



# Apprenticeship ILLINOIS.com



# Get to know your presenters...



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Illinois Department of  
Commerce and  
Economic Opportunity



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Illinois University  
Center for  
Governmental Studies



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Apprenticeship Navigator,  
EDR 9  
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Intergovernmental Grants  
Department  
Workforce Development  
Group



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Apprenticeship Navigator,  
EDR 8  
Man-Tra-Con, Corp.

# What are we going to cover today?

- Reinforcing the Navigator's Role
- Build on the Business Engagement video
- Researching and "Mapping" Your Region
- Organizing your research and information
- Building Relationships & Educating/Raising Awareness
- Getting to Commitment
- Communicating and Sharing Information
- Barriers/Challenges

# Apprenticeship Navigator's Role

- Merriam-Webster definition
  - Navigator - one that navigates
  - Navigate – to steer a course through; to make one's way over or through
- Latin - navigator simply means "sailor," from navis, "ship," and agere, "drive."
- A navigator is the person whose job it is to steer the ship. The navigator plans and charts the course and then points the boat in the right direction.

# Building on Business Engagement

## Three Key Phases from Business Engagement Video

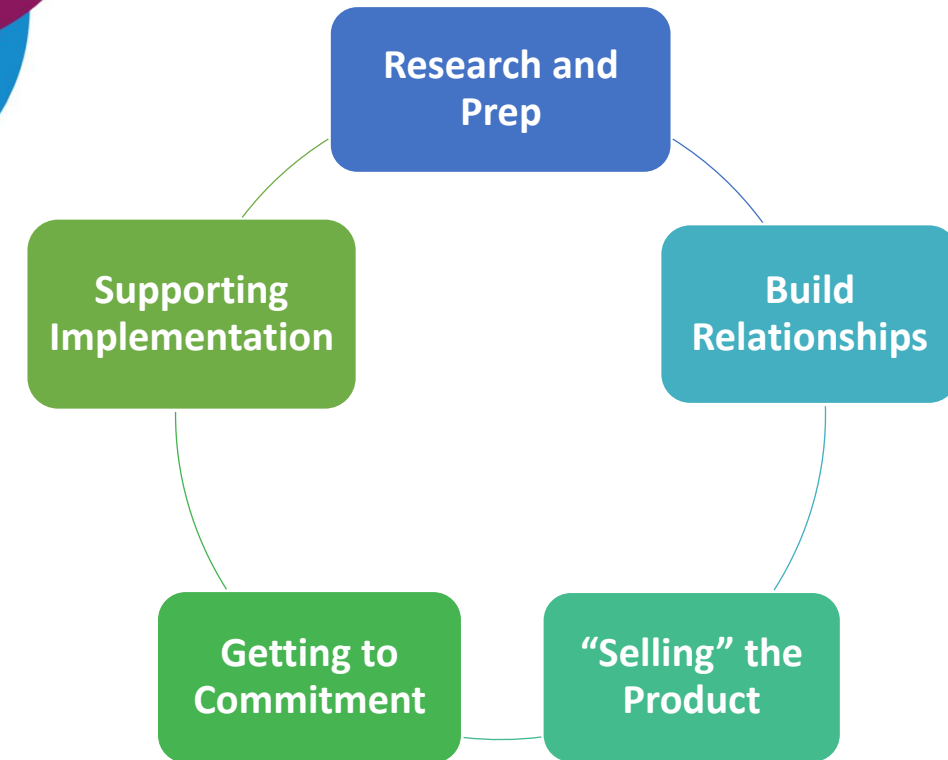
1. Research and Prep
2. Building Relationships
3. Getting to Commitment



## What tools and methods do our Apprenticeship Navigators utilize?

1. Research and Preparation
2. Build Relationships
3. "Selling" the Product
4. Getting to Commitment
5. Supporting Implementation

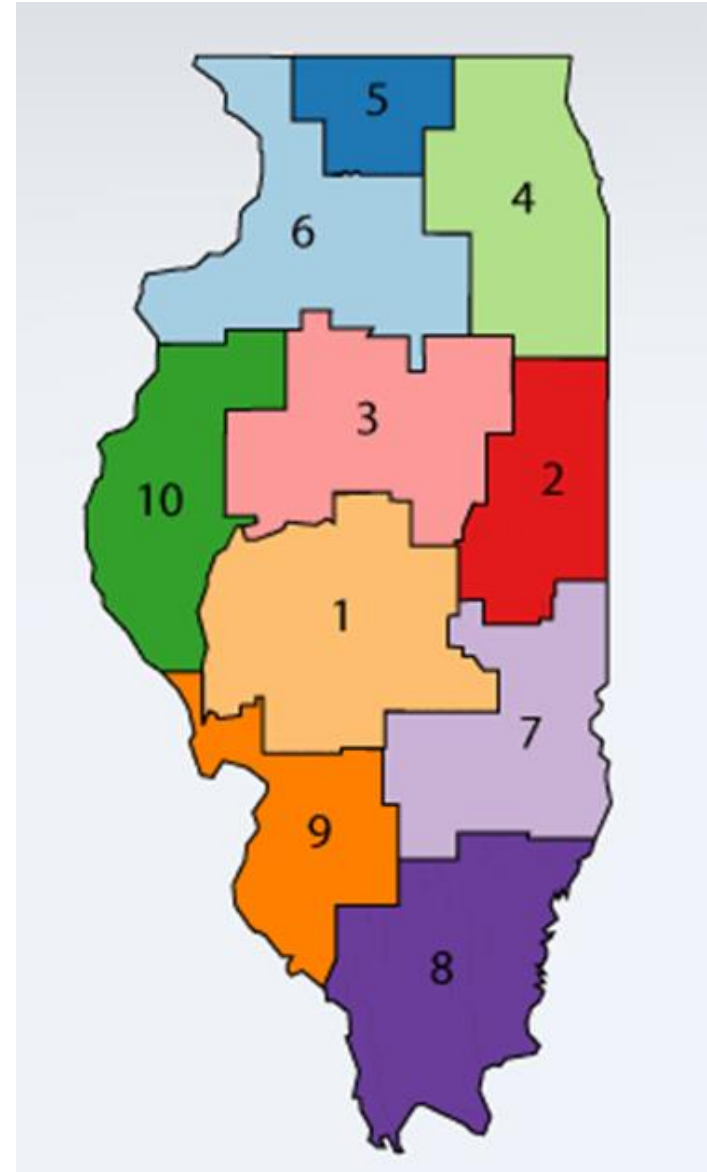
**OVERLAP IN AREAS**



# Researching and “Mapping” Your Region

## KNOW YOUR REGION

- Potential Partners – WIOA partners (IDES, DCEO, DHS-VR, ICCB), LWIAs, Business Services Reps, Chambers of Commerce, Associations, Intermediaries, Community Colleges, School Districts, CBOs, and more
- Programs – WBL, youth, pre/bridge
- Resources – meetings, funding, supports
- Occupations and Industries
- Employers



# Researching and “Mapping” Your Region

- Where to start?
  - ApprenticeshipIllinois.com
  - Apprenticeship Study Act
  - 2019 Illinois Economic Report – IDES
  - 2020 WIOA Regional and Local Planning – Regional Data Packets
    - <https://www.illinoisworknet.com/WIOA/RegPlanning/Pages/RegionalPlanning.aspx>
  - Internet – finding resources and partners
  - IDES Labor Market Economist
  - Local Workforce Area Business Reps
  - Community College Business Reps and Apprenticeship Programs
  - School District programs and Education for Employment regional representatives
  - American Job Centers and Services
- Regional Cooperation
  - Build an army of collaborators. Coalition of the willing.

# Researching and “Mapping” Your Region

## Regional Cooperation

Our regional cooperation started about three years ago with the beginning of a bi-monthly partner’s meeting held at Southwestern Illinois College (SWIC). The purpose of the meetings was to educate partners about the services each partner could provide the Workforce Innovation and Opportunity (WIOA) population most of the partners serve.

The meetings quickly grew to include Community Based Organizations (CBO’s) as a way to provide wrap-around support services. Later businesses, educational providers, and Regional Office of Educations (ROE’s) began to attend. This led to great networking and a better understanding of how best to serve individuals with barriers.

At current, the collaborative effort consists of

- 225 business contacts
- 39 CBO participants |
- 5 Chambers of Commerce groups
- 11 colleges
- 4 Community Development entities
- 11 Economic Development entities
- 5 Elected Officials
- 7 federal organizations
- 4 government assistance agencies
- 2 high school disability transition planning councils
- 2 Illinois State Boards Of Education partner
- 4 regional high school vocational training centers
- 4 ROE’s
- 6 school districts
- 31 workforce development groups
- 4 core WIOA partners
- 17 Various Community Partners

In 2017, the four core WIOA partners formed a Business Services Team (BST) that meets



# Researching ... EMPLOYERS

## Top Tools Used by Lee and Lucinda when researching Employers

- Google Maps/Earth
- Illinois Virtual Labor Market Information
- Illinois Help Wanted Online
- Indeed.com
- Employer website
- Glassdoor

# Research and Prep – Google Maps/Earth

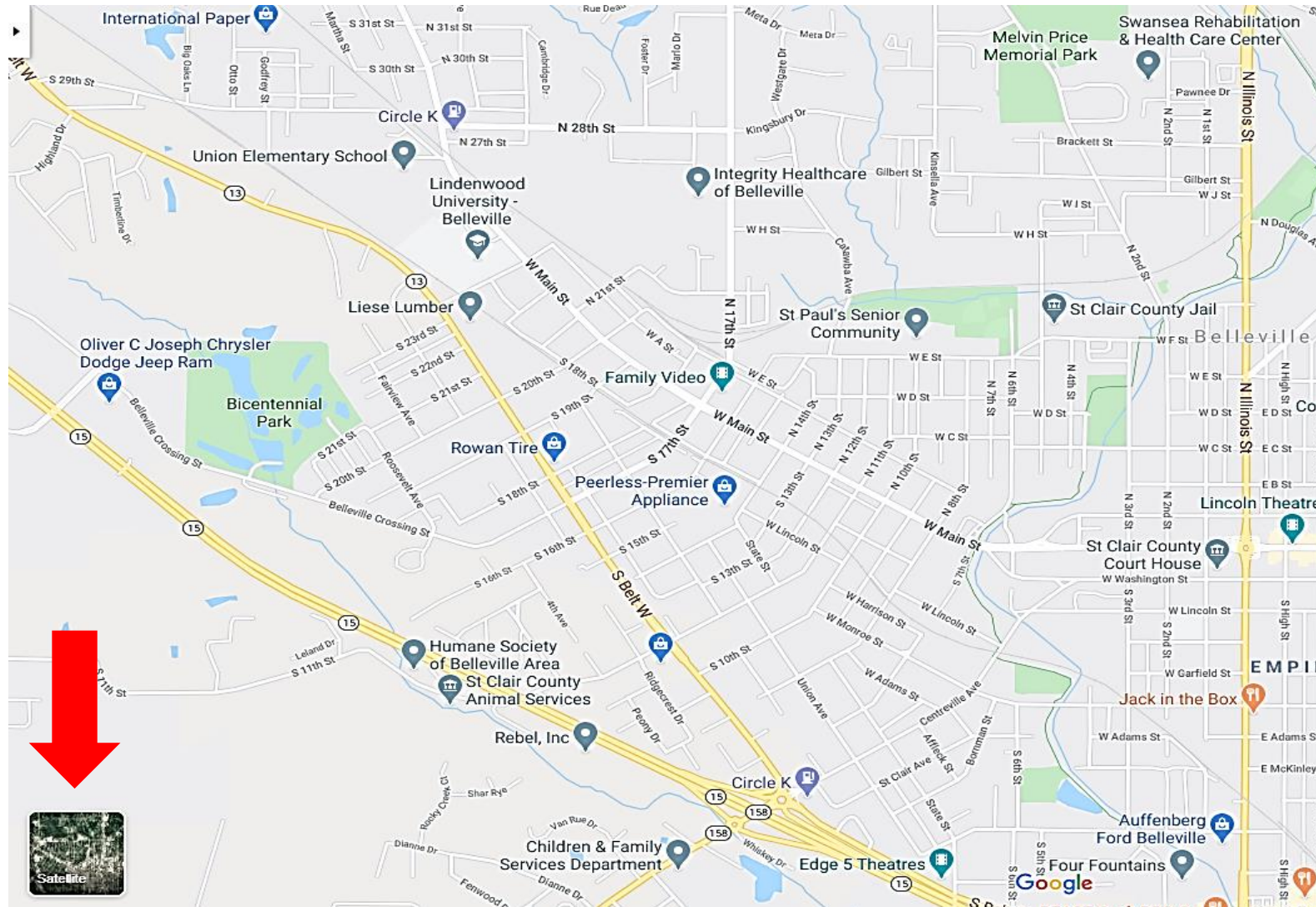
## Why use Google?

