

*Advancing Senior Care Workforce  
through Registered  
Apprenticeships Programs*

**SPEAKERS:**

- Chuck Olsen, Wisconsin DWD
- Ruth Patterson, TalentGro



# AGENDA

- I. Welcome and Introduction
- II. Key Background Info
- III. Overview of HRTG RA Solution
- IV. WI RA Specifics and Benefits
- V. HRTG Specific RA occupations
- VI. Audience questions
- VII. Wrap-up



# Welcome WALA Professionals!



Ruth Patterson serves as the Director of Hamilton-Ryker's TalentGro Division, a workforce intermediary and sponsor of Registered Apprenticeship programs. Leading a team that supports over 7,800 healthcare apprentices nationwide, Ruth helps employers design strategic recruiting and retention initiatives to strengthen their workforce.



Chuck Olsen is a Registered Apprenticeship (RA) Outreach Manager with the WI DWD specializing in emerging RA sectors. He works with employers and local committees to build programs in non-traditional RA occupations such as IT, HR, ECE and Health Care. Chuck received his MBA from UW-Madison. He is a 20-year Army Veteran followed by 20 years as a Manager/Director with Ford Motor Company and the Boucher Group.





# What We Hear from Our Healthcare Employer Partners

According to the study *“The 2030 Problem: Caring for Aging Baby Boomers”*, there are several factors behind the staff shortages in healthcare:

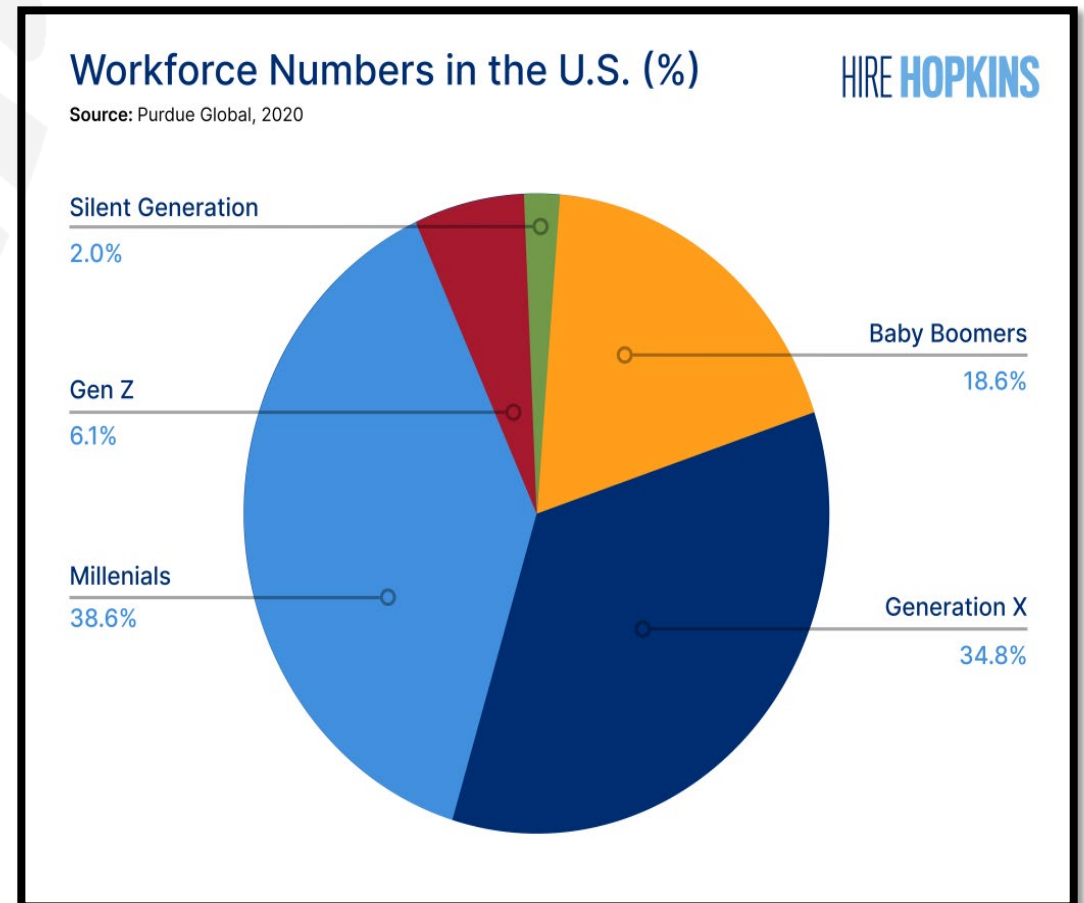
- The aging Baby Boomer population generates a greater need for care.
- The aging healthcare workforce is retiring.
- There is a steady increase in the number of chronic diseases.
- There are limited new graduates to fill open positions
- **COVID Retirements and new attitude of the workforce**



