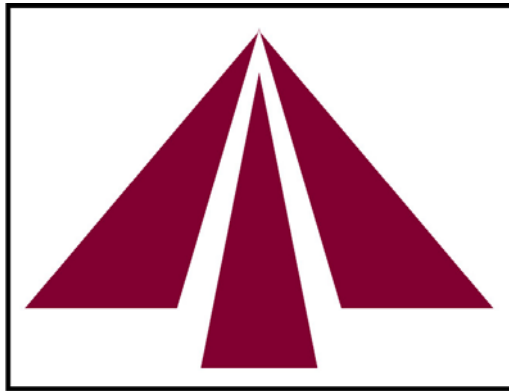


**Waukesha . Ozaukee.
Washington**



THE
WORKFORCE
DEVELOPMENT CENTER

Where People and Jobs Connect

2007-2008
Annual Report

Common Units of Service at WOW Centers

	Total		Pewaukee		Mequon		West Bend	
	2007	2008	2007	2008	2007	2008	2007	2008
Visits to the Center	60,575	58,923	34,258	31,214	3,815	5,435	22,502	22,274
Monthly Average	5,048	4,910	2,855	2,601	318	452	1,875	1,856
Weekly Average	1,165	1,133	659	600	73	105	433	428
First Time Visitors								
Re-Employment Sessions	1,937	1,823	539	328	466	558	932	937
*Facillator in West Bend on leave for 3 months in 2008	606	805	330	273	212	182	263	151
Workforce Investment Act- Adult	42@ \$11.88	66@ \$11.73	26@ \$11.88	30@ \$11.63	4@ \$12.50	14@ \$12.64	12@ \$11.67	22@ \$10.92
Workforce Investment Act- Youth Placed in Employment, Hourly Wage Rate	37@ \$10.03	68@ \$8.84	23@ \$9.33	34@ \$8.98	4@ \$8.75	5@ \$8.58	10@ \$12.13	29@ \$8.97
Wlorkforce Investment Act- Dislocated Placements-Placed in Employment, Hourly Wage Rate	177@ \$15.38	173@ \$15.32	94@ \$15.52	106@ \$15.83	45@ \$15.78	34@ \$16.23	38@ \$14.55	33@ \$13.90
Special Response-Placed in Employment, Hourly Wage Rate	113@ \$13.66	65@ \$13.31	86@ \$13.46	39@ \$13.98	7@ \$13.22	3@ \$13.61	20@ \$14.66	23@ \$12.33
JOB SERVICE								
Job Orders	7,859	8,098	6,461	6,139	510	665	888	1,294
Job Openings	13,651	14,471	11,098	10,706	939	1,385	1,614	2,380
W-2 ENROLLMENTS								
W-2 Enrollments	236	261						
Working Full Time	46	24						
Working Part Time	30	14						
W-2 PLACEMENTS								
Working Full Time	46	24						
Working Part Time	30	14						
Wage Full Time	\$9.49	\$8.97						
Wage Part Time	\$8.11	\$9.26						
FSET PLACEMENTS								
Fset Placements	503	485*						
Working Full Time	473	245						
Working Part Time	215	109						
Wage Full Time	\$10.25	\$10.85						
Wage Part Time	\$8.78	\$9.05						
*Fset Participation-Voluntary starting 3/1/08								
VETERAN								
Veterans On-Site Appointments	270	572	157	377	36	164	77	31
Visits Off Station for Outreach	N/A	29						
Trade Adjustment Assistance (TAA) Training Placements	8	33	1	21	N/A	N/A	7	12
TRAINING								
WIA Training Scholarships (ITA)	230	202	122	56	47	15	61	131
WIA On-the-Job Training (OJT)	20	32	9	4	5	23	6	5
WIA Limited Internships	1	2	1	0	0	1	0	1

KEY: Common Units of Service: Shared by WOW, Center Whole Systems: Situations not broken down by county, Individual Counties: Unique services that occur in one or two counties.

