

# Program

## SUCCESS STORIES

### NEVER GIVE UP. THE RIGHT JOB IS OUT THERE.



"All The Way" is the motto of the Army's highly specialized and capable infantry 82nd Airborne Division and one that made a big impression on Robert when he served in the 82nd during Desert Shield and Desert Storm as a Voice Interceptor. When jumping in behind enemy lines, you have to know how to live off the land with few resources, a skill that became very important when he decided to challenge himself in 2015 and hike the Appalachian Trail – all 2190 miles. It took six months to travel the 14 states from Springer Mountain, Georgia, to Mount Katahdin, Maine, but Robert was determined to go "All The Way." When Robert sets his mind to accomplishing something, he will get it done; no matter how long. But, once accomplished, he had the hiking bug and in 2016 he hiked the Palmetto Trail. Hiking and enjoying the outdoors had become a way of life for Robert.

After leaving the Army, Robert earned a second Master's Degree in Instructional Technology; and he became a certified teacher in Oklahoma and North Carolina. His career path has led him down a technical road, from designing software for satellite broadcast for the EPA to distance learning for North Carolina State University's seven colleges to Wake County Public Schools, where he delivered curriculum to 6th – 12th grade suspended students as an Instructional Technologist until 2014.

Then Robert fell on hard times and the dark days set in. He had to sell his beloved Harley Road King for money just to get by and eventually moved back to his home state of Oklahoma to be close to family where he looked for work. But he was determined to find the right job no matter how long it took or how difficult things became. Robert found himself homeless and stayed at a local shelter for a time. It was through the Homeless Alliance and selling the Curbside Chronicle to make money that Robert learned about Work Ready Oklahoma.

Work Ready Oklahoma was different from other programs because it was not a welfare program – but a training and education program that helps provides help finding a job. Once in the program, he was able to sharpen his computer skills and have access to the internet via Work Ready's computer lab. His Career Coach gave him weekly assignments to check on possible job opportunities and he attended interviewing skills workshops. His resume was updated and cover letter provided. He was ready! At first, progress was slow, but eventually the opportunities starting coming in. As the saying goes, "When it rains, it pours."

Robert was recently offered a position with the National Park Service in Boise, ID as an Instructional Technologist providing online continuing education credit courses for fire fighters, smoke jumpers and the Bureau of Land Management Employees. "It's a dream job in many ways. I get to do the work that I know and I will be in hiker heaven," says Robert.

To find out more on how Work Ready Oklahoma is impacting the community, call 405-418-3923 or visit [www.workreadyoklahoma.com](http://www.workreadyoklahoma.com)

Work Ready Oklahoma, a program of the It's My Community Initiative, applies a multi-regional approach to help American workers rapidly regain employment or advance along career pathways.



# Program

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greaterphilahealthcare.org | facebook.com/GreaterPhilaHealthcare | twitter.com/PhilaHCPartners

### GREATER PHILADELPHIA HEALTHCARE PARTNERSHIP

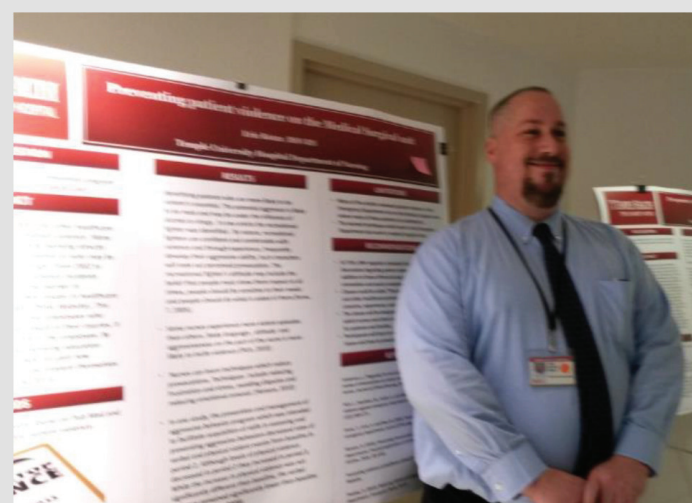
TEMPLE UNIVERSITY HOSPITAL NURSE RESIDENCY  
PROGRAM GRADUATES NOVEMBER 2015 CLASS:  
16 of 20 Grads Received OJT Support through GPHP Grant Project



