**Workforce 3One**

**Transcript of Webinar**

**ApprenticeshipUSA Toolkit:**

**A New Tool to Advance Apprenticeship under WIOA**

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BRIAN KEATING: All right. Without any further ado, we're going to bring up a polling question. And to help us moderate that, I'm going to introduce today's moderator, Chad Aleshire, program analyst with the Office of Apprenticeship, Employment, and Training Administration. Chad, take it away.

CHAD ALESHIRE: Thanks, Brian. And thanks, everybody, for joining us today. As Brian mentioned, we're going to take a look at the ApprenticeshipUSA toolkit. We put it out as a new tool to advance apprenticeship under WIOA. And Brian has the polling question up; let's take a look at our results.

MR. KEATING: Yeah. Some of you went ahead and voted, but if you haven't already done that, go ahead and click the radio button on your screen now. Back to you, Chad, to see what's come in so far.

MR. ALESHIRE: OK. First thing I noticed, we see a large group of our educational institutions; we think that is wonderful. I see a high percentage from our local Workforce agency, the local workforce board. We are definitely glad you're here; we have targeted a lot of these tools to you and your partners. Also seeing it looks like a good chunk of our state workforce agency – state workforce boards. So that's great. We appreciate everybody being here.

I want to dive in real quick, give you a heads up on the objectives for today's webinar. We want to take a look at the apprenticeship partnership that WIOA has created. Obviously, we want to learn more about the ApprenticeshipUSA toolkit. We want to take some time to see the toolkit in action; and then we'll close up today by getting some answers to your questions. We hope this generates a lot of those.

Now quickly, and I think most of you by now have heard enough about apprenticeship to understand what apprenticeship is; but just to recap, it's a business-driven model combining on-the-job training and related technical instruction. Apprenticeship is a flexible training strategy that can be customized to meet the needs of every business. And most importantly, we think, it's an earn and learn model, allowing apprentices to receive a paycheck from day one so that they can earn wages while they learn on the job.

Now joining me today as our speakers – again, I'm your moderator, Chad Aleshire, program analyst with the Office of apprenticeship – but more importantly we've got our deputy assistant secretary, Eric Seleznow, deputy assistant secretary with the employment training administration; and also our administrator, John Ladd, he's the administrator for the Office of Apprenticeship. And then we'll have a few surprise guests to help us dive a little deeper into the toolkit component.

So with that, I'm going to turn it over to our deputy assistant secretary, Eric Seleznow, to kick things off.

ERIC SELEZNOW: Chad, thank you very much. Good afternoon or good morning wherever you're from. Eric Seleznow here. And I want to thank you so much for making the time to join us today. I know all of you are busy – very busy. You folks in the workforce system are busy with WIOA implementation and organizing around that, and it's just a busy time of year for all of our partners on the phone.

And I want to bring you greetings from Secretary Tom Perez. And what the secretary would say about apprenticeship is it's the other college, except without the debt. And we're going to talk a little bit more about that throughout the day today and certainly how it can be used both in the state and local Workforce investment system.

But I notice on the screen we've got all these great partners on board. We've got labor organizations; and community-based organizations; and education and community college – a couple of four-years I see up there; and many friends from the workforce community who I know from across the country. So thanks for taking the time.

Look, a couple of years ago at the State of the Union, the president talked about apprenticeship – it was two State of the Unions ago. And of course, the folks that are with me in this room that are with the Office of apprenticeship just about fell over when the President started talking about that. Again, he recognized – and look, the data on apprenticeship is incontrovertible; right? Apprenticeship's participants have a completion rate that's higher than community colleges; that's equal to or higher than many four years; the wages earned are average of $50,000 a year; they have lifetime earnings potential higher than many other folks.

So the data is real, and it's there, and it works. We don't want to sell you on apprenticeship; I think you're sold on it, which is why you're participating today. But we do want to make things clearer and easier to understand. So anyway, thanks for being here, and thanks for participating.

So the President's been speaking about this for a couple of years, and he challenged us and all of you all to double the number of apprentices by 2020. And that's from about 375,000 to – what's the math on that – 750. We're well on our way; we're up to about 430,000 now. A good job market is helpful for that, but certainly focusing on apprenticeship is helpful.

Recently, we had a very historic investment of $175 million in apprenticeship programs; the only investment of its kind ever in apprenticeship, and certainly a huge investment that we were all really excited about here that will fund 46 programs across the country – 46 grantees. So we're excited about that.

Just a few months ago we had a White House summit on apprenticeship; Vice President came to that, was very effusive. Matter of fact, that photo under your screen is a picture of the Vice President and Secretary Perez at that apprenticeship event at the White House with our White House leaders, which you'll hear about later today.