A Navigator can use Google Earth and Google Maps to become familiar with the businesses and organizations in a geographical area of interest.

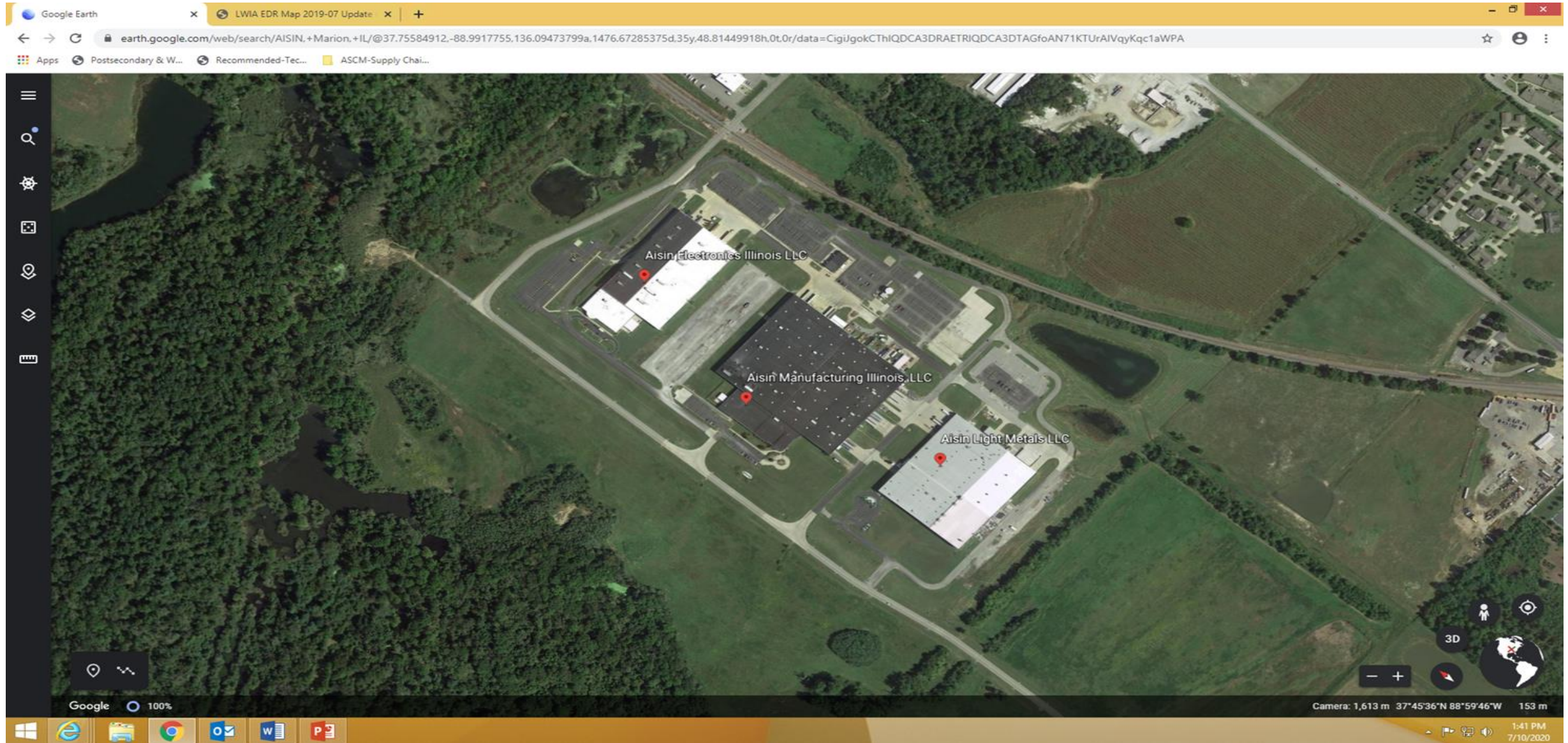
A Navigator can find useful information such as: how many competitors are in an area? size of a business(foot print)? what businesses are in a town? and distance information?

# Research and Prep – Google Maps/Earth

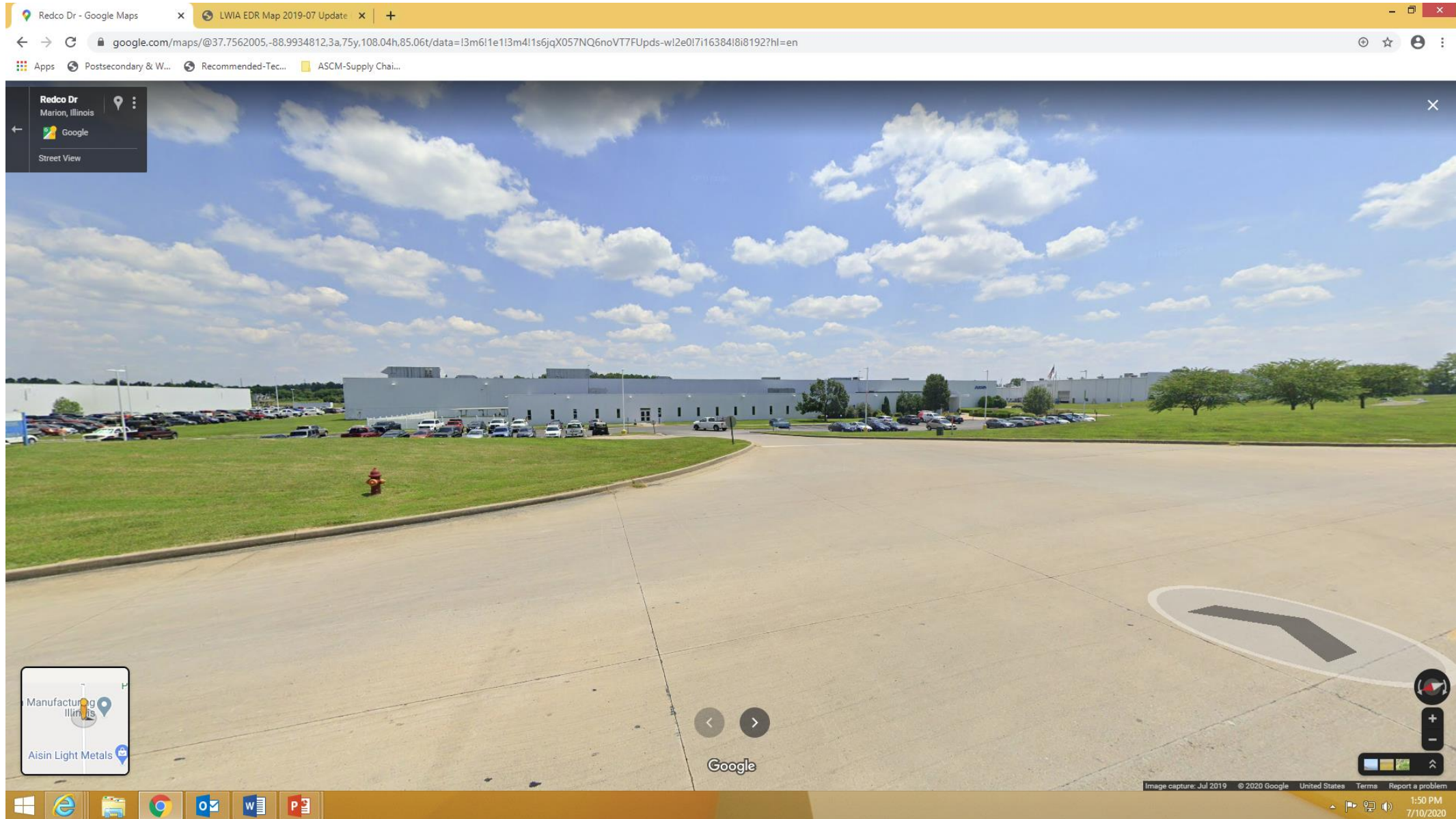
From Google Maps, to go to Google Earth, click on the tile in the lower left corner.



# Research and Prep – Google Earth



# Research and Prep – Google Earth



# Research and Prep – Google Maps/Earth

Another example of using Google Maps & Google Earth to research a problem.

Southwestern Illinois College (SWIC) has satellite campus in Red Bud, Illinois. The campus has experienced a decline in enrollment for several years. SWIC would like to revive the campus.

Residents in the area would like the campus to offer manufacturing courses, but the manufacturing courses are at the Granite City campus. This leads to a transportation barrier for Red Bud residents since Granite City is a an hour drive one-way.

Using Google Maps & Earth, see which businesses are within a twenty minute drive of Red Bud, who may need students with manufacturing education. Can organize a meeting to find out the need and connect the businesses with the college. Once the college starts classes, follow up with businesses concerning apprenticeships.

