

South Central Michigan Works!
Hillsdale • Jackson • Lenawee

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ANNUAL REPORT

12



From the President

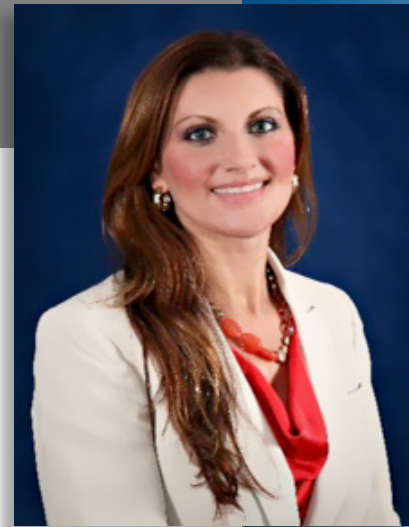
Eleven years ago I began my career with SCMW! as an Employment Advisor in the Jackson Service Center Resource Room, never once thinking that I might one day run the organization. Being given this opportunity fills me with pride and builds upon the great love that I have for this organization.

Over the years I have watched how we have grown and changed to best meet the needs of the communities in Hillsdale, Jackson, and Lenawee. We are continuing with that innovative mindset as we revamp our Service Centers and realign our staffing in such a way that will allow us to maximize our resources while providing outstanding customer service.

“Together with our partners we can make a difference!”

Our Business Team will take on a new approach as well, focusing on industry clusters in order to meet the demands driven by our local businesses. We will maintain the same dedication to our Business Solutions approach while incorporating industry teams throughout our tri-county in the areas of Agriculture, Health Care, Manufacturing, Retail/Service, and Finance/Insurance.

We are committed, now more than ever, to do everything possible to provide job seekers the tools they need to get back to work and to aide our employers in proactively meeting the demands of their current and future workforce. Together with our partners we can make a difference!



Sarah Hartzler
President

Consortium Board

- Parke Hayes:** Hillsdale County
- Andy Welden:** Hillsdale County
- Julie Alexander (alt):** Jackson County
- Cliff Hert:** Jackson County
- Patricia Smith:** Jackson County
- James Videto (Chair):** Jackson County
- Karol “KZ” Bolton:** Lenawee County
- Don Welch:** Lenawee County

Our Board

- Pete Bertolini:** General Manager – Martinrea, Jonesville Plant
- Roger Curtis:** President – Michigan International Speedway
- Karen Farr:** Senior HR Analyst – Eaton Corporation
- Don Germann:** Branch Manager – County National Bank, Jonesville
- Steven Hogwood:** Owner – McDonald’s
- Marcus James*** (Vice Chair): Business Reliability Leader / Business Change Leader – Dow Automotive Systems
- Michael Jones*:** Senior Consultant – Consumers Energy, Energy Delivery
- Tim Keener:** Healthcare Consultant – Strategy and Organizational Development
- Allan Marzano*:** Owner – Almar Consulting, LLC
- Lynn Matzen*(Chair):** Owner – Matrix Systems, LLC
- Teri Ogg:** Area Manager – Manpower
- Diana Parr:** HR Manager – Uniloy Milacron
- Leann Wilt*:** HR Director – Venchurs Packaging
- Michael West:** Operation Manager, Veterans’ Services Division – State of Michigan Workforce Development Agency

- Kevin Oxley:** Superintendent – Jackson County Intermediate School District
- Brad Heiple:** Site Manager – Jackson / Lenawee County, Michigan Department of Rehabilitation Services
- Eric Johnson:** UAW Southern Area Cap Council
- Ruben Marquez*:** President – United Auto Workers – Southern Area Community Action Program – Region 1-C
- Steven Duke:** Executive Director – Region 2 Planning Commission (multi-county)
- Jim VanDoren:** Executive Director – Lenawee Economic Development Corporation
- Mindy Bradish-Orta:** President/CEO, Jackson County Chamber of Commerce – Executive Director, Jackson County Convention and Visitors Bureau
- Harold White:** Corrections / Community Link
- Wendy Sadowski:** MPRI / Corrections Liaison
- Linda Albig:** Acting Director, Branch/Hillsdale Counties – Michigan Department of Human Services

Balanced Scorecard

Overarching Goal: Create, manage and maintain an effective demand-driven workforce development system for the South Central Michigan region!

