

Blog February 27, 2018

Expanding Apprenticeship Program Across the Country to Hire more Veterans

By Paul Marchand, Executive Vice President, Human Resources

At Charter, we are proud of our progress to date in attracting, hiring and retaining veterans as we consider it to be critical to our success in developing a high-skilled, diverse and insourced workforce to serve our more than 26 million customers in 41 states.

Today, we employ nearly 12,000 veterans which represents almost 12 percent of our total workforce and we've committed to increasing our veteran hiring by five percent by 2020.

We're able to do this through a variety of initiatives and partnerships aimed at attracting and hiring men and women who have served in the armed forces at the end of their service or as they transition to civilian life.

One of our most promising strategies is our Spectrum Broadband Technician Apprenticeship Program which is why we are so pleased to announce has been nationally certified by the U.S. Department of Labor (DOL). This certification gives us the green light to move forward with our newly certified



receiving a paycheck from Charter helping ensure a smoother transition to civilian life.

We will begin our expansion efforts in states in which there are military bases located near the markets we serve and where local and regional leaders have expressed an interest in the program. Charter is also actively pursuing the opportunity to work with federal policymakers to leverage the Valor Act and eliminate the need to go state by state in order to roll out our national program more quickly. Our goal is to complete the rollout of the Spectrum Broadband Technician Apprenticeship program across our national footprint in 2020.

Veterans bring a mission-oriented mindset that helps Charter across all lines of business, at all levels of the company, including our executive team. We recognize and value the skills these individuals develop during military service, and our goal is to help them build on their talents and translate them to a meaningful and viable career with us.

We are excited about what this will mean for veterans and also see opportunities to expand apprenticeships in other key areas of our workforce like engineering or sales. Spectrum customers will see even better service from us as a result of the high-quality employees we can



attract through apprenticeship programs like the one we offer for broadband technicians. In the meantime, we are grateful for the new opportunities to work with key military bases and veteran organizations in states across our footprint as we implement the Spectrum Broadband Technician Apprenticeship program and welcome more veterans to our team.

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Case Study: A Commitment to Veterans

To highlight and help contextualize some of the economic impact findings presented in Oxford Economics' report on Charter



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Charter recognizes and values the skills individuals develop during military service. The company's commitment to hiring military veterans has brought significant benefits to both the company and the communities it serves. Across its 41-state footprint, the company's workforce is comprised of nearly 12,000 veterans, totaling 13 percent of all employees.

Charter's goal is to help veterans build on their talents and translate them to a meaningful and viable civilian career within the company. Lisa Tate is a U.S. Navy veteran and Supervisor of Field Operations for the mid-west region at Charter and she has observed that military services sets "a higher expectation" and teaches veterans how to "adapt and overcome."

within the company.

Others, like Scott Feltmeyer, who serves concurrently in the U.S. Army National Guard while working as a Spectrum Field Technician, feel that the military gives them a “sense of integrity...as well as a sense of duty.”

Charter offers its employees the Field Technician Apprenticeship Program, which has been certified by the U.S. Department of Labor, and nationally approved by the Department of Veteran’s Affairs for GI Bill benefits under the Valor Act.

Eligible veterans enrolled in the program can receive GI Bill benefits in addition to their regular paycheck from Charter. This combination ensures a smoother transition to civilian life.

Charter is also expanding its recruiting, training, and hiring efforts as part of a commitment to increasing its veteran hiring by an additional 5 percent by 2020.

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* Discussion of Case Studies: Several case studies are presented in this report and they are intended to highlight and help contextualize some of the economic impact findings presented in this report. Please note that all content presented in each of these case studies was prepared by Charter Communications and Oxford Economics did not independently verify the material presented in any of these case studies.

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