

C2C



COUNSELING TO CAREER

Youth Programs

**THE MISSISSIPPI PARTNERSHIP
WORKFORCE INVESTMENT AREA**

Counseling To Career C2C Youth Programs

Challenges the Mississippi Partnership was facing in its WIA youth programs:

- Continued decrease in funding levels
- Duplication of services by different agencies
- In-School youth programs limited to Senior Transition
- Employers need for employees with soft skills



Counseling To Career C2C Youth Programs

- ▶ The C2C youth program emerged in 2011 when Three Rivers Planning & Development District and the Mississippi Partnership Workforce Investment Area planned to completely overhaul its WIA Youth Programs.



This is not Your Granddaddy's Youth Program!!!





What is a Skilled Worker?

Wikipedia defines a skilled worker as:

- Any worker who has some special skill, knowledge, or (usually acquired) ability in their work. A skilled worker may have attended a college, university or technical school. Or, a skilled worker may have learned their skills on the job.



Is there really a shortage?

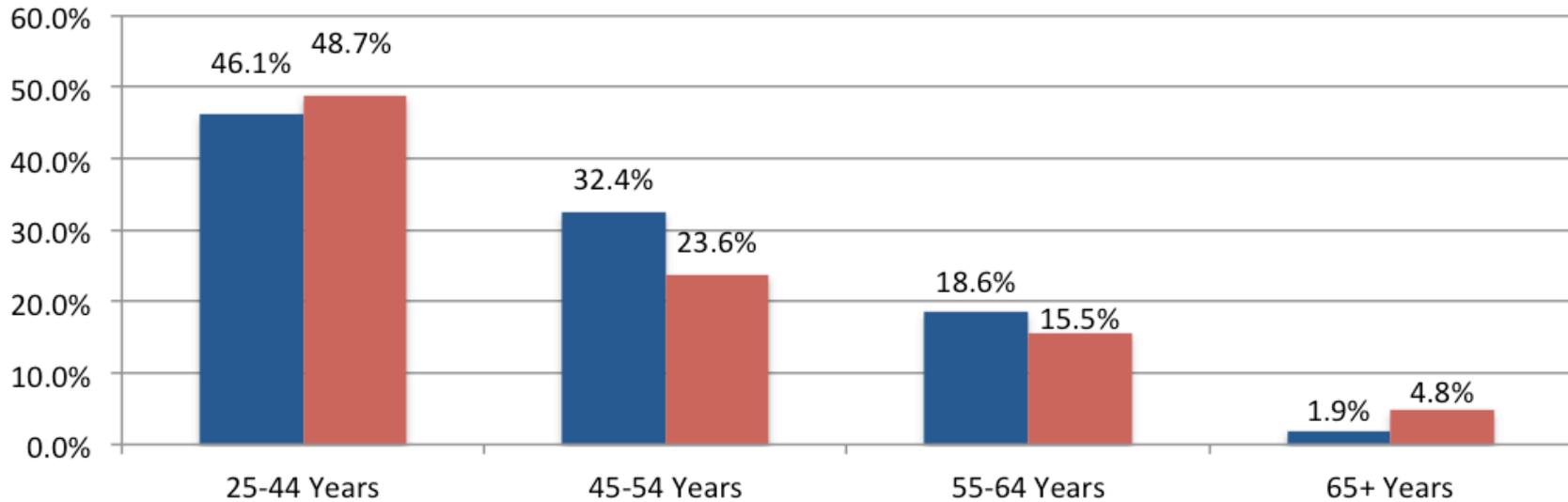


60 Minutes Report, video about skill shortages



Age Breakdown: Skilled Trades vs. All Jobs

■ Skilled Trades ■ All Jobs

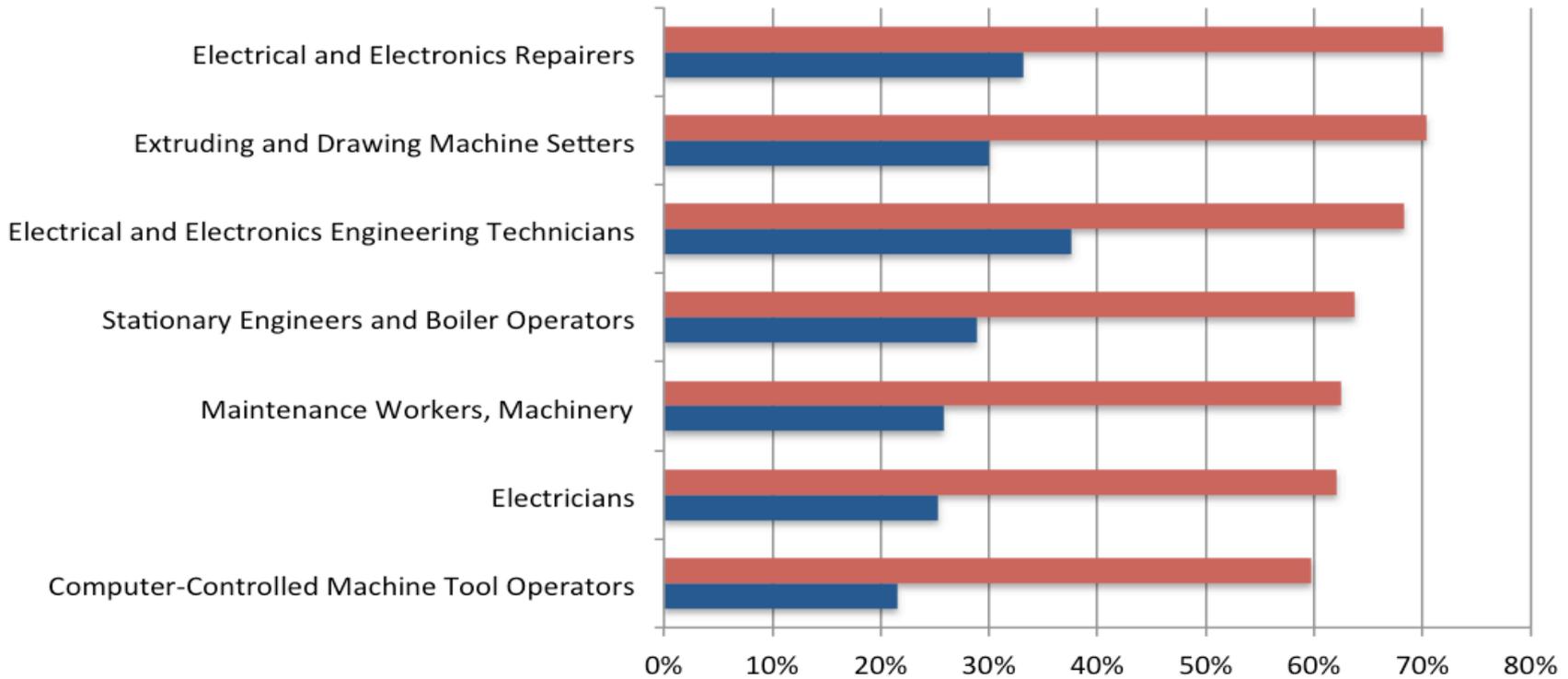


EMSI Class of Worker 2013.1

Source: *America's Skilled Trades Dilemma: Shortages Loom as Most-In-Demand Group of Workers Ages*

