



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

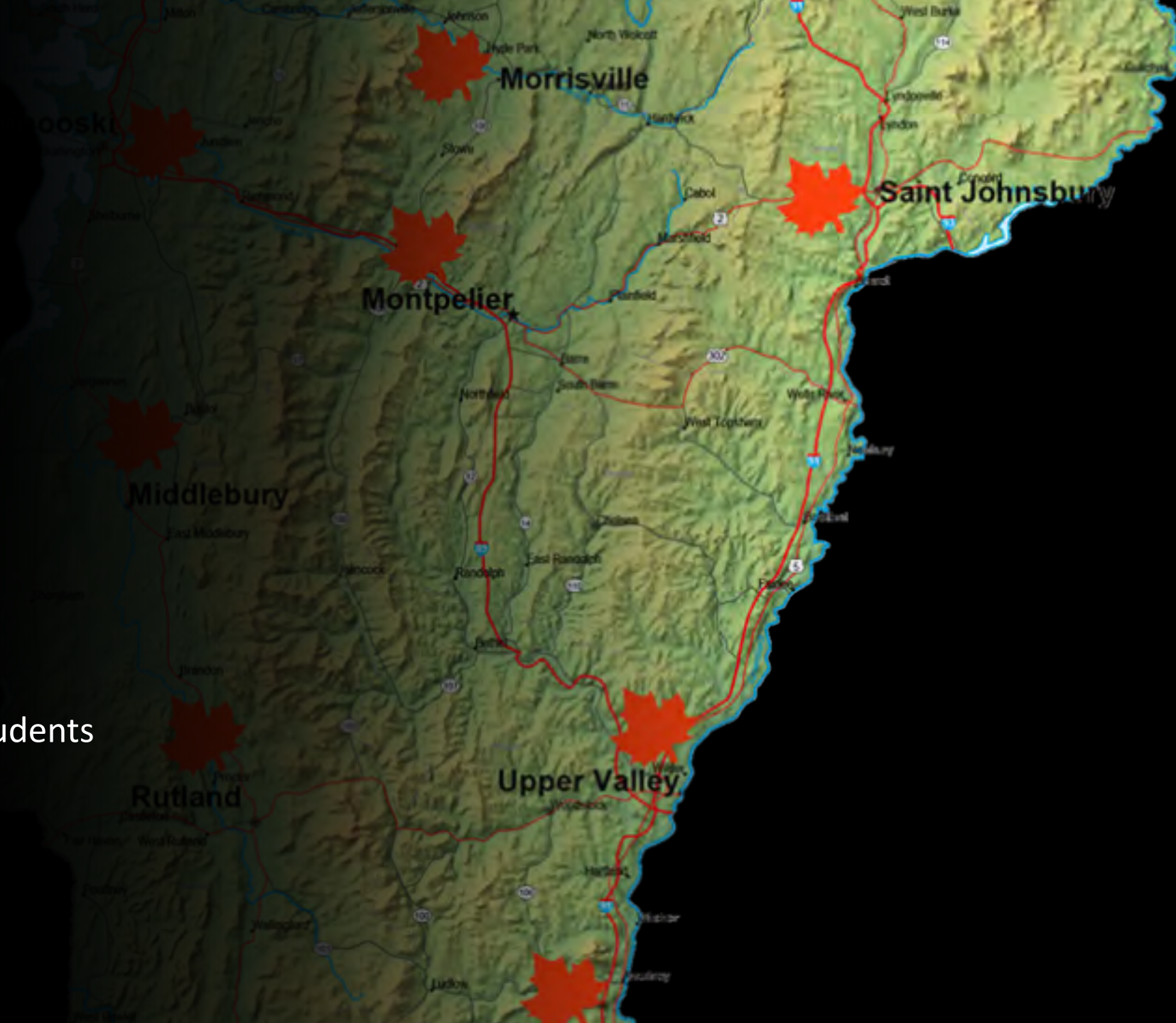
Brattleboro Memorial Hospital





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.