# Research – IL Virtual Labor Market Information

## Why use VLMI?

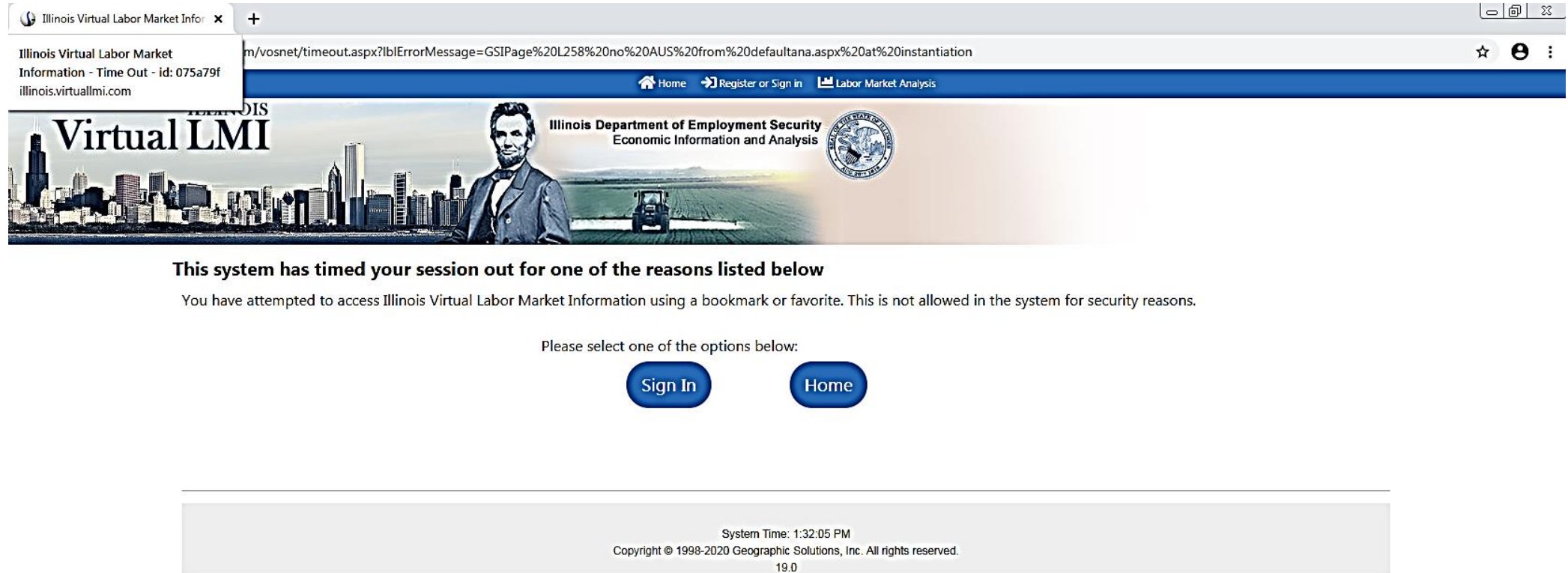
Get the name of the business, address, contact person for the business, phone number for the business, NAIC's Code, number of employees, and sometimes a website.

A navigator can set up an account or not. If not, when you hit the landing page, click the home icon. Then hover on the “employers” tab. The tab “employer’s profile” will appear. Click on “employer’s profile.”

Change search area. Then enter occupation or type of business. Search.

A navigator can create spreadsheets that captures this information for future use.

# Research – IL Virtual Labor Market Information



The screenshot shows a web browser window with the following elements:

- Browser Tab:** Illinois Virtual Labor Market Infor x +
- Address Bar:** m/vosnet/timeout.aspx?lblErrorMessage=GSIPage%20L258%20no%20AUS%20from%20defaultana.aspx%20at%20instantiation
- Navigation Bar:** Home Register or Sign in Labor Market Analysis
- Header Image:** A banner featuring the text "Virtual LMI" on the left, a portrait of Abraham Lincoln in the center, and the text "Illinois Department of Employment Security Economic Information and Analysis" on the right, accompanied by the state seal.
- Message:**

**This system has timed your session out for one of the reasons listed below**

You have attempted to access Illinois Virtual Labor Market Information using a bookmark or favorite. This is not allowed in the system for security reasons.
- Options:** Please select one of the options below:
  - [Sign In](#)
  - [Home](#)
- Footer:**

System Time: 1:32:05 PM  
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19.0



# Research – IL Virtual Labor Market Information

Illinois Virtual Labor Market Information - Time Out - id: 075a79f  
illinois.virtuallmi.com

m/vosnet/timeout.aspx?lblErrorMessage=GSIPage%20L258%20no%20AUS%20from%20defaultana.aspx%20at%20instantiation

Home Register or Sign in Labor Market Analysis

Illinois Virtual LMI

Illinois Department of Employment Security  
Economic Information and Analysis

## This system has timed your session out for one of the reasons listed below

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Please select one of the options below:

[Sign In](#)

[Home](#)

# Research – IL Virtual Labor Market Information

Illinois Virtual Labor Market Information - My LMI Dashboard  
illinois.virtuallmi.com

Home My Dashboard Register or Sign in Labor Market Analysis Quick Search

## ILLINOIS Virtual LMI

Illinois Department of Employment Security  
Economic Information and Analysis

### Welcome to the LMI Dashboard.

Registered Analysts can customize this dashboard by pinning links to favorite data sessions and adding slides with data visualizations. The dashboard will always display the most recent information available for each dataset.

My LMI Dashboard Directory of Services

Start Tour

### Data Visualizations

#### Employment and Unemployment

in Illinois for April, 2020 (seasonally adjusted)

Apr 2020  
16.4%

Source: Illinois Department of Employment Security, Local Area Unemployment Statistics

#### Number of Employees by Industry

No data available for Total, All Industries with all ownership ownership in Illinois

None Selected

#### Current Employment Statistics (CES)

in Illinois for April, 2020 (seasonally adjusted)

Title	Employment
Trade, Transportation, and Utilities	1,114,100
Education and Health Services	864,900
Professional and Business Services	840,700
Total Government	798,200
Manufacturing	530,100

Source: Illinois Department of Employment Security, Current Employment Statistics



# Research – IL Virtual Labor Market Information

The screenshot shows the Illinois Virtual Labor Market Information (LMI) website. The browser address bar displays the URL: [illinois.virtuallmi.com/vosnet/MenuLandingPage.aspx?enc=QR4OZJARREkf7MmF5/FK4TfK8TRDQTeePR0aw5yRUg/iPBH4aVu5KNXI1Zvf7r0](https://illinois.virtuallmi.com/vosnet/MenuLandingPage.aspx?enc=QR4OZJARREkf7MmF5/FK4TfK8TRDQTeePR0aw5yRUg/iPBH4aVu5KNXI1Zvf7r0). The website header includes navigation links for Home, My Dashboard, Register or Sign in, and Labor Market Analysis, along with a Quick Search function. The main content area features the Illinois Virtual LMI logo and the Illinois Department of Employment Security seal. A prominent message reads: "Please select from the Employers options listed below." Below this message, there is a link for "Employer Profile" with a description: "Select this option to find detailed information on employers that may be of interest to you. These employers may or may not have any current job openings." A blue button labeled "Return to My Dashboard" is also visible. The footer contains links for Site Map, Site Search, Page Preferences, Feedback, and Assistance, as well as a "Register or Sign in" link. The copyright notice at the bottom states: "Copyright © 1998-2020 Geographic Solutions, Inc. All rights reserved. 19.0".

Illinois Virtual LMI  
Illinois Department of Employment Security  
Economic Information and Analysis

Please select from the Employers options listed below.

[Employer Profile](#) - Select this option to find detailed information on employers that may be of interest to you. These employers may or may not have any current job openings.

[Return to My Dashboard](#)

Site Map | Site Search | Page Preferences | Feedback | Assistance

Privacy Statement | Disclaimer | Terms of Use | Accessibility | Recommended Settings | EEO | Protect Yourself | About this Site

[Register or Sign in](#)

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19.0

# Research – IL Virtual Labor Market Information

Illinois Virtual Labor Market Information

illinois.virtuallmi.com/vosnet/drills/employer/empdrill.aspx?session=jobseek

Menu Home My Dashboard Register or Sign in Labor Market Analysis Quick Search

## Virtual LMI

Illinois Department of Employment Security  
Economic Information and Analysis

How would you like to search for employers?

For help click the information icon.

Quick Employer Search **Advanced Employer Search** Employer Search by Occupation

Area (click to change): [Saline County, IL](#)

### Search Criteria

Type your keywords in the box and click the *Search* button. (e.g. Microsoft or computer)

[Keyword Search Options](#)

[Show Additional Search Options](#) [\[ Reset Criteria \]](#)

**Search**

**Return to My Dashboard**

Site Map Site Search Page Preferences Feedback Assistance

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# Research – IL Virtual Labor Market Information

Illinois Virtual Labor Market Infor x +

illinois.virtuallmi.com/vosnet/drills/employer/empdrill.aspx?session=jobseek

Home My Dashboard Register or Sign in Labor Market Analysis Quick Search

Menu

- My Analyst Workspace
  - My LMI Dashboard
  - Labor Market Facts
  - Directory of Services
- Labor Market Profiles
  - Area Profile
  - Occupation Profile
  - Industry Profile
  - Education and Training Data
  - Employers
- Data Trends
  - Employment and Wage Data
  - Economic Indicators
  - Demographics
- Other Services
  - Assistance Center
  - Learning Center

ILLINOIS Virtual LMI

Illinois Department of Employment Security  
Economic Information and Analysis

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Area (click to change): Saline County, IL

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Keyword Search Options

Show Additional Search Options [ Reset Criteria ]

Search

Return to My Dashboard

Site Map Site Search Page Preferences Feedback Assistance

Privacy Statement | Disclaimer | Terms of Use | Accessibility | Recommended Settings | EEO | Protect Yourself | About this Site

- My Analyst Workspace
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### How would you like to search for employers?

For help click the information icon.

- Quick Employer Search
- Advanced Employer Search
- Employer Search by Occupation

Area (click to change): [LWA 24](#)

### Search Criteria

Type your keywords in the box and click the *Search* button. (e.g. Microsoft or computer)

[Keyword Search Options](#)

[Show Additional Search Options](#)

[\[ Reset Criteria \]](#)

Search

Return to My Dashboard

# Research – IL Virtual Labor Market Information

Illinois Virtual Labor Market Information

illinois.virtuallmi.com/vosnet/lmi/emp/EmpSearchResults.aspx?session=jobseek&geo=1715000240&city=&zip=&radius=5&tab=0&faq=&search=&empname=Manufacturing&radKeyFilter=contains&keywordby=both&naicsco...

Home My Dashboard Register or Sign in Labor Market Analysis Quick Search

## Virtual LMI

ILLINOIS  
Department of Employment Security  
Economic Information and Analysis

Here are the 367 employers selected in LWA 24, Illinois.  
Click a company's name in the list below to see details about that company, including a map of its location (if available).

### Search

Show Display Options

Company Name	Partial Address	City	State	Key Match	Select
<a href="#">Manufacturing Kalmer Lumber</a>	Albers Rd	Albers	IL	5	<input type="checkbox"/>
<a href="#">Wicker's Manufacturing Jewelry</a>	W Broadway	Steeleville	IL	4	<input type="checkbox"/>
<a href="#">Illinois Manufacturing Extntn</a>	E Market St	Red Bud	IL	4	<input type="checkbox"/>
<a href="#">Siemens Manufacturing</a>	W Washington St	Freeburg	IL	4	<input type="checkbox"/>
<a href="#">PTL Manufacturing Inc</a>	Industrial Dr	Belleville	IL	4	<input type="checkbox"/>
<a href="#">Cypress Manufacturing</a>	N 2nd St # 1	East St Louis	IL	4	<input type="checkbox"/>
<a href="#">Siemens Manufacturing Co Inc</a>	N Johnson St	New Athens	IL	4	<input type="checkbox"/>
<a href="#">Wilson Siding Inc</a>	S Vine St	O Fallon	IL	2	<input type="checkbox"/>
<a href="#">Sign Designs</a>	N Main St	Trenton	IL	0	<input type="checkbox"/>
<a href="#">Nottmeyer Signs &amp; Stuff</a>	E 2nd St	Hoffman	IL	0	<input type="checkbox"/>

# Research – IL Virtual Labor Market Information

Illinois Virtual Labor Market Information

illinois.virtuallmi.com/vosnet/lmi/emp/empsummary.aspx?enc=QLqilM5JAoRSOuzEPumDb716fDcj2by3R9VGve9Bo8/kgcg6NSyZtrtYoOll69SOerZ3xArG94P4n4WdmyOnNGeT2GVCjXdRHbLTu9sYvSc=

Menu Home My Dashboard Register or Sign in Labor Market Analysis Quick Search

- My LMI Dashboard
- Labor Market Facts
- Directory of Services
- Labor Market Profiles**
  - Area Profile
  - Occupation Profile
  - Industry Profile
  - Education and Training Data
  - Employers
- Data Trends**
  - Employment and Wage Data
  - Economic Indicators
  - Demographics
- Other Services**
  - Assistance Center
  - Learning Center

Here is a summary of the information found for Manufacturing Kalmer Lumber in LWA 24, Illinois.

