

## 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

7726 Rasmussen Street, 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 116, Medford, WI 54451  
855-792-5439

### Washburn County

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

### Wood County

630 S. Central Avenue, Suite 330, Marshfield, WI 54449  
855-792-5439



Workforce Resource Inc. is an equal opportunity service provider. If you need assistance to access services or need materials in an alternate format, contact our EO officer at 1-715-232-7360 Ext. 1011. WRI uses WI Relay 711.

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# Annual Report

EMPOWERING  
PEOPLE  
*through*  
employment

## 2016-2017



**LETTER FROM THE WORKFORCE RESOURCE CEO**

Greetings Friends and Colleagues,

This past year has been yet another remarkable year for Workforce Resource Inc. It is with great enthusiasm that I write about some of our accomplishments. The State of Wisconsin recognized Workforce Resource’s Co-Enrollment and Leveraged Dollars report as a Best Practice. Workforce Resource exceeded all nine Workforce Innovation and Opportunity Act performance measures and was recognized as the performance leader in the state. We exceeded all of our Food Share Employment and Training Program performance measures for program year 2016 – 2017 which resulted in two incentive awards given by the Department of Health Services. These accomplishments and numerous others have been made possible due to the great working relationships we have with our regional partners. These partnerships along with the commitment, dedication and endless energy of our staff are the keys to our success.

Workforce Resource worked diligently on creating a three year strategic plan. The Plan includes our new mission statement, five core values, and five vision statements along with specific goals to be accomplished. It will be a valuable tool in guiding and measuring our future success.

As you read through this year’s annual report, you will see how our progress this past year has had an impact on the region’s economy. Of course, there is still a lot of work ahead. We will continue to work on aligning resources, identifying and addressing key workforce initiatives, and building strong partnerships which will grow our region’s businesses, workforce and economy.

Finally, thank you to the newly developed Workforce Resource Board for their support and energy this past year. The year ahead will bring its own challenges but I am sure by working together and staying focused on our goals, we can continue to achieve our ambitions.

Thank you.

Deb Leslie  
Chief Executive Officer  
Workforce Resource Inc.

