

## WRI Office Locations

### Central Office

401 Technology Drive E., Suite 100  
Menomonie, WI 54751  
(715) 232-7360

### Ashland County

422 Third Street W, Suite 202, Ashland, WI 54806  
855-792-5439

### Barron County

Barron County Job Center  
331 S. Main Street, Rice Lake, WI 54868  
715-234-6302

### Opportunity Center

410 E. LaSalle Avenue, Suite D  
Barron, WI 54812  
715-537-3404

### Burnett County

24467 State Rd. 35/70, Siren, WI 54872  
855-792-5439

### Chippewa County

Chippewa County Job Center  
770 Scheidler Road, Suite 2, Chippewa Falls, WI 54729  
715-723-2248

### Clark County

Clark County Job Center  
501 Hewett St., Neillsville, WI 54456  
715-743-4631

### Douglas County

1805 North 14th Street, Superior, WI 54880  
855-792-5439

### Dunn County

Dunn County Job Center  
401 Technology Drive E., Suite 200, Menomonie, WI 54751  
715-232-7360

### Eau Claire County

Eau Claire County Job Center  
221 W. Madison Street., Suite 140-A, Eau Claire, WI 54703  
715-858-9675

### Pepin County

Pepin County Job Center  
403 3rd Avenue West, Durand, WI 54736  
715-672-8801

### Polk County

Polk County Job Center  
404 Main St., Balsam Lake, WI 54810  
715-485-3115

### Price County

126 Cherry Street, Room 1, Phillips, WI 54555  
855-792-5439

### Rusk County

203 W. 7th St. N., Ladysmith, WI 54848  
855-792-5439

### St. Croix Valley (Serving Pierce & St. Croix Counties)

St. Croix Valley Job Center  
704-B N. Main Street, River Falls, WI 54022  
715-426-0388

### Sawyer County

15612 Windrose Lane, Suite 200, Hayward, WI 54843  
855-792-5439

### Taylor County

624 E. College Street, Room 110A, Medford, WI 54451  
855-792-5439

### Washburn County

522 Service Road, Spooner, WI 54801  
855-792-5439



Workforce Resource Inc. is an equal opportunity service provider. If you need assistance to access language services or other services or need materials in an alternate format, contact our EO officer at 1-877-711-9390 Ext. 1011. WRI uses WI Relay 711.

A proud partner of the  **americanjobcenter** network

# 2017-2018 Annual Report

EMPOWERMENT RESPECT  
COLLABORATION  
INTEGRITY COMMITMENT



**LETTER FROM THE WORKFORCE RESOURCE CEO**

Dear Valued Friends,

I am proud of our accomplishments over the past year and would like to personally thank our partners and community members for their support and commitment which is the foundation for our success. What has become increasingly clear is that we cannot do this work independently. Our goals are realized through integrated initiatives with strong partner and community support.

Last year, the Job Centers throughout Region 8 had over 50,000 visits despite low unemployment rates. This is evidence that there is an on-going need for support and training to help move individuals out of poverty and into self-sufficiency. It is our mission to continue to provide training through current grant initiatives and additional foundation grants in the regional sectors identified by the West Central Workforce Development Board. These sectors include Manufacturing, Healthcare, Leisure & Hospitality, and Trades.

Our strong outcomes in these training efforts are made possible through the resilient work of our committed and dedicated staff. We hold ourselves accountable for performing in the top tier with a pledge to deliver customer focused services efficiently while adapting to the ever changing needs of both the employers and job seekers.

I have a personal commitment to servant leadership. I place the needs of our customers as top priority and enjoy leading and building our team of devoted professionals to do the same.

The engagement of the WRI Board and community businesses, partners and educators are integral to our overall strategy. We look forward to continuing to work with a broad and diverse range of associates to continue to address the needs of the communities in which we serve.

Thank you for your support. I look forward to 2019 and the opportunities for continued growth and partnerships. If you would like to keep up with the agency’s initiatives, please email me to be included in our weekly newsletter.

Happy Holidays!

