

**THE KALAMAZOO PROMISE TRANSFORMS THE COMMUNITY
AND STIMULATES THE ECONOMY THROUGH A
NEW GENERATION OF LEARNERS**



HIGHER PROMISE: AGENDA

Welcome, Introductions and Purpose

- ◆ Welcome and round-robin
- ◆ Update of Higher Promise scholar and business partner participation

Internship Programs – A Regional Strategy Overview

- ◆ Internships and the local economy
 - Jill Bland, Managing Partner, Economic Development, Southwest Michigan First

Business Partners Discuss Promising Practices of Internship Programs

- ◆ Creating major relevant internship positions
 - Dr. Tricia Zelaya-Leon, Director Center for Career and Professional Development, Kalamazoo College
- ◆ Administration: onboarding, mentoring and inclusion, and evaluation
 - Jennifer Smith, Human Resources Manager, Consumers Credit Union
 - Von Washington Jr. , Executive Director, The Kalamazoo Promise
 - Monica Lloyd, Director of Human Resources, Senior Care Partners

Q & A – Former Intern Panel

- ◆ Kalamazoo Promise graduates
 - Jared Coleman, Major Gifts Officer, Bronson Health Foundation
 - Stefon Hemphill, Workforce Coordinator, The Kalamazoo Promise
 - Peter Rossi, IT Administrator, Union Bank

**THE KALAMAZOO PROMISE WILL ONLY TRANSFORM THE COMMUNITY
AND STIMULATE THE ECONOMY IF OUR BUSINESS COMMUNITY
PARTICIPATES IN THE TRANSFORMATION AND INVESTS IN THE NEW
GENERATION OF DIVERSE LEARNERS**



HIGHER PROMISE: PURPOSE



To support opportunity, equity, and ensure that pathways to careers in Kalamazoo are accessible to all Promise Scholars, especially populations with unequal access to high wage careers. Higher Promise connects the business community to postsecondary talent and Promise Scholars to authentic learning experiences in their fields of interest creating a professional network that supports career success.

Summer 2022 Goals

- Internship Hours Worked: 22,400
 - Wages Earned: \$336,000
 - Number of Interns 40
 - Number of Business Partners: 35
- *Minimum wage for Scholars is \$15/hour*

HIGHER PROMISE: BY THE NUMBERS



- Number of Business Partners Registered: 41
- Number of Businesses Submitted Position Descriptions: 37
- Number of Position Descriptions Submitted: 90
- Number of Business Partners Hosting Interns: 27

Types of Position Descriptions

Accounting (3)	Human Resource Management (6)
Business (8)	Journalism
Communications (7)	Management Information Systems
Computer Science (6)	Marketing (6)
Construction Science	Nursing
Economics	Nutrition
Education (4)	Public Administration (3)
Engineering (7)	Public Relations
Finance (2)	Retail / Merchandising
Graphic Design (2)	Social Work
Healthcare Sciences (2)	Supply Chain / Logistics (4)



HIGHER PROMISE: BY THE NUMBERS

- Number of Higher Promise Scholars Registered: 95
- Number of Higher Promise Scholars in Internships: 39
- Demographics of Higher Promise Scholars
 - Institutions: WMU (22); Kalamazoo College (8); U of M (3); KVCC (1); MTU (2) MSU (2); Hope; Spring Arbor
 - Grade Level: Sophomore (7); Junior (6); Senior (18); Graduating(8)
 - Race and Ethnicity: African American or Black (14); Caucasian or White (12); Hispanic (8); Asian (5); Multi-Ethnic (1)
 - Gender Identify: Male (17); Female (21); Nonbinary (1)

HIGHER PROMISE: LESSONS LEARNED



Position Gaps:

Software, Chemists, Biochemistry, Biology, Research, Chemical Engineers, Aerospace, Data Analyst, Public Accounting, Finance, Psychology (mental health/counseling), Healthcare (sports medicine, physical or occupational therapy) Social Work, Production, Radio, Theater (the arts in general)



Jill Bland | Managing Partner | Economic Development
Southwest Michigan First

WHAT DO NEW GRADS NEED TO THRIVE IN YOUR WORKPLACE?



