

FoodShare Employment and Training Program

Year 2 Report

April 1, 2016 – March 31, 2017



WISCONSIN DEPARTMENT
of HEALTH SERVICES

Division of Medicaid Services
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I. Executive Summary

Under the direction of Governor Scott Walker, the Department of Health Services (DHS) continues to help Wisconsin residents make steps toward independence by removing barriers to work and promoting skills development that lead to self-sustaining-jobs. This is possible due to Governor Walker's and the Wisconsin Legislature's continued investment of \$60 million in the FoodShare Employment and Training (FSET) program over the last two biennial budgets.

Building off the momentum of the implementation year of the new regional vendor model, the FSET program has assisted a total of 18,299 Wisconsin FoodShare members in gaining employment. Key performance indicators for Year 2 include:

- FSET participants who gained employment worked an average of 33 hours per week and earned a wage of \$12.21 per hour – well above the state minimum wage of \$7.25 per hour.
- FSET vendors partnered with 5,034 employers across the state to assist in recruitment efforts.

FSET vendors also created customized skills training to meet hiring needs, provided opportunities to recruit on-site for open positions, offered postsecondary education programs and training with technical colleges, partnered with employment services providers and community-based organizations for community hiring events, and provided job retention services to FSET participants who started a new position.

This report highlights the regional successes over the last year, including statewide data from April 1, 2016, through March 31, 2017. Most notably, this report includes individual success stories of FoodShare members who eliminated barriers to employment, examples of employer engagement and targeted skills training, and instances where regional case management services shine a light to a brighter future for Wisconsin FoodShare members.



II. Background

The FSET program provides FoodShare members free educational courses, vocational training opportunities, and other supports to build job skills and gain employment or advance in their career fields. FSET services are provided statewide in 11 regions by seven vendors and eight tribes.

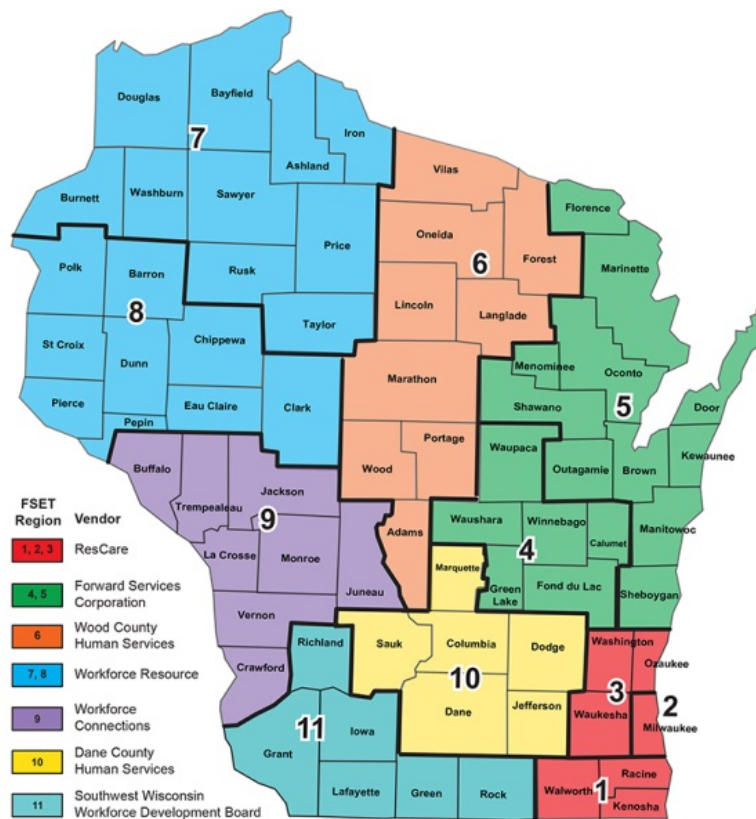
Vendors:

- Dane County Human Services
- Forward Service Corporation
- ResCare
- Southwest Wisconsin Workforce Development Board
- Wood County Human Services
- Workforce Connections
- Workforce Resource

Tribes:

- Bad River Band of Lake Superior Tribe of Chippewa Indians
- Forest County Potawatomi Community
- Lac Du Flambeau Band of Lake Superior Tribe of Chippewa Indians
- Menominee Indian Tribe of Wisconsin
- Oneida Nation
- Red Cliff Band of Lake Superior Chippewa
- Sokaogon Chippewa Community
- Stockbridge-Munsee Community

A history of the FSET program, program operations, and implementation of the FoodShare work requirement for able-bodied adults is referenced in the Year 1 [FSET Program Comprehensive Report](#).



III. DHS Priorities for Year 2 of the FoodShare Work Requirement

In Year 2 of the work requirement for able-bodied adults without dependents, DHS asked FSET agencies to focus on:

- Increasing the FSET enrollment rate for all FoodShare eligible individuals.
- Building new community partnerships, especially with technical colleges and other employment and training programs like the Workforce Innovation and Opportunity Act (WIOA) or Wisconsin Works (W-2).
- Increasing the capacity for one-on-one case management services for FSET participants.

DHS provided FSET regional vendors with approximately \$2.2 million in federal fiscal year 2017 to develop projects. The projects that these agencies developed varied across the state from hiring additional staff, working with a public relations firm to develop targeted marketing to engage potential participants, opening additional resource centers for participants to use, colocating on technical college campuses, creating additional training videos, engaging in community-based outreach efforts, and providing additional orientation and enrollment opportunities in rural areas. Most projects started in January 2017 and will continue through September 2017. These projects will help FSET agencies and DHS learn what is effective in increasing enrollment rates and developing and strengthening community-based partnerships.

Working with FSET Agencies to Strengthen FSET Participation

DHS holds monthly conference calls with FSET vendors to facilitate information sharing between agencies. In Year 2, these calls focused on sharing best practices for service delivery, including data reporting, engaging potential participants, assessing and developing employment plans, and developing community partnerships to meet FSET participants' needs.

Model of Success Nationwide

In November 2016, the United States Department of Agriculture Food and Nutrition Services published a study¹, which drew from 160 studies, on effective practices in employment and training programs serving low-income individuals with barriers to employment. This study found that participants will benefit most from employment and training services if the services:

- Are based on an individualized assessment of the workforce-related strengths and weakness of clients.
- Comprehensively address an individual's need for skills training, basic skills education, and overcoming barriers to employment.
- Help participants earn credentials valued by employers in their chosen industry or sector.
- Develop skills that are closely linked to labor market demands in the local area.

The Wisconsin FSET program models all of these practices, and DHS is proud to partner with the seven regional vendors and eight tribes to operate a program that studies show will help participants achieve positive employment and earnings outcomes. More information about the features of the FSET program can be found in the Year 1 [FSET Program Comprehensive Report](#).

¹ Kogan, Deborah, Anne Paprocki, and Hannah Diaz. *Supplemental Nutrition Assistance Program (SNAP) Employment and Training (E&T) Best Practices Study: Final Report*. Prepared by Social Policy Research Associates for the U.S. Department of Agriculture, Food and Nutrition Service, November 2016.

Rewarding Work in Wisconsin



Peggy's FSET Story



Steve's FSET Story



Jason's FSET Story



Felicia's FSET Story



Tracy's FSET Story



Samantha's FSET Story



Leon's FSET Story

Governor Walker is committed to helping Wisconsin residents move away from government dependence and transition to the workforce by increasing their opportunities for education, vocational training, and active engagement in the workforce through the FSET program. Many employers are looking for qualified, skilled workers; the FSET program can help ensure they are able to find them, which allows more employers to grow and expand, improving the state economy.

After the initial year of the FSET program, the [webpage for the quarterly data reports](#) was redesigned to provide a better overview of cumulative data, Year 1 data, and Year 2 data. An infographic was also created and updated quarterly to call out key performance indicators measured by the FSET program.

Several videos were created to better communicate the success stories of how the FSET program is helping FoodShare members to create better lives. These videos touch on the challenges this population faces and how the FSET agency provided support to connect individuals with employers. These success stories can be viewed by selecting an image above.

Looking Ahead

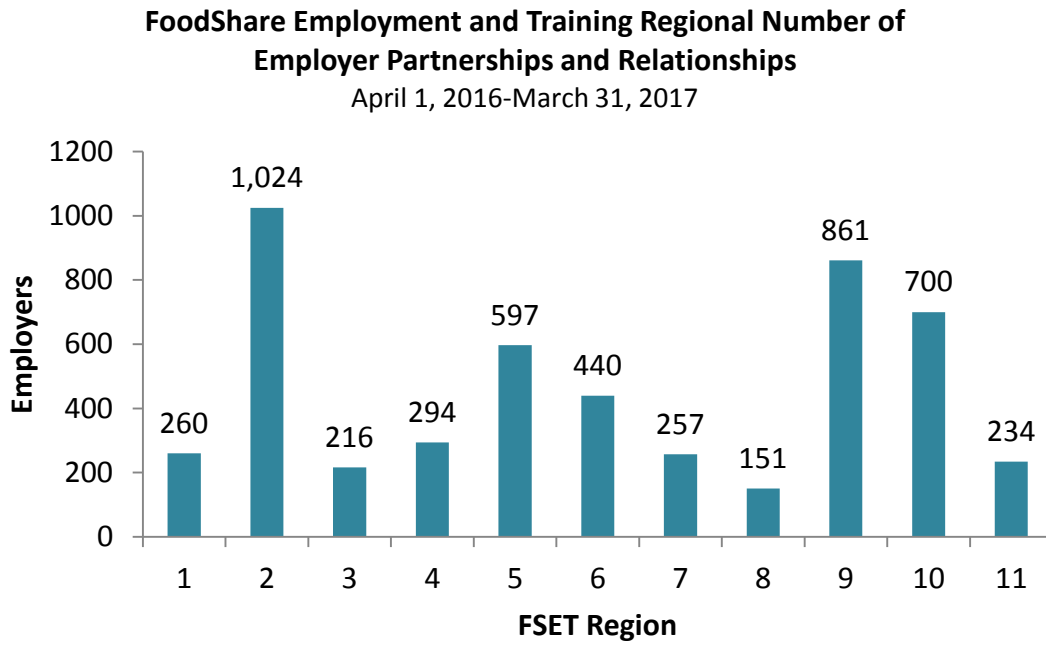
DHS is excited about the success of the FSET program over the past two years. To build on this success and continue to provide a valuable program for all FSET participants, DHS plans to:

- Continue to engage all FoodShare-eligible individuals who could benefit from FSET services and encourage them to enroll in FSET.
- Provide evidence-based services shown to be effective in helping FSET participants achieve sustained employment at higher wages.
- Continue to standardize the collection and reporting of data regarding FSET participation and outcome measurements.
- Strengthen contract monitoring to address legislative inquiries and advocate concerns.

IV. Regional Summary

A. Regional Statistics

Employer Partnerships and Relationships



Total employer partnerships and relationships: 5,034

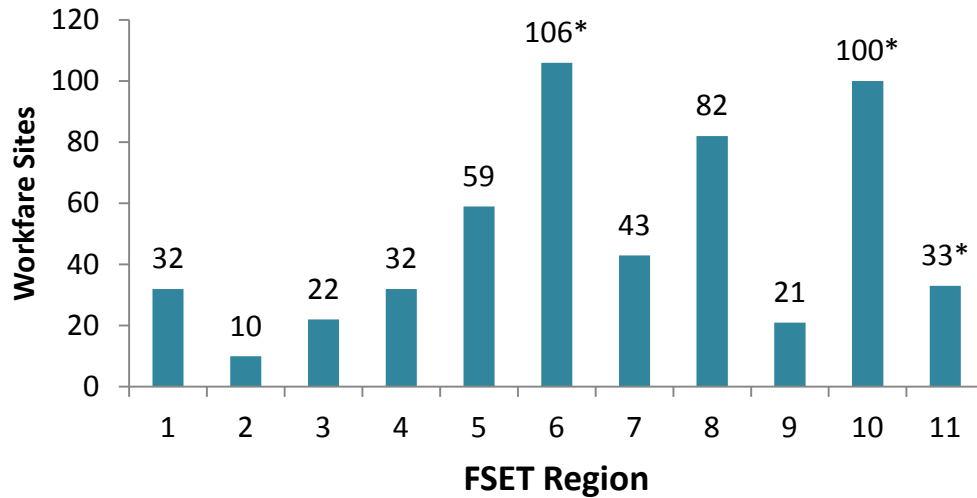
Average number of employer relationships and partnerships: 458

FSET vendors develop relationships and partnerships with employers to help employers find new employees with the skills they need and help participants obtain jobs. These employer relationships are defined differently by each regional vendor – from employers that hired one participant to employers they partner with to provide training to new employees. The varied definition of partnerships, as well as the different labor markets in each region, accounts for the difference in employer partnerships across regions.

Workfare Sites

FoodShare Employment and Training Regional Number of Workfare Sites

April 1, 2016-March 31, 2017



*No difference between workfare sites and work experience sites.

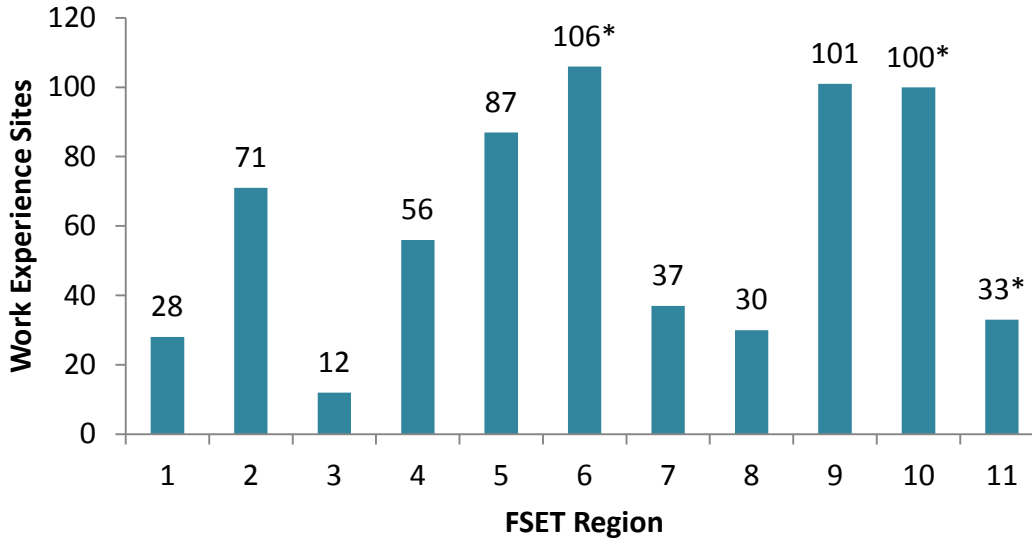
Total workfare sites: 540

Average number of workfare sites: 49

FSET participants who are able-bodied adults without dependents, who need to meet the work requirement, and who have limited job experience or job references may participate in workfare to learn new job skills and establish references. The nonprofits that partner with FSET in offering workfare sites find the partnership valuable in achieving their mission. For Year 2, 500 to 700 FSET participants per month volunteered at a workfare site.

