

Request for Proposals for New FY19 – TRAIN Grant Projects



MASSACHUSETTS
Department of
Higher Education

COVER PAGE

Applicant Information			
Lead Applicant (Campus): Bristol Community College Name of Project/Project Title: Office Support Certificate Program Partners (list all): MassHire (Bristol Workforce Investment Board, Greater New Bedford Workforce Investment Board, Fall River Career Center and Greater New Bedford Career Center), Massachusetts Department of Transitional Assistance, Fall River Veteran Services, New Bedford Veteran Services, HealthFirst Family Care Center, Inc., Steppingstone, Inc., Blount Fine Foods, Millstone Medical Outsourcing, North Atlantic Corporation, Gold Medal Bakery, Naval Undersea Warfare Center, Homes for Our Troops, St. Anne's Credit Union, Southcoast Health, Matouk Textile Works, New Bedford High School, Mechanics Cooperative Bank, and BayCoast Bank		Grant Focus (check): <input checked="" type="checkbox"/> Long-term unemployed, underemployed and new entrant adult workers Type of Grant (check): <input checked="" type="checkbox"/> Workforce Development	
Grant Administrator: Name: <u>Carmen Aguilar and Carol Martin</u> Title: <u>Dean of Workforce & Community Education; Professor/Dept. Chair</u> Telephone: <u>774.357.2158; 774.357.2408</u> E-mail: <u>carmen.aguilar@bristolcc.edu</u> <u>carol.martin@bristolcc.edu</u>		Institution: <u>Bristol Community College</u> Mailing Address: <u>777 Elsbree Street</u> <u>Fall River, MA 02720</u>	
Program Information			
Total Number of Students Served Upon Implementation: 25		Target Population: Long-term unemployed, underemployed, and new entrant adult workers in Southeastern Massachusetts.	
Brief Summary of Project Outcomes: Bristol Community College will offer an intensive 30-credit Office Support Certificate program. Program partners will assist in recruiting, assessing, orienting, supporting, and training unemployed, underemployed, and new entrant adult workers who seek to either enter or re-enter the workforce. The program goals are to recruit 30 to 40 students, enroll 25 students, provide internship opportunities and graduate 20 students, and successfully place 16 students into jobs with employer partners.			
Budget			
Total Funds Requested: \$227,522		Total Matching Funds: N/A (Not Required)	Total Project Cost: \$227,522
Authorizing/Fiscal Agent: Name: <u>Steve Kenyon</u> Title: <u>VP Administration & Finance</u> Phone: <u>774.357.2189</u> Email: <u>steve.kenyon@bristolcc.edu</u>		For DHE Office Use:	

I certify that the information reported herein is accurate and complete.

