

Workforce Resource Investing in Innovation & Opportunity



West Central Wisconsin Workforce Resource

Our Vision:

West Central Wisconsin is a region where:

Our diverse workforce meets the needs of area businesses and is productively employed in satisfying and rewarding jobs, ...

Our businesses are profitable, sustainable community partners that provide satisfying, rewarding career opportunities for all workers, and...

Our communities provide the environment to attract and retain the diverse talent and stable businesses necessary to provide a strong and enduring economic base, and...

Our workforce development system effectively and efficiently matches the needs of workers to the requirements of area businesses.

Our Mission:

The West Central Wisconsin Workforce Development Board provides leadership to align the needs of a diverse workforce with the needs of business for a strong, sustainable regional economy.

Our Purpose:

My purpose in being a member of the West Central Wisconsin Workforce Development Board is:

To identify the workforce development needs of my business/ organization, industry and community.

To become informed and inform others about the workforce development issues facing the region.

To assist in establishing goals, objectives and strategies to address those needs and issues.

To assist in providing policy guidance and oversight for the region's workforce development system.

To promote utilization of the region's workforce development services.

To advocate for the policies and resources necessary to address the workforce development needs of the region.

Our Goals:

Goal One: Assure that the Workforce Development Area policy development and governance structure is representative, empowered, engaged, and responsive to the region's needs and legislative direction.

The Workforce Development Board, County Boards' Consortium, Youth Council and One Stop Operator Consortium met bi-monthly throughout this period. The combined oversight committee provided regular reviews of the finances and performance of the Workforce Area with their efforts supplemented by internal and independent external audits. The independent audit yielded no findings or questioned costs and an unqualified positive review.

The Workforce Board hosted its second annual legislative forum attended by seven members of the region's delegation who were thanked for their support of workforce legislative initiatives such as Fast Forward and who had the opportunity to hear directly from Board business leaders on critical workforce development issues. Board representatives also participated in the Wisconsin Workforce Development Day at the Capital in Madison and Day on the Hill in Washington to educate area legislators on important regional workforce development issues.

Goal Two: Analyze the region's continually changing workforce development needs and assess the region's capacity to address those needs through sustainable strategies.

The Regional Scan Committee consisting of representatives from Workforce, Higher Education, the DWD Office of Economic Advisors, the DWD Unemployment Insurance Division, Regional Planning and Community Based Organizations continues to provide direction for planning and policy development through the analysis of regional labor market and economic data including that available through EMSI, WORKnet, Unemployment Compensation and Job Center of Wisconsin.

Goal Three: Align and mobilize resources to meet the region's workforce development needs to foster a sustainable economy.

The Workforce Development Board and Workforce Resource hosted Fast Forward forums on three occasions during the year to alert area businesses to the availability of resources to address workforce development needs and directly assisted five employers in securing over \$330,000 of those resources to train new and incumbent workers. Workforce Resource assisted Manufacturing Works, the area's Manufacturing Sector Alliance, in obtaining and administering \$100,000 in grant funds. An additional \$3.5 million in resources were acquired to provide Wisconsin Works W2 services, Somali Refugee services, expanded Dislocated Worker assistance and other job seeker assistance.

Goal Four: Increase community awareness and utilization of, and support for, the region's workforce development services.

Workforce Resource launched its updated toll-free telephone access system at 855-QWALIFY (855-792-5439). This number is linked to a regional call center which can connect to all regional Job Centers to facilitate region-wide access to services. The call center is capable of conducting initial needs assessments, initiating service applications and linking callers to the closest direct service location. The call center is supplemented by a video teleconferencing network that expands access to professional workforce development staff from remote locations across an expanded service area. These technological enhancements have greatly streamlined access to workforce development and emergency assistance services while increasing staff efficiency.

Goal Five: Maximize the participation and retention of all area job seekers and workers in satisfying and rewarding regional career opportunities.

Area Job Centers received nearly 53,000 visits in program year 2013. This is down approximately 10% from the previous year, perhaps an indicator of lower unemployment rates and reduced regional dislocations. Over 88% of adults and dislocated workers who exited programs during the performance year entered employment. Of those adults entering employment, over 87% retained employment beyond the federal standard while 94% of dislocated workers retained employment. Adults saw incomes increase by over \$11,000 while dislocated workers saw gains of over \$15,000.

Goal Six: Continuously evaluate and improve regional workforce development services.

West Central Wisconsin's improved performance resulted in the region leading the state, exceeding seven and meeting two of the nine federal standards. Not only did the region increase the number of standards exceeded, but the standards themselves were higher having been increased as the result of the federal-state-local performance negotiation process. In its first year of Wisconsin Works W2 operation, Workforce Resource also exceeded its contracted W2 service goal. Internal performance management was enhanced with the introduction of staff "scorecards" which established objective performance criteria for each position and facilitated measuring each person's contribution to organizational performance.

January 2015

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11	12 Job Center Team Review Eau Claire County	13	14	15	16	17
18	19 Martin Luther King Jr. Day WRI Closed	20	21	22	23	24
25	26 Job Center Team Review Polk County	27	28	29	30	31

West Central Wisconsin Workforce Resource

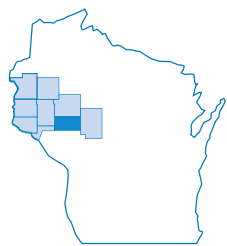
Investing in Innovation & Opportunity Through Career Venture

May 1, 2014, marked the 13th year of Career Venture and this year's event turned out to be one of the best attended and most successful in its history. Held at the Eau Claire Indoor Sports Center, Career Venture hosted nearly 2,900 students from 29 schools in West Central Wisconsin. Students and educators had the opportunity to engage with more than 68 highly-interactive career exhibits designed to stimulate young minds about the endless career opportunities that exist right here in West Central Wisconsin.

Upon their arrival at Career Venture, students were greeted by a Bus Ambassador who provided them an introduction to what their Career Venture experience would be like. Students received a career BINGO card as an activity to guide them through the event and assist them with finding out more information about careers.

Career Venture is organized as an interactive experience, so exhibitors are encouraged to bring tools, equipment and other materials used in the careers that they represent. The event is designed to represent all 16 Career Clusters which allows students the opportunity to explore a variety of careers with hands-on activities. Examples of exhibits include: welding, tire changing, website design, firefighting obstacle course, hair styling, blood pressure checks, animal grooming, cash counting, semi-tractor truck tours, and robotics. Awards are presented to exhibitors for Most Interactive and Most Informative based on an on-line voting system by students at the event.

The event will return to the Eau Claire Indoor Sports Center on May 7, 2015. Organizers are looking forward to an even bigger and better Career Venture.



