

Annual Report July 2012 – June 2013

*Celebrating 30 Years
Quality Workers for Quality Work*



WORKFORCE RESOURCE

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, Area Youth Council and One Stop Operator Consortium maintained member engagement and organizational empowerment throughout the year continuing its committee structure with the youth council, regional scan, business caucus, one-stop operator and education consortia. The Business Caucus has begun to organize around four key industry sectors including Manufacturing, Healthcare, Skilled Trades and Customer Service. It is the intent that these sector teams will meet in the months between regular Board meetings to identify and address sector needs and engage in collaborative initiatives. The Board continues to add to its awareness of the workforce needs across the region through report-outs from each job center team and participation in quarterly review sessions at each area Job Center. The Board Governance Team consisting of the leadership of each of the constituent organizations continues to meet between full Board meetings to provide regional leadership and strategic direction.

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 analyze regional data utilizing data available through EMSI, Work Net, Unemployment Compensation, Job Center of Wisconsin and other sources.

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

The Workforce Development Board continued efforts to link workforce development with economic development activities to assure integration of its strategies with those of job creation across the region. Efforts included continued participation on the Board of Regional Economic Development Organization - Momentum West. County Economic Development Directors are invited to participate in County Job Center Advisory Teams to assure effective partnering with local economic development entities. The Salesforce/Launchpad Contact Management System was acquired through a statewide federal Workforce Innovation Fund Grant to track business engagement and foster interagency communication around workforce business services and economic development.

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

The region continued to promote services through participation in the national Workforce Investment Works campaign, newsletters and publications such as the Summer Scene, Investing in Success, success story distribution, news-releases, media coverage and promotional events. Organizational representatives made over 3000 employer contacts in an effort to inform and encourage area businesses to utilize area workforce development services. The Workforce Board sponsored a regional legislative forum in 2013 as well as sponsoring delegations to participate in Day at the Capital (Madison) and Day on the Hill (Washington) legislative education events in 2013.

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

The area workforce development system facilitated over 59,000 job seeker visits to its eight area Job Centers. As demonstration of the region's success in providing return on investment, West Central Exceeded or Met all performance standards including Entered Employment, Job Retention, Earnings Attainment, Education Attainment and Literacy/Numeracy goal attainment.

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

West Central Wisconsin continued to support its Joint Oversight Committee within its governance structure. This committee is charged with analyzing regional financial, service and performance data to promote continuous improvement. The region negotiated increased performance measures designed to assure continuous improvement within its operations. The area maintained its independent internal monitoring structure through its Chief Information Officer, who heads the unit charged with performance management, monitoring and evaluation. The Workforce Board Independent Consultant was added as staff to the Oversight Committee to strengthen the capacity of that group to engage in independent monitoring and a part-time internal auditor position that reports directly to the Oversight Committee was added along with increased communication between the Committee and the independent auditing firm.

January 2014

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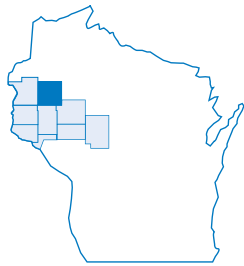
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12	13 Job Center Team Review Eau Claire County	14	15	16	17	18
19	20 Martin Luther King Day WRI Closed	21	22	23	24	25
26	27 Job Center Team Review Polk	28	29	30	31	

Quality Workers for Quality Work Through the WIA Adult Program

While Adam possessed a strong work history and a great deal of experience in welding, he did not have a degree and this was proving to be a barrier in his job search. So, in August of 2011, Adam went to the Workforce Resource office in Barron County, talked to case manager Nicole Danca and enrolled in the Workforce Investment Act (WIA) Adult Program.

Adam expressed interest in registering for the welding program at Wisconsin Indianhead Technical College (WITC) in New Richmond, but he needed additional assistance. Workforce Resource provided Adam with assistance for books, transportation costs, and the required tools, as well as further case management support. After he started the welding program, he was offered a job as a welder at Curt Manufacturing on the agreement that he would finish his welding program and graduate from WITC. It was challenging for Adam to work full-time and attend school, and he eventually fell behind in one of his classes. His case manager helped him discuss the challenges with the school and a plan was developed to correct the situation. Adam completed his final class in the spring of 2013 after showing much determination and demonstrating his strong work ethic. He graduated from the welding program at WITC and continues to work for Curt Manufacturing as a welder.



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

February 2014

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

West Central Wisconsin Workforce Resource

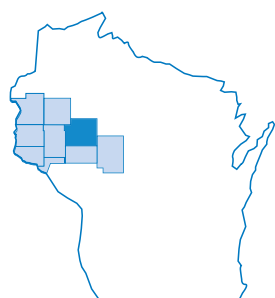


Quality Workers for Quality Work Through the W2 Program

With a little help, Michelle went from living at the Harmony House in Chippewa Falls with her two sons to securing her own apartment, receiving valuable training and landing a job. In February of 2013, Michelle was referred to the Wisconsin Works (W2) program at Workforce Resource by the Starting Points housing program. Starting Points was supporting Michelle at the time as she tried to transition from being homeless to securing a safe living environment. Renee Vavra, the W2 case manager working with Michelle, immediately went to work in helping Michelle with her housing and employment search. Renee also offered access to counseling and career planning.