Work Experience Sites

**FoodShare Employment and Training
Regional Number of Work Experience Sites**
April 1, 2016-March 31, 2017



*No difference between workfare sites and work experience sites.

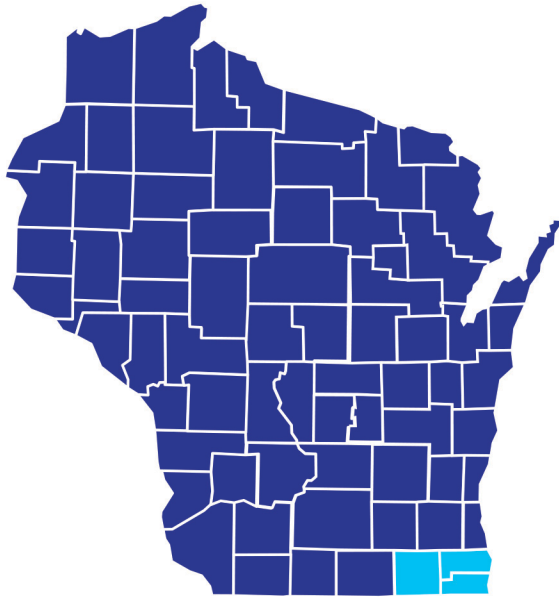
Total work experience sites: 661

Average number of work experience sites: 60

Work experience sites can be with either for-profit and nonprofit agencies. Like workfare, work experience sites help FSET participants learn new job skills and develop job references. Work experience sites also provide participants an opportunity to job shadow at employers near them to explore new career opportunities. For Year 2, on average, about 1,000 FSET participants per month took advantage of a work experience opportunity.

B. Regional Outreach, Training, and Success

FSET Region 1



FSET Agency: ResCare

Counties: Kenosha, Racine, Walworth

Number of FSET Participants April 1, 2016 – March 31, 2017	
Referred	6,748
Enrolled	1,999 (30% of referrals)
Gained Employment	817 (41% of enrollees)

ResCare Workforce Services offers programming at several locations. Employment and training services are provided through ResCare Academy, Gateway Technical College, and in partnership with local service providers. In order to better reach FoodShare members, ResCare offers satellite locations, remote enrollments, and provides staffing at a county income maintenance agency. Highlights of ResCare’s activities for this region in Year 2 are outlined below.

Outreach Activities

- Number of on-site recruitment events: 44
- Number of collaborative recruitment events: 50
- Number of employers served: 505
- Number of attendees: 2,040

Educational and Vocational Training Details

- Number of FSET job seekers who took advantage of educational or vocational programming: 526
- Programming is offered through:
 - Gateway Technical College with short- and medium-term training and education programs.
 - ResCare Academy’s 4,000 online courses.
 - Online courses include the basics of computer operations training. The training has included: windows navigation, internet searches, and software applications use (such as Word and Excel) that culminates in the participant’s ability to make an online job application.
 - FSET participants who have taken this training: 128

- Job skills training programs in partnership with service providers.
 - Number of job seekers served: 277
 - Types of training and number enrolled:

Training Type	Number Enrolled	Training Type	Number Enrolled
911 dispatch	1	Emergency medical technician (EMT)	1
Accounting for vital/advance income certificate	1	Floral design certification	1
Administrative professional advance certificate	2	Forklift	56
Alcohol and other drug abuse (AODA) counseling certificate	11	Human resource management certificate	1
Automotive maintenance technician	1	Information technology technician certification	1
Bartending certification	1	Leadership essentials certificate	1
Business management certificate	1	Line cook/deli clerk certificate	1
Business professional essentials	1	Medical assistant	1
Community-based residential facility	83	Medical coding and billing certification	1
Commercial driver's license (CDL)	22	Office assistant certificate	1
Child care certificate	6	Paralegal	1
Certified nursing assistant (CNA)	57	Restaurant manager certification	2
Computer numerical control (CNC)	9	Small business accounting certificate	1
Computer application certificate	1	Small business entrepreneurship	1
Criminal justice	1	Spanish professional certificate	3
Early education certificate	4	Sports events and marketing	2

- The need for job seekers to have basic computer literacy skills resulted in a partnership with a service provider to offer individualized training.

Success Story

"I am so grateful for the FSET program. I was in a bad place when I first joined, but now I am in a better job, providing for my children, and I am happy with my life." – Karinna

Karinna



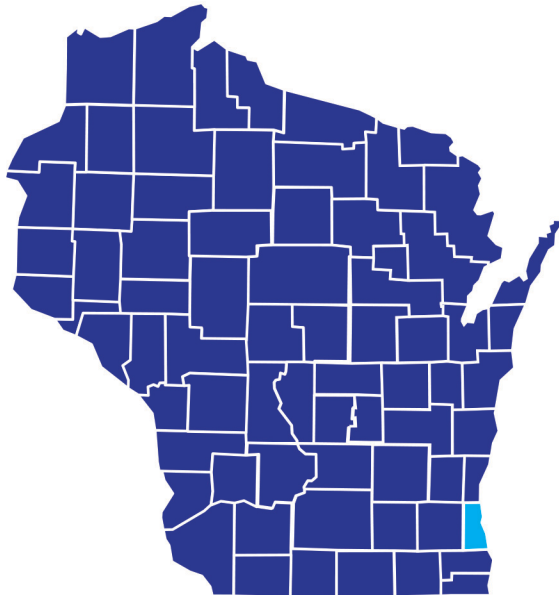
Karinna was interested in the health care industry and participated in short-term training to address her employment needs and professional development. With the assistance of ResCare, Karinna was able to overcome the barriers of limited experience, training, and transportation.

Karinna was offered paid community-based residential facility (CBRF) and CNA training. When she completed her training, she was offered employment and received job retention services through ResCare that included gas cards for transportation and uniforms to help her be successful in the first 90 days of her employment.

Date of FSET enrollment: June 1, 2016
Date of employment: January 24, 2017

Karinna was able to grow professionally by starting as a direct care worker and transitioning to a CNA with help through the FSET program.

FSET Region 2



FSET Agency: ResCare
County: Milwaukee

Number of FSET Participants April 1, 2016 – March 31, 2017	
Referred	27,905
Enrolled	9,530 (34% of referrals)
Gained Employment	3,458 (36% of enrollees)

ResCare offers programming through its ResCare Academy, Milwaukee Area Technical College, and in partnership with many local service providers. ResCare works with FSET participants in this region to develop computer literacy skills to be able to apply for jobs online. In order to better support this

population, ResCare offered child care services in partnership with a local service provider and provided a one-stop approach to FSET participants who were also served through the Department of Corrections (DOC). Highlights of ResCare’s activities for this region in Year 2 are outlined below.

Outreach Activities

- On-site recruitment events: 103
 - Sector-specific job fairs in: health care, call center, retail/hospitality, and transportation
 - Number of community job fair partnerships: 6
- Number of employers served: 673
- Number of attendees: 4,123

Vocational and Educational Training Details

- Number of FSET job seekers who took advantage of educational or vocational programming: 2,928
- Programming is offered through:
 - Milwaukee Area Technical College with short- and medium-term training and education programs.
 - ResCare Academy’s 4,000 online courses.
 - A need was identified for remedial computer training with a focus on the basics of computer operations. Training has included: windows navigation, internet searches, and software applications use (such as Word and Excel) that culminates in the participant’s ability to make an online job application.
 - Number of job seekers served through ResCare Academy: 750
 - Job skills training programs in partnership with service providers.
 - Number of job seekers served: 998
 - Number served by each service provider:

Service Provider	Provided Training/Education	Employed	Other Support
4 C for Children			63
ALC	7		
Boys and Girls Club	68	26	
Employment Ready Solutions			750
Milwaukee Area Technical College	178		
Milwaukee Achievers Literacy Services	236	12	
Milwaukee Community Service Corp	99	44	
Neighborhood House	68	17	
Next Door	24		
Wisconsin Community Service	231	145	
Wisconsin Regional Training Corp	82	69	
YWCA Learning Lab	44		

- Service providers offered skills training in these areas:
 - Janitorial and custodial
 - Computer fundamentals
 - Pre-apprenticeship construction training
 - Food services
 - OSHA (Occupational Safety and Health Administration) 10

- Job readiness
- Entry-level construction
- Forklift and OSHA 10
- High school equivalency diploma (HSED), General Educational Development (GED) diploma, and English language learners (ELL) programming
- Milwaukee Workforce Investment Board trainings job skills training
 - Number of job seekers who gained job skills training: 518
 - Job skills training was offered in these areas:
 - Carpentry
 - Painting
 - CNC machinist
 - CNA
 - Community-based residential caregiver
 - CDL
- In September, ResCare enhanced their child care supportive service by offering services through 4C for Children to FSET participants.
 - Number of job seekers who have used this service: 63
- In March, ResCare began a one-stop approach to provide services to FSET participants who are also receiving services through DOC.
 - A caseload analysis showed a 20 percent overlap of cases that were served by DOC and those who were eligible for FSET.
 - ResCare provided two full-time staff and furnished equipment at the Washington Road Probation and Parole office resource room to coordinate with DOC and the Windows to Work program provider to get DOC job seekers enrolled in FSET.

Success Story

“From the beginning, Jimmy was very vocal in that he wanted to be gainfully employed and not have to use state benefits anymore.” – ResCare

Jimmy



Through the initial assessment process, Jimmy was transparent in the fact that he had limited work experience, along with some gaps in employment. He attended the RoadMaps to Success workshop and established work history and a reference from his work experience placement at the St. Vincent DePaul South Store.

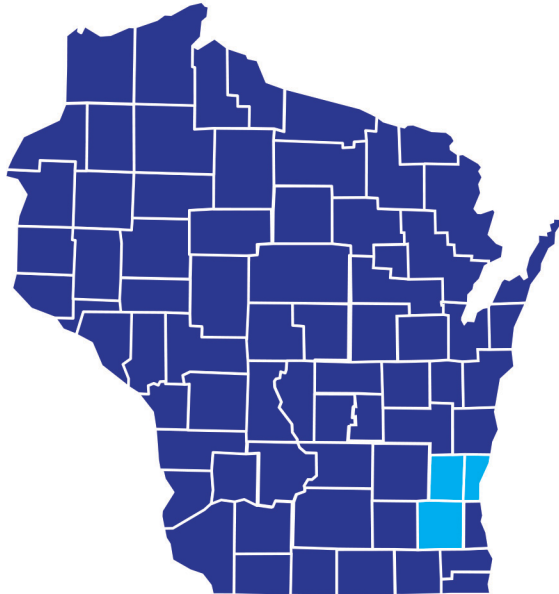
ResCare assisted Jimmy with résumé writing, interviewing skills, and on-the-job training.

Jimmy started working at a food production company. Since starting his employment, he received a wage increase. He also receives medical and dental insurance through his employer now.

Date of FSET enrollment: March 22, 2016

Date of employment: May 5, 2016

FSET Region 3



FSET Agency: ResCare

Counties: Ozaukee, Washington, Waukesha

Number of FSET Participants April 1, 2016 – March 31, 2017	
Referred	2,650
Enrolled	710 (27% of referrals)
Gained Employment	305 (43% of enrollees)

ResCare offers programming through its ResCare Academy, Waukesha County Technical College, and in partnership with local service providers. ResCare works with FSET participants in this region to develop computer literacy skills to be able to apply for jobs online. In order to better meet the needs of FoodShare members referred to FSET in this region, ResCare met with members at off-site locations and opened a satellite location. Highlights of ResCare’s activities for this region in Year 2 are outlined below.

Outreach Activities

- Brookfield Chamber of Commerce employment recruiting event
 - Number of job seekers: 248
 - Number of employers: 112
 - Number of job seekers suited in interview attire through the YWCA Dress for Success program: 22
- Number of recruitment events: 13
 - Number of on-site recruitment events: 10
 - Number of on-site collaborative/ partner recruitment events: 2
 - Hosted regional employer recruitment event
 - Number of job seekers served: 305
 - Number of employers served: 270

Vocational and Educational Training Details

- Number of FSET job seekers who took advantage of educational or vocational programming: 212
- Programming is offered through:
 - Waukesha County Technical College with short- and medium-term training and education programs.
 - ResCare Academy’s 4,000 online courses.
 - A need was identified for remedial computer training with a focus on the basics of computer operations. Training has included: windows navigation, internet searches, and software applications use (such as Word and Excel) that culminates in the participant’s ability to make an online job application.

- Number of job seekers served through ResCare Academy: 45
- Job skills training programs in partnership with service providers.
 - Types of training:
 - CNA
 - CDL
 - Central service technician
 - CNC
 - Computer networking
 - Cardiopulmonary resuscitation (CPR), first aid, automated external defibrillator (AED)
 - Early childhood education
 - Financial planner
 - Fitness instructor
 - Licensed practical nurse (LPN)
 - Medical assistant
 - Phlebotomy
 - Real estate agent
 - Social worker
- ResCare staff met at community locations with job seekers who faced transportation challenges so they were able to enroll in FSET. Places frequently visited included James Place, Probation and Parole, and St. Vincent De Paul.
- ResCare opened a satellite location in downtown Waukesha to give FSET participants access to a computer lab and one-on-one computer tutoring.

