



LUCAS COUNTY WORKFORCE DEVELOPMENT AGENCY

Program Summary 2002 – 2003

Lucas County Board of Commission:

Commissioner Harry Barlos, President

Commissioner Margaret B. Thurber

Commissioner Tina Skeldon-Wozniak

Lucas County Workforce Policy Board

Bill Brennan, Chair

Dale Shreve, Vice Chair

LCWDA

Eric Walker, WIA Director

Colette Cordova, WIA Monitor

Norman McFall, WIA Supervisor

Marte Sorg, Business Development
Coordinator

Ron Weber, JFS Budget Analyst

LUCAS COUNTY WORKFORCE INVESTMENT ACT (WIA) OVERVIEW

WIA is an employment and training program funded through the United States Department of Labor. The funding is received by the Lucas County Board of Commission, as the Local Elected Official (LEO). The Lucas County Department of Job and Family Services (LCJFS) is the fiscal officer for program funds. Lucas County Workforce Development Agency (LCWDA) administers the program. The Lucas County Workforce Policy Board oversees WIA programs and services, and makes recommendations to the Lucas County Commissioners.

LCWDA coordinates, documents, and provides technical assistance to the WIA system, which consists of a variety of government agencies who also receive WIA funds along with other non profit and for profit employment and training organizations. This system, also known as the One-Stop Partners helps job seekers, employed workers and young people find jobs and advance in their careers. LCWDA also actively partners with the business community to design programs and services to meet business needs.



Bruce Rumpf, Job 1 USA, addresses a group of private and public sector representatives at the 2003 Employer Summit.



Marte Sorg, LCWDA, and Mike Doyle, ODJFS, discuss service delivery strategies with the One-Stop Partners.

LUCAS COUNTY WORKFORCE POLICY BOARD

The Lucas County Workforce Policy Board (WPB) oversees the administration of the WIA Program in Lucas County. The Workforce Policy Board Bylaws call for 62% business representation. The WPB provides guidance and feedback to WIA Administrative Staff regarding the needs of both businesses and job seekers in the Lucas County Area.

WPB members for 2002-2003 included

Bill Brennan, Associated General Contractors, Chair

Dale Shreve, Harbor Behavioral Healthcare, Vice Chair

Cynthia K. Brazier, Ironworkers Local 55

William Benner, Local Union No. 8

Jim Fry, Fry Heating and Air Conditioning

Roosevelt Gant, R. Gant LLC

Tom Herman, The Image Group

Bob Maxwell, The Lathrop Company

Ann Okuly, Ohio Rehabilitation Services Commission

Isaac Palmer, Lucas County Job and Family Services

Zalmi Roashan, Education Representative

Jan Ruma, Hospital Council of Northwest Ohio

Steve Seaton, City of Toledo

Eric Smith, StarMed Staffing

Myron Stewart, The Toledo Journal

Waymon Usher, Lucas County Economic Development

WORKFORCE DEVELOPMENT: Mission and Vision Statements:

The mission of the Lucas County Workforce Development Agency is “to design and implement a local one-stop delivery system that meets the needs of both employers and job seekers.”

The vision statement is “Lucas County...a premier location where business and industry chooses to remain, expand, or relocate because of the responsive, trained, diverse, and motivated workforce.”



Lucas County Commissioners: Harry Barlos, President; Margaret B. Thurber, Commissioner; Tina Skedon Wozniak, Commissioner.

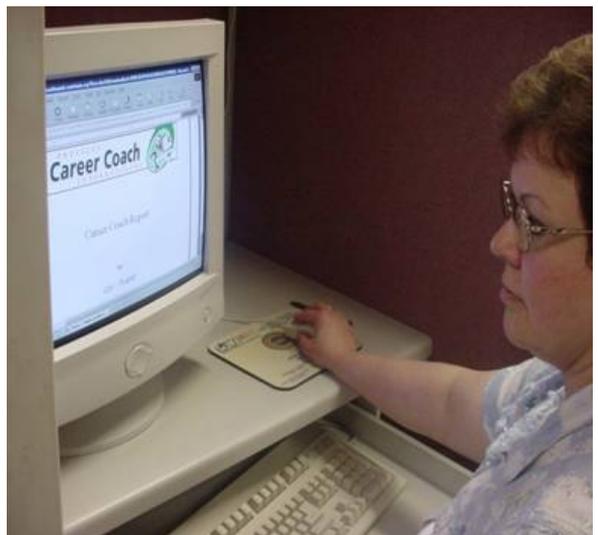
Highlights 2002-2003

Last year, Lucas County continued to progress with the development of the WIA system, promoted job and business development services, and registered a record number of job seekers into the program.

