



Operation A.B.L.E.

174 Portland Street
5th Floor
Boston, MA 02114

Tel: 617.542.4180
E: able@operationable.net
W: www.operationable.net



A.B.L.E. SCSEP Office Locations:

SCSEP Suffolk County, MA

174 Portland Street, 5th Floor
Boston, MA 02114
Phone: 617.542.4180
eMail: cbenton@operationable.net

SCSEP Norfolk, Metro West & Worcester Counties, MA

Quincy SCSEP Office
1509 Hancock Street, 4th Floor
Quincy, MA 02169
Phone: 617-302-2731
and 617-302-3597
eMail: ksowsy@operationable.net

SCSEP Essex & Middlesex Counties, MA

280 Merrimack Street
Building B, Ste. 400
Lawrence, MA 01843
Phone: 978.651.3050
eMail: cmurray@operationable.net

Workforce Central

340 Main Street
Ste. 400
Worcester, MA 01608
Tel: 508.373.7685
eMail: bkuffour@operationable.net

Career Center of North Central MA

100 Erdman Way
Leominster, MA 01453
Tel: 978.534.1481 X261
eMail: jfainberg@operationable.net

South Middlesex Opportunity Council

7 Bishop Street
Framingham, MA 01702
Tel: 508.626.7142
eMail: jfainberg@operationable.net

SCSEP Hillsborough County, NH

228 Maple Street., Ste 300
Manchester, NH 03103
Phone: 603.206.4405
eMail: kgorrie@operationable.net

SCSEP Coos County, NH

961 Main Street
Berlin, NH 03570
Phone: 603.752.2600
eMail: ldeblois@operationable.net



Older Workers Rock!

We're Not Done Yet!



GETTING WORKERS 45+ BACK TO WORK SINCE 1982

Job Search Workshops | Coaching & Counseling | Training | ABL E Friendly Employers | Resource Room
Internships | Apprenticeships | Professional Networking | Job Clubs | Job Seeker Events

2018 Annual Report

Operation A.B.L.E. Addresses the Changing Needs of Older Workers in FY 2018

GREETINGS! THE FEDERAL DEPARTMENT OF LABOR estimates that 20 percent of the available workforce is 55 or over and by 2024, that percentage will increase to 25 percent, one in four.

For many companies, these numbers have prompted changes in the way they retain and recruit workers. They are embracing the fact that an age-diverse workplace is an asset.

In the last year, Operation A.B.L.E. has been working to raise awareness of how important it is to be an age-friendly employer. I joined the City of Boston’s Commission for the Elderly’s Age-Friendly Campaign and both Lydia and I participated in the Governor’s Council on Aging Employment Working

Group. Operation A.B.L.E. has embraced the role of educating employers and lawmakers about the roadblocks faced by older workers who still want and need to work and who have a lot to offer.

As part of the *Age-Friendly Initiative*, we have presented to various business groups including the Boston Chamber of Commerce, Boston Convention Center, Connexion, New England Human Resources Association, North Shore and South Shore Chambers of Commerce and the Small Business Association. Operation A.B.L.E. presented testimony in support of House Bill 3153 and Senate Bill 985 that addressed the issues of credit reporting by employers and age discrimination against the long-term unemployed, respectively. We also voiced our support for the legislature’s five percent set aside for workforce training that will benefit unemployed workers who need training. I am proud to say that 50 plus companies have



At Operation A.B.L.E., we work very hard to keep the quality of our programs up and our costs down. In FY 2018, **92 cents of every dollar** went to support our efforts to help unemployed mature workers get back to work. We are proud that our efforts far exceed the 65% minimum standard set by the Better Business Bureau Wise Giving Alliance.



linked to our ABLE-Friendly web page in support of Operation A.B.L.E.’s mission of providing employment opportunities for job seekers 45 and older in Massachusetts and New Hampshire. Our Board Chair, Lydia Greene, wrote an op-ed for the *Boston Business Journal* that was very well received, “*Viewpoint: New Approaches Needed to Address Workforce Challenges,*” outlining how businesses need to develop successful strategies to leverage the experience of older workers to address today’s workforce challenges. Overall, changing times are bringing significant challenges to both older workers and businesses.

