

WORKFORCE WEBINAR SERIES

Cultivating a Positive Workforce Culture From Apprenticeship to Career

Office of Wastewater Management

Office of Water

U.S. Environmental Protection Agency

April 1, 2021

**We will start in a couple minutes.
Thank you.**

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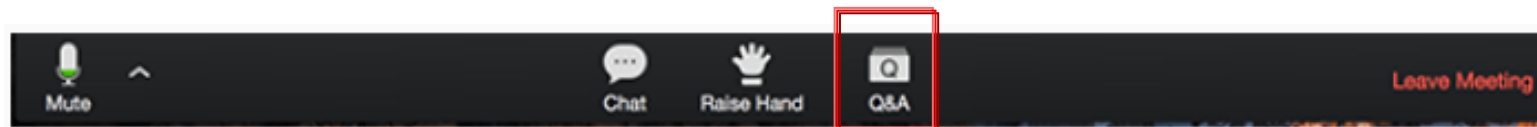
U.S. Environmental Protection Agency

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Webinar Logistics

- This webinar is being recorded
- Participants will be in listen-only mode
- To submit a question, use the Q&A function
- Presenters will monitor these questions and respond to as many as possible during the “Q&A” session at the end of the presentation.



- Webinar slides and recording information will be sent out to all participants following the webinar

Having Audio Difficulties?

- Call in to any of these phone numbers:

+1 253 215 8782 <or>

+1 312 626 6799 <or>

+1 888 788 0099 (Toll Free) <or>

+1 877 853 5247 (Toll Free)

Webinar ID: 997 1879 2425

Opening Poll: Please indicate the sector that you work in:

- Utility
- State or Local Government
- Federal Government
- Consultant
- Academia/Educator
- Other

If you do not see a poll window pop up, please use the **Chat function** to type in your answer.

Water Sector Workforce at EPA

- Reminders:
 - Check out our website for resources and updates:
<https://www.epa.gov/sustainable-water-infrastructure/water-sector-workforce>
 - Workforce Initiative
 - Past Workforce Webinars
 - Workforce Case Studies
 - Stay tuned for information on our next webinar. If you are registered for this webinar you are automatically on the email list for future webinars!

April 1, 2021

Cultivating a Positive Workforce Culture From Apprenticeship to Career

Jim Horne, Sustainable Utilities Program Manager, U.S. EPA Office of Wastewater Management

April 1, 2021



Speakers:

Moulton Niguel Water District:

- Joone Lopez: General Manager

Castle Rock Water & Arapahoe Community College:

- Tim Friday: Assistant Director
- Eric Dunker: Associate Vice President and Dean of Arapahoe Community College: Business, Technology, and Workforce Partnerships

Webinar slides and recording will be sent to registrants within a week after the webinar.



moulton niguel water district

CREATING THE WATER WORKFORCE OF THE FUTURE

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Cultivating a Positive
Workforce Culture From
Apprenticeship to Career



moulton niguel water district



Drinking-Water, Recycled Water, and Wastewater Treatment



Serve 172,000+ Customers in 6 Cities in California



7-Member Board of Directors



163 Employees



AAA Credit Rating from Fitch and S&P



Top Workplace in OC & USA



Recognized Statewide and Nationally for Innovation, Environmental Stewardship, and Customer Service



THE ORANGE COUNTY REGISTER

Moulton Niguel Water District is a 2020 Top Workplace! 4 Years Running

FAMILIAR → CHALLENGES

.....