CAREER READINESS

Competencies for a Career-Ready Workforce

Career Readiness Competencies

There are **eight career readiness competencies**, each of which can be demonstrated in a variety of ways.



- Awareness of strengths and areas for development
- Understand significance of verbal, written, non-verbal abilities
- Summarize and interpret data
- Solicit and use feedback from multiple cultural perspectives
- Plan, manage, complete projects
- Consistently meet or exceed goals
- Effectively manage conflict
- Quickly adapt to new technologies

ANATOMY OF AN INTERN-CENTERED POSITION DESCRIPTION

- **Department Description** → What does department do in relation to company?
- **Job Description** → What is the overview of the position itself?
- **Equity Statement** → What is your unit's commitment to inclusion?
- **Responsibilities** → What are the tasks, duties, and functions to be completed?
- **Minimum Qualifications** → What minimum skills must the intern have to be successful in this role?
- **Desirable Skills** → What preferred skills will help the intern thrive in the role?
- **Learning Competencies** → What NACE transferable skills will the intern gain?
- **Supervision** → Who does the intern report to?
- **Job Hours/Pay Rate** → What hours must the intern be available, and at what pay?

HELPING INTERNS TELL THEIR UNIQUE STORY



LET'S TALK ABOUT **sample resume action statements:**

- Compiled press clips and news releases and researched company background to enhance social media profile
- Assisted faculty members with project management consultations in fluent/conversational English, Arabic, and Spanish
- Prepared sophisticated written data reports to demonstrate stated goals, objectives, and outcomes related to sales, marketing, and research
- Presented data reports to company leadership using various video conferencing platforms like Zoom, Webex, and Microsoft Teams
- Networked with professionals within the company in an effort to learn more about the industry and to receive professional mentorship and growth opportunities
- Participated in ## hours of job training related to human resource functions, sales management, software platforms, and social media marketing practices
- Updated training manuals to enhance the overall client experience
- Created a comprehensive social media campaign that elevated the company's presence on Facebook, Twitter, Instagram, and LinkedIn
- Interviewed ## clients to better understand and enhance the company's customer service goals

Intern Onboarding

Jennifer Smith, SPHR, SHRM-SCP
Human Resources Manager

All About Our Program

- 12-weeks
- Paid
- 8-10 interns
- Over 60 students
- Almost 50% conversion rate



Intern Interview Process



Before Day One

- Automated onboarding
- “Meet the team”
- HR docs
- Get to know you

Week 1	<ul style="list-style-type: none"> Monday-Wednesday: New Hire Celebration <ul style="list-style-type: none"> The Groves; 8:15-4:45 Thursday & Friday: In your department <i>Focus on Consumers culture and core responsibilities</i>
Week 2	<ul style="list-style-type: none"> Monday-Friday: In your department all week <i>Focus on eLearnings and departmental training</i>
Week 3	<ul style="list-style-type: none"> Wednesday: Morning Training at The Groves <ul style="list-style-type: none"> Recruiting and Cultural Interviewing; 9:00-10:30
Week 4	<ul style="list-style-type: none"> Wednesday: Morning Training at The Groves <ul style="list-style-type: none"> Developing a Servant Leader; 9:00-10:30
Week 5	<ul style="list-style-type: none"> Monday-Friday: In your department all week <i>Focus on eLearnings and departmental training</i>
Week 6	<ul style="list-style-type: none"> Wednesday: Full Day of Training at The Groves <ul style="list-style-type: none"> Sales is Service Session 1; 9:00-1:00
Week 7	<ul style="list-style-type: none"> Wednesday: Half Day of Training at The Groves <ul style="list-style-type: none"> Sales is Service Session 2; 9:00-11:00
Week 8	<ul style="list-style-type: none"> Wednesday: Half Day of Training at The Groves <ul style="list-style-type: none"> Sales is Service Session 3; 9:00-11:30
Week 9	<ul style="list-style-type: none"> Wednesday: Half Day of Training at The Groves <ul style="list-style-type: none"> Sales is Service Graduation; 9:00-10:00
Week 10	<ul style="list-style-type: none"> Wednesday: Morning Training at The Groves <ul style="list-style-type: none"> StrengthsFinder Know Your Strengths; 9:00-10:30 Tentative Placeholder for Community Outreach <ul style="list-style-type: none"> Tuesday or Thursday; All Day
Week 11	<ul style="list-style-type: none"> Wednesday: Morning Panel at The Groves <ul style="list-style-type: none"> Executive Panel Q&A; 9:00-10:30
Week 12	<ul style="list-style-type: none"> Wednesday: Morning at The Groves <ul style="list-style-type: none"> End of Internship Graduation and Speeches; 9:00-10:30 Exit Interviews; 10:30-12:30