Key ingredients to Lucas County's success include:

- Additional administrative staff
- Purchased services from subcontractors to provide better job seeker services
- Enhanced Business Development Services, including On-the-Job Training and Customized Training programs, Business Solutions workshops, job fairs and recruiting assistance
- Selection of a One-Stop Operator
- Active Rapid Response (employee outplacement) services
- Improved documentation of positive participant outcomes

- Active participation and commitment by the Lucas County Commissioners, Lucas County Workforce Policy Board, Lucas County One-Stop Partners and the Lucas County Job Developers' Partnership to build a world-class workforce development system



A job seeker takes advantage of career assessment tools available at the One-Stop Center

BUSINESS SERVICES

Hundreds of Northwestern Ohio businesses benefited from Business Services provided by the Lucas County Workforce Development Agency, in coordination with the Lucas County One-Stop Partners. Business services included:

- On-the-Job Training (OJT) programs
- Customized Training programs
- Labor exchange Services
- Screened employee referrals
- Job Fairs
- Mass recruiting assistance
- “Business Solutions” Employer Workshops
- Rapid Response/Employee outplacement services
- Private-Public partnerships



Thousands of applicants applied for positions at a Partners' mass recruit.



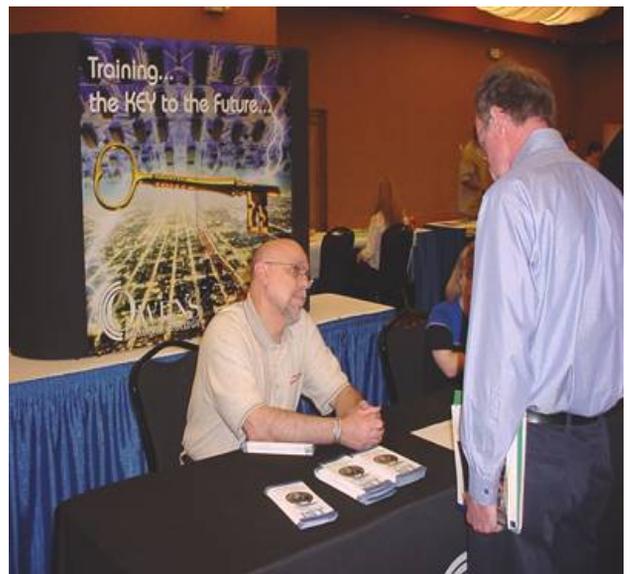
Businesses benefited from “Business Solutions” Workshops, co-hosted by LCWDA, the One-Stop Partners, and the Toledo Area Chamber of Commerce.

DISLOCATED WORKERS SERVICES

LCWDA provided information, job search assistance and training services to over 2,800 workers who were dislocated from 34 different companies in the Lucas County area due to company layoffs and closings. Major companies included:

- General Mills
- Fuarceia Automotive
- BSN-Jobst
- AllState Insurance
- Country Fresh Dairy
- American Identity
- Ivy Steel and Wire
- Key Bank
- Family Health Plan
- Supreme Bumpers
- Spartan Stores (Food Town)
- Baron Drawn Steel

Workforce development services were provided by the WDA staff, the One-Stop, WIA program Subcontractors, and Partner agencies.



A former Food Town employee discusses possible career options at the 2003 Opportunity Fair.

JOB SEEKER SERVICES

Over 6,500 job seekers used WIA services, and 2,224 job seekers registered in a WIA program last year. Services included core One-Stop services, job search assistance, Job and Opportunity Fairs, career and life planning services, training grants, and job retention/career development assistance.

Lucas County also subcontracted with several local organizations to provide Intensive, On-the-Job and Occupational Skills training, along with job placement assistance.

Subcontractors included:

- Area Office on Aging
- Economic Opportunity Planning Association
- Greater Toledo Urban League
- NetWORK
- Oregon Board of Education
- Toledo Public Schools
- University of Toledo

Job Seeker services were also provided by Lucas County WDA and Lucas County Job and Family Services at the One-Stop.

ON-THE-JOB TRAINING

LCWDA assisted both businesses and job seekers by providing \$326,077 in matching funds to companies willing to provide on-the-job training (OJT) to new employees. Last year, 32 Lucas County companies took advantage of the OJT program, employing 66 workers.

Some companies and positions involved in OJT included:

- ACE Appliance, Repair Technicians
- Darnell Painting Company, Painters
- Diversified Transportation Services, Operations Manager
- Forklift of Toledo, Forklift Mechanic
- Fry Heating and Air Conditioning, HVAC Technicians and Dispatchers
- Gallon and Takacs, Paralegal
- Horizon Family Practice, Medical Receptionist
- Holland Body Shop, Specialty Service Manager
- The Image Group, Customer Service Representatives
- Laibe Electric, Business Developer
- Midwestern Bag Company, Sales Representative
- Perform Technologies, Operations Technician
- Riker Products, Specialized Machine Operators
- Toledo Sign Company, Sign Fabricator

LUCAS COUNTY ONE-STOP PARTNERS

The Lucas County One-Stop Partners are a collaborative of government, non-profit, and for-profit employment and training organizations, which share the common goal of providing the best possible workforce development services for job seekers and businesses in Lucas County.

