FastPath. Your Road to Job-Ready.

WICHE - CHEO
Career Coach Workshop
March 5, 2015
FastPath

AGENDA:

- What is FastPath?
  - Video: http://youtu.be/9RjjlFr8vp8
- Role of the Career Coach
- What we’re learning
FastPath

A program to identify, recruit, and connect unemployed and underemployed adults with technical and employability skills that prepare them for a job.

FastPath is funded by a grant from the City of Columbus - Mayor Coleman and City Council.
FastPath

Key Design Principles:

- Short term customized training for in-demand occupations
- Successful completion of industry recognized credential or certification
- Entry level employment opportunities that lead to a career and educational advancement
- Committed employers engaged in design, delivery and hiring
  - Nationwide Children’s Hospital
FastPath

Short Term Customized Job Training

- Technical Training
- Employability Skills
- Case Management - Support Services
FastPath

Technical training includes embedded credentials to support career and education pathways

- Four tracks:
  - Patient Care (STNA)
  - Building Services (OSHA-10)
  - Food Services (ServSafe™)
  - Logistics (CLA & OSHA-10) in April 2015
What is FastPath?

Employability Skills

- Transferable Skills
- Resume writing
- Interview preparation
- Mock Interviews
- Employer Applications
- Retention Skills
FastPath

Case Management to Address Barriers

- Food, Clothing, Shelter
- Child Care
- Transportation
- Medical and Dental Resources
- Mental Health
- Legal Aid
- Hygiene
FastPath

Employers engaged in design, delivery and hiring

- Nationwide Children’s Hospital is lead
- 25 employers involved to date:
  - Curriculum development and feedback
  - Mock interviews
  - Clinical & work-practice sites
  - Job placement
FastPath

In-Demand Jobs at Nationwide Children’s

- First three tracks identified and co-designed
  - Patient Care (STNA)
  - Building Services (OSHA-10)
  - Food Services (ServSafe™)
# FastPath

## Career & Education Pathways

<table>
<thead>
<tr>
<th>Position</th>
<th>Average Wages</th>
<th>Employment Outlook</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Care Assistant</td>
<td>$9.68 - $15.51</td>
<td>Growing Faster then Average</td>
</tr>
<tr>
<td>Building Services – Floor Care</td>
<td>$9.35 - $14.00</td>
<td>Growing Faster then Average</td>
</tr>
<tr>
<td>Food Services</td>
<td>$9.32 - $14.26</td>
<td>Growing Faster then Average</td>
</tr>
</tbody>
</table>

With Additional Training and Experience:

<table>
<thead>
<tr>
<th>FastPath</th>
<th>Certificate</th>
<th>Associates Degree</th>
<th>Bachelor Degree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Care Technician (STNA)</td>
<td>Medical Assistant</td>
<td>Licensed Nurse</td>
<td>Registered Nurse</td>
</tr>
<tr>
<td>Building Services (OSHA 10)</td>
<td>Maintenance Repair Worker</td>
<td>Facility Maintenance</td>
<td>Building Inspector</td>
</tr>
<tr>
<td>Food Services (ServSafe)</td>
<td>Baker</td>
<td>Hospitality Manager</td>
<td>Dietitian</td>
</tr>
</tbody>
</table>
Role of the Career Coach

- Build Rapport ➔ TRUST
- Navigate Enrollment
- Develop Career Action Plan
- Assist with Barriers
- Coach
- Job Placement & Retention
Career Coach

Build Rapport ➞ TRUST

#1

- Roger
- Natalie
Career Coach

Navigate Enrollment

- Community Partner Recommendations
  – See packet
- Determine Eligibility and Suitability
## Career Coach

<table>
<thead>
<tr>
<th>Eligible</th>
<th>AND</th>
<th>Suitable</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Resident of Columbus</td>
<td></td>
<td>• Customer Svc. Certificate; comparable experience</td>
</tr>
<tr>
<td>• 18 years or older</td>
<td></td>
<td>• Recommendation from Workforce Partner</td>
</tr>
<tr>
<td>• H.S. diploma or GED &amp; score at 9(^{th}) grade level</td>
<td></td>
<td>• Readiness to adhere to program parameters</td>
</tr>
<tr>
<td>• Background check – no felonies</td>
<td></td>
<td>• Motivation to work</td>
</tr>
<tr>
<td>• Pass drug screen</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Eligible to work in USA</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Career Coach

Develop Career Action Plan
Career Coach

Assist with Barriers

- Housing
- Health & Dental Resources
- Rental & Utility Assistance
- Legal Aid
- Interview Clothes
- Transportation
Career Coach

Coach

- Interviewing prep
- Career advising (multiple offers!) - Danielle
- Job placement & coaching - Robert
What We’re Learning