## Manufacturing Kalmer Lumber

### Employer Information

**Physical Address:** 7720 Albers Rd  
Albers, IL 62215-1118  
[Map Address](#)

**Website:** [KALMERLUMBERANDPALLET.COM](http://KALMERLUMBERANDPALLET.COM)

### Other Information

**Business Description:** Pallets & Skids (whls)  
**Employee Size Range:** 20-49  
**NAICS Code(s):** 423310 - [Lumber, Plywood, Millwork, and Wood Panel Mer](#)  
**Location Type:** Single location firm  
**Sector Entity:** Private  
**Employer's Last Update:** 2020/02

### Contact Information

**Contact:** Gary Kalmer  
**Title:** President  
**Telephone:** (618) 248-5163



# Research and Prep – Help Wanted Online

## Why use Illinois Help Wanted Online?

Illinois Help Wanted Online (HWO) is a resource dedicated to the top 20 employers and the top 20 job postings in a Economic Development Region.

A Navigator can use this information to know what employment opportunities are prevalent in the region and can focus on apprenticeship opportunities for the jobs in most demand.

The information compiled in HWO is done by a Labor Market Analyst/Economist (LMA) with the Illinois Department of Employment Security (IDES).

<https://www2.illinois.gov/ides/lmi/Pages/HWOL.aspx>

# Research and Prep – Help Wanted Online

Search this site...

**IDES**  
ILLINOIS DEPARTMENT OF  
EMPLOYMENT SECURITY

SEAL OF THE STATE OF ILLINOIS

Sign In to My Account  
Select One

Individuals Employers Workforce Partners Tools & Resources About IDES

[IDES](#) > [Labor Market Information](#)

## Help Wanted Online (HWOL)

The Help Wanted Online (HWOL) program monitors the number of seasonally and not seasonally adjusted online job ad openings posted by Illinois employers. This data is produced to assist individuals seeking job opportunities with information on jobs ads by employer and by occupation in their region.

### Help Wanted Ads during COVID 19

To assist our job seeking customers during this rapidly changing environment, our team has only included new job postings during the prior 30 days for the EDR and Statewide HWOL reports. This information shows only the employers and occupations that have recently posted job ads so we can provide the most up to date information on available jobs.

**Note: The Conference Board introduced a new methodology with the release of the November 2018 data. All historical data is no longer valid and has been removed from the IDES website. IDES will only provide limited historical data upon request.**

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#### Statewide Report (PDF Report)

Month/Year: June 2020

Get File

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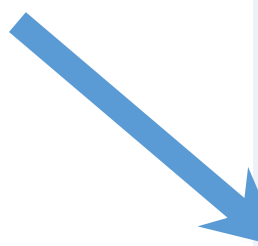
#### Local Economic Development Regions (PDF Report)

Central - EDR 1

Month/Year: June 2020

Get File

[Definitions of Economic Development Regions \(EDRs\)](#)



# Research and Prep – Help Wanted Online



Illinois Department of Employment Security  
 Economic Information & Analysis Division  
 33 South State Street, Chicago 60603  
 607 East Adams Street, Springfield 62701

## Economic Development Region 1 | Central

June 2020

EMPLOYER	JOB POSTINGS
State of Illinois	120
Decatur Public Schools	46
Heritage Operations Group	34
Archer Daniels Midland	34
Travelers	31
Pearson	23
Army National Guard	22
Memorial Health	19
Bayer	18
McDonald's	16
US Army	15
Niemann Foods	15
Mueller Water Products	15
Pilgrim's Pride	14
Crossmark	14
Healthcare Services Group	13
Christian Horizons	13
Akorn	12
Universal Health Services	11
Heritage Health	11

### ILLINOIS EDRs

- 1 - Central
- 2 - East Central
- 3 - North Central
- 4 - Northeast
- 5 - Northern Stataline
- 6 - Northwest
- 7 - Southeastern
- 8 - Southern
- 9 - Southwestern
- 10 - West Central



#### Technical Notes:

1. The Economic Information & Analysis (EISA) Division collects, compiles, analyzes, publishes and distributes a variety of Workforce, Career Resource and Labor Market Information and is the State of Illinois' primary source of labor market statistical data. [CLICK HERE](#) for EISA Data and Statistics.
2. Job ads data are prepared the first week of each month and reflect ads posted in the prior month. The total number of ads during the report period is round. Ads information is available on the 15th of each month.
3. This report represents employers that post online job ads. Hiring practices of some industries, such as construction, do not typically post their job openings online.
4. The Conference Board Help Wanted Online® Data Series (HWOL) measures the number of new, first-time online job ads and job ads reposted from the prior month from more than 16,000 internet job boards, corporate boards and smaller job sites that serve niche markets and smaller geographic areas. From time-to-time, ads used in the HWOL Data Series may have inaccurate location information listed. These inaccuracies are addressed and corrected on an ongoing basis.

OCCUPATION	JOB POSTINGS
Registered Nurses	101
Retail Salespersons	85
Heavy and Tractor-Trailer Truck Drivers	58
First-Line Supervisors of Retail Sales Workers	49
Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	45
Merchandise Displayers and Window Trimmers	41
Software Developers, Applications	37
Laborers and Freight, Stock, and Material Movers, Hand	33
Security Guards	32
Combined Food Preparation and Serving Workers, Including Fast Food	32
Customer Service Representatives	30
Maintenance and Repair Workers, General	27
Managers, All Other	26
Janitors and Cleaners, Except Maids and Housekeeping Cleaners	25

# Research and Prep – Indeed.com

## Why use Indeed.com?

- A navigator can use Indeed.com to research a business. Information tells you what positions the business has posted.
- A navigator can also look at the posting to see if there are Talent Pipeline Management (TPM) issues such as, the business has an unrealistic job posting or is seeking skills that can be built after hiring.
- A navigator can compare salary with other like businesses to see if money might be the cause for unfilled positions.
- The navigator can see how long the position has been posted. This information is used to talk about return on investment that apprenticeships can increase.

<https://www.indeed.com/>

# Research and Prep – Company Website

## Why go to an employers website?

- A navigator can research the company's website. Look at the company's mission statement, vision statement, and look around the site.
- The mission statement and vision statement will help you understand to company's stated values. Does the company value people or is the company focused on accuracy and being lean.
- Industry - Manufacturing = Chemical --- surprise!
- Subsidiary of another company
- Partners listed
- Perceive how tech savy – indicative of other things
- Employment opportunities

# Research and Prep – Company Website

aisinillinois.com



*For a Better Tomorrow*  
**AISIN GROUP**



[AMI](#)

[ALM](#)

[AEIL](#)

[Products](#)

[Careers](#)

[Supplier](#)

[Contact Us](#)



# Research and Prep – Company Website

The screenshot shows a web browser window displaying an article on the Manufacturing Tomorrow website. The browser's address bar shows the URL: [www.manufacturingtomorrow.com/article/2016/07/what-super-efficient-manufacturing-looks-like/8262](http://www.manufacturingtomorrow.com/article/2016/07/what-super-efficient-manufacturing-looks-like/8262). The website header includes navigation links for White Papers, Events Calendar, Featured Products, and Company Directory. The main header features the Manufacturing Tomorrow logo, the tagline "Online Trade Magazine - Industry 4.0 Advanced Manufacturing and Factory Automation", and options for Login, Search, and social media links (Facebook, Twitter, LinkedIn, Email, RSS). A red navigation bar contains links for Home, Automation & Networking, Additive & 3D Printing, Processing & Handling, Design & Development, and Site Services. The main content area features a large image collage of manufacturing scenes with the headline "What Super-Efficient Manufacturing Looks Like" and the author credit "Len Calderone for | ManufacturingTomorrow". To the right, there are two sidebars: "Sponsors" with buttons for "SIGN UP FOR NEWSLETTER", "INDUSTRY WHITE PAPERS", "EVENTS CALENDAR", and "INDUSTRY NEWS"; and "Most Popular Articles" listing three articles with their titles, dates, and categories.

What Super-Efficient Manufacturing Looks Like | ...  
manufacturingtomorrow.com

White Papers  
Events Calendar  
Featured Products  
Company Directory

**MANUFACTURING TOMORROW**  
Online Trade Magazine - Industry 4.0  
Advanced Manufacturing and  
Factory Automation

Login  
Search

f t in e r

Home | Automation & Networking | Additive & 3D Printing | Processing & Handling | Design & Development | Site Services

*The Tesla factory in Fremont, California, and the Gigafactory in Nevada are monuments to science and progress.*

**What Super-Efficient Manufacturing Looks Like**  
Len Calderone for | ManufacturingTomorrow

**Sponsors**

SIGN UP FOR NEWSLETTER  
INDUSTRY WHITE PAPERS  
EVENTS CALENDAR  
INDUSTRY NEWS

**Most Popular Articles**

COVID-19 Driving Visual Commerce Accelerator for Hand-Selected Manufacturers  
05/22/20 | Design & Development

Digitization Needs to Pay Off  
05/28/20 | Automation & Networking

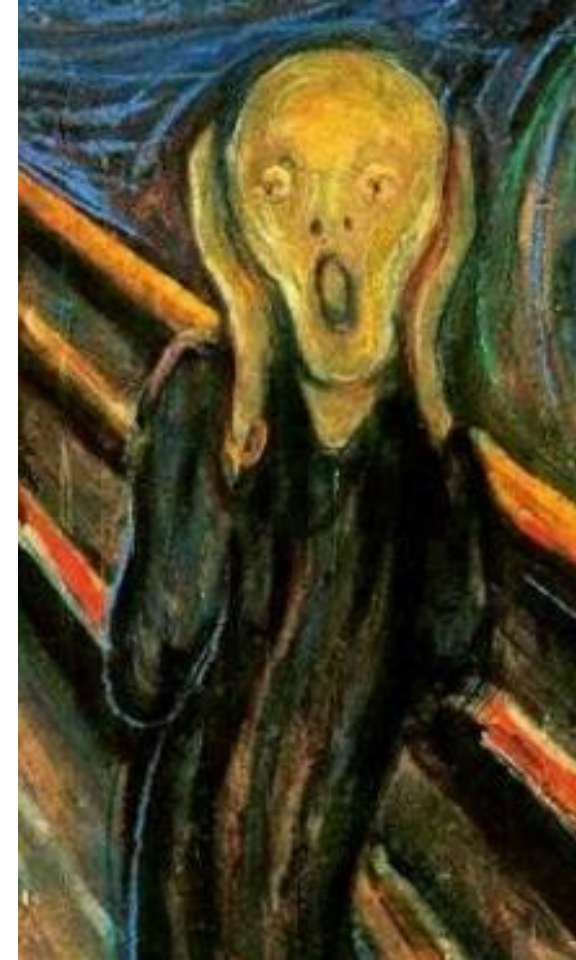
Will India Be the Next Giant of Manufacturing?  
06/02/20 | Automation & Networking

Materials Handling Equipment  
05/11/20 | Processing & Handling

# Organizing the Information

## How to and why organize your research and information?

- Spreadsheets/database takes time to build
- On a quarterly basis, Navigators will have to submit a spreadsheet on employers and partners engaged
- Hard to remember everything
- Build your research that helps “paint a bigger picture”
- Share!