Eau Claire County
221 W. Madison Street, Eau Claire
715-836-3036

February 2015

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8	9 <i>Job Center Team Review</i> Clark County	10	11	12	13	14
15	16 <i>Job Center Team Review</i> St. Croix Valley	17	18 <i>Job Center Team Review</i> Pepin County	19	20 <i>Governance Meeting</i> Workforce Development Board County Boards' Consortium Workforce Resource Inc. Board Youth Council	21
22	23 <i>Job Center Team Review</i> Barron County	24	25	26	27	28

West Central Wisconsin Workforce Resource



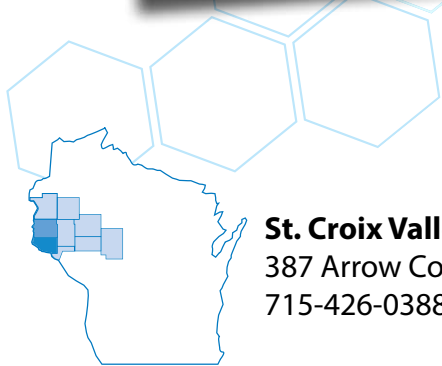
Investing in Innovation & Opportunity Through the WIA Youth Program

Dan was struggling to finish up his junior year of high school at St. Croix Central. He had little motivation for school so his classwork suffered. Dan had great mechanical skills and really enjoyed hands-on work. Guided by his school counselor, Dan was introduced to the Youth Options Program which offered him the opportunity to get his technical diploma while still working on his high school diploma. Dan was interested in this program but unsure of his career goal so he was directed to Workforce Resource.

Dan met with a WRI consultant and was immediately registered for WIA Youth Services. After completing his assessments and exploring potential careers, he was registered for a two week welding academy that was put on in partnership with Workforce Resource and WITC in New Richmond. During this academy, Dan was introduced to welding and worked closely with the welding instructor at WITC. As part of the academy, he also received his OSHA 10 General Industry Certificate and participated in Job Enhancement Training which provided valuable experience and practice with interviewing, writing resumes, and learning valuable soft skills.

Following the academy, Dan confirmed he wanted to go to school and get his technical diploma. He applied and was accepted into the Youth Options Program at WITC. A few weeks into his Welding Training Program, Dan applied for and was offered a job at Kage Innovation. Thanks to the relationship he had built with the WITC welding instructor, Dan had a valuable reference which helped him secure the job.

Dan worked 32 hours a week at Kage Innovation and kept up with his school work. He graduated in May 2014 with his high school diploma and his Welding Technical Diploma from WITC. Dan continues to work at Kage Innovation as a welder, making a great wage and doing something he enjoys-working with his hands.



St. Croix Valley
387 Arrow Court, River Falls
715-426-0388

March 2015

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8	9 <i>Job Center Team Review</i> Chippewa County	10	11	12	13	14
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22	23 <i>Job Center Team Review</i> Dunn County	24	25	26	27	28
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West Central Wisconsin
WORKFORCE RESOURCE
www.workforceresource.org

Barron County • 715-234-6302
Chippewa County • 715-723-2248
Clark County • 715-743-4631

Dunn County • 715-232-7360
Eau Claire County • 715-836-3036
Pepin County • 715-672-8801

Polk County • 715-485-3115
St. Croix Valley • 715-426-0388
(Pierce & St. Croix Counties)

Administration Office •
715-232-1412
Toll free # 1-800-472-5522

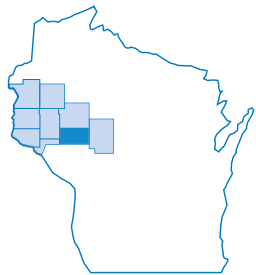
West Central Wisconsin Workforce Resource

Investing in Innovation & Opportunity Through the WIA Dislocated Worker and TAA Programs

A layoff can shake the foundation of even the strongest individual, even if that person is completely independent of any other ties. Add the idea of a layoff on top of the fact that you have three young children who you need to provide for, and you've created the situation that Jason was in when he was part of a workforce reduction at Hutchinson Technology in March of 2011. But with a solid work ethic, along with help from the Workforce Investment Act (WIA) and Trade Adjustment Assistance (TAA), Jason was able to bounce back from an otherwise devastating situation.

Jason enrolled in both TAA and WIA services in the summer of 2011 upon his being accepted into the accounting program at Chippewa Valley Technical College in Eau Claire. TAA paid for his tuition and WIA case manager Louise Krenz assisted Jason in paying for his daycare costs while attending school.

In November of 2013, Jason landed a part-time accounting position with the Chippewa Falls Area Unified School District. The collaborating efforts of his WIA and TAA case managers along with Jason's tireless effort paid off when he graduated in December 2013 from Chippewa Valley Technical College with an associate degree in accounting. Jason's part-time position with the school district became a full-time, permanent position, and Jason was rewarded with a competitive wage and full benefit package. He states that he is extremely happy with his position and thankful for all the support he received during his transition from dislocation to gainful employment.



Eau Claire County
221 W. Madison Street, Eau Claire
715-836-3036

April 2015

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5 <small>Easter</small>	6	7	8	9	10	11
12	13 <small>Job Center Team Review Eau Claire County</small>	14	15	16	17 <small>Governance Meeting Workforce Development Board County Boards' Consortium Workforce Resource Inc. Board Youth Council</small>	18
19	20 <small>Job Center Team Review Polk County</small>	21	22	23	24	25
26	27 <small>Job Center Team Review Barron County</small>	28	29	30		

West Central Wisconsin Workforce Resource

Investing in Innovation & Opportunity Through the WIA Dislocated Worker and TAA Programs

Blessings make themselves known in strange ways and life's struggles reveal character. This is the story of Justin, a former Hutchinson Technology Inc. employee who, along with nearly 200 others, lost his job in March of 2011 when HTI laid off a large portion of its workforce.

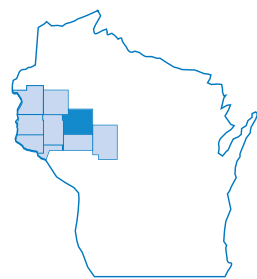
Justin was part of the team of employees who helped set up the production plant and train workers in Thailand. He returned home to the U.S. in January of 2011 to reunite with his wife and await the birth of their identical twin sons. On March 6, 2011, those sons were born. Justin's father was not able to meet his newest grandsons, however, as he had passed away two weeks prior from a heart attack. And two weeks after Justin's sons were born, the HTI layoff occurred.

In June, 2011, Justin enrolled in Trade Act Assistance (TAA) with plans to enroll in the UW-Stout Vocational Rehabilitation program in the fall. "It seemed like a really good fit for me," he said. "From my life experience, both professional and personal, it felt like I finally found something that fit what I've been drawn to for a while... helping people through some of the same things I've been through seemed like a good way to turn any misfortunes I've had into something positive."

Justin later enrolled in Workforce Investment Act (WIA) services with Chippewa County and secured a paid internship through a Work Experience in the summer of 2013. He worked with the summer youth program as a part-time job coach and media specialist. Justin again interned with WRI in the fall of 2013, spending more time in the resource room while at the same time assisting in the planning of the

FoodShare Employment and Training (FSET) workshop schedule.

As Justin anticipated his graduation nearing the end of 2013, he started to apply for jobs. He worried that he would not be able to find employment that could support him and his new family. But the effort that both he and his support network at WRI put forth paid off in December as he was offered and, in turn, accepted a full-time position as a Workforce Resource Consultant in Eau Claire County. "It was just an incredible feeling," Justin said. "To have those things happen, and then to be able to turn around and help people in the same way you've been helped makes you feel extremely blessed."