**Financial Statements**

Expenditure By Source  
June 30, 2017

|  | Total Award  | Fiscal Year         | Total Expenditures |
|--|--------------|---------------------|--------------------|
| <b>Workforce Innovation and Opportunity Act (WIOA)</b> |              |                     |                    |
| Adult Program  | \$ 1,124,508 | \$ 564,425          | \$ 1,072,872       |
| Dislocated Worker Program                              | \$ 788,452   | \$ 362,201          | \$ 698,700         |
| Youth Program  | \$ 1,639,214 | \$ 924,572          | \$ 1,457,643       |
| Administration   | \$ 400,808   | \$ 176,039          | \$ 388,439         |
| Dislocated Worker - Special Response/Rapid Response    | \$ 1,180,074 | \$ 300,053          | \$ 457,094         |
| National Emergency Grant - Training                    | \$ 278,300   | \$ 6,612            | \$ 262,512         |
| Wages (apprenticeship)                                 | \$ 84,804    | \$ 47,970           | \$ 47,970          |
| <b>Other Funding</b>                                   |              |                     |                    |
| Affordable Health Care Act                             | \$ 159,500   | \$ 68,286           | \$ 140,981         |
| MACRA - Connection Kids (CHIPRA)                       | \$ 79,000    | \$ 46,098           | \$ 46,098          |
| Independent Living                                     | \$ 157,026   | \$ 96,613           | \$ 96,613          |
| CVTC - Tech Hire                                       | \$ 48,000    | \$ 4,192            | \$ 4,192           |
| CVTC - IT  | \$ 191,978   | \$ 31,547           | \$ 132,040         |
| CVTC - ACT Healthcare                                  | \$ 94,000    | \$ 39,427           | \$ 86,827          |
| Department of Corrections - Windows to Work/Pipeline   | \$ 134,650   | \$ 69,114           | \$ 133,958         |
| Northern FSET  | \$ 2,476,435 | \$ 1,213,178        | \$ 2,476,435       |
| West Central FSET                                      | \$ 3,726,049 | \$ 2,001,942        | \$ 3,726,049       |
| Rutledge   | \$ 50,000    | \$ 29,711           | \$ 38,761          |
| State of Wisconsin Fast Forward Grants                 | \$ 357,166   | \$ 113,599          | \$ 162,820         |
| State of Wisconsin Blueprint                           | \$ 127,777   | \$ 53,850           | \$ 145,852         |
| WITC - Blueprint                                       | \$ 39,665    | \$ -                | \$ 23,576          |
| State Refugee Services Program (Somali)                | \$ 168,000   | \$ 125,870          | \$ 187,393         |
| Union Pacific Railroad Foundation                      | \$ 20,000    | \$ 11,172           | \$ 18,469          |
| Wisconsin Works (W-2) Program (2016 contract)          | \$ 1,706,528 | \$ 531,756          | \$ 1,235,784       |
| Wisconsin Works (W-2) Program (2017 contract)          | \$ 1,706,528 | \$ 1,008,640        | \$ 1,008,640       |
| Wisconsin Works Emergency Assistance                   | \$ 266,637   | \$ 182,619          | \$ 266,637         |
| U.S. Conference of Catholic Bishops (Relocation)       | \$ 27,000    | \$ 27,000           | \$ 27,000          |
| Other Restricted                                       | \$ 90,851    | \$ 42,381           | \$ 62,025          |
| <b>Corporate</b>                                       |              | \$ 529,911          |                    |
| <b>Total Expenditures</b>                              |              | <b>\$ 8,608,778</b> |                    |

# Workforce Resource Inc.

Annual Report July 2016—June 2017

## Financial Statements

### Statement of Financial Position June 30, 2017

| <i>ASSETS</i>                           |                     |
|---|---------------------|
| Current Assets:                         |                     |
| Cash                                    | \$ 609,912          |
| Grants Receivable                       | 1,042,205           |
| Accounts Receivable                     | 82,569              |
| Prepaid Expenses                        | 196,006             |
| <b>Total current assets</b>             | <b>1,930,692</b>    |
| Property and Equipment, Net             | 789,503             |
| <b>TOTAL ASSETS</b>                     | <b>\$ 2,720,195</b> |
| <i>Liabilities and Net Assets</i>       |                     |
| Current liabilities                     |                     |
| Current portion of settlement payable   | 49,471              |
| Accounts payable                        | \$ 86,024           |
| Accrued payroll and related expenses    | 149,034             |
| Accrued leave                           | 254,823             |
| Due to Fiscal agents                    | 11,658              |
| Grants received in advance              | 34,505              |
| <b>Total current liabilities</b>        | <b>585,515</b>      |
| Long-term liabilities:                  |                     |
| Settlement payable                      | 147,884             |
| <b>Total liabilities</b>                | <b>733,399</b>      |
| Unrestricted net assets                 |                     |
| Invested in grant-funded property       | 73,489              |
| Unrestricted                            | 1,913,307           |
| <b>Total unrestricted net assets</b>    | <b>1,986,796</b>    |
| <b>TOTAL LIABILITIES AND NET ASSETS</b> | <b>\$ 2,720,195</b> |

### Statement of Activities June 30, 2017

|   |                     |
|---|---------------------|
| Revenue                                   |                     |
| Grant Revenue                             | \$ 8,046,025        |
| Rent Revenue                              | 76,504              |
| Other Revenue                             | 502,343             |
| <b>Total Revenue</b>                      | <b>8,624,872</b>    |
| Expenses                                  |                     |
| Program activities                        |                     |
| Training                                  | 6,853,265           |
| Participant support                       | 779,778             |
| Building and Operations                   | 114,974             |
| <b>Total program activities</b>           | <b>7,748,017</b>    |
| Management and general                    |                     |
| Fund-raising                              | 15,226              |
| Settlement                                | 247,355             |
| <b>Total expenses</b>                     | <b>8,608,778</b>    |
| Change in net assets                      | 16,094              |
| <b>Net assets - Beginning of the year</b> | <b>1,970,702</b>    |
| <b>Net assets - End of the year</b>       | <b>\$ 1,986,796</b> |

