Welcome!
The webinar will begin in a few minutes

Before it starts check out...

www.act.org/workforcesummit
Housekeeping

• Webinar is being recorded
• Use Questions panel
• Q&A follows presentation
Webinar:
Improve People’s Industry Credential Attainment And Skills
Presenters:

Debra Lyons
Director, Employer Strategies, College and Workforce, ACT

Guest Workforce Organization participant:

Mike Longo
Director, Lorain County Workforce Development Agency
Workforce Investment and Opportunity Act [WIOA]

The purpose of WIOA is to better align the public workforce development system with education, training and economic development initiatives to create a collective response to labor market challenges on the national, state and local levels.
What we'll discuss

Today we will discuss:

• Overview of ACT® WorkKeys® solutions
• Aligning of ACT® WorkKeys® to training program readiness
• Leveraging ACT® WorkKeys® for credential attainment success
• Data on ACT® WorkKeys® NCRC to wage data
WIOA Funds can be used for ACT WorkKeys solutions

USDOL confirms that WIOA funds can be used for ACT WorkKeys solutions for WIOA eligible recipients.

USDOL recognizes ACT WorkKeys NCRC credential is valuable in combination with other occupational services for career pathways, sector strategies, apprenticeships, or additional occupational skills credentials by helping to ensure individuals are at a foundational skill level ready for successful occupational training.

USDOL also recognizes that WorkKeys solutions are valuable in matching people to jobs.

WorkKeys Curriculum Profile

Job profiles link job tasks with ACT WorkKeys assessments to pinpoint benchmarks for hiring, recruiting, advancement and training.

Curriculum profiles identify the skill levels required for entrance into a program of study and for program completion.

Curriculum alignments facilitate objective discussions between employers and educators to identify courses of action that can be taken to update curriculum to meet employer needs.

The results from a curriculum profile and a job or occupational profile are the foundation of a curriculum alignment.
Using WorkKeys NCRC for career or training readiness

http://profiles.keytrain.com/profile_search/
### ACT NCRC crosswalk to Connecting Credential Framework

<table>
<thead>
<tr>
<th>ACT WORKKEYS COMPETENCIES</th>
<th>BETA CONNECTING CREDENTIAL FRAMEWORK</th>
<th>RATIONALE/DISCOVERIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>WorkKeys Applied Math</td>
<td>KNOWLEDGE</td>
<td>SPECIALIZED SKILLS</td>
</tr>
<tr>
<td>Level 3 Applied Math</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>problems can easily be translated from a word problem to a math equation requiring a single type of math operation. All the needed information is presented in a logical order and there is no extra information given.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Solve problems that require a single type of mathematical operation. They add or subtract either positive or negative numbers (such as 10 or -2). They multiply or divide using only positive numbers (such as 10).</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Convert a familiar fraction (such as ½ or ⅛ to a decimal) and; OR</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Convert from a decimal to a common fraction.</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Convert between decimals to percentages (such as 0.75 to 75%).</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Convert between familiar units of money and time (for example, one hour equals 60 minutes or ½ of a dollar equals $0.50).</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>
• WIOA Performance Measures focus on occupational credential attainment
• ACT WorkKeys NCRC stacks with other credentials
  • Improves training success
Connecting Credentials for Career Pathway Success

MSSC Credentials

ACT WorkKeys NCRC

- Certified Production Technician Program
- Certified Logistics Technician Program
Connecting Credentials for Career Pathway Success

- Right Skills Now Program
  - Measurement, Materials and Safety
  - Job Planning, Benchwork and Layout
  - CNC Operator Mill Level I
  - CNC Operator Lathe Level I

Curriculum Profile in queue
Connecting Credentials for Career Pathway Success

ACT WorkKeys
NCRC

Other National Credentials

- Construction
- Welding
- Hospitality
- Restaurant
Connect to Apprenticeship Programs

- ACT Curriculum
- ACT WorkKeys NCRC
- Program or Training
- Credential
• Use ACT WorkKeys solutions for all entry level hiring
• Partnered with Northeast State Community College
• Profiled advanced manufacturing, maintenance, electrician jobs
• Used profile insights to develop USDOL Registered Apprenticeship
• Taught at Regional Center for Advanced Manufacturing, NSCC
• Use WorkKeys for entry into Apprenticeship programs