Chippewa County
770 Scheidler Road, Chippewa Falls
715-723-2248

May 2015

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3	4	5	6	7 Career Venture	8	9
10	11 Job Center Team Review Clark County	12	13	14	15	16
17	18 Job Center Team Review St. Croix Valley	19	20 Job Center Team Review Pepin County	21	22	23
24 31	25 Memorial Day WRI Closed	26	27	28	29	30

West Central Wisconsin Workforce Resource

Investing in Innovation & Opportunity Through the WIA Adult and B2HC Programs

As Alfred said to Bruce Wayne in Batman Begins, "Why do we fall down? So we can learn to pick ourselves up!" This quote greatly reflects Jennifer's motivation, willingness, and toughness to overcome the obstacles she has confronted while reaching her employment goals.

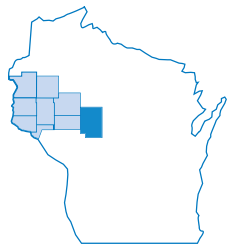
Several years ago, Jennifer was employed and made an honest living. She earned a good wage, was a skilled laborer, and enjoyed the work she was doing. At what seemed to be a routine and basic medical checkup, Jennifer received news that would change her life as she knew it. She was diagnosed with cancer. Jennifer started treatment immediately.

Because of cancer symptoms, hospital visits and the side effects from treatment, Jennifer was unable to participate and perform her job duties to a satisfactory level and eventually lost her job. Jennifer's main focus at that time was to regain her strength and health and she relied heavily on her family to achieve this goal. Months following her diagnosis and losing her employment, Jennifer won her battle with cancer and was ready to get back into the workforce. Jennifer contacted the Clark County Job Center in October 2013 to seek advice. She received help reviewing the local labor market, assessing her aptitudes and interests, developing an employability plan, and received assistance and support while working toward her employment goals.

Jennifer was undecided on a career choice but had narrowed her choices down to a position in the healthcare field. Her case manager recommended that she

participate in the Bridges to Healthcare Academy which would expose her to a variety of opportunities. Jennifer enrolled in and completed the Academy and went on to register into Chippewa Valley Technical College's Nursing Assistant Program. The Workforce Investment Act (WIA) provided Jennifer with the funding assistance she needed which included tuition, textbooks, materials, and required uniforms and clothing. After several weeks of study, hard work, and passing all the needed requirements, Jennifer became a Certified Nurse Assistant.

Today, Jennifer is working at the Clark County Health Care Center as a Nursing Assistant earning a good wage. She is also receiving the best benefit of all; a career where she is making a difference in people's lives.



Clark County
501 Hewett St., Neillsville
715-743-4631

June 2015

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7	8 <i>Job Center Team Review</i> Chippewa County	9	10	11	12	13
14	15	16	17	18	19 <i>Governance Meeting</i> Workforce Development Board County Boards' Consortium Workforce Resource Inc. Board Youth Council	20
21	22 <i>Job Center Team Review</i> Dunn County	23	24	25	26	27
28	29	30 <i>End of Program Year 2014</i>				

West Central Wisconsin Workforce Resource

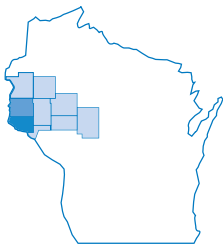
Investing in Innovation & Opportunity Through the WIA Adult Program

Paul, a long-term unemployed individual, was experiencing difficulty in his job search due to his limited computer skills, lack of a resume, and limited support resources. As with many job seekers, Paul was feeling locked out of the job market and the prospect of becoming employed again seemed hopeless.

After meeting with a Workforce Resource Case Manager, Paul was enrolled into the Workforce Investment Act (WIA) Adult program. He received help with basic computer use for email, job search, and online applications. He developed a resume, participated in Job Club, and improved his interviewing skills. Paul was connected to support systems such as Experience Works which placed him on a worksite at 2nd Chances in River Falls where he received, sorted, and prepared donated goods to be sold. The experience allowed Paul to rebuild his employment record, gain references, and be part of the workforce again. The sustained subsidized employment also enabled him to earn basic wages so he could afford housing.

His WRI case manager provided weekly case management and counseling and guided his job search for more permanent employment. WRI collaborated with local resources such as ARC in River Falls to find financial help for mileage, car repair, and the orthopedic shoes necessary for Paul to maintain the physical work he was doing. WRI also set up short term work experiences, in addition to his limited hours at 2nd Chances, to help build his work stamina, expand his work qualifications, and enable further workplace networking including with St. Croix Valley's Habitat for Humanity and their new ReStore in River Falls. The staff and co-workers at ReStore and 2nd Chances also provided invaluable encouragement and emotional support to Paul, helping him to maintain hope.

After Paul completed his work experience at the ReStore, he was hired as their Donations Supervisor. His success is a result of the hours, persistence, and effort that Paul put in because he wanted to work. It's also a tribute to the collaboration of community resources between Workforce Resource, Experience Works, Habitat for Humanity, ARC, and businesses such as 2nd Chances that helped support Paul to reach his goal. It does take a village.



St. Croix Valley
387 Arrow Court, River Falls
715-426-0388

July 2015

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			1 <i>Beginning of Program Year 2015</i>	2	3	4 <i>Independence Day</i>
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12	13 <i>Job Center Team Review Eau Claire County</i>	14	15	16	17	18
19	20 <i>Job Center Team Review Polk County</i>	21	22	23	24	25
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West Central Wisconsin Workforce Resource

Investing in Innovation & Opportunity Through the WIA Dislocated Worker, W-2 and B2HC Programs

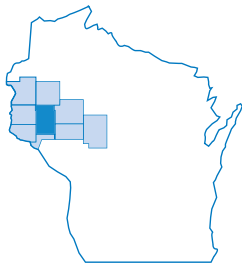
Can there be a silver lining in a layoff? Linda could testify that yes, there can be.

When Linda came to the Dunn County Job Center in March 2013, she had just experienced a lay-off from her job as a personal care worker and was very aware that her Unemployment Compensation would soon be ending. She knew she needed a good paying job that would meet her family's income needs and that she needed help to better identify her skills and career options

Linda was enrolled in the Dislocated Worker and Wisconsin Works (W-2) programs offered at Workforce Resource. Her WIA and W-2 Case Managers worked together to help her assess her skills and interests, explore vocational options and set employment goals. The first step in her plan included participating in the Computer Competency Boot Camp which helped Linda prepare for future career opportunities. Upon completing the Boot Camp, Linda enrolled in the Medical Office Receptionist program at CVTC. WIA Dislocated Worker funds were available to assist with tuition and travel costs for this certificate program which she completed in December 2013.

