Job-Driven Vocational Rehabilitation Technical Assistance Center (JD-VRTAC)

Introduction to Customized Training (CT) in a Job-Driven Economy

Presenters:
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Objectives

• Define the concept of Customized Training as it applies to national workforce job driven initiatives

• Define and provide information around past and present Customized Training models funded by the government through grants to businesses, community colleges, agencies, etc.

• Provide information about and examples of Customized Training models in current VR practice

• Offer an opportunity to engage in Q and A about Customized Training for the VR audience
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Job-Driven Center Goals

Improve skills of state VR agency staff, other rehab professionals & providers of VR services, who are trained to provide “job-driven” VR services & supports to PWD, employers & customized training providers.

Four Topic Areas:

1. Business Engagement
2. Employer Supports
3. Labor Market Information (LMI)
4. Customized Training Providers

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JD-VRTAC is funded by Rehabilitation Services Administration (#H264A140002)
Job-Driven Center Partners
Institute for Community Inclusion (ICI) at Univ. of Massachusetts, Boston

_in Partnership with:

• Jobs for the Future (JFF)
  • Univ. of Arkansas
  • Univ. of Washington
• United States Business Leadership Network (USBLN)
• Association of University Centers on Disabilities (AUCD)
  • Bobby Silverstein, Power, Pyles, Sutter, Verville, PC

_in Collaboration with:

• Council of State Administrators of Vocational Rehabilitation (CSAVR)
  • National Council of State Agencies for the Blind (NCSAB)
What’s Data Telling Us re: employment for People with Disabilities (PwD)?

• Labor Force Participation Rates (ages 16-64)
  75.7% for general population vs. 31.1% for PwD
  (2/2015 Employment Stats Survey)

• Unemployment rates
  5.7% for general population vs. 12.2% for PwD

• PwD in low-paying occupations & overrepresented in slower-growing & declining occupations. ↓ projected empl. growth rate

• PwD underrepresented in 16 of 20 top fastest-growing occupations
What else is Data Telling Us?

Students with disabilities who participate in internships increase:

- motivation to work toward a career
- knowledge of career options & job skills & accommodation strategies
- ability to work with supervisors & coworkers (Burgstahler & Bellman, 2009)

Apprenticeships = proven path to employment:

- 87% of apprentices are employed after completing their programs
- Avg. starting wage for apprenticeship graduates $\uparrow \$50,000
- Other country Studies: employers reap an avg. return of $1.47 in increased productivity & performance for each $1 apprenticeship investment
- Few US workers/employers have access to this option to prepare for better careers & meet the needs for a skilled workforce (Biden, 2014)
“Giving workers the opportunity to acquire skills that they need to pursue in-demand jobs and careers is critical to growing our economy, ensuring that everyone who works hard is rewarded, and building a strong middle class. Despite recent employment growth, far too many hard-working individuals still have not been able to find a job or increase their earnings, and many businesses report difficulty hiring workers with the right skills for jobs that they want to fill.”
Alexandra Waugh
Senior Program Manager
Jobs for the Future
About Jobs for the Future

Jobs for the Future (JFF) increases access to educational and economic opportunity, leading to a stronger U.S. workforce.

Founded in 1983, JFF is a national nonprofit that focuses on:

• Increasing college readiness and career success
• Strengthening the workforce talent pipeline and programs
• Expanding economic opportunity
About Jobs for the Future

Jobs for the Future works in some 130 communities in over 40 states.

STATES WITH STATEWIDE & REGIONAL INITIATIVES

STATES WITH STATEWIDE INITIATIVE(S)

STATES WITH REGIONAL INITIATIVES

[Map showing states with initiatives]
About Jobs for the Future

OUR MISSION
JFF works to ensure that all young people and workers have the skills and credentials needed to succeed in our economy.

OUR VISION
The promise of education and economic mobility in America is achieved for everyone.
About Jobs for the Future

OUR GOALS

1. PREPARING FOR COLLEGE AND CAREER:
   All young people graduate high school on a clear path to college completion and career success.

2. EARNING POSTSECONDARY CREDENTIALS:
   All students gain the skills they need to earn postsecondary credentials with high labor market value.

3. ADVANCING CAREERS AND ECONOMIC GROWTH:
   All workers obtain the education and training required to move into productive careers with clear paths for advancement.
What is Customized Training?

Customized training programs are designed to meet the specific skill needs of an employer or a group of employers.

Customized training programs include key partners, including:

- Employers
- Training providers
- Vocational rehabilitation agencies
- The public workforce system
- Other key stakeholders in the region or community
History of Customized Training

• Started in the Southeast in the 1960s
• Short-term training programs delivered by community colleges
• State-funded
• 93% of community colleges offered some kind of customized training by the late 1980s
• In 2006, 47 states offered some kind of state-funded customized training
• Customized training programs can be funded using federal, state, or private funds
Common Types of Customized Training

Community College Training Programs:
• Demand-driven training programs in partnership with key local stakeholders
• Training is customized based on the needs of an employer or group of employers
• Example: Miami Dade College’s Behavior Health Technician Program
Common Types of Customized Training