During the last 36 years, Operation A.B.L.E. has evolved in times of high unemployment, slow economic times and now changing demographics, by creating programs that will meet the needs of our older job seekers and our employer community. In this Annual Review, we will introduce you to a few of our Employer Partners, Graduates’ success stories, a recap of our Annual Starfish Gala and recognize the amazing donors that help support our mission of “Getting Older Workers back to Work.”

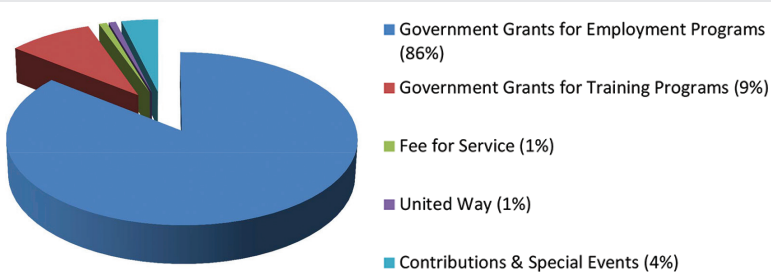
Best regards,

Lydia Greene
Board Chair

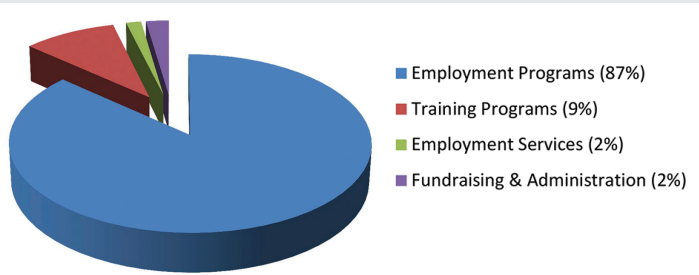
Joan Cirillo
President & CEO

A.B.L.E. by the Numbers

FY ‘18 Revenue Sources



FY ‘18 Revenue Expenditures



Hashtag Campaign
Launched in September 2018 to celebrate and bring awareness to older workers through social media with 3 NEW #hashtags
#NotDoneYet
#FavoriteOlderWorkers
#OlderWorkersRock



A.B.L.E. Programs Prepare Mature Workers for Today's Workforce Environment

Free Information Sessions

Every Wednesday @ 10:00 AM

174 Portland Street, 5th Floor, Boston, MA

Call for details: 617-542-4180

Visit our website: www.operationable.net



Operation A.B.L.E. offers workforce training programs designed to correspond to jobs and requirements employers are looking for today. Our programs have evolved over the years as the needs of the workforce and employers have changed. We strive to prepare mature adults to succeed in an age-diverse workplace, whether as a receptionist, manager or director of a department. Their new or enhanced skills, combined with the students' wealth of life experiences and maturity, enable the students' to be successful and productive in almost any working environment.



ABLE Beginnings

Addresses the needs of mature workers whose previous work experience did not prepare them to use computers and modern office software. It also focuses on today's job search standards such as preparing electronic resumes, use of social media and the internet as the medium for applying and looking for jobs.

Skills2Work

Provides mature workers who have worked with computers in an office environment a deeper understanding of the world of MS Office, Outlook, and Quick Books. It also focuses on customer relations and honing communication skills.

Medical and Healthcare Office Training

Prepares older workers for the growing number of jobs in the healthcare industry. It covers medical terminology, and regulatory information and medical office procedures.

Senior Community Service Employment Program (SCSEP)

Operation A.B.L.E. manages this federally funded program for unemployed job seekers 55 and older who are committed to finding a job. Participants must meet federal low-income guidelines. They are paid a minimum wage stipend for up to 20 hours a week and are provided job search assistance and employment training.

A mature worker may have experience, but need a little help to sharpen workplace skills and job search techniques. For these reasons we offer:

Short-Term Training Classes

Available for a modest fee to brush up on the Microsoft Office Suite, as well as training in digital file management and how to more effectively use Outlook tools. Participants can also learn how to use social media and other social media tools.

