

HOPE D. ARTHUR

WORKFORCE DEVELOPMENT LEADER

Strong leader with a proven record of aligning and implementing strategy, talent, equity, training, resources, and partners to meet organizational objectives. Skillful at creating win-win partnerships with senior leaders, colleagues, stakeholders, and cross-functional teams. Demonstrated ability to thrive in both independent and collaborative working environments. Robust written and oral communication and presentation skills. Adept at managing complex and multiple priorities concurrently. Highly effective change agent.

SIGNATURE QUALIFICATIONS

**Workforce Development
Project Management
Business & Financial Acumen**

**Organizational Development
Strategic Planning
Performance Manager**

**Change Management
Relationship Management
Connector/Grant**

SIGNIFICANT ACCOMPLISHMENTS

- Led collaboratives of employers, education, community organizations, funders, and workforce partners to serve 4 in-demand industry sectors (Advanced Manufacturing, Construction, Healthcare and Supply Chain).
- Oversight for more than \$1m in grants, as well as pursuit of additional funding as needed. Secured \$460k in new grants for the region to support innovation and pilot programs (Bill & Melinda Gates, JP Morgan Chase, Anthem, and Lumina Foundations).
- Awarded \$250,000 JPMorgan Chase grant to build a Regional Registered Healthcare Apprenticeship system to increase high school graduation rates and improve the amount of diversity of people entering the Healthcare field. Results achieved:
 - Developed first in-state Healthcare Pre-Apprenticeship (high school graduation credential) with Cincinnati Public Schools. Launched pilot in 1 high school; 15 students earned OhioMeanJobs Work Readiness Seal; 4 students received pre-apprenticeship credential.
 - Assisted 2nd school district in creating and gaining state recognized Healthcare Pre-Apprenticeship
 - Developed and launched first in-state Sterile Processing Apprenticeship. First hospital system's pilot included hiring 2 apprentices.
- Created and implemented a \$300k medical coding project which resulted in 160+ hospital coders being prepared for a mandatory conversion to the new ICD-10 standards.
- Collaborated with Wright-Patterson Air Force Base to create and execute the region's first Public-Public/Public-Private Shared training partnership agreement. This collaboration enabled the following:
 - Base personnel were provided in-demand training in Leadership, Supervisory skills, Program Management and Lean principles.
 - The college gained access to providing highly valued Aircraft Rescue and Fire Fighting courses utilizing the Base's expertise, instructors, and equipment.
- Managed the Sinclair Center, one of the largest conference centers serving 100k+ visitors annually. Through exceptional sales and service standards, retained 100% of association clients, representing over 500 events per year. Increased gross profit margin by 10% and improved non-food revenue from \$1.8m in 2007 to \$2m+ in 2010.
- Managed hotel operations achieving over 110% of budgeted gross operating profit. Increased annual GOP from 19.78% to 30.26% in 1 year.
- Served on President's Leadership Council, a group of the top 50 college administrators. Selected to lead articulation efforts between the Provost and Workforce Development offices. Created articulation agreements for Industrial Maintenance, Information Technology Certification and Customer Service programs.

PROFFESIONAL EXPERIENCE

The Health Collaborative

2020 – Present

Director, Workforce Innovation

- Direct an employer-led, multi-stakeholder healthcare sector strategy partnership to help employers better attract, retain, and advance a skilled workforce.
- Convene partners to build, register and launch Medical Assistant Apprenticeship Program. Pilot cohort included a total of 11 apprentices from two health systems.
- Secured \$128,600 in new grants year one to assist employers in improving employee retention through job quality initiatives, increase the amount and diversity of individuals in the healthcare talent pipeline through enhanced student career exploration programs, and reduce disparities in high school student outcomes through building student-informed interventions.
- Designed and launched website (<http://workforce.healthcollab.org>), featuring multiple resource portals to better support and connect students, educators, employers and job seekers to our services, partners, programs and resources.

