UNMASKING THE POTENTIAL

OCTOBER 8-10, 2018   HYATT REGENCY | NEW ORLEANS, LOUISIANA
WELCOME

ACT WORKFORCE SUMMIT 2018

FLOOR PLAN
Level Two

STRAND

10A  10B  10C  10D

9  8  7  6

5  4  3  2

STRAND ROOFRooms

FLOOR PLAN
Level Three

THE CELESTIN BALLROOM

H

CELESTIN FOYER

F

STORYVILLE HALL

TO NORTH WING

NORTH WING GATEWAY

STORAGE ROOM

Lobby Escalators

Lobby Escalators

Grand Lobby

Food Court

PRIVATE DINING

Semi Private Dining

VITASCOPE HALL

Lobby Elevators

Lobby Elevators

THE DAYNINE BALLROOM

D  C

ESPLANADE

DAYNINE FOYER

ESPLANADE FOYER

ESPLANADE FOYER

EMPLOYEE DINING

EMPLOYEE DINING

EMPLOYEE DINING

EMPLOYEE DINING
ACT, Inc. is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. The ACT 2018 Workforce Summit Main Conference is valid for 8.75 PDCs, and the Pre-Conference sessions for up to 2.25 additional PDCs for the SHRM-CP® or SHRM-SCP®. For more information about certification or recertification, please visit [www.shrmcertification.org](http://www.shrmcertification.org).

The use of this seal confirms that this activity has met HR Certification Institute’s® (HRCI®) criteria for recertification credit pre-approval. The ACT 2018 Workforce Summit Main Conference is valid for 8.75 HRCI® recertification credits, and the Pre-Conference sessions for up to 3.75 additional HRCI® recertification credits.

### AT-A-GLANCE

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<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>12:00 PM–7:00 PM</td>
<td>REGISTRATION</td>
<td>CELESTIN FOYER</td>
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<tr>
<td>12:00 PM–4:00 PM</td>
<td>MEET THE PRODUCT EXPERTS</td>
<td>FOSTER 2</td>
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<tr>
<td><strong>PRE-CONFERENCE</strong></td>
<td><strong>SESSIONS</strong></td>
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<tr>
<td>1:00 PM–3:30 PM</td>
<td>Blueprints to Build Successful Work Ready Communities</td>
<td>CELESTIN B</td>
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<td>(Pre-Conference Session 1)</td>
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<td>ACT WorkKeys Solutions 101</td>
<td>CELESTIN F</td>
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<td>(Pre-Conference Session 2)</td>
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<td>Toolkits for Employers, Students, Parents: Marketing, Increasing Engagement, and Building Value</td>
<td>CELESTIN A</td>
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<td>(Pre-Conference Session 3)</td>
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<td>Informed Decisions = Long Term Success: Using WorkKeys Tools to Educate, Engage, and Employ</td>
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<td><strong>PRE-CONFERENCE</strong></td>
<td><strong>SESSION 5A</strong></td>
<td>CELESTIN G</td>
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<td>1:00 PM–2:00 PM</td>
<td>Leveling the Playing Field with Work Ready Communities</td>
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<td>2:15 PM–3:30 PM</td>
<td>Leveraging your ACT Work Ready Community</td>
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<td><strong>OPENING PLENARY</strong></td>
<td><strong>SESSION</strong></td>
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<td>4:00 PM–5:30 PM</td>
<td>HOW NEW ORLEANS HAS REDEFINED WORKFORCE DEVELOPMENT</td>
<td>8 BLOCK KITCHEN &amp; BAR</td>
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<td>POST-HURRICANE KATRINA</td>
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<td>5:30 PM–7:00 PM</td>
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<td>ENTERTAINMENT PROVIDED BY FONTAINEBLEAU HIGH SCHOOL JAZZ</td>
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AT-A-GLANCE
Registration
12:00 PM – 7:00 PM
CELESTIN FOYER

Meet the Product Experts
12:00 PM – 4:00 PM
FOSTER 2

ACT WorkKeys

Learn, experience, and connect with the ACT WorkKeys and Workforce product portfolio professionals. This is your opportunity to speak with experts and learn about new product developments and upcoming product enhancements. Pick up a schedule at Registration, drop in, and make plans to attend the product demos and presentations happening with the experts!

PRE-CONFERENCE SESSIONS
Blueprints to Build Successful Work Ready Communities (Pre-Conference Session 1)
1:00 PM – 3:30 PM
CELESTIN B

There is more than one way to build a successful Work Ready Community. Your county or state Work Ready Community initiative might look very different from one in a neighboring county or state, but there are some common elements of successful Work Ready Communities. It takes several key people and partnerships moving in the same direction to build a successful and sustainable Work Ready Community. Come learn from practitioners from Alabama and Louisiana in Workforce Development, Business, K-12 Education, and Postsecondary Education about how they worked to put together the nuts and bolts of their Work Ready Communities. You will hear about the choices, challenges, and people that made all of the difference in planning, launching, and enhancing workforce development in their communities and states. You will leave this session with instructions on how to implement some of the promising practices offered by these trailblazers!

Qualifies for 2.25 PDC credits for the SHRM-CP® or SHRM-SCP®.
Qualifies for 2.5 HRCI® recertification credits.

Donna Bailey, Vice President of Human Resources, RoyOMartin
Kimberly Bennett, Executive Assistant Superintendent, Rapides Parish School Board
Jim Clinton, President and CEO, Central Louisiana Economic Development Alliance
Donny Jones, Chief Operating Officer, Chamber of Commerce of West Alabama
Kelly Norstrom, EdS, Director of College and Career Readiness, Tuscaloosa City Schools
Heather Poole, Executive Vice Chancellor of Student Services and Enrollment Management/Director, CLTCC Foundation
Dr. Marjorie Taylor, EdD, Executive Director, The Orchard Foundation
ACT WorkKeys Solutions 101
(Pre-Conference Session 2)
1:00 PM–3:30 PM
CELESTIN F

Whether you are a newcomer, a long-time customer, or somewhere in-between, this session will be of interest to anyone who is currently implementing, or looking to implement, a career readiness program in their school or organization. This session will feature subject matter experts who will provide you with valuable insight into each of the unique workforce solutions ACT offers. This session will also focus on the primary components of the WorkKeys system and identify ways in which ACT can help you find solutions for your organization’s strategic goals. In this session we look forward to sharing current customer implementations with you, as well as upcoming feature releases. Most importantly, we look forward to collaborating with attendees to learn more about how ACT WorkKeys solutions can serve to meet the needs of your institution/organization.

Qualifies for 2.25 PDC credits for the SHRM-CP® or SHRM-SCP®.

Steve Anderson, Senior Account Executive, Client Relations—Higher Education & Workforce, ACT

Mary Fluharty, Senior Product Manager of Curriculum, ACT

Rick Harris, Customer Success Manager, Workforce, ACT

Ashley Mannka, Senior Manager, Workforce and Learning, ACT Product Line Management, ACT

Jenn McMahon, Senior Product Manager, Workforce/Career, ACT

Toolkits for Employers, Students, Parents: Marketing, Increasing Engagement, and Building Value
(Pre-Conference Session 3)
1:00 PM–3:30 PM
CELESTIN A

Although you understand the value of the ACT WorkKeys Solutions, how can you get the word out to others? Businesses, organizations, students, and job seekers need to realize the benefits and embrace this credible workforce solution in order for it to truly work in your region. Establishing strong partnerships to grow communities and sustain a robust workforce requires a multi-channel approach to engage and secure the appropriate level of buy-in from numerous audiences.

Learn how to leverage resources to:

- Engage employers and help them understand the value of ACT WorkKeys Assessments
- Create connections utilizing WorkKeys success stories in your employer-engagement strategies
- Explain the ACT® WorkKeys® National Career Readiness Certificate® (NCRC®) credential to demonstrate skills mastered at specific levels
- Establish WorkKeys as a recruitment tool that validates the workplace skills critical to employers’ needs
- Demonstrate the ease of integrating WorkKeys into a talent management strategy

Leave this session with actionable next steps to build momentum within your community/region.

Qualifies for 2.25 PDC credits for the SHRM-CP® or SHRM-SCP®.

Ashley Mannka, Senior Manager, Workforce and Learning, ACT Product Line Management, ACT

Kari Stillman, Director, Product Marketing, ACT
Informed Decisions = Long Term Success: Using WorkKeys Tools to Educate, Engage, and Employ (Pre-Conference Session 4)
1:00 PM–3:30 PM

CELESTIN C

Mary Fluharty, Senior Product Manager of Curriculum, ACT
Dr. Cindy Hill, Principal Research Psychologist, ACT
Angela Webb, Dean, Workforce Development, Piedmont Community College

Training programs which lead to career—whether it is career and technical education training (CTE), apprenticeship training, or college training—all benefit from efforts to align with employer demands and needs. With record numbers of skilled jobs remaining unfilled contrasted with record-low unemployment, it is more critical now than ever that training programs effectively prepare the workforce for the needs of the future. In this session, we will highlight WorkKeys tools and processes like WorkKeys Estimator, ACT’s Career Curriculum, and Profiling models; a symphony of tools which are designed to illustrate an integration of services which support the learner journey. Session discussion will also demonstrate the coordination of these tools as used by employers and educators.

Objectives for this workshop include for the participant to be able to:

- use WorkKeys Estimator to determine the WorkKeys Skill Levels needed for entry into a CTE or apprenticeship program and exit from the program;

- explain how Job/Occupational Profiling Plus can serve as the foundation when developing a CTE or apprenticeship program;

- ensure students are taking full advantage of the ACT Career Curriculum to advance their career goals throughout their journey (e.g., establishing career goals, creating a resume, knowing how to search for jobs and effectively present their skills to employers, and soft skills training).

Qualifies for 2.25 PDC credits for the SHRM-CP® or SHRM-SCP®.

