

TRAINING, INC.



YOU COME TO YMCA TRAINING, INC. AND THE WORLD OPENS UP AGAIN.

REGGIE MEDOR - BOSTON MEDICAL CENTER (2003 GRADUATE)

A Progress Report

➤ It's all inside the Y.

“We’ve been Employer of the Year for 6 years because we know that YMCA Training, Inc. graduates, have the skills, diversity, and job preparation we demand.”



BARBARA Y. CATCHINGS - DIRECTOR, WORKFORCE
PLANNING & DIVERSITY BOSTON MEDICAL CENTER.

Reggie & Boston Medical Center

In 2002, Haitian immigrant Reggie Medor was working in a deli for minimal pay, without benefits or hope for advancement. Limited skills kept a world of opportunity closed to him. After just 5 months at Training, Inc., Reggie was hired by Boston Medical Center and his world opened up again. His outstanding performance and disciplined work ethic have earned him several promotions. But it's his cultural competency that's made him invaluable. As a Patient Accounts Specialist, Reggie utilizes his bi-lingual abilities in aiding Haitian-Creole speakers seeking medical attention. He exclaims, "I am so proud of the service I can offer these people." BMC has hired 50 Training, Inc. graduates in 10 years.

OTHER OUTSTANDING HEALTH CARE PARTNERS

- Beth Israel Deaconess Medical Center
- Dana Farber Cancer Institute
- Dimock Community Health Center
- East Boston Neighborhood Health Center
- Joslin Diabetes Center
- Mass General Hospital
- Tufts Medical Center

YMCA Training, Inc.

A progress report

From adversity to success. From need to prosperity. The shortest distance between 2 points is Training, Inc.

Following 25 years of extraordinary results, one of Boston's highly successful workforce development programs continues to bridge the gap between unemployed or underemployed Bostonians and the local employers that need them. Driven by a quest for **better employment, better lives and better communities**, YMCA Training, Inc. has partnered with business, government, education and community-based organizations to strengthen the city's workforce and ensure a long-lasting impact on local communities. A high investment return is inevitable as trainees become self-sufficient citizens. Last year, graduates earned over \$88 million and contributed \$23 million in taxes.

Following a model of intensive training and coveted internships with highly-respected local companies, Training, Inc. graduates enter the workforce with updated skills in communication, problem solving and teamwork in a deadline-driven corporate culture.

Most trainees are currently unemployed but have significant prior work experience. Others currently hold jobs but work for meager pay and without health benefits. Many are immigrants. But all wish to better their lives, and the lives of their families, through access to better employment.

YMCAs Training, Inc. is a champion of this vital, often over-looked work force. We share a fundamental belief in each trainee to reach financial self-sufficiency. And that belief is well-earned: last year, during a nationwide crisis in unemployment, the program placed 83 of its 104 graduates in full-time positions—most with health benefits.

Since Training, Inc. began, tremendous changes have occurred in technology, in mandatory corporate skill sets and in the Boston business community. Unfortunately, this has widened the gap between our under-skilled but highly-motivated citizens and prospective employers. Training, Inc. is unwavering in its commitment to connect the two.

For nearly three decades we have weathered the turbulence of the times. Today, with the city confronting a tremulous economic future, we face a daunting challenge. But boasting a dedicated staff, exceptional partners, donors and a wealth of untapped talent, we consider the challenge met.

“I am proud of Training, Inc’s commitment to welcome and strengthen the immigrant, the newcomer, the vulnerable and the unemployed. I’ve shared an extraordinary journey with 3,800 graduates, an incredible staff and deeply committed partners.”

ELSA BENGEL - FOUNDER TRAINING, INC.,
VICE PRESIDENT/EXECUTIVE DIRECTOR
YMCA TRAINING, INC. AND YMCA
INTERNATIONAL LEARNING CENTER

“Laquia’s dedication is outstanding. Her training prepared her beautifully for Suffolk and her unwavering motivation marks her as a true leader.”

LORI CAWTHORNE - SUPERVISOR TO
LAQUIA ANTHONY, SUFFOLK UNIVERSITY

A woman with her hair in a bun, wearing glasses and a patterned blazer, is seated at a desk in an office. She is looking down at a computer monitor. The office has large windows in the background showing trees. A nameplate on the desk reads "EDWIN DILLON".

