

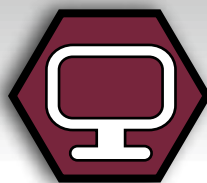
# ANNUAL REPORT 2019-2020

**WorkforceConnections**

Your connection to work and training.



2615 East Avenue South  
La Crosse, WI 54601

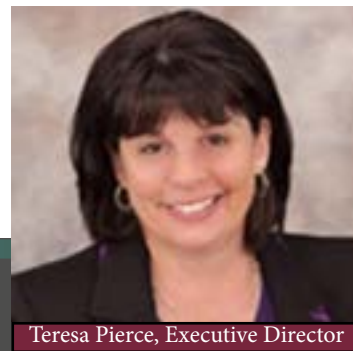


[www.workforceconnections.org](http://www.workforceconnections.org)



1-800-742-5627

# A Note from our Executive Director



Teresa Pierce, Executive Director

Dear Friends —

Thank you for your interest in our 2019-2020 annual report. As with everything in 2020, this annual report reflects two distinct times during this fiscal year, pre COVID and post COVID. As the pandemic unfolded, the word we used the most often was “transformative.”

COVID 19 virus is transforming our workplace and our economy; social unrest is transforming parts of our culture; and social media is transforming how and from whom we get news and information, and all of these changes will transform how WCI’s works to achieve our mission of connecting people, work and training while advancing self-sufficiency.

Some of the workforce transformations and trends WCI is watching were first outlined by Gartner and summarized here for our workforce audience.

- Working Remotely — What we see today is just the beginning. WCI will need to prepare the workforce to collaborate digitally, develop offsite teams and help businesses rethink the employee experience given that much of it will be done from home.
- Tapping into Technology — Given the remote workforce, WCI will need to prepare businesses and the workforce to rely more on technology to track time, track data, track progress and develop systems to provide for customer interaction and engagement.
- Reshaped Workforce Models — Given the economic uncertainties, some businesses will opt for more contract employees, gig employees, and job-sharing models while hiring less full-time employees due to the commitment they require. WCI will need to prepare our customers to work through these changes.
- Increased Level of Flexibility — For those businesses that do continue to employ full time staff, there will be more focus on supporting the employee’s financial, physical and emotional well-being. This includes provisions for childcare, enhanced sick leave, adjusted hours of operations, etc.
- Efficiency vs. Resilience — Pre COVID, work processes were built to increase efficiency. Post COVID, there will be a shift to develop processes that are both efficient and resilient to ensure they can be adjusted and adapted quickly.
- Humanizing Employees — Some businesses will prioritize the well-being of their workforce’s safety and security; and others will be forced to put them in high risk environments with limited support. These short-term decisions may impact retention and commitment in the long term.

Workforce Connections, Inc. is well positioned to assist the individuals we serve and the businesses that hire them in this new economy, but some of the transformations will force us all to rethink the old normal to establish the new normal. We are fortunate to enter this new fiscal year being financially sound, performance driven, employee focused, technologically advanced and strategically steady. We look forward to changes and transformation, but we know it won’t happen overnight. As Rick Wilson said, “Transformation is a process, and as life happens there are tons of ups and downs. It’s a journey of discovery - there are moments on mountaintops and moments in deep valleys of despair. “

Cheers to a transformative year!  
Teresa

# WCI Programs

Our mission is to connect people, work, and training while advancing self-sufficiency. We accomplish our mission by being financially sound, performance driven, value-based, well-trained, and dedicated to organizational development and stakeholder relationships.

**WIOA**

Workforce Innovation and Opportunity Act (WIOA) provides case management and support services to Adults (18+) and Dislocated Workers to get them connected and into employment and training on a career pathway.

**W2**

Wisconsin Works (W2) provides employment preparation services, case management, and cash assistance to eligible families.

**FSET**

Food Share Employment and Training (FSET) is voluntary, no cost program that helps Food Share members build their job skills and find employment.

**FGP**

Foster Grandparent Program (FGP) places adults 55 years and older in schools to serve as role models, tutors, and friends to children with exceptional needs.

**WISE**

The Wisconsin Senior Employment (WISE) provides older adults (55+) with training opportunities and part-time paid work experiences to build work skills and obtain unsubsidized employment.

**EA**

Emergency Assistance (EA) assists eligible individuals that are homeless or about to lose their home because they cannot afford to pay their rent/mortgage or because of a fire, flood, natural disaster, or energy crisis.

**HN**

Healthcare Navigators help connect and educate individuals on various forms of health insurance. From navigating the Marketplace to learning about Badgercare, Navigators are here to help.



Interested in our programs?  
Scan the code to visit our request for services page!