The next step in Linda's journey included participating in job club and networking events at the Dunn County Job Center while her Case Managers continued to provide support and guidance during her job search. Linda was on the fast track and by mid-January of 2014, she secured a full-time position at the Center for Independent Living in Menomonie. As a member of their Freedom

Transportation Program Support Team, she oversees a team of drivers who provide transportation services to the area's senior and disabled residents. She now earns a higher wage than her previous job provided and is happy to have found the support and guidance offered at the Dunn County Job Center. "I don't know where I'd be without these programs," states Linda.



Dunn County
401 Technology Drive, Menomonie
715-232-7360

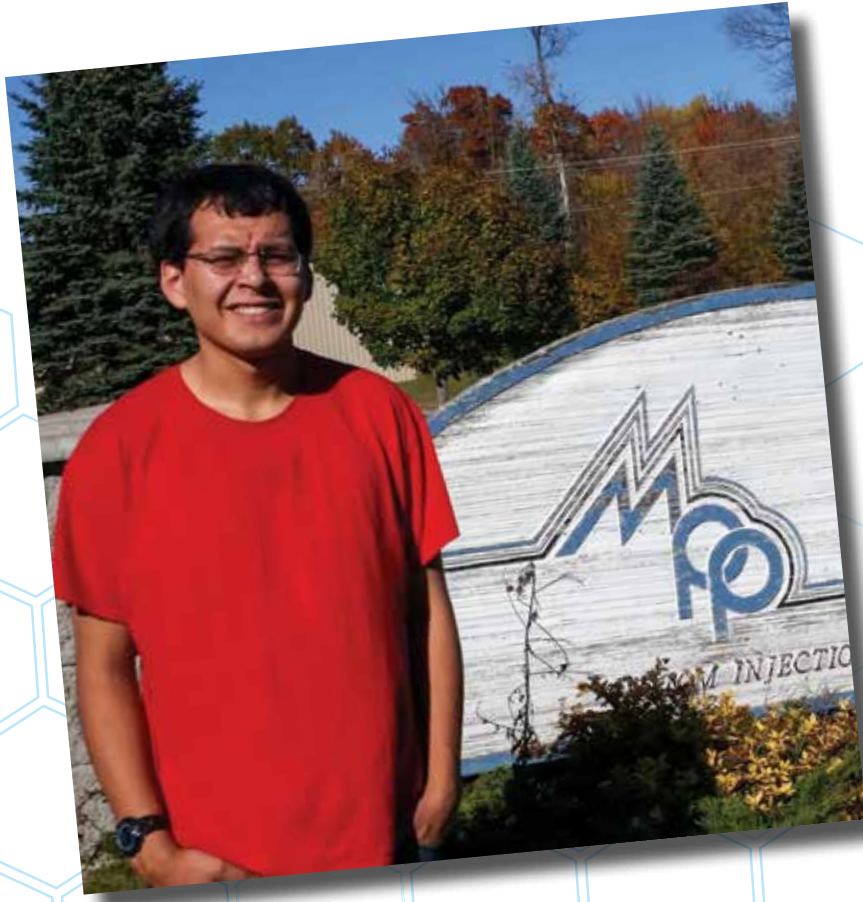
August 2015

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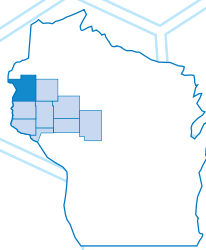
Investing in Innovation & Opportunity Through the Windows to Work Program



With a little help, Paul went from living at a correctional institution to a place of his own. In March of 2014, Paul was referred by the Department of Corrections to the Windows to Work program. While incarcerated, Paul worked with Workforce Resource Consultant and Windows to Work Coach Andrew Butzler to learn the necessary skills to find and maintain employment.

When Paul was released, he was faced with a new set of barriers. Living 12 miles from the nearest town and without transportation proved to be his next big challenge. Paul was motivated so after a little creative thinking with his Windows to Work Coach, WRI purchased a bicycle and leased it to Paul. For the first few weeks after his release and during some of the hottest days of summer, Paul biked to the Polk County Job Center where he worked one-on-one with Andrew on honing his job search skills and attended group job seeking workshops and job clubs offered at the Job Center.

Paul was soon offered a full-time position at MPP in Osceola. Having a bicycle as his only means of transportation, he knew this meant a 4 hour bicycle ride each way – every workday, but he accepted the position. With his strong will and determination, Paul knew that he would make it work. Workforce Resource was able to support Paul by helping him with purchasing the work clothes required to start his job and later by assisting with a rent deposit on an apartment that was closer to his job. Paul continues to work at MPP and finds it very rewarding. The wages he has earned helped him to save the money needed for purchasing a reliable car. He is very thankful for the Windows to Work program and is excited to be on his way to self-sufficiency.



Polk County
404 Main Street, Balsam Lake
715-485-3115

September 2015

August		S	M	T	W	T	F	S
2015								1
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	23/30	24/31	25	26	27	28	29	

October		S	M	T	W	T	F	S
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	18	19	20	21	22	23	24	
	25	26	27	28	29	30	31	

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2	3	4	5
6	7 <i>Labor Day</i> WRI Closed	8	9	10	11	12
13	14 <i>Job Center Team Review</i> Chippewa County	15	16	17	18	19
20	21	22	23	24	25	26
27	28 <i>Job Center Team Review</i> Dunn County	29	30			



West Central Wisconsin
**WORKFORCE
RESOURCE**
www.workforceresource.org

Barron County • 715-234-6302
Chippewa County • 715-723-2248
Clark County • 715-743-4631

Dunn County • 715-232-7360
Eau Claire County • 715-836-3036
Pepin County • 715-672-8801

Polk County • 715-485-3115
St. Croix Valley • 715-426-0388
(Pierce & St. Croix Counties)

Administration Office •
715-232-1412
Toll free # 1-800-472-5522

West Central Wisconsin Workforce Resource

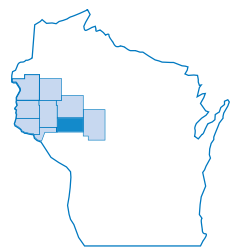
Investing in Innovation & Opportunity Through the WIA Adult & B2HC Programs

When Lanie secured her new job as a Certified Nursing Assistant with Syverson Lutheran Home, it not only marked the culmination of her vocational training, but it also allowed her to secure employment for the first time in the United States.

Lanie had moved to the U.S. from the Philippines where she previously worked in the healthcare field, but her credentials did not transfer. In September 2013, she attended a Bridges 2 Healthcare (B2HC) Academy in Eau Claire. During the course of the two-week academy, B2HC Program Manager Sue Lane referred Lanie to Literacy Volunteers of the Chippewa Valley. Literacy tutor Jim McConnell helped her in becoming more familiar with the English language as it pertained to the academy and the field of healthcare. Upon completing the academy, Lanie expressed interest in continuing her education and pursuing training as a nursing assistant. In October, she started working with her Workforce Resource Consultant, Kristen Lake, who helped her enroll in the English Language Learner (ELL) B2HC Certified Nursing Assistant Program. In December, Lanie was enrolled in the Workforce Investment Act (WIA) Adult Program for case management help and additional support with her training.