And we've got so many people who are participating in this, and there's a lot of excitement. The leaders are leaders in excellence in apprenticeship, education, development, and research. Leaders from across the country, from major companies and small companies, and advocates, and political leaders who are all in as leaders to expanding apprenticeship within their sectors, to being ambassadors for and really trying to drive apprenticeship.

So there's a lot of excitement. The vice president's out there talking about it; the secretary's out there talking about it; Secretary Pritzker over at Commerce is talking about it. We've been to community colleges, and workforce boards, and union halls and elsewhere. And we're really trying to change the culture of apprenticeship as well; right?

And the reason some of that data is so good is really because of the long history of the labor movement in this country over the last 80 years has done an outstanding job in building and developing apprenticeship, about organizing multiple employers, about getting training providers organized, and getting a pipeline of workers. And it sounds very much like a sector initiative project, or a sector strategy that many of you are familiar with; that's because it really is very similar to sectors and career pathway work, and it's just leaving a little bit more to the quality, standards, and rigor that apprenticeship provides.

So there's a lot of excitement about it. But the excitement and momentum is one thing; I think my real takeaway from talking to a lot of people is that they're very excited about doing this; they want to do it; but a lot of folks don't really know how to put the pieces together to make an apprenticeship program.

And I would say to most of you folks out there, if you're involved in career pathway work or sector work; it's very much aligned with that. And you don't want to put things in silos, but you want to organize employers and find out what their skills and their certification and credential needs are; right? Secure a training provider who can train to that need and get the pipeline of well-screened, assessed people for that.

And it can be in the building trades, but it can also be in IT, it can be in cyber security, it can be for dental hygienist; it can be for radiologic technicians. You can really use an apprenticeship model for just about anything. And that's certainly what they do in Switzerland, in Germany, in England, and throughout the world. So we need to do a little bit better job of expanding this out to other industries; building on the excellent work, I think, that our friends in labor have done over the last 80 years.

Chad talked about flexibility, and I think a lot of people don't understand that apprenticeship can be pretty flexible in terms of time frames, in terms of competency base, in terms of how you organize your program.

So WIOA talks about sector strategies all throughout WIOA; it talks about career pathway strategies in WIOA and it also talks about apprenticeship. And again, it's all the same in similar components. And I think lots of folks – I know when I ran a local workforce board, it was very mystifying to me. There's a lot of myths out there about apprenticeship. But it really is the basic components that I've been talking about that you might have in any sector or career pathway program.

Again, we have to lean a little bit towards developing the standards and developing the quality and rigor. But we across the country in the Office of apprenticeship and the state apprenticeship states have apprenticeship professionals around the country who are there to help you sort of craft those programs or help businesses to do that. So workforce boards can be leaders in this – they don't have to be; community colleges could, community-based organizations could; industry associations could be leaders in this. And we're trying to develop intermediaries in this space, very similar to what's been going on with sector strategies.

So again, it's not a big lean for our public workforce system, but our data would show that very few in the public workforce system are using apprenticeship strategies. And what we want to do is really increase that to help reach the President's goal.

So an employment component of this for our Office of Apprenticeship here in D.C. and the great work John Ladd and his team has been doing across the country is really sort of program outreach and sales and service, if you will. We need to get out there and work with WIBs and work with companies and work with industry associations and colleges and labor and others to help you put the pieces together to make a modern-day apprenticeship program.

It's not going to be easy, but I tell you, in terms of you public workforce folks out there who rely on performance, you will get many more positive performance hits by using an apprenticeship model over time. It will take you some time to put it together, but we have people out in the field who can help you.

So this toolkit is exciting to get it out there. I think use good old common workforce sense in how you put these programs together – start small and build. Find an industry that needs 20 apprentices; try to organize 20; try to allocate some of your WIOA for a simple startup; bring a community college, or training provider, or labor partner in and work with us to develop the standards that need to be improved.

Again, having a registered apprenticeship program – it's endorsed – it's backed up by the U.S. government; its good housekeeping seal of approval. It definitely stands for quality, rigor, and standard.

I could talk about this all day and I'm starting to babble now, so I'm going to sort of sign off here and turn it back to Chad – we're going back to you, Chad, shortly –

MR. ALESHIRE: Sure.

MR. SELEZNOW: – but I just want to thank you for making the time to do this. And really, look at the toolkit, think about some of the things that you learned today, reach out to your state apprenticeship leads who will be out there to help you put these things together. And we look forward to seeing how you all out there are coming together and partnering to create registered apprenticeship programs.

