

Capital Area Michigan Works!  
2015 Annual Report

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**BREAKT**

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**KTHROUGH**

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## Looking back at a breakthrough year

It's been a year of adaptability for the Capital Area Michigan Works! system. The new Workforce Innovation and Opportunity Act, or WIOA, is transforming the workforce development system nationwide, and we've been along for the ride as the regulations evolve. While our agency is looked to as a leader for being one of the first adopters and already having a demand-driven foundation, we're also learning how our decade-long practices can improve to see even better results. Throughout all the uncertainty and change, our dedication to grow our talent pipeline hasn't wavered.

As we look back at this breakthrough year in 2015, we've continued to move forward for the betterment of our region, with collaborative partners by our side, and have prepared to meet the demand of what's to come.



**Rebecca Bahar-Cook**  
Chair | Administrative Board



**Jane Doty**  
Chair | Workforce Development Board



**Edythe Hatter-Williams**  
Chief Executive Officer | Capital Area Michigan Works!



# DEVELOPING THROUGH DISCOVERY

# 489

WIOA YOUTH SERVED

# 118

RECEIVED A CREDENTIAL  
FROM A COLLEGE,  
EDUCATION OR TRAINING,  
OR A HIGH SCHOOL GED

**“They always told me I couldn’t, so I wanted to show them that I could.”**

By all accounts, Dameika Merriwether isn’t supposed to be where she is today. The full-time (plus!) Western Michigan University criminal justice student holds down a full-time job and has an impressive list of experiences and aspirations, including years as a youth program assistant at Lansing’s Cristo Rey Community Center through the Capital Area Michigan Works!/Lansing School District WIOA Youth program.

Dameika entered the foster care system at 13 years old and has been on a quest to break through the stereotypes and challenges associated ever since.

“The thing that I think most kept me going was that they always told me I couldn’t, so I wanted to let them know and show them that I could.”

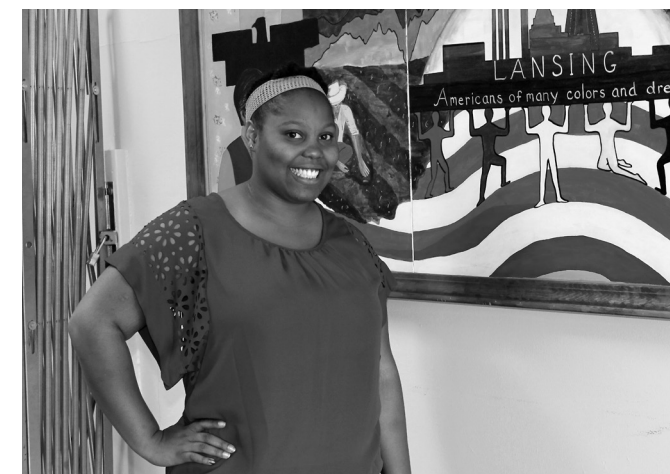
Helping Dameika achieve success along the way was Mary Zeineh, Lansing School District WIOA Youth case manager. The purpose of the WIOA Youth program is to assist young people, ages 14-24, who face significant barriers to success in the labor market by providing resources and support to overcome those barriers and successfully transition to being self-sufficient in adulthood.

“I think our impact is we’re able to successfully work with students to get an education, either a GED or high

school diploma, then give them some work experience like Dameika did at Cristo Rey and acquaint them with secondary education opportunities. That’s what WIOA is all about — starting younger and moving forward.”

Moving forward is top on Dameika’s list of priorities. She’ll graduate from Western in another year and a half and hopes to attend law school to become a family lawyer.

“I’ve always had the ambition to want to work with youth, and my work experience at Cristo Rey definitely confirmed that ambition.”



**“I love and believe in what I’m doing now — I think I’m finally on the right track after many mishaps.”**

As practice manager of Arthritis Care in Lansing, Sara Morrison wears many hats — cheerleader, mom and coach. But perhaps her most important role has been a miracle worker for practice owner, Dr. Carla Guggenheim.



Carla hired Sara after the business experienced a roller coaster of serious challenges. Finding one another through Capital Area Michigan Works!, Carla worked through the business services team for small business solutions, and Sara was working with the agency as a job seeker who became unemployed after 11 years with another practice.

Richard Martin, business services liaison at Capital Area Michigan Works!, explains that Sara was

hands-down the best candidate for the opening at Arthritis Care.

“Everything just aligned perfectly for the business and for the job seeker with Sara and Dr. Guggenheim.”

Limited to patients with arthritic and autoimmune disorders and pain syndromes, Arthritis Care experienced unique challenges as a small business run by someone without a business background, all of which Capital Area Michigan Works! was equipped to support.

“You don’t have to be a big business for them to help you,” says Carla. “I was looking for one employee to solve a big staffing problem and Capital Area Michigan Works! made it happen. How good is that?”

Richard understands those challenges.

“Larger companies have entire departments and staff to find solutions to problems. In this case it was just Dr. Guggenheim. She didn’t know how to interview, she didn’t know a lot about business. I think she knows a lot more now. She’s more confident, and I think she’s doing a great job.”

With the addition of Sara to the team and the help from Capital Area Michigan Works!, Carla is actually excited for the future.

“I honestly wish I was in my 30s because I’ll probably only practice for 10 or 15 more years. I love and believe in what I’m doing now. I think I’m finally on the right track after many mishaps.”

**“You have to pull your weight, and that’s more than 50 percent.”**

Sometimes the biggest challenge in whether a job seeker can get a job or not isn’t in his or her qualifications but in his or her ability to get there.

Take Derrin Davis for example.

“Derrin already had many of the soft skills we train for, in addition to hard skills,” says Chad Behl, PATH instructor and community specialist. “He had a few barriers like transportation and interview clothing that we were able to help him with to be job ready.”

Housed at Capital Area Michigan Works!, PATH, or Partnership. Accountability. Training. Hope., is a program that provides job placement assistance, career readiness, a variety of workshops and supportive services for individuals who might already have a great skill set but need a little something more to get them over the hump to be job ready. In Ingham County, Peckham Inc. operates the PATH program.

“With the help of Capital Area Michigan Works! and Peckham, I was able to interview with Meridian Magnesium in Eaton Rapids,” Derrin says. “I’ve been in the shipping and receiving office for eight months now. It was a great feeling to go from not being employed and worrying about how you’re going to take care of your family to being hired.”

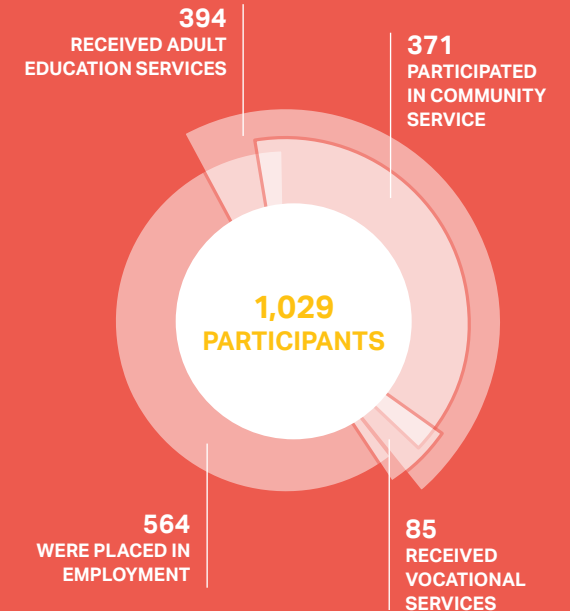
Derrin is also an example in being motivated and wanting more than the status quo.

