



South Dakota Apprenticeship State Expansion (ASE) Grant
Annual Report
Program Year 2020

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Executive Summary

While navigating the COVID-19 pandemic during Program Year 2020, the agility and innovation of the South Dakota Department of Labor and Regulation (DLR) was challenged. DLR shifted focus away from workforce programs to meet the burden the Reemployment Assistance (RA) Division was forced to carry from March of 2020 through March of 2021. By April 1, 2021, DLR job service office, or One-Stop Career Centers, re-opened to walk-in traffic and the DLR workforce divisions found businesses desperate for a skilled workforce and a 2.8% unemployment rate. DLR tested new methods to reach and serve customers, which laid the foundation for sustainable models and a bright future for workforce development in South Dakota.

The awareness and value of Registered Apprenticeship Program (RAPs) continue to grow in South Dakota as businesses are finding success and sharing about the structured on-the-job training combined with related instruction model. To meet the demand of employer interest, the training and development of job service office staff to help build Registered Apprenticeship programs required improvement. In June of 2021, each job service office identified goals to engage with businesses throughout the 2021 Program Year. To assist in achieving these goals, a Business Engagement and Services Team (BEST) comprised of an Employment Specialist from each office was formed. The team will receive intensive training about building relationships with businesses to identify their workforce needs and identify plausible solutions through DLR workforce programs and partner organizations. This team will receive advanced technical assistance throughout the coming program year and beyond.

In recognition of the 2020 National Apprenticeship Week, DLR requested video submissions from Registered Apprenticeship sponsors and apprentices to share their apprenticeship story. The response was well received, and DLR developed a video library highlighting the benefits of a RAP from those who know best: sponsors and apprentices. These videos can be found at StartTodaySD.com.

Recognizing the need to also support businesses as they build relationships in their workforce along the RAPs, DLR utilized grant funding to develop a Workplace Mentoring Toolkit to help incorporate mentor program in their organization. The toolkit includes training to develop mentors to coach and build apprentices while offering future mentors a foundation of information and skills that prepare them to develop new employees.

In Program Year 2021, DLR plans to partner with the Board of Technical Education (BOTE), the South Dakota Department of Education (DOE), and the South Dakota Governor's Office to engage industry associations and technical colleges by seeking the development of Registered Apprenticeship programs in Science, Technology, Engineering, and Math (STEM) fields. The partnerships will build classroom resources for educators in the K-12 system to promote awareness of Registered Apprenticeship programs to students.

Apprenticeship Completion Rates

From July 1, 2017, to June 30, 2021, a total of 1,600 individuals participated in Registered Apprenticeship programs. Figure 1 shows the number of apprenticeship positions that were completed, canceled (includes transfers and suspensions), or are currently in progress. "In program" is the total amount of apprenticeships, including those that started, ended, or are in the middle of their training (considered ongoing) during those years.

	Apprentices	Percent of Total	Completion Rate
Completed	166	10%	20%
Cancelled	682	43%	80%
In Program	752	47%	
	1600	100%	100%

Source: US DOL Office of Apprenticeship Registered Apprenticeship Sponsor Information Database (RAPIDS)

