



WIB Workforce Investment Board
OF LUCAS COUNTY

THE SOURCE
NORTHWEST OHIO

State of the Workforce 2012

July 1, 2011 through June 30, 2012

LUCAS COUNTY
Workforce
Development Agency 

Ohio Means Jobs

This document was created on behalf of the Workforce Investment Board of Lucas County by the Lucas County Workforce Development Agency and includes data from a variety of sources including the State of Ohio, NETWork (a division of the Zepf Center) and independently collected information. The accuracy of the data is subject to change over time as information is added and modified and is only valid at the point of collection.

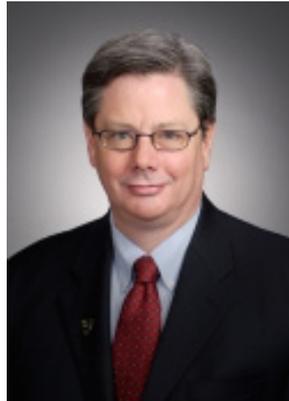
LUCAS COUNTY

Board of Commissioners



Tina Skeldon-
Wozniak
Commissioner

Our citizens will be prepared for the jobs of the 21st century through state of the art training opportunities and employment linkage available through the efforts provided by The Source. At the same time, the business community will be strengthened by having access to a workforce that is highly trained.



Pete Gerken
President

I have been very impressed that the Workforce Development Agency continues to perform under unprecedented conditions. The staff has continued to successfully connect employers and employees and has promoted programs that position Lucas County to be competitive in the modern economy. Thank you for your ongoing hard work.



Carol Contrada
Commissioner

For our region to meet the demands of a competitive global economy, it is essential that job training be a central part of our regional economic development strategy. The Lucas County Workforce Development Agency provides comprehensive programs and opportunities for Lucas County residents to acquire essential employment skills, while at the same time, works with area employers to ensure that new business employment needs are met with a skilled and prepared workforce.



Workforce Investment Board OF LUCAS COUNTY

Jacqueline
Barnes, Renhill
Chairperson

Name	Organization	Name	Organization
Michael Bankey	Owens Community College	Christian Baumberger	ARC Services Inc.
Larry Boyer	Waterford Bank	Cynthia Brazier	Toledo Ironworkers Local 55
Maria Claus Konoff	Claus Temporaries	Charles Cornwell	Toledo Federation of Teachers
Janet Dickson	Lourdes University	Karen Everage	Toledo Restaurant Training Center
James Franks	DiSalle Real Estate Company	Stephen McDonald	YMCA - Youth Opportunities Program
Nick Nigro	Davis College	Deborah Ortiz-Flores	Lucas County Job and Family Services
Michael Roelfsema	Ohio Rehabilitation Services	Tonia Saunders	ExperienceWorks
Tina Skeldon Wozniak	Board of Lucas County Commissioners	Ryan Thompson	Ohio Department of Job and Family Services
Mary Jo Waldock	University of Toledo	Ford Weber	Lucas County Improvement Corporation
Linnie Willis	Lucas Metropolitan Housing Authority	Gary Yunker	Timberstone Group
Joseph Zerbey IV	Toledo Blade		

Youth Council Members

Name	Organization	Name	Organization
Jackie Barnes*	Renhill Staffing	Derek Hawkins	Toledo Grows
Olivia Holden	ASSETS Toledo	Charlie Johnson	Youth Treatment Center
David Kontur	Lucas County Family Council	Theresa Lager	Lucas County Child Support Enforcement Agency
Stephen McDonald (Chair)	YMCA - Youth Opportunities Program	Beverly Mason	Big Brothers, Big Sisters
Robert McCreary	Toledo Grows	Michelle Niedermier	Lucas County Job and Family Service
Michael Roelfsema*	Ohio Rehabilitation Services	Rachel Rodriguez	Harbor Behavioral
Brenda Wilson	Educational Service Center of Lake Erie West		

*WIB Board Members

The Mission

The mission of the Workforce Investment Board is to provide leadership and oversight to the workforce development system within Lucas County. Through strategic partnerships with business, government, economic developers, educators, and service organizations, we seek to increase the economic potential of our community with education, training, and placements of our workforce.

History

The Workforce Investment Act of 1998

The Workforce Investment Act (WIA) of 1998 created a series of one-stop employment centers around that nation. Each center is governed by a Workforce Investment Board (WIB) that provides direction and guidance to the center's operations.