“Other people in a position like Derrin’s ought to be inspired by how he’s always hungry for more,” says Chad. “He’s never settled.”

Derrin says Meridian Magnesium is looking to provide him with CDL training, and he has his eye on becoming a supervisor or manager. He has some advice for other job seekers, too.

“One, you have to be determined and know that you can’t quit on yourself. Two, you can’t go to Michigan Works! expecting Peckham, your case manager or Michigan Works! to do all the work.”

**PATH ENROLLMENT**



**80**

**PARTICIPANTS WERE SERVED THROUGH FOOD ASSISTANCE EMPLOYMENT AND TRAINING PROGRAM**



**“People come here to work, they like what they do, and they stay a very long time.”**

It’s not often a job seeker comes full circle in the way that Debbie Myrand has.

In June of 2013, Debbie was laid off from her position as an IT trainer at a nonprofit she’d been at for nearly 12 years. Not one to take time off, she immediately went to Capital Area Michigan Works! to learn how to update her resume for today’s job market and took advantage of Lansing Community College’s Encore! Plus 50 program.

“It was really scary out there looking for work in that 50-plus age group,” Debbie says. “But with Plus 50, you realize you’re not alone because everyone in the room is in the same age group, so you can really help each other through that process.”

Debbie is now the human resources and training coordinator at MAHLE, an internal engine component factory in St. Johns, where she is able to tap into her passion for training and talent development.

Recently in her role at MAHLE, Debbie helped write a Skilled Trades Training Fund (STTF) grant, which is a unique opportunity for somebody who previously utilized Capital Area Michigan Works!’ employment services.

“MAHLE has been privileged to work with Capital Area Michigan Works! to not only help us obtain new talent like Debbie but with support on state-aided programs as well,” says MAHLE Manager and Head of Human Resources Joel Honaman. “We’ve been very fortunate to have their help.”

MAHLE’s 354 employees are gearing up to celebrate 70 years in business and it seems longevity is part of MAHLE’s culture.

“I think we share a good work ethic with Capital Area Michigan Works!,” Joel says. “They understand what we need and that helps us to get good candidates that will stay for a long time. The average seniority at MAHLE is 16 years. We just had a gentleman that retired after 52 years. People come here to work, they like what they do, and they stay a very long time.”

**324,798**

**INDIVIDUALS SERVED  
IN THE TRI-COUNTY  
SERVICE CENTER  
LOCATIONS WITH  
WAGNER PEYSER  
EMPLOYMENT  
SERVICE FUNDS**

**“We’re creating a talent pipeline, which is something we can work together on.”**

As a research technician biologist who was out of work, Warren Foshaug says his foray into IT was a self-proclaimed nerd’s natural move.

That foray came in the form of the Capital Area Tech Knowledge E-Pathways program, launched by the Capital Area IT Council and Capital Area Michigan Works! with a \$4.4 million federal grant from the U.S. Department of Labor to help council members who consistently struggled with having enough talent to fill job openings.

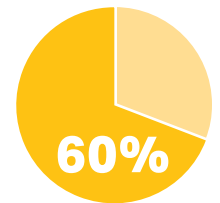
Now a two-year veteran in the IT department as project test specialist at Accident Fund Holdings Inc. in Lansing, Warren spent six months as an intern at the insurance company, learning the culture and refining software testing skills he acquired through E-Pathways.

Outside of working closely with the E-Pathways program, Accident Fund is remarkably active on and passionate about the Capital Area IT Council. Accident Fund’s Said Taiym, chief information officer, took over as the council’s board president in November 2015.

“As separate industries, we may be competing for talent, but the other reality is that we’re creating a talent pipeline, which is something we can work together on,” says Accident Fund Information Technology Knowledge Manager Lorelee McCleary. “We’re looking forward to taking an even bigger role with the council and helping promote what it’s trying to do in the industry, which is to build a base for a skilled

**333**

**E-PATHWAYS PARTICIPANTS  
SERVED, INCLUDING 220 CURRENT  
STUDENTS AND GRADUATES.**



**60%**

**OF E-PATHWAYS PARTICIPANTS  
ARE ALREADY WORKING IN FULL-  
TIME EMPLOYMENT RELEVANT  
TO THEIR DEGREE.**

workforce to support all of our IT needs here and in the region.”

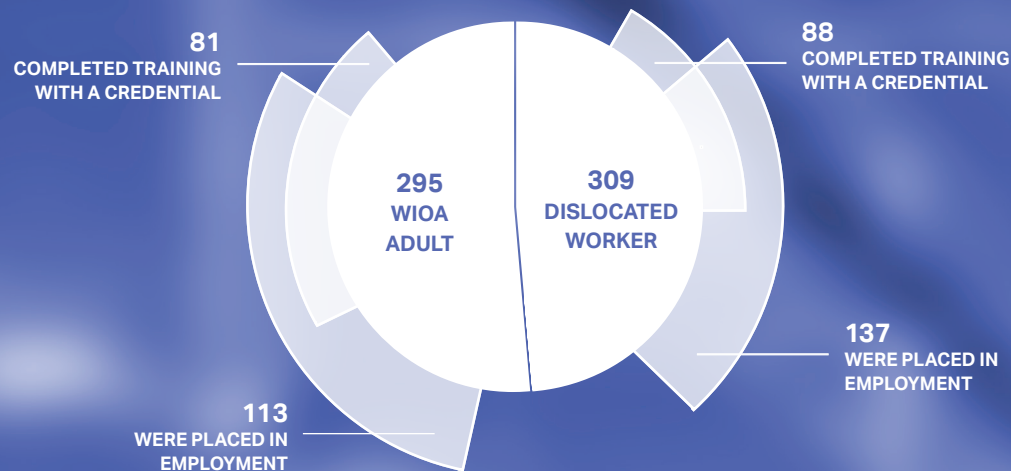
For Andrea Ragan, council executive director, the relationship is a best-case scenario.

“One of the pieces of E-Pathways that we try to make clear is that a career transition into IT has the expectation of lifelong learning. You don’t move down the assembly line of IT classes and then plant yourself in an IT cubicle. Accident Fund offers that continued learning and engagement by providing an intensive work experience program, which is a great way to engage employers in the learning curve. It’s a win-win.”

Lorelee agrees.

“They’re working with highly-skilled professionals in the industry and there’s nothing that compares to that experience. Hopefully it’s a win for the students who gain that experience. It’s a definite win for us because we’re creating partnerships and growing a pipeline for the community.”

**604 WIOA ADULT & DISLOCATED WORKER PARTICIPANTS**



**\$16.49**

AVERAGE HOURLY WAGE FOR WIOA ADULT PARTICIPANTS

**\$17.13**

AVERAGE HOURLY WAGE FOR WIOA DISLOCATED WORKER PARTICIPANTS

**“If I can do it, other people can do it, too.”**

Being the new kid in town can be a bit intimidating, especially when that town is a manufacturing icon like Lansing. But KIRCHHOFF Van-Rob, a globally leading developer and supplier for best-in-class structures for vehicle bodies, joined the region with years of global experience and staff dedicated to making connections.

“We’re new to Lansing, so I’m looking forward to growing my relationship with the Capital Area Manufacturing Council, to meeting my peers and talking about best practices with other companies, to create a good solid network,” says Corinne Stabler, KIRCHHOFF Van-Rob human resources manager.

KIRCHHOFF Van-Rob recently joined the Capital Area Manufacturing Council, an alliance of manufacturing executives and human resource professionals working together to create a strong mid-Michigan manufacturing industry.

