**CHAT TRANSCRIPT**

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| **Title** | Business Engagement Tools |
| **Date** | 10/09/2018 |
| **Start Time** | 2:00 PM |
| **End Time** | 3:01 PM |
| **Moderator** | Adkisson, Anthony |

**Adkisson, Anthony**- 2:00 PM:
Welcome to the ETA Scheduled Web Chat on Tools for Apprenticeship Business Engagement. This chat is a follow-up to the webinar held October 4th. My name is Anthony Adkisson and I will be your moderator for today’s chat. As a reminder, this is a text-based chat format therefore there is no audio to support this chat. All communication will be conveyed via chat. Today we are joined by experts in the field of Business Engagement. They are here today to share with you best practices and help you find solutions to some of your challenges.

**Wells, Gina**- 2:00 PM:
Hi Everyone! So glad you could join us!

**Adkisson, Anthony**- 2:01 PM:
Please take a moment to introduce yourself by typing in your name and where you are from. Once introductions have slowed down I will begin today’s session.

**Ghazi, Gerald**- 2:01 PM:
Hello World! (the first program I ever wrote)

**Sjoblad, Amy**- 2:01 PM:
Amy Sjoblad, Rural MN CEP, Brainerd MN

**Martin, Karen**- 2:01 PM:
Karen Martin, Man-Tra-Con, Marion, IL

**Reese, Lee**- 2:01 PM:
Lee Reese Special Projects Coordinator with Southwestern Illinois College

**Revelas, Irene**- 2:01 PM:
Good afternoon! Irene Revelas from Hacklab in Palm Beach County, Florida

**Warch, Khristy**- 2:01 PM:
Hi All! I'm Khristy Warch, and my co-worker Arlene Morse is here also. We are from the Dept. of Rehabilitation in California.

**Stone, Jeanne**- 2:01 PM:
Jeanne Stone-Shedden, MS, CRC, Missoula Montana

**Runkles, Jennifer**- 2:02 PM:
Jennifer Runkles, Maryland DLLR, Apprenticeship

**Brozek, Don**- 2:02 PM:
Good afternoon

**Kniseley, David**- 2:02 PM:
FMS/Career Source NCFL Gainesville FL

**Tressler, Stephen**- 2:02 PM:
Registered Apprenticeship Program Coordinator, Kentucky

**Wells, Gina**- 2:02 PM:
As a reminder, today's session builds on the ideas contained in recently published business engagement tools. Check them out here! <https://apprenticeshipusa.workforcegps.org/resources/2018/05/11/17/01/Apprenticeship-Business-Engagement-Tools>

**Lawrence, Debra**- 2:02 PM:
Business & Career Services, Greetings from the Chicago IL Area

**Harris, Valorie**- 2:03 PM:
Hello, Val Harris from Lewis and Clark Community College Adult Education, Godfrey, Illinois

**Rosendale, Lisa**- 2:03 PM:
Lisa Rosendale, Maher & Maher out of rainy Dallas

**Marquez, Eligio**- 2:03 PM:
Eligio Marquez - Palm Beach State College

**Davis, Sabrina**- 2:03 PM:
Good Afternoon! Lewis & Clark Community College

**Adkisson, Anthony**- 2:03 PM:
If you would like to ask a question, please type it into the chat box and one of our presenters joining us today will respond. So that we are able to promote a respectful learning environment for all participants, I ask that we respect all ideas and comments shared today, let’s be creative and think outside of the box, and enjoy.

**Adkisson, Anthony**- 2:03 PM:
For our chat today, I will open up topics for our discussion as a way to focus the conversation. We will go through 3 different phases of business engagement and each will last for approx. 15 min. The 1st conversation will focus on preparation, the 2nd on outreach, and the 3rd on commitment. I ask that if you have questions pertaining to any of these three areas, please hold your question to that appropriate time. Once I prompt the start of that phase you may feel free to post your question then. At the end we will have time for open question and answer period with our subject matter experts to take any additional questions you may have.