*“We need to develop a pipeline of skilled workers and upskill the existing workforce.”*

# CURRENT WORKFORCE – 4 ACTIVE GENERATIONS

## A QUICK LOOK AT THE NUMBERS – RATIO OF INCOMING AND OUTGOING WORKFORCE

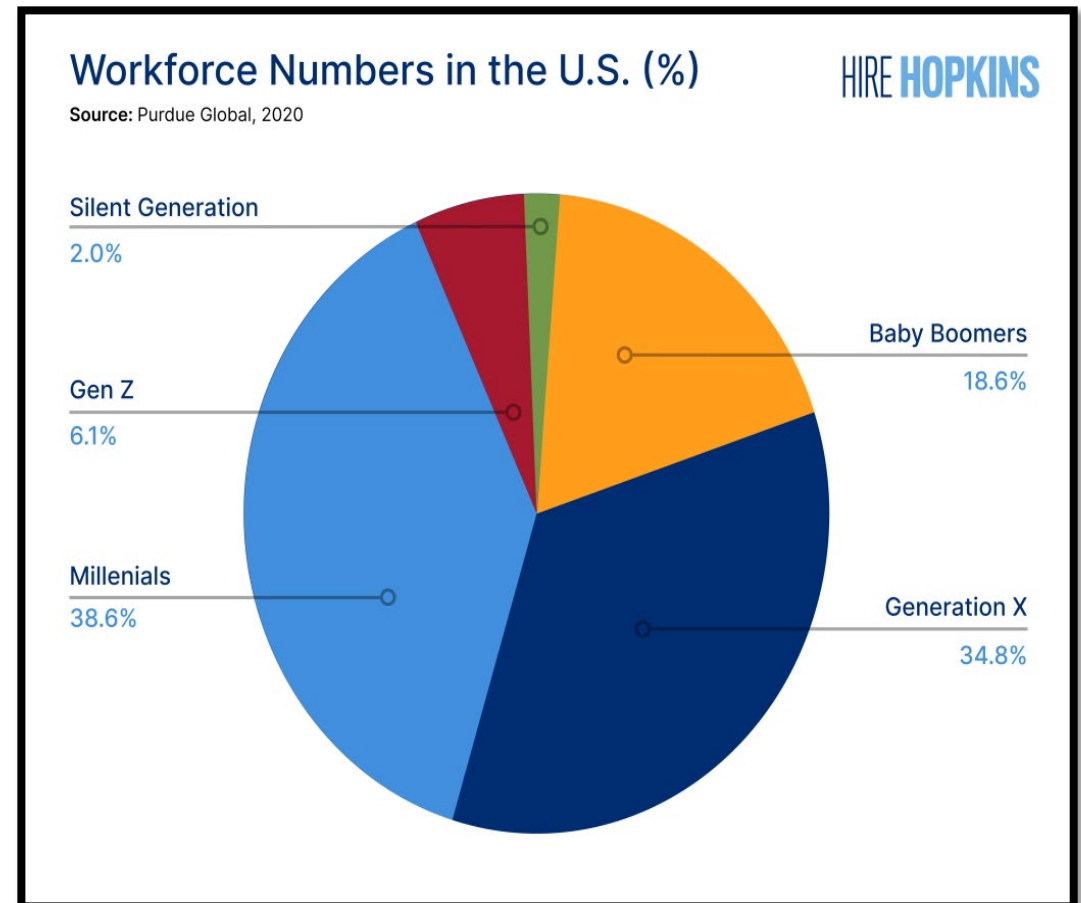


# CURRENT WORKFORCE – 4 ACTIVE GENERATIONS

## A QUICK LOOK AT THE NUMBERS – RATIO OF INCOMING AND OUTGOING WORKFORCE

- Silent Generation 1925-45
- Boomers: 1945-64
- Gen X: 1965-80
- Millennial: 1980-2000
- Gen Z: 2001-20

X and Boomers make up more than half the workforce. By 2025 M will make up 75% of the workforce. Gen Z is entering now.