By law, each state is divided into Workforce Investment Areas. Ohio has 20 such areas and 31 full-service one-stop centers. In addition, there are 59 smaller satellite centers around the state. Lucas County makes up workforce area number 9 – a single county region.

In Lucas County, the WIB oversees The Source Northwest Ohio, located in Downtown Toledo. At The Source, job seekers have access to a host of services including workshops, computers, fax machines, printers and other tools necessary to find employment in today's job market. For those individuals hoping to make a career change, staff at The Source can provide career counseling and connect individuals with funding for training in high-demand occupations.



Introduction

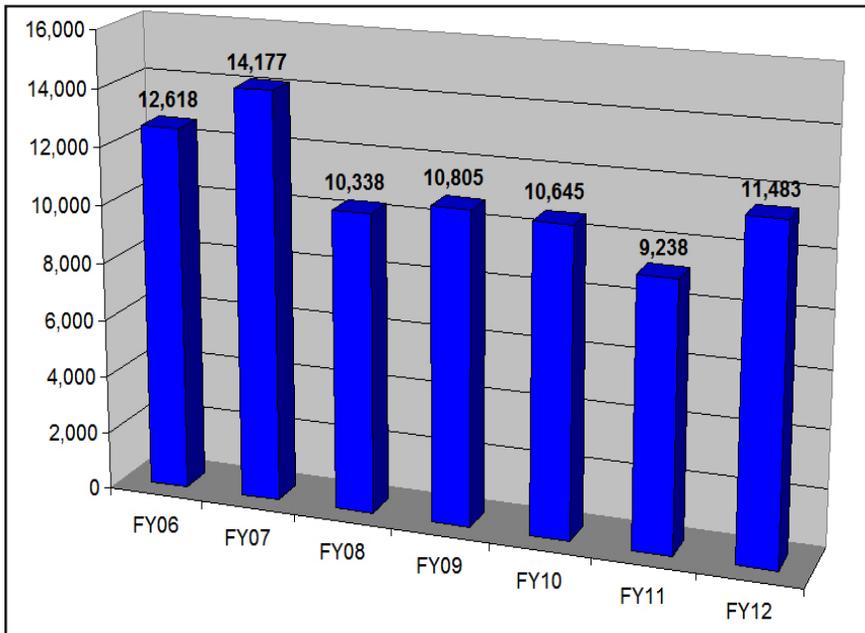
As the nation continued to work its way out of the recent recession, great strides were made in Lucas County and the surrounding region to grow the current economic base and to expand those companies that fought through the difficult times and are beginning to consider expanding. Federal funds were allocated to small companies launched in the region, workers re-tooled for new careers, and thousands flocked to The Source for help in developing the skills they needed to find employment.

Many new businesses discovered the value of working with The Source to find quality workers and many old customers returned as the economy began to improve. Job posting numbers increased as did the number of positions available to workers. The number of businesses participating in monthly, targeted job fairs increased and thousands of job seekers attended two larger events staged in downtown Toledo.



One Stop Performance

Throughout the year, The Source continued to be the place for job seekers looking to acquire the skills to find their next career opportunity. After a small drop-off in the number of new people registering with the one-stop center, PY2012 saw a significant increase

