

Apprenticeship Innovator and Trailblazer

Fletcher Allen Healthcare /
Vermont HITEC, Inc, VT



What is the innovation? Information Technology Apprenticeship Readiness or ITAR developing underrepresented populations for career opportunities in Registered Apprenticeship

21st Century Registered Apprenticeship

Program Description: The ITAR model is a tuition-free skills development opportunity for unemployed and underemployed individuals in a related instruction program that leads to Registered Apprenticeship (RA) and permanent employment. HITEC's programs begin with Fletcher Allen Health Care's commitment to hire a specified number of people for a particular job. HITEC staff members then perform a business and workforce analysis of the position, which results in a complete curriculum and set of education materials designed to prepare an individual to perform the job. HITEC ensures the related instruction component of RA is satisfied. HITEC's assistance to the sponsor, Fletcher Allen Health Care, includes a recruitment plan, selection and aptitude assessment of applicants, curriculum development, education delivery, performance standards and reviews. Industry certifications are included in the curriculum if possible and college credits may be offered. Selection to a program is primarily based on attitude and aptitude for the basic competencies required by the position, along with observed behaviors throughout the selection process.

The ITAR education model relies on a total immersion, competency-based philosophy that

begins with a customized curriculum. Classes run 8-9 hours per day, 5 days a week, with 4 hours of homework assigned each night and 8 hours on the weekend. Students are supported throughout the program by mentors and counselors as needed. The combination of a very intensive education program (front loaded into the apprenticeship), coaching and mentoring throughout the program and apprenticeship, and contextual training specific to the employer and job make for very well-trained and successful apprentices.

Fletcher Allen Health Care has used the ITAR model to recruit and train participants for apprenticeships and positions such as medical transcriptionist, medical coders, phlebotomists, practice support specialists, account managers, EHR (electronic health records) data abstractors, LNA (licensed nurse assistant), and EHR go live support specialists.

The ITAR model can be effective in virtually any industry. The model has proven to be a key success factor in many companies' ability to recruit and train significant numbers of employees. The ability to recruit and train effective employees also directly contributes to successful growth and positive economic development

Populations Served:

Unemployed workers
Under-employed workers

Industries served:

Healthcare
IT

Key Partners:

- VT Dept. Of Labor
- VT Registered Apprenticeship Program
- Local Community Colleges
- USDOL/ETA/OA
- VT Student Assistance Corp.

Highlights

Outcomes:

- Fletcher Allen (and others) gain productive employees from day one
- Community College credit for some programs
- Proof people from all walks of life can succeed, even with no prior experience

Fast Facts:

- 120 + trained and apprenticed at Fletcher Allen
- 600+ trained and apprenticed all industries
- Overall 95% complete and receive USDOL Apprenticeship

Certificates of Completion

Contact Name: Fletcher Allen Healthcare, ATTN: Elizabeth Madigan
Phone: 802-847-5982 Email: elizabeth.madigan@vtmednet.org
Address: 111 Colchester Ave., P. O. Box 488, Burlington, VT 05401

