

# Herbert J. Hoelter Vocational Training Center



Charlotte, North Carolina



NCIA's **Herbert J Hoelter Vocational Training Center (VTC)** opened in Charlotte in January 2020 to provide vocational training and supportive services to veterans, returning citizens, and economically disadvantaged individuals. Its mission is to equip participants with marketable skill sets to foster career opportunities. The Vocational Training Center is named after NCIA's co-founder, who started in 1977 to work with individuals who have historically lived in the shadows of our society. The VTC Charlotte is led by Executive Director, Katie Hoelter, who holds a Master's degree in Public Administration from UNCC and has more than 10 years' experience with social service agencies in Charlotte. Her team includes professionals experienced in human service, criminal justice and entrepreneurship.



**T**he VTC offers a myriad of vocational training programs including automotive repair, commercial driver's license Class B, and HVAC/R. In each vocational track, upon successful completion, participants receive industry-recognized credentials to assist with job attainment. In addition to vocational training, the VTC provides a comprehensive approach to job readiness through its Workforce Development Institute. Supported by individualized case management, the VTC is positioned to empower communities and change lives. The VTC has established strong employer partnerships and has an 75% employment placement rate goal for graduating students.

The staff at NCIA brings executive level experience across several industries to support its clientele including corporate, military and social services. Through the

VTC, NCIA addresses the barriers to success that exist in the most underserved members of our community.

More than 700,000 incarcerated individuals are released from jails and prisons in the U.S. each year. In 2018 there were 326,000 unemployed veterans in the United States. Unemployment, underemployment, and lack of access to wrap-around services can lead to crime and recidivism. Across the country, statewide rates of recidivism range 31–70%, while the rates dropped for those placed in jobs shortly after their release 3.3-8%.

According to studies, it costs six times as much to keep someone in prison for a year than to train and place them in a job. Programs like the VTC are making a positive impact, providing struggling individuals with jobs and the opportunity to be a contributing member of their community.

*The VTC was founded in Baltimore in 2017.*

**VTC BALTIMORE HAS SERVED MORE THAN 550 INDIVIDUALS, INCLUDING 150 VETERANS, IN ITS TWO-YEAR HISTORY.**



## VTC Programs



### AUTOMOTIVE

The automotive training program is a 15-week course where participants receive their DAYCO Drive Belt Certification and ASE ALL DATA Certification. Throughout the course students are taught safety and emissions requirements for the state of North Carolina, and basic maintenance procedures for automobiles. With successful completion of this program, students can apply for various jobs in the automotive field such as automotive technician/mechanic, quick lube technician, automotive detailer and parts sales associate.



### CDL CLASS B LICENSE

The commercial driver's license Class B (CDL) program provides 15-weeks of training to help participants prepare for the CDL test. Participants who pass the test are eligible to apply for jobs that require the CDL such as school bus drivers, mass transit drivers, delivery truck drivers, refuse and recycling truck drivers. All VTC participants are required to obtain General Knowledge, Air Brake, and Passenger endorsements prior to obtaining the CDL Class B Permit and License. Additional endorsements are encouraged to widen the student's employment opportunities after course completion.



### HVAC

Trained and experienced HVAC (heating, ventilation, and air-conditioning) technicians are among the many trade positions in demand today. The VTC HVAC training program prepares participants to acquire an entry-level position in the HVAC field. Upon successful completion of this 15-week course, participants receive the Section EPA 608 CFC Universal Certification, Employment Ready Certifications in areas of Gas Heat, Basic Refrigeration & Electrical Charging Procedures and Electrical, required for entry-level HVAC jobs. Participants can continue their education to obtain additional certificates and/or pursue an Associate's Degree in Applied Science—Heating, Ventilation & Air Conditioning (HVAC) and Energy Technology.

## Stories of Success

→ **TONY** was an Army veteran with a suspended license and overdue child support, who found himself homeless and unemployed after service to his country. He registered for the Commercial Driver's License (CDL) Class B training class at the VTC with hope to turn his life around. NCIA, in partnership with other agencies, helped Tony get his driver's license reinstated, obtain a housing voucher and daily transportation tokens, and set up a payment plan for child support. After his 15-week training, Tony earned his CDL Class-B License, and secured a position as a driver for a local bus company.

→ **ROBERT** was an Army veteran with an extensive background and years of training in Heating, Ventilation, Air Conditioning, and Refrigeration (HVAC/R). After serving his country, he found himself in an unfulfilling job and struggling to acclimate to civilian life, and soon turned to a life of crime and served multiple prison sentences. After being released, Robert decided to make a change and enrolled in VTC's HVAC training program which also provided the support services he needed to access transportation, housing and food stability. Today, Robert is a lead instructor for the VTC's HVAC/R program.