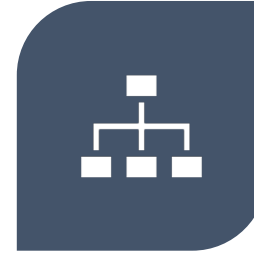


Traditionally, apprenticeship programs were primarily associated with construction and other skilled trades. Apprenticeships are now expanding into several other industries.

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



The course takes place at the workplace, a significant help for adult learners.

- 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.

Self-paced Online Courses and Apprenticeship



Offering courses online in a self-paced format removes several barriers to completion for adult learners

- 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**.

Train and Retain with Pre-Apprenticeship



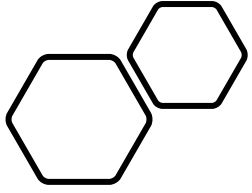
A “Grow your Own” strategy is used to train and retain the current workforce so they can be upskilled for higher positions

- 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

60 Credits

Variety of
courses
from several
disciplines

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

News

BMH and CCV Collaborate in Developing a New Accelerated Medical Assistant Program

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



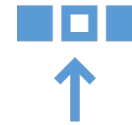
Initial Stakeholder
Meetings



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.



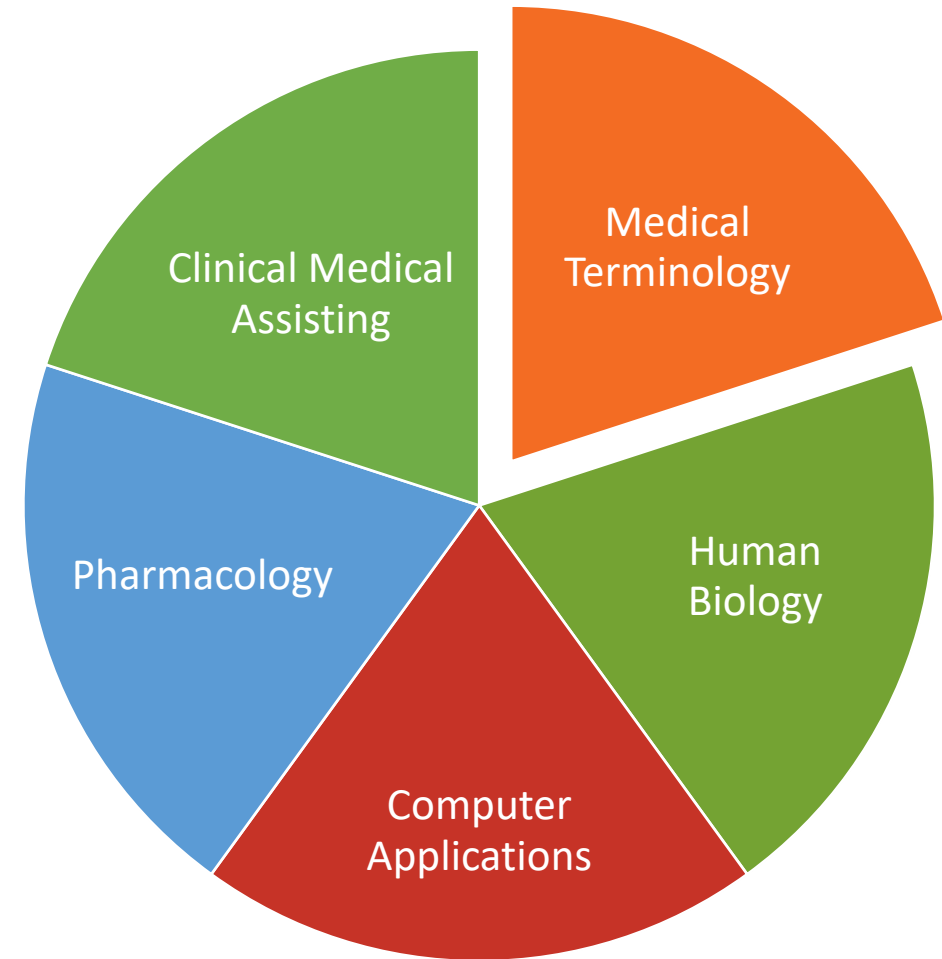
ONCE AN INITIAL PLAN IS DEVELOPED, DECISION MAKERS ARE BROUGHT IN TO GIVE FEEDBACK AND DIRECTION.