**January 26, 2017; Philadelphia, PA:** GPHP Director Susan B. Thomas was delighted and honored today to attend Temple University Hospital's Nurse Residency Graduation. The ceremony recognized 20 new nurses, 16 of whom were also participants in the Delaware Valley Healthcare Training and Employment (DVHTE) project. Sponsored by the District 1199C Training & Upgrading Fund and administered by the Greater Philadelphia Healthcare Partnership, DVHTE is a US Department of Labor project supporting the reemployment of un- and under-employed Delaware Valley residents in high-skill, high-wage and high-growth fields such as healthcare.

Today's event was the culmination of a full first year at Temple for these new RNs, which provided them with a wonderful opportunity to learn on-the-job via work-based learning with preceptors and other mentors, as well as regularly scheduled classroom seminars. Furthermore, all participants were engaged in evidence-based research projects, which were presented on posters accompanied by personal talks during the graduation ceremony.

Temple's Nurse Residency program is about five years old and is a "win-win" for Temple and its new hires. The hospital is able to attract and retain a pipeline of new nurses needed to meet demand brought on by business growth and baby boomer retirements to come, while the new nurses gain acute care positions with a great hospital that will hire them without experience but with academic credentials and great promise. Through DVHTE, GPHP provides Temple with enhancements to its Nurse Residency program. There are significant financial rewards for On-the-Job Training of those who either lost a job at some time since December 2007, or who graduated from college and were unable to find a position immediately as many acute care hospitals only hire those with experience. The DVHTE project provides participants with stipends for advanced education, coaching, and access to all of the District 1199C Training Fund's community benefit programs.



New Nurse Eric Rotar explains his research on Preventing Patient Violence on the Medical-Surgical Unit.

This graduation ceremony included a presentation by Jennifer Rodriguez, a member of the first Nurse Residency class in 2012. She emphasized the importance of teamwork and high ethical and professional standards, as well as an interest in helping others, as the keys to success as a nurse. Julie Graham, one of the graduates, was a featured speaker as well, and she commended the opportunity provided by the program to connect with great mentors and peer support. Nine evidence based research presentations were made, with many of our DVHTE participants speaking about their work.

Congratulations to our DVHTE participants and all of Temple's new nurses. We are so proud to be a partner with Temple Health:

- Louisa Aka Ezoua, BSN, RN
- Kyle Curtis, BSN, RN
- Richard Fitzpatrick, BSN, RN
- Crystal Hill BSN, RN
- Wendy Harris Jicman, BSN, RN
- Jamie Kuchler, BSN, RN
- Yuliya Parfianovich, BSN, RN
- Bijal Patel BSN, RN
- Joan Phu, BSN, RN
- Tara Pierami BSN, RN
- Alina Raryk BSN, RN
- Eric Rotar BSN, RN
- Katharine Seitz BSN, RN
- Marie Staley BSN, RN
- Kamolwan Wattanodom BSN, RN
- Anna Yung BSN, RN

