The Commercial Club of Chicago

Veterans Working Group Meeting

Tuesday, June 19, 2018
WELCOME AND REVIEW OF AGENDA

David Hiller
Robert R. McCormick Foundation
Meeting Overview

Welcome and Review of Agenda
David Hiller, Robert R. McCormick Foundation

Lightning Round
Veterans Working Group Introductions and 1.1.1

Presentations

Panel Introduction
Amy Sherman, Council for Adult and Experiential Learning

Panel: Facilitating the Transition to the Civilian Workforce
Moderator – Amy Sherman, Council for Adult and Experiential Learning
- Kim Jones, USDOL Office of Apprenticeship
- Bridget Gainer, Aon
- Eric Eversole, Hiring Our Heroes
- Dave Romano, BBMC Mortgage
- Dillon Murray, Deloitte

Table Talk
Veterans Working Group Members

Wrap Up and Meeting Evaluation
David Hiller, Robert R. McCormick Foundation

Networking and Lunch
Kirsten Carroll, Commercial Club of Chicago
LIGHTNING ROUND
PANEL:
FACILITATING THE TRANSITION TO THE CIVILIAN WORKFORCE

Moderator: Amy Sherman, Council for Adult and Experiential Learning
Registered Apprenticeship
Veterans Working Group Meeting
June 19, 2018

Kim Jones
State Director, Illinois
What is registered apprenticeship?

Five Core Components of Registered Apprenticeship:

- Employer Involvement
- Structured On-the-Job Learning
- Related Training and Instruction
- Rewards for Skill Gains
- National Occupational Credential
<table>
<thead>
<tr>
<th>Benefits for Business’ Bottom Line: “An Apprenticeship TOOLBOX”</th>
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<tbody>
<tr>
<td><strong>RECRUITMENT TOOL</strong> - Attracts highly motivated applicants</td>
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<td><strong>RETENTION TOOL</strong> – reduces turnover</td>
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<td>Identifies defined career path; provides growth opportunity</td>
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<td>Raises the skill level of employees</td>
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<td><strong>MENTORING TOOL</strong> - Pipeline for future management</td>
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<td><strong>COST SAVINGS TOOL</strong> - Increases customer satisfaction,</td>
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<td>product quality, reduces “do-overs”</td>
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<td>Equips workers with problem-solving expertise</td>
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<td><strong>WAGE TOOL</strong> - Entry level opportunities/salaries</td>
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<td><strong>ROI</strong> – Return on Investment</td>
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Benefits for Veterans:

- GI Bill® eligible Veterans and their dependents pursuing training under a GI Bill® approved Registered Apprenticeship program may receive a monthly housing allowance (MHA) in addition to their apprenticeship wages.

- GI Bill® eligible Veterans and their dependents already participating in a Registered Apprenticeship at the time of the program application, may be eligible to receive up to 12 months of retroactive MHA and books and supplies stipend if the program is approved for GI Bill® benefits.

GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. Government web site at [https://www.benefits.va.gov/gibill/](https://www.benefits.va.gov/gibill/)
DOL.GOV/Apprenticeship: Other Resources

**Quick-Start Toolkit**
5 Step Format to take you from “exploring” to “launching” a Registered Apprenticeship Program.

**Federal Resources Playbook for Registered Apprenticeship**
Guide to resources from the Departments of Labor, Education, Veterans Affairs, Agriculture, Transportation, and Housing and Urban Development to support Registered Apprenticeship.

**DOL Registration Site**
An electronic apprenticeship standards builder that allows potential new sponsors to build and register their program online.
http://www.doleta.gov/oa/registration/

**Veteran Benefits Fact Sheet**
Find information on benefits for veteran apprentices.
https://www.doleta.gov/OA/veterans.cfm
• **USDOL Website**: [www.dol.gov/apprenticeship](http://www.dol.gov/apprenticeship)
• **Blogsite**: [https://apprenticeshipusa.workforcegps.org](https://apprenticeshipusa.workforcegps.org)
• **Federal Resource Playbook**: [https://www.doleta.gov/oa/federalresources/playbook.pdf](https://www.doleta.gov/oa/federalresources/playbook.pdf)
• **Strategy for Community Colleges**: [www.doleta.gov/oa/racc.cfm](http://www.doleta.gov/oa/racc.cfm)
• **List of Apprenticeship Occupations**: [http://www.doleta.gov/OA/occupations.cfm](http://www.doleta.gov/OA/occupations.cfm)
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Aon Apprenticeship Program and Chicago Apprenticeship Network