So if you need any help, I'm sure the Office of Apprenticeship or your state apprenticeship folks will be able to assist you. There's lots of good models out there to choose from. So thanks for your time today, and good luck with it. Chad?

MR. ALESHIRE: Thank you, Eric, we really appreciate it. Eric was literally rushing back to the office from some events outside of the building to be here. So we just want to really thank him. I think it shows the importance the administration is putting into apprenticeship. So thanks again, Eric; we really appreciate it.

For a little bit more on the momentum around apprenticeship and the opportunities that WIOA has been creating to partner with apprenticeship, I want to turn it over to my boss, our administrator, John Ladd. John?

John Ladd: Thanks, Chad. Good afternoon, everybody. Thanks so much for joining us here this afternoon. I'll be real brief here, because Eric really did a fantastic job of kind of laying out some of the context behind this toolkit.

And really what this boils down to is, we understand that there is a lot of interest in the apprenticeship model right now, but that there's also a lot else going on in the workforce development world – implementation of WIOA is a big lift for states across the country, our local workforce boards – and it's really incumbent on us to make this easy.

We often hear, we like what we hear, but we really don't know how to get started. And the idea behind this toolkit is to make it easy to get started. What you see up here on the screen are really opportunities; opportunities that the new act provides to connect and leverage apprenticeship under WIOA.

As folks know, there's a major role for the apprenticeship system on the state and local workforce boards, through the eligible training provider list. As Eric mentioned, it's a very close cousin and there's a clear evolution here between sector strategies and other forms of work-based learning. And also, I think we've made a good case of how workforce systems that employ apprenticeship see a benefit in their performance measures as well.

So those are all opportunities. Those are all doors that can be opened. And what we hope is that this toolkit is a resource for you to take advantage of those opportunities. We really tried to make this as accessible, as plain English as we could, and provide lots of examples – case studies and tools and resources – that you can use.

As Eric mentioned, we really do hope to see a much greater alignment between apprenticeship and workforce system as we move forward. We've been talking about this for a number of years now. We had action clinics, probably five or six years ago, that were beginning to have an impact, and this is really a continuation of those various efforts.

So we're really thrilled. We hope you enjoy this toolkit. We'd love to invite your feedback on the resources, how we can make it better, how we can make it more useful for you in your day-to-day operations. But I'm going to turn it over here back to Chad so we can really start to get into the meat of the toolkit and get your reactions and questions as we move forward. So thank you all, and appreciate the opportunity. Chad?

MR. ALESHIRE: Thanks, John. Appreciate it very much. Thanks to you and Eric for kicking us off.

One of the things we've really been trying to highlight in our outreach efforts and our efforts to create more awareness about apprenticeship is really call attention to the number of innovative apprenticeship models that are out there across the nation.

One of the areas of the toolkit that we're really excited about is – it's a section we're calling our "Models of Success" section. In that we've created a few videos that we're using to highlight some of that innovation that's going on across the country. So for the next couple of minutes, we want you to sit back and enjoy – we've put together a video that highlights our apprenticeship and the WIOA system are working together in Iowa to train Iowans to create a new generation of workers.

So I believe Brian's going to jump in to give you a little bit of instruction, but sit back and watch this video. We're really excited about it.

MR. KEATING: Sure thing, Thanks, Chad. And while we queue up this video, I just want to remind everyone, the video will play through your computer speakers. So if for some reason you turned off your computer speakers or turned them down, please go ahead and make sure those are nice and loud so you can hear the video on this video that we're about to play. And we'll go ahead and play that now. Here is the video. (Pause.)

All right. Hopefully you were able to view that video with no problem. Just so you know, we are going to be making that video available on Workforce3One with some of these other resources, so definitely be on the lookout for that as well. That will be posted, I believe independently, as well as – it will be part of this recording, which will be available in about two business days. Definitely be on the lookout for that.

All right. I'll turn things back to the team to move us forward.

MR. ALESHIRE: Thanks, Brian. This is Chad again. And, yeah; that video will also be available – again, it's embedded in our toolkit as part of the Models of Success videos. You'll find some great innovations there from Iowa, Vermont, and there will be other videos as well. So we encourage you to go there. And we'll also be diving deeper into that later on during this session.

So now, we're going to keep this interactive; we want to keep you guys on your toes. We've got a couple more polling questions. We're going to start with, "How familiar are you with Apprenticeship?" You can respond by answering, what's apprenticeship – we hope you know that; isn't apprenticeship just about construction? We hope you know it's not; and I know some, but I'm still learning; or, I'm actively involved with an apprenticeship program. So we'll watch as your votes come in, and we'll see where we're at.

