

>> BEHRMANN: Good afternoon. Good afternoon. I'm Rohina Behrmann I'm the senior regional managing executive for Employee Services. We operate the Missouri Career Centers, the one-stop career centers in the Kansas City area. Mostly, like most of you in this room, we were very privileged to receive the HPOG grant where we implemented it and have had some successes, which we have a whole group of people, just like you all do, a structure that supports and prepares individuals for me and my team to take to employers.

So today I wanted to talk about ways that we have achieved some partnerships and have penetrated some of the markets in the Kansas City area. Kansas City is kind of unique in the sense in that it has some major hospital groups and medical groups that are housed, and it is growing. As we all know, the health-care industry is growing and has an immense amount of positions that are available. But the employers are also very selective as far as the talent that they bring in. The relationships that we have created have produced, for us, some outcomes. We've leveraged a lot of relationships with a lot of our health-care employers from another health-care grant that we had previously that was for five years, so we are benefitting from those relationships and kind of building on it.

One of the areas that we are kind of proud of is that we have five of the largest hospital systems in the bi-state of Kansas City. You know, each one has a lot of locations and clinics, and it was very, very hard to get into. So with grunts like this, we have been able to bring those employers to the roundtables. The partnerships are really, really critical in the sense that what we did from the beginning was to design a system this we had the educators, the employers, the associations, your chambers of commerce, you know, the long-term care facilities, as well as the hospitals, the medical groups, the physicians offices at the table, guiding us through developing programs that really, really, produced talents that we could take to the employers and be able to engage them in meaningful careers that paid great salaries, you know, and created career paths for them in working with those employers.

Our ongoing effort is to continue that and to build more associations with those employee groups to continue doing that and then building on our existing placement numbers. I think one of the things that I am very proud of our employer group, as well as our internal team, is that we have that communication, that forward and back communication, which sometimes doesn't exist. You know we work across all industries, but this industry in particular, you know, we needed the employers at the table to tell us what the latest trends are, because there's a lot of static information out there, projections, as far as what the industries are doing, you know, what kind of trends will be popping up.

But what our team does is, really, we go and meet with the directors, with the CEOs, with higher ups, and then work our way down to the HR level, and we have regular weekly biweekly, and monthly meetings where they guide us as far as what type of training to provide, and then we bring the educators to the table and make sure that they're part of that conversation so that we can execute a training plan that develops employees not only for the industry that's specific to that particular employers need.

Some of our hospitals are really large, you know, they have over 8,000 employees, so the tolerance for, you know, working with an individual that has special needs or needs certain attention because they have obstacles in their lives, there's very low tolerance, because what they're interested in, you know, what they have communicated to us, they're looking for good employees that will come and work. Communications is a key thing to them. But more than anything, they have indicated that people are coming into the hospitals a lot sicker today than they were, you know, a year ago. So what they're looking for are people that can take care of those individuals with the skills that we provide, you know, like we help them obtain through training education, whether it's a six months or six weeks, or a year, you know, they want them to fully come in with the basic skills that they can build on.

We have employed 193 individuals in the health-care industry. About 224 of the individuals have selected to go either in other sectors that paid more or were somewhat related to health care, or are in training. Our average pay is about \$14.48, although that's kind of going up. We focus most of our attention to RN, LPN, PCT cap -- I mean CNA and CMT surgical techs, although we've been focusing on lab scientists and a lot of other positions that are coming out of the career lathering. One of the key things that we also provide the employers is that we do a lot of initiatives, and we highlight opportunities. And we don't see any obstacles. We don't even recognize obstacles, because they're not interested in that, and for us, there are no limitations, it's all opportunities. Thank you so much.