Junior College District of Metropolitan Kansas city, Missouri Agreement #: EA-22036-11-60-A-29 Sustainability Center First Quarterly Report June 30, 2011 - September 30, 2012

Purpose

The purpose of this project is to create a Sustainability Training Center to provide opportunities for disadvantaged youth and young adults through sustainable training programs and sustainable career paths. The Center will provide a full range of skill assessment, job readiness training, and placement in high growth and emerging industries to unemployed and low-income people between 16-24 years of age. The primary partners of the Sustainability Training Center are the Metropolitan Community College-Institute for Workforce Innovation and Kansas City Full Employment Council with additional support from Green Works.

Goal #1 – Establish and implement a comprehensive workplace training and placement services program for low income teens and young adults in high growth and emerging industries in Kansas City, Missouri.

Four community meetings with the purpose to recruit participants have been held in the targeted neighborhood. The Full Employment Council has also made referrals. The program includes the following established elements.

- The WIN diagnosis tool is used to assess academic skills with the web-based curriculum module being utilized to create individualized academic profiles so instruction can be targeted to each participants' needs.
- Placement into an academic program is determined by participant interest, assessment scores and background checks (CNA & CDL programs).
- The WorkKeys assessment tool identifies specific career paths where participants will experience a high rate of success based on their work related skills and aptitude.
- Both the college and the Full Employment Council (local Workforce Investment Board) place graduates into employment.

Goal #2 – Provide all participants with career ladder services that result in an employer or industry-recognized certificate and/or degree.

- Each participant works through WorkKeys (an ACT product), a job skills
 assessment system measuring real-world skills that connect work skills, training,
 and skill testing for educators and employers. Successful completion of the
 career employability module results in a Career Readiness Certificate,
 recognized by employers.
- 2. Participants are enrolled in one of four career paths: Certified Nursing Assistant (CNA), Phlebotomy, Environmental Technician, or Commercial Drivers License (CDL). Each path leads to an industry recognized credential.

3. Green Works, an independent, for profit contractor, will be training youth ages 16-24 in Green Construction consisting of lead and asbestos abatement as well as reuse and recycling principles.

Goal #3 –Provide all participants with evaluation and supportive services to assist in overcoming barriers to employment.

Over 200 persons have been assessed using the WIN diagnostic tool with many deemed to have significant academic barriers. To increase the likelihood of success and eligibility for future enrollment in the Sustainability Center, those with academic deficiencies are receiving facilitated tutoring through the WIN remediation curriculum module in the areas of applied math, reading for information, locating information and computer-based technologies.

For those placed into academic training programs, each has an individual development program (IDP) directed to correct academic deficiencies. Among the methods used to close skills gaps are: mentors, tutors and remediation coursework. Each participant is working on their individual objectives.

Goals # 4 -- Participants are successfully placed in sustainable, high demand, and green jobs upon completion of the program.

Through the Full Employment Council, all CNA graduates have been placed with health care providers (hospitals or clinics). To date, 74 have either finished training or are currently in a training program.

- Certified Nursing Assistant (CNA)
 - o 30 have completed training and received State certification
 - o 17 are currently in the training program
- Environmental Technician
 - o 27 are currently in the training program

Junior College District of Metropolitan Kansas city, Missouri Agreement #: EA-22036-11-60-A-29 Sustainability Center Second Quarterly Report September 30, 2011- December 31, 2012

Purpose

The purpose of this project is to create a Sustainability Training Center (STC) to provide opportunities for disadvantaged youth and young adults through sustainable training programs and sustainable career paths. The Center will provide a full range of skill assessment, job readiness training, and placement in high growth and emerging industries to unemployed and low-income people between 16-24 years of age. The primary partners of the Sustainability Training Center are the Metropolitan Community College-Institute for Workforce Innovation and Kansas City Full Employment Council with additional support from Green Works.

The STC is providing a full range of skill assessment, job readiness training, and placement in high growth and emerging industries to the unemployed and low-income population in the Green Zone community. The STC is operated through a collaboration of the Metropolitan the Metropolitan Community College-Institute for Workforce Innovation, Kansas City Full Employment Council, Green Zone Enterprises, and Green Works in order to achieve the projected goals.

To date, ten community meetings with the purpose of recruiting participants have been held in the metropolitan area with referrals from the Full Employment Council, neighborhood associations and public agencies.