“The council is important to the community and businesses,” says Michelle Cordano, executive director of the council. “By having a collaboration of businesses, we’re able to gather information about new technologies and what business needs are, so it’s really very important to the community to have this group of manufacturers for continued growth in our region and state.”

As human resources manager, Corinne was able to obtain an annual compensation and wage report through the council and will be applying for a Skilled Trades Training Fund (STTF) grant to help offset training costs.

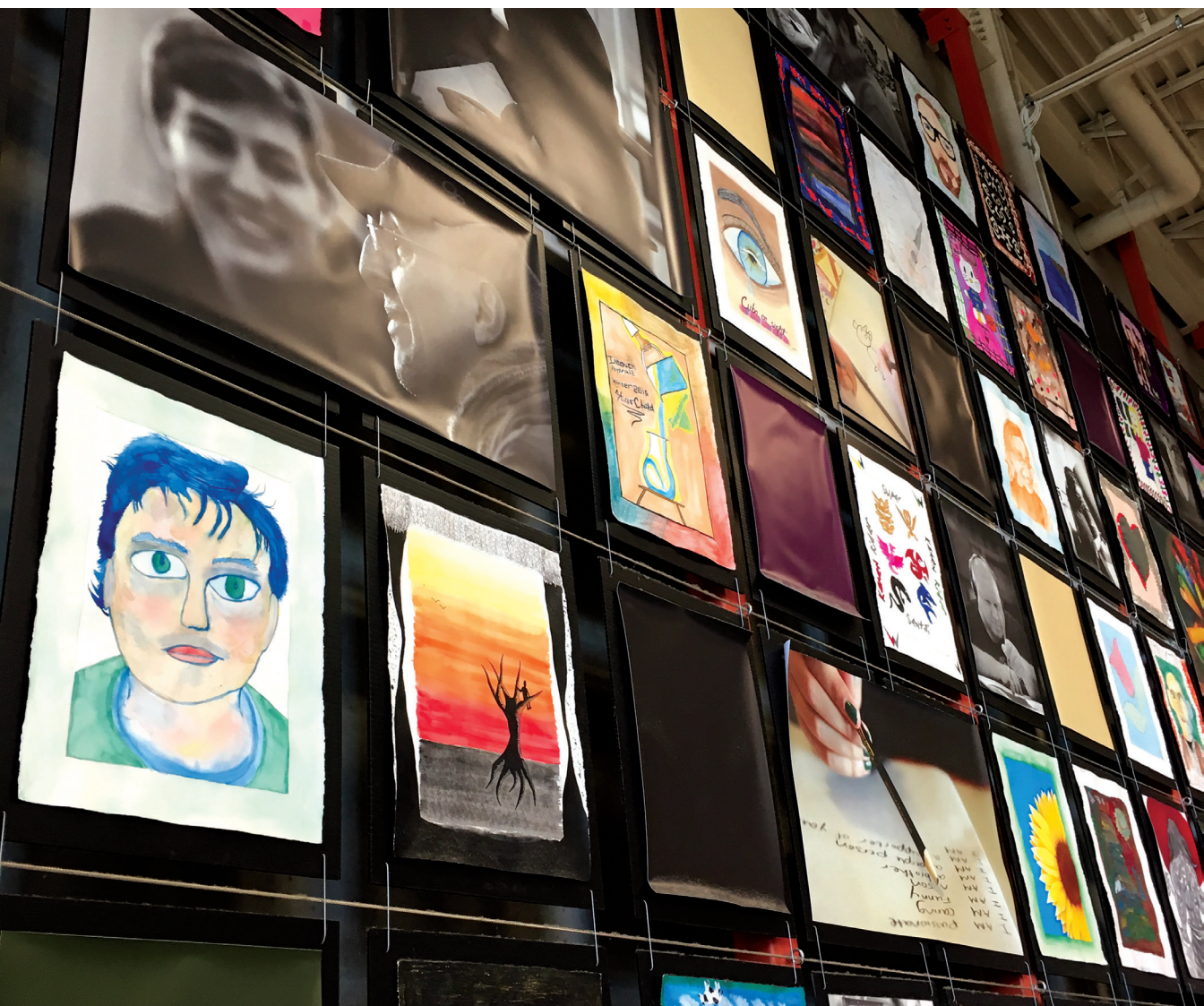
“The council helps me ensure our wages and benefits are competitive so that once we get the employees in the door, we can retain them as well.”

Cindy Disbrow is one of those employees. Laid off, Cindy came to Capital Area Michigan Works! to obtain training after hearing KIRCHHOFF Van-Rob was coming to town. She was one of the first people hired, something she attributes to furthering her manufacturing education.

“I’m in my 50s and I haven’t been in school since 1981,” she says. “So if I can do it, other people can do it, too. I was scared to death, but I’ve learned so much.”



# ADVOCACY AND LEADERSHIP



## Creating a STEAM community

As the students' colorful paintbrushes stroke the paper to create flowers, they don't realize they're developing design and creativity skills they'll use later in life when they're data scientists or senior engineers. They count each petal, one by one — refining their math skills to one day be accountants. There's no question about it: The arts need to be integrated into science, technology, engineering and math education, making it STEAM.

Capital Area Michigan Works!, Lansing Community College (LCC), Lansing Economic Area Partnership (LEAP), Peckham and the Business and Community Institute at LCC hosted Greater Lansing Manufacturing Jobs NOW in November 2014, an event that included a manufacturing discussion on the talent shortage problem, current jobs available and what skills are needed for the industry. Attendees included 438 job seekers, 12 hiring manufacturers and four staffing agencies.

Helping parents, grandparents, school staff and students become aware of STEAM jobs can reiterate why STEAM education is so crucial.

Over the past year, Keep Learning... Our Future Depends On It, the Talent District Career Council (TDCC) for our region, stepped up its role in striving to be a leader in "the new technological, international, knowledge-based economy." While STEM has been a focus for the group in the past, it's taken a step forward by committing to make the mid-Michigan region the exemplary STEAM region in America. Working with regional stakeholders, Keep Learning is implementing Michigan's Accelerator Region Strategy (MARS) and Michigan's Prosperity Agenda in addition to marketing the pillars of our mid-Michigan New Economy businesses, including biotechnology, information technology, insurance and finance, and advanced manufacturing.

The Capital Area Manufacturing Council, through a partnership with WLNS TV-6 and a select group of local manufacturers, has implemented Michigan Manufacturers Connect (MMC), an initiative that focuses on addressing middle skills and skilled trade jobs in the greater Lansing region. Unlike traditional advertising campaigns, this collaborative engagement effort seeks to educate and provide awareness of the manufacturing industry, including dispelling common misconceptions.

Reaching students isn't always easy and takes strategic planning. If students need to be influenced, it takes collaboration with the influential people in their lives. That's why the Capital Area Manufacturing Council hosted a tour of local manufacturing businesses for National Manufacturing Day to expose high school counselors and STEAM teachers to the great companies and jobs right here in our region.

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## Making an influence beyond greater Lansing

The purpose of Capital Area Michigan Works! is to help our community prosper and thrive, but that doesn't mean the impact stops here. In addition to our region, Capital Area Michigan Works! is making an influence throughout the state, nation and world.

### On the regional level:

- Capital Area Michigan Works! implemented a cooperative advertising program with local partners.
- From October 2014 through August 2015, the Capital Area Prisoner Reentry program served 332 individuals, while the Jackson, Hillsdale, Lenawee and Monroe Counties Prisoner Reentry Program served 465 participants.