The Partners are co-chaired by Craig Gebers, NetWORK, who is also the Lucas County One-Stop Operator, and Mike Doyle, Ohio Department of Job and Family Services.

Active Lucas County organizations include:

Big Brothers/Big Sisters of Northwest Ohio
Experience Works

Goodwill Industries of Northwest Ohio

Harbor Behavioral Healthcare

Job Corps

Lucas Metropolitan Housing Association

Lucas County Educational Services Center

Lucas County Job and Family Services

Lucas County Workforce Development Agency

MANPOWER

NetWORK

Ohio Department of Job and Family Services

Ohio Rehabilitation Services Commission

Oregon Career and Technology Center

Owens Community College

Penta Career Center

Regional Growth Partnership

The Sight Center

Spherion Consulting

Sylvania City Schools

TMACOG

Toledo Area Chamber of
Commerce

Toledo City Schools

UAW Training Center

University of Toledo

Washington Local Schools

Whitney Full Service Center

YMCA

YOUTH SERVICES

2002-2003 Youth Council:

- Anne Okuly, Ohio Rehabilitation Services, Chair
- John Edwards, Urban Minority Alcoholism and Drug Abuse Outreach Ministry (UMADOP)
- Fred Hall, Employment Resource Centers
- Jeff Deckenback, Connecting Point
- Todd Tibbits, YMCA
- Libby Dross Lucas Metropolitan Housing Authority
- Joan Reasonover, Toledo Public School, Changes for Youth Program
- Dr. Marion Boss, University of Toledo, College of Health and Human Services
- Jayna Reagan, Big Brothers/Big Sisters of NW Ohio
- Jan Pershing, Lucas County Educational Services Center
- Dr. Robert Torres, City of Toledo
- Darlene Mitchell, Ohio Department of Youth Services
- Pat Schultz, Penta Career Center
- Sue Brewster, Toledo Public Schools

Employment and training services were provided to 1,139 youths ages 14-21, through WIA Youth programs last year. Services included dropout prevention programs, GED and alternative school programs, and job placement services.

Youth subcontractors included:
Big Brothers/Big Sisters of Northwest Ohio
Lucas County Educational Services Center
Toledo Public Schools
YMCA



Karen Hardiman speaks at a YMCA event. The YMCA provided WIA services to over 400 young people in 2003.

WIA PROGRAM PERFORMANCE 2002-2003 (July 1, 2002 - June 30, 2003)

PERFORMANCE	NEGOTIATED	ACTUAL
Entered employment rate		
Adult	72%	74.19%
Dislocated Worker	81%	77%
Older Youth	67%	61.1%
Retention Rate		
Adult	81%	78.26%
Dislocated Worker	88%	87.5%
Older Youth	77%	66.5%
Younger Youth	55%	32.2%
Earnings Change/Replacement		
Adult	\$3,750.00	\$2,078
Dislocated Worker	93%	113.87%
Older Youth	\$3,200	\$797
Credential/Diploma Rate		
Adult	65%	82.14%
Dislocated Worker	65%	53.66%
Older Youth	55%	65%
Younger Youth	60%	60.47%

LUCAS COUNTY ONE-STOP CENTER

The Lucas County One-Stop system, with NetWORK as the subcontracted One-Stop Operator, has made a variety of positive steps toward implementing a quality-driven workforce development system. Some recent highlights include:

- One-Stop Partners have developed Mission and Vision statements
- The Memorandum of Understanding is in negotiation, and will be completed by July, 2004
- The Partners have hosted two major Job Fairs, and assisted with mass recruiting for Walgreens, Giant Eagle, and Job 1 USA
- The Center now has a staffed Resource Area, which provides a variety of information and services to all job seekers
- A computer lab is available, where any customer can take advantage of tutorials including keyboard training and Microsoft Office
- A schedule of career exploration and job search seminars are available to the public
- The One-Stop Partners are working together to promote Labor Exchange activities, and marketing them to the business community
- One Stop membership forms are tracking customers, in order to better fill their needs

LOOKING AHEAD TO THE FUTURE

- The Lucas County Commissioners have voted to lease the Key Bank building at 1301 Monroe Street in Toledo, for the One-Stop Center, which has been named “The Source of Northwest Ohio.” The Source will replace the state-leased One-Stop currently in use at 5454 Airport Highway. The Source is scheduled to open by July, 2004.
- On December 10, 2003, the Governor’s Workforce Policy Board designated Lucas County as a Single Workforce Area. As a result, a new Workforce Investment Board is in the process of being appointed. The Lucas County Workforce Development Agency will be the WIA Administrative Entity. The Fiscal Entity and the Youth Council will also be selected.
- LCWDA has developed a Business Plan, which focuses on Business Services and Job Development. The Business Services Team is committed to finding high-quality candidates to meet workforce needs, and to provide quality business services in a business-oriented setting.
- In February, 2004, LCWDA began the “Job Link 11” Project, in cooperation with WTOL-TV and the One-Stop Partners. Volunteers from the One-Stop have discussed employment-related issues with over 500 job seekers to date.