A Toast to TechHire: Four Years of Tech-Focused Training and Partnerships

Day 2: December 9, 2020

1:00 p.m. – 3:00 p.m. ET

TechHire Technical Assistance Team

WorkforceGPS
Navigate to Success

Welcome and Day 1 Takeaways

Christian Lagarde
Consultant, Maher & Maher

AGENDA

- Welcome and Day 1 Takeaways
- Case Study Overview
- Grantee Presentations: Most Fruitful Employer Partnerships
- Employer Testimonials Video
- Grantee Presentations: Biggest Program Pivots
- Group Discussion: Sustainability Planning (Mural)
- Grantee Presentations: Key Innovations
- Closing Remarks

TechHire Case Study

Lee Domeika
Program Manager, JFF

Jackie Rhodes
Senior Manager, ICF

TechHire Case Study Overview

- **Part I –** Background on TechHire
- **Part II –** Introduction to the Grantees
- **Part III –** TechHire by the Numbers (Performance Data)
- **Part IV –** TechHire Training Models**:**
    - Intensive Coaching
    - Short-term, Accelerated Training
    - Long-term Training
- **Part V –** COVID-19 Impacts on TechHire Grantees
- **Part VI –** Conclusion and Lessons Learned

Grantee Presentations:
Most Fruitful Employer Partnerships

Massachusetts Advanced Manufacturing TechHire Collaborative

Most Fruitful Employer Partnership

CATANIA OILS

Mount Wachusett Community College
Devens, MA
December 2020

Mount Wachusett Community College

Catania Oils

- A leading provider of oils to the ingredients, foodservice and retail food markets.
- Utilizes automated processing and packaging equipment adhering to regulatory and customer requirements including on site testing of products.
- Had limited exposure to Mount Wachusett Community College (MWCC) programming prior to TechHire grant.

Partnership Development / Success

- TechHire-funded Career Counselor and Program Manager held multiple on-site meetings with HR Director and Operations Manager.
- Incumbent worker identified for TechHire Quality Training Program.
- Second incumbent worker identified for automation/robotics program and received training as part of registered apprenticeship program.
- Catania HR staff participated in TechHire Program Job events and continued interaction with MWCC staff.
    - Hired three new employees from automation/robotics program.
    - Exploring additional registered apprenticeship candidates.

Partnership Outcomes and Future

- Catania Oils has upskilled two incumbent workers and added three new hires as a result of TechHire programming.
- Catania Oils is exploring additional registered apprenticeship opportunities.
- Catania Oils has reached out to MWCC to provide additional training outside of TechHire programming.
- MWCC Workforce Development has further engaged with Catania Oils for development of additional training through state and corporate funding.
- MWCC Workforce Development has added new offerings to other local food industry providers as a result of Catania Oils partnership.

Goodwill Industries International

Participating Goodwill Locations

- Goodwill Industries of the Valleys (Roanoke, Virginia)
- Goodwill Columbus (Columbus, Ohio)
- Goodwill Industries of Central Texas (Austin, Texas)

Evolution of Employer Relationship

Nationwide Children's Hospital (Columbus, OH)

- Establish relationship with hospital's IT director
  - Employer engagement with students
  - Offered day-to-day work insight and encouragement
- Short-term internships
  - Offered learners 2-3 week paid internships
  - Wages shared by employer and Goodwill ($15/hour)
- Long-term internships
  - Employer was pleased with the quality of candidates; internships increased to 12 months
  - Stackable credentials included in experience (CompTIA Net+/ Security+)
- Full-time employment opportunities
  - Full-time employment before or upon conclusion of internship
  - Salary: $58,000 + benefits
- Future opportunities
  - Meet with hospital board to discuss additional needs and certifications

Full Employment Council (FEC)

The FEC supplies employers with a skilled workforce by facilitating public and private sector employment for the residents of **Cass, Clay, Jackson, Platte, and Ray Counties in Missouri.**

Shelley D. Penn
Senior Vice President/Chief Operations Officer
Full Employment Council Inc.
1740 Paseo Blvd
Kansas City, MO 64108
Office: 816-471-2330 ext. 1299
Email: spenn@feckc.org
Website: www.feckc.org

The Designated Workforce System for the greater Kansas City region.