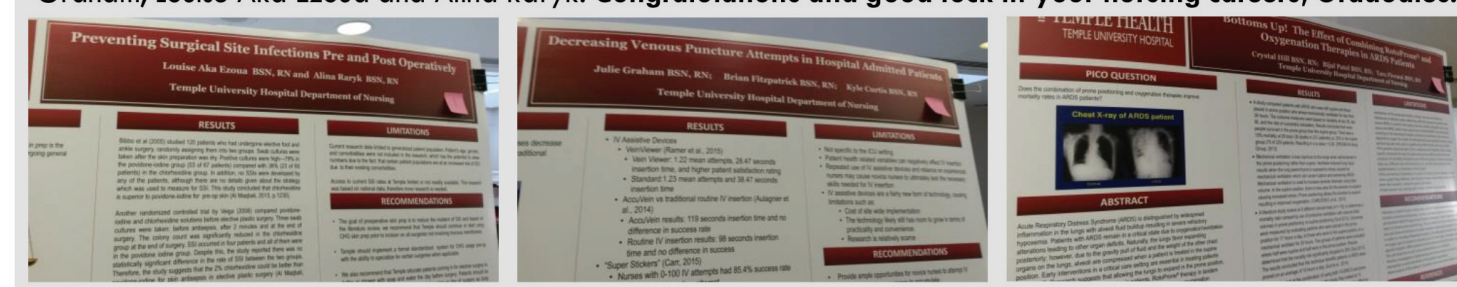


New Nurse Katherine Seitz with Nurse Educator Lisa Gbasie at the Temple Hospital Graduation Ceremony.

The Delaware Valley Healthcare Training & Employment (DVHTE) project offers up to 50% wage reimbursement for three to six months for employers who make qualifying RN, LPN, Medical Office, Coding, CHW and Data Analyst hires. In addition, GPHP can create and implement customized pre- or post-employment training for participating new hires.

If you're interested in learning more about DVHTE or any of our other projects, please contact GPHP Director Susan B. Thomas at 215-568-2220, ext. 5102, or send an email to [stthomas@1199ctraining.org](mailto:stthomas@1199ctraining.org). You can also find us online at [www.greaterphilahealthcare.org](http://www.greaterphilahealthcare.org), or connect with us on Facebook ([/GreaterPhilaHealthcare](https://www.facebook.com/GreaterPhilaHealthcare)) and Twitter ([@PhilaHCPartners](https://twitter.com/PhilaHCPartners)).

Poster presentations from New Nurses Crystal Hill, Bijal Patel, Tara Pierami, Brian Fitzpatrick, Kyle Curtis, Julie Graham, Louise Aka Ezoua and Alina Raryk. **Congratulations and good luck in your nursing careers, Graduates!**





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### **TECUMSEH AREA PARTNERSHIP, INC. d/b/a REGION 4 WORKFORCE BOARD**

#### **Ready to Work Graduate Receives Achievement Award at the Indiana Statehouse**

In Indiana Region 4, the manufacturing industry reports a struggle to fill vacancies due to a large skill gap and predicts the problem will grow due to attrition and retirement. A Ready to Work grant funded by the U.S. Department of Labor proved resourceful in assisting employers in the region, as well as unemployed workers like Mandy Green.

Mandy was 22 years old, long-term unemployed, recently out of jail, no transportation/car and was staying in a halfway house called, Home with Hope, when she heard about the Ready to Work program in September 2015. She came to our office with little work experience and two felonies.

In September, Mandy was co-enrolled in the following American Job Center programs: Adult, Youth and RTW (Ready to Work). Mandy had been working hard to not continue down the path she had been going and decided to make the changes necessary to better her life. When we first met with her, she had been interested in the medical field but due to her criminal background this was no longer an option. However, through intensive case management we worked together and discovered that advanced manufacturing could be a career pathway she could pursue.

Mandy took all the necessary assessments for the Youth, Adult and RTW programs. She successfully participated and completed Employability Skills Training with the RTW Career Coach. During that time, she completed the following training components: Networking; Resume Writing; Financial Planning; required WorkKeys at a bronze level in Reading for Information, Location Information and Applied Mathematics; Change Management and Skill Identification.

On September 28, 2015, Mandy began occupational skills training with Purdue Polytechnic-Lafayette, where she attended a paid, four-week, hands-on advanced manufacturing training class. During this course she gained a variety of skills including, but not limited to: Safety-Quality-Cost Impact; TPS Overview and 5s-Sort, Set in Order, Shine, Standardization, Self-Discipline/Sustain; Just-In-Time; Kaizen; Analytical Trouble Shooting; Root Cause Analysis; OSHA and Environmental Awareness; Conditioning and Injury Prevention and Teamwork.