Skilled Trades Group 1: The Oldest Occupations

■ Share of 45+ Workers ■ Share of 55+ Workers

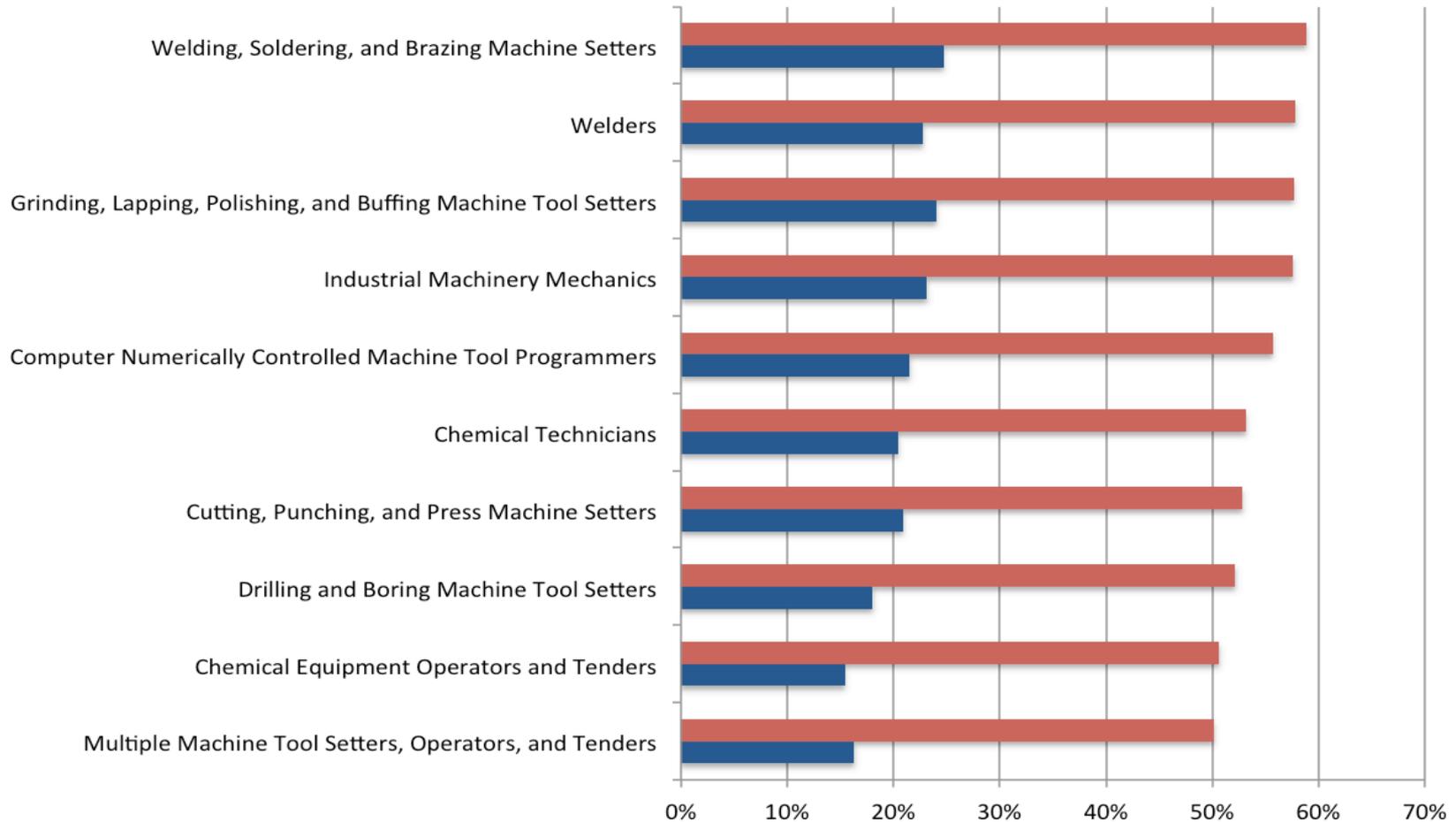


EMSI Class of Worker 2013.1

Source: *America's Skilled Trades Dilemma: Shortages Loom as Most-In-Demand Group of Workers Ages*

Skilled Trades Group 2: Not-So-Old Occupations

■ Share of 45+ Workers ■ Share of 55+ Workers



EMSI Class of Worker 2013.1

Source: America's Skilled Trades Dilemma: Shortages Loom as Most-In-Demand Group of Workers Ages



Are we becoming a Technological Unemployed Society?

- If you've lost your white collar job to downsizing, or to a worker in India or China you're most likely a victim of what economists have called technological unemployment.



Source: 60 Minutes: *Are Robot's Hurting Job Growth?*

- Our economy is bigger than it was before the start of the Great Recession. Corporate profits are back. Business investment in hardware and software is back higher than it's ever been. What's not back is the jobs.
- The percentage of Americans with jobs is at a 20-year low.
- Annual investment by U.S. manufacturers in new technology has increased almost 30 percent since the recession ended, and research institutions and robotics companies, funded by venture capital, are constantly searching for innovations .



Source: 60 Minutes: *Are Robot's Hurting Job Growth?*

This is not Your Granddaddy's Youth Program!!!



Counseling To Career C2C Youth Programs



Program Concept

- ▶ Provide one-on-one counseling
- ▶ Develop a “truly personalized” Individual Service Strategy (ISS)
- ▶ Identify short-term school/career goals
- ▶ Assist the youth in removal of obstacles impeding the success of these goals.

