Partners
- WIOA Required
- Other on-site
- Economic Development
- Employers

Policy
- Management Team
- Operating MOU’s
- Leveraged Services
- In-Kind Contributions
- Training/Staff Development
- Universal Access

Outreach
- Business Services Team
- Virtual Job Centers
- Industry/Sector Partnerships
- Business Surveys
- Single purpose
- “In-Service” date (in-reach)
- Social Media

Performance
- Shared standards
- Shared goals
- Shared initiatives
- Open Communication
- Customer satisfaction
- Cross-agency trust
- Right services/right time
- Service delivery

Integration
- Single Message
- No wrong door
- Common Intake
- Systematic communication, info development
- Who, what, when, how
Note: This diagram represents agencies located in the Rock County Job Center. All agencies partner with a variety of other community-based organizations who make referrals to the job center and who represent the entire scope of the service network.
<table>
<thead>
<tr>
<th>Agency</th>
<th>Program Description</th>
<th>Clientele</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Southwest Wisconsin Workforce Development Board (SWWDB)</strong></td>
<td><strong>Management Team</strong></td>
<td><strong>Employer Relations Team</strong></td>
</tr>
</tbody>
</table>
| **Contact:**  
Jimmy Watson  
(608) 314-3300, Ext 309 | **Adult Program** – operated by Manpower  
- Provide employment preparation or training resources  
- Funded by the Workforce Innovation and Opportunity Act (WIOA) | Adults |
| **Year Round Youth Program** – operated by Community Action  
- All six counties (Community Action)  
- Targets youth who need employment preparation  
- Funded by the Workforce Innovation and Opportunity Act (WIOA) | | Youth ages 14 – 24 |
| **Dislocated Worker Program** – operated by Manpower  
- Staff assisted employment resources and training options  
- Funded by the Workforce Innovation and Opportunity Act (WIOA) | | Individuals who have been laid off or “dislocated” by no fault of their own |
| **Rapid Response Activities**  
- Facilitate interagency representation at informational sessions for dislocated workers regarding available programming and services.  
- Funded by the Workforce Innovation and Opportunity Act (WIOA) | | Companies issuing layoffs and their impacted employees |
| **Special Rapid Response (SRR)**  
- Funding allocated to the Workforce Development Board via the Dept. of Workforce Development to serve dislocated workers. | | Eligible dislocated workers |
| **National Emergency Grant (NEG)**  
- Federal funding allocated to the Workforce Development Board via the Dept. of Labor to serve dislocated workers, most often in an industry wide or large scale closure. | | Eligible dislocated workers |
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<tr>
<td><strong>Wisconsin Senior Employment (WISE) Program</strong>&lt;br&gt;• Training and work experience in the public sector for low income seniors.</td>
<td>Must be 55 yrs. old and meet income guidelines</td>
<td></td>
</tr>
<tr>
<td><strong>Windows to Work – Department of Corrections Recidivism Reduction Grant</strong>&lt;br&gt;• This is an evidence-based Work Readiness Program designed to get reentering offenders prepared for the demands of the current work environment. Case managed employment readiness, workforce development and reentry support services are provided to clients held in county jails in Rock and Iowa Counties who are awaiting release into the six-county Southwest Wisconsin workforce development area.</td>
<td>Incarcerated inmates in the Rock and Iowa County Jails and the Prairie Du Chein Correctional Institution.</td>
<td></td>
</tr>
<tr>
<td><strong>Disability Work Services</strong>&lt;br&gt;• <strong>Ticket to Work</strong> (Employment Network)&lt;br&gt;• <strong>Work Incentive Benefit Counseling</strong>&lt;br&gt;• <strong>Resource Coordination</strong></td>
<td>Individuals with disabilities receiving SSI/SSDI Benefits. Individuals not receiving SSI/SSDI Benefits may still access select services.</td>
<td></td>
</tr>
<tr>
<td><strong>Business Services</strong>&lt;br&gt;• Training opportunities for employers: Customized training, on-the-job training, incumbent worker training.&lt;br&gt;• Recruitment assistance, including but not limited to: Coordinating and hosting on- or off-site job fairs; resume/application screening; developing job descriptions; drafting/placing help-wanted advertisements; scheduling/conducting job interviews; conducting criminal, reference and/or employment background checks; and arranging for pre-employment drug screenings. Fees-for-service based on each company’s needs.&lt;br&gt;• Hire A Neighbor: Candidate searches using SWWDB’s one-of-a-kind partnership with Monster.com, a nationwide job-posting Web site.</td>
<td>Local or regional employers</td>
<td></td>
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</tbody>
</table>
## Rock County Job Center Service Delivery Network