Sincerely,

Debra Leslie  
 Chief Executive Officer  
 Workforce Resource Inc.  
 leslied@workforceresource.org

**Financial Statements**

Expenditures By Source  
 Year Ended June 30, 2018

	Total Award	Fiscal Year	Total Expenditures
<b>WIOA*</b>			
Adult Program	\$ 947,146	\$ 366,604	\$ 835,092
Dislocated Worker Program	\$ 836,239	\$ 364,661	\$ 691,090
Youth Program	\$ 1,908,050	\$ 627,802	\$ 1,275,516
Dislocated Worker - Special Response/Rapid Response	\$ 325,636	\$ 220,376	\$ 245,968
<b>Other Funding</b>			
Affordable Health Care Act	\$ 124,815	\$ 47,996	\$ 108,977
Department of Corrections - Windows to Work/Pipeline	\$ 81,000	\$ 78,079	\$ 78,079
Independent Living	\$ 296,194	\$ 102,811	\$ 199,424
MACRA Funding Opportunity: Connecting Kids	\$ 82,000	\$ 54,221	\$ 54,221
Northern FSET	\$ 2,053,768	\$ 944,616	\$ 1,752,988
West Central FSET	\$ 3,692,201	\$ 1,791,921	\$ 3,331,367
Rutledge	\$ 50,000	\$ 7,341	\$ 46,102
State of Wisconsin Fast Forward Grants	\$ 398,755	\$ 109,692	\$ 269,724
Senior Community Service Employment Program (SCSEP)	\$ 558,531	\$ 520,003	\$ 520,003
State Refugee Services Program (Somali)	\$ 154,000	\$ 81,136	\$ 126,038
Wisconsin Apprenticeship Growth Enhancement Strategies	\$ 63,484	\$ 36,490	\$ 63,887
Wisconsin Works (W-2) Program (2017 contract)	\$ 1,706,528	\$ 925,642	\$ 2,016,715
Wisconsin Works (W-2) Program (2018 contract)	\$ 2,456,413	\$ 875,846	\$ 875,846
Other Restricted	\$ 550,397.00	\$ 296,160	\$ 850,091
<b>Corporate</b>		\$ 57,557	
<b>Total Expenditures</b>		<b>\$ 7,508,954</b>	

\*Workforce Innovation and Opportunity Act

# Workforce Resource Inc.

Annual Report July 2017—June 2018

## Financial Statements

Statement of Financial Position  
Year Ended June 30, 2018

<i>ASSETS</i>	
Current Assets	
Cash	\$ 1,331,214
Grants Receivable	850,427
Accounts Receivable	97,963
Prepaid Expenses	154,765
<b>Total current assets</b>	<b>2,434,369</b>
Property and Equipment, Net	756,832
<b>TOTAL ASSETS</b>	<b>\$ 3,191,201</b>
<i>Liabilities and Net Assets</i>	
Current liabilities	
Current portion of settlement payable	\$ 98,942
Accounts payable	105,130
Accrued payroll and related expenses	133,590
Accrued leave	227,443
Due to Fiscal agents	66,684
Grants received in advance	26,415
<b>Total current liabilities</b>	<b>658,204</b>
Long-term liabilities Settlement Payable	98,413
<b>Total liabilities</b>	<b>756,617</b>
Unrestricted net assets	
Invested in grant-funded property	\$ 75,613
Unrestricted	2,358,971
<b>Total unrestricted net assets</b>	<b>\$ 2,434,584</b>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$ 3,191,201</b>

Statement of Activities  
June 30, 2018

<i>UNRESTRICTED</i>	
Revenue	
Grant Revenue	\$ 7,451,398
Rent Revenue	45,938
Other Revenue	459,406
<b>Total Revenue</b>	<b>7,956,742</b>
Expenses	
Program activities	
Training	\$ 6,254,266
Participant Support	689,824
Building & Operations	59,863
<b>Total Program Activities</b>	<b>7,003,953</b>
Management and General	\$ 492,213
Fundraising	12,788
<b>Total Expenses</b>	<b>7,508,954</b>
Change in Net Assets	\$ 447,788
<b>Net Assets - Beginning of the Year</b>	<b>1,986,796</b>
<b>Net Assets - End of the Year</b>	<b>\$ 2,434,584</b>