# Organize Research – VLM

File Home Insert Page Layout Formulas Data Review View Help Tell me what you want to do

Clipboard: Paste, Cut, Copy, Format Painter

Font: Calibri, 11, Bold, Italic, Underline, Text Color, Background Color

Alignment: General, Merge & Center, Wrap Text

Number: \$, %, , , 0.00, 0.00

Styles: Normal, Bad, Good, Neutral, Calculation, Check Cell

Cells: Insert, Delete, Format

Editing: AutoSum, Fill, Clear, Sort & Filter, Find & Select

A503 | P I & Motor Express

1	The information contained within is from Illinois Virtual Labor Market Website. Some of the contact information may be wrong and for sure, some of the number of employees is wrong.											Updated: 03/19/20		
2	Healthcare:	Contact:	Contact Last:	Contact Title:	Phone:	Email:	Street Address:	City:	State:	Zip Code:	# of Empl:	Website:	NAICS Code:	Notes:
3														
4	Absolute Health Care Services	Debra	Floss	Owner	618-466-1010		4124 Alby St.	Alton	IL	62002	20-49	<a href="http://www.absolutehealthcare1.com/">http://www.absolutehealthcare1.com/</a>	621399	Offices of All Other Miscellaneous Health Practices.
5	Access Healthcare & Wellness	Rodney	Small	Owner	618-327-3224		1627 S. Mill St.	Nashville	IL	62263	1-4	<a href="http://access4health.com/">http://access4health.com/</a>	621310	Office of Chiropractors.
6	Adapt of Illinois - Belleville	Lyz	Surbber	Executive Director	618-235-2375		2600 West Blvd.	Belleville	IL	62221	1-4	<a href="http://adaptusa.com/">http://adaptusa.com/</a>	622210	Psychiatric and Substance Abuse Hospitals
7	Adapt of Illinois - Belleville	Amanda	Benson	Manager	618-416-1900		220 S. 17th St.	Belleville	IL	62226	10-19	<a href="http://adaptusa.com/">http://adaptusa.com/</a>	622210	Psychiatric and Substance Abuse Hospitals
8	Adapt of Illinois - Collinsville	Marg	Knolhofo	Manager	618-855-8510		614 Z Summit Ave.	Collinsville	IL	62234	5-9	<a href="http://adaptusa.com/">http://adaptusa.com/</a>	622210	Psychiatric & Substance Abuse Hospitals.
9	Addus Health Care	Tanya	Scott	Manager	618-632-1810		4509 N. Illinois St. # 1C26	Swansea	IL	62226	20-49	<a href="http://addus.com/">http://addus.com/</a>	621610	Home Health Care Services.
10	Advanced Heart Care LLC	Dana	Baugher	Family Nurse Practitioner	618-221-0630		4600 Memorial Drive, Suite 220	Belleville	IL	62226	10-19	<a href="http://advancedheartcaregroup.com/">http://advancedheartcaregroup.com/</a>	621493	Freestanding Ambulatory Surgical & Emergency.
11	Alhambra Care Center	Dede	Veder	Administrator	618-488-3565		417 E. Main St.	Alhambra	IL	62001	50-99	<a href="http://alhambracarecenter.com/">http://alhambracarecenter.com/</a>	621610	Home Health Care Services.
12	Almost Family	Karen	Kennedy	Director	618-526-8295		496 Memorial Dr.	Breese	IL	62230	20-49	<a href="http://almostfamily.com/">http://almostfamily.com/</a>	621610	Home Health Care Services.
13	Alton Memorial Hospital	David	Braasch	President	618-463-7311		1 Memorial Drive	Alton	IL	62002	500-999	<a href="http://altonmemorialhospital.org/">http://altonmemorialhospital.org/</a>	622110	General Medical & Surgical Hospitals.
14	Alton Memorial Hospital Cancer Center	Joann	Illges	Manager	618-433-7979		6 Memorial Dr.	Alton	IL	62002	10-19	<a href="http://altonmemorialhospital.org/">http://altonmemorialhospital.org/</a>	622310	Specialty (except Psychiatric & Substance Abuse)
15	Alton Memorial Health Center	Brian	Thomas	Administrator	618-474-3800		4500 College Ave.	Alton	IL	62002	250-499	<a href="http://dhs.state.il.us/">http://dhs.state.il.us/</a>	622110	General Medical & Surgical Hospitals.
16	Amedisys Home Health Care	Paul	Blandini	Director	618-622-8854		624 Pierce Blvd. #100	O'Fallon	IL	62269	10-19	<a href="http://amedisys.com/">http://amedisys.com/</a>	621610	Home Health Care Services.
17	Anderson Express Care	Laurence	Yung	Director	618-651-9777		2504 Commerce	Highland	IL	62249	5-9	<a href="http://andersonhospital.org/">http://andersonhospital.org/</a>	623110	Nursing Care Facilities.
18	Anderson Hospital	Keith	Page	President	618-288-5711		6800 State Route 162	Maryville	IL	62062	500-999	<a href="http://andersonhospital.org/">http://andersonhospital.org/</a>	622110	General Medical & Surgical Hospitals.
19	Anderson Hospital Cancer Center	Vendy	Mcintyre	Manager	618-288-2143		2227 Vadalabene Dr.	Maryville	IL	62062	20-49	<a href="http://andersonhospital.org/">http://andersonhospital.org/</a>	541618	Other Management Consulting Services
20	Anderson Hospital Center - Sleep	Rob	Page	Manager	618-288-6124		2809 N. Center St.	Maryville	IL	62062	10-19	<a href="http://andersonhospital.org/">http://andersonhospital.org/</a>	621999	All Other Miscellaneous Ambulatory Health.
21	Anderson Hospital Express Care - Bethalto	Trudy	Jennings	Director	618-258-7504		153 E. McArthur Dr.	Bethalto	IL	62010	5-9	<a href="http://andersonhospital.org/">http://andersonhospital.org/</a>	621493	Freestanding Ambulatory Surgical & Emergency.
22	Anderson Hospital Express Care - Glen Carbon	Keith	Page	President	618-656-9777		17 Ginger Creek Mdwys	Glen Carbon	IL	62034	5-9	<a href="http://andersonhospital.org/">http://andersonhospital.org/</a>	621493	Freestanding Ambulatory Surgical & Emergency.
23	Anderson Hospital Rehab Services	Sarah	Helle	Director	618-288-0151		2133 Vadalabene Drive	Maryville	IL	62062	10-19	<a href="http://andersonhospital.org/">http://andersonhospital.org/</a>	624310	Vocational Rehabilitational Services.
24	Apria Healthcare	Stacy	Rosell	Sit Manager	618-343-3700		1605 Eastport Plaza Drive #121	Collinsville	IL	62234	20-49	<a href="https://www.apria.com/">https://www.apria.com/</a>	611610	Home Health Care Services.
25	At Home Health	Cheryl	Adams	Director	618-443-2390		203 S. Vine St. #5	Sparta	IL	62286	10-19	xxxx	621610	Home Health Care Services.
26	Atrium Healthcare & Rehab	Stephanie	Birch	Administrator	618-337-9823		3354 Jerome Lane	Cahokia	IL	62206	100-249	<a href="http://atriumhca.com/">http://atriumhca.com/</a>	623110	Nursing Care Facilities.
27	Aviston Countryside Manor	Leslie	Pedike	Administrator	618-228-7615		450 W. 1st St.	Aviston	IL	62216	100-249	<a href="http://avistoncountryside Manor.com/">http://avistoncountryside Manor.com/</a>	623110	Nursing Care Facilities.
28	Aviston Terrace	Patty	Ming	Administrator	618-228-7040		349 W 1st St.	Aviston	IL	62216	10-19	<a href="http://phidd.org/">http://phidd.org/</a>	622210	Psychiatric and Substance Abuse Hospitals
29	Barber Voss Home Care	Barbara	Voss	Owner	618-257-3444		122 Lincoln Place Ct. #202	Belleville	IL	62221	20-49	<a href="http://christianhorizonliving.org/">http://christianhorizonliving.org/</a>	621610	Home Health Care Services.
30	Behavioral Health	Belinda	Gunning	Executive Director	618-251-4073		337 E. Ferguson Ave.	Wood River	IL	62095	5-9	<a href="http://bh-inc.org/">http://bh-inc.org/</a>	622210	Psychiatric & Substance Abuse Hospitals.
31	Belleville Healthcare & Rehab	Amj	Merritt	Administrator	618-235-6600		150 N. 27th St.	Belleville	IL	62226	100-249	<a href="http://bhahs.com/">http://bhahs.com/</a>	621999	All Other Miscellaneous Ambulatory Health Care.
32	Beverly Farm Group Home	Travis	Hunt	Manager	618-466-1290		212 Bachman Ln.	Godfrey	IL	62035	5-9	<a href="http://beverlyfarm.org/">http://beverlyfarm.org/</a>	623990	Other Residential Care Facilities
33	BJC Healthcare	Diane	Straub	Manager	618-463-7100		3535 College	Alton	IL	62002	50-99	<a href="http://www.bjc.org/">http://www.bjc.org/</a>	561110	Office Administration Services.
34	BJC Hospice	Cathy	Wellbourne	Manager	618-463-7100		1 Professional Drive #180	Alton	IL	62002	20-49	<a href="http://bjchospice.org/">http://bjchospice.org/</a>	623110	Nursing Care Facilities.
35	Breeze Nursing Home	Marcia	Rakers	Administrator	618-526-7804		1155 N. 1st St.	Breese	IL	62230	100-249	<a href="http://breesenursinghome.com/">http://breesenursinghome.com/</a>	623110	Nursing Care Facilities.
36	Breeze Hospice LLC	xxxx	xxxx	xxxx	618-416-6410		1909 Dublin Blvd	Belleville	IL	62221	10-19	<a href="http://breezehospice.org/">http://breezehospice.org/</a>	623110	Nursing Care Facilities.
37	Burt Shelter Care Home	Mary Jo	Swengrosh	Owner	618-465-1351		1414 Milton Rd.	Alton	IL	62002	10-19	xxxx	623990	Other Residential Care Facilities
38	Cahokia Nursing & Rehab Center	Jan	Kalz	Administrator	618-332-0114		2 Annable Ct.	Cahokia	IL	62206	100-249	xxxx	623110	Nursing Care Facilities.
39	Cancer Treatment Centers (Now Siteman Cancer Cen	Leilisa	Drger	Manager	618-236-1000		4000 N. Illinois Lane #B	Swansea	IL	62226	20-49	<a href="http://theoncancercenter.com/">http://theoncancercenter.com/</a>	622310	Specialty (except Psychiatric & Substance Abuse)
40	Car Partners Assisted Living	Cathy	Lietz	Administrator	618-327-3041		485 S. Friendship Dr.	Nashville	IL	62263	100-249	<a href="http://friendship.com/">http://friendship.com/</a>	623110	Nursing Care Facilities.
41	Caring First Inc.	Joseph	Husmann	Administrator	618-622-0500		791 3rd St.	O'Fallon	IL	62269	100-249	xxxx	623110	Nursing Care Facilities.
42	Caritas Family Solutions	Vikas	Kaveti	Director	618-855-8368		818 Jessica Drive	Caseville	IL	62232	10-19	<a href="http://caritasfamilysolutions.org/">http://caritasfamilysolutions.org/</a>	623990	Other Residential Care Facilities.
43	Caseville Nursing & Rehab	Gerri	Isenberg	Administrator	618-345-3072		601 W. Lincoln Ave.	Caseville	IL	62232	100-249	<a href="http://casevillencro.com/">http://casevillencro.com/</a>	623110	Nursing Care Facilities.
44	Cedar Hurst Living	Sue	Primo	Director	618-690-2500		1200 E. Harris Ave.	Greenville	IL	62246	10-19	<a href="http://cedarhurstliving.com/">http://cedarhurstliving.com/</a>	623110	Nursing Care Facilities.
45	Cedar Ridge Health & Rehab Center	Mike	Altobella	Executive Director	618-537-6165		1 Perryman St.	Lebanon	IL	62254	100-249	<a href="http://covenantcare.com/">http://covenantcare.com/</a>	623110	Nursing Care Facilities.
46	Central Illinois Care Services	Jeff	Stassi	Owner	618-391-7138		9 Junction Drive W.	Glen Carbon	IL	62034	10-19	<a href="http://www.centralillinoiscareservices.com/">http://www.centralillinoiscareservices.com/</a>	621610	Home Health Care Services.
47	Chester Mental Health Center	Leah	Hammel	Administrator	618-826-4571		1315 Lehman Drive	Chester	IL	62233	500-999	<a href="http://centerpointehospital.com/">http://centerpointehospital.com/</a>	622110	General Medical & Surgical Hospitals
48	Chestnut Health Systems - Belleville	Sue	Tebbe	CAO	618-397-0900		12 N. 64th St. #9	Belleville	IL	62223	50-99	<a href="http://chestnut.org/">http://chestnut.org/</a>	622210	Psychiatric and Substance Abuse Hospitals
49	Chestnut Health Systems - Granite City	Orville	Mercer	Manager	618-877-4420		50 Northgate Industrial Dr.	Granite City	IL	62040	100-249	<a href="http://chestnut.org/">http://chestnut.org/</a>	622210	Psychiatric & Substance Abuse Hospitals.
50	Clinton Manor Living Center	Michelle	Brave	Administrator	618-588-4924		111 E. Illinois St.	New Baden	IL	62265	100-249	<a href="http://clintonmanorlivingcenter.com/">http://clintonmanorlivingcenter.com/</a>	623110	Nursing Care Facilities.
51	Collinsville Group Home # B	Lisa	Stowers	Manager	618-346-1360		1282 Ridgewood Ct.	Collinsville	IL	62234	5-9	<a href="http://challengenlimited.com/">http://challengenlimited.com/</a>	623990	Other Residential Care Facilities
52	Community Care Systems Inc.	Edith	Grag	Administrator	618-277-3226		3890 N. Illinois St.	Swansea	IL	62226	100-249	<a href="http://ccscares.com/">http://ccscares.com/</a>	621610	Home Health Care Services.
53	Community Resource Center	Jack	Koch	Manager	618-594-4581		580 8th St.	Carlyle	IL	62231	5-9	<a href="http://ccr-online.info/">http://ccr-online.info/</a>	622210	Psychiatric and Substance Abuse Hospitals
54	Comprehensive Mental Health Center	xxxx	xxxx	xxxx	618-482-7330		4001 State St.	East St. Louis	IL	62205	10-19	<a href="http://cbhc1.org/">http://cbhc1.org/</a>	622210	Psychiatric and Substance Abuse Hospitals
55	Cooperative Home Care - East St. Louis	xxxx	xxxx	xxxx	618-332-6120		519 Washington Place	East St. Louis	IL	62205	20-49	<a href="http://cooperativehomecare.com/">http://cooperativehomecare.com/</a>	621610	Home Health Care Services.
56	Cooperative Home Care - Fairview Heights	xxxx	xxxx	xxxx	618-394-5681		107 Lanaghan Dr.	Fairview Heights	IL	62208	20-49	<a href="http://cooperativehomecare.com/">http://cooperativehomecare.com/</a>	621610	Home Health Care Services.
57	Crescent Home Health Agency	Sikander	Bajwa	Administrator	618-277-0939		7 Park Place #B	Swansea	IL	62226	10-19	<a href="http://crescenthca.com/">http://crescenthca.com/</a>	621610	Home Health Care Services.
58	Cypress Healthcare	Becky	Garcia	Administrator	618-235-4600		107 S. Lincoln St.	Smithton	IL	62285	50-99	<a href="http://cypresshca.com/">http://cypresshca.com/</a>	621999	All Other Miscellaneous Ambulatory Health Care.
59	Dean Healthcare LLC	xxxx	xxxx	xxxx	618-539-3939		102 N. State St.	Freeburg	IL	62243	20-49	xxxx	621999	All Other Miscellaneous Ambulatory Health Care.
60	Ease Program	Howard	Wiseman	Director	618-233-3273		2900 Frank Scott Pkwy W. #950	Belleville	IL	62223	10-19	<a href="http://easeprogram.com/">http://easeprogram.com/</a>	622210	Psychiatric and Substance Abuse Hospitals
61	Edwardsville Nursing & Rehab	Jessica	Fritz	Administrator	618-692-1330		401 Saint Marys Dr.	Edwardsville	IL	62025	100-249	<a href="http://edwardsvillenursingandrehab.com/">http://edwardsvillenursingandrehab.com/</a>	623110	Nursing Care Facilities.