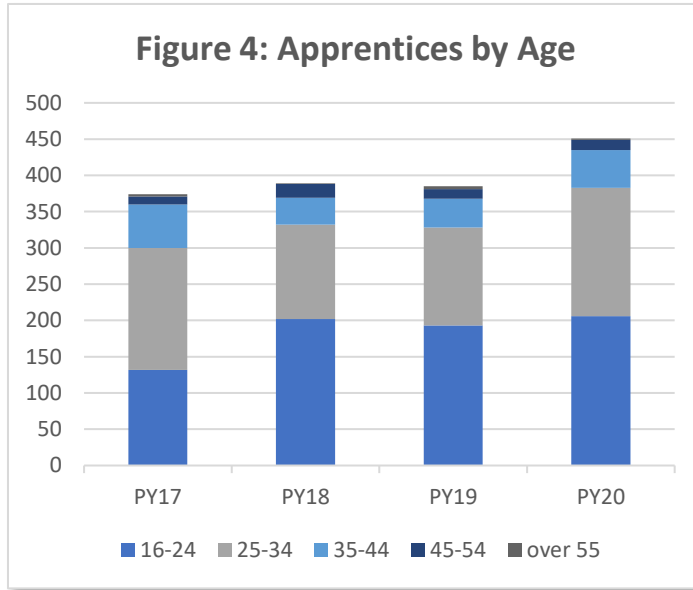
Approximately 20% of apprentices successfully completed, and the remaining 80% canceled. Of those that canceled, roughly two-thirds canceled within their probation period, which is the lesser of six months or 25% of the training period. The average time until cancellation is 5.17 months. Many of the apprenticeship candidates who cancel with one program transfer to a different program either in a different occupation or in the same occupation with a different employer. If an apprentice transfers to a different program, it is recorded as a cancellation of the apprenticeship that was not completed.

O*net	Occupation	PY17	PY18	PY19	PY20	Total
47-2152.00	Plumber	87	106	121	109	423
47-2111.00	Electrician	128	102	102	82	414
47-2031.00	Carpenter	91	33	18	33	175
49-9051.00	Line Erector	12	60	32	38	142
33-2011.00	Fire Medic	1	0	7	92	100
49-9052.00	Line Installer-Repairer	19	22	16	25	82
47-2211.00	Sheet Metal Worker	14	18	21	11	64
49-9021.00	Heating & Air Conditioning Mechanic & Installer	8	3	17	28	56
47-2021.00	Bricklayer (Construction)	7	7	4	1	19
49-2095.00	Electrician, Substation	2	5	7	4	18
51-2092.00	Production Technologist	0	12	6	0	18
31-9091.00	Dental Assistant	0	11	0	0	11
49-3041.00	Farm Equipment Mechanic I	0	0	0	8	8
47-2073.00	Operating Engineer	0	3	3	1	7
51-5112.00	Web-Press Operator	0	1	5	0	6
17-3024.00	Electromechanical Technician	0	0	5	0	5
31-1131.00	Nurse Assistant Certified	0	0	0	5	5
47-2131.00	Composite Plastic Fabricator	2	1	2	0	5
49-3023.00	Automotive Technician Specialist	0	0	4	0	4
51-4041.00	Machinist	0	0	2	2	4
51-4121.00	Welder, Combination	0	1	0	2	3
29-2061.00	Nurse, Licensed Practical	0	0	2	1	3
31-9092.00	Medical Assistant	0	0	1	2	3
31-9096.00	Veterinary/Lab Animal Tech	0	0	2	1	3
49-9041.00	Powerhouse Mechanic	3	0	0	0	3
11-9051.00	Restaurant Manager	0	0	1	1	2
31-1121.00	Home Health Aide	0	1	0	1	2
45-2091.00	Farm Worker, General I	0	0	1	1	2
51-2022.00	Electric Sign Assembler	0	0	1	1	2
51-3023.00	Butcher, Allround	0	1	0	1	2
51-9195.04	Glass Blower	0	0	2	0	2
11-1021.00	Operations Management	0	0	1	0	1
13-1151.00	Workforce Development Specialist	0	0	1	0	1
17-3026.00	Industrial Manufacturing Technician	0	0	0	1	1
49-3021.00	Automobile Body Repairer	0	0	1	0	1
51-8013.00	Power-Plant Operator	1	0	0	0	1
51-9012.00	Professional Brewer	0	1	0	0	1
		375	388	385	451	1599

Source: US DOL Office of Apprenticeship Registered Apprenticeship Sponsor Information Database (RAPIDS)