Goal #1 — Establish and implement a comprehensive workplace training and placement services program for low income teens and young adults in high growth and emerging industries in Kansas City, Missouri.

Using data from the BLS, Economy at a Glance for Kansas City, Missouri (http://www.bls.gov/eag/eag.mo kansascity msa.htm#eag mo kansascity msa1.f.P) the STC determined that Certified Nursing Assistant (CNA), Customer Service Professional/Call Center Professional and Environmental Technicians are the emerging industries for the current period.

To date, 102 participants have either completed training or are in currently in a program of study (see Goal #4).

The STC is implementing a comprehensive employability skills training program with 16 participants at a 70% level of completion.

The WIN diagnostic tool has been used to assess the academic skills of 97 prospective students.

Goal #2 – Provide all participants with career ladder services that result in an employer or industry-recognized certificate and/or degree.

Thirteen students are currently enrolled and participating in a CNA+ program.

Twenty-seven students are currently enrolled and participating in two Environmental Tech training programs.

Eleven students have completed the Customer Contact Professional program and four are still currently enrolled and working toward completion.

Goal #3 -Provide all participants with evaluation and supportive services to assist in overcoming barriers to employment.

Using the data from the first quarter evaluations, the STC readjusted the supportive services to include training in soft skills and resume building skills.

To assist in guiding students in creating targeted resumes and honing face-to-face interview skills, instructors and software based programs are made available as elective resources for all participants.

Goals # 4 -- Participants are successfully placed in sustainable, high demand, and green jobs upon completion of the program.

Certified Nursing Assistant (CNA)

- 47 have completed training, received State certification and have been placed in employment at hospitals or clinics
- 13 are currently in the training program

Customer Contact Professional (CCP)

- 11 have completed training and received MCCKC certification with 6 being placed in employment; 5 more have been interviewed
- 4 are still in the training program

Environmental Technician

• 27 are currently in the training program

Junior College District of Metropolitan Kansas City, Missouri Agreement #: EA-22036-11-60-A-29 Sustainability Center Third Quarterly Report December 31, 2012 – March 31, 2012

Purpose

The Sustainability Training Center (STC) is providing opportunities for disadvantaged youth and adults through sustainable training programs and sustainable career paths. The Center is providing a full range of skill assessment, job readiness training, and job placement in high-growth and emerging industries to unemployed and low-income people.

The STC continues to work with the Metropolitan Community College-Institute for Workforce Innovation, the Full Employment Council (FEC), Green Works and the targeted communities in order to achieve the projected goals.

Goal #1 – Establish and implement a comprehensive workplace training and placement services program for low income persons in high growth and emerging industries in Kansas City, Missouri.
Follow up:

Four community meetings were held in January, two in February and four in March with the purpose of recruiting participants. The FEC continues to make referrals.

Four meetings with employers were held in January, six in February and four in March in order to place students in jobs and to follow former student placement. All program completers had job interviews and 64 (80%) got jobs. Each month, STC staff attempt to contact all past participants but have found that some have changed their email address, physical address or phone number. Of the 56 (70%) that we can still reach, 46 (82%) are still employed.

A total of 39 students have been directly placed by STC staff; the remainder of students found a job on their own or had a prospective employer before the training started.

The WIN diagnosis tool has been used to assess academic skills and provide remediation for 229 prospective students in addition of the students tested directly by FEC.

Goal #2 – Provide all participants with career ladder services that result in an employer or industry-recognized certificate and/or degree.

A total of 80 students have graduated successfully from one of the STC certification classes as of 03/29/2012.

Class	Class Dates	Number of students graduated
<u>Certified Nurse Assistant (cohort 1)</u>	11/29/11 – 02/24/12	13
<u>Certified Nurse Assistant (cohort 2)</u>	02/27/12 - 05/21/12	9
<u>Environmental Technician (cohort 1)</u>	11/28/11 - 01/26/12	13
<u>Environmental Technician (cohort 2)</u>	01/23/12 - 02/24/12	11
<u>C</u> ustomer <u>C</u> ontact <u>P</u> rofessional (cohort 1)	01/03/11 - 01/17/12	15
<u>Certified Nurse Assistant (cohort 2)</u>	02/27/12 -03/30/12	9
<u>Certified Logistics Technician/Associate</u>	03/30/12 -04/06/12	*
Forklift Training	03/28/12 - 03/29/12	10

^{*}Class not completed at quarter end

Goal #3 –Provide all participants with evaluation and supportive services to assist in overcoming barriers to employment.