In April, Michelle reported that she found an apartment for herself and her two teenage sons. She was able to pay her security deposit with funding from the W2 Emergency Assistance program, and the family began the process of moving out of the shelter and into their own place. Michelle then participated in the two-week-long Bridges 2 Healthcare Academy (B2HC) the following month, displaying perfect attendance in the process. With Workforce Resource helping her with transportation costs, she obtained her First Aid/CPR certification and explored healthcare opportunities. On the final day of the academy, Michelle received a job offer from Comforts of Home, and Workforce Resource was able to provide her with new uniforms through Workforce Investment Act (WIA) support funds. Unfortunately, during the first week on the job, Michelle hit a deer with her vehicle and totaled her vehicle. But once again, W2 was able to assist by providing her with support through the Job Access Loan program which allowed her to purchase a vehicle to ensure she could keep her new job.

Michelle continues to work at Comforts of Home and has successfully met the W2 benchmark of employment retention. She is excited to be on her way to self-sufficiency.



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

March 2014

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9	10 <i>Job Center Team Review</i> Chippewa County	11	12	13	14	15
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23	24 <i>Job Center Team Review</i> Dunn County	25	26	27	28	29
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West Central Wisconsin Workforce Resource

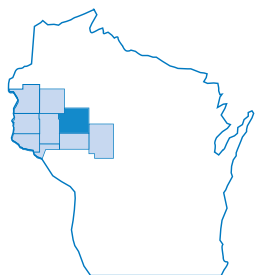
Quality Workers for Quality Work Through the WIA Dislocated Worker Program

When the Pactiv plant closed in Chippewa Falls in January of 2013, 170 people lost their jobs and many of those employees had worked there since the early 1980s. Tom was one of those workers. A military veteran who had served in the Vietnam War, Tom started at Pactiv in August of 1982 and worked there until the company closed its doors. Like many of those dislocated workers, Tom went to the Chippewa County Job Center to seek out help and support.

After being on short-term disability due to foot surgery, Tom was cleared to work in February, 2013. His wife worked part-time during the day for a home-cleaning business, and the two shared the family's one vehicle. Because of this, Tom was interested in working afternoons or nights to accommodate his wife's work during the day. He also wanted to secure employment in the manufacturing field within 20 to 25 miles of his home in Chippewa Falls.

Workforce Resource Consultant Rachel Swatloski enrolled Tom in the Workforce Investment Act (WIA) Dislocated Worker program. Through this program, Tom gained experience building his resume, writing cover letters, learning how to use e-mail and improving his computer skills. He received support for travel to interviews and the purchase of interview clothing. In March 2013, Rachel enrolled Tom into an On-the-Job-Training (OJT) at Cardinal Glass in Menomonie and provided him with mileage reimbursement until he received his first paycheck.

During his OJT, Tom identified that his computer skills were not sufficient enough to operate the automated production process at Cardinal Glass. But through training, he became more comfortable with the automated process. On March 22, 2013, Tom was hired at Cardinal Glass, making a good wage with a full benefit package. He reported to Rachel on subsequent visits that he was very happy with his job and his employer.



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

April 2014

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13	14 <i>Job Center Team Review</i> Eau Claire County	15	16	17	18 <i>Governance Meeting:</i> Workforce Development Board County Boards' Consortium Workforce Resource Inc. Board Youth Council	19
20	21 <i>Job Center Team Review</i> Polk County	22	23	24	25	26
27	28 <i>Job Center Team Review</i> Barron County	29	30			

West Central Wisconsin Workforce Resource

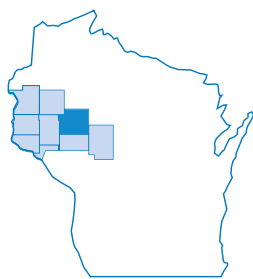


Quality Workers for Quality Work Through A Partnership With Business

It started with a phone call on behalf of a single WIA enrollee and evolved into a dynamic business partnership benefitting many clients. In March of 2013, the work of Consultant Rachel Swatloski paid off when Comforts of Home hired WIA client, Sue, to the position of Assistant House Manager. Sue was enrolled in the Dislocated Worker program after losing her job at Community Health Partnership when the organization closed its doors. As a result of Sue's hiring to a management position, opportunities present themselves for both organizations.

WRI staff work closely with Sue to understand the facility's needs, available shifts, training requirements and desired qualifications for applicants which result in direct referrals of job seekers to Comforts of Home. Job openings at Comforts of Home are posted in the Job Center Resource Room and information about vacancies at the company are also presented at Job Club meetings.

Comforts of Home now employs six individuals who previously participated in Workforce Resource programs such as WIA Dislocated Worker, Special Response, Bridges 2 Healthcare, WIA Adult and W2. Many referrals are interviewed on the spot or on the same day as the referral. It is a business relationship that just keeps growing.



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

May 2014

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11	12 Job Center Team Review Clark County	13	14	15	16	17
18	19 Job Center Team Review St. Croix Valley	20	21 Job Center Team Review Pepin County	22	23	24
25	26 Memorial Day WRI Closed	27	28	29	30	31

West Central Wisconsin Workforce Resource

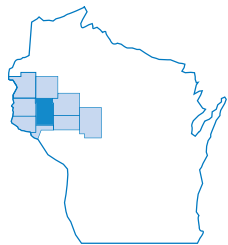
Quality Workers for Quality Work Through the WIA Adult Program

It has been said that it takes money to make money but how do you make money without start-up funds? That was the case for Earl when he was released from federal prison after serving a five-year sentence. Living in a half-way house with no source of income, Earl went to the Dunn County Job Center to seek assistance in finding immediate employment.

