



Serving Barry, Branch, and Calhoun Counties

An advertisement for Michigan Works! featuring a photograph of three people (a woman and two men) looking at a document together. On the left is a black box with the Michigan Works! logo, the website "michworks.org", and the MI Opportunity Partnership logo with the slogan "WORKING FOR JOBS TODAY!". Below the photo, the text reads "Where employers find the *right* people." followed by the phone number "1-800-285-WORKS".

MICHIGAN WORKS!
michworks.org
MI Opportunity Partnership
WORKING FOR JOBS TODAY!

Where employers find the *right* people.
1-800-285-WORKS

Michigan Works! and services are available only to individuals with disabilities. Equal Opportunity Employer/Program. Michigan Relay Service: 1-800-580-0777 (Voice and TTY). Funded by the Michigan Department of Labor & Economic Growth.

2005-2006 Annual Report

WIA Performance Standards

Mission Statement

The Barry/Branch/Calhoun Workforce Development Board will lead a responsible and integrated customer driven partnership that delivers comprehensive services for business and job-seeking customers and fosters economic growth.

From the Chair of the Workforce Development Board



WIA Performance Standards

Providing Unique Opportunities for Youth

Barry/Branch/Calhoun Michigan Works! had as many as 393 participants between the ages of 14 and 21 take advantage of the WIA youth program services during Program Year 2005. Some of the services that were offered included work experience, occupational training, leadership development, employability skills, team building, job placement, college campus tours, career exploration, tutoring, and mentoring.

Some highlights of the Calhoun County program, operated by Calhoun Area Technology Center, that participants were able to take advantage of included the rap session regarding teen/gang violence, 4-H Exploration Days, and training and teaching middle school-aged children about health and nutrition. This nutrition program is a partnership with MSU 4-H Extension Office. Some of the students spent three days in Lansing meeting with local legislators, as well as touring jails, courts and the Capitol.

Barry Intermediate School District provided a wide variety of opportunities to the WIA youth participants as well. During the summer months, participants were able to participate in a horticultural component which involved landscaping and yard maintenance and a woodshop component that involved making projects such as benches and bird houses to be donated to local museums and institutes.

Youth in Branch County had the opportunity to work on team leadership activities at the Branch Area Career Center. One hands-on project involved the students working with straws to build structures (highest free standing, bridges, etc.). After the exercise, students were evaluated on their results. Discussions took place about how a team leader was selected and the feelings the group had about the whole experience. Soft skills were a key focus in this program.

All three counties work with participants throughout the year in addition to holding a summer program that offers special activities, presentations and field trips.



Work First Instructor, Gary Randall, provides participants with valuable information to help them become self-sufficient.



WIA Youth participants work on landscaping and yard maintenance in Barry County.

Work First Offers a Variety of Activities and Training

Many opportunities were provided to participants in the Work First program this past year. During the contract year 2005-2006, the Barry, Branch, Calhoun Work First program, operated by Foundation for Behavioral Resources, enrolled 4,755 participants.

Each new group of participants attends a workshop that gives the individual an opportunity to build their future story and describe it to the class. The groups are also given information on the three social economical groups in our society: poverty, middle class, and wealth. This concept is based on the work of Dr. Ruby Payne.

Individuals gained knowledge in banking basics, investing in you, budgeting, increasing assets, checking and savings accounts, and credit history repair through regular money management classes.

Training activities are encouraged for Work First participants. In addition to basic skills training, vocational occupational training and condensed vocational training are also offered. This past year, the most requested training has been in the healthcare occupations. This is good news since health care occupations are in high demand! Other popular training areas included machine tool, heating and cooling, industrial electricity and welding.

With transportation being such a large barrier, Barry/Branch/Calhoun Michigan Works! provided transportation to participants to get to and from work and in some cases, transportation for job search by scheduling drivers to drive Work First vans 24 hours a day/7 days a week. This past year, six Work First vans provided 22,816 rides, totaling 417,416 miles!

Barry/Branch/Calhoun Michigan Works! also serves individuals who receive food assistance and non-custodial parents who are referred from Friend of the Court as part of the Welfare Reform program. Barry County staff taught soft skills workshops at the jail on a weekly basis to inmates who are serving time for non payment of child support. This has been a very positive experience for the participants and the staff.

WIA Performance Standards



Individuals referred by Michigan Works! participate in the CNC customized training program.



Work First and WIA Intensive Services Michigan Works!/HRDI participant Nicholas Hoard attended ITA funded classroom training (Truck Driver Training-CDL A). Nicholas just purchased this new 18-wheeler and is now an owner-operator.

Customized Training Designed for Local Employers

Adult and dislocated workers were provided with several different types of training during Program Year 2005. These trainings included occupational skills training, customized training, on-the-job training, and adult education and literacy training.