MR. KEATING: All right. And just like last time, for this one you're just going to click one radio button – the one next to your choice. As Chad outlined, you've got four options. So go ahead and vote right now if you haven't already done so, and I'll pass it back to Chad to go over the results in the poll.

MR. ALESHIRE: OK. Thanks, Brian. We're watching the results come in, and overwhelmingly – and this is what we were actually hoping to hear – is that the overwhelming answer is, I know some, but I'm still learning.

And that's really exactly why we're here today; that's exactly why we've put together the ApprenticeshipUSA toolkit. We want it to be a great resource for you to learn more about apprenticeship; learn more about partnering; and learn more about how to develop and build your apprenticeship programs.

Now, for those of you that said you do know some about apprenticeship, we want to ask, what are your challenges with apprenticeship? And you can look over the answers – I won't go through all the answers; we want to give you a chance to read them and respond. But we really do want to hear from you on what the challenges you're facing are, so that we can get a better idea of how to assist you in addressing those challenges.

MR. KEATING: All right. I believe we've got a final poll up now. I just want to encourage folks, for this one you can actually check more than one, so please go ahead and select whatever boxes are appropriate. It looks like you've got six choices this time. Chad, I'll let you go over those options with folks.

MR. ALESHIRE: Thanks, Brian. We're watching these come in. We're getting the full gamut of answers here from our multiple choices, and that's really great, because – again – it's going to help us better inform you in the future and how to be of more assistance to you.

It looks like the number one answer we're seeing with the highest percentage is, "Understanding how to leverage WIOA and other funds for apprenticeship." That's actually really good to hear, because that is a big focus of our toolkit. And as we go through it today, you will learn more about that. We also see that engaging with employers and industry groups is a big challenge for you out there. Right now apprenticeship – across the country we're doing a lot to better engage industry and employers, and we want to continue to work with the WIOA system to do so.

So thanks, Brian, on posing the questions. Now I'm going to give you a little bit more on the toolkit. Obviously, the ApprenticeshipUSA toolkit, for us, it was really – it was just to do that – to help you better engage with industry and employers, better understand how to develop an apprenticeship program, how you can use WIOA funds in other areas.

So what we've really tried to do is put together a comprehensive set of tools and resources for the workforce system and your partners to launch and expand apprenticeship strategies. We've broken the toolkit into several components: Learn, Build, and Implement are the real focus areas of the toolkit; followed by our Models of Success that, again, we'll highlight later.

In the Learn component of the toolkit – you're going to be able to access training to learn more about the apprenticeship model. You're going to be able to find more information on WIOA and apprenticeship and how WIOA increases your ability to partner with apprenticeship. And then also you'll find what really is a great resource, is our answers to our frequently asked questions. We worked hard on these to put these together to try to really nail down the areas we think will help you most. That's under the Learn component of the toolkit.

As you go along the toolkit, the next component would be the Build component – how to build your apprenticeship partnerships. Here we put together some tools to help you assess your opportunity, identify your partners, and plan your apprenticeship strategies. We've also put together some links to help you identify who your apprenticeship partners are throughout the country. And again, we'll delve into those a little deeper later.

But also, we put together a resource a few months ago that we now have embedded in the toolkit. It's a federal resource's playbook for Apprenticeship, to give you more information on how you can use federal resources to help develop those partnerships and build your apprenticeship programs.

As you continue on in the toolkit you then move to the Implement section – how to implement your apprenticeship strategies. For your business customers, we've developed some outreach hand-outs to use with your employers, and a guide for business services staff. For your job seeker customers, we've put together some resources on how WIOA funds can be used for Apprenticeship, and how to integrate apprenticeship into your customer flow in one-stop centers. And also, how to count your apprenticeship in your performance outcomes.

And then the toolkit also, as we mentioned, highlights those models of success. We've put together some videos to highlight some of the innovation around the country, we've filed those up with some case studies, and then additional links to innovative programs that we think are really giving us the model for how WIOA and apprenticeship can and are working together.

The toolkit has resources for people at all levels of the workforce system. Really, if you're a one-stop store manager, a workforce board director, a business services representative, or a case manager, the toolkit has resources for you.

As I mentioned, we've got some surprise guests from our apprenticeship staff that we want to use to help us dive deeper into the toolkit. We're going to start with Diane Walton. Diane's going to talk more about how a one-stop manager could use the toolkit. Diane?

DIANE WALTON: Thanks, Chad. The screen will catch up with us, but the question I keep asking – and we're about to find out – is how do you – you know, people speak to how we're going to increase the system's use of apprenticeship, but really, how does it work? A person walks into the one-stop, or the job center, or whatever the sign on the door says, how do they walk out as an apprentice?