OTHER OUTSTANDING PARTNERS

- Adecco
- Commonwealth of Massachusetts
- City of Boston
- Hollister
- John Leonard
- MBHP/Value Options
- Winn Residential
- YMCA of Greater Boston



Laquia & Suffolk University

LAQUIA ANTHONY (2008 GRADUATE) had long sought a workplace where she could learn, grow and contribute. But limited skills and faltering confidence held her back. She entered Training, Inc, expecting merely to update her skill set but graduated with much more. "Very unexpectedly," she says, "it brought out the leader in me."

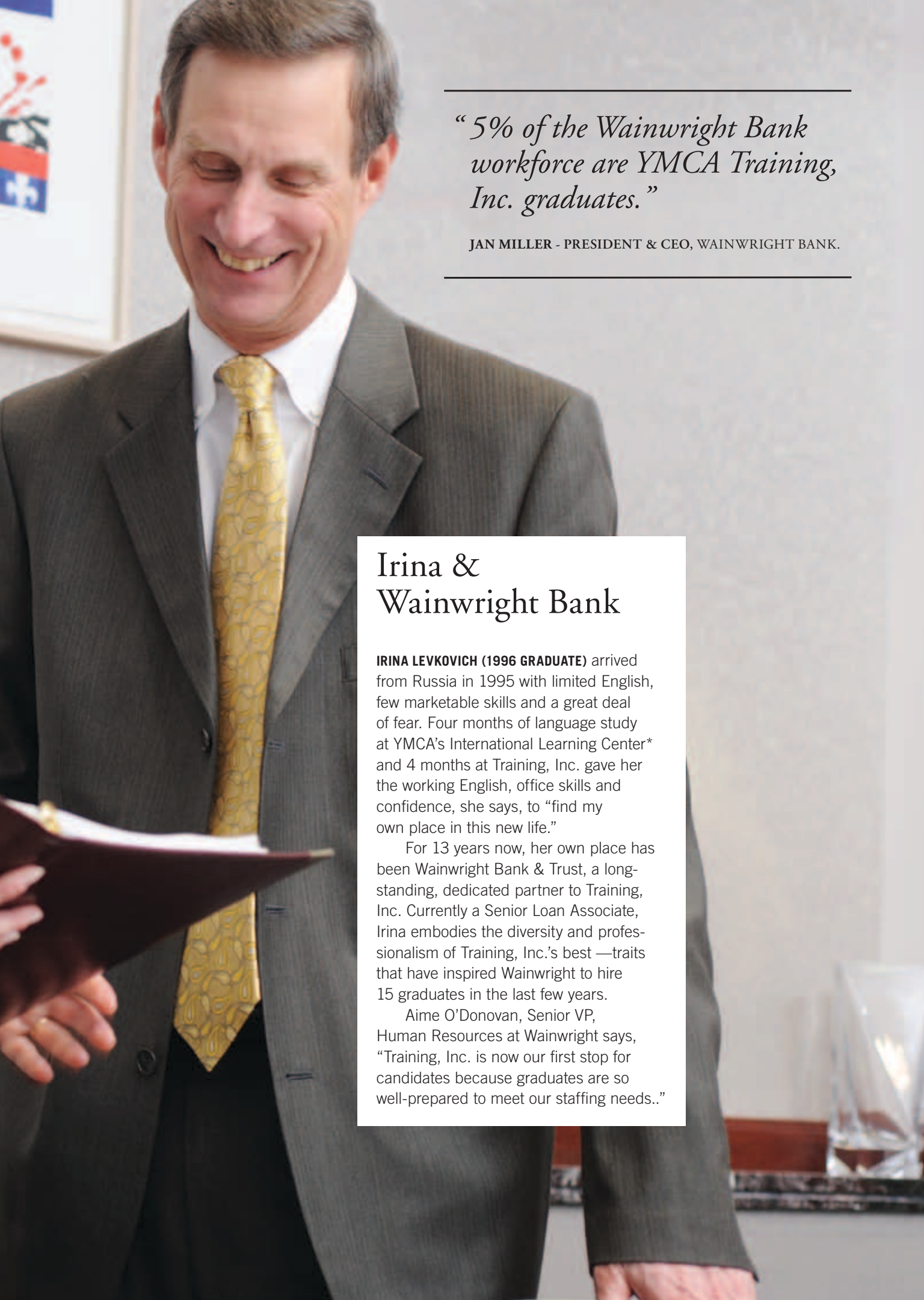
An internship led to a position with Suffolk University—a place she now calls work, school and home. Both Suffolk and the YMCA, she insists, produce leaders with skills that go beyond the scope of an office and she is thrilled to bear witness to their work. "How many companies have a President or CEO who's available for office hours? Well, I know two—Suffolk University and Training, Inc."