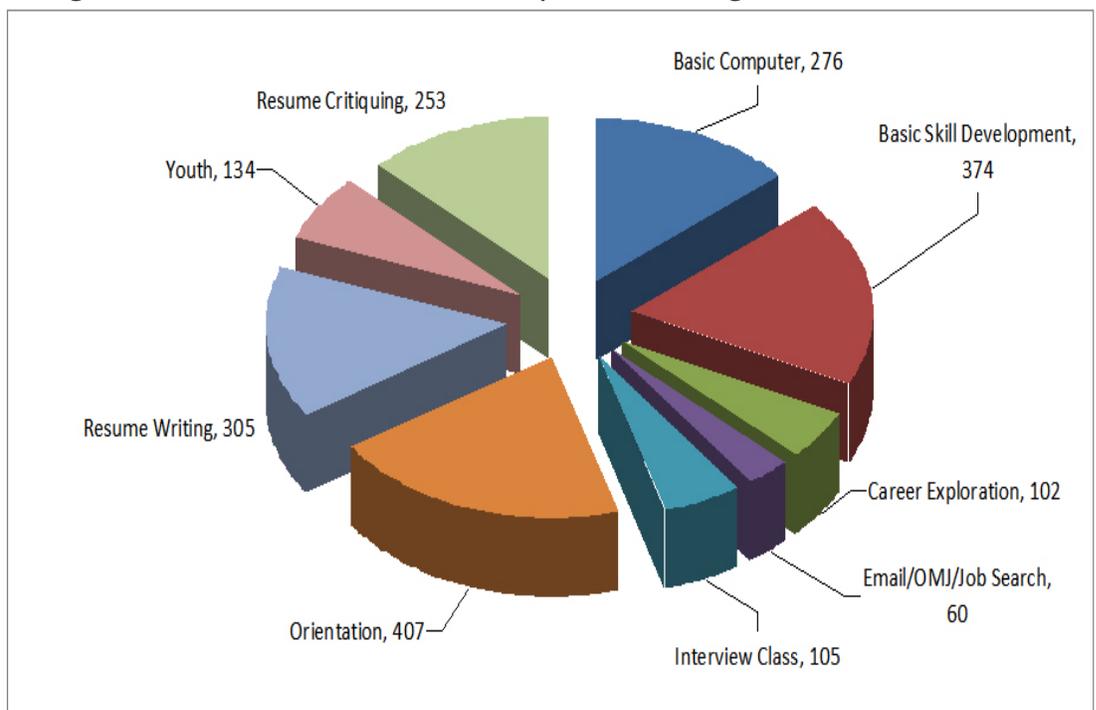


in registrations climbing from 9,328 to 11,483. Resource Room usage also increased substantially setting a record of 48,377 visitors taking advantage of the services available.

Surveys of job seekers in the Resource Room indicate that people in the community are hearing

about The Source from a variety of sources. Many individuals were referred by other agencies in the community but a large number had

heard about the one-stop from friends, family or other acquaintances. Media played a role as well and stories on the local television stations and in the newspaper



One Stop Performance

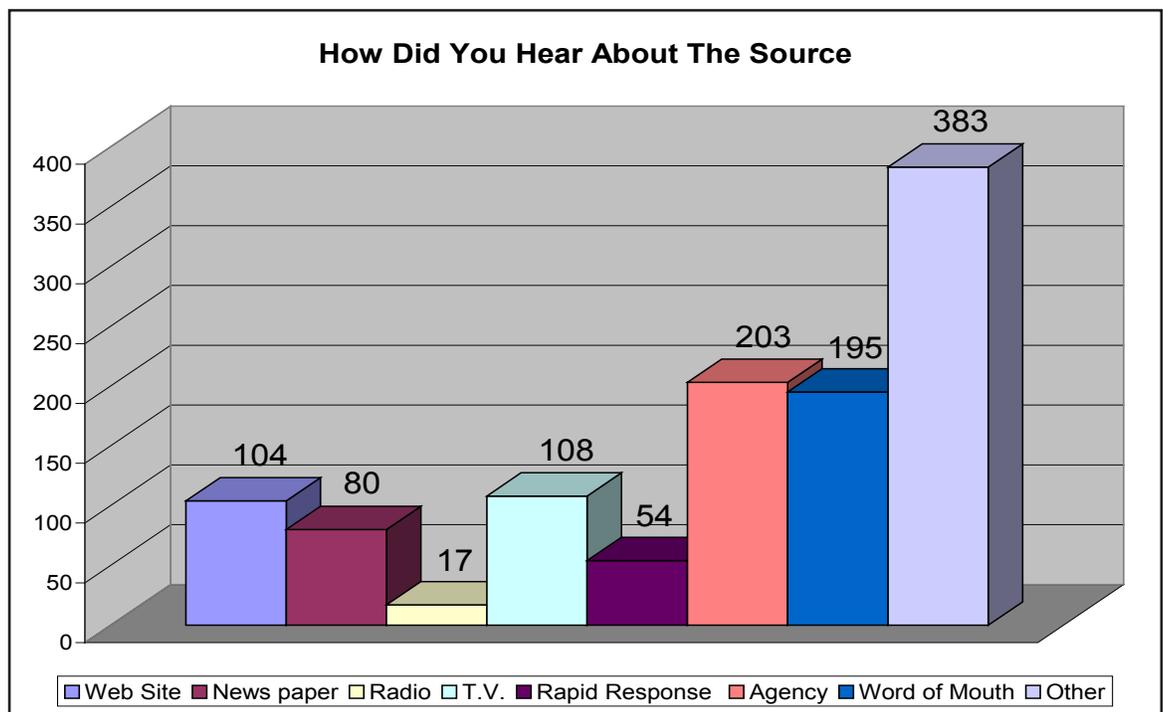
directed people to The Source. Some individuals learned of the services available through The Source website at www.thesourcenwo.com.