### 2016-2017 Sponsors and Financial Supporters

|   |  |
|---|--|
| Affordable Care Act                             | State of Wisconsin Dept of Children and Families |
| Barron County Dept of Health and Human Services | State of Wisconsin Dept of Corrections           |
| Chippewa County Human Services                  | State of Wisconsin Dept of Human Services        |
| Chippewa Valley Technical College               | State of Wisconsin Dept of Workforce Development |
| Dunn County Human Services                      | U.S. Dept of Health and Human Services           |
| Rutledge Charities                              | U.S. Dept of Labor                               |
| Manufacturing Works/Gold Collar Careers         | Union Pacific Railroad Foundation                |
| Otto Bremer Foundation                          | Wisconsin Fast Forward                           |
| U.S Conference of Catholic Bishops              | Wisconsin Indianhead Technical College           |

# Workforce Resource Inc.

Annual Report July 2016—June 2017

## 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

Todd Breneman  
Plant Manager  
Cummins Filtration, Neillsville

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

Lori Moen  
Safety & Compliance Manager  
Monarch Paving Company, Amery

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

### Program Managers

Jody Conner  
W-2 Program Manager

Merry Lienau  
WIOA Program Manager

Marianne Guntner  
FSET Program Manager

**WIOA PROGRAM**

In May of 2016, Spencer was referred to Workforce Resource by his former high school special education teacher and enrolled in the WIOA Out of School Youth Program. Spencer was very smart, scoring off the charts on all academic testing. However, because of his disability, he struggled socially and had no work history.

In June, Spencer was placed on a paid work experience at the Highground Veterans Memorial Park. His assignment would demand that he interact with tourists and visitors on a daily basis. Spencer’s Career Planner was well aware that this work experience would be a challenge for him but it would provide him the opportunity to gain much needed job skills and a work history. Spencer was not confident in his abilities and it was very difficult for him to come out of his shell. Staff at the Highground were supportive of Spencer and said that he was a phenomenal worker and did very well interacting with visitors.

In the fall of 2016, Spencer encountered several major family issues which caused him to take a break from working and assist with the care of his grandmother. Spencer returned in February of 2017 and was ready to resume where he had left off. Workforce Resource provided him financial assistance so he could fix his vehicle which would make it possible for Spencer to find work. He also received work readiness services including career exploration and resume development.

Spencer’s next work experience was at a daycare in the local school. Being the oldest of 8 kids, he fit right in. However, due to budget cuts, the school was unable to hire him on. Workforce Resource then assisted Spencer in finding another work experience which was at a local dairy. This happened to be one of the highest paying dairies in the county. The timing could not have been better. Spencer learned that he and his girlfriend would be starting a family in the fall and he needed to earn income immediately. After just 4 weeks on a paid work experience, Spencer had saved enough to secure an apartment for his family to prepare for the baby. He also did so well on his work experience that he was hired on full-time. Spencer is still working at the dairy and he welcomed his daughter in August of 2017.



**W2 Program**

Some roads into the workforce are longer than others. Itohan first entered Workforce Resource Inc.’s (WRI) Wisconsin Works (W-2) program late in 2013 and utilized the services until February of 2017. Her goal was to obtain a career doing hair professionally, but it was anything but a straight path.

