



MICC Visit September 24, 2024

Questions from the Workforce Committee

<u>Questions</u>	<u>MICC Response</u>
1. How have the funds received from the state legislature been utilized by your organization?	• Staff salaries and facility rental -directly ◦ Indirectly- the funds enabled us to deliver our current careers programs (131 participants served). ◦ Enabled MICC to open new Workplace Readiness Program and increase our awareness of MICC.
2. What specific programs or initiatives have the funds supported, and what impact have they had?	• Existing – Career Program • Our careers curriculum has participants steadily building job and employment skills over time, within what's called an E1MN (Engage, Plan, Find, Keep) Framework. This specialized training, accredited by CARF (Commission on Accreditation of Rehabilitation Facilities) bridges the gap between talent and opportunity. Participants explore their strengths and interests and how they align with a career. Then they select an industry certificate program certified by Century College. Certificates include digital careers, food service/hospitality and health & human services. • Careers program includes three core segments ◦ Education – Century College endorsed certificate career training programs; Food Service/Hospitality, Health & Human Services, and Digital Careers. ◦ This a 3-year program that includes work readiness skill building, on-site practicum experiences and training ◦ 180 practicum hours per participant ◦ Job placement, our goal is 95% employment ◦ DEED's job placement target is 100% ◦ Long-term job support and retention with a goal of 1 year for their first job and 3-year tenure for their second jobs • New Initiative – piloted and opened Workplace Readiness Program – goal to improve accessibility to our careers curriculum for Neurodivergent adults that do not need the fully immersive College program. ◦ MICC has taken the best of the College career curriculum and developed a new pathway! Workplace Readiness is for adults

	with some life and work experience motivated to build a career through skill development, on-the-job training, and mentorship. - o MICC offers the flexibility of two different training sessions so you can focus on developing the employment skills you need, whether that's improving how you interview, navigating the job application process, embarking on a new career in food service/hospitality, or all of the above! • Session 1 – Workplace Readiness Skills Training. - o Elevate your core employment skills through a comprehensive real-world curriculum that includes career exploration, resume building and essential workplace competencies. This training is ideal for those seeking a solid foundation of employment skills across any industry. - o Develop key workplace skills: communication, teamwork, problem-solving, time management and professionalism. - o Create a comprehensive employment portfolio to showcase your skills and achievements while earning a certificate from Century College, validating your workplace readiness skills. - o Stretch your adaptability and personal growth as you prepare for a variety of employment opportunities. - o 40% on campus learning and 60% in the field. • Session 2 – Industry Training: Food Service/Hospitality - o Dive into the food service and hospitality industry with targeted, hands-on instruction. This training offers direct experience in MICC's professional kitchen coupled with industry insights on in-demand roles. - o Engage in 64 hours of adaptive work experience, applying classroom skills in real-world settings. - o Receive support from dedicated staff to secure work experiences aligning with their career goals, including personalized assessments. - o Earn an industry certificate from Century College, validating your skills in food service and hospitality. - o 10% on campus learning and 90% in the field. • After completing both Workplace Readiness Skills Training and Industry Training sessions, participants are eligible for MICC employment services and partnered with a job developer for the following services. - o ENGAGE: Your MICC job developer will help you better understand the integrated employment opportunities in your community.
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	- o Plan: They'll guide you as you discover your strengths, interests and conditions for employment. Together you create an employment plan with work goals and job search direction. - o Find: Your job developer will support you through your job search and in securing employment: contacting employers, filling out applications and attending networking events like job fairs. - o Keep: You'll work with your job developer to ensure you maintain employment by understanding expectations, communicating accommodations and managing your new work environment.
3. Will the funds be used for ongoing programs or new initiatives?	• The funds will be used in both ongoing programs (College/Community) and help MICC build up the Workplace Readiness program launched in January 2024. • The DEED investment has been critical for allowing our programs to be delivered by qualified employees who we can retain. Tenure in our own employees is essential for high quality results. DEED funding allows us to provide our employees with appropriate pay that allows us to retain them, in turn providing our program and participants with consistency. • The funding allows us to better serve our participants through maintaining services and reduce job loss, ensure our programs are equipped adequately enough to avoid waitlists, and quickly find employment for those experiencing employment gaps or desiring a career change.
4. Can you provide a breakdown of how the funds have been allocated and the expected outcomes of these allocations?	• 90% to Program Staff Salaries/Benefits; 10% to Program facility rent - o The number of participants receiving retention and career services has exceeded the sought after outcome by 10% during the first year of the grant - o The number of expected participant employment among our Year 3 students and Community Participants has increased to 10% above projections in Year 1 of the grant.
How do you plan to ensure transparency and accountability in the use of the funds received from the state legislature aside from the mandated report?	• MICC invites legislators to visit campus and see our programs and participants firsthand. We are excited to have Workforce Committee Chairs Hassan and Xiong visiting campus on 9.23.2024. • MICC testifies during committee meetings providing updates on the impact of the funds provided by DEED. • MICC undergoes an annual financial audit conducted by: Mahoney CPA • MICC recently completed its 3-year Review with the Commission on Accreditation of Rehabilitation Facilities (CARF). • MICC received Platinum Transparency from Candid

	• MICC received Meets Standards certification with Charities Review Council • MICC received a Four-Star Charity ranking from Charity Navigator.
What measures are in place to track and report on the effectiveness of the funds?	• MICC has developed its own internal system of reporting to double-check and reconcile reporting in Workforce One to find errors, track historical snapshots, and communicate clearly with monitors. • Participant Service Plans - Service plans designate individual employment goals for participants. Careers staff track and update progress on these goals monthly. Service plans are shared with DEED and goal progress is documented in Workforce One and CaseWorthy. • MICC department managers provide Leadership Quarterly Reports to ensure exposure of the results throughout the organization • Standard DEED tracking reports, quarterly outcomes reports, monthly billing reports, and annual monitoring visits
How do you plan to maximize the impact of the funds to benefit the community or target population?	• Opening our doors to more neurodiverse individuals seeking independence and job skills development. • Building awareness of MICC programs through information sessions, emails, and phone calls to transition managers, social workers, educators and therapists to explore all that MICC has to offer. • Partnership with employers to educate them on neurodiversity in the workplace and the pipeline of potential employees coming out of MICC.
Can you share any success stories or specific examples of how funds have made a difference in the community?	• Participant Ambassadors: Signey P and Maggie T • A participant who completed the training has been able to re-launch her career search after a pause in employment. Before participating in Workplace Readiness Training, Maggie had a lack of confidence that caused difficulty in previous jobs. She had the opportunity to gain new skills and re-discover her confidence through Workplace Readiness Training. After receiving hands-on, personalized instruction, Maggie has said that she now feels confident communicating her wants and needs related to employment, which will lead to long-term career retention. Maggie is now working with one of MICC's Job Developers to secure long-term employment in the hospitality industry.
MICC Representatives	Ben Lentz, Chief Advancement Officer – blentz@micc.org Maggie Dahl, Workplace Readiness Lead Instructor – mdahl@micc.org Maggie T, MICC Graduate Signey P, MICC Graduate Kaley Taffe, KAT Consulting – kaley@katconsultingllc.com