Apprentices by Age

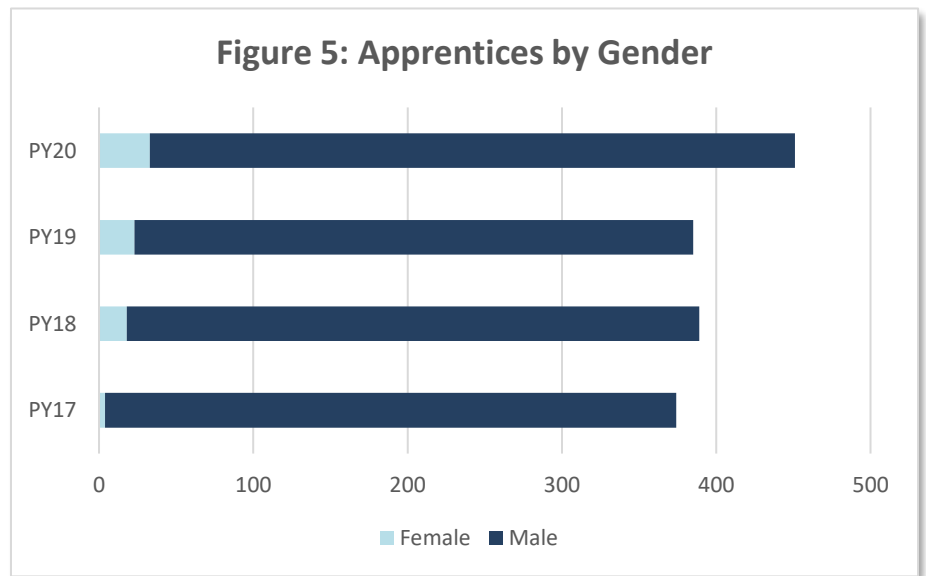
Apprentices are generally between the ages of 16 and 34. Figure 4 illustrates new apprentices by age. The Pathway Partnership initiative will continue to increase the number of youth entering apprenticeship in the coming years. Total is all apprentices since 2017.



Source: US DOL Office of Apprenticeship Registered Apprenticeship Sponsor Information Database (RAPIDS)

Apprentices by Gender

Figure 5 illustrates new apprentices by gender. Start Today SD continues to conduct outreach to increase diversity amongst programs and hiring practices. The female apprentice percentage in South Dakota has increased even though many programs are typically male-dominated occupations. Construction programs tend to be the most popular apprenticeships, with plumbing and electricians at the top of the list.



Source: U.S. DOL Office of Apprenticeship Registered Apprenticeship Sponsor Information Database (RAPIDS)

Partnership Development

The strength of our economy depends upon the success of building workforce development partnerships with area industries, businesses, federal and state agencies, and other organizations. Not only do these partnerships maximize the potential to develop relevant RAPs, but they also provide crucial services to support program sustainability.

A benefit of RAPs in a sparsely populated state includes the ability to form partnerships organically in small communities. In many cases, a strong partnership and awareness of apprenticeships with key partners exists. RAPs will continue to expand and diversify their reach across South Dakota.

The events of 2020 stalled many program expansion efforts. Still, DLR partnered with our Board of Technical Education (BoTE) to bring short-term certificate programs to those impacted by COVID-19 to meet immediate needs. These efforts provided new opportunities with BoTE to reskill South Dakotans through RAPs and stronger integration with Workforce Innovation and Opportunity Act (WIOA), including an emphasis on Adult Education and Literacy (AEL) and Title II programs. WIOA funding and programming offer further support through efforts to connect each apprentice with Title I programming opportunities.