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|        | Candidate searches also can be conducted via JobCenterofWisconsin.com, the state’s official job-posting site.  
- Xyte: An on-line assessment tool that is used for job-seekers and employers. | Individuals eligible to receive FoodShare benefits ages 16 and up. |

**Foodshare Employment and Training**

The objective of FSET is to utilize the strengths, needs and preferences of the job seeker to provide services that will result in successful competitive employment, while promoting economic self-sufficiency. Wisconsin has been recognized nationally for offering a voluntary FSET Program with superior services and outstanding results. With the passage of the new FoodShare requirements, Able Bodied Adults without Dependents (ABAWD) are required to participate in FSET in order to continue to receive FoodShare (FS) benefits.

The FSET program, as designed in Wisconsin, consists of several employment and training services intended to facilitate an efficient use of resources to assist FSET volunteers and ABAWDs move promptly into unsubsidized employment. Service provisions must be in compliance with state and federal policy and regulations and in accordance with the federally approved FSET State Plan. Wisconsin offers the following employment and training services program components:

- **Job Search**: Services are specifically designed to assist volunteers and ABAWDs prepare for employment by addressing barriers to vocational success. This service assists participants develop, practice, and apply job seeking skills with the goal of securing employment. Each volunteer should be equipped with the tools and skills needed for an effective job search, prior to contacting employers.

- **Work Experience**: Services are available to promote exposure to various types of employment for individuals who lack practical on the job experience or training in a particular area of interest. This service may offer participants the opportunity to be exposed to...
**Rock County Job Center Service Delivery Network**

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<td></td>
<td>different kinds of employment to help clarify job interests and career goals. Establishing a work reference is also a practical aspect of work experience.</td>
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<tr>
<td></td>
<td><strong>Workfare</strong>: Services offered involved developed worksites with private and public non-profit organizations where FSET participants can volunteer their time.</td>
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<tr>
<td></td>
<td><strong>Education</strong>: Services in this category range from obtaining a GED, ESL, Adult Basic Education, and vocational literacy to short term technical training. Enrollment in a technical or trades program is allowable if there is a direct link to employment that is in demand.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Self Employment</strong>: Technical assistance is provided to develop realistic business plans and create sound financial and marketing plans. Technical assistance may include help to obtain financial support through grants, financial institutions or other service providers.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Job Retention</strong>: Services may be provided for up to 90 days for employment that is obtained as a result of FSET participation. This service is designed to address barriers that may deter the participant from maintaining successful employment.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Supportive Services</strong>: Individuals actively engaged in a program component will qualify for supportive services including but not limited to transportation, childcare expenses, tuition, textbooks, uniforms, work clothing, tools, equipment, etc.</td>
<td></td>
</tr>
</tbody>
</table>

**Blackhawk Technical College (BTC)**

<table>
<thead>
<tr>
<th>Contact:</th>
<th>Classroom Instruction in:</th>
<th>General public</th>
</tr>
</thead>
</table>
| Carol Seichter  
(608) 741-3566 | - Adult Basic Education and The Adult Basic Education (TABE) Test  
- GED/HSED instruction  
- English as a Second Language classes  
- Individualized and computer assisted instruction in an open lab setting |          |

**Rock County Human Services Department (RCHSD)**

<table>
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<tr>
<th>Management Team</th>
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</tbody>
</table>
| **Economic Support Division (ES)**  
*Contact:* April Heim  
(608) 741-3491 | **Economic Support:**  
- BadgerCare Plus  
- Child Care Assistance  
- Food Share  
- Medical Assistance for individuals in Nursing Homes  
- Medical Assistance for elderly & disabled individuals  
- Medical Assistance for Community Waiver cases Rock County Interim Assistance | Clients must meet income eligibility and asset guidelines established by federal and state laws which limit participation to those of limited means. To apply call (608)-741-3488 or apply online at [www.access.wisconsin.gov](http://www.access.wisconsin.gov) |
| **Automated Health Systems (AHS)**  
*Contact:* Individuals Assigned Economic Support Case Manager | **HMO resources**  
- Information is provided to individuals regarding HMO options related to medical assistance | Individuals are receiving Medical Assistance and services are coordinated with Economic Support Staff |
| **Energy Services**  
*Contact:*  
(608) 363-9200 | **Energy Assistance**  
- Providing information and/or financial assistance to individuals with energy questions or problems | General Information is available to all; to receive financial assistance there are economic guidelines. October 1 – May 14 |
| **Long Term Support (LTS)**  
*Contact:* Jennifer Thompson  
(608) 741-3684  
*Aging and Disability Resource Center (ADRC)*  
*Contact:* Jennifer Thompson  
(608) 741-3684 | **Programs that assist elderly and disabled to maintain independent community based lifestyles.** Also, LTS is the lead Adults-at-Risk and Elder Adults at-Risk agency leading investigations on adult abuse and neglect. | Elderly and physically disabled who meet functional and financial eligibility criteria. |