# Building Relationships

**Build relationships with partners and employers!**

Relationships Are Everything And Should Flow Both Ways

- Overlap of research and relationships - Meeting everyone, visiting everywhere, learning about anything – you can connect the dots
- Chambers of Commerce - a wealth of information!
- Everyone should know you or have heard of you – be that connector – give them the ideas
- You never know what ripple effect that can have

# Building Relationships - Employers

Validate Pain Points and Learn the Business's Culture

LISTEN more than you talk! Here are some sample questions:

- What positions have the highest turnover?
- Do you anticipate the retirement of highly skilled workers soon?
- What challenges have you encountered helping workers keep pace with industry advances?
- If your company has diversity goals and strategies, do you have difficulty attracting new and more diverse talent pools?
- How are you currently addressing these challenges?
- Which solutions have been most successful? Less successful

# Employers - Discovery Questions Tool



## Discovery Questions, Active Listening, & Uncovering Pain Points

Presenting Apprenticeship as a Workforce Solution

### Example Discovery Questions

- Tell me about your organization. *(Do your research beforehand)*
- What is your role?
- What are your hardest positions to fill?
- How many openings do you typically have per year?
- What are the skills required for those positions?
- What are the education/credentials required for those positions?
- What do company policies or practices require for those positions? For example: Do they have to have a bachelor's degree?
- How do you typically recruit applicants?
- How do you typically screen applicants?
- What skills are missing in the candidates that apply?
- What do you think the barriers are to getting high quality candidates?
- How do you onboard new employees?
- What training do you provide in-house?
- What training do you send your new hires or incumbent workers to?
- Does the training you provide/send your people to produce the skills you need?
- How many of your employees eligible for retirement within the next five years?
- What are your turnover or retention rates?
- Have you calculated your cost of turnover?

### Confirm Understanding

- Let me restate that to make sure I understand...
- The occupations you have the hardest time filling are...
- The skills that you need the most are...
- The skills that are lacking in the applicants you receive are...
- Your current training plan is...

# Employers – Business Observation Survey

## Business Services Observations & Notes

Business Name: \_\_\_\_\_ Location: \_\_\_\_\_ Date: \_\_\_\_\_

### *Face-to-Face contact:*

Number of employees? \_\_\_\_\_ Drug screening? \_\_\_\_\_ Background check? \_\_\_\_\_

Use applicant Tracking system? \_\_\_\_\_ Provide educational reimbursement? \_\_\_\_\_

Ability to rise within company? \_\_\_\_\_ Willing to work with other businesses? \_\_\_\_\_

Company wanting to expand? \_\_\_\_\_ Average age of workforce? \_\_\_\_\_

Where does talent come from? Do they know? \_\_\_\_\_ Certifications or Competency? \_\_\_\_\_

Interested in apprenticeships? \_\_\_\_\_ If yes, aware of tax credits? \_\_\_\_\_

Internal pipeline? \_\_\_ External pipeline? \_\_\_ Both? \_\_\_ Paid work exp. Youth? \_\_\_

Interested in OJT? \_\_\_\_\_ Interested in Internships? \_\_\_\_\_ Need on-site training? \_\_\_\_\_

Do exit interviews? \_\_\_\_\_ Aware of local high school vocational programs? \_\_\_\_\_

Reviewed job descriptions recently? \_\_\_\_\_ Aware of One-stop? \_\_\_\_\_

Aware of IJL? \_\_\_\_\_ For needed position, how much training after hire? \_\_\_\_\_

### *Tour of Facility:*

Mechatronics/Robotics? \_\_\_\_\_ Level of use of technology? High \_\_\_ Medium \_\_\_ Low \_\_\_

Diversity of workers? High (75%) \_\_\_ Medium (50%) \_\_\_ Low (25%) \_\_\_

Types of Forklift? Sit-down? \_\_\_ Stand-up? \_\_\_ Deep reach? \_\_\_

Notes and observations: \_\_\_\_\_

# Building Relationships - Employers

What do you need? What is the biggest need to hit numbers or grow?

Clarifying questions – root cause

Health care providers need RNs, but may actually need specifically trained skills for critical care areas

Tour facilities – need welders! – but what kind of welder?

Need Industrial maintenance! Actually need machinist – Not everyone calls it the same thing

# Building Relationships/Networking/Collaboration

- Building Relationships
  - Connecting Employers to other Employers
  - Networking and Collaboration
  - Referrals
  - Supporting businesses, intermediaries, education/training providers, potential apprentices
  - Education and awareness
- Methods of connecting with employers and networking?
  - Chamber of Commerce events
  - Existing programs
  - Employers who had programs but now don't have apprentices
  - Hosting a regional Event
- Referrals
  - How do you refer or connect people?
  - Who's your team?
  - How do you share info...demonstrate and have screen shots.
- More than one-touch
- Elevator Speech
- Have to be fluid.




# Building Relationships –Connecting with Employers

## Help make connections for the employers!

- If you know the “landscape” of your region, you’ll know with whom you could connect them with, whether another employer, or a chamber or a training provider or an existing intermediary
- Create a chance for like employers to share what they are doing – industry specific – kind of like a community of practice
- Connect with intermediaries, associations, CBOs, LWAs, etc. before the employers, and then you can help connect the employers to the right source(s)
- Continual contact/check-ins with the businesses will strengthen the relationship and build trust.



# Building Relationships - Referrals

 Reply  Reply All  Forward

Tue 3/3/2020 10:02 AM



Lee A. Reese  
Kaskaskia College

To Alan Buckner; Alice Bunjan; Cindy Layman; Dawn Swift; Donald Niebruegge; Janis Walden; Laura Vahlkamp; Lisa Atkins; Matthew Jones; Nancy Foster; Nicolas Farley; Nicole Vega; Patika Hackleman; Patricia Mefford; Rebecca Marshall; Robin Kralman; Ronda Pryor (ronda.pryor@illinois.gov); Sarah Ray Lorio; Susan Chapman-Schultz; Terry Lane; Vicki Niederhofer

Yesterday I met with George Evans (President) and Nick Farley (Director of Workforce Development and Career Services) at Kaskaskia College (KC). The purpose of the meeting was to sign KC up as a new intermediary with the U.S. Department of Labor. We also discussed regional apprenticeship opportunities in KC's district. KC's Intermediary application had been completed and sent to Bruce Hallam at DOL for approval. I will continue to work with KC to develop apprenticeships.