Totals	Pewaukee	Mequon	West Bend
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BUSINESS SERVICES								
	2007	2008	2007	2008	2007	2008	2007	2008
Business Service Team Database	5,924	5,513						
Recruitments/Application Collection	101,297.96	59,400	98,875	58,000	1,947.96	1,300	475	100
Veterans Employer Visits "Veteran LVER"	N/A	162						
Center Whole Systems								
	Total		Pewaukee		Mequon		West Bend	
	2007	2008	2007	2008	2007	2008	2007	2008
JOB FAIR (EMPLOYERS)								
Manufacturing			33	45				
Spring/Pewaukee			74	85				
Spring/Mequon					30	37		
Healthcare Career Fair			42	45				
Fall/Washington							33	51
Autumn Recruitment Fair			74	85				
Total Employers Attending Job Fairs	286	348						
JOB FAIR (JOB SEEKERS)								
Manufacturing			304	301				
Spring/Pewaukee			849	859				
Spring/Mequon					314	236		
Healthcare Career Fair			275	270				
Fall/Washington							284	479
Autumn Recruitment Fair			544	774				
Total Job Seekers Attending Job Fairs	2570	2919						
REGIONAL RESUME MATRIX of SE WI								
Job Seeker Submissions	761	258*						
Total Number of Approved Employer Requests	116	101*						
Average Number of Resumes Requested	6	8*						
*Six month data for new program, formerly Resume Network								
WAUKESHA COUNTY								
	2007	2008						
Children First Enrollments	141	157						
Working Full Time	84	87						
Working Part Time	12	11						
Wage Full Time	\$11.21	\$11.94						
Wage Part Time	\$11.18	\$9.44						
ECONOMIC SUPPORT								
Unduplicated Case Count	4,991	N/A						
Avg. Case Count-Food Share	1,463	2038*						
Avg. Case Count-Medical	5,991	5098*						
Avg. Case Count-Childcare	951	1012						
*Food Share cases moved from Human Services Building to WDC during calendar year. Food Share Cases Up: 331, Medical Cases Up: 400 Cases								
CAREER CENTER								
Unduplicated # of Visitors	2,993	3,054						
Career Exploration	1,823	1,460						
Life Work Planning	351	327						
Resume Critique	2,671	2,701						
Create A Resume Workshop	342	358						
Outreach Multiple Visits	2,786	3,410						
On-Line Job Search	294	231						
Job Search Strategies	114	165						
Interviewing	138	196						

Effective Applications	55	70						
CO-OP								
Co-op Student Enrollments	1,955	2,290						
TECHCONNECT								
TechConnect Student Registration	969	1,364						
TechConnect Job Orders	26,636	23,984						
WAUKESHA COUNTY ECONOMIC DEVELOPMENT CORPORATION								
	2007	2008						
Inquiries On Financing Incentives	374	233						
Referrals To Revolving Loan Fund	108	156						
CORPORATE & COMMUNITY TRAINING								
Corporate and Community Training Companies Served:	384	386						
Corporate and Community Training Training Sections: Training Students:	862 13,672	772 11,773						
WASHINGTON COUNTY								
	2007	2008						
Career Classes	711	443						
Networking Group (former Job Club)	99	27						
Job Applications Workshop	75	73						
Resume Workshop	84	108						
Interviewing Workshop	85	87						
Mock Interviews	63	40						
Youth Workshops	143	305						
Career Orientation Workshop	Started in '08	53						
Computer Basics Workshop	Started in '08	71						
Mature Worker Workshop	41	48						
DVR Orientations	Started in '08	93						
Student Success Center Visits	10,096	7,922						
Vocational Evaluations	63	52						
Vocational Job Coaching Hours	3,553	3,982						
Vocational Work Experience	55	77						
Vocational Placements	57 @\$8.43	51 @\$8.61						
Huber Inmates	Started in '08	202						
Unduplicated Count of Huber Inmates	Started in '08	70						
Huber Placements	Started in '08	32						
OZAUKEE COUNTY								
	2007	2008						
The Everything Workshop	110	135						
Networking Group	134	95						
Youth Workshops	324	128						
Vocational Placements	Started in '08	3 @\$7.91						
Vocational Evaluations	Started in '08	11						
Vocational Work Experience	Started in '08	10						
Visits from Huber Inmates	Started in '08	182						