### On the state level:

- Andrea Ragan, Capital Area IT Council executive director, was a guest panelist among other prominent IT professionals for the Detroit CIO Executive Summit in October 2015.
- Capital Area Michigan Works! and the Regional Prosperity Initiative partners released the CATALYST 2014 Report in January 2015. This leadership group has presented to Michigan Works! agencies across the state as a leading Regional Prosperity Initiative example.
- Capital Area Michigan Works! CEO Edythe Hatter-Williams is involved with the Michigan Energy Workforce Development Consortium, which addresses current and future workforce issues that are crucial to building and sustaining Michigan's energy industry. Carrie Rosingana, chief operating officer, serves as an alternate.
- Capital Area Michigan Works! participates on the Governor's Talent Investment Board, the principal

private-sector policy advisor on building a strong workforce system aligned with state education policies and economic development goals. In addition, Capital Area Michigan Works! Workforce Development Board member Darcy Kerr from Accident Fund Holdings Inc., and Capital Area Manufacturing Council members Franchino Mold and Engineering and Alro Steel Corp. also sit on the board.

- Capital Area Michigan Works! staff members Edythe Hatter-Williams, Becky Powers, chief financial officer, and Carrie Rosingana have played vital roles in the interpretation and implementation of the Workforce Innovation and Opportunity Act in the state of Michigan by serving on various teams and committees.

### On the national and international levels:

- Capital Area Michigan Works! and Peckham Inc.'s PATH program helped place a job seeker with a master's degree as a project manager in Little Rock, Arkansas, helped an ophthalmologist become a resident in neuro-ophthalmology at Houston Methodist Hospital in Texas and even guided a participant during her journey of writing a book.
- Michigan's Workforce Development Agency hosted members of the Singapore Workforce Development Agency for two days, including tours of the Capital Area Michigan Works! Lansing Service Center as well as council members Cameron Tool Corp. and Accident Fund Holdings Inc.
- Capital Area Michigan Works! CEO Edythe Hatter-Williams serves on the Great Lakes Employment and Training Association (GLETA) board. GLETA is the voice and pulse of the local workforce development system and sets the stage for the future by responding to the current environment and promoting a responsive system in the Midwest, interacting extensively with the U.S. Department of Labor Region 5 Office of the Employment and Training Administration.





# MAKING OUR MARK

## Meeting the digital demand

Over the past year, Capital Area Michigan Works! has made an effort to go digital in order to stay relevant.

Capital Area Michigan Works! earned partner status for two of the MiVirtualCareerFairs for having at least five local employers participate. We've also participated in several Twitter chats for job seekers, including being a featured partner in a #MiJobChat hosted by Pure Michigan Talent Connect. Our social media voice is strong and current:



Employers are placing an emphasis on soft skills. What are soft skills and how can job seekers improve and/or highlight them? "Brag!: The Art of Tooting Your Own Horn is a great book about talking up your soft skills: <http://qub.me/Alw1TB>"



What's the most important take-a-way you want people to know about Skilled Trades & STEM careers in Michigan?

"Skilled trades and STEM careers are in in-demand fields, meaning employers NEED qualified people to fill positions."

## Connecting education to talent

One of Capital Area Michigan Works!' most passionate topics is the connection of education to talent. Education is an undeniable factor in leading to an individual's career success. With the workforce becoming even more competitive, a high school diploma isn't enough — having post-secondary education, certification or training is a must.

It's individuals like Jill LaNew, Jobs for Michigan's Graduates (JMG) specialist, who works with JMG students to get this message across and encourage them to strive for success.

"Their problems don't just happen during the day," says Jill, who provides students with her personal cell phone number so they can contact her whenever they need support.

Jill's commitment to learning best practices from experienced specialists and utilizing any resources available sets her apart from her peers. She goes above and beyond to try to help her students prepare for the future, so it came as no surprise that she was one of the specialists awarded the Jobs for America's Graduates National Outstanding Specialist Award at the National Training Seminar in New Orleans, Louisiana, in July 2015 and the Jobs for Michigan's Graduates (JMG) Specialist of the Year Award in April 2015.

The councils also hosted a combined manufacturing and technology talent tour for Jobs for Michigan's Graduates (JMG) students.

The Capital Area IT Council and Capital Area Manufacturing Council executive directors, along with 12 employers visited Fairview Elementary School for a STEM career day to speak to students about the importance of technology in their daily lives.

The system will continue to make its mark on our region's education, taking on roles like Edythe Hatter-Williams' involvement on the Magnet Programs Advisory Council (MPAC) of the Lansing School District. Edythe represents the region's workforce development system by sharing expertise and knowledge that is specific to themes and community affiliations, participates in the long-range action plan for sustainable community partnerships supporting the magnet programs and serves as a support liaison to the magnet school sites.

# 55

**JMG STUDENTS WERE SERVED THIS YEAR IN THE LANSING SCHOOL DISTRICT AT WOODCREEK ACHIEVEMENT CENTER AND AT THE POTTERVILLE HIGH SCHOOL THROUGH EATON REGIONAL EDUCATION SERVICE AGENCY (RESA)**



# CREATING CUSTOMIZED SOLUTIONS

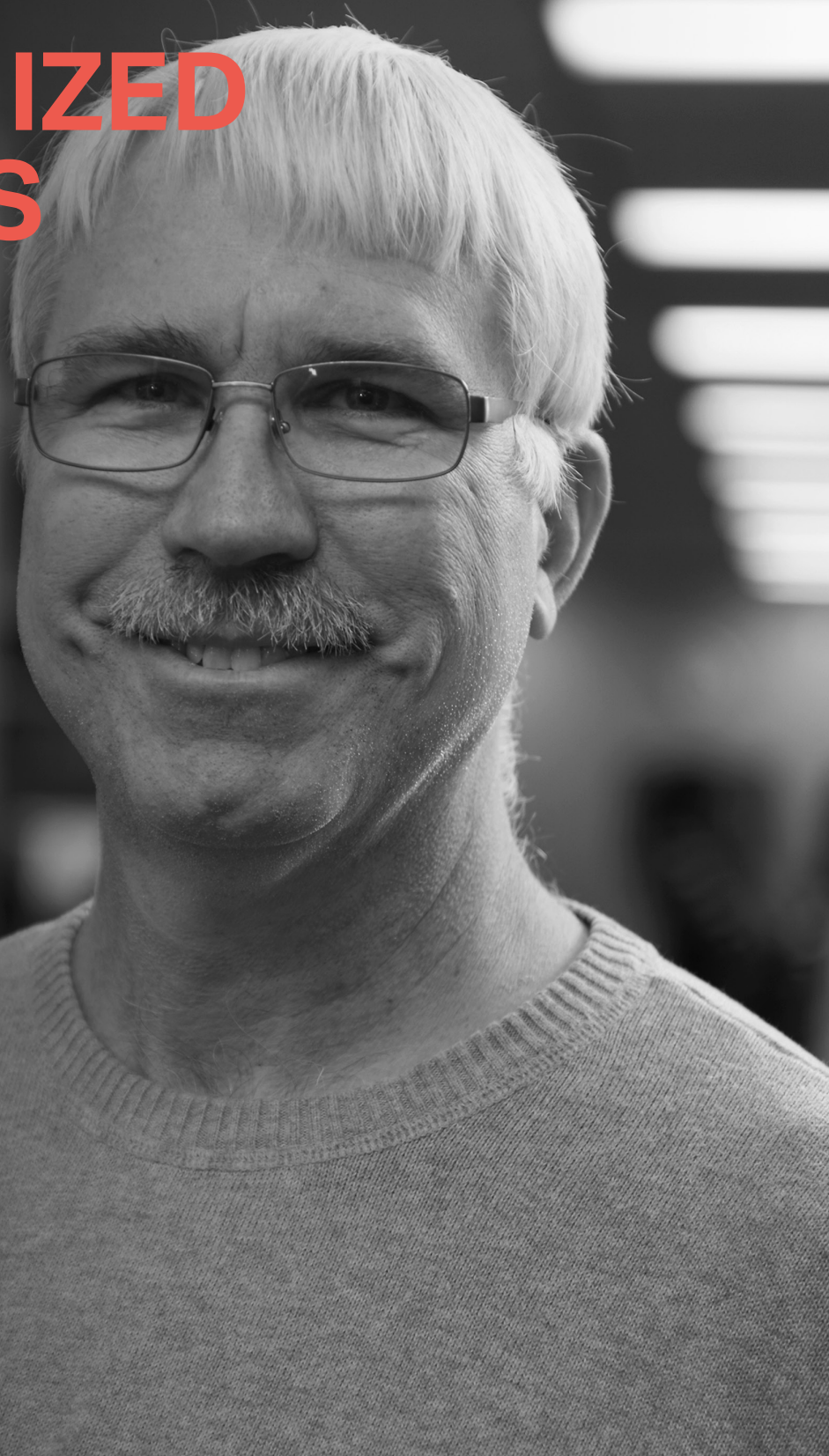
The Capital Area Michigan Works! Business Services Team helps employers stay competitive by assisting with customized recruitment solutions.