On October 30, 2015, she completed and earned an Advanced Manufacturing Standardized Work Certificate from Purdue Polytechnic-Lafayette and continued on to an internship/work experience with SIA (Subaru of Indiana Automotive Inc.) through the employer's temp service, CTI, making \$13.50 an hour. The internship/work experience lasted 9-weeks and Mandy successfully completed and continued work with CTI/SIA.

On July 18, 2016, she was hired on full-time with SIA and is currently making approximately \$16.35 an hour, including attendance bonuses and earned PTO time. She recently was able to lease a brand new 2017 Legacy and obtain stable transportation on her own. She has on occasion come in and talked to onboarding classes about her RTW experience including the barriers she had to overcome. She is now substance free for two years, working full-time, receiving benefits and overall self-sufficient.

Throughout the program, Mandy, was a first-class client for all of our American Job Center programs. She was punctual, friendly, participated and always maintained contact with all her Case Managers at WorkOne-Lafayette. In fact, Mandy's Youth Case Manager Trish Malady, had this to say about her, "Mandy is smart, dependable and eager to learn what it takes to succeed in her career choices!" We could not agree more, staff would love to have more "Mandy's" as their clients!

At the end of the 2017 first quarter the Ready To Work program has served 494 participants of which 382 enrolled in training (77%) surpassing our 75% goal, 304 participants have completed education/training (80%) meeting our 80% goal and 294 participants earned a credential (97%) surpassing our 90% goal. We have placed 255 individuals into unsubsidized employments of which 233 of those individuals have entered into training related employment. Additionally, job developers have enrolled 36 participants into On-The-Job Training (OJT's) opportunities.

RTW grant is made possible by the 7.6 million dollar grant funded by the U.S. Department of Labor.

If you or someone you know may be interested in a career pathway to advanced manufacturing, call Brenda Cruea the Ready to Work Career Coach at 765-446-2501.

# Program

## SUCCESS STORIES

### **INDIANAPOLIS PRIVATE INDUSTRY COUNCIL, INC. d/b/a EMPLOYINDY**

#### **Tech Careers Are a Bootcamp Away for Employ Up Participants**

It's almost a daily occurrence in Indianapolis: Newspaper headlines announce new start-up tech companies, exploding growth of established companies and mergers with global tech giants. Indianapolis is recognized as one of the hottest tech hubs in the nation. The need for skilled tech talent in Central Indiana has never been greater.

Employ Up has partnered successfully with Eleven Fifty Academy to help build the needed talent pipeline for Central Indiana's burgeoning tech sector. Employ Up has enrolled more than 300 participants in its ready-to-work program and has worked with Eleven Fifty Academy to ensure participants receive the tech skills training necessary to succeed in a tech career.

Eleven Fifty Academy is a nonprofit organization that bridges the growing technology skills gap by providing immersive training for coders of all skills level. The organization provides a range of opportunities for students, from introductory 12-week coding bootcamps to multi-tiered, advanced learning programs. The organization's success rate in placing graduates in tech careers is phenomenal: 87 percent of Eleven Fifty graduates find employment in a tech career with average salaries reaching \$47,000 a year.

Employ Up helps pay the cost of training for participants who are placed in Eleven Fifty training programs. To date, 58 Employ Up participants have enrolled in Eleven Fifty training. Through Employ Up and Eleven Fifty, these participants have received job-readiness coaching and introductions to local tech companies that are hiring skilled tech talent.

The Employ Up and Eleven Fifty partnership benefits everyone involved. Employ Up works with participants to ensure they have an interest in a tech career and shows them pathways to employment. Eleven Fifty provides the training and tailors its programs to meet employer needs. And graduates of both Employ Up and Eleven Fifty are among the most prepared talent to find a new career.

