

Governor's Best Practices in Workforce & Economic Development Award Nomination Application

Nominated Project Title:

Northwest Computer Literacy Instruction Corps (NW CLIC)

Project Lead Name: AnnMarie Jordan and Gary Smith

Phone numbers: 360.676.3255 or 360.676.3241

E-mail: amjordan@nwpic.bellingham.wa.us –or- gsmith@nwisd.bellingham.wa.us

Summary of nominated project (No more than two sentences.):

Northwest Computer Literacy Instruction Corps (NW CLIC) addresses the fundamental need for computer knowledge and skill development in the workplace and the enduring problem of a “digital divide” in the workforce. Northwest Workforce Council’s (NWC) volunteer program encourages life-long learning and delivers hands-on training through a series of computer classes conducted at the WorkSource Whatcom Computer Training Center and in outlying communities.

Region and/or communities benefitting from project:

NORTHWEST BUSINESSES & COMMUNITY: Local businesses benefit from a larger pool of qualified applicants and skilled workers; the region becomes increasingly competitive as technology skills improve in the workforce; improved technology competence enriches lives and helps connect our businesses and workers to the global economy; the NWC’s volunteer program cultivates a spirit of giving and life-long learning.

COMPUTER SKILLS STUDENTS: build knowledge and confidence using computers by completing tangible, workplace-related tasks and products; develop self-assurance and better understand how to use computers and software; practice and learn independently during CLIC supervised open lab sessions; gain 'next-step' direction to classes at local community and technical colleges; are encouraged to continue learning by utilizing the MS WOW free e-learning program, especially students seeking intermediate or advanced skill development. Microsoft Office 2010 software is used in classes and students are advised to learn Office 2003 and/or Office 2007 programs via MS WOW! e-learning courses so they can be efficient and productive in most office settings.

NW CLIC PROGRAM VOLUNTEERS: share skills and experiences; maintain a work schedule during periods of unemployment; improve and enhance technical, public speaking, classroom management, customer service, and clerical skills; grow professionally through supervision and class evaluations and may discover new options for future employment; gain a sense of personal satisfaction by giving of their talents to help others; expand professional networks; receive a positive work reference upon successful completion of volunteering.

When (month and year) did nominated project launch:

MS Unlimited Potential Grant – July 2007, NW CLIC Volunteer program – January 2009

Has the project/activity operated continuously since then: Yes

If not, explain:

Start-up costs: n/a

Most recent annual budget:

\$17,140 PY2010

List your major funding sources, including tax credits or incentives, grants, and other private sector support:

Microsoft Community Affairs: Unlimited Potential Grant (received \$85,900 in 2007)

Describe the purpose (need) and the unique approach taken by the nominated project to satisfy the stated need (450 words or less)

The purpose of NWC's CLIC program is threefold. The first is ensuring the region's employers have a labor force with essential technology skills to become highly productive and efficient employees. Second, to educate the region's workforce in using computer technology to attain or advance employment and social productivity to fully participate in the economy and knowledge based society. And third, as a volunteer program, in providing contemporary work practice, skill growth and a professional work reference for the unemployed.

Basic information technology competence is a minimum requirement for the preponderance of jobs in the Northwest. The greatest need and benefit potential is in serving the unemployed; low-skilled; low-income; limited English speaking; mature workers (55+); and current workers whose IT skills no longer meet the minimum requirements of the workplace. For individuals currently employed, classes allow them to retain and progress in their employment. For individuals with children, developing basic computer literacy skills allows parents to support and participate in their children's learning and achievement.

Six classes (Basic Computer, Basic Email, Advanced Email in the Workplace, Basic Word, Basic Excel and Basic PowerPoint) are readily accessible to the general public and are typically offered monthly. The NWC's CLIC program is thoroughly integrated with the WorkSource Career Center, offering opportunities to those who will benefit in boosting their technology skills to become more marketable job candidates and efficient users of computer based WorkSource tools. CLIC core competencies provide a solid grasp of fundamental workplace and general computer literacy skills, enabling the learner to advance toward employment, career, or personal goals.

