Final Evaluation of the
PARTNERSHIPS AROUND CNA TRAINING AND MENTORING (PACT)
PROGRAM

For
GOODWILL Industries of Upstate/Midlands, SC INC
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Evaluation of PACT

REPORT

Goodwill Industries of Upstate/Midlands South Carolina, Inc. in partnership with the Office for the Study of Aging (OSA), University of South Carolina, launched The Goodwill CNA Job Training and Mentorship Pilot Program or PACT (Partnerships Around CNA Training and Mentoring Program) in early 2011.

Two goals were agreed to:

GOALS:

1) The PACT program will increase retention of Goodwill CNA Trainees
2) The Chronic Disease Management Course increases the CNAs knowledge

The components of the project included persons being recruited, trained and certified as CNAs by Goodwill. An OSA and Goodwill representative then recruited nursing facilities to participate in the program which included the facilities identifying CNAs to be Mentors to the new Goodwill CNAs. OSA adapted a Mentor Training utilizing the training handbook developed by *Growing Strong Roots: Peer Mentoring of CNAs to Enhance Retention and Care*” (Foundation for Long Term Care, Inc) and then provided that training for the participating facilities chosen CNAs. All CNAs and Mentors were then encouraged to attend Lunch & Learn (L & L) session over a 12 month time period.

The Lunch & Learn sessions were based on the Chronic Disease Management Course developed by USC School of Medicine and Duke University.

The evaluation components include a report on the Training, Certification and Retention of Goodwill CNAs; Results of the Lunch & Learn Sessions; the Mentor Program evaluation; Overall comments from a sample of participants.

Summary:

Mentored CNAs appear to be retained as workers for a longer period of time than non-mentored CNAs. Mentor training builds confidence in CNAs and provides a support person to rely on for the new CNAs at facilities. The L&L topics were well received by both Mentors and new CNAs as a source of information to build upon the basics they were taught in training.
TRAINING CNAS

Goodwill recruited and contracted with SC Nurse Aide Training Programs to train 44 persons as CNAs over the time period. There were 3 classes: March 2011 with 16 trainees; April 2011 with 16 trainees; October 2011 with 12 trainees. Goodwill then paid for the certification exam for the CNAs who completed the training and elected to take the exam.

CERTIFICATION

- 29 (66%) of the Goodwill trainees became certified CNAs by testing and passing the National Nurse Aide Assessment Examination.

- 15 (34%) did not pass the certification examination.

  6  (40%) of those were employed to work in long term care agencies

  9  (60%) were lost to follow up.

EMPLOYMENT OF CERTIFIED CNAs

- 21 (72%) Goodwill CNAs were offered positions in Long Term Care agencies, this includes partnering and non-partner facilities.

- 8 (27%) certified Goodwill CNAs were lost to follow-up either by disconnected phones, moved, or not working in long term care

RETENTION  (Determined by known date of Hire to the last date of contact available)

- 13 (44%) certified Goodwill CNAs were offered positions in facilities participating in the PACT Mentor program.
  Agape Senior Care hired 8, 1 person was offered a position but did not take the offer
  Brian Center hired 1
  White Oak hired 3; Presbyterian hired 0.

Non Mentored Certified CNAs

- 8 Goodwill CNAs were hired by other long term care agencies (Nursing Facilities or Home Health Agencies)  Table 1 shows the number of CNAs that worked for
a specific period of time from 0 months, 1-3 months, 4-6 months, 7-9 months, 10-12 months

**TABLE 1 Retention of Mentored vs. Non-Mentored Goodwill CNAs**

<table>
<thead>
<tr>
<th>Retention in groups of months</th>
<th>Number of Mentored CNAs Working each length of time in a Partnering Facility</th>
<th>Number of Non-Mentored CNAs Working each length of time in any type of Facility</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 months</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>1-3 months</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>4-6 months</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>7-9 months</td>
<td>5</td>
<td>1</td>
</tr>
</tbody>
</table>

**Lessons Learned**

*Based on the information gathered, the Mentored CNAs have a 5.9 average months of employment compared to non-mentored CNAs with a 3.8 average months of employment. This difference is not significant, however the average number of months employed does indicate that the Goodwill CNAs are working longer in their positions.*

**LUNCH AND LEARN (L&L)**

The L&L session content and topics were adapted from the “Home Care Chronic Disease Prevention Program” a collaboration of Duke University Medical Center and the University Of South Carolina School Of Medicine.