Bridget Gainer
Cook County Commissioner – 10th District
Vice President of Global Public Affairs, Aon
ERIC EVERSOLE

President, Hiring Our Heroes
Vice President, U.S. Chamber of Commerce
OVERVIEW

- Hiring Our Heroes (HOH) is a 501(c)(3) affiliate of the U.S. Chamber of Commerce Foundation
- Launched in 2011 to address a national crisis in veteran unemployment
- Three current lines of business:
  - Veteran Hiring Events
  - Military Spouse Hiring Events and Programs
  - Corporate Fellowship Program
CFP OVERVIEW

• 12-week fellowship for transitioning SMs
• Program provides corporate education, OJT, and networking
• Program highly competitive and candidates are carefully screened and interviewed
• No obligation to hire, but....
CFP KEY RESULTS 2017

• 461 Fellows
  • 437 Service Members, 19 Military Spouses, 5 Veterans

• 88% Job Offer Rate
  • 100% Military Spouse Offer Rate

• 93% Overall Success Rate
  • = Job Offers + Direct Offers + Military Retention + Continuing Education

• $87,000 Average Salary

• 145 Participating Companies
CFP PARTICIPANT DEMOGRAPHICS
LEVEL OF EDUCATION

- Associates: 71 (16%)
- Bachelors: 221 (50%)
- Doctorate: 4 (1%)
- Law Degree: 1 (<1%)
- Masters: 145 (33%)
CFP PARTICIPANT DEMOGRAPHICS

RANK

Enlisted: 51% (227)
Officer: 43% (189)
Warrant: 6% (23)

Junior Enlisted: 22% (98)
Senior Enlisted: 29% (129)
Junior Officer: 28% (125)
Senior Officer: 15% (64)
Warrant Officer: 6% (23)
Who We Are

Founded in 1971, Bridgeview Bank established itself as a trusted resource and respected leader in the Chicagoland community banking industry. We pride ourselves on honesty and fair dealing, innovative products, competitive rates, superior customer service and involvement in the community. BBMC Mortgage (BBMC) is a full-service lending division of Bridgeview Bank Group. We offer a complete line of residential mortgage, refinance and specialty loans. We employ a knowledgeable staff of experienced Mortgage Bankers, with an Operations team that is second to none.

Number of Employees:  537  Number of Veteran Employees:  25  Growing Across Country

DONATIONS TO VETERAN & ACTIVE DUTY CHARITIES

Since January 1, 2015
HIRING OUR HEROES PARTNERSHIP

PURPOSE TO GIVE BACK TO VETERANS THROUGH TRAINING INTERVIEWS AND PRESENTATIONS

HOW WE TRAIN
News You Can Use

- Lessons Leaned
- Type of Roles Hired
- Rank of Service Members in the program
- Factors for Success
Career Opportunity Redefinition & Exploration

Dillon Murray
Deloitte Consulting, LLP
**Summary: Portfolio of Programs**

### CORE Leadership Program

**Duration:** 2.5 Days  
**Focus:** Pre-Hire Transition  
**Volunteers:** 8 (PMO) + 40 = 48  
**Audience:**  
- 50 participants; separated from the military in past 12 months OR will be separating in the next 6 months  
- 4-8 years of military experience and a Bachelors degree required  
**Timeline:**  
- 4 offerings a year  
- November 8-10, 2018  
**Overview:**  
- Developed as part of Deloitte’s commitment to Joining Forces to help transitioning military service members translate their leadership abilities into a business context. It is a experiential and personalized learning program held at Deloitte University, The Leadership Center and consists for 4 curriculum modules:
  - Know Yourself
  - Know Your Fit
  - Know Who You Can Help
  - Tell Your Story  