Success Story

“She made it clear that moving quickly into full-time employment was essential to her survival.” – ResCare

Anna

Date of FSET enrollment: September 15, 2016

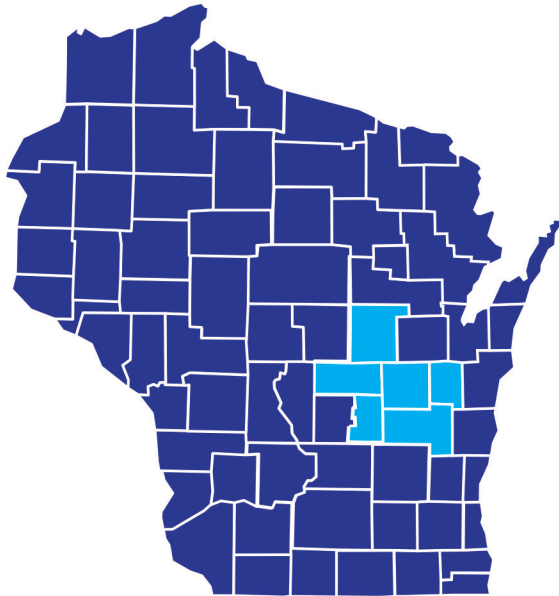
Date of employment: October 31, 2016

Anna was co-enrolled in the FSET program and WIOA. She needed a refresher in her computer skills and computer knowledge to make her marketable in the customer service field.

Through contacts at St. Vincent de Paul, ResCare was able to assist Anna with getting auto insurance and a computer for her home to develop software skills for her current job. ResCare also connected Anna with her current employer and assisted her with the interview process.

Anna completes her temp-to-hire contract soon and will interview for a permanent placement.

FSET Region 4



FSET Agency: Forward Service Corporation
Counties: Calumet, Fond du Lac, Green Lake, Waupaca, Waushara, Winnebago

Number of FSET Participants April 1, 2016 – March 31, 2017	
Referred	3,609
Enrolled	1,065 (30% of referrals)
Gained Employment	677 (64% of enrollees)

Forward Service Corporation offers numerous job skills training activities for FSET participants in this region. One of the most successful events Forward Service Corporation hosts is the DIVERSEcity event in Oshkosh. Highlights of Forward Service Corporation’s activities for this region in Year 2 are outlined below.

Outreach Activities

- The Fond du Lac office hosted a job fair:
 - Number of employers: 12
 - Number of job seekers: 57
 - Number enrolled in Forward Service Corporation programs: 26
 - Number offered employment immediately: 2 (others were scheduled for future interviews)
- The Oshkosh office hosted an open house:
 - Number of visitors: 40
 - Number of employers who visited: 5
 - Number of employers doing on-site interviews: 2
- The Oshkosh office hosted the second annual DIVERSEcity at work event.
 - Collaboration between non-profits, community members, and Oshkosh West High School’s Global Academy to host a job fair that celebrates differences.
 - Number of job seekers who attended: 96

Educational and Vocational Training Details

- The Oshkosh office held a job skills training event with a focus on housekeeping.
 - Students were trained using videos, instructor led discussions, and hands on activities. The students were engaged in discussion to review the duties of the housekeeping position and the work environment.
 - Number of students who completed the course and received a certificate of 15 hours of completion in basic housekeeping: 6
 - Applications and résumés were sent to three employers.

- Number of students who received interviews with an employer the same day they applied: 4 (for most, this was their first interview)
 - Number of students who completed a second interview and were offered employment: 6
- The Fond du Lac office hosted an internal job skills training:
 - Number of FSET job seekers who attended: 38
 - Number of FSET job seekers who obtained employment: 13
- Forward Service Corporation partnered with Moraine Park Technical College and Fox Valley Technical College (FVTC) to enhance job skills training.
 - FVTC provides job skills trainings in the areas of construction, transportation (truck driving-cement), and small and midsize metal fabrication/manufacturing.
 - MPTC provides welding, industrial maintenance, programmable logic controller, computer numerical control, and production assembly trainings.

Success Story

“I now have a skill level that qualifies me for entry level management and some mid-level management positions I wasn’t qualified for prior. I thought I might never get that opportunity before the help I’ve been getting at FSC.” – Shelby

Shelby



Date of FSET enrollment: January 31, 2017

Date of employment: In progress

Shelby is a single mom and had just found a place to live after being homeless for three months. She had experience with W-2 and Forward Service Corporation in the past that was beneficial for her. Shelby had not worked in a while but wanted to advance her skills. So she looked for the closest Forward Service Corporation office and walked in to ask if she could sign up for services.

Forward Service Corporation staff helped her to be positive, become more confident in herself and her skills, and find opportunities to establish a realistic and attainable goal. Her ultimate goal is to own/run her own business, but she needed further skills and experience. She wanted to get experience managing an art gallery or teaching art through a work experience and to learn more about sales, cost projections, and business management.

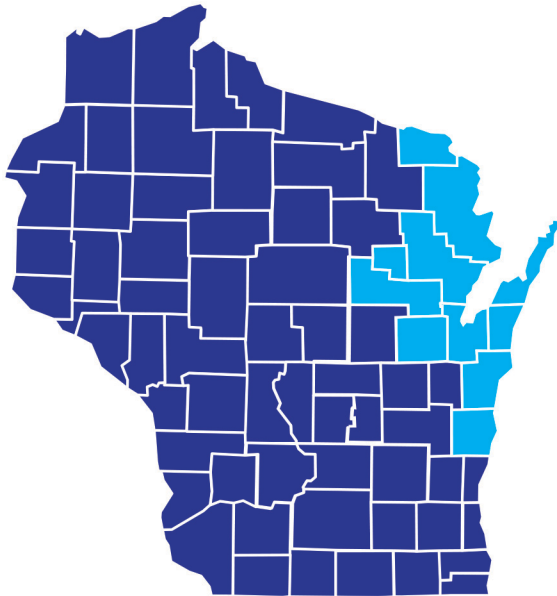
Shelby had trouble finding an art gallery/class (teaching) opportunity. To reach her goal, she knew she needed to learn management skills, public relations, in-depth sales, and marketing. She also struggled with how to market her skills to an employer to improve her ability to get a job without an educational degree.

With Forward Service Corporation’s help, Shelby improved her interviewing skills and gained more confidence in talking with employers. She learned to create a résumé (she never had one before), and how to efficiently and effectively present herself and her skills. With the help of her job developer, she found a work experience opportunity that assisted her in learning skills in marketing (social media, public relations, managing sales promotions), managing a website, coordinating special events, and scheduling staff.

Shelby now has the skill level that qualifies her for entry-level management and some mid-level management positions. Her goals are to get an assistant management position, work her way into a location manager position, and eventually start her own business.

Shelby states, “The FSET program is an amazing opportunity with unlimited potential. The staff have been very supportive, motivating, and have helped me achieve the start of making my entrepreneurial dream closer than I could have done independently. I can see the progress they helped me to accomplish. I owe that success to their efforts and belief in my ability to make it happen.”

FSET Region 5



FSET Agency: Forward Service Corporation
Counties: Brown, Door, Florence, Kewaunee, Manitowoc, Marinette, Menominee, Oconto, Outagamie, Shawano, Sheboygan

Number of FSET Participants April 1, 2016 – March 31, 2017	
Referred	7,062
Enrolled	1,965 (28% of referrals)
Gained Employment	1,096 (56% of enrollees)

Forward Service Corporation offers an abundance of job skills trainings in partnership with local businesses. Education is the biggest barrier for FSET participants in this region, which Forward Service Corporation addresses through partnerships with local colleges. Highlights of Forward Service Corporation’s activities for this region in Year 2 are outlined below.

Outreach Activities

- The Menasha office facilitated a hiring panel at the job center.
 - Number of employers who attended: 6
- In Shawano, employer engagement increased by highlighting employers every week to present to job seekers and offer open interviews. This resulted in so much interest from employers that the whole year was booked and extra on-site days were added during the week.
- In Brown County, on-site interviews were paired with job skills training every Friday morning; a variety of employers who are hiring attend. This provides job seekers an opportunity to participate in real interviews or a mock interview.
- On-site job fairs were hosted with 15 employers.

Educational and Vocational Training Details

- A four-day, 20-hour, soft skills customer service training workshop was held at the College of Menominee Nations and in partnership with Expert Global Solutions (EGS). Job seekers were provided with the skills necessary to obtain, maintain, and advance within customer service. Skills highlighted and practiced included the following:
 - Communication with the employer as well as the customer
 - The power of attitude
 - What it means to be a professionalFour employers offered job seekers the option to meet, discuss employment, and schedule an interview.
 - Number of job seekers who participated: 16

- Number of job seekers offered employment with a local call center customer service company: 14
- A three-day, 15-hour, hospitality training was held in partnership with three local hotels. The hotels helped to create the training and conducted interviews at the end of the training. The three job seekers who participated were hired.
- A 20-hour cashiering customer service training was held in partnership with three employers. The training provided job skills training in learning how to assist new customers, retaining current customers, the importance of professionalism, and counting back change. The three job seekers who participated were hired at the end of the training.
- A 20-hour customer service job skills training was offered in partnership with Kwik Trip and McDonald's.
 - Number of job seekers who attended and interviewed: 15
 - Number of job seekers who were hired: 8
- A forklift training certification was held through Northeast Wisconsin Technical College (NWTC).
 - Number of job seekers who obtained certification: 15
 - All job seekers obtained employment at various manufacturing industries in the region.
- A 20-hour customer service job skills training was held that focused on working in a call center environment.
 - Number of job seekers who attended: 11
 - Number of job seekers who were offered employment: 6
- A 20-hour manufacturing job skills training was held.
 - Number of job seekers who attended: 4
 - Number of job seekers who were offered employment: 2
- The Menasha office launched a call center customer service training in partnership with Time Warner Cable, WEST, and Pitney Bowes. This hybrid course focused on the key skills necessary to thrive in a call center. Job seekers learned the skills to navigate a database, how to deescalate a difficult customer, and how to upsell to a customer. Four participants interviewed with four companies.
- The Brown County office held a customer service training in partnership with Cabela's. The training was one week with a focus on learning retail, customer retention, and new customer recruitment. Cabela's conducted on-site real and mock interviews with job seekers.
- Number of FSET job seekers who attended internal job skills trainings in Brown County: 108
 - Number of FSET job seekers who obtained employment as a direct result of job skills training: 60
- The Brown County office held an open house that provided information about the FSET program, on-site enrollment, next steps, and how staff could help participants obtain employment. Forward Service Corporation staff also showed appreciation to enrolled FSET members for participating and achieving goals, and FSET participants spoke to attendees about how FSET helped them achieve their goals and become successful.
 - Number of job seekers who attended: 80
 - Number of FSET enrollments: 17
- The greatest barrier for job seekers in this region is education. As a result, Forward Service Corporation worked with NWTC to have on-site enrollment once a week to enroll job seekers in GED programs. Forward Service Corporation also partnered with NWTC, College of Menominee Nation, University of Wisconsin-Marinette, and Lakeshore Technical College to offer classes to enhance job skills.
- Forward Service Corporation partnered with local agencies to utilize resources and help job seekers overcome barriers to gaining employment. These agencies included: Transportation Alliance for

New Solutions, which connects people to construction careers; Division of Vocational Rehabilitation; Community Action Program; food and hunger network; county human services; DOC; probation and parole departments; W-2; and WIOA (Workforce Innovation and Opportunity Act).

Success Story

“Kendra has dedication, a desire to learn, is motivated to succeed, and has an unwavering positive attitude.” – Forward Service Corporation

Kendra



Kendra wanted to find a job that would meet her needs – not to just get any job, but a career. She struggled with finding child care.

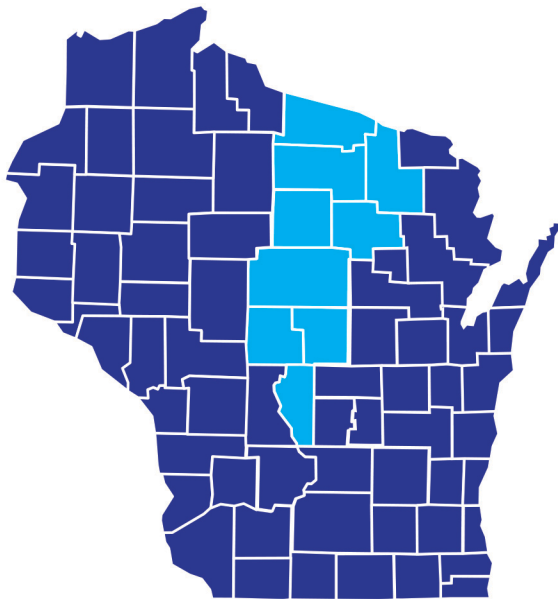
Kendra was able to overcome her challenges by going to job skills training workshops, conducting weekly employment searches, and developing a support system to help her both at home and at the FSET agency.

She received transportation assistance and Goodwill vouchers, which lead to her finding a career, child care, and gaining confidence.

Date of FSET enrollment: January 25, 2017

Date of employment: February 27, 2017

FSET Region 6



FSET Agency: Wood County Human Services
Counties: Adams, Forest, Langlade, Lincoln, Marathon, Oneida, Portage, Vilas, Wood

Number of FSET Participants April 1, 2016 – March 31, 2017	
Referred	4,858
Enrolled	2,030 (42% of referrals)
Gained Employment	859 (42% of enrollees)

Wood County Human Services offers several programs, certifications, and trainings through local colleges and businesses. Wood County Human Services developed a partnership with a program that

helps former foster care youth in out-of-home care and emerging adults who have exited care to connect these individuals with the FSET program. Highlights of Wood County Human Services' activities for this region in Year 2 are outlined below.

Outreach Activities

- Started hosting open interviews at the FSET offices at least once per month where employers conduct on-site interviews with job seekers. This is also offered in rural locations to reach all job seekers in this region.
- Formed employment focus groups in Marathon and Langlade counties to match job seekers with employers and identify skills gaps to be filled with training and experience.

