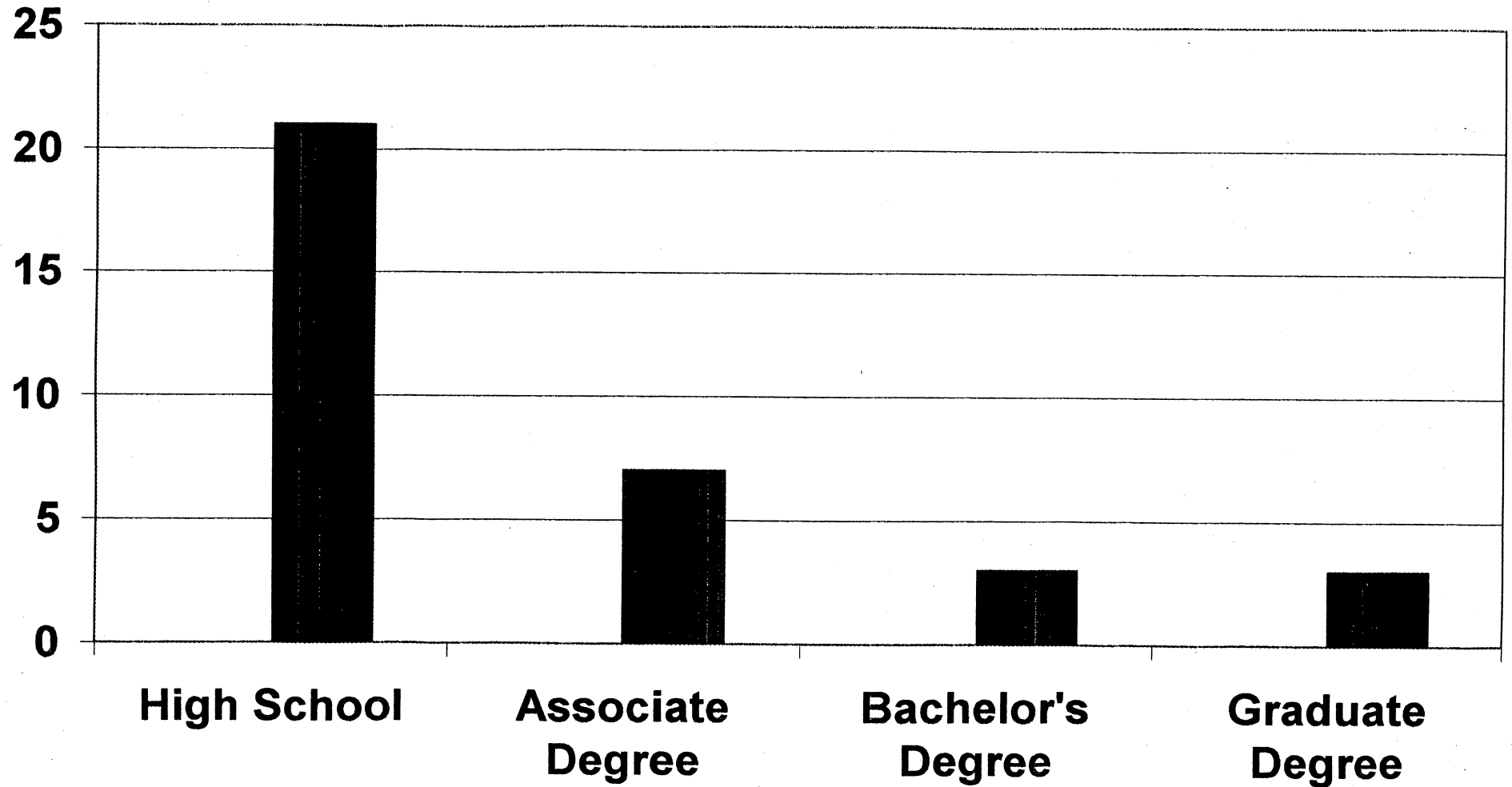
Student Residence



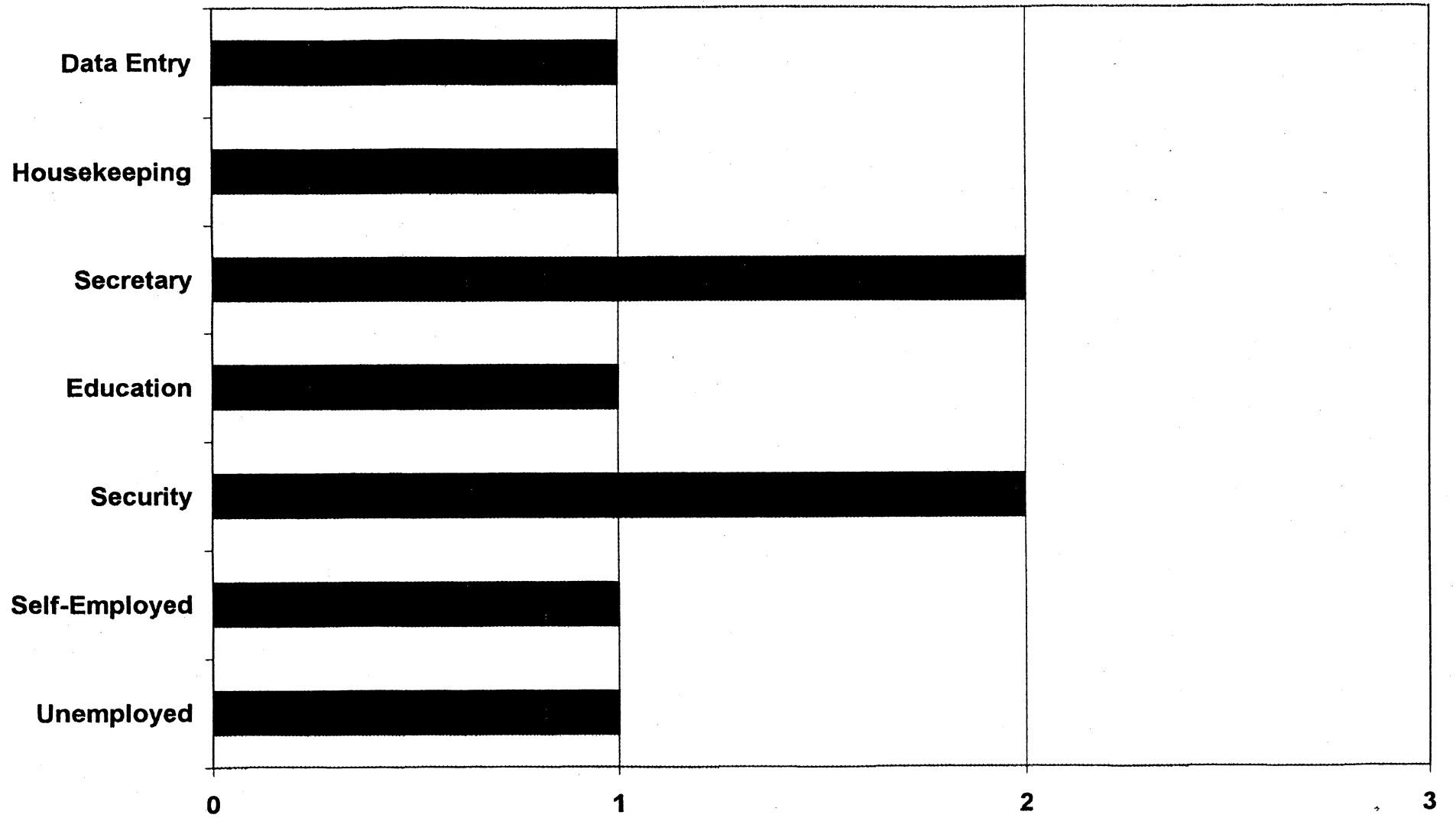
Student Language Groups



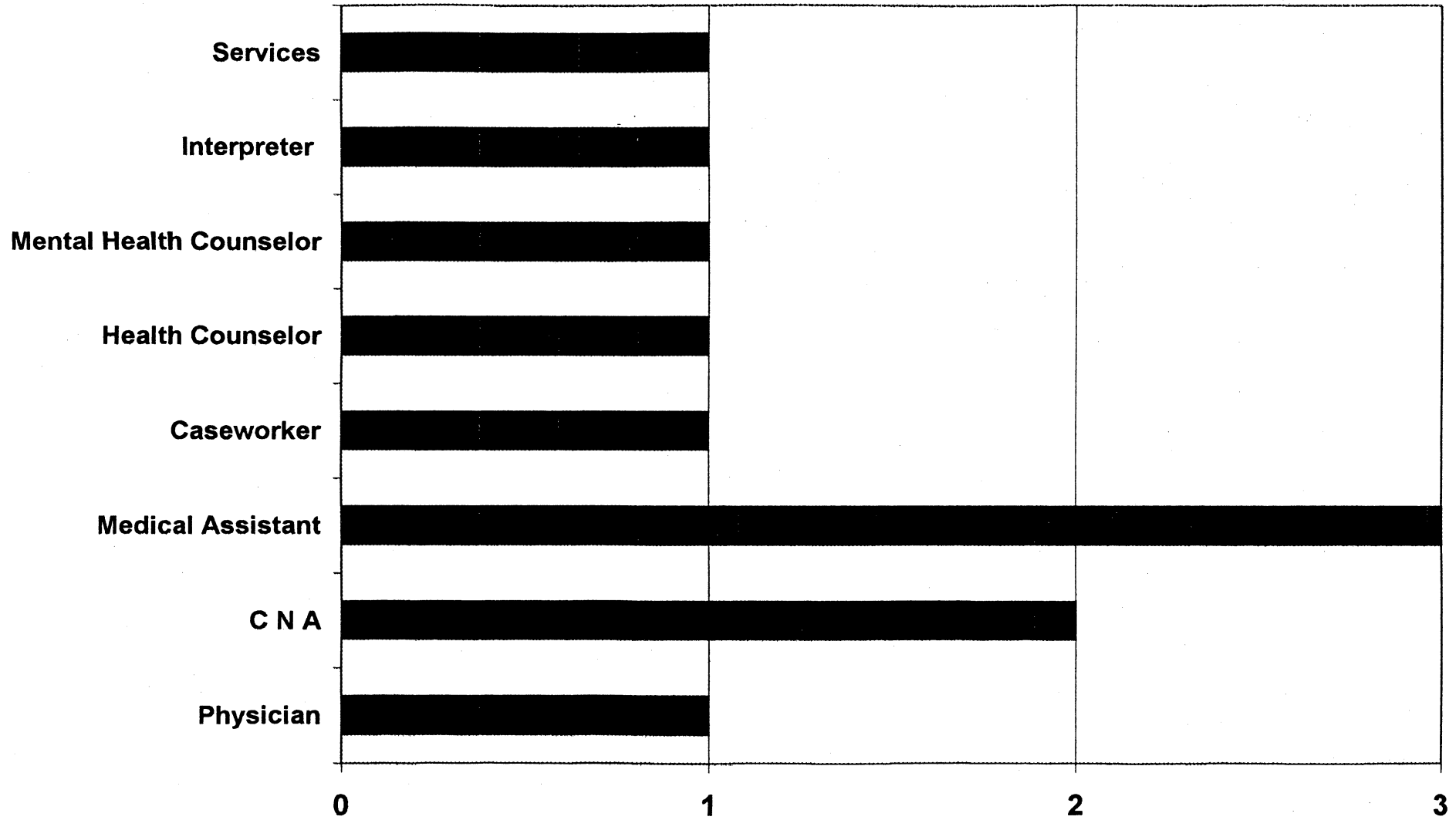
Educational Attainment



Student Occupations



Occupation: Public Health



ATTACHMENT C

Investing in Employees through Education

Twenty-three employees from five Cambridge businesses are working each week to improve their English and their chances for advancement by participating in an innovative new program funded by the Department of Education. These students are enrolled in English as a Second Language classes, but class content is tailored to their work in the food service and restaurant industry.

Now in its second year, this workplace education program is a joint effort of the Community Learning Center and the Office of Workforce Development. The vocabulary taught in class is customized to include jargon the employees use every day at work. Managers work with the instructors to tailor the program to include customer service, safety, and general workplace communication. Several Cambridge businesses participate in the program including Bruegger's Bagels, Cardullo's, Casablanca, John Harvard's Brew House, and Sage's.

So far employers have been thrilled with the results. According to Andy Cook, Regional Director of John Harvard's Brew House. "Any investment that you make in your people is returned tenfold. This is a population that rarely receives employer investment, therefore the return has been even greater."

"The response has been very positive," remarked Frank Cardullo, owner of Cardullo's. Gourmet Shoppe. "The employees come back from class very motivated and enthusiastic, and it shows in their work."

Several students have been able to take on increased job responsibilities as a result of the program. Improved English skills and a boost in confidence result in a better work environment for the students and their employers. Classes are taught twice a week for a total of four hours - two are paid release time and two are on the employees' own time. Classes can be tailored to any industry and any level. For more information about Workplace Education and how it might benefit your business, please contact Joy Orzechowski, Business Liaison for the Office of Workforce Development at (617) 349-6259 or Joe Passeri, Workplace Education Coordinator at (617) 349-6363.