### CORE Fundamentals

**Duration:** 5 Hours  
**Focus:** Pre-Hire Transition  
**Volunteers:** 3-6  
**Audience:**  
- 8-24 participants; target audience includes officers or enlisted of any military branch who are within one year of their transition date (pre or post). There are no other prerequisites or restrictions (e.g., educational level)  
**Timeline:**  
- Regional university and Deloitte office deliveries based on veteran populations  
- On-going deliveries for the Canadian and Danish Armed Forces in Deloitte offices  
**Overview:**  
- A highly interactive workshop, distilled from the 2.5 day program, including high-energy networking and brand development exercises. This compact format allows us to scale the program, and enables market opportunities

### CORE Success

**Duration:** 1 Day  
**Focus:** Post-Hire Transition  
**Volunteers:** 3-6  
**Audience:**  
- 8-24 participants who are veterans/reservists who joined Deloitte within the last 6 months  
- Participants from all functions, levels, and roles within Deloitte US  
**Timeline:**  
- Summer 2016 – Piloted  
- Fall 2016 – Incorporating into Deloitte Development plan  
- Spring 2017 – Cemented into 12 month veteran journey for new hires  
- Summer 2017 – Available as a Human Capital Solution for Clients  
**Overview:**  
- Addresses the needs of veterans once they have started a new career, including those employed by Deloitte. The development process involved the AFBRG, Functional Talent and Development teams, veteran initiative champions, interviews with veterans employed in a variety of careers, and veterans employed by Deloitte
## By The Numbers

### CORE Leadership Program
- 1,200+ Alumni from the program
- 96% of those participants seeking employment have a **career within 6 months** and 100% agree the program was a **valuable investment of their time**
- 30+ clients have participated in the Corporate Panel
- 5 national media outlets have featured the CORE Program
- 48 alumni have **started their career at Deloitte**

### CORE Fundamentals
- 185+ Alumni from the program
- 14 workshops have been **delivered across the US and in Canada**
- Spring 2018 – selected by Sgt. Major Academy to **pilot Fundamentals program as new transition curriculum**
- Spring 2018 – delivered program as part of **USOC Athlete Career and Education Services (ACE) Summit**

### CORE Success
- 81 interviews were conducted as part of a **needs assessment to inform development of the program**
- 210+ participants have completed the program
- 10 programs completed over past 24 months

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450+ of Deloitte personnel have dedicated 11,500+ **volunteer hours to the CORE programs** to date.

900+ Deloitte professionals signed up to volunteer for CORE programs in the future, including **more than 60 of our partners, principals and managing directors**

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**Get Involved**
To refer program participants or to request the volunteer application, please email: [CORELeadershipProgram@Deloitte.com](mailto:CORELeadershipProgram@Deloitte.com)
## Know Yourself

By identifying your unique strengths and experiences to build a personal brand.

### Employer Best Practices:
- Offer training for veteran employees in identifying and articulating their skills, values and passions.
- Connect skills developed during military service to organizational requirements.

## Know Your Fit

To help target career opportunities based on your personal brand, interests and priorities.

### Employer Best Practices:
- Provide overview of different business units, including career paths and required skills.
- Have key business unit leaders describe success factors in their specific areas.

## Know Who Can Help

By demystifying networking and exploring the power of networks.

### Employer Best Practices:
- Provide opportunities for veteran employees to practice networking and receive feedback/coaching.
- Establish and promote VERG and other opportunities for veteran employees to connect with senior employees, e.g., mentorships.

## Tell Your Story

In a way that resonates with others, including potential employers.

### Employer Best Practices:
- Assist veterans in developing their “elevator speeches” and social media profiles, e.g., LinkedIn.
- Offer networking events specifically for veterans.
DISCUSSION:
FACILITATING THE TRANSITION TO THE CIVILIAN WORKFORCE

*Moderator:* Amy Sherman, Council for Adult and Experiential Learning
TABLE TALK

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WRAP UP AND MEETING EVALUATION

David Hiller
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NETWORKING AND LUNCH

Kirsten Carroll
Commercial Club of Chicago