So that's the piece that we're going to look at a little bit for how a one-stop manager can actually use the toolkit to help the workforce staff learn about apprenticeship and then how both job seekers and employers could benefit from that.

MR. KEATING: Yeah. And real quick, Diane, I just want to let you know. So folks should be looking at the apprenticeship toolkit now on their screen; at the top right-hand corner of the web tour that we're sharing, there are a couple of options that you can use the full-screen button if you want to make your screen full screen, or you can also zoom in if you'd like to make what we're sharing larger, and just use the scroll bars in that case. So feel free to adjust those options. And again, this will be part of the recording that we post in about two business days.

Back to you, Diane.

MS. WALTON: But don't stray too far from the toolkit. I'm kidding. So on the Learn section – Chad went through the different parts – the first thing that you'll see – it will be really obvious – there's a Learn section. And then there are five courses, a web-based training, so that we could all learn a little bit more about apprenticeship. I think lots of us came to this endeavor with different pieces of information, different experiences that we've had about how apprenticeship played across whatever piece of the workforce system we were in. And this has pulled together those five courses.

And I think they're quick, and they're really – they're deep enough to get people going. And then the other thing – as Eric mentioned – is that you're not alone in this endeavor. There are staff people in the Office of Apprenticeship, or in the state offices, who are more than glad to help you take that next step.

But if you go back to the Learn front page – know those courses are there – and then take it back to the front, there's also the frequently asked questions, there's some opportunities right there in the middle that will let you look at the fact sheet, so that you can figure out how apprenticeship is going to play on your local board; how's the eligible training provider list going to work.

In WIOA, Congress in its wisdom actually made special place for registered apprenticeship programs to be represented on the boards, and to be on the provider lists in a kind of automatic way. So because of the rigor of the apprenticeship programs, they have a special standing with those provider lists, and that's going to help you a lot in the one-stop as you work this out.

And there will also be a lot of information up there about how it feeds your performance, knowing that that is a compelling factor occasionally. So there's just lots of information in there for you to learn first, and then also to just share out the next level. So do use it at staff meetings; let the staff take it out into the public. I would suggest always going hand-in-hand with a person from the workforce system. And, of course, I would also suggest that you have somebody with you from your workforce board.

Mike, you want to talk a little bit about what we've got in there for the workforce board director?

MIKE WALTER: Hey, thanks, Diane. Absolutely. And just to kind of give a little bit more background, we started this conversation, I think, 18 months ago with the workforce system about tools and resources and questions we could answer to help the workforce system understand apprenticeship a bit better. And I really do want to thank the team that's been working on this to put together, what I think, is a nice set of resources and materials to really help folks get started.

Eric mentioned that we're trying to start a culture change; not only in apprenticeship, but that conversation between the workforce system and apprenticeship. And I think this toolkit will help to make some headway, along with everything the system's doing now to implement WIOA with the emphasis on apprenticeship.

For state and local board directors, I think you really will find the toolkit helpful in thinking about ways to integrate apprenticeship strategies into your program's design. In the Build section – as you progress through the toolkit – let's look at the apprenticeship supplement and planning tool. I know you guys are very engaged in doing your state and local planning and bringing those partnerships together to figure out all the different parts and pieces of WIOA, which apprenticeship is one component. I think you'll find this assessment tool pretty easy to use, and hopefully can assist you as you begin those strategy and planning sessions.

A workforce board director can really use this assessment part of the tool to help you assess the current workforce landscape and identify how apprenticeship can best be used in your local and state areas.

Directors can also use that planning tool part in thinking about how to build the right kind of partnership. The tool leads the partnership through the steps required to develop and implement the registered apprenticeship program, and I think puts it in layman's terms to make it pretty easy to understand.

It's also really helpful, I think, as you get started, to look at the examples of apprenticeship models that we know work. I think we saw the Iowa example, but there's also one from Detroit, Michigan, in the D-RAP program, which is a really innovative collaboration between the workforce system and apprenticeship, as well as a high-tech model up in Vermont.

So some really great examples and videos, but we also have case studies, and some other great tools that you can look at to get started, and really can be helpful as you think about putting together your partnership and programs.

I think the important thing to remember is that it's not a one-size fits all. I think there are different ways you can put these partnerships and these components together to build your apprenticeship framework in a way that works for you. So please keep that in mind, and I think you'll find that really helpful.

The last thing I just want to say, if you're not sure how to get started, if you want to replicate some of the best practices, really take a look at these videos – these case studies – in the links to existing, stand-out programs; programs that we really feel like are making a big impact. That will, hopefully, allow you to jumpstart a conversation about the possibilities that you can pursue in your own state and local areas.