As a part of ongoing business outreach, HRDI initiated a partnership with Kellogg Community College, Branch Area Careers Center, and the CISD Workforce Development Team to design and implement a CNC customized training program to provide two local manufacturers in Branch County with skilled CNC operators. The curriculum was developed with input from the employers and Michigan Works! recruited, screened and assessed applicants against the employer's specifications and the skills levels needed for the training. Twelve dislocated workers and adult WIA participants from Branch and Calhoun Counties completed this 92 hour training program and nine trainees were placed in jobs as skilled CNC operators.

A partnership was also formed with Kellogg Community College, Branch Area Careers Center and a local Branch County employer to design and implement a customized gas metal arc welder training program to meet employer workforce needs. This program provided training for both new and incumbent workers. A total of 11 students attended this 12 hour course. The group included 8 dislocated worker and adult WIA participants and 3 incumbent workers.

Southwest Michigan Regional Healthcare Alliance Holds "Excellence and Innovation in Healthcare" Summit

In May of 2006, the Southwest Michigan Regional Healthcare Alliance, serving Barry, Berrien, Branch, Cass, Calhoun, Kalamazoo, St. Joseph & Van Buren Counties, held the Excellence and Innovation in Healthcare Summit for healthcare employers at the W.E. Upjohn Institute for Employment Research in Kalamazoo. The goal of this summit was to explore effective strategies for recruitment training and retention of healthcare employers, including the use of apprenticeships.

The keynote address was given by Marilyn Potgiesser of Bronson Healthcare Group. She spoke about Bronson Methodist Hospital being one of six organizations in the nation that received the Malcolm Baldrige National Quality Award in 2005. This award is the nation's Presidential highest honor for quality and organizational performance excellence.

There were also a panel of experts who answered questions and provided information about healthcare apprenticeships and career ladders. Information about the advantages of apprenticeships and the benefits to the individuals involved were discussed by this panel. Also discussed were the CNA Lattice, LPN Lattice, and the online LPN to RN Lattice.

Business Services Offered to Employers

In an effort to meet the workforce needs of the area businesses, the Business Services Team was created. The mission of this team is to bring all workforce development tools and resources in partnership with educators and economic developers to develop the best trained workforce that will assist in attracting new business, retaining existing businesses and creating new jobs in our geographic area. There is staff representation from Barry, Branch, and Calhoun counties, along with economic development and education partners.

In addition to this team, a Calhoun County HR Council was also formed. This group is comprised of employers from the Battle Creek area and meets monthly in the Michigan Works! Service Center. Presentations are made to the group on a variety of different subjects that are of interest to the employers.

Michigan Works! Assists Dislocated Workers

Michigan Works! staff met with close to 300 employees from three local employers in Calhoun County to offer employment and training services. These three employers in Marshall closed in 2006, leaving many employees without employment. During the Rapid Response meeting, representatives from Michigan Works!, the company, the Michigan Department of Labor and Economic Growth, the State Unemployment Agency, and union representatives (if there was a collective bargaining unit) discussed the company profile, reason for closure or downsizing and the services that can be offered to affected employees. A Joint Adjustment Committee was also created with some of these employers. This committee includes the union, Michigan Works!, and company representatives and is run by a neutral Chairperson hired by the committee.

Closer to the time of layoff, a Worker Orientation was held for the employees. During this time they were given information on the services that Michigan Works! offers as well as how to access unemployment benefits.

Over 105 individuals utilized the on-the-job training or classroom training that was available and many other individuals were assisted with direct placement into employment.

Services to Employers and Incumbent Workers

Many employers took advantage of incumbent worker training funds to provide their employees with training to upgrade their skills. This training was in the form of classroom training, customized training, or on-the-job training. Between Barry, Branch, and Calhoun Counties, fourteen employers utilized training dollars to train 188 employees.

