



# **LUCAS COUNTY WORKFORCE DEVELOPMENT AGENCY**

Program Summary  
2003-2004

## WORKFORCE DEVELOPMENT Mission and Vision

**T**he 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.

**O**ur vision is to insure that Lucas County is a premier location where business and industry choose to remain, expand, or relocate because of the responsive, trained, diverse, and motivated workforce.

### Lucas County Board of Commissioners

Commissioner Harry Barlos, President

Commissioner Margaret B. Thurber

Commissioner Tina Skeldon-Wozniak



*Harry Barlos, President  
Lucas County  
Commissioners*



*Commissioner  
Margaret B. Thurber*



*Commissioner  
Tina Skeldon Wozniak*

# Workforce Investment Act Overview

## History and Background

**T**he Workforce Investment Act of 1998 (WIA) was designed to create an employment and training program funded through the United States Department of Labor. The Lucas County Board of Commissioners, as the Local Elected Official (LEO), receives the funding. The Lucas County Office of Budget and Management is the fiscal officer for program funds and the Lucas County Workforce Development Agency (LCWDA) administers the program. The Lucas County Workforce Investment 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 that 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.



### **LCWDA Staff**

Eric Walker, Director  
Colette Cordova, Program Monitor  
Marte Sorg, Business Development Coordinator  
Grant Sams, Account Representative  
Jason Wiencek, Account Representative  
Michael Veh, Job Developer

Norman McFall, WIA Program Supervisor  
Vicki Billings, WIA Program Clerk  
Marge Crooks, WIA Program Clerk  
Lottie Kekulah, WIA Program Specialist  
Debora Tucker, WIA Program Specialist  
Kim Taylor, Clerical Specialist  
Sue Bruce, Clerical Specialist

# Workforce Policy Board

One of the primary responsibilities of the Lucas County Workforce Investment Board (WIB) is to oversee the administration of the WIA Program in Lucas County. This Board embodies a cross-section of the community and is composed of at least 51% business representation. Ultimately, the WIB provides guidance and feedback to WIA Administrative Staff regarding the needs of both businesses and job seekers in the Lucas County Area.

WIB members for 2003-2004 included:

**Lucas County Workforce Investment Board**  
**Bill Brennan, Chair**  
**Roosevelt Gant, Vice Chair**  
**Victoria Kamm, Secretary/Treasurer**



Name	Company/Organization
Christa Adams	Owens Community College
Thomas Baker	Lucas County Educational Service Center
Doris Beach	Experience Works
Michael Beazley	Board of Lucas County Commissioners
Marvin Belknap, Jr.	Competitive Home Properties, Inc.
William Benner	IBEW Local Union No. 8
C. Kaye Brazier	Ironworkers Local 55
William Brennan	Associated General Contractors
Kathy Brentlinger	Senior Care Management Home Health Care Agency
Daniel Briones	Armstrong Mechanical Service
Anthony Coleman	Local 500
Clement Cybulski, Jr.	Veteran Services Commission
Mollie de Rojas	ODJFS - District One
Crystal Dixon	Sure Laces, Inc.
David Dmytryka	Dmytryka Jacobs Engineers, Inc.
Weldon Douthitt	EOPA
Jim Fry	Fry Heating
Joanne Gall	Attorney at Law
Roosevelt Gant	R. Gant, LLC
Larry Gaster	Lucas Metropolitan Housing Authority
Lola Glover	Coalition for Quality Education
Eileen Granata	Regional Growth Partnership
Stacy Hammer	Manpower
Jim Harding	Job Corp
Robert Helmer	Lourdes College
Tom Herman	Herman Consulting
Paul Hubbard	Toledo Restaurant Group, dba Church's Chicken
Marisol Ibarra	Alliance of Construction Professionals
Dan Johnson	University of Toledo
Gary Johnson	Allstate Agency
Victoria Kamm	Thermal Engineering
Wun Jung Kim	Kobacker Center, Medical College of Ohio
Mark Kruse	Danberry Realtors
Bob Maxwell	
Dean Monske	Oregon Economic Development Foundation
Ann Okuley	Ohio Rehabilitation Services Commission
Isaac Palmer	Lucas County Job & Family Services
Zalmai Roashan	
Ron Rothenbuhler	United Brotherhood of Carpenters
Jan Ruma	Hospital Council of NW Ohio
Bruce Rumpf	Job 1 USA
Dale Shreve	Harbor Behavioral Healthcare
Gregg Simon	Jones & Henry Engineers, Ltd.
Olivia Summons	Sunoco, Inc.
Yassine Yassine	Page Plus Cellular
<b>Lucas County Staff Representative and WIB Facilitator Information</b>	
William Willis	Workforce Investment Board of Lucas County
Roy Vanderford	Corporation for a Skilled Workforce (CSW)