The workshops offered remained popular and twenty percent of attendees participated in the Source Orientation which provides an overview of the services available. The Basic Skills labs where job seekers work on tutorials designed to improve their reading and math skills

were also popular as were the resume workshops and basic computer classes.

Still, most people came to The

Source to use the computers to search and apply for jobs. More than 11,000 job matches were run for individuals seeking assistance and while that number is half of the total from 2011, the State-wide shift to more self-service activities could largely be attributed to that decline. Nevertheless, nearly half of that total was conducted by one-stop staff either in response to telephone calls or in one-on-one situations in the Resource Room.



Job Fairs

The message delivered to job seekers is one of self-sufficiency and taking responsibility for their own job search. However, The Source continued to bring employers to potential employees by either hosting



or coordinating nearly a dozen job fairs. These fairs ranged from small, targeted events to larger, community-based activities that attracted thousands of workers.



In conjunction with Representative Marcy Kaptur's office, The Source hosted employers at the Seagate Convention Centre in Downtown Toledo. Working with the Congresswoman's staff, The Source brought in 42 employers to an October 2011 event while 50 attended the spring fair in May. Approximately 4,000 job seekers attended the two events and, overall,

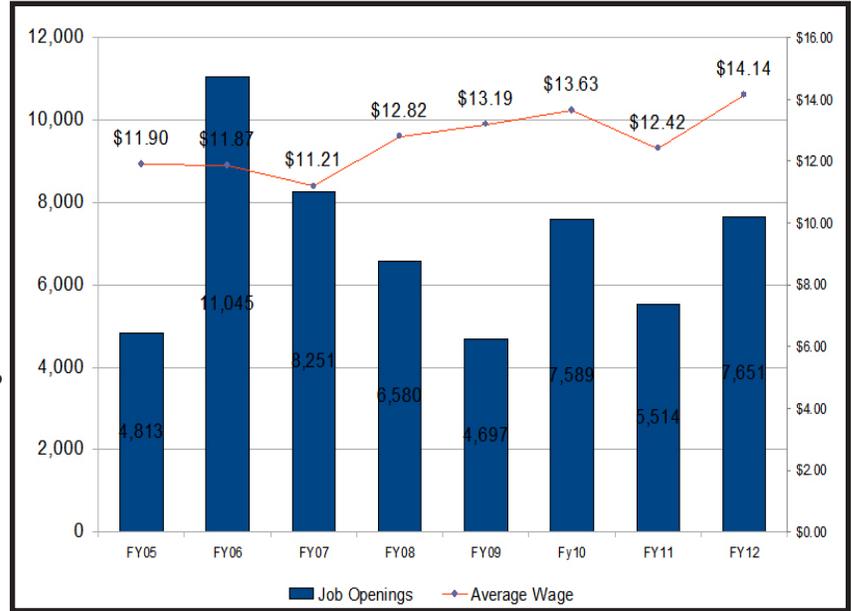
employers were pleased.

Other, industry-focused job fairs targeting jobs in Healthcare, Transportation, Manufacturing, Food Service and other careers, were also well attended and well received. These smaller fairs, held at The Source, attracted 133 employers and more than 1,500 job seekers. Again, employers rated the events highly and gave organizers high marks for satisfaction.



Business Services

The Business Services Team through The Source continued to work with employers to provide them assistance in a variety of needs including one-the-job training, worker recruitment and job posting. More than 225 companies posted jobs with The Source for the first time, joining the 1,409 companies that came back as repeat customers. These new employers posted 436 job orders representing 2,514 open positions. Combined, 7,167 job orders have been listed representing more than 32,000 open positions since 2008.



A large responsibility for the Business Services Team is identifying opportunities for workers who may be lacking key skills. In order to address any deficiencies, companies may qualify for On-the-Job Training funds or OJT. While the number of OJT contracts peaked in 2009 with the influx of American Recovery and Reinvestment Act funding, budget cuts and staff reductions resulted in a significant decline in OJT spending in recent years. Nevertheless, six employers provided

OJT's for Fiscal Year 2012			
WIA Type	Contract Count	Employer Count	Total Payments
NEG-OJT	7	4	\$13,473
Adult	1	1	\$7,150
Rapid Response	1	1	\$6,323
Totals	9	6	\$26,946
Totals may not be exact due to rounding.			

training to nine new workers and were reimbursed through regular OJT as well as National Emergency Grant OJT funds to a total of \$33,501 in 2012.