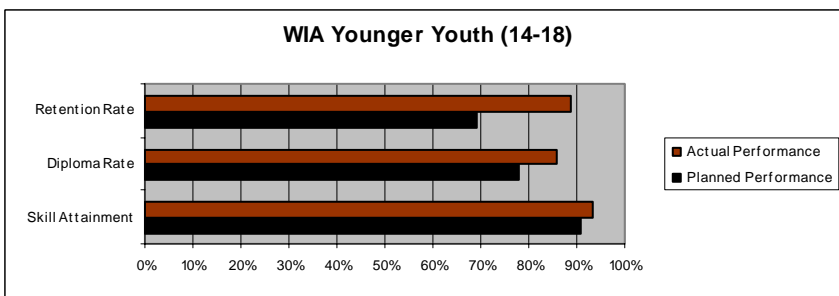
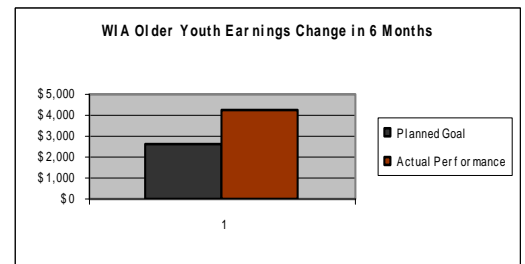
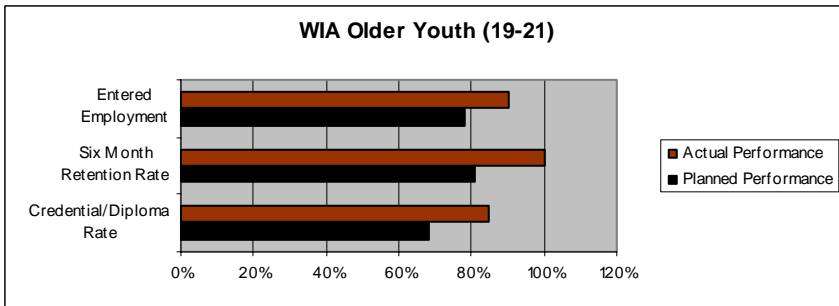
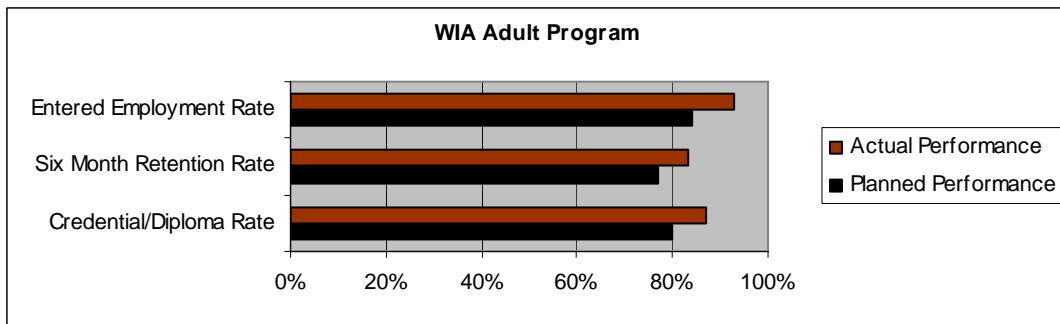
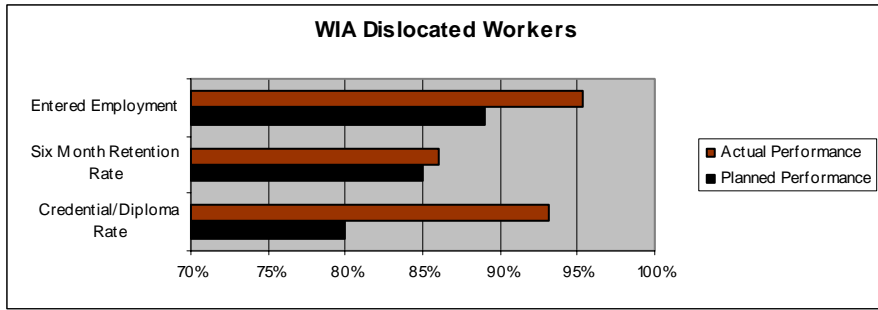
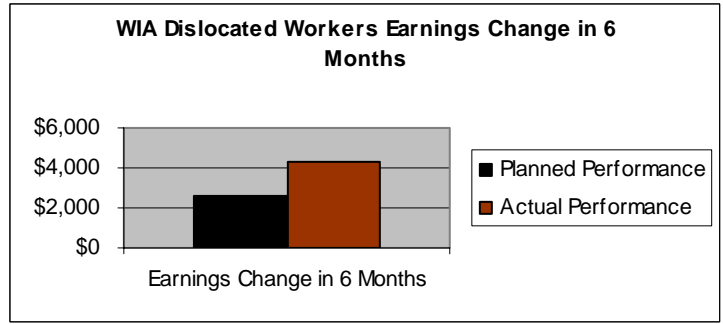
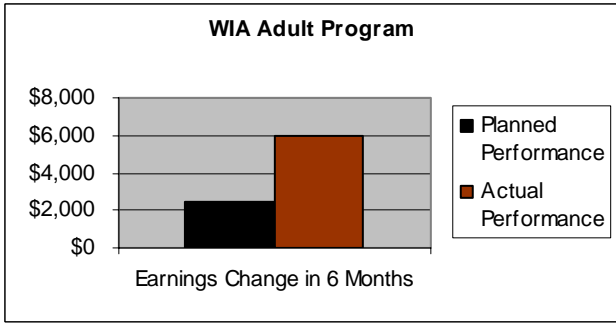
In Calhoun County, there were seven employers who took part in this training opportunity. The types of training delivered were industrial trades training, supervision training, screw machine operator training, critical care transport, quality improvement, ISO implementation, and lean manufacturing. One company even customized their training and provided a 50% cash match by providing consumable materials for the training.