NWC's CLIC program also provides a venue for computer savvy individuals to enhance interpersonal skills including teaching and instruction, public speaking, team work, leadership and decision-making. Using a train-assist-teach model, volunteers work as both instructors and instructor assistants; proctors, providing individual tutoring assistance during open lab sessions; and/or office support for the administrative demands of the program. Volunteers must consistently demonstrate appropriate workplace behaviors; punctuality, positive rapport with customers and staff, a professional appearance and exemplify the WorkSource Northwest values of customer service and continuous improvement. Ideally, volunteers make a three-to-six month commitment, however many continue to serve longer. Successful volunteers complete their experience with a professional work reference and customer satisfaction data to share with potential employers.

Describe how the nominated project incorporates both workforce and economic development practices and provides a benefit to workers and employers. (250 words or less)

NWC's CLIC program incorporates workforce and economic development practices and supports the region's strategic goals in four specific ways:

- 1) providing competency-based education to ensure the workforce is appropriately skilled;
- 2) allowing workers an opportunity to upgrade their skills in response to changing workforce needs;
- 3) aligning services to the current requirements of business; and
- 4) championing the importance of life-long learning.

Business productivity is an important indicator of economic health, and each worker's contribution to the business becomes accelerated with skilled command of technology. A businesses' success in a global environment is increasingly tied to its workers' technology skill and agility.

Social productivity, on the other hand, means individuals need technology skills to participate in the economy and society. Today we must communicate, seek information, bank, purchase products, and interact with government through technology. The knowledge economy increasing relies upon technology-based social productivity.

By incorporating work-related examples and exercises, students understand and imagine job focused applications of their growing skills. They build their own productivity in a contemporary Microsoft environment; create and format a professional business letter; enter data and use formulas in a spreadsheet to demonstrate performance; discuss and consider email and Internet etiquette; and create and deliver a presentation. This workplace focus results in strong examples to share during an interview and students are encouraged to build a portfolio of their work to share with potential employers. The schedule and length of classes make it possible for current employees to participate with limited time away from work.

Will the nominated project continue into the future? Yes

If yes, how will it be funded and sustained.

NWC's CLIC program has operated continuously for two and one half years, proving its value and sustainability. The need for basic computer skills in the workplace continues to grow. WorkSource Whatcom has a unique advantage to recruit volunteers through workshops and classes. This access affords NWC's CLIC program a steady supply of individuals who seek skill-building opportunities while between jobs. Collaborations include the Whatcom Volunteer Center, Bellingham Technical College, Western Washington University, Whatcom Community College and Whatcom County Library System.

NWC provides the CLIC program coordinator (.25 FTE). Coordination includes recruiting, training, motivating and supervising volunteers, and managing the volunteer/class schedule.

In an attachment, demonstrate how this project/activity has made a quantifiable difference to the economic health of working people and employers. (Tables and graphs based on verifiable numbers. Words should be used only to support the data and should be kept to a minimum) Check when done.

See attached

A short concluding statement on why you believe this project/activity is noteworthy or unique and should serve as a best practice model. (100 words or less)

NWC's easily replicable Computer Literacy Instruction Corps program deserves recognition because engagement in the workplace requires a fundamental understanding of information and communication technology or "e-skills". Individuals gain confidence learning, using and seeing the value of technology skills. CLIC makes it possible to develop e-skills in a work-related setting at no cost. In doing so, job seekers and incumbent workers increase their potential workplace productivity thereby strengthening the local workforce and subsequently, the economy. The skills enhance jobs, businesses, community organizations, schools, and personal lives.

Program or Project's website or webpage: n/a

List the leading individual(s) or organization(s) that should receive special recognition for their role in the project or activity. Please provide name, title, role, address and phone number.

- **Gary Smith**, Regional Manager, Northwest Workforce Council, PO Box 2009, Bellingham, WA 98227 p:360-676-3241
- **AnnMarie Jordan**, NW CLIC Volunteer Coordinator, Northwest Workforce Council, PO Box 2009, Bellingham, WA 98227 p: 360-676-3255
- **Northwest Computer Literacy Instruction Corps Volunteers**, c/o WorkSource Whatcom, 101 Prospect St., Bellingham, WA 98225 p: 360-676-3255

