

CHINBURG PROPERTIES

Rapid growth requires employees to adapt guickly, take on new responsibilities and advance into leadership roles. As such, it can also change a company's identity. Chinburg Properties, which grew from a small family business to one of the largest builders and developers of homes and housing units in the Seacoast region, recognized the challenges associated with this level of growth and wanted a partner to help them through it.

The senior leadership team at Chinburg saw an opportunity to offer training and professional development to its employees. This included increasing and broadening skills, job satisfaction and employee retention, developing a common leadership language and a better understanding of its company philosophy and core values.

In 2017, Chinburg approached GBCC about creating Chinburg University to invest in its growing team. The company had tripled the number of employees in five years and was concerned about the impact such growth would have on preserving its unique culture.

TELEDYNE

Chinburg and GBCC launched a pilot program focusing on leadership topics and keys to success within Chinburg's industry sector and corporate culture. After the program, the participating Chinburg employees gained a common leadership language and learning experience, enabling them to support the company's growth and represent Chinburg's core values. The pilot program will continue to be rolled out to employees across the company.

Like Chinburg's commitment to revitalizing old buildings in the community, GBCC sees a parallel role in lifelong learning by working with individuals and companies to help ensure skill sets align with current and future needs.

While New Hampshire benefited from having one of the lowest unemployment rates in the country for several years, the downside was an ongoing struggle for employers to hire or upskill workers for thousands of unfilled jobs, a challenge that persists even amidst the COVID-19 pandemic. As a result, employers like Teledyne DGO have become more creative by developing Registered Apprenticeship (RA) pathways through the ApprenticeshipNH program of the Community College System of New Hampshire.

Teledyne DGO designs, develops, and manufactures high-reliability electrical connection solutions for harsh environments, like transmitting signals, data or power through challenging media such as subsea oil wells or pressure barriers like the hull of a submarine.

The company had plans to expand its facilities at the Pease Tradeport in Portsmouth but needed to hire additional electromechanical cable assemblers in a tight labor market. Teledyne DGO approached GBCC about creating a Registered Apprenticeship program for advanced manufacturing, which offers students paid, hands-on experience and on-the-job training with classroom instruction through the college.

In August 2020, the first cohort of apprentices completed their classroom instruction with a 100% completion rate. Teledyne DGO plans to begin a second cohort to be cross-trained in cable assembly and fiber optics.













Under His Wings

High-quality early childhood care and education (ECCE) teachers are vital for the well-being of children and families in the Lakes Region and the region's economic recovery. A local preschool, Under His Wings in Gilford, recognized this need and met demand by partnering with LRCC through its early childhood education program.

WINGS PRESCHOOL

In 2015, Under His Wings opened in a small building with a capacity for 80 preschoolers and toddlers. As families requested more openings, the team realized it was time to reimagine how the preschool could best meet the community's needs on an ongoing basis.

In 2019, Under His Wings found a larger space to support its ever-growing family and expanded its licensing capacity to 140 children, while adding an infant room and a nursing room for mothers. With this growth, the preschool looked to LRCC as a local partner to help ensure that a skilled workforce would be available to meet increased demand.

Through the partnership, preschool teachers mentor LRCC students who come onsite to observe as part of the two practicums required in the second year of their work towards earning an Associate degree in Early Childhood Education.

Students are also given opportunities to practice what they learn at LRCC by implementing it in Under His Wings classrooms. This critical real-world guidance helps prepare these students to immediately enter the workforce upon completing the program. Numerous graduates have filled key roles at Under His Wings and other childcare centers in the Lakes Region.

General Motors (GM) recognized the challenges associated with a growing market and an increasingly sophisticated automobile, coupled with a shortage of trained automotive repair technicians. GM developed a plan to partner with local colleges in targeted market areas to provide a pipeline of qualified technicians to its dealerships. In1979, the first General Motors Automotive Service Education Program (GM ASEP) was launched at Delta College in Michigan. Since then, the GM ASEP network has grown to 55 colleges across the United States and trained over 17,000 technicians.

