

Streamlining Collaboration

- Building and Streamlining an Effective Workforce Training Partnership between a Workforce Board, Career Center and Community College

PRESENTED BY:

Andrew Baker – Special Projects Coordinator,
MassHire Franklin Hampshire Workforce Board

Carol Hayes – Career Services Counselor,
MassHire Franklin Hampshire Career Center

Andrea Reynolds – Lead Workshop Coordinator,
MassHire Franklin Hampshire Career Center



**FRANKLIN HAMPSHIRE
WORKFORCE BOARD**



Presentation Outline

- 4 Partnership-Building Challenges
- Streamlining solutions for better collaboration between agencies, stronger outcomes, and better customer service for trainees and employers

What is the Training Partnership?

- **Manufacturing Skills Initiative (MSI)**
- Partners: Greenfield Community College
MassHire Franklin Hampshire Workforce Board
MassHire Franklin Hampshire Career Center
Franklin County Technical School
Manufacturing Employers
- Purpose: Help unemployed and under-employed adults pursue training for manufacturing careers



MSI Programs

- **Foundational Manufacturing (FM)**
4 Weeks (80 hours)
- **CNC Operator Training**
8 Weeks (160 hours)
- **Recruiting Approach & Funding Sources**

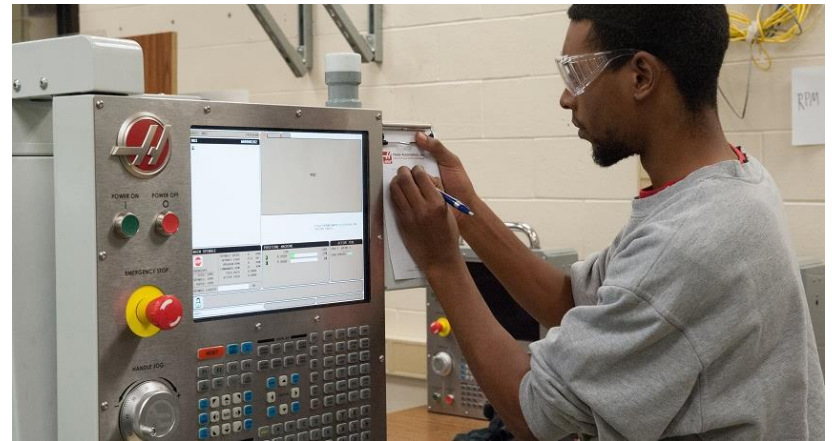


GOALS of the MSI Partnership

- Full Enrollment in Training Programs
- High Training Completion Outcomes
- High Job Placement Outcomes
- Satisfied Employer Partners

Challenge #1: How does MSI achieve its 4 Goals when partner recruitment priorities pull in different directions?

- **GCC: Open Enrollment Mission**
- **MassHire FHCC: WIOA Mandates**
- **MassHire FHWB: Employer Engagement**



Streamlining Solution #1



Divide the training into 2 parts –

- **Foundational Manufacturing &**
- **CNC Operator Training**

Streamlining Solution #2:



- **Designate 1 partner as lead recruiter forming each training cohort**

Challenge #2: How to streamline the Recruitment process while meeting the requirements of 3 partner institutions?

GCC: Enrolls students in training, submits TOP applications, conducts CORI checks

MassHire FHCC: Enrolls eligible customers in WIOA

MassHire FHWB: Enrolls eligible customers and provides tuition from EOHEE state job training funds and other grants.

Recruitment Streamlining Solutions:

Recruitment Information Sessions now offered **monthly** on the **same day & time** and in a **single location**

The GCC Manufacturing Web Page is the **single online registration portal** for Info Sessions, with data electronically shared between partners

FHCC Front Desk is the main portal for **in person** and **phone registration** for Info Sessions

Career Center Seminars (CCS) are used weekly to recruit unemployed participants

Nearly ALL application steps now take place at a single location (FHCC)

Challenge #3: How to streamline funding eligibility given a complex WIOA process, assessment testing and many potential funders?