Mr. Jody Blackwell, Director, Customized Training Programs, Piedmont Community College

Leveling the Playing Field with Work Ready Communities (Pre-Conference Session 5A)
1:00 PM–2:00 PM

CELESTIN G

Mr. Jack Allston, CEcD, FM, HLM, Executive Director, Pottawatomie County Economic Development Corporation
Tony Davis, Executive Director, NCA - Natchitoches Community Alliance
Jasen Jones, Regional Manager, ACT Work Ready Communities, ACT–Client Relations
Cheri Tune, Regional Manager, ACT Work Ready Communities, ACT–Client Relations

Discover how local leaders help drive economic growth for communities by aligning workforce supply and demand through ACT’s Work Ready Communities (WRC) initiative. Stakeholders can improve local investment and job creation to generate resources for schools, colleges, and other public agencies while moving in the same direction. The program unifies educators, employers, workforce/economic development, and community leaders on common goals that boost outcomes for all involved using the WorkKeys NCRC. Come learn about how more than 400 counties in 26 states are currently participating in the ACT WRC initiative and how you can get your county involved.

Qualifies for 1.0 PDC credit for the SHRM-CP® or SHRM-SCP®.
Break
2:00 PM–2:15 PM
CELESTIN FOYER

Leveraging your ACT Work Ready Community (Pre-Conference Session 5B)
2:15 PM–3:30 PM
CELESTIN G

Now that your community has started the ACT WRC process or earned certification, you can leverage the counties data, successes, and tools to drive economic growth. Once certification is earned, the community will have access to data that gives irrefutable proof of the quality of the workforce. Come learn how to market your workforce brand, evaluate employer return on investment, and take your initiative to the next level.

Qualifies for 1.25 PDC credits for the SHRM-CP® or SHRM-SCP®.
Qualifies for 1.25 HRCI® recertification credits.

Tony Garife, Regional Manager, ACT Work Ready Communities, ACT–Client Relations
Mary Lewis, Program Manager, ACT Work Ready Communities, ACT–Client Relations
Fred McConnel, Director, ACT Work Ready Communities, ACT–Client Relations
How New Orleans Has Redefined Workforce Development Post-Hurricane Katrina (Opening Plenary Session)
4:00 PM–5:30 PM
CELESTIN D & E

When a natural disaster strikes, it often exacerbates existing conditions. Prior to Hurricane Katrina, the median household income of white families in New Orleans was approximately $62,000 and $31,000 for black families respectively. As of 2016, the median income of white families had risen to $64,000 while it had declined to $29,000 for black families. Amid this stark disparity, it is clear that the success of New Orleans’ full recovery depends on the ability of everyone to rebuild and thrive.

The opening session of this year’s Workforce Summit will provide the opportunity to join a conversation with key leaders in workforce and education to learn how New Orleans is building an integrated workforce development system that strategically links workforce development and economic development.

This discussion will highlight the collective impact of the work in New Orleans led by city government, business, anchor institutions, and philanthropy to ensure that community members and frontline workers have opportunities for growth and development while at the same time creating a healthier community and a more inclusive economy.
MODERATOR

Andrew D. Kopplin
President and CEO, Greater New Orleans Foundation

Andy Kopplin is president and CEO of the Greater New Orleans Foundation. He previously served as first deputy mayor and chief administrative officer for the City of New Orleans under Mayor Mitch Landrieu. By aggressively managing the city’s operating and capital budgets, Andy helped move the city from near bankruptcy in 2010 to fiscal stability and its highest bond ratings in history by 2016. He also helped New Orleans go from being the most blighted city in America to becoming the city eliminating blight faster than anywhere in America. Prior to city government, Andy worked at Teach For America, where he served as senior advisor to the Founder and CEO, Wendy Kopp. From October 2006– January 2008, Andy served as founding executive director of the Louisiana Recovery Authority (LRA), the agency charged with leading Louisiana’s recovery efforts after Hurricanes Katrina and Rita, where he developed the strategy and built the bipartisan coalitions that more than doubled congressional appropriations for Louisiana’s rebuilding, from $13 billion to $28 billion. Before heading the LRA, Andy was chief of staff to two consecutive Louisiana governors, Democrat Kathleen Babineaux Blanco and Republican M.J. “Mike” Foster, Jr. He joined Foster’s staff in 1996 as policy director, and in that role led the pioneering effort to create the state’s community college system. Andy holds a bachelor's degree from Rice University; a master’s in public policy from Harvard University; and is a 1986 Harry S. Truman Scholarship winner.

PANELIST

Ashleigh Gardere
Executive Vice President & Chief Operating Officer, New Orleans Business Alliance

Ashleigh Gardere serves as Executive Vice President and Chief Operating Officer at the New Orleans Business Alliance (NOLABA). Gardere is responsible for implementation of a new business model for economic development. In partnership with NOLABA President and CEO Quentin Messer, Gardere is demonstrating the power of a holistic economic development strategy that fully maximizes opportunity for the people and businesses of New Orleans. Gardere most recently served as a Senior Advisor to Mayor Mitch Landrieu. In this role, she managed the Mayor’s Economic Opportunity Strategy and supported the revitalization of the Claiborne Corridor through a cross-sector initiative called The Network for Economic Opportunity. The Network was responsible for the start-up, development, implementation, and management of productive partnerships among local industries, small businesses, residents, non-profits, and city agencies to drive long-term revitalization. By integrating The Network’s portfolio within NOLABA, Gardere expects to prove that an inclusive economy best ensures a thriving, sustainable economy for New Orleans.

Gardere previously served as Vice President of Community Relations at Chase Bank for Louisiana. During her tenure, she piloted the firm’s place-based neighborhood revitalization strategy.

Gardere began her career working in various strategic planning and policy development roles supporting the work of local and national nonprofit organizations with community development-oriented missions.

A New Orleans native, Gardere earned a B.A. in metropolitan studies from New York University and a master’s degree in public policy from the Kennedy School of Government at Harvard University. She is the proud wife of Lamar and mother to Jayden and Justin Gardere.

PANELIST

Lauren King
Director, Community and Economic Development, Delgado Community College

Lauren King, Director of Community and Economic Development for Delgado Community College, has over 20 years of experience designing and implementing educational training and work readiness programs for adults and youth.
In her role as interim director, she increased revenue by 16.3% in her department, secured over 2.4 million dollars in grant awards, and played an integral role in the launching of two new major programs for the College—the Certified Line Worker Training Program and the Cisco Certified Networking Associates Program. Under her leadership, Delgado has obtained the designation of Cisco Networking Academy and is the provider for the Water Environmental Federation (WEF) National Green Infrastructure Certification program.

She has managed and implemented such programs as Delgado’s TAACCCT Round 4: Scale-up Southeast Louisiana Program that provided training and industry-based credentials in the areas of Advanced Manufacturing and Energy, the Pathways to Construction Initiative, the Regional Transit Authority’s Leadership Development Program, and served as the Project Director for JOBI, the American Job Center for Orleans Parish. Additionally, she serves as a member of the Algiers Charter School Association, the Environmental & Construction Pre-Apprenticeship Program Advisory Board, and the Job Corps Community Relations Council as well as other community advisory boards.

Mrs. King is a two-time graduate of Xavier University of Louisiana. She holds a Bachelor’s of Arts Degree in Mass Communications and a Master’s of Arts Degree in Education-Curriculum and Design. She currently resides in New Orleans, LA with her husband and one of their four children.

PANELIST

Bonita Robertson
Director of Workforce Initiatives, Greater New Orleans Foundation

Bonita A. Robertson currently works at the Greater New Orleans Foundation (GNOF) where she serves as the Director of Workforce Initiatives. In this role she oversees the New Orleans Works initiative which develops employer-led workforce partnerships to train jobseekers and incumbent workers for job opportunities in the New Orleans area. Robertson also oversees New Orleans Workforce Innovations, a new workforce initiative of the Foundation, which provides post-hire supportive services for employees at their worksites.

A native of New Orleans, Robertson holds a Bachelor of Science Degree in Healthcare Management from Howard University and a Juris Doctorate from Loyola University College of Law. She currently serves as a commissioner of the Ernest N. Morial New Orleans Exhibition Hall Authority, is a previous co-chair of Emerging Philanthropists of New Orleans, served on the economic development transition team for Governor Jon Bel Edwards, and most recently served on the transition advisory board for Mayor LaToya Cantrell.

PANELIST

Missy Sparks, PhD
Vice President of Workforce Development, Ochsner Health System

Missy Sparks serves as Vice President of Talent Management/Human Resources for Ochsner Health System. She oversees Workforce Development, New Hire Orientation, Diversity & Inclusion, Performance Management and Engagement for more than 19,000 employees. Her passion is developing a diverse talent pipeline that opens career pathways into healthcare for the unemployed/underemployed.

Missy earned a PhD in Communication Studies, with a minor in political science, from Louisiana State University. She serves her community through a variety of civic and philanthropic organizations. She serves on the New Orleans Workforce Development Board as well as on the boards of YouthForce NOLA and Communities in Schools.