Partners for a Competitive Workforce

United Way of Greater Cincinnati

2016 – 2020

Interim Executive Director

- Led strategic planning and positioning to align work with PCW and UWGC mission, values, and strategic priorities during a period of significant organizational change.
- Secured \$460,000 in new grants into the region to design and build programs and partnerships to advance a skilled workforce, meet current and emerging workforce needs, and invest in equitable outcomes (Bill & Melinda Gates, JPMorgan Chase, Anthem, and Lumina Foundations).
- Aided employers in adopting “Good Jobs Strategies” to more successfully attract, retain and provide advancement opportunities for workers.
 - Assisted one long-term care employer in shifting attendance and scheduling policies, resulting in a reduction of open positions from 41% in 2017 to less than 8% in 2019
- Aligned with national thought leaders such as the National Fund for Workforce Solutions and National Skills Coalition to develop and share workforce best practices, policy agenda and needed system changes.

Director, Health Careers Collaborative of Greater Cincinnati

- Directed employer-led, multi-stakeholder career pathway initiative to build in-demand healthcare workforce.
- Partnered with employers, educators, community-based organizations, professional associations, chambers, workforce investment professionals and funders to build high function career pathways for diverse students, underemployed individuals, and incumbent workers to meet employers’ talent needs.
 - Served 1,000+ people per year with 89% completing training, more than 825 credentials earned and 82% obtained employment.
- Developed Regional Registered Healthcare Apprenticeship System to increase size and diversity of healthcare talent pipeline, including first-in-state Sterile Processing Tech apprenticeship.
- Guided Cincinnati Public Schools in creating its first-in-state Healthcare Pre-Apprenticeship that met high school graduation requirements. Provided Goshen Local Schools direction in adapting the state-recognized Healthcare Pre-Apprenticeship credential for their district.
- Engaged employers in worker-focused strategies to improve employee attraction, retention, and advancement opportunities. Consulted to understand challenges and shared metrics and tools to measure and improve policies and practices that were resulting in unintended consequences including higher staff turnover.

Sinclair Community College, Dayton, Ohio
 Director, Workforce Solutions

2007 – 2016

- Developed and managed 6 of the division's largest key accounts, growing annual service contracts to ~\$300,000 through performing detailed needs assessment and developing custom workforcesolutions
- Teamed with Montgomery County to support Fuyao Glass America's initial hiring efforts. Leveraged relationships with more than 35 community organizations to expand talent pool. Hosted recruitment events, attracting 2000+ job seekers. Efforts produced 2,850 initial applicants. Success evidenced by Fuyao's decision to double its hiring to 1500 workers and increase its investment to \$360m at the Moraine site.
- Built and positioned the division's primary training and consulting services for process improvement, supply chain management and logistics, defense acquisitions, call center and customer service.

EDUCATION

Butler University, Indianapolis, IN
 Bachelor of Business Administration

PROFESIONAL, COMMUNITY & VOLUNTEER EFFORTS

Ohio Workforce Coalition: Leadership Committee

National Skills Coalition Supportive Services Academy: State of Ohio Team Member

GROW NKY (*Growing Regional Outcomes through Workforce Northern KY*): Employer Policy and Practices Pillar Chair; Steering Committee Member

Cincinnati Public Schools Career Tech Advisory Committees: CPS District, Riverview East Academy, Woodward Career Technical High Schools and Hughes STEM High Schools

Cincinnati Children's Community Development & Capacity Building Advisory Committees

Montgomery County Workforce Investment Board: Employer Advisory Committee Co-Chair

International Association of Continuing Education & Training: Board Member

The Better Business Bureau: Center for Business & Consumer Ethics Board Member

Leadership Dayton: Class of 2009

BOARD, COMMITTEE & FUNDRAISING LEADERSHIP

American Heart/American Stroke Association

Mercy Neighborhood Ministries

Clothes that Work!

House of Bread

Ronald McDonald House

Dayton Area Chamber of Commerce

United Way

March of Dimes

YWCA Dayton