After discussing his situation with Workforce Resource Coordinator Sara Benedict, Earl applied for Workforce Investment Act (WIA) services for assistance in training and seeking employment. Earl subsequently enrolled in the Hammond Truck Driving School and eventually graduated at the top of his class. With a positive attitude and strong motivation, along with the help of his case manager Sara, Earl was able to secure immediate employment as a seasonal truck driver with Lenz Fertilizer.

Workforce Resource played a critical role in securing the seasonal job for Earl as he had no source of income or additional funding to cover his job seeking activities. Earl received assistance through gas vouchers so he could search for employment, attend interviews and get to work before he received his first paycheck. Once Earl was hired to the seasonal position, he received support in the form of work boots and gloves. Earl also completed OSHA 10 safety training.

As a result of his tireless work, Earl finished his seasonal work with Lenz Fertilizer and found permanent employment with Hyke Transit, working locally and hauling product at the New Auburn sand plant. He is enjoying his job, family and the home improvements he is able to make with his income from working 50 or more hours a week. Earl said he attributes his success to a positive attitude, good motivation, and the positive reinforcement he received from his excellent working relationship with the Job Center staff.



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

June 2014

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8	9 Job Center Team Review Chippewa County	10	11	12	13	14
15	16	17	18	19	20 Governance Meeting: Workforce Development Board County Boards' Consortium Workforce Resource Inc. Board Youth Council	21
22	23 Job Center Team Review Dunn County	24	25	26	27	28
29	30 End of Program Year 2013					

West Central Wisconsin Workforce Resource

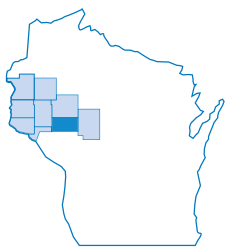


Quality Workers for Quality Work Through Bridges2Healthcare

When Jay was laid off from Express Personnel at Hutchinson Technology Inc. in early 2012, he was unsure of what his future would hold. And having two small children at home, with another baby due in October, made his situation even more daunting. But when he attended his Unemployment Insurance Re-employment Session (RES) and learned about services and programs available at the Eau Claire County Job Center, that future started to look a lot brighter. Jay ultimately decided to enroll in the two-week Bridges2Healthcare (B2HC) Healthcare Academy. The instruction, which is organized by B2HC Program Manager, Sue Lane, introduces the enrollees to potential careers in the healthcare field.

It was a struggle for Jay to attend the academy, but Workforce Resource and Consultant Lindy Gildernick supported the determined father in paying for his transportation costs. As he progressed through the B2HC Healthcare Academy, he decided he wanted to also complete the Medical Office Receptionist certificate program offered exclusively through Bridges2Healthcare. The credits earned through the completion of this program transferred over when Jay decided to further his education by enrolling in the Medical Assistant program at Chippewa Valley Technical College.

Workforce Resource's Dislocated Worker Program provides Jay support for tuition, books and uniforms while enrolled at CVTC. His B2HC Success Coach assists him in organizing study groups and preparing for each new semester. Adapting to the rigorous routine of attending classes, studying and trying to spend time with his children has been difficult for Jay. But he draws everyday inspiration and motivation from his children and thanks B2HC and Workforce Resource for their support. "Bridges2Healthcare and Workforce Resource staff members are there for me and genuinely want me to succeed. They believe in me."



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

July 2014

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13	14 Job Center Team Review Eau Claire County	15	16	17	18	19
20	21 Job Center Team Review Polk County	22	23	24	25	26
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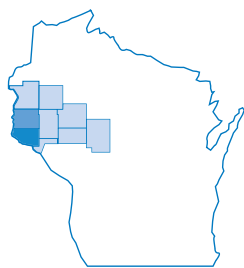
West Central Wisconsin Workforce Resource

Quality Workers for Quality Work Through the WIA Dislocated Worker Program

Having worked more than 25 years as a production employee at the same location, Cindy felt lost when she no longer had a job due to company lay-offs and downsizing. She went to the St. Croix Valley Job Center in River Falls seeking help. She knew she liked working with people and thought she would like to work part-time in customer service, but also knew she needed some guidance and support in preparing for a change in careers.

Workforce Resource Consultant Pat Miller enrolled Cindy in the Workforce Investment Act (WIA) Dislocated Worker program, and Cindy completed assessments to discover her interests, skills and abilities. Based on her assessments and goals, she started searching for an office assistant or receptionist position. At the same time, she continually honed her job-seeking skills by attending the weekly Job Club meetings, as well as going to workshops on resumes and cover letters, interviewing, and job search methods. In addition, Cindy enrolled in Experience Works, a provider of mature and disadvantaged worker training and employment services.

Due in large part to her cheerful and friendly disposition, as well as her drive to succeed, Cindy was a perfect fit for a work experience at the Job Center as an office assistant. She made copies, answered the phone, and helped job seekers learn computer skills, search for jobs, write resumes and apply for jobs. Customers and clients consistently expressed their gratitude for her encouragement and advice. After gaining work experience at the Job Center, Cindy was hired as a receptionist for Jerry's Inc., a local auto repair business. She feels like it's the perfect job for her, and she is grateful for all of the support that was provided by the St. Croix Valley Job Center.