Itohan faced many barriers while on the program ranging from transportation and childcare, to cultural issues. She is a single mother of two including a 6-year-old son being diagnosed with a long-term disability. Her job search and job retention was complicated by not being fluent in English. She felt she continued to face even more of a dead-end road when she was told she could not be hired for jobs, or even lost employment, because others had a difficult time understanding what she was saying. With the help of W-2 staff, Itohan entered an English as a second language class and then started the Cosmetology program at Chippewa Valley Technical College. But after a semester, she dropped out to concentrate on her child’s needs and on her own medical needs. Still, this experience confirmed for her that salon work was what gave her the most fulfillment, as opposed to “settling” for the seasonal or temporary employment opportunities she had always had.



Through all of these challenges, she explains, her W-2 Worker was the one who “caught her each time she fell” by never giving up on her and believing in her when nobody else did; not even herself. The accommodations she received from Workforce Resource ultimately helped her reach the life goals she had set for herself.

Working cooperatively with W-2, the Workforce Innovation and Opportunity Act, and Western Dairyland’s small business program, she was able to re-enter and complete a cosmetology program and also obtained a special hair braiding license that was hard to get and much in demand. Itohan became an entrepreneur, opening her own hair salon business a few months ago in Banbury Place— Itohan’s African Hair Braiding. She also teaches hairstyling classes, including an upcoming workshop in collaboration with Catholic Charities, in which 20 students have already enrolled. Itohan is in the process of renting out another office space to accommodate different services she is adding to her business.

Itohan recently became a work experience site for ongoing W-2 participants. She says she believes in giving back to the community and to the program that helped uplift her while she was going through a very tough time in her life. She will be mentoring participants who are currently going through what she has gone through and being a resource so she can motivate others on their journey, as she felt Workforce Resource has done for her.

**FSET PROGRAM**

In January 2017, after being released from prison, Rebecca was enrolled in the FSET Program. Her primary goal was to obtain full-time employment in manufacturing. However, she was having a difficult time finding employment due to her criminal record and her lack of employment since 2009.

Encouraged by her Career Planner, Rebecca enrolled in the Industrial Training Academy which helped her gain much needed training and experience in the manufacturing sector. The Academy provided Rebecca training in the following areas: Critical Core Manufacturing, OSHA 10, Industrial Math, Blueprint Reading, Lean Manufacturing, Advanced Manufacturing, Working within a Team and Work Readiness Skills. She also earned training certificates and CPR certification.

Upon completing the Industrial Training Academy, Rebecca was assisted with her employment search which included writing a resume, completing job applications, and preparing for an interview. She also received financial support for interview clothing and job search mileage.

Within two months of enrolling in FSET, Rebecca obtained full-time employment at GNC Manufacturing as a machine operator starting at approximately \$30,000.00 per year. She received FSET job retention services including mileage support to assure her job success. Rebecca is thankful for the FSET Program. She contributes her employment success to the Academy, job search assistance, references and financial support.

**FoodShare Employment and Training (FSET) Program**

The FSET Program is a free program that helps FoodShare members build their job skills and find jobs. As an FSET program provider, WRI works with FoodShare members to assess each individual’s strengths, needs, and preferences for help with getting a job.

**Year 2 Program Data: April 1, 2016—March 31, 2017**

**Regional Average Hourly Wage for FSET Program Participants**

Region 7 = \$10.43

Region 8 = \$11.41

**Regional Average Weekly Hours Worked for FSET Program Participants**

Region 7 = 28.8 hours

Region 8 = 31.2 hours

**FSET Program Participants Who Have Gained Employment**

Region 7 = Total 272

Region 8 = Total 485

**WIOA PROGRAM & FSET PROGRAM CO-ENROLLMENT**

Married couple Marvin and Karen worked together, side by side, at Sterling Educational Services for several years. At the end of 2016, they received the unfortunate news that the business would be closing. They quickly started to seek out services to help them find new employment. During their visit to the Chippewa County Job Center to apply for Wisconsin Unemployment benefits, Workforce Resource staff co-enrolled them in WIOA Dislocated Worker services and the FSET program.