## Skilled Trades Training Fund (STTF)

- Total system award amount for STTF was \$772,173.13
- 21 companies that received funds
- 523 individuals who received training under STTF

45 OJTs total (9 WIOA Adult participants, 36 WIOA Dislocated Worker participants); 11 OJTs were WIOA Dislocated Worker National Emergency Grant participants.

698 employers served from January to September 2015.



## FINANCIAL SUMMARY FOR THE YEAR ENDED JUNE 30, 2015

**Total expenditures: \$9,693,036**

### WORKFORCE INVESTMENT ACT

Adult	\$1,265,780	13.1%
Youth	\$1,307,264	13.5%
Dislocated Worker	\$1,011,676	10.4%
Dislocated Worker-NEG/OJT	\$88,523	0.9%
Dislocated Worker Job Drive-NEG	\$38,020	0.4%
Statewide Activities	\$23,039	0.2%

### PARTNERSHIP, ACCOUNTABILITY, TRAINING & HOPE (PATH)

TANF FY15	\$1,716,799	17.7%
General Fund / General Purpose FY14	\$490,260	5.1%

### Other expenditures

#### PY14 PROGRAMS

Wagner-Peyser Employment Services	\$625,739	6.5%
H1-B Technology Skills Training	\$894,839	9.2%

#### FY15 PROGRAMS

Skilled Trades Training Funds (STTF)	\$668,444	6.9%
Food Assistance	\$120,613	1.2%
TAA/NAFTA-TAA	\$273,664	2.8%
Michigan Prisoner Reentry	\$1,143,850	11.8%
Foster Care Summer Youth-DHS	\$24,526	0.3%

**DHHS:** Department of Health and Human Services | **EUC:** Emergency Unemployment Compensation  
**NEG:** National Emergency Grant | **OJT:** On-The-Job Training  
**TAA:** Trade Adjustment Assistance | **TANF:** Temporary Assistance for Needy Families  
**FUNDING** provided by the U.S. Department of Labor and the Michigan Workforce Development Agency

# 698 EMPLOYERS

## partnered with Capital Area Michigan Works! to develop recruiting and retention strategies in 2015.

101.7 Mike FM • 1-800 Hansons • 21st Century Plastics • 7C Lingo

A & J Lawn Care • A C & E Rentals • A Ewing Country Estate Adult Foster Care • A. J. Boggs • AAA - Hans Dittmar & Associates, LLC • Abbott Road Animal Clinic • Absolute Cleaning Services of Mid Michigan • Access Point • Accident Fund Holdings, Inc. • Adams Outdoor Advertising • Advantage Sales and Marketing LLC • Aerotek • Agape Total Health Care Systems PC • Agate Software Inc • Ageless Home Care, LLC • Agro-Culture Liquid Fertilizers • AIS Construction Equipment • Alerus Retirement Solutions • Allegra Print & Imaging • Allergy and Asthmas Consultants of Mid Michigan • Alliance Interiors LLC • Alliance Obstetrics & Gynecology • Al-Lin's Floral & Gifts • All-Tech Automotive & Towing Inc • American Business Investment • American Hotel & Lodging Educational Institute • American Metal Roofs • American Red Cross- Central and Northern Michigan Region • American Rentals •Amerisource Bergen • Amira Staffing • Anderson Consulting Associates • Android Industries, LLC • Apartment Specialists • Apco Inc • Applegate Insulation Manufacturing, Inc • Arby's • Arcadia Home Care and Staffing • Arctic Glacier • Artemis Solutions • Arthritis Care • Arts Council of Greater Lansing • ASAP MedStaff • ASK • Astera Credit Union (S Waverly) • At Home Doctors PC • AT&T / Solcomm Sales • ATCO Industries • Austin-Fuller Heating & Cooling • Auto-Owners Insurance Company • Autoport • Ayers Basement Systems

B & C Enterprizes • B P Rajesh Md, Pllc • B/A Florist • Baker & Williams Group of Companies LLC • Bay Human Services • Baymont Inn c/o SGA Hotels Inc. • Beck's Propane • Becks Trailerstore • Bee Clean Cleaning Service • Belle Tire • Beltone Hearing Center • Bennett Dry Wall • Best Express Foods • Biewer Lumber • Biggby Coffee Corporate • Bill Leech Repair Service • Blarney Castle Oil • Block Imaging • Blue Cross Blue Shield of Michigan • Bob's Auto Body Inc • Boji Group • Boling Janitorial Service Inc. • Bonnie's Home Care • Boynton Fire Safety Service • BRD Printing Incorporated • Bruce Daavettilla Insurance Agency, Inc • Bruno's Bar / Deano's Pizza • Budget Inn • Burcham Hills Retirement Community • Burger King

C & E Pipeline • C2AE • Caliper, Inc. Staffing • Cameron Tool Corporation • Campus Realty • Canada Dry Bottling Company of Lansing • Capital Area Center for Independent Living • Capital Area District Library • Capital Area Pediatrics • Capital Area Transportation Authority • Capital Area United Way • Capital Internal Medicine Associates • Capital Region Airport Authority • Capital Steel & Wire • Capitol National Bank • Cardinal Staffing • Care One Inc. • Career Quest Learning Centers • Careminders Home Care • Carlson Specialty Temps • Caterpillar Corner Child Care • Cato Women's Clothing • CCD

Engineering • Center for Optimal Health • Central United Methodist Church • Centurion Medical • Cherry Capital Foods • Chief Carl • Child and Family Charities • Chloe's House LLC •Christman Constructors, Inc. • Chuck Brand Builders Inc. • Cintas Corporation • City of East Lansing • City of Lansing • City of Leslie • Clare Bridge Of Meridian • Clark Construction • Clark's Sales and Service • Classic Pool & Spa • Clinton Area Transport System • Clinton Machine Inc • Clinton Task Force on Employment • CNI Plastics, LLC • Colleen Widder • College Towne Apartments c/o DTN Mgt • Combined Insurance • Comcast Cable • Comerica Bank • Comfort Inn & Suites • Comlink • Commercial Flooring • Community Linx • Community Living Network • Community Mental Health (CMH) • Companion Senior Care • Complete Compassionate Care • Comprehensive Animal Hospital • Computech Corporation • Computer Science Academy • Compupware Corporation • Consumers Energy • Consumers Mutual Insurance • Consumers Professional Credit Union • Cornerstone Company LLC • Cornerstone University • Corporate Advocate • Country Mill Farms •County Journal • Cracker Barrel • Creative Staffing • Creative Wellness Holistic Health Center • Critical Healthcare • CSM Services • Custom Home Interiors

