Using CRI Tools to Address Business Challenges

Business Challenge Franklin Hampshire	Which Businesses have you encountered with this challenge?	Which CRI Tools could be used to address it?	How could the tools be incorporated into your current work with this business?
Limited pool of qualified applicants	Healthcare – CNA, med assistant, HHA Manufacturing – CNC, Maintenance mechanics High end IT – labor shortage	CR 101	Continued education and outreach to employers. Effective communication
High Turnover	Minimum wage jobs -retail -culinary -manufacturing (light industrial)	Job profiling – stepping stone into org. Assessment	Business needs assessments Identify deficiencies – BSR and job profiler
Weak soft skills in employees and applicants	Fast food – youth Health care Seasonal Retail Office assistant Customer service Front end employees Entry level	CR 101	Embed in educational programs and at OSCC for customers with barriers.
No process in place for assessing basic reading and math skills of applicants	Most businesses with the exception of financial institutions and some manufacturing		
No process in place for assessing basic incumbents' reading & math skills needed for training and advancement	Most businesses with exception of WFTF grant applicants		
Outdated and inaccurate job descriptions	Most businesses – due to smallness		
Development of an OJT Plan	Not much demand	CR 101 – skill gap assesment	Skills gap assessment

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Product loss, materials waste, high scrap rates	Not much need except in manufacturing		
Anticipated expansion of workforce	Healthcare – mostly direct care Skilled labor – maintenance tech, etc.	CR 101 – career exploration	Identify new applicants
Other challenges: Gray Tsunami,	Manufacturing, teachers/ed, municipalities - DPW	CR 101 Job profiling – job descriptions	To be proactive for backfilling Job descriptions