Program Design



Innovation Video from Big Bang Theory

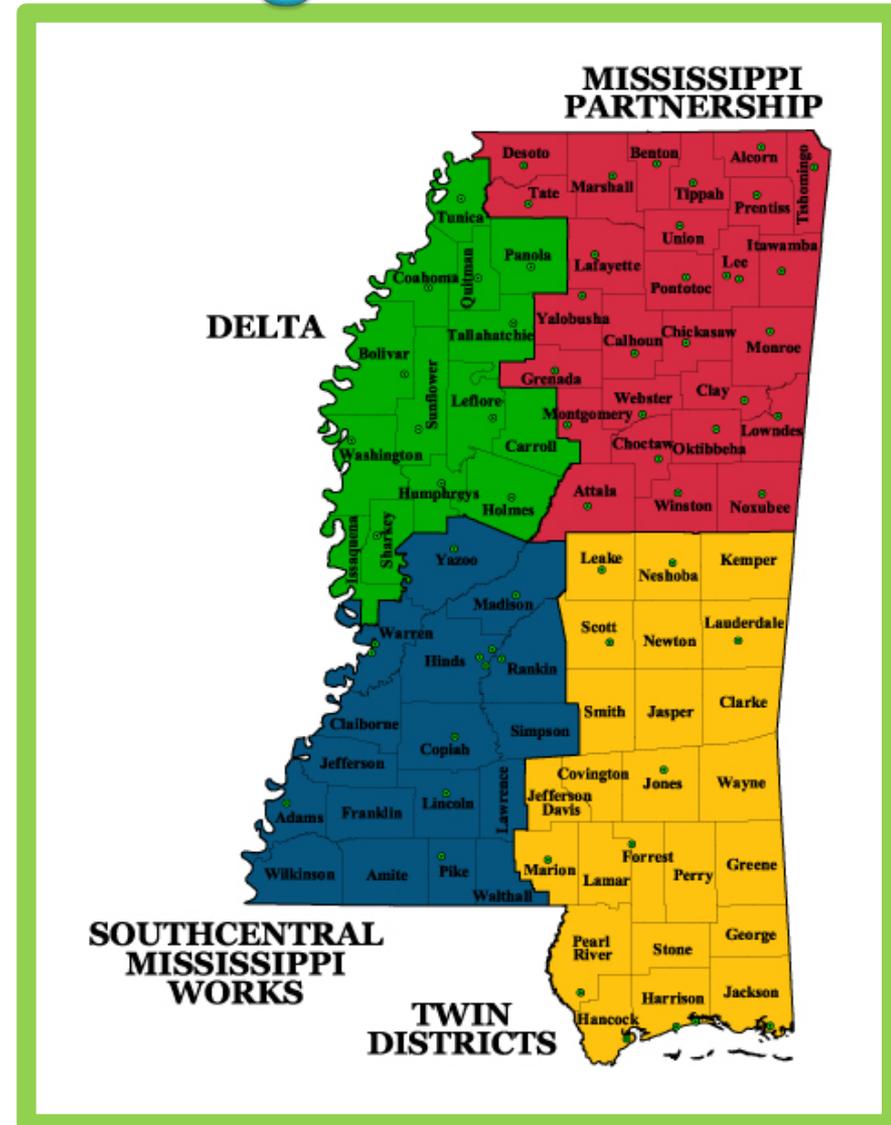


Video of Maze



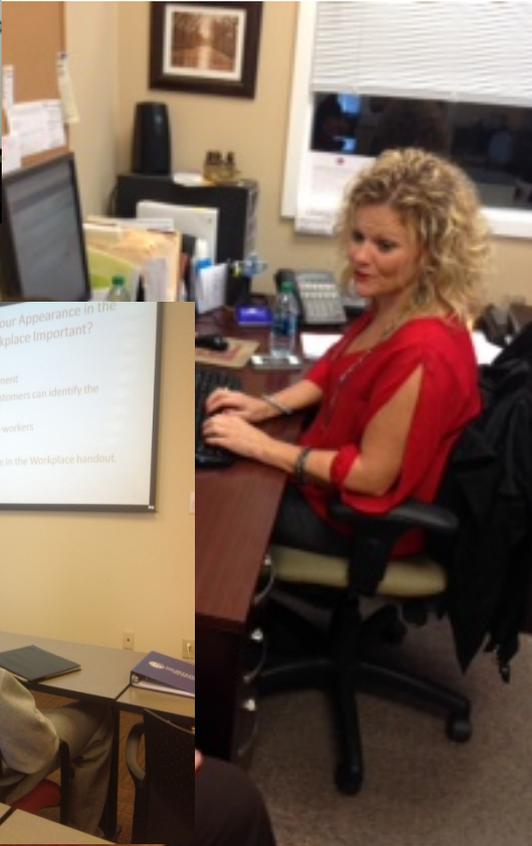
Program Design

- ▶ Each county within our 27 county region houses a C2C Counselor.



Program Design

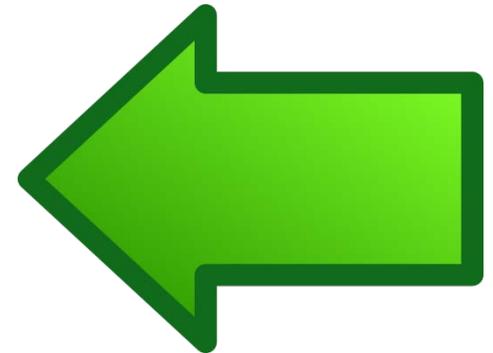
- ▶ These counselors are the youth's advocate. They are trained to help youth cope with existing problems and assist them in character development so they may succeed on the path to a better and brighter future.



Program Design

- ▶ Who we serve are:
 - Out-of-school ages 14–21
 - Low income
 - Has one or more of the following barriers:
 - Deficient in basic literacy skills
 - A school dropout
 - Homeless, a runaway, or a foster child
 - Pregnant or a parent
 - An offender
 - An individual who requires additional assistance to complete an educational program, or to secure and hold employment