2007-2008 WDC Accomplishments and Success Stories

Job Seeker Readiness

- Building from the 2007 “Retooling the Talent Pool” event held in Ozaukee County, a Manufacturing Career Expo was held at the Port Washington High School to help expose high school students to the career opportunities in manufacturing. Sixteen employers were able to present information on their companies and to help the over 400 students that attended to see if a career in manufacturing could be a viable option for their future. Due to the success of this event, plans are underway to hold expos in other schools in Ozaukee County next school year and, also to expand to Washington County.
- Keys to Work, a grant from Wisconsin's Department of Workforce Development and Department of Transportation was awarded for a second 2-year period. Low-income individuals who need a vehicle in order to work receive interest free loans to purchase used vehicles. The program was expanded to Washington and Ozaukee Counties. Seventy-three loans have been made since the start of the program in 2005.
- In early July 2008 WOW joined the SE WI Resume Matrix (www.resumematrix.com). This is an upgrade from the existing resume network and will allow job seekers and employers in the SE Wisconsin Region to connect to each other via the internet. Employers will be able to view mini profiles of hundreds of job seekers and request the resumes of qualified candidates.
- In the last program year WOW area exceeded 10 and met 7 of the 17 Department of Labor WIA performance standards.
- Over 250 WIA participants received funding for occupational skills training during the year. Those who completed their training received associate degrees, technical diplomas or a credential that allowed them to find employment.
- A job seeker survival kit campaign was held May and June 2008. Job seekers were encouraged to bring in a job seeker survival coupon from their local paper to receive a kit. The kit contains items to assist job seekers in their employment search: sample resume, sample cover letter, checklist for interviewing, fact sheet, resume paper, thank you notes & envelopes, pen and magnet.
- Hundreds of workers from companies experiencing layoffs or plant closings, attended information sessions conducted by members of the Rapid Response Team. They learned about all the programs and services available to assist in their re-employment and job searching efforts.
- The Washington County Workforce Development Center began a Computer Basics for Employment Workshop in partnership with Moraine Park Technical College to teach basic computer skills to customers of Washington County WDC.
- A reference binder was developed containing local resources and websites for people with disabilities. It's kept in the lobby of the Workforce Development Center-Pewaukee for easy access by customers and staff. It was developed and will be updated by the Disability Program Navigator. Similar reference binders will be available at all WOW centers.

Employer Outreach

- Job Fairs continue to be recruitment opportunities for employers in the WOW area. Six different job fairs each year allow job seekers to connect with employers. Partnerships and sponsorships are key elements to enhance the job fair events.
- Updated labor law posters are mailed out to approximately 1500 WOW employers each September to recognize National Workforce Development Month.

Employer Outreach con'd

- WORK 9: *Workforce Strategies and Solutions* was published and focused on The Milwaukee 7. The annual publication was inserted into the February 2008 issue of Small Business Times which reached over 5,000 employers in the WOW and Milwaukee area. WORK 10 will focus on the mature workforce.
- Employer open house events were offered throughout the year. WOW employers were invited to listen to experts in the field present topics such as: Forecasting the 2007-2008 economy, Legal pitfalls to avoid in hiring, Save on healthcare, Safety in the workplace, Hiring Veterans, and Work opportunity tax credits.
- The Disability Program Navigator (DPN) sends an interactive 30-Second Training to WDC staff, community employers and Community Based Organizations several times a month. These trainings provide information about disability etiquette, proper accommodations and ADA information. Our DPN is part of a group of Disability Program Navigators across the country developing these trainings and distributing them to staff that work with disabled customers.

Community Outreach

- WOW Workforce Development Centers assisted at the Veterans Supermarket of Benefits which was held at the Waukesha County Expo Center. Sixty five employers attended the event and offered help related to Veteran benefits such as pensions, healthcare, education, etc. Over 500 Veterans attended the event.
- The Disability Navigators continued to promote Workforce Development Center services, mainly updates affecting people with disabilities. Information was presented at: Transition Night tours of WDC in Mequon, Parent Advisory Network West Bend, Hartford Leadership Group, Grafton Library, UWWC, Germantown Library, MATC Faculty, Optimist groups in Waukesha and Mukwonago, to parents at Transition Parents Night at WCTC, and the first annual Wisconsin Manufacturing Skills Standard Council State Conference held in Pewaukee.
- Working on the Transitional Advisory Councils in the WOW areas, the Disability Navigators are able to give important information to others, who work with youth with disabilities to aid in their transition into post secondary education and/or employment.
- The Disability Navigator will continue to work with Department on Vocational Rehabilitation on the Disability Awareness Committee to plan the workshops that are presented in the fall of each year.
- The wfdc.org website continues to attract customers. In 2008 approximately 26,310 new visitors came to the site, compared to 28,040 in 2007.
- At WDC-Pewaukee Employee Events such as: Fall Clean-Up Day, Leaf of Gratitude and Holiday Event raised a total of \$919.27 for the Waukesha Food Pantry.
- Several job seeker workshops were held in Ozaukee County libraries to help educate the public on job seeking skills and WDC services.