*Lee A. Reese*

Regional Apprenticeship Navigator  
St. Clair County Intergovernmental Grants Department  
Workforce Development Group  
19 Public Square, Suite 200  
Belleville, IL 62220  
(618) 825-3265  
[lee.reese@co.st-clair.il.us](mailto:lee.reese@co.st-clair.il.us)

# Building Relationships – Intermediaries

## Support Existing and Help Establish New Intermediaries!

- A navigator needs the help of intermediaries to grow apprenticeships.
- A navigator should become very knowledgeable on how an intermediary functions and what programs are offered.
- Train new intermediaries and work closely with intermediaries to build and support apprenticeships.
- Share resources with intermediaries and connect them with businesses.

# Building Relationships – Events

## Host or Attend Events!

- Events are a good tool to educate on apprenticeships and network.
- Some types of events are job fairs, community resource fairs, chambers of commerce events, and events that you host to educate on apprenticeships.

# Building Relationships – Events

## Agenda

### Southwestern Illinois Economic Development Region Regional Apprenticeship Meeting January 23, 2020

1. Welcome  
Mitch Bair – Collinsville City Manager
2. Introductions  
Matt Jones – Coordinator Workforce Development Group - St Clair County Intergovernmental Grants Dept.
3. Roles – How do we all work together  
Navigator & US Chamber Talent Pipeline  
Lee Reese – Regional Apprenticeship Navigator  
  
Intermediaries  
Cindy Layman – Programs Specialist - St Clair County Intergovernmental Grants Dept.  
Tony Fuhrmann – Director – Madison County Employment and Training Dept.  
Patrick Campbell - Program Development Manager - Office of Employment & Training - IL Dept. of Commerce and Economic Opportunity
4. Coordination – Communication  
Brad Sparks – Dean of Technical Education – Southwestern Illinois College  
Brian Mentzer – Assistant Superintendent – Belleville Township District 201 Schools  
George Evans – President – Kaskaskia College  
Charles Hilmes – Mayor – City of Breese/President - South Central Illinois Growth Alliance
5. Federal & State Involvement  
Kim Jones – IL State Director for Apprenticeships – US Department of Labor  
Julio Rodriguez – Deputy Director for the Office of Employment & Training - IL Dept. of Commerce and Economic Opportunity  
Jennifer Foster – Deputy Executive Director – IL Community College Board  
Mike Conley – Business Member IL Workforce Innovation Board – Chair of the Apprenticeship Committee
6. Employer Panel  
John Caupert – Executive Director – National Corn to Ethanol Research Center  
Jeff Horvath – Vice President, Supply Chain & Operations – Terra Source Global  
Amber Kasting – HR Generalist II – West Star Aviation  
Joanna Elliot – Supervisor Human Resources – Antolin Nashville
7. Apprentice Testimonial  
Celeste Linares – Apprentice - National Corn to Ethanol Research Center
8. Next Steps  
Intermediaries Needed  
Next steps for interested businesses
9. Wrap up
10. Q&A Session

# Building Relationships –Connecting with Employers & Networking

## Pre- and During COVID

- Before COVID 19, attending local Chamber of Commerce events led to extremely valuable contacts and networking. This networking led to referrals from the chambers.
- Since COVID 19, the chamber events have been by Zoom meetings. This has still led to opportunities.
- Since COVID 19, some apprenticeships have shifted to the on-the-job learning portion of the apprenticeship and plan to back-load the related training once the community colleges are back to hands on for vocational training.
- A navigator can build relationships with business by helping businesses become familiar with and using WorkNet's new Virtual Job Fair site. <https://www.illinoisworknet.com/>

# “Selling” the Product

- Must be thoroughly familiar with apprenticeship
  - What is front loaded? Time or hybrid?
  - What are the different ways an apprenticeship could be put together?
  - What are the standards, work processes, framework?
  - Need to know what DOL needs to register a program, start a new program
  - Speeds up the process – Get to know your DOL Apprenticeship Training Representative (ATR)
  - Understand the misconceptions they may have. Educate the employer!
- You CANNOT handover info or frameworks to the employer and just leave them!

### Attachment 8A: On-the-Job Learning and Education Outline

#### Retail and Sales Manager

(Existing Title: Retail Store Manager)

O*Net Code	RAPIDS Code
41-1011	0578

**Section 1 – On-the-Job Learning**

[29 CFR 29.5(b)(2)]

1. During the Apprenticeship, the Apprentice shall receive work experience and job related education in all phases of the occupation, including safe work practices, necessary to develop the skill and proficiency of a skilled professional.
2. The program sponsor or its designated apprenticeship committee must ensure Apprentices are rotated throughout the various work processes to ensure a well-rounded professional upon completion of the Apprenticeship, and identify what methodology will be used to track progression of experience on-the-job.
3. Such on-the-job training shall be carried on under the direction and guidance of a qualified professional.

The following identifies the major work processes in which Apprentices will be trained

	Harper Hours
<b>Company Orientation</b>	250
1. Knowledgeable of company product(s) and services; keeps current on new and comparable products and services by competitors.	
<b>Management</b>	1958
2. Manage, plan, direct, or coordinate activities of staff as directed in branches, offices or departments; shares information openly.	
3. Prepare various reports by collecting, analyzing, and summarizing information pertinent to company product(s) or services; assist with company strategic assessment, evaluation and planning activities.	
4. Apply a variety of marketing and sales practices to diverse situations; understands local, state and federal rules and regulations related to company products and services.	
<b>Leadership</b>	1958
5. Identify and critically analyze problems; formulate alternative solutions; take or recommend appropriate actions; follow up to ensure a smooth sales process and process transactions.	
6. Service existing accounts, obtains orders, and establishes new accounts to attain and sustain individual, departmental, and company sales goals.	
7. Effectively communicate, use good interpersonal skills to influence others in order to meet organizational goals; relates well to all kinds of people; is able to speak well and write effectively; works well and contributes as part of a sales team.	
<b>Customer Service</b>	334
8. Establish and maintain relationship with individuals or customers and provide assistance to solve problems and/or issues these customers may encounter; actively seek for ways to identify market demands to meet customer needs.	
<b>Total Hours (Guideline) Harper College</b>	<b>4500</b>

### Attachment: On-the-Job Learning and Education Outline Hospitality & Retail Associate

O*Net Code	RAPIDS Code


**Section 1 – On-the-Job Learning**

[29 CFR 29.5(b)(2)]

1. During the Apprenticeship, the Apprentice shall receive work experience and job related education in all phases of the occupation, including safe work practices, necessary to develop the skill and proficiency of a skilled professional.
2. The program sponsor or its designated apprenticeship committee must ensure Apprentices are rotated throughout the various work processes to ensure a well-rounded professional upon completion of the Apprenticeship, and identify what methodology will be used to track progression of experience on-the-job.
3. Such on-the-job training shall be carried on under the direction and guidance of a qualified professional.

The following identifies the major work processes in which Apprentices will be trained

Hospitality & Retail Training	Hours
<b>Company Orientation</b>	250
1. Knowledgeable of company product(s) and services; keeps current on new and comparable products and services by competitors.	
<b>Management</b>	200
2. Manage, plan, direct, or coordinate activities of staff as directed in branches, offices or departments; shares information openly.	
3. Prepare various reports by collecting, analyzing, and summarizing information pertinent to company product(s) or services; assist with company strategic assessment, evaluation and planning activities.	
4. Apply a variety of marketing and sales practices to diverse situations; understands local, state and federal rules and regulations related to company products and services.	
<b>Leadership</b>	200
5. Identify and critically analyze problems; formulate alternative solutions; take or recommend appropriate actions; follow up to ensure a smooth sales process and process transactions.	
6. Service existing accounts, obtains orders, and establishes new accounts to attain and sustain individual, departmental, and company sales goals.	
7. Effectively communicate, use good interpersonal skills to influence others in order to meet organizational goals; relates well to all kinds of people; is able to speak well and write effectively; works well and contributes as part of a sales team.	
<b>Customer Service</b>	750
8. Establish and maintain relationship with individuals or customers and provide assistance to solve problems and/or issues these customers may encounter; actively seek for ways to identify market demands to meet customer needs.	
<b>Supply Chain &amp; Stock Management</b>	400
9. Knowledgeable on the use of bar codes and how supply chains operate.	
10. Understand the importance of keeping stock available.	
<b>Credit Card &amp; Security Basics</b>	100
11. Understand the importance of credit card fraud and how to maintain credit card security.	
12. Understand the impact of shoplifting and theft of company property.	

<b>#6) Service existing accounts, obtains orders, and establishes new accounts to attain and sustain individual, departmental, and company sales goals.</b>		Proficient in Task	Completion Date	<b>#8) Establish and maintain relationship with individuals or customers and provide assistance to solve problems and/or issues these customers may encounter; actively seek for ways to identify market demands to meet customer needs.</b>		Proficient in Task	Completion Date
21	Understand the company business mission			32	Support beginning and ongoing relationships with customers and maintain confidentially		
24	Work collaboratively with other team members to meet department and company goals			33	Assist to resolve problems and issues encountered by customers in accordance to company policies		
23	Understand established personal performance sales goals and actively work to successfully meet them			34	Assist in applying marketing practices helpful to a variety of company situations		
24	Work to grow customer base for company			35	Monitor market demands to meet current and future customer needs		
<b>#7) Effectively communicate, use good interpersonal skills to influence others in order to meet organizational goals; relates well to all kinds of people; is able to speak well and write effectively; works well and contributes as part of a sales team.</b>		Proficient in Task	Completion Date	<b>#9) Knowledgeable on the use of bar codes and how supply chains operate.</b>		Proficient in Task	Completion Date
25	Consistently displays professionalism and confidence			36	Understand the information contained in a bar code.		
26	Effectively adjusts to changes in work processes and environment and alters behavior and efforts to align with evolving situations			37	Effectively communicate the steps in a supply chain.		
27	Demonstrate effective communications; verbal, non-verbal, and written			<b>#10) Understand the importance of keeping stock available.</b>		Proficient in Task	Completion Date
28	Utilize multiple channels or means to communicate important messages (memos, newsletters, email, meetings, etc.)			38	Assist in ordering stock when needed.		
29	Effectively conduct formal presentations to staff, management or customers			39	Assist in inventory control measures.		
30	Illustrate good use of interpersonal skills relating well to team members and customers			<b>#11) Understand the importance of credit card fraud and how to maintain credit card security.</b>		Proficient in Task	Completion Date
31	Use culturally sensitive interpersonal skills and present acceptable attitudes interacting with team members and customers			40	Effectively communicate how much credit card fraud effects the business.		
<b>#8) Establish and maintain relationship with individuals or customers and provide assistance to solve problems and/or issues these customers may encounter; actively seek for ways to identify market demands to meet customer needs.</b>		Proficient in Task	Completion Date	41	Effectively communicate ways to reduce credit card fraud and the policies in place regarding credit card fraud reduction.		
33	Support beginning and ongoing relationships with customers and maintain confidentially			42	Illustrate good credit card handling and processing procedures.		
34	Assist to resolve problems and issues encountered by customers in accordance to company policies			<b>#12) Understand the impact of shoplifting and theft of company property.</b>		Proficient in Task	Completion Date
35	Assist in applying marketing practices helpful to a variety of company situations			43	Effectively communicate the definition of shoplifting under Illinois law.		
36	Monitor market demands to meet current and future customer needs			44	Effectively communicate methods of shoplifting.		
				45	Effectively communicate company policy on theft of company property.		
				46	Assist in the security of company property.		