**OTHER OUTSTANDING FINANCIAL
SERVICE PARTNERS**

- Bank of America
- BNY Mellon
- Eastern Bank
- Eastern Insurance
- MA Association of Insurance Agents
- One Beacon Insurance
- Plymouth Rock Associates
- State Street
- Sovereign Santander Bank

* YMCA International Learning Center works closely with Training, Inc. to provide intensive English skill development needed to succeed in training and employment.



“5% of the Wainwright Bank workforce are YMCA Training, Inc. graduates.”

JAN MILLER - PRESIDENT & CEO, WAINWRIGHT BANK.

Irina & Wainwright Bank

IRINA LEVKOVICH (1996 GRADUATE) arrived from Russia in 1995 with limited English, few marketable skills and a great deal of fear. Four months of language study at YMCA's International Learning Center* and 4 months at Training, Inc. gave her the working English, office skills and confidence, she says, to “find my own place in this new life.”

For 13 years now, her own place has been Wainwright Bank & Trust, a long-standing, dedicated partner to Training, Inc. Currently a Senior Loan Associate, Irina embodies the diversity and professionalism of Training, Inc.'s best —traits that have inspired Wainwright to hire 15 graduates in the last few years.

Aime O'Donovan, Senior VP, Human Resources at Wainwright says, “Training, Inc. is now our first stop for candidates because graduates are so well-prepared to meet our staffing needs..”

Building A Better Bridge

Three pillars lead Training, Inc. graduates & their employers to success.

Thousands of immigrants and low-income citizens have fallen behind in the rapidly changing skill sets required by a fast-track global marketplace. YMCA Training, Inc. fully recognizes the immediate need for higher portable skills development within this population.

The full-time, five-month curriculum utilizes three key strategies to prepare trainees for transition into the constantly-changing Boston workplace.

LEARNING ORGANIZATION

A supportive, team-based learning structure, lead by certified teachers and full-time professionals, sharpens job-specific skills with an emphasis on critical thinking. Intensive training in MS Office, proficiency in administrative support and preparation for customer service are inherent in the program's goals.

WORKPLACE SIMULATION

Nationally recognized innovative business simulations prepare trainees to use their new skills under "real work" pressure. A web-based simulation provides 55 hours of "work experience" within a group of companies. Trainees are immersed in a virtual office complete with hands-on projects, supervisory relationships and simulated business challenges, strengthening problem-solving skills and sharpening workflow understanding and team communication.

COLLABORATIVE PARTNERSHIPS

The extensive involvement of employers, funders and community agencies creates a network of support to ensure each trainee's success. Partnership with Boston's most successful companies guarantees timely and relevant curriculum, and frequent interaction between trainees and role models fosters internship opportunities for graduates.

The International Learning Center offers intensive English classes to develop English skills for the workplace. Seven levels of classes are taught to meet the English language requirement necessary to begin Training, Inc. coursework. The English for Employment program provides intensive English, basic computer skills training and job search assistance for applicants with limited fluency in English.

"Training, Inc. helped me to become the caring, highly ethical worker I am today. They made me, in a way, a better man."

EMIR - RUSSIAN IMMIGRANT,
2000 GRADUATE OF INTERNATIONAL
LEARNING CENTER & TRAINING, INC.,
10 YEAR EMPLOYEE OF STATE STREET CORP.

MENTORSHIP

The New Directions Partnership utilizes the dedication of corporate executives for mentoring. Providing steadfast support, invaluable wisdom and years of professional experience, mentors are essential to the growth and development of our trainees.

"The transformation in graduates' lives has the potential to change entire families, entire communities. Training, Inc. is the best managed non-profit I know of."

ROBERT WILLIAMS - MENTOR,
NEW DIRECTIONS PARTNERSHIP &
FORMER STATE STREET BANK EXECUTIVE

What's in a number?

