

CREATING EFFECTIVE WORKFORCE, ECONOMIC, AND COMMUNITY DEVELOPMENT PARTNERSHIPS





Serving Hillsdale, Jackson and Lenawee Counties

Committed to Workforce Excellence!

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The Enterprise Group of Jackson, Inc.

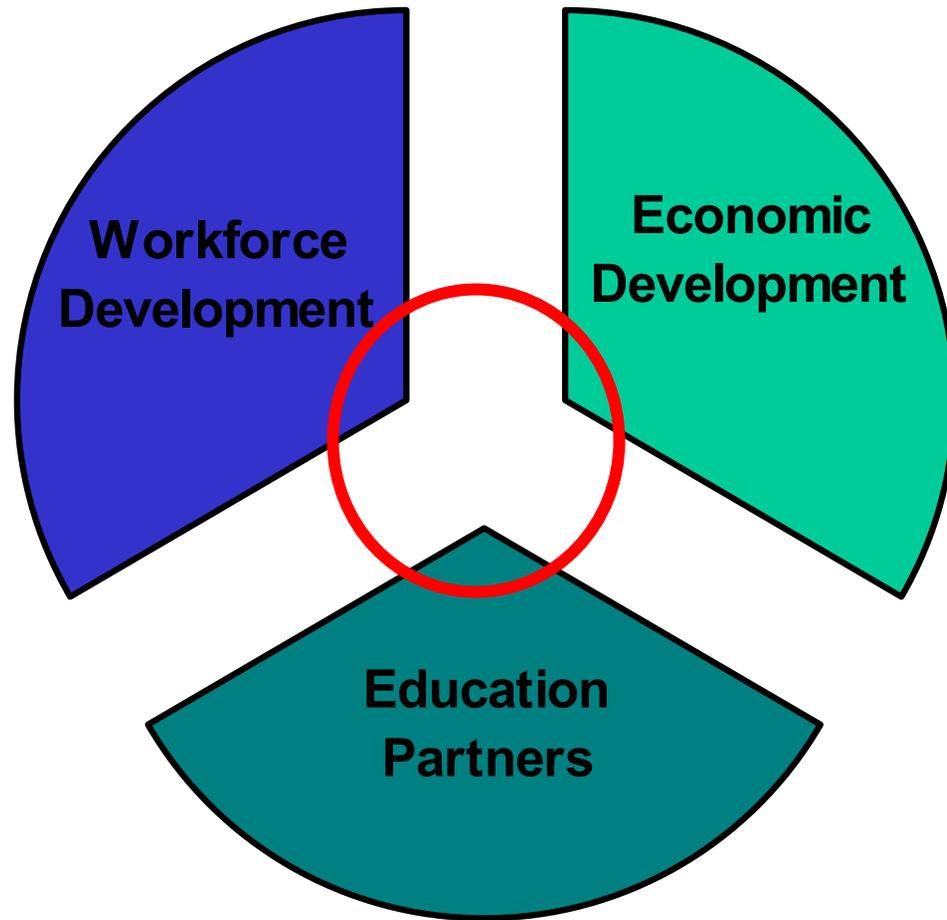
Jackson Area Manufacturers Association



LENAWEE COUNTY
CHAMBER OF COMMERCE

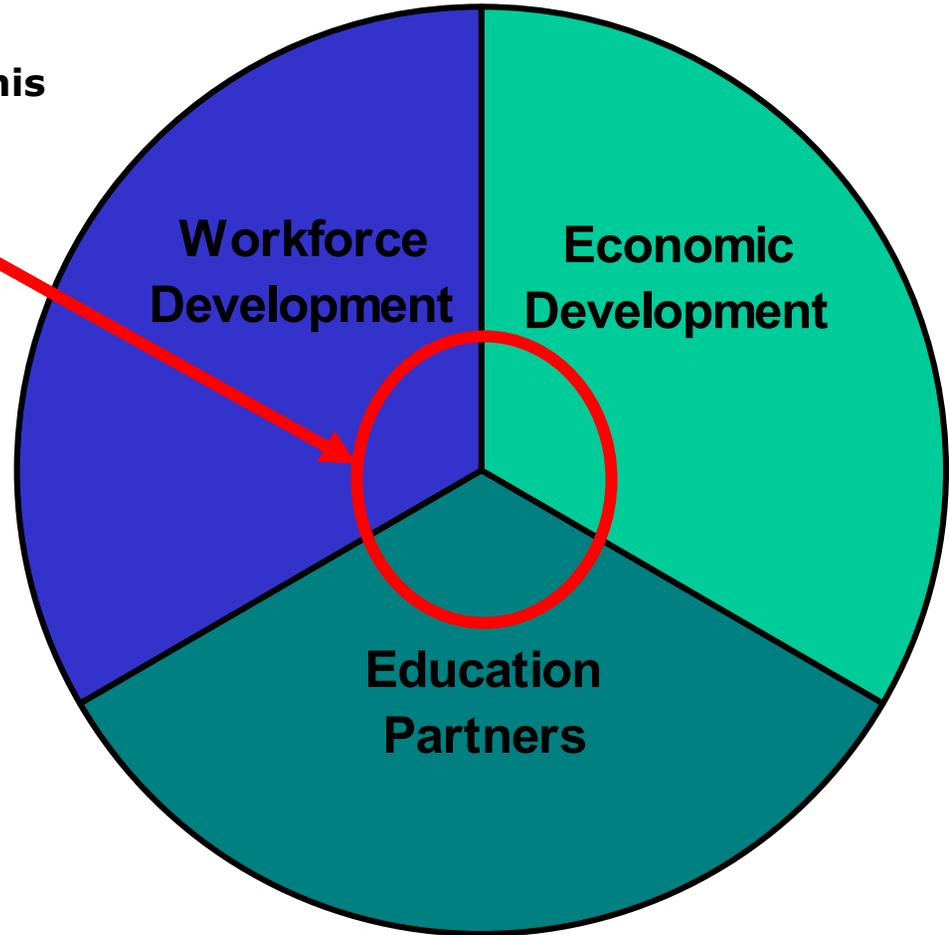


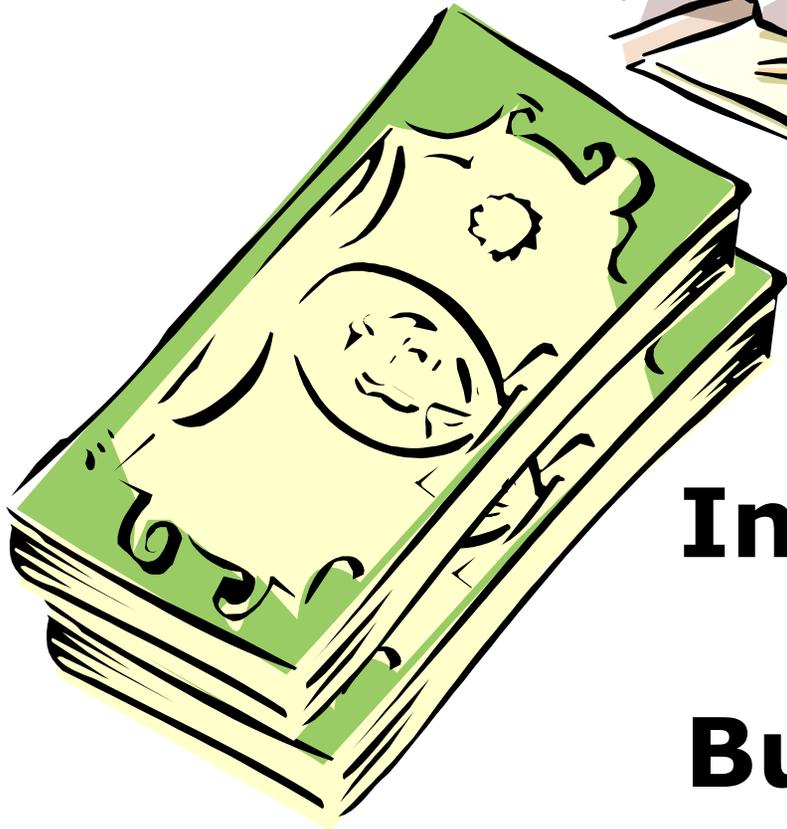