# Workforce Resource Inc.

Annual Report July 2017—June 2018

## WORKFORCE RESOURCE BOARD OF DIRECTORS

Jeremy Kiley, WRI Board Chair  
Regional Director of Operations  
Dove Healthcare, Chippewa Falls

Teresa Ritzinger, WRI Board Vice Chair  
Director of Human Resources  
Drylock Technologies Ltd., Eau Claire

Diane Cable, WRI Board Secretary/Treasurer  
Director  
Department of Human Services, Eau Claire County

Doug Olson  
Chairman of the Board  
Royal Credit Union, Eau Claire

David Seitz  
Human Resources Representative  
Jennie-O Turkey Store, Barron

Pamela Guthman  
Clinical Assistant Professor  
UW-Eau Claire, Eau Claire

Brad Gingras  
Director  
Northwest WI AHEC, Marengo

## WORKFORCE RESOURCE LEADERSHIP STAFF

### Executive Team

Debra Leslie, Chief Executive Officer

Richard Price, Chief Information Officer

Bambi Penning, Chief Financial Officer

Kathy Talford, Human Resources Manager

### Program Managers

Jody Conner  
W-2 Program Manager

Michaela Stendahl  
SCSEP Program Manager

Merry Lienau  
WIOA & Independent Living Programs Manager

Marianne Guntner  
FSET Program Manager

**WIOA PROGRAM—DISLOCATED WORKER**

In June of 2017, after three years working at a local business in Eau Claire as a Java Developer, Tyler was laid off. He immediately started an extensive job search but was unsuccessful and soon he found his unemployment running out.

As a dislocated worker, Tyler visited the Dunn County Job Center seeking assistance with his interviewing skills. He was 26 years old with two degrees from UW Stout, one in Computer Science and one in Applied Math with a concentration in Computer Programming. Tyler was enrolled in the WIOA program in December of 2017.

Tyler expressed that he lacked confidence in presenting himself in general and especially in interview situations. His Career Planner recommended enrollment in a Dale Carnegie course to improve his communication skills and increase his confidence which would enhance his interviewing skills. In March 2018, Tyler enrolled in the course which was paid for through the WIOA program.

Upon completion of the course, Tyler began a work experience at Workforce Resource (WRI) in the IT Department. He worked 25 hours per week and continued to conduct an active job search. Tyler’s knowledge and experience was immediately put to good use. He was instrumental in the development of programming for the kiosks that were introduced for tracking customer visits at several of the regional Job Centers. Working on this project and with the IT staff boosted Tyler’s self-confidence. He also benefitted by learning several programs that were new to him including PHP, jQuery and Bootstrap. In September, Tyler did an On the Job Training (OJT) with JB Systems in Eau Claire. After his 6 week OJT at JB Systems, he was hired as a full time employee with full benefits. Tyler was thrilled to find a job doing the work he enjoyed in the Eau Claire area.

**Leveraging Our Resources**

For the Period of July 1, 2017 through June 30, 2018

WIOA FUNDS	Adult	Dislocated Workers	In School Youth	Out of School Youth
TOTAL SERVED	237	197	54	224
TOTAL CO-ENROLLED IN OTHER WRI PROGRAMS	118	29	5	48

**TOTAL LEVERAGED DOLLARS: \$2,092,427**

**SCSEP PROGRAM**

Jane contacted Workforce Resource Inc. about enrolling in the Senior Community Service Employment Program (SCSEP). She was having on-going issues with anxiety and self-confidence which affected her ability to get and keep employment. Jane was aware of the program’s benefits since she had been enrolled in the SCSEP program before.

Jane met with a Career Planner and was placed at a host agency site as an Office/Clerical Assistant. Over the next two months, she worked on her office skills which helped build her self-confidence. During this same time, Jane submitted applications for employment. In July, she landed her first interview for employment but it did not result in a hire.