Computer Workshops & Personalized Job Search Training

A.B.L.E.'s Job Resource Center Program is a no cost program available to Boston Neighborhood residents and most SNAP recipients. Students must already have working knowledge of technology, but need to update their existing skills. The Resource Center offers a mix of computer skills training and job search skills.

Resources & Support

Sometimes a job seeker just needs a few hours with a good coach to get focused on a job search strategy. We have several great job coaches with whom job seekers 45+ can work.

Resource Room

Operation A.B.L.E. has an active Resource Room located at our headquarters at 174 Portland Street. It is open every day to job seekers 45+ from 2-5 PM. Work stations are available to update your resume, apply for jobs, or test your Microsoft Office skills on our Kenexa testing software. This is the same testing software used in many staffing agencies and you can get immediate results so you will know which programs you know well and which need more study.

Job Opportunities

We see ourselves as the conduit between job seekers 45+ and employers, and so we host events throughout the year to bring employers and job seekers together. Our website, www.operationable.net, is a resource job seekers and employers should visit regularly. It features a list of over 50 Age-Friendly employers, links to register for our free info sessions, special events and program announcements, job search articles and much more.

Some event examples include: Job Fairs, A.B.L.E. Showcases, Networking Events, Job Search Workshops, Industry Panels, and Starting Your Own Business.



Employer Profiles

Solid Supporter & Performers MGH's Steven Taranto & JoAnne Meyer



Steven Taranto, Director of Human Resources, seen here with A.B.L.E. graduate JoAnne Meyer, who was recently hired as a Patient Service Coordinator at MGH.

IN THE LAST YEAR, Massachusetts General Hospital has hired 13 graduates of Operation A.B.L.E.'s training programs. MGH is a solid supporter of Operation A.B.L.E and according to Steven Taranto, Director of Human Resources, the reason is simple: "A.B.L.E. graduates are well prepared and motivated, and they fit in well with MGH's philosophy of maintaining a multi-generational workforce." He added, "Graduates of

A.B.L.E.'s Medical Office Training program are especially well suited to work at the medical institution. I find that A.B.L.E. grads are proud of what they have learned and eager to put their training to work, and open to learning more."

A.B.L.E. alumni at MGH are noted for being solid performers who don't rattle easily, and often serve as mentors to younger co-workers.

Partnerships & Participants Meg Barhite, Ethos & the A.B.L.E. Interns

Meg Barhite (L), with SCSEP Participant Paul Farber (Center) and Boston Money Management Program Manager, David Ross.



MEG BARHITE, Director of Counseling and Support Services for Ethos Care, has worked with Operation A.B.L.E. for the last six years, hosting internships for graduates of the Skills2Work and SCSEP programs. "We have had four different Operation A.B.L.E. participants this year, two from the Skills2Work Training Program and two from SCSEP. Combined, these participants have donated 877 hours of service to Ethos to date. The Independent Sector values one volunteer hour in Massachusetts at \$29; this means that Operation A.B.L.E. has provided \$25,433 in in-kind services to this agency.

"In short, the Operation A.B.L.E. participants at Ethos have increased the program's capacity in a very large and very meaningful way. Their addition to the program has added enhanced organization, efficiency, customer service, and data fidelity. Our Operation A.B.L.E. participants have become key members at Ethos and we are deeply grateful for the support of each individual participant and for our partnership with Operation A.B.L.E. as an organization!"

A.B.L.E. Friendly Employers

These leading Companies support Operation A.B.L.E.'s mission of providing employment opportunities for job seekers 45+ in Massachusetts.



Charlie Cross

CHARLES CROSS WORKED FOR 24 YEARS for a local fashion house responsible for all aspects of office management, sales and processing orders. When the company went out of business, “I had plenty of experience, but the business was not computerized. We did everything with pen and paper,” Charlie said. He enrolled in A.B.L.E. Beginnings and learned the basics and continued into the Skills2Work program. Armed with confidence and skills and the support of the A.B.L.E. staff, Charles got a job he enjoys, Office Manager for the Tom James Company.



