



The Portland Metro Workforce Development Board

Addition of community-based Academic Navigator to
Career Coaching network of providers

Title Slide: Speaker Notes

Worksystems is a non-profit agency pursuing and investing resources to improve the quality of the workforce. We design and coordinate workforce development programs and services delivered through a network of local partners. We don't provider direct services.



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“They offer consistent support to my customers, sometimes even meeting with them *every single day* during a course or before a test”

Quotes:

“Our customers chronically undervalue their own academic skills; when they work with Academic Navigators, they get objective measures of where they are, and what they need to work on (*and what they don’t*)”

Quotes: Speaker Notes

HCNW is a very significant investment in this region, the many staff engaged in creating our outcomes work as a coordinated network. At the core of that network is the Career Coach and their relationship with the customer (student). Their opinions are very important to the success of this new role of academic navigator. We timed the start of the Academic Navigator for a couple of months after the Coaches got going.

The Navigator offers many tailored services flexibly from early needs like before admission; tutoring & study groups mid-course to post-training certification exam prep including the NCLEX.



What?

- Sought proposals for: re-engagement with education; preparation for college and academic support for success in occupational training

What: Speaker Notes

Because of HPOG we did an RFP.

That was the push we needed to try to secure these services.



Who?

Interest from community-based organizations and
community college consortium

Successful bidder: SE Works (local 501(c)3)

Who: Speaker Notes

It was a competitive selection 3.5 years ago following our procurement competitive process.



Why?

- Need for after-hours
- Locations outside of campus
- Easy front door to all providers
- Navigation and advocacy focus

Why: Speaker Notes

Barriers we overcome in integrating this new service:

Internal barrier of who is accountable to Worksystems for customer outcomes since the performance targets are shared between Career Coach and Training funder, and now another party is involved.

Customer tolerance for distributed service model; a tight relationship can be developed with Career Coach. Then how does another party insert themselves into that? (how much overlap in conversations, repetition of stories, etc.?)

Institutional barrier – respecting the college's role in developmental ed and their capabilities to wrap-around students as well



Uptake/Implementation

- System Connections
- Career Coach esteem
- Attentive to time/cost

Uptake/Implementation: Speaker Notes

Our management concerns have been how to make sure coaches tried out the services and trust their customers to them, especially before they had any track record. Conversely, we needed to make sure the navigators made their presence convenient to coaches and customers across the 2 county service area (over 1100 square miles).

It's been especially successful because the navigators have an adult education background.

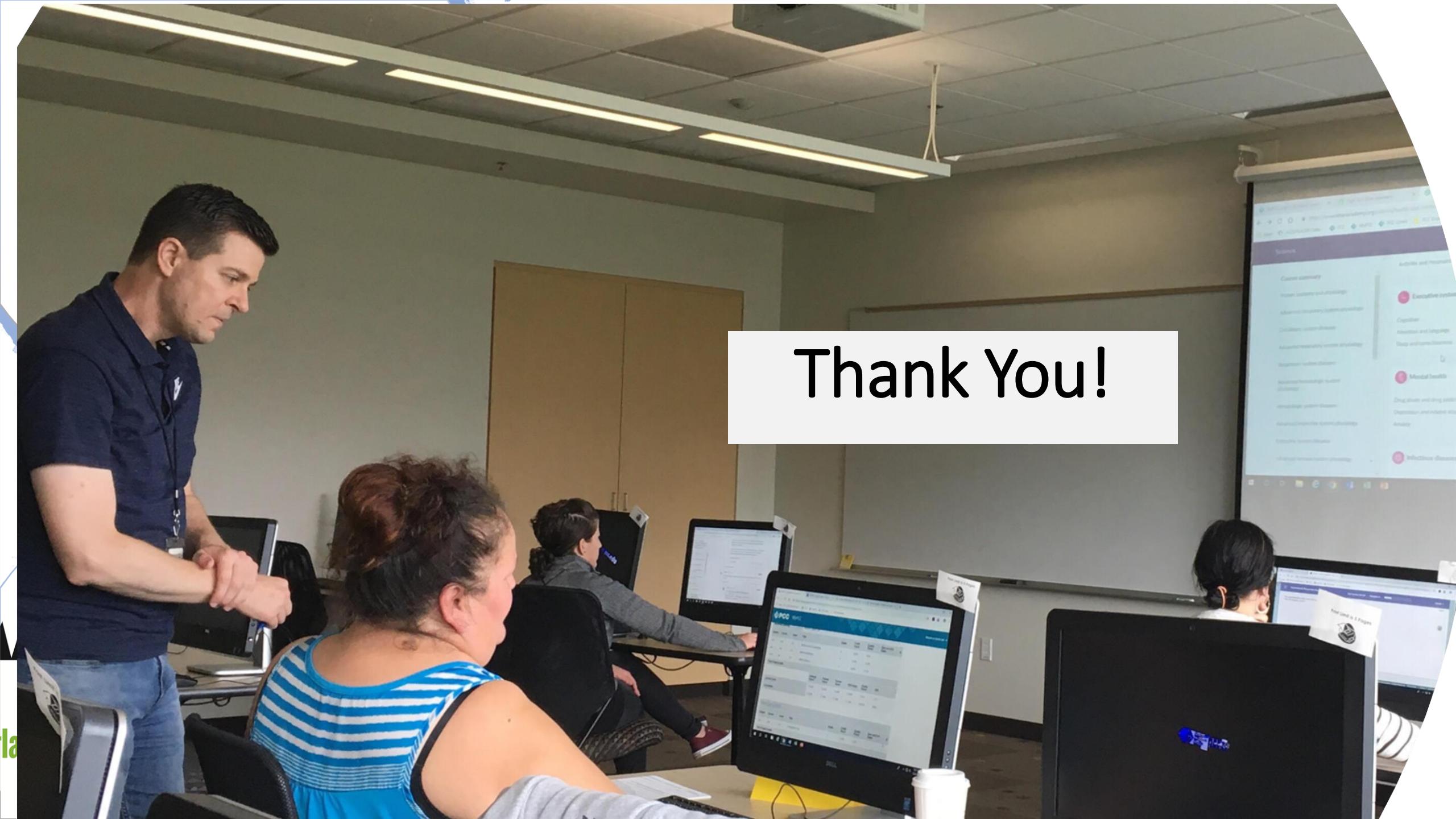


Sustainability

- Partner participation
- Results fit network model
- Resources from USDA SNAP 50/50 grant identified

Sustainability: Speaker Notes

Planning on how to continue this role.



A classroom scene showing several students at their desks working on computers. A male teacher in a dark polo shirt and jeans stands near the front, interacting with a student who is wearing a blue and white striped tank top. The room has a modern look with recessed lighting in the ceiling and a large projection screen on the right displaying a course menu. A large white rectangular box in the center contains the text "Thank You!".

Thank You!

Thank You: Speaker Notes

Here the Academic Navigator meets new customers in their career exploration class to review basic math skills and to learn about overcoming academic anxiety.

Their class outline for the day was:

- Transferable Skills
- Stress Mgmt
- Medical Terminology
- Charting/Writing Skills
- Barriers – internal and external