The company sought out LRCC to support a workforce pipeline in New Hampshire and Northern New England. Unlike the traditional educational model of going to school to gain knowledge and then entering the job market, the GM ASEP begins every student with a paid in-dealership work experience and LRCC provides the technical curriculum. The program shortens the learning curve and ensures what is learned in the classroom translates to the real world.

The co-op program launched at LRCC in 1991 and has graduated approximately 300 students from across Northern New England. Many of these graduates still work locally in the industry and now mentor the next generation of GM ASEP students.

Students leave LRCC's program with an Associate in Applied Science, minimal debt, a long list of manufacturer-recognized training credentials, over 1,200 hours of focused instruction, over 1,200 hours of on-the-job experience, and employment in a growing career field.





ELLIOT HOSPITAL

The Nurse of the Future pathway program has been helping students fulfill dreams of becoming registered nurses (RNs) while gaining personalized onsite training and earning a four-year degree at a fraction of the cost of a traditional baccalaureate program. The program was launched with grant funding that enabled MCC to partner with Franklin Pierce University (FPU) and Elliot Hospital to create a seamless pathway for students to earn a Bachelor of Science in Nursing.

Students begin full time at MCC and spend their first year focusing on core general education courses. In their second year, they become nursing majors and focus on nursing curriculum and hands-on training. Their final semester of the second year features a preceptorship at the Elliot Hospital. This unique training opportunity includes one-on-one work with an RN at the hospital where students will gain the 196 hours of clinical experience required to become an RN. During the third year at MCC, students will also take two courses online at FPU.

After completing the clinical work, students earn an Associate degree in Nursing from MCC and can sit for their NCLEX exam and become a licensed RN. All of their credits will be transferred to FPU, where they complete their RN to BSN program through online coursework and earn their four-year degree. By attending MCC for three of the four years, students will have substantially lower tuition costs than most other nursing students. In addition, since many students remain in the greater Manchester area during their studies, they are regularly hired by Elliot Hospital upon completing their degree. Despite the challenges facing students in 2020, this year saw the largest cohort of students take advantage of the Nurse of the Future pathway program.

MCC has had an active partnership with the Ford Motor Company since 1990. The college has provided the classroom education and training required for a career in automotive technology. Ford has provided vehicles, training and funding and helped coordinate dealer involvement for handson experiential learning opportunities. This combination of classroom and onsite learning prepares students to seamlessly join the workforce after earning their degrees.

One of the cornerstones of this partnership is the Ford Automotive Student Service Educational Training (ASSET) program, a co-op program that allows students to gain on-site experience and receive a paycheck for their work. Students work a total of 880 hours at a Ford or Lincoln dealership while they complete an Associate degree in Automotive Technology. They alternate between six to eight weeks in the classroom and six to eight weeks at their sponsoring dealership over two years.

There has been a constant demand for automotive service technicians. This partnership provides students with the knowledge to work with the technically advanced and complex systems in today's vehicles. This successful model has resulted in a nearly perfect 100% placement rate for those graduates over the years. FORD ASSET PROGRAM



Elliot

Health System

CHOOSE

OMMUNITY





GATEWAYS COMMUNITY SERVICES

The job market for human service workers has experienced tremendous growth in parallel with expanding community-based mental health and developmental disability programs for the elderly, the disabled and families in crisis. Gateways Community Services, a non-profit organization based in Nashua, delivers programs and services promoting growth and independence for individuals living with developmental disabilities and/ or acquired brain injuries and seniors living at home in need of care.

Because Gateways needed more direct support professionals to continue serving these populations, the organization partnered with NCC's human services program to create internships and an employment opportunity pipeline for the college's students and graduates.

The human services program at NCC prepares students to work with individuals who may need mental and behavioral health services, providing them with direct support and linking them with other community services and resources.

Students from NCC's human services program serve as interns and parttime employees at the organization's day center at Alvirne High School in Hudson and provide respite care for caregivers at the Gateways Autism Resource Center. Upon graduation, Gateways Community Services makes connections for students to help them launch a career in human services.