This note from a local company about Morgan, who came to Employ Up and Eleven Fifty in search of a tech career, is proof: "Morgan was the best hire [we] have ever made."

Employ Up has a primary goal to help residents re-enter the workforce by getting them back on their feet. Our no-cost program helps residents gain the skills need in the city's fastest growing, well-paying industries; health care and information technology. With our holistic approach that begins with an initial assessment and continues through skills training and employment services, we have success finding new careers and changing lives in our community.



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## SUCCESS STORIES

### **ROCHESTERWORKS, INC.**

#### **Finger Lakes Hired Connects Job Seekers and Businesses Across Nine Counties**

Like so much in our economy, workforce development is local. Every region has its own “problems” to overcome. Since its inception in the winter of 2014, Finger Lakes Hired has focused on two of the most perplexing “problems” in today’s economy: long-term unemployment and the growing amount of unfilled jobs in the Health Care, Advanced Manufacturing, and Information Technology sectors in our region. On its face, these two “problems” may seem self-solving: if people are looking for jobs and these sectors are full of in demand jobs, these companies would simply hire those who are looking for work. But that’s a simplistic view of how our workforce operates. In addition to a growing skills gap, job seekers face a greater number of barriers to finding and keeping a job. Many in the long-term unemployed population need training to meet the qualifications for these positions, while others have worked for a decade plus and are thrust into a brave new world of job searching. Some companies want to hire new employees but simply cannot afford to train them. These are just a few examples of gaps between job seekers and employers. It’s these gaps that Finger Lakes Hired bridges every day.

No one organization can bridge the gap between employers and job seekers alone, that’s why partnerships are baked into the foundation of Finger Lakes Hired. Finger Lakes Hired works in coordination with RochesterWorks! and New York State Department of Labor career centers in each county. It also works in concert with the three largest community colleges in our region: Monroe Community College, Genesee Community College and Finger Lakes Community College. Each community college has a liaison on campus in addition to Finger Lakes Hired’s four full time Education and Employment Specialists stationed across the Monroe County, GLOW: Genesee, Livingston, Orleans, and Wyoming County, and Fingers Lakes Region: Seneca, Yates, Ontario, and Wayne County.

Finger Lakes Hired’s impact has been substantial. 656 participants have been served to date. More than 300 people received skills training in Advanced Manufacturing, Health Care, or Information Technology. Finger Lakes Hired has exceeded its four-year classroom training goal by 50%. This project strengthened existing partnerships throughout the Finger Lakes Region and has allowed us to try new job-matching strategies. For example, Finger Lakes Hired provided technical assistance to our local Community Action Agency and another community partner on two successful applications for federal industry sector employment grants, bringing in over \$10 Million in additional resources to the region. Finger Lakes Hired also piloted a work experience tryout program that allows businesses to test a potential hire as part of a paid work experience before taking on the risk of bringing them on their payroll.

To find out more about power of Finger Lakes Hired: join us on [FingerLakesHired.com](http://FingerLakesHired.com) or on our LinkedIn page.

# Participant

## SUCCESS STORIES

### ANNE ARUNDEL

**Mark N.**, a Frederick county resident and U.S. Navy veteran, became involved with Maryland Tech Connection (MTC) through the local workforce center. As a long-term unemployed veteran, he was looking to enhance his IT skills. He completed the Career Restart two-week boot camp and began his job campaign. With funding from MTC, Mark completed the Security+ training at AACC and will sit for the certification exam. He is currently working on a contractual position that with Dept. of Defense, which was made available to qualified MTC candidates by our MTC IT Industry Navigator. Below is a testimonial Mark recently submitted to his career coach about MTC.

"During my association with MTC, everyone has been very welcoming, outgoing and giving, respectful, open, and brutally honest when I needed it. I am grateful and cherish every one that I have met. There is far too much value in the MTC program for me to state everything here. I can only say that it is a great program and I am glad to be a part of it."