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.



Weeks 1-7	Weeks 8-15	Weeks 15+
First intensive semester courses	Second intensive semester courses	Direct Hire and On-the-Job Training

Structure and Curriculum

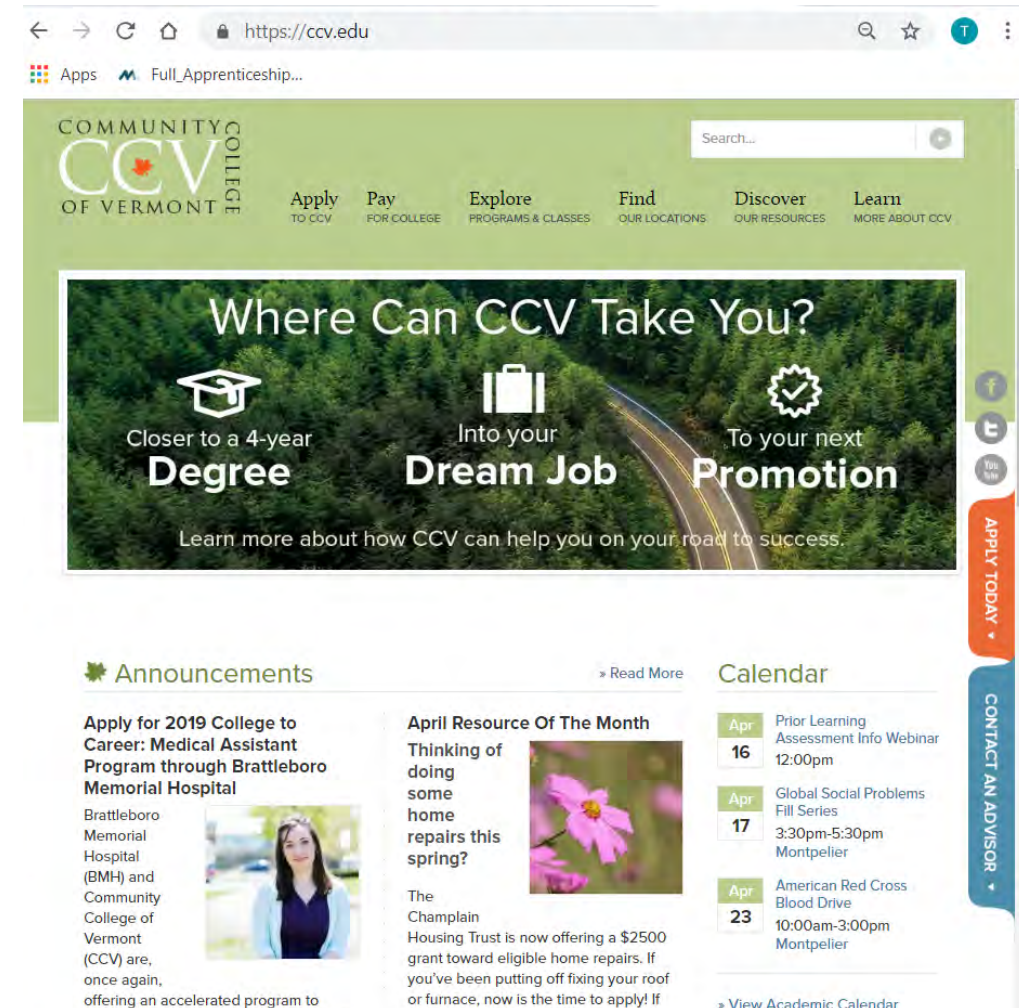
- Curriculum developed in partnership
- Focus on outpatient Medicine
 - Pharmacology
 - Electronic Medical Record
 - Anatomy and Physiology
 - Robust SIM Lab presence and on-site training
- 15 weeks of classroom and 3 weeks of internship
- Match Day
- Start employment!