Welcome Reception
5:30 PM-7:00 PM
8 BLOCK KITCHEN & BAR
ENTERTAINMENT PROVIDED BY: FONTAINEBLEAU HIGH SCHOOL JAZZ ENSEMBLE ONE, MANDEVILLE, LA
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<td>REGISTRATION</td>
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<td>8:30 AM-10:00 AM</td>
<td>READY FOR WHAT? A DISCUSSION WITH THOUGHT LEADERS ON MEASURING SUCCESS IN EDUCATION &amp; WORK (PLENARY SESSION)</td>
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<td>10:00 AM-4:00 PM</td>
<td>MEET THE PRODUCT EXPERTS</td>
<td>FOSTER 2</td>
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<td>10:00 AM-4:00 PM</td>
<td>EXPANDING APPRENTICESHIP (WORKSHOP 1.1)</td>
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<td>Providing Evidence of Workforce Development Program Effectiveness through Research Partnerships (Workshop 1.2)</td>
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<td>Addressing the Soft Skills Gap for Career Readiness (Workshop 1.3)</td>
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<td>Work Ready Communities &amp; WIOA Working Together to Improve Performance Outcome Measures (Workshop 1.4)</td>
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<td>VET2: Georgia’s Workforce and University Collaboration Model (Workshop 1.5)</td>
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<td>Developing Students in Partnership with Industry for Workplace and Postsecondary Success (Workshop 1.6)</td>
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<td>Partnerships and Strategies to Enhance College and Career Readiness Success for ALL Students (Workshop 1.7)</td>
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<td>Early Student Engagement Leads to Increased Participation in Apprenticeship/Work-Based Learning (Workshop 2.1)</td>
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<td>Supporting School Counselors is Critical to Effective Career and College Readiness Programs (Workshop 2.2)</td>
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<td>LaunchCode’s Five Keys to Tech Workforce Programs of the Future (Workshop 2.3)</td>
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<td>Retail, Restaurant and Hospitality Credentials and Careers: Lessons from the Field (Workshop 2.4)</td>
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<td>International WorkKeys for Technical and Vocational Education in Latin America (Workshop 2.5)</td>
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<td>The Changing Labor Market and Non-Degree Credentials (Workshop 2.6)</td>
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<td>Transforming a Work Ready Community into a Work Ready Region: The Louisiana Gumbo Approach (Workshop 2.7)</td>
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<td><strong>REGISTRATION</strong></td>
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<td>Connecting Credentials for Manufacturing Workforce Success</td>
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<td>The Edge of Tomorrow: Solutions for the Future World of Work</td>
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<td><strong>CELESTIN C</strong></td>
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<td>Better Outcomes for Learners (Workshop 3.3)</td>
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<td>Oh The Places You’ll Go . . . Showing Students Career Possibilities</td>
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<td>Partnering to Develop &amp; Implement Missouri Registered Apprenticeships</td>
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<td>Educating the Future Workforce through Pitsco Education’s</td>
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<td>ACT WorkKeys-profiled CTE Curriculum (Workshop 3.6)</td>
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<td>Rewriting the Workforce Narrative on Washington County MS and the</td>
<td><strong>FOSTER 1</strong></td>
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<td>Mississippi Delta (Workshop 3.7)</td>
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<td><strong>CONCURRENT</strong></td>
<td><strong>SESSIONS 4</strong></td>
<td><strong>4:00 PM-4:15 PM</strong></td>
<td><strong>CELESTIN FOYER</strong></td>
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<td>Launching High School Graduates on a Career Pathway through a</td>
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<td>High School-Employer Collaborative (Workshop 4.1)</td>
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<td>Louisiana CTE + Jumpstart = Credentials, Summer Job Experience,</td>
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<td>Stipends, and Carnegie Credits (Workshop 4.2)</td>
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<td>Partnering to Strengthen Workplace Readiness for All Students</td>
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<td>Under-employed to High-wage, High-demand Careers through</td>
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<td>Collaborative Partnerships (Workshop 4.4)</td>
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<td>ACT Work Ready Community-Employer Training (Workshop 4.5)</td>
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<td>Curriculum Profiling: Case Studies from the Field (Workshop 4.6)</td>
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<td>Registered Apprenticeship: Trends, Challenges, Opportunities, and</td>
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<td>Strategies (Workshop 4.7)</td>
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<td>Bon Appétit—Sample the culinary offerings with recommendations</td>
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<td>Venturing out to the French Quarter Ghosts &amp; Legends Tour</td>
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**Registration**

**7:00 AM-9:00 AM**

**CELESTIN FOYER**

**Breakfast**

**7:30 AM-8:30 AM**

**CELESTIN FOYER**
There are many definitions of “readiness,” which creates confusion for individuals, teachers, education/workforce leaders, and policymakers. Readiness definitions aren’t helpful without a way to measure and use them to make decisions. Please join us for a plenary discussion of ACT’s new comprehensive framework of “readiness” for measuring success in education and the workplace.

ACT Policy Research will overview the research basis ACT has established for its framework which is equally rigorous in both education and workforce sectors, thus helping to bring long-needed focus to a topic where, until now, vagueness has been the norm.

The tiers of readiness in the Framework move from general to specific to support different uses by policymakers, educators, and individuals. More general concepts of readiness are useful from a state and national policy perspective, while more specific concepts of readiness are important for educators and individuals developing a plan of study or for entry into an occupation or degree-granting program.

In addition to providing an overview of the framework, a panel of thought leaders from K-12, postsecondary education, and workforce development will discuss how they envision the framework can be used to more effectively prepare individuals for success both in the classroom and the workplace. More than a panel discussion, this plenary will engage the Summit attendees in a rigorous Q&A to further explore the implications of this new framework for education and workforce stakeholders alike.
MODERATOR

Mary LeFebvre
Principal Research Scientist, State & Federal Workforce Policy, ACT

Mary’s primary focus is researching national workforce policy issues, competency supply/demand analysis, program evaluation, and K-Career transitions. Prior to joining ACT in 2010, Mary was the Workforce Research Manager at the Missouri Economic Research and Information Center within the Missouri Department of Economic Development where she provided occupational research, analysis of talent development systems, policy evaluation, and coordination of public and private organizations for business retention research and planning. Mary has an MS in Industrial/Organizational Psychology from Christopher Newport University and a BS in Psychology from Missouri State University.

PANELIST

Dr. Kim Hunter Reed, PhD
Commissioner of Higher Education, Board of Regents, State Of Louisiana

Kim Hunter Reed, Ph.D., was unanimously selected as the ninth Commissioner of Higher Education by the Louisiana Board of Regents in April 2018. Commissioner Reed will officially assume the position in July.

Prior to being named Commissioner, Reed served as executive director of the Colorado Department of Higher Education. Working with the Colorado Commission on Higher Education, Dr. Reed led efforts to drive increased educational attainment and erase equity gaps as identified in the statewide strategic plan for higher education, Colorado Rises.

Reed has extensive higher education and government experience. She served in President Barack Obama’s administration as deputy undersecretary at the U.S. Department of Education, leading postsecondary diversity and inclusion work, supporting strong student and outcomes-focused policies and aggressive national outreach efforts. She also led the White House Initiative on Historically Black Colleges and Universities. Before serving in the administration, Reed was a principal at HCM Strategists LLC, a public policy and advocacy consulting firm in Washington, D.C.

A Lake Charles native, Reed chaired Louisiana’s higher education transition team in 2015 and served as the State’s policy director. Reed also served as chief of staff and deputy commissioner for public affairs for the Louisiana Board of Regents and executive vice president of the University of Louisiana System.

She has received numerous honors, including LSU Alumna of the Year, Public Administration Institute; and Mom of the Year, Jack and Jill of America, Baton Rouge Chapter. She has been featured in Daughters of Men, a national publication highlighting outstanding African American women and their fathers.

Reed received a doctorate in public policy from Southern University, a master’s degree in public administration, and a bachelor’s degree in broadcast journalism from Louisiana State University.

Reed is a wife, proud volleyball mom, and relentless student advocate.
PANELIST

Bill Taylor
Vice President, Outreach & Partnership Development, NAF

Bill is NAF’s Vice President of Outreach and Partnership Development. His responsibilities include spearheading the organization’s strategic expansion and deep placed-based engagement efforts designed to deliver on the full promise of the NAF design by delivering work-based learning and closing the paid internship gap for high school students in several high-priority geographies. Bill leads a team that identifies, establishes, and nurtures cross-sector partnerships in key regions and local ecosystems that support emergent Industry Hotspots and Future Ready Labs once established.

A Dean’s List graduate of the State University of New York at Geneseo, Bill holds a B.S. in Sociology. Prior to joining NAF in 2000, Bill was a social studies teacher and coordinator of the Science & Technology Institute at Martin Luther King High School in Manhattan, New York and cast member of Walt Disney World in Orlando, FL.

PANELIST

Dr. Marjorie Taylor, EdD
Executive Director, The Orchard Foundation

Dr. Taylor currently serves as the Executive Director for The Orchard Foundation. The Orchard Foundation is a nonprofit, local education fund established as a resource for Central Louisiana that works with school districts, businesses, and communities to improve educational opportunities in a nine-parish service area. She has more than 30 years of experience in the field of education, with much of that being in adult education, continuing education, and workforce development. Dr. Taylor holds a Bachelor of Science in Mathematics, Master of Education in Mathematics, and a Doctor of Education from Delta State University. She is an active member of the Central Louisiana Chamber of Commerce, serves as a member of the ACT Louisiana State Council, and is a Workforce Representative for ACT’s National State Organization Steering Committee.

PANELIST

Dr. Lisa Vosper
Associate Commissioner for Workforce Education and Training, Board of Regents, State of Louisiana

Dr. Lisa S. Vosper currently serves as the Associate Commissioner for Workforce Education and Training at the Louisiana Board of Regents. She has a very diverse professional background, including having worked as a legislative assistant to a state senator; a seventh-grade English teacher and drop-out prevention counselor; a community college instructor; and as an executive on loan to the Louisiana Workforce Commission. Dr. Vosper has received numerous honors, awards, and other forms of recognition, including being invited by First Lady Michelle Obama’s Reach Higher Initiative to participate on a team representing Louisiana; being featured as a “Higher Education Headliner” by the State Faculty Senate Association; a “Trailblazer in Higher Education” by the Louisiana Association of Women in Higher Education (LAWHE); appointed by Governor Kathleen Blanco to her gubernatorial transition sub-committee on the Workforce and Economic Development, and later, to the Louisiana Women’s Commission on Policy and Research; appointed by Governor Bobby Jindal to his first transition team as a member of the Workforce Advisory Committee, and presenter to and resource for Governor John Bel Edwards’ Workforce and Economic Development Transition Team.
Break
10:00 AM–10:30 AM
CELESTIN FOYER

Meet the Product Experts
10:00 AM–4:00 PM
FOSTER 2

Learn, experience, and connect with the ACT WorkKeys and Workforce product portfolio professionals. This is your opportunity to speak with experts and learn about new product developments and upcoming product enhancements. Pick up a schedule at Registration, drop in, and make plans to attend the product demos and presentations happening with the experts!

Providing Evidence of Workforce Development Program Effectiveness through Research Partnerships (Workshop 1.2)
10:30 AM–11:30 AM
CELESTIN B

This session focuses on partnership with ACT to conduct effectiveness research for employers and workforce developers. Sherry Marshall will present studies on the use of WorkKeys for selection into apprenticeships and high school Career and Technical Education (CTE) programs in Ohio. Allison McIntyre will describe effectiveness research efforts related to programs targeted toward English learners, the incarcerated, and the homeless. Next, we’ll present results from a study showing how WorkKeys scores relate to labor market outcomes and postsecondary grades in Missouri. Finally, Denny Smith will explain how the ACT Research staff is supporting studies to see how WorkKeys has reduced screening costs and increased the quality of trainees in law enforcement academies in Alabama.

