Upskilling Vermont
Bridging the Gap Between Educators and Employers
Your Panelists

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Associate Dean of Workforce Education
Community College of Vermont

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President and CEO
Brattleboro Memorial Hospital
Community College of Vermont

- 12 Locations Statewide and Online
- Average Class Size of 13
- 5,539 students in fall 2019
- 95% Vermont students
- Average Age of 26
- 1,959 Dual enrolled high school students
Workforce Education Strategies at CCV

- Building Skills Aligned to Work Requirements: Industry Recognized Credentials
- Blending Related Instruction with On-the-job Competencies: Registered Apprenticeship
- Delivery Models that Meet Business Needs: Accelerated, Self-Paced, Remote
- Stackable Credentials with Pathways to Degree: Nested Programs
Industry Recognized Credentials

A verification of an individual’s qualifications or competencies, issued by a third party with the relevant authority to issue such credentials. (USDOL)

Some examples of IRCs available at CCV include:
- Association of Rehabilitation Educators (ACRE)
- National Association of Public Bookkeepers (NACPB)
- Certified Production Technician (CPT)

Students can also take training that can lead to an IRC, such as:
- Pharmacy Tech Certificate (leads to the PTCB)
- Medical Assisting Program (leads to the CCMA)
What is Registered Apprenticeship?

Registered Apprenticeship is an employer-driven model that combines on-the-job training with job related instruction, which progressively increases an apprentice’s skill level and wages.

Apprenticeship offers an industry-proven approach for preparing workers for careers while meeting employers’ need for a highly-skilled workforce.

Traditionally, apprenticeship programs were primarily associated with construction and other skilled trades. Apprenticeships are now expanding into several other industries.
Apprenticeship Components

- BUSINESS INVOLVEMENT
- STRUCTURED ON-THE-JOB TRAINING
- RELATED INSTRUCTION
- REWARDS FOR SKILLS GAINS
- NATIONALLY RECOGNIZED CREDENTIAL
Apprenticeship Sponsor

• In 2018 CCV became a sponsor of three new apprenticeships:
  • Medical Assisting
  • Pharmacy Technician
  • Manufacturing Production Technician

• This allows employer sponsors to focus on mentorship and on-the-job competencies.

• CCV will continue to expand apprenticeship into areas such as:
  • Medical Billing and Coding
  • Bookkeeping
  • Information Technology
Accelerated Courses and Apprenticeship

• Manufacturing Solutions Inc is a manufacturer in Morrisville.

• MSI is using an accelerated course model, and an apprenticeship model to upskill their incumbent workforce.

• 16 production employees took an accelerated Manufacturing Principles class from March through May.

• The course is also the first course in the related instruction plan for the Manufacturing Production Apprenticeship.

• The second course began in June. At the end of the summer semester, participants will have earned 6 college credits and 4 industry credentials that lead to the Manufacturing Production Technician.

The course takes place at the workplace, a significant help for adult learners.
Self-paced Online Courses and Apprenticeship

- Edlund is a manufacturer of cutting-edge kitchen equipment in Burlington.
- Edlund is upskilling incumbent workers using both a self-paced online model, and an apprenticeship model.
- The courses are the related instruction plan for the Manufacturing Production Apprenticeship.

Offering courses online in a self-paced format removes several barriers to completion for adult learners.
Central Vermont Medical Center is the primary health care provider for 66,000 people who live and work in the 26 communities of central Vermont.

CVMC is using a “Train and Retain” strategy to grow their nursing workforce from current Licensed Nursing Assistants.

17 LNAs have been taking prerequisite courses at CCV since summer and will enter VTC’s nursing program in the fall.

These courses are a pre-apprenticeship that leads directly to an apprenticeship in nursing.
Growing from Within

LNAs at Central Vermont Medical Center celebrating the kick-off of their journey to becoming LPNs through a new partnership between CVMC, CCV, and Vermont Tech.
Pharmacy Technician Program: Live Remote Learning

CVS Health is the largest pharmacy healthcare provider in the United States. CVS asked CCV to develop a Pharmacy Technician Apprenticeship to create a new pipeline of Pharm Techs.

CCV developed a new Intro to Pharmacy course, taught by a pharmacist and faculty member from Albany College of Pharmacy.