So with that I'm going to turn it over to Greg Wilson to talk about the business service reps and some of the tools that business service reps can use within this toolkit. Greg?

GREG WILSON: Thank you, Mike. It's always great to follow your boss in a conversation. So let's see how I do here. We're going to take a look at the Implement section of the toolkit. It's the third section of the toolkit, and we're going to focus on the resources for business service representatives. And there's two particular resources we're going to look at. One is the outreach factsheet for employers, and the other is a guide for business service representatives.

So we're going to start by taking a quick look at the guide for business service representatives. The guide provides tips and strategies to help promote the apprenticeship model; educate employers about misconceptions they may have about establishing an apprenticeship program.

Let's focus – let's stop there on page two. Because I think – on page two if there's one thing you need to take away from this conversation is you need to make sure you understand the five core components of a registered apprenticeship program. They are employer involvement – or business involvement – you need an employer as the foundation of the program. The training needs to have structured, on-the-job training at the employer's worksite; you need to have a job-related instruction component.

You need to have a reward (for seal ?) gains. That's what we call a progressive wage schedule; you start at a lower wage and progress up to a higher wage. And then the last component is that there's a credential attached to the model. So if there's anything, make sure you read that and understand those core components, and work with your colleagues in your state – in the apprenticeship office – to, if you need further information about those components.

Another thing to highlight in the guide is on page four, and these are sort of really specific to a business service representative and how they can support registered apprenticeship. For example, they can assist employers in providing workforce readiness programs, such as a pre-apprenticeship, or skill-based training. They can work with them to establish these sort of pre-programs to get people the right credentials they need to qualify for apprenticeship programs.

They can help recruit, screen, and refer candidates to employers; connect employers to training funds, specifically under WIOA. But that's a real key component. If you're involved upfront in the program, you can provide candidates, potentially, to – (inaudible) – the employer. So that's a real advantage of getting in with the employers and promoting it upfront.

Also, it's also a training approach you can use for incumbent workers. So that's another piece to remember.

Page six through nine on the guide has a number of common myths about apprenticeship. If I were going to show you one thing on there, on top of page eight – if you go to page eight – there's a link to available, state-specific tax credits. And depending on your state, this is a good sales point with employers of these tax credits. So a lot of you I don't think know about them, but that's at least an overview of different tax credits. So that link's really important.

There's also some links there on the federal resource guide; the playbook; and so forth. But these are a good list of common myths – it's not just for unions, and so forth. I'm not going to go over all of them on this presentation.

So that's the guide. And so we're going to take a look at one more piece of information, and this is a brief one-page factsheet for employers. It's a little bit more of a sales piece than the guide. This fact sheet does a good job of giving a quick promotion of why they should consider establishing a registered apprenticeship program, the benefits of it. If I were to point out anything on this guide, I would look at page two.

At the bottom of page two is a link back to our ApprenticeshipUSA website. And there is an employer section there, and on that section, if you were go there – which we won't here – there's a quick start toolkit which sort of expands on this two-page guide and gives a very good background on how to register a program.

You'd point out to go there, and I would – if you're unfamiliar with how to establish a program, I would go to that employer section of our website and I would read the quick start toolkit, which is how to build a registered apprenticeship program. You need to have that kind of information in your toolkit in order to work with employers.

Also, one last thing to know about the factsheet is that it can be customized to add the name of your career center and contact information. So you can customize this flier to meet your needs.

With that said, I'm going to turn it back over to Chad for the last section of the toolkit.

MR. ALESHIRE: Thanks, Greg, I really appreciate it. In this last section we're going to look at how a case manager could use a toolkit as a great resource.

In doing that, we're going to revisit the Implement section. In our behind the scenes tour guide, if you could click one click back to our tour guide, I think it's important that we should folks exactly – when we talk about the different components, how you get to each – they tell me it's easy to overlook. (Inaudible) – it up again into the Learn, Build, and Implement sections.

And tour guide, I just wanted you to show our viewers, under Learn, Build, or Implement, you simply click that word to enter and access those additional resources. So if you want to go ahead and click through it one time and then go back, we'll show them how to access it using the Implement section to kind of get me back on track to what I'm supposed to be covering. But I just thought that was important to highlight for folks. You simply click that Implement section to access that inventory of resources, if you will.

Now take a look at the Implement section. If you look at the very top of the page, you see our service delivery's resources and when we can learn more about how to integrate apprenticeship into workforce system processes as an employment and training strategy. Case managers, we really want you to focus on this area. You can use these resources to explore two really important areas: one, how can WIOA funds be used for apprenticeship; and two, how can apprenticeship be incorporated in the customer flow?