Educational and Vocational Training Details

- StrengthsFinder 2.0 was used to identify job seekers strengths and how those strengths apply to their job search goals and processes, as well as long-term career path.
- Gerontology CNA certification was offered through Mid-State Technical College.
 - Number of graduates: 13
 - Number of graduates who entered the workforce: 11
 - Number of graduates who continued on to the nursing program: 2
- An accelerated GED program was offered (40 percent attainment rate).
- Existing certificate courses were leveraged through Mid-State, Northcentral, and Nicolet Technical Colleges.
- Sabertooth Commercial Driving School was utilized for CDL training.
- A partnership was developed with the Independent Living program.
 - This program is for youth in out-of-home care and emerging adults, ages 18-21 years old, who have exited care (foster care, court-ordered Kinship care, and other court-ordered out-of-home placements).
 - New partnerships with community agencies helped to address the issues facing both aging out-of-care youth and FSET participants. New partnerships included the following agencies:
 - Security Health Plan and their educational outreach programs
 - Public school districts where a connection was made with 16- to 19-year-olds eligible for FSET
 - Cooperative Educational Service Agencies (CESA) 9 and CESA 5 for outreach efforts
 - Child welfare
 - Juvenile justice
 - Adult protective services departments within each human/social services agency in the region
 - Tribal agencies in the region, including a number of collaborative efforts with the Sokaogon Chippewa Community and the Lac Du Flambeau Band of Lake Superior Tribe of Chippewa Indians of Wisconsin
 - Wood County Human Services successfully co-enrolled more than 50 percent of the adult Independent Living program participants in the FSET program.

Success Story

“Thomas stated he attributes the help from his case manager with job search skills and the transportation assistance as the two most important supports.” – Wood County Human Services

Thomas



Thomas and FSET staff worked diligently to update his résumé and to customize it for each new job application. He requested help with job leads and interview skills and engaged in career planning, employment search, and job readiness activities. FSET also provided him with transportation assistance for travel to assist with his job search, job interviews, and other FSET activities. Thomas and the FSET office did a thorough analysis of his interview skills and discussed how to maintain a positive approach about his experience, knowledge, and skills during interviews. FSET staff also provided solid job leads in his field of interest.

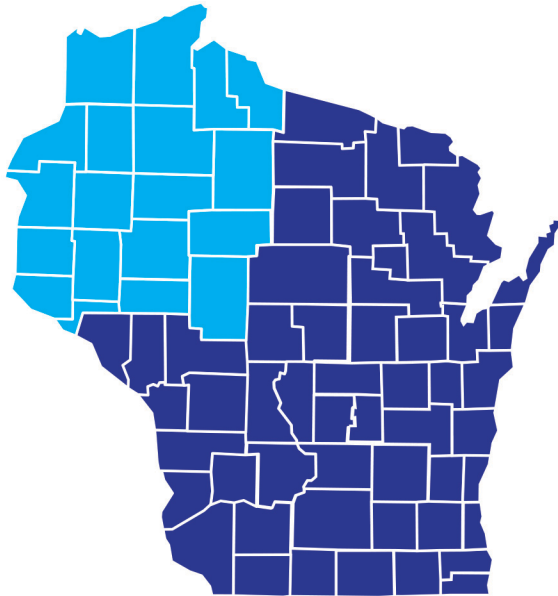
Date of FSET enrollment: April 6, 2015

Date of employment: January 7, 2017

When Thomas enrolled in the FSET program, he had not held a permanent job since 2009. He had worked seasonal positions since that time but could not find a permanent position in his desired field of grounds keeping. When he enrolled, Thomas had a résumé, but it was in need of updating.

Although Thomas was able to continue seasonal employment after enrollment in FSET, he achieved his goal of securing permanent, year-round work as a groundskeeper nearly eight years after his last permanent position. His position is full time (40 hours per week) with full benefits, including health insurance, paid leave, and retirement. Since being hired, FSET provided Thomas with job retention services.

FSET Regions 7 and 8



FSET Agency: Workforce Resource
Counties: Ashland, Barron, Bayfield, Burnett, Chippewa, Clark, Douglas, Dunn, Eau Claire, Iron, Pepin, Pierce, Polk, Price, Rusk, Sawyer, St. Croix, Taylor, Washburn

Number of FSET Participants April 1, 2016 – March 31, 2017	
Region 7	
Referred	2,306
Enrolled	710 (31% of referrals)
Gained Employment	272 (38% of enrollees)
Region 8	
Referred	3,775
Enrolled	1,070 (28% of referrals)
Gained Employment	485 (45% of enrollees)

Workforce Resource partners with a local technical college for education and offers incentives to FSET agency staff to improve program operations. Highlights of Workforce Resource’s activities for this region in Year 2 are outlined below.

Outreach Activities

- Developed a partnership with child support agencies to reach out to non-custodial parents who are eligible for FoodShare to refer and enroll them in FSET.
- Paired on-site interviews with job skills training so job seekers had an opportunity to interview after gaining skills in certain sectors.
- Held a manufacturing job fair.
 - Number of employers: 10
 - Number of participants hired on-site: 3
- Workforce Resource staff attended local job fairs and school events, met with local resources, and provided information to and networked with the boards on a monthly basis.
- For job seekers who did not have transportation available, staff met with them at community locations; sites include probation and parole offices, human service agencies, libraries, city halls, and work sites.

Vocational and Educational Training Details

- The FSET program partnered with Wisconsin Indianhead Technical College-New Richmond to offer a phlebotomy certificate.
 - Number of FSET participants who enrolled in the first quarter in 2016: 3 (anticipated to complete the course in spring 2017)
- The RealCareers Employability Skills Training: Ladder – Stepping Up to Your Future is offered weekly to FSET participants. The training includes résumé development, team building, financial literacy, and introduction to career courses. The training also works on soft skills needed to be successful in a career. This includes: effective communication, teamwork, problem-solving, critical thinking, leadership, time management, interviews, motivation, work ethic, listening, respect, responsibility,

flexibility, interpersonal skills, negotiation, networking, patience, self-confidence, and stress management.

- The career services online webinar series offers 23 modules. Students can earn a certificate in Manufacturing 101, Customer Service 101, Critical Employment Skills, and Career Services. Staff can schedule the webinars at times that are most convenient for participants in their communities.
- Many academies are offered in partnership with local employers and technical colleges. These include training in the fields of health care, forklift operation, industrial maintenance manufacturing, culinary, and customer service. Upon completion of the training, students have the opportunity to interview with employers on-site to be hired for local job opportunities.
- Workforce Resource partnered with Chippewa Valley Technical College to provide GED boot camps at the local job centers. Participants attending the GED boot camp gain quick results to complete their GED.

Success Story

“After 90 days she was eligible for insurance and profit sharing with the company.”
– Workforce Resource

Star



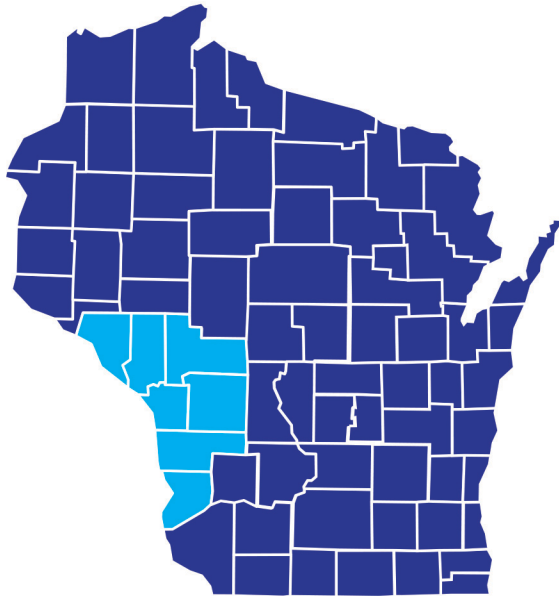
Through the FSET program, Star participated in job search, workfare, career planning, career advancement, work experience, and job readiness workshops. She was placed in a workfare site to gain work experience and work history. She loved her position and, as a result, gained job skills, confidence, and a reference.

After completing her workfare site placement, Star started a work experience placement at a gas station. She was offered a full-time position with the gas station. After 90 days, she was eligible for insurance and profit sharing with the company. Since she started, her hours have increased to 40 hours per week.

Date of FSET enrollment: October 16, 2015

Date of employment: October 17, 2016

FSET Region 9



FSET Agency: Workforce Connections
Counties: Buffalo, Crawford, Jackson, Juneau, La Crosse, Monroe, Trempealeau, Vernon

Number of FSET Participants April 1, 2016 – March 31, 2017	
Referred	2,603
Enrolled	545 (21% of referrals)
Gained Employment	145 (27% of enrollees)

Workforce Connections focus is on co-enrollment in work programs. Highlights of Workforce Connections' activities for this region in Year 2 are outlined below.

Outreach Activities

- A staff member serves as a resource at a technical college in La Crosse to help streamline FSET referrals for those attending the college. This location enables staff to reach FSET participants in outlying college campuses.
- Partnered with the La Crosse County Child Support Agency to better connect non-custodial parents to employment programs. This has proven successful, so the agency is now in the process of reaching out to other child support agencies in the region to build similar partnerships.

Educational and Vocational Training Details

FSET participants have the option to co-enroll in FSET, W-2, and WIOA. Co-enrolling provides the participant with more support and a better opportunity to improve their skills and employment prospects for long-term success.

Success Story

“He worked with his FSET worker and parole officer to understand how his criminal record affected which jobs he could consider applying for.” – Workforce Connections

LeRoy

Date of FSET enrollment: January 4, 2017

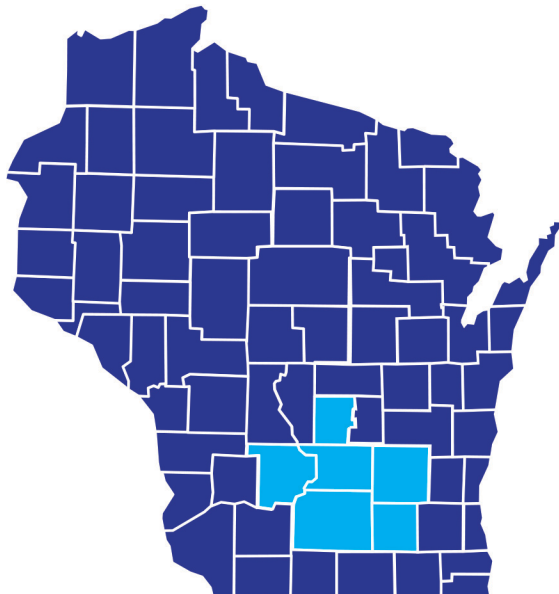
Date of employment: January 9, 2017

LeRoy’s goals were to secure income and full-time employment. Through the FSET program, he participated in employment search and the Recognizing Barriers workshop, attended weekly FSET appointments, and completed a generic application that would assist him in applying for employment opportunities. He worked with his FSET case manager and parole officer to understand how his criminal record affected which jobs he could consider applying for. During his FSET enrollment appointment, his case manager was able to connect LeRoy with a staffing agency

who offered him employment. At one of his weekly FSET appointments, his case manager connected him to an on-site recruiter, and he is going through the hiring process with a furniture store.

LeRoy successfully completed one position through the staffing agency and has given proper notice to start a new opportunity at a furniture store. The staffing agency has stated he is welcome back in the future. He continues to go through the hiring and training process through his new employer, who will offer him better hours and wages.

FSET Region 10



FSET Agency: Dane County Human Services
Counties: Columbia, Dane, Dodge, Jefferson, Marquette, Sauk

Number of FSET Participants April 1, 2016 – March 31, 2017	
Referred	7,082
Enrolled	1,606 (23% of referrals)
Gained Employment	708 (44% of enrollees)

Dane County Human Services works with local business to develop job skills trainings. They formed a partnership with a local university to offer trainings closer to FSET participants who live in western Dane County and west Madison. Highlights of Dane County Human Services’ activities for this region in Year 2 are outlined below.

Outreach Activities

- Networked with local chambers of commerce and added FSET program information to chamber of commerce websites.
- Hosted the annual July Jamboree event that provides information about the agency and how employers can find job seekers. Received a two-minute news spot to publicize this event.

Educational and Vocational Training Details

- Two caregiver job skills trainings were offered in Sauk and Columbia counties.
 - The Columbia County training began as a collaboration between the Community Steering Committee (part of the Portage Chamber of Commerce) and a staff member. Dane County Human Services staff worked with AmericanWay assisted living and a local nurse to design and deliver a training that would teach candidates the basics of working in a care facility and provide them with state-required certification for working in community-based residential facilities. FSET participants were screened for interest in the health care field, criminal background, child care needs, and transportation needs and then invited to an orientation for more information. The two-week training provided participants with an understanding of how to utilize soft skills in a caregiver setting, basic training in dementia care, and required certificates in universal precautions, first aid and choking, fire safety, and medication administration. After graduation, participants were invited to a caregiver-focused job fair at the Portage Enterprise Center, where six employers conducted on-site interviews.
 - Number of participants: 6
 - Number of participants who graduated: 6
 - Number of participants who received employment: 5 (one is now a director of an adult day center)
 - The Sauk County caregiver training used employer and participant feedback from the first training in Columbia County and added employer presentations, a facility tour, first aid and CPR certification through the American Heart Association, and a panel of health care professionals in different occupations and settings. Partnerships were made with WIOA/WorkSmart Network for referrals and job fair planning. Following completion of the training, graduates attended a public, health care-focused job fair hosted in the county building, where they had the opportunity to speak with seven local employers.
 - Number of participants: 8
 - Number of participants who were offered employment at the job fair: 3
 - Number of participants who received employment within three months of graduation: 7
- A focus on bringing in employers has helped to train, give feedback, and offer interviews to job seekers. Trainings are constantly being developed and evaluated based on labor market needs and customer goals. Some of the trainings include:
 - Customer service/call center: This course was developed with employers to meet their need for call center employees. Employers gave input into the curriculum, provided staff to deliver part of the training, and interviewed graduates of the course. This six-week course is run on a continual loop and offered in Dane, Columbia, and Sauk counties.
 - Personal care worker: This course was developed with an employer to provide customized skills training in health care. It takes place in the employer's training facility and is taught jointly by agency and employer staff.

- Sanitation worker: Jefferson County worked with an employer to develop job skills training for sanitation workers. The employer identified a shortage of qualified applicants for this position.
- A partnership was developed with Upper Iowa University to help participants who live in western Dane County and west Madison to attend trainings closer to them. Upper Iowa University, located in west Madison, allowed the use of their classrooms for trainings and other FSET activities, such as case management or job development meetings. Outreach is also made with Upper Iowa University students about FSET.

Success Story

"I'm finally doing what I love and it makes me so happy." – Meagan

Meagan



Date of FSET enrollment: June 17, 2016

Date of employment: October 3, 2016

Meagan was looking for a way to meet her FoodShare work requirement when she attended an FSET orientation. She knew she wanted to work with people, but was unsure of how to begin. Her work history consisted of short-term employment in customer service jobs, each lasting around one month. Meagan's biggest barrier to employment was transportation. She also struggled with a direction for career goals.