When it comes to return on investment—stellar results

2 MS Office applications, employer-designed training in: Financial Services, Administrative Support, Property & Casualty Insurance, Medical Office Support and live, interactive business simulations



1 English, computer skills, customer service and professional business standards

3 Job search, mentors, internships, employment and ongoing support

80
percent

Graduates who find full-time jobs

90
percent

Jobs that include health benefits

90
percent

Graduates still employed after one year

88
million

Dollars earned by graduates last year

23
million

Dollars paid in taxes by graduates last year

You can help. *“Be a part of the solution”*

DONATE TODAY

“Because of Training, Inc. I’ve had a great career at Boston Medical Center. This year I will be getting my Bachelor’s Degree in Business Administration from Emmanuel College, and my daughter will be graduating High School, and starting college. This will be an exceptionally special moment for both of us!”

**FAYE TAYLOR - 2001
TRAINING, INC. GRADUATE**

MAJOR DONORS

- Adecco
- A.C. Ratschesky Foundation
- Anonymous
- Bank of America – Walter J. Noonan Trust
- Beatrice Fox Auerbach Fund at the Hartford Foundation
- Boston Medical Center
- Constitution Inn
- Dana Farber Cancer Institute
- Hollister
- John Leonard
- Massachusetts Behavioral Health Partnership
- Microsoft Corporation
- Old South Church
- One Beacon Insurance
- Spherion
- State Street Foundation
- Suffolk University
- Sovereign Santander Bank
- Susan F. Schiro and Peter J. Manus
- Taproot Foundation
- The Bank of New York Mellon
- The Bank of New York Mellon – Alice P. Chase Trust
- The Boston Foundation
- Tufts Medical Center
- United Way of Massachusetts Bay and Merrimack Valley
- Veritude
- Wainwright Bank and Trust Company
- William E. Schrafft and Bertha E. Schrafft Charitable Trust
- and many, many generous individuals



Get Involved:

INVEST

- Government funding only covers part of the cost. With your help each \$2,000 raised allows another participant to complete training for a new job.
- A gift of \$39 per week or \$2,000 will lead to a new job for one trainee.
- \$25 a month will buy training materials for six trainees.
- \$10,000 will put five families on the path to self-sufficiency.
- Donations of good computers, printing, marketing services and professional interview outfits are put to great use.

Online donations can be made at www.ymcaboston.org/giving and designate your gift to Training, Inc.

EMPLOY

Join over 60 leading businesses and organizations who will hire Training, inc. graduates this year. Host a no-fee intern for 8 weeks. Screened, pre-trained candidates are ready to meet your staffing needs.

Go to www.ymcaboston.org/traininginc and fill out a no-fee job order or intern request.

VOLUNTEER

Share your skills. Your knowledge and experience help create success! Tutor a new computer user. Assist an instructor and provide one-on-one help to trainees. Present a one-time, industry-specific training. Conduct a practice interview at your office or ours. Work on a newsletter or a special event.

Contact Anne Meyerson ameyerson@ymcaboston.org

NETWORK

Build a network of partners and friends. Share the success stories of our graduates. Invite a colleague to visit Training, Inc. or attend a graduation. Open the door to a new employer. Support good workforce development policy.

Recognizing the Power in Partnership

“BNY Mellon’s partnership with Training, Inc. is one we are very proud of. It is truly a win-win.”

SARAH ALLEN - MANAGING DIRECTOR,
BNY MELLON ASSET MANAGEMENT

“Through Training Inc. we’re bringing in valuable skilled talent. We have rave reviews coming back from every department.”

BRIDGET HINDLE - DIRECTOR
OF TRAINING AND EMPLOYMENT INCLUSION,
SOVEREIGN SANTANDER BANK

“We’ve been extremely fortunate to employ over 40 productive, skilled and work-ready graduates. Training, Inc. succeeds because it maintains a dialogue with employers. Graduates are very prepared for the needs of the workplace.”

BOB MCNEIL - VICE PRESIDENT,
HUMAN RESOURCES, VALUE OPTIONS
MASS BEHAVIORAL HEALTH PARTNERSHIP

“Training, Inc. offers excellent exposure to a diverse population eager to return to the workplace. The intern’s resolve to want to make things right, to learn the job, is incredible.”

CANDACE BURNS JOHNSON - DIRECTOR
OF WORKFORCE DEVELOPMENT,
DANA FARBER CANCER INSTITUTE

“John Leonard became a partner in Training, Inc.’s first year. Our reward is the success we enjoy opening doors to a brighter future for each graduate. Thank you for allowing us to experience such a valuable and fulfilling partnership.”

LINDA POLDOIAN - CEO, JOHN LEONARD



CREATE OPPORTUNITY

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