There, you'll find a tutorial and a desk aid for each that provides practical recommendations for how you think about ways to support components of apprenticeship using WIOA funds and methods to integrate apprenticeship into existing programs.

We put a lot of time into these resources specifically. We think these desk aids and these tutorials are just a great way to learn soup-to-nuts ways you can, again, support apprenticeship with WIOA funds, and how you can incorporate apprenticeship into your existing programs, into your customer flow.

All right. So that's basically – that's our overview of the toolkit. We really, really encourage you to access the toolkit, and to test drive it, and to really dive into these resources. There's a lot there. We're excited for you to learn more. We're excited for you to sort of grow this tool and continue to refine it as we hear back from you.

And with that, I'm going to kick it back to Mike Walter for a few more words.

MR. WALTER: Hey, folks. I just want to jump in. There was a good question that came up before Eric Seleznow left the room; we were able to talk a little bit about it. But the question was around a few things that folks can do right after this webinar to kind of get started – some action steps.

So just thinking through that – we actually had a slide on that – but a few things to kind of keep in mind. Obviously, we definitely want you to look at the toolkit, review the tools and resources there, and give us some feedback. Hopefully, you can find that a lot of them are in a place where they're going to be of high value to you, especially as you work through your planning and partnership building to really integrate and reinforce apprenticeship in your state and local areas.

So first step, look over the toolkit and give us some feedback.

Second step, begin that conversation with your local and state boards. Really important thing. Apprenticeship should be part of that agenda and that conversation, so start the conversation now.

Contact your state apprenticeship directors within the Office of Apprenticeship, or your state apprenticeship agency, another important step. Bring those technical experts on apprenticeship to the table. They're there to help you; they're there to help you navigate some of the questions you might have.

And the last question is to talk to your partners, your employers, your community colleges, labor, community-based organizations. There are a number of partners who are ready, who might have grants in your states, but are ready to go and start the process now.

So those are a couple of quick action items, and I'm going to turn it back over to Chad, who's going to start some Q&A for us.

MR. ALESHIRE: Thank you, Mike, thank you. That is really important info on how to get started. Now as you've been watching the slides, you'll notice we definitely wanted to highlight to you the number one question I get is, "Where do I find the toolkit?" Well, as you can see our poster here highlighting it, we couldn't have made it easier for you.

We put the toolkit literally front and center on our apprenticeship homepage that can be found off of the dol.gov website. If you take dol.gov/apprenticeship/toolkit – actually, if you get to dol.gov/apprenticeship you'll find the toolkit button is literally front and center across our toolbar. We tried to make it as simple as possible. We're excited about this tool. We didn't want anybody to be able to claim they couldn't find it.

So with that, we hope you've enjoyed this overview. We're excited to take your questions, and let's go ahead and see what we've got coming in. Four questions, and we'll do our best to answer them. We've got a few minutes left. We'll get as many of the answers as we can, but we'll also finish up with some contact info on how to reach us, and me specifically, if you've got more detailed question, or we're not able to get to your question today.

So give us a minute here, and we're going to rack up a few of the questions.

MR. KEATING: All right. Great. Also wanted to mention that we put the link to the toolkit in the chat for today. So if you look at the chat window, you should be able to click right on that link. Also, as Chad mentioned, it is right on the slides today. So you can go ahead and download the slides, which is available right here in the file share window within the webinar room, and also at that link we shared earlier. You can have that through the slides as well. We want to encourage you to check out the toolkit; that's in the slides and also in the chat. It will be – you can reference it during the recording, as well, that we'll be posting in about two business days.

MR. ALESHIRE: OK. Thanks, Brian. We're looking over the questions coming in. The first one I'm seeing, "Is there an easier way to find out about existing registered apprenticeships in our state without having to use the apprenticeship website to search county-by-county and program-by-program?"

What I can tell you is that we have embedded some search tools for apprenticeship programs in the toolkit. I would advise you; we're continuing to refine that. We want it to be as accurate as possible. There are thousands of programs across the country, and we're continuing to refine it.

Another way I would really encourage you to do that is as Mike mentioned, to start that initial conversation to find out what apprenticeship programs exist in my area. One of the best ways to do that is reach out to your state apprenticeship office. They've got that information; they're excited to hear from you; they're excited to continue to increase partnerships with our WIOA system. So a first step is always to reach out to your state apprenticeship office.

Another question we've got, "Can we repurpose this information and incorporate some of the data into our marketing tools, or is this information copyrighted?" I'm going to hand that one off to Mike.