Authorized Agent Signature: *Steve Kenyon* Date: 9/22/18

Abstract

Lead Applicant Information: The lead applicant is Bristol Community College with Carmen Aguilar, Dean of the Center for Workforce and Community Education as the primary contact. Contact information: 774.357.2158; carmen.aguilar@bristolcc.edu. **Names and roles of committed partner organizations:** MassHire (Bristol Workforce Investment Board, Greater New Bedford Workforce Investment Board, Fall Career Center and Greater New Bedford Career Center), Massachusetts Department of Transitional Assistance (DTA), and Fall River and New Bedford Veteran Services will assist with recruitment and industry outreach to employer partners for hiring. Bristol will oversee the recruitment of candidates and ensure the final selection of participants. Bristol will provide 30 credits of Office Support courses, including a three-credit 45-hour internship, wraparound supports and additional services such as meals, transportation, and laptops. Industry partners will offer internship opportunities and hire participants. Employer partners include HealthFirst Family Care Center, Inc., Steppingstone, Inc., Blount Fine Foods, Millstone Medical Outsourcing, North Atlantic Corporation, Gold Medal Bakery, Naval Undersea Warfare Center, Homes for Our Troops, St. Anne's Credit Union, Southcoast Health, Matouk Textile Works, New Bedford High School, Mechanics Cooperative Bank, and BayCoast Bank. **Summary description of the project:** Bristol will offer the **Office Support Certificate program** as a Bridge to College and Career model consisting of academic coursework focused on skills required of employment in the manufacturing, healthcare and service industry. The program provides foundation, work readiness, and office support transferable skills, ensuring that students can work effectively in an office setting. Participants will receive college orientation, advisement, evaluation and workforce assessments, career readiness and coaching, internships, a Certificate of Achievement in Office Support, and job opportunities. **Training program focus (e.g., basic knowledge and skills) and advanced industry sector skills:** The program will focus on administrative office procedures, keyboarding, business writing, office software, text editing, records management, communication skills, beginning project management skills and career readiness. **Projected number to be served:** The program will recruit and evaluate 30-40 individuals and serve 25 participants who will be enrolled in the **Office Support Certificate program**. **Internship placement:** Twenty internships will be granted with job placement, career coaching, mock interviews, job fairs and employment guidance. **Target outcomes for participant job placements:** 20 participants (80%) of the 25 participants will be placed into internships and have access to job opportunities. Of the 20 students, 16 or 80% will be successfully placed into jobs with employer partners. **Project timeline:** Recruitment: 11/1/18, Orientation: 12/13-14/18, Classes begin: 12/17/18, Internships begin: 5/1/19, Classes end: 5/30/19, Graduation: 6/1/19, and Evaluation and Close Out: 6/30/19. **Key Project Personnel:** Carmen Aguilar, Dean; Carol Martin, Department Chair; Project Coordinator, Instructional & Support Staff. **Amount of grant request:** \$227,522.

Project Narrative

Recruiting

The recruiting process for Bristol Community College's **Office Support Certificate program** under the Training Resources and Internship Networks (TRAIN) will focus on providing skills and employment opportunities to participants that are unemployed, underemployed, and new entrants into the workforce. The program will focus on the Adult Basic Education population in transition to the community college level through a Bridge to College and Career model.

The Project Coordinator will recruit participants collaboratively with Bristol's Admission and Career Services team as well as the MassHire Career Centers. Candidates will be pre-screened and identified appropriately for the proposed training program and meet employer partners' hiring requirements as well as Bristol's academic program requirements. Additionally, Bristol will launch a broad scale recruitment effort to identify appropriate candidates outside of career center membership who meet program criteria. The Bristol project will have targeted recruitment efforts focused on Fall River, New Bedford and Taunton area clients of the MassHire Career Centers, DTA and Veteran Centers, as well as Adult Basic Education participants who hold a High School Diploma or HiSET and are interested in an office support career. The project will specifically target special interest groups such as veterans and recipients of Temporary Assistance for Needy Families that are ready to re-enter the labor force. The Fall River and New Bedford MassHire Career Centers will focus on identifying and recruiting potential trainees who are unemployed and available to complete full-time academic coursework, have at least "ACT WorkKeys" test score of Level 3, and no issues with a Criminal Offender Record Information (CORI). Through this effort, the Project Coordinator, Bristol's Admissions, and MassHire Career Center staff will create and disseminate program flyers and materials to program partners; set up information tables at job fairs; work with area community based organizations; and perform site visits to partnering comprehensive high schools, vocational technical education high schools, and Adult Basic Education programs. Through this model, Bristol's recruitment team will facilitate information sessions, hold onsite and offsite orientations, utilize social media and web advertising, and collect information on appropriate referrals.

Academic, Work place Readiness and Industry Skills Training

The Bristol program will offer an intensive 30-credit **Office Support Certificate program** with the partners recruiting, assessing, orienting, guiding, training, and supporting 25 unemployed, underemployed, and new entrant adult workers who seek to either enter or re-enter the workforce. The goal is to recruit one cohort of students who will complete the coursework to obtain a **Certificate in Office Support**. This academic coursework will integrate career exploration and career readiness skills development as part of an intensive 30-credit **Office Support Certificate** contextualized for the manufacturing, healthcare, and service industries. This academic program will include a 45-hour

experiential learning and internship element as part of the 30 credits. Due to the intensity of this training program there is a full range of student supports including a workplace readiness component to assist students through the program.