Three employers in Branch County participated in training in the following areas: Microsoft Excel, supervisory training, MPS maintenance & utility training (equipment specific software training) and critical care transport training.

In Barry County, four employers offered a variety of training opportunities to their employees. This training consisted of APICS certification, computer aided drafting (CAD), WorkKeys testing, and supervision training.

This funding is to be used specifically to avert layoffs by providing training to the existing workforce within a company. The training must provide participants with a significant upgrade in skills such as: job specific retraining or skills upgrading related to new work processes or business restructuring, introduction of new industry technology, or new organization strategies designed to prevent dislocation of Michigan businesses or workers. Kellogg Community College operates the Incumbent Worker Training program.

WIA Performance Standards



WIA Performance Standards

Michigan Works! Workforce Development Summary Program Year 2005-2006

Program	Allocations/ Expenditures
WIA Adult Services 7/1/05-6/30/06	\$751,901 / \$683,415
WIA Dislocated Services 7/1/05-6/30/06	\$850,765 / \$734,277
WIA Incumbent Workers Grant 7/1/05-6/30/06	\$73,167 / \$72,462
WIA One-Stop Operations Grant 7/1/05-6/30/06	\$96,310 / \$86,656
WIA Incentive Grant 7/1/05-6/30/06	\$23,392 / \$23,392
WIA Youth Services 7/1/05-6/30/06	\$624,489 / \$582,174
WIA Incentive Grant (Carry-over for Youth) 7/1/05-6/30/06	\$5,369 / \$5,369
WIA Administrative Cost Pool 7/1/05-6/30/06	\$277,473 / \$243,717
Wagner/Peyser Employment Services 7/1/05-6/30/06	\$406,577 / \$368,918
Employment Services Initiative 7/1/05-6/30/06	\$30,477 / \$28,996
Food Assistance Employment & Training 10/1/05-9/30/06	\$128,556 / \$109,790
Work First Program 10/1/05-9/30/06	\$3,433,486 / \$3,393,118
Trade Act Funds (TAA/NAFTA) 10/1/04-9/30/06	\$509,384 / \$505,175
Michigan Works! Capacity Building Grant 7/1/05-6/30/06	\$24,000 / \$24,000
MWA/MSHDA Grant (Housing Resource Specialist) 1/1/06-12/31/06	\$28,160 / \$28,160
Regional Skills Alliance 10/1/05-9/30/06	\$40,597 / \$40,506
Strategic Planning Initiative 4/21/00-6/30/06	\$69,276 / \$8,480
Total	\$7,373,379 / \$6,694,888



Calhoun Intermediate School
District
Workforce Development
17111 G Drive North
Marshall, MI 49068

Phone: (800)-285-WORKS
(9675)

Fax: (269) 781-8792

Email:
larsonl@calhounisd.org
www.michpartners.org

Service Center Locations

Albion Service Center
101 North Albion Street
Albion, MI 49224

Battle Creek Service Center
135 Hamblin Avenue
Battle Creek, MI 49017

Coldwater Service Center
210 Vista Drive
Coldwater, MI 49036

Hastings Service Center
535 West Woodlawn Ave.
Hastings, MI 49058

Number of Customer Visits-2005

Service Center Location	Number of Customer Visits
Albion Michigan Works! Service Center	38,577
Battle Creek Michigan Works! Service Center	86,528
Coldwater Michigan Works! Service Center	96,202
Hastings Michigan Works! Service Center	5,116
Total Customer Visits	182,727

Michigan Works! Staff Receives Perfect Scores from Mystery Shoppers

Throughout the year, staff from the Michigan Department of Labor and Economic Growth posed as job seekers or employers and rated Michigan Works! Service Centers on the following categories: courtesy, helpfulness, knowledge, professionalism, and overall satisfaction. Several of the Barry/Branch/Calhoun Michigan Works! staff received perfect scores (10) in each individual category and an overall satisfaction rating of 10 and were honored with an "Excellence in Customer Service Award" from the Barry/Branch/Calhoun Workforce Development Board. The following staff received perfect scores: Krystal Froats, Kellogg Community College for a job seeker telephone visit; Laura Miller, Kellogg Community College for an employer telephone contact; Jennifer Pettingill, Barry Intermediate School District for a job seeker telephone visit; and Valerie Eavey, Barry Intermediate School District for an employer visit. The Hastings Michigan Works! Service Center, operated by Barry Intermediate School District, also was cited in the overall report as one of the top-rated Service Centers in the State.