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# Apprenticeship for the Human Services Sector

## **Facilitator:**

Josh Cutler, Undersecretary of Labor, Massachusetts  
Executive Office of Labor and Workforce Development

## **Presenters:**

- Peter Farkas, MassHire Hampden County Workforce Board
- Kristyn Barrile, MA Division of Apprentice Standards



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# Hampden County Workforce Board, Healthcare and Human Services Apprenticeship

MassHire, Hampden County  
Workforce Board

**Peter Farkas, President & CEO**



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# What is a Registered Apprenticeship?

A Registered Apprenticeship is an industry-driven, high-quality career pathway where employers can develop and prepare their future workforce, and individuals receive:

**PAID JOB**  
That includes hands-on, mentored, On-the-Job Training (OJT).



**EDUCATION**  
Classroom learning for Related Technical Instruction (RTI).



**CREDENTIAL**  
Resulting in an industry recognized credential in addition to DAS Certificate.



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# Registered Apprenticeship Approach

- **Sponsorship:** MassHire Hampden County Workforce Board has been a Registered Apprenticeship Sponsor since 2017. Established within region as “to go” for RA.
  - Strategic Workforce Solution
  - Employer-Driven: help address talent shortages in key industries
  - Proven Model: 94% retention
- **Funding:** Potentially provide employers with access to funding to support Related Technical Instruction (RTI) costs
- **Regional Partnerships:** Build bridges among multiple employers in a region to create an economy of scale in developing apprenticeship programs



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# Sponsor/Intermediary Role

- Assist in developing partnerships between employers and our education & training providers
- Outreach, Recruitment, Assessment, and Screening of Applicants
- Potential Cost Sharing of Related Technical Instruction
- Manage the Administrative Process for Employers
  - Registering a Company with Division of Apprenticeship Standards(DAS)
  - Program Application Submission and Approval
  - Apprentice Agreements and Photo IDs
  - Apprentice ID Cards Tracking Apprentices and Quality Assurance



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# Benefits to Employer

- Apprenticeship training tailored to employer specifications
- Closes gap on critical skill shortages
- Training template for future hires
- Upskilling of current workers
- Reduces turnover rate
- State/federal grants potentially can offset cost of Related Technical Instruction
- Registered Apprenticeship Tax Credit – refundable tax credit up to **\$4,800** per apprentice

# Steps to Developing a Registered Apprenticeship Program

1. Define Program Goals & Objectives
  - Target Occupation
  - What Need is it Meeting?
2. Identify Potential Partners
  - Training Provider, Workforce Board, Career Center etc.
3. Determine Specific Needs
  - Buy-in: Internal Support & Management
  - Develop Comprehensive Training Plan & Corresponding RTI
4. Submit Plan to DAS for Approval
5. Implement Program



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# Health Care & Behavioral Health

Occupation	# Apprenticeships
Pharm Tech	22
Polysomnography Tech	9
Medical Interpreter	1
Certified Medical Assistant	59
OA Cardiac Monitor Tech	18
Sterile Processing Tech	13
Patient Care Tech (PCT)	24
EMT	74
Paramedic	8
Community Health Worker	36
<b>TOTAL</b>	<b>265</b>



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# Home Health Aide

- Developed in November 2024
- Partnership: Chanda Cares Home Health Services, the Workforce Board, and Dept. Apprenticeship Standards
- Apprentices are incumbent workers
- All 12 apprentices still active



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# Community Health Worker

- Developed in 2020
- Partnership: Behavioral Health Network, Baystate Medical Center, Holyoke Community College, the Workforce Board, and Dept of Apprenticeship Standards
- Outcomes/Impact
  - 29 enrolled in Holyoke Community College pre-apprenticeship program
  - 20 completions
    - 14 registered apprenticeships with Behavioral Health Network
    - 3 registered apprenticeships with Baystate Medical Center



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# Question & Answer



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# Technical Assistance for Registered Apprenticeship in Massachusetts

MA Division of Apprentice Standards

**Kristyn Barrile, Senior Apprenticeship Liaison**



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## **Kristyn Barrile**

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Senior Apprenticeship Liaison

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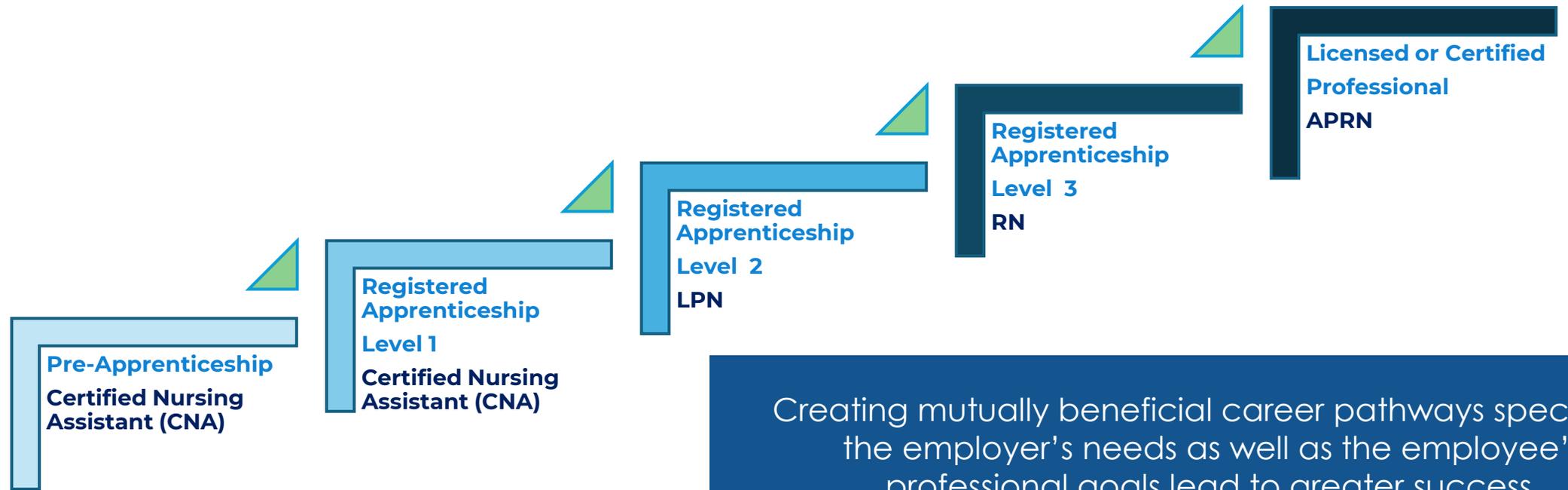
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# Registered Apprenticeship Lifecycle



# Pathway to Success - Nursing



Creating mutually beneficial career pathways specific to the employer's needs as well as the employee's professional goals lead to greater success.

# Types of Sponsors

## Employer Sponsor

Manage their own programs, including monitoring, compliance and administrative processes.

## Intermediary Sponsor

Serve as apprenticeship managers on behalf of Co-Sponsor employer partners by providing technical assistance, including program design, monitoring, compliance, and administrative processes.

↳ **Co-Sponsor Employer** provides required documentation and related information to their Intermediary Sponsor. This group employs the apprentices.



# DAS is here to help!



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# Thank you!



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