Community



One Collaborative Effort

A Demand Driven System Drives this Collaborative Partnership





**Workforce
Investment Boards
Must Adopt a
Business Approach**

ASSETS OF A COLLABORATIVE SYSTEM

Talent Bank

Per-Employment Testing

WOTC Identification

CRT Training

OJT Training

EEO Tracking

HR Services for Small Employers

Application Pre-Screening

EDJT Grants

Incumbent Worker Training

Resource Rooms

Empowerment Zones

Tax Abatements

MEGA Grants



TRA/NAFTA Assistance

CDBG Grants

Research and Development Projects

Employer Specific Job Fairs

Labor Market Research

BEST Processes

Lay-Off Aversion Projects

Education and Training Programs

Soft Skills Training

Placement Assistance

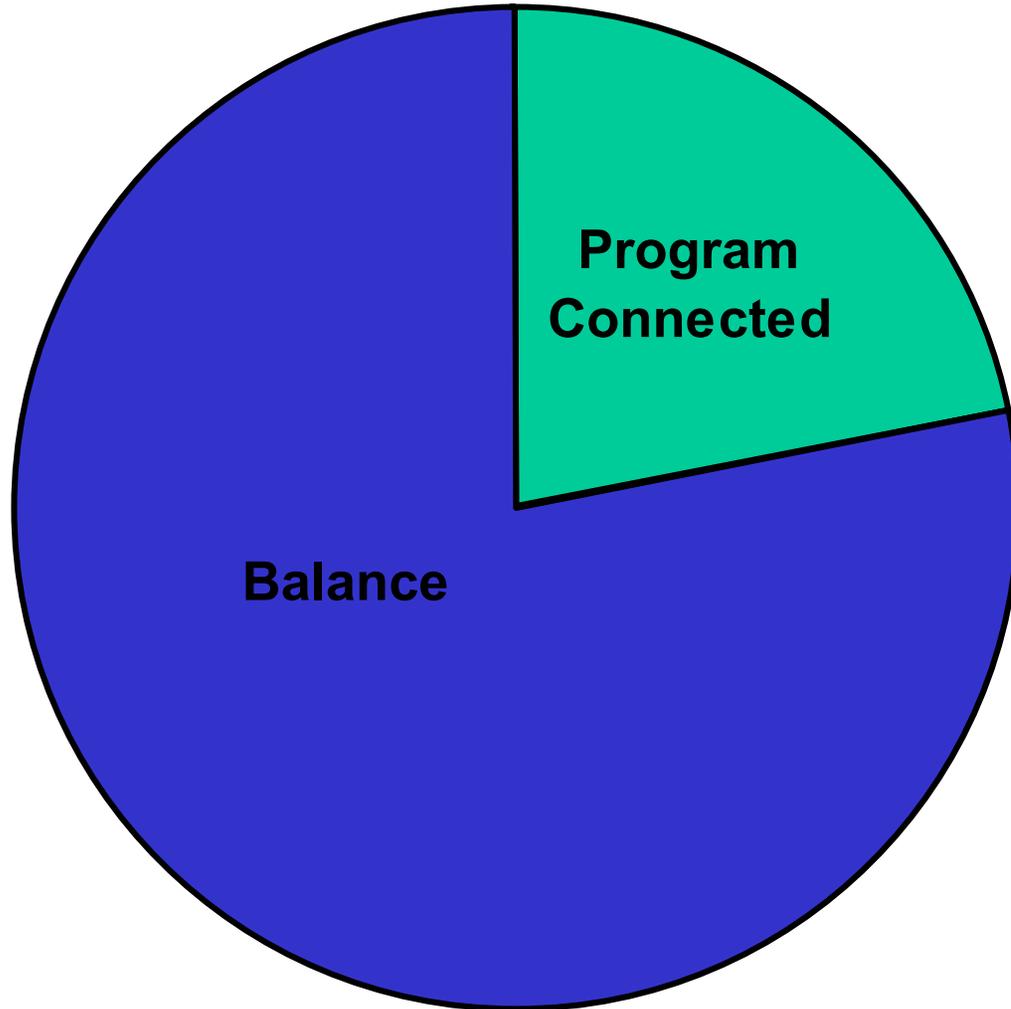
Resume Development

Retention Call Programs

Veteran Employment Project

Area Labor Management Groups

Labor Force Coming to the One-Stops