Marvin and Karen were highly engaged in job seeking activities. They each attended weekly workshops and job clubs at the Job Center as well as spending a considerable amount of time in the Resource Room. Although both of them regularly interviewed for job openings, they did not receive job offers. Staff provided mock interview assistance and on-going encouragement. Additionally, the FSET program provided much needed financial support through weekly gas cards for job searching and job interviews.

Just about the time their Unemployment Benefits would be exhausted, they each received job offers. Marvin started working part time at Chippewa River Industries as a Job Coach. Karen was offered a job at Xcel Energy in the Customer Contact Center. After a few months as a Job Coach, Marvin received an offer for full-time work at Logistics Healthcare in Eau Claire. Both of them are now working full-time and earning more at their new positions than they did prior to the layoff.

Recently, when asked how things were working out at his new job, Marvin replied by email, “Things are going very well. This company is very awesome to work for. On a personal note, I just want to thank you and all your staff for sticking with me and my wife. We are very happy with our jobs. Thank you and your staff for bending over backwards for us and always being so nice and helpful. We could not have done it without your help and the services you made available to us.”

**Leveraging Our Resources**

For the Period of July 1, 2016 through June 30, 2017

| WIOA FUNDS                                     | Adult | Dislocated Workers | In School Youth | Out of School Youth |
|--|-------|--------------------|-----------------|---------------------|
| <b>TOTAL SERVED</b>                            | 313   | 287                | 86              | 254                 |
| <b>TOTAL CO-ENROLLED IN OTHER WRI PROGRAMS</b> | 183   | 44                 | 8               | 64                  |

**TOTAL LEVERAGED DOLLARS: \$2,126,130**

## INTRODUCTION TO CULINARY ACADEMY

Workforce Resource is committed to building and enhancing the skillsets of those in our community through short term training opportunities. This past fall, Workforce Resource hosted an Introduction to Culinary Academy designed to increase students' skills and knowledge to be successful in the food industry. This training laid the foundation for students to work in kitchens, dietary, and guest services in hospitality and culinary careers. Through this four-week training, students were offered an interactive and hands-on learning approach in a restaurant environment. This training took place in Eau Claire and consisted of 13 individuals of different age groups, including individuals working with Workforce Resource programs and referrals from the Division of Vocational Rehabilitation and other agencies.

Upon completion of the academy, students had the opportunity to earn nationally recognized certifications, including the Guest Service Professional and Kitchen Cook Certifications through the American Hotel and Lodging Educational Institute. Through partnerships with local businesses, students also received food preparation exposure at Forage in Eau Claire where students had the opportunity to have hands on experience working in a commercial kitchen. Workforce Resource also partnered with Metropolis Resort who provided ServSafe Certification instruction as well as hosted a practical day as a way for the students to become exposed to the food service industry first hand. Because of the students' dedication and hard work during the practical day, Brandon Wick, the HR Manager at Metropolis Resort, provided the students with a letter of recommendation to assist each student in reaching their future career goal. Students also had the opportunity to tour local businesses and receive position specific information within the culinary and hospitality industries. During the four week training, students toured Grace Lutheran Foundation and received information regarding dietary aide positions. Students also toured the Informalist and The Lismore where they were provided information regarding hospitality and culinary opportunities.

Upon completion of the Culinary Academy, all 13 individuals hosted a pop up kitchen for friends and family at Forage in Eau Claire. The students' had the opportunity to plan the menu, prepare the food in the commercial kitchen at Forage, take orders and serve the tables which provided them with first hand restaurant experience. Workforce Resource then hosted a job fair the following week at the Eau Claire Job Center, giving the students and the public the opportunity to learn what opportunities are currently available within the community and utilize the skills they had learned the prior weeks to gain employment in the culinary and hospitality industry.



## INTRODUCTION TO CULINARY ACADEMY (Continued)