Darneese Carnes

DARNEESE CARNES HAS A NEW JOB, thanks in large part to help she received from Operation A.B.L.E. Darneese’s journey started with the loss of her job after caring for her terminally ill sister. She was in a financial tailspin when she came to A.B.L.E. and was accepted into the Senior Community Service Employment Program (SCSEP). With the help of A.B.L.E. staff, she was able to improve her office skills, develop a strong resume and interviewing techniques and land a good paying job with Boston Duck Boat Tours. Darneese said, “I cannot say enough about the staff and programs at Operation A.B.L.E. I was in a very dark place, but the help and support I received brought me back into the light.”



Graduation 2018



On June 15, 2018, Operation A.B.L.E. graduated 102 participants who had completed one of three training courses and internships this year. In total 1,116 job seekers came to Operation A.B.L.E. to take classes, see a job coach or attend one of our events. Even with the low unemployment rates, Operation A.B.L.E. continues to see an increase in interest from older workers who are still unemployed, underemployed or looking to change to more stable employment.



BENEFITS OF HIRING AN OLDER WORKER

- | | |
|---------------------------|----------------------------|
| Older workers are: | Older workers: |
| • Reliable | • Have vision |
| • Competent | • Have a strong work ethic |
| • Collaborative | • Have perspective |
| • Make great mentors | • Perform well |

A.B.L.E. Friendly Employers



2018 OPERATION A.B.L.E. Starfish Thrower AWARD GALA



Operation A.B.L.E.'s Annual Starfish Thrower Gala honored the mighty Boston Red Sox organization for the many good works they do for the community in general, and older workers in particular. The Red Sox organization is an Age-Friendly employer known for its recruitment and hiring of older workers. The Starfish award was accepted by Amy Waryas, Senior Vice President for Human Resources and several Red Sox employees who have worked for the organization for over 30 years.

Once again, Operation A.B.L.E. was honored to have Emmy Award winner Susan Wornick as Emcee and Auctioneer. The former anchor and reporter for WCVB-TV kept things lively as she auctioned and entertained bidders to raise money for Operation A.B.L.E.'s workforce training programs.

A.B.L.E. in the News

In FY2018, telling the story about the issues facing mature workers continues to reach statewide and national audiences. This year also saw an increased use of social media to spread the word about age issues in the workplace and positive achievements of A.B.L.E. participants.

Workers ready, willing at A.B.L.E.

April 30, 2018 – Boston Herald (MA)

A booming economy that has benefited businesses and the unemployment rate for many isn't working for everyone. Instead of matching the pace of declining rates, workers over 45 in Massachusetts now have higher unemployment rates than their age 25-44 counterparts.

For those over 45 entering or re-entering the workforce after an absence, "There are myths that exist that don't seem to go away," said Joan Cirillo, CEO of Operation A.B.L.E., a Boston-based nonprofit dedicated to providing training and employment services to older job-seekers. "They say that you can't teach an old dog new tricks, that older workers aren't tech-savvy, that they lack stamina."



COMPUTER SKILLS A MUST: Lisa Tracy of Needham studies with the help of program manager/job coach Dave Pearson.



No Boom Time for Boomers - Unemployed Older Workers Not Benefiting

January 6, 2018

Older unemployed workers have not benefited as much as younger workers from the strong economy. And retraining programs are struggling to help the problem. State employment numbers that older unemployed workers have not benefited as much as younger workers from the strong economy. And retraining programs are struggling to help the problem.

Program helps those over 45 jump back into the job market

March 2018 – CNBC

A booming economy that has benefited businesses and the unemployment rate for many isn't working for everyone. Instead of matching the pace of declining rates, workers over 45 in Massachusetts now have higher unemployment rates than their age 25-44 counterparts.



Operation A.B.L.E. Gives Thanks to:



Our Government, Corporate, Foundation and Individual Contributors!