Protolabs is a digital manufacturer for custom prototypes and lowvolume production parts. The company provides industrial 3D printing, CNC machining, sheet metal fabrication and injection molding services to product developers and engineers worldwide. After the company acquired its newest facility in Nashua and began expanding into sheet metal fabrication, Protolabs quickly realized it needed help finding qualified employees to support current and future growth.

Protolabs partnered with NCC to train students on the latest advanced manufacturing equipment, such as the Hass Machines, which are computer numerically controlled (CNC) automation machines that require operators to have specialized training.

The precision manufacturing program at NCC is committed to providing comprehensive, market-driven, quality programs that respond to the needs of students, communities and businesses like Protolabs. In their first year, students receive applied training in basic concepts of machine tool processes. In their second year, students receive training in specialized areas of production machining, Computer Aided Manufacturing (CAM), CNC programming, setup and operation.

NCC's 5,000 square foot advanced manufacturing laboratory is equipped with machinery found in today's cutting-edge manufacturing environment. Because of the donations of software, funding and new machines, NCC can graduate students who are work-ready on the latest technology at local companies such as Protolabs.





CHOOSE

OMMUNITY



MERRIMACK VALLEY HIGH SCHOOL The schools surrounding the Merrimack Valley region – Merrimack Valley Middle School (MVMS), Merrimack Valley High School (MVHS) and the Merrimack Valley Learning Center – include many children who had no dental care because their parents' income is too high to qualify for Medicaid and too low to afford dental insurance. Only 53% of these adolescents (12-17 years old) had seen a dentist within the last 12 months, and 64% had untreated or active cavities, which is three times higher than the national average.

MVHS partnered with NHTI to create the NHTI Community Dental Clinic to support this underserved population. The Clinic is located within the Wellness Center in the nurse's office at MVHS and includes two operatory rooms and an instrument processing center, which allows for the proper management of dental instruments.

Because the NHTI Community Dental Clinic is onsite at MVHS, parents can sign their children up for services such as dental cleaning and fluoride treatments during the school day. Although the 2019-20 school year was shorted due to the COVID-19 pandemic, 81 students, including those with special needs, received onsite treatment through this partnership.

The goal of the NHTI Community Dental Clinic is to continue providing essential oral healthcare services and education to the underserved populations in the Merrimack Valley while also creating a student-centered, hands-on teaching environment for NHTI's dental hygiene students. The NHTI clinic has not only helped foster a greater appreciation for the importance of community-based public healthcare but has also provided NHTI students with a rewarding opportunity to experience the impact and importance of proper dental care in underserved communities.

Hypertherm, a manufacturer of plasma, laser and waterjet cutting systems, designs and manufactures advanced cutting products for use in a variety of industries such as shipbuilding, manufacturing and automotive repair. The company, which started in a garage in Hanover in 1968, now boasts more than a thousand employees worldwide. Hypertherm is an employee-owned company and has been repeatedly recognized as one of the best companies to work for in New Hampshire and nationally.

Since the beginning, Hypertherm's core values and commitment to social responsibility have shaped its corporate culture with a "nolayoff" philosophy. This enables employees to stay focused on their jobs and ensures that the organization doesn't lose valuable knowledge, experience and skills. It also led management to develop a partnership with NHTI to further benefit its employees.

In 2019, Hypertherm teamed up with NHTI to create a certificate program in automation to retrain and upskill its current employees. Hypertherm pays for tuition and books and covers the cost for students to attend classes.

The automation certificate includes six courses from NHTI's two-year robotics engineering program and enables employees to work as technicians. Employees who complete the program benefit from pay increases and promotions, and can apply the six courses toward a degree. The first cohort of students graduates at the end of the 2020 fall semester.





MMUNITY

Dartmouth-Hitchcock Medical Center's (DHMC) new facility in Lebanon will increase capacity by about 65 patients and create 300 new jobs. To help ensure that DHMC can properly staff the facility with licensed nursing assistants (LNAs) and meet ongoing hiring needs, the organization entered into a partnership with RVCC to help recruit and train individuals to fill these critical roles.