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Program Design

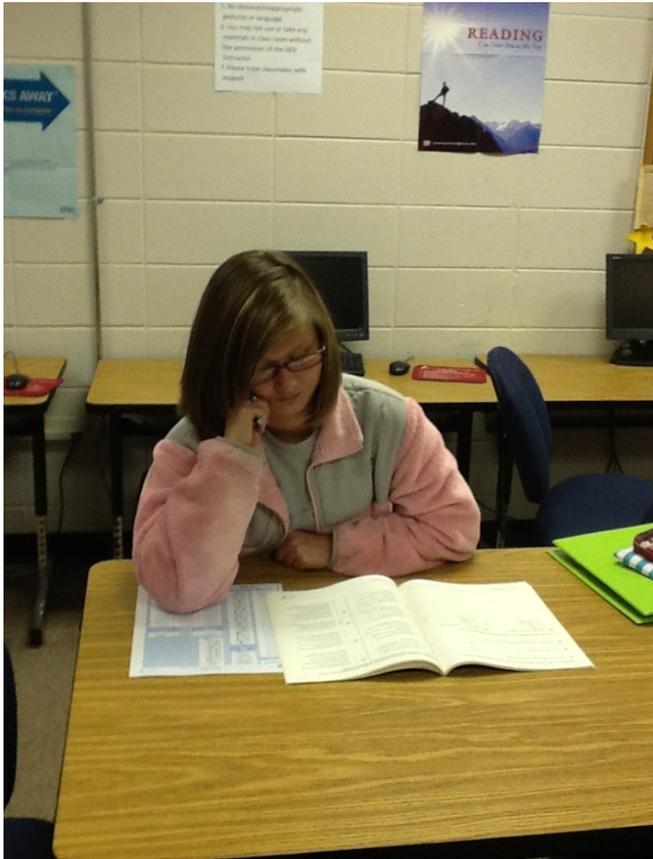
- ▶ Each C2C Youth Program provides the 10 required WIA program elements in accordance with the youth's ISS.



- ▶ Each youth is required to take a DOL approved assessment to determine if they are basic skills deficient.



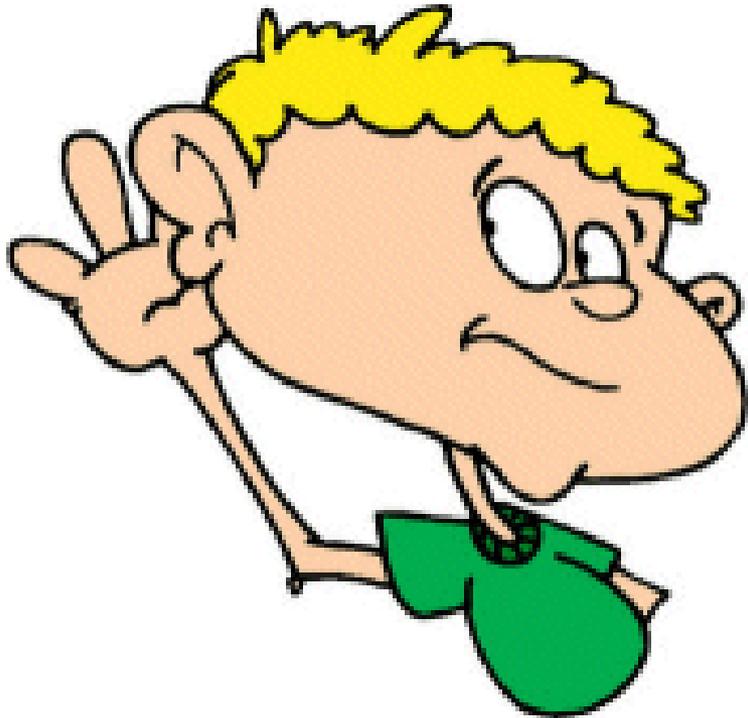
Program Design



- ▶ Youth who are also lacking in basic literacy skills are provided with tutoring to increase reading, math and language scores.
- ▶ Youth needing a GED are referred to the appropriate ABE/GED location within their county.

Program Design

▶ Why did we mandate work ethics?



- We listened to employers!!!
 - Employers were CONSTANTLY requesting it.
 - Youth were coming into our programs without it...whose job is it to teach this anyway?
 - It increases the chance of a positive work experience between youth/employer.

Program Design

- ▶ Before a youth may receive work experience they are required to take work ethics courses. All curriculum is designed to help youth with:
 - Appearance/Dress
 - Attitude and Body Language
 - Attendance and Punctuality
 - Communication and Following Instructions
 - Dependability/Responsibility
 - Time Management
 - Decision Making and Problem Solving
 - Leadership and Motivation
 - Financial Knowledge and Management