Each session consisted of a Pre Test; Wellness Minute, Mentoring Corner; Chronic Disease Topic of the Day, and a post test.

The “Wellness Minute” each month emphasized the importance of health and wellness for the CNAs. In order to perform their jobs to the best of their abilities, CNAs were educated on health and wellness topics and encouraged to maintain their own health. CNAs also learned how to use SMART goals to make healthy lifestyle changes.

The “Mentoring Corner” was a brief portion of the L & L which served as booster session for PACT Peer Mentors. During this portion of the L&L, mentoring strategies learned in the mentor training were reinforced in different formats. It was also used to encourage the peer mentors and re-emphasize the support they would provide to the mentees present at the L&Ls.
Table 2 shows the date of each Lunch and Learn session, the topic, the number of mentors in attendance, the number of CNAs in attendance and the number of “New Mentors” in attendance who were trained after the 5th L & L.

**TABLE 2 Topics Dates and Attendance at Lunch and Learns**

<table>
<thead>
<tr>
<th>Date</th>
<th>Module</th>
<th>Topic</th>
<th>Mentors Attending*</th>
<th>CNAs Attending</th>
<th>New Mentors Attending**</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/27/2011</td>
<td>1</td>
<td>Health &amp; Wellness</td>
<td>6</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>8/30/2011</td>
<td>2</td>
<td>Changes in Your Resident</td>
<td>5</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>9/28/2011</td>
<td>3</td>
<td>What About Hypertension?</td>
<td>7</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>10/26/2011</td>
<td>4</td>
<td>Dementia Delirium Depression: What’s What?</td>
<td>5</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>11/30/2011</td>
<td>5</td>
<td>Heart Failure: Making a Difference</td>
<td>6</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>12/21/2011</td>
<td>6</td>
<td>Nobody Wants to Talk About It: Incontinence</td>
<td>4</td>
<td>6</td>
<td>5</td>
</tr>
<tr>
<td>1/26/2012</td>
<td>7</td>
<td>What You Need to Know About Diabetes</td>
<td>3</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>2/29/2012</td>
<td>8</td>
<td>It’s a Heart Attack!</td>
<td>6</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>3/30/2012</td>
<td>9</td>
<td>Stroke: Patience Needed</td>
<td>2</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>4/26/2012</td>
<td>10</td>
<td>“I can’t breathe”: COPD</td>
<td>6</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>5/30/2012</td>
<td>11</td>
<td>The Last Stage of Life</td>
<td>5</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>6/27/2012</td>
<td>12</td>
<td>Review and Farewell</td>
<td>7</td>
<td>2</td>
<td>5</td>
</tr>
</tbody>
</table>

*7 mentors were trained prior to the 1st Lunch and Learn
**5 New mentors completed their training after the November Lunch and Learn

Each L&L included a pre and post test to measure the amount of information learned. All sessions showed an overall improvement in information gained. Table 3 shows the percent improvement in the scores from the pre test to the post test by the participants as a group.

**TABLE 3 Group Average Pre and Post Test Results and Percent of Improvement**

<table>
<thead>
<tr>
<th>Module Number</th>
<th>Group Average Pre Test</th>
<th>Group Average Post Test</th>
<th>Percent Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>82%</td>
<td>92%</td>
<td>10%</td>
</tr>
<tr>
<td>2</td>
<td>54%</td>
<td>88%</td>
<td>34%</td>
</tr>
<tr>
<td>3</td>
<td>67%</td>
<td>75%</td>
<td>8%</td>
</tr>
<tr>
<td>4</td>
<td>56%</td>
<td>85%</td>
<td>29%</td>
</tr>
<tr>
<td>5</td>
<td>89%</td>
<td>97%</td>
<td>8%</td>
</tr>
<tr>
<td>6</td>
<td>75%</td>
<td>85%</td>
<td>10%</td>
</tr>
<tr>
<td>7</td>
<td>55%</td>
<td>86%</td>
<td>31%</td>
</tr>
</tbody>
</table>
At the final L &L, all participants completed an evaluation survey on their experiences in the PACT program.