"DEAD AIR"



CYA



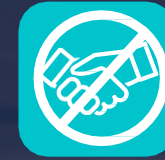
"FACE"



SOAP OPERA



"LOW BAR"



ISLAND



SILOS



WHAT YOU →
NEED



HEART



MIND



BACKBONE

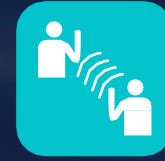
FOLLOW THROUGH



STEP BY STEP



INVESTIGATE



COMMUNICATE



TAKE NOTES



DEMONSTRATE



PRIORITIZE



EVALUATE



OUTCOME →



REDUCED
LIABILITY



GROWTH



HIGHER
PERFORMANCE



INNOVATION



IMPROVED
FINANCES



RECOGNITION



ENHANCED
RECRUITMENT/
SUCCESSION



PUBLIC
SUPPORT



LESSONS LEARNED



- THINKING VS. FEELING
- "ATTITUDE REFLECTS LEADERSHIP"
- SELF AWARE
- CONSISTENCY

- RESILIENCY IS ABOUT PEOPLE
- VIGILANT
- NO EXCUSE
- NOT ABOUT YOU
- EVOLVE

THANK YOU!

Joone Lopez, General Manager
Moulton Niguel Water District



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@joloh2o



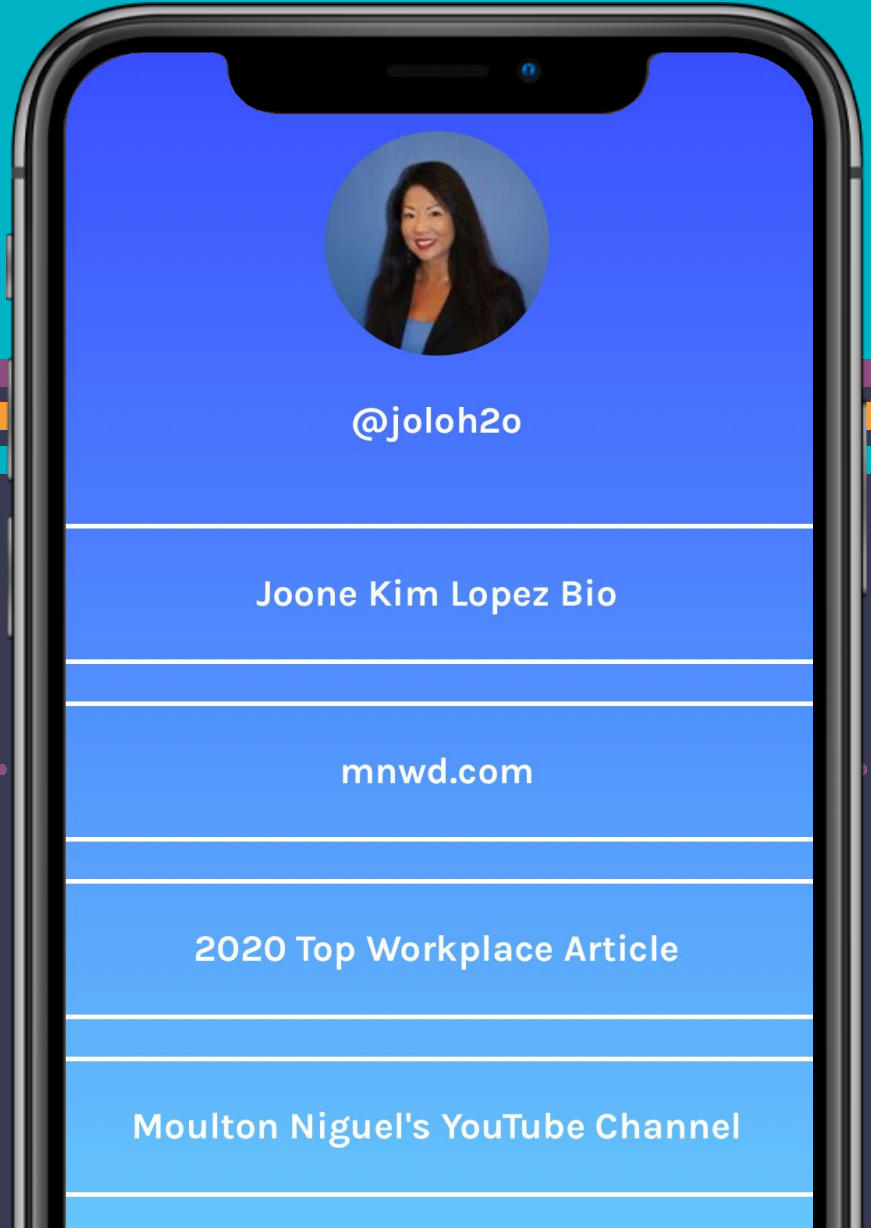
(949) 444-6994



@joone-kim-lopez/

CONNECT WITH
MOULTON NIGUEL WATER DISTRICT!