The program goal is to have an 80% completion rate for students in the program and, of those completing, at least 80% will secure employment with local employer partners in Southeastern Massachusetts. Participants who successfully complete the **Office Support Certificate program** will receive a Certificate of Achievement in Office Skills Training. This program will also serve as a pathway into college with program and partner staff providing encouragement to continue their education part-time and complete their Associate's Degree, once they have obtained full-time employment.

The **Office Support Certificate program** will focus on administrative office procedures, keyboarding, business writing, office software (QuickBooks, Word, Excel PowerPoint) text editing, records management, communication skills, beginning project management skills, and career readiness. This intensive course work will prepare students for entry-level positions in corporate, educational, medical, financial, legal, and non-profit agencies and offices. Importantly, students can transfer these earned credits into other related certificates and degree programs at Bristol, resulting in new pathways and opportunities for students in their educational career.

The instructional format of the **Office Support Certificate program** is a combination of campus-based classroom training, on-site internships, and experiential learning. The curriculum for this program will be contextualized with class projects and assignments to better prepare the students for office support work in the advanced manufacturing, healthcare, and service industries. Student learning needs will be addressed through classroom training, academic advising, career coaching, internships, experiential learning, and students support services provided by the college. The program teaches office support and administration skills through classroom curriculum, skills practice, software simulation, team projects in a fully equipped computer lab, and internship placement with employer partners.

The program cohort will meet five days a week, from 9:00 am to 3:00 pm, totaling 30 hours per week for the duration of the program. The daily activities will include dedicated time in student schedules to take their credit courses and work with all other support services such as career coaching, academic advising, supplemental instruction, student life activities, team projects, and homework. The Bristol **Office Support Certificate program** will serve one cohort of 25 participants with 30 academic credits offered in Fall River with partners in the Bristol County area. The proposed time line for delivery of educational services is (1) start date of Recruitment on November 1, 2018; (2) orientation on December 13-14, 2018; classes begin on December 17, 2018; internships begin on May 1, 2019; classes end by May 30, 2019;

graduation is on June 1, 2019 (students will participate in the Bristol Community College graduation ceremony); program completion by 6/30/19 and program evaluation; and final report by 9/28/19.

The program is designed to provide significant career orientation and coaching as well academic advising to support the students during their experience. Each class will have a Supplemental Instructor or tutor role in addition to the faculty instructor. The Supplemental Instructor is important given the projected class size of 25 students in order to facilitate learning, make sure less experienced students do not lag behind, and ensure all students are engaged and progressing. Both the faculty members and the Supplemental Instructors will work with students to deal with any academic challenges in the class and outside the classroom. Students will be provided laptop computers in order to facilitate learning and encourage them to continue their education towards a Bristol Associate's degree after they have obtained employment.

The **Office Support Certificate Program** staff of the initiative will also provide academic advising and guidance to the students. With the support of the College Career Center and Student Life area, the students will attain the skills, guidance and coaching for employment. Employer partners will be encouraged to support program participants in continuing their education towards an Associate's degree at Bristol Community College. Student Life activities will provide students with many benefits and opportunities at the college, coupled with an internship that could lead to employment, and educational pathways to associate degree programs.

Based upon individual student needs, the proposed model will include student completion of Bristol's Accuplacer placement exam to assess writing and reading fluency, guidance through the college admission process to support candidates with their financial aid applications, and enrollment into the **Office Support Certificate program**. The model will also include a two-day college success orientation to acclimate students with the college campus; understand the support services available; meet with faculty, the program director and career coach; and learn techniques to become a successful student in the program. In addition, the model will include career coaching, guidance and workshops to increase competency in resume writing, interview skills development, and workplace readiness; proactive academic advising and guidance; and classroom occupational training and internships, experiential learning, on-the-job training, and job placement.

The Office Support Certificate program will prepare students for entry-level positions in corporate, educational, medical, legal, and non-profit agencies and facilities. Importantly, students from this program will have new life and educational opportunities through the transfer of these program credits into other related certificates and degree programs.