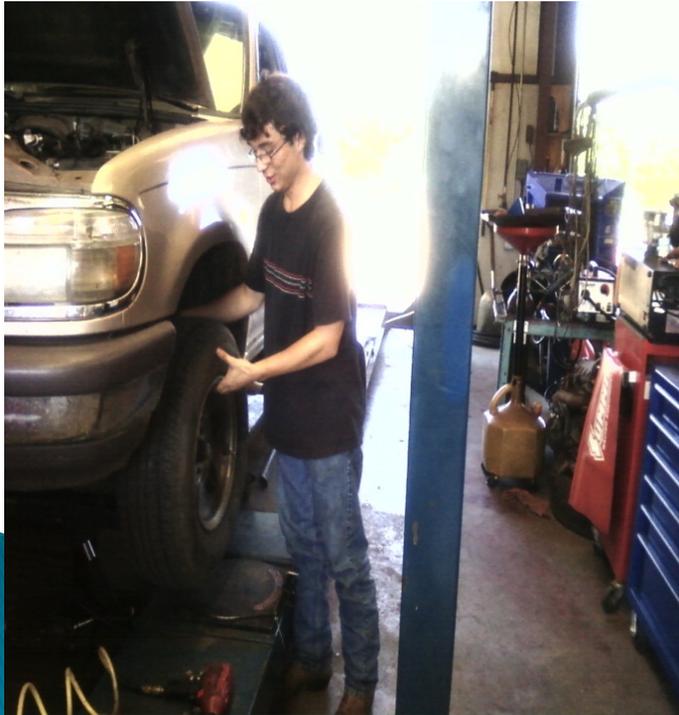


Program Design

- ▶ *The youth receives a certificate of completion from the work ethics training.*
- ▶ *Remember, work experience is a reward for completing the training, it is not a guarantee!*

Program Design

- ▶ After completing the work ethics training, the C2C counselor will also be responsible for finding the youth an appropriate worksite that helps achieve the goals set by the youth outlined in the ISS.



Program Design



- ▶ Each worksite is carefully chosen and each worksite supervisor receives one-on-one training to help them understand the importance of the youth's work experience.
- ▶ Employers who participate in this program are provided a temporary worker complete with pay, worker's compensation insurance, etc.

Program Design

- ▶ The employer's responsibilities are quite simple:
 - provide a safe environment for the youth to work in,
 - ensure that the youth use the skills that are outlined on their work ethics certificate, and
 - continue to be a positive mentor for them along the way!



Program Design



- ▶ Our goal for each youth when they complete the C2C program is to ensure that they have completed the short-term steps outlined in their ISS including:
 - ▶ increased their basic literacy skills (if needed)
 - ▶ completed the work ethic training receiving a certificate
 - ▶ received a GED (if needed)
 - ▶ completed work experience

Strategies



Value Added Services.



Value Added Services



Strategies

What You Should Know...

21st Century Skills

The U.S. Department of Labor predicts that today's learners will average 10-14 jobs...

...before their 38th birthday!!!

What kind of skills must you have to succeed in a world that changes so fast?





Strategies

◦ Smart Lab

- In five weeks, students progress through a series of self-directed project engagements. As they tackle these projects, they learn essential technology skills and systems, including:

- Mechanics and Structures
- Computer Graphics
- Science and Data Acquisition

- Publishing and Multimedia
- Robotics and Control Technology
- Circuitry



These are some of the 21st century skills that are important in the SmartLab:

- Problem Solving
- Critical Thinking
- Collaboration and Teamwork
- Creativity and Innovation
- Self-Direction
- Documentation of Learning and Effective Presentation
- Communication
- Information Sourcing and Media Literacy
- Application of Technology to Workflow
- Adaptability





Strategies

- ▶ Smart Lab Video inserted here



Strategies

- ▶ 2nd Smart Lab Video Inserted Here



Strategies





Strategies



Video of Modern Manufacturing Trailer





Strategies





Strategies

- ▶ Manufacturing Basic Skills Certification is designed to provide the student with the basic skills needed to be successful in a high-performance manufacturing environment.
 - **Manufacturing Basic Skills Certificate Program Module Content & Objectives**
 - **Modules:**
 - Basic Computer/Employability
 - 10hr-OSHA Safety Certification
 - CPR/First Aid Certification
 - Blue Print Reading
 - Precision Measurement, Basic Math & Metric
 - High Performance Manufacturing
 - Lean Manufacturing with simulation
 - 5S with simulation
 - Value Stream Mapping
 - Quality Tools/SPC
 - Overview ISO 9001





Strategies

- ▶ The latest manufacturing techniques such as Lean Manufacturing, 5S and Quality Assurance require greater skills than ever before in the history of manufacturing.
 - **Manufacturing Skills Course**



- This course introduces and reinforces such skills as safety, precision measurement, and blueprint reading. The student is also introduced to lean manufacturing practices, value stream mapping, ISO methods and 5-S concepts, as well as quality tools with SPC.



Strategies

- ▶ Workforce Career Certifications
 - Microcomputer/Information Systems Technology
 - Employability Skills Training
 - Professional Work Ethics Development 48 hours
 - Microcomputer Applications 50 hours
 - Word Processing 48 hours
 - Applied Business Math 48 hours
 - Pathway Classes
 - IT Foundations 60 hours
 - Fundamentals of Data Communication
 - Security Principles and Policies 48 hour





Strategies

▶ Workforce Career Certifications

◦ Medical and Business Office Assisting

• Employability Skills Training

- Professional Work Ethics Development 48 hours
- Microcomputer Applications 50 hours
- Word Processing 48 hours
- Applied Business Math 48 hours

• Pathway Classes

- Business Communications 48 hours
- Medical Terminology 48 hours
- Medical Business Practices 60 hours