@MNWDWater



April 1, 2021

Castle Rock Water Arapahoe Community College Water Utility Operator Apprentice Program



STURM COLLABORATION CAMPUS
ARAPAHOE COMMUNITY COLLEGE CASTLE ROCK



Presentation overview

- 💧 Who is Castle Rock Water?
- 💧 Why an apprentice program?
- 💧 How did we do it?
- 💧 Program costs
- 💧 Recruiting
- 💧 Implementation
- 💧 Comments from our apprentices
- 💧 Academic program
- 💧 Need info from ACC

Who is Castle Rock Water?

- **Municipal water provider for Town of Castle Rock providing drinking water, wastewater service and stormwater management**
- **Serve >75,000 people and growing at 6% growth rate**
- **Annual operating budget ~\$47.5M**
- **~\$700M in assets**
- **101 employees**
- **Average tenure is 7.3 years, median is 6 years, longest is 25 years**



Why an apprentice program?

- 💧 Declining workforce
- 💧 Higher turnover at entry level positions
- 💧 Apparent lack of water-related, career-minded young people
- 💧 Lots of potential local candidates
- 💧 Want to “grow our own”
- 💧 Local partner (Arapahoe Community College)



How did we do it?

- 💧 Inspired by previous Water Workforce webinar -- Meeting The Workforce Challenges Of The Water Sector: A Competency Model Approach
- 💧 Used our internship program as a guide
- 💧 Modeled after National Rural Water Association apprentice program (Water Systems Operation Specialist)
- 💧 Collaborated with ACC
- 💧 Budgeted for wages and tuition
- 💧 Planned for recruiting
- 💧 Started small – one at a time

ACC Sturm Collaboration Campus

Dr. Eric Dunker

Associate Vice President: Arapahoe Community College



Responding to Community & Industry Needs



Population of Arapahoe & Douglas counties over 1,000,000 residents



Attract, grow, and retain talent through a pipeline that minimizes student loan and maximizes workforce readiness