In March of 2014, Lanie took her C.N.A. certification exam. She was successful in passing the skills portion, but struggled with the written portion of the exam which she took via oral recording. She informed her new WIA Consultant, Justin Arnold, of the struggles and resulting failure on the written exam, so Justin once again referred Lanie to Jim at Literacy Volunteers to help her prepare for the exam. She retested at the end of April and passed.

After receiving her certification, Lanie, with the help of her WIA case manager, went to work looking for a job as a C.N.A. The efforts paid off when Lanie secured employment with Syverson Lutheran Home. With the support of her family, the connections she made through the B2HC Program and Literacy Volunteers of the Chippewa Valley, and the staff at Workforce Resource, she was able to find her way from being a new arrival in the U.S. to finding full-time, permanent employment in the healthcare field.



Eau Claire County
221 W. Madison Street, Eau Claire
715-836-3036

October 2015

September						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
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27	28	29	30			

November						
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22	23	24	25	26	27	28
29	30					

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1	2	3
4	5	6	7	8	9	10
11	12 <i>Job Center Team Review</i> Eau Claire County	13	14	15	16 <i>Governance Meeting</i> Workforce Development Board County Boards' Consortium Workforce Resource Inc. Board Youth Council	17
18	19 <i>Job Center Team Review</i> Polk County	20	21	22	23	24
25	26	27	28	29	30	31

West Central Wisconsin Workforce Resource

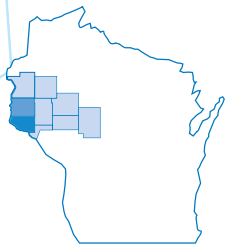
Investing in Innovation & Opportunity Through the WIA Youth Program



When Workforce Resource caught wind of a partner organization in need, it eagerly went into action to assist in the cause. Workforce Resource often works alongside St. Croix Valley Habitat for Humanity in and around River Falls, setting up worksites for members of the WIA Youth Program in order to help the youth obtain valuable work experience. In turn, those same youth lent a helping hand when Habitat for Humanity decided that creating a Restore was a practical and efficient way to raise money and propel the organization's mission forward.

Habitat for Humanity is focused on building affordable shelter and living accommodations for those in need in the River Falls area. Building a Restore – a place where people can buy second-hand appliances, hardware and furniture – helped Habitat create a sustainable way to fund their projects. However, it required a lot of manpower to get the Restore started.

On multiple occasions, work crews comprised of Workforce Resource youth put in numerous hours unloading trailers, removing tile and organizing the store until it was fit for business. Habitat was extremely impressed and grateful for the efforts of the youth. During the renovation, participants Elliott, Josh and Trison rose to the challenge and demonstrated great work ethic in their efforts to help. Because of the continually flourishing relationship between the two organizations, Habitat for Humanity is more than welcoming to Workforce Resource and willing to provide worksites for youth, W-2 clients and adult participants. The two groups plan to team up once again in the fall with Habitat's Brush for Kindness project - an exterior home preservation program that offers painting, landscaping and minor repair services to eligible homeowners.



St. Croix Valley
387 Arrow Court, River Falls
715-426-0388

November 2015

October							
	S	M	T	W	T	F	S
2015					1	2	3
	4	5	6	7	8	9	10
	11	12	13	14	15	16	17
	18	19	20	21	22	23	24
	25	26	27	28	29	30	31

December							
	S	M	T	W	T	F	S
2015			1	2	3	4	5
	6	7	8	9	10	11	12
	13	14	15	16	17	18	19
	20	21	22	23	24	25	26
	27	28	29	30	31		

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4	5	6	7
8	9 <i>Job Center Team Review</i> Clark County	10	11	12	13	14
15	16 <i>Job Center Team Review</i> St. Croix Valley	17	18 <i>Job Center Team Review</i> Pepin County	19	20	21
22	23 <i>Job Center Team Review</i> Barron County	24	25	26 <i>Thanksgiving</i> WRI Closed	27	28
29	30					



West Central Wisconsin
WORKFORCE
RESOURCE
www.workforceresource.org

Barron County • 715-234-6302
Chippewa County • 715-723-2248
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Eau Claire County • 715-836-3036
Pepin County • 715-672-8801

Polk County • 715-485-3115
St. Croix Valley • 715-426-0388
(Pierce & St. Croix Counties)

Administration Office •
715-232-1412
Toll free # 1-800-472-5522

West Central Wisconsin Workforce Resource

Investing in Innovation & Opportunity Through the WIA Adult and W-2 Programs

The small towns of Wisconsin are great places to raise a family with their friendly neighbors, good schools, and safe environments. But they are not always a great place to find a job.

Sheba spent a year and a half as a stay-at-home mom, not entirely by choice. Employment was not plentiful in Durand, especially with hours that matched the family schedule. Sheba occasionally waitressed on weekends, but that fell far short of her needs. To help out financially, she entered the Wisconsin Works Program (W2). Through that program she learned about all the opportunities available to job seekers.

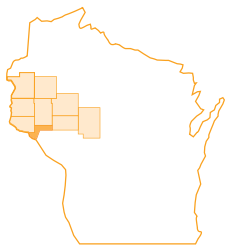
"Before getting involved in W2, I thought that the job center was just a place to use the computers to look for a job," said Sheba.

Workforce advancement did not come overnight. Sheba came to Workforce Resource and the Workforce Investment Act (WIA) in early 2009. While she was seeking assistance to find a permanent position, counseling with staff had her considering new skills to enhance her employability.

Workforce Resource began a plan of skills building with a paid work experience as a File Assistant at the Dunn County Job Center. Counseling and career planning helped define her vocational goals, so that in January of 2010 she entered the Administrative Professional Program at the Chippewa Valley Technical College (CVTC). Sheba continued working 24-32 hours a week while attending school. Workforce Resource was able to assist her with tuition, books, and other support such as gas as she needed to get to classes in Eau Claire. Sheba maintained regular contact with her case manager, updating him on her progress in school and on her job search.

As a result of her hard work and perseverance, Sheba graduated with honors from the Administrative Professional Program in May of 2013. She was hired as a Resource Specialist in November 2013 with Workforce Resource at the Pepin County Job Center. In her current position she uses the skills that she learned at CVTC and her WIA work experience program.

In reflecting on her experience, Sheba declared: "I feel really good about the work. Plus, it is so close to home, I do not have to commute".