WIA Training

In addition to OJT funding, The Source and Lucas County Workforce Development also provide funds to further the education of workers updating skills or shifting careers. The Individual Training Account (ITA) programs helps individuals complete degrees or obtain certifications in high demand fields such as transportation or healthcare. This program allows workers to advance in their current job by obtaining new abilities that make them more valuable to their employers or to change direction and move to a new career with long-term growth potential.

Thank you all, especially Deb Tucker, for helping me through this difficult time! It wasn't easy but I made it!
-- Gregory Boyd

Without the financial support of WIA I would not have been able to continue my education and find employment. I know this was the right thing to do because everything just fell into place.

-- Tambra Baskin

Through 2012, nearly 200 people enrolled in ITA programs at 23 different colleges, universities and independent

training providers. Some chose business programs, others became certified gaming dealers, several learned welding while many others obtained commercial driver's licenses. A large number of people chose one of the varieties of healthcare professions currently in demand including Licensed Practical Nurse, Health Information Systems, and Health Service Management. All told, \$639,711 was invested in the region's workforce and addressed the immediate needs of local employers.

WIA Training

ITA Average Cost for Fiscal Year 2012

WIA Type	Total Year Award	Total Count	Average Costs
Adult	\$232,599	81	\$2,872
Dislocated Worker	\$338,361	95	\$3562
Rapid Response	\$68,751	21	\$3,274
Totals	\$639,711	197	\$3,247

Totals may not be exact due to rounding.

Top Five Training Providers (by contract count)

Provider Name	ITA Count	Current Year Awards
Owens Community College	58	\$52,445
Trainco Truck Driving School*	44	\$168,726
University of Toledo	17	\$74,294
Professional Skills Institute	15	\$52,445
Lourdes College**	9	\$39,189

*Affiliated with Owens Community College

**Now called Lourdes University

Top Fields of Study

Health Care*	69
Truck Driving	63
General Business Administration	25
Casino Certifications	21
Information Technology	11

* Includes Health Care Information Technology

Small Business Grant Summary

While supporting workers through training and education is essential to the growth of the local economy, it is also important to promote the growth of new businesses.

Through a \$190,000 grant secured by Congresswoman Marcy Kaptur's office in 2011, 12 new businesses were launched in the hope they will grow and expand, adding new jobs and providing job opportunities to area workers.

The MicroEnterprise Development Program (MEDP) provided for



entrepreneurial training which resulted in the development of a business plan for the proposed company. The plan was then reviewed by a panel of experts who either recommended the plan move forward and be considered for additional funding or that the entrepreneur make revisions to the plan and resubmit it for consideration.

As an entrepreneur, I have looked into just about every organization and program in our community that claims to help entrepreneurs and start-up businesses and your program by far provides the most substantial assistance to entrepreneurs and start-up businesses.
-- Justin Moor, Collaboration Car, LLC.

A total of 151 people registered for the training and 109 business plans were submitted for review. While many were considered by reviewers to

be quality proposals, 12 plans were recommended for additional funding. Those entrepreneurs who continued through the process were required to create a spending plan to outline how the additional

Small Business Grant Summary

funds would be spent and to justify how the proposal could lead to new job opportunities. The companies funded will be monitored over the next two years to measure the success of the program and to provide additional technical support and assistance if necessary.

Company	Industry	Amount Awarded
A Journey Through Healing	Counseling Services	\$4,000
Battle-Gaines Restoration aka Ms. Scarlett	Business Incubator	\$4,000
Collaboration Car LLC	Auto Rental	\$4,000
Continental Defense Protection Group	Security	\$4,000
D&H Men's Ware	Men's Clothing	\$4,000
Gertie's Premium Barbecue and Table Sauce	Food Products	\$4,000
Jackson Industries Corporation	Landscaping	\$4,000
MD's Floors and More	Carpet Cleaning/Floor Repair	\$3,984
Road Hazards Recovery House	Homeless Center	\$3,900
Simmons & Murdock dba Odella's Wash Land	Commercial Laundry	\$4,000
STAC Safety Management	Safety Training	\$3,900
T-Hill's Fragrance	Fragrance and Body Oil	\$1,900
Total		\$45,784

MicroBusiness Development Program Expenditures

Assets Toledo (Training)	\$126,450
Toledo Regional Chamber of Commerce (Training)	\$13,100
Technical Assistance Grants	\$45,784
Total Program Cost	\$185,334

Career Readiness Certification

The Source Career Readiness Certification (SCRC) program is designed to address the needs of businesses by leading workers lacking key skills into free training programs leading to a certification of Career Readiness.