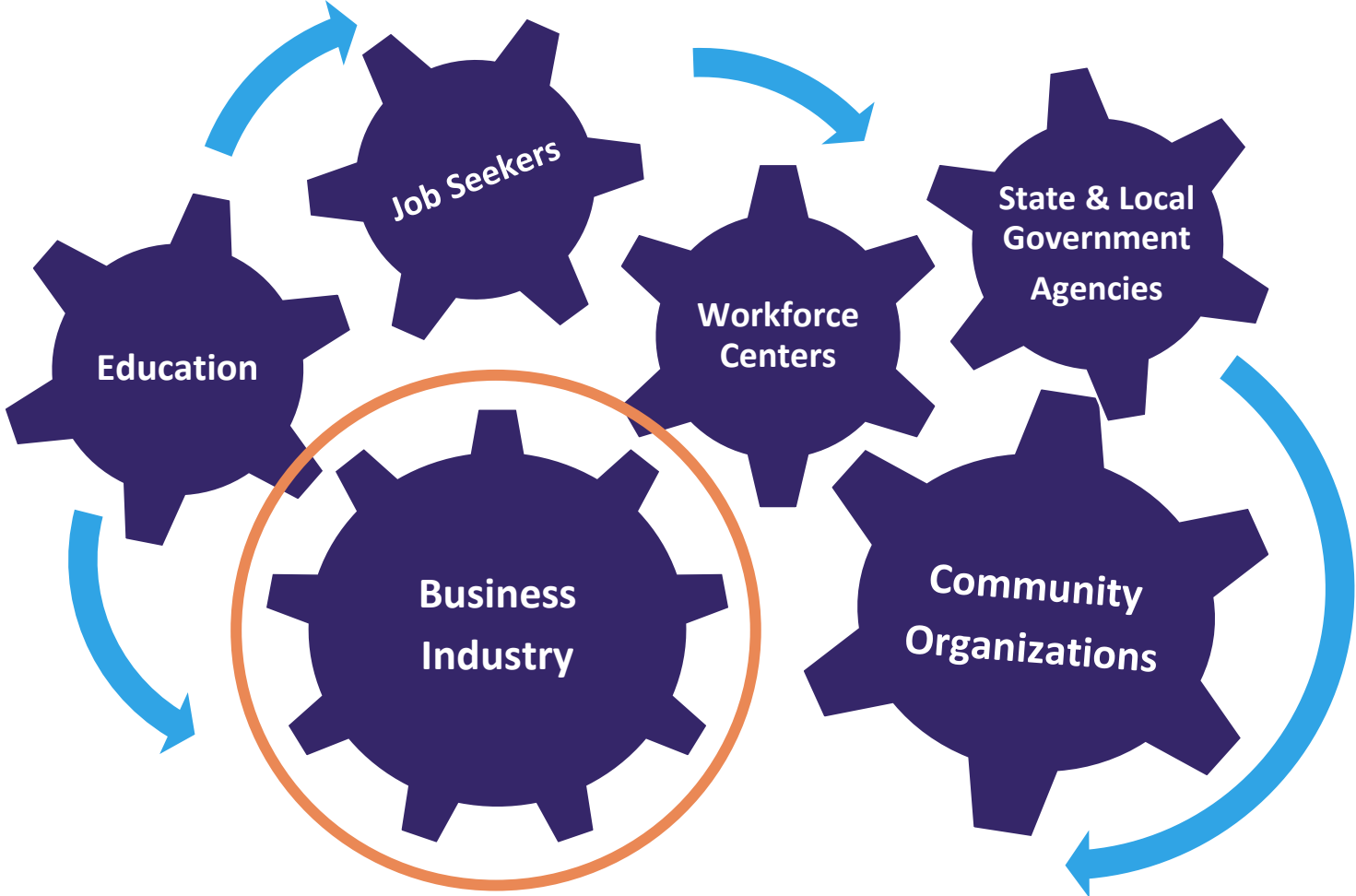


Develop a workforce for current and future industry needs through the regional talent pipeline ecosystem working in collaboration across the whole learner continuum