D & D Maintenance • D Squared Facilities Management • D/C Engineering • Dakkota Integrated Systems, LLC • Dan Henry Distributing Co. • Dart Container Corporation • Davenport University • Davis Pontiac • dB Electronics • DBI Interiors • Dean Transportation & Dean Trailways of MI • Delhi Charter Township • Delta Dental • Delta Institute • Demmer Corporation • Dewpoint • DexSys • Digital Success Network • Dimondale Nursing Care Center • Diverse Computer Marketers Inc. • DK Security • DMS (Dynamic Marketing Solutions) Midwest & Platinum Advertising • Doberman Technologies LLC • Dobson Healthcare Services, Inc. • Domino's Pizza • Dorsey Schools • Duckett Brothers Distributing, Inc. • Dusty's Cellar • Dynamic Data

Early Childhood Investment Corporation • Earthcom Inc. • East Glen Apartments • East Lansing Dental • Eastlund Concrete • Eastminster Child Development Center • Eaton Clothing & Furniture Center • Eaton County Medical Care Facility • Eaton County United Way • Eatran • Eckhart & Associates, Inc. • Edgewood Retirement Center • EduStaff • El-Hajj Malik El-Shabazz Academy • Elite Home Healthcare Inc. • Elite Towing & Recovery • Elwood Staffing • Embassy Transportation • Emergent BioSolutions • Emil's Electric • Employment Group • Employment Plus • E. N. G. • Enprotech Mechanical Services, Inc. • Enterprise Holdings, Lansing Office • Epoch Technical Solutions LLC • Erwin Hymer Group • Essential Personnel • ETM Enterprises, Inc. • Everett Communications • Express Employment Professionals • Extencare Health Services, Inc.

Fabiano's • Family Dollar • Farhat & Story • FasTemps • Faurecia Interior Systems • Federated Insurance Companies • Ferrall's Tree Trimming & Removal Inc • Fifth Third Bank • First National Bank and Acceptance • First Nazarene Childcare and Learning

Acadamy • FirstMerit Bank • Fitness U.S. • Flagstar Bank (Okemos) • Fluid Chillers, Inc • Force by Design • Foresight Group • Framers Edge • Franchino Mold and Engineering • Franklin Energy Services LLC • Fresenius Medical Care Lansing West • Friends Who Care Inc • FSA Farm Service Agency

G & F Tool Products • G4S Secure Solutions • GC Services • General Motors • George R Schneeberger, Dds • Georgio's Gourmet Pizzeria • Gerdau • Gestamp Mason, LLC • GF Superior Services • Giving Tree • Global BRG, Inc. • Gorman's Food Market • Grace Management Services • Grand Rapids Building Services • Grandhaven Living Center • Granger Construction • Gravity Works • Greenstone Farm Credit Services • Guardsmark Security • Guido's Pizza

H & H Welding and Repair • Habitat for Humanity of Clinton County • Hantz Group • Harris Rebar Inc • Haslett Child Development Center • Hasselbring Clark • Haven House • Hawk Hollow • Hayes Green Beach Memorial Hospital • Hazel Findlay Country Manor • Heartland Home Health Care • Helping Hands Christian Learning Center • Hettler's Towing • Higher Elevations • Hip Homes • His Hand Home Health Care • Hitching Post Restaurant • Hobbs & Black Architects • Holiday Retirement • Holt Auto Alignment • Home Builders Association of Greater Lansing • Home Care Alternatives • Home Health Care Angels, LLC • Home Instead Senior Care • Home Solutions • Home Town Rental • Hope Network • Horizon Bank • Hospice of Lansing • Hotwater Works • HRU Technical Resources • Hub Tire • Human Arc (formerly L & S Associates) • Huntington Bank • Hyatt Place Lansing Hotel

I.COMM • i2Integration • IBEW • IDV Solutions • IHOP • Impact Strategies Computer Knowledge Centers • Informatix Inc. • Ingham County • Ingham Intermediate School District • Inovalon (formerly MedAssurant Inc.) • Instructional Technology Services Inc. • International Home Care • International Trucking School • Intrepid International • Irish Developments • Island City Assisted Living • ITEC

J L Handyman • Jackson • James R. Nichols CPA PC • Janice Pugh • Janny MTCA • Jeff Brown Handyman • Jim's Amish Structures • Jo-Buck Electric • Johnny Mac's Sporting Goods • Jones Lang LaSalle • Journal Broadcast Group WSYM Fox 47 • Journey Federal Credit Union • JWR Enterprises LLC

K P Autobody • Kanazeh Lawn Service • Katie's Kleaning • Katranji Hand Center • Katren Industries • Kean's Store Company • Kebs Inc. • Kekeli's AFC Home • Kellie's Consignments • Kelly Services • Kent Cleaners • Kibbey & Sons Construction • Kingsley Moving Systems • KIRCHHOFF Van-Rob • KMG Prestige Lansing Support Center • Konnech • KTM Industries, Inc. • Kurncz Farm • Kurncz Farm • Kurt's Appliance Center

L & W Engineering Co. (Grand Ledge - Plant 10) • L Town Cab • L. L. Johnson Lumber Manufacturing Co. • Labor Ready • Laboratory Corporation of America •

LAFCU • Lajoy Group • Lake Trust Credit Union (Main Office) • Lakeshore Home Healthcare • LandUse/ USA, LLC • Lansing Board of Water & Light • Lansing Community College • Lansing Courtyard by Marriott • Lansing Economic Area Partnership (LEAP) • Lansing Ophthalmology • Lansing Pediatric Associates • Lansing Sanitary Supply, Inc. • Lansing State Journal • Lansing Urgent Care • LAP Respite Center • Lapienski Package Services Inc. • Layne Christensen • Learning Care Group/Tutor Time • Lectronix • Legacy Parke Apartments • Legacy Staffing • Legal Services of South East Michigan • Leightronix, Inc. • Leisure Living Grace Haven • Leisure Living Management • Linger Holdings Sign\*A\*Rama • Liquid Automation • Logan Diesel • Lovelyer Rehabilitation (Michigan Ave Residential Care Inc) • Lowe's • LSG Engineers & Surveyors • Luxury Janitorial & Carpet Cleaning • Lyman & Sheets Insurance Agency