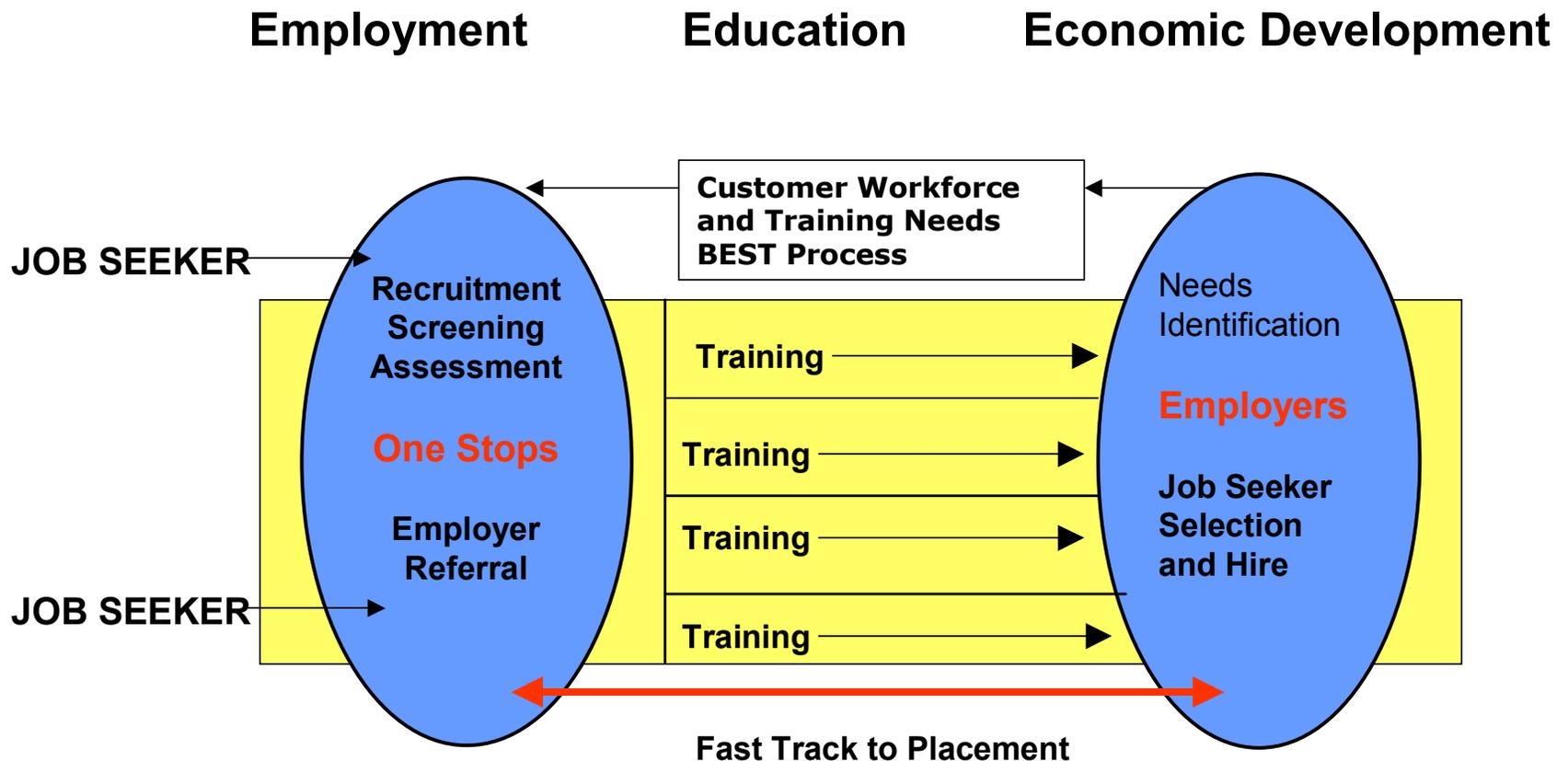


PY 2002-2003

- 1. 45,269 Job seekers**
- 2. 6,071 Employer contacts**
- 3. 22% Are program connected**
- 4. 78% Available labor**
- 5. Staffing agencies can not fill total need**
- 6. Michigan Works has access to total labor force**

Model of a Business Driven One Stop

Core Components of the Service Model





“BEST is not a program, it is a process that both identifies the customers needs, and drives the demand driven system”



