



# LEVEL-UP

*Break Down Barriers. Build a Winning Workforce.*

*A product of nTech Workforce*

“A high and rising wealth premium enjoyed by the average bachelor’s degree family and the average post-graduate family in aggregate data in fact masks a lower and declining premium across successive birth cohorts. Among families with heads born in the 1980s, the college wealth premium weakens to the point of statistical insignificance with the single exception of White bachelor’s degree families, for which it remains positive but much smaller than that enjoyed by previous cohorts. Results were similar for all races and ethnicities.” ”

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This exclusive guide provides an in-depth overview to nTech's latest product, LEVEL-UP, a program to place people in entry-level jobs and train them through gateway occupations into advanced occupations.

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**LEVEL-UP**

## Program Overview

### The Challenge:

Contingent workforce leaders, customer service managers, technical support managers, and other frontline supervisors work tirelessly to improve the retention and productivity of their workforces. Concurrently, business leaders in software engineering, marketing, data science, cyber security, and other technical fields are overworked and need more qualified workers to fill vacancies on their teams.

### The Opportunity:

A workforce development model for the contingent workforce promises a more adaptable and resilient workforce, higher productivity, greater retention, increased professionalism, a talent pipeline for specialized occupations, greater cost control, a more diverse workforce, and considerable social impact. Call centers will experience fewer quality concerns, and technical teams will have a consistent feed of qualified workers.

### The Solution:

During a meeting with a Fortune 100 client, a global non-profit, and a globally recognized contingent staffing managed service provider, nTech Workforce identified the challenges mentioned above and the idea for *The Labor Equity for Vacancies and Evangelists of Learning for Underrepresented Populations* (LEVEL-UP) was born.

LEVEL-UP is a program that introduces adaptable and resilient professionals into frontline positions and dramatically increases the quality and efficiency of hiring through a vision for a better future.

nTech Workforce places pre-qualified workers into jobs and constructs purpose-built learning pathways to establish a talent pipeline for your most pressing business and hiring needs. LEVEL-UP is more than transcending the "War for Talent" and "Great Resignation" -- today's challenges; LEVEL-UP is an exclusive experience afforded to the most qualified, resilient and adaptable workers. While maintaining the flexibility of a contingent workforce, LEVEL-UP is an investment into the professional development of your greatest assets.

# Community Advocates

Sustaining and scaling workforce development solutions requires a strong network of public, private, and social sector partnerships. With deep roots in the community, nTech Workforce builds consortia of community-led organizations to ensure equity and provide direct case management support to trainees.

**LEVEL-UP** clients gain access to our community advocates and their national networks.



## United Way of Central Maryland (UWCM)

UWCM has a strong network of nonprofits in the region, which assists with case management and wrap-around services for trainees.



## Opportunity@Work

Through Opportunity@Work's platform, Stellarworx, our team sources qualified candidates trained by some of the best training providers in the country, such as YearUp, ByteBack, Job Corps, and more.

## Community Advocates & Trainees

While this list represents our current engaged partners, their engagement will be tailored based on cohort needs, location, and background. Additionally, Trainees will be grouped with a technical lead to help them thrive on the job, a mentor & coach to guide their journey, customer-advocates to break down barriers and host equitable pathways, and wrap-around health, human, and social services.

# Who Should Consider LEVEL-UP?

Executives and other leaders in Procurement, Human Resources, Engineering, Cyber Security, Business Intelligence, Marketing, Customer Success, and other technical fields will be interested in learning about LEVEL-UP.

They support professional development and reinforce workforce stability and productivity.

## How do we know this will work?

•In 2008, a large medical insurer in Maryland implemented an internally-managed contingent staffing program with Beeline that they matured over the next eight years. By 2016, they identified several job categories which were “evergreen” and being filled by some of the same workers time and time again. They implemented one of the first managed direct-sourcing programs in 2016, selecting nTech to curate talent pools and optimize the use of direct-sourced and referred candidates.

They **reduced costs by \$3.6 million** over 5 years (4.8%) and **reduced time-to-fill by 5 days** (17.9%) by curating a talent pipeline. Within one year, they expanded from an information technology pilot to new business areas.

•In 2020, during the height of the pandemic, employers furloughed or terminated workers as an immediate response to government mandates. Not nTech; we didn’t lay-off dozens of our hardest-working, front-line workers. We knew our customers needed us to be flexible, to be ready for their immediate hiring needs following temporary closures.