Strategies

▶ Workforce Career Certifications

◦ Industrial Maintenance IT

• Employability Skills Training

- Professional Work Ethics Development 48 hours
- Microcomputer Applications 48 hours
- Word Processing 48 hours
- Industrial Maintenance Math & Measurement 16 hours
- Industrial Maintenance Safety & Blueprint 32 hours

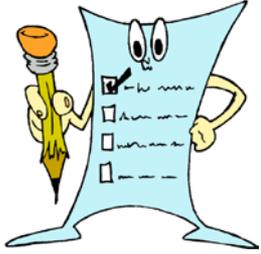
• Pathway Classes

- Intro to Electricity 48 hours
- Program Logic Controllers 48 hours
- Principles of Hydraulics & Pneumatics 48 hours
- AC/DC Circuits for Electrical 60 hours





Strategies



- Supplemental Surveys and Inventories such as:

- Work Motivation Scale

Helps identify key work values and motives and uses them to improve career satisfaction and success.

- Career Exploration Inventory

Helps explore individual's work and leisure interest, as well as individual's learning style

- Financial Literacy Inventory

Identifies what you know about basic money management. Instructor uses results of inventory to teach needed skills of money management.





Strategies



- o Etiquette Class

- This workshop builds self-esteem, fosters confidence and generates pride in participants. Workshops are taught by local community partners at no cost.
- Participants are taught basic table manners, how to use napkins, how/when to eat, serving food, how to use silverware and dinnerware, place settings and tips on social graces.
- The participants use the skills learned during a luncheon. Bon Appétit!





Strategies

➤ Industry Tours

The participants are engaged in different tours of industries in order for them to experience exactly what the company expects of them before being involved in work experience or even full-time employment.





Strategies

- ▶ Mississippi Department of Rehabilitation Services (MDRS) provides a Disability Coordinator to work with youth providers and the youth in the Mississippi Partnership. Their responsibilities include:
 - Training youth providers in disability etiquette and sensitivity to help them feel more comfortable and become more compassionate in their interactions with youth with disabilities.
 - Assisting youth with disabilities who need one-on-one guidance in advancing through the C2C Program.



Strategies



- ▶ The GED is getting harder to pass due to:
 - Aligned with common core standards
 - Computerized version only
 - High cost
- ▶ Time must be spent in the classroom to not only study for things you haven't learned, but to retain and remediate. Sometimes you think you remember things you've learned, but then when you are put to the test you find you need a little help.



- ▶ Andy Griffin Show Video



Strategies

- GED Incentives
 - In the MS Partnership we offer a \$100 GED Incentive for any student that completes his/her GED during active phase of the youth program **OR** up to the 3rd quarter after exit.



Counseling To Career C2C Youth Programs



- ▶ Now it is time for the youth to begin working towards their long-term goals.

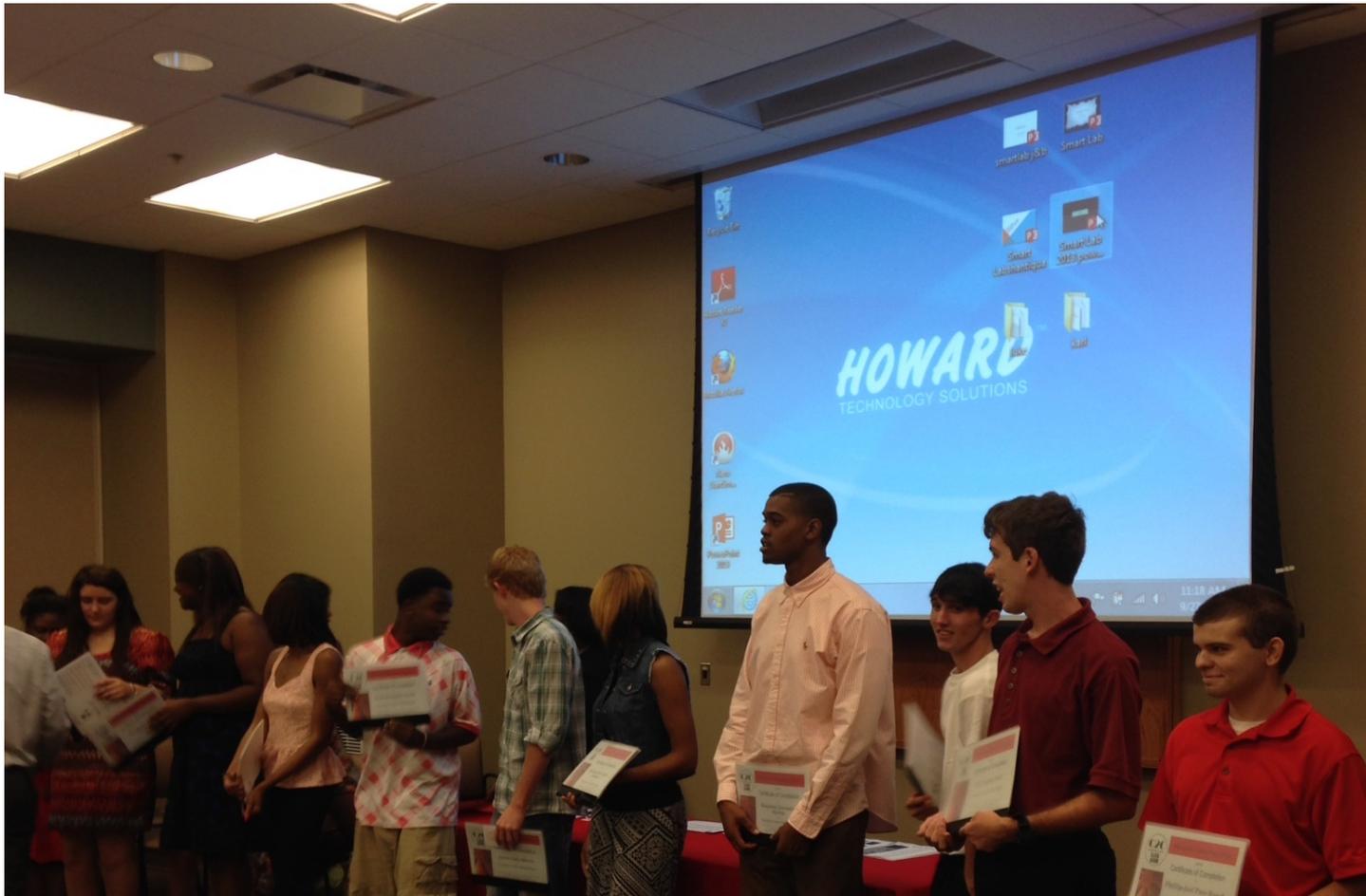
- ▶ The counselor will assist the youth with preparing for their long term goals prior to exit to ensure that the student continues on their pathway to success!



