

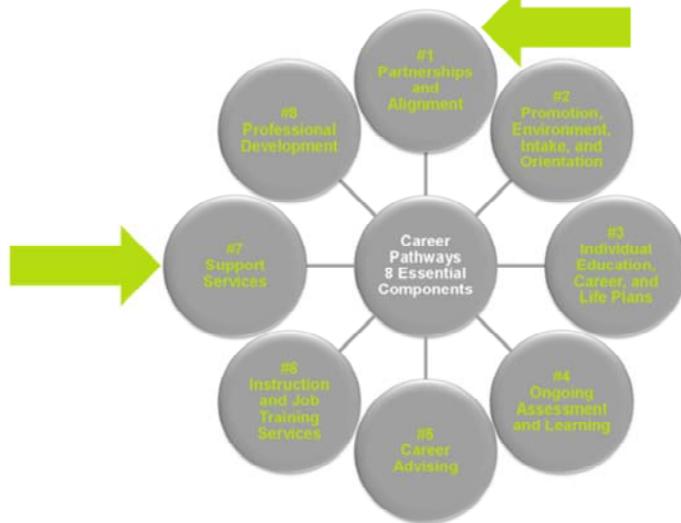


*Career Pathways  
in Ohio*  
4-part webinar  
series  
**Webinar 3**

[Tricia]

Welcome to the third of four Career Pathways in Ohio webinars.

# 8 ESSENTIAL COMPONENTS OF CAREER PATHWAYS



[Tricia]

Today's webinar will address Essential Component #1: Partnerships and Alignment as well as Essential Component #7: Support Services.

## #7 Support Services



[Tricia]

Next up is Essential Component #7: Support Services. For this component, programs explore and offer support services to improve persistence and student success. Support services address barriers to participation, employment, and training programs.

## Coach **Laure Gauntner**

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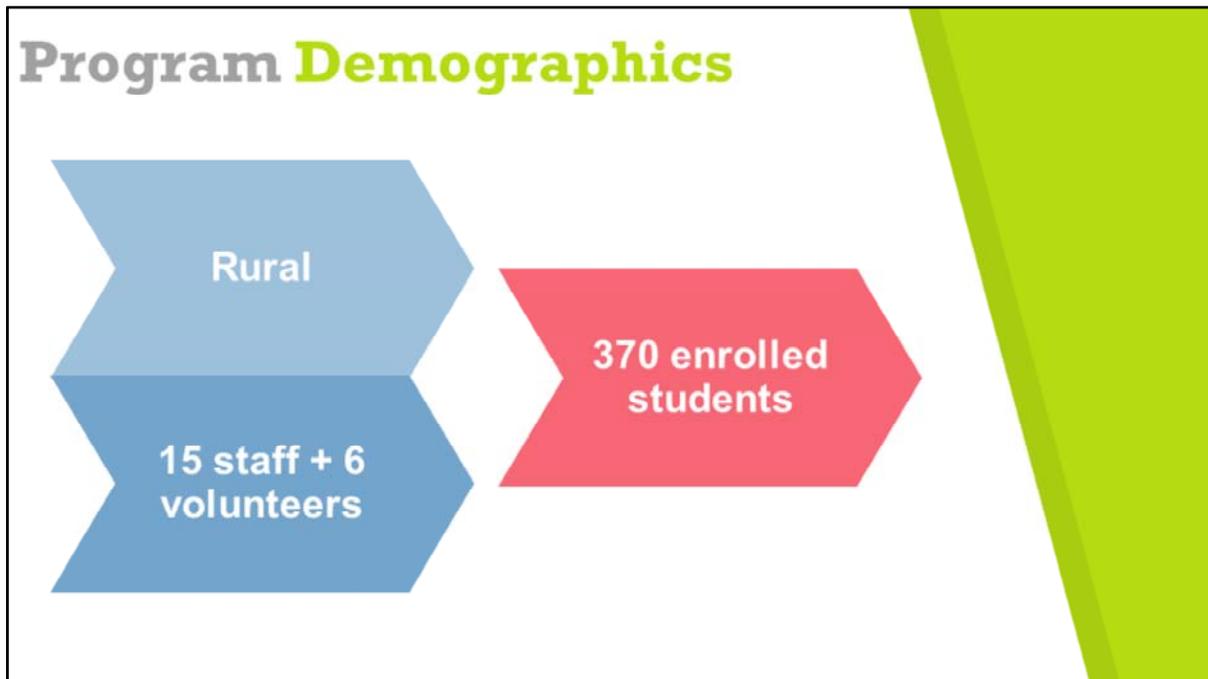