Business Engagement Model

Formed Focus Groups

- Working with organizations that have similar skill sets and workforce needs
- Over 15 staff engaged in on the ground efforts, gathering information regarding employer's needs in real time
- **200** hours of convenings
  - Identified minimum skills needed to hit the ground running across relevant industries and sectors
  - Learned that employers were in the startup phase and often lack adequate resources to support full-time employees

Intel Gathered

- Employers acknowledged that the traditional degree is not needed
  - Agreed that certification provided skills and development to meet workforce needs
- Small startup companies could not compete with other small-mid to large companies
- Common need, skill set were software developers/coders

Creation of Short-Term Fast Track Training Programs

- Connected employers with four-year colleges such as University of Central Missouri and University of Missouri-Kansas City, to create credential/certificate that was industry-recognized and portable
- The training is scheduled in between semesters and is aligned with companies anticipated hiring cycles

Business Engagement Model

Adjunct Professor

- Recommendation: industry professionals should teach the class
- Connected with industry professionals from startup IT companies to serve as adjunct professor and to train students in web development, MEAN stack, Java, JavaScript, Ruby on Rails, cybersecurity and project management

Objective

- Grow and develop your own workers
- Train and provide certification through a condensed classroom training track
- Rapid connection and development of a skilled workforce that is aligned

Shark Tank

- Speed interview sessions hosted with employers to select students for training and employment opportunities
- Internship and on-the-job training to further development of the workforce on the job by employer
- DOL approved apprenticeship

The FEC Connection

- **Snap IT Solutions – University of Central Missouri**
- **Over 150 trained**
- **Hired 29 people so far**
- **Average Wage of $18–26/hour**
- **Yoodle – University of Missouri-Kansas City**
- **Over 38 trained**
- **Established FEC Coding Academy**

Employer Testimonials Video

Christian Lagarde
Consultant, Maher & Maher

Emily Appel-Newby
Manager, ICF

Grantee Presentations: Biggest Program Pivots

Seattle Central College

Allison Shields, TechHire Grant Project Director
Chris Sullivan, Executive Dean of Workforce Education

Seattle Central College

- May 2018: LaunchCode announces departure
- Circumstances:
  - Competitive Seattle region
  - Federally-recognized apprenticeship status
  - Issues operating in Washington state

Current Partners

Ada | DEVELOPERS ACADEMY

seattleeducationaccess

unloop
Breaking the prison cycle

Urban League of Metropolitan Seattle

yearup™

DAYTONA STATE COLLEGE

Daytona State College

Biggest Program Pivot

At Daytona State College, we had a big program pivot with offering site-based training in cohorts and then transitioning to an online program.

When we started the training program, we started using site-based cohorts, but after a few cohorts, we started seeing issues with participants retention/completion. The site-based classes were harder for our participants to attend every day and kept them from keeping even a part-time job. We also had few complete the training.

We then decided to offer more classes online and monitor retention closely. This led to more completions and we could reach more students with this additional flexibility.

This made things very easy for us when COVID-19 impacted the college, because we were already in an online format so our students were not really impacted or had changes to make.