Results: 342 individuals successfully completed Apprenticeship programs in 2015-17
• An ‘eco-system’ for community-based workforce development that enables:

- Business and industry to discern, easily communicate and hire the foundational skills needed for a productive workforce
- Individuals to understand what skills are required by employers – and how to prepare themselves for success
- Policy makers, community leaders and educators to measure and close the skill gaps and build career pathways that help both individuals and industry thrive
- Economic developers to use an on-demand reporting tool that quantifies the skill level of their workforce

Aligning workforce development to economic development is a cornerstone of WIOA
Work Ready Lorain County
The Lorain County Growth Partnership (LCGP)

• Developed by the Lorain County Board of Commissioners
• Actions address talent and economic development priorities
• Brings together resources of government, education and training and business organizations
• Aligns workforce and economic development strategies
OhioMeansJobs Lorain County Customer Flow

Customer Attends OMJ Orientation
Work Ready Lorain County covered in Presentation

ACT WorkKeys Curriculum Accounts Set up

Track 1 Career Workshop Series
- Job Expectations & Work Ethic
- Problem Solving & Priorities
- Elements of Communication
- Good Customer Service
- OhioMeansJobs.com

Successful completers join Track 2 Customers

Track 2 Career Workshop Series
- Transitional Curve, Stress, Confidence, Transferable Skills
- Understanding Job Market, Resume & Cover Letters
- Interviewing, Employer Research
- WorkKeys Assessment

Successful completers assigned to meet with Case Managers

Meet with Case Managers

Training Track Workforce Development Specialist
- Review Training Provider Required WorkKeys Scores Assign to ACT WorkKeys Curriculum or Instructor Led Training if needed and monitor progress

Employment Track Employment Specialist
- Review OhioMeansJobs Preferred WorkKeys Scores Assign to ACT WorkKeys Curriculum or Instructor Led Training and monitor progress
### Job Summary

**FURNACE OPERATOR TRAINEE**

**Date:** 2018-04-23  
**Company/Location:** OMJLC, Lorain, OH

**Qualifications:** 1. Education: High school diploma or GED 2. Training: General maintenance and machinery practices 3. Experience: 1 year general foundry experience, 1 year of Barcutter Responsibilities: Responsible for the...

**WorkKeys®**

- Applied Math: 4  
- Graphic Literacy: 4  
- Workplace Documents: 4

---

**Set Up/Repair Tech**

**Date:** 2018-04-12  
**Company/Location:** OMJLC, Lorain Music & Vending, Amherst, OH

**Responsibilities:** Individual to multitask with set-up, deliver, and repair vending machine equipment. Must possess a good driving record, maintain presentable appearance, have good communication skill, and a good work ethic. No EXPERIENCE NECESSARY Will...

**WorkKeys®**

- Applied Math: 4  
- Graphic Literacy: 4  
- Workplace Documents: 4

---

**CDL-A Driver**

**Date:** 2018-04-12  
**Company/Location:** OMJLC, C-Pro Leasing, LLC, Elyria, OH

**Responsibilities:** CDL-A Driver License Class A CDL Driver needed to drive Quad Axle Dump Truck. Add to Your Backpack | See all jobs from

**WorkKeys®**

- Applied Math: 3  
- Graphic Literacy: 4  
- Workplace Documents: 3

---
ACT WorkKeys Curriculum

An interactive training system that helps job seekers and students to reach foundational career readiness goals.

• Self-Directed approach through on-line access that allows for monitoring of usage and progress

• Classroom curriculum available to allow for instructor led learning (Aspire Contract)
Slide describing how to improve WIOA credential attainment