In order to reach Vermonters across the state, the course is offered online with weekly live webinars.

This fall, CCV will launch a new Pharmacy Technician Certificate Program, which is imbedded in our Health Science Degree.
Nested Programming

Allows for stackable credentials, a pathway to degree, and multiple on and off ramps.

Health Science Associate Degree

60 Credits

Variety of courses from several disciplines

Pharmacy Tech Certificate

8 Courses

24 College Credits

Pharmacy Tech Apprenticeship

3 Courses

On-the-Job Training

9 College Credits
Medical Assisting

Health Science Associate Degree

Variety of courses from several disciplines

60 Credits

Medical Assisting Certificate

10-11 Courses

30-35 College Credits

Medical Assisting Apprenticeship

5 Courses

On-the-Job Training

15 College Credits
Brattleboro Memorial Hospital

- 61 bed community hospital located in Brattleboro, VT
- Serves a rural population of approximately 60,000 people in twenty-two towns in Vermont, New Hampshire, and Massachusetts
Business and Education Partnership: BMH and CCV

- Medical Assistants were in high demand
- Coursework was 2 years and $15,000
- Career Ladder needed
- Turnover rate was greater than 50%
- Lacking Certified Medical Assistants
- Licensed Practical Nurses
- Registered Nurses

Brattleboro Memorial Hospital (BMH) and Community College of Vermont (CCV) are joining forces in response to challenges filling positions within the local healthcare workforce by launching an accelerated program to prepare qualified candidates for jobs as Certified Medical Assistants. Enrollment in the 14-week program will be limited to twenty participants. Classes will be held on the CCV Brattleboro campus.
Role of Certified Medical Assistants

- Greet and room patients
- Obtain vitals
- Document pertinent patient health information into electronic medical record
- Answer patient questions
- Medication reconciliation and refills
- Follow-up on lab results
- Allow clinicians to practice at top of their license
Collaborative Design

Initial Stakeholder Meetings
Program Design
Joint Advertising & Outreach
Program Launch
Review/Sustain
Initial Stakeholder Meetings

Representatives from the hospital meet with representatives from the college to brainstorm solutions to the workforce pipeline issue.

Once an initial plan is developed, decision makers are brought in to give feedback and direction.

Once direction is agreed upon, program planning can begin.
Program Design

- Job requirements are lined up with existing coursework.
- Overall program is designed.
- Program timeline is developed.
- Program cost is discussed.

<table>
<thead>
<tr>
<th>Weeks 1-7</th>
<th>Weeks 8-15</th>
<th>Weeks 15+</th>
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<tbody>
<tr>
<td>First intensive semester courses</td>
<td>Second intensive semester courses</td>
<td>Direct Hire and On-the-Job Training</td>
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Structure and Curriculum

• Curriculum developed in partnership

• Focus on outpatient Medicine
  • Pharmacology
  • Electronic Medical Record
  • Anatomy and Physiology
  • Robust SIM Lab presence and on-site training

• 15 weeks of classroom and 3 weeks of internship

• Match Day

• Start employment!
Joint Advertising and Outreach

Several mechanisms are used for outreach and advertising, including:

• Open Houses/Information Sessions
• Cross-Organizational Website Placement
• Outreach to Current Students in Health Classes
• Outreach to Employees who want a Career Change
• Press Releases
Program Launch

• Documents are designed:
  • Scholarship Document
  • Application Checklist

• Advisor meetings are scheduled with all interested participants.

• Assessments, degree audits, and applications are completed.

• Coursework begins!
Celebrate Success!
Environmental Services

Problem to solve:
BMH needed a new pipeline of workers to fill positions within the Environmental Services department.
Collaborative Design

- Initial Stakeholder Meetings
- Program Design
- Joint Advertising & Outreach
- Program Launch
- Review/Sustain
Initial Stakeholder Meetings

- Brattleboro Memorial Hospital
- Community College of Vermont
- Vermont Department of Labor
- Creative Workforce Solutions

Multiple Partners
Program Design

CCV job shadows two senior EVS staff to inform curriculum development.

Job requirements are used to design customized workshop.