We **delivered a first-of-its-kind training program** to those without active jobs, paying these employees regular wages, continuing all benefits, and providing virtual training to improve job readiness. When our clients needed workers, our employees were **ready to get back to work**; they were **better prepared** and among the **most qualified**. nTech not only deepened trust with our employees but **saved dozens of jobs** in the process.

## Why do programs like LEVEL-UP make a difference?



DEI



Education



Supports Veterans



Poverty



Social Justice



Workforce Development



# How are Candidates Selected?

Our team will prescreen, enroll, and on-board trainees & supporting staff. Prescreening includes a background check per customer specifications and an assessment to measure adaptability and resilience. We recognize that trainees will come from varying backgrounds and may need additional support, but we'll close gaps in access to equipment and pathways.

Some trainees may resign of their own volition but we'll mitigate external influences by offering resources to enable their success. We'll also assess candidates to ensure they meet minimum expectations for reading & math comprehension, digital literacy, IT fundamentals, or other relevant skills.

## What is the size of each cohort and why?

Cohort sizes can be flexible but should be a minimum of 10 and no more than 30. We'd like them to be large enough to give us a good sample size and protect against some attrition but small enough to foster comradery among participants.

## Example - Candidate Progression by Level

Development will look different for each client. This example is of a trainee cruising the career highway from Customer Service Rep to Salesforce Developer:

### •Entry-Level Role

Level I: Customer Service Representative

Level II: Lead, Customer Service

### •Gateway Occupation

Level III: Technical Support Representative

Level IV: Lead, Technical Support

### •Specialized Occupation

Level V: Salesforce Administrator

Level VI: Lead Salesforce Administrator

### •Subject Matter Expert

LEVEL VII: Salesforce Developer

# How will We Measure Success?

## Success metrics for solving hiring challenges in the private sector

- Tenure/negative attrition
- Time to fill
- Cost savings
- Net promoter score
- Assimilation to productivity
- Workforce diversity (in alignment to communities served)

## Success metrics for improving the lives of trainees

- High success rate (lower unemployment rates) among program graduates
- Higher wages or salaries among program graduates
- High satisfaction rates during onboarding, throughout the program, and after graduation
- A positive outlook on future job opportunities; improvements from before the program
- Credentials earned by program graduates
- Homelessness among program graduates
- A lower number of government benefits being used by program graduates





# Financial Commitment

In addition to fixed, agreed upon bill rates per job classification, nTech charges an additional fee to provide training, **not to exceed 5%**. The client is charged an all-inclusive bill rate inclusive of all taxes and fees, which includes the costs of implementation, program management, and the continual recruitment, management, and training of workers: sourcing, pre-screening, ongoing payroll, learning & development, case management & wrap-around services, coaching & mentoring. Fees are inclusive of ongoing monitoring of the program, including adherence to service-level agreements, which are negotiated around key success metrics for the program.

**5%** **LEVEL-UP** Investment Overview  
Market rate per job classification with an additional fee to provide training not to exceed 5%

## Investment Overview

### *A True Partnership*



Clients are expected to define clear talent pipelining objectives, provide an inclusive culture, and demonstrate a willingness to build equitable pathways. nTech's services involve consulting with clients to define hiring and learning objectives, sourcing talent and building cohorts from underrepresented groups, and defining career pathways that meet long-term needs.

We expect there to be barriers to adoption of LEVEL-UP, but clients must be willing to accept some risk associated with enabling the development of trainees.

Client's must be forthcoming in discovery to

share details of existing contingent workforce operations, possible barriers to adoption, current representation and preferred underrepresented group (URG) to support, and other details to effectively evaluate whether LEVEL-UP is a good fit.

nTech will continually engage trainees, their coach, our community partners, and our clients to optimize the program. Clients will need to commit, at a minimum, to one-to-one quarterly business reviews and provide feedback to nTech. Ideally, clients will commit to providing more regular (monthly) feedback from the business.



## READY TO TAKE ACTION?

We're selecting five partners over the next 12 months and look forward to hearing from those who share our team's passion for improving access to great jobs.

A brief overview of existing contingent staffing operations and a short explanation of how LEVEL-UP may benefit your business and community would be helpful to jumpstart a dialogue.

## CONTACT US



(877) 683-2448



[level-up@ntechworkforce.com](mailto:level-up@ntechworkforce.com)



[www.ntechworkforce.com](http://www.ntechworkforce.com)



6721 Columbia Gateway Drive, Suite 150, Columbia, MD 21046