[Tricia]

Laure Gauntner is the coach for #7 Support Services. Laure is the Aspire Coordinator for Maplewood Career Center. If you have additional questions about **Support Services**, you can contact Laure after this webinar.

Laure will share information about her program and how they addressed the **Support Services** component.

## Program Demographics



[Tricia]

What are your program's demographics?

[Laure]

We are a rural program. As the coordinator, I'm the only full-time staff member. We have 2 part-time office staff, 11 part-time instructors, 1 part-time transitions counselor, and 6 part-time volunteers. We currently have 370 enrolled students and are projected to have 525 students this year.

## Support Services

### Pre-Gap Analysis

- Support services were lacking
  - Transitions Counselor provided job posting information from the local paper, worked with students on resumes when needed, and referred students for additional services.

[Tricia]

How did the Support Services component look in your program before the gap analysis?

[Laure]

Maplewood Career Center's Aspire program lacked in support services. Our Transitions Counselor provided job posting information from the local paper and worked with students on resumes as needed and referred to 211 website/book for other services. Right around the time Gap Analysis was being created, Aspire Coordinator was making connections in area, but the Gap Analysis helped put a lot of those connections into perspective and helped move process forward. By connecting with local OMJ, OOD services, etc...fell into place because of the connections. OOD is now on our advisory board.

## Support Services

### In Action

- OMJ centers
  - Send students to our sites/orientations, house our GED site; collaborated and created a Job Ready class
  - Send OMJ potential clients when our students need services, and take ESOL students for field trips (OMJ refers students to our Aspire program)
- Transportation
  - Awarded a grant for bus passes from the local United Way
  - Attend PARTA meetings, establish services to our sites
- Childcare
  - Refer students to OMJ, Head Start, local daycares

[Tricia]

What career pathways-related activities did your program implement to build a comprehensive career pathways model?

[Laure]

Employment services are offered through the career centers.

We forward all of our students to the local Ohio Means Jobs Center. It took 18 months to form a relationship with this organization and they finally decided we are the “perfect marriage.” They send students to our sites/orientations through their caseworkers and we, in turn, send them potential clients when our students need services, such as employment. We have had ESOL field trips to the local OMJ’s, which is a hit. The Maplewood Career Center Aspire now has a GED site at the local OMJ and we have collaborate and created a Work Ready curriculum, which we teach onsite. These students move into employment.

To break transportation barriers we made a connection with the local United Way and receive a grant for bus passes. Coordinator also attend PARTA meetings (local bus service) and we now have bus service in the evenings at Maplewood Career Center (evening site).

For those students that need help with childcare, we contact local Ohio Means Jobs and forward students to their services, Head Start, or names of local daycares.

## Support Services

### In Action

- Financial literacy
  - Curriculum offered or students referred to Family & Community Services for classes
- Family Literacy
  - Inform students about events offered in the community (e.g., local libraries) and host a family literacy night once a year
- Several community linkages for substance abuse counseling, mental health services, and housing
- Job shadowing offered by local businesses
- Aspire Advisory Board made up of representatives from local businesses and community services
- Aspire Transitions Counselor works with student from orientation through postsecondary, training, trade, or employment

[Tricia]

What career pathways-related activities did your program implement to build a comprehensive career pathways model?

[Laure]

If a student needs help, they can go through Family & Community Services for classes; we also have a curriculum that teaches the basics of financial literacy.