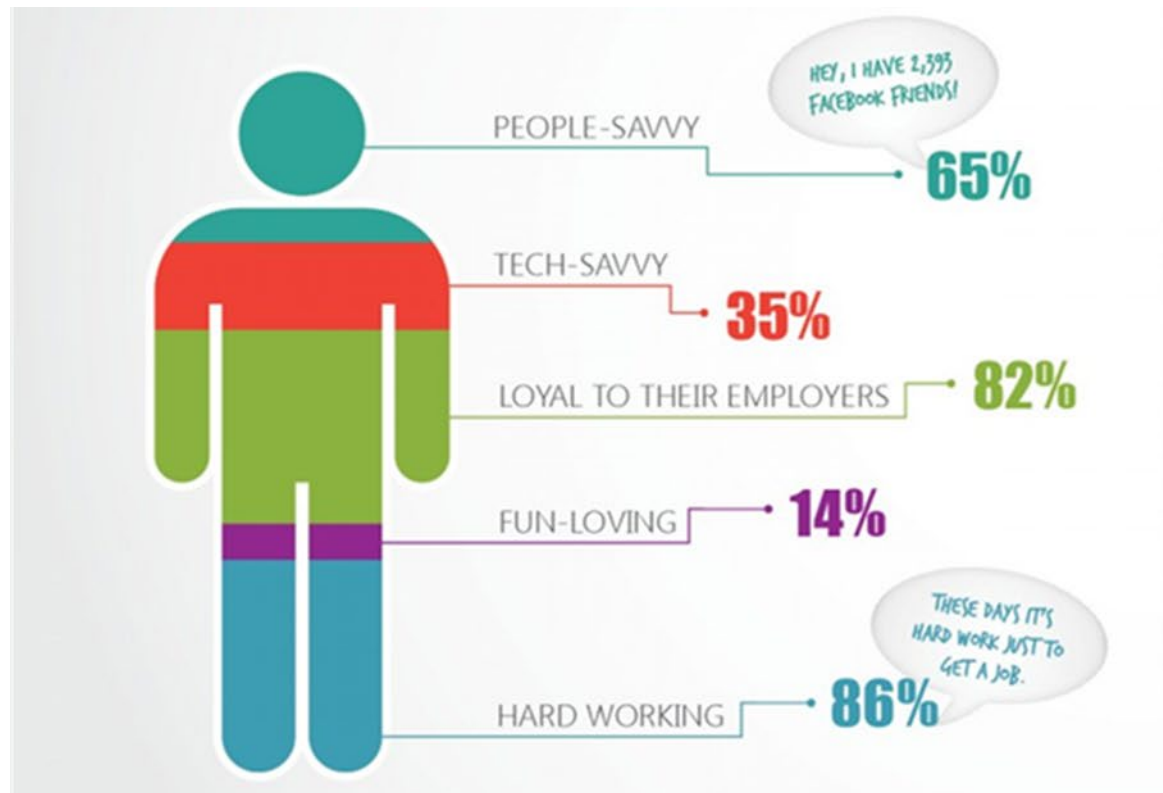


***The Incoming Workforce: Looking at Millennials and Gen Z***

# MILLENNIALS: BORN 1980-2000

## THEY SEE THEMSELVES

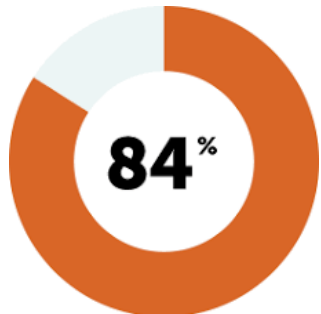
## HOW HR SEES THEM





# WHO ARE THEY? WHAT MOTIVATES THEM?

## GENERATION Z: BORN 2001-2020



Expect their employer to provide formal training



Want to interact with their boss daily or several times a day

- Global, Entrepreneurial progressive, less focused
- Life Shaped by: Post 9/11, early access to technology
- Communication style: IMs, texts, social media
- Digital device addicts, value independence and individuality, prefer to work with Millennial managers, innovative coworkers and new technologies
- Multi-tasking, self-directed and independent.