Funding options :

- Federal WIOA funding
- State EOHED job training funds
- GCC Foundation grants
- Employer sponsorship
- Mass Rehab Commission

Assessment Testing:

- Bennet Mechanical Comprehension Test (BMCT)
- AccuPlacer arithmetic & reading comprehension

Streamlining WIOA and funding eligibility:

WIOA is the first funding door

Step 1: Manufacturing-specific 30-minute WIOA Orientation

Step 2: Joint Eligibility Intake Interview for WIOA and EOHED funding on same day as Bennet Test



Challenge #4: How to integrate Work Readiness into GCC's academic program?



- GCC Career Center closed
- Many trainees lack computers & resume formatting skills
- FM 80-hour class time mostly focused on blue print reading, metrology, shop math & OSHA

Streamlining Work Readiness Solutions:

- Applicants encouraged to take FHCC Resume Workshop BEFORE classes start
- 1-1 Resume consults scheduled at Orientation
- First FM class is a Resume & Cover Letter workshop delivered by FHCC specialists
- Work Readiness finished products (Resume, Cover Letter, References Page) now a graduation requirement
- Employer engagement embedded in FM & CNC

The Results?

Over 7 years of the MSI Partnership:

242 participants enrolled in FM

- **90% completion rate**

177 participants enrolled in CNC training

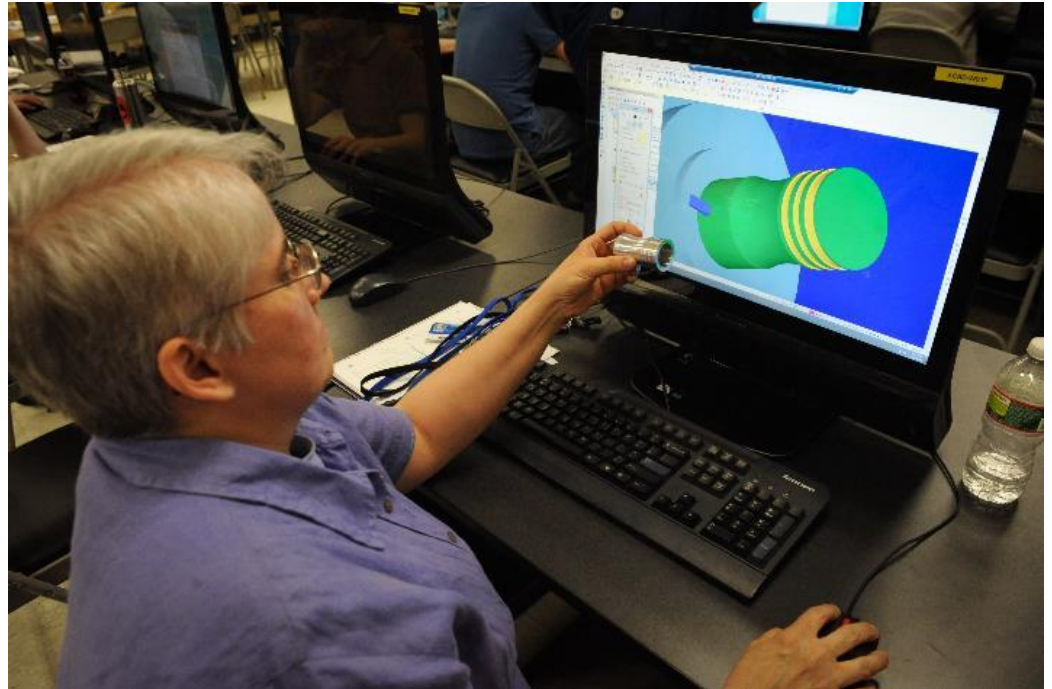
- **94% completion rate**
- **85% job placement rate** in training-related employment (150)



The WIOA Results:

More WIOA Co-Enrollments

- **WIOA co-enrollment increased from 19% of each training cohort in the first 3 years to 41% in the past 4 years**



The REAL Results? (Real people, real accomplishments, real jobs)



Key Take Aways: What are the essential ingredients for collaboration success in building a strong training partnership?

- **Shared Ownership**
- **Mutual Interest**
- **Trust**
- **Teamwork**
- **An Experimental Mindset**
- **Customer Focus**
- **Flexibility**



Flexibility is key when you have to adapt
and change is a constant!

Surprise! Just
when we were
getting really
good at it
everything
changed!

.....**MANY**
new opportunities
for collaboration
and streamlining!



Questions?