The **Office Support Certificate program** will include courses to provide these critical educational and career skills and knowledge, as follows: (1) **ACC 114 Introduction to QuickBooks Pro** familiarizes

students with the most widely used financial software in small business and will teach, hands-on, how to record accounting data in a computerized environment; (2) **ENG 101 Composition I: College Writing** provides students an opportunity to develop and reflect on their own process of writing through various stages of planning, composing, revising, and editing as well as to learn how to formulate and support a thesis using a number of rhetorical strategies; (3) **OFC 102 Computer Keyboarding** helps students achieve greater efficiency and productivity through touch-method keyboarding; (4) **OFC 113 Introduction to Microsoft Word** teaches the creation of business documents and development of core-level competencies using Microsoft Office Specialist guidelines; (5) **OFC 117 Introduction to Computers and Software Applications** shows students hardware and software concepts, how to navigate Windows Explorer efficiently, and how to use common features shared by multiple applications; (6) **OFC 120 Text Editing** offers instruction on editing and proofreading documents; (7) **OFC 214 Advanced Microsoft Word** focuses on document mastery and advanced word processing functions using Microsoft Word; (8) **OFC 215 Records Management** is a comprehensive introduction to the complex field of records management with emphasis on the management of paper and non-paper business records including automated, microimage, and electronic records; (9) **OFC 255 Executive Office Procedures** offer various duties and responsibilities of an administrative assistant with emphasis placed on developing critical thinking skills, interpersonal skills, time management, problem solving, organizational skills, and communication; and (10) **OFC 294 Office Administration Colloquium** prepares students for employment and enhances their communication skills.

Wrap-around Support Services

The Bristol **Office Support Certificate program** partnership will provide wraparound services that will include academic counseling and advisement, admissions support throughout the process, career services, and workshops on resume writing and interviewing techniques, and opportunity to attend job fairs. A Supplemental Instructor will support and assist students and faculty through the entire program providing guidance, best practices, and individual academic support in each subject. The Supplemental Instructor will also help students with any academic challenges that students may encounter with projects and class assignments. Additional tutoring services will be provided through Bristol's Learning Commons, a central hub on each campus housing both the Writing, Tutoring and Academic Support Centers. These types of wraparound services will assist with retaining students in the program. The Office of Student Life will offer enrichment and club activities throughout the year. In additions, internship placement, career coaching, speed interviewing with industry partners, and career fairs will be offered to students in an effort to provide students with the skills and competencies required to enter the workforce. Additionally, Bristol will be providing transportation assistance through the purchase of bus passes for participants who do not have access to transportation. Program participants will also receive a Bristol

meal pass as part of their Bristol student ID access card, which will allow the purchase of breakfast and lunch on campus five days a week for the duration of the program.

The project's wraparound services will be provided collaboratively by the Bristol Project Coordinator, faculty, the Supplemental Instructor and the Department Chair of Office Administration. Bristol will provide the case management, monitoring of the internships, student assessments, and input regarding the acquisition of job skills. Program faculty will create a crosswalk for students to use internship placement to attain academic credits. In the **Office Support Certificate program**, students will build critical skills, prepare for internship placement, and participate in group job search interactions as a cohort. The instructor will also communicate frequently with the employer partners throughout the project, partners will visit the class as guest speakers and students will be able to make site visits to company locations at least once during the internship.

Each student will be paired with an academic and career advisor. Also, as part of the College Success Seminar, students will be introduced to financial literacy and budgeting, coordinated with Bristol's Financial Aid office. Enrollment services will provide support with FAFSA applications, if the participant chooses to enroll in a credit bearing program after the completion of this program.

This program will provide complimentary supportive services to students enrolled in the **Office Support Certificate program** with resources available through other public, community, or private resources. Client service staff at the One-Stop Career Centers and Bristol will collaborate and communicate with other agencies to ensure that services are coordinated and not duplicative.

Internships and Experiential Learning

Employer partners will focus on hosting internships and experiential learning. These employer partners have been selected based upon current successful partnerships. The educational training proposed aligns with employer requirement standards. Bristol's staff will be working closely with employer partners and participants during the internships and the job placement portion of the project and will have the opportunity to identify potential missing competencies. Employers will be engaged in finalizing the selection criteria of all participants enrolled in a training program. This program will produce skilled workers to fill available job openings in high demand positions with industry specific training in manufacturing, healthcare, and service for office support roles.