M & Q Transportation • M C Molds Inc • MacDonald Broadcasting • Madeira Networks LLC • Madison Property Management • MAHLE Engine Components USA • Main Lawn & Landscape LLC • Mancino's, Mt. Hope • Martin-Brower Company • Martinrea International • Mary Lynn Granado • Mason Area Chamber of Commerce • Mason Christian Childcare (Mason First United) • Matrix Quality Services • Maurer's Textiles • MAYOTTE group Architects • McLaren Greater Lansing • MDOT (MI Dept of Transportation) • Medical Management Systems • Medical Staffing Network (MSN) • Meijer #52 (Lake Lansing Rd) • Meijer DC • Melaleuca • Menna's Joint • Mercantile Bank of Michigan • Meridian Mall • Meridian Screen Printing & Embroidery • Meridian-Magnesium Products of America, Inc. • Merindorf Meats • Meritain Health • Metalist International, Inc. • Metro Development Corporation • Michael's Plumbing • Michigan Association of Insurance Agents • Michigan BAC (Bricklayers) Trng Ctr • Michigan Beef Industry • Michigan Business Network • Michigan Community Action Agency Assoc. • Michigan Creative • Michigan Credit Union League & Affiliates • Michigan Economic Development Corporation • Michigan Fitness Foundation • Michigan Headache Clinic • Michigan Health Council • Michigan Lumber Building Materials Association • Michigan Milk Producers Association • Michigan Oral Health Coalition • Michigan Orthopedic Center • Michigan Pizza Hut • Michigan Plumbing • Michigan Polymer Reclaim Inc • Michigan Press Association • Michigan Primary Care Association • Michigan Public Health Institute (MPHI) • Michigan Restaurant Association • Michigan State University • Michigan State University Health Team • Michigan Supreme Court • Michigan Therapeutic Consultants, Pc • Michigan Virtual University • Mid Michigan Property, LLC • Mid-Michigan Concrete Cutting • Mid-Michigan Physicians PC (MMP) • Midway Rotary Die Solutions • Midwest Communications • Midwest Lifesavers- Masterguard • Millwrights Institute of Technology • Modern Woodmen of America • Moebius Technologies • Mom365 • Moore Living Connections • Moore Trosper • Mosquito Squad • Mouser Foster Insurance • MS Companies • MSUFUCU (MSU Federal Credit Union) • Mt. Hope United Methodist Church • Multi-Packaging Solutions • Municipal Employees' Retirement System • Munters Aerotech

National Career Group • National Elevator Industry Educational Program • National Lawncare and Snow Removal • Neogen Corporation • NeuroCare Home Health, LLC • New Horizons Computer Learning Center • New York Life Insurance • Nexcare • Nexient (formerly Systems in Motion) • Niowave, Inc. • North Shores Personnel • Northern Concrete Pipe Inc. • Northstar Cooperative • NuWave Technology Partners

Okemos Pediatric Dentistry Pc • Okemos Public Schools • Old Orchard Apartments • Olde World Builders • Olympian Tool, LLC • Omni Technical Services Inc. • Omnitec Solutions • Once Upon a Child • Origami Brain Injury and Rehabilitation • OtterBase Inc. • Outshiner Car Wash • Overhead Door Co. of Lansing • Overland Solutions • Ovid Healthcare Center

Palmer Construction • Parker • Paschal Security • Pay Less Movers • Peak Technical Staffing USA • Pearson Performance Scoring • Peckham Industries • Penske Logistics • Pepsi Cola Bottling • Personnel World • PFS Auto Repair • Phoenix Industrial Services • Phone Bank Systems Inc • Pizza House • Pizza Hut S. Cedar St. • Plum Line Landscape and Design • PNC Financial Services Group • Pollard Banknote • Pop-a-Lock Lansing • Popeye's Chicken & Biscuits • Pottersville Public Schools • Pratt & Whitney AutoAir, Inc. • Precision Parts & Tooling • Precision Resources Company • Prenger's Inc (Roberts Dairy Service) • Principal Financial Group • Productivity Masters • Profesional Metal Works • Professional Transportation, Inc. • Pro-Soil Site Services • Pure Water Technology

QCI Healthcare • Qualified Staffing • Quality Dairy • Quality Design Services Inc. • Quality Plus Containment • Quest Software, Inc.

R & R Auto Repair LLC • R&R Collision • R. Knott Lawn Landscape & Snow • Radisson Lansing Hotel • Rainbow Homes • Randall Roofing • Rassel-Daigneault Family Chiropractic • Rathbun Insurance Agency • Red Cedar Valley Medicine, PLC • Red Haven Restaurant • Red-Head Service • Regency at Lansing West • Rehabilitation Case Management Consultants (RCMC) • Research Tool Corporation • Retail Therapy • RGIS Inventory • Richards Appliances • Rieth Riley Construction • RightWay Automotive Credit • Rizzi Designs LLC • RM Electric • RMC Agency • Roberts Sales Consulting • Roberts Sinto Corporation • Robinson Solutions • Romanow Building Service • Rotary Glass • Royal Care Link Inc. • Royston Lawn and Landscape • RSDC of Michigan • Ryder Integrated Logistics

Sam's Club (Eastwood) • Santiago Superior Cleaning Services Inc. • Save a Lot • Sawdon Fence • Saylor-Beall Manufacturing Company • SC Environmental • SC Services • Schlegel Sand and Gravel • Schultz Inc. • SCI Funeral Services • Searles Construction • Sears Holdings Dept. Store • Securitas USA • Self-Serve Lumber • Sensations Memory Care • SGI Heating • Shingle Cycle • Sidco Party Store • Simplified Bookkeeping & Tax Service • Sinas Dramis Law Firm • Smart Homes Inc • Smith Floral & Greenhouse •

Smitty's Place • Sparrow Health System • Spartan Internet • Spartan Motors, Inc. • Spectrum Health • Spherion Staffing • Spoke8 Marketing • Square One Transport Inc. • St. Regis Culvert Inc. • Staffworks Group • Standard Parking • Starforce National Corp. • State Bar of Michigan • State Farm Insurance • State of Michigan • Staybridge Suites • Steak 'N Shake • Stokosa Prosthetic Clinic • Stonegate Manufactured Home Community • STRAmetrics • Streamline Enterprises Inc • Strength in Numbers Studios, Inc • Summit Community Bank • Sun Coating Companies • Sundance Chevrolet • Sunny Crest Youth Ranch • Superior Brass and Aluminum • Superior Growers Supply/Hydrodynamics International • SuperNova • SWAT Environmental • Swift Motors & Swift Towing • Symmetry Medical, Inc. • SYNAGRO

T.J. Maxx, Frandor • Talmer Bank and Trust • Tax-1 Solution • TDS Telecom • Team One • Tech Painting • TechSmith Corporation • TelForce Group LLP • Ten 9 Interiors • Tendercare West Inc. • Tenpoint Services Inc. • The Body Shop • The Bug Man Inc. • The Christian Capital Development Company • The Lansing Housing Commission • The Pic Group • The Shumaker Technology Group • The UPS Store Frandor • Thomas M Cooley Law School • Tim Horton's, DMB Holdings • Tina S. Gray PC • Town Square (formerly Cumulus) • Tozier's Chimney Sweep • Tri-County Regional Planning Commission • Trillium Staffing • Trilogy Health Services • Trinity AME Church • Trinity Services Group • Trouble Shooters Technical Support • Trugreen • Trumble Builders/LJ Trumble Builders • Turning Point Youth Center

UA Local 333 Plumbers Pipefitters Service Trades • Unified Staffing • Unity Security • University Motor Mall • Upper Level Construction Inc. • UPS

Valley Residential Services, Inc. • Ventra • Veolia Environmental Services • Vertafore • Vevay Township • Vidcom Solutions • Village of Ovid • Vision Collision • Volunteers of America Store

W D Guerre Associates • Walgreen's • Walgreens, MLK & Holmes • Walgreens, Okemos • Walmart • Walmart, Okemos • Warner B Trucking • Waverly Varsity Club • Wee Willies • Wellness InX • Wendy's S. Cedar St. • WetFusion Creative • Wharton Center • White, Schneider, Young & Chiodini, P.C. • Whole Foods • Wieland-Davco Corporation • Williamston Products, Inc. • Willingham & Cote' • Willow Creek Farms Trucking LLC • Wilson Homes Inc. • WILX • WIS International • Wize Tax Service • WKAR TV • Woldumar Nature Center • Wolverine Water dba Michigan Soft Water • Woodbridge Group • Woodside Meadows Townhomes • Woodworks / Designs • WOW Hospitality dba Henry's on the square

