Walmart Brighter Futures 2.0 Project: 2015 Work Plan

MIAMI DADE COLLEGE

Project Component I. Adult Training Programs

MAYOR STRATEGIES   (CLICK THE LINKS)

3/31/2015

Recruitment	Case Management	Career Advisement	Funding	Tracking

TOP

Major Strategies	Action Steps	Expected Outcomes	Accomplishments	Target Date	Persons Assigned
	Continue recruitment efforts.	Reach at least 675 Intakes.	We have 547 intakes as of March 31, 2015 (81% of target)	October, 2015	Program Coordinator and Lab Tutor
	Extend employment for Computer Lab Trainer/Monitor for 11 months.	Increase availability of computer training hours and help in job search. Participants are demanding more trainings and help in resume preparation, interview etiquette, and job search.	An increase in successful job search	January 1, 2015	Program Coordinator and Administrator
	Modify budget to fund employment of Computer Lab Trainer/Monitor for an additional 11 months.	Approval of funding for this change. Salary for Computer Lab Trainer should come out of Student Stipends.	Change in budget for 2015. Moving funds from Student Stipends to Personnel	January 1, 2015	Administrator
	Continuing subsidized/ volunteer resources	Customer service and coverage of front desk for at least 20 more hours a week and 25-30 hours for follow up contacts. Seek opportunities for non-salaried assistance for Back-to-Work Center operations. Provide training opportunities for Senior workers (over 55 years of age).	Renovating **two** subsidized Worker/Trainee via the Department of Elder Affairs (20 hrs./week) and one College Work Study Student Assistant (17 hrs./week)	January 1, 2015	Program Coordinator
		Follow-up via phone and emails to improve reporting of job placements with documentation.	In progress	January 1, 2015	Program Coordinator and Database Coordinator
	Establish procedure with MDC Center for Community Involvement for the services -learning program registration and completion.	Registration of data related to Service Learning Program.	In progress	November 1, 2015	Program Coordinator

Major Strategies	Action Steps	Expected Outcomes	Accomplishments	Target Date	Persons Assigned
I. Recruitment: Maintain the Back-to-Work Center at Miami Dade College open and actively helping participants.	Recruitment/Intakes	Recruit at least 197 low-income, low-skilled workers in a period of 10 months.	547 clients recruited as of March 31, 2015 (81% of goal accomplished in the first 19 months of the 26-month program)	November, 2015	Program Coordinator
	Transportation eligibility (request and increase in the amount of free passes for the program)	Increased number of participants with transportation to come for training and electronic job search in our computer lab.	Obtained an increase in the number of free bus passes for 2015. At least 92 participants will receive free monthly bus transportation tickets during the time in the program. Participants will be able to search for jobs, or starting a job and report it to become eligible for free transportation.	January, 2014	Program Coordinator
		New procedures for bus pass distribution to include three months of bus pass eligibility after obtaining a job, report it to us and document it.	More job placement and retention time (up to 90 days) reporting to the program. Better documented data	November, 2015	Program Coordinator and Staff
	Identify and keep updated information on local labor market, unemployment rate, and educational trends.	Identifying new trends in the labor market	Increase job placements to report, more accurate data about jobs	November 1, 2015	Program Coordinator

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	Keep providing excellent customer service to our participants. Train staff to become aware of the need to serve our participants well.	Increase number of potential participants referred through word of mouth and other social services.	Closer relationship with clients is producing a better exchange of information related to their training and job search	November, 2015	Program Coordinator and Staff
	Visit the Language Department and GED Classes to recruit more at-risk students.	Increase the number of EAP and GED completers by offering support services and increase retention.	Ongoing	March, 2015	Program Coordinator
	Promote social activities involving clients to improve networking. Maintain follow up contact in person and phone conversation.	Increase participation and recruitment opportunities.	Ongoing	November 1, 2015	Program Coordinator
	Blasting emails with job opportunities to our participants and Job Fair in the County.	Increase number of participants obtaining jobs.	Ongoing	November 1, 2015	Program Coordinator and Database Coordinator
	Continuing contact with social services in Miami-Dade County offering the Security Officer Training for low-income, low skills individuals.	Increase pool of candidates for Security Training Classes. Expect to have at least 25 more students graduating.	In process	May 1, 2015	Program Coordinator
II. Case Management: Ensure the success (academic and otherwise) of Back-to-Work Center clients	Continue connecting clients to programs and services offered in the community. Inform community partners of the Back-to-Work Center's Activities.	Make Referral Database available to the community and the College.	Increase exchange of information with social services and referrals to our program	February 1, 2015	Administrator
	Continue efforts to develop and maintain social services and government partnerships.	Inform community partners of the Back-to-Work Center's activities	In progress	October, 2015	Program Coordinator
	Provide clients information and guidance in navigating local support services.	Provide Wrap-Around Support Services to at least 675 low-income, low-skilled workers.	547 clients have received Community Social Services Listings and MDC Referral Listings	November, 2015	Program Coordinator