Pepin County
316 W. Madison Street, Durand
715-672-8801

December 2015

November						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
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January						
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10	11	12	13	14	15	16
17	18	19	20	21	22	23
24/31	25	26	27	28	29	30

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2	3	4 Governance Annual Meeting Workforce Development Board County Boards' Consortium Workforce Resource Inc. Board Youth Council Recognition Event	5
6	7	8	9	10	11	12
13	14 Job Center Team Review Chippewa County	15	16	17	18	19
20	21	22	23	24 Christmas Eve WRI Closed	25 Christmas Day WRI Closed	26
27	28 Job Center Team Review Dunn County	29	30	31 New Years Eve WRI Closed		

West Central Wisconsin Workforce Resource

2013-2014 Sponsors and Financial Supporters

- Affordable Care Act
- Barron County - Human Services Department
- BP Fueling Communities Program (Bob & Steve's Amoco Stop Nomination)
- CESA 10
- CESA 11
- Chippewa County - Human Services Department
- Chippewa Valley Technical College
- CN - Canadian National Railway Company Stronger Communities Fund
- Community Foundation of Dunn Co.
- Dunn County - Department of Human Services
- Manufacturing Works/Gold Collar Careers
- Northwest Wisconsin - Area Health Education Center (AHEC)
- Otto Bremer Foundation
- Polaris Foundation
- Polk County - Human Services Department
- Sewing Machine Project (Madison, WI)
- St. Croix Valley Foundation (Curt and Judy Stine Fund)
- State of Minnesota, Washington County - Dept. of Employment & Economic Development
- State of Wisconsin - Dept. of Children and Families
- State of Wisconsin - Dept. of Corrections
- State of Wisconsin - Dept. of Workforce Development
- Transamerican Medical /TAMSCO
- Union Pacific Railroad Foundation
- US Department of Agriculture
- US Department of Health and Human Services
- US Department of Labor
- Wisconsin Fast Forward
- Wisconsin Indianhead Technical College
- Workforce Innovation Fund

Statement of Financial Position (Balance Sheet)

June 30, 2014

Assets			
Current assets:			
Cash		\$ 553,805	
Grants receivable		882,348	
Accounts receivable		14,222	
Prepaid expenses		115,053	
Total current assets			\$1,565,428
Property and equipment, net			919,059
TOTAL ASSETS			<u>\$2,484,487</u>
Liabilities and Net Assets			
Current liabilities:			
Accounts payable	\$ 327,052		
Accrued payroll and related expenses	159,059		
Accrued leave	198,086		
Due to WWDA	50,683		
Deferred Revenue	4,250		
Grant funds received in advance	62,436		
Total current liabilities			801,566
Net assets:			
Unrestricted	1,617,837		
Temporarily restricted - Disability Services	65,084		
Total net assets			1,682,921
TOTAL LIABILITIES AND NET ASSETS			<u>\$2,484,487</u>

Statement of Activities

Year Ended June 30, 2014

	Unrestricted	Temporarily Restricted	2014 Total
Revenues			
Grant revenue	6,119,827	\$24,337	\$6,144,164
Interest and miscellaneous	447,639	0	447,639
TOTAL REVENUES	<u>\$6,567,466</u>	<u>\$24,337</u>	<u>\$6,591,803</u>
Expenses			
Program activities:			
Training	5,173,638	0	5,173,638
Participant support	708,194	0	708,194
Building rental operations	133,587	0	133,587
Program activities	6,015,419	0	6,015,419
Management and general	635,714	0	635,714
TOTAL EXPENSES	<u>\$6,651,133</u>	<u>\$0</u>	<u>\$6,651,133</u>
Change in net assets	\$ (83,667)	\$24,337	(59,330)
Net assets - Beginning of the year	1,701,504	40,747	1,742,251
NET ASSETS - End of the year	<u>\$1,617,837</u>	<u>\$65,084</u>	<u>\$1,682,921</u>

Notes:

- An A-133 audit has been done by Wipfli LLP and the final audit report is pending.
- The "Draft" audit report has been received - an unqualified opinion, no findings, no questioned or disallowed costs; and no management letter

West Central Wisconsin Workforce Resource

Workforce Development Board

Business Representatives

Jeanne Carr	3M - Menomonie
Patti Audorff	Walmart Transportation - Menomonie
Lisa Fiore	Manpower - Eau Claire and Menomonie
Timm Boettcher	Realityworks, Inc. - Eau Claire
Matthew Flannery	Bremer Bank - Eau Claire/Regional
Kevin Larson	Spring Valley Senior Living & Health Care - Spring Valley
Dave Dobosenski	St. Croix Regional Medical Center - St. Croix Falls
S. Mark Tyler	OEM Fabricators, Inc., - Woodville and Neillsville
Clarence (Buck) Malick	Malick Law Firm - Hudson
Alison Page	Baldwin Medical Center-Baldwin
Betty Laskowski	Royal Credit Union - Eau Claire/Regional
James Hanke	Xcel Energy - Regional

Labor

Kathy McQuillan	Northwest United Educators
Russell Boos	United Association Local 434

Education

John Will	Wisconsin Indianhead Technical College
Bruce Barker	Chippewa Valley Technical College
Chris Smith	UW-Stout/Outreach Services
Jerry Walters	CESA #11

Community Based Organizations

Peter Kilde	WestCAP
Rich Vande Loo	Senior Citizens Employment and Training

Economic Development

Lynn Nelson	West Central WI Regional Planning Commission
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Job Center Partner Agencies

Richard Best	Workforce Resource, Inc.
Steve Blodgett	Job Service
Susan Andreo	Unemployment Insurance
Randy Sommerfeld	Division of Vocational Rehabilitation

County Boards' Consortium

Barron County	James (Jess) Miller
Chippewa County	Paul Michels
Clark County	Joe Waichulis - designee for Chair, Wayne Hendrickson
Dunn County	Steve Rasmussen
Eau Claire County	Colleen Bates - designee for Chair, Gregg Moore
Pepin County	Pete Adler
Pierce County	Ruth Wood - designee for Chair, Jeff Holst
Polk County	Larry Jepsen - designee for Chair, William Johnson IV
St. Croix County	Roger Larson

Workforce Resource, Inc. Board

Clarence (Buck) Malick	Malick Law Firm
Kevin Larson	Spring Valley Senior Living & Health Care
S. Mark Tyler	OEM Fabricators, Inc.
Chris Smith	UW-Stout/Outreach Services
Colleen Bates	Eau Claire County Board
Pete Adler	Pepin County Board
Steve Rasmussen	Dunn County Board

Area Youth Council

Tiana Glenna	Criminal Justice Collaborating Council
Renee Erickson	Girls Scouts of the NW Great Lakes
Nancy Graese	CESA #11
Robyn Thibado	Dunn County Housing Authority/West CAP
Candyce Lund	CESA #10
Barbara Landstrom	WI Indianhead Technical College/NW Tech Prep Council
Steven Yata Peinovich	Criminal Justice Coordinating Council - Pepin Council
Mary Susan Lohmeier	Parent Representative
Bruce Lee	Parent Representative
Kristy Riley Wittig	Parent Representative
Danielle Turner	Participant
Ben Spafford	Former Participant
Lisa Fiore	WDB Representative

For information Contact:

Workforce Resource, Inc.
401 Technology Drive E., Suite 100
Menomonie, WI 54751-2381
Phone: 232-1412 or toll free # 1-800-472-5522

West Central Wisconsin Workforce Resource

Letter from the Chairs

To the citizens, employers, elected officials of West Central Wisconsin

Please join Workforce Resource, Inc., the West Central Wisconsin Workforce Development Board and the County Boards' Consortium as we begin our fourth decade of a historic partnership's Investing in Innovation and Opportunity for the job seekers and employers of West Central Wisconsin.