Sherry Kelley Marshall, President and CEO, Southwest Ohio Region Workforce Investment Board
Allison McIntyre, Program Coordinator, Department of Career Services of MA
Dr. Denny Smith, Director of Testing & Assessment, Calhoun Community College
Jeffrey Steedle, PhD, Senior Research Scientist, ACT

CONCURRENT SESSIONS 1
Expanding Apprenticeship (Workshop 1.1)
10:30 AM–11:30 AM
CELESTIN A

The U.S. Department of Labor, Office of Apprenticeship, will discuss how apprenticeship is the workforce development strategy that supports the need for skilled workers and provides a family-sustaining salary.

Dudley Light, Regional Director, US Department of Labor
Addressing the Soft Skills Gap for Career Readiness (Workshop 1.3)
10:30 AM–11:30 AM

CELESTIN C

Soft skills are very important for successful employees and workplace environments. However, there is a lack of these skills present in many employees entering the workforce. This session will cover the research on the importance of these soft skills for career success and innovative solutions for strengthening your workforce.

Ashley Mannka, Senior Manager, Workforce and Learning, ACT Product Line Management, ACT
Dr. Mary Michael Pontzer, Vice President, ACT Product Group, ACT
Dr. Jason Way, Research Psychologist, ACT Center for Social and Emotional Academic Learning, ACT

Work Ready Communities & WIOA Working Together to Improve Performance Outcome Measures (Workshop 1.4)
10:30 AM–11:30 AM

CELESTIN F

This presentation will feature how the Lorain County, OH Workforce Development Agency and the Southwest Missouri Workforce Investment Board (WIB) are leveraging Work Ready Communities and ACT WorkKeys solutions to improve the Workforce Innovation and Opportunity Act (WIOA) industry credential attainment and employer services performance outcome measures. Learn how the SW Missouri WIB’s Business Services team is documenting their outreach activities and services to employers utilizing WorkKeys Job Profiling and the WorkKeys NCRC in their hiring processes. In low-unemployment areas, workforce organizations often struggle to quickly “skill up” their workforce. Learn how the Lorain County Growth Partnership is preparing people for career success and improving industry credential attainment as they pursue becoming certified as a Work Ready Community.

Mike Longo, Director, Lorain County Workforce Development Agency
Troy Roland, Functional Leader / Job Center Manager, Missouri Job Centers—Joplin, Monett, Neosho

VET2: Georgia’s Workforce and University Collaboration Model (Workshop 1.5)
10:30 AM–11:30 AM

CELESTIN G

Institutions of higher education are being asked to play a greater role in reducing veteran unemployment. With the approval of DoD instruction 1322.29, military service members are now able to participate in experiential learning opportunities provided by institutions of higher education before they make the transition to the non-military workplace. Unfortunately, navigating the federal, state, and institutional policies required to create military experiential learning programs can be difficult. This presentation examines the impact of DoD 1322.29 and introduces a collaborative internship to employment program offered by the Georgia Department of Economic Development, Department of the Army, and the Georgia Institute of Technology.

Dr. James Wilburn, EdD, Director–Military Academic Programs, Georgia Institute of Technology
Developing Students in Partnership with Industry for Workplace and Postsecondary Success (Workshop 1.6)
10:30 AM–11:30 AM
CELESTIN H

Participants will hear from a National Award winning career pathway program (recognized by the National Career Pathways Network as joint winner of their 2017 excellence in career pathways), and a Lighthouse and Distinguished Academy in California, about how they partner with industry to meet the needs of their talent pipelines, and how they are now both helping other local partners to do the same.

Participants will learn about:

• How industry is joining education to help better prepare the students by running lunchtime mentor-led mentoring sessions, with over 50 mentors from different industries

• How the high school is using industry feedback to grade English finals, through the use of mock interviews

• How industry has developed a talent pipeline that is helping to solve a worker/skill shortage

• How industry is supporting and applying this model to help with the establishment of other educational opportunities

Rebecca Bettencourt, Workforce Development Manager, E. & J. Gallo Winery

Ed Pelfrey, Assistant Principal, Ceres High School

Partnerships and Strategies to Enhance College and Career Readiness Success for ALL Students (Workshop 1.7)
10:30 AM–11:30 AM
FOSTER 1

In Cleveland County, NC, the Cleveland Early College High School’s goal is to increase the probability of success for all students, especially those who can benefit from non-traditional interventions to assure successful college and career transitions. The school targets untapped audiences of Title I high school students, such as Economically Disadvantaged Students, First Generation College Students and Emancipated Minors. The session will highlight ACT test prep, WorkKeys inclusion and bridging the relevance between students’ high school curriculum, ACT/SAT success strategies, career exploration, and WorkKeys impact within the professional sector. Student, faculty, and parent buy-in is the foundation to a successful high school, college, and career pathway. In preparing for the Every Student Succeeds Act (ESSA), the Collierville, TN school district (a high-achieving school district in southwest Tennessee) reviewed student data to discover ways to meet the postsecondary preparation needs of all students, including traditionally underserved populations. Attendees will learn how the district created and expanded partnerships with industry and postsecondary partners to develop credit- and credential-bearing pathways for all students, developed nontraditional early college and credential opportunities in traditional and CTE disciplines, and generated a Career Success Guide in partnership with the local Chamber of Commerce to help students assess their strengths, interests, and pathways toward postsecondary success.

Tonya Arrington, Career Development Coordinator, Cleveland County Schools–Cleveland Early College High School

Dr. Ed Ducey, Curriculum Supervisor, Collierville Schools

Edie Greenlee, English/Business Instructor and ACT Facilitator, Cleveland Early College High School
Roy O. Martin III will be the keynote speaker at the Work Ready Communities Awards luncheon. Roy O. Martin III is President, CEO, and CFO of RoyOMartin Lumber Company, L.L.C., Martin Timber Company, L.L.C., and Martin Companies, L.L.C. He is a director and co-founder of Indigo Minerals, LLC, a Houston-based oil and natural gas exploration company, and Perforex Forest Services, L.L.C., a Louisiana logging company.

Born in Alexandria, Louisiana, Roy is a 1978 graduate of Bolton High School. He graduated from Louisiana State University (LSU) in 1982 after receiving a Bachelor of Science Degree in Mechanical Engineering (Tau Beta Pi). He continued his education at LSU, obtaining his MBA in 1985. In 2008, Roy was named to LSU's Alumni Hall of Distinction, and the LSU School of Business Hall of Distinction. He was selected by Congressman Rodney Alexander to reign as King of the 2009 Washington Mardi Gras representing the State of Louisiana. In 2011, Roy was inducted into the LSU College of Engineering Hall of Distinction.

Roy began his career in 1982 at Martco Limited Partnership in Le Moyen, Louisiana, working through the ranks as accounting manager and sawmill superintendent. In 1986, he became accounting manager at the corporate office in Alexandria. In 1988, he was elected president of MHC Properties and secretary-treasurer of RoyOMartin Lumber Company and Martin Timber Company. In 1999, he was elected executive vice president of RoyOMartin Lumber Company.

Roy served on the Louisiana Commission on Streamlining Government and is currently on the Workers’ Compensation Advisory Council as the Governor’s Appointee. He is on several organizational boards including the Salvation Army, Orchard Foundation for Education, Tiger Athletic Foundation, LSU Flagship Coalition, and the Dean’s Advisory Council of LSU’s E. J. Ourso College of Business.
Roy is married to Kathy Kilpatrick from Baton Rouge, Louisiana, who is also a graduate of LSU with an MBA. They have two children, Christopher and Laura.

Roy’s hobbies include competitive tennis, running, and golf. Martin ran a qualifying time for the Boston Marathon in the Phoenix Marathon in January 2007 and completed the Boston Marathon in April of that year. He completed the New York Marathon on November 6, 2011.

Founded in 1923, RoyOMartin is a Louisiana-based forestry and wood-products manufacturer with approximately 1,200 employees, two plants in central Louisiana, one in Corrigan, Texas, and a timber base of 550,000 acres, RoyOMartin has a significant economic impact on the region.

Committed to closing the skills gap, RoyOMartin focuses on regional workforce and pipeline development through its high school program WoodWorks. Currently offered in 19 schools, WoodWorks helps students develop a career-ready mindset for manufacturing through hands-on activities in forestry, safety, employability, and other skills.

Upon successful completion, students earn an ACT® WorkKeys® National Career Readiness Certificate® and may interview for a RoyOMartin position following graduation. Currently, 30% of production team members at the Oakdale plant are WoodWorks graduates. RoyOMartin continues to partner with stakeholders to improve and educate the local workforce while creating jobs to improve the quality of life of its citizens.

The ACT Work Ready Communities Awards Ceremony and Recognition will recognize the participating ACT Work Ready Communities teams for their achievements over the past year. This will include counties and parishes that have reached their goals and become certified ACT Work Ready Communities, as well as those that have completed a new set of goals to maintain their certification.
Break
1:15 PM–1:45 PM
CELESTIN FOYER

CONCURRENT SESSIONS 2

Early Student Engagement Leads to Increased Participation in Apprenticeship/Work-Based Learning (Workshop 2.1)
1:45 PM–2:45 PM
CELESTIN A

Learn how schools in North Carolina and Washington are employing strategies to engage and inform middle school students about career and technical education, apprenticeship, and work-based learning programs. Hear first-hand how early targeting affects participation in these programs. In Lincoln County, NC, they have introduced campus tours, career interest activities, industry tours, curriculum nights, signing ceremonies, industry events, and one-on-one career planning sessions during class registration. In addition, they have developed strong partnerships with community colleges, and have made video presentations to parents and students accessible 24/7. As a result, there have been dramatic increases in internship participation and a shift in attitude towards our apprenticeship programs.

Prior to these strategies being implemented, work-based learning opportunities were utilized primarily by students with lower academic achievement, but now, that has shifted due to the attitude change brought on by earlier education initiatives.

Beginning in junior high, West Valley School district students have the ability to connect to ten career pathways. Students learn about advanced manufacturing skills beginning in the 7th grade.

In the high school, West Valley launched a Registered Youth Apprenticeship in partnership with the Aerospace Joint Apprenticeship Committee. Students will graduate as Aerospace Journeyman Production Technicians, earn core academic credit, earn 15 college credits, and receive 2000 hours of paid on-the-job training.