# Building a Better One-Stop Center

In June 2004, the One-Stop Center moved to the former Key Bank building at 1301 Monroe Street in Toledo. The new center, known as The Source Northwest Ohio, replaced the state-leased One-Stop facility at 5454 Airport Highway.

Some recent highlights include:

- The One-Stop Partners developed Mission and Vision statements.
- The Memorandum of Understanding was completed and signed creating a uniform program for job services.
- The Certification Request to be designated as a Regional One-Stop was submitted to and approved by the State of Ohio.
- Lucas County, currently a member of the Ohio Option Area 7, applied to become an independent Workforce Investment Board (WIB). When approved, the Workforce Policy Board will be comprised of 51% business representation, in coordination with representatives of the mandatory One-Stop Partners. The Board will supervise the LCWDA.
- The Partners have hosted two major Job Fairs, and assisted with mass recruiting for Walgreens, Hickory Farms, and other area employers.
- 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 as well as instruction in basic computer operations.
- 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 and programs are under development intended to address these needs
- LCWDA developed a Business Plan that focuses on Business Services and Job Development. Additional Business Services staff was hired during the third quarter and extra personnel may be added in 2005.



# Lucas County One–Stop Partners

**T**he 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
- Penta Career Center
- Experience Works
- Regional Growth Partnership
- Goodwill Industries of Northwest Ohio
- The Sight Center
- Harbor Behavioral Healthcare
- Spherion Consulting
- Job Corps
- Sylvania City Schools
- Lucas Metropolitan Housing Association
- TMACOG
- Lucas County Educational Services Center
- Toledo Area Chamber of Commerce
- Lucas County Job and Family Services
- Lucas County Workforce Development Agency
- Toledo Public Schools
- MANPOWER
- UAW Training Center
- NetWORK
- University of Toledo
- Ohio Department of Job and Family Services
- Washington Local Schools
- Ohio Rehabilitation Services Commission
- Whitney Full Service Center
- Oregon Career and Technology Center
- YMCA
- Owens Community College



# Guiding Youth Programs

**E**mployment and training services were provided to 1,139 youth aged 14 to 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



NAME	ORGANIZATION
Brewster, Sue and Truckor, Tom	Toledo Public Schools (TPS)
Deckebach, Jeff	Connecting Point
Dittman, Kim	Ability Center of Greater Toledo
Drose, Libby	Lucas Metropolitan Housing Authority
Grohowski, Melanie	YMCA, Youth Opportunity Program
Jim Harding	Del-jen, Inc.
Harrison, Barbie	Big Brothers/Big Sisters of NW Ohio
Jadlos, Traci	City of Toledo/Youth Commission
Johnson, Charlie	Youth Treatment Center
Kim, Wun Jung	Director, Div. of Child/ Adolescent Psychiatry
Kontur, David	Director, Lucas County Family Council
McCann, Kevin	Toledo Public Schools (TPS)
Mitchell, Darlene	Ohio Dept. Youth Services
Okuley, Ann (Chairperson)	Ohio Rehabilitation Services Commission
*Pompa, Dan	Lucas County Juvenile Court (CASA)
Schultz, Les	Lucas County Educational Service Center
Stiles, Gloria	TCH Behavioral Health Services
Weis-Maag, Audrey	United Way of Greater Toledo
<b>Lucas County Workforce Development Staff Representative</b>	
Walker, Eric	Lucas County Workforce Development Agency
Cordova, Colette	Lucas County Workforce Development Agency
Kabat, Bridgette	Lucas County Office of Management & Budget
Roberts, Kelly	Lucas County Office of Management & Budget

# Job Seeker Services

**M**ore than 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 a number of local organizations to provide Intensive, On-the-Job and Occupational Skills training, along with job placement assistance.