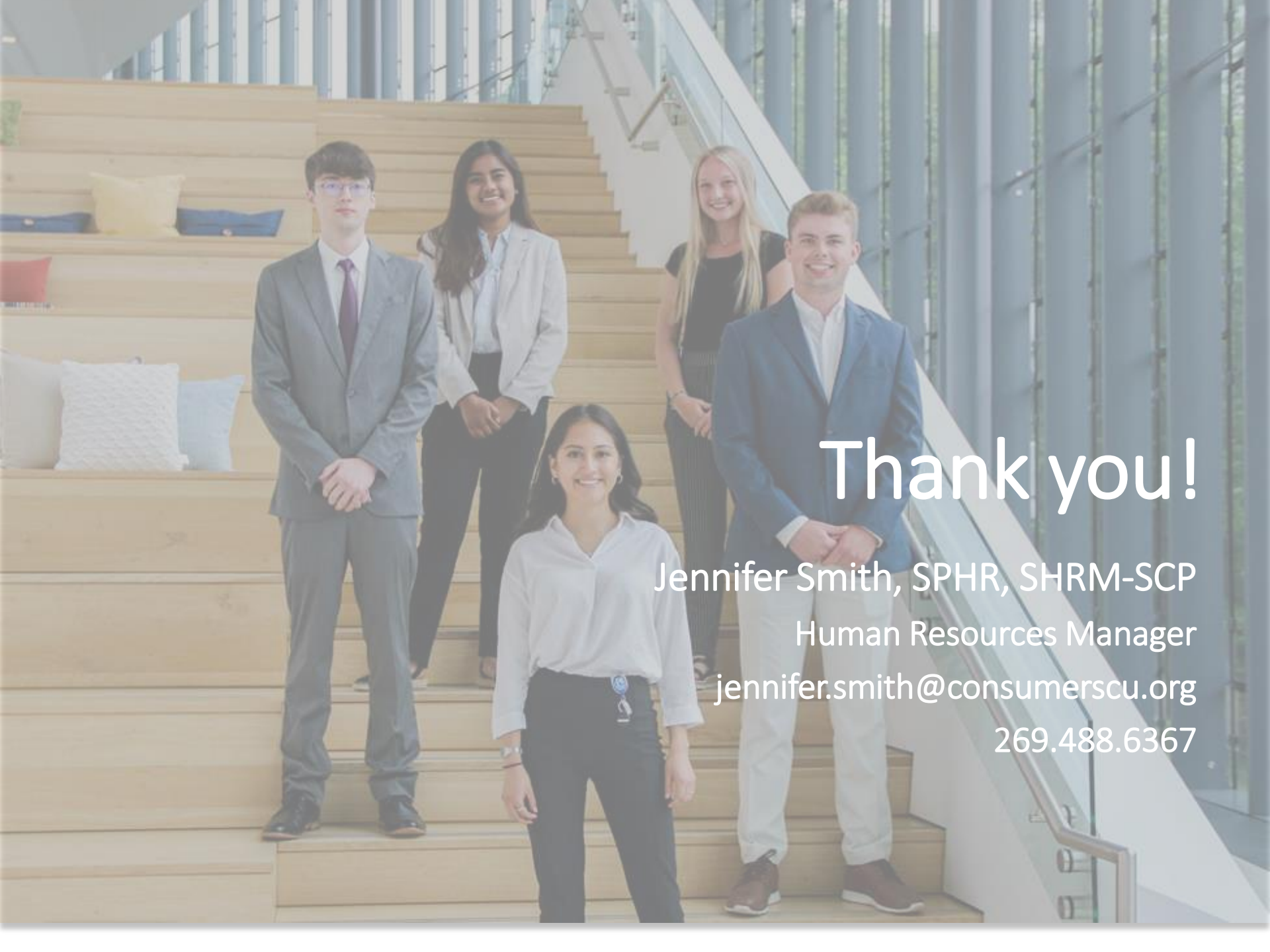
Week One Celebration

- Ice breaker
- Tour
- Culture & history
- System setup
- Professional headshot
- Kick-off of Sales in Service training
- Department shadowing



Beyond Week One

- Weekly coffee check-ins
- Executive team chat
- CEO q&a
- Annual networking party
- Community project
- End of internship presentation & celebration



Thank you!

Jennifer Smith, SPHR, SHRM-SCP

Human Resources Manager

jennifer.smith@consumerscu.org

269.488.6367



Von Washington Jr. | Executive Director
The Kalamazoo Promise

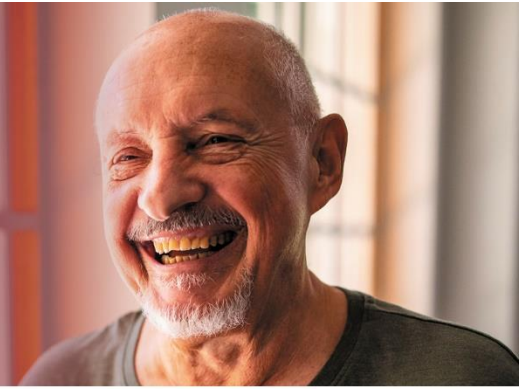


**Senior Care
Partners P.A.C.E.**

The Importance of Evaluation

Monica Lloyd, Director of Human Resources

Educational Student Program Overview



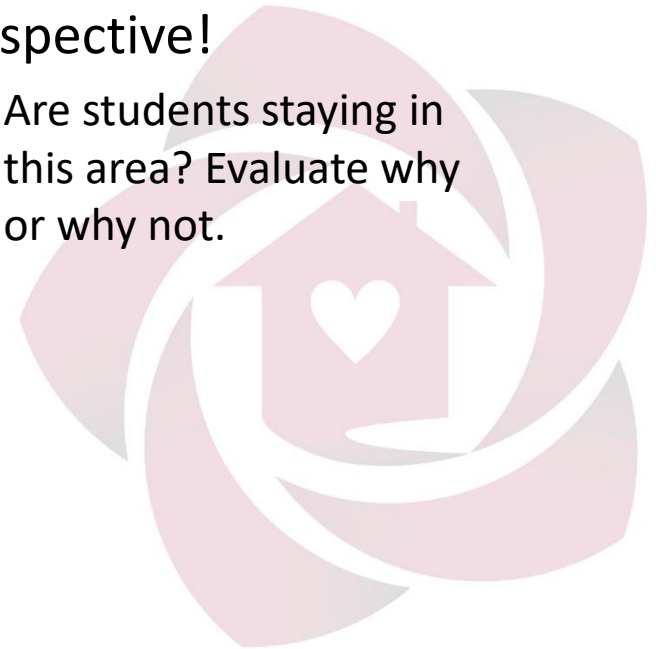
- 9 years
- 12+ different tracks
- 20 academic partners
- **325+ students/residents annually**
- Teaching organization
- Growing program
 - ~1,000 students/residents in first five years.
 - Approaching 2,000 now – even during pandemic!

Our Learner Objectives (We All Need These!)

- **Why are we a teaching organization?
(EVERY business needs to understand this!)**
 - **We are collectively enhancing elder care across the country**
 - Our participants LOVE working with students
 - We know how to successfully work with and support vulnerable patient populations
 - Students need to know how to work with, refer to and/or consult with other medical disciplines
 - Our students will be OUR health care providers one day!
- **Not just about hiring them – it has to be bigger!**

Evaluation Is Key to Continuous Improvement

- Establish mutual goals
- Weekly informal check-ins (email)
- Mid-semester evaluation (1:1 works best)
- End-of-semester evaluation/ exit interview
- Collaborative analysis over time (for each business and The Promise in general)
- Don't forget –
 - The supervisor's perspective!
 - The organization's perspective!
 - The community's perspective!
 - Are students staying in this area? Evaluate why or why not.