**Haggard, Susan**- 2:04 PM:
Haggard, Susan CareerSource Research Coast, FL

**Adkisson, Anthony**- 2:04 PM:
Let’s Start with your questions related to Phase 1: Research and Preparation. What questions do you have about how to best identify your local business challenges? What roadblocks do you face researching and identifying businesses for which apprenticeship might help? What challenges do your staff face in understanding and articulating the benefits of apprenticeship compared to traditional hiring?

**Martin, Karen**- 2:04 PM:
I am interested in guidance on how to approach businesses that don't have apprenticeships but whose workers are unionized.

**Wells, Gina**- 2:04 PM:
Great question, @Karen Martin!

**Ghazi, Gerald**- 2:06 PM:
Respect the CBA and acknowledge its existence. Focus on what you can do for the Union in terms of relieving it of responsibilities and administration.

**Schaap, Heather**- 2:06 PM:
Heather Schaap. Apprenticeship Coordinator AAI Program, Workforce Development Board

**Stone, Jeanne**- 2:07 PM:
We basically are service industry-hotels and restaurants. How do I go about finding out what else is out there? I have joined the chamber and looked at their membership list but feel that there are more businesses than what is listed as members.

**Haggard, Susan**- 2:07 PM:
Our area formed a Workforce Taskforce Committee made up of local industry, education, education and workforce board - they helped get the ball rolling

**Reese, Lee**- 2:07 PM:
The union should welcome new memberships.

**Rosendale, Lisa**- 2:07 PM:
@Karen Martin - It is crucial that both labor and management come together in the development of the program. Initial contact can happen by either management or labor, but come together to develop programs and program standards, since the individuals are covered by a collective bargaining agreement.

**Warch, Khristy**- 2:07 PM:
What is a CBA?

**Ghazi, Gerald**- 2:07 PM:
I have had Unions sign waivers to joint standards when they recognize that the program will not affect the implementation of the CBA.

**Lawrence, Debra**- 2:07 PM:
Exactly Lisa Rosendale

**Revelas, Irene**- 2:07 PM:
collective bargaining agreement

**Wells, Gina**- 2:08 PM:
@Khristy, CBA is Collective Bargaining Agreement

**Warch, Khristy**- 2:08 PM:
Thanks.

**Rosendale, Lisa**- 2:08 PM:
@Susan Haggard, thank you for sharing your approach! Anyone feel free to share what works for you or hasn't worked well

**Martin, Karen**- 2:10 PM:
re: unions thanks all - any examples of what you've done?

**Martin, Karen**- 2:10 PM:
Unions again - any problems confronted (and solved)?

**Wells, Gina**- 2:10 PM:
@Jeanne Stone, you can reach out to your local Society for Human Resources Management (SHRM), your local community colleges, and your local American Job Centers and Workforce Development Boards. You can find AJCs and WDBs at <https://www.careeronestop.org/LocalHelp/service-locator.aspx>

**Haggard, Susan**- 2:10 PM:
Although we had many manufacturers like the idea of an apprenticeship, we only had a handful willing to work on this project through completion. Find your best advocates!

**Haggard, Susan**- 2:11 PM:
Ours was not involved with unions.

**Rosendale, Lisa**- 2:11 PM:
@Seko Varner asked a very thought provoking question in our webinar last week: "What has been an unexpectedly effective strategy that you have used to build an effective relationship with an employer?" Does anyone want to share your strategy that worked?

**Ghazi, Gerald**- 2:11 PM:
Thoroughly reviewing their website for a deep understanding of their business and weaving that knowledge into any conversation either over the phone or in person. One employer was so impressed that we were able to understand their business challenges that it lead to an immediate invite by the employer to tour their facility.

**Wells, Gina**- 2:11 PM:
Thanks, @Susan Haggard. What did the firms who eventually signed on have in common?

**Reese, Lee**- 2:12 PM:
For my area it is focusing on how our efforts in screening potential apprentices saves employers money on-boarding.

**Stone, Jeanne**- 2:12 PM:
@Gina Wells, thank you. I have had some contact with our local community college and our adult learning center. I think I need to broaden my scope.

**Ghazi, Gerald**- 2:13 PM:
Those that embrace apprenticeship believe strongly in developing talent internally verses buying it off the streets.