Financial Perspectives			
Objective	Measures	Target	2011/2012
Maximize efficient targeting of funds	Increase Organizational Efficiency and Cost Effectiveness	Complete Infrastructure Checklist for Nonprofit Complete Organizational Assessment	Complete - Checklist Complete - Assessment Complete - Recommendation(s)
Diversify revenue sources	# of resources sought through new sources and funding streams	10 grants submitted 10 sponsorships/donations 5 Fee-for-Service contracts written	10 Grants Submitted 12 Sponsorships/Donations 7 Fee-for-Service Contracts Written
Customer Perspective			
Objective	Measures	Target	2011/2012
Increase customer value	# of Jobseekers placed # of jobs saved/ created # New Employers Engaged	1000 Jobseekers 1000 jobs saved/ created 250 "New" Businesses Engaged	1,899 Jobseekers 3,512 Jobs Saved/Created 393 Employers
Establish SCMW as an effective brand Develop and support programs aligned with the employer needs based on current demand	# Needs assessments completed # Employer Targeted Informational/education sessions	5 Needs Assessments Completed 15 Information/Education Sessions	5 Needs Assessments 22 Sessions
Internal Process Perspective			
Objective	Measures	Target	2011/2012
Integrate regional activities to address economic challenges	# of activities devoted to integrated strategies	3 activities devoted to integrated strategies	9-10 Activities Identified
Continuous improvement & effectiveness of One-Stop service centers	# activities in LEAN & Green throughout SCMW	3 activities proving CPI with Lean through Service Center Quarterly Reports	3 Activities
Learning and Growth Perspective			
Objective	Measures	Target	2011/2012
Nurture the progressive, innovative culture of SCMW!	# of Innovation Awards given contractors, partners and staff in PY 2012	3 awards presented	End of Year Completion
Enhance professionalism of SCMW! staff and its partners	# of Board Trainings Provided # Classes Attended by Staff	3 Trainings 100 Classes	3 Board Trainings 253 Classes

Performance Numbers

PY2011

Our Staff

Sarah Hartzler
President

Ashley Baker
Financial Assistant

Julie Boyce
Special Projects & Grants Officer

Dan Childs
Information Technology

Gail Clow
Performance Monitor

Maggie Flaherty
Chief Administrative Officer

Justin Gifford
Community Relations Officer

Pamela Gosla
Research and Education Officer

JC Morris
Chief Technology Officer

Steve Morrison
Business Solutions Manager

Brenda Newell
Payroll / Personnel Bookkeeper

Leslie Prame
Chief Operating Officer

Susan Smith
Business Solutions Manager

Jack Townsley
Business Solutions Manager

Edward Woods
Business Solutions Manager

Our Locations

Administrative Offices
21 Care Drive
Hillsdale, MI 49242
(517) 437-3381
Fax: (517) 437-3249

Hillsdale Service Center
21 Care Drive
Hillsdale, MI 49242
(517) 437-3381
Fax: (517) 437-4126

Jackson Service Center
Commonwealth Commerce Center
209 E. Washington Street, Suite 100
Jackson, MI 49201
(517) 841-5627
Fax: (517) 782-0140

Lenawee Service Center
Lenawee County Human Services Building
1040 S. Winter Street, Suite 1014
(517) 266 - 5627
Fax: (517) 266 - 2745

SOUTH CENTRAL MICHIGAN
WORKS!
Making Workforce Investments Count



Welfare Reform Jet (Jobs, Education, and Training) July 1, 2011 thru June 30, 2012						
	Number Enrolled	Number Employed	Met 90 Day Goal	Income Case Closures	Average Wage	Training
JET	3599	1067	637	452	8.23	715
Food Assistance	18	6	1	n/a	8.10	6
Total	3617	1073	638	452	\$8.17	721

Workforce Investment Act Adult, Dislocated Worker, Youth, IWT July 1, 2011 thru June 30, 2012					
	Number Enrolled	Number Exited	Number Employed	Average Wage	Training
Adult	951	269	245	13.11	803
Dislocated Worker	730	246	239	14.61	730
Youth	284	82	54	8.43	54
Incumbent Worker	56	56	n/a	n/a	56
Total	2021	653	538	\$12.01	1643

Trade Act July 1, 2011 thru June 30, 2012					
	Number Enrolled	Number Exited	Number Employed	Average Wage	Training
Total	535	181	160	12.48	216

Service Center Operations (One-Stop) July 1, 2011 thru June 30, 2012				
	Total # Accessing Services	# of Core Services Provided	# of Facilitated Services Provided	# of Mediated Services Provided
Job Seeker (includes 325 served on MOC-1)	90,422	85,901	43,580	26,368
Prisoner Re-entry (PR)	195	195	195	195
Employer Totals	1250	1250	2187	938

	Total Accessing Services	Number Enrolled Into Specific Funding Source	Number Enrolled Into Training Activities	Number Employed
Year Totals	91,867	6368	2580	1899 (Includes 128 PR)

Funding Breakdown

Employment Services.....	\$600,771.00	WIA Youth.....	\$1,111,108.00
Food Assistance.....	\$124,651.00	Trade.....	\$4,466,556.00
TANF/JET	\$2,092,554.00	MPRI.....	\$1,137,176.00
GF/GP	\$771,924.00	WIA Statewide	
WIA Adult.....	\$1,710,668.00	Activity Grants	\$264,647.00
WIA Dislocated.....	\$1,372,033.00	Other Grants.....	\$1,014,405.00
OJT/NEG	\$527,493.00	WIA Administration.....	\$672,089.00