- ServSafe Certification
- Math, Graphic, and Document Literacy
- Personal and Professional Skills
- Computer Skills
- OSHA-10
- Infection Control

<table>
<thead>
<tr>
<th>Weeks 1-3</th>
<th>Weeks 4-9</th>
<th>Weeks 10+</th>
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<tbody>
<tr>
<td>Intense classroom experience, 3 days p/week</td>
<td>Classroom training scales back to 1 day p/week while student begins their paid work experience.</td>
<td>Direct Hire</td>
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Program Timeline

ENVIRONMENTAL HEALTH SERVICES
Training & Employment Pipeline

MARKETING AND PROMOTION
VDOE, Vocehah, CCV, CWS, and other partners will assist the process of promotion and recruitment for the program.

8 WEEKS

TRAINING (PT 1)
Participants will begin their training and certification for the National Career Readiness Certificate and CCV Workforce Certificate in EHS. This first part of training is exclusively classroom-based and intensive. Classes are 3 days per week.

8 WEEKS

RECRUITMENT AND REGISTRATION
After initial marketing, we will begin the recruitment and registration process which includes selection of candidates and processing paperwork for funding and course registration.

3 WEEKS

TRAINING (PT 2)
At this stage students will scale back their classroom experience to 1 day per week and supplement instruction with on-the-job training.

FTE
Upon completion of this program, participants will have received a national certification, a CCV workforce certificate, and work experience. BMH can then elect to hire any or all of these trained and certified candidates.
## Partner Roles and Responsibilities

### Plan:

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<tr>
<th>CCV</th>
<th>BMH</th>
<th>VSAC</th>
<th>VDOL</th>
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<tbody>
<tr>
<td>• Curriculum Development</td>
<td>• Marketing</td>
<td>• Funding for instruction and certification</td>
<td>• Funding for Work Experience</td>
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<td>• Faculty selection/training</td>
<td>• Video</td>
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<td>• Location and materials</td>
<td>• Lawn signs</td>
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<td>• Webpage</td>
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<td>• On the job training</td>
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<td>• Commitment to offering employment to</td>
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<td>all graduates</td>
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Joint Advertising and Outreach

Several mechanisms are used for outreach and advertising, including:

• Open Houses/Information Sessions
• Cross-Organizational Website Placement
• Video and Lawn Signs
• Press Releases
CCV/BMH Partnership Leads to Hospital Hires

November 20, 2018 by Katie Kexsey

MONTPELIER, Vt. — Community College of Vermont (CCV) and Brattleboro Memorial Hospital (BMH) have teamed up to provide a direct pathway to hospital jobs in environmental services. At a graduation ceremony today at BMH, certificates were awarded to nine participants in the new Environmental Services Training Program, eight of whom have been offered employment at the hospital.

The program was developed in response to a critical need for qualified staff, and is the result of a collaboration led by CCV and BMH that also includes the Department of Labor, the Vermont Association of Business Industry and Rehabilitation (VABIR), Vermont Student Assistance Corporation (VSAC) and Creative Workforce Solutions. Bill Norwood, BMH’s vice president of human resources, says the hospital is proud to be part of this partnership. “Collaborating with local agencies and organizations in order to expand and empower our local workforce is a priority for us. We are pleased to be able to offer training opportunities that will allow people in the area to increase their skills, improve their job prospects, and become a part of a team that aims at career growth.”

The nine-week training included five weeks of paid on-site work experience at the hospital, and completers have been offered full-time, part-time, or per diem employment. A number of participants also earned CCV credits, an OSHA certification, the Governor’s Career Readiness Certificate, and training in infection control.

Why CCV?

No matter where you want to go in life, CCV can help you get there. Hundreds of career options, flexible scheduling, and the lowest cost per credit in the state.

APPLY NOW

CCV In The Media

[Video: Intro to CCV]

[Video: CCV Students]
Key components to a successful Industry/Education Partnership

• Collaboration
• Flexibility
• Creativity
• Clear Roles & Responsibilities
• Agreed Upon Timelines
• Innovative Funding Options
• Identifying the Challenge
• Shared Vision of Outcomes
• Written Agreement that can Change

• Training Tied to Competency
• Imbedded Credentials
• Stakeholder Buy-in
• Joint Outreach Efforts
• Workplace Exposure
• Streamlined Processes
• Solutions Focused
• Identification of Point People
• Regular Check-ins
Questions?

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