

BayStateWorks
OPERATION A.B.L.E. OF GREATER BOSTON, INC
Operation Service! - Older Worker Project - Award: \$200,000

Project Focus:

The project will train older workers for customer services positions. A.B.L.E. identified customer service jobs as an excellent match for older workers. These jobs are not as physically demanding as other types of work. Older workers know how to provide good customer service and there is an abundance of customer service jobs throughout southeastern Massachusetts. A.B.L.E. has partnered with nine companies that will serve as the core employers for customer service hires.

Collaborators:

Blue Cross/Blue Shield, Citizens Bank, Harvard Vanguard Medical Associates, Kelly Services, Lifeline Systems, Manulife/John Hancock, MASCO, Tufts Health Plan, Westin Copley Place, Department of Transitional Assistance, Executive Office of Elder Affairs, Morgan Memorial Clothing Collaborative, Department of Social Security, Department of Labor, Metro South/West Regional Employment Board, South Coastal Workforce Investment Boards, Metro North Regional Employment Board, Boston Private Industry Council, JobNet, Boston Career Link and The Work Place, Quincy Career, Career Source, Career Place, Employment & Training Resources in Newton, Marlborough and Norwood for this project.

Project Goal:

- To employ 65% of participants as a direct result of this program.
- To employ participants of the program at a minimum \$20,800 per year with benefits.

Enrollment Goals:

134 economically -disadvantaged participants 45 and older, living in Metro South/West, Metro North, South Coastal and Boston.

Project Design:

Operation Service will provide six weeks of screen navigation and other relevant computer skills training, customer service training, intensive job search skills and job retention curricula to participants. In addition, participants will receive case management, practice sessions for job skills, job search assistance, federally funded stipends for participants who qualify, clothing if needed, and financial planning.

All of the companies who A.B.L.E. is partnering with have career ladders and growth opportunities within their companies. These employer partners will be heavily engaged throughout the project in curriculum development, training and placement process.