DARTMOUTH-HITCHCOCK MEDICAL CENTER

DHMC wanted to create a pipeline of future LNAs and agreed to fund costs for six cohorts of six to eight students each to go through a condensed training program leading to sitting for the state Board of Nursing licensing exam. To ensure that training included the required lab experience, RVCC received grants from the Jack and Dorothy Byrne Foundation and the Mascoma Bank Foundation to support the buildout of a new lab at its Lebanon facility. The lab opened in July 2020.

The cohorts in the seven-week training program receive 40 hours of lecture, 24 hours of lab work and 60 hours of clinical time. RVCC's experienced LNA instructor guides the students through the program and prepares them for LNA licensure. Once the six cohorts complete the program, between 42-48 LNAs will launch their healthcare careers at DHMC. DHMC's new facility is scheduled to open in the spring of 2022.

Newport-based Ruger, a leading national manufacturer of firearms for the commercial sporting market, needed employee training on machine tooling specific to the equipment used in their manufacturing process. With expertise in advanced manufacturing and machine tooling, RVCC staff worked closely with Ruger to design a flexible program to be both online and hands-on at Ruger's facilities.

Launched in the summer of 2019, the training program is sequential, and employees can take more than one course and work towards a certificate in advanced machine tooling. Two RVCC instructors began training a cohort of employees, which was fully funded by Ruger. While COVID-19 forced many temporary office closures in March, the employees resumed their training program in June at RVCC as the machine tool stations are large and spread out to ensure proper social distancing.

This partnership, with its flexibility to conduct training on specific equipment onsite or on campus, is helping Ruger continually train workers so they can handle more advanced processes and be more efficient at their jobs. New employees are entering the program while others take additional courses that put them on the pathway to earning an advanced manufacturing certificate at RVCC.

RUGER







CHOOSE

COMMUNITY



RIVER VALLEY





Milton CAT, a heavy equipment and power systems dealer, developed a partnership with WMCC in Berlin to train diesel heavy equipment technology professionals with the necessary skills to meet the construction and transportation needs in the area.

The diesel heavy equipment technology program at WMCC prepares students to diagnose and service diesel-powered trucks and off-highway equipment and trains future technicians to analyze and repair diesel engines, transmissions, hydraulics and all other related operating and controlling systems.

The certificate program requires 29 college credits, including labs on heavyduty electrical systems and power trains, mobile equipment welding, diesel power systems and heavy-duty chassis, brake and climate control systems. Upon completing the certificate program, graduates can diagnose and repair hydraulic, fuel and electrical systems and components, demonstrate basic welding and cutting procedures, and establish safe shop practices.

The strong and evolving relationship between the two organizations through the certificate and associate degree programs provides access to the newest technology, equipment and training through virtual Milton CAT programs and offers students the opportunity to explore all aspects of the industry through co-ops. Because of this partnership, highly qualified graduates are now working in the field.

LITTLETON REGIONAL HEALTHCARE, WEEKS MEDICAL CENTER AND ANDROSCOGGIN VALLEY HOSPITAL

Littleton Regional Healthcare, Weeks Medical Center and Androscoggin Valley Hospital each had openings for medical assistants (MA) that they were unable to fill. The facilities had critical shortages, but numbers too small to independently create a cohort of students. Rather than attempt to address this need individually, the employers teamed up to meet the challenge.

The healthcare facilities partnered with WMCC because of its well-established and nationally recognized medical assistant program. The curriculum covers laboratory testing, phlebotomy, obtaining vital signs, assisting with exams and minor outpatient procedures, medical coding and patient scheduling. The program focuses on professionalism, a high standard of medical ethics and incorporates team-based learning in its comprehensive curriculum.

When students complete the MA certificate, they are eligible to take the AAMA National Certification Exam to become a Certified Medical Assistant. If students want to continue their education, the college offers pathways to obtain an Associate degree in Interdisciplinary Studies with a focus on Medical Assisting.

Instructors from WMCC worked with the three hospitals to customize the training program to meet specific organizational needs. For the initial cohort of students, the organizations received over 50 applications for 12 spots. With that cohort completed, WMCC kicked off the second round of the program in September 2020.





NCH Androscoggin Valley Hospital