Employers are directly involved in the design of each student internship or experiential learning exercise. From past experience, internships help students to better understand the relevance of topics included in classroom lectures and how to directly deploy the skills and knowledge they acquire in the classroom in a real-world work experience. The internships are directly aligned with the core curriculum content. The internships expose students to valuable lessons about soft skills such as teamwork, effective communication, time accountability, and work readiness. Internships benefit students by reinforcing

curriculum materials and help to contextualize the knowledge acquired in lectures; expose the student to good work behaviors, provide students with meaningful work experiences, and facilitate improved communication and inter-personal skills. The internships provide employers an opportunity to “preview” new employees, streamline recruitment, accelerate the assimilation of new employees into their business, and result in the completion of tangible work-based projects. Internships also benefit Bristol by linking classroom lectures with real-world work experiences, build stronger relationships with corporate partners, and align course content with employer needs in the labor force. Site Coordinators will couple student interns with front-line supervisors and line staff to direct on-site experiential learning. The Site Coordinators and supervisors will communicate directly with Bristol faculty to assess the performance of interns and to provide feedback to the college about individuals and systems. Students will be paid a stipend from program funds for their 45-hour internship at a rate of \$15/hour.

This funding opportunity is critical for the SouthCoast region as it is an area with tremendous need for gains with low levels of educational attainment, high unemployment, and low wage and income levels. Specifically, the SouthCoast has one of the lowest levels of educational attainment of any region in Massachusetts with 24% of 25 years of age and older residents not having a high school diploma compared to 11.1% statewide. Moreover, New Bedford and Fall River have very high poverty rates at 21.7% and 23.3%, respectively, compared to 10.7% statewide. Median household incomes of \$37,493 and \$33,763 are only a little more than 50% of the state median of \$65,981. In the SouthCoast region, 19.1% of families with children live below the federal poverty level compared to 11.8% of families statewide (<http://www.census.gov/quickfacts/table/PST045214/2523000,00>).

Program Measures and Outcomes

The Bristol **Office Support Certificate program** will have the following outcomes: (1) recruit and assess 30 - 40 potential candidates, commence the program with 25 participants, expected completion of training by 20 participants receiving a Bristol Community College Certificate Achievement in **Office Support Certificate program**, and placement of 20 participants in internship/experiential learning opportunities. At least 15 companies will commit to providing meaningful internship experiences in the office support area, including tasks and projects that develop the skills being acquired through the academic coursework. This list of partnering companies includes, HealthFirst Family Care Center, Inc., Steppingstone, Inc., Blount Fine Foods, Millstone Medical Outsourcing, North Atlantic Corporation, Gold Medal Bakery, Naval Undersea Warfare Center, Homes for Our Troops, St. Anne’s Credit Union, Southcoast Health, Matouk Textile Works, New Bedford High School, Mechanics Cooperative Bank, and BayCoast Bank. Bristol navigators will coordinate with the faculty and employer representative, collaborate on the matching of students and employers, and assist in the monitoring of student progress throughout the duration of the internship/experiential learning placement.

At least 20 participants will complete the internship/experiential learning experience and at least 16 participants will receive full-time employment within six months of completing the program.

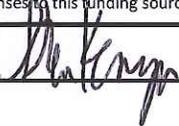
Office Support Program Outcomes: Upon successful completion of this program, the student will be able to apply organizational skills in managing the operations of any office in a diverse, stressful, and ever-changing environment; communicate clearly and effectively utilizing written and verbal communication techniques; work effectively and with an open mind as a team player in a diverse work group. Also students will apply computer skills to office tasks using a variety of business-related software and hardware; create accurate written communications applying correct sentence structure, grammar, word usage, spelling and punctuation; and listen attentively, follow oral/written instructions, take initiative, work independently, and offer alternative solutions. In addition, the students should display the following professional traits: confidentiality, critical thinking and problem solving, dependability, ethical behavior, flexibility and adaptability, life-long learning, positive attitude, professional appearance, punctuality/attendance, responsibility/accountability, and sound judgment. Upon completion of training and the related internship/experiential learning, successful students in the **Office Support Certificate program** will be prepared to work as administrative assistants.