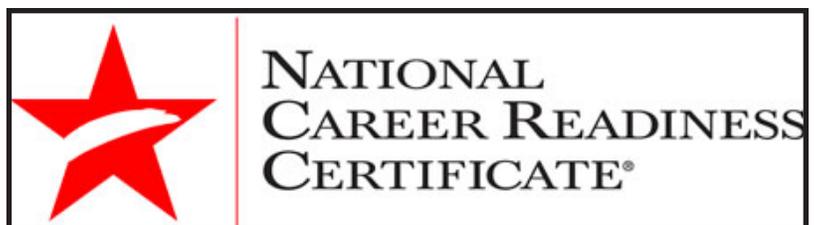
The first portion of the program includes a series of job search workshops currently offered through The Source. These workshops



cover resumes and cover letters, interviewing, introduction to basic computer skills, career exploration and introduction to KeyTrain -- a tool that measures an individual's current skill in reading for information, locating information and applied mathematics. These skills are

reported to be essential to more than 85% of all jobs. Once KeyTrain assesses an individual's abilities and individuals interested in improving their scores can access a self-paced, computer guided tutorial program. Once the participant completes the required workshops and reaches a pre-determined level in KeyTrain, they can submit the documentation and receive the Source Career Readiness Certificate.

Upon completing SCRC, participants should be prepared to take the WorkKeys test which documents the knowledge in the three key areas in a proctored setting. Passage of the assessment will result in the individual receiving the National Career Readiness Certificate which is recognized and accepted as an indication of career readiness. The National Career Readiness Certificate is recognized in 40 states including parts of Ohio and Michigan.



Summer Youth

The 2012 Summer Youth Employment Program (SYEP) kicked off in April and was funded through a \$1.3 million allocation to the Temporary Aid to Needy Families (TANF) program administered through the Lucas County Department of Job and Family Services. The funds were released to the county by the Ohio Department of Job and Family Services and the program was

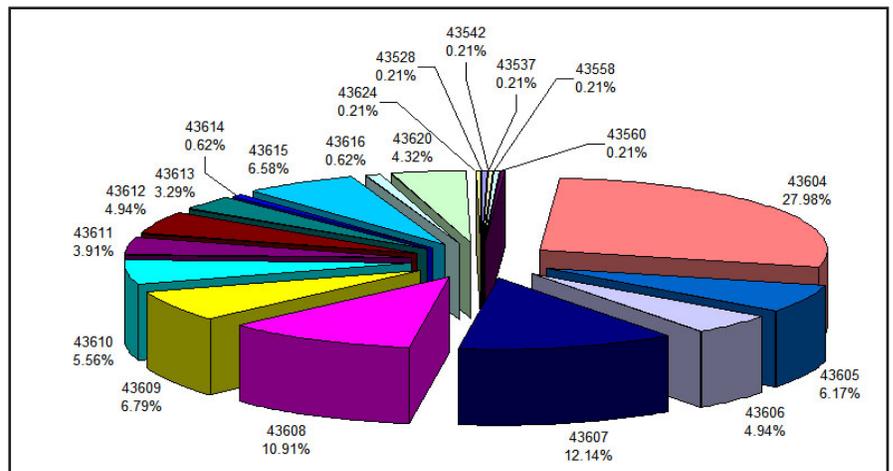


administered through the Workforce Development Agency.



More than 1,200 youth between the ages of 16 and 24 registered online for the 8 week program and 748 were determined to be eligible under TANF

guidelines. Once the final paperwork was completed, the pool had been reduced to 503 youth who were placed in work assignments through SYEP. Those young workers came from all around the Toledo metropolitan area with many living in