Investing – Workforce Resource secured over \$6.5 million in workforce development investments this past program year, raising its 31 year total to over \$127 million. This expanded funding total was realized by: successfully maintaining Workforce Investment Act program operations; attaining Wisconsin Works (W2) program operator status for the sixteen county Northwest Wisconsin region; and adding to its investment portfolio of over 30 funding sources that include the Otto Bremer Foundation, Community Foundation of Dunn County, Polaris Foundation, St. Croix Valley Foundation, Union Pacific Railroad Foundation and Canadian National Railway Company Stronger Communities Fund.

Innovation – Building on its three decades of trend setting service delivery, administrative efficiency and technological leadership, Workforce Resource continues to innovate through: outreach to remote locations and populations through its video/internet/phone network, intake and emergency assistance efficiencies through its regional call center; applied learning through its manufacturing training centers, industry sector training academies, Career Venture career fair and Somali Women's sewing training center; performance management through its

integrated TESSA data system, Sales Force Employer Service tracking and unique staff performance scorecards.

Opportunity – Workforce Resource investments and innovations provided workforce development opportunities for: 647 Adults, 734 Dislocated Workers, 328 youth under WIA; an average of 420 individuals per month under Wisconsin Works-W2; attracting 52,551 Job Center visitors across the region; allowing nearly 3000 area youth to explore opportunities available to them in West Central Wisconsin through Career Venture; and providing workforce services to 717 area employers. While expanding opportunities, West Central's WIA performance lead Wisconsin's eleven workforce areas as one of two regions Exceeding 7 of the 9 federal performance benchmarks and meeting the remaining two standards.

Please join us as we celebrate another highly successful year as told through the success stories and data summaries that follow. We are privileged to have had the opportunity to serve our region's employers and job seekers for the past 31 years. We trust this report will assure the constituents of this service area that Workforce Resource will continue to Invest wisely, remain Innovative and expand Opportunity for those we serve.

Timm Boettcher, Chair - Workforce Development Board

Colleen Bates, Chair - County Boards' Consortium

Clarence "Buck" Malick, Chair - Workforce Resource Inc. Board

Richard Best, Chief Executive Officer - Workforce Resource Inc.

West Central Wisconsin Workforce Resource

Expenditures by Source Year Ended June 30, 2014

Workforce Investment Act (WIA)	Total Award	Fiscal Year	Total Expenditures
Adult Program	\$1,086,741	\$657,376	\$1,047,963
Dislocated Worker Program	\$1,265,755	\$632,074	\$1,220,824
Youth Program	\$1,626,751	\$755,779	\$1,462,354
Administration	\$442,140	\$289,917	\$417,630
Dislocated Worker - Special Response	\$957,234	\$361,243	\$741,371
National Emergency Grant - Polaris/Robin	\$908,424	\$117,503	\$934,336
National Emergency Grant - Training	\$139,150	\$28,976	\$28,976
Disability Employment Initiative	\$267,838	\$101,874	\$243,528
National Emergency Grant - OJT	\$140,000	\$19,579	\$50,956
State of Minnesota - Washington County - Anderson Windows	\$197,000	\$63,252	\$163,702
Workforce Innovation Grant	\$223,086	\$73,277	\$133,972
American Recovery and Reinvestment Act (ARRA)			
National Emergency Grant - 10	\$1,150,143	\$97,032	\$1,137,553
Other Funding			
Affordable Health Care Act	\$76,696	\$64,720	\$64,720
Barron County FSET	\$178,605	\$83,878	\$107,894
BP Fueling Communities Program	\$5,000	\$864	\$1,314
Chippewa County FSET	\$213,882	\$107,523	\$135,486
CN - Canadian National Railway Company Stronger Communities Fund	\$10,000	\$8,077	\$8,077
CVTC - Bridges to Healthcare	\$750,000	\$271,884	\$498,184
Department of Corrections - Windows to Work	\$66,000	\$64,870	\$64,870
Dunn County FSET	\$129,087	\$77,167	\$90,300
Multi County State FSET Program	\$204,394	\$23,539	\$31,176
Otto Bremer Foundation	\$200,000	\$129,275	\$200,000
Pepin Youth Ventures	\$5,000	\$43	\$4,394
Rusk County FSET	\$13,845	\$2,122	\$8,464
State of Wisconsin Fast Forward Grants	\$337,160	\$45,660	\$45,660
State Refugee Services Program (Somali)	\$129,000	\$73,426	\$91,748
Transitional Jobs	\$1,377,546	\$5,689	\$1,125,363
Union Pacific Railroad Foundation	\$5,000	\$3,115	\$3,115
Wisconsin Works (W-2) Program (2013 contract)	\$1,870,413	\$1,092,456	\$1,934,148
Wisconsin Works (W-2) Program (2014 contract)	\$1,785,649	\$1,044,705	\$1,044,705
Other Restricted		\$1,261	\$11,878
Corporate		\$352,976	
Total Expenditures		\$6,651,133	

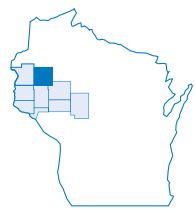
West Central Wisconsin Workforce Resource

Investing in Innovation & Opportunity Through the Opportunity Center

In 2013, Workforce Resource Business Services staff began discussions with some of the area's commercial sewing companies who had been experiencing a shortage of workers in the commercial sewing sector. Those discussions spurred the idea of expanding on a recent Barron High School sponsored sewing skills training course that was offered to Somali women earlier in the year. WRI wanted to expand on that idea by equipping members of the Somali community with usable skills that would help them to support themselves and their children. The International Center would now become the Skills Training Opportunity Center where refugees could learn basic sewing skills training, as well as entrepreneurial training that might spur business and employment opportunities.

The first sewing class offered at the Opportunity Center was conducted in November 2013. Eight students enrolled in the eight week class. Since then a total of five classes have been conducted and now include advanced sewing skills classes. To date, 36 Somali women have participated in the classes. In addition to learning sewing instruction, students have had the opportunity to tour Core Products located in Chetek where they are able to observe commercial sewing jobs first-hand. The class also includes a "Pay it Forward" component where students identify community organizations in need and donate some of the handmade items to those projects. Students who graduate from the class are awarded a completion certificate and each receives a used refurbished sewing machine to take home for their own use. Sewing machines for the class as well as the curriculum were donated by Madison, Wisconsin based Sewing Machine

Project. The cost for initial supplies and classroom space was made possible by a grant from the Canadian National Railway—CN Stronger Communities Fund. Fabric for the classes has been donated by numerous quilters and quilt shops throughout the area. The Rice Lake Wal-Mart and the Tamsco Corporation have donated tools and supplies for the classroom. .



Barron County
331 S. Main St., Rice Lake
715-234-6302

West Central Wisconsin Workforce Resource

Program Summary

Adult Services

During the 2013-2014 Program Year, Workforce Resource, Inc., program and administrative agent for the West Central Wisconsin Workforce Development Board, served 647 adults in five different grants – WIA Adult, Bridges 2 Healthcare, DOC Pipeline, Somali, and Ticket to Work. Services to Adults included assessment, career planning, pre-employment skill development, basic skill education, work experience, job readiness training, occupational skills training, on-the-job training, job search preparation and job placement. 387 of these individuals participated in the WIA Adult Program. Approximately 88.1% of the participants (who had previously exited this program) obtained employment, and 87.4% retained that employment nine months after they started work. The average six month earnings for these individuals was \$11,104. West Central Wisconsin exceeded all three of the WIA Adult performance goals for 2013-2014 - including entered employment, job retention, and average earnings.