Employer commitment

1. Participate in the Planning and Evaluation Team.
Meet regularly to evaluate and provide operational direction to the program.
2. Business executive leadership must periodically provide guidance to the PET to determine how the services will be institutionalized when public funds are no longer available.
3. Provide training time for the employers including:
 - A. Four hours per week of instruction
 - B. At least half of these hours must be paid release time or (if classes are held outside of the regular work schedule) stipends. *There is no requirement to pay the employee an overtime rate if the classes are outside of their regular schedule.*
4. Conduct a Workplace Needs Analysis to develop curricula that is responsive to worker's goals and training needs.

Financial Investment Required:

The Department of Education grant pays for the cost of the instructor and curriculum materials in the first year of the program. However, the grant requires the employer demonstrate a level of commitment to the program. If the employer is a small company, (under 150 employees) they are required to pay their employees for 2 out of the four hours they are in class. If the company is a large employer, there is also an annually increasing match requirement

Match for Large Employers:

Year 1: a minimum of 25% match is required, up to 100% can be in-kind toward the cost of the project. Release time or stipends can be used as part of cash match in year one.

Year 2: 50% of actual cost of initial design must be matched, of which half is targeted to direct instructional services. Paid release time cannot be applied to more than half of 2nd year match, or 25% of total program cost.

Year 3: no more than 25% of actual instructional costs can be requested and 75% of cash match must support direct service delivery.

Exemptions: For small businesses, (Under 150 employees) and union based programs, release time may be used as part of the match during the life of the grant. These programs may also request a waiver of not more than half of the full annually- increasing cash requirements if they first demonstrate an effort to establish a consortium.

Workplace Education Participating Employers

Current Employers

Broadway Market
Bruegger's Bagels
Cardullo's
Casablanca
Harvard University
Harvest Co-Op
The Inn At Harvard
John Harvard's Brew House
University Park Hotel
The Wrap

Past Employers

Au Bon Pain
Sages
The Swiss Watchmaker

Class Schedule

Monday - Wednesday	3 p.m. - 5 p.m.
Tuesday - Thursday	3 p.m. - 5 p.m.

City of Cambridge

**ECONOMIC DEVELOPMENT, TRAINING
AND EMPLOYMENT COMMITTEE MEMBERS**

*Councillor Henrietta Davis, Chair
Councillor Marjorie C. Decker
Vice Mayor David P. Maher*

In City Council April 9, 2001

The Economic Development, Training and Employment Committee held a public hearing on Tuesday, March 27, 2001 at 12:45 p.m. in the Ackermann Room.

The purpose of the meeting was to discuss the training programs in the city and services offered to Cambridge residents.

Present at the hearing were Councillor Henrietta Davis, Chair of the Committee, Ellen Semonoff, Deputy Director of Human Services, Susan Walsh and Susan Mintz from the Office of Workforce Development, Joy Orzechowski, Business Liaison, Office of Workforce Development, Harriet Sandberg, Cambridge Biomedical Careers Program, Jackie Carroll, President, Neighbors for a Better Community, Inc. in Area 4, Janis Peterson, Executive Director, Neighbors for a Better Community, Inc., Terrence Smith, Chief of Staff, Mayor's Office and Donna P. Lopez, Deputy City Clerk.

Councillor Davis convened the meeting and explained the purpose. She stated that Councillor Decker was unable to attend the meeting because she had a meeting of her committee at the same time and that Vice Mayor Maher was unable to attend meetings scheduled on Tuesday. He was able to attend meeting if the meetings are scheduled on Fridays. Ms. Susan Walsh informed the committee that Maria Ferri from the School Department was also under to attend because she had to teach a class.

The committee heard from representatives of thee training programs. The first program discussed was the Cambridge Biomedical Careers Program.

Ms. Harriet Sandberg, Cambridge Biomedical Careers Program, stated that she appreciated all that the City of Cambridge has done for this program. She informed the committee about the history, statistics and job opportunities of the program **(ATTACHMENT A)**. The city, she said, determined that the Biomedical Industry was a growth industry and that a training program was needed. A partnership was entered between Just-A-Start and the City of Cambridge. The first class began in 1993. Funding came initially from the city. Now funding is received from the city, state and private industry. An evaluation process was required with this program. Statistics are available about the program up to 1999. She informed the committee about the statistics as follows:

- 81% of students enrolled graduated
- 85% of students enrolled are employed
- 72% of students are male

1505

Committee Report #2

Committee Report from Councillor
Henrietta Davis, Chair of the
Economic Development, Training
and Employment Committee for a
meeting held on March 27, 2001 to
discuss training programs in the
city and services offered to
Cambridge residents.

In City Council April 9, 2001

Report Accepted

PLACED ON FILE