**Our goal is to meet every individual where they are at and to serve them with dignity respect. We are here to help and serve.**

# Board of Directors



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Director



Kevin Zagrodnick  
Director

## Highlights



State Bank Chili Cookoff



2019 Annual Meeting



Rotary Lights Parade



Rapid Response Team



4th Annual Workforce  
Forum



La Crosse Career Fair

# Success Stories

**Jennifer Freid**  
*W2 (Wisconsin Works)*

Jennifer came to the W2 program in one of our rural offices where transportation and resources are limited. With no license and having recently gone through a breakup with a boyfriend who was “not good for her” it landed her in some legal trouble and trying to support herself and children on her own. Through the support and resources Jennifer received she has been able to get on the right track, physically, mentally, and be sober. Her children are now doing better in school and are rarely late or miss which is a big change in their world. Jennifer’s hard work helped her secure a job at a local gas station within walking distance from her home and a great fit for her personal life.

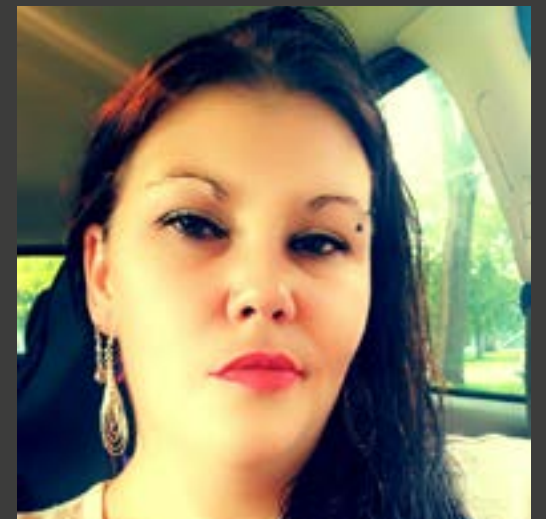


**Laurie Reed**  
*WISE Title V*

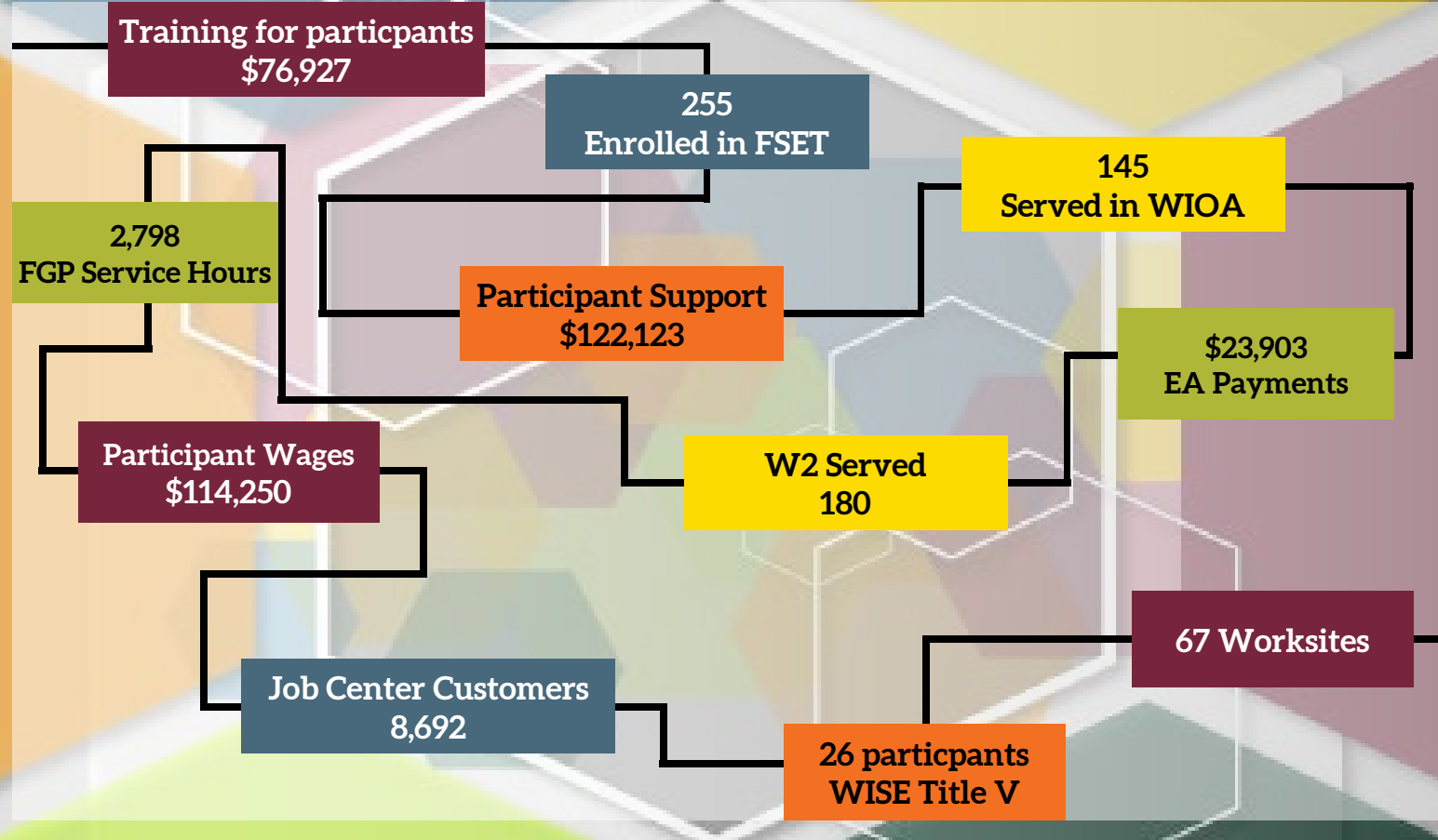
After being unemployed for 3 years Laurie was able to get a job as a valet. After two years health reasons forced her to quit. Fortunately, Laurie remembered about a program that would help with training and skills specifically for people in their mid 50’s, WISE Title V. Through WISE Laurie was able to gain computer skills working at her host agency and through the BITS program offered by the Job Center. She was able to learn basic computer skills and move up towards advanced computer skills. Laurie has gained confidence in the ability of learning new skill, a new culture at the HMOOB Cultural Community Center, new customer service skills and a firm grasp on computer skills for future success.