The FSET agency helped Meagan identify a career interest and goals, and it was determined she would benefit from job skills training in the caregiver field. The training was located 20 minutes from where she lived. To help with transportation, FSET provided gas vouchers for her to get to and from the training. During training she

got to experience a career field she was interested in and good at, and as a result, she began to find her own motivation and was driven to finish the course in order to find employment in that field.

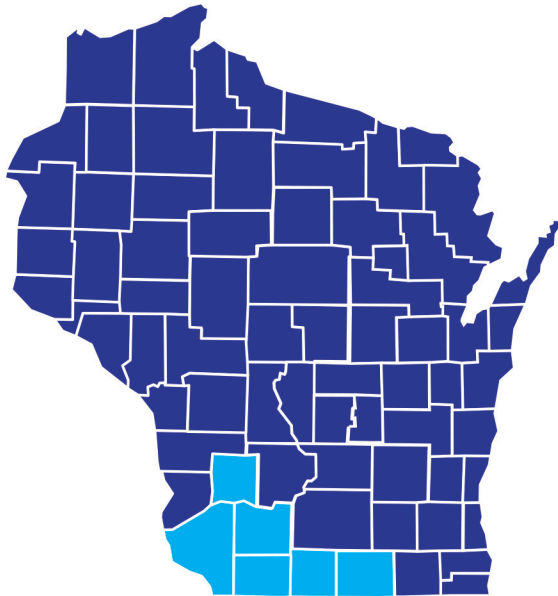
FSET staff consistently checked in with Meagan's progress after the caregiver training and provided her with job leads and scheduling interviews, as well as cab booklets to get to interviews. Meagan received interview tips from FSET staff and a referral to a local agency to obtain interview clothing.

An FSET skills instructor helped Meagan to schedule an interview with a senior living facility that was a few blocks from her house. Meagan attended her interview and was offered the job. By being able to walk to work, this helped her overcome her biggest barrier to employment. She started working 20 hours per week with the potential of moving to full-time with benefits upon completion of her training.

FSET staff continued to provide support services after she started her job to help her maintain employment and be available for additional FSET services she might need. Meagan successfully completed her 90-day job retention period for the FSET program. Because she successfully completed all FSET activities, Meagan's enrollment for the FSET program ended on January 11, 2017.

Meagan hopes to earn her registered nursing license in the future.

FSET Region 11



FSET Agency: Southwest Wisconsin Workforce Development Board

Counties: Grant, Green, Iowa, Lafayette, Richland, Rock

Number of FSET Participants April 1, 2016 – March 31, 2017	
Referred	3,206
Enrolled	900 (28% of referrals)
Gained Employment	407 (45% of enrollees)

Southwest Wisconsin Workforce Development Board partners with local colleges and schools to offer job skills trainings. They assess FSET participants for strengths to determine which types of jobs are the best fit. Highlights of Southwest Wisconsin Workforce Development Board's activities for this region in Year 2 are outlined below.

Outreach Activities

- Number of hiring events: 12
- Number of job fairs: 4
- Number of on-site employer recruitments: 98
- Established FSET presence outside of the county health and human services office at the Blackhawk Technical College-Monroe campus in Green County. This provides employment and training opportunities to Green County participants and opportunities through the college.
- Facebook pages help market and advertise employers' flyers for hiring events, job fairs, and on-site employer recruitment events.

Educational and Vocational Training Details

- Partnered with Blackhawk Technical College to develop an eight-week culinary academy training with a total of 128 hours of classroom and hands-on training. Training topics included: food service sanitation, meal preparation, cooking techniques, nutrition, equipment usage, and kitchen terminology. In addition, participants earned the nationally recognized ServSafe certification.
 - Number of FSET participants who enrolled: 8
 - Number of FSET participants who completed and graduated from the training: 6
 - Number of FSET participants who graduated and enrolled in the Associate Degree Culinary Program at Blackhawk Technical College: 3
 - Number of FSET participants who continued with GED through Blackhawk Technical College: 1
 - Number of FSET participants who gained full-time employment: 2
- Partnered with Rock Valley College and Beloit Memorial High School to develop a 10-week TechWorks fast track CNC machine setup operator training with a total of 172 hours of classroom and hands-on training and an additional 20 hours of job readiness training.

- Number of FSET participants who completed this training and earned the National Institute for Metalworking Skills Certificate for CNC Turing Operator and Measurement, Material, and Safety: 3
- The number of FSET participants who also earned the National Career Readiness Certificate-WorkKeys Test at a Silver Level Certificate: 2
- The number of FSET participants who also earned the National Career Readiness Certificate-WorkKeys Test at a Gold Level Certificate: 1
- Number of FSET participants who gained full-time employment: 3
- Utilized the Xyte assessment tool to identify a participant’s cognitive profile.

Success Story

“FSET helped her with not only the material needs, but it helped her realize the skills she had and what it took for becoming a leader.” – Southwest Wisconsin Workforce Development Board

Charlotte



Charlotte’s employment goal through the FSET program was to gain full-time employment in the health care field. She was a CNA for over 13 years but had to change her vocation because she had two artificial hips installed and could not continue the heavy lifting demands associated with CNA work. But she wanted to remain in the health care field, so she trained for the administrative side. She earned her Bachelor of Science degree from the University of Phoenix in 2014.

The FSET program helped Charlotte with the purchase of two sets of uniforms and shoes needed to start her new position with a hospital system.

Charlotte stated, “I entered the health care field at age 22 because I always wanted to help others and I like the variety of jobs that it offers.” Charlotte was informed recently that there may be a supervisor position opening soon and stated she would definitely like to apply.

Date of FSET enrollment: July 27, 2016

Date of employment: August 29, 2016

C. Success in Their Own Words

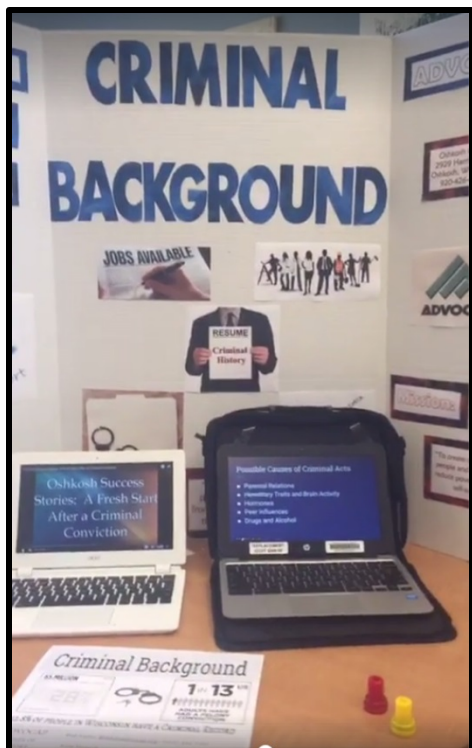
In this section, each FSET vendor describes some of their successes over the past year.

Dane County Human Services (Region 10)

The SouthWest Partnership is a small third-party partner program that serves 40 FSET participants per year. This program works with individuals who experience extreme intergenerational poverty and often

have multiple barriers. The case manager, John, takes a no-excuses approach and builds strong relationships with his participants and employers. Participants are placed on a work experience site and receive real-life feedback and job references, and the worksite supervisor advocates for success with employers. In the last quarter, seven of the nine participants gained employment with an average wage of \$12.74 per hour, exceeding wage averages for FSET participants in this region. Overall, wages for the Southwest Partnership program have ranged from \$10.50 to \$15.63 per hour.

Forward Service Corporation (Regions 4-5)



Forward Service Corporation’s successful Oshkosh DIVERSEcity event was documented on video and distributed using a Facebook Live feed. The video is available at <https://www.facebook.com/jennifervenrooy/videos/10207908175374370/>. The video walks the viewer through the job fair and highlights employers, job seekers, education, and community engagement. Student booths and panels provided educational materials about the types of challenges job seekers face and how an employment and training agency helps job seekers with overcoming these challenges. Examples of these challenges include:

- English proficiency.
- Mental health.
- Domestic abuse.
- Single parenting/child care.
- Homelessness.
- Criminal background.
- Physical health.

Photo: One of the displays created by high school students for the DIVERSEcity event to educate about the barriers job seekers face.

Also on Facebook, Forward Service Corporation promotes its employer panel events and job seeker success stories at <https://www.facebook.com/ForwardServiceCorp/>.

A newspaper article in The Market Messenger (see [Appendix A](#)) demonstrates how a Forward Service Corporation’s FSET account representative helps to connect job seekers and employers with jobs in the Shawano area.

ResCare (Regions 1-3)

Access to services can be a challenge for some job seekers that live in a rural area or other city locations far from the main offices established in each county. Knowing this could be a challenge, ResCare established satellite locations in Burlington and Bristol to reach FoodShare members in rural areas. This eventually evolved into teams of talent development specialists doing mobile enrollments at job fairs and other community events and co-locating at locations such as Gateway Technical College, income maintenance agencies, WIC (Women, Infants and Children) offices, and local Department of Correction

offices. In October 2016, this process was formalized by creating community-based talent development specialist (CBTDS) positions. CBTDSs maintained already established co-locations and established new relationships and co-locations with the Salvation Army in Racine and the Sharing Center in Trevor in Kenosha County. Recently, additional resources were added to the relationship with the income maintenance agency for Racine County by adding CBTDSs to staff the resource room and the application verification center. This allows for direct contact with FSET-referred and FSET-eligible community members who are completing job search activities or who may be there to apply for FoodShare or to turn in eligibility documentation.

Additionally, ResCare has several proprietary software applications and workshops that optimize the job seeker's experience and increase their chances in the job market. These workshops and applications are combined to create an individualized customer experience. Job seekers can partake in the entire experience or handpick the portions best suited for their end goal. The job readiness preparation and optimization process begins with RoadMaps to Success, ResCare's signature employment readiness training program. In this training program, new FSET enrollees are provided critical motivational messaging, techniques for managing stress, and how to prepare for an interview with mock interview training. ResCare has found that job seekers who attend RoadMap to Success have higher participation rates, do better in job interviews, and utilize the full menu of services offered by the FSET program. The training program culminates with a search engine-optimized résumé created in the ResumePro system, which is then immediately linked to Talent Market, an online job matching system. As job seekers identify their career goals or need additional help identifying their career goals throughout this process, ResCare Academy courses can be incorporated into their activities. Courses include the following topics: basic math and reading, customer service, computer programming, and health care.

Talent Market is ResCare's online job matching system that assists both staff and job seekers to quickly and easily find employment opportunities in their areas of interest. The system is user friendly and has the capacity to generate reports specific to job seekers, staff, and employment sectors of most demand. Talent Market's reporting capability allows staff the opportunity to tailor job fairs to the interest of the job seekers and the employment needs of employers.

Functional résumés are one of the best practices ResCare uses for program success. Functional résumés were initially developed to assist the refugee population in their employment search efforts, but its use was expanded to meet the needs of some English-speaking job seekers as well. Many refugee job seekers have marginal computer skills, limited English proficiency, and almost no appreciable work history. Many English-speaking job seekers also face similar challenges. For these populations, conventional résumé-writing methodologies are unworkable. To overcome this barrier, a series of functional résumé templates were developed. Each résumé template covers a specific field of possible employment, for example, factory work, food service, and housekeeping. Talent development specialists work closely with the job seeker to tailor the résumé template to a job seeker's specific area of interest and skills. The result is a résumé that is ready for immediate distribution to potential employers.

ResCare at Your Service training is another best practice and a key to ResCare's success. This training is provided to new ResCare staff who are certified within their first 90 days of employment. Observations

of ResCare staff by their supervisors continue throughout an employee's tenure with ResCare. This training, certification, and observation put the job seeker's experience front and center. By enhancing the customer experience in the program ResCare improves participation and ensures that job seekers take full advantage of the FSET services available to them.

Southwest Wisconsin Workforce Development Board (Region 11)

A program success for the Southwest Wisconsin Workforce Development Board is the utilization of the Xyte assessment tool. The assessment is statistically valid and reliable for identifying a participant's cognofile (cognitive profile). Positive benefits to FSET participants occur by understanding and aligning their innate strengths with appropriate training and/or opportunities to secure positive and productive career pathways they will enjoy rather than tolerate. This matching improves retention and moves an individual closer to self-sufficiency. This alignment process not only develops focus for an individual, but it also strengthens the relationship between the FSET participant and the FSET worker. The Xyte assessment tool identifies and classifies those preferences according to how a person thinks and processes information. While people's preferences can be influenced and adapted to their environment, preferences usually are the strongest indicators of what makes them happy. Xyte's research and studies have led to a better understanding of why people do what they do, as well as an understanding of their innate strengths. FSET workers use the assessment tool as a guide to help FSET participants build people skills, better communication, career pathways or jobs, and education. When employees are in a role that matches their natural work mode and workflow zone, they are happier and more productive. The use of the Xyte assessment has helped FSET specialists to better guide FSET participants to a more successful career pathway.

Wood County Human Services (Region 6)

Wood County Human Services continues to focus on connecting with FoodShare members to promote the value of FSET and how it can help members achieve their educational and employment goals. Enrollment rates and point-in-time enrollment rates increased from the first year of operation. This increase was attributed to improvements in both reaching more people to enroll in the program and retaining those members in FSET until they found employment and were able to successfully transition off FoodShare due to their increased income. Wood County Human Services helped FoodShare members maintain eligibility by offering opportunities to meet the work requirement and achieve their goal of employment and financial independence.

Workforce Connections (Region 9)

The FSET program provided numerous participants with the option to co-enroll in multiple programs. By co-enrolling in FSET, W2, WIOA, or other programs, Workforce Connections is able to offer more support and better opportunities to participants. These additional opportunities help participants to improve their skills and employment prospects for future long-term success and stability. In Crawford County, an FSET participant was dually enrolled in the WIOA program. Before coming into the FSET and WIOA programs, the participant was homeless and struggling to find any employment that would help him meet basic needs. Through the WIOA program, the participant completed an on-the-job training at Solomon Corporation as a material handler. During the six-week on-the-job training, the participant

learned new skills and gained the experience needed to obtain full-time employment with Solomon Corporation. The participant was hired on full time at Solomon Corporation and was offered a wage that provided him the opportunity to be self-sufficient. Through the FSET program the participant completed mock interviewing, worked with the case manager to build a résumé, and received support service funds to help with transportation costs.