After placement testing and initial evaluation, a recommended path is presented to the applicant. All the applicants are presented with training opportunities depending on their qualifications.

All the students participating in the program have been given the opportunity of taking additional training in employability skills including resume building, interview training, portfolio creation, and tutoring when required.

The employability skills module has been customized for STC participants and has the objective of increasing any person's capability of gaining and maintaining employment. This particular module addresses the following skills: team work, work habits, adaptability and response to change.

In addition to the regular guidance through resume building and interview skills, the STC has leveraged the services with software provided by the college.

Goals # 4 -- Participants are successfully placed in sustainable, high-demand, and green jobs upon completion of the program.

Through the FEC, all CNA graduates continue to be placed with health care providers (hospitals or clinics).

All CCP certified students had jobs interviews and all but two are accepted for customer care or call center positions.

All participants but three in the Environmental Tech class found jobs through leverage with the FEC and Kansas City, MO HUD Section 3 services.

All participants of Forklift training found a job; one student did not pass the training and will train again with the next group.

Junior College District of Metropolitan Kansas City, Missouri Agreement #: EA-22036-11-60-A-29 Sustainability Center Fourth Quarterly Report April 1, 2012 – June 30, 2012

Purpose

The Sustainability Training Center (STC) provided opportunities for disadvantaged adults through sustainable training programs and sustainable career paths by providing a full range of skill assessment, job readiness training, and job placement in high-growth and emerging industries to unemployed and low-income people.

The STC worked with the Metropolitan Community College-Institute for Workforce Innovation, the Full Employment Council (FEC), Green Works and the targeted communities in order to achieve the project goals.

Goal #1 – Establish and implement a comprehensive workplace training and placement services program for low income persons in high growth and emerging industries in Kansas City, Missouri. Follow up:

The STC was established on the MCC-Penn Valley campus. Computer based training occurred in the STC computer center, CNA training was held at the MCC-Penn Valley Health Science Institute, Forklift training took place at the Harvester's warehouse, and Green Works performed "green" instruction at various sites throughout the community to expose those participants to real-life situations.

There were extensive outreach and recruitment activities that included presentations by the project director at the locations listed below. As word got out about the STC, referrals came from many venues including program partner FEC, the Green Impact Zone, area businesses and community based organizations, and neighborhood associations.

<u>Outreach Presentations</u>: Catholic Charities, Allied Staffing, Motovox, Harvesters, Central High School, East High School, Panda Express, Home Depot, Convergys, Manpower Staffing, Apria, Aerotek, Volt. and Prescription Solutions.

Two full-time employees operated the STC-the project director and the administrative assistant. A myriad of part-time faculty provided instruction, assessment, tutoring and remedial instruction. As part of the grant, MCC entered into a contract with Green Works who ultimately provided training to 32 youth ages 14-19.

Students were placed into one of five career pathways: Certified Nurse Assistant (CNA); Environmental Technician; Customer Contact Professional; Certified Logistics Technician/Associate; and Forklift Operators. There were 450 screened, 227 enrolled in a training program, and 184 completing a training program.

Goal #2 – Provide all participants with career ladder services that result in an employer or industry-recognized certificate and/or degree.

A total of 227 students completed a STC certification class that resulted in certifications.

	Alexander de la companya de la comp	TURATRITAKE:	9.00	
			Comple	eters
Class	Certification	Length	MCC	FEC
CDL	Commercial Driver's License	160 hours	0	43
CMT	Certified Medication Technician	68 hours	0	3
CNA	Certified Nurse's Assistant	175 hours	23	2
Computer Support Specialist	Computer Support Specialist	55 hours	0	11
Insulin	Insulin Administration	68 hours	0	2
CNA+	CNA+ Mental Health	175 + 18 hours	0	12
MOS	Microsoft Office Specialist	48 hours	0	5
OSHA	OSHA 500 Course Construction Industry	40 hours	0	1
Pharmacy Technician	Pharmacy Technician	75 hours	0	10
Phlebotomy	Phlebotomy	184 hours	0	10
Pre- PN	Pre-Practical Nursing	8 weeks	0	12
CNA+	CNA+ Hospice and palliative care	175 + 18 hours	0	14
Environmental Technician	EPA/OSHA HUD/MO Lead Abatement Supervisor EPA/MO Asbestos Abatement Supervisor	40 hours 40 hours 40 hours	21	0