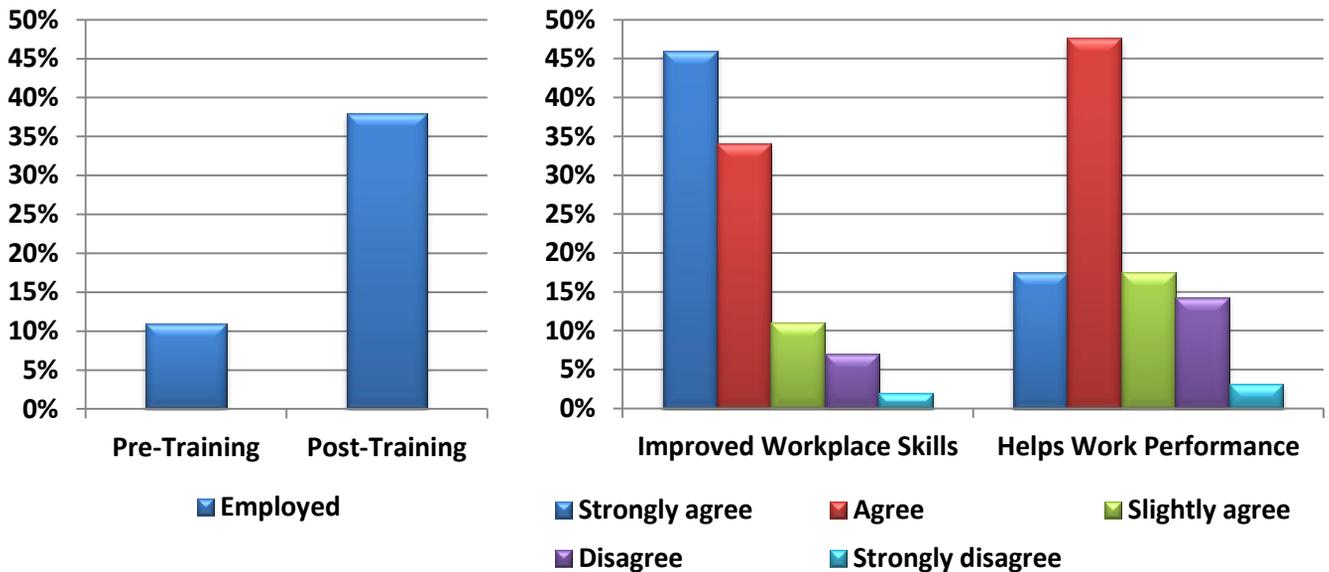
Name and contact information of person completing this nomination form:

AnnMarie Jordan: amjordan@nwpic.bellingham.wa.us, 360-676-3255; PO Box 2009, Bellingham, WA 98225.