This presentation will focus on how we deliver foundation skills in the junior high and technical skills through high school through industry partnerships culminating in exclusive work-based learning opportunities.

Elizabeth Darling, Career Development Coordinator, Lincoln County Schools

Christopher Nesmith, Director of Innovation, West Valley School District

Russel Tuman, Middle School Principal, West Valley School District

Justin Wright, Vice Principal, West Valley School District

Supporting School Counselors is Critical to Effective Career and College Readiness Programs (Workshop 2.2)
1:45 PM–2:45 PM
CELESTIN B

Historically, schools counselors have been the primary facilitators in supporting Career and College Readiness (CCR). School counselors are integral in training students for post-secondary success in the workforce, but often do not use business principles to maximize effectiveness and efficiency in school counseling offices. To meet the CCR demands, not only do counselors need consistent knowledge, resources, and materials, they also need support from their community to better serve their students.

Oregon’s counselor to student ratio is 1:602, and many of our rural schools do not have a school counselor.
Come hear the research-based findings from this comprehensive study that included partner meetings, a CCR survey, interviews with school teams, and student focus groups. Learn how Douglas County—a large rural county in Eastern Oregon—is working together to rebuild their system to better support their CCR needs.

Outside the Houston area, the William B. Travis High School is adopting a business model in the counseling office to provide a tangible example of the link between business/workforce and education. Learners will be able to understand how key business principles can be applied to counseling and the counseling office for maximum effectiveness in preparing students for postsecondary readiness.

Dr. Lori Ellis, DEd, Career and College Readiness Specialist. Higher Education Coordinating Commission

Carlete Metoyer, MA, BS, LPC-Intern, Lead Counselor, William B. Travis High School

LaunchCode’s Five Keys to Tech Workforce Programs of the Future (Workshop 2.3)
1:45 PM–2:45 PM
CELESTIN C

LaunchCode is pioneering a new model of workforce development that provides accelerated tech training and job placement to open doors to motivated individuals looking to break into the industry. This session will dive into five points that are key to LaunchCode’s success in building programs that break down barriers that exist in the tech industry. Attendees will explore ways to successfully help non-traditional students from all backgrounds to become job-ready, and leave with actionable ways to implement these tactics in their own regions.

Jeff Mazur, Executive Director, LaunchCode

Haley Shoaf, Vice President of Impact, LaunchCode

Retail, Restaurant and Hospitality Credentials and Careers: Lessons from the Field (Workshop 2.4)
1:45 PM–2:45 PM
CELESTIN F

With more than 330K credentials offered in the U.S., today’s credential marketplace is complex and confusing. Employers, students, educators, and workers experience uncertainty about credential meaning, quality, and value—which contributes to the misalignment of what employers say they need and what education produces. This panel will shine a light on the role that credentials play—from badges to certifications to degrees—in meeting employer needs and advancing workers the retail, restaurant, and hospitality sector. Hear tangible solutions for better aligning training with in-demand skills and learn how sector leaders are working to ensure that all stakeholders have access to comparable, transparent data about credentials, competencies, and their labor market value.

Moderated by Credential Engine, this panel will feature industry leaders and employers participating in the national Retail and Hospitality Credentials Initiative, including the National Restaurant Association, the National Retail Federation Foundation, and hospitality and food service management employer Delaware North.

Panelists:
Sara Anderson, Director, Workforce Development, National Restaurant Association
Stephen Eden, Director, Culinary & Hospitality Council, Delaware North
Shana Treger, Director of Learning and Credentials, National Retail Federation Foundation

Moderator:
Laura Faulkner, Partnership Solutions Lead, Credential Engine
International WorkKeys for Technical and Vocational Education in Latin America (Workshop 2.5)  
**1:45 PM–2:45 PM**  
**CELESTIN G**

The session presents the international use cases of ACT WorkKeys for workforce development solutions. We introduce a use case for ACT WorkKeys Certification in Mexico launched in June 2018 at CMC Mundial—the largest job training and certification organization in Latin America—to address the needs for a “double” (national and international) certification of workplace skills. The second presentation describes a case study from São Paulo, Brazil conducted by Centro Paula Souza (CPS), the São Paulo state network of vocational and technical institutions. In fall 2017, ACT and CPS collaborated on a proof-of-concept study to apply ACT WorkKeys to the challenge of closing the skills gap in São Paulo. We present ACT research efforts to support the international WorkKeys solution.

**Dr. Cindy Hill**, Principal Research Psychologist, ACT  
**Micah Myers**, Senior Manager, Workforce and Learning, ACT Product Line Management, ACT  
**Dr. Changhua Rich**, Principal Research Scientist, ACT

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Transforming a Work Ready Community into a Work Ready Region: The Louisiana Gumbo Approach (Workshop 2.7)  
**1:45 PM–2:45 PM**  
**FOSTER 1**

In Louisiana, every really good gumbo starts with a variety of necessary ingredients that come together to make an unforgettable taste experience. In keeping with the Louisiana way, Central Louisiana created its own gumbo of sorts by assembling key stakeholders as its base roux and creating the momentum necessary to transform a Work Ready Community into a Work Ready Region. In this session, hear about the benefits of being certified as Work Ready from the perspectives of business/industry, K-12 education, postsecondary education, and economic development. Bring your spoons, this is going to be a “bowl” of great ideas to help jump start your own gumbo approach for growing a Work Ready Region.

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The Changing Labor Market and Non-Degree Credentials (Workshop 2.6)  
**1:45 PM–2:45 PM**  
**CELESTIN H**

This session will explore the changing labor market and the role of non-degree credentials. Many skill-based credentials awarded today are non-degree credentials, including industry certifications, licensure, and certificates. Despite increased usage and potential, these credentials are too often misunderstood in terms of their incidence, quality, and methods of evaluation. Approaches are needed to assess the extent to which non-degree credentials are quality credentials. While much focus has been on the link between credentials and traditional jobs, on-demand, task-based work appears to be growing even during tightening labor markets. This poses significant challenges for workers and educators as they shift their focus from “skills for jobs” to “skills for work.” What roles will credentials play to sustain careers in the informal economy and what are the consequences of those roles?

**Peter Creticos, PhD**, President and Executive Director, Institute for Work & the Economy  
**Heather McKay**, Director, Education and Employment Research Center, Rutgers University  
**Michelle Van Noy**, Associate Director, Education and Employment Research Center, Rutgers University
Donna Bailey, Vice President of Human Resources, RoyOMartin

Kimberly Bennett, Executive Assistant Superintendent, Rapides Parish School Board

Jim Clinton, President and CEO, Central Louisiana Economic Development Alliance

Heather Poole, Executive Vice Chancellor of Student Services and Enrollment Management/Director, CLTCC Foundation

Dr. Marjorie Taylor, EdD, Executive Director, The Orchard Foundation

Dr. Cindy Hill, Principal Research Psychologist, ACT

Neil Reddy, CEO and Co-Founder, Manufacturing Skill Standards Council (MSSC)

Catherine Ross, Director of Services, NIMS

Dr. Roy Swift, Executive Director, Workcred, an affiliate of the American National Standards Institute (ANSI)

Break
2:45 PM–3:00 PM
CELESTIN FOYER

CONCURRENT SESSIONS 3
Connecting Credentials for Manufacturing Workforce Success (Workshop 3.1)
3:00 PM–4:00 PM
CELESTIN A

This workshop will present how WorkKeys NCRC, stacked with other industry credentials, is a roadmap for success. Hear from industry credentialing organizations working with their industry members on how they are educating, training, and preparing the future workforce to fill highly skilled jobs in manufacturing. Discussion will include leveraging WorkKeys solutions in creating talent pipelines for the emerging and transitioning workforce, and how ‘connecting quality credentials’ is a formula for success.

The Edge of Tomorrow: Solutions for the Future World of Work (Workshop 3.2)
3:00 PM–4:00 PM
CELESTIN B

The world of work is changing before our very eyes, and employees and job seekers alike must re-skill and up-skill to be successful in the new digital economy. This session will highlight new ACT workforce product offerings designed especially for corporations and individuals on the front lines of the future world of work.

Ashley Mannka, Senior Manager, Workforce and Learning, ACT Product Line Management, ACT

Dr. Mary Michael Pontzer, Vice President, ACT Product Group, ACT
**WorkKeys Curriculum + Foundational Skill Development + Soft Skills = Better Outcomes for Learners (Workshop 3.3)**

**3:00 PM–4:00 PM**

**CELESTIN C**

At Paul W. Bryant High School in Tuscaloosa, AL, they know reading is fundamental to success in a college- and career-ready world. Students must be prepared to interact with text in a variety of formats and mediums while completing everyday tasks. In this presentation, the audience will learn how to use the WorkKeys Workplace Documents Curriculum as more than a test preparation resource. Through the WorkKeys Curriculum, teachers can design lessons that focus on reading comprehension, which address both the ACT WorkKeys and state standards for reading informational texts. The presentation will also address the scaffolding abilities within the curriculum, and how teachers can maximize the tools to meet the needs of all types of learners.

In Mobile, AL, the secret sauce is in the “Collab” of WorkKeys and Soft Skills working hand-in-hand! This presentation will highlight the importance of the ACT WorkKeys assessments and how they parallel with the needed soft skills that enhance performance—in and out of the classroom for learners. The audience will learn: how WorkKeys can assist in academics and in ‘real-life’ situations; how ‘soft’ skills are defined within the workforce industry; and how the ACT WorkKeys, along with soft skills can yield improvement for the learner.

**Dr. Mia McGee, PhD, CEO/Senior Consultant, AHP Consulting & Business Solutions**

**Candace Young, English Teacher, Paul W. Bryant High School**

**Oh The Places You’ll Go . . . Showing Students Career Possibilities (Workshop 3.4)**

**3:00 PM–4:00 PM**

**CELESTIN F**

Imagine thousands of 8th-12th graders excitedly learning about careers in advanced manufacturing, construction, health care, and IT. Also imagine students interacting with entrepreneurs, executives, and owners representing business services careers. It takes strong partnership between K-12, business/industry, and postsecondary to create the right event to engage students in an interactive and creative way. Come hear how students have benefited from such partnerships as members of the CareerQuest TN and CareerQuest TN: It’s All About Business core teams share why these events matter and how to make them happen. You will learn the background of the events, the planning and budget required, and survey data from vendors, teachers, and, most importantly, students who have participated in the events.