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	Maintain a Referral Database.	Make easier and timely referrals to provide clients with information about programs available in the Community. Over 200 active social service were surveyed and information was included in database for easy access when need it.	In service	January 1, 2015	Database Coordinator
	Offer referral database to community partners.	This action aims to maintain relationship and feedback with partners.	Ongoing	November, 2015	Program Coordinator
	Update work plan progress.	Identify and report progress toward meeting expected outcomes and accomplishments.	Ongoing	November, 2015	Program Coordinator
	Make Computer Based Training (CBT) available to participants to use it on their own computers. Allow students to copy all trainings and links in their own computer data storage.	Facilitating training to students with computers at home and then do test in the lab.	Ongoing	November, 2015	Program Coordinator
	Increase contacts with employers via email and phone calls.	More information about employment availability, hiring, and retention.	Ongoing	November, 2015	Program Coordinator
	Obtain Walmart Release form signed by students reporting in the Program.	Authorization to use client's information, pictures, etc.	Ongoing	November, 2015	Program Coordinator
		More contact time with clients	On-going	November, 2015	Program Coordinator
	Computer Lab Training Activities Report	Increase number of communications, customer service, and job search skills training per student. Increase number of trainings in computer lab. Promote use of CBT for Office Basics and Computer Skills Training.	Workplace Etiquette 1065 Office Basics 533 Skills Tune Up 177 Ready To Work 371 Hands On Computer 131 Electronic Job Hunt 44 Financial Literacy 102 Total Token training 2423	November, 2015	Training Staff

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	FOLLOW UP: Establish a calling schedule to contact clients in GED and ESL that have ceased coming to the program.	**218 clients were referred for Pre-GED, GED, and ESL courses at MDC and 116 are enrolled and taking GED and ESL classes. To confirm students are continuing training and registering for final tests.**	**Ongoing**	**November, 2015**	**Program Coordinator and staff**
	Encourage completion of GED and VESOL courses at MDC's Continuing Education Department	**Basic Skills and Literacy Training to at least 160 low-income, low-skilled workers. Improvement of completion.**	**We have referred 232 to Basic Skills and Literacy.**	**October, 2015**	**Program Coordinator**
	Continue Informing clients about 21st Century Middle Skills training at MDC with increased amount of flyers distribution and direct contact with other programs staff	**Increase Middle Skills Training participation**	**Ongoing**	**November, 2015**	**Program Coordinator**
	Promote meetings with motivational speakers during Wednesday's activities.	**Improve completion rate on Computer Lab Trainings such as Keyboarding, Microsoft and Money Smart**	**In process**	**November, 2015**	
III. Career Advising: Provide Back-to-Work Center clients with 21st Century skills to prepare for Middle Skills jobs	**Familiarize clients with job readiness training offered in the Computer Lab.**	**At least 675 participants in the program engaged in CBT in: Ready to Work; and Electronic Job Hunt**	**547 clients introduced to Center's Computer Lab operations, including proctors, forms, and computer-based training offered**	**November, 2015**	**Program Coordinator**
	Encourage participants to register in Learning Skills for Life-A job Readiness Training and Paid Internship Program.	**Maintain the partnership with Florida International University-Institute for Hospitality and Tourism Education- Register the most eligible as possible as well as having participants in their program doing 2 weeks of paid internships.**	**80% of participants in this program obtain jobs after training.**	**November, 2015**	**Program Coordinator**
	Encourage completion of 21st Century Skills training at the Back-to-Work Center.	**Job Readiness Training: Career services and One-Stop Centers offered to at least 675 low-income, low-skilled workers**	**1,441 Job Readiness contact have been produced through computer-based training offered in the Lab at this time**	**October, 2015**	**Program Coordinator**
	Enroll clients in Back-to-Work Center's Middle Skills Training Choices.	**Device Academic Tracking for academic performance, class attendance to ensure training completion is on target**	**Ongoing**	**November 1, 2015**	**Program Coordinator, with the assistance of Institutional Research**