Workforce Resource (Regions 7-8)

Workforce Resource provides comprehensive services to a large rural population by meeting with customers at a variety of locations and online. Workforce Resource also co-enrolls participants with W-2 and WIOA programs to offer supportive services and resources. Through partnerships with technical colleges and local employers offering academies and training, participants reach success through gaining work skills and employment. The success of the FSET program for Workforce Resource is due to FSET case managers and work readiness specialists working together as a team to increase enrollments and entered employments. Through the creation of procedures and processes, staff tracked referrals in an FSET tracking database and the Workforce Resource website. As a result of improved efficiencies, bonus points were given to staff on scorecards if a job seeker placed in seven days of being on the job or worksite.

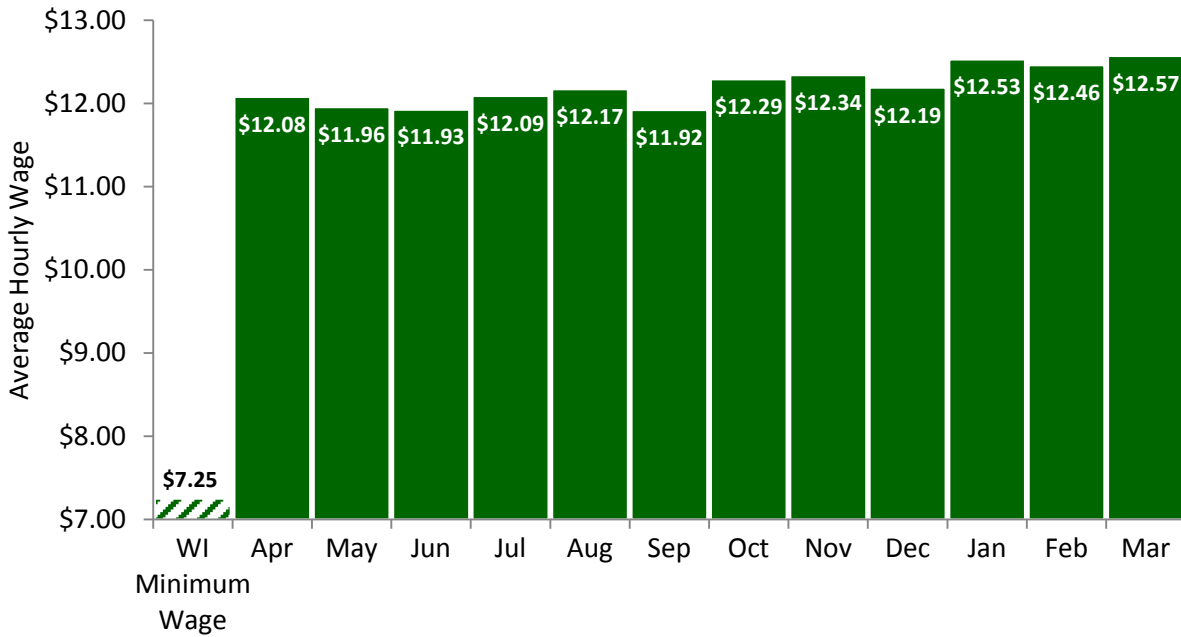
V. Year 2 Data

A. Statewide Data

Average Hourly Wage for FSET Program Participants

Adults who need to meet the work requirement and other voluntary participants

April 1, 2016 – March 31, 2017

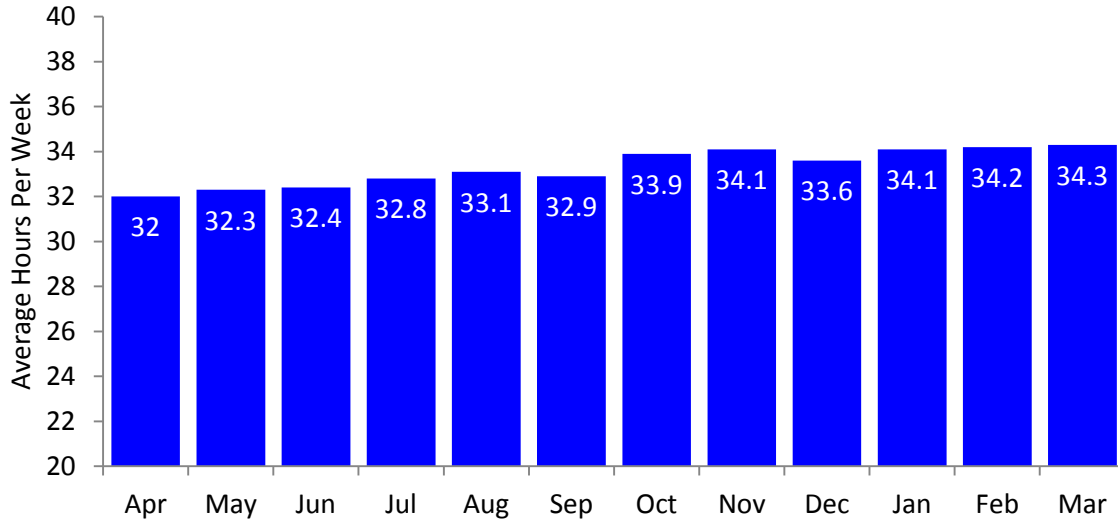


For Year 2, the FSET program began reporting how much an FSET participant earns from a job. The average hourly wage of an FSET participant was \$12.21 per hour. This is well above Wisconsin's minimum wage, showing that FSET participants are getting good paying jobs.

Average Weekly Hours for FSET Program Participants

Adults who need to meet the work requirement and other voluntary participants

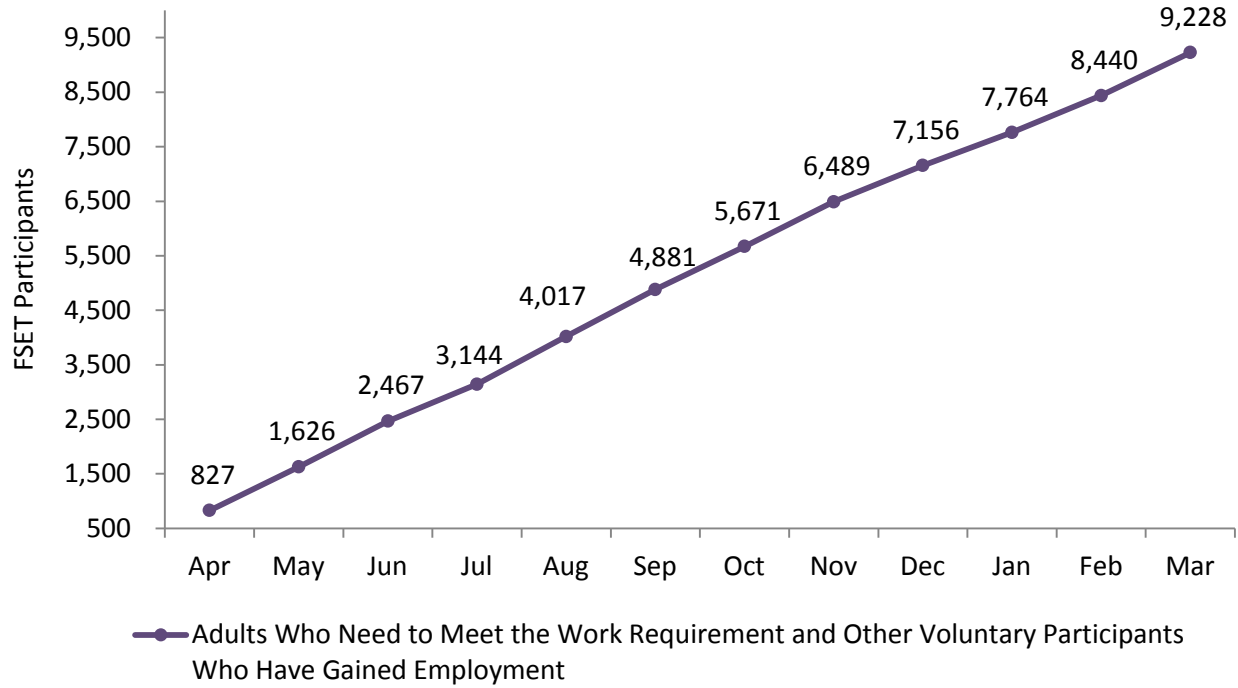
April 1, 2016 – March 31, 2017



For Year 2, the FSET program began reporting how many hours an FSET participant works per week. The average number of hours an FSET participant worked was 33 hours per week.

FSET Program Participants Who Have Gained Employment

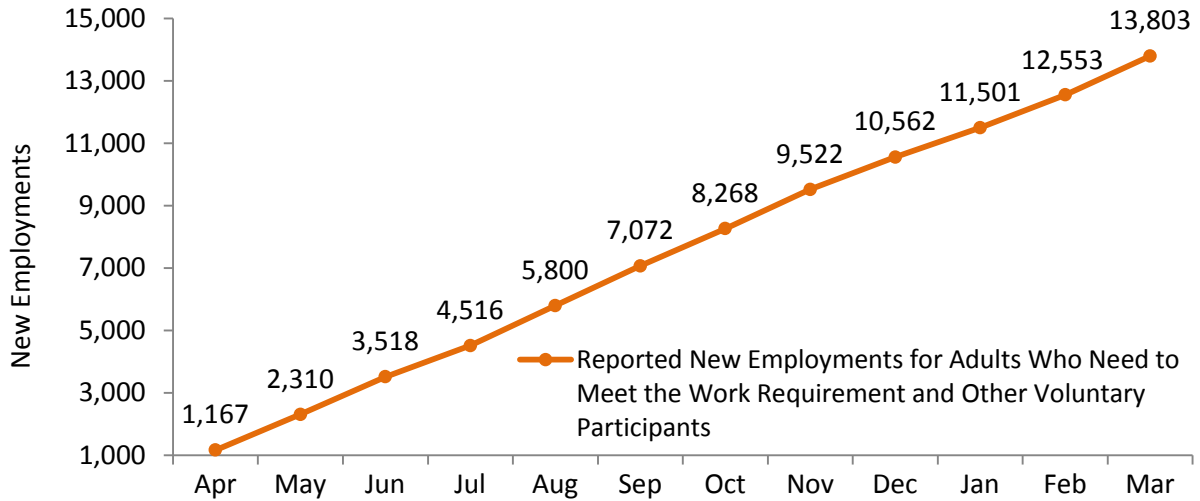
Cumulative number of FSET participants who have gained employment
April 1, 2016 – March 31, 2017



This chart shows the number of FSET participants who got a job through the FSET program. For Year 2, there were 9,228 FSET participants who reported to their FSET agency that they got a job.

Reported New Employments

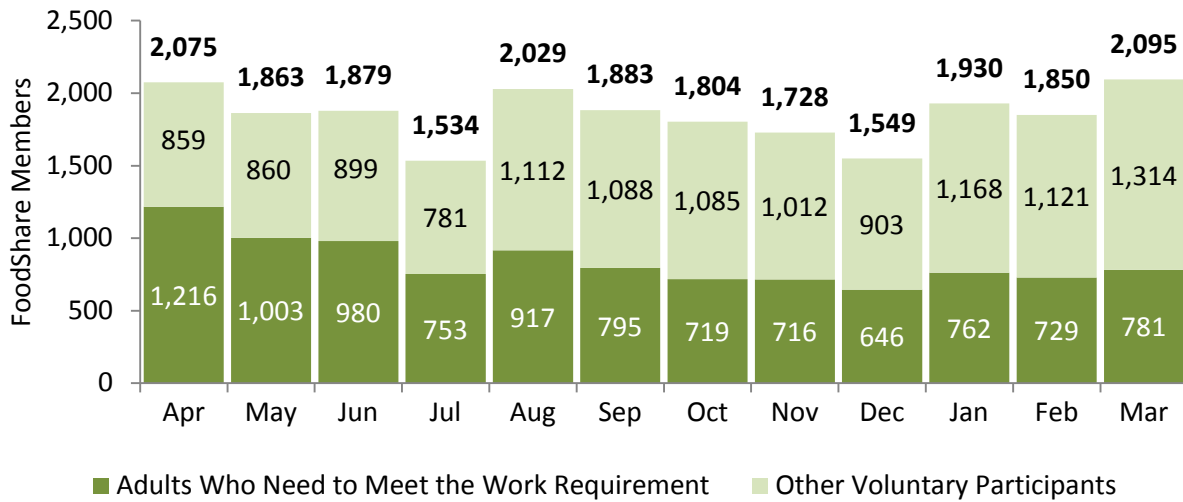
Cumulative number of new employments reported by FSET participants*
April 1, 2016 – March 31, 2017



*More than one job may be reported by a participant.

For Year 2, there were 13,803 new employments reported by FSET participants. The number in this chart only reflects employments that FoodShare members reported to their FSET agency.

FoodShare Members Newly Enrolled in the FSET Program
 The number of new enrollments received by month
 April 1, 2016 – March 31, 2017



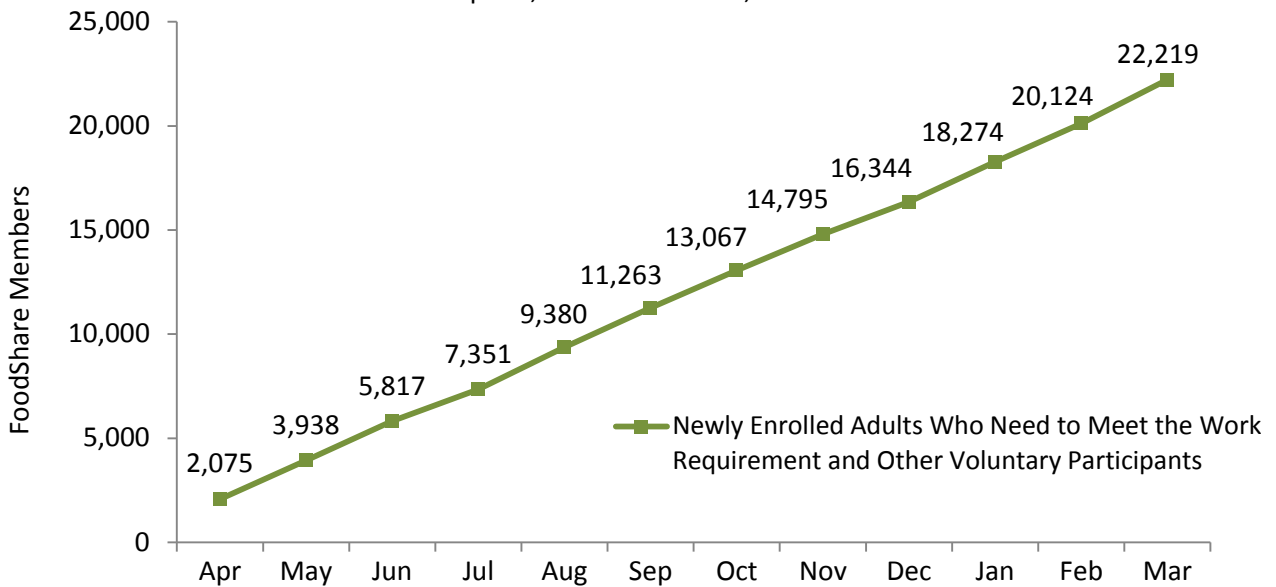
In addition to sending appointment notices, FSET agencies attempt to make direct contact with members referred to the FSET program to facilitate participation in FSET. FSET agencies have found that multiple attempts and methods of contact result in greater participation rates.