# RETAINING THE TALENT YOU HAVE INVESTED IN!



Retain New Talent



Prepare for Future Needs

Students who participate in apprenticeship programs develop a strong connection to your organization and its mission. By investing in their education early, you're fostering loyalty and building a healthcare workforce that is more likely to stay and grow with your organization.

Candidates who enter through these programs are more likely to feel loyal to your company and stay for the long term. You'll also be able to identify and develop future leaders within your organization.

CEDAR HAVEN

CNAs \$1,500  
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RNs \$3,500

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Join our 5-star Team and get your first payment after orientation!

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"GET PAID TO TAKE CARE OF YOUR FAMILY MEMBERS OR FRIENDS TODAY OR WE CAN ASSIGN SOMEONE FOR YOU TO CARE FOR"

**\$600 SIGN ON BONUS**

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**✓ Overtime Pay**  
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**✓ Direct Deposit of Paychecks**  
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**✓ Convenient Locations**

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**Visit One Of Our Locations:**  
826 E Allegheny Ave, Philadelphia, PA 19134 | 4711 Wellington St Philadelphia, PA 19135  
[www.VitalSupportHomeCare.com](http://www.VitalSupportHomeCare.com)





# Introduction to Registered Apprenticeship Program -- aka Career Advancement Programs



# Registered Apprenticeship began in WI!

- Our 1911 law is the nation's model
  - Provide industry with skilled labor
  - Provide career opportunities for youth
  - Protect those who enter apprenticeship
- WI technical schools: vocational instruction
- Nationally recognized credential
- Over 200 apprenticeship occupations!
- 2600 WI employers train RAs each year
- Record 17,089 Registered Apprentices in 2024!



# WI Registered Apprenticeship (RA) Basics



85%- 90%  
On-the-Job  
Learning (OJL)  
and Mentorship  
min. 2000 hrs/yr



10%-15%  
Paid Related  
Instruction (PRI)  
min. 144hrs/yr



Committee+  
Sponsor+  
Apprentice  
  
BAS Tech  
Assistance



Must be HS Grad  
or Equivalent  
  
Earn & Learn  
Career Path



Full-time  
Employee  
  
Progressive Wage  
Scale



Journeyworker  
Natl. Credential  
  
Other Industry  
Credentials if  
applicable

## WI EMPLOYER REQUIREMENTS:

1. In Business One Year
2. Have Active WI UI Code
3. Apprenticeable Occupation (12mo min)
4. Optimal Mentor / Apprentice 1:1 Ratio
5. One Page Application to HRTG



# Active WI employers in the Hamilton Ryker TG Committee

- Caregiver (12mo)
- Health Support Specialist (12mo)
- MA – Pending (14-15mo)



Chippewa Valley VA Home  
First RA Caregiver Grads

Dimensions Living Stevens Point

Aptiv - HC

Capri - Gables of Germantown

Capri - Mulberry Campus

Capri - St. Rita Square

Divine Rehab and Nursing - Fennimore

Divine Rehab and Nursing - Lodi

Divine Rehab and Nursing - St Croix

Divine Rehabilitation and Nursing

Harbour Village Senior Living

St. Camillus Memory Care N. Res.

St. Camillus W. E. Res, San Camillo

Unique In Home Personal Care LLC

Dimensions Management-Chippewa Falls

Eastcastle Place Inc.

Terova Senior Living

The Meadows of Fall River





# Other WI Employer RA Benefits!

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1. Gain Advantage: applicants in it for long haul! 90% avg retention!
2. Featured Employer on DWD RA
3. Job Center Wisconsin Added Visibility
4. Help tap new talent pipelines!
5. RAs Earn & Learn without debt burden
6. Your experienced mentors share culture & institutional knowledge
7. New hires want/get a structured training model!
8. Hamilton Ryker Committee handles interactions with DWD!



