

LETTER FROM ROBYN STONE

Dear Colleagues,

From its beginning, Better Jobs Better Care (BJBC) was an innovative initiative. Thanks to our funders, the Robert Wood Johnson Foundation and The Atlantic Philanthropies, it was the largest national program ever created to tackle the challenges facing our direct care workforce. And what a difference it has made.

In the BJBC demonstration projects, state coalitions put workforce issues on the table and changed state policy. The coalitions helped stakeholders – who too often competed against each other for resources – become partners in policies and programs that helped them overcome their common workforce challenges. Each state project offered providers the resources and opportunities to make their facilities inclusive and respectful places for all staff. They also helped direct care workers realize their leadership potential, feel pride in their profession and find their voices on management teams and in state capitols.

The BJBC research projects created a body of evidence-based research in several areas. They looked at new, potential pools of workers, the training that direct care workers and their supervisors want and need, the effect management practices have on job satisfaction and the impact competitive wages and benefits have on attracting and retaining workers.

While the projects yielded a wealth of findings and lessons learned, several core themes emerged:

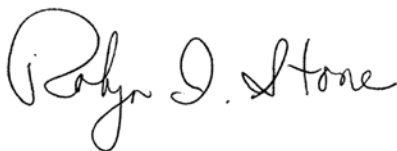
- ◆ There is no single recipe for building a quality long-term care workforce. Many interventions and programs work.
- ◆ Redirect the funds you already have to build a healthy workplace. It's well worth it.
- ◆ Rethink training – focusing on what your staff needs and wants can improve job satisfaction.
- ◆ Partnering with direct care workers can help you identify solutions.

And perhaps, most importantly, we saw time and time again that this process can be an incredibly joyous experience.

We are delighted to provide you with this compilation of the tools and resources used and developed by BJBC and the BJBC grantees. Our wish is that you use the tools to invest in your staff.

We also hope the 9-minute video accompanying these tools gives you a sense of the hope felt by several BJBC providers as they built a viable and committed direct care workforce and found solutions to their workforce crisis.

Sincerely,



Robyn I. Stone, DrPh
National Program Director, Better Jobs Better Care
Executive Director, Institute for the Future of Aging Services
Senior Vice President of Research, AAHSA