For Year 2, 45 percent of able-bodied adults without dependents chose to enroll in the FSET program. Since FSET is voluntary, referred able-bodied adults may choose not to participate in the free program, which may result in their participation in the FoodShare program ending after three months if they do not meet the work requirement some other way. Starting in July, there were more voluntary participants enrolled in the FSET program compared to adults who needed to meet the work requirement.

FoodShare Members Newly Enrolled in the FSET Program

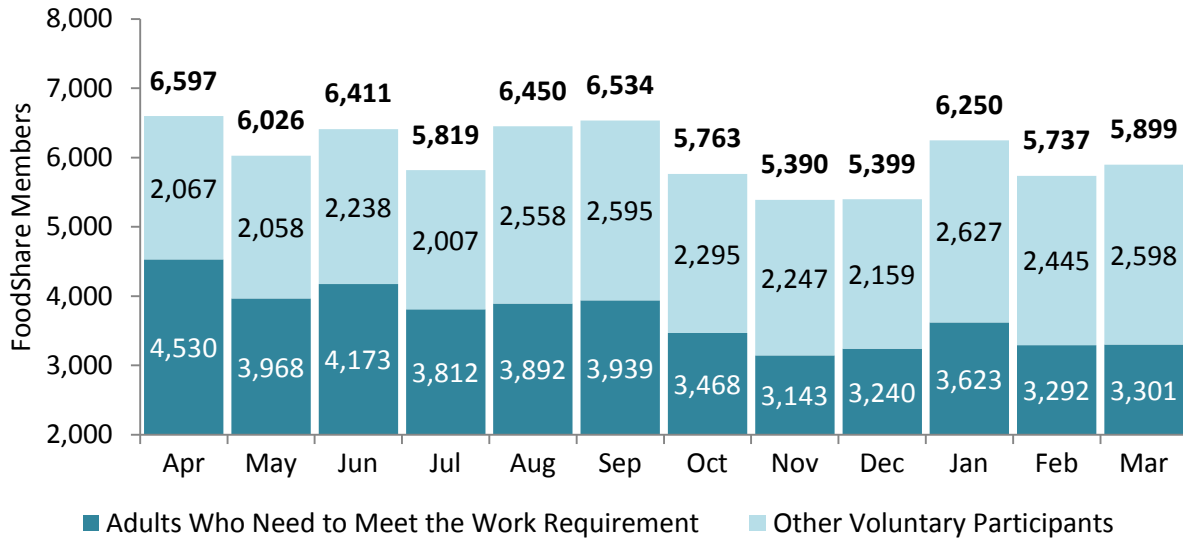
Cumulative number of members newly enrolled

April 1, 2016 – March 31, 2017



In Year 2, over 22,200 FoodShare members across Wisconsin benefited from FSET participation. These are FoodShare members who participated in order to meet the work requirement, as well as other voluntary participants. On average, about 45 percent of participants were able-bodied adults without dependents who needed to meet the work requirement, while the remaining 55 percent did not need to meet a work requirement.

FoodShare Members Newly Referred to the FSET Program
 The number of new referrals received by month
 April 1, 2016 – March 31, 2017

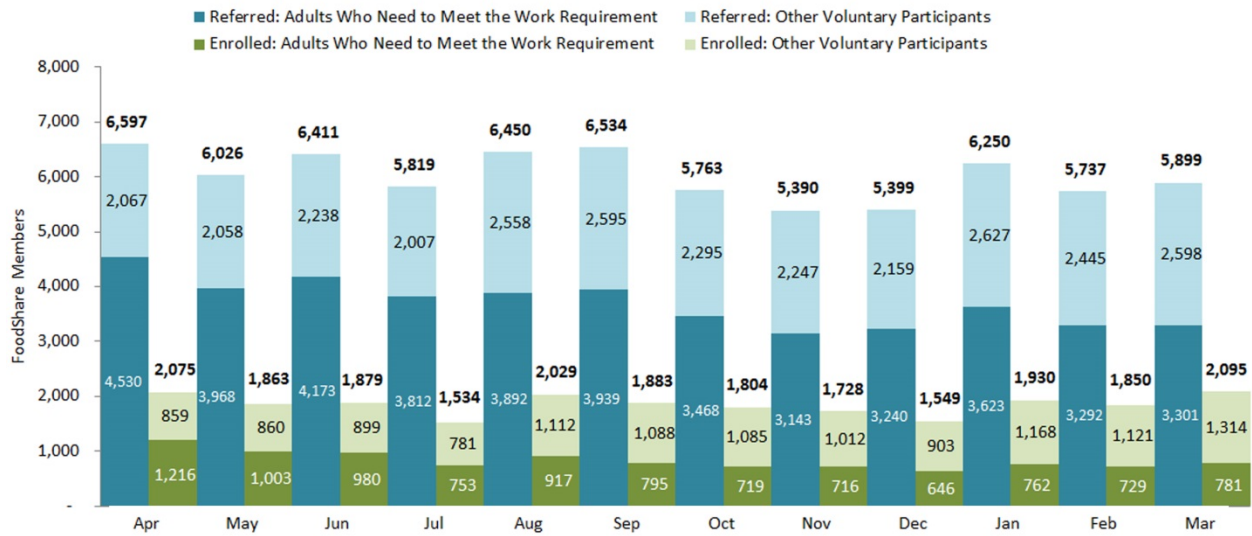


The income maintenance agency caseworker sends a referral to the FSET agency for any FoodShare members who are able-bodied adults without dependents that need to meet the work requirement, as well as any member who may qualify for an exemption from the work requirement but has not yet provided the verification. If a FoodShare member expresses interest in participating in FSET but does not need to meet the work requirement (other voluntary participant), the income maintenance agency caseworker will send a referral to the FSET agency for that member.

For Year 2 of the regionalization of the FSET program, 72,275 FoodShare members were referred to the program. On average, about 61 percent of referrals to the FSET program were for FoodShare members who needed to meet the work requirement, while 39 percent were for other voluntary participants.

Newly Referred vs Newly Enrolled in the FSET Program

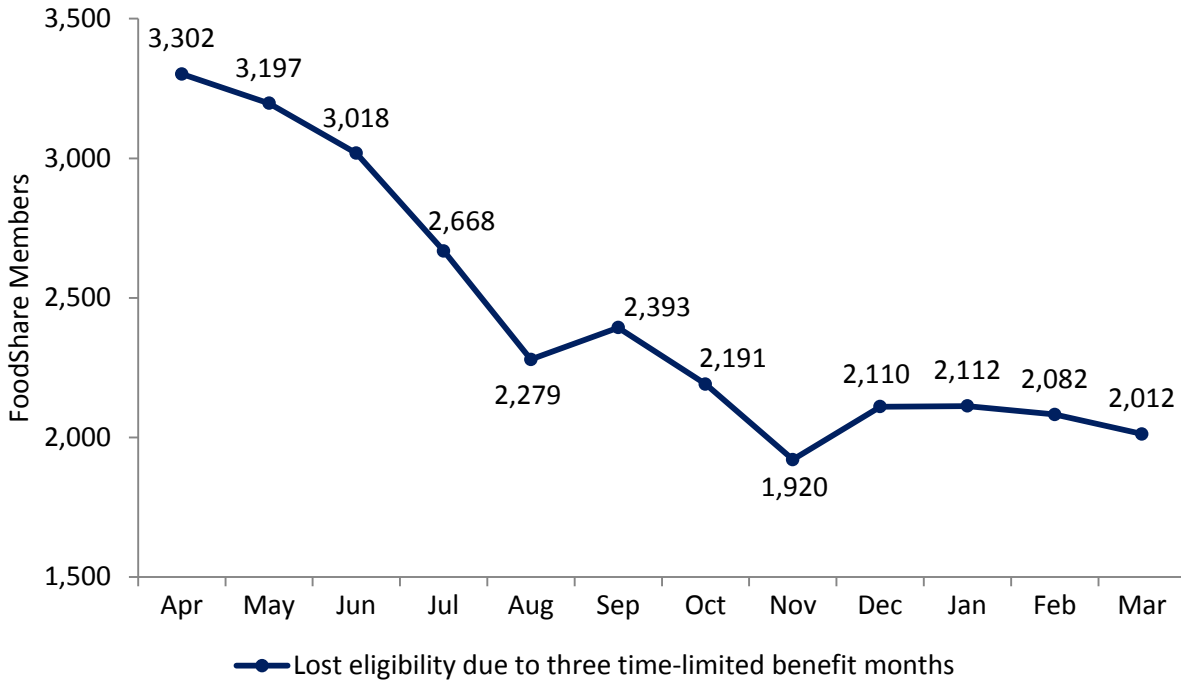
The number of new referrals and enrollments by month
April 1, 2016 - March 31, 2017



The chart above shows the number referred to FSET compared to the number enrolled in the FSET program. For Year 2, 30 percent of referrals resulted in enrollment in FSET. For adults who need to meet the work requirement, 23 percent enrolled in FSET compared to other voluntary participants who had a 44-percent enrollment rate.

Time-Limited Benefits

FoodShare members who used up three months of time-limited benefits and lost eligibility
April 1, 2016 – March 31, 2017



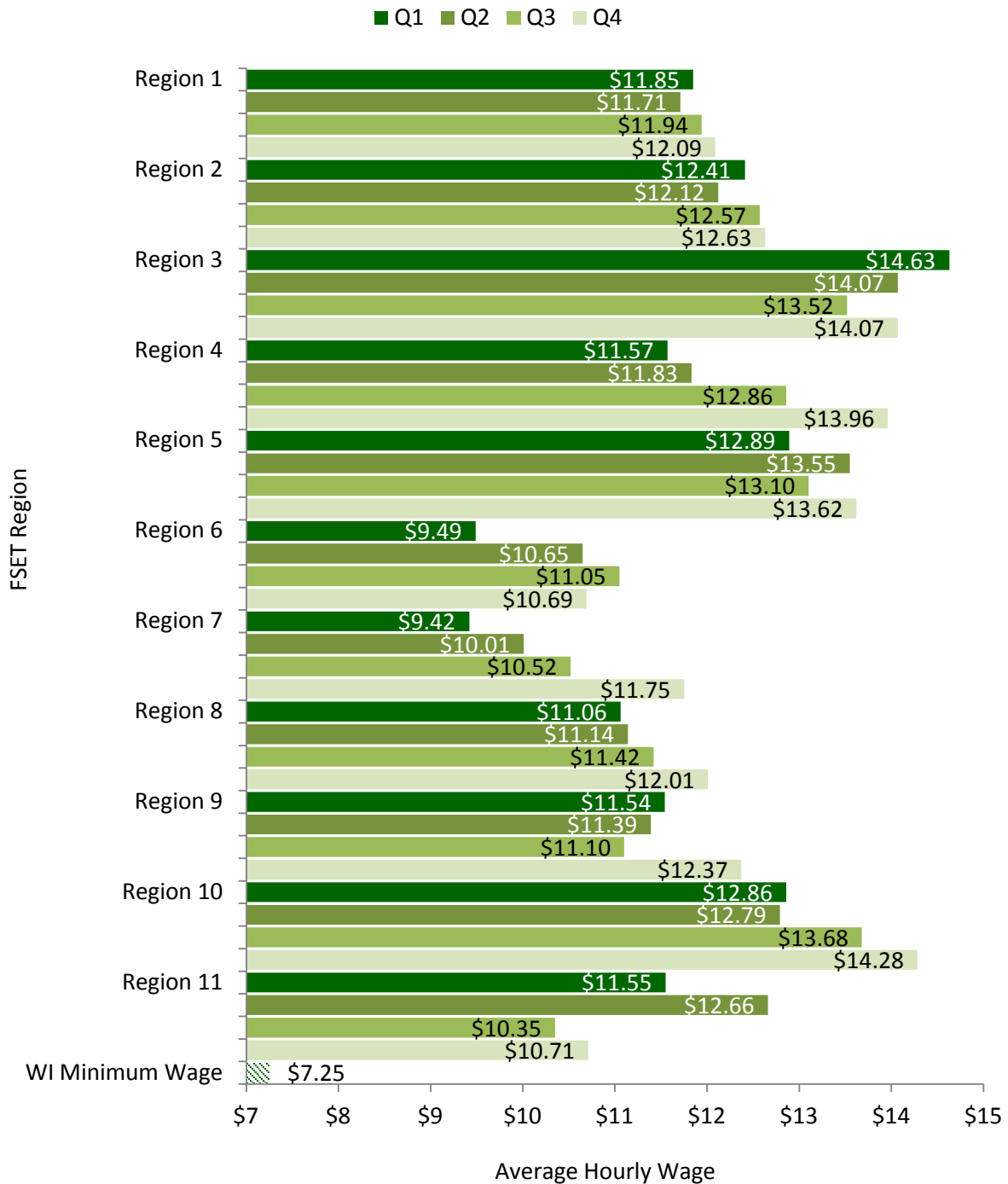
The chart above shows the number of individuals who lost benefits for Year 2 because they used their three months of time-limited FoodShare benefits. It is important to note that these are able-bodied adults without dependents who are able to work and do not qualify for an exemption.

