

Using CRI Tools to Address Business Challenges

Business Challenge North Shore Group	Which Businesses have you encountered with this challenge? Industry Cluster Approach	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 1 st priority challenge	Harmonic Drive (Peabody) KRONHE (Beverly)	CR 101 NCRC	Remediation Boot Camp (DTA Manufacturing program)
High Turnover	Hospitality CNA		
Weak soft skills in employees and applicants 2 nd priority challenge	Manufacturing Financial services Healthcare Construction	CR 101 Soft Skills NRCR	BSR relationship building w/industry clusters
No process in place for assessing basic reading and math skills of applicants			
No process in place for assessing basic incumbents' reading & math skills needed for training and advancement			
Outdated and inaccurate job descriptions 1 st priority challenge		profiling	Incorporate ACT data base
Development of an OJT Plan	Manufacturing		
Product loss, materials waste, high scrap rates	Manufacturing Hospitality		
Anticipated expansion of workforce	Healthcare		
Other Challenges: Transportation, limited English			

North Shore Next Steps:

- Review WIOA Partner MOUs and make sure that the CRI tools are incorporated into services and activities