Dislocated Worker Services

In 2013-2014, a total of 734 dislocated workers were served under six grants – including WIA Dislocated Worker, WIA-Anderson, NEG, NEG-OJT, NEG-Training, and a Special Response Grant. Services provided to dislocated workers included assessment, career planning, occupational skills training, on-the-job training, basic skill development, job search preparation and job placement. Approximately 88.6% of the individuals (who had previously exited the WIA Dislocated Worker Program and Special Response Grant) obtained employment, and 94.8% retained their employment nine months after starting work. The average six month earnings for these individuals was \$15,139. West Central Wisconsin exceeded the WIA Dislocated Worker goal for average earnings, and met both the entered employment, and retention goals.

Youth Services

A total of 328 youth between 14 and 21 years of age were served in WIA. Services included assessment, career planning, pre-employment skill development, work experience, basic skills education, alternative education, school-to-work transition services, occupational skills training, job readiness training, job search preparation and job placement. Of these youth, 206 (63%) participated in work experience at various public and private worksites where they mastered both work maturity and job specific skills. Many of these individuals also attended one of several Career Academies – including health care, manufacturing, construction, information technology, customer service and financial literacy. West Central exceeded all three WIA Youth performance measures - including placement in employment or education, attainment of a degree or certificate, and literacy/numeracy gain goals.

WIA ADULT STANDARDS

	Standard	Actual	Status
Entered Employment	67.9-84.9%	88.1%	Exceed
Employment Retention	69.4-86.8%	87.4%	Exceed
Earnings Gain	\$8,330-10,413	\$11,104	Exceed

WIA DISLOCATED WORKER STANDARDS

	Standard	Actual	Status
Entered Employment	72.5-90.6%	88.6%	Met
Employment Retention	76.2-95.3%	94.8%	Met
Earnings Gain	\$11,769-\$14,711	\$15,139	Exceed

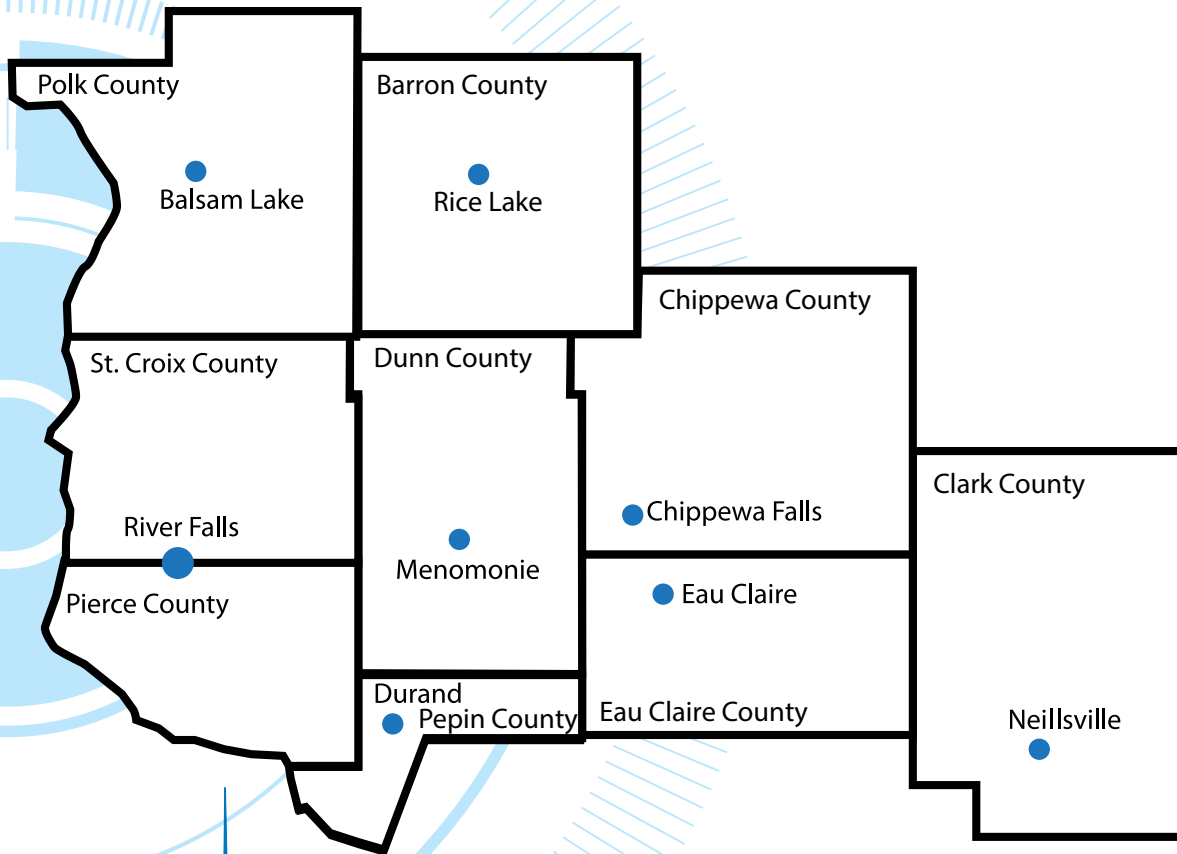
WIA ALL YOUTH STANDARDS

	Standard	Actual	Status
Attainment of a Degree or Certificate	63.4-79.2%	82.8%	Exceed
Placement in Employment or Education	66.6-83.3%	87.1%	Exceed
Literacy and Numeracy Gain	45.5-56.9%	64.3%	Exceed

WIA Service Summary:

	Adult	Dislocated Worker	In-School Youth	Out-of-School Youth
Served	647	734	240	88
Exited	160	309	54	40

West Central Wisconsin Workforce Resource



WORKFORCE RESOURCE

- **Barron County Job Center**
331 S. Main Street, Rice Lake
715-234-6302
- **Chippewa County Job Center**
770 Scheidler Road, Chippewa Falls
715-723-2248
- **Clark County Job Center**
501 Hewett Street, Neillsville
715-743-4631
- **Dunn County Job Center**
401 Technology Drive, Menomonie
715-232-7360
- **Eau Claire County Job Center**
221 W. Madison Street, Eau Claire
715-836-3036
- **Pepin County Job Center**
316 W. Madison Street, Durand
715-672-8801
- **Polk County Job Center**
404 Main Street, Balsam Lake
715-485-3115
- **St. Croix Valley Job Center**
387 Arrow Court, Suite 205, River Falls
715-426-0388
(Pierce & St. Croix Counties)
- **Workforce Resource
Administrative Office**
401 Technology Drive E., Suite 100
Menomonie
715-232-1412
Toll free # 1-800-472-5522