Terri, Assistant Dean of Academics, Lake Area Technical College (LATC), discussed the benefits of partnership development for the nearly 10 Registered Apprenticeship programs they have developed:

*"Lake Area Tech has received \$130,000 in funding from the SD DLR since 2017. In that time, we have built and are program sponsors for close to 10 Registered Apprenticeships. As a technical college, we rely on business partnerships to fulfill the OJT. Among those partnerships include developing the first youth Registered Apprenticeship in partnership with Brookings High School and Brookings Manufacturing Consortium (which consists of Daktronics, Falcon Plastics, Larson Manufacturing, and Counterpart, Inc.). The Brookings Production Technologist Registered Apprenticeship launched in the fall of 2018 with ten juniors and seniors filling positions such as machine operation, machine programming, technical assembly, and engineering. Student interest is high and has led to the development of multiple youth Registered Apprenticeships through LATC, which has seen seven youth completing programs and 19 currently enrolled or in the process of enrollment. Lake Area Tech instructors have noticed that students who participate in dual credits and/or work-based learning opportunities are **better prepared** for the courses and have the ability to **accelerate their learning**. If they choose to enter into their career after the apprenticeship, they have enough experience to no longer be considered an entry-level employee."*

Advancing Registered Apprenticeship Programs

South Dakota is dedicated to providing businesses with a proactive strategy to engage individuals in their communities, improve their skills set, and fill workforce needs. RAPs provide employers a proven business model to develop fully trained employees.

In 2019, Start Today SD incentive funding was provided to 19 program sponsors to support the development of RAPs. There were 19 programs developed in hospitality, advanced manufacturing, information technology, agriculture, building trades, automotive, construction, and healthcare industries. Currently, almost 75% of these sponsors have active apprentices in their programs. DLR continues to provide technical assistance through program development and apprentice recruitment.

DLR awarded three organizations funding to launch the Pathway Partnership program to offset the cost of implanting a RAP. Students also earned high school credit, post-secondary credit, and Registered Apprenticeship credit. Upon graduation, a student in a Pathway Partnership program can decide to complete their RAP and/or continue their post-secondary education. Recipients of this funding included businesses, associations, and post-secondary institutions. After the funding was awarded, DLR focused on standard development, apprentice recruitment, and assisting with any partnership development for the program to offer high school credit.

The Pathway Partnership program engaged a total of 40 youth apprentices throughout the state, with more anticipated to be in Fall 2021. Pathway Partners sponsors have reported some challenges but many successes in partnership

development and apprentice engagement. **Margaret, Director of Workforce Development, Associated General Contractors of South Dakota:**

"Having the opportunity to receive funding to create a Youth Apprenticeship through the Pathway Partnership program has been a wonderful experience for the AGC of SD. What was unexpected was the collaboration and support that I personally have received from the SD DLR. It has almost been like getting additional team members to help drive the success of this program, and their willingness to assist and responsiveness to me has been welcome and refreshing. In all honesty, COVID-19 threw us a serious curveball to the launch of this program, but even with that, I feel it has been a success. First and foremost, it has pushed our association to embrace the concept of youth apprenticeships which was a hard sell for many of our members to embrace. However, we currently have 17 students either enrolled or preparing to enroll in the program. It has literally opened the door for high schools to immerse students into the construction industry, which I believe has previously been overlooked, underappreciated, and impossible to experience first-hand due to FLSA regulations. This program has allowed our association the ability to change that dialogue and give the opportunity to not only students but our members, educational facilities, and the industry in general. Thank you for giving us the chance to run with this and change our ability to connect with youth in a meaningful way!"

Dan, Practice Manager with Dells Veterinary Services, discussed the benefits of the 2019 Start Today Incentive funding:

"I would like to thank [DLR] for first making me aware of training opportunities for new staff and then follow up with me, helping me with paperwork, and walking me through the process with Alexis – 2020 was a challenging year for everyone. The program was awesome as it allowed me to take a chance with a young person who seemed very motivated but lacked the applicable experience to our position as a Veterinary Assistance – previously working convenience store retail. The program removed some of my risks as hiring and training a new (expensive) and fill a big need in the Veterinary Community for qualified, trained staff. As for Alexis – we have been blown away and would hire 10 more of her all day long. With the grant, we doubled down; we're able to work with a college and get her degree as a Certified Veterinary Assistant and are using the remaining part of the grant as scholarship money and have Alexis is currently enrolled in an online college where she will receive her Associate's Degree as a Certified Veterinary Technician and approximately 2.5 years while working full time and doing her clinicals at our clinic. The program truly was a win-win for Alexis and our clinic!"