The program cost per participants based on 25 students beginning the program would be set at \$9,100 per student.

VI. Evaluation & Reporting

Upon completion of the program, Bristol will submit a “Year-end status” report that includes outcomes based on tracking of employment by partners, and an evaluation of the project outlined by the grant requirements. This report will be submitted to the Department of Higher Education no later than September 28, 2019. The report will include a narrative of project implementation including successes, unanticipated challenges and how challenges were addressed; an evaluation report of the project’s effectiveness and quantifiable outcomes, including both positive and negative; and participant data, including number of students enrolled, number of students retained, number of students completed, number and type of industry or academic certifications attained, number of students placed in internship, number of student placed in jobs, a description of partner involvement and activities executed, and a detailed expense report comparing actual and forecasted expenses. Bristol will utilize internal resources from Office of Institutional Research to collect detailed qualitative and quantitative evaluation data including surveying program participants and partners.

TRAIN Grant
State
Budget Worksheet

Expense	Requested Funds	Matching Funds	Total Requested & Matching Funds	Budget Narrative
Salaries	93,445	0	\$93,445	
Administrative	31,500		\$31,500	\$30/hour * 30 hours/week * 35 weeks
Support Staff	10,675		\$10,675	\$30.50/hour * 10 hours/week * 35 weeks
Instructional/Professional	40,020		\$40,020	30 Credits * \$1,334 per credit
Other (Describe)	11,250		\$11,250	Supplemental Instructor- \$12.50/hr * 30 hrs/wk * 30 wks
Payroll Tax*	1,617	0	\$1,617	Capped at MA Payroll tax rate of 1.73%
Indirect**	20,684		\$20,684	10% Indirect on Total Direct Costs (base = \$205,148)
Travel	859		\$859	45 miles per week * 35 weeks * \$0.545 per mile
Supplies and Materials	38,750	0	\$38,750	
Curriculum Books	37,500		\$37,500	Textbooks - 25 students * \$1,500 per student
Class Suppliments	1,250		\$1,250	Teaching Materials - 25 students \$50 per student
Other (Describe)			\$0	
Subcontracts	0	0	\$0	
Faculty			\$0	
Presenters			\$0	
Consultants			\$0	
Internship Stipends	17,167		\$17,167	25 participants * \$15/hr * 45 hrs PLUS 1.73% Payroll tax (\$292)
Equipment	12,500	0	\$12,500	
Tablets, Computers	12,500		\$12,500	Laptops \$500 x 25 students
Trade Tools			\$0	
Food	30,000		\$30,000	\$40 per week * 30 weeks * 25 students
Transportation	7,500		\$7,500	\$10 per week * 30 weeks * 25 students
Other	5,000	0	\$5,000	
Recruitment and Promotion	5,000		\$5,000	Advertisement and outreach to recruit students
TOTALS:	\$227,522	\$0	\$227,522	
* Any state entity applying for these grants is expected to submit payroll tax costs in alignment with the rates set by the MA State Comptroller. The FY19 payroll tax rate is 1.73%.				
** This program is funded by state appropriation. Indirect costs are allowed up to 10%. If funds are transferred to awardees via a child account in MMARS, applicants should plan to charge overhead expenses to this funding source up to the dollar value that is equivalent to the cost calculated by applying the indirect rate.				
Authorizing Signature:			Date:	9/16/18

BRISTOL COUNTY TRAINING CONSORTIUM

a **MASSHIRE** partner

One Government Center, 5th Floor
Fall River, Massachusetts 02722
508.675.1161

September 19, 2018

Department of Higher Education TRAIN Grant Staff,

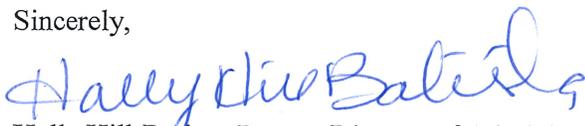
As the One Stop Career Center (OSCC) for the Bristol region, MassHire Bristol Career Centers are excited to join Bristol Community College (BCC) as a program partner under their Office Support TRAIN grant application. We understand, first-hand the challenge of assisting local employers to find qualified candidates to fill office staff positions and applaud the efforts of the Department of Higher Education to support programs aimed at tackling this on-going challenge. We have worked with Bristol Community College on other training initiatives, and look forward to collaborating on this proposed DHE program.