St. Croix Valley
 186 County Road U, River Falls
 715-426-0388
 (Serving Pierce & St. Croix Counties)

August 2014

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10	11 <i>Job Center Team Review</i> Clark County	12	13	14	15 <i>Governance Meeting:</i> Workforce Development Board County Boards' Consortium Workforce Resource Inc. Board Youth Council	16
17	18 <i>Job Center Team Review</i> St. Croix Valley	19	20 <i>Job Center Team Review</i> Pepin County	21	22	23
24	25 <i>Job Center Team Review</i> Barron County	26	27	28	29	30
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West Central Wisconsin Workforce Resource

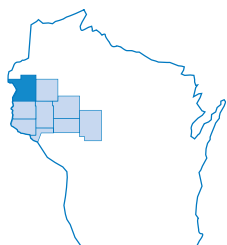


Quality Workers for Quality Work Through the WIA Youth Program

Jacob had career initiative and drive, but he wasn't exactly sure where to go for help in gaining work experience. That's when Amery High School Guidance Counselor Karen Ganje called Workforce Resource. Jacob was enrolled as an in-school youth by Workforce Resource Consultant Bonnie Fredrickson, and he completed both the Career Scope and a self-assessment to evaluate and determine which occupational fields would fit best with his interest and aptitudes.

After completing his assessments and talking more with Bonnie, Jacob expressed a great deal of interest in carpentry and welding. During the summer of 2011, he completed a work experience at Habitat for Humanity building homes. He also attended the two-week Manufacturing Academy hosted by Wisconsin Indianhead Technical College in New Richmond. During his Job Enhancement Training (JET) sessions, Jacob participated in team-building exercises, business tours, resume writing workshops, community service and other activities while also receiving his OSHA certificate. Jacob returned to the WIA summer youth program in 2012 and completed another work experience at ReStore in St. Croix Falls while also attending JET sessions.

Following his high school graduation, Jacob attended and successfully completed the Manufacturing Academy Certification Program. Included in this program were courses on welding, mathematics and measurements for manufacturing, blueprint reading, lean manufacturing, critical core, work readiness, and forklift training. Jacob is now attending classes at WITC in New Richmond in pursuit of a degree in welding while also working at Wal-Mart.



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

September 2014

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SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
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21	22 Job Center Team Review Dunn County	23	24	25	26	27
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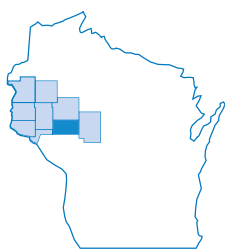
West Central Wisconsin Workforce Resource

Quality Workers for Quality Work Through the WIA Dislocated Worker Program and Trade Adjustment Assistance

Being a dislocated worker can be scary. And being a dislocated worker with a young son can add even more fear to a person's burden. But Corey was able to alleviate this fear and get back into the workforce with help from Workforce Resource and Trade Adjustment Assistance (TAA).

After losing his job at Hutchinson Technology, Inc. during a workforce reduction, Corey registered for services under TAA to secure job-readiness training. With guidance from his TAA case manager and Workforce Resource Consultant Louise Krenz, Corey decided to attend Chippewa Valley Technical College (CVTC) and enroll in the Environmental Refrigeration, Air Conditioning and Heating Service program. His TAA case manager was able to assist him with tuition, books and fees, and Workforce Resource assisted him in locating and paying for day care services for his son while he attended classes.

Corey worked hard throughout his schooling, graduating from CVTC with honors and a 3.57 G.P.A. With resume and cover letter assistance from Louise, Corey was job ready when he graduated. He was able to gain full-time employment with Wiersgalla Company in Eau Claire as a service technician. Corey was very happy to secure employment within his field of study in such a short amount of time after graduation. He enjoys his job and is pleased to be back in the workforce.



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

October 2014

September						
S	M	T	W	T	F	S
2014	1	2	3	4	5	6
	7	8	9	10	11	12
	14	15	16	17	18	19
	21	22	23	24	25	26
	28	29	30			

November						
S	M	T	W	T	F	S
2014	2	3	4	5	6	7
	9	10	11	12	13	14
	16	17	18	19	20	21
	23 ^{23/30}	24	25	26	27	28
						29

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

West Central Wisconsin Workforce Resource

Quality Workers for Quality Work Through the Manufacturing Training Center

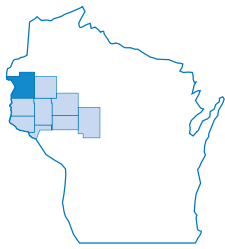
After Polaris Industries Inc. closed its Osceola manufacturing plant in 2012, laying off hundreds of workers in the process, Workforce Resource had a vision of creating a Manufacturing Training Center in Osceola to help retrain dislocated and incumbent workers. A focus group of local employers provided insight on worker skill requirements and staff training needs. Requirements included skills in blueprint reading, manufacturing math and measurements, basic computer usage, critical core components, work ethics and welding.

Through the power of collaboration, the training center started to take shape. Steve Healy of the Polk County EDC connected Workforce Resource with Wayne Johnson who donated the building space. The training center also took donations in the form of equipment and office furniture from EPC. Kapco contributed by giving materials and assistance with unloading equipment. Other partners and donors included Polk County Economic Development Center (EDC), Osceola High School, Wisconsin Indianhead Technical College, The RiverBank, OEM and several local businesses.