# “Selling” the Product

- Connect them with the right people – set up a meeting with a partner(s)
- Don’t leave it until a good handoff is made – check on them later, too!
- Value proposition –
  - <https://miapprenticeship.org/employers/roi-calculator/>
  - <https://oregonapprenticeship.org/roi-calculator/>
  - <http://www.costofahire.com/>
    - Cost of Turnover Tool – cost of recruiting, hiring, etc.
- Incumbent worker approach
- Know types of funding
- Tax Credit

# “Selling” the Product

## Direct Cost of Turnover

A

### A. Estimate separation costs for 1 worker

- Separation pay
- Time of HR and other staff to process separation, including participating in exit interview

B

### B. Estimate daily vacancy costs for 1 worker

- Typical daily overtime wages for employee(s) that fill in to cover vacant shift
- Typical daily staffing agency cost for a temporary worker that exceeds the typical daily wage
- Estimated lost sales from no-shows

C

### C. Estimate typical number of days to replace a worker

D

$$D = B * C$$

### D. CALCULATE: Total vacancy costs for 1 worker

- Multiply daily vacancy costs (B) by days to replace a worker (C)

E

### E. Estimate recruitment/screening costs for 1 worker

- Prorated cost of advertising the position
- Prorated share of fees paid to recruiting services
- Costs of screening and interviewing the typical number of applicants. For example:
  - Time spent reviewing applications and scheduling and conducting interviews
  - Cost of pre-employment testing; staff time to administer
  - Cost of drug screen or other background checks; include staff time to coordinate
  - Hiring bonus or incentive

F

### F. Estimate orientation and onboarding costs for 1 worker

- New employee orientation; include staff time for one new employee and management staff who conduct orientation, charges for space, technology and other resources
- New employee literature or forms for one new employee; include staff time to prepare handbook, benefits information, other company policy materials
- Cost of badge, uniform, tools, etc.
- Wages paid to one new employee during onboarding and training
- Prorated wages for supervisor or trainer during onboarding and training

G

$$G = A + D + E + F$$

### G. CALCULATE: Total cost to replace 1 worker in this position

- Add separation costs (A), total vacancy costs (D), recruitment/screening costs (E), and orientation/onboarding costs (F)

H

### H. Number of workers in this position replaced in the last 12 months

I

$$I = G * H$$

### I. CALCULATE: Total direct cost of turnover in the last 12 months

- Multiply individual replacement cost (G) by number of workers replaced (H)

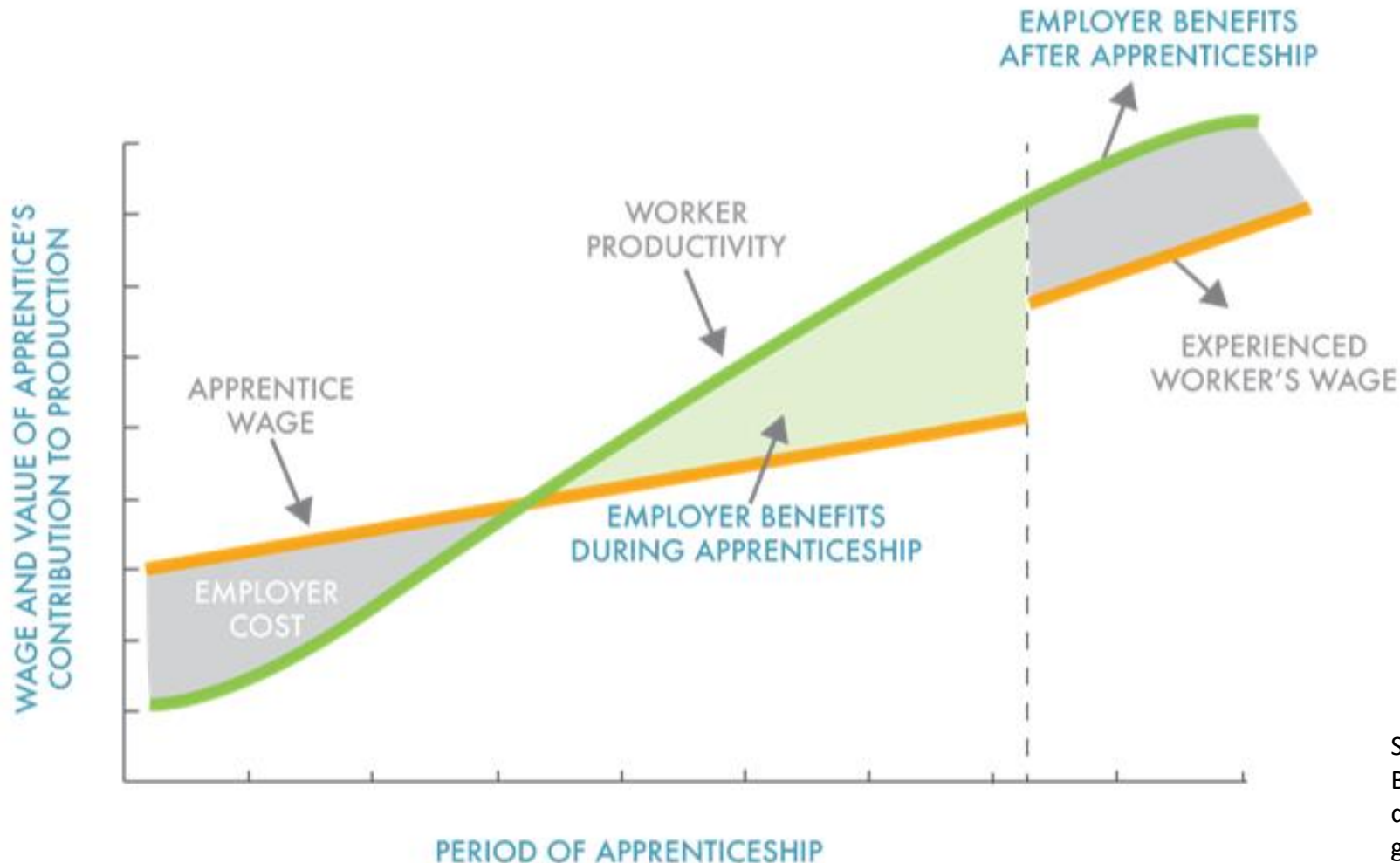
# “Selling” the Product

## Introduce Apprenticeship in the Context of Existing Business Practices



# “Selling” the Product

Although Apprenticeships seem costly at first, Employers are projected to earn a positive ROI on Apprentice work



Source: CareerWise Colorado presentation. Based on a Swiss report, firms saw a 10% ROI during the apprenticeship program and an even greater ROI once apprentices completed.

# Getting to Commitment

## Do you ever get to commitment?

- Build relationships first
- Listen
- After action and follow-up actions
- Don't get discouraged
- Multiple touches, may start with baby steps – some other WBL
- Employers respond to other employers
  - Show what other employers have done, connect them, whether local or nationally
- Each region is different
- May need to walk away – Plant the seed and let it grow

# Communicating & Sharing

Why communicate and share information?

With whom?

- Navigators helping Navigators!
- Navigators helping other Business Reps
- Navigators helping other partners
- Navigators getting random requests



# Barriers and Challenges

- The LONG GAME
- May have coalition of the willing, but then corporate may kill
- Multiple touches
- No problem is the same
- Helping employers think outside the box – work with them in such a way that they don't feel insulted
- Changing a mindset

# Resources Outside Your Region

- WorkforceGPS.org

## Communities

- Apprenticeship Community
- Apprenticeship State Expansion Grants (ASE) Community



My WorkforceGPS | Resources | ETA Grants | Communities | Events | Member Directory | Help | About

Communities offer you the chance to find resources on specific topics, programs, or initiatives--all while engaging with peers on those matters that most interest you.

Agricultural Connection

ETA Grantee Products

Indian & Native American Programs

TA Help - for ETA

Apprenticeship

Evaluation and Research Hub

ION - Innovation and Opportunity Network

Trade Adjustment Assistance for Workers

Apprenticeship State Expansion Grants (ASE)

Grants Application and Management

LMI Central

Unemployment Insurance

Business Engagement Collaborative

H-1B America's Promise

Older Workers

Veterans' Priority & Military Employment

Career Pathways

H-1B Ready To Work

Performance Reporting

WIOA Partners - for Federal Staff

College Connection

H-1B Scaling Apprenticeship Through Sector-Based Strategies

Reemployment Connections

Workforce System Strategies

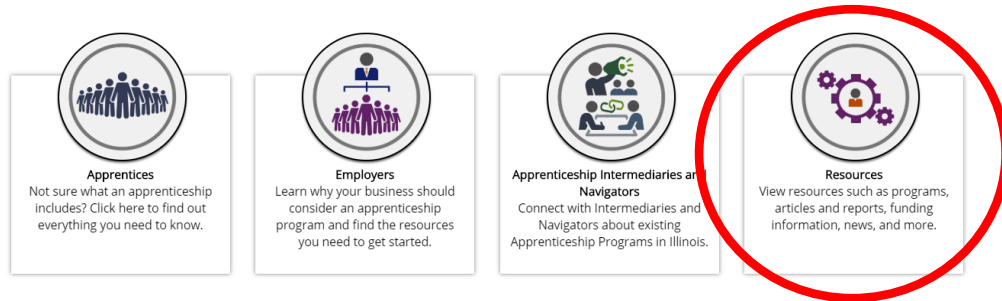




# Where to find these course handouts?

## ApprenticeshipIllinois.com

### 1. Click on “Resources”



### 2. Click on “Apprenticeship Professional Development”



### 3. Click on course

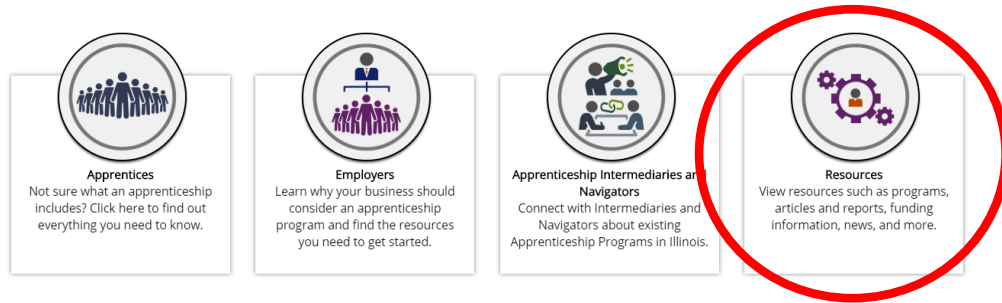
For the Downloadable Resources, which correspond to each of the courses, please click on the links below: *(Please note that the courses are available)*

Apprenticeship Illinois Professional Development Courses
Welcome, Kickoff Meeting
Session 1: Foundations for Registered Apprenticeship
Session 2: Apprenticeship Illinois Overview
Session 3: Navigator Best Practices
Session 4: Intermediary Best Practices
Session 5: Innovated Opportunities to Leverage Funding
Session 6-A: Apprenticeship Illinois Tracking System
Session 6-B: Apprenticeship Illinois Tracking System

# Where to find other resources?

## ApprenticeshipIllinois.com

### 1. Click on “Resources”



### 2. Click on “Resource Library”



### 3. Click from multiple topics:

#### GUIDES, ARTICLES, REPORTS, AND PARTNERS

For more information, click on one of the categories below:

[Apprenticeships and LWIAs](#)

[Benefits of Apprenticeships](#)

[Business Engagement](#)

[Creating an Apprenticeship Program](#)

[Employability Skills](#)

[Equity](#)

[Funding Apprenticeships](#)

[Industry Specific Information](#)

[Mentoring](#)

[Parent Guides](#)

[Partners and Contact Information](#)

[Pre-Apprenticeship](#)

[Youth Apprenticeship](#)

Note: Please share your resources, and we will add them to this page.