In August, Jane and her Career Planner re-evaluated her position and decided she needed a new site where she could continue to grow her skills and her self-confidence. Jane was assigned to a position with the Wood County Human Services Department. She quickly grew into her new position and learned a variety of new skills. During this time, Jane continued to look for job leads that would fit her skill set. She also regularly attended Job Fairs in the area.

Towards the end of September, Jane was offered an interview at Wood County Human Services for a Program Support Specialist. Excited by this opportunity, Jane and her Career Planner got to work preparing her for the interview. In turn, the preparation helped Jane’s self-confidence grow. By the day of the interview, Jane was ready. After the interview, Jane’s Career Planner asked her how it went. Jane responded, “I was a nervous wreck, but I got through it!” Indeed she did. Jane was offered and accepted the job. She started work in October at \$15.25 per hour with full benefits.

**2017-2018 Sponsors and Financial Supporters**

- Ann Marie Foundation
- Barron County Dept of Health and Human Services
- Chippewa Falls Main Street
- Chippewa Valley Technical College
- Community Foundation of Chippewa County
- Community Foundation of Dunn County
- Dunn County Human Services
- Eau Claire Community Foundation
- Fairmount Santrol
- Grow to Share
- Manufacturing Works/Gold Collar Careers
- Restorative Justice
- Senior Service America, Inc.
- St. Croix County Health and Human Services
- State of Wisconsin Dept of Children and Families
- State of Wisconsin Dept of Corrections
- State of Wisconsin Dept of Health Services
- State of Wisconsin Dept of Workforce Development
- U.S. Conference of Catholic Bishops
- U.S. Dept of Health and Human Services
- U.S. Dept of Labor
- United Migrant Opportunity Services
- Watch Us Grow
- Wisconsin Fast Forward

### CONSTRUCTION ACADEMY—FAST FORWARD GRANT

Workforce Resource was awarded a Fast Forward grant to introduce, train and/or upskill individuals in the area of construction. Utilizing this grant, Workforce Resource hosted two Fast Forward Construction Academies designed to provide participants an interactive and hands on learning approach. Students also had the opportunity to earn nationally recognized certifications, including a Maintenance Certification through the American Hotel and Lodging Educational Institute, OSHA 10/30 certification and the National Career Readiness Certificate.



The training took place in Chippewa Falls and Eau Claire. Individuals in different age groups were registered, including individuals enrolled in Workforce Resource programs and individuals referred by partner agencies. Students received training in construction basics and forklift operation. They also had the opportunity to work hands-on. Students built a table and two benches from the ground up. The projects were donated to Chippewa Falls Main Street for their Farmers Market.

Through partnerships with local businesses, students toured Ashley Construction and Royal Construction facilities and were introduced to position specific information about the construction industry. This allowed students to be exposed to a career in construction first hand. Trillium Staffing, a guest speaker during the

Academy, spoke to students about staffing within construction and the many career opportunities available to them.

Following the Construction Academy, students attended a construction focused job fair. The job fair was conveniently held at the Chippewa and Eau Claire Job Centers. Students were exposed to employment opportunities currently available within their community. They could immediately leverage the skills they had just learned to gain employment in the construction sector.

Over the course of the trainings, a total of 20 individuals were trained and received credentials in one or more of the areas listed above. Many students received job offers and are now currently working in a construction related career.



### W2 PROGRAM

Brandice went to the Ashland WRI office uncertain if she wanted to participate in the Wisconsin Works (W2) program because she was hesitant to ask for help. She was a single mom who was attending school, seeking employment and in need of childcare. Her son was under the age of 2 which made securing childcare even more difficult as toddler spaces are very limited. A WRI Career Planner met with Brandice to explain the benefits of both the W2 program as well as the FoodShare Employment and Training (FSET) program.

Brandice decided to enroll with W2 and joined the program in January 2018. W2 provided financial assistance to cover her basic living costs. She was also co-enrolled with FSET and the two programs shared support costs such as gas cards. Brandice was interested in pursuing a degree in Accounting at WITC. She was assigned to participate in her classes as well as study time. Although her classes were online, her Career Planner provided her with a list of certified and licensed daycare providers and encouraged Brandice to get her son on waiting lists.