The original vision came to fruition when classes started in February of 2013. Attendees were instructed to treat the training center like a job environment. Students punched a time clock, worked eight-hour days, and honed their teamwork skills. Through the Manufacturing Skills Certification Program, students received training in the above-mentioned areas, as well as: forklift operation; lean manufacturing concepts; OSHA standards and practices; MIG and TIG welding techniques; first aid and CPR; work readiness; application completion and resume development; and interviewing.

Feedback from the Manufacturing Training Center students has been extremely positive. "I received a \$3,000 raise after being employed about two months," said one attendee. "I passed the math test higher than anyone has, and I know it is because of the training academy," said another. And still another student says, "The training academy helped me to stay focused and gave me a purpose."

Taking a disheartening circumstance, having vision, and putting a positive plan in action – that is what Workforce Resource, Inc. has been doing for 30 years.



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

November 2014

October						
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	22	23	24	25
26	27	28	29	30	31	

December						
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	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	10 <i>Job Center Team Review</i> Clark County	11	12	13	14	15
16	17 <i>Job Center Team Review</i> St. Croix Valley	18	19 <i>Job Center Team Review</i> Pepin County	20	21	22
23	24 <i>Job Center Team Review</i> Barron County	25	26	27	28	29
30				<i>Thanksgiving Day</i> WRI Closed		



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

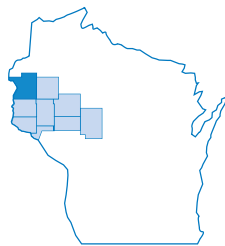
West Central Wisconsin Workforce Resource

Quality Workers for Quality Work Through the WIA Dislocated Worker Program and Trade Adjustment Assistance

After Polaris Industries, Inc. announced in May of 2010 that it would be closing its Osceola plant, Peggy was one of the nearly 500 workers who realized they needed to start looking for new work. A laser operator at Polaris since May of 1995, Peggy enrolled in the Dislocated Worker Program through Workforce Resource, Inc. and Trade Adjustment Assistance (TAA) through Job Service in Polk County.

Guided by Workforce Resource Coordinator Bonnie Fredrickson, Peggy explored her career options and ultimately decided to attend Wisconsin Indianhead Technical College in Rice Lake in the Fall of 2011, enrolling in the Administrative Professional program. One of Peggy's barriers to employment was that she did not have her driver's license, so she worked on her driving skills in the summer of 2011 and obtained her license by passing her driver's test in the spring of 2012. This allowed her to drive herself to school. Peggy's TAA case manager was able to help her by providing assistance for her tuition, books, fees and mileage costs. In May of 2013, Peggy graduated with a technical diploma from the Office Support Specialist program and an Associate's of Applied Science Degree from the Administrative Professional program, receiving certificates of honor in both programs.

Upon graduating, Bonnie assisted Peggy in purchasing business clothing to wear to interviews and to work once she got hired. Peggy interviewed at Marketplace Foods in Rice Lake and was offered a job as an administrative assistant and payroll specialist. She enjoys her new career and thanks Workforce Resource and the TAA program for their assistance and support.



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

December 2014

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	22
23 ³⁰	24	25	26	27	28	29

January						
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	22	23	24
25	26	27	28	29	30	31

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

West Central Wisconsin Workforce Resource

2012-2013 Sponsors and Financial Supporters

- Barron County - Human Services Department
- BP Fueling Communities Program (Bob & Steve's Amoco Stop Nomination)
- CN - Canadian National Railway Company Stronger Communities Fund
- Casper Foundations and Edward Rutledge Charity
- CESA 10
- CESA 11
- Chippewa County - Human Services Department
- Chippewa Valley Technical College
- Clark County - Department of Social Services
- Community Foundation of Dunn County
- Dunn County - Department of Human Services
- 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
- US Department of Labor
- US Department of Agriculture
- US Department of Health and Human Services
- Union Pacific Railroad Foundation
- Walmart - Rice Lake Store
- Wisconsin Indianhead Technical College

Statement of Financial Position (Balance Sheet) June 30, 2013

Assets			
Current assets:			
Cash		\$ 898,059	
Grants receivable		582,122	
Accounts receivable		6,069	
Prepaid expenses		<u>141,970</u>	
Total current assets			1,628,220
Property and equipment, net		<u>999,506</u>	
TOTAL ASSETS			<u>\$2,627,726</u>
Liabilities and Net Assets			
Current liabilities:			
Accounts payable	\$ 94,512		
Accrued payroll and related expenses	143,335		
Accrued leave	188,488		
Due to WWDA	53,321		
Grant funds received in advance	<u>405,819</u>		
Total current liabilities			885,475
Net assets:			
Unrestricted	1,701,504		
Temporarily restricted - Disability Services	<u>40,747</u>		
Total net assets			<u>1,742,251</u>
TOTAL LIABILITIES AND NET ASSETS			<u>\$2,627,726</u>

