

Skills Shortages: New Grant
Opportunities for your WIB!



A Strategic **I**nformation and
Telecommunication **T**raining Alliance
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Employment Board, Springfield, MA

Remarks:



- Overview of our H-1B funded grant
 - Who's involved and the WIB's role
 - Technical training areas being targeted
- Examples of Corporate Training Projects
- Lessons Learned

The details...



- **Grant Amount/Duration:** \$1.5m over 2 yrs.
(Round One)
- **Goal of IT²:**
 - Upgrade skills of 210 employed, unemployed
and/or underemployed workers to meet regional
labor shortage in IT & Telecommunications
 - Match from corporations: Mix of 10% cash and
50-85% in-kind

IT²

Why do it?

- "It's the workforce, stupid!"
- Is a way to take a leadership role in helping to solve your local skills shortage issues
- Supports your WIA mandate to develop employer linkages
- Broadens your WIB responsibilities beyond WIA

IT²

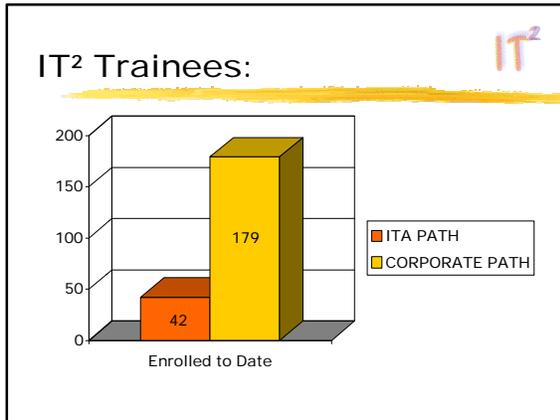
**Project Overview...
Partnerships Rule!**

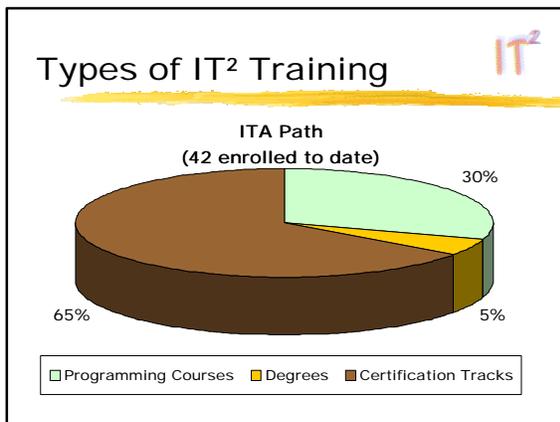
- **WIBs:** Hampden & Franklin/Hampshire MA WIBs and their Career Centers (primary); Worcester MA & Greater Hartford CT WIBs (secondary)
- **Education:** Higher Education & Training Vendors
- **Existing Technology Alliances & Infrastructure Supports:** Telitcom, Inc., Northeast Center for Telecommunications Technologies, Rural Technology Partnership, State Agencies, Labor Groups
- **Corporate Interests:** The Companies!

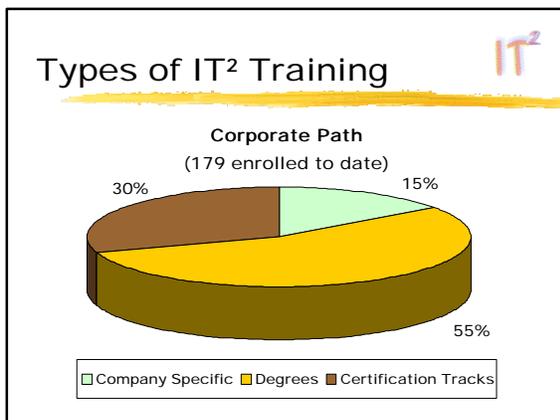
IT²

Project Overview:

- **Two Types of Customers/Training Paths:**
 - Unemployed and Underemployed Individuals
 - Corporate
- **Several Types of Training Options:**
 - Computer-Related Courses and Degrees (i.e., CIS, Microcomputers, Information Processing)
 - Technical Certifications (i.e., Microsoft, Novell, Internet Web/Enterprise Developer, Web Design)
 - Skills Specific to Telecommunication and Information Technology Industry Companies







Outcomes Expected: IT²

- **Individual Training Path:**
 - Attainment of Skills **AND**
 - Obtaining Training Related Job (hourly wage depends on skill level at entry) **OR**
 - Increase in Wages, Job Upgrades/Promotions
- **Corporate Path:**
 - Attainment of Skills **AND**
 - Increase in Wages **AND/OR**
 - Job Upgrade / Promotion

Corporate Training in Action: IT²

- JDS Uniphase
- Systems, Software, Support, Inc.
- RCN Corporation
- Yankee Candle Corporation
- Coghlin Electrical Contractors, Inc.
- eclecticchs
- Valley Communications, Inc.

JDSU Training: IT²

- **GOAL:** Applied Science Associate Degree in Telecommunications Technology with a Photonics Option
- **Key Components:**
 - Distance Learning (Grant)
 - On-Site Laboratory at JDSU (Match)
 - "Virtual" & "Live" Support by STCC staff (Grant)
 - Support from JDSU (Match, i.e., HR, Employee mentors)

Web-based training IT²

- Clear and Structured Learning Objectives
- Pre-program Computer/Internet Skills Development
- On-site Support Network
- Easy Access to Faculty and Administrative Services
- Applications-Oriented (Experiential) Learning
- Career Paths

SSS Training: IT²

- **GOAL:** Upgraded skills in IT systems integration via:
 - MCSE, CISCO, and CNE certifications
 - Compaq ASE and WPI certification
 - Auto Cad, Nortel Bay Networks, HP, & Marconi courses
- **Key Components:**
 - Training on-site and at off-site vendor locations (Grant)
 - Support from SSS (Match)

RCN Training: IT²

- **GOAL:** Upgraded skills for workers in Training / LAN / Commercial Support departments:
 - MCSE certifications
- **Key Components:**
 - Training at off-site vendor location (Grant)
 - Support from RCN (Match)

Yankee Candle Training: IT²

- **GOAL:** Upgraded skills for workers in IT department:
 - CNE certifications
 - A+, Net+
 - Web site development / HTML programming
- **Key Components:**
 - Training at off-site vendor sites (Grant)
 - Support from YC (Match)

Coghlin Training: IT²

- **GOAL:** Upgraded skills for tele-communication workers:
 - Cisco, Networking, BICSI certifications
 - Courses towards Telecommunication degree
 - Other industry/vendor-specific training (i.e., Corning)
- **Key Components:**
 - Training at off-site vendor locations (Grant)
 - Support from Coghlin (Match)

eclectechs Training: IT²

- **GOAL:** Upgraded skills for workers:
 - Unix certifications
 - PERL, TCP-IP, LAN-WAN courses
- **Key Components:**
 - Training at off-site vendor site and via web-based, distance learning (Grant)
 - Support from eclectechs (Match)

Valley Communications Training: IT²

- **GOAL:** Upgraded skills for tele-communication workers:
 - Electra Professional certifications
 - Networking Essentials
 - Industry/vendor-specific training (i.e., NEC, NEAX, IMX)
- **Key Components:**
 - Training at off-site vendor locations (Grant)
 - Support from Valley (Match)

Lessons Learned: IT²

- **Corporate perspective:**
 - Get buy-in from top to bottom
 - Develop a **do-able** plan for the training roll-out
 - Train employees for maximum ROI
 - Remember how hard it is to balance work and school
 - Support, motivate and reward employees

Lessons Learned: IT²

- **Project Perspective:**
 - Develop good partnerships with agreed upon roles & functions and meet regularly
 - Training costs are higher than with WIA to meet goals of ACWIA
 - Streamline processes for companies (i.e., reduce the bureaucracy as much as possible)
 - Integrate services to individuals within your One-Stop delivery system