Northwest Computer Literacy Instruction Corps

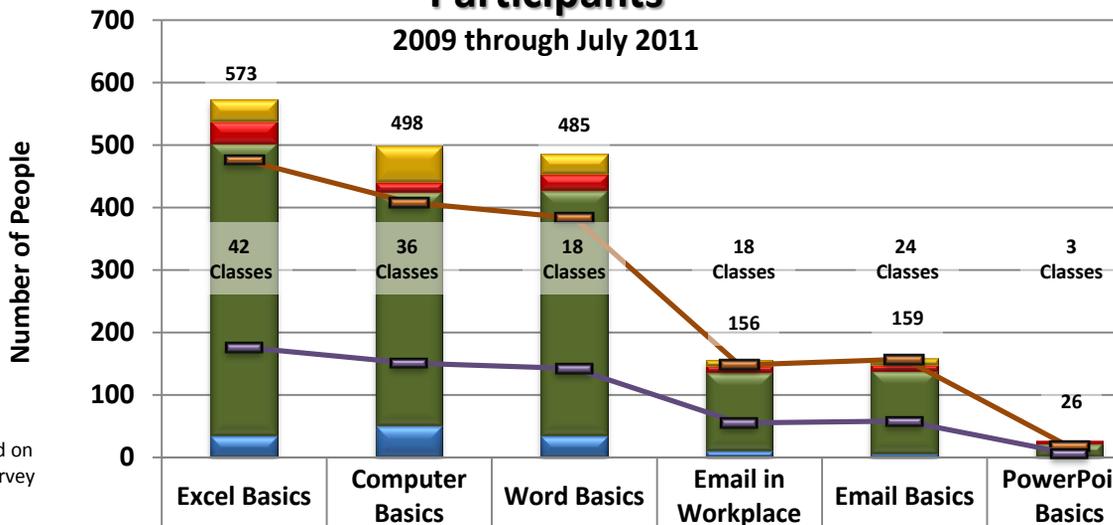
Post-Training Survey Responses

August 2011 – 51 Respondents



Participants

2009 through July 2011



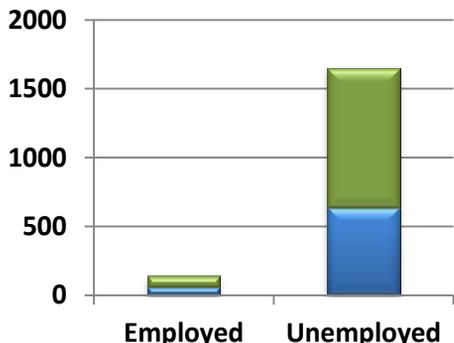
*Projection based on Post Training Survey Results

# Duplicate Attendees	34	57	31	9	10	0
Employment Unspecified	36	15	26	10	10	3
Unemployed Attendees	468	375	393	126	132	21
Employed Attendees	35	51	35	11	7	2
# Completed	476	408	383	148	157	17
# Employed Post-Training*	176	151	142	55	58	6

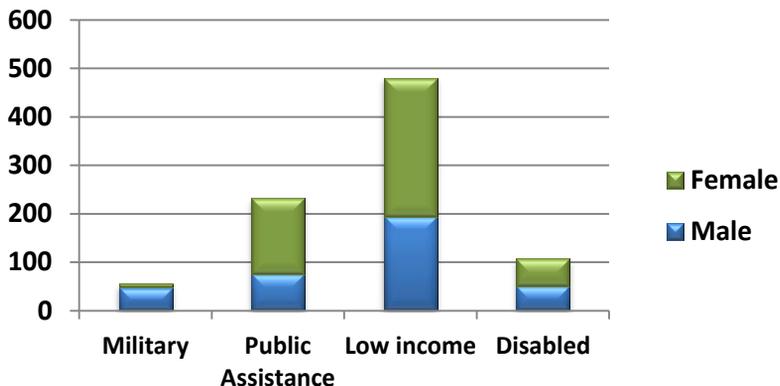
Northwest Computer Literacy Instruction Corps

Attendee Demographics

January 2009 through July 2011

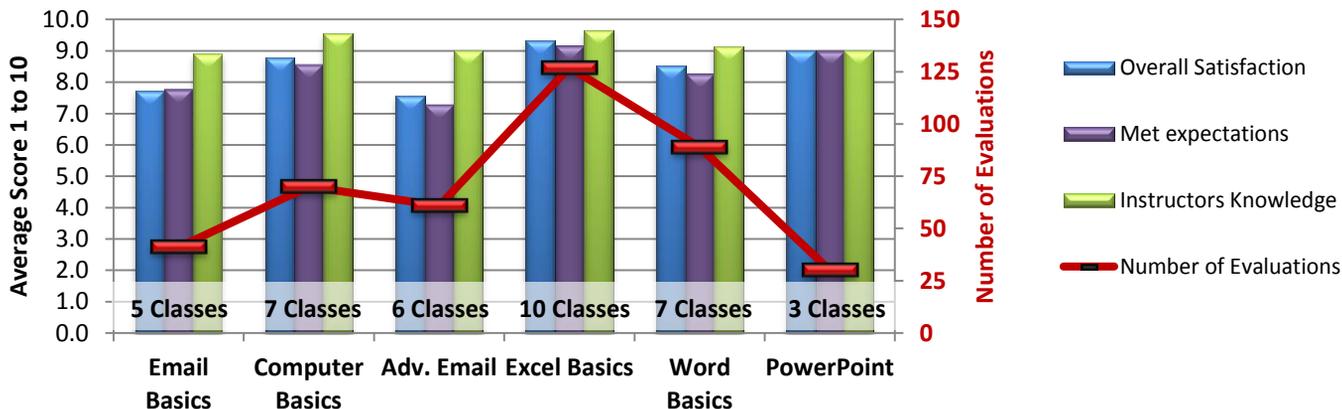


January 2009 through August 2010



Class Evaluations

January 2011 through July 2011



Numbers and Hours for Volunteer and Participant

January 2009 through July 2011