Statement of Activities Year Ended June 30, 2013

	Unrestricted	Temporarily Restricted	2013 Total
Revenues			
Grant revenue	\$5,587,492	\$40,747	\$5,628,239
Interest and miscellaneous	<u>391,408</u>	<u>0</u>	<u>391,408</u>
TOTAL REVENUES	<u>\$5,978,900</u>	<u>\$40,747</u>	<u>\$6,019,647</u>
Expenses			
Program activities	\$ 5,265,674	0	\$5,265,674
Management and general	<u>715,911</u>	<u>0</u>	<u>715,911</u>
TOTAL EXPENSES	<u>\$5,981,585</u>	<u>\$0</u>	<u>\$5,981,585</u>
Change in net assets	\$ (2,685)	40,747	38,062
Net assets - Beginning of the year	<u>1,704,189</u>	<u>0</u>	<u>1,704,189</u>
NET ASSETS - End of the year	<u>\$1,701,504</u>	<u>\$40,747</u>	<u>\$1,742,251</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

Bob Sather	Ace Ethanol – Stanley
Maltee McMahon	Bremer Bank –Menomonie/Regional
Diane Murphy	MPC Accounting/Apple Valley Restaurant - Neillsville
Jeanne Carr	3M - Menomonie
Bonnie Seehase	ConAgra Foods - Menomonie
Peter Doermann	Walmart Distribution Center - Menomonie
Lisa Fiore	Manpower - Eau Claire and Menomonie
Timm Boettcher	Realityworks, Inc. – Eau Claire
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

Brett Pickerign	West Central Education Association
Brody Granberg	United Association Local 434

Education

Robert Meyer	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

Jay Tappen	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	James Ross - designee for Chair, Jeff Holst
Polk County	Larry Jepsen - designee for Chair, William Johnson IV
St. Croix County	Daryl Standafer

Workforce Resource, Inc. Board

Clarence (Buck) Malick	Malick Law Firm
Chris Smith	UW-Stout/Outreach Services
Maltee McMahon	Bremer Bank
S. Mark Tyler	OEM Fabricators, Inc.
Steve Rasmussen	Dunn County Board
Colleen Bates	Eau Claire County Board
Pete Adler	Pepin County Board

Area Youth Council

Tiana Glenna	Criminal Justice Collaborating Council
Renee Erickson	Girls Scouts of the NW Great Lakes
Maltee McMahon	Bremer Bank
Nancy Graese	CESA #11
Robyn Thibado	Dunn County Housing Authority/West CAP
Carol Slowiak-Zabel	CESA #10
Barbara Landstrom	WI Indianhead Technical College/NW Tech Prep Council
Mary Susan Lohmeier	Parent Representative
Bruce Lee	Parent Representative
Danielle Turner	Youth Participant
Chris Solie	Former Participant
NaLee Vue	Former Participant

For information contact:

Workforce Resource
Richard Best, Chief Executive Officer
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

The West Central Wisconsin Workforce Development Area is pleased to present its report celebrating thirty years preparing Quality Workers for Quality Work. While this annual report serves as the organization's Annual Report for the Period July 1, 2012, through June 30, 2013, the thirty-year milestone provides the opportunity to reflect upon a long history of past achievement that forms the foundation for where we are and where we hope to be in the future.

This journey began with the County Board Chairs of the nine West Central Wisconsin Counties petitioning, then Governor Anthony Earl, for formal recognition as an administrative region under the newly passed federal Job Training Partnership Act (JTPA). This status was granted, allowing those County Board Chairs to form the West Central Wisconsin County Boards' Consortium and appoint the region's first Private Industry Council (PIC), the predecessor of today's Workforce Development Board, in 1983. The Business-majority and Business-led Private Industry Council, in partnership with the County Boards' Consortium, developed the region's first Job Training Plan in the summer and fall of 1983. Those efforts were led by Private Industry Council Chair, Jack Bartingale (CEO of Bartingale Mechanical, Inc.) and regional Chief Elected Official, (Dunn County Board Chair) Roger Hones.

The initial plan called for the establishment of Employment Centers offering the entire array of JTPA services in each of the region's nine counties by July 1, 1984. The Private Industry Council incorporated, hired its initial administrative staff and established its first office location in the Pontiac Plaza Building in Menomonie (after a brief period of being hosted by the West Central Wisconsin Regional Planning Commission) by the end of 1983. The PIC met its service delivery objective of launching fully staffed, comprehensive Employment Centers in each county only eight short months after establishing this ambitious goal. Today's West Central Wisconsin Job Centers have direct lineage to those initial JTPA Employment Centers. We owe the successes that have followed to the founders and their far-sighted vision.

The establishment and maintenance of the enduring business and local government leadership; the partnerships of workforce development, education, economic development, community based and labor organizations; and the establishment of the effective, comprehensive, area-wide one-stop service structure remain the crowning achievements of these past three decades. This foundation has enabled the West Central Wisconsin region to:

- Bring daily, full-time adult basic education to counties lacking technical college access in the early-mid 1980's (Clark, Pierce, Pepin and Polk)
- Acquire the former Production Credit Association building as organizational headquarters and Dunn County Employment Center 1986
- Provide Summer Work Education and Training for area youth continuously 1983-Present serving as many as 1000 youth 1989
- Establish an on-site, multi-agency Dislocated Worker Center to address the region's largest mass lay-off serving over 1500 Uniroyal workers in 1991-1993.
- Conversion of JTPA Employment Centers into multi-agency One-Stop Job Centers in each area county beginning in 1994
- Construct organizational headquarters and Dunn County Job Center to replace former location lost to highway construction 1997
- Transition the Private Industry Council to the Workforce Development Board and successfully