Scale: 1 = Very Satisfied - 4 Dissatisfied

1. How satisfied are you with:  
   Average Score  |  Translation
   Lunch and Learn training  |  1.2  |  Very Satisfied
   The information you learned  |  1.2  |  Very Satisfied
   Your experience as a mentor  |  1.2  |  Very Satisfied

Scale: 1 = Very Effective - 4 Not at all Effective

2. How effective was:  
   Average Score  |  Translation
   Carol Cornman as an instructor  |  1.  |  Very Effective
   The mentor training  |  1.  |  Very Effective
   The Mentoring Corner  |  1.  |  Very Effective
   The Wellness Minute  |  1.  |  Very Effective

3. Which 3 topics did you find most useful
   _9_ Health & Wellness
   _6_ Heart Failure: Making a difference
   _5_ "I can’t breathe": COPD
   _4_ The Last Stage of Life
   _3_ What You need to Know About Diabetes
   _3_ Dementia Delirium Depression: Whats What?
   _2_ Stroke: Patience Needed
   _2_ Nobody Wants to Talk About It: Incontinence
   _1_ Changes in your Resident
   _1_ What About Hypertension
   _0_ It’s a Heart Attack!
4. Any comments about the Mentor program/Lunch and Learn Sessions/Mentoring Corner/ Wellness Minute?

**Mentors Comments:**

1. The one thing I have gotten out of this program were the tools to help a new person coming into the role of a CNA. But to realize it also gave me the tools to help prepare my daughter to help take care of her grandmother who recently came to live with us from Florida. So as I work in the daytime she cares for mother-in-law and I take over in the evening and I use the tools that I have learned from this program.

   My smart goal was to stop drinking Pepsi and to this day I am down to 1 24oz. a day.

2. Although I have been working in nursing homes for 10 years and thought I was knowledgeable about the diseases that affect the residents, I found I didn’t know as much as I thought I did. Thank you for the Lunch and Learn.

3. (No) I really learned how to deal with the stress on the job. I enjoy the mentoring corner and maybe you need to go to different facilities about how to handle stress on the job! Thanks

   Since we had an employee who died about 2 months ago learning about her diseases made me more aware of what’s going on because of this I saved my friend’s Life.

4. This program is wonderful for the simple fact it allows new CNAs to get a job and to start with a friend/mentor and that’s the best way to start a new job.

5. Hopefully we can do it again. It was very informative. Got to meet new interesting people. Helping a CNA Learn this field has been very rewarding.

6. I loved attended the class. They were very informative and very educational. I have learned so much. You all made it fun and wanting to learn more. You all were “great” teachers. I appreciate all that you have done for me.

   You have never learned enough, there’s always something new. I truly have learned more with this program and wanted to. You all have made time in this class fun and me wanting to not miss a class. Thanks for making learning fun again.

7. I wish we could have it all the time.

   What I got out of the program was that everyone doesn’t work@ the same pace. It made me realize that I need to take time out with new CNAs to show them the right way to do things but not to rush them let them work @ their own pace.
8. It was always great, well prepared and presented on time and with great information. Wellness Min. really help put things in a better order and broke down things to help you be a winner and to reach your goal.

Really helped to guide new CNAs to look for things to help the pts. And to work as a team player and keep a positive attitude!

9. I really got a lot out of the mentor program. I feel that I have learned a lot about mentoring. I believe that I have improved my mentoring skills.

I was a Blessing for me to be a part of this mentoring program. I have really learned a lot, and I now can be a resource for others in my community!

10. It was a great program. I thank you guys for allowing me the opportunity to be involved.

11. Everything was very informative. I enjoy meeting everyone and learning things that I thought I knew. I have a very good time.