• Adult credential attainment
• Youth credential attainment

Edit slide further
# Performance

## VIJOA Final Estimated Annual Performance Report PY 2016

<table>
<thead>
<tr>
<th>Group</th>
<th>Performance Measure</th>
<th>Area Numeration</th>
<th>Area Demomination</th>
<th>Area Rate</th>
<th>Statewide Rate</th>
<th>Area Standard</th>
<th>&quot;Meets&quot; Level</th>
<th>&quot;Exceeds&quot; Level</th>
<th>Area Results</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Adult</strong></td>
<td>Employment 2nd Quarter after Exit</td>
<td>199</td>
<td>218</td>
<td>92.1%</td>
<td>78.9%</td>
<td>79.0%</td>
<td>71.1%</td>
<td>83.0%</td>
<td>Exceeds</td>
</tr>
<tr>
<td></td>
<td>Employment 4th Quarter after Exit</td>
<td>200</td>
<td>230</td>
<td>87.4%</td>
<td>78.3%</td>
<td>73.0%</td>
<td>65.5%</td>
<td>76.7%</td>
<td>Exceeds</td>
</tr>
<tr>
<td></td>
<td>Median Earnings 2nd Quarter after Exit</td>
<td>199</td>
<td></td>
<td>$6,739</td>
<td>$5,593</td>
<td>$5,000</td>
<td>$4,500</td>
<td>$5,150</td>
<td>Exceeds</td>
</tr>
<tr>
<td></td>
<td>Effectiveness in Serving Employers: Retention</td>
<td>144</td>
<td>204</td>
<td>70.6%</td>
<td>60.3%</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Exceeds *</td>
</tr>
<tr>
<td></td>
<td>Credential Attainment</td>
<td>64</td>
<td>87</td>
<td>73.6%</td>
<td>57.4%</td>
<td>50.0%</td>
<td>45.2%</td>
<td>52.5%</td>
<td>Exceeds *</td>
</tr>
<tr>
<td></td>
<td>Measurable Skill Gains</td>
<td>82</td>
<td>105</td>
<td>-44.3%</td>
<td>37.1%</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Exceeds *</td>
</tr>
<tr>
<td><strong>Dislocated Worker</strong></td>
<td>Employment 2nd Quarter after Exit</td>
<td>107</td>
<td>125</td>
<td>85.6%</td>
<td>82.8%</td>
<td>82.0%</td>
<td>78.8%</td>
<td>86.1%</td>
<td><strong>Meets</strong></td>
</tr>
<tr>
<td></td>
<td>Employment 4th Quarter after Exit</td>
<td>68</td>
<td>78</td>
<td>87.2%</td>
<td>81.8%</td>
<td>79.0%</td>
<td>71.3%</td>
<td>83.0%</td>
<td>Exceeds</td>
</tr>
<tr>
<td></td>
<td>Median Earnings 2nd Quarter after Exit</td>
<td>167</td>
<td>213</td>
<td>$11,233</td>
<td>$7,800</td>
<td>$6,600</td>
<td>$5,940</td>
<td>$6,930</td>
<td>Exceeds</td>
</tr>
<tr>
<td></td>
<td>Effectiveness in Serving Employers: Retention</td>
<td>51</td>
<td>68</td>
<td>75.6%</td>
<td>60.8%</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Exceeds *</td>
</tr>
<tr>
<td></td>
<td>Credential Attainment</td>
<td>19</td>
<td>24</td>
<td>79.2%</td>
<td>65.8%</td>
<td>58.0%</td>
<td>52.2%</td>
<td>60.9%</td>
<td>Exceeds</td>
</tr>
<tr>
<td></td>
<td>Measurable Skill Gains</td>
<td>18</td>
<td>35</td>
<td>51.4%</td>
<td>35.6%</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Exceeds *</td>
</tr>
<tr>
<td><strong>Youth</strong></td>
<td>Education, Training, or Employment 2nd quarter after Exit</td>
<td>17</td>
<td>23</td>
<td>73.9%</td>
<td>70.2%</td>
<td>49.0%</td>
<td>39.2%</td>
<td>51.5%</td>
<td>Exceeds</td>
</tr>
<tr>
<td></td>
<td>Education, Training, or Employment 4th quarter after Exit</td>
<td>22</td>
<td>33</td>
<td>66.7%</td>
<td>71.4%</td>
<td>49.0%</td>
<td>39.2%</td>
<td>51.5%</td>
<td>Exceeds</td>
</tr>
<tr>
<td></td>
<td>Median Earnings 2nd Quarter after Exit</td>
<td>17</td>
<td></td>
<td>$2,786</td>
<td>$2,414</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Exceeds *</td>
</tr>
<tr>
<td></td>
<td>Effectiveness in Serving Employers: Retention</td>
<td>2</td>
<td>21</td>
<td>34.3%</td>
<td>43.3%</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Exceeds *</td>
</tr>
<tr>
<td></td>
<td>Credential Attainment</td>
<td>15</td>
<td>29</td>
<td>51.7%</td>
<td>60.5%</td>
<td>49.0%</td>
<td>39.2%</td>
<td>51.5%</td>
<td>Exceeds</td>
</tr>
<tr>
<td></td>
<td>Measurable Skill Gains</td>
<td>24</td>
<td>71</td>
<td>33.8%</td>
<td>30.9%</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Meets *</td>
</tr>
</tbody>
</table>