- Community Partner Engagement & Recruitment
- Employer challenges
Community Partner Engagement: MODEL

### WHAT
- Recruitment
  - Assessment and Career Planning
  - Training
  - Job Placement
  - Job Coaching & Retention

### WHO
- Community Partners
  - Workforce Development Partners & CSCC
  - Columbus State
  - Columbus State, COWIC, & Jewish Family Services
  - Columbus State
## Community Partner Engagement: REALITY

### Recruitment Results to Date (6 cohorts):

<table>
<thead>
<tr>
<th>Track - # cohorts</th>
<th>Students/ Cohort</th>
<th>Recruitment Goal</th>
<th>Enrolled To Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Care – 2</td>
<td>16</td>
<td>32</td>
<td>21</td>
</tr>
<tr>
<td>Building Services - 2</td>
<td>12</td>
<td>24</td>
<td>10</td>
</tr>
<tr>
<td>Food Services - 2</td>
<td>18</td>
<td>36</td>
<td>14</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>46</strong></td>
<td><strong>92</strong></td>
<td><strong>45</strong></td>
</tr>
</tbody>
</table>
What we’re learning

How to live the vision...

Dr. Kelly Kelleher
Director, Center of Innovation in Pediatric Practice
V.P., Health Service Research at The Research Institute
Nationwide Children’s Hospital

http://youtu.be/4LPqZ4SmyUo
Learning

Employer Challenges

- Patient Care hiring process conducted in cycles
- Hiring process is extensive process
  - Multiple steps to application
  - Interview process has several steps (inconsistent)
  - Electronic filter for resumes – built in manual workaround
  - Traditional review of resumes - Tahtianna
- Process doesn’t consider barriers of many applicants (e.g. parking instructions)
Questions & Feedback

- Nancy Case  ncase1@cscce.edu  
  614-287-3911
- Keith Wollenberg  kwollenb@cscce.edu  
  614-287-2434
## FastPath: GOALS

<table>
<thead>
<tr>
<th>Track</th>
<th>Enrollment/Cohort</th>
<th># Cohorts</th>
<th>Total Enrollments</th>
<th>Completions 75%</th>
<th>Placements 75%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Care</td>
<td>16</td>
<td>4</td>
<td>64</td>
<td>48</td>
<td>36</td>
</tr>
<tr>
<td>Building Svcs.</td>
<td>12</td>
<td>4</td>
<td>48</td>
<td>36</td>
<td>27</td>
</tr>
<tr>
<td>Food Services</td>
<td>18</td>
<td>4</td>
<td>72</td>
<td>54</td>
<td>20</td>
</tr>
<tr>
<td>Logistics</td>
<td>20</td>
<td>2</td>
<td>40</td>
<td>30</td>
<td>23</td>
</tr>
<tr>
<td>TBD</td>
<td>12</td>
<td>2</td>
<td>24</td>
<td>18</td>
<td>14</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td></td>
<td><strong>248</strong></td>
<td><strong>186</strong></td>
<td><strong>140</strong></td>
</tr>
</tbody>
</table>

**Cost/Participant***

- **Patient Care**: $6,048
- **Building Svcs.**: $8,065
- **Food Services**: $10,714

*Note: Does not include GED students or College-level track.*
## FastPath: Budget

<table>
<thead>
<tr>
<th>Budget Item</th>
<th>Amount</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program – Direct Services</td>
<td>$ 443,420</td>
<td>29.6%</td>
</tr>
<tr>
<td>Curriculum Development &amp; Instruction</td>
<td>$ 154,646</td>
<td>10.3%</td>
</tr>
<tr>
<td>Student Stipends &amp; Transportation</td>
<td>$ 110,000</td>
<td>7.3%</td>
</tr>
<tr>
<td>Supplies &amp; Consumables</td>
<td>$ 116,851</td>
<td>7.8%</td>
</tr>
<tr>
<td>Technology</td>
<td>$ 12,000</td>
<td>0.8%</td>
</tr>
<tr>
<td>Administration</td>
<td>$ 225,706</td>
<td>15.0%</td>
</tr>
<tr>
<td>Marketing &amp; Outreach</td>
<td>$ 55,000</td>
<td>3.7%</td>
</tr>
<tr>
<td>COWIC</td>
<td>$ 150,000</td>
<td>10.0%</td>
</tr>
<tr>
<td>Other Partner Contracts</td>
<td>$ 100,000</td>
<td>6.7%</td>
</tr>
<tr>
<td>External Evaluator</td>
<td>$ 50,000</td>
<td>3.3%</td>
</tr>
<tr>
<td>F&amp;A / Indirect</td>
<td>$ 82,377</td>
<td>5.5%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>$ 1,500,000</td>
<td>100.0%</td>
</tr>
</tbody>
</table>