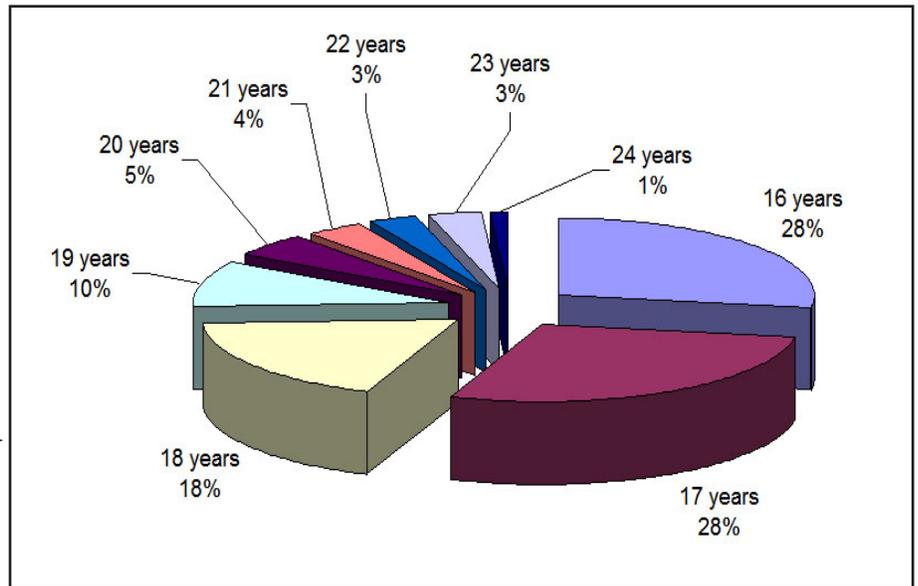


Summer Youth

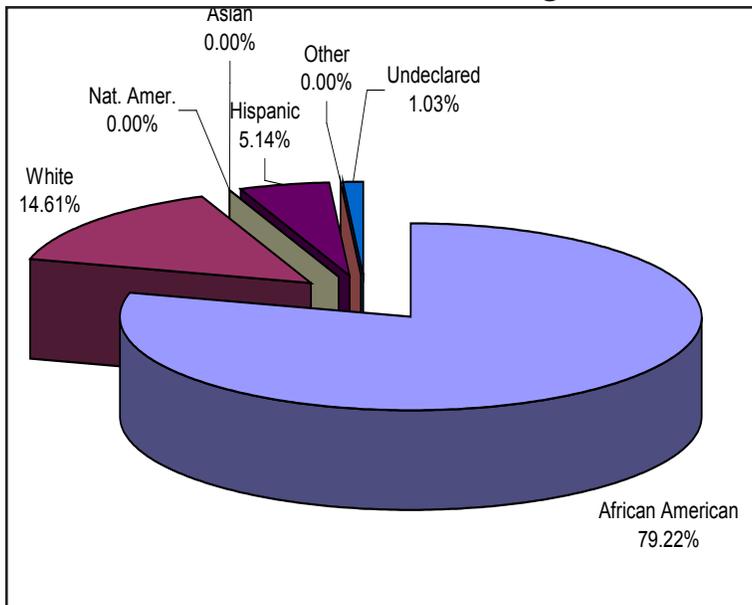
neighborhoods near the central city.

To participate in the program, interested youth filled out a registration form online and were then contacted to attend an orientation session where they were given complete

information about the program. This orientation covered basic work readiness skills designed to help participants be successful in their work assignments.



Employers included 72 worksites that participated in the 2011 program with 38 new locations coming on board bringing the total to 110. Of