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	New clusters on CBT format: **a. Office Basics and Computer Skills Training.** **b. Communication, Customer Services and Job Search Skills** **c. Financial Literacy and Volunteer Experience**	**More participants willing to complete the clusters to get the certificates from continuing education**	**Ongoing**	**November, 2015**	**Program Coordinator and Staff**
IV. Funding: Increase and leverage funding opportunities for the student	**Help students with FAFSA (Free Application for Federal Student Aid).**	**Low-income, low-skill workers will be motivated to continue credit classes at college level**	**Ongoing**	**November, 2015**	**Program Coordinator**
	Continue monitoring availability of Workforce Innovation and Opportunity Act (WIOA) funding from the Workforce Program.	**Encourage clients to visit local Career Source South Florida to apply for WIOA tuition funding and continue education through Career Source (a workforce program)**	**Ongoing**	**November, 2015**	**Program Coordinator**
	Application, reporting, and data management for the Transportation Disadvantage Program must be timely and accurate every month.	**Maintain the Transportation Disadvantage Program for individuals in need of public transportation.**	**Ongoing**	**November, 2015**	**Program Coordinator and Staff**
	Reapply for Transportation Eligibility for year 2015-2016.	**Received an increase in bus pass tickets to serve more individuals. We were approved to receive 80 monthly, 40 daily, and 150 single trip tickets totaling $114,762.00 for FY 2015.**	**So far we have 92 participants receiving free public transportation passes for Dade-County every month.**	**October 1, 2015**	**Program Coordinator**
	Keep in touch with other social programs to create new partnerships.	**Have a larger spectrum of choices and possibilities for our clients, i.e. food in exchange of volunteer hours; training and computer lab to help self-sufficiency programs in low-income housing, etc.**	**Ongoing**	**November, 2015**	**Program Coordinator and Staff**
	Increase number of volunteers helping our participants in the computer lab.	**One more participant from the seniors program to help in the computer lab**	**In process**	**November, 2015**	**Program Coordinator**
	Apply for grants to continue the program for low-income, low-skills individuals in the community.	**A reduction of concerns in the community and MDC about the program ending with recent participants unable to take full advantage of the services**	**In process**	**November 1, 2015**	**Administrator**

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	Propose a continuation of grants (funds) to maintain the program.	Serving a large number of participants left suspended	In process	November, 2015	Program Coordinator
	Open 3 more courses: 1. Home Health Aide 2. Bookkeeping and QuickBooks 3. Security Officer Training	Register 90 participants in middle-skill job training to increase opportunities for clients to obtain gainful employment	In process	November 1, 2015	Program Coordinator
V. Tracking: Help Back-to-Work Center clients find employment	Continue promoting volunteering through the Institute for Community Engagement and Democracy.	Identify and secure new internship and mentorship opportunities for training completers. Volunteer experience adds chances to obtain a paid job.	Ongoing	November, 2015	Program Coordinator
		More commitments from 21st century employers to employ completers	Ongoing	November, 2015	Administrator
	Use client follow-up protocols after program completion and job placement.	Interview completers and summarize results	Ongoing	November, 2015	Program Coordinator
		Communicate with clients via email and telephone	Ongoing	November, 2015	Program Coordinator
		Document client success stories	Ongoing	November, 2015	Program Coordinator
	Contact employers and identify job demand and expected skills requirements.	Identify occupations related to 21st century skills by employers	Ongoing	November, 2015	Administrator
		Review 21st century job skills literature	Ongoing	November, 2015	Administrator, Program Coordinator and Staff
	Adjust/Modify WBF2.0 Project Database to track job information.	Better tracking WBF 2.0 of job information	Completed	November, 2015	Administrator, Program Coordinator and Staff
	Modify WBF2.0 Project Database to follow up and contact participants.	Monitoring job retention information and update database.	Completed	November, 2015	Administrator, Program Coordinator and Staff
	Increase contact with clients.	Learning about their situation, improvements, barriers and living conditions in order to offer help. It will increase attendance and completion.	Ongoing	November, 2015	Administrator, Program Coordinator and Staff
	Massive emails to participants with job opportunities	An increase in job opportunities information to our clients as well as to maintain the relationship via email.	Ongoing	November, 2015	Administrator, Program Coordinator and Staff

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	Use community information on job fairs to invite our participants. Post invitations via email.	Increase number of participants obtaining jobs.	Ongoing	November, 2015	Administrator, Program Coordinator and Staff
	Passing questionnaires during Bus Pass Week to track jobs reported by participants.	Track 100% jobs reported and to increase total documented jobs.	There are 152 jobs reported as of March 31, 2015, and only 123 are documented.	November, 2015	Administrator, Program Coordinator and Staff