I really think that this is one of the best programs. We need lots of CNA, they are the, or should I say we are the backbone of patients, and residents care. It was very important to me that I could be here. I have worked more than twenty years in this field, and every time I came, I took something with me. Please keep this program in place, it is needed.

12. Only that it’s a great program and that I wish to stay connected with the program just to never stop growing, being a better person, and to a part of the future.

Life is to short, to not want to be a role model. Learn, and breathe out what you learned. Love the most in every thing that you do.

I have truly learned so much through this program. I learned to be a Mentor, caring for people, and learning the health facts. I pray that next year I can be a part of this growing love program.

MENTEES POST EVALUATION OF THE PACT (GOODWILL) PROGRAM  (N=2)

Scale:  1 = Very Satisfied    -  4 Dissatisfied

<table>
<thead>
<tr>
<th>How satisfied are you with:</th>
<th>Average Score</th>
<th>Translation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lunch and Learn training</td>
<td>1.0</td>
<td>Very Satisfied</td>
</tr>
<tr>
<td>The information you learned</td>
<td>1.0</td>
<td>Very Satisfied</td>
</tr>
<tr>
<td>Contact with other CNAs</td>
<td>1.0</td>
<td>Very Satisfied</td>
</tr>
<tr>
<td>Your experience being mentored as a new CNA</td>
<td>1.5</td>
<td>Very Satisfied</td>
</tr>
</tbody>
</table>
Scale: 1 = Very Effective - 4 Not at all Effective

2. 2. How effective was: 

<table>
<thead>
<tr>
<th></th>
<th>Average Score</th>
<th>Translation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Being in the mentor program</td>
<td>1.</td>
<td>Very Effective</td>
</tr>
<tr>
<td>Carol Cornman as an instructor</td>
<td>1.</td>
<td>Very Effective</td>
</tr>
<tr>
<td>The Wellness Minute</td>
<td>1.</td>
<td>Very Effective</td>
</tr>
<tr>
<td>The Mentoring Corner</td>
<td>1.</td>
<td>Very Effective</td>
</tr>
</tbody>
</table>

3. Which 3 topics did you find most useful

_1_ Health & Wellness
_1_ What About Hypertension
_1_ Dementia Delirium Depression: What's What?
_1_ What You need to Know About Diabetes
_1_ The Last Stage of Life
_1_ "I can't breathe": COPD
_0_ It's a Heart Attack!
_0_ Nobody Wants to Talk About It: Incontinence
_0_ Changes in your Resident
_0_ Heart Failure: Making a difference
_0_ Stroke: Patience Needed

4. Any comments about the Mentor program/Lunch and Learn Sessions/ Wellness Minute/Mentoring Corner?

**Mentees Comments:**

1. I like it all. It was very nice. Thank you for all your help and work. I can not tell you how much you helped me. You helped me to quit smoking before the year was up. Thank you.

2. Provide take home copies of lunch and learn topics. The topics for lunch and learn were very informative. I was able to use what I learned about diabetes to recognize when a resident was experiencing a low blood sugar episode.

**MENTOR PROGRAM EVALUATION**

Twelve CNAs were selected by their PACT facility administration to be “Mentors” for the certified Goodwill CNAs hired by the facility. Table 4 explains the concepts covered in the Mentor training. The Mentors completed the training following a pre test on the concepts listed in column 1 (Col 1). Column 2 is the question asked on the test before and after the mentor training. Column 3 is the group average score for the pre test and column 4 is the group average score for the post test.
TABLE 4 Summary of the Pre and Post Test Results of the Mentor Training