**Haggard, Susan**- 2:13 PM:
We asked the employers to offer the apprenticeship opportunity to incumbent workers who they thought would excel in the program - this is working out great. The employee feels valued and the employer feels as if they are thanking the employee for great work so far.

**Rosendale, Lisa**- 2:13 PM:
@Susan Haggard - an interesting idea I learned from Connecticut. They target one manufacturer in the industrial cul de sac, knowing that once they have success, they will talk to their neighbors and the next one(s) will come easier

**Haggard, Susan**- 2:14 PM:
Absolutely! Once one is onboard, others will come. In our area they all know one another through the Treasure Coast Manufacturers Association.

**Wells, Gina**- 2:14 PM:
@Lee Reese, I love the value you bring by screening potential apprentices! How do you capture that savings for employers? Do you put a dollar figure on it?

**Rosendale, Lisa**- 2:15 PM:
@Susan Haggard- perfect! So who's your "in" at the Association? ;)

**Wells, Gina**- 2:15 PM:
As a reminder, today's session builds on the ideas contained in recently published business engagement tools. Check them out here! <https://apprenticeshipusa.workforcegps.org/resources/2018/05/11/17/01/Apprenticeship-Business-Engagement-Tools>

**Revelas, Irene**- 2:15 PM:
It's a quid pro quo. All employers want qualified, pre-screened candidates. They must, in turn, offer an apprentice-friendly workplace. Employers without a culture of helpers, mentors, teaching really won't be able to properly support apprentices.

**Reese, Lee**- 2:16 PM:
Yes, focus on return on investment potential. We serve WIOA target population, so we do Career Information System and assessment. Then work on bringing the student up to the employer’s needs.

**Haggard, Susan**- 2:16 PM:
We are part of the association as non-voting members and we found one company, Paradigm Precision, who are lucky to have an HR Director that has worked with apprenticeships in a past career. She was a strong advocate for the program.

**Rosendale, Lisa**- 2:16 PM:
@Irene Revelas - great point! Anyone have any ideas on how to help a company build that culture?

**Rosendale, Lisa**- 2:17 PM:
@Susan Haggard - congratulations - that's so encouraging. Hope it grows

**Walton, Peggy**- 2:17 PM:
This is an ideal time to build a culture of "grow your own" with companies in such need of talent.

**Wells, Gina**- 2:17 PM:
How many of you are partnering with the workforce system to build value into your apprenticeship solutions, like @Lee Reese is describing?

**Haggard, Susan**- 2:17 PM:
Thanks Lisa, we have just launched our Pre-Apprenticeship and the manufacturers are glad we'll have some additional skilled workers available soon.

**Adkisson, Anthony**- 2:17 PM:
Thank you everyone for such great questions! I want to be mindful of time and ensure that we get through all three phases. I will now ask that we end Phase 1 and move into Phase 2.

**Adkisson, Anthony**- 2:17 PM:
Moving on to Phase 2: Building Relationships with Businesses. What barriers do you face in trying to use a consultative approach to business outreach? What questions do you have about how to connect apprenticeship to things a company is already doing (recruiting, hiring, training, promoting, etc)?

**Ghazi, Gerald**- 2:17 PM:
With apprenticeship comes information sharing… mentors to apprentices. It creates a learning culture. One employer changes its entire culture from an information hoarding to an information sharing environment.

**Stone, Jeanne**- 2:18 PM:
Montana is just starting this... we have a lot to learn

**Rosendale, Lisa**- 2:18 PM:
@Jeanne Stone - we're glad you're here! Montana has done some great work with community colleges but we can get into that in another web chat :)

**Reese, Lee**- 2:19 PM:
Illinois is starting to add Regional apprenticeship Navigators starting January 1st.

**Warch, Khristy**- 2:19 PM:
@Lisa, From Arlene (via Arlene/Khristy team): There is an interesting resource called the "Cultural Detective." Google it. It's important to identify if the employer is interested based on the existing work culture. If they are not familiar with the value of mentoring etc., this is a great opportunity to.

**Wells, Gina**- 2:19 PM:
@Jeanne Stone: for examples of how Iowa, Idaho, and Michigan are building the capacity of their workforce partners to support apprenticeships, see here: <https://apprenticeshipusa.workforcegps.org/resources/2017/07/12/17/00/SAE-Grantee-Training-Materials>

**Rosendale, Lisa**- 2:19 PM:
@Arlene- very interesting. Thank you for sharing! We're googling that now!

**Haggard, Susan**- 2:20 PM:
There are some great statistics out there on the high retention rate of apprentices...in the 90% range

**Rosendale, Lisa**- 2:20 PM:
Here is a question @Kei Ishida posed during our webinar last week: Is there a particular role that you target for outreach, e.g. HR, Leadership, etc.?

**Warch, Khristy**- 2:20 PM:
@Lisa , cont....Opportunity to do a quick values identification exercise and show them why/how it is a benefit for their business.

**Wells, Gina**- 2:21 PM:
I love that idea of being a cultural detective. The business engagement Quickguide has some great examples of questions you can ask to help you learn a business’s existing work-based learning culture: <https://apprenticeshipusa.workforcegps.org/-/media/Communities/21stcenturyapprenticeship/Files/Apprenticeship-Business-Engagement-Guide---FINAL.ashx?la=en>

**Herzog, Christina**- 2:21 PM:
<https://www.culturaldetective.com/>

**Haggard, Susan**- 2:21 PM:
I target HR or the owner if a small company with no HR

**Muha, Susan**- 2:21 PM:
You will also find that the local Joint Apprenticeship Training Council (JATC) will the owner members will be helpful in reaching out to other businesses sometimes

**Rosendale, Lisa**- 2:21 PM:
@Kei Ishida - (1 of 2) there are several players in a business that you might need to connect with over your apprenticeship development time. You will often start the conversation with a hiring manager or human resources representative, but there may be multiple future meetings with other stakeholders (such as front-line managers, technical experts, and company leadership). Including the department heads and front-line supervisors can be valuable to getting buy-in because they know best the skills and competencies that are needed and apprenticeship can help provide.

**Rosendale, Lisa**- 2:22 PM:
@ Kei Ishida (2 of 2) - They can help a human resource manager understand the extent of their skills gap, and – once a company decides to move forward – will be critical to designing and validating the apprenticeship program, standards, and related technical instruction. As you mentioned, the leaders are essential too. You may not often start there, but they can make or break an effort. Anytime you can partner with a business leader to tell their success story to another business leader, and so start with interest from the top, it opens doors. Other input for Kei?

**Revelas, Irene**- 2:22 PM:
We have built relationships with local manufacturers, from startups to mature companies by getting them engaged in the workforce pipeline programming we offer at the middle school level. Now that we've added an apprenticeship, they are interested in expanding the partnership to participate.

**Martin, Karen**- 2:22 PM:
I find that HR takes it seriously if upper management takes it seriously, so I try to approach upper management and ask them to invite HR.

**Ghazi, Gerald**- 2:23 PM:
I always try to start with operations… those that own the end product of an apprenticeship – the fully competent worker. Once you have operations buy-in to “build” verses “buy,” you bring in HR to help define the parameters around selection, qualification of the apprentice “position,” which is different than the fully title position.

**Herzog, Christina**- 2:23 PM:
How many continue to train business engagement staff to move from the transactional sales model to the consultative model?

**Martin, Karen**- 2:23 PM:
@Irene Revelas - how did you get involved at middle school level? Were schools open to you from the get-go?

**Stone, Jeanne**- 2:24 PM:
@Irene--what is the workforce pipeline program in your middle schools? I am curious. Is there a website I can go to for more information?

**Wells, Gina**- 2:24 PM:
@Christina Herzog: our "talk to business" reference sheet is a handy tool to make sure we're always speaking the language of business, not the vernacular of apprenticeship: <https://apprenticeshipusa.workforcegps.org/-/media/Communities/21stcenturyapprenticeship/Files/Speak-Language-of-Business---FINAL.ashx?la=en>

**Rosendale, Lisa**- 2:25 PM:
@Karen Martin and @Gerry Ghazi, thank you for sharing what outreach strategies work for you

**Reese, Lee**- 2:26 PM:
Our local WIOA area has a Business Service Team that is made up of representatives of the core partners to limit and focus business contact to prevent over-contactitis.

**Ghazi, Gerald**- 2:26 PM:
Start by making sure that each person knows that they are not selling a product. They are creating a dialogue around workforce development solutions.

**Rosendale, Lisa**- 2:26 PM:
In our webinar last week, @Karen Martin asked to see an example of a Solution Proposal, as well as information on how to estimate the Return on Investment.

**Rosendale, Lisa**- 2:26 PM:
@Karen Martin, I don’t have a link to a Solution Proposal, but here are some resources for estimating ROI. The Apprenticeship CoP has an ROI Page where you can find all the empirical studies on ROI in the US, Canada, Europe. Oregon has developed a robust ROI calculator tool that should be a big help too. The links are: <https://apprenticeshipusa.workforcegps.org/resources/2017/08/29/12/43/Expanding-Apprenticeship-Return-on-Investment-ROI> and <http://oregonapprenticeship.org/roi-calculator>

**Martin, Karen**- 2:26 PM:
Thank you @ Lisa Rosendale

**Revelas, Irene**- 2:26 PM:
We are a local community makerspace offering K-12 STEAM Education; business incubation of hardware startups; and middle school pipeline programs we call "Make to Manufacture" and are developing a high school pre-apprenticeship.

**Haggard, Susan**- 2:27 PM:
Irene, that sounds exciting!

**Revelas, Irene**- 2:27 PM:
@Jeanne Stone, website is in the works ;-)

**Revelas, Irene**- 2:28 PM:
@Susan, it looks like we are Florida neighbors

**Haggard, Susan**- 2:28 PM:
Where are you Irene?

**Revelas, Irene**- 2:28 PM:
Boynton Beach

**Symons, Susan**- 2:28 PM:
Middle schools and high schools with Career and Technical Education programs have advisory councils with members of the respective business community. Those business partners are often key members to the design and implementation of career pipelines that can incorporate pre-apprenticeship.

**Haggard, Susan**- 2:29 PM:
We are! Palm Beach County?

**Revelas, Irene**- 2:29 PM:
Agreed @ Susan Symons. They were our first education partner.

**Herzog, Christina**- 2:29 PM:
@Lee, love "over-contactitis" - I might want to borrow that.

**Reese, Lee**- 2:30 PM:
It is yours!

**Wells, Gina**- 2:31 PM:
@Lee, that's great! Coordinated business outreach is key! Do you use a customer relations management tool to help coordinate your business contacts?

**Wells, Gina**- 2:32 PM:
How many of you have business "champions" - apprenticeship sponsors who are happy to talk to other businesses and explain how it works from their perspective?

**Adkisson, Anthony**- 2:32 PM:
So, we will now move into our final Phase – Phase three. If there are questions you did not get answered we will have about 10 minutes at the end to go back to questions.

**Adkisson, Anthony**- 2:32 PM:
Getting to Commitment. What barriers do you commonly hear from businesses (either real or myths)? Which get you stuck - any questions about how to address those for your peers? If you have problems getting from conversation to commitment, what typically gets in the way?

**Martin, Karen**- 2:32 PM:
@Gina Wells, I made my own spreadsheet that we use internally for contact management. But recently the State started letting us use their own contact management software. So now they can see who we call on and we can see what they call on, plus all the notes.

**Wells, Gina**- 2:33 PM:
That's great progress, @Karen!

**Reese, Lee**- 2:33 PM:
No, we use Illinois Dept. of Employment Securities as the information vehicle to coordinate our contacts and information. The new Regional Apprenticeship Navigators will be the center of the web facilitating contact between employers, educational partners, and WIOA partners.

**Walton, Peggy**- 2:33 PM:
Florida's CMS is built on Salesforce.

**Ghazi, Gerald**- 2:34 PM:
One barrier is the amount of perceived paperwork. This is truly a myth. There are more automated tools available to help you create apprenticeship agreements and upload them into RAPIDS

**Rosendale, Lisa**- 2:34 PM:
@Anthony, one commenter in our webinar reported that they live in a rural area, so concerns about administration often get in the way. He said he often has to take on some of the paperwork to make apprenticeship work. What about others?

**Roller, Bradley**- 2:35 PM:
For more information about building high school apprenticeship programs, check out this guide: <https://www.dol.gov/apprenticeship/high-school/guide.htm#guide>, and visit the Youth Apprenticeship resource webpage here: <https://apprenticeshipusa.workforcegps.org/resources/2017/02/02/10/56/Apprenticeship-Youth>. Included on this page is the DOL guidance Framework on Registered Apprenticeship for High School Students (TEN 31-16)

**Martin, Karen**- 2:35 PM:
@Lisa - we haven't actually created any RAs yet, but when we are out marketing the idea, we offer to do as much of the paperwork as we can to reduce any unnecessary burden on the company.

**Chocolaad, Yvette**- 2:36 PM:
As part of its regional business engagement strategy, NYS is doing good work using several data sources to predict which companies are in stable or growth mode versus in distressed, layoff, or closure mode. It reaches out to the first group of companies with hiring, job development and consulting services. (The second group is targeted for layoff aversion and reemployment services -- more job seeker focused.) This is a partner program effort. Here are some of the data sources:

**Chocolaad, Yvette**- 2:36 PM:
Lead Generation, NYS Job Bank, Dun &Bradstreet, Governor’s Initiatives, Economic Development Projects, Business expansion News reports

**Rosendale, Lisa**- 2:36 PM:
@Thanks, Karen. Are you acting as the apprenticeship sponsor (or considering it)? We've noticed some local boards moving into this space.

**Revelas, Irene**- 2:36 PM:
The majority of our manufacturing companies are 20 or less employees. In many cases the founder/President/CEO is wearing a lot of hats and is hard to reach.

**Wells, Gina**- 2:36 PM:
@Lisa: For an in-depth look at how @gerry ghazi uses the intermediary role to take some of the admin burden off of businesses, check out this article: <https://www.philadelphiafed.org/community-development/publications/cascade/92/06_intermediaries-expanding-apprenticeships>

**Martin, Karen**- 2:36 PM:
@Lisa, we're hoping to be a sponsor.

**Adkisson, Anthony**- 2:37 PM:
@Gina - also in regards to intermediaries - they can be integral partners in making apprenticeship programs successful. For intermediaries with expertise and ability to bring programs to scale you may want to connect with your local Industry and Business Associations, Community or Technical Colleges, Labor Management Partnerships, or Workforce Development Boards. As an additional resource, U.S. DOL has designated 10 national organizations as National Intermediaries with sector specific expertise. These national partners work with businesses to expand apprenticeship as well as recruit diverse talent to meet businesses workforce needs. For more information contact apprenticeship@dol.gov

**Rosendale, Lisa**- 2:37 PM:
@Gina - thank you! @Karen - wonderful. There are sponsor boards in other states, if talking to one might help. Florida's coach @Peg Walton could probably help connect you

**Ghazi, Gerald**- 2:38 PM:
Grouping small businesses into a cohort works. We have accomplished this with healthcare. IT and advanced manufacturing apprentices.

**Wells, Gina**- 2:38 PM:
Here are some great examples of how workforce boards are playing intermediary roles in apprenticeships: <https://irp-cdn.multiscreensite.com/dc0a626e/files/uploaded/JFF%20NAWB%2020170817%20_Final.pdf>

**Rosendale, Lisa**- 2:39 PM:
@Karen - oh wait, I think I got you confused with someone else who's from Florida. Sorry! Where are you?

**Wells, Gina**- 2:39 PM:
@Karen, you might be interested in checking out what the three boards in the above presentation are doing!

**Martin, Karen**- 2:39 PM:
@Lisa, I'm in southern Illinois.

**Herzog, Christina**- 2:39 PM:
@Yvette - just to clarify, are the organizations you list partners in the data set?

**Haggard, Susan**- 2:39 PM:
Sometimes getting the production supervisor and HR director in a meeting together works, often the GM cannot attend

**Rosendale, Lisa**- 2:40 PM:
@Gerry - West Michigan (Grand Rapids) has also had luck with a Healthcare cohort. The board is the sponsor, but the cohort approach keeps them from poaching each other’s employees

**Chocolaad, Yvette**- 2:40 PM:
Those are the data sources. The Dun and Bradstreet source is especially interesting.

**Rosendale, Lisa**- 2:40 PM:
@Karen- thanks. @Brad works with IL and may be able to help connect you to another board sponsor if you'd like

**Rosendale, Lisa**- 2:41 PM:
@Karen - Kim Jones is the OA state director and she can help too

**Ghazi, Gerald**- 2:41 PM:
Intermediaries can be non-profits, workforce development boards, and even government state agencies

**Herzog, Christina**- 2:41 PM:
@Yvette, that's terrific! Can I touch base with you offline to learn more about how you aligned all of the data?

**Wells, Gina**- 2:41 PM:
@Yvette, that's fantastic, data driven work!

**Martin, Karen**- 2:42 PM:
Thanks @Lisa

**Ghazi, Gerald**- 2:42 PM:
Consider becoming a RA sponsor to serve your employer-partners.

**Reese, Lee**- 2:42 PM:
Christina, if you are in Illinois your local IDES Labor Market Analyst can help with data.

**Warch, Khristy**- 2:42 PM:
What does RA mean?

**Rosendale, Lisa**- 2:42 PM:
@Khristy - Registered Apprenticeship

**Warch, Khristy**- 2:43 PM:
Thanks.

**Wells, Gina**- 2:43 PM:
@Khristy, it's Registered Apprenticeship

**Chocolaad, Yvette**- 2:43 PM:
@Christina I can give you the contact information for the person in NYS. D&B creates a company "financial stress score" that predicts the likelihood of a firm ceasing operations without paying all creditors under federal/state law over the next 12 months, and then puts the firms into five categories.

**Rosendale, Lisa**- 2:43 PM:
@Khristy - sorry lingo can be a barrier!

**Wells, Gina**- 2:44 PM:
Anyone doing interesting work with their education partners to build innovative RTI solutions?

**Martin, Karen**- 2:44 PM:
RTI?

**Rosendale, Lisa**- 2:44 PM:
@Karen - Related Technical Instruction (sorry - more lingo)

**Revelas, Irene**- 2:44 PM:
related training instruction

**Martin, Karen**- 2:44 PM:
(:grinning:)

**Rosendale, Lisa**- 2:45 PM:
RTI - some people also call it Related Supplemental Instruction (RSI)

**Wells, Gina**- 2:45 PM:
More advice on "getting to commitment" let businesses know that relationships will continue after standards are signed, and you will be a source of technical assistance throughout their registered apprenticeship program.

**Ghazi, Gerald**- 2:46 PM:
Education partners can play a significant role in designing and developing RTI, especially when they look to others to actually create and deliver course content

**Adkisson, Anthony**- 2:47 PM:
Keeping track of our time here together, we now have about 13 minutes remaining. I would like to move us please into an open chat discussion. Please feel free to ask a question that was either unanswered or another question you would like to have answered.

**Rosendale, Lisa**- 2:48 PM:
Last week in the webinar, @Stephen Tressler was interested in how Georgia uses pre-apprenticeships and apprenticeships together to create a solution that meets business needs. Can someone be an apprentice who is not yet employed?

**Reese, Lee**- 2:48 PM:
In our area, Lewis & Clark Community College works with the WIOA Intermediary to customize the education to the apprenticeship needs.

**Ghazi, Gerald**- 2:48 PM:
In Vermont, the Institute for American Apprentices at Vermont HITEC has been combining quality pre-apprenticeships (as defined by USDOL/OA) and apprenticeship for nearly 20 years. This works extremely well when you front load all the RTI of an apprenticeship. Then only the date of employment differentiates the pre-apprenticeship from the apprenticeship.

**Ghazi, Gerald**- 2:49 PM:
That protects the employer by setting a graduation bar for pre-apprenticeship completion.

**Carter, Stephen**- 2:49 PM:
Anyone working in non-traditional environments have additional suggestions for getting host employers involved when they have no background or history with apprenticeships?

**Kraus, William**- 2:49 PM:
It’s important to ensure that there is a solid tie-in between pre- and full apprenticeship

**Herzog, Christina**- 2:49 PM:
@Lee is your "WIOA Intermediary" the workforce board?

**Wells, Gina**- 2:49 PM:
@Stephen Carter, what sectors/occupations are you looking at?

**Ghazi, Gerald**- 2:49 PM:
Then employers are confident that they have the knowledge (which full credit for RTI is given) and they only need OJL experiences.

**Reese, Lee**- 2:50 PM:
The two counties Madison and St. Clair are Intermediaries.

**Kraus, William**- 2:50 PM:
@Stephen Carter I have been working in finance, Insurance and High Tech

**Carter, Stephen**- 2:50 PM:
Gina, Emergency Management Specialist

**Rosendale, Lisa**- 2:50 PM:
@ Bill Kraus - yes for sure. There might be an agreement to hire all completers, a certain percentage (top performers, so the pre-apprenticeship is a screen). There might even be advanced standing awarded to pre-apprentices when they become apprentices

**Reese, Lee**- 2:51 PM:
So, yes WIOA 24 & WIOA 22 are Intermediaries.

**Wells, Gina**- 2:51 PM:
@Stephen, folks sometimes connect businesses/employers across state lines. Bill Kraus can chime in with some leads.

**Wells, Gina**- 2:52 PM:
Also, @Stephen, what state are you in?

**Carter, Stephen**- 2:52 PM:
Bill, Finance and insurance would be similar environments to emergency management.

**Carter, Stephen**- 2:52 PM:
Gina - MD

**Kraus, William**- 2:53 PM:
@Stephen Carter- Suggest that you work with the State Disaster Preparedness agency or FEMA@Stephen Carter- Please reach out for FEMA, Disaster Response Agencies and to the State Medical Board. Further, the insurance industry has a large number of individuals doing disaster management

**Kraus, William**- 2:54 PM:
FEMA has a program where they train and grow their part-timers

**Adkisson, Anthony**- 2:55 PM:
We have 5 more minutes remaining - any final questions for our subject matter experts today?

**Ghazi, Gerald**- 2:56 PM:
If you have further questions, CALL BILL KRAUS!

**Reese, Lee**- 2:56 PM:
Thank you!

**Martin, Karen**- 2:56 PM:
This was helpful. Thanks.

**Carter, Stephen**- 2:56 PM:
Thanks!

**Revelas, Irene**- 2:57 PM:
Many thanks!

**Wells, Gina**- 2:57 PM:
@Stephen, Oakland (near Detroit) and Boston are also working on EMS apprenticeships.

**Muha, Susan**- 2:57 PM:

Don't forget to work with the industry associations to help with contact to businesses particularly with the non-traditional apprenticeships

**Warch, Khristy**- 2:57 PM:
Thanks! We came to learn the language and enjoyed the conversation!

**Kraus, William**- 2:57 PM:
@all, please feel free to contact me if there are any questions that Gerry can't answer (Kraus.william@dol.gov)

**Wells, Gina**- 2:58 PM:
We had a great time chatting with you all! Thanks for participating!

**Ghazi, Gerald**- 2:58 PM:
And remember to get employers on board, BE FLEXIBLE...

**Adkisson, Anthony**- 2:58 PM:
Our time together is drawing to a close soon. I want to say thank you to everyone who joined in on this chat. We appreciate you taking time from your schedules to join us. I would also like to give a special thank you to our Subject Matter Experts who joined our call today. This has been a very fun and informative dialogue. I hope that you all now have new strategies and approaches to take back to your work. Please stay tuned to the Apprenticeship Community of Practice for upcoming information and events. If you would like a copy of this web chat – a text version of the conversations had today will be posted within a week to the events page.

**Kraus, William**- 2:58 PM:
As a reminder, when you interact with an employer, do your research, learn about their operations, know your partners and Listen…Listen...Listen

**Herzog, Christina**- 2:58 PM:
If you get the chance, share the resources we have online with your partners - <https://apprenticeshipusa.workforcegps.org/resources/2018/05/11/17/01/Apprenticeship-Business-Engagement-Tools>

**Kraus, William**- 2:59 PM:
Bye for now!

**Dyel, Sandra**- 3:00 PM:
Aloha from Hawaii

**Adkisson, Anthony**- 3:00 PM:
Thank you again and have a great day. This chat is now ending. We will have a text version of the chat available soon!