Commitment to Quality

- The receptionists at the center in Pewaukee are now supervised by the WDI Program Manager. The change ensures that both the first time customer service process and WDC customer service standards are enforced.
- The Disability Navigator Program, funded through a Department of Labor grant to the WOW WDB, continues to evaluate and monitor the Centers to ensure that people of all abilities can access programs and services.
- From a Department of Workforce Development technical assistance and training grant, a customer satisfaction process was developed. WDC customers and employers are surveyed and those results are monitored and analyzed by WDC managers and the Operations Team. Positive and negative results are shared with service provider staff members and department action plans are used to improve services.
- In partnership with the Division of Vocational Resources (DVR), Disability Navigators refer people, on the DVR wait list for services to WDC partners, who provide them with additional assistance.
- The West Bend Operations Team conducted a thorough review of the process for serving first time customers, which resulted in several enhancements to service delivery.

Staff Development

- National Association of Workforce Development Professionals Certification: Congratulations goes to Renee Kemp, Employment Specialist from WOW Workforce Development Centers for receiving her NAWDP Certification in 2008.
- Staff members Aina Bromberek, Kathy Bink, Deb Berg, LuAnn Page and Esther Moore participated in Office Value Stream Mapping. This Lean/Value stream mapping initiative for systematic overview looked at improvements for customers seeking economic support services.
- WOW WDB received \$60,000 from the State of Wisconsin to facilitate a Regional Partnership for Manufacturing Skill Standard Certification (MSSC). With these funds, approximately ninety-five staff of the One-Stops in Southeastern Wisconsin has taken part in an orientation to MSSC certification, gaining information about training and testing in all four competency areas (manufacturing processes and production, maintenance awareness, quality and continuous improvement, and safety). Staff are now better able to counsel visitors to the One-Stop Centers about the benefits of this demand-driven certification. Greater awareness and training in MSSC will help ensure that businesses have access to a workforce equipped with the skills needed in today's globally competitive manufacturing.
- Staff In-Service Training has been provided by the Disability Program Navigator to build the skills and awareness by employees of program accessibility. This year many staff members have visited local Community Based Organizations and service providers to learn more about their offerings and how the WDC can effectively connect with them. The Disability Program Navigator is funded through a Department of Labor grant to the WOW WDB and markets the Centers to people of all abilities and ensure that programs and services are accessible.

Leadership

- WOW WDI, on behalf of WDB, received a \$363,536 Department of Labor earmark grant, titled "Advancing Manufacturing into the Global Market Place". WDI and Wisconsin Precision Metal Council (WPMC) have partnered to upgrade the skills of incumbent workers in the advanced manufacturing industry.

Leadership con'd

- The WOW WDI is the Administrative Agency for Workforce Innovation in Regional Economic Development (WIRED), an active partner in the Regional Workforce Alliance (RWA). RWA is a partnership in southeastern Wisconsin that integrates workforce investment partners around comprehensive and seamless workforce solutions.
- As RWA committees have been populated by economic, workforce, and education stakeholders, the WOW WDB has provided critical leadership and planning expertise to the Workforce Innovation in Regional Economic Development (WIRED) Initiative.
- WOW WDI in cooperation with its regional partners as the Regional Workforce Alliance was selected by the US Department of Labor to be one of 13 areas in the country designated as a Second Generation WIRED Grant recipient. This \$5.1 million award over 3 years will fund a transformation of the workforce development system and an alignment to the Milwaukee 7 regional economic development initiative. Over 21 investments have been made to date in a myriad of projects to transform talent development in the region.
- WOW WDI conducted a successful facilitated employment pilot project with Waukesha County Huber Jail inmates to prepare them for work and connect them with jobs. Consequently, WOW WDI applied for funding to extend the pilot into a one year program working with Huber inmates, Waukesha County jail inmates and individuals on probation and parole with the State of Wisconsin Department of Corrections. Funding source requests were made to the Criminal Justice Collaborating Council, Community Development Block Grant Committee, Workforce Innovation in Regional Economic Development (WIRED) Innovation Fund, and the WOW Workforce Development Board.