Brandice completed her assigned activities each week and attended all of her scheduled appointments with her Career Planner. Although she was attending school full time, Brandice was eager to obtain employment even if part-time. An area employer contacted WRI about an employment opportunity that was a good fit for Brandice. She was referred and interviewed for the position. During this process, Brandice was able to secure daycare for her son – a full-time spot – with a certified provider. Although that interview did not result in a job offer, while waiting on that response, she was contacted by Symetra and interviewed for a full time position there.

On April 30, 2018, Brandice started her full time position with Symetra making \$15 per hour with full benefits. Brandice reports loving her job. Her supervisor, Marie, states Brandice is an asset to their team. Brandice continues to attend online classes at WITC.



**WIOA PROGRAM—ADULT**

Dennis was unemployed, lived at a homeless shelter, and walked wherever he needed to go because he could not afford a bus pass. He came to WRI looking for employment and was immediately enrolled into WIOA’s Adult Program in January 2015. After assessing his career goals, Dennis was registered for WRI’s Manufacturing Training Academy. He was an eager and involved participant. Dennis always arrived early, was typically the last one to leave, and consistently had a friendly and happy disposition. He voluntarily took it upon himself to help clean up the classroom or would offer assistance whenever needed.

During the Manufacturing Academy, Dennis was exposed to Chippewa Valley Technical College’s (CVTC) Industrial Maintenance program and was interested in pursuing it as a career. With guidance and support from his WIOA Career Planner, his educational plan and employment goal were established. He started school at CVTC in June 2015. WIOA assisted with tuition, books and transportation support. During this time, Dennis accepted the job as a part-time janitor at the homeless shelter. He continued with that employment even after he moved into a transitional hotel.

Throughout the next couple of years, Dennis overcame numerous transportation, housing, legal and health barriers. Because CVTC’s main campus was not on the bus line, he would take the bus to the nearest bus stop and then either walk or ride his bike the rest of the way. Blizzards and extremely cold weather did not stop Dennis from attending his classes. When he broke his leg, he continued to attend classes until he could make it to the hospital. Needless to say, his commitment and drive were noteworthy.

Dennis graduated from CVTC with his Industrial Maintenance Associate’s Degree in the Spring of 2018. He worked with his Career Planner preparing for his job search. Dennis obtained full time, self-sustaining employment at Phillips-Medisize as an industrial mechanic in June 2018. For the first time in years, he was able to stabilize housing by paying his own rent for his own apartment. Dennis is now leading a completely self-sustaining life.

**FSET PROGRAM**

Melissa was enrolled in FSET and co-enrolled in WIOA in September of 2016. Her initial goal was to complete a Veterinary Technician program to obtain full time employment working with animals. After completing a career assessment, Melissa was assigned a work experience at Irvine Park through the City of Chippewa Falls to gain work experience in her desired field.

Melissa met regularly with her Career Planner to follow-up on her work experience and explore educational opportunities. During this time, she became aware that there might be a job opening working with animals at Irvine Park. She was informed that she had a very good chance of being hired due to the knowledge and good references she had gained through her work experience. Melissa continued to work closely with her Career Planner, attended online employability workshops, and received resume and interview assistance. On May 4, 2017, she was offered a full-time Park Assistant position. Melissa was thrilled.



Unfortunately, almost a year later, Melissa was part of a seasonal lay off. Once again, she went to her local Job Center for help and was enrolled in the FSET program.

Melissa told her Career Planner about a potential Zoo Keeper position that might become available at Irvine Park which was her ultimate dream job. Melissa began preparing for the possibility of the job by taking online zoo keeping classes and maintaining regular contact with both Irvine Park and her FSET team. In June, Melissa was offered the full time Zookeeper / Maintenance position at Irvine Park. Out of 127 applicants, she was hired thanks to her work experience as well as the zoo keeping classes. The position is 40 hours per week starting at \$19.22 per hour with benefits. Melissa reports that she loves her job and that it is the “perfect fit” for her. She appreciated her FSET team and has referred several individuals to the FSET program to help “get them on track.”