## Subcontractors included:

Academy of Technical Studies  
Southern Ohio College (AEC)  
A-1 Win Training  
A1 Medical Billing and Training Center  
Area Office on Aging  
Athena Career Academy  
Bowling Green State University  
Certification Project  
Davis College  
Fremont Academy of Cosmetology  
Goodwill Industries of NW Ohio  
Heidelberg College  
Herron's Beauty College  
Hondros College  
Horizon's Computer Training  
Lourdes College  
Mercy College of Northwest Ohio

New Horizons Computer Learning Center  
NW Academy of Massotherapy, Inc.  
North Shore Innovations  
Northwest State Community College  
Ohio State University  
Oregon Career & Technology Center  
Owens Community College  
Penta County Vocational School  
James A. Rhodes State College  
Professional Skills Institute  
Rosenberg Beauty Corp.  
Sales College of Northwest Ohio  
Spring Arbor College-Metro Toledo Center/Main  
Spring Arbor Univ.  
Stautzenberger College  
Terra Community College  
Toledo Area Iron Workers Joint Apprenticeship  
Training  
Toledo Dental Academy  
Toledo Public Schools Adult Education  
Toledo School of Practical Nursing  
(LPN & CNA Programs)  
Trainco Truck Driving School  
University of Findlay  
University of Toledo  
Washington Local Schools  
Liberty Staffing  
Northwest Ohio Dental Assisting School



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



# Business Services

**H**undreds of Northwestern Ohio businesses benefited from Business Services provided by the Lucas County Workforce Development Agency (WDA), in coordination with the Lucas County One-Stop Partners. WDA's increased focus on the business side of job development significantly increased opportunities for Lucas County workers. With the addition of three new staff members, more job seekers were contacted regarding available positions and more companies were able to take advantage of the services provided.

Business services included:

- On-the-Job Training (OJT) Programs
- Customized Training Programs
- Labor Exchange/Worker referrals
- Job Fairs
- Mass Recruiting Assistance
- "Business Solutions" Employer Workshops
- Rapid Response/Employee Outplacement Services
- Private-Public Partnerships

LCWDA assisted both businesses and job seekers by providing \$337,290.40 in matching funds to companies willing to provide on-the-job training (OJT) to new employees. Last year, more than 30 Lucas County companies took advantage of the OJT program, employing 70 workers.

- Ace Appliance, Inc., Repair Technician
- Andrews & Associates, Accounting Assistant
- Arco, Inc., Tradesman
- Assets Toledo, Administrative Assistant
- Associated Eye Care, Patient Coordinator
- C&W Tank Cleaning, Grounds Worker
- C2 M2, LLC, Food Service Worker
- Darnell Painting Co., Painter
- Demetrius Unlimited, Inc., Janitor, Service Clerk
- Diversified Transportation Services, Inc., Operations Manager, Driver
- Forklift of Toledo, Forklift Mechanic
- Fred Powell Trucking, Truck Driver
- Fry Heating and Air Conditioning, Service Technician, Dispatcher/Parts Clerk, Installation Technician, Comfort Advisor
- Gallon & Takacs, Paralegal
- Holland Body Shop, Automotive Specialty Service Manager
- Horizons Family Practice, Medical Receptionist
- J&S Industrial Machine Products, Machinist
- Kirian Mechanical Services, Service Technician
- Laibe Electric, Business Developer
- Lyman W. Liggins Urban Affairs, Inc., Receptionist, Site Manager
- Midwestern Bag Company, Sales Representative
- Mijan Design, Inc., CAD Designer
- Natural Foods, Inc., Shipping Clerk, Customer Service
- Preform Technologies, Operations Technician
- PRINTALL, Inc., Printing Press Operator
- Riker Products, Machine Operator, Specialty Machine Operator, CAD Operator
- Seniors Only Financial, Marketing Director
- Sunbelt Rentals, Sales Manager
- The Image Group, Sales Representative, Inventory Coordinator
- Toledo Restaurant Group, Manager, Food Service Worker, Cook
- Toledo Sign Co., Sign Fabricator
- Wojo's Heating and Air Conditioning, HVAC Technician
- Woodruff Village Apartments, Office Assistant