implement the Workforce Investment Act 1997-2000

- Create Workforce Resource, Inc. as fiscal agent and service provider 2001
- Initiate Career Venture (Career Valley) regional Career Fair with partner agencies averaging 2000 youth attendees annually since 2002
- Initiate services to Somali Refugee population through establishing the Barron International Center 2002
- Incorporate Incumbent Worker, Sector, Grow Wisconsin, RISE, Career Pathway initiatives into the workforce system 2004-Present
- Maintain continuous PIC/WDB/WRI presence in the West Central Wisconsin Job Centers serving each county 1984-Present
- Attract upwards of 60,000 Job Center customer visits annually through the heart of the Great Recession
- Successful implementation of American Recovery Act – expanding Summer Youth employment to serve up to 500 youth beginning 2008
- Incorporate Wisconsin Works (W2) into area Job Centers (beginning 2004) and assuming full W2 operation for 16 County Northwest Region 2012
- Fully implement integrated service, performance and fiscal accountability through WRI's TESSA performance and fiscal management and reporting system 2012
- Continuously attain and exceed Federal Performance Standards to become one of Wisconsin's top performing Workforce Regions 1983-Present
- Successfully acquire and effectively administer in excess of \$120,000,000 to meet the workforce development needs of area job seekers and employers 1983-Present

This is the solid foundation from which the region will launch new initiatives designed to maintain West Central as Wisconsin's Cutting Edge for Workforce Development. To address the perceived skills gap, the Workforce Development Board and Workforce Resource will launch a Quality Worker Certification Initiative in 2014. Quality Worker Certification is designed to allow workers to demonstrate and document attainment of personal readiness, work readiness, education and skills attainment directly related to employment opportunities in the region. The Regional Sector Challenge will seek to engage area employers in collaborative efforts to identify and address workforce needs including workforce growth, worker replacement, worker skills requirements, training needs, skills and training gaps for the region's key industry sectors.

Please take the opportunity to review the rest of our Annual Report which illustrates the achievements of this past year through the successes of individual service recipients, businesses, staff, partner organizations and volunteers. These stories provide a sample of the many successes attained throughout the year and across the region. We thank you for your past support and the opportunity to have served West Central Wisconsin for the past three decades and we ask for your continued support as we look to continuing our efforts well into the future.

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, 2013

Workforce Investment Act (WIA)	Total Award	Fiscal Year	Total Expenditures
Adult Program	\$1,127,960	\$489,638	\$1,026,045
Dislocated Worker Program	\$1,359,381	\$715,885	\$1,262,299
Youth Program	\$2,459,380	\$769,067	\$1,539,204
Administration	\$557,883	\$204,167	\$365,672
Dislocated Worker - Special Response	\$1,060,252	\$380,128	\$799,262
National Emergency Grant - Polaris/Robin	\$904,444	\$423,847	\$816,833
Disability Employment Initiative	\$170,489	\$114,763	\$141,654
National Emergency Grant - OJT	\$140,000	\$31,377	\$31,377
State of Minnesota - Anderson Windows	\$190,000	\$56,064	\$100,450
Sector Convening Grant	\$29,000	\$25,000	\$25,000
Workforce Innovation Grant	\$75,000	\$60,695	\$60,695
Bridges to Healthcare	\$750,000	\$226,299	\$226,299
American Recovery and Reinvestment Act (ARRA)			
Sage Apprenticeship Program	\$230,490	\$90,018	\$204,936
National Emergency Grant - 10	\$1,150,143	\$219,564	\$1,040,520
National Emergency Grant - OJT	\$119,684	\$37,943	\$111,481
Other Funding			
Department of Corrections - Windows to Work	\$132,000	\$54,950	\$113,252
Wisconsin Works (W-2) Program	\$3,677,093	\$1,170,564	\$2,879,902
State Refugee Services Program (Somali)	\$100,000	\$48,444	\$68,322
Transitional Jobs	\$1,377,546	\$175,552	\$1,119,674
Casper Foundations and Edward Rutledge Charity	\$50,000	\$402	\$50,000
Polaris Foundation	\$5,000	\$1,398	\$2,952
AHEC Barron Somali	\$4,500	\$2,475	\$4,500
Dunn Foundation	\$1,000	\$1,000	\$1,000
Pepin Youth Ventures	\$5,000	\$4,351	\$4,351
Otto Bremer Foundation	\$200,000	\$70,725	\$70,725
BP Fueling Communities Program	\$5,000	\$450	\$450
River Bank	\$437	\$29	\$293
Clark County FSET	\$14,789	\$2,036	\$5,131
Dunn County FSET	\$118,504	\$56,722	\$74,738
Rusk County FSET	\$27,483	\$1,388	\$13,302
Polk County FSET	\$5,000	\$93	\$1,322
Barron County FSET	\$173,257	\$64,562	\$101,236
Chippewa County FSET	\$206,261	\$76,153	\$120,026
Multi County State FSET Program	\$78,317	\$7,636	\$7,636
Other Restricted		\$2,863	\$11,878
Corporate		<u>\$395,335</u>	
Total Expenditures			<u>\$5,981,584</u>

West Central Wisconsin Workforce Resource

Quality Workers for Quality Work Through the WIA Youth Program

Throughout the summer of 2013, many of the youth involved in the Workforce Resource, Inc. (WRI) Summer Work Education and Training (S.W.E.A.T.) program participated in various academies throughout the West Central Wisconsin region. These academies focused on coursework and hands-on training in the areas of manufacturing, finance and customer service, and healthcare, exposing youth to different career paths and educational areas.