Registered Apprenticeship:
• “Earn and learn” customized training strategy run by the U.S. Department of Labor
• Combines work-based learning opportunities with related instruction in a specific industry sector, like healthcare, manufacturing, or information technology
• Example: Vermont HITECH
Common Types of Customized Training

On-the-Job Training:

• Training takes place directly on the job site and may also include a classroom training component
• Trainees learn how to perform critical tasks for their OJT employer with the goal of being hired upon completion of training
• *Example*: Boeing Manufacturing OJT Project
Neil McNeil: VR Customized Training Models

**VR + Business**
CVS Pharmacy Technician Program
Massachusetts Rehabilitation Commission

**VR + Business + Community College**
Nebraska VR Middle Skills Certificate Programs
http://www.vr.nebraska.gov/partners/certificate_programs.html

**VR + Business + CRP**
Connecticut VR’s Industry Specific Training and Placement Programs
Connecticut’s Customized Training Evolution

• **2005** – Walgreens Distribution Center is built in Windsor, CT and a collaborative workforce development training program is created.

• **2009** – CT VR Business Unit pilot (ARRA) to increase the number of On-the-Job Trainings. *(1 Project Manager / 6 Employment Consultants)*

• **2010** – CT VR Business Unit made permanent. *(9 Employment Consultants)*

• **2011** – CT VR posts a Request for Proposals (RFP) for Industry Specific Training and Placement Programs (ISTPP). *(3 Training Programs)*

• **2012** – CT VR posts a Request for Qualifications (RFQ) to establish a pre-approved Industry Specific Training Entity list. *(5 Training Programs)*
Connecticut VR
Customized Training Models

**Individual**
- On-the-Job Training (OJT)

**Talent Pipeline**
- Industry Specific Training and Placement Programs (ISTPP)
Partners and Roles

VR Counselor and Participant

• Discuss participants interest and aptitudes in conjunction with Real-Time Labor Market Information and available VR services.

• If appropriate, a referral is then made to VR Employment Consultant for customized training.
Partners and Roles

VR Employment Consultant

• **OJT** – Proactively markets VR Participant to area businesses and negotiates a customized training structure and reimbursement.

• **ISTPP** – Pre-screens VR Participants to meet criteria of Host Employer. Makes the referral to training program. Point of Contact with Training Entity and Host Employer.
Partners and Roles

Host Employer / Business

• **OJT** – Hires the VR-Participant as an employee and provides one-to-one, customized training that meets the business’s standard for the specific occupation.

• **ISTPP** – Hosts a training program on site in an integrated and competitive environment. Provides industry and occupation-specific content knowledge to the Training Entity. Commits to hiring successful VR Participants at completion of program.
Partners and Roles

**Training Entity (ISTPP)**

- A third party organization that CT VR contracts with to establish a universally accessible workforce development Program on site with a Host Employer / Business that meets specific business and industry standards.
Customized Training Benefits

• Access to employment through a “non-traditional” hiring model
• Opportunity for hands-on learning vs. classroom
• Training is employer-based and allows for training content to evolve as the workforce needs evolve
• Focus on Industry and Occupational Standards (Career vs. Job)
• Additional structure and support on site assists in soft skill development
• Mutually-beneficial “try before you buy” scenario for both individual and business
• Training programs are flexible, tuition-based and fee-for-service
CT Industry Specific Training and Placement Programs

- Walgreens Distribution Center
- Walgreens Retail
- CVS Retail
- Lowes Distribution Center
- Mohegan Sun
- Homegoods Distribution Center
- The Crowne Plaza
- Mystic Aquarium
Customized Training Success

- Most Successful VR Job Development Services since 2010
  - 285+ placements as a result of the Industry Training Programs
  - Over 800 OJTs completed
  - Over 67% of OJTs resulted in a successful case closure
Customized Training Future

- Expand the list of Training Entities

- Expand the types of trainings, industries and occupations

- Involve other Workforce Development Partners through WIOA collaborations.
Q and A

- Neil McNeil, Facilitator
- Cecilia Gandolfo, JD-VRTAC
- Mark Henry, CT BRS
- Alexandra Waugh, JFF

Thank You for your participation in today’s webinar.
Please visit www.explorevr.org for information about upcoming job-driven webinars.
Customized Training - Useful Websites

- **Progress Update on Job Driven Training and Apprenticeships September 2015**
  - [https://www.whitehouse.gov/sites/default/files/docs/job-driventrainingandapprenticeshipprogressreport_0.pdf](https://www.whitehouse.gov/sites/default/files/docs/job-driventrainingandapprenticeshipprogressreport_0.pdf)
- **Apprenticeship USA** [http://www.dol.gov/apprenticeship/](http://www.dol.gov/apprenticeship/)
  
  See menu for resources including:
  - Apprenticeship Grant Awards September 9, 2015
  - DOL-Building Registered Apprenticeships: A Quick-start Toolkit
- **ODEP Registered Apprenticeship Programs: Improving The Pipeline For People With Disabilities July 2015| Final Report**
- **Welcome to Workforce³ One ELearning and Sharing Site**
  - [https://www.workforce3one.org/view/3001432333369774359](https://www.workforce3one.org/view/3001432333369774359)
- **ExploreVR** [http://www.explorevr.org/](http://www.explorevr.org/)