TURAVINING:					
			Completers		
Class	Certification	Length	MCC	FEC	
	OSHA/EPA	16 hours			
	Mold				
	Remediation				
Forklift	Forklift	8 hours	9	0	
Polkint	Operator	b nours			
	Certified		20		
CLA	Logistics	12 hours	20	0	
	Associate				
Lead	Lead Abatement	40 hours 10		0	
Leau	Technician	40 nours	10	U	
Green	EPA 608	160 hours	0	0	
Maintenance	Certification	100 nours	U	0	
	Customer				
CCP	Contact	80 hours	33	0	
	Professional				

Goal #3 –Provide all participants with evaluation and supportive services to assist in overcoming barriers to employment.

The WIN diagnosis tool was administered to all MCC recruits to assess academic skills. For those screened into a training program, they used the WIN remediation tool to increase basic skill proficiency. The FEC utilized TABE to assess academic skills and screen out anyone below 9th grade reading, math or locating levels.

One-on-one tutoring and computer-based tutorials were available to all students-but required for those whose individual development plan warranted supplemental instruction to increase proficiency levels sufficient for success in formal training.

Employability skills were integrated into all training programs including: workplace behavior and attitude, adaptability-response to change, team building, dress for success, resume building and interview skills. Employer panels presented to each class to further enforce job expectations.

MCC has relationships with numerous federal, state and community based organizations that provide intensive support services making it possible to refer students for assistance. The types of services for which we made referrals were: food, housing, utility, refreshments, health care, transportation and domestic violence.

Goals # 4 -- Participants are successfully placed in sustainable, high-demand, and green jobs upon completion of the program.

Of the students recruited into the program by MCC (116), 84 entered employment at the conclusion of training. Most were placed with employers that MCC solicited and made arrangements for job interviews.

The job titles include: Certified Nurse Assistant (CNA); Environmental Technician; Customer Contact Professional; Certified Logistics Technician/Associate; and Forklift Operators.

Training Program	Employers
Certified Nursing Assistant	Military, long-term care facilities, community based organization serving seniors
Environmental Technicians	Companies in construction, environmental remediation, janitorial services and recycling , pharmacies, municipality
Customer Contact Professional	Staffing companies, mobile phone providers
Certified Logistics Technician	Food bank, dry cleaners, staffing companies, construction company, auto dealer
Forklift Operator	Food bank, warehouse distributors

We were only able to track employment data for the MCC sponsored students. Data has been requested from partner FEC but has not yet been received. A supplemental report will be filed, if allowable, once that data is obtained. The FEC, local workforce investment board, follows WIA standards for employment and employment tracking so there is no doubt the information will be forthcoming. However, because the students were in MCC courses, we did attempt to contact some of the students. Unfortunately, because of the characteristics of the project participants, contact information is frequently outdated within months of submission of a college application.

Attempts to reach post program participants were done 60 days after program exit. The evaluator and the administrative assistant performed follow-up activities utilizing U.S. mail, email and phone. Known employment data is reflected below.

FOLLOW-UP		
Number of Trainees: 227 Respondents: 93	Number	Percent
Employed in field of training	35	38
Seeking employment infield	41	44
Seeking employment in other field	13	14
Not seeking employment	4	4

A copy of the Follow-Up Survey is included in the Program Evaluation.

Junior College District of Metropolitan Kansas City, Missouri Agreement #: EA-22036-11-60-A-29 Sustainability Center Final Report June 30, 2011 – June 29, 2012

Purpose

The Sustainability Training Center (STC) provided opportunities for disadvantaged adults through sustainable training programs and sustainable career paths by providing a full range of services for skill assessment, job readiness training and job placement in high-growth and emerging industries to unemployed and low-income people.

The STC worked with the Metropolitan Community College-Institute for Workforce Innovation, the Full Employment Council (FEC), Green Works and the targeted communities in order to achieve the project goals.

Goal #1 — Establish and implement a comprehensive workplace training and placement services program for low income persons in high growth and emerging industries in Kansas City, Missouri.

Follow up:

The STC was established with primary offices on the MCC-Penn Valley campus. Computer based training occurred in the STC computer center (shared with other workforce programming), CNA training was held at the MCC-Penn Valley Health Science Institute, forklift training took place at the Harvester's (food bank) warehouse, and contractor Green Works performed "green" instruction at various sites throughout the community to expose those participants to real-life situations.