**Division of Vocational Rehabilitation (DVR)**  
*Management Team*  
*Employer Relations Team*

*Contact:* Andrea Simon  
(608) 741-3570  
*Services to help persons with disabilities obtain, and/or maintain employment that leads to independence, self-sufficiency and full inclusion in society. Services include:*

- Medical and Psychological Evaluation  
- Comprehensive Vocational Evaluation  
- Job Seeking Skills and Job Placement | Client must have a disability that impedes the person’s ability to get and hold a job. Assistance is also available to many individuals who are already employed, but need rehabilitation technology, counseling |
## Rock County Job Center Service Delivery Network

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</table>
|        | • Ticket-to-Work Program  
• Occupational licenses, tools, equipment & supplies  
• Job Training and Education  
• Business Development and Self-Employment Assistance  
• Specialized Services for Deaf Persons  
• Specialized Services for Blind Persons  
• Coordinate Deaf/Blind Services | or other services to them keep their jobs and function to their fullest capacity. |

### Forward Services
- **Contact:** Andy Wolstenholme  
  (608) 741-3458
- **Wisconsin Works (W-2)**  
  Provide the necessary and appropriate services to prepare individuals to obtain and retain employment  
  • Employment and Training program for W-2 participants  
  • Emergency assistance  
  • Childcare assistance  
  • Transportation assistance
- **Clientele:** Client must be a custodial parent of a child 18 years or younger or a 17 year old minor parent. Other eligibility requirements may need to be met.

### Community Solutions of Wisconsin, LLC
- **Contact:** Ken Denio  
  (608) 741-3685
- **Providing Employment related services**  
  • Job Development / Training / Coaching  
  • Retention Services  
  • Employer Recruitment Assistance  
  • Work Experience and Internship Placement  
  • Promoting employer Awareness of the benefits of hiring individuals with disabilities  
  • Business Services including recruitment, retention, and accommodations
- **Clientele:** By agency (DVR) referral

### Manpower, Inc. – Adult Services
- **Contact:** Casey Dobson  
  (608) 741-3507
- **Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker Programs** (6 counties)  
  • Case managed services to assist job seekers enter or reenter the workforce.
- **Clientele:** General public who meet the eligibility requirements of the Workforce Innovation and Opportunity Act (WIOA).
<table>
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<tr>
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</table>
|        | - Career planning assistance and objective assessment of interests and aptitudes prior to entry into skills training.  
|        | - Coordination of WIOA occupational skill training helping job seekers obtain essential job-related skills  
|        | - Workshops and other job search assistance.  
|        | - Service levels are based on individual needs, abilities and interests.  
|        | Resource Room  
|        | - Services available without needing to meet program eligibility requirements:  
|        |   - Video/audio interview tapes  
|        |   - Community newspapers and maps  
|        |   - Resumé preparation workshops and assistance  
|        |   - Occupational outlook handouts  
|        |   - Apprenticeship information  
|        |   - Copiers  
|        |   - Fax machines  
|        |   - Typing tutor  
|        |   - Internet access  
|        |   - Employment searches using [www.jobcenterofwisconsin.com](http://www.jobcenterofwisconsin.com)  
|        | Rapid Response Activities  
|        | - Informational sessions regarding available programming hosted and offered to local unions with members affected by dislocation.  
|        | Interviewing and Resume Workshops  
|        | - Informative and practical workshops to educate public on interviewing protocol and effective resume writing.  
|        | National Emergency Grant (NEG) and Special Rapid Response (SRR) Grants  
|        | - Contracted program operator for NEG and SRR grants assisting dislocated workers by providing staff assisted core and intensive services.  
|        | General public (employers and job seekers) – No eligibility requirements.  
|        | Employees affected by downsizing/company closures  
|        | General Public  
|        | Dislocated workers approved by NEG and SRR grants.  

