

A stylized graphic of a hand with five fingers, each represented by a different colored rounded rectangle. The colors from top to bottom are: light beige, yellow, red, teal, and dark grey. The hand is positioned behind a white central box.

**FORWARD
CAREERS**
DEVELOPING A THRIVING WORKFORCE

2017 • 2018
ANNUAL REPORT

CONTENTS

MESSAGE

From the President

WHO WE ARE

About Us • Mission • Vision

LEADERSHIP

Board of Directors

OUR TEAM

Executive Team • Staff

ACHIEVEMENTS

Annual Summary

FISCAL

Financial Report for FY17 • 18



MESSAGE

From the President,
Cindy Simons

Waukesha-Ozaukee-Washington Workforce Development, Inc. was established in 1990 with the objective of providing employment and training services to career seekers and businesses. Twenty-nine years later, we found ourselves at the defining moment that would help propel our organization to new heights when workforce development is a hot topic and is not going away any time soon. While our mission has not changed, we are an agile organization that responds to the needs of its customers within a relentlessly changing labor force. For this reason, after careful and thorough consideration, the Board of Directors agreed that adoption of the name Forward Careers, Inc. was a better reflection of who we are as workforce development professionals.

While this transition took a lot of planning and effort, we remained focused on our customer's needs! For a fourth program year, we exceeded all nine Department of Labor performance measures and in Fiscal Year 2017-2018 we collectively served:

- 1,023 clients with education, training and placement assistance
- 513 clients were placed in demand-driven careers
- \$10 - \$21+ hourly wage range for clients placed in careers
- 571 business received hiring, training, retaining, layoff aversion or closing services
- 85% business satisfaction on overall services

With the Board of Director's guidance, we continue to form new and strengthen existing partnerships. Through our partnership with the Waukesha County Department of Health and Human Services, we were awarded a \$300,000 Independent Living Innovation Grant through the Department of Children and Families to provide employment services to youth and young adults who are currently in foster care, group homes, residential care settings, or are aging out of foster care.

Thank you to our Board of Directors, partners, and staff for another great year!

Sincerely,

A handwritten signature in black ink, appearing to read 'C. Simons', is written below the word 'Sincerely,'.

WHO WE ARE

About Us

Forward Careers is a team of workforce professionals that specialize in delivering and providing employment and training programs for its primary customers:

- individuals seeking to improve their employment potential in demand-driven and high growth professions; and
- businesses, of any size and industry, seeking quality services to help attract, train, and retain the talent needed to succeed and grow.

Forward Careers also seeks and administers grants, contracts, and additional federal, state, and local funding to bring and expand workforce resources to our community.

Our Mission

To develop a thriving workforce and strong economy.

Our Vision

Forward Careers is committed to provide high quality, effective and accessible workforce development services to individuals seeking demand-driven and high growth professions, and connect businesses to skilled talent and integrated solutions to remain competitive.

Leadership

The Board of Directors is responsible for the organization's financial well-being and accountability, ensuring that our activities are consistent with our mission. The Board of Directors is made up of five volunteer members, who are current or past chief executives or with substantial management or policy responsibility, from either the public or private sector.

- Chris Carman, Owner, ActionCoach Business Coaching
- Deonna Chambers, HR Business Partner Manager, MillerCoors, LLC.
- Don Rouse, Retired VP of Corporate Operations, Kohl's Dept. Stores (Chair)
- Mary Wehrheim, Retired President, Stanek Tool Corp. (Vice Chair)
- Steve Holtan, Retired President, Slinger Manufacturing

Our Team

Meet our Executive Team



Joseph Starrett
Controller



Kimberly Trinko
Planner



Lisa Maylen
Program Manager



Maureen Pool
Executive Assistant

Meet our Workforce Professionals

- Jennifer Aldrich
- Debbie Bartmann
- Karen Cameron
- Giovanni Cataldo
- Patty Faul
- Linnæ Grimm
- Ariel Hernandez
- Tatjana Hill
- Cindy Hinckley
- Jeff Hopton
- Jessie Johnson
- Amanda Kelsey
- Anita Kline
- Mallory Luedtke
- Brian Luera
- Kim Mullikin
- Lauren Quinnes
- Lauren Schrubbe
- Heather Stuebner
- Kathleen Wolfe
- Amber Zahn

ACHIEVEMENTS

Annual Summary



For a 4th program year, we
EXCEEDED
all 9 DOL WIOA
Performance Metrics!

\$3

hundred thousand Department of Children & Families grant received to provide employment services to youth and young adults who are currently in foster care, group homes, residential care settings, or are aging out of foster care for a 3 year period.

CAREER SEEKER ACHIEVEMENTS

1,024 clients served with core & essential career, training and support services across all programs.

513 clients employed in in-demand occupations.

\$14.85 is the median wage across programs.

PROGRAMS AVERAGE WAGES

Dislocated Workers

299 clients served
166 employed

\$21.75

TechHire:WorkIT

65 clients served
29 employed

\$21.41

Rapid Response

11 clients served
9 employed

\$19.98

Adult

230 clients served
111 employed

\$17.72

Windows to Work

24 clients served
33 employed

\$11.98

Youth

201 clients served
89 employed

\$11.84

Div. of Vocational Rehabilitation

80 clients served
16 employed

\$10.82

YouthBuild

72 clients served
37 employed

\$10.01

Independent Living Grant

42 clients served
22 employed

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BUSINESS ACHIEVEMENTS

571 businesses served with hiring, training, retaining, and/or layoff or business closing services.

85% business satisfaction on overall services.*
(Source: based on survey responses & completions.)

ACTIVITIES SATISFACTION %

Closings or Layoffs

12 businesses served
1000+ employees affected

100%

Work Experiences/Internships

8 businesses served
15 clients exposed to occupations

100%

Incumbent Worker Trainings

16 businesses served
85 incumbent workers trained

100%

Workforce Seminars

64 businesses served

97%

On-the-Job Trainings

53 businesses served
82 clients hired

90%

Spring Job Fair

137 businesses served
500 job seekers

100%

On-Site Recruitments

14 businesses served

82%

Fall Job Fair

144 businesses served
416 job seekers

67%

Oz./Wash. Job Fair

123 businesses served
295 job seekers

66%

FISCAL

Financial Report

PROGRAM NAME	GRANT AMOUNTS	CURRENT YEAR EXPENSES	GRANT TO-DATE EXPENSES
U.S. DEPARTMENT OF LABOR			
WIOA Title I Adult	\$558,902	\$402,936	\$402,936
WIOA Title I Dislocated Worker	\$578,036	\$423,892	\$423,892
WIOA Title I Youth	\$722,664	\$473,379	\$473,379
WIOA Title I Administrative	\$175,731	\$130,021	\$130,021
WIOA Title I Transition Grant	\$151,739	\$69,388	\$69,388
WIOA Title I State Rapid Response	\$312,535	\$115,733	\$115,733
WAGE\$	\$269,953	\$46,762	\$72,443
H-1B TechHire (WorkIT)	\$4,000,000	\$680,954	\$967,947
YouthBuild Grant (Building Futures 2015 - 19)	\$1,057,693	\$255,104	\$916,186
OTHER STATE AND LOCAL PROGRAMS			
Independent Living Grant	\$121,000	\$120,807	\$120,807
Windows to Work Project	\$85,600	\$81,202	\$81,202
OTHER NON-GRANT FUNDED PROGRAMS AND EXPENSES			
Other Non-Grant Funded Programs and Expenses	n/a	\$413,915	n/a
TOTAL		\$3,214,093	