DLR intended to release another funding opportunity in July of 2020 focused on expansion after receiving feedback from industry representatives and South Dakota's Workforce Development Council. The launch of the Apprentice Investment for existing RAPs was postponed until January 2021, as many businesses were closed and not focused on training programs. DLR also did not have adequate One Stop Center staff time as hours were spent assisting the Reemployment Assistance Division.

In the current workforce landscape, feedback from sponsors indicates the need for any employees and not specifically apprentices. Over the last Program Year, many sponsors reported a focus on keeping their doors open for business. DLR implemented an outreach strategy to bring awareness to this funding and offered additional assistance for businesses to streamline the process and make it easier. DLR provides initial and ongoing assistance to any business wanting to develop a RAP, aside from available funding opportunities. DLR assisted four sponsors with program development outside of incentive funding. These programs represented industries such as advanced manufacturing, agriculture, healthcare, and construction.

Apprenticeship and WIOA Collaboration

The DLR management information system, SDWORKS, collects all necessary data elements required by WIOA programs for Workforce Information Processing Systems (WIPS) and DOL-only PIRL reporting. This system is developed by Geographic Solutions, Inc. (GeoSol, Inc.). DLR worked with GeoSol, Inc., to capture apprentice data required by US DOL in a Registered Apprenticeship module through the SAE Building State Capacity Grant. The module will continue to improve the data collection, integrity, and reporting for years to come by providing accurate and timely reports. Through SDWORKS, DLR will generate all necessary data elements required by WIOA programs, including apprentice data, for WIPS and DOL-only PIRL reporting.

DLR Employment Specialists are responsible for enrolling new apprentices into Wagner-Peyser Title III and WIOA Title I Adult and/or Youth programs based on eligibility. Enrollment to the greatest extent possible offers apprentices the greatest opportunity for success through access to additional support. DLR developed policy and an SDWORKS data entry guidance to support job service office staff and training. Staff confidence with the module and data entry continues to increase as more apprentices are entering programs.

To engage individuals in Registered Apprenticeship programs and assist with the vitality of existing programs, DLR offers a reduced cost for On-the-Job Training (OJT) or related instruction for new apprentices. Employers in South Dakota are offered an incentive for each apprentice hired, including program-related supplies, materials, and instruction, once 90 consecutive days of employment is verified. DLR will offer soft skills training, transportation, daycare, work attire, and other support services and training services through WIOA Title I funding to these new apprentices. Based on eligibility, apprentices may also be eligible for WIOA program services such as paid on-the-job learning or occupational skills training, which decreases the cost of the RAP for the sponsor.

DLR continues to share the many benefits and funding opportunities throughout South Dakota while addressing concerns from employers and sponsors. Several sponsors have declined participation completely due to the time commitment and perceived roadblocks of paperwork, indicating the time commitment is not enough of a return on investment.

Success Story: Lemmonmade Butcher Shop

Jesse was chosen to be the first apprentice for Lemmonmade Butcher Shop in the Summer of 2019, initially hired to assist with clean-up and other basic shop duties. Jesse had previous experience at various part-time and minimum wage positions with little idea of what he wanted to do long-term. Jesse had a few barriers to employment, contributing to this lack of professional direction. He was an ex-offender, a new father, and the sole source of income for his household. He was determined eligible for WIOA Title I funding, and an On-the-Job Training (OJT) began August 1, 2019. From the beginning, Jesse excelled at learning all of the new tasks and even assisted with finding new resources for related instruction. All of his monitors for the OJT were positive, and in late September of 2019, Jesse was even going above and beyond the Training Plan to include his own recipes for retail products. In late October, several members of Workforce Development, as well as a representative from the US DOL Office of Apprenticeship toured the Lemmonmade facility and met with Jesse and Carl. The two prepared lunch for the group from their own product and gave a demonstration of what Jesse had learned this far into his apprenticeship. Jesse exceeded his expectations, and he referred to him as "the wizard" when it came to the butchering process. Jesse's OJT was completed in late November of 2019. At that time he was on track to complete his apprenticeship the following summer. In early 2020, Lemmonmade requested to change the RAP to competency-based because Jesse had reached Journeyman status in this field.



