



## PROMISING PRACTICE

### Unifying Services

Health Careers Advancement Project at Eastern Connecticut Workforce Investment Board, Inc.



Health Profession Opportunity Grants

OFFICE OF FAMILY ASSISTANCE

## Efficiency and effectiveness go hand in hand.

That was the principle that guided the **Eastern Connecticut Workforce Investment Board (EWIB)** when it looked at a strategy to maximize the benefit of its **Health Careers Advancement Project (Health CAP) HPOG** program.

EWIB made the early decision to embed the Health CAP program within the existing structure of its “one stop” American Job Centers (AJC). These centers are designed to unify training, education, and employment programs into a single, customer-friendly system where partners can collaborate to provide seamless services to job seekers and employers. It only made sense to leverage the extensive services at the AJCs, so that HPOG customers could take advantage of the centers as a hub for all their needs.

The EWIB’s strategy has been a rousing success. Workforce partner organizations have had a centralized

location from which to consult, collaborate, and implement services. Integrating the Health CAP program into the AJC has allowed for case management staff to better meet the needs of their customers. Health CAP navigators have also been able to immediately connect with various agencies to better serve their HPOG customers. In addition, there has been a reduction in duplication of services, particularly in preparation for job searches. By having the HPOG program embedded in the AJCs, Health CAP participants have been able to attend workshops, training programs, and receive one-on-one, personalized assistance from navigators – all at a centralized location.

**The strategy employed by EWIB is an example of how HPOG grantees can customize their program to best work with existing resources. EWIB used proven assets to not only help TANF recipients and other low-income individuals find healthcare career pathways, but also to create a whole program that is greater than the sum of its parts.**