Group Discussion: Sustainability Planning

via Mural

Emily Appel-Newby
Manager, ICF

Grantee Presentations: Key Innovations

MechaWa

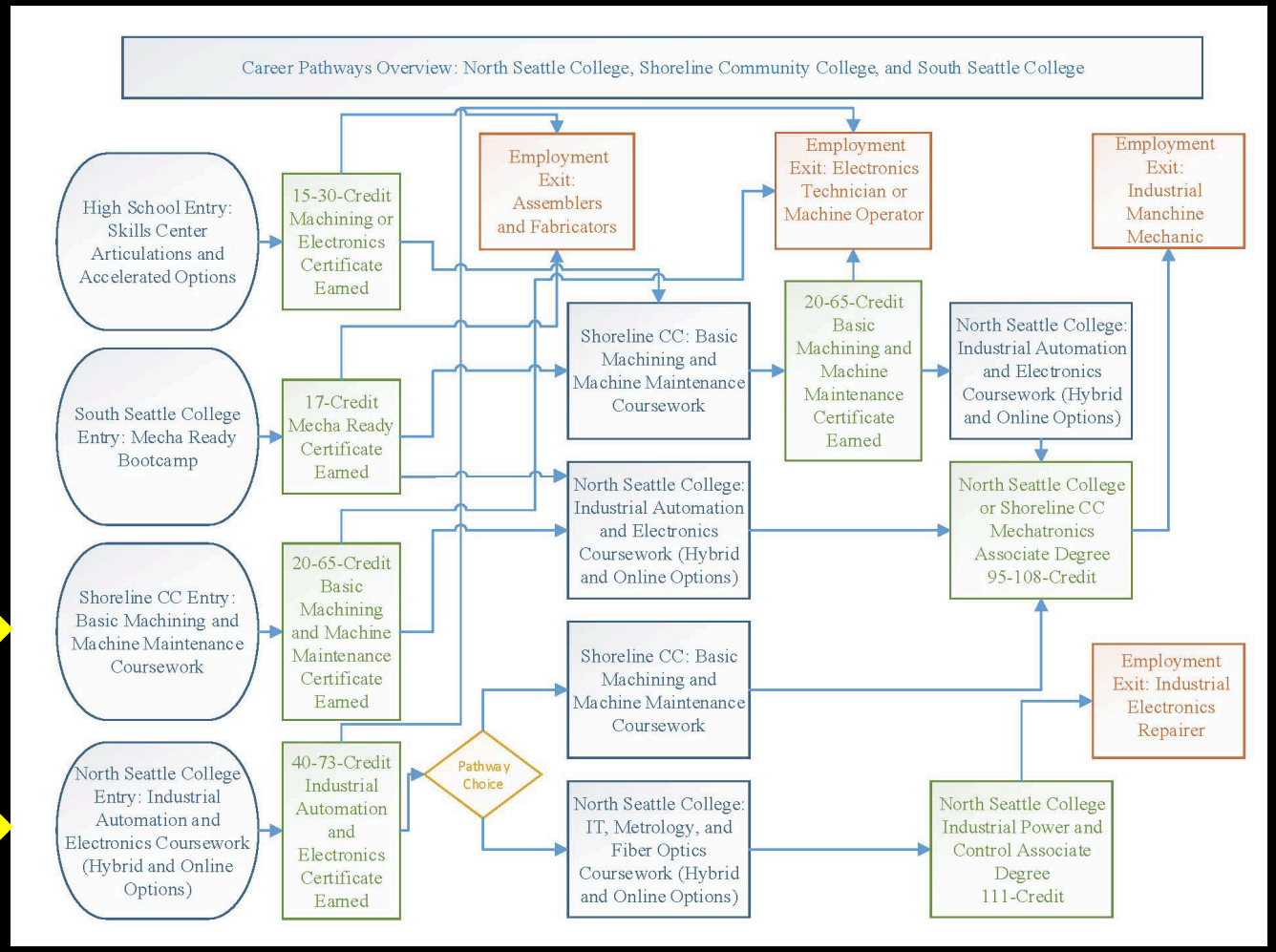
TechHire Project Innovation:

Combining Two Community College Programs to Form an Associates in Technical Arts Degree

NORTH SEATTLE COLLEGE
One of the Seattle Colleges

Shoreline COMMUNITY COLLEGE

H-1B TECHHIRE



TechHire Project Innovations

College Partnerships

- Campuses are five miles apart
- Articulation agreements
- Colleges utilize their existing programs and space
- More pathway options for students

Navigator Collaboration

- Warm hand-offs of students between colleges
- Regular meetings to discuss shared students
- Double student support

State Technical College of Missouri

MO START

STATE TECH Linn, MO

Mobile Training

Training Lab

Virtual Training

Atlanta Technical College

Key Innovations

ATLANTA
TECHNICAL
COLLEGE

Clackamas Community College

CNC Operator Technician

Introduces students to machining trades with an emphasis on Computer Numerical Control (CNC) machines. Students learn about machine operation processes through lecture and hands-on activities with manual and CNC machine tools including lathes and milling machines. Supporting topics will include safety, print reading, precision measurement, shop math and computer skills.

Why/How did this come about? What were the circumstances that led to this innovative approach?

- CPT removed from the region's Manufacturing Workforce Development Plan.
- Not supported as a stand-alone training.
- Industry had an immediate need for entry-level CNC operator technicians.

What changes happened? How quickly was this implemented?

- CPT to CNC Operator Technician Certificate. 12 credit, one-term, 11 weeks.
- From conception, to implementation of the first training took 10 weeks.

Is there a plan to continue the change?

- Yes. CNC Operator Technician, Mfg-126 is included in the current department program review and changes being proposed to the manufacturing program.

How successful was the change? Were you able to measure success?

- Very successful. How successful? Feedback. 2 years = 113/96 Completing Cohort #12 this quarter as a hybrid.

Program Innovations

What were some key innovations of your project?

- "Tweaks" over time = improvements.
- COVID-19 challenges = new opportunities.
- Redesigned degree programs.
- Faculty support.
- New operator class = better prepared students.

How did the innovations work?

- Were they process innovations? Yes.
- Were they service delivery innovations? Yes.

How did these innovations change your program?

- TechHire enrollments tripled.
- Employer partnerships developed.
- New options/opportunities for students and employers.

How do you know they were successful?

- Employer and student feedback.
- *Will you implement these innovations in other programs? Possibly.*

Closing Remarks

Robin Fernkas
Deputy Administrator
Office of Workforce Investment
Employment and Training Administration
U.S. Department of Labor

Thank you, TechHire!