Enclosure 03
<table>
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</tr>
</thead>
</table>
| **Community Action, Inc**    | Workforce Innovation and Opportunity Act (WIOA) Youth Programs (6 counties)  
  - Case managed services to assist job seekers enter or reenter the workforce.  
  - Career planning assistance and objective assessment of interests and aptitudes prior to entry into skills training.  
  - Coordination of WIOA occupational skill training helping job seekers obtain essential job-related skills  
  - Workshops and other job search assistance.  
  - Service levels are based on individual needs, abilities and interests.  
  **Resource Room**  
  - Services available without needing to meet program eligibility requirements:  
    - Video/audio interview tapes  
    - Community newspapers and maps  
    - Resumé preparation workshops and assistance  
    - Occupational outlook handouts  
    - Apprenticeship information  
    - Copiers  
    - Fax machines  
    - Typing tutor  
    - Internet access  
    - Employment searches using www.jobcenterofwisconsin.com                                                                 | General public who meet the eligibility requirements of the Workforce Innovation and Opportunity Act (WIOA). Primarily serves youth customers between the ages of 14 and 24 years of age.                                                                                                                                 |
| **Job Corps**                | Education and training for youth  
  - Job Corps is a free education and training program that helps young people learn a career, earn a high school diploma or GED,                                                                                           | General public (employers and job seekers) – No eligibility requirements.                                                                                                                                 |

**Contact:**  
- **William Chatman**  
  (608) 313-1209  
- **Cynthia Kohn**  
  (608) 741-3472
# Rock County Job Center Service Delivery Network

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<tbody>
<tr>
<td>Jana Zeek</td>
<td>and find and keep a good job. For eligible young people at least 16 years of age that qualify as low income, Job Corps provides the all-around skills needed to succeed in a career and in life.</td>
<td></td>
</tr>
</tbody>
</table>

## Wisconsin Job Service (WJS)

<table>
<thead>
<tr>
<th>Contact:</th>
<th>Resource Room</th>
<th>General public (employers and job seekers) – No eligibility requirements.</th>
</tr>
</thead>
<tbody>
<tr>
<td>David Shaw</td>
<td>• Services available without needing to meet program eligibility requirements:</td>
<td>General public – No eligibility requirements</td>
</tr>
<tr>
<td>(608) 741-3561</td>
<td>▪ Video/audio interview tapes</td>
<td>Workers dislocated from companies who have a TAA application approved by the U. S. Department of Labor.</td>
</tr>
<tr>
<td></td>
<td>▪ Community newspapers and maps</td>
<td>Individuals receiving unemployment benefits are identified by DWD and referred for assistance.</td>
</tr>
<tr>
<td></td>
<td>▪ Resumé preparation workshops and assistance</td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ Occupational outlook handouts</td>
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<td>▪ Internet access</td>
<td></td>
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<tr>
<td></td>
<td>▪ Employment searches using <a href="http://www.jobcenterofwisconsin.com">www.jobcenterofwisconsin.com</a></td>
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</table>

## Wagner Peyser Act

- Labor Exchange services connecting job seekers and employers:
  - [Job Center of Wisconsin](http://www.jobcenterofwisconsin.com) and a wide array of resource materials
  - Workshops for employers and job seekers

## Trade Adjustment Act (TAA)

- Classroom or job training activities for dislocated workers who lose their jobs as a result of foreign trade impacts. Services coordinated with WIA programs administered by the Southwest Wisconsin Workforce Development Board (SWWDB)

## Re-employment Services (RES) Program

- Federal program orchestrated through Unemployment Insurance (UI) to provide reemployment services through workshops to individuals who are most likely to exhaust their unemployment benefits are identified by DWD and referred for assistance.
### Rock County Job Center Service Delivery Network

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</thead>
</table>
|        | benefits. Clients face losing UI benefits if they do not participate in the workshops. **Employer Services**  
  • Incentives for employers hiring from target groups or within target areas, typically Job Service or other Employer Relations Committee members assist with the paperwork processing. | Currently there are Development Zones in Beloit and Janesville. Employers must become certified as a development zone employer. Under Work Opportunity Tax Credit, tax credits are received (up to $2,100 per eligible employee) for hiring targeted persons such as W-2 clients. |

#### Veterans' Employment and Training Services

| Contact: William Matteson  
(608)741-3522 | Local Veteran Employment Representative (LVER)  
• Facilitator to ensure that Veterans are given the range of labor exchange services needed to meet their employment and training needs. This includes promoting Veterans with Employers, Community Based Organizations, and Other Workforce Development Service Providers, as job seekers who have highly marketable skills and experience. LVER is also responsible for State/Federal Reporting to assure compliance with State/Federal Directives on services to Veterans. | Case managed veterans |

| Contact: Edward Schroeder  
(608)741-3523 | Disabled Veteran Outreach Program (DVOP)  
• Intensive Case Management Services to Veterans. This includes Assessment, Career Guidance, Job Development/Referral to Employers, and performing Outreach with DVR, VA, Voc Rehab, WIA, Homeless Shelters, Supportive Services, and Community Based Organizations. | Veterans with significant barriers to employment |