MR. WALTER: Thanks, Chad. Absolutely. We definitely want you to use the information and the data that's available in this toolkit. Clearly, there's a lot of downloadable, ready-to-go documents and resources that you can use for your marketing and outreach. But to the extent that you want to make those your own, that is certainly an option for state and local areas to do so. We encourage you to make the best and wide use of the materials that we've developed here. Chad?

MR. ALESHIRE: OK. We're waiting for more questions to come in as we scroll through here.

MS. WALTON: Chad, this is Diane. One of the questions here has been about the huge opportunities that exist for our returning veterans. So could you tell people how to connect into that?

MR. ALESHIRE: Yeah. I'm going to hand that one off to Mike. Mike's looking at me; he's got an answer for it.

MR. WALTER: So just want to make sure that folks know, if you go to our main page, dol.gov/apprenticeship, there you'll find a number of different resources. One of the resources in terms of targeted populations, we do have a section that discusses opportunities for veterans, bringing you to some interesting tools.

My next move, for example, for veterans. There's a number of significant amount of information about how GI Bill can be used for apprenticeship. There's some really good information on our website; I would encourage you to take a look at that, and if there are additional questions we can certainly answer those moving forward. But we definitely care about transitioning veterans and are trying to make a case that there are resources available to support them in Apprenticeship.

MR. ALESHIRE: Thank you, Mike, thank you. We've got another question coming in, "Speaking to folks that are coming in and looking for job opportunities pre and post-release from prison. As someone who works with people pre and post-release from prison, are most programs accepting of those with records – job depending – or does it vary program by program?"

I would say it does vary program by program, based on security clearances and things of that nature, obviously. But I can tell you that there are several programs out there that do work with folks post release from prison, and it had a lot of success with that. Again, to find out if there are programs like that in your area, I highly encourage you to reach out to our state apprenticeship staff. They've got the real specifics on that; they know which programs are working well in that area.

And I know it's definitely an area that we continue to work, continue to try to be innovative to help folks post prison get themselves back on the right foot and start a new career. So we appreciate that question.

OK. We continue to look through. We've got another question coming in; "What about high school aged youth; is there work on pre-apprenticeship? Once this was an effort under School to Work." Well, I can tell you that there are a lot of innovative pre-apprenticeship programs out there that are preparing you for full-blown apprenticeships.

A lot of those programs begin at the high school level, and they focus on those baseline requirements, those baseline skill needs that someone would need to enter a full-blown apprenticeship. So, yeah; we think pre-apprenticeship for youth to get them on a career path into a full-blown, registered apprenticeship program. We definitely promote it, and we think it's a great idea.

MR. KEATING: I want to also kind of follow on what Chad was saying, we actually have a definition for pre-apprenticeship and a quality framework for pre-apprenticeship, which is in Training and Employment Notice 13-12. We'll make sure that our team posts that in the chat window here – a direct link to that (inaudible). But I encourage you to take a look at the – what we consider a quality pre-apprenticeship program. And we're encouraging in that – (inaudible) – state and local areas to consider that as they work and develop pre-apprenticeship programs.

MR. ALESHIRE: And that has just been posted now. So we appreciate that, Gary (sic), for getting that loaded up. And I'm looking at the clock now; I'm realizing we are right on the hour. I feel like there's a lot of great questions out there that we are not going to be able to get to, given our time limits.

But I am sacrificing myself out of that guilt and asking you, by all means, you'll notice on the last slide – if we can navigate over – there is our contact information. Our general e-mail address, oa.administrator@dol.gov, is a great way to reach us. We are very active on that account. We do check it regularly; your questions will not go into the black hole there.

And also, again, I'll sacrifice myself here. My e-mail address – again, my name is Chad Aleshire – my e-mail address is aleshire.chad@dol.gov. You'll see it there on your screen. By all means, please feel free to e-mail me. We are excited that you're excited. So keep the questions coming, and we will do our best to get you back answers that really help you and continue to help you advance your registered apprenticeship strategies and partnerships.

So with that, I do want to say thank you to everyone. I want to thank Eric Seleznow and John Ladd, our speakers. I also want to thank Diane Walton, Mike Walter, and Greg Wilson for helping me kind of give you all a tour of the toolkit.

I also want to thank the behind the scenes folks that helped us put together all of these resources. There's too many of you to name; you know who you are out there. We spent a lot of late evenings working together on this stuff, and we really put our heart and soul into this, so we hope it is really beneficial to you and continues to be a resource you go to, you share with your partners, and we look forward to working with you in the future. By all means, contact us with more questions.

We hope you enjoyed today's session. I'm going to turn it over to our team.

MR. KEATING: All right. Great. Thanks, Chad.

(END)