



### Frequently Asked Questions

**Q: How can employers use the Springfield Works program?**

A: Employer partners will find the program is customized to the employer and employee needs. The employer sets the pace, **nominates** the employee, and together with the employee, determines the value and merit for their involvement. Flexibility is the hallmark of this model - we are developing a new way to train workers.

**Q: What type of training is available?**

A: Both hard skills and soft skills. As an example, training providers can teach or improve employee math, computer, and keyboarding skills. They can also address organizational skills, appearance, appropriate dress, timeliness, and people skills. Employers get to identify their training needs. Training and service providers come from the public, non-profit, and private sectors.

**Q: As an employee, do I qualify for training benefits?**

A: If you have been employed by your company for at least one year, are age 22 - 44, have promotion potential as determined by your employer, and if your hourly wage and/or household **income** do not exceed thresholds based on the number of adults and children in the household, you may qualify.

**Q: As an employee, what does participation in Springfield Works mean to me?**

A: Employee participation is voluntary. Springfield Works will provide an initial skills assessment and an individual training plan. Employers and employees together determine the best way to accomplish the training plan.

**Q: What is the cost of the training?**

A: At this time, the training is grant-funded. Employers will be asked to fill in the gap as funds expire. Employer participation now in funding will extend the program's life span.

**Q: What results does Grand Victoria Foundation expect for its community involvement?**

A: Grand Victoria Foundation will measure the program to the degree employers increase wages and/or benefits, improve quality of life, or provide promotion opportunities for applicants that complete the program.

**Q: What role does The Greater Springfield Chamber of Commerce play?**

A: The Chamber is brokering employee training opportunities and seeks to create and sustain new bridges among employers and trainers. The Chamber visions a long-term link between local school districts and high-quality graduates from among whom local employers may select their workers. With employer support, The Chamber is committed to institutionalizing this activity for the employment community.