### JEWISH VOCATIONAL SERVICES

Nearly nine months unemployed, **Sherry**, a woman of color in her mid-50's, enrolled in the September JSA cohort. Sherry is an IT business professional and was looking for a data analyst, quality assurance, or test engineer role in finance, scientific, or healthcare industries. Sherry taught herself R and SaaS, and other programming languages. She expressed some challenges in her communication skills—required skills for her to move into a client facing role. She improved her communication skills with Lynda.com "Learning and Mind Tools." We asked Sherry what made the difference, "What I learned in JSA allowed me to successfully compete in the new world of work; it was hard work, but the instructors made it really fun! The support I got in Chart Your Course helped me stay motivated and on track, and the advice from Career Advisors was always really helpful." On Nov 6, Sherry started at Veeva Systems as Intelligence Manager, earning \$120k annual salary (her highest paying job to date)!

### NEBRASKA DEPARTMENT OF LABOR

**A CONNECT participant** recently graduated from Metropolitan Community College (MCC) with a 4.0 grade point average and a Computer Science Generalist degree. Despite his academic success, the student had difficulty obtaining employment due to lack of self-confidence and a criminal history background. Since April, the student has applied and was interviewed for at least 12 different IT-specific positions with no success. To assist the student, the MCC Career Coaches helped with mock interviews and resume building, and helped establish self-confidence. Furthermore, the MCC Business Liaison provided guidance to the student on pre-employment assessments and linked the student to IT-specific employment opportunities. From those efforts, in June the student obtained a placement as a software developer at CAS making \$19.75 per hour for 40 hours per week.

### WORKSYSTEMS

After being laid off in 2015, **Michael** joined Reboot NW in July 2016. As a long-time Code Oregon (online self-guided learning) participant, Michael had developed some coding skills and had a background in marketing, customer service, sales, and technical support. Michael was homeless and struggling to cover his needs, having long since exhausted his UI benefits. Michael wanted to expand his technical skills for software development positions and completed the Hack University Python Foundations course, joined networking events, and was planning to take Web Frameworks and DevOps coursework when he secured job. Michael is now a Customer Support and Implementation Representative with Seed2Solutions, a relatively new and growing outfit providing business to business software services. Michael continues to work with his coach, hopes to expand his position over time, has secured stable housing, completed a Web Frameworks training and is building his project portfolio.



# Promising Practices

## SUSTAINABILITY FROM THE RTW GRANTEES

### STRATEGIES TO SUSTAIN PROMISING PRACTICES

- ★ Rochesterworks Inc.: **Incorporate the most successful grant strategies into WIOA services.**

### STRATEGIES FOR SUSTAINING RELATIONSHIPS

- ★ San Jacinto Community College District: **Keep employers interested in the training provided.**
- ★ Worksystems, Inc.: It's all about **defining our value proposition** when we have less money.
- ★ Workforce Alliance, Inc.: **Grant staff are important.** As long as staff have strong relationships with employers, we have been able to sustain the relationships.

### STAFF RETENTION STRATEGIES

- ★ WSOS Community Action Commission, Inc. and San Jacinto Community College District: **Identify backup staff** that will be responsible for completing key tasks as staffing levels decline.
- ★ Rochesterworks Inc.: **Competitive salaries** have helped us retain staff as the grant period comes to a close.
- ★ Worksystems, Inc.: **Expanded staff roles** reduce the incentive to leave.

### HOW TO SUSTAIN YOUR PROGRAM

- ★ Florida State College at Jacksonville: **Share your program's successes with partners.** Our college sees our success and would like to see it keep going within the community.
- ★ Workforce Alliance, Inc.: **Employer engagement and the sector approach** using OJTs and incumbent worker training have been very successful for us.
- ★ District 1199C Training & Upgrading Fund: **Continually apply for new grants.**
- ★ Worksystems, Inc.: **Leverage in-kind resources.**

### WHAT TO SUSTAIN

- ★ Workforce Alliance, Inc.: **Focus on your areas of success.**