<table>
<thead>
<tr>
<th>COL 1</th>
<th>COL 2</th>
<th>COL 3</th>
<th>COL 4</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>How confident do you feel about demonstrating good resident care to a new CNA?</td>
<td>Pre</td>
<td>Post</td>
</tr>
<tr>
<td>Q1 (Role model)</td>
<td>How confident do you feel with helping new CNAs to find their way around the facility?</td>
<td>4.67</td>
<td>4.92</td>
</tr>
<tr>
<td>Q2 (Social Support)</td>
<td>How confident do you feel with helping new CNAs in becoming socially accepted within your facility?</td>
<td>4.83</td>
<td>5</td>
</tr>
<tr>
<td>Q3 (Social Support)</td>
<td>How confident are you with identifying training needs of a new CNA?</td>
<td>4.75</td>
<td>4.92</td>
</tr>
<tr>
<td>Q4 (Tutor)</td>
<td>How confident are you in your ability to be a resource to a new CNA?</td>
<td>4.75</td>
<td>4.83</td>
</tr>
<tr>
<td>Q5 (Peer Resource)</td>
<td>How confident are you in communicating in a positive manner?</td>
<td>4.75</td>
<td>5</td>
</tr>
<tr>
<td>Q6 (Communication)</td>
<td>How confident are you in projecting a positive attitude about your job?</td>
<td>4.83</td>
<td>5</td>
</tr>
<tr>
<td>Q7 (Attitude)</td>
<td>How confident are you in demonstrating compassion to others on the job?</td>
<td>4.92</td>
<td>5</td>
</tr>
<tr>
<td>Q8 (Compassion)</td>
<td>How confident are you in your ability to influence others to do what is right?</td>
<td>4.75</td>
<td>4.92</td>
</tr>
<tr>
<td>Q9 (Leadership)</td>
<td>How confident are you in your ability to manage conflict on the job?</td>
<td>4.67</td>
<td>4.91</td>
</tr>
<tr>
<td>Q10 (Leadership)</td>
<td>How confident are you about getting help from your supervisor when you need it?</td>
<td>4.83</td>
<td>5</td>
</tr>
</tbody>
</table>

Q12 Comments about the training by the participants.

1. I believe the training to be very informative and am excited to use the techniques introduced.
2. Very good, put together well and presented well, also done in a timely fashion. I really think it will help all the way around. Thanks
3. I feel that this program is a new start for everyone. It allows people to regroup and become better people, caregivers. Some of the best people who work in the field are the ones who know nothing but want to learn. At the start of the class the poem becomes more powerful at the end of the class.
4. I really enjoyed it. It was very helpful and I learned something new. I love to attend any further classes on Peer Mentor. The teacher/speaker was wonderful. Thanks so
much for inviting me today.

5. I learned a lot today. I also enjoyed listening and talking to other CNAs that go through the same things we go through at our facility. It's good to know that we aren't the only ones who go through those types of problems.

6. I learned a lot! Thank you for the opportunity and your time.

7. It's very easy when you want to help someone do their very best.

8. I really enjoyed meeting fellow mentors & I learned a lot of new things. I especially liked the idea of using "I" statements instead of "you statements.

9. This mentor Training was one of the best Training sessions I've had. I really got a lot out of it.

10. I really enjoyed the training and found it to be very fun. I can't wait to put what I learned to use.

11. It has gave me a refreshment. It showed me that I do having meaning to my facility and without me there is no them. I did enjoy the exercises!!

12. I think the training program was very informational. It helped me to the point of knowing I need to work on my "I" and "you". It broke down how to solve problems in a different way. I really enjoyed it.

NURSING FACILITY ADMINISTRATORS FINAL COMMENTS

At the conclusion of the PACT Project, an interview was sent to each administrator. This interview was conducted by telephone with the person selected by the administrator to respond. The topics covered by the survey were Hiring of PACT CNAs, Peer Mentor Training, and Lunch & Learn sessions.

Facility Responses: 4

Number of Mentors 12 (3 at each facility)  Number of CNAs from PACT 12

Hiring PACT CNAs: The PACT Project involved hiring newly trained and certified nurse aides through the Goodwill CNA Job Training Program. The following questions are about your experience with hiring PACT CNAs. (1 facility did not hire any CNAs)

1. Overall, how satisfied were you with the PACT CNAs hired through the Goodwill?
   Very satisfied ____ Satisfied _1__ Slightly satisfied _2__ Dissatisfied ____

2. Compared to other newly trained CNAs, how would you rate the PACT CNAs?
   Better prepared ____ Same level of preparation _2, _ Less prepared _1__

3. Please share any other comments about working with Goodwill in hiring CNAs.
   Good Job
Need a greater emphasis on work ethics; 1st CNA couldn’t work full time (hired 2 more worked 3-4 days—no call in and no show up) Maybe need a penalty for missing work.