# Dislocated Worker Services

**W**hile the economic recovery in Northwest Ohio lagged behind other parts of the state, fewer companies were forced to release workers and, as a result, only 9 required Rapid Response services as opposed to 34 the previous year. LCWDA provided information, job search assistance and training services to roughly 560 workers who were dislocated in the Lucas County area due to company layoffs and closings.

Companies served included:

SE Johnson Company  
Baron Drawn Steel  
Amerisource Bergen

Convergys  
Kids 'R Us  
Erie Steel Treating

Farmer Jack  
Sylvania City Schools  
Gerity Schultz

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

## CONTINUING PROGRESS 2003-2004 Highlights

**L**ast 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:

- Implementation and expanded use of the Shared Career Opportunities and Training Information (SCOTI) system
- 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
- Relocation of the One-Stop Center to The Source Northwest Ohio at 1301 Monroe Street in Downtown Toledo
- Active participation and commitment by the Lucas County Commissioners, Lucas County Workforce Investment Board, Lucas County One-Stop Partners and the Lucas County Job Developers' Partnership to build a world-class workforce development system

# Looking Toward the Future

**W**orkforce Development and other employment related agencies moved into The Source at 1301 Monroe Street in Downtown Toledo in June 2004. As the various organizations settle in to the new facility, it is expected that the number of jobs brought in to the One-Stop will increase as will the number of individuals seeking employment assistance.

- Expanded programs are planned including additional résumé workshops, computer training classes, and enhanced SCOTI training. Utilizing The Source resource room and computer lab, job seekers will have better access to the technology necessary to speed their job search.



- LCWDA created a Business Plan that focuses on Business Services and Job Development. Additional Business Services staff was hired during the third quarter and additional personnel may be added in 2005.
- The number of businesses expected to use the services available through The Source should increase as the Account Representatives conduct outreach into the business community.



- With greater contact with local business, the number of training opportunities should also increase as more companies make the most of On-the-Job training as well as Customized Training.
- The WIB was recognized as its own independent organization and will file with the Internal Revenue Service to become a non-profit, 501(c)3 charitable organization.

## WIA Program Performance 2002-2004

**Total Job Placements**                      **2002-2003**                      **2003-2004**  
 944

Performance	2002-2003		2003-2004	
	Negotiated	Actual	Negotiated	Actual
<b>Entered Employment Rate</b>				
Adult	72%	74.19%	57%	69.48%
Dislocated Worker	81%	77%	62%	81.46%
Older Youth	67%	61.1%	49%	100%
<b>Retention Rate</b>				
Adult	81%	78.26%	66%	85.71%
Dislocated Worker	88%	87.5%	70%	85.71%
Older Youth	77%	66.5%	62%	76.47%
Younger Youth	55%	32.2%	40%	57.14
<b>Earnings Change/Replacement</b>				
Adult	\$3,750	\$2,078	\$2,260	\$1,260
Dislocated Worker	93%	113.87%	70%	93.11%
Older Youth	\$3,200	\$797	\$2,209	\$257
<b>Credential/Diploma Rate</b>				
Adult	65%	82.14%	50%	67.31%
Dislocated Worker	65%	53.66%	53.04%	71.43%
Older Youth	55%	65%	34%	100%
Younger Youth	60%	60.47%	42%	60.27%