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| <b>Grant Program:</b>  | Health Care Sector and Other High Growth Emerging Industries  |
| <b>Grantee Name:</b>   | <b>Goodwill Industries, Inc., Serving Eastern Nebraska and Southwest Iowa</b>   |
| <b>Grantee City/State:</b>   | Omaha, NE   |
| <b>Grant Award Amount:</b>   | \$2,007,846   |
| <b>Initial Period of Performance:</b>  | March 2010-February 2013  |
| <b>Project Name:</b>   | Customer Contact Training   |
| <b>Project Description:</b>  | Goodwill Industries, Inc., in collaboration with Metropolitan Community College, will recruit, train, and prepare workers for customer contact positions in the insurance and banking industries. Participants will learn the specific skills they need to excel in these jobs, including hands-on experience with technology, basic knowledge of the insurance and banking industries, and the ability to serve challenging customers as they earn 26.5 college credits and work towards a Customer Contact Specialist Diploma. In addition, career coaches will ensure participants' success by providing one-on-one guidance and curriculum development. |
| <b>Areas Served by Grant:</b>  | Omaha Metropolitan Area   |
| <b>Targeted Industries:</b>  | Insurance and Banking   |
| <b>Targeted Credentials:</b>   | Customer Contact Specialist Diploma (employer recognized) & 26.5 college credits  |
| <b>Targeted Occupations:</b>   | Customer Contact Specialists  |
| <b>Targeted Populations:</b>   | Unemployed workers  |
| <b>All Project partners:</b>   | Metropolitan Community College, First National Bank, Mutual of Omaha, BlueCross BlueShield of Nebraska, Tri-County Workforce Investment Board, Nebraska State Department of Health and Human Services,  |
| <b>Projected outcomes:</b>   |   |
| Total number of participants served:   | 200   |
| Total number of participants beginning education/training activities:  | 200   |
| Total number of participants completing education/training activities:   | 148   |
| Total number of participants who complete education/training activities and receive a degree/certificate:            | 140   |
| Total number of participants who complete education/training activities and are placed into unsubsidized employment: | 110   |





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| Total number of participants who complete education/training activities and are placed into training-related unsubsidized employment:                      | 101  |
| Total number of participants placed in unsubsidized employment who retain an employed status in the first and second quarters following initial placement: | 76   |
| <b>Other Key Project Deliverables:</b>   | Outreach materials, program design, in-house evaluations and lessons learned   |
| <b>Contact Information:</b>  | Ginny Powell, Customer Connect Manager<br>402.231.1939<br><a href="mailto:ypowell@goodwillomaha.org">ypowell@goodwillomaha.org</a><br><a href="http://www.goodwillomaha.org">www.goodwillomaha.org</a> |