Having job candidates who are job ready, with internship experience and significant office skills as offered through Bristol Office Support Program is a clear value add. As a program partner, we are ready to assist in recruiting individuals who are unemployed or under employed and/or new entrant adult workers who seek to enter/re-enter the workforce through the work that our staff undertakes on a regular basis. MassHire Attleboro, Fall River and Taunton Career Centers will help identify potential trainees that are unemployed individuals available to complete full-time training.

MassHire Career Center staff will work with BCC, if the community college is funded under the TRAIN grant under the timetable proposed for early November 2018. MassHire staff currently work with area community-based organizations, high schools, vocational technical education high schools, and Adult Education programs. MassHire's team will work in collaboration with Bristol's recruitment effort to facilitate information sessions, hold orientations, and utilize social media for the start of this intensive Office Support program training in mid-December.

If you have any questions, please do not hesitate to contact me.

Sincerely,



Holly Hill-Batista, Deputy Director of Administration and Finance

MassHire Attleboro, Fall River and Taunton Career Centers

September 11, 2018

Department of Higher Education TRAIN Grant Staff:

HealthFirst Family Care Center, Inc. is excited to join Bristol Community College (Bristol) as an employer partner under their Office Support TRAIN grant application. We understand firsthand the challenges of finding qualified candidates to fill our office staff positions and applaud the efforts of the Department of Higher Education for supporting programs that are aimed at tackling this ongoing challenge. Through the years we have built a strong collaboration with Bristol on other training projects and we look forward to working with Bristol's professionals once again.

Having candidates who are job ready, with internship experience and significant office skills as offered through Bristol's Office Support Program, can only result in success. As an employer partner, we are ready to participate as a guest speaker regarding our Federally Qualified Health Center and the health care industry. We may also be able to offer internships to students who maintain program standards. We would be pleased to participate in mock job interviews as well as offer real job interviews to interested and qualified participants. If opportunities are available we would be pleased to extend job offers to those participants who match our staffing needs/requirements. In summary, we could most likely offer two internships and we estimate that we would hire two successful TRAIN Program qualifying participants for our Medical Patient registration and Patient Benefits Departments.

If you have any questions, please do not hesitate to contact me at 774-627-1205.

Sincerely,



Julie M. Almond,
Chief Executive Officer



Leader in Behavioral Health and Homeless Services

Men's Recovery Home

466 North Main Street
Fall River, MA 02720
508-674-2788 x202

Woman's Treatment Program

522 North Main Street
Fall River, MA 02720
508-674-2788 x101

Woman's Treatment Program

979 Pleasant Street
New Bedford, MA 02740
508-984-1880

Outpatient Treatment

179 & 279 North Main Street
Fall River, MA 02720
508-679-0033

**Next Step Home Program
Medical Case Management
Program**

506 North Main Street
Fall River, MA 02720
508-674-2788 x119

Graduate Program

506 North Main Street
Fall River, MA 02720
508-674-2788 x 118

Graduate Program

977 Pleasant Street
New Bedford, MA 02740
508-984-1880

Transition House

542 North Main Street
Fall River, MA 02720
508-674-2788 x118

First Step Inn

Emergency Shelter Program
175 North Main Street
Fall River, MA 02720
508-679-8001

Stone Residence

177 North Main Street
Fall River, MA 02720
508-675-4159

Welcome Home Program

5 Dover Street
New Bedford, MA 02740
508-984-7514

September 10, 2018

Mr. Robert Vitello
Director of Corporate Services,
Center for Workforce & Community Education
Bristol Community College
1082 Davol Street, Fall River, MA 02720

Department of Higher Education TRAIN Grant Staff,

Steppingstone, Inc. is excited to join Bristol Community College (Bristol) as an employer partner under their Office Support TRAIN grant application. We understand, first-hand the challenge of finding qualified candidates to fill several of our office staff positions and applaud the efforts of the Department of Higher Educations to support programs aimed at tackling this on-going challenge. We have worked with Bristol on other training initiatives and look forward to collaborating on this current DHE program.