Manufacturing /Machine Tooling Academy - Clark County

Partners: WRI, CVTC

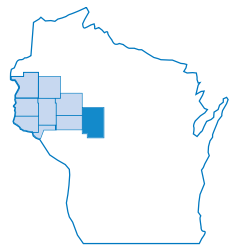
A group of 11 participants interested in the manufacturing field took part in the Manufacturing and Machine Tooling Academy in Clark County. The enrollees, ages 17-21, received 45 hours of hands-on welding instruction, utilizing the Neillsville High School shop. In addition, the students took part in 12 hours of blueprint coursework and created a final project using only blueprints, raw materials and welding equipment.



Financial /Customer Service Academy - Region-Wide

Partners: WRI, Bremer Bank, Royal Credit Union, Westconsin Credit Union

Employees from Bremer Bank, Royal Credit Union and Westconsin Credit Union joined forces with WRI to develop the week-long Financial and Customer Service Academy that was presented at numerous Job Centers and other locales throughout the region. Activities in this academy included career exploration, as well as educational workshops on financial literacy. Those who participated also toured each of the financial institutions involved in the academies, and traveled to Minnesota to tour the Federal Reserve of Minneapolis.



Clark County

501 Hewett Street, Neillsville
715-743-4631

Manufacturing /Welding Academy - Chippewa, Dunn, Pepin, & Eau Claire Counties

Partners: WRI, CVTC, Manpower

Fifteen youth participated in the WRI Summer Manufacturing Academy held in Eau Claire. During the two-week academy, the students learned welding concepts and received hands-on training by using a welding simulator at Manpower. The participants also received training in blueprint reading, electromechanical technology, alternative energy and industrial mechanics from instructors at CVTC.



Manufacturing /Machine Tooling Academy - Polk, Pierce, & St. Croix Counties

Partners: WRI, WITC

Seventeen youth took part in a four-week academy and received hands-on instruction in welding from an experienced instructor at WITC in New Richmond. This was followed up by an introductory two-week, hands-on machine tooling class. WRI also provided entry-level OSHA 10 training that covered general safety awareness for the job site.

Health Care Academy - Pierce, Polk & St. Croix Counties

Partners: WRI, American Red Cross, WITC, CVTC, Spring Valley Healthcare, CNA Professionals

The Healthcare Academy is a year-round career exploration and training venture that is offered to youth in Pierce, Polk and St. Croix Counties. This academy rotates its focus to respond to current employer needs in the healthcare sector. Youth program participants explore the full spectrum of the healthcare field. They also receive specific training, including CPR and Emergency Responder instruction, Nursing Assistant certification, lessons in medical terminology and coursework for being Medical Assistants.

West Central Wisconsin Workforce Resource

Program Summary

Adult Services

During the 2012 - 2013 Program Year, Workforce Resource, Inc., program and administrative agent for the West Central Wisconsin Workforce Development Board, served 817 adults in seven different grants – WIA Adult, Bridges 2 Healthcare, DOC Pipeline, Sage Apprentice, Somali, Ticket to Work, and Transition Jobs. Services to these individuals 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. Three hundred nineteen (319) of the 817 adults served participated in the WIA Adult Program. Approximately 90.1% of the individuals who exited this program obtained employment, 83.9% retained that employment six months following exit and averaged six-month earnings gains of \$11,394. West Central Wisconsin exceeded the goals for the entered employment and average earnings performance measures, and met the job retention goal.

Dislocated Worker Services

A total of 960 dislocated workers were served under six grants during this program year – including WIA Dislocated Worker, WIA Anderson, three National Emergency Grants, and a Special Response Grant. Of these individuals, 657 were WIA Dislocated Workers. Of those, 90.8% obtained employment and 92.9% retained their employment after nine months. Services included assessment, career planning, occupational skills training, on-the-job training, basic skill development, job search preparation and job placement. The average six-month earnings for all WIA dislocated workers was \$16,845. West Central Wisconsin exceeded the goals for the entered employment and average earnings performance measures, and met the job retention goal.

Youth Services

A total of 297 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, 152 (51%) participated in work experience at various public and private worksites where they mastered both work maturity and job specific skills. West Central exceeded the placement in employment or education goal and met the attainment of a degree or certificate and literacy/numeracy gain goals.

WIA ADULT STANDARDS

	Standard	Actual	Status
Entered Employment	67.9-84.9%	90.1%	Exceed
Employment Retention	69-86.8%	83.9%	Met
Earnings Gain	\$8,330-\$10,413	\$11,394	Exceed

WIA DISLOCATED WORKER STANDARDS

	Standard	Actual	Status
Entered Employment	72.5-90.6%	90.8%	Exceed
Employment Retention	76.2-95.3%	92.9%	Met
Earnings Gain	\$11,769-\$14,711	\$16,845	Exceed

WIA ALL YOUTH STANDARDS

	Standard	Actual	Status
Attainment of a Degree or Certificate	63.4-79.2%	74.7%	Met
Placement in Employment or Education	66.6-83.3%	83.5%	Exceed
Literacy and Numeracy Gain	45.5-56.9%	54.2%	Met

WIA Service Summary:

	Adult	Dislocated Worker	In-School Youth	Out-of-School Youth
Served	817	960	199	98
Exited	317	366	51	46