Better prepared for on the job training. Only 1 still here. Quit without notice. Worker didn’t want the hours offered.

**PACT Peer Mentor Training:** Your facility identified stellar CNAs to receive additional outside training on peer mentoring to support the new PACT CNAs through the PACT Program. The following questions are about your experience with the PACT Peer Mentor training.

4. Overall, how satisfied were you with the PACT Peer Mentor training?
   Very satisfied _3__  Satisfied _1__  Slightly satisfied ___ Dissatisfied

5. How effective was the PACT Peer Mentor training?
   Very effective _3__  Effective _1__  Not very effective ___ Not at all effective

6. From your perspective, what impact did PACT Peer Mentor training have in your facility?
   2. Helps CNA more well rounded, more confident, a go to person; support right there; hands on persons available
   3. More confident in their job.
   4. Add additionally to skills already learned; reinforced knowledge

**Lunch & Learn Sessions:** PACT Peer Mentors and newly trained CNAs participated in monthly workshops on Chronic Disease Management, Wellness Promotion, and Mentoring Support. The following questions are about your experience with the PACT Lunch & Learn Sessions.

7. Did you feel the Lunch and Learn sessions were beneficial for your CNAs?
   Very beneficial _4__  Beneficial ____  Not Beneficial at All ___

8. What difference (if any) in confidence did you observe in your CNAs who attended the Lunch & Learns?
9. What difference (if any) in competence did you observe in your CNAs who attended the Lunch & Learns?
   A lot _____ Some_3____ A Little _____ No changes _____

10. Please share any other comments about the PACT Lunch & Learn Sessions.
    1. Wonderful training opportunity for our CNAs as well as new folks entering the field.
    2. Helped be accountable knowing they take job seriously. Gave better because could ask questions “Wonderful “Program
    3. Level of CNA chosen, we sent Good CNAs, mainly improved confidence. Would like to send less competent CNAs. Facility definitely gained with exp mentors. This could be offered a couple of times a year. Afternoon with cookies and milk. Other Topics: People and interpersonal skills; getting along with family; conflict with family /supervisor.
    4. Reinforced confidence; shared information with others; felt important.

SUMMARY IN NUMBERS

Recruited and completed CNA Training 44
Passed the Certification Exam as a CNA 29 (66%)
Trained CNAs Hired in Long Term Care Work 27 (61%)
(21 Certified; 6 not certified)
Certified CNAs Offered positions by a PACT Mentor Facility 13 (44%)
Certified CNAs Worked in PACT Mentor Facility 12 (41%)
(1 refused the job offer)
Certified CNAs Working in non PACT Agencies 8 (27%)
PACT Mentor Facilities 4
Number of Mentors Trained 12
  Presbyterian Communities 3
  Agape 3
  Brian Center 3
  White Oak Manor 3
Number of CNAs hired at PACT Facilities
- Presbyterian Communities: 0
- Agape: 8
- Brian Center: 1
- White Oak Manor: 3

Lunch and Learn
- Number of Mentors that attended at least 5 L&L: 12
- Number of CNAs that attended at least 1 L&L: 15

LESSONS LEARNED

Through a mentoring program, experienced CNAs became more confident in their skills.

All the Mentors and the CNAs who attended The Lunch & Learn Sessions adapted from the “Home Care Chronic Disease Prevention Program” showed an increase in their knowledge of the signs and symptoms of chronic diseases.

Goodwill’s recruitment of unemployed workers, having them trained appropriately, and paying for their certification provided a workforce of much needed CNAs. Their trainees had a 66% pass rate for certification and 61% were employed into the long term care workforce.

Working with facilities to hire this workforce required more time and effort than was anticipated.

This particular workforce may need some reinforcement on work readiness issues such as being able to identify barriers when offered full time employment.