There were extensive student outreach and recruitment activities. The project director presented at various forums including neighborhood association meetings and oriented staff at the FEC, social service agencies and various employer sites. Of significant note is the recruitment that resulted from the project director's presence at Kansas City area job fairs hosted by various area businesses and organizations such as Catholic Charities, Allied Staffing, Motovox, Harvesters, Central High School, East High School, Panda Express, Home Depot, Convergys, Manpower Staffing, Apria, Aerotek, Volt, Prescription Solutions, Univision and KC Business Journal. On several occasions, outreach and training opportunities were conducted directly in the Green Impact Zone hosted at the Green Impact Zone office location and St. James Church. Further, the Green Impact Zone paid for two residents to take the program brochure door-to-door to all neighborhood homes and businesses.

Two full-time employees operated the STC-the project director and the administrative assistant. A myriad of part-time faculty provided instruction, assessment, tutoring and remedial instruction. MCC entered into a contract with Green Works who provided training to 32 youth ages 14-19 as well as job placement of nine participants in "green" industry internships.

Students were placed into one of five career pathways: Healthcare, Transportation/Logistics, IT Technical, Environmental and Service Industry. There were 450 screened, 354 enrolled in a training program, and 268 completed a training program.

Goal #2 - Provide all participants with career ladder services that result in an employer or industry-recognized certificate and/or degree.

A total of 268 students completed a certification class that resulted in certifications.

	MCCTTRAININGTERO	(GTRATMIS)		
		Completers		
Class	Certification	Length	MCC Recruits	FEC Recruits
HEALTHCARE				
Insulin	Insulin Administration	68 hours	0	2
Pharmacy Technician	Pharmacy Technician	75 hours	0	10
Phlebotomy	Phlebotomy	184 hours	0	12
Pre- PN	Pre-Practical Nursing	8 weeks	0	13
CNA+	CNA+ Hospice and	175 + 18	0	11
	palliative care	hours		
CNA +	CNA+ Mental Health	175 + 18	0	12
		hours		
CMT	Certified Medication Technician	68 hours	0	3
CNA	Certified Nurse's Assistant	175 hours	30	2
IT TECHNICAL		,		
Computer Support Specialist	Computer Support Specialist	55 hours	0	11
MOS	Microsoft Office Specialist	48 hours	0	5
ENVIRONMENTAL	<u>. </u>			
OSHA	OSHA 500 Course Construction Industry	40 hours	0	1
Lead	Lead Abatement	40 hours	4	0
	Technician			
Green Works	ECOS curriculum (covering urban water issues and solid waste) for 14-19 year old students.	12 week Program	32	0

Environmental Technician	EPA/OSHA HUD/MO Lead Abatement Supervisor EPA/MO Asbestos Abatement Supervisor OSHA/EPA Mold Remediation	40 hours 40 hours 40 hours	16	0
TRANSPORTATION/LOGIS	STICS	10 110 415		
Forklift	Forklift Operator	8 hours	8	0
CDL	Commercial Driver's License	160 hours	0	43
CLA	Certified Logistics Associate	12 hours	20	0
SERVICE INDUSTRY	·			
ССР	Customer Contact Professional	80 hours	33	0

Goal #3 – Provide all participants with evaluation and supportive services to assist in overcoming barriers to employment.

The WIN diagnosis tool was administered to all MCC recruits to assess academic skills. The WIN career readiness courseware is a skills-based product designed to help students build the applied reading, locating information and math skills necessary for success in the workplace. WIN's interaction provides diagnostic tests and remediation modules customized to students' skill levels and aligns to a range of career paths.

MCC required WIN Level 4 basic skill competency for admission into a training program. Those that fell below Level 4 utilized the WIN remediation tools until they increased their skills. A total of 238 recruits were assessed with an eventual enrollment of 173 MCC entering a training program. The FEC utilized TABE as a screening tool requiring scores at the 9th grade level or above in reading, math or locating information. This is the point where the WIB has determined that a person can benefit from technical training.

One-on-one tutoring and computer-based tutorials were available to all students-but required for those whose individual development plan warranted supplemental instruction to increase proficiency levels sufficient for success in formal training. Of those that were administered the WIN assessment and scored below the minimum requirement on the pretest, 36.8% achieved passing scores at least two levels above pretest after receiving individual tutoring and utilizing WIN tutorials.