**Jennifer Dixon, Business Analyst, Smarty Pants**

**Stephen Dixon, Senior Vice President/CRA Officer, Bank of Tennessee**

**Lottie Ryans, Director Workforce & Literacy Initiatives, First Tennessee Development District**

**Kenny Smith, Solutions Consultant, The University of TN Center for Industrial Services**
Partnering to Develop & Implement Missouri Registered Apprenticeships (Workshop 3.5)

3:00 PM–4:00 PM
CELESTIN G

In this presentation you will learn about the development and implementation of the Missouri Registered Apprenticeship Program. From the start of applying for funding through Apprenticeship USA to launching the Missouri Apprenticeship Team, workforce partners have been closely aligned in developing, spreading, and implementing Registered Apprenticeships. Presenters will discuss the partner relationships that helped in program development, the role of Work Ready Communities and WorkKeys testing in program implementation and expansion, the development and implementation of the Missouri Registered Apprenticeship Program (MORAP), and the Missouri strategy for continuing to expand apprenticeships. This session will feature the regional efforts of the Full Employment Council’s (FEC) Nontraditional and Apprenticeship Initiatives, which provide training and apprenticeship opportunities for minorities, women, low-income, and youth with barriers in the greater Kansas City metro area. FEC has utilized funding from the Women in Apprenticeship and Nontraditional Occupations (WANTO) grant, TechHire, American Promise, and the Missouri Registered Apprenticeship Program (MORAP) to target high-demand sectors of healthcare, IT, advanced manufacturing, warehouse/logistics, transportation, business/financial services, and construction trades. The FEC’s Nontraditional and Apprenticeship Initiatives utilize WorkKeys to identify skill gaps and partners with local training providers for classroom training and local employers to provide on-the-job learning. Results of the program so far include placement of 175 women into apprenticeship programs since 2017.

Dave Overfelt, PhD, Strategy and Planning Manager, Missouri Division of Workforce Development

Shelley Penn, Sr. Vice President/COO, Full Employment Council

Melissa Woltkamp, Manager, Workforce Programs, Services, and Staff Training, Missouri Division of Workforce Development

Educating the Future Workforce through Pitsco Education’s ACT WorkKeys-profiled CTE Curriculum (Workshop 3.6)

3:00 PM–4:00 PM
CELESTIN H

Pitsco Expeditions are the only ACT WorkKeys-profiled curriculum in the nation and were developed to equip students with the foundational skills they need for success in their education and career goals. Subject matter experts teamed with ACT WorkKeys to profile Expeditions to demonstrate how the program develops skills, readies students for workforce training, and prepares them for ACT WorkKeys Assessments. Expedition lessons, logbooks, and learning resources were evaluated to identify the WorkKeys skills required to accomplish the learning objectives and how the skills are used during each Expedition. Presenters will describe the profiling process and present the success of the program.

Ruthie Muller, Sr. Outbound Marketing Manager, Pitsco Education

Mary Paramore, MAEd, Corporate Learning and Development, ACT Certified Profiler, Pitsco Education
Rewriting the Workforce Narrative on Washington County MS and the Mississippi Delta (Workshop 3.7)
3:00 PM–4:00 PM
FOSTER 1

This presentation will focus on innovative strategies used along with the WorkKeys NCRC Work Ready platform to help change the perception of the lack of workforce talent in Washington County MS and the Mississippi Delta. The three-person panel will include Will Coppage, Project Manager of the Washington County Economic Alliance, Ryan Ashley, Plant Manager for USG Interiors LLC, a ceiling tile manufacturing company, and Mike Philpot, Director of Development at Delta Strong, a regional economic development marketing initiative led by Delta Council. Moderator of the panel will be Cary Karlson, Executive Director of the Washington County Economic Alliance. Topics discussed will include: Reaching the Emerging Workforce, Engaging and Educating Local Industries and the Community, Marketing Your Successes to Change the Narrative, and Using the WorkKeys NCRC as an Industrial & Manufacturing Recruitment Tool.

Ryan Ashley, Plant Manager, USG Interiors LLC
Will Coppage, Project Manager, Washington County Economic Alliance
Cary Karlson, Executive Director, Washington County Economic Alliance
Michael Philpot, CEd, Director of Development, Delta Council

Break
4:00 PM–4:15 PM
CELESTIN FOYER

CONCURRENT SESSIONS 4
Launching High School Graduates on a Career Pathway through a High School-Employer Collaborative (Workshop 4.1)
4:15 PM–5:15 PM

Many employers with good paying jobs and career pathways offer entry-level positions requiring only a high school diploma. This program creates a talent pipeline that connects companies and local high schools. Led by employer PNC Financial Services and the Consortium for Public Education, a nonprofit intermediary, human resources staff from local companies work directly with 11th- and 12th-grade students to help them explore careers, discover individual strengths and interests, develop soft skills, understand job environments, and learn how to navigate the hiring process. The program matches students and skills to local demand and has resulted in students embarking on career pathways immediately upon graduation.

Jackie Foor, Director of Organizational Advancement, Consortium for Public Education
Brianna McMeekin, LPC, NCC, Assistant Talent Program Manager, The PNC Financial Services Group
Louisiana CTE + Jumpstart = Credentials, Summer Job Experience, Stipends, and Carnegie Credits (Workshop 4.2)
4:15 PM–5:15 PM
CELESTIN B

This presentation will be an overview of the Jumpstart Summer initiative from the perspective of the Louisiana State Director of Career and Technical Education and through the first-hand experience of CTE program administrators from Ascension Parish Schools. Ascension Parish Schools has a robust CTE program that offers students the opportunity to obtain industry-based credentials in welding, electrical, and millwright while in high school. This presentation will provide an overview of the APSB/Associated Builders and Contractors (ABC Pelican Chapter) program, its successes and challenges, and how it integrates into the State Jumpstart program. Hear about the process for funding and implementing the Jumpstart Summer program at the state level, and how students obtain Carnegie credit towards graduation, Industry Based Credential, workplace experience, and a stipend. The presentation will provide insights from the first two years of data of students participating in this initiative, and will highlight the continued growth and expansion of this program from year 1 (300 participants) through year 2 (2,000 participants).

David Alexander, Superintendent, Ascension Parish Schools

Ken Bradford, Assistant Superintendent, Louisiana Department of Education

Shannon Hattier, High School Career Coach, Ascension Parish Schools

Ronda Matthews, Supervisor of Career and Technical Education, Ascension Parish Schools

Partnering to Strengthen Workplace Readiness for All Students (Workshop 4.3)
4:15 PM–5:15 PM
CELESTIN C

As efforts are made to move the needle of creating a more prepared and skilled workforce, all students must be included in the conversation. Arkansas’ state education (education and career technical education) and rehabilitation services agencies are partnering with local school districts and communities to evaluate and enhance the transition services systems for students with disabilities. Learn about promising practices, resources, and tools being utilized to ensure ALL students have access to a comprehensive workplace readiness system and how you can replicate similar efforts in your state!

Bonnie Boaz, Coordinator, Arkansas Transition Services

Maryanne Caldwell, Transition Manager, Arkansas Career Education/Arkansas Rehabilitation Services

Sonja Wright-McMurray, MEd, MS, Associate Director of CTE Special Projects, Arkansas Department of Career Education
Under-employed to High-wage, High-demand Careers through Collaborative Partnerships (Workshop 4.4)

4:15 PM–5:15 PM
CELESTIN F

Improving outcomes for low-income and low-skilled individuals with multiple barriers takes collaboration and partnership. This session will describe how two communities have been successful in bringing the right partners to the table to create a win-win for the individuals served and employers with demand for a skilled workforce.

Western Nevada College (WNC) serves students on three campus locations and through several rural instructional centers in a five-county, 8,000-square-mile area. WNC introduced three collaborative programs designed to eliminate barriers for under-employed and under-skilled individuals, including the Supplemental Nutrition Assistance Program (SNAP) recipients. In addition to WNC, partners include economic development, non-profits, and employers. Presenters will describe how these programs have provided industry-specific, technical education and training that has resulted in industry certifications and opportunities for degree seeking students in high-demand sectors.

The Longview Texas Economic Development Corporation (EDC) is working with non-profits in this largely rural county to assist the homeless, under-employed, and other under-served citizens reach job/career goals. As a Work Ready Community, non-profit organizations are key partners and assist under-employed/unemployed citizens to take WorkKeys assessments before moving on to additional education and/or job placement. Employer partners include Eastman Chemical and Aaon Coil Products. Learn how this initiative is part of the EDC’s business retention and expansion strategy to develop a skilled workforce to fill the workforce gap in their manufacturing sector.

Niki Gladys, Director, Western Nevada College
Amy Hollins, Program Director, Heartisans Marketplace
Kelly Overby, Director of Business Retention and Expansion, Longview Economic Development Corp.
Georgia White, PhD, Director, Career and Technical Education, Western Nevada College

ACT Work Ready Community-Employer Training (Workshop 4.5)

4:15 PM–5:15 PM
CELESTIN G

Copiah-Lincoln Community College, located in southwest Mississippi, began an ACT Work Ready Region initiative two years ago. An area employer requested a meeting to learn more about this initiative and how to fully adopt and integrate it into the hiring process. The meeting was held using the ACT Employer’s Handbook as the training tool. Afterwards, it became apparent that other employers may have questions and we needed to supply the answers. We asked ourselves, had the basics not been adequately explained? Did our employers clearly understand the value? All the pieces of the puzzle were there, but they would not fit together. For this process to be sustainable, employers needed training to get comfortable with the terminology, understand the benefits, and fully implement the initiative. This short, simple training was presented across our seven-county district. Experience has shown that certification sustainability depends on informed partners, especially the most important piece of the puzzle, employers.

Angela Berch, Workforce Center Director, Copiah-Lincoln Community College
Curriculum Profiling: Case Studies from the Field (Workshop 4.6)
4:15 PM–5:15 PM

CELESTIN H

Apprenticeships, CTE, and other training programs use ACT’s WorkKeys Curriculum Profiling to determine the skills and skill levels required of students for entrance by evaluating course objectives and materials with the help of students, instructors, and employers.

