Pitt Community College

Partners for Pre-hire Solutions

In Pitt County we seamlessly combine programs from several NCWorks partners to develop customized pre-hire training, supporting the needs of Pitt County employers. Our examples from ASMO and Natural Blend pre-hire programs demonstrate how Pitt County’s NCWorks partners work together behind the scenes to present a unified, customized program of support to Pitt County companies who are hiring. The companies benefit from a qualified pool of candidates and participation in the OJT (On-the-Job Training) program when applicable. The programs directly impact the company’s bottom line by reducing the cost-per-hire, and they enhance productivity by reducing the time-to-fill job openings.

DETAILS

Employers are searching for skilled employees who are ready to contribute quickly to the overall productivity of the company, but screening for the needed skills takes time and money. Cost-per-hire in manufacturing where employers are looking for a specific skill set runs an average of $5,159 per job filled. When an organization is hiring, using the time-to-fill metric, it will take an average of 43 days to fill a single position. This can be overwhelming, especially during an expansion or start-up. Our examples of ASMO and Natural Blend pre-hire training classes demonstrate how the Workforce Development Board, NCWorks Career Center, BioNetwork, NCWorks Customized Training Program, Eastern Carolina Vocational Center and PCC’s curriculum instructors seamlessly combine programs and services to develop customized pre-hire classes.

The NCWorks Customized Training Director for PCC and Senior Business Service Specialist from Region Q Workforce Development Board met with ASMO’s HR staff and plant manager to discuss hiring challenges in the hiring of 100+ employees. ASMO identified a skill gap around applied technology basics. NCWorks Customized Training conducted a job profile on a key position and PCC curriculum instructors designed a class with those needs in mind. The class begins with an orientation from NCWorks Career Center, registering participants and completing ASMO’s application. Participants earn an OSHA 10 card, and PCC’s curriculum instructors provide training to assist with the skills needed for the WorkKeys Applied Technology assessment required for employment at ASMO. ASMO receives a strong pool of candidates who have obtained the Applied Technology scores required through WorkKeys Job Profiles.

Natural Blend is a start-up company in Farmville with different needs. When directors from NCWorks Customized Training and BioNetwork first visited Natural Blend, management expressed a concern about having the new employees hired and ready to start production by September 2014, a big task when renovating a former textile plant. Employees would need Food Safety and Hazard Analysis and Critical Control Points (HACCP) training. In response, pre-hire training was developed with BioNetwork providing Food Safety and HACCP, and OSHA 10 provided by PCC. In addition, the NCWorks Career Center provided ProveIt assessments and OJT information. The
Workforce Development Board assisted with salary studies and development of job descriptions. Natural Blend set aside 8 unique jobs for Vocational Rehabilitation clients, and special training was provided for those clients by BioNetwork and PCC instructors. Production began in September with all production employees having completed pre-hire training and 11 qualifying for OJT.

Pre-hire training is hiring made easy by partners working together to present a program of support. The NCWorks partnerships allow us to save time and money for our companies. Implementation began in October 2013.

Partner Type(s):
- Business/Industry (direct involvement)
- Workforce Development Board
- Career Center
- Other: Eastern Carolina Vocational Center, BioNetwork

Impact/Outcomes

As a result of the two projects combined, we have increased number of job seekers who hold an OSHA 10 Card in Pitt County by 129. We have increased the number of job seekers with a National Career Readiness Certificate in Pitt County by 460. While some of those 460 participants were skilled and the assessment simply documented their ability, others were able to identify areas for skill growth which was provided through college’s HRD and CRC programs. Through classes led by PCC’s curriculum instructors, 51 job seekers earned a score of 3 or higher on WorkKeys Applied Technology Assessment.

ASMO saved $8,660 in direct hire costs and greatly reduced the workload of their HR staff. Before pre-hire training, approximately 20% of prospective employees were passing the Applied Technology WorkKeys assessment. This number increased to a 60% pass rate for those who received training.

Natural Blend’s program has hired 30 employees with 28 being graduates of the pre-hire class. Eight employees were hired through the partnership with Eastern North Carolina Vocational Center after receiving training customized to accommodate their needs. The OJT program enrolled 11 Natural Blend employees, providing an estimated cost savings of over $68,000.

Funding Source(s)
NCWorks Customized Training: $22,882
NCWorks Career Center services valued at over $5,000

REFLECTIONS

Innovation or Best Practice
What makes our example so powerful is the way we come together as a team. The NCWorks partners do much of the legwork, coordinating behind the scenes, without a great impact on the time of the industry customer. The industry receives a program completely customized for them, and they are directly plugged into many resources at one time.
Lessons Learned
Communication between partners is key. It has worked best when we are meeting at the table with the company together. We don’t need to be experts in others’ programs, but being at the table when they are discussed helps eliminate duplication and errors which can impact the customer.

Scalability
Our programs are not unique to Pitt County. Our strong desire to work together, not worry about who gets credit and trust in our partners may be unique. However, it can be built anywhere the drive exists.

RESOURCES

Workforce Learning Summit Presenter
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