

## Training Fulfillment Center Outcomes

### Project Overview:

From 2002 through 2005, the Training Fulfillment Center (TFC) hosted over 125 dislocated worker counselor requests serving hundreds of laid-off workers in the airline industry and other large dislocated worker projects. The TFC served as a forum for counselors to request training that didn't already exist. TFC staff aggregated potential applicants for training, worked with training providers to create new programs or offer customized versions of existing programs, and communicated the availability of these programs to counselors across agencies and projects.

Because of the TFC's intermediary role, Minnesota State Colleges and Universities training providers were able to respond to counselors' training requests in various ways:

- Training providers used the TFC to inform counselors of existing programs for academic credit within Minnesota State Colleges and Universities.
- Training providers created new customized training options to support laid-off airline mechanics and machinists.
- Counselors were referred to short-term, intensive open-enrollment programs that satisfied their clients' training needs and re-employment objectives.

### Examples of **matching to existing academic and open enrollment programs**:

- Health Care: Health Unit Coordinator training, Surgical Technology, LPN/RN.
- Transportation: Motorcycle Repair.
- Computer Skills: Photoshop I & II, Oracle, Project Management, and other computer skills training.

### Examples of **newly created customized training** for airline mechanics and machinists:

1. **Biomedical Device Technician Certification** with Anoka Ramsey Community College. Graduates were hired by device manufacturers.
2. **Drivability Technician** with Anoka Technical College (a special diagnostics program for auto repair).
3. **Orthotics and Prosthetics** with Century College, a new class was added to the regular program.
4. **Programmable Logic Controller** at Dakota County Technical College.
5. **Biomedical Equipment Repair Technology** at Dakota County Technical College. One class was set up for technicians who had avionics (electronics) certification; a second class was set up for the other aircraft mechanic technicians.
6. **Maintenance Technology** at Dakota County Technical College.
7. **Boiler's License** at Dakota County Technical College.
8. **Gas Utility Technician** at Inver Hills Community College.
9. **Refinery Technician** at Inver Hills Community College.
10. **Heating, Ventilating and Air Conditioning (HVAC)** at Minneapolis Community and Technical College.

11. An **accelerated program in HVAC** at Dunwoody Technical College, developed with the assistance of the Airline Mechanics Fraternal Association, Local 33.
12. **Non-Destructive Testing**, a construction program at Ridgewater College.
13. **Diesel Truck and Bus Mechanic** program at South Central Technical College/Faribault Campus.
14. **Watch, Clock and Jewelry Repair** at St. Paul Campus.

Other **specialized training** targeted a range of employees, including customer service, aircraft cleaners, flight attendants and pilots:

1. **Medical Coding** at Anoka Technical College.
2. **Licensed Practical Nurse** (a separate class was added to the program) at Anoka Technical College.
3. **Sterile Instrument Processing** at Anoka Technical College.
4. **Phlebotomy Technician** at Century College.
5. **Health Unit Coordinator** at Century College and St. Paul College.
6. **Small Business Development** at St. Paul College.
7. **Medical Billing** at Inver Hills Community College.
8. **Computer Training** at Minneapolis Community and Technical College.

#### **Short-Term, Intensive Training Programs:**

1. **Forklift** training for Spanish-speaking dislocated workers.
2. **Medical Transcription.**
3. Customization of already existing **Photoshop & Adobe** courses for Fingerhut dislocated workers.
4. **HVAC** and **Sterile Instrument Processing** was offered at Minneapolis Community and Technical College and Anoka Hennepin Technical College to meet the market demand.

#### **Partnerships facilitated by the TFC:**

1. **Construction Electrician** training was developed by Rural Minnesota CEP and Wadena to fill the needs of Potlach workers.
2. Anoka Hennepin Technical College and the College of St. Catherine's **Condensed Medical Coding** program trained 25 dislocated workers across agencies and across projects. Credit is transferable into the regular academic program at either institution.
3. A **Medical Billing** program served as a model employer partnership. This successful program has run three times through Inver Hills in partnership with BlueCross/Blue Shield, Childrens' and Allina Hospitals. Also, it was offered in Brainerd to dislocated workers in that area in response to market demand.
4. Working through business services representatives from Minnesota Department of Employment and Economic Development, Minnesota's public colleges and universities can develop similar programs which will directly meet the market demand for workers in a particular industry in a particular region of the state.