**Nicole Gonzalez**  
*FSET (Food Share Employment and Training)*

Nicole voluntarily referred into the FSET program knowing it could help her reach her goal of being a full time CNA. She had recently completed her CNA course and needed some assistance to complete her skills exam. The FSET program was able to fund the exam she needed to become a CNA as well as items for her job such as scrubs, non-slip shoes and scrub jacket. Additionally, Nicole was able to receive fuel assistance for activities on her employment plan, free and confidential case management services, and additional supportive and retention services. Retention services provide mileage reimbursement to/from work for 90 days. Through hard work, persistence and dedication, Nicole was able to accomplish her employment-related goals and land her dream job as a full time CNA at the local VA Medical Center.



# WCI By the Numbers



# Financials

Workforce Connections, Inc.			
Balance Sheet			
June 30, 2020			
Assets		Liabilities	
Cash- Checking	\$ 217,209.00	Accounts Payables	\$ 17,901.00
Cash- Fiscal Agent Services	\$ 51,403.00	Accounts Payable- Fiscal Agent Services	\$ (384.00)
Cash- Sunshine Fund (Employee Funds)	\$ 1,325.00	Accrued Payroll and Related Expenses	\$ 77,876.00
Cash- Health Reimbursement Account	\$ 11,652.00	Capital Lease Liability	\$ 56,877.00
Cash- Money Market	\$ 216,047.00	Unearned Grant Revenue	\$ -
Certificates of Deposit	\$ 104,376.00	Total Liabilities	\$ 152,270.00
Grants Receivables	\$ 277,950.00	<b>Net Assets</b>	
W2 Fee for Service Receivable	\$ 32,607.00	Without Donor Restriction	\$ 683,735.00
Prepaid Expenses	\$ 78,867.00	With Donor Restriction	\$ 221,496.00
Equipment and Other Assets, less accumulated depreciation	\$ 56,877.00	Total Net Assets	\$ 905,232.00
<b>Total Assets</b>	<b>\$ 1,057,502.00</b>	<b>Total Liabilities and Net Assets</b>	<b>\$ 1,057,502.00</b>

# WCI Talent

 Pamela Amundson Finance Coordinator	 Kristin Bell Career Planner	 Laurel Bowers Career Planner	 Gina Brown Director of Operations	 Andrea Brownlee Career Planner
 Michelle Burkhardt Resource Coordinator	 Erika Deal Job Developer	 Shannon Franek Operations Coordinator	 Gidget Gade Career Planner	 Amy Larson Career Planner
 Lai Loni Middlebrook Career Planner	 Kelly Norsten Director of Administration	 Faith Oliver Career Planner	 Wanda Palmer Career Planner	 Teresa Pierce Executive Director
 Katelyn Sauy Career Planner	 Sadie Schultz Career Planner	 Della Snyder Career Planner	 Keely Dolan Career Planner	 Tina Tucker Career Planner
	 Wendy Urbanek Career Planner	 Emily Ware Resource Coordinator	 Chelsey Yeskie Career Planner	

To connect people, work, and training while advancing self-sufficiency. We accomplish our mission by being financially sound, performance driven, value-based, well-trained, and dedicated to organizational development and stakeholder relationships.

**Mission**

To be recognized for providing solutions to people, businesses, and communities. With intelligence, integrity, and innovation we will be valued leaders in developing and connecting talent to the workforce.

**Vision**

The core values embedded in our beliefs and daily performance include integrity, fairness, respect, compassion, dignity, empowerment, collaboration and responsibility.

**Values**

# Connect with us in 2020-2021!

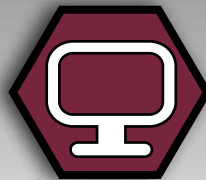


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A proud partner of the  American Job Center<sup>®</sup> network

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