For FY 2016, there is no evaluation against performance standards. The "Area Standard" and "Area Results" columns use the FY 2017 standards for use as a "What If" evaluation and should be used for informational purposes only; actual program success or failure should not be implied.

* For the baseline measures, data will be collected in FY 2018 and FY 2017 to establish a baseline and performance will be evaluated against standards beginning in FY 2018. The "Area Results" column compares the "Area Rate" column against the "Statewide Rate" as if the "Statewide Rate" were the standard for these measures.
Adult Diploma Program

Lorain County Joint Vocational School
(Career & Technical Education)

• Open to adults 22+
• State-issued High School Diploma awarded
• Credential Program combined with ACT WorkKeys
• In-Demand careers (e.g. STNA, EMT, CDL)
• Students co-enrolled in WIOA
• 1st year expect 20 – 25 to graduate
Lorain County reskills workers, develops emerging workforce in Northern Ohio

Facing sudden negative economic impact, Lorain County, Ohio, focused on reskilling workers, especially steelworkers, for new careers as they developed an emerging workforce for key sectors.

RESULTS:

3,447 ACT NCRCs issued to Lorain County residents as of June 2017

86 employers recognizing or recommending the NCRC including Ford Motor Company and BASF

296 individuals obtained employment with an NCRC over two years

WORKFORCE SOLUTIONS USED:

WK WorkKeys®  KT KeyTrain®  NC NCRC®  JP Job Profiling  WR ACT Work Ready Communities
High School Graduation Option

Ohio Department of Education

- Graduating class of 2018
- Work Readiness Pathway
  - Earn industry-recognized credential (12 credits)
  - WorkKeys score totaling 13 points
Right Skills Now

Lorain County Community College

• Partnering with OhioMeansJobs – American Job Center
• Connecting NCRC to program focused on skills gap in manufacturing
• NCRC is foundational credential
• National Institute for Metalworking Skills (NIMS) credentials certify critical in-demand machining and metalworking skills
• Credit bearing program
General Plug and Manufacturing builds skilled talent pipeline through collaboration

With 75% of applicants lacking appropriate job skills combined with 24% of the manufacturing job growth requiring Computer Numerical Control (CNC) skills, General Plug and Manufacturing partnered on a regional CNC credentialing program using ACT WorkKeys® solutions.

RESULTS:

100% improvement in skilled workforce walking in the door

General Plug is leveraging high school and adult CNC apprenticeship programs to hire workers with the right and highly desirable skills.

7-14 CNC program graduates hired by General Plug each year

In addition, all 17 Right Skills Now CNC graduates are gainfully employed by local manufacturers who joined General Plug in launching the program.

WORKFORCE SOLUTIONS USED:

- WorkKeys®
- KeyTrain®
- NCRC®
- Job Profiling
- ACT Work Ready Communities
Adult NCRC Examinee Wages by NCRC Level

- Non-Qualifier
- Bronze
- Silver
- Gold/Platinum


Wages: $10,000, $15,000, $20,000, $25,000, $30,000, $35,000, $40,000, $45,000, $50,000
Summary - WorkKeys and WIOA Working Together

- WIOA funds can be used to pay for WorkKeys solutions
- WorkKeys solutions can improve WIOA credential attainment
- Partnerships are key to making this work in your community
- Incorporating WorkKeys and other elements into customer flow model can have positive impact on WIOA Performance
- Consider different approaches to offering access to WorkKeys Curriculum based on customer needs
Questions

Thank you

Contact

Mike Longo, Director
Lorain County Workforce Development Agency
mlongo@loraincounty.us
(440) 284-1834

Debra Lyons, Director
Employer Strategies
Debra.lyons@act.org
(319) 541-2488