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!



Brattleboro Memorial Hospital
EXCEPTIONAL CARE FOR OUR COMMUNITY

2019 Brattleboro Memorial Hospital/Community College of
Vermont "College to Career" Scholarship Application

Please Use Ink!
To be completed by the student

Name: _____

Mailing Address _____
Street City/State Zip Code

Phone #: _____

Cell #: _____

E-Mail: _____

High School attended: _____ Graduation Year: _____

College(s) attended: _____ Dates: _____

While previous health care experience is not required for the application to the scholarship program,
please describe any health care experience that you may have:



Celebrate Success!

Environmental Services

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



Brattleboro Memorial Hospital
EXCEPTIONAL CARE FOR OUR COMMUNITY



Environmental Services Training Program

About the Program

BMH is partnering with the Community College of Vermont and the Vermont Department of Labor to offer a new Environmental Services Certification Program. Participants will be certified in hospital infection control and upon successful completion of the program, will be eligible for direct hire with BMH.

Collaborative Design



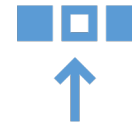
Initial Stakeholder
Meetings



Program Design



Joint Advertising
& Outreach

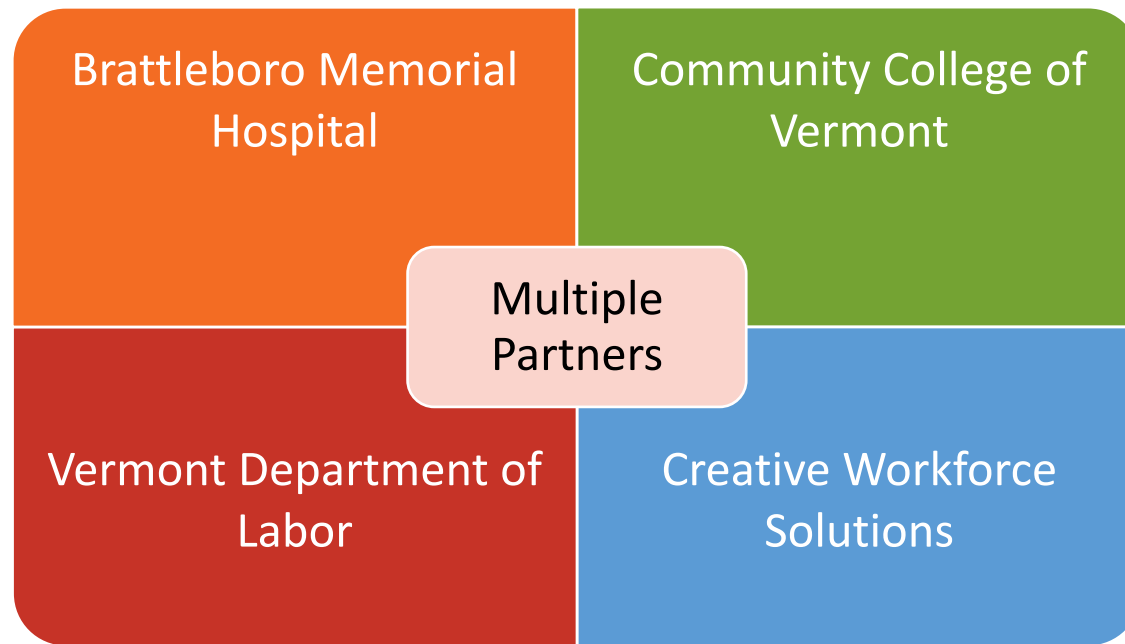


Program Launch

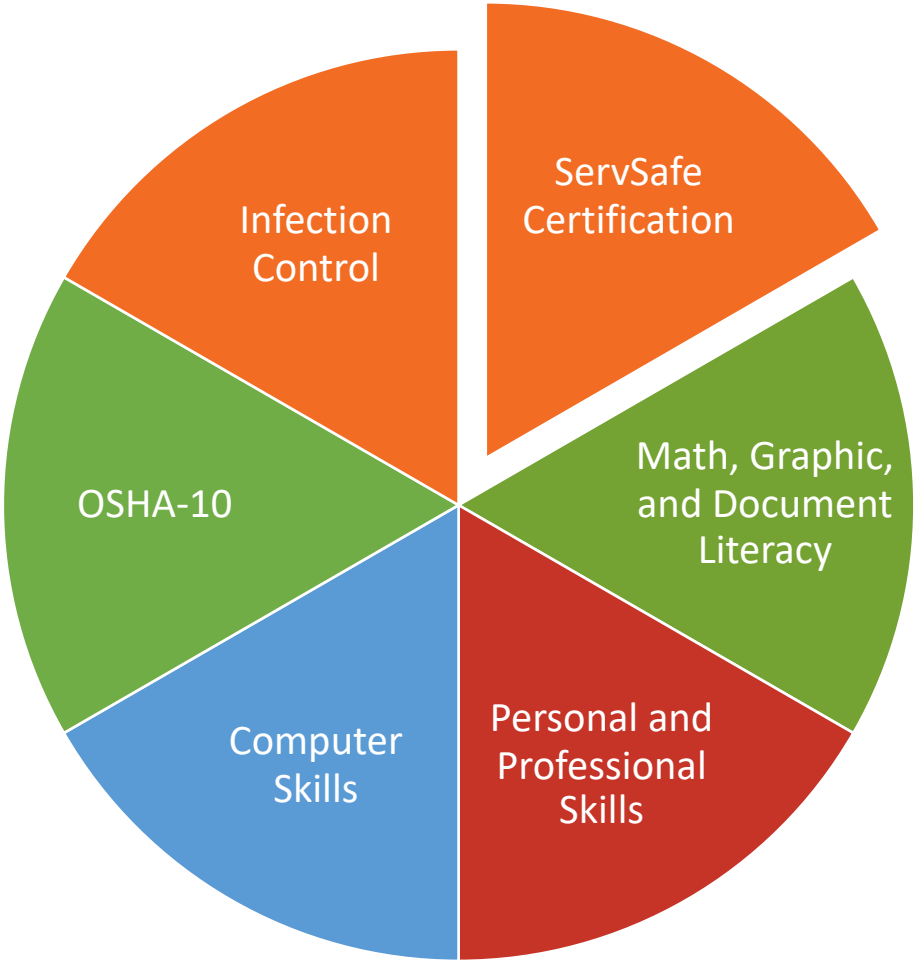


Review/Sustain

Initial Stakeholder Meetings



Program Design



Weeks 1-3	Weeks 4-9	Weeks 10+
Intense classroom experience, 3 days p/week	Classroom training scales back to 1 day p/week while student begins their paid work experience.	Direct Hire

Program Timeline



Partner Roles and Responsibilities

Plan:

CCV

- Curriculum Development
- Faculty selection/training
- Location and materials

BMH

- Marketing
 - Video
 - Lawn signs
 - Webpage
- On the job training
- Commitment to offering employment to all graduates

VSAC

- Funding for instruction and certification

VDOL

- Funding for Work Experience



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



Hospital, college partner to fill medical staffing gaps

By **Mike Faher**

Dec 18 2016 | one reader footnote



64



26



90
SHARES





The News Magazine of the Community College of Vermont

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You are here: [Home](#) / [Press Releases](#) / [CCV/BMH Partnership Leads to Hospital Hires](#)

CCV/BMH Partnership Leads to Hospital Hires

November 20, 2018 by Katie Keszei

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 onsite 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 class options, flexible scheduling, and the lowest cost per credit in the state.

APPLY NOW

CCV In The Media

■ Kim Barbare named Workforce



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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