Outcomes



Outcomes



Outcomes

- ▶ **C2C Participant: Austin Snow**
- ▶ Austin came to us as a twenty year old participant in the WIA (Workforce Investment Act) Counseling to Career (C2C) out-of-school youth program. Austin had dropped out of school in the ninth grade and had never pursued further formal education classes. At the beginning of program participation Austin was given the TABE (Test of Adult Basic Education) to assess his academic functioning level in reading, math and language. According to his test results it was quite obvious that Austin had the potential to achieve anything he set his mind to. His formal education may have ended in the ninth grade, but he had continued to educate himself.



Outcomes

- ▶ From day one, Austin showed leadership potential. Throughout the class sessions, Austin always had a positive outlook although life might not have always been filled with positive circumstances.
- ▶ Upon completion of the work ethics sessions eligible youth are placed on worksites to practice the skills they have learned in the classroom. Austin showed an interest in mechanical things and asked if it would be possible for him to work at the Western Auto in Louisville. Mr. Moody, owner and manager of Western Auto, interviewed Austin and was willing to supervise and mentor him. Austin proved himself an asset to the business and upon completion of his WIA work hours, he was hired by Western Auto. Austin is currently working at Western Auto and the GTPDD staff continues to encourage him to pursue further education goals.
- ▶ During an interview with Austin, he shared three goals he hoped to achieve in the following twelve months: (1) Enter Work Ethics Training (2) Enter Paid Work Experience (3) Enter Employment. Not only did Austin “enter” these goals, he completed all three and is making great strides in his daily employment.

Outcomes



WHO'S AWESOME?

YOU'RE AWESOME

Outcomes



- ▶ **C2C Participant: Aleshia Harris**
- ▶ Twenty year old Aleshia Harris earned her GED through the C2C Program at the Northeast Mississippi Community College Golden Training Unit. After earning her GED, Aleshia participated in the work ethics training and then went on to work experience at the Big Blue House Daycare in Golden, MS. While working at the Big Blue House, Aleshia was put in charge of overseeing the preparation of all meals provided to the children, as well as being responsible for the cleaning of the entire facility. Sheree Randolph, owner of the Big Blue House, was so impressed with Aleshia's wonderful work ethic that she decided to hire Aleshia full time.

Outcomes



WHO'S AWESOME?

You're Awesome

Outcomes

Youth Measure	Goal	PY 2013 3 rd Quarter Actual Performance
Placement	71.5%	81.35%
Attainment of a Degree/Certificate	78.7%	93.15%
Literacy/Numeracy Gains	71.0%	85.26%

Recommendations

- ▶ Ensure that you are doing all that DOL requires, such as the 10 program elements.



- ▶ Are you really offering all of these elements to better the outcome for the youth?

Recommendations

- ▶ What can you do to add value to your existing programs?



Value Added Services



commendations



- ▶ Get in your “think tank”, determine what is the best sector strategy for your area and design your youth program around that concept. This will help you produce the best outcome for your participants!



Counseling To Career C2C Youth Programs

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