We look at local events in area and post information (events) at all our sites from Family & Community Services, Jobs & Family Services, Passages, and other organizations. We also host a Family Literacy night twice a year at our center inviting all of our students and families to our main center for an evening of games, food, and fun.

We have several community linkages such as substance abuse counseling, mental health services, and housing. These linkages give students opportunities to access and be exposed to jobs like career services, mentoring, internships, job shadowing, career speaker series, and apprenticeships.

Here is a list of service organizations in the community that we link to:

- Ohio Means Jobs offers mentoring, employment, internships, job shadowing, and apprenticeships.
- Coleman Center offers counseling.
- Town Hall II provides support for dealing with substance abuse.
- Portage Metropolitan Housing Association provides housing support
- The Emergency Assistance Network is made up of non-profits in area that meet quarterly to collaborate; 40 organizations throughout area provide services including substance abuse, United Way, and health services.
- Root House/PARC helps with transitional housing.
- Oriana House offers emergency housing.
- University Hospitals offer talks to our Medical Readiness class about careers and talks to our Aspire students about job shadowing); TDDS is a trucking school; and KSU presents “Assessing Barriers” and “Career Planning”.
- Amanda’s Garden is a local daycare that also offers job shadowing.
- Our Aspire Advisory Board consists of members from Community Action Council, Portage Metropolitan Housing, KSU, OOD, Local Businesses, Family & Community Services, Portage County Jail, and Axess Point.
- We have an Aspire Transitions Counselor on staff who works with students from orientation/advising throughout their stay with us and provides them with post-secondary education and employment information.
- We also ask local educational facilities such as North Coast, Fortis, and TDDS to speak with students.



[Tricia]

Would you rate your program Beginning, Developing, or Accomplished based on where you are now with implementing the Support Services component? Why would you give your program the rating you did?

[Laure]

Developing – We are in communication with local OMJ (on-going) and in the process of piloting a Work Ready class at local OMJ. I believe this relationship will be on-going because there are constant changes. With other organizations I believe our relationship is developing because we are trying new ways to work together, making sure our services for clients are shared.

## Program **Successes** and **Challenges**

### Successes

All of the connections made in the community provided a better understanding of our services and knowledge of Aspire.

### Challenges

It takes a lot of time to build connections and collaborate with other organizations.

[Tricia]

What were your successes and challenges of implementing the Support Services component?

[Laure]

The successes...all of the connections made in the community with these services has brought a better understanding of our services to those organizations and knowledge of our services to Aspire.

The challenges of implementing the essential component of support services was very time consuming due to all the connections/collaborations that needed to be made, but very necessary

## Program **Lessons Learned**

**Hang in there!**

- Career Pathways is a process. You may already have some components in place that may need slight adjustments. The rest will not happen all at once, but over time.

[Tricia]

What is your top lesson learned or pieces of advice you want to give to webinar participants?

[Laure]

**Piece of advice:** Career Pathways is a process and some of the components you probably already have in place or need adjusted slightly. The rest of it will not happen all at once, but over time. Hang in there!

## Questions about Support Services



[Tricia]

Do you have any questions about how Laure implemented Support Services in her program?

[Questions]

How do you pay the part-timers? Are they paid by the hour?

Are you the only one who makes these connections in the community, or do your PT people do it?

[Laure]

Part timers are instructors. I don't have any full time instructors. So, yes paid by the hour.

[Tricia]

Program Administrators are usually making these connections in the community.

Career Pathways **Resources**

**[cp.ohioaspire.org](http://cp.ohioaspire.org)**

[Tricia]

To learn more about the Career Pathways in Ohio and find Career Pathways resources to use in your program visit [cp.ohioaspire.org](http://cp.ohioaspire.org).

# Thank you!

## For more information about Career Pathways in Ohio

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[Tricia]

Thank you for participating in this webinar. For more information on career pathways in Ohio, please contact Jody Angelone or Stephanie Schab.