Having job candidate who are job ready, with internship experience and significant office skills as offered through Bristol Office Support Program is a clear value add. As an employer partner, we are ready to come into the program as a guest speaker to talk about our company and our industry. We can also offer internships to students who maintain program standards. We can also participate in mock job interviews, well as offer real job interviews to interested and qualified participants, and then extend job offers to those participants who are a match with our current staffing needs. In summary, we can offer two to three internships and estimate that we would hire at least one successful TRAIN Program participants.

If you have any questions, please do not hesitate to contact me.

Sincerely

A handwritten signature in blue ink that reads "Kathleen Schedler-Clark".

Kathleen Schedler-Clark
Executive Director



A United Way Agency



September 19, 2018

Department of Higher Education TRAIN Grant Staff,

Our company is excited to join Bristol Community College (Bristol) as an employer partner under their Office Support TRAIN grant application. We understand, first-hand the challenge of finding qualified candidates to fill several of our office staff positions and applaud the efforts of the Department of Higher Education to support programs aimed at tackling this on-going challenge. We have worked with Bristol on other training initiatives and look forward to collaborating on this current DHE program.

Having job candidate who are job ready, with internship experience and significant office skills as offered through Bristol Office Support Program is a clear value add. As an employer partner, we are ready to come into the program as a guest speaker to talk about our company and our industry. We can also offer internships to students who maintain program standards. We can also participate in mock job interviews, well as offer real job interviews to interested and qualified participants, and then extend job offers to those participants who are a match with our current staffing needs. In summary, we can offer 1 internship and estimate that we would hire 1 successful TRAIN Program participants.

If you have any questions, please do not hesitate to contact me. I may be reached at 508-997-3444.

Sincerely

Jim Meizoso

Director of Human Resources

North Atlantic

Debra Torres
North Atlantic Corp
1255 GAR Highway
Somerset, MA 02726

Department of Higher Education TRAIN Grant Staff,

Our company is excited to join Bristol Community College (Bristol) as an employer partner under their Office Support TRAIN grant application. We understand, first-hand the challenge of finding qualified candidates to fill several of our office staff positions and applaud the efforts of the Department of Higher Educations to support programs aimed at tackling this on-going challenge. We have worked with Bristol on other training initiatives and look forward to collaborating on this current DHE program.

Having job candidate who are job ready, with internship experience and significant office skills as offered through Bristol Office Support Program is a clear value add. As an employer partner, we are ready to come into the program as a guest speaker to talk about our company and our industry. We can also offer internships to students who maintain program standards. We can also participate in mock job interviews, well as offer real job interviews to interested and qualified participants, and then extend job offers to those participants who are a match with our current staffing needs. In summary, we can offer one internship and estimate that we would hire one successful TRAIN Program participant if a position was available.

If you have any questions, please do not hesitate to contact me.

Sincerely,



Debra D Torres
Chief Employee Experience Office



September 20, 2018

Department of Higher Education TRAIN Grant Staff,

BayCoast Bank is excited to join Bristol Community College (Bristol) as an employer partner under their Office Support TRAIN grant application. We understand, first-hand the challenge of finding qualified candidates to fill several of our office staff positions and applaud the efforts of the Department of Higher Education to support programs aimed at tackling this on-going challenge. We have worked with Bristol on other training initiatives and look forward to collaborating on this current DHE program.

Having job candidate who are job ready, with internship experience and significant office skills as offered through Bristol Office Support Program is a clear value add. As an employer partner, we are ready to come into the program as a guest speaker to talk about our company and our industry. We can also offer internships to students who maintain program standards. We can also participate in mock job interviews, as well as offer real job interviews to interested and qualified participants, and then extend job offers to those participants who are a match with our current staffing needs. In summary, we can offer two internships and estimate that we would hire successful TRAIN Program participants as needed.

If you have any questions, please do not hesitate to contact me.

Sincerely

A handwritten signature in black ink, appearing to read "Barbara L. Tripp", is written over a horizontal dashed line.

Barbara L. Tripp
First Vice President
Human Resources