Young Broadcasting of Lansing WLNS • Young Bros. & Daley

# GROWING PARTNERSHIPS

## Capital Area Michigan Works! Administrative Staff

**ANDREA RAGAN** Executive Director, Capital Area It Council

**BECKY POWERS** Chief Financial Officer

**BRIANA RAMOS** Talent Specialist Assistant

**BREEYN TINKLE** Talent Specialist Assistant

**BRETT CORNWELL** Talent Specialist/Reemployment

**CARRIE ROSINGANA** Chief Operating Officer

**DEBBIE SIGHT** Grant Financial Analyst

**EDYTHE HATTER-WILLIAMS** Chief Executive Officer

**ELLEN RUSSELL** Receptionist

**JILL BARR** Talent Team Leader

**JIM BUNN** Business Services Liaison/Manufacturing

**KIA WILLIAMS** Capital Area Prisoner Reentry  
Community Coordinator

**MARGIT KESSLER** Talent Specialist Assistant

**MICHELLE CORDANO** Executive Director, Capital Area  
Manufacturing Council

**RAY TREVINO** Talent Specialist/TAA

**RICHARD MARTIN** Business Services Liaison/Healthcare, IT

**ROBERT RAMOS** Talent Specialist Assistant

**ROSANNE ALLEN** Executive Assistant

**TAI'GE ABDULLAH-RAHEEM** PATH Coordinator

**TERI SAND** Business Services Team Leader

**THERESA RUPLEY** Prisoner Reentry Executive Director

**TYLER WYSONG** Chief Information Officer

## Capital Area Michigan Works! Administrative Board

**DAVID POHL** Clinton County Commissioner

**GLENN FREEMAN III** Eaton County Commissioner

**JODY WASHINGTON** Lansing City Council Member

**JOE MCDONALD** Office of the Mayor of Lansing

**JOSEPH BREHLER** Eaton County Commissioner

**KATHIE DUNBAR** Lansing City Council Member

**KATHLEEN BOYLE (PAST CHAIR)** East Lansing City  
Council Member

**PENELOPE TSENOGLOU** Ingham County Commissioner

**REBECCA BAHAR-COOK (CHAIR)** Ingham County Commissioner

**ROBERT SHOWERS** Clinton County Commissioner

**SARAH ANTHONY** Ingham County Commissioner

**TINA HOUGHTON** Lansing City Council Member

## Capital Area Michigan Works! Workforce Development Board

**ANDY KOTARBA** Dewpoint

**BOB TREZISE** Lansing Economic Area Partnership (LEAP)

**CAROL PARR (PAST MEMBER)** General Motors

**CHRIS HOLMAN** Michigan Business Network

**DARCY KERR** Accident Fund Insurance Company of America

**DAVID HOLLISTER** Hollister Solutions

**DEAN POGGIALI** Capital Area United Way

**EDITH SUTTLES** Diversified Environmental Services, Inc.

**GLENN FREEMAN III** Greater Lansing Labor Council

**JANE DOTY (CHAIR)** H & H Restaurants

**\*JANET LILLIE** Michigan State University

**JIM DRAVENSTATT-MOCERI** IBEW Local 352/Greater Lansing  
Labor Council

**\*KAREN KAFANTARIS** AARP Michigan

**MARK BURNHAM** Michigan State University

**\*MAUREEN WEBSTER** Michigan Rehabilitation Services DHS

**MIKE KING** WILX TV-10

**PAUL MCNAMARA (PAST MEMBER)** Consultant

**PAUL STURGIS (PAST MEMBER)** Sparrow Health System

**PAULA CUNNINGHAM** AARP Michigan

**REY GUZMAN** Michigan Workforce Development Agency

**ROBERT PROCTOR** Lansing Community College

**ROSANNE RENAUER** Michigan Rehabilitation Services

**SANDRA PEARSON** Habitat for Humanity of Michigan

**\*SCOTT SOWULEWSKI** Accident Fund Holdings, Inc.

**SERGIO KECK** Lansing School District

**SHAWN DAVIS** General Motors

**SHIRLEY J. HYDE** Eyde Company

**SU A'LYN HOLBROOK** Ingham County Department of  
Human Services

**TOM RUIS** Fifth Third Bank

**WILLIAM BREWER II** Global Business Resource Group

**WILLIAM KIMBLE** C2AE

## Talent District Career Council

**ARNOLD WEINFELD** Prima Civitas

**BOB TREZISE** Lansing Economic Area Partnership (LEAP)

**BRENT KNIGHT** Lansing Community College

**CHRIS HOLMAN** Michigan Business Network

**DAVE HOLLISTER** Hollister Solutions

**\*DELSA CHAPMAN** Lansing School District

**DENNIS THEIS** Maner Costerisan

**EDITH SUTTLES** Diversified Environmental Services

**EDYTHE HATTER-WILLIAMS** Capital Area Michigan Works!

**GARY REID** WKAR

**GENE SHANAHAN** WLNS TV

**HIRAM FITZGERALD** Michigan State University

**JANE DOTY** H & H Restaurants

**JASON VANDERSTELT** Adams Outdoor Advertising

**JIM DRAVENSTATT-MOCERI** IBEW Local 352/Greater Lansing  
Labor Council

**KATE SNYDER** Piper & Gold Public Relations

**KAREN STEFL** Such Video

**KIRK RILEY** Information Technology Empowerment Center (ITEC)

**KRISTIN BELTZER** Lansing Regional Chamber of Commerce

**LAWRENCE HIDALGO, JR.** Lansing Community College

**MARK COSCARELLA** Lansing School District

**MAUREEN HIRTEN** Capital Area District Library

**MELISSA LORD** Comcast Spotlight

**MIKE KING** WILX TV-10

**NARDA MURPHY** Williamston Community Schools

**OWEN JOHNSTON** Bekum America Corporation

**\*PAT JACKSON** Clinton County RESA

**PATRICK HARRISON** Dean Transportation

**PAUL ELAM** Public Policy Associates

**ROSANNE RENAUER** Michigan Rehabilitation Services

**SAGAR SHETH** Moebius Technologies

**SCOTT KOENIGSKNECHT** Ingham Intermediate School District

**STAN KOGUT (FACILITATOR)**

**SUE PIGG** Tri-County Regional Planning Commission

**TERESA KMETZ** Capital Area United Way

**WAYNE PETROELJE** Clinton County RESA

## Program Partners

Advent House Ministries

Capital Area Information Technology Council

Capital Area Manufacturing Council

Capital Area Michigan Works! Administration Offices

Career Quest Learning Centers, Inc.

Clinton Task Force on Employment, Inc.

Disability Appeals Advocates, L.L.C.

Dorsey Schools

Eaglevision Ministries, Inc.

Eaton Regional Education Service Agency

Franklin Street Community Housing Corporation

Housing Services of Mid-Michigan

International Trucking School

Lansing Community College

Lansing School District

Michigan AFL-CIO Human Resource Development Inc. (HRDI)

National Council on Alcoholism

New Horizons Computer Learning Center

Peckham, Inc.

Potterville School District

Southeast Michigan Community Alliance (SEMCA)

State of Michigan Veterans Services Division

*\*ALTERNATE*

# THROUGH



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Lansing, Michigan 48910

101 W. Cass St. Suite A  
St. Johns, Michigan 48879

311 W. First St.  
Charlotte, Michigan 48813

[www.camw.org](http://www.camw.org)  
1-800-285-WORK

In accordance with the Americans with Disabilities Act, this annual report will be made available in an alternative format upon special request to Capital Area Michigan Works! Relay Center.

Call 711 or 800-649-3777  
(Voice and TDD).

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