Don't Be Afraid of Areas for Improvement!

- What worked well?
- What was clunky?
- What do you want more of/less of?
- What is the best part of your day?
- What is your dream job? Etc.

- Make informed adjustments
- Ongoing collaboration = greater collective success
- 2 heads are better than 1



It's not over until it is **EVALUATED!**

- Send positive feedback and gratitude to staff immediately!
- Include their supervisors
- Celebrate what you want more of!

- Support the long game
- Keep it simple
- Get more if needed
- Continuous process
- Share your successes!

Student Evaluation

1. The PACE Rotation was valuable to me:

<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
2. The experience at PACE exceeded my expectations:

<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
3. The curriculum presented in the Learning Resource Guide was applicable and appropriate:

<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> N/A
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
4. Experiencing the interdisciplinary approach to medical care was valuable to me:

<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
5. I have increased appreciation for other medical disciplines following this experience:

<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
6. Time spent with participants and staff was valuable to me:

<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
7. Information gained from my experience will impact my future medical career:

<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
8. I have increased empathy for the challenges older adults encounter as they age:

<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
9. My Preceptor(s) were effective:

<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
10. The experience was well organized:

<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

(over)

Hospice and Palliative Medicine Fellowship – Exit Interview

Goal: Strive to be practicing palliative care as a philosophy for all chronic/serious illness regardless of pathway. Capture palliative care pearls as they apply to PACE.

Fellow Name: _____ Date: _____

1. What worked well? What was most valuable to you?
2. What did you enjoy most?
3. What was clunky (what did you enjoy least)?
4. What has been surprising?
5. What are some key observations/takeaways from IDT?
6. What are some key observations/educational takeaways from PCT assessments that ultimately led to Care Planning?
7. Which areas should Fellows be involved with regularly (e.g., decisionality, ACP, GOC, Prognostication, participant or caregiver is in high denial and/or who are more challenging)?
 - a. Are there resources/skills Fellows should be able to offer PACE (e.g., ACP, GOC, Prognostication, high denial/challenging situations)?
8. Feedback on meaningful participant interactions?
9. Feedback on Palliative Pearls for PACE presentation?
10. Feedback on Dr. Halley and PCP team?
11. Key observations at different centers (you spent time in KZ, PTG and BC)?
12. Feedback on Business of Medicine with Alexandria Lueth?
13. Feedback on Behavioral Health and Spiritual Care Sessions (e.g., pet therapy, aromatherapy)
14. Did we offer enough knowledge in your areas of interest (e.g., CHF, COPD, Wound Care, Capitation)?
15. What else should be built into this Fellowship for future placements?
16. Would there be value in future Fellows being with us more than one month? If so, concurrently or fall/spring?
17. Anything else you'd like us to know?

General Feedback specific to logistics:

1. Technology (e.g., GoCanvas, WebEx, DropBox, own Device, TruChart, GrandPad, Ping)
2. Schedule (in EMR). Did this work?
3. Pharmacy video vs. time with Geriatric Pharmacist (especially with medication review)?

Our goals for Fellowship (How did we do)?

1. Understanding of individualized care within complex medicine
2. Understanding and ability to determine capacity in assessments with nuance
3. Experience the good/bad/ugly of IDT/PCT communication skills
4. Understanding on how to walk with participants while showing compassion
5. Focus on autonomy as the supreme ethical principle of PACE
6. Leadership prospective that can be applied to future practice.



Senior Care
Partners P.A.C.E.

Questions?
THANK YOU!

Monica Lloyd

Director of Human Resources

mlloyd@seniorcarepartnersmi.org

(269) 888-6119

PANEL MEMBERS



Jared Coleman | Major Gifts Officer
Bronson Health Foundation

Stefon Hemphill | Workforce Coordinator
The Kalamazoo Promise

Peter Rossi | IT Administrator
Union Bank