Lemmonmade Butcher Shop's apprenticeship program has proven so successful they are growing rapidly and busy scouting new opportunities to expand.

Business Engagement

DLR is committed to continuing to build capacity for staff to meet with partners, attend training, conduct outreach to the public, and assist individuals in Registered Apprenticeship placement. At the end of Program Year 2020, DLR job service office developed action plans for business engagement, partnership development, and veterans outreach for the new program year. The plans focused on goal setting, reviewing current data and trends, and developing plans that integrated local efforts to increase the expansion of DLR programming statewide. In conjunction with these goals, DLR

designated a collaborative team of staff statewide to focus on business outreach, including increasing awareness and confidence in talking with businesses about Registered Apprenticeships.

To better facilitate the process for business engagement and relationship building, DLR added a **customer relationship management (CRM)** tool to the current SD WORKS system. The CRM will assist with relationship management and tracking conversations and services to share information/data with teammates statewide. This information sharing and record keeping will result in better relationship building and prevent businesses from multiple points of contact.

DLR also launched a **Workplace Mentor Training Program** for businesses in May 2021. Mentor programs in the workplace lead to improved career outcomes, engagement, retention, and job satisfaction for the mentee and mentor. Research indicates both mentors and mentees advance in the workplace at a higher rate than those who did not participate in workplace mentoring. DLR contracted with content experts to deliver a stronger and more comprehensive toolkit on the Start Today SD website which includes four comprehensive online training modules.

Terri, Assistant Dean of Academics for Lake Area Technical College, was pleased with the toolkit and stated:

"I just wanted to let you know how impressed I am with the mentorship website recently launched by DLR. I've gone through a couple modules for facilitators. I love the format – everything is consistent, all the documents you need to facilitate a training are available to you, and the information is easy to understand."

Outreach

DLR awareness and available resources increase RAP development in key industries. DLR also emphasizes collaboration with WIOA required partners, post-secondary training providers, and the K-12 education system. While awareness of Registered Apprenticeships across the state continues to increase, COVID-19 policies, business restrictions, and business closures have provided additional challenges. Many boots-on-the-ground paused during most of the program year, but DLR continues to identify businesses and organizations that could benefit from the flexibility of the earn-and-learn model.

DLR designated a team of outreach specialists dedicated to business outreach efforts under the **Business Engagement and Services Team (BEST)**. This team launched in June 2021 and will focus on creating and implementing business outreach strategies, long-term relationship building with businesses, leading efforts identified in their office action plans, and serve as a training liaison for their colleagues.

The **Apprenticeship Finder** on the Start Today SD website allows DLR staff, partners, job seekers, and potential program sponsors to search for existing RAPs and make connections. This effort will increase the knowledge of available apprenticeships statewide and continue outreach to new sponsors and job seekers.

Through a modification in the SAE grant, DLR will utilize the National System Building to create an outreach effort for **secondary schools** in South Dakota. This effort will include content for an initiative designed to be delivered throughout National Apprenticeship Week (NAW) and to bring awareness to students in the K-12 schools and increase interest for youth. This initiative will launch during NAW in 2022 and will be utilized annually to assist teaching staff and schools in delivering the content.