Although we did not track usage of STC students, all recruits and training participants were required to attend an orientation to one of MCC's six Public Computer Centers. Through a U.S. Department of Commerce grant, the PCC's provide free internet service and free basic computer literacy.

Employability skills were integrated into all training programs including: workplace behavior and attitude, adaptability-response to change, team building, dress for success, resume' building and interview skills. Employer panels presented to each class to further enforce job expectations.

Many students presented with socioeconomic and/or psychosocial issues. To help remove those barriers the project director made referrals to a number of federal, state and community based organizations that provide intensive support services. The types of services for which we made referrals were: food, housing, utility, refreshments, health care, transportation and domestic violence.

Goals # 4 -- Participants are successfully placed in sustainable, high-demand, and green jobs upon completion of the program.

Efforts were made to expose students to employment opportunities and to introduce employers to the STC program. The table below reflects the employers that visited classes.

Employers presenting at STC training

• 1	TO.	JT W	/ork	force	Solutions
-----	-----	------	------	-------	-----------

- Manpower
- MCC Student Services
- MCC Student Services
- UKO Client Services
- City of Fountains Heart of the Nation-Office of the Mayor
- Encore Staffing Services
- Intelligent Global Solution
- KC Smartport
- Full Employment Council

- Aggarwal Allergy Clinic
- Harvesters
- Global Souls Faire Trade
- Lee's Summit Physicians Group
- Samuel U Roger
- Catholic Charities
- Alex S. De todo un Poco
- Guadalupe Center
- Mountaine & Co
- Legal Aid of Western Missouri

Overall job placement was 99/268 (36.9%).

Of the students recruited into the program by MCC (111), 60 (54%) entered employment at the completion of training. Most were placed with employers that MCC solicited and made arrangements for job interviews.

Training Program	Employers
HEALTHCARE	
Certified Nursing Assistant	
Insulin Administration	
CNA+	MCD
Pharmacy Technician	Military, long-term care facilities, community based
Phlebotomist	organization serving seniors
Pre-Practical Nursing	
Certified Medication Technician	

ENVIRONMENTAL	
Environmental Technicians Lead Abatement	Companies in construction, environmental remediation, janitorial services and recycling, pharmacies, municipality
IT TECHNCIAL	
Computer Support Specialists	General business service providers and data entry
Microsoft Office Specialist	employers
TRANSPORTATION/LOGISTICS	
Certified Logistics Technician	Food bank, dry cleaners, staffing companies, construction
Forklift Operator	company, auto dealer, warehouse distributors
SERVICE INDUSTRY	
Customer Contact Professional	Staffing companies, mobile phone providers

MCC tracked employment data for the MCC sponsored students. Attempts to reach post program participants were done 60 days after program exit. The evaluator and the administrative assistant performed follow-up activities utilizing U.S. mail, email and phone. A copy of the Follow-Up Survey is included in the Program Evaluation. Of the students recruited into the program by FEC that completed training (125), 39 (31.2%) have entered employment. FEC's job placement policy includes attempted contact at 3, 6 and 12 months post training.

The Goal to place 60% of completers during the grant period was not met. Although our efforts were numerous, there were a number of factors that hindered success. We have learned many lessons, unfortunately those lessons came too late to realign strategies.

- The grant period was short the grant term began on June 29, 2011 but MCC did not receive notification until September 29, 2011.
- The transient characteristics of many participants means that contact information is frequently outdated within just weeks or months of submission of paperwork, making it difficult to follow up on employment status.
- The FEC keeps their clients in the employment queue for 12 months meaning a likely increase in job placement over the coming months.
- Two courses (23 total students) did not end until June 29, 2012. Because the grant is over, the two grant positions ended and job placement follow-up has not occurred.
- Some of the students had a criminal background. While their record did not influence training eligibility, they were not able to obtain employment in the field for which they were trained.
- We were requested by AARP to provide customer call center training to a group of senior citizens (13). When the project director started the job placement process for the class, each student stated they were not interested in employment, they just enjoyed getting free training.
- The 32 students trained by Green Works were ages 14-19. Although 9 were placed in internships, the remainder chose to wait for the summer to seek employment.
- The grant period was short the grant term began on June 29, 2011 but MCC did not receive notification until September 29, 2011.