**1. LAYOFFS AND PLANT
CLOSINGS**

**2. EXPANSION AND NEW
BUSINESS**

3. BEST PRACTICES

BEST Employer Enhancement Process

Fact Finding

Customer Interviews

Needs Assessments Interview

Determine Training Hiring Needs

Explore all Aspects of the Project

Design

Define Training

Identify Funding Sources

Determine Metrics for Success

Complete Process Map Planning

Implementation

Process Starts

Hiring Training Starts Per Plan

Customer Feedback For Improvement

Measurement of Results for Outcomes

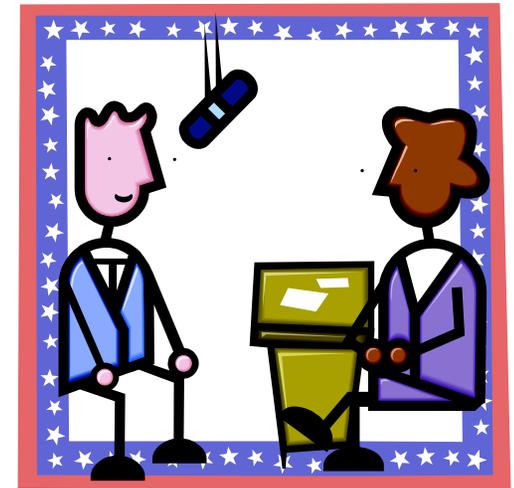
Steps to Where We are Today

- 1. Research and Assessment**
- 2. Framing and Restructuring Goals**
- 3. Meetings with Key Stakeholders**
- 4. Reworked Details and Presented Concepts to Executive Committee**
- 5. Met with Key Stakeholders Again**
- 6. Presented to Workforce Development Board**
- 7. Made Contractor Changes and One Stop Operations**
- 8. Implemented B.E.S.T**

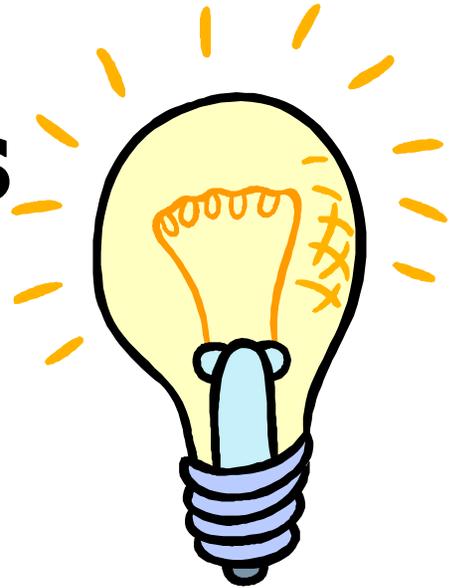


Challenges

- 1. Business Versus Job Seeker Focus**
- 2. Performance**
- 3. Monitoring and Oversight**
- 4. Cost Effective Programs and Services**
- 5. Uniformity and Consistency**
- 6. Innovativeness**



Opportunities



- 1. Balanced Scorecard**
- 2. Increased Competition**
- 3. Designation of One Stop Operator**
- 4. Elimination of Duplication**
- 5. B.E.S.T**
- 6. Innovation**

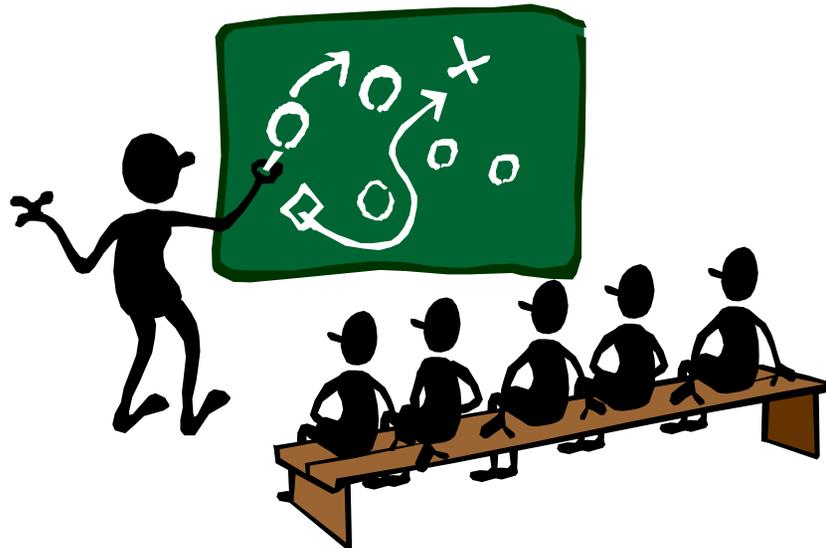


Results

1. "Demand Driven"
2. Accountability
3. Performance
4. An Economic "Product" to Offer
5. Process



‘What We Learned’ and “What Would We Do Differently”



- 1. People fight change and fear the unknown**
- 2. Set-up change management process team**
- 3. Be less political in “Airing Dirty Laundry”**
- 4. County meetings for Elected Officials**
- 5. Go through the Balanced Score Card Process sooner**
- 6. Front line staff were kept in the dark and need to be a part of the decision making and input process -CHANGED**



SUCESSES!!



- 1. Increases in Performance Standards and Placement Numbers**
- 2. Engaged Economic Development Partners**
- 3. Customers are being more Effectively Served**
- 4. Providing more Opportunities for Job Seekers**
- 5. Have Several On-Going BEST Projects**

Working Together Creates Endless Possibilities

Business

**Economic
Development**

**Community
Colleges/
Education**



**State/Local
Government**

**South Central
Michigan Works!**

QUESTIONS?