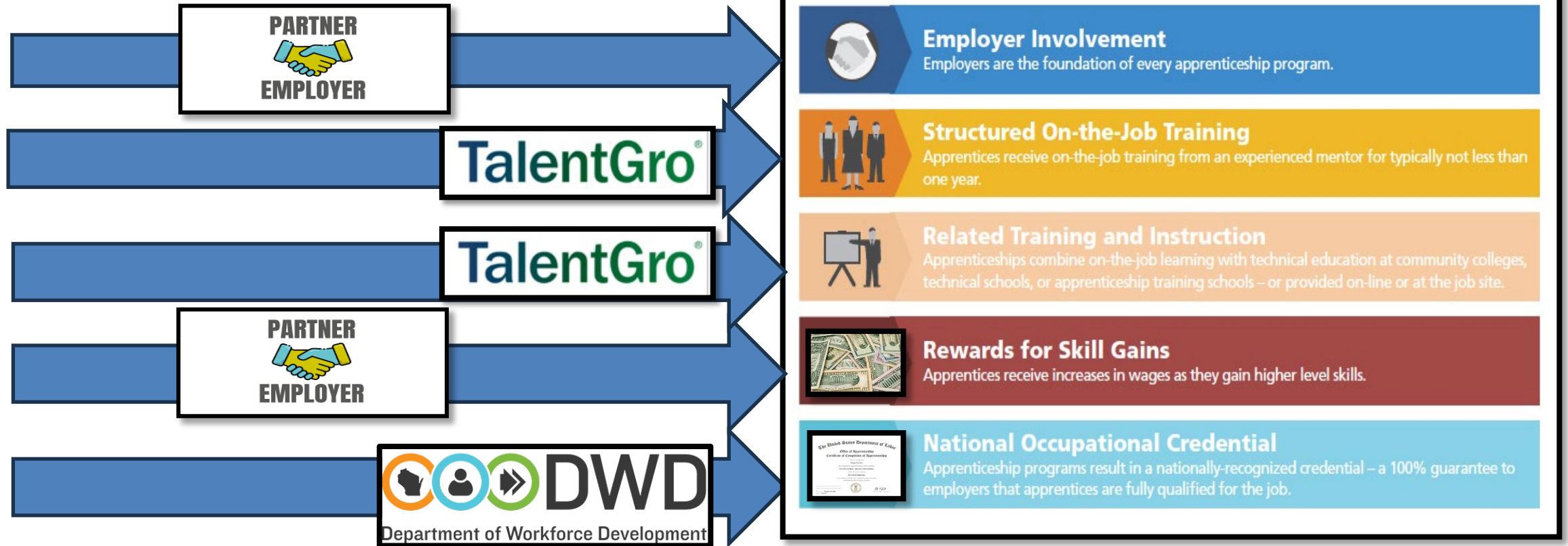
# Registered Apprenticeship Model

An employer-driven model that combines on-the-job learning with related classroom instruction to upskill your workforce. A proven solution for businesses to recruit, train, and retain highly skilled workers.

Unique partnership models offer a collaborative approach to address local issues such as talent pipelines, economic development, and training capacity.



## Each Partner has a specific role in the program







## **APPROVED HEALTH CARE OCCUPATIONS**

**Caregiver/CNA • Licensed Practical Nurse • Registered Nurse • Medical Assistant • Phlebotomist • Pharmacy Tech • IT/Cyber Security • Patient Care Tech • Health Support Specialist • Culinary • Billing/Coding • Senior Living Managers • Certified Dietary Managers**

# Group Training Organization

DWD Applications  
Site approval(s)  
Employer Wage Scale  
Applications



- Standards of Apprenticeship
- Appendix A (Work Processes, Competency Checklists by Role)
- Appendix Employer Acceptance Agreement/s
- Apprentice Application – each person completes this form electronically
- Wage Scales – unique to your location
- Memorandum of Understanding with your organization & TalentGro.
- TEAMS Folders

# Caregiver/Certified Nursing Assistant, CNAs (Wisconsin)

Medication Aide

Dementia/Memory  
Care/ Alzheimer's

Geriatric Specialist

“Lead Care”  
Transition to Trainer

Tier II – Progressed Caregiver Learning includes an opportunity to expand communication and organizational skills.

Tier I State Approved Caregiver: Health, Safety and Resident Care includes a comprehensive coverage for the basics of caregiving with an increased focus on safety.

CBRF CERTIFICATION 26 hours



## Caregiver (Nurse Assistant Certified) Competency and Task Verification Checklist

The list below each core competence should be completed depending on state scope of practice and employer requirements.