Three case studies will be presented in this session. The first case studied the results of a profile conducted for an Operating Engineers apprenticeship program that set ACT WorkKeys NCRC skill levels to select about 200 applicants from a field of thousands for the Year One Apprenticeship.

The second case is a paralegal profile conducted by three Illinois community colleges, including South Suburban College. This profile set the entrance requirements for a paralegal program so the candidates or students going into their program would have a higher success rate of completion.

The largest challenge in Alabama is securing enough employees to fill high-level manufacturing in the automotive and aerospace industries. The third case study will describe how curriculum profiling was used to develop a training program aligned with the needs of industry to address this challenge. Once the curriculum was profiled, students had to meet the profiled scores to be admitted into the program.

Leigh Covington, Consultant, Chesapeake Consulting, Inc.

Mr. Chris Manheim, CEd, Authorized ACT Job Profiler, President, Manheim Solutions, Inc.

Registered Apprenticeship: Trends, Challenges, Opportunities, and Strategies (Workshop 4.7)
4:15 PM–5:15 PM

FOSTER 1

Registered apprenticeships are more important than ever as a result of new opportunities associated with targeted industries and emerging technologies. The skills gap continues to widen leading to challenges associated with sustainable models to support high-wage, high-growth sectors. Communities have increased pressures to identify talent, recruit, train, complete, and place locally. There is no standard registered apprenticeship model at the national level, forcing individual states to develop their own models. Each state has its own set of challenges and there are best-practices to learn from. This workshop focuses on identification of key stakeholders (sponsor, employer, apprentice, workforce agencies, state and federal governments), roles and responsibilities, funding mechanisms, and the need to establish a sustainable model leading to success. A variety of questions will be addressed leading to fruitful discussion and potential implementation strategies. Is industry moving at a faster pace than the apprenticeship model? Should registered apprenticeship be redefined? Do all the key stakeholders understand the apprenticeship model? Should apprenticeship be a federal or state model? Who is responsible for funding the model?

Dr. John Wensveen, PhD, Vice Provost of Academic Schools, Miami Dade College
If you registered for one of the three informal (but organized) DINING and/or ENTERTAINMENT OPTIONS ON TUESDAY EVENING and have questions or changes to your plans to attend, please go to the registration table located in the Celestine Foyer (Level 3).

**BON APPÉTIT** - Sample the culinary offerings with recommendations from NOLA experts

Venturing out to **FRENCH QUARTER GHOSTS & LEGENDS TOUR**

**LIVE MUSIC** on Frenchmen Street / Laissez les bons temps rouler
**WEDNESDAY | OCTOBER 10**

**AT-A-GLANCE**

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<td>8:30 AM–9:30 AM</td>
<td>Advancing Sector Strategies and Career Pathways through Workforce Education and Collaboration (Workshop 5.2)</td>
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<td>Work-based Learning Industry Engagement: Connecting with the Audience for Student Impact (Workshop 5.3)</td>
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<td>Work Ready Community Partnerships: Perspectives on Launching and Succeeding (Workshop 5.6)</td>
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<td>9:30 AM–9:45 AM</td>
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<td>CLOSING PLENARY SESSION</td>
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**Breakfast**

**7:30 AM–8:30 AM**

**CELESTIN FOYER**

**CONCURRENT SESSIONS 5**

**Federal Education and Workforce Policy: Changing Landscape & Emerging Opportunities (Workshop 5.1)**

**8:30 AM–9:30 AM**

**CELESTIN A**

Join ACT’s Federal Government Relations staff as they walk through recent national policy activity impacting education and workforce development. Learn about key legislative changes and proposals, the political environment, and how the upcoming midterm elections could shape the wider skills agenda in Washington, D.C. over the next two years.

**Tom Lindsley**, Director, Federal Government Relations, ACT

**Steve Voytek**, Federal Government Relations Manager, ACT
Advancing Sector Strategies and Career Pathways through Workforce Education and Collaboration (Workshop 5.2)
8:30 AM–9:30 AM
CELESTIN B

This session will provide a look into the development of innovative strategies for high-demand sectors from two VERY different parts of the country separated by more than 4,000 miles—North Carolina and Alaska.

STEM East is a regional collaboration between K-12 school districts and business/industry in eastern North Carolina. STEM East is developing a public/private network that can support the entire education and workforce pipeline. Pitsco and STEM East believe that STEM education is a key to turning around the economy and meeting the demands of businesses.

Learn how the Alaska Maritime Workforce Development Plan and Maritime Works have positioned the University of Alaska to become a Domestic Maritime Center of Excellence for workforce development. Hear first hand how this internationally recognized talent development plan was developed, what steps brought it to fruition, and the results from this collaboration.

John Chaffee, President and CEO, NCEast Alliance
Matt Frankenbery, Vice President of Education, Pitsco Education
Fred Villa, Associate Vice President of Workforce Programs, University of Alaska

Work-based Learning Industry Engagement: Connecting with the Audience for Student Impact (Workshop 5.3)
8:30 AM–9:30 AM
CELESTIN C

Work-based learning is an instructional strategy NAF (formerly known as National Academy Foundation) uses to deliver industry-based curriculum while intentionally developing college and career readiness skills. The WBL continuum provides a deliberate sequence of activities that increase in intensity, culminating in a high-quality paid internship. NAF’s approach to WBL focuses on the requisite characteristics that lead to defined student learning outcomes for each activity. Developing high school students into college and career ready graduates requires academies to have large numbers of employer partners ready to engage with students. NAF’s WBL continuum also provides a great way to engage employer partners at their interest level with the goal to increase their involvement towards providing high-quality paid internships. This session will review NAF’s Approach to Work-Based Learning and how academies make it easy to engage new partners using the WBL continuum.

James Cole, Assistant Director, Corporate Relations, NAF
Dr. Keisha Taylor, EdD, Director of Learning and Convening, NAF
Utilizing WorkKeys to Ensure Apprenticeship Success
(Workshop 5.4)
8:30 AM–9:30 AM
CELESTIN F

The St. Louis Carpenters Joint Apprenticeship Program (CJAP) and the Illinois Highway Construction Careers Training Program (HCCTP) each focus on helping women, minorities, and disadvantaged individuals succeed at apprenticeship. Session attendees will hear first hand about the partnerships and out-of-the-box strategies that have made these two programs a best practice and proven success.

Whether it is the BUD (Building Union Diversity) program or the USPPO (US Probation & Parole Office of Eastern MO) program, CJAP has better success graduating and placing pre-apprentices who are assessed at the Silver WorkKeys NCRC level. Learn how multiple construction trades worked together to establish trust between stakeholders by using an industry-recognized credential as a key component in the apprenticeship program.

The Highway Construction Careers Training Program (HCCTP) is a 12-week pre-apprenticeship program designed to prepare participants for successful admission and transition into the construction trades apprenticeship programs. The program is funded through the Illinois Department of Transportation (IDOT) and implemented in 12 community colleges across the state of Illinois including South Suburban College (SSC). SSC has utilized WorkKeys products, incorporated additional skill building curriculum, and designed networking workshops to help students gain acceptance to apprenticeship programs, careers related to the trades, and earn a livable wage.

Rebecca Garcia, Director of Extension Services, South Suburban College

Ronald Tierney, Coordinator, St. Louis Carpenters Apprenticeship Program

Creating a WorkKeys College and Career Readiness Culture
(Workshop 5.5)
8:30 AM–9:30 AM
CELESTIN G

Creating a culture around college and career readiness in high schools can be a challenge with students and instructors—in both rural and urban areas alike. This session will illustrate how two schools have become best practices in their own right—one from a rural Louisiana parish, and the other from Henderson, NV, just outside of Las Vegas.

The WorkKeys assessment is used in Louisiana high schools for school performance scores, industry-based certification, and graduation. Learn how St. James Parish Schools get students motivated about this test, prepare teachers to incorporate the skills within the classroom, and involve business/industry in utilizing WorkKeys to enhance employee recruitment/hiring. The presenter brings knowledge and first-hand experience as a high school administrator and active Work Ready Community team member.

Over the last eight years, Nevada State High School in Clark County has fully integrated WorkKeys and the ACT WorkKeys NCRC into its curriculum. Since 2010, NSHS has experienced growth in overall NCRC achievement, with 25% of students increasing their certificate level from Silver or below, to Gold or above. Just over half (51%) of all students achieve a Gold or higher NCRC level. Using their expertise, the presenters will demonstrate how to incorporate WorkKeys into schools, create an organizational culture around the WorkKeys assessment, empower certificate holders to market their credentials, measure student growth and achievement, and promote college and career readiness through workforce readiness.

Janet Chaffin, Data and Accountability Coordinator, Nevada State High School

Jordan Nelson, Academics and Accountability Director, Nevada State High School

Tracy Elliott Zeringue, CTE Director, St. James Parish Schools
Work Ready Community Partnerships: Perspectives on Launching and Succeeding (Workshop 5.6)
8:30 AM–9:30 AM
CELESTIN H

This session will provide insight and perspective from higher-education leaders engaged in two regional Work Ready Community initiatives—one located in Louisiana’s third-largest metropolitan area and the other in rural northeast Arkansas, just an hour north of Memphis, TN. The North Louisiana Ready2Work Network, which includes the four parishes (counties) in the Shreveport-Bossier Metropolitan Statistical Area, held its public Work Ready Communities launch in June 2018. Leaders from the Community and Technical College will share the planning and organizing that led to their public launch, their “quick wins,” and next steps. Arkansas Northeastern College (ANC) has played a leading role in building partnerships with business/industry, K-12 educators, and others to become the first ACT Work Ready Community in Arkansas. ANC utilized a systems approach to integrate the use of ACT WorkKeys in secondary and postsecondary CTE programs, Adult Education programs, and in bridge programs for entering work and/or college. Their strategic planning included alignment and leveraging of multiple grant-funded resources, such as Carl Perkins, Career Pathways and Workforce Skills Development grants, to help improve students’ career navigation knowledge, basic workplace skills, and industry credential attainments. Learn first-hand how to organize and launch an ACT Work Ready Community initiative, hear about the challenges and opportunities, and how to access ACT’s support and resources.

