



Building Tomorrow's Workforce: *ACE's Bold New Expansion*

ACE is thrilled to announce the expansion of its services into workforce development. At the request of our partners and clients, ACE has developed two models to train and certify partner/client staff to coach using the ACE Coaching Methodology! ACE will continue to offer our gold-standard Onboarding Programs for students entering college.

A New Landscape for ACE graduates

The workforce landscape is changing fast. Technology and the need for skilled talent are pushing businesses, colleges, and nonprofits to prioritize shorter-term training and development. Upskilling is important. Preparing staff at all levels for learning agility is essential: to proactively evolve their skills and capability to seize opportunities and solve new and complex problems at the speed of change. Attracting and keeping talent is tough—especially for nonprofits serving under-resourced communities. High turnover and burnout threaten the delivery of vital programs. Generational shifts and reduced funding add to these challenges.

ACE Meets the Challenge!

From college to careers, ACE builds skills for success.

Since 2012, ACE has primarily focused on preparing students for college.

Over 350 students who participated in an ACE Onboarding Program have attended more than 52 colleges and universities in the

US and abroad. Over 80% of ACE students graduated with a cumulative GPA of 3.0 or higher, and we are very proud of these outcomes.

The ACE Coaching Methodology is a proven, research-based approach that builds

systemic capacity. Training frontline staff and leaders in the ACE approach develops critical thinking, problem-solving, and self-management skills, strengthening the talent pipeline. Through case studies, role-plays, and practice sessions, our approach

builds resilience, independent decision-making, and leadership. ACE develops critical thinkers and problem solvers who can self-manage, self-direct, and self-advocate—building the fortitude and confidence employers seek.

Two New Models for Developing the Talent Pipeline

ACE Coach Certification

ACE certifies an organization's staff in the ACE Coaching Methodology and includes a Senior ACE Coach for one year to ensure consistent application of ACE's principles and provides ongoing support. **Mass General Brigham's** workforce development staff is enrolled in the ACE Coach Certification this year.

Industry Certificate Program

This model is currently in development in partnership with New England Automated Clearing House (NEACH), a nonprofit arm of the

finance industry. The certificate program introduces participants to banking careers and includes industry training and paid internships, with ongoing coaching from a Certified ACE Coach. Participants who complete the program are positioned for meaningful employment in the banking industry. The pilot is scheduled to launch in January 2027.

By connecting residents with in-demand banking careers and supporting them through every stage of training and placement, this program will strengthen the community's workforce and expand economic opportunity.

Why the ACE impact matters



Lorita Williams

Scaling the ACE coaching methodology will build long-term capacity for regional nonprofits, empower hundreds of job seekers, and create a replicable model for economic mobility. With targeted investment, Greater Boston's workforce infrastructure can be transformed—unlocking new opportunities for organizations and the communities they serve.

Collectively, these three models allow ACE to expand its impact—supporting students and professionals, empowering organizations, and forging industry-education partnerships to meet the evolving needs of today's workforce and community.

If your organization is looking to strengthen your workforce, empower your team, or explore partnership opportunities, I invite you to reach out to me directly. Let's work together to build a stronger future for our communities.

Lorita