WOW Success Stories

- Paul, a mature worker, was laid off from Tower Automotive in 2005. He returned to school through the TAA program. In August, 2008 Paul received his Associate Degree as a Water Quality Technician. By November, 2008 Paul was employed with the North Shore Water Commission as a Treatment Operator at earnings that exceeded his former hourly wage by \$3.00/hour. Paul is very happy to be employed in his new career.
-Jean Berenschot, Trade Coordinator.
- Jessica, a youth from Hartford Union High School, was enrolled in the *Younger Youth Program* last spring. Jessica has done an excellent job in obtaining her high school diploma and completing a work experience. Last summer Jessica was placed with Jackson Crossings (a resident facility). There, she worked as a recreational assistant with the elderly. Completion of those tasks has helped Jessica to decide on a nursing assistant career. Jessica is currently working part-time and finishing her training as a nursing assistant through the Moraine Park Technical College. Once Jessica has earned her C.N.A. certificate, WOW WDI will develop an internship program for her. Kudos to Jessica!
-Mary Brath, WIA Youth Program Case Manager.
- Brandon worked as a laser operator for Universal Strap in 2006. He was laid off and went through the WIA Dislocated Worker Program. Brandon went to the Waukesha County Technical College and completed a program called "Machine Tool Operation" in 2008 for machinists. He is now working at the Place Machining Company traveling all over the country servicing machines used to build bridges.
-Kathy Wolfe, WIA Dislocated Worker Case Manager.

WOW Success Stories con'd

→ **Homeless, Jail and Life Thereafter**

"A positive outcome for those who choose to change."

Jake came to the Workforce Development Center as a "drop in." He was on a work search from Huber, sentenced to 90 days for failing to pay child support. I was cautious and asked why this time would be different working with Children First (helping non-custodial parents find employment so they can pay child support). His new family was facing eviction and he felt absolutely helpless. Through hard work and commitment to tackling all his problems we agreed on his employment plan. He and his wife both found work, saved enough money to find a small apartment and volunteer with a local Pastor doing community projects. Jake is paying child support and sees his son every weekend.

-Karla Albrecht, Case Manager for Children First

→ **"Caring Enough to Make a Difference"**

Thomas came into the center as a job seeker, Veteran, husband and father of four. Like many of the clients we interview, Thomas was anxious to find work. Thomas had attended the "Supermarket of Veterans Benefits" and learned of our center. During the interview I learned that Thomas wanted to provide one meal per day for each of his children. I asked if he had applied for food stamps. He stated that he did but had to wait until his intake date. Surmising that Thomas' family had little food I contacted the appropriate WDC staff to get things moving. I called my employer contacts. At the end of Thomas' next appointment at the center, he had received a call from a company who wanted to give him a welding test. He had received food share and health insurance for his children and, he had the possibility of employment very soon. At present Thomas is happily employed. Thanks to the WDC partnership, Thomas' life is back on the right track.... "Caring enough to make a difference."

-Tony Eulo, Local Veterans Representative

→ **Second Chance Partner for Education
Student Success**

Disengaged, Engaged, Graduate, Employed, Success

In September of 2006, Josiah was entering his second chance at high school success. His first two years at Brookfield Central were far from stellar; difficulty with tests, meaningless homework, lack of interest, and social pressures all led Josiah to become disengaged from the traditional high school setting. One thing gnawed at him though; he knew he needed to earn his diploma if he wanted a successful career. That is where Second Chance Partners for Education came into play. Second Chance integrates core academics with real-world work experience to make learning come alive. For 21 months students earn their high school diploma while working with a variety of employers, learning valuable life and technical skills while completing their high school education. Josiah was transformed from an 'at-risk', potential high school dropout to an active engaged learner. He graduated from Brookfield Central High School and continued employment with Tool Rite as a CNC operator – he is considered part of their plan of future success. He plans to continue his education to stay on the cutting edge of machine tool technology.

To see Josiah, visit WISN News @ <http://www.wisn.com/video/18676668/index.html>

-Mike Grady, Business Coordinator