Sherri Bennett, Vice President for College Readiness, Arkansas Northeastern College

Dr. Gayle Flowers, Vice Chancellor for Economic & Workforce Development, Bossier Parish Community College

Creating a Certified Workforce Using Certified Staff: Why Credentialing is Important (Workshop 5.7)
8:30 AM–9:30 AM
FOSTER 1

A recognizable credential is vital for the job seeker of today. The ACT NCRC is a portable, evidence-based credential that certifies the essential skills for workplace success. Employers look for it from job candidates, whether they come directly from high school or through postsecondary paths, because it is a valid predictor of job performance. This is important to us because part of NAWDP’s mission is to find cutting-edge tools for our members to use so that they may excel in serving job seekers and businesses.

Mary Ann Lawrence, CEO, PowerNotes, LLC

Melissa Robbins, CWDP, Chief Executive Officer, National Association of Workforce Development Professionals

Break
9:30 AM–9:45 AM
CELESTIN FOYER
Work-Based Learning is Working (Closing Plenary Session)
9:45 AM–11:15 AM
CELESTIN D & E

Dr. Walter Bumphus, President and CEO of the American Association of Community Colleges, who served on the President’s National Task Force on Apprenticeship Expansion, will lead a discussion alongside the National Governors Association Center for Best Practices (NGA Center) on high-quality apprenticeship and work-based learning programs. Since 2015, 18 states and one territory have participated in this NGA Center project. This session will highlight how states and local areas are expanding work-based learning programs that help youth and young adults develop foundational and technical skills to expand their education, career and employment opportunities in STEM-intensive industries such as advanced manufacturing, health care, information technology, and energy. Speakers will also discuss innovative strategies to expand work-based learning in rural and underserved areas.
MODERATOR

Dr. Walter Bumphus
President and CEO, AACC

Dr. Walter Bumphus is president and CEO of the American Association of Community Colleges. He has served as a professor in the Community College Leadership Program and as chair of the Department of Educational Administration at The University of Texas at Austin, holding the A. M. Aikin Regents Endowed Chair in Junior and Community College Education Leadership. From 2001 to 2007, Dr. Bumphus served as president of the Louisiana Community and Technical College System (LCTCS). Prior to 2001, he was chancellor of Baton Rouge Community College (BRCC). Before joining BRCC, Dr. Bumphus worked in the corporate world, serving as president of the Higher Education Division of Voyager Expanded Learning. Six years earlier, he served as president of Brookhaven College in the Dallas County Community College District. In 1992, Dr. Bumphus was recognized as a distinguished graduate from both Murray State University and The University of Texas at Austin. Dr. Bumphus holds the distinction of being one of the few leaders in the field of education to receive the ACCT Marie Y. Martin CEO of the Year Award, to chair the AACC Board of Directors, and to receive the John Roueche and Terry O’Banion International Leadership and the AACC Leadership Awards. He also has the distinction of having worked collaboratively with two presidential administrations. He was appointed to the Department of Homeland Security’s Academic Advisory Council, the 100,000 Strong Initiative, and the White House Initiative on Educational Excellence for African Americans under President Obama. He was also selected as 1 of 20 commissioners out of over 400 applicants to serve on the Task Force on Apprenticeship Expansion under President Trump.

FACILITATOR

Meghan Wills
Program Director, Economic Opportunity Division, National Governors Association Center for Best Practices

Meghan Wills serves as program director for the Economic Opportunity Division of the National Governors Association Center for Best Practices, where she oversees efforts to support governors’ staff and state policymakers in strengthening their workforce development systems. She leads projects on the following topics: work-based learning, apprenticeship, occupational licensing, the future of work, and the on-demand workforce. Wills has served several roles in the Economic Opportunity division, including senior policy analyst, policy analyst, and policy intern. Before joining NGA, she served as relationship manager and campaign associate for United Way of the Greater Triangle, and as senior development associate and development associate for the Epilepsy Association. Wills holds a master’s degree in public policy from The George Washington University and a Bachelor of Arts degree in English from The College of Wooster.
PANELIST

**Lori Frazier Bearden**  
Assistant Director of Federal Workforce Programs, Alabama Department of Commerce

Lori Frazier Bearden has been active in the field of public administration and public policy for over a decade, focusing on a wide variety of economic and workforce development initiatives, health and human service programs, and promoting healthy and robust strategies impacting our aging and youth populations in poverty. Lori has served as a Senior Policy Advisor to Alabama’s Governor with a policy portfolio in Economic Development, Transportation, and Human Resources; worked as a lobbyist and child advocate at the Alabama State Legislature for over five years; has written legislation that became state law; and has implemented state and federal programs at the Department of Senior Services, Department of Child Abuse Prevention, and the Alabama Department of Children’s Affairs. She has spent the last four years residing in Washington, D.C. and served as a Senior Policy Analyst at the U.S. Department of Labor working exclusively on the Workforce Innovation and Opportunity Act (2014), the first legislative reform in 15 years of the public workforce system. She currently serves as an Assistant Director of Federal Workforce Programs at the Alabama Department of Commerce. She holds a B.S. in Political Science from Columbus State University, Columbus Georgia. She earned her Master of Public Administration from Auburn University in 2003 focusing on Economic Development and Community Planning. She is a Ph.D. Candidate in Public Administration & Public Policy at Auburn University. She brings her practical experience to developing her dissertation focusing on one-party dominance in state legislatures and the resulting impact on policy development at the state level. Her studies focus on gubernatorial policy, the legislative process, and political parties.

PANELIST

**Gloria Cross Mwase, PhD, SHRM-CP**  
Project Consultant for MIBEST/MAP, Mississippi Community College Board

Gloria Cross Mwase’s work centers on helping lower-skilled adults advance to family-sustaining careers, while enabling employers to build and sustain a productive workforce. Gloria provides strategic advice and support to the Mississippi Integrated Basic Education and Skills Training (MIBEST) initiative, which helps lower-skilled adults obtain a high school credential while earning a postsecondary or industry-based credential with strong value in the labor market. Gloria also leads planning and implementation activities for the Mississippi Apprenticeship Program (MAP), a project to expand Registered Apprenticeships across the state in key industry sectors through education, technical assistance consultation, and business incentives. She brings over a decade of experience managing projects in the nonprofit sector, and has led multiple regional initiatives and sector-based partnerships to create and advance a competitive workforce. Gloria has taught at Cambridge College and the University of Massachusetts, Boston. She earned a B.A. in economics from Tougaloo College and both an M.S and Ph.D. in public policy from the University of Massachusetts, Boston.
PANELIST

Aaron Olson
Global Head of HR—Health and Retirement Solutions, Aon

Aaron is an executive, consultant and author with over twenty years of experience in the fields of leadership, strategy, and human capital. As an HR executive at Aon, Aaron Olson is responsible for the talent strategy and HR delivery supporting the firm’s Health, Talent and Retirement services. Aaron is also responsible for Aon’s firmwide approach to talent management and his team manages executive development and succession, workforce development, diversity, and employee engagement for Aon’s 50,000 colleagues around the world. Aaron has spent his career working with a wide range of organizations on the topics of leadership and human capital strategy including engagements with top companies such as Apple, GE, The North Face, Hilton, BMO Harris, and Merck. As an academic and author, Aaron has lectured for more than a decade at leading universities including Northwestern University and University of Chicago. His book, *Leading with Strategic Thinking*, was published in April 2015.

PANELIST

Caroline Sullivan
Executive Director, North Carolina Business Committee for Education

Caroline Sullivan brings a unique combination of 25 years of experience and leadership in local, state, and federal government. She was elected in 2012 to the Wake County Board of Commissioners. She served as Vice-Chair of the Board as well as Chair of the Budget, Audit, and Finance Committee and Co-Chair of the Education Committee and Human Services Committee. Ms. Sullivan has served in a leadership capacity in local, state, and national Associations relating to her position, serving as Chair of the Public Education Committee of the North Carolina Association of County Commissioners, (NCACC). She has also served on the NCACC Special Task Force on Mental Health, the Legislative Goals Committee, Executive Committee, and the Health and Human Services Committee. Ms. Sullivan also served as Vice-Chair for the Triangle J Council of Governments.

She has been very active in the community serving on the Passage Home Board, Triangle Family Services Board, Wake County Smart Start Board, Poe Center for Health Education Board, WakeEd Partnership Leadership Council, Alliance Behavioral Healthcare Board, Wake County Commission for Women, Wake County Task Force for Women’s Employment Issues, Capital Area Workforce Development Board, Wake County Continuum of Care Board, Rex Cancer Center Patient Advisory Council, NAMI Wake Board, SafeChild, and the NC Interagency Coordinating Council for Children with Disabilities where she served as chair.

Prior to moving to Raleigh, Caroline worked for almost a decade in Washington, holding positions on Capitol Hill, in trade associations, and in political and advocacy organizations.

Caroline was born and raised in Charlotte and graduated with Honors from UNC Chapel Hill. She is married to Richard Sullivan and they have a son at Broughton High School and a daughter at Enloe High School.

Adjourn
11:15 AM
DOWNLOAD the ACT Workforce Summit mobile app to get the best event experience with these SIMPLE STEPS TO INSTALL:

1. DOWNLOAD the ATTENDEEHUB APP by CrowdCompass. Search AttendeeHub in stores, or enter https://crowd.cc/s/22Cio.
2. DOWNLOAD THE EVENT: Open the app and search for “2018 ACT Workforce Summit.”
3. LOG IN: Tap the menu icon in the upper left or right corner of your device, then tap Log in for more features! Enter your name. You’ll receive an email verification code.

ONCE INSTALLED
you’ll have instant access to awesome features, like:

- The full event schedule and room locations
- Detailed information about speakers and sessions
- Notifications of important updates and more

Log in to the mobile app to use these advanced features:
- Personalize your schedule with the sessions you want to attend
- Take notes on sessions and speakers, and export them later
- Session check-in, social sharing, and more

Complimentary internet is available. Log onto @hyatt_meeting, open any internet browser and enter access code “WFSummit2018” (password is case sensitive) when redirected to the page.

Join the conversation. Follow us on Twitter @ACT and tweet about the conference using #ACTWorkforce

Thank you for attending

We thank you for your commitment to your students, workforce, and community, and we hope you find these resources useful for you as you prepare for continued growth.

Download your Summit resources and more at act.org/workforcesummit.