B. Regional Data

Regional Average Hourly Wage for FSET Program Participants

Adults who need to meet the work requirement and other voluntary participants

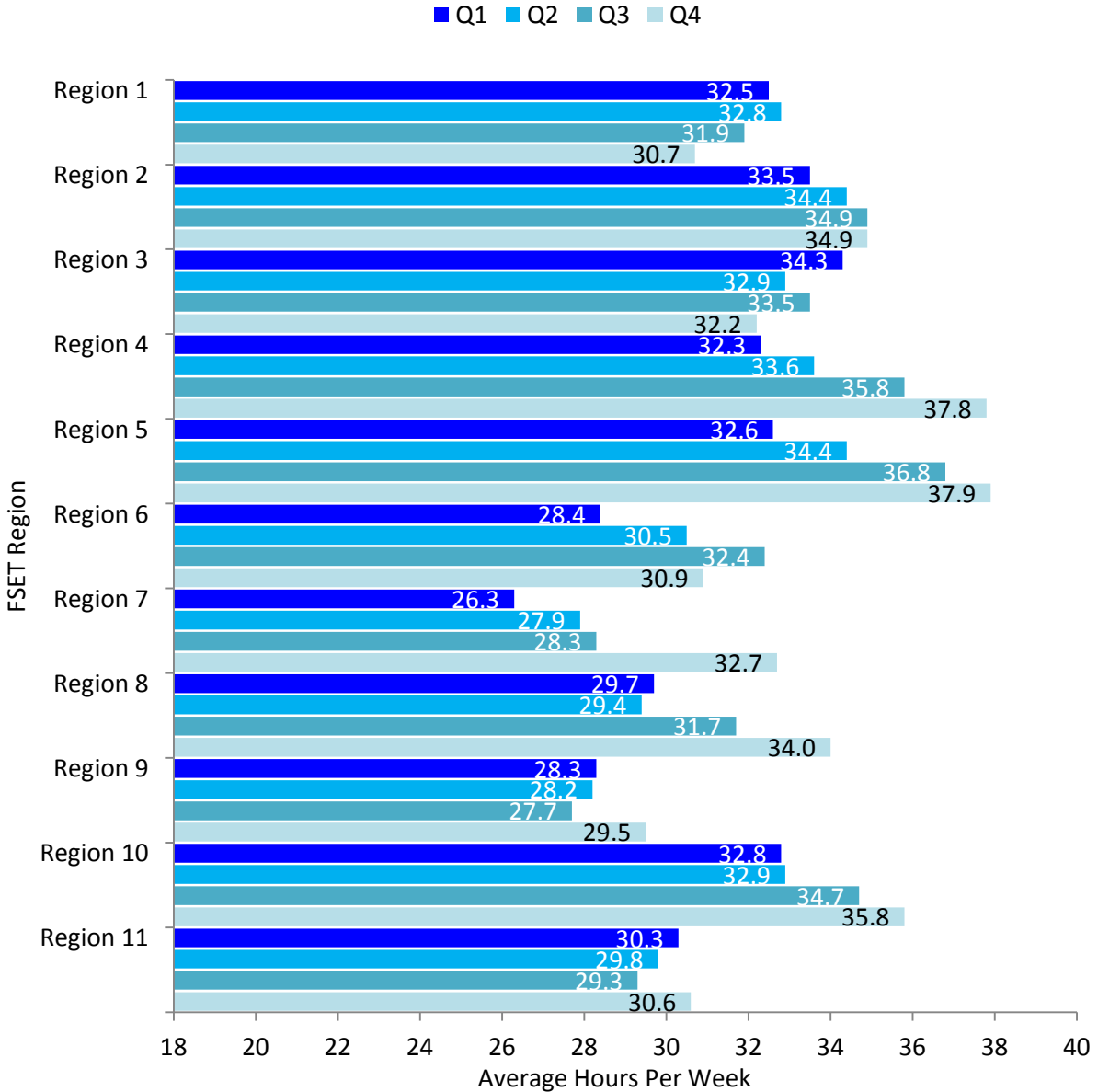
April 1, 2016 – March 31, 2017



Regional Average Weekly Hours for FSET Program Participants

Adults who need to meet the work requirement and other voluntary participants

April 1, 2016 – March 31, 2017



FSET Regions: FSET Program Participants Who Have Gained Employment

Cumulative number of FSET participants who have gained employment
April 1, 2016 – March 31, 2017

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
FSET Participants	827	799	841	677	873	864	790	818	667	608	677	788	9,229
Region 1	95	70	89	62	70	71	75	75	54	42	56	58	817
Region 2	333	295	329	227	317	286	243	340	289	260	249	290	3,458
Region 3	33	32	36	14	33	39	24	18	26	12	16	22	305
Region 4	65	62	49	60	51	72	70	49	54	38	48	59	677
Region 5	85	87	80	86	112	128	113	92	62	59	88	104	1,096
Region 6	59	62	58	97	98	87	59	82	65	49	59	84	859
Region 7	20	21	27	12	22	17	24	25	19	26	25	34	272
Region 8	30	37	37	38	49	47	47	44	32	40	43	41	485
Region 9	12	12	17	11	11	9	12	4	4	9	21	23	145
Region 10	46	74	66	48	71	85	86	61	42	40	47	42	708
Region 11	49	47	53	22	39	23	37	28	20	33	25	31	407

FSET Regions: Reported New Employments

Cumulative number of new employments by FSET participants including employments for adults who need to meet the work requirement and for other voluntary participants (more than one job may be reported by a participant).

April 1, 2016 – March 31, 2017

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Total New Employment	1,167	1,143	1,208	998	1,284	1,272	1,196	1,254	1,040	939	1,052	1,250	13,803
Region 1	140	108	135	84	108	105	115	105	77	56	84	94	1,211
Region 2	490	451	501	357	497	451	375	531	466	388	392	474	5,373
Region 3	45	43	48	24	43	52	36	32	35	21	22	37	438
Region 4	99	89	65	84	79	99	105	81	88	71	80	94	1,034
Region 5	117	119	125	124	172	186	182	152	101	102	135	159	1,674
Region 6	74	87	79	132	130	121	91	112	96	75	96	128	1,221
Region 7	21	25	29	15	26	21	26	33	23	30	33	42	324
Region 8	34	39	43	53	58	62	54	57	41	60	65	68	634
Region 9	14	21	18	14	16	11	14	6	4	11	23	28	180
Region 10	63	90	83	62	97	115	128	97	66	73	76	73	1,023
Region 11	70	71	82	49	58	49	70	48	43	52	46	53	691

FSET Regions: FoodShare Members Newly Enrolled in the FSET Program

The number of new enrollments received by month, including adults who need to meet the work requirement and other voluntary participants

April 1, 2016 – March 31, 2017

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Total Enrolled	2,075	1,863	1,879	1,534	2,029	1,883	1,804	1,728	1,549	1,930	1,850	2,095	22,219
Region 1	181	178	189	150	191	165	153	144	140	170	169	169	1,999
Region 2	895	848	832	620	818	801	788	694	674	908	780	872	9,530
Region 3	86	64	67	48	62	46	57	67	42	44	51	76	710
Region 4	91	79	88	81	106	105	90	88	76	78	90	93	1,065
Region 5	181	156	144	162	193	178	151	157	115	158	164	206	1,965
Region 6	209	146	165	132	151	133	154	172	141	180	221	226	2,030
Region 7	58	61	49	50	83	74	47	63	51	62	49	63	710
Region 8	86	79	102	73	98	107	91	86	78	106	77	87	1,070
Region 9	34	42	36	31	58	43	48	48	53	51	47	54	545
Region 10	161	131	116	116	149	151	156	131	103	99	135	158	1,606
Region 11	80	72	81	66	106	72	63	74	73	67	61	85	900
Tribal Agencies	13	7	10	5	14	8	6	4	3	7	6	6	89

FSET Regions: FoodShare Members Newly Referred to the FSET Program

The number of new referrals received by month, including adults who need to meet the work requirement and other voluntary participants

April 1, 2016 – March 31, 2017

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Total Referred	6,597	6,026	6,411	5,819	6,450	6,534	5,763	5,390	5,399	6,250	5,737	5,899	72,275
Region 1	591	593	671	545	616	596	528	464	481	603	497	563	6,748
Region 2	2,629	2,347	2,502	2,148	2,507	2,525	2,217	2,088	2,031	2,405	2,260	2,246	27,905
Region 3	238	216	245	230	207	229	218	219	193	214	210	231	2,650
Region 4	324	329	337	324	319	334	312	248	245	325	253	259	3,609
Region 5	630	584	608	554	681	719	509	522	526	604	516	609	7,062
Region 6	418	399	413	385	402	373	396	384	353	431	479	425	4,858
Region 7	212	177	189	194	192	201	204	157	209	207	191	173	2,306
Region 8	335	284	331	297	325	330	336	278	323	326	295	315	3,775
Region 9	241	218	219	201	240	242	195	174	194	226	223	230	2,603
Region 10	650	584	613	614	633	645	553	576	521	600	524	569	7,082
Region 11	280	238	242	293	283	297	251	250	293	273	256	250	3,206
Tribal Agencies	49	57	41	34	45	43	44	30	30	36	33	29	471

FSET Regions: Time-Limited Benefits

FoodShare members who used up three months of time-limited benefits and lost eligibility
April 1, 2016 – March 31, 2017

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
FoodShare Members	3,302	3,197	3,018	2,668	2,279	2,393	2,191	1,920	2,110	2,122	2,054	1,979	29,233
Region 1	230	197	202	181	173	212	178	164	165	158	197	174	2,231
Region 2	1,471	1,488	1,379	1,173	989	998	894	774	888	905	838	803	12,600
Region 3	103	87	104	80	89	77	88	67	91	70	70	62	988
Region 4	158	148	140	126	118	129	105	100	108	113	123	99	1,467
Region 5	318	307	289	293	217	264	218	201	221	211	217	217	2,973
Region 6	155	161	140	125	115	111	112	93	86	119	110	125	1,452
Region 7	92	88	94	86	61	70	62	45	50	45	30	26	749
Region 8	180	149	156	122	111	114	100	100	119	121	110	122	1,504
Region 9	117	124	122	96	96	85	82	74	77	72	63	74	1,082
Region 10	307	329	253	240	224	225	219	189	213	190	193	194	2,776
Region 11	171	119	139	146	86	108	133	113	92	118	103	83	1,411

VI. Appendix

Appendix A: The Market Messenger

Shawano County's Job Center and the "Employer Of The Week"

By Tom Madsen
The Market Messenger

Over the past few years, during this uneasy economic period, how many times have we heard the jobseekers lament: "I've been looking for a job forever, but I'm not having any luck." Or, on the other end, the employer's lamentation: "We need people and are having no luck finding qualified candidates."

Well, according to Bill Schmidt, from Forward Service Corporation, neither side has to look any further. Forward Service Corporation is here to work with both job seekers and potential employers to find that perfect match. And,



Forward Services' Bill Schmidt in his office.

as Bill told the Market Messenger last week, "Our services are FREE!"

Forward Services Corporation, which operates

Wisconsin's Job Centers, statewide, is a private, not-for-profit organization that specializes in assisting individuals seeking employment.

Schmidt is the Food Share Employment Training (FSET) Account Representative for Forward Services at the Job Center in Shawano.

He told the Market Messenger that on April 1, 2015, the State of Wisconsin mandated all abled bodied adults between the ages of 18 and 49, who receive Food Share benefits (formerly known as Food Stamps), must be either working at least 20 hours a week, or be involved in a work experience/search and/or a training program. When it became apparent that some potential employers and jobseekers were not connecting, Forward Services came up with a new program they called "Employers of the Week."

Essentially, Forward Services will have an area employer at the Shawano Job

Center at least one day every week so that jobseekers may apply for positions and be interviewed on the spot. Schmidt went on to say the "Employer of the Week" has "snowballed" to a point where Forward Services has employers at the Job Center almost daily.

Schmidt told the Market Messenger that today it's "a jobseekers market" and that he wants to work with businesses to get the right match between employer and potential employee. He exclaimed, "We're the Matchmakers!"

The staff at the Job Center has created a board that lists employers who have job openings. Every week they ask the potential employers to send a flier describing their staffing needs and what openings they have. All the jobseeker has to do is come to the Job Center, check out the board, pick up a flier about the Employer of the Week and get interviewed. Schmidt also said a "now hiring" list of businesses looking for workers is posted and updated every Monday at the Job Center.

Another idea Schmidt is working on is to establish a "Wall of Fame", which will showcase framed fliers from area employers and for every hire through the Job Center, a gold star will be placed on the employers frame.

Schmidt went on to tell the Market Messenger, "We are inviting premier employers in the Shawano County area to hold open interviews at the Shawano County Job Center. They will become part of our family, by utilizing the tools and the resources we have available. Together everyone achieves more!"

The list of employers who will be at the Job Center in May include, Q.P.S. on May 17th, Building Services Group on May 18th, ARC Angels on May 19th, Homme Home on May 20th, Walmart on May 24th, Reinhardt Food Service on May 25th and KI on May 31st.

During the Market Messenger's visit to the Job Center, Sandy Wiskow, the Human Resources manager at Charlie's Country Market was attending as the "Employer of the Week."

Some of the benefits for both employers and applicants by working with the Job Center are, free interview space, free access to the Internet and computers, if needed for applica-



Sandy Wiskow, Charlie's County Market's HR manager.

tions, free reception service and free social media advertising.

The Shawano County Job Center is located in the Fellman Center at 607 East

Elizabeth Street in Shawano. Their telephone number is 715-201-8347, or email, wschmidt@fsc-corp.org.



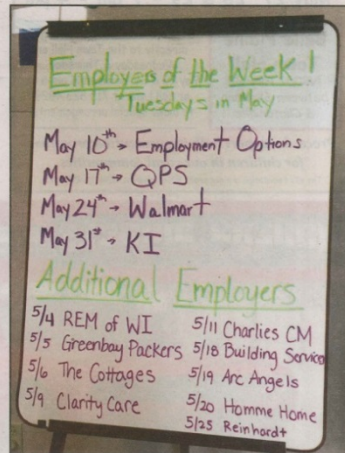
Contributed Photo

Employers Fliers



Photo by Tom Madsen

Forward Services' Heidi Kordus (L) and Kelsie Schroeder at the Job Center.



Contributed Photo

Employer Board



If you or someone you know is a victim of domestic violence or sexual assault, there is help.

All services provided are FREE and CONFIDENTIAL CALL or VISIT our website for more information on available services or how you can support Safe Haven