DLR's Communications Team assists in the outreach and promotion of RAPs across the state using:

- Social media campaigns
- Newsletter outreach to businesses throughout the state
- National Apprenticeship Week promotion through daily webinars highlighting RAP sponsors and apprentices as well as a social media sponsor and apprentice highlights
- Workplace Mentor Toolkit promotion through Start Today and DLR website and social media

RAPs in South Dakota have received special attention from South Dakota Governor Kristi Noem. Governor Noem visited **Howe, Inc.**, and shared the impact of their program through social media:

"Howe, Inc. has served the Sioux Falls community for generations, and now they're preparing the next generation for successful careers. Howe has a fantastic apprenticeship program to give individuals the hands-on experience to become licensed plumbers, HVAC installers, or service technicians. Apprentices get to use cutting-edge technology to learn and grow within Howe's tremendous company culture. We need more programs like this in our state!"

DLR will continue to build on the momentum established and engage with businesses and individuals on the benefits of Registered Apprenticeships.

APPENDIX: Timeline/Workplan

Goal:		<i>Advance Registered Apprenticeship Programs</i>	
Timeframe:		Activities:	
Completed Aug 2019		Develop outreach strategy for application	
Completed Aug 2019		Launch outreach strategy for application	
Completed Oct 2019		Review, select, and award contracts	
Completed Nov 2019		Begin program development	
Completed Dec 2019-March 2020		Schedule two program development workshops	
Completed March 2020		Implement programs	
Ongoing		Provide ongoing support for program and apprentices	
Winter 2022		Review, select, and award STEM RAP contracts + AEL program	
Winter 2022		Begin STEM RAP + AEL program development	
Summer 2022		Launch STEM RAP + AEL program	
Key Partners:		Deliverables:	
SD Dept. of Education		3 apprentices	
Post-Secondary training providers			
Businesses in key industries			
One-Stop Center Staff			
US DOL Office of Apprenticeship			
Goal:		<i>Apprenticeship/WIOA Collaboration</i>	
Timeframe:		Activities:	
Completed Nov 2021		Develop outreach strategy for incentive awareness	
Ongoing		Develop tracking method for apprentices and financial assistance programs	
Completed June 2020		Train One-Stop Center Staff	
Completed Jan 2021		Launch outreach strategy for incentive awareness	
Ongoing		Identify and begin providing support to registered apprentices	
Ongoing		Provide ongoing support for apprentices	
Key Partners:		Deliverables:	
RAP Sponsors and Businesses			
One-Stop Center Staff			
One-Stop Operator			
US DOL Office of Apprenticeship			
Geographic Solutions, Inc.			
Goal:		<i>Build Staff Capacity</i>	
Timeframe:		Activities:	
Completed Aug 2019		Announce new funding and provide guidance on purpose and strategy	
Completed Jan 2020		Develop training for tracking methods for apprentices and financial assistance programs	
Ongoing		Train One-Stop Center Staff on process for tracking apprentices and providing financial assistance	
Ongoing		Identify and begin enrolling registered apprentices	
Key Partners:		Deliverables:	
One-Stop Center staff			
One-Stop Operator			
US DOL Office of Apprenticeship			

Goal:		<i>Outreach</i>
Timeframe:		Activities:
Completed Aug 2019	Develop outreach strategy for program and apprentice funding	
Completed Aug 2019	Identify potential program sponsors in key industries and partners	
Completed Aug-Oct 2019	Hold informational meetings on program incentive funding	
Ongoing	Train One-Stop Center Staff on the process for tracking apprentices and providing financial assistance	
Completed Aug 2019	Launch outreach campaigns for incentive	
Canceled due to COVID-19	Conduct program signing day for new programs	
Ongoing	Engage directly with business and industry on the benefits and development of RAPs	
Ongoing	Engage directly with K-12 system to provide information on RAPs	
Ongoing	Continue presentations to WIOA partner agencies, industry associations, businesses, Chamber of Commerce groups, etc.	
Key Partners:		Deliverables:
One-Stop Center staff	An off-the-shelf outreach initiative for K-12 system to enhance awareness of RAPs, specifically during NAW.	
One-Stop Operator		
US DOL Office of Apprenticeship		
SD Dept. of Education		