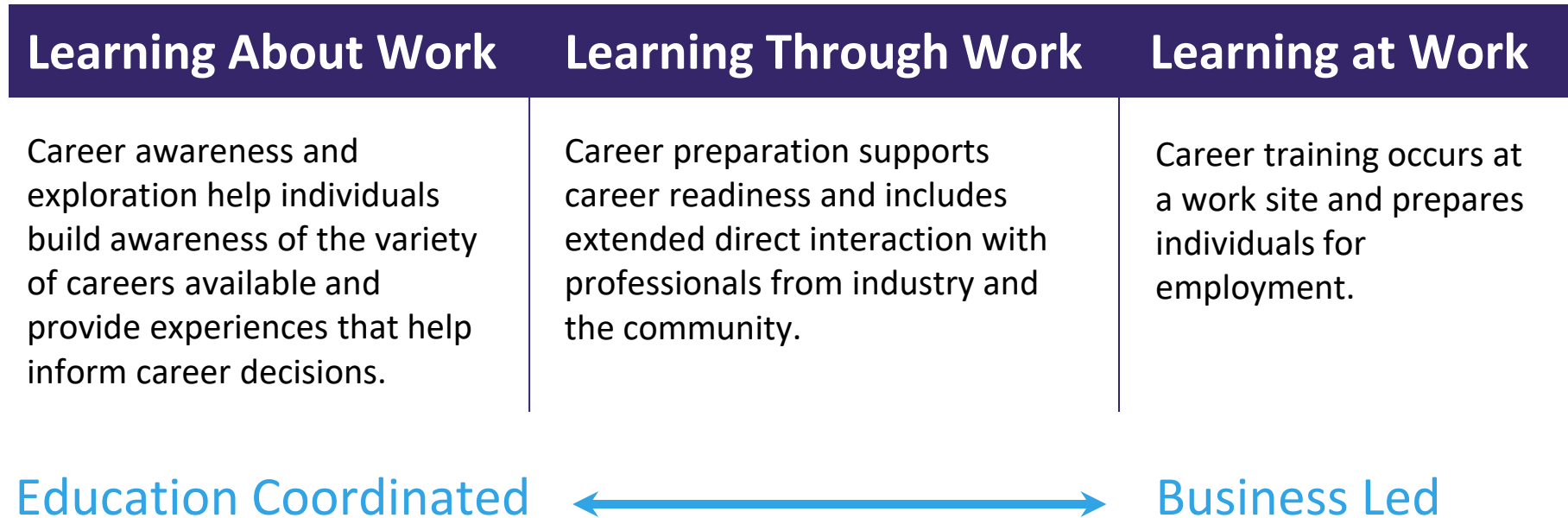


STURM COLLABORATION CAMPUS
ARAPAHOE COMMUNITY COLLEGE CASTLE ROCK

Community of Practice: Industry Leads



Colorado's Work-Based Learning Continuum



Work-Based Learning Partnership

Castle Rock Water and ACC

- Water operations apprenticeship (launched in 2019)
 - Related Technical Instruction in Biology and Chemistry provided by ACC along with wrap around apprenticeship support (from recruitment to apprenticeship completion).
 - ACC serves as primary liaison to DOL.
 - ACC worked with Castle Rock water on grant applications to receive apprenticeship infrastructure investment support.
- On the job training covered by Castle Rock Water (which also leads to 4 industry certifications)





Program format

- 💧 Part-time work / part-time school
 - 💧 Started in Summer before school started
- 💧 6-month progression timeline
 - 💧 Certification earned
 - 💧 Performance review
 - 💧 New discipline
- 💧 Semester timeline
 - 💧 Tuition reimbursement



Program costs

- 💧 Wages – progressive pay scale (raise every 6 mos.)
- 💧 Tuition – 50% reimbursement, performance based
- 💧 Staff time / other resources
- 💧 Total annual cost ~\$35,000/apprentice

Recruiting

- 💧 Held information session (in-person and virtual)
- 💧 Utilized ACC student outreach
- 💧 Advertised for apprentice job
- 💧 Reviewed applications
- 💧 Interviewed top 3 to 5 candidates
- 💧 Selected one

Water Operator Apprentice Program

Earn while you learn!

The Water Operator Apprenticeship is a two-year program that allows students to experience the hands-on, technical skills of water operations while earning a water operator certification and gaining college credit. Each semester, the apprentice will experience a different facet of utility operations: water treatment, water distribution, wastewater collection, and wastewater treatment.

- Two-year apprenticeship at Castle Rock Water
- Paid, part-time employment, up to 30 hrs/wk
- 50 percent tuition reimbursement available
- In conjunction with the Associate of Science degree at Arapahoe Community College

Steps to apply:

1. Attend an informational session:
Please review information at CRGov.com/WaterCareers.
2. Complete Arapahoe Community College application
2. Provide standardized test results (ACCUPLACER, SAT or ACT scores)
3. Apply for Federal Financial Aid
4. Contact your local Workforce Center
5. Complete an online application for Water Operator Apprenticeship program



What is a Water Operator?