**Field Training** – Mentor/Journeyworker has provided training and demonstration of task to the apprentice.

**Demonstrates Fundamentals** – Apprentice can perform the task with some coaching.

**Proficient in Task** – Apprentice performs task properly and consistently.

**Completion Date** – Date apprentice completes final demonstration of competency.

Core Competence	Initial and date in the box when complete			
	Field Training	Demonstrates Fundamentals	Proficient in Task	Completion Date
<b>1. Health, Safety, and Resident Care</b>				
Monitoring Body Functions and Personal Care				
Promoting Highest Level of Nutrition/Hydration				
Restorative Care				
Meeting Special Needs				
Documentation				
Infection Control				
<b>2. Progressive Caregiver Learning</b>				
Effective Communication				
Interventions – Physical Functioning/Mobility				
Interventions – Continence/Elimination				
Pain Recognition and Non-Medical Interventions				
<b>3. Certified Nursing Certification – Complete State Requirements or Competencies Below</b>				
Functions as Member of Health Care Team				
Communication and Interpersonal Skills				
Organizational/Time Management Skills				
Performing Care Strategies and Taking Appropriate Actions				
Process and Quality Improvement				
Hiring and Staff Evaluation Process				
<b>4. Medication Aide Specialty – Complete State Requirements or Competencies Below</b>				
Resident Rights				
Medication Administration Skills				
Infection Control				
Safe Medication Administration				
<b>5. Nurse Assistant – Advanced – Complete State Requirements or Competencies Below</b>				
Appropriate Assistance with ADLs				
Nutritional Interventions				
Safe Environment				
Geriatrics in Care Delivery, Observations, and Alerts				
<b>6. Lead/Mentor Specialty</b>				

Core Competence	Initial and date in the box when complete			
	Field Training	Demonstrates Fundamentals	Proficient in Task	Completion Date
Functions as Role Model/Leader				
Communication and Interpersonal Skills				
Organization and Time Management				
Implementing Care Strategies and Taking Action				
Quality Improvement				
Hiring and Staff Evaluation Process				
<b>7. Geriatric Specialist</b>				
Mobility, Balance, and Strengthening Exercises				
Task Segmentation for ADLs/Adaptive Equipment				
Restorative Dining/Swallowing Deficits				
Restoring Continence				
Prosthetic Care/Assistance				
Working with Aphasia/Dysarthria/Emotional Lability				
Pain management				
<b>8. Dementia Specialist</b>				
Use Assessments/Care Plans to Care for Cognitive Impairment				
Effective Communication with Residents/Families				
Nutritional Interventions				
Understand Effect of Medication and Side Effects				
Maintain Safe Environment for Cognitively Impaired				

# Grant Funding: ACAP

## Apprenticeship Completion Award Program (ACAP)

This award program is a state-funded reimbursement program administered by the Bureau of Apprenticeship Standards (BAS) for eligible apprentices. The program provides reimbursement to the apprentice or sponsor for the tuition costs (maximum of \$1,000 or 25%, whichever is less) charged for an apprentice to participate in related instruction.

For more information visit:

[dwd.wisconsin.gov/apprenticeship/acap.htm](http://dwd.wisconsin.gov/apprenticeship/acap.htm)

Reimbursement program at the completion Fast Forward Grants - Must apply after you know you will hire, but before they are on the payroll

Transportation Assistance support via WETAP

ETPL (Employer Training Provider List) - helps employees tap into WIOA funds.

# Employer Onboarding Schedule

TASK: INTRODUCTION	ASSIGNED TO	PROGRESS	START	END
<b>The initial call for program introduction/ROI value</b>		complete		
Review of Program				
Location Spreadsheet				
Champions identified				
Corp buy in and support		complete		
Job Descriptions (Crosswalk)				
TASK: WEEKLY ONBOARDING	ASSIGNED TO	PROGRESS	START	END
<b>Week 1</b>				
Welcome - Q&A from last week				
Teams Access (please supply email addresses)				
Employer Location Template w/wage scales and role				
Data Sharing and Participation Agreements, Service Agreement/MOU*				
Total Grant Ask*				
<b>Week 2</b>				
DOL Documents for RA				
Appendix A by Role				
Employer Acceptance Agreement(s)*	Employer			
Grant and Service Agreement (MOU) - Signed and filed*				
RAP Documents (Action Forms, e671, Wage Scale)*				
<b>Week 3</b>				
<b>PCOG - Grant Specifics</b>				
Employer Agreements - RETURNED				
In-House Training Costs Worksheet, (ROI) <b>Wage Scales</b>	Employer			
Grant Agreement(s)				
Eligibility document and EIN				
<b>Week 4</b>				
Invoicing & Reporting				
Roll Out Preparation				
Launch Party or Roll Out final prep				
<b>Week 5</b>				