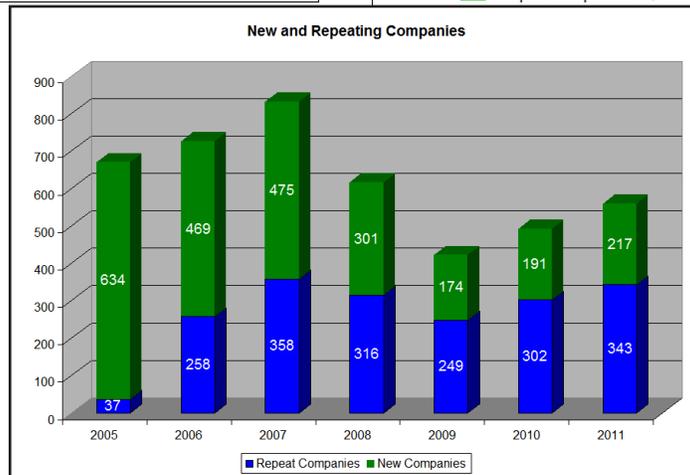
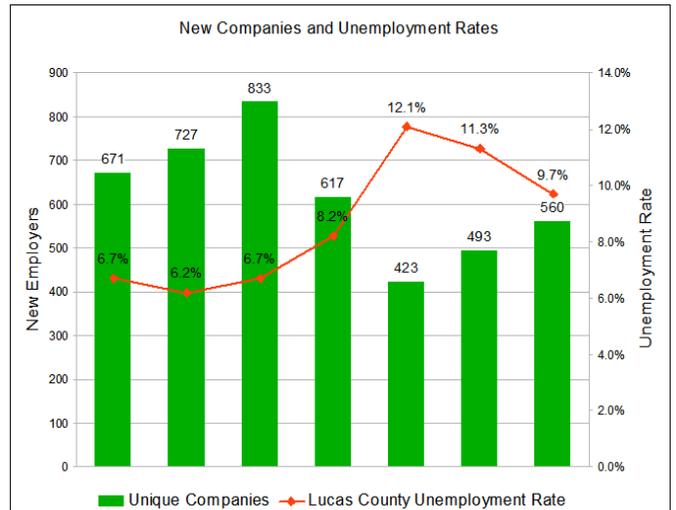
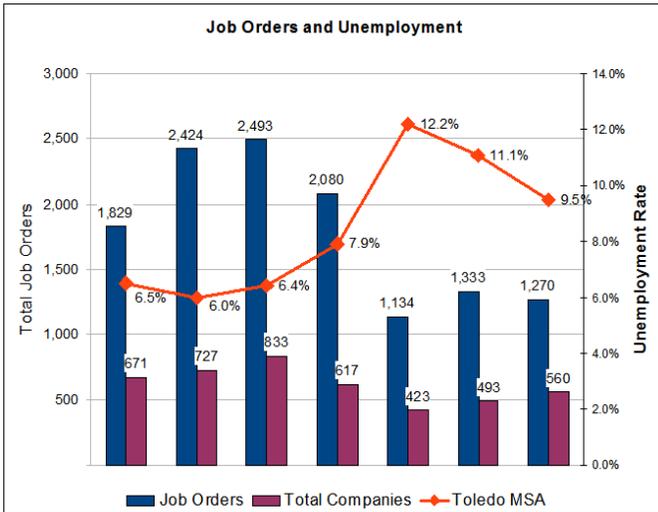
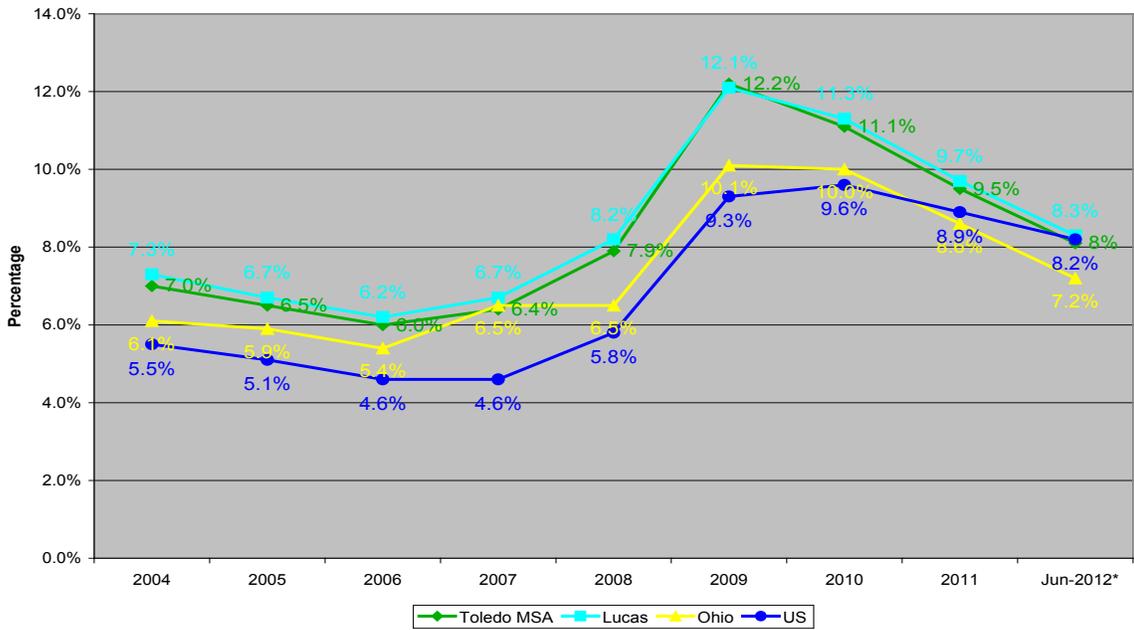
those, 47 represented private businesses, 41 were non-profit organizations, 15 were faith based groups and 7 were government agencies.

Upon completion of the program, the employers were asked to submit an evaluation of each worker. This information will be used to

help the young adults understand where they were successful and where there might be skills that need to be improved.

Unemployment Impact

Unemployment Rates



*Annual Rates for 2012 are not available

Celebrating Summer Youth



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