EXTREME PARTNERING

FOR HIGH STAKES TRAINING
OVER TWENTY YEARS AGO

BEAUFORT COUNTY COMMUNITY COLLEGE BEGAN PARTNERING WITH THE FORERUNNER OF NC WORKS CENTERS
### BUSINESS & INDUSTRY INNOVATION COUNCIL

**Participants:**
- Beaufort County Schools
- Region Q
- Beaufort Co. Economic Development Director
- Local Employers

### NC WORKS PARTNERSHIP MEETINGS

**Participants:**
- BCCC
- Title V Reps
- Voc Rehab
- DSS
- Literacy Reps
- NC Works Reps
- Probation & Parole
- DHHS/DWS
- BCS
- United Way
THE BUSINESS & INDUSTRY INNOVATION COUNCIL PRODUCES

THE WORK READY COMMUNITY INITIATIVE
EXTREME PARTNERS PARTICIPATE IN BEAUFORT COUNTY’S COMMITTEE OF 100

RECENT RESULTS:

- FUNDED EASTERN REGIONAL ALLIANCE FOR DEVELOPING BEAUFORT CO. AS A WORK READY COMMUNITY
- FUNDED CRC'S FOR WORK READY COMMUNITY
- PROVIDED PARTIAL FUNDING FOR COLLEGE’S DIGITAL SIGN PROJECT
- FUNDED COMMITTEE OF 100 SKILL CENTER LABS & WELDING EQUIPMENT FOR BCCC OCCUPANCY, CUSTOMIZED TRAINING AND TRAINING FOR PARTNER REFERRALS
MORE EXTREME PARTNERING

- BCCC PARTNERSHIP WITH DSS TO DELIVER HRD CLASSES FOR WORK FIRST COMMUNITY
- BCCC PARTNERSHIP WITH CHAMBER OF COMMERCE TO HOST SMALL BUSINESS EXPO AND ALL OF THE SBC WORKSHOPS
- NC WORKS & BCCC ASSIST AS AN INDUSTRY RECRUITMENT TEAM IN THE ABSENCE OF AN ECONOMIC DEVELOPMENT DIRECTOR
- NC WORKS TRAINS BCCC STAFF ON NCWORKS.GOV WEBSITE
MORE EXTREME PARTNERING

- BCCC BUILT A COMPUTER LAB AT NC WORKS CENTER IN BEAUFORT COUNTY FOR HRD, GED, COMPUTER TRAINING
- BCCC BUILT A COMPUTER LAB AT CENTER FOR HUMAN SERVICES IN WASHINGTON COUNTY FOR HRD AND COMPUTER TRAINING
- BCCC EXTENDS EXPERTISE TO AREA BUSINESSES AND INDUSTRIES THROUGH PARTNERSHIPS WITH NC STATE AND EAST CAROLINA UNIVERSITY
- UNDERWAY – DEVELOPMENT OF WORKFORCE LEARNING ACADEMIES RESULTING IN INDUSTRY CREDENTIALS AND A CROSSOVER TO CURRICULUM
WHERE IS ALL OF THIS PARTNERING HEADED?
POTASH CORPORATION

BCCC AND NC WORKS CENTER PARTNER TO PROVIDE:

- **CRC AND WORK READINESS DETERMINATIONS**
  FOR ALL POTENTIAL EMPLOYEES – 1ST YEAR,
  TESTED OVER 825 APPLICANTS

- **70% RETENTION RATE FOR NEW HIRES – 1ST YEAR**

- **95% RETENTION RATE FOR NEW HIRES – 2ND YEAR**

- **PROFILES FOR OVER 50 JOBS**

RESULT:

- CURRENTLY ALL POTASH EMPLOYEES MUST HAVE A PARTIAL CRC TO PARTICIPATE IN THE POTASH PROGRESSION PLAN
MULTIPLE MEMBERS OF BCCC AND NC WORKS PARTNER TO SOLVE idX TRAINING NEEDS

PLANT EXPANSION......... MORE EMPLOYEES NEEDED

TEMP AGENCY SUPPLIES WORKERS......... FAST AND SEEMINGLY EASY SOLUTION FOR idX

WORKERS LACK NEEDED SKILL SETS........BCCC DOES NOT OFFER TRAINING IN WOODWORKING
DIRECTOR OF ECONOMIC DEVELOPMENT
PRESIDENT OF BCCC
REP. FROM DIVISION OF WORKFORCE SOLUTIONS
MEET WITH idX PLANT MANAGER

THE EXTREME PARTNERSHIP FOR HIGH STAKES TRAINING BEGINS TO EVOLVE
PARTNERING COMPONENTS:

MULTIPLE PARTNERS FOR:

• SCREENING APPLICANTS
• CUSTOMIZED TRAINING FUNDS FOR VESTIBULE TRAINING
• OJT PROVIDED BY NC WORKS
• HRD PROVIDED BY BCCC, PAID FOR BY NC WORKS & CUSTOMIZED TRAINING PROGRAM

RESULTS:

• SAVED idX TIME, ENERGY & MONEY
• TEMP AGENCY NO LONGER NEEDED
• MULTI-PRONGED APPROACH FOR DIFFERENT ACCESS AND EGRESS POINTS FOR POTENTIAL EMPLOYEES (SEE FLOWCHART)
• NO CONFUSION OVER WHO WAS DOING WHAT
MORE RESULTS

90% HIRING RATE

100% RETENTION RATE

A NEW MODEL FOR RESPONDING TO BUSINESS AND INDUSTRY WAS BORN!
IMPLEMENTATION DATE
— ONE YEAR AGO
IMPACT OF EXTREME PARTNERING

- Created a broader, cross-trained project management team.
- No conflicts or duplication of services.
- Cross-trained team became a new asset in the absence of an economic development director.
- Responses to requests for training assistance were made by the team in monthly collaboration meeting for “greater good” rather than for self-serving reasons.
- Extreme partnering led to incumbent worker training with idX and training recommendations to other local industries.
FUNDING SOURCES:

EACH PARTNER SUPPLIED STAFF, FUNDS, FACILITIES, & TECHNOLOGY
WHY WAS EXTREME PARTNERING A BEST PRACTICE?

• UNUSUAL HIGH LEVEL OF COLLABORATION OF THE PARTNERS
• idX WAS ABLE TO USE ALL OF THE PARTNER RESOURCES WITHOUT DUPLICATION OF SERVICES
• THE PROCESS WAS SEAMLESS AND TRANSPARENT TO idX
LESSONS LEARNED:

- Decisions made for “greater good” serve business and industry more efficiently and effectively.

- Shared resources enable more comprehensive and better programming for our customers.
EXTREME PARTNERING IS EASILY SCALABLE!!

6 NEW PROJECTS UNDERWAY FOR JOINT PROVISION OF SERVICES

BUSINESS AND INDUSTRY (4)

A GOVERNMENT AGENCY

A MUNICIPAL GROUP