

Central Vermont Medical Center

February 10, 2020

Dear Members of the Appropriations Committee:

Thank you for the opportunity to comment on the Governor's recommended budget. I am Anna Noonan, President and Chief Operating Officer of the Central Vermont Medical Center (CVMC). I am submitting this letter in support of Capstone's Community Action financial capability programs and to encourage the Legislature to fully fund the state Micro Business Development Program (MBDP) and Individual Development Account (IDA) program.

CVMC has worked with Capstone's Financial Capabilities staff in a unique workforce development initiative. As the largest employer in the Central Vermont area, we are challenged to find enough qualified employees to meet the growing demands of our health system. Our Human Resources leaders have come to understand that with our low unemployment economy, finding success with today's workforce requires employers to offer additional training and support – particularly to workers who may be previously dislocated or disadvantaged from the workforce.

It is in this context that we have developed an innovative partnership with Capstone Community Action. Capstone's financial counselors are an integral part of our Licensed Nurse Aide and Clinical Care Associate training programs. Capstone engages CVMC trainees with workforce development skills and personal finance training to help them navigate their new careers at CVMC. Additionally, Capstone offers a series of financial education classes each year to all employees. Those who attend the classes often go on to work one-on-one with a Capstone's financial counselor to deal with their specific personal finance issues. While it is surprising how many people come to our employ without these basic skills, we are very fortunate to have Capstone as part of our onboarding process. As CVMC grows in its own workforce development, we will continue to rely on Capstone as part of all of our programs. In the past year, for reference, we have worked with Capstone in the onboarding of 17 Clinical Care Associates and 22 Licensed Nursing Assistants.

Capstone's staff is uniquely trained in understanding the complexities low income Vermonters face and assist our employees in overcoming the many barriers to success in their lives. We recognize that the expertise that Capstone Financial Capability program offers to us is a critical element to our success in training new employees. We know that if our new staff are able to succeed in the first year of work, they have a high probability of success in their career with us longer term. This is why we invest significant resources in a 6- month training program with Capstone and the Working Bridges Program.

We are grateful for the work and expertise of Capstone's Financial Capability program, and would recommend this service to our peers who are challenged to recruit and retain qualified workers.

I strongly encourage you to continue to fully fund these very important programs.

Thank you for your time and consideration.

Respectfully Submitted,

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President, COO, UVMHN- CVMC