Careers in the water profession vary from analysts to mechanics to engineers to plant operators. A plant operator is responsible for taking in raw water, purifying it through a variety of treatment processes and ensuring distribution throughout the entire community. Water operators also take water that has been used in homes and businesses and collect it for treatment before it is reused or discharged back into the stream. For Castle Rock Water, this means managing 3 water plants, 67 wells, 14 water tanks, 450 miles of service lines, 23,600 customer connections and 3 billion gallons of water per year.

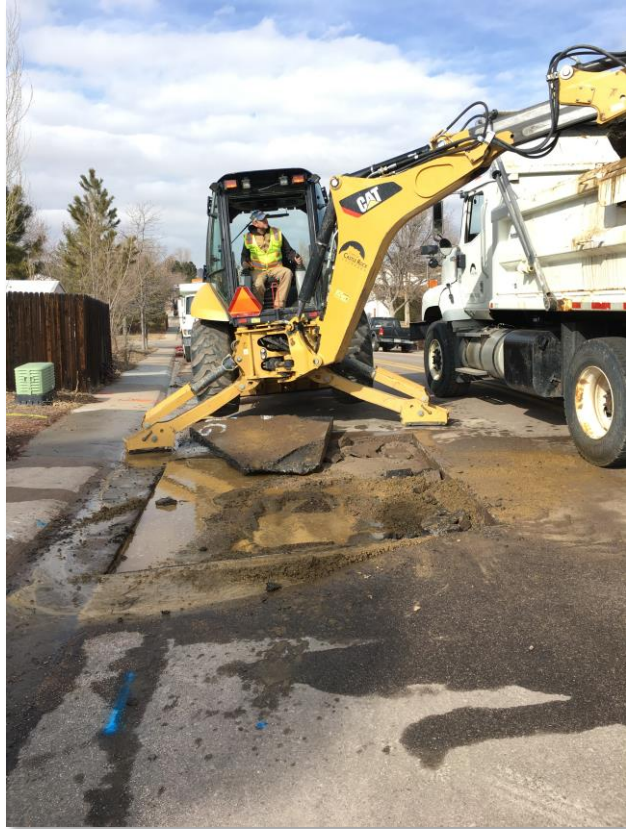
Water professionals provide a service that protects public health and balances social and environmental responsibilities in a sustainable manner.

For more information:
Call: 303-797-5723
Email: shao.yeung@arapahoe.edu



There's more to water than just turning on the tap!

What is a water operator?



Water professionals provide a service that protects public health and balances social and environmental responsibilities in a sustainable manner.

[Professional Water Operator video](#)



Apprentice comments

Joe Compton



Matt Spooner





Advice for others

- 💧 Succession planning
- 💧 In-house champion for apprentice program
- 💧 Partner with local college
- 💧 Team support
- 💧 Be flexible

QUESTIONS?



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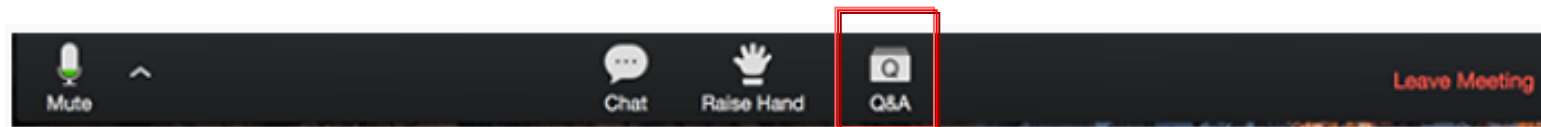
STURM COLLABORATION CAMPUS
ARAPAHOE COMMUNITY COLLEGE CASTLE ROCK

Arapahoe Community College
Erik Dunker 303-797-5859
Eric.Dunker@arapahoe.edu

THANK YOU!

Q&A Session

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Closing Poll #1

On a scale of 1-10, with 10 being the best score and 1 being the worst, how would you rate today's webinar?

If you do not see a poll window pop up, please use the **Chat function** to type in your answer.

Closing Poll #2

Finally, what other topics would you like to see covered in subsequent webinars?

Please type a brief response in the chat box.



Thank you!