Government Funders

City of Boston-Mayor’s Office of Workforce Development
City of Boston-Neighborhood Jobs Trust
Commonwealth of MA Department of Elementary & Secondary Education
Commonwealth of MA Executive Office of Elder Affairs
Economic Development & Industrial Corporation of Boston (EDIC)
JVS ABAWD/SNAP
Massachusetts Department of Workforce Development
Massachusetts Rehabilitation Commission
North Shore Workforce Investment Board
South Coastal Career Development Administration
USDA SNAP Employment & Training Program
U.S. Department of Labor, Employment & Training Administration

Corporate, Foundation & Individual Donors

Over \$50,000

United Way of Massachusetts Bay and Merrimack Valley

\$10,001 - \$50,000

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\$5,001 - \$10,000

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African Community Education
Agape Ministries Thrift Shop
Age Friendly Boston
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Boston Career Link
Boston Centers for Youth & Families, Vine St. Community Ctr.
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Boston Commission on Elderly Affairs
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Massachusetts Audubon Society - Oak Knoll
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Monadnock Humane Society
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IT Technical Support

John Cross
Database Analyst & Skills2Work Assistant

Steve Currier
Job Developer

Louise DeBlois
SCSEP Employment Specialist -- Coos County, NH

Rick Ellis
Communications Coordinator

Jill Fainberg
Area Program Coordinator - Norfolk/Worcester

Shirley Fickett
Program Manager, Skills2Work & Medical Office Training

Myriam Forero
Finance Manager

Ron Genzale
SCSEP Program Specialist

Amalfi Ginnetty
SCSEP Employment Specialist

Kristin Gorrie
SCSEP Regional Manager -- NH

Claudine Guerrier
SNAP Outreach Coordinator

Mark Gyurina
Chief Program Officer

Donny Hampton
Office Assistant

Wayne Jones
Program Manager, A.B.L.E. Beginnings

Tarnya Jones-Jenkins
SCSEP Admin Assistant

Samira Karrar
SCSEP Employment Specialist -- NH

Kate Kozisky
SCSEP Employment Specialist - Essex/Middlesex Counties

Benetta Kuffour
SCSEP Employment Specialist -- Norfolk/Worcester

Stephanie Legatos
Career & Job Search Coach

Richard Ludwig
Chief Financial Officer

Paula McCarron
SCSEP Employment Specialist - Woburn

Angel Miranda
Payroll Manager & SCSEP Program Assistant

Claire Murray
SCSEP Regional Manager - Essex & Middlesex Counties

William Nadler
Senior Training Specialist, Incumbent Workforce Training & Facility Administrator

Janeen Noyes
SCSEP Employment Specialist - NH

Dave Pearson
Job Coach & Resource Specialist

Marilyn Piket
Internship & Development Specialist

Paul Piket
Training Specialist

Joslyn Portier
SCSEP Employment Specialist -- Norfolk/Worcester

Joyce Reekie
SCSEP Employment Specialist -- Norfolk/Worcester

Terri Rongitch
SCSEP Employment Specialist -- Essex/Middlesex Counties

Hyacinth Sankey
Training Specialist -- A.B.L.E. Beginnings

Darlene Savageau
SCSEP Employment Specialist -- NH

Diane Smith
SCSEP Employment Specialist -- Essex/Middlesex Counties

Karen Sowsy
SCSEP Regional Manager - Norfolk, Metro West & Worcester Counties

Donna Steinberg
SCSEP Employment Specialist -- Norfolk, Metro West & Worcester Counties

Virginia Swanson
SCSEP Employment Specialist -- NH

Elizabeth Tinsley
A.B.L.E. Receptionist

Mimoza Vreka
Senior Accountant

Linda Williams
Employment Specialist -- Suffolk County

Regina Wright
IT Technical Support

And to Our Wonderful Volunteers

Juanita Allen
DHR -- Commonwealth of MA

Beth Baker
Boston Public Health Commission

Arthur A. Berarducci, Retired

John Bray
Harvard Medical School

Marc Cirino
ACE Staffing

Tim Conant
Harvard University

Tom Corrigan
Hire Partnership

Chad Cotter
Boston Medical Center

Richard Curtis
State Street Corporation

Porshia Gray
Boston Commission on Affairs of the Elderly

Patricia Griffin-Carty
Griffin-Carty Communications

Colleen Moran
Spaulding Rehabilitation

Dan Neri
Massachusetts General Hospital

Judy Parisella
JP Marketing NE

Annette Peels
Executive Office of Elders Affairs

Janial Robinson
Dress for Success

Barry Rock
Boston Medical Center HealthNet Plan

Lynn Stewart
New England Baptist Hospital

Marcia Taylor
Tufts University