Session 11: Supportive Services

October 21 at 3 PM ET
Session 11 Panelists

- Cathe Dykstra, ARGENTUM/ Family Scholar House (Closing the Skills Gap Grant)
- Jennifer Foster, Illinois Community College Board (Scaling Apprenticeship Grant)
- Kim Tesch-Vaught, Public Consulting Group, Clark University (Scaling Apprenticeship Grant)
ARGENTUM – Family Scholar House Overview

- Services provided for “when life gets in the way” by an organization with 25 years of experience in supporting underserved post-secondary students
  - Through the Argentum grant, Family Scholar House is the third-party support for employers and their apprentices.

- National reach – Family Scholar House supports employers with locations across the country and their apprentices.

- Lessons learned for apprenticeship programs – Family Scholar House uses a customized database to track everything and is able to share aggregated data to inform program and process improvements and identify apprentices’ most frequent and greatest needs.
Illinois Grant Overview

- Customized Apprenticeship Programming – Information Technology (CAP-IT) Project:
  - Provides services for multiple populations
  - Delivers a model that accommodates all students
  - Engages Employers at both the state and local level
  - Offers an array of Professional Development and Training at all levels
Clark University Grant Overview

- The Tech Quest Apprenticeship Program was designed with Local Workforce Development Board partnerships to demonstrate a sustainable model of apprenticeship.
  - Create 5 and expand 5 IT and IT related Registered Apprenticeships and IRAPS
  - Train 4000 Pre-apprentices and 1000 apprentices
  - Engage 50 employers in apprenticeship
✓ Are you providing supportive services through the grant?
✓ Are you providing supportive services through non-grant sources?
✓ Check off which supportive services you are providing
Illinois: Kinds of Supportive Services and Why

- Vision for supportive services
  - Students
    - Barrier Mitigation Support
    - Education Support
    - Self–Guided Student Tool
  - College Personnel
  - Apprenticeship Managers
Illinois: Supports for Student

- **Barrier Mitigation Support:**
  - Childcare, Transportation, Food Insecurities, ...
  - Partnerships

- **Education Support:**
  - Tutoring, Coaching and Mentoring
  - Essential Employability Skills Framework
  - Career Navigators

- **Self—Guided Student Tool (In-Development)**
  - Three Part Series
    - Identity
    - Leadership
    - Balance
Modules 1-3: Identity
- Session 1: My Values, my goals
- Session 2: Showing up authentically
- Session 3: Cultivating an Inclusive environment

Modules 4-6: Leadership
- Session 4: tapping into your leadership style
- Session 5: expectation and feedback
- Session 6: managing conflict and power dynamics

Modules 7-12: Balance
- Session 7: balancing wellness and navigating stress
- Session 8: communicating boundaries and protecting your time
- Session 9: self-advocacy and professional development
- Session 10: negotiating salary and understanding benefits
The biggest challenges facing entry-level apprentices are rarely related to their work or online credentialing coursework. Most often, emerging needs relate to personal life, childcare needs, transportation challenges, household instability, lack of technology, financial constraints, etc.

Services provided for all include academic coaching, family advocacy, connection to local community resources, emergency assistance (up to $500 per year), technology support, and online videos for additional life skills.

In some areas, affordable housing and childcare are also available.
Eligible Participants:

- WIOA formula funds can be utilized to provide a range of supportive services: *Transportation, books and supplies, childcare*. Also, if an ITA is used to fund the related training and instruction, the ITA can also be used to provide supportive services.

- **Pell Grants**

Veterans:

- The GI Bill – GI Bill benefits can be used to help pay for books, supplies, and housing while a veteran is learning a trade or skill through OJT.
Overcoming the Challenges of Providing Supportive Services

✓ The biggest challenges facing entry-level apprentices are rarely related to their work or online credentialing coursework.

✓ On its own, emergency assistance will not solve every problem.

✓ Whether utilizing other organizations or creating an in-house department to provide supportive services, everyone benefits from an arms-length distance between supervision and services.

✓ VERA/TQAClark.com – virtual platform to enroll apprentices, Learning Management System to support virtual training

✓ Student Access to Technology

✓ Early Intervention to Determine Needs
Illinois: Other Types of Support

Supports for Colleges and Apprentice Managers

✓ College Training – Train-the-Trainer (In Development)
  ‣ Faculty, Navigators
  ‣ Training sessions on the student curriculum and best practices for supporting student utilization.

✓ Manager Training Series: (In Development)
  ‣ Onboard and orient the apprentice managers at employer partner sites.
  ‣ Training series:
    ‣ Modules 1-2: Equity & Inclusion
      ‣ Session 1: Cultivating an Inclusive Environment Pt. 1
      ‣ Session 2: Cultivating an Inclusive Environment Pt. 2
    ‣ Modules 3-4: Inclusive Leadership
      ‣ Session 3: Tapping into Your Leadership Style
      ‣ Session 4: Managing Conflict and Power Dynamics
ARGENTUM – Family Scholar House: Other Types of Support

Benefits for Employers

- Third-party, arms-length distance to prevent dual relationships
  
  Family Scholar House provides all coaching and advocacy services. Employers and supervisors are not put in a position to also be coaches and social workers.

- Streamlined and automated emergency assistance approval process
  
  Family Scholar House manages the process from request for assistance through payment, with employers’ HR function verifying employment/eligibility.

- Outbound calls
  
  Whether to re-engage an apprentice in online credentialing or to notify of new opportunities, Family Scholar House makes the calls.
Clark: Other Types of Support

Supports for LWDBs, Apprentices, Employers and Communities

Technical Assistance - Braiding funds and showing how local partners can connect to provide support services

- WIOA
- TANF
- HHS
- GI Bill
- Pell Grant
- Local, regional and state economic development incentives
- Industry organizations
- Non-profit and foundations
- Other federal programs that have a workforce development metric
Clark University

Support for LWDB’s, apprentices, employers and communities Sharing information and best practices

- **TQAClark.com**
  - Features
  - Explore
  - Network
  - Locations

- Skills and Entrepreneurship training

- Business, Financial and Technology literacy in a business setting
  - Entrepreneurship and Small Business, ESB certification from Certiport, sponsored by Intuit and the Network for Teaching Entrepreneurship
Take Note!

✓ A comprehensive strategy with services for apprentices, services for employers, streamlined and automated processes, and data collection and management benefits everyone.

✓ There are significant benefits to working with an organization that has professional staff and experience in providing comprehensive services for disadvantaged students and entry-level workers.

✓ Connect to your LWDBs, leverage the WIOA programs to support your participants AND employers

✓ Create relationships that will last beyond the grant period

✓ Student Access to Technology

✓